SUSTAINABLE GROWTH 2024 ESG PROGRESS REPORT







2024 DHL GROUP

With two strong brands, the world's leading logistics provider connects people and markets, enabling global trade.

	220 Countries and territories	5 Divisions	€84bn Revenue	€5.9bn EBIT	€3.0bn Free cash flow
		nsive range of parcel, express, fre well as e-commerce logistics so	•	nain management	Europe's largest mail provider and market leader in Germany
	Express	Global Forwarding, Freight	Supply Chain	eCommerce	Post & Parcel Germany
SIONS	Reliable, on-time door-to- door delivery of urgent documents and goods	Brokerage of air, ocean and overland freight forwarding services	Customized logistics services and supply chain solutions	Domestic parcel shipment in Europe, the US, Asia ⁶	Transport, sorting and delivery of documents and goods shipments
	International (TDI) ²	Air freight (export)	Warehousing	Parcel transport	Letter mail market
DIVID	<pre>1.1 m shipments per working day National (TDD)³ 0.5 m shipments per working day</pre>	1.785 _{m metric tons} annually Ocean freight 3.314 _{m TEU⁴} annually	►17 _{mm²} of warehousing and operational space ⁵	>1.7 bn parcels annually	42 _{m letters} per working day Parcel market 6.7 _{m parcels} per working day

2024 SUSTAINABILITY

GREEN LOGISTICS

Air fleet	299	aircraft
Road fleet of which	121,850 42,004	vehicles e-vehicles
Bike fleet of which	13,000	bicycles e-trikes e-bikes
GHG emissions	33.77m	metric t CO ₂ e

Decarbonization levers

- Sustainable fuels
- Electrification of pick-up and delivery fleet
- Operate all new buildings carbon-neutrally



BEST EMPLOYER

Employees globally	601,723	
Apprentices and trainees	7,202	
Staff costs	€28.3bn	
Continuing education & training Time invested	€264m 6.3m	hours

- DHL Group's corporate culture is inclusive, performance-oriented and motivating.
- DHL Group offers healthy workplaces and a safe working environment.





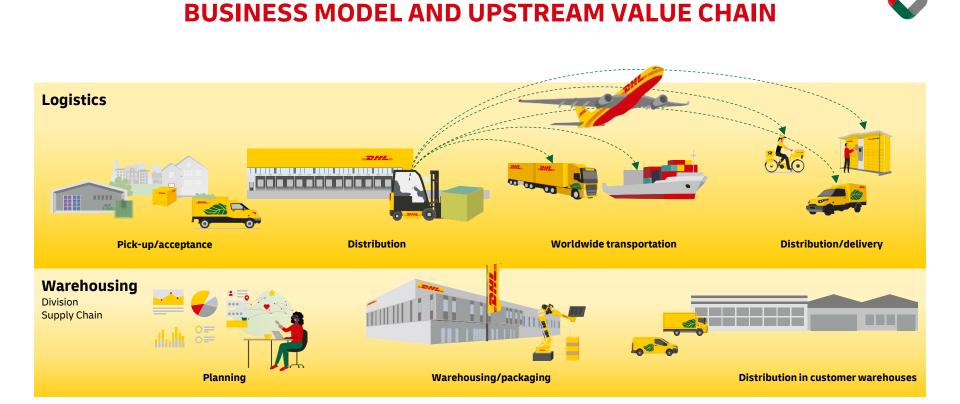
TRUSTWORTHY COMPANY



Locations in 220 countries & territories	12,114
Headquarters in Bonn, Germany	1
International hubs Leipzig (DE), Cincinnati (US), Hong Kong (CHN	3 1)
Mail and parcel centers 81 mail centers, 38 parcel centers	119
•	119

• DHL Group is a highly trusted and reliable business partner and conducts its business in accordance with the law and its own values.





Fuel and energy-related

activities

Business travel/

employee

commuting

Upstream transport

and distribution

4

Upstream

value chain

Capital

aoods

Purchased goods

and services



CONTENTS – NAVIGATION

Strategy, Values and Objectives Green Logistics of Choice Employer of Choice Trustworthy Company



STRATEGY, VALUES AND OBJECTIVES

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STRATEGY 2030

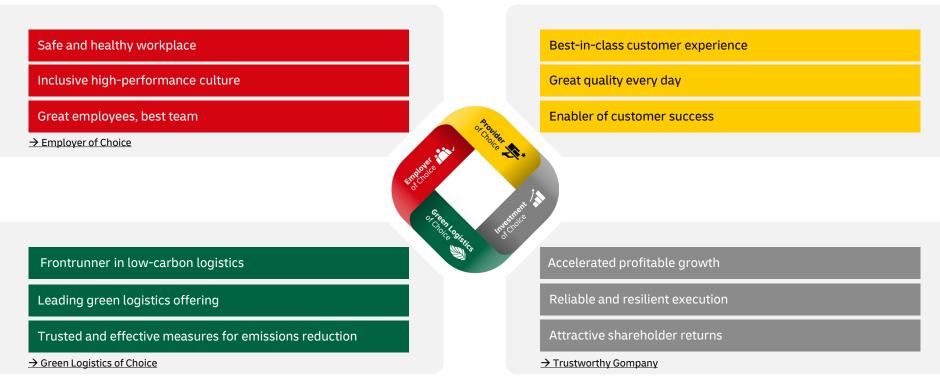
The Group's Strategy 2030 aims to accelerate sustainable growth, with the previous three bottom lines now expanded to include a fourth. Employee

In addition to our existing aspiration of being Employer, Provider and Investment of Choice, DHL Group also wants to offer **"Green Logistics of Choice."**

7

BOOSTING THE BOTTOM LINES







MEASURES AND KEY FIGURES FOR CONTROL

Concrete measures and measurable KPIs are used to track and show performance to date. ESG KPIs are embedded in the management system so progress made can be checked against the targets set



Green Logistics of Choice Reducing logistics-related GHG emissions



Employer of Choice Creating a safe and healthy workplace

- Measures --

 \bigcirc

Trusted company Role model for good corporate governance

- Increasing share of sustainable fuels in air and ocean freight and road transport
- Electrification of pick-up and delivery fleet
- Operate new own buildings in a carbon-neutral way by using alternative technologies
- Offer CO₂-reduced products
- Logistics-related GHG emissions Target 2030: <29m metric tons CO₂e, Target 2050: Net Zero
- Realized Decarbonization Effects¹ Target 2025: Reduction of 2,000 metric kilotons CO₂e

- Maintaining employee engagement at a high level
- Promoting gender diversity
- Ensuring employee health and safety at work
- Be a trusted organization with a strong compliance culture and effective governance
- Ensure cybersecurity and data privacy, and work with like-minded suppliers and partners

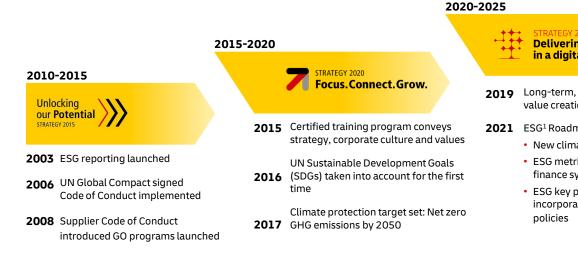
- Steering-relevant KPIs

- Employee Engagement^{1, 2} Target 2030: ≥ 80% annually Group-wide
- Share of women in middle and upper management Target 2025³: ≥30%; Target 2030³: ≥34%
- Accident rate (LTIFR)⁴ Target 2025: ≤15.5; Target 2030: ≤10.8

- External cybersecurity rating¹ Target 2025: ≥710 out of 820 points
- Share of valid compliance training certificates in middle and upper management Target 2025: ≥98%

^{9 1)} Remuneration-relevant. 2) Represents the aggregated and weighted results of five statements in the annual Group-wide Employee Opinion Survey. 3) Update May 2025: To ensure compliance with legal requirements in the U.S. the scope of this metric now excludes U.S. based employees. 4) Work-related accidents per million hours worked resulting in at least one working day of absence following the accident (Lost time injury frequency rate, LTIFR).

CORPORATE STRATEGY 2010 TO 2030





• ESG key performance indicators incorporated into remuneration policies



MEMBERS OF THE BOARD OF MANAGEMENT

DHL Group is organized into five operating divisions, each managed by its own divisional headquarters. Group management functions are performed by the Corporate Center. Internal Group services, such as Procurement and Legal Services, are bundled under Global Business Services. → Management Structure

CORPORATE CENTER



Dr. Tobias Meyer Chief Executive Officer, Global Business Services Member since April 2019 Appointed until March 2027



Melanie Kreis Finance Member since Oct. 2014 Appointed until May 2027



Dr. Thomas Ogilvie HR Member since Sep. 2017 Appointed until Aug. 2030

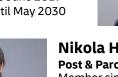
DIVISIONS



John Pearson Express Member since Jan. 2019 Appointed until Dec. 2026



Tim Scharwath Global Forwarding, Freight Member since June 2017 Appointed until May 2030



Nikola Hagleitner Post & Parcel Germany Member since July 2022 Appointed until June 2030

Oscar de Bok Supply Chain Member since Oct. 2019 Appointed until Sept. 2027



Pablo Ciano eCommerce Member since Aug. 2022 Appointed until July 2030



RELEVANT BOARDS FOR SUSTAINABILITY ISSUES

BOARD OF MANAGEMENT Central decision-making and sustainability focus						Supervisory Board Control and consultation	
Strategy and management Sustainability Steering Board	Operations Board	Global Commercial Board	Responsibility for topi HR Board	cs Global Business Services Board	IT Board	Reporting and controlling Finance Board	Strategy and Sustainability Committee
Dingoing monitoring of he sustainability igenda Chair: CEO ¹ Sustainability Advisory Council (SAC) Members from the	Climate and environmental protection Occupational safety	Sustainable product portfolio (GoGreen Plus)	Employee matters Respect for human rights Chair: CHRO ¹	Procurement Real Estate Mobility Chair: CEO ¹	Cybersecurity Data protection IT systems Chair: CEO ¹	Key performance indicators Planning Opportunity/risk assessment Materiality assessment Reporting Chair: CFO ¹	Finance and Audit Committee Personnel Committee
sciences, business and politics	Chair: CEO-	Chair: EXP		matic bodies	Chair: CEO-		
	Clean Operations Working Group	Steering Committee	LkSG ² Council		Information Security Committee	ESG Change Board	
	OHS Committee	Commercialization Taskforce	DEIB ³ Board H&W ⁴ Forum		Service Management Committee	Risk Committee	
			Certified Board				

12 1) Chief Executive Officer, members of the Board of Management Human Resources, Finance, Express. 2) Lieferkettensorgfaltspflichtengesetz: Supply Chain Due Diligence Act. 3) Diversity, Equity, Inclusion and Belonging, DEIB. 4) Health & Wellbeing.



INTERNATIONAL PRINCIPLES OF SUSTAINABILITY ANCHORED IN THE GROUP THROUGH GUIDELINES

Recognized sustainability standards



The Ten Principles of the UN Global Compact

DHL Group respects

- the principles of the Universal Declaration of Human Rights
- the UN Guiding Principles on Business and Human Rights
- the OECD Guidelines for Multinational Enterprises
- the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work and
- the principle of social partnership

Anchored through our Codes of Conduct



Further specified in Group policies

Environmental and Energy Policy

Human Rights Policy Statement

DEIB Statement¹

Occupational Health & Safety Policy Statement

Health & Wellbeing Policy Statement

Anti-Corruption Statement

Cybersecurity Policy

Data Privacy Policy

SUPPORTING THE UNITED NATIONS GOALS

DHL Group contributes to six UN Sustainable Development Goals (SDGs) to solve the challenges of sustainable development.

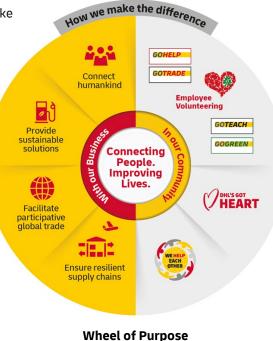


CREATING ADDED VALUE IN SOCIETY

The corporate purpose "Connecting people. Improving lives." summarizes DHL Group's contribution to economic empowerment, prosperity and trade, communities and a better world. Prosperity and economic inclusion cannot be taken for granted - companies like DHL Group are driving productivity improvements, eliminating waste in global supply chains and enabling higher wages and lower costs for goods and services.

The illustration shows how DHL Group can make a positive difference every day - with its core business and in society.

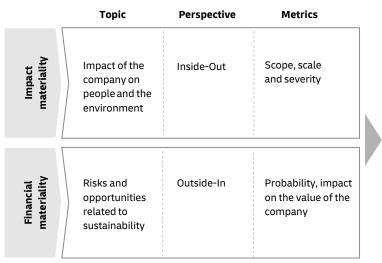
The corporate citizenship programs make a sustainable contribution to society and the environment, in line with the UN SDGs.

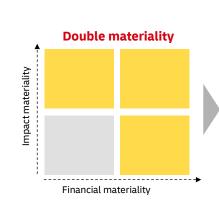


PRINCIPLE OF DOUBLE MATERIALITY

The concept of dual materiality determines the materiality of the impact and the financial materiality.

DOUBLE MATERIALITY IN ACCORDANCE WITH ESRS¹





The following topics are material for DHL Group

E1 Climate change

S1 Own workforce

S2 Workforce in the value chain

G1 Business conduct

Cybersecurity (company-specific)

The Board of Management and Supervisory Board regularly review the material sustainability topics.

16 1) European Sustainability Reporting Standards (ESRS). Application as of fiscal year 2024.



IN DIALOGUE WITH STAKEHOLDERS

DHL Group places importance on regular dialogue and exchange with stakeholders in accordance with the Stakeholder Engagement Guidelines (AA1000 Standard).

The <u>A Sustainability Advisory Board</u> (SAC) continuously contributes external perspectives and expertise. The committee is made up of eight experts from the worlds of business, science and politics.

Stakeholder dialogue formats are used to develop solutions to future social and business challenges.

Stakeholder Group	Dialogue Formats
Customers Customer satisfaction surveys, conferences and workshops, SAC	
Own Workforce	Town hall meetings, roadshows held by Board of Management, local events, annual employee survey, questionnaires on topics and programs
Workers' representatives	Regular discussions (global, regional, local). Regular dialog with the global unions UNI Global Union and International Transport Workers' Federation within the scope of the OECD Protocol
Shareholders, investors	Capital markets days, roadshows, dialog with rating agencies, participation in conferences, AGMs, conference calls on the quarterly and annual financial statements, SAC
Suppliers	Involvement in various cross-sector supplier initiatives, organization of procurement events (e.g., webcasts, Word from the CPO or Voice of the Supplier), SAC
 Policies and policymaking 	Contribution to political/legislative initiatives, contact with political decision-makers via our representative offices in Berlin, Brussels, Washington, D.C. and Beijing, directly or indirectly through memberships in associations, and involvement in organizations such as the World Economic Forum
Civil society	Directly or indirectly through memberships in associations, exchange with local representatives, hearings as part of construction projects (expansion or new construction), participation in surveys, e.g., CDP climate questionnaire



SUSTAINABILITY PERFORMANCE POSITIVELY ASSESSED

Investors use ESG ratings primarily when compiling sustainability-related indices and financial products. Customers use them when selecting suppliers and in tendering procedures.

INVESTORS _____

CDP	"B" climate rating
FTSE Russell	3.4 out of 5.0 points
ISS ESG	C+ Prime Status
MSCI	"A" rating
S&P Global	64 out of 100 points, DJSI World Index
Sustainalytics	Low ESG risk

Scope Discloser 2024
FTSE4Good
MSCI ESG RATINGS



Corporate ES Performance	G

Momberg Dow Jones Sustainability Indices Powered by the S&P Global CSA

Prime

INTEGRITY

NEXT

80 out of 100 points EcoVadis Integrity Next Green Amber Low ESG risk

CUSTOMERS

NOC

RBA

18





GREEN LOGISTICS OF CHOICE

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GREEN LOGISTICS OF CHOICE

As a logistics company we have a responsibility to make our business cleaner. Which is why we have been a trailblazer in low-carbon logistics, and we will continue to be just that. Not only because it's the right thing to do – but also because sustainability offers us an opportunity to grow as we help our customers decarbonize and fulfil their greenhouse gas reduction commitments. By offering Green Logistics of Choice, we are underscoring our responsibility and our commitment."

DR. TOBIAS MEYER

Chief Executive Officer, Member of the Corporate Board Global Business Services





GUIDELINES AND STANDARDS

-----Group guidelines ------

- Code of Conduct
- Supplier Code of Conduct
- Environmental and Energy Policy
- Guidelines for purchasing processes
- Directive for sustainable fuels
- Paper Policy

Standards for calculating of GHG emissions

- Greenhouse Gas (GHG) Protocol
- EN 16258
- Global Logistics Emissions Council 2.0
- Voluntary Market Based Measures Framework for Logistics Emissions Accounting & Reporting of the Smart Freight Centre

IMPORTANT PARTNERSHIPS AND INITIATIVES

- Aireg Aviation Initiative for Renewable Energy in Germany
- Smart Freight Centre: Clean Cargo, Clean Air Transport, Global Logistics Emissions Council, Sustainable Freight Buyers Alliance
- Corporate Electric Vehicle Alliance
- EcoTransIT World
- European Clean Hydrogen Alliance and European Clean Trucking Alliance
- Roundtable for Sustainable Biomaterials (RSB), International Sustainability and Carbon Certification (ISCC)



SIGNIFICANTLY REDUCE GHG EMISSIONS BY 2030; TO NET ZERO BY 2050

The science-based climate targets have been validated by the Science-based Target initiative and assessed in line with limiting global warming:

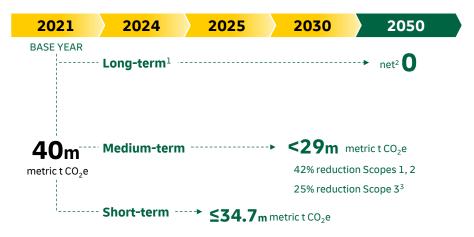
- 1.5 degrees Celsius (Scopes 1 and 2)
- Well below 2 degrees Celsius (Scope 3)

The 2050 target is also confirmed at 1.5 degrees Celsius.

Progress against targets is reported internally on a monthly basis and the forecast for the annual target is tracked.



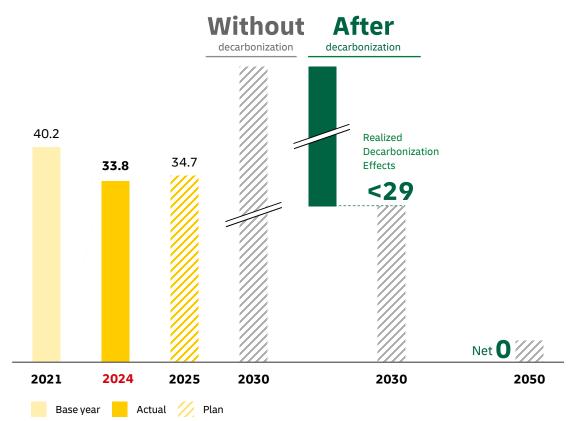
DECARBONIZATION TARGETS



THE PATH TO DECARBONIZATION

DHL Group uses sustainable fuels and technologies to reduce its GHG emissions.

The progress made is measured using the steering and remuneration-relevant key performance indicator Realized Decarbonization Effects. **REDUCING LOGISTICS-RELATED GHG EMISSIONS** Million metric tons CO₂e



SET OF MEASURES FOR DECARBONIZATION

DHL Group wants to increase the proportion of sustainable technologies and fuels in fleets and buildings.

With these measures, the Group aims to achieve its medium-term decarbonization target of reducing logistics-related GHG emissions to <29 million metric tons CO_2e by 2030.

AMBITIONS 2030

30%

Share of sustainable fuels in air and sea freight, road transport



66%

E-vehicles in pick-up and delivery



All

new owned buildings operated carbon-neutral

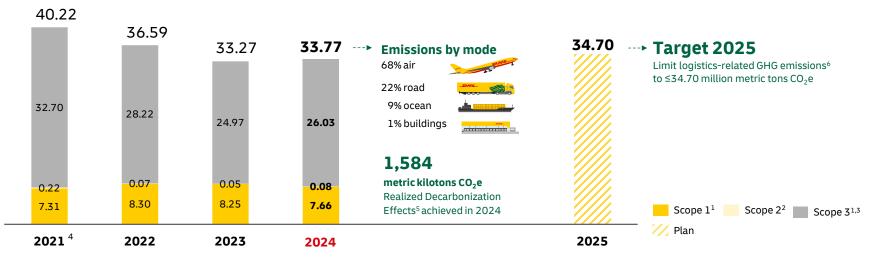


DEVELOPMENT OF GHG EMISSIONS

Growth-related effects could be mitigated by decarbonization measures. The slight increase in logistics-related GHG emissions in 2024 is primarily attributable to avoiding the ocean freight shipping route through the Red Sea as well as Russian airspace.

LOGISTICS-RELATED GHG EMISSIONS (WELL-TO-WHEEL)

Million metric tons CO₂e



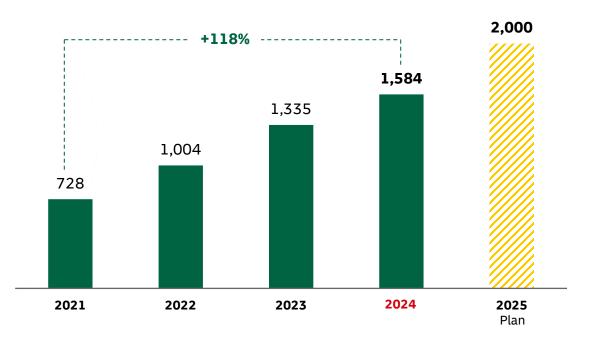
1) From fiscal year 2022, including reduction effects from market-based measures. 2) Market-based method. 3) Logistics-related Scope 3 categories: 3 Fuel and energy-related activities, 4 Upstream transportation and distribution, 6 Business travel.
 4) Includes the effect of the Hillebrand Group acquisition in the 2022 fiscal year, recognized as from the 2022 Annual Report. 5) Steering- and remuneration-relevant. 6) Steering-relevant.

REALIZED DECARBONIZATION EFFECTS

Since the introduction of the decarbonization measures in 2021, the resulting reduction in logistics-related GHG emissions has more than doubled.

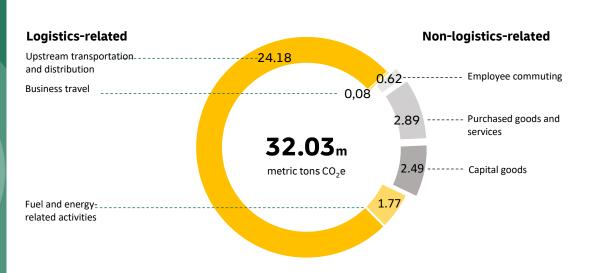
DEVELOPMENT OF THE REALIZED DECARBONIZATION EFFECTS

Metric kilotons CO₂e



SCOPE 3 GHG EMISSIONS BY CATEGORY OF THE GHG PROTOCOL

Million metric tons CO₂e



Logistics-related GHG emissions cover >80% of Scope 3 emissions.

The GHG emissions of category 8 are already included in Scopes 1 and 2, those in categories 5, 12 and 14 are not significant, those in categories 9-11, 13 and 15 are not applicable to the business model.

SCOPE 3 GHG EMISSIONS

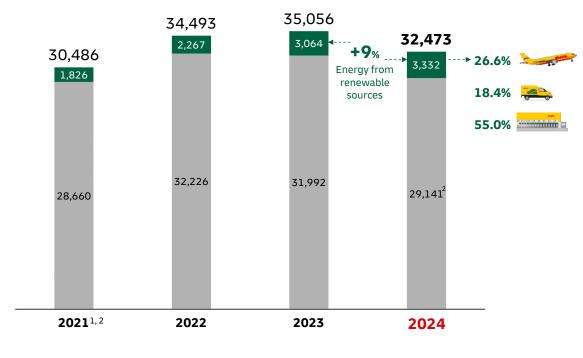
The GHG emissions of transportation partners (Scope 3) are included under measures and steering. The GHG Protocol Categories 3, 4 and 6 are taken

into account in the logistics-related GHG emissions and in the Group targets.

ENERGY CONSUMPTION SCOPES 1 AND 2

GWh





From renewable sources From fossil sources

1) As of fiscal year 2022, including the Book & Claim effect in air freight and road transport. 2) Includes 7 GWh consumption from nuclear sources (ESRS E1-5).

USE OF SUSTAINABLE FUELS

The share of energy from renewable sources continues to rise and amounted to 10.3% in 2024.

The available quantity of sustainable fuels for air transport limits their use.

PROGRESS MADE COMPARED WITH BASE YEAR 2021



Million metric tons CO₂e

Scope 3²: Reduce by 25% by 2030 -20.4% -32.70 26.03 24.97 Scopes 1 and 2¹: Reduce by 42% by 2030 -2.9%-----8.30 7.74 7.52 2021 2023 2024 2021 2023 2024

- GHG emissions declined overall compared with the base year 2021
- The increase when compared with 2023 is primarily the result of economic developments and external factors (avoiding the shipping route through the Red Sea as well as Russian airspace)
- Sustainable fuels and efficiency improvements, e.g. load factors, keep this increase in check.
- The decline in Scope 3 emissions is due primarily to shifting transports to the Group's own fleet

SUSTAINABILITY-LINKED BOND

In 2023, the first DHL Group sustainability-linked bond was placed with an issue volume of €500 million and a term through 2033.

The interest rate is linked to the sub-targets of the 2030 target.

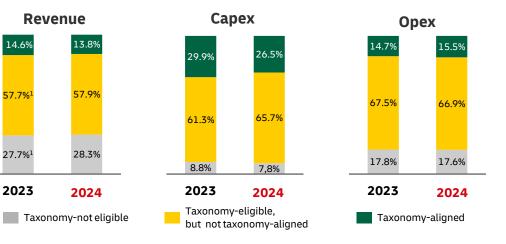
EU TAXONOMY: CLASSIFICATION SYSTEM FOR ASSESSING THE SUSTAINABILITY OF COMPANY ACTIVITIES

Application of the EU Taxonomy Regulation poses challenges for globally active companies: Not least due to incomplete coverage of their full economic activities and lack of global applicability.

Examples from DHL Group:

Economic activities not taken into account: The revenue from the operation of warehouses (Supply Chain division) is not included in the EU Taxonomy and can therefore not be assessed.

Many criteria contained in the EU Taxonomy Regulation cannot be applied outside the European Union.



EU TAXONOMY: ECONOMIC ACTIVITIES IN THE "TRANSPORT" AND "CONSTRUCTION AND REAL ESTATE" SECTORS



6.19 Passenger and freight air transport: Not aligned, despite using SAF¹, as it is not possible to prove after the fact that certain substances were not used in aircraft production.. 6.20 Air transport ground handling operations: E-vehicles² used to support around handling are partially aligned. 6.10 Sea and coastal freight water transport: In individual cases, ship owners were able to confirm alignment for contracted ocean transports. 6.4 Operation of personal mobility devices, cycle logistics: Bicycles, cargo bikes and handcarts 7.7 Acquisition and ownership of buildings: are largely aligned. Within the EU. investments in some buildings could be reported as aligned: not

6.5 Transport by motorbikes, passenger cars and light commercial vehicles: E-transporters are only partially aligned, in part due to tire specifications (79% of investments, Capex).

6.6 Freight transport services by road: E-trucks are only partially aligned, in part due to tire specifications.

6.2 Freight rail transport:

Freight forwarders were unable to confirm alignment for contracted rail transport, as most are not subject to reporting requirements.

6.15 Infrastructure enabling low-carbon road transport and public transport: Alignment could not be demonstrated, particularly for new buildings³ outside the EU, due to a lack of reference standards.

31 1) Sustainable Aviation Fuel. 2) Electrically powered ground support equipment. 3) Mail and parcel centers (including integral equipment such as conveyor and distribution systems), charging stations, Packstations and Poststations, and transshipment hubs for road transport.

applicable outside the EU.



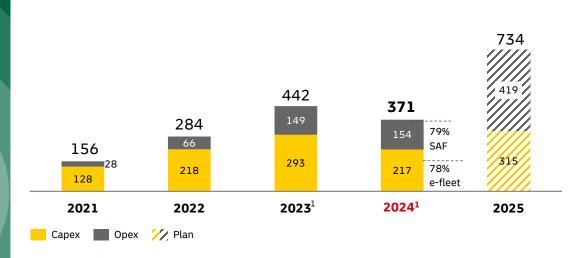
Using sustainable fuels Electrifying pick-up and delivery

Operating carbonneutral buildings Offering sustainable products

ADDITIONAL EXPENDITURES FOR DECARBONIZATION



€ million



2024 additional costs for decarbonization reduced

- Additional expenditure per vehicle was significantly reduced, especially in fleet electrification, and high investment in previous years paid off.
- Additional costs for sustainable fuels were also kept in check. The share of sustainable fuels increased to 3.0%.
- In pick-ups and deliveries, the share of e-vehicles used increased to 41.4%; the share of e-vehicles rose to 39,100.

1) As of 2023, the allocation is made in accordance with ESRS requirements.

EXPENDITURES FOR DECARBONIZATION

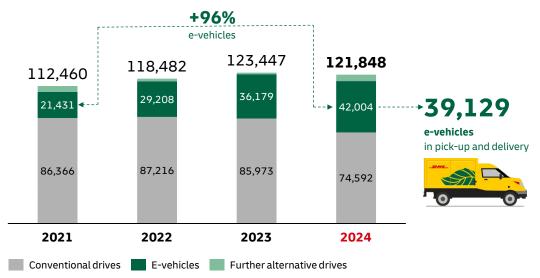
Sustainable technologies and fuels are often more expensive than conventional technologies and fossil fuels.

PROGRESS MADE COMPARED TO THE 2030 AMBITION





DRIVE TYPES IN THE VEHICLE FLEET



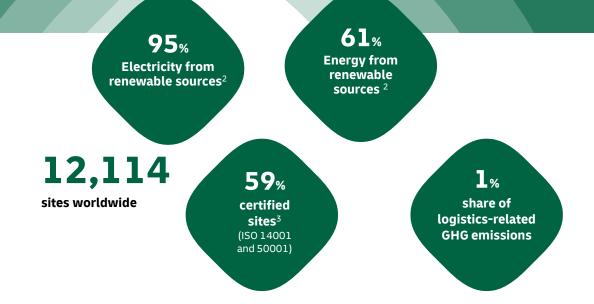
ROAD FLEET ELECTRIFICATION

DHL Group continues to expand its e-vehicle fleet. On long routes, more HVO and gaspowered trucks are being used as vehicles with alternative drive systems.

OPERATING CARBON-NEUTRAL BUILDINGS

One part of the supply chain that should not be neglected is the ecologic footprint of the warehouse building. We use energy-efficient technologies, energy from renewable sources and other alternatives to reduce emissions.

As of 2021, all new owned buildings to be operated carbon-neutral^{1, 2} through the use of technologies and measures.





35 1) In accordance with the internal DHL Group framework (based on the World Green Buildings Council's guidance, certified by SGS). Deviations permitted in justified exceptional cases. CO2-neutral buildings. 2) Scopes 1 and 2. 3) External certification is based on the size and strategic importance of the location. If the location is operated on behalf of the customer, the customer decides. Also includes locations that are only certified according to one ISO.

Energy from renewable Environment sources Biodiversity Solar panels (photovoltaic) Rainwater harvesting Solar ready roofs Low water appliances Battery storage ready Additional grid energy purchased Electricity **Efficient lighting** Charging stations for operating • LED lighting with smart control vehicles and e-vehicles (cars) systems Vertical skylights Efficient transformers Heating and cooling • Efficient heat pumps (HVAC²) Natural ventilation, automated control Sun protection and sun shading **Building automation and** Efficient dock seals Rapid rise doors measurement Enhanced building automation Main meter energy monitoring Sub-meter advanced energy monitoring

OPERATING CARBON-NEUTRAL BUILDINGS: STANDARD MEASURES

36 1) Carbon neutral refers to an internal DHL assessment standard for building emissions; based on the World Green Buildings Council's guidance and certified by SGS. It covers the operational CO₂ emissions of buildings according to Scope 1 and Scope 2 with a CO₂ reduction of 75% or more and a maximum offset of 25% with allowable verified carbon credits (compared to a fossil baseline). The reduction in emissions is achieved through renewable energy such as solar PV and the use of energy-efficient technologies. Not included: Sites operated on behalf of customers. 2) Heating, ventilation, air conditioning.

SUSTAINABLE PRODUCTS AND SOLUTIONS

The GoGreen Plus product range enables decarbonization instead of offsetting.

Transparency through carbon reports

Customized carbon reports and interactive dashboards give our customers transparency and a clear overview of their GHG emissions

Supply chain optimization

Solutions for optimizing warehousing, road transport, transport solutions for switching from road to rail, packaging solutions SoGreen

Sustainable fuels and technologies

Decarbonization of logistics services through the use of sustainable fuels and low-carbon technologies.

Insetting with GoGreen Plus products

Insetting enables the direct replacement of fossil fuels with sustainable biofuels and the protection of the environment and climate along the entire supply chain.







Road transportation

Solutions for direct local operations





Solutions for warehousing

TRANSPARENCY VIA EMISSIONS REPORT

With the DHL GoGreen Dashboard, DHL Group offers its key accounts a central digital platform to consolidate their GHG emissions across all transportation modes.

CARBON REPORT: THE GOGREEN DASHBOARD



Self-Service Reporting

GHG emissions from customer transports are summarized in one place and can be evaluated individually for each product and transport mode.

Conformity with standards	Data visualization	Customization	
Aligned with ISO 14083 and the GLEC Framework ¹	Various forms of data illustration available	Use of filters or interactive graphics, consolidation of reports	
Detailed reports	Timeliness	Export function	
Contain key emissions data and breakdown statistics	Data is updated on a monthly basis, with customizable periods of time	Reports and tables exportable in various forms	

DECARBONIZATION OF THE CORPORATE DIVISIONS

GREEN LOGISTICS OF CHOICE





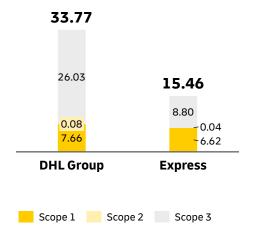
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EXPRESS

Core business consists of international time-definite shipments. The TDI product enables cross-border transport and delivery services with predefined, standardized transit times. Expertise in customs clearance is a key prerequisite for fast and reliable, door-to-door service.

LOGISTICS-RELATED GHG EMISSIONS 2024

Million metric tons CO₂e



GOGREEN PLUS PRODUCTS: USE OF SUSTAINABLE AVIATION FUELS (SAF)



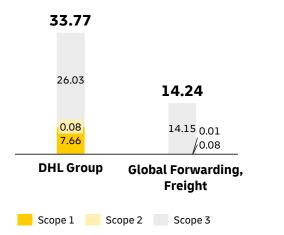
- Flexible CO₂e reduction, flexible billing options
- Standard reduction options CO₂e: 30% / 50% / 70%
- Booking online via the MyDHL+ platform
- Standard reduction $30\% CO_2 e$

GLOBAL FORWARDING, FREIGHT

Air, ocean and overland freight forwarding services. The portfolio ranges from standardized transports to multimodal and sector-specific solutions, customized industrial projects and customs services. The business model is mainly based on brokering transport services between customers and freight carriers.

LOGISTICS-RELATED GHG EMISSIONS 2024

Million metric tons CO₂e



GOGREEN PLUS PRODUCTS

----- Global Forwarding -----



- Use of sustainable aviation fuels (SAF)
- CO₂e reduction of up to 85% possible (4 levels)

EUROCONNECT

EURAPID

EUROLINE EASYPALLET

- Use of sustainable fuels
- CO₂e reduction of ~85% possible²



 Ship owners use sustainable maritime fuel (SMF)

 CO₂e reduction of up to 85% possible (4 reduction levels)

EUROLINE

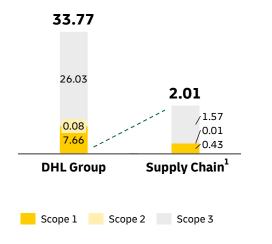
• Low and zero carbon transport solutions

SUPPLY CHAIN

Core business comprises customized logistics services and supply chain solutions to reduce complexity for customers and add sustainable value. The portfolio includes warehousing, transportation and value-added services, such as e-fulfillment and managing returns.

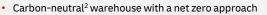
LOGISTICS-RELATED GHG EMISSIONS 2024

Million metric tons CO₂e



GOGREEN PLUS PRODUCTS





- Two reduction levels: 1. >75% (incl. up to 25% offsetting), 2. 100%
- Low and zero carbon transport solutions
- Use of sustainable fuels
- Enables up to 80% reduction in GHG emissions

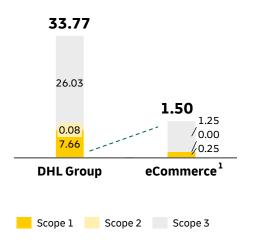


ECOMMERCE

Core business comprises domestic parcel transport in selected countries in Europe, the US and certain countries in Asia, notably India, and deferred cross-border services – especially to and from Europe, within Europe and to and from the United States.

LOGISTICS-RELATED GHG EMISSIONS 2024

Million metric tons CO₂e



GOGREEN PLUS PRODUCTS



- Sustainable fuels (HVO 100)
- Enables 85% to 90% reduction in GHG emissions



Solution developed for a specific customer

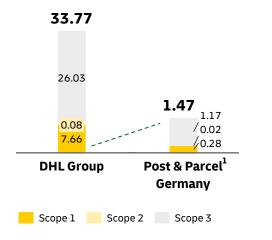


POST & PARCEL GERMANY

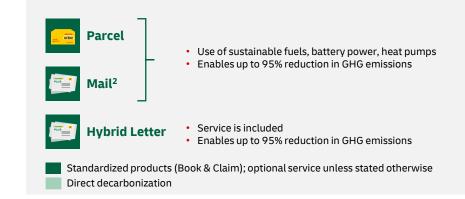
Core business comprises the transport, sorting and delivery of documents and merchandise shipments. The nation-wide mail and parcel network is being continually expanded, taking account of digitalization and sustainability aspects.

LOGISTICS-RELATED GHG EMISSIONS 2024

Million metric tons CO₂e



GOGREEN PLUS PRODUCTS

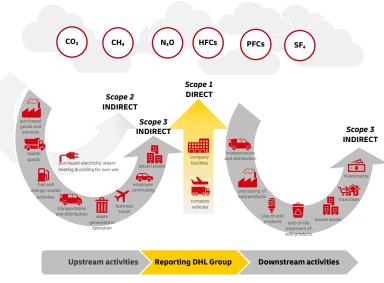




GREEN LOGISTICS OF CHOICE



GHG PROTOCOL: SCOPES AND GHG EMISSION CATEGORIES



Scope 1

Direct GHG emissions from fuels used in DHL Group vehicles, aircraft and buildings

Scope 2

Indirect GHG emissions from purchased grid electricity and district heating or cooling

Scope 3

Indirect GHG emissions from fuels and energy supplied by suppliers/subcontractors used by suppliers/subcontractors

- Included in DHL Group 2030 targets and reporting: Fuel and energy-related activities, upstream transportation and distribution, business travel. The 2050 target also includes purchased goods and services and capital goods.
- Not material: Purchased goods and services, capital goods, employee commuting, waste
- Not applicable: Upstream leased assets (included in Scope 1 and 2), all downstream activities of categories 9 to 11, 13 and 15

STEPS TOWARDS CLIMATE NEUTRALITY: MEASURING AND REDUCING EMISSIONS, OFFSETTING UNAVOIDABLE ONES





- Direct vehicle fueling with sustainable fuel or electricity
- Emission reductions determined on the basis of calculations
- Purchase of sustainable fuels or efficient transportation services in the same mode of transport
- Proof of GHG emission reduction:
 - Direct consumption invoice-based
 - Certificates showing substitution of fossil fuels in the value chain

Compensation outside the value chain

Climate protection projects (Offsetting)

- GHG emission offsetting occurs outside the value chain of DHL Group
- Not recognized by GHG Protocol, ESRS and SBTi for GHG emission reduction
- Does not alter GHG emissions of DHL Group



BIODIVERSITY

Biodiversity is not classified as material for the Group.

DHL Group's business models have no significant impact on biodiversity. Nevertheless, measures are used to promote biodiversity.

- Location-based analysis 2023 confirmed: DHL Group sites are generally located in urban areas or designated industrial and commercial zones and pose no direct threat to nature conservation areas or protected animals and plants.
- Biodiversity is taken into account when planning new sites, e.g. green roofs and sustainable landscape planning → Buildings.
- DHL Group's Sustainable Fuel Policy takes account of biodiversity in the production of sustainable biofuels.
- The GTCs of DHL Group explicitly prohibit the use of the company network to transport protected plant and animal species.
- DHL Group supports the UN Convention on Biodiversity and is a member of the United for Wildlife Transport Taskforce.

WATER CONSUMPTION

Water consumption is not classified as material for the Group.

DHL Group's business models have no significant impact on the availability of water. Nevertheless, measures are used to keep water consumption low.

- Use is limited to sanitary facilities and building cleaning.
- Water is mainly obtained from the municipal water supply and disposed of via the public sewage system.
- Measures to reduce water consumption are implemented as part of environmental management.
- Where possible, rainwater recovery systems and efficient sanitary facilities are installed in new buildings.

CIRCULAR ECONOMY

Waste and recycling are not classified as material for the Group.

DHL Group's business models have no material impact on resources. Nevertheless, measures are taken to avoid waste and to recycle as much as possible.

Best practice example BIGBELT

- Packaging solution for palleted goods
- Cover can be used >500 times

- Avoid waste and digitalize processes.
- Promote recycling of materials and the circular economy.
- Maintenance and scrapping of aircraft, road vehicles and IT equipment is generally the responsibility of the manufacturer or other third-party providers.
- Contracts for maintenance and disposal encourage environmentally-friendly practices.
- Paper Policy covers procurement and resource-efficient use of paper.

POLLUTION

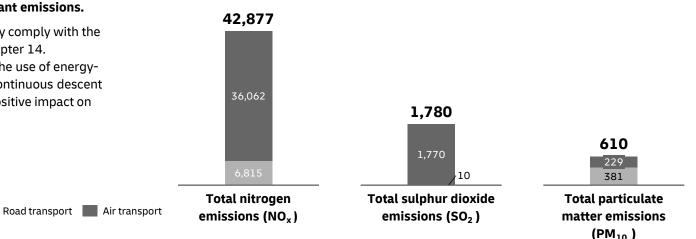
Pollution is not classified as material for the Group. With its decarbonization measures, DHL Group is also working to reduce local air pollutant emissions.

34% of DHL Group's aircraft already comply with the best noise protection standard Chapter 14. Furthermore, pilots are trained in the use of energy-saving flight maneuvers, such as continuous descent during landing, which also has a positive impact on noise pollution.

LOCAL AIR POLLUTANTS (SCOPE 1)

00 00-

Metric tons



ZHL_

PHL=



EMPLOYER OF CHOICE

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EMPLOYER OF CHOICE

66

For us, social sustainability means offering good working conditions and promoting a culture that focuses equally on respectful cooperation and results orientation. In this way, we increase the commitment and satisfaction of our employees and strengthen our economic performance at the same time."

DR. THOMAS OGILVIE

Board Member for Human Resources and Labor Director

GUIDELINES AND PARTNERSHIPS

As a signatory to the UN Global Compact, DHL Group is committed to its ten principles and respects the principles of the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Rights and Principles at Work, and the OECD Guidelines for Multinational Enterprises.

GUIDELINES AND STANDARDS

- ----- Group policies and guidelines -----
- Code of Conduct
- Human Rights Policy Statement
- Anti-Corruption Statement
- Occupational Health & Safety Policy Statement
- Health & Wellbeing Policy
- DEIB Statement¹

• The Ten Principles of the UN Global Compact

----- Standards

- Universal Declaration of Human Rights
- UN Guiding Principles on Business and Human Rights
- International Labor Organization's Declaration on Fundamental Rights and Principles at Work
- OECD Guidelines for Multinational Enterprises
- The principle of social partnership

IMPORTANT PARTNERSHIPS AND INITIATIVES

- World Economic Forum
- World Health Organization of the United Nations
- Society for International Cooperation (GIZ)
- The Centre for Business Ethics (ZfW)/European Business Ethics Network Deutschland e.V. (dnwe)
- UN Global Compact Network Germany (UN GCD)

WORKFORCE BY REGION

Headcount Dec. 31, 2024



5%

2%

GLOBAL WORKFORCE

Employees are the Group's most valuable asset.

DHL Group is one of the biggest employers in the logistics sector worldwide.

USA Brazil 21.2% Mexico 4% Canada 2% AMERICAS +--

10%

4%

127,369 employees of which 35.7% women

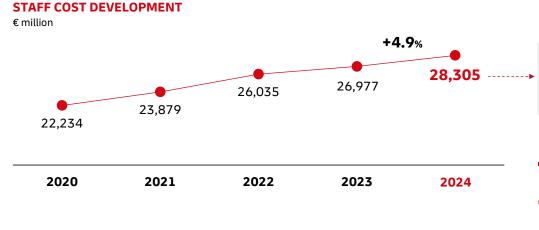
Germany 36% United Kingdom 8% 59.3% 3% Netherlands Czech Republic 2% EUROPE + 356,696 employees of which 34.3 % women India 14.8% China Thailand 2% **ASIA PACIFIC** 89,439 employees of which 29.9 % women 4.7% Turkey 2% **MIDDLE EAST/AFRICA** 28,219 employees of which 601,723 people 25.8% women employed Group-wide¹ of which 33.6% women

Unplanned turnover 10.7%

1) Moreover, 85,245 non-salaried employees (external temporary workers, full-time equivalents, annual average) were deployed at DHL Group sites.

PERFORMANCE-BASED REMUNERATION

DHL Group fosters employee loyalty and motivation by offering performance-based remuneration¹ in line with market standards.



• Wages, salaries and compensation	€22,563 million
 Social security contributions 	€3,529 million
 Retirement benefits 	€997 million
 Other benefits 	€1,216 million

-2.2% gender pay gap Group-wide

70% of employees participate in defined benefit and defined contribution pension plans.

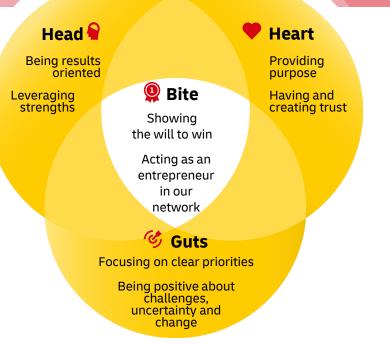
DHL GROUP LEADERSHIP ATTRIBUTES AND CULTURE

The leadership attributes act as a guide for employees on how to conduct themselves respectfully and achieve results on a daily basis when dealing with internal and external stakeholders. They also learn to see challenges as opportunities and to focus on their own strengths.

DHL Group's leadership culture aims to recognize and promote employee potential.

Employees should be able to make or prepare decisions in their daily work according to these principles.

There is often more than one solution!



RESPECTING HUMAN RIGHTS

DHL Group's Human Rights Policy Statement¹ sets out a clear focus for human rights relevant to its business models.

The management system ensures that the declaration of principles is implemented in the workforce and, in addition the due diligence obligations are mapped.

MANAGEMENT SYSTEM FOR RESPECTING HUMAN RIGHTS



59 1) Takes account of the principles of the UN Global Compact and the International Labour Organization (ILO). 2) German Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz – LkSG). 3) Sedex Members Ethical Trade Audit.



LkSG² Council

Monitors the implementation of measures in the workforce and the supply chain and assumes the role of the role of the Human Rights Officer in accordance with the LkSG.

Focus of DHL Group

- No child and forced labor
- Diversity and inclusion
- Freedom of association and collective bargaining
- Working conditions
- Data protection
- Environment

MEASURES AND RESULTS 2024

- Training to raise awareness of respect for human rights: The certification rate in middle and upper management amounted to 98.6 %
- Carry out on-site inspections:
 30 subsidiaries in **10** countries were audited by SMETA³-certified employees.
- Carry out internal audits relating to human rights by Group Internal Audit:
 36 audits have been carried out

IDENTIFYING RISK POTENTIAL

60



ON-SITE REVIEWS CONDUCTED AS PART OF DUE DILIGENCE PROCESS SINCE 2013

Asia Pacific Europe On-site reviews are conducted as Slovakia Bulgaria Bangladesh Pakistan part of the Human Rights Due Spain Philippines Czech Republic Cambodia **Diligence process.** Italy Turkey China Singapore Poland Ukraine South Korea Hong Kong A risk-based approach is applied to United Kingdom Sri Lanka Romania India Taiwan Indonesia select countries and locations based Thailand Japan on internal and external criteria.1 Vietnam Malaysia Americas Argentina Mexico Brazil Panama Middle East/Africa Chile Peru Colombia USA Lebanon Bahrain Costa Rica Nigeria Cameroon Oman Egypt Oatar Gabon Saudi Arabia Ghana South Africa Guatemala Tanzania Ivory Coast Kenva Uganda Kuwait United Arab Emirates 1) Internal: Such as number of employees; External: Verisk Maplecroft (Human Rights Index) and suggestions from the global unions.

REPORT POSSIBLE VIOLATIONS OF RESPECT FOR HUMAN RIGHTS AND GUIDELINES

WHISTLEBLOWER SYSTEM

- Possible violations can be reported around the clock via the publicly available whistleblower system.
- Anonymous reports are possible.
- Reports are investigated and clarified within the company in a standardized process for possible violations.
- At least two independent, impartial colleagues are involved in all investigations into the misconduct in question in order to ensure a transparent process. Therefore, checks are always carried out to ensure that your report does not lead to retaliation by the accused or other parties.





7 Whistleblower system



EMPLOYER OF CHOICE

DHL Group provides an open, discrimination-free and healthy working environment where employees can develop as individuals.

Employee Engagement			Diversity, Equity, Inclusion and Belonging		Health and Safety	
Attracting and retaining the best talent		Women in	Women in management		Creating a safe working environment	
KPI:	Employee Engagement ¹	KPI:	Share of women in middle and upper management	KPI:	Accident rate ³ (LTIFR) per million hours worked	
2024:	82%	2024:	28.4%	2024:	14.5	
Target 202	25: ≥ 80 % Group-wide	Target 2025²: ≥ 30%		Target 2025: ≤ 15.5		
Target 203	30: ≥ 80 % Group-wide	Target 2030²: ≥ 34%		Target 2030: ≤ 10.8		

63 1) Steering- and remuneration-relevant. Represents the aggregated and weighted results of five statements in the annual Group-wide Employee Opinion Survey. 2) Update May 2025: To ensure compliance with legal requirements in the U.S. the scope of this metric now excludes U.S. based employees. 3) Resulting in at least one working day of absence following the accident (Lost time injury frequency rate, LTIFR).

EMPLOYEE ENGAGEMENT

All employees at DHL Group can anonymously evaluate the strategy, values and working conditions annually. Based on the analysis of the annual Employee Opinion Survey, Employee Engagement¹ is derived as a key performance indicator that is included in the calculation of the bonus for the Board of Management and senior management.

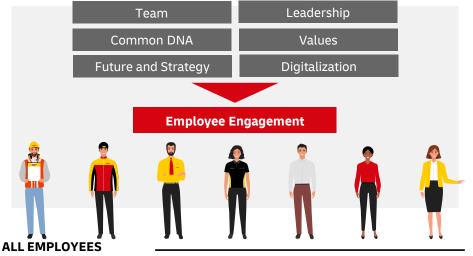
Motivated and engaged employees are the greatest competitive advantage.

The employees' feedback from the survey is used to create the best working conditions and thus meet the goal of being Employer of Choice.

The survey results are analyzed and need for improvement is identified.



EMPLOYEE OPINION SURVEY CATEGORIES



64 1) Steering- and remuneration-relevant. Represents the aggregated and weighted results of five statements in the annual Group-wide survey of employees.

SHARE PROGRAM FOR EMPLOYEES

In addition to management employees, nonmanagement employees can now also participate in the company's long-term success.

In doing so, DHL Group aims to promote employee loyalty and motivation.

SHARE PROGRAM FOR EMPLOYEES

A further share program was developed in 2023, which will be rolled out step by step worldwide. It enables an increasing proportion of DHL Group employees to participate directly in the company's success.



Piloted in **12 countries**

15% Discount rate compared with stock market price **€3,600** Annual cap,

without lockup period

DEVELOPMENT FOSTERS MOTIVATION

DHL Group offers all its employees¹ a targeted and wide-ranging training program.

Employees are developed and empowered to realize their potential.

The offer ranges from technical and strategic training to personal development. Lifelong learning is an important pillar in the overall training approach.

Trainings are held online or as classroom-based events.



70% Learning from practical experience "on the job"

10%

formal

Learning

"off the job"

20%

Learning from others in

dialog "near the job"

MYTALENTWORLD and physical training

- **6.3 million hours** were used by employees for training²
- €264 million expenditure on further development (€483 per FTE³)

e.g. feedback meetings

e.g. performance dialogs

TRAINING AND DEVELOPMENT OFFERS (SELECTION)

A wide range of professional training and development opportunities (selection)

Thematic training

- Code of Conduct
- Respecting Human Rights
- Compliance Curriculum
- Data Protection, Competition Compliance
- Information Security Awareness
- Risk management
- Become an environmental specialist (GoGreen Specialist)

Functional training

- Certified Logistics Manager
- Certified International Specialist
- Certified PROFI Academy
- Introduction to Digitalization
- Further Training and Certification



Group-wide training platform for all employees of DHL Group

Comprehensive offering for personal development Personal development

- Cross-cultural Leadership
- Time Management
- Communications
- Presentations

- Coaching
- Mentoring
- Participation in interdisciplinary or international projects

Career Marketplace

The new platform enables employees to plan their careers digitally:

- Users create a profile with skills and development aspirations
- These are considered in further development and succession planning



CREATING A SENSE OF BELONGING

Unite people from many cultures and with different cultural backgrounds.

DHL Group offers an inclusive and fair working environment in which all employees have the same development opportunities, can develop their individuality and never have to pretend to be anything other than what they actually are.

Diversity encompasses all the differences that make individuals unique. This includes bringing together people with diverse backgrounds, skills, experiences and perspectives across all levels of an organization. Here, the following is important:

- Developing a sense of belonging and expressly rejecting any and all forms of discrimination
- Working together in the spirit of mutual trust and respect
- Filling vacant positions exclusively according to qualifications



CREATING A FAIR WORKING ENVIRONMENT

DEIB MANAGEMENT

With our DEIB (Diversity, Equity, Inclusion, Belonging) measures, we are creating an inclusive working culture that promotes belonging and can therefore lead to a high level of employee loyalty and make management positions more attractive for women.

• Promoting women in management

Female junior managers receive targeted support to prepare them to take the next step in their career.

• Employees with disabilities

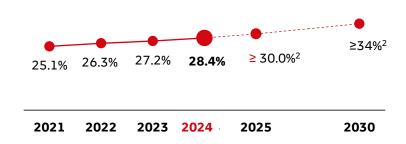
DHL Group provides people with disabilities an opportunity to pursue employment and a career.

LGBTIQ+

Individual career goals should be achievable regardless of sexual preference or gender identity.



SHARE OF WOMEN IN MIDDLE AND UPPER MANAGEMENT¹



BEST PRACTICE EXAMPLES

Group-wide - Promotion of women

The "Shift up a Gear" initiative provides holistic support for young female managers.

Shift up a Gear

Mexico – Diversity 🌢

Involve retired people and utilize their vast knowledge and experience by acting as a mentor.

2024 Silver Stevie Award Achievement in Diversity and Inclusion.

Germany - Inclusion and integration

Inclusion

At DHL Hub Cologne people on the autism spectrum are trained to work as freight and mail inspection staff.

Integration

A refugee was hired in 2018 as a Group delivery driver at a delivery base. He was promoted to team leader in 2023.

Brazil – Diversity

Joint projects with customers in the consumer sector to promote the employment of women as drivers.

India – Inclusion

To date, >140 people with disabilities are employed at DHL Group, 30 of whom have speaking and hearing impairments, or musculoskeletal disabilities.

Kenya – Integration

Internships for female refugees from African countries to develop their professional skills.

CREATING A SAFE WORKING ENVIRONMENT The safety and health of employees in the workplace are of central importance. We pay attention to safety The prevention of accidents during pick-up and 07 01 delivery is particularly challenging, as external Improvement Safety Leadership factors can only be influenced to a limited extent. & Mindset **Accident prevention** OHS **Management System** 06 02 Analyze the causes, and document Management Planning according to Review Mark danger spots **ISO 45001** Assess potential workplace hazards 03 Provide safety training and instructions 05 Support Performance Assessment 04 Organization

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WORK-RELATED ACCIDENT STATISTICS

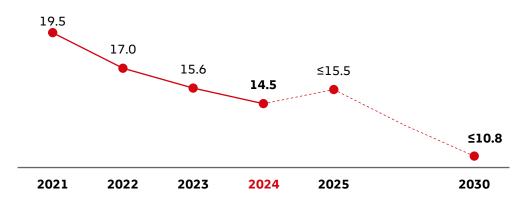
Measures are derived from accident analysis in order to eliminate their root causes and avoid reoccurrence.

The success of the occupational safety measures is measured using the key performance indicator accident rate (LTIFR), which is determined on the basis of reportable accidents at work per million hours worked.

In practice, this corresponds to accidents resulting in the loss of at least one working day.

It also includes accident-related injuries to nonsalaried employees (external temporary workers) who are subject to instruction.

GROUP-WIDE ACCIDENT RATE (LTIFR)¹ PER MILLION HOURS WORKED



TRANSPORTATION OF HAZARDOUS GOODS

The safety of employees and minimizing risk will always be top priority.

The transportation of hazardous goods and materials is carried out in accordance with the GTCs and is one of DHL Group's areas of expertise.

- The customer must declare, pack and label the hazardous goods correctly
- Only specially trained employees are permitted to handle hazardous goods
- Dangerous Goods Safety Advisors are the contact persons at the sites
- Transportation and storage of hazardous goods in accordance with safety and hazardous goods regulations

IATA regulations for transportation of hazardous goods in aviation

IMDG Code Transportation of hazardous goods by sea-going vessels ADR/RID Transportation of hazardous goods by road or rail

HEALTH & WELLBEING

Health is a state of physical, mental and social wellbeing and not just the absence of illness. Work can be a genuine source of satisfaction and therefore of health.

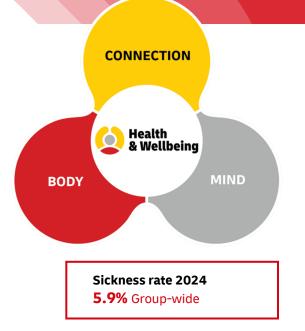
A healthy workplace is a place where employees and managers work together to promote the wellbeing of all.

The Chief Medical Officer advises the Management Board on all matters relating to occupational health management:

- on the development of physical and mental illnesses in the workplace
- on concepts for dealing with epidemic or pandemic risks

The Health and Wellbeing Policy Statement supplements the Group's guideline on occupational health and safety. Experts and managers from all divisions advise and discuss in the Health & Wellbeing Forum.

DHL Group offers many employees and their families the Employee Benefit Program: Insurance cover and financial security in the event of death or disability as well as health insurance benefits.



BEST PRACTICE EXAMPLES: HEALTH AND WELLBEING



GROUP-WIDE PROGRAMS

Leadership

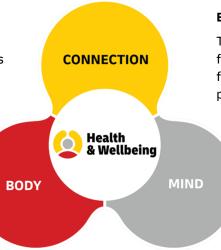
"Fit to Lead" and "Mental Health" are certified programs that raise managers' awareness of issues relating to health and wellbeing. The current eLearning modules take into account the latest scientific standards and are based on an expert dialog with the WHO.

Certified training courses

Familiarize employees with topics relating to health and wellbeing.

Mindfulness: "Mindful Breath"

15-minute guided meditations in English, German and Spanish several days a week.



PROGRAMS OF THE DIVISIONS

Express: Health and wellbeing

The MENA Run & Ride event, which has been taking place for six years, gives more than 1,000 runners and cyclists from 15 countries in the region the opportunity to achieve personal milestones in terms of health and wellbeing.

Global Forwarding, Freight: Wellbeing Cup

More than 8,000 employees from 151 subsidiaries took part in various sports competitions.

Supply Chain: Health & Wellbeing

Regional and function-specific offers:

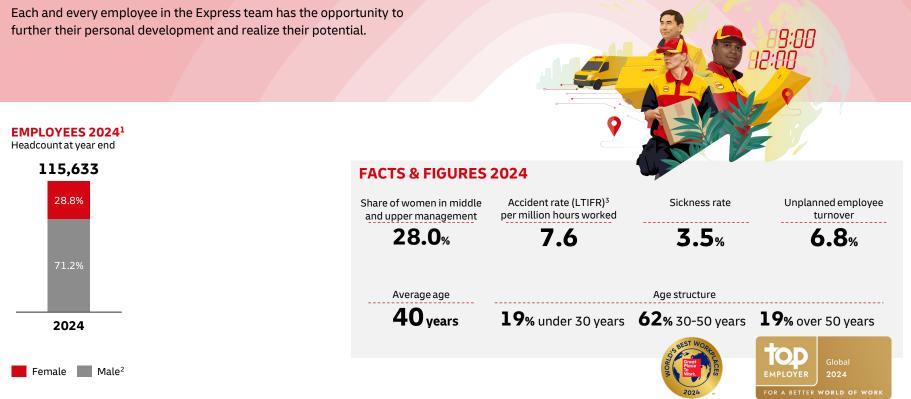
- Great Britain: My Wellbeing program with Adventure App
- Mental Health Awareness Week

Post & Parcel Germany: Prevention

Preventive programs to prevent musculoskeletal disorders and to avoid UV exposure and stress caused by VDU work



EXPRESS



77 1) Moreover, 6,373 non-salaried employees (external temporary workers, full-time equivalents, annual average) were deployed at divisional sites. 2) Including diverse and not specified. 3) Work-related accidents per million hours worked resulting in at least one working day of absence following the accident (Lost time injury frequency rate, LTIFR).

GLOBAL FORWARDING, FREIGHT

Moving mountains every day: There is nothing that cannot be transported – from grizzly bears to red king crabs, from huge waste-heat boilers to the Nelson Mandela statue outside the UN headquarters in New York.



Female Male²

EMPLOYEES 2024¹ Headcount at year end 46,566

43.2%

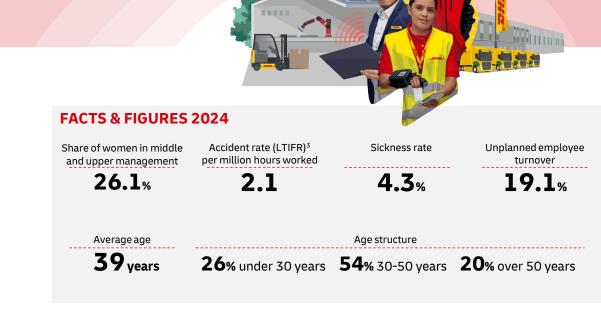
56.8%

2024

78 1) Moreover, 1,677 non-salaried employees (external temporary workers, full-time equivalents, annual average) were deployed at divisional sites. 2) Including diverse and not specified. 3) Work-related accidents per million hours worked resulting in at least one working day of absence following the accident (Lost time injury frequency rate, LTIFR).

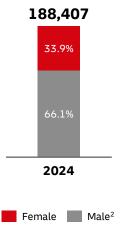
SUPPLY CHAIN

The employees in the distribution centers, transport hubs and regional branches around the world have the chance to perform a wide range of diverse tasks, all of which are an important part of daily life.



EMPLOYEES 2024¹

Headcount at year end



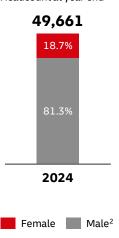
79 1) Moreover, 57,235 non-salaried employees (external temporary workers, full-time equivalents, annual average) were deployed at divisional sites. 2) Including diverse and not specified. 3) Work-related accidents per million hours worked resulting in at least one working day of absence following the accident (Lost time injury frequency rate, LTIFR).

ECOMMERCE

This division offers jobs in customer service, warehousing, as a courier, in management and in support functions such as IT, HR and Sales.



EMPLOYEES 2024¹ Headcount at year end



^{80 1)} Moreover, 17,493 non-salaried employees (external temporary workers, full-time equivalents, annual average) were deployed at divisional sites. 2) Including diverse and not specified. 3) Work-related accidents per million hours worked resulting in at least one working day of absence following the accident (Lost time injury frequency rate, LTIFR).

POST & PARCEL GERMANY

EMPLOYEES 2024¹ Headcount at year end 187,134

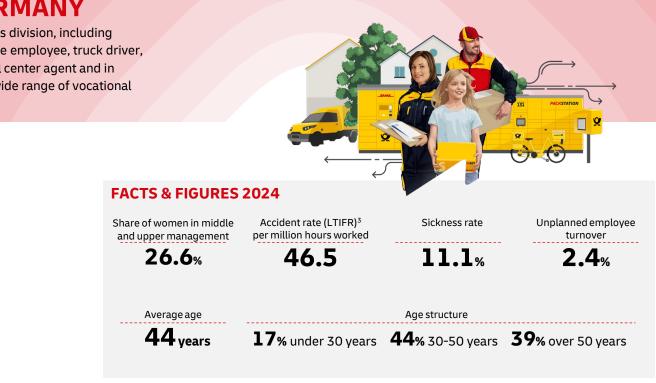
37.1%

2024

Female

Male²

A diverse range of jobs are available in this division, including mail deliverer, parcel deliverer, warehouse employee, truck driver, operations technician, sales assistant, call center agent and in management. The division also offers a wide range of vocational training opportunities.



81 1) Moreover, 2,358 non-salaried employees (external temporary workers, full-time equivalents, annual average) were deployed at divisional sites. 2) Including diverse and not specified. 3) Work-related accidents per million hours worked resulting in at least one working day of absence following the accident (Lost time injury frequency rate, LTIFR).



TRUSTWORTHY COMPANY

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RESPONSIBLE CORPORATE GOVERNANCE

Sustainability management is all about transparency and comparability.

This requires a pragmatic global standard that is not drowning in bureaucracy."

MELANIE KREIS Chief Financial Officer

66

GUIDELINES AND PARTNERSHIPS

As a signatory to the UN Global Compact, DHL Group is committed to its ten principles.

DHL Group observes all applicable international anti-corruption standards and laws.

GUIDELINES AND STANDARDS

-----Group policies and guidelines

----- Standards

- Code of Conduct
- Supplier Code of Conduct
- Human Rights Policy Statement
- Anti-Corruption Statement of Principles
- Anti-Corruption & Business Ethics Policy¹
- Group Data Protection Directive
- Corporate Procurement Policy

- The Ten Principles of the UN Global Compact
- Relevant international anti-corruption standards
- UN Convention Against Corruption

IMPORTANT PARTNERSHIPS AND INITIATIVES

• Partnering Against Corruption Initiative of the World Economic Forum

TRUSTWORTHY PARTNER

DHL Group renders its services in compliance with current legislation and in accordance with its own values.

The success of DHL Group's measures is tracked using the steering-relevant performance indicators Cybersecurity Rating and Share of Valid Compliance Training Certificates in middle and upper management.

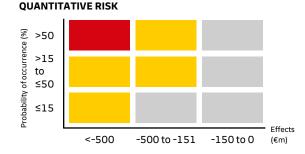
Compliance			Cybersecurity
Training managers on compliance		Safeguarding cybersecurity expertise	
KPI:	Share of valid certificates of compliance trainings in middle and upper management ¹	KPI:	External cybersecurity rating ²
2024:	99.1% share of valid certificates	2024:	750 out of 820 achievable points
Target 2025	: ≥98% share of valid certificates	Target 2025	: ≥710 points



SUSTAINABILITY-RELATED OPPORTUNITIES AND RISKS

Opportunity and risk management is carried out by Group Controlling and also incorporates sustainability-related aspects and a scenario analysis.

CLASSIFICATION OF RISKS AND OPPORTUNITIES



QUALITATIVE RISK



ESG risks of medium significance for the Group

- IT security incident (quantitative)
- Availability of energy from renewable sources and sustainable aviation fuels (SAF; quantitative/qualitative)
- External carbon price (qualitative)
- Uncertainty around the recognition of decarbonization measures and environmental claims (gualitative)

Significance for the Group:

High (red): Tendency toward impact at Group level Medium (yellow): Tendency toward impact at divisional level Low (gray): Tendency toward impact at local level

SCENARIO ANALYSIS ACCORDING TO TCFD RECOMMENDATIONS

OPPORTUNITIES AND RISKS FROM CLIMATE CHANGE

Climate-related physical and transition risks are assessed using a scenario analysis according to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

TYPES OF RISK ASSESSED

Physical risks¹ -----

Acute risks

Tropical

storms

Floods

Chronic risks

- Increasing precipitation
- Exposure to heat
- Rising sea levels
- Increased drought
- Impacts of fire

• From regulations and directives

Transition risks²

- From technology
- · Changed market behavior
- Reputation

Result of the scenario analysis

The results are incorporated into the materiality assessment in accordance with ESRS and our opportunity and risk management.

No significant physical¹ risks identified:

- The sites are subject to limited risk due to worsening climate scenarios
- Flexible business models facilitate the adjustment and relocation of assets

Significant transition risks² identified:

- Introduction of or an increase in external carbon pricing
- Lack of clear rules and criteria on how to account for insetting (GHG Protocol) and on decarbonization claims (Green Claims Directive)
- Lack of availability of energy from renewable sources and sustainable aviation fuel (SAF)

1) Scenario for physical risks: RCP scenarios 2.6, 4.5, 8.5 (Representative Concentration Pathways) of the Intergovernmental Panel on Climate Change (IPCC). 2) Scenario for transition risks: Sustainable Development Scenario of the International Energy Agency (IEA).



INTERNAL CONTROL SYSTEM AND CORPORATE INTERNAL AUDIT

INTERNAL CONTROL SYSTEM (ICS)

The ICS was designed to follow the internationally recognized COSO framework for internal control systems (COSO: Committee of Sponsoring Organizations of the Treadway Commission) and is continuously updated and enhanced.

- Minimum requirements: Defined on the basis of identified risks and control objectives - to be fulfilled by putting suitable controls in place in the control frameworks of the divisions.
- Sustainability reporting: Essential control requirements have been established for defining, capturing data on, calculating and reporting all sustainability indicators and governance processes.

CORPORATE INTERNAL AUDIT

Independent regular and ad hoc audits are carried out at all Group entities and at corporate headquarters on the authority of the Board of Management.

- Audit findings and agreed actions for improvement are discussed with the audited organizational units and their management.
- The Board of Management is informed of the findings on a regular basis.
- The Supervisory Board is provided with a summary once per year in addition to ad hoc reports as needed.



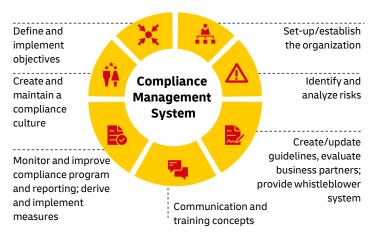




COMPLIANCE: AVOIDING CORRUPTION AND BRIBERY

One important aspect of compliance is the legal requirements relating to preventing corruption and bribery. DHL Group is committed to the relevant international anti-corruption standards and laws.

ELEMENTS OF THE COMPLIANCE MANAGEMENT SYSTEM



The Chief Compliance Officer, who reports directly to the CFO, is responsible for structuring the compliance management system (CMS). The divisional compliance officers are responsible for implementing the CMS in the divisions.

- Uniform minimum standards defined across the Group
- Achieve required compliance with applicable law and relevant internal policies.

Compliance training

Compliance training comprises the Core Compliance Curriculum (anticorruption, competitive compliance, Code of Conduct) and data protection training. This is mandatory for managers.

99.1%

Share of valid certificates for compliance trainings in middle and upper management¹

Target 2025: ≥98%

1) Employees who have already completed their training must update their certification every two years.

GUIDELINES AND WHISTLEBLOWER SYSTEM

Internal guidelines and accompanying training courses help employees to recognize situations that could call the company's integrity towards third parties into question.

Policies and guidelines apply for all levels and all employees

- Code of Conduct: Sets out rules for ethical conduct among employees
- Anti-Corruption Statement of Principles and Anti-Corruption & Business Ethics Policy¹: Clarify these rules. The rules on how to deal with donations and gifts to political parties and government institutions are also set out.
- Supplier Code of Conduct: Business partners are thus required to adhere to these same standards

Whistleblower hotline

- Employees or third parties can report potential violations of policies and legislation 24/7 via the compliance incident reporting system (whistleblower hotline)²
- Reports are reviewed and investigated internally for potential violations as part of a standardized process.
- Information on this is included in the regular compliance reporting to the Board of Management and to the Supervisory Board's Finance and Audit Committee.



7 Whistleblower system

PROTECTING INFORMATION AND SYSTEMS

DHL Group's cybersecurity management activities protect the information of the Group, its business partners, employees, and IT systems from unauthorized access, manipulation and data misuse.

Cybersecurity management

- The IT Board determines the cybersecurity strategy and defines and manages Groupwide protection measures
- Chief Information Security Officers monitor and assess cyber risk on an ongoing basis
- Employees are granted access to systems and data only to the extent required to perform their work
- IT systems and data are backed up on a regular basis, and critical data are replicated in the data centers
- Regular software updates prevent potential security gaps and ensure functionality
- All employees and executives are continuously made aware of current risks by means of phishing simulations
- DHL Group has its cybersecurity evaluated by BitSight, an external rating agency

ISO 27001

IT data centers certified.

ISO 27002

Processes and policies based on this standard.

Cybersecurity rating¹

750 points

out of 820 achievable points achieved

Target 2025: ≥710 points



DATA PROTECTION: HANDLING PERSONAL DATA

Data protection is an essential component of the quality of products and services. At the same time, efficient data protection management helps us to avoid the risk of statutory penalties and loss of reputation.

The DHL Group Data Privacy Policy and the DHL Group Data Privacy Management System set the standard for global data transfer within the Group and for the privacy-compliant handling of personal data.

Many countries around the world have already set out the requirements for processing personal information in data protection legislation.

We hold mandatory online training for those of our employees with a PC workstation to familiarize them with how to conduct themselves in a manner compliant with data protection laws.

The global review processes of the Group's data protection function and those in place within the individual divisions are aimed at ensuring adherence to data protection laws all over the world.



GROUP DATA PROTECTION DIRECTIVE

- Binding for all subsidiaries of the company that are affected by data protection issues.
- Ensures that personal data is only processed in accordance with the relevant legal requirements.
- In countries where there are no data protection regulations, it serves as a benchmark for the minimum standard to be complied with.

STANDARDS IN THE SUPPLY CHAIN

DHL Group expects its suppliers to make a measurable contribution toward sustainable logistics, to the Group's social responsibility efforts and to responsible corporate governance.



IMPLEMENTING SUSTAINABILITY STANDARDS IN THE SUPPLY CHAIN

The Supplier Code of Conduct¹ reflects the ethical, social and environmental standards of DHL Group.

- Procurement employees are regularly trained to identify potential supplier-related risks early on
- The potential for risk of suppliers is calculated at the level of procurement categories and the geographical location of the supplier
- The risk assessment is influenced by the procurement category and various other types of risk within the relevant risk domains ESG², the economy, technology, law and politics, and cybersecurity. Certain external criteria are also taken into account.
- The final assessment of risk potential is based on an evaluation of the probability of occurrence and possible impact

>€39 billion

supplier spend covered by an accepted Supplier Code of Conduct. Corresponds to a share of >90% of eligible procurement expenditure. **>6,000** potential high-risk suppliers assessed

CONTENT OF THE SUPPLIER CODE OF CONDUCT

The Supplier Code of Conduct is a binding component of the Group's relationship with its suppliers and obliges them to comply with DHL Group's standards and implement them in their own supply chains.



Children under the age of 15 may not be employed



Complying with applicable national and international anticorruption laws and regulations



Continuous improvement through proactive exchange of innovative ideas



Ensuring operational continuity

Ensure freedom of association/ collective bargaining

Supplier portal

- Conveys clear expectations to business partners
- Presents and explains the selection process
- Potential Business partners can use the training module to familiarize with the SCoC
- Access to the whistleblower system





Ensuring compliance with all environmental laws, regulations and standards



Remuneration & Working hours based on national laws and industry standards on minimum wages and working hours



Ensuring compliance with applicable health and safety regulations

No forced labor, debt bondage or modern forms of slavery

Adherence to applicable data protection laws and regulations

> Use conflict minerals in compliance with laws and due diligence obligations

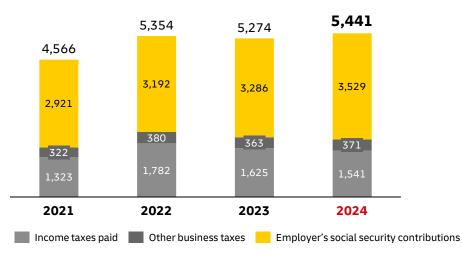
TRUSTWORTHY COMPANY

TAX STRATEGY

DHL Group's tax contributions help enable the reduction and elimination of poverty as well as the reduction of inequality.¹

A worldwide network of tax experts ensures compliance in a complex tax environment.

TAXES AND SOCIAL SECURITY CONTRIBUTIONS € million



Tax principles

- DHL Group is a responsible taxpayer and ensures global compliance with its tax strategy
- DHL Group pays taxes and creates value where its divisions do business
- Risk appetite: DHL Group does not create artificial tax structures
- DHL Group adheres to the wording of tax laws and their intended purpose
- Uncertainty is reduced where possible through alignment with tax authorities and tax advisors



PROTECTING INTERESTS, CREATING TRANSPARENCY

Wherever there are regulations on transparency regarding lobbying activities, these are fully complied with. It also reports on the type, scope and financing of activities to safeguard interests.

TRANSPARENCY ON LOBBYING ACTIVITIES

DHL Group maintains Corporate Representations in Berlin, Brussels, Washington and Beijing, and publishes its expenditures for lobbying in the Lobby Register of the German Bundestag, in the EU Transparency Register and in the United States. No such register exists in China.

Employees are generally prohibited from making donations to political parties, candidates or government officials on behalf of the company.¹

However, employees are in no way hindered from exercising their rights within the realms of prevailing law. For example, they are entitled to form Political Action Committees (PACS) in the United States.

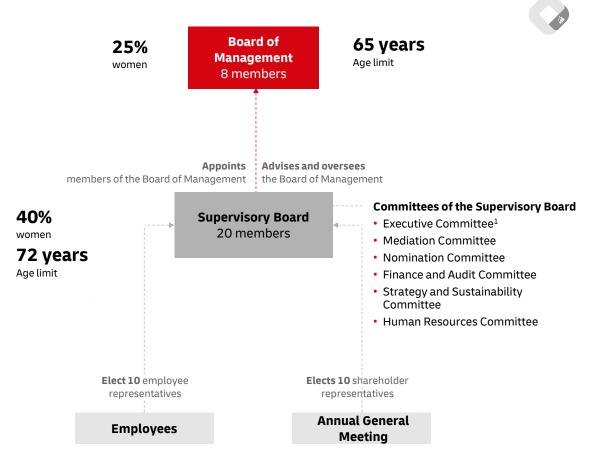




DUAL MANAGEMENT STRUCTURE

As a listed German stock corporation, Deutsche Post AG has a dual management system.

The Board of Management is responsible for managing the company. It is appointed, overseen and advised by the Supervisory Board.



ESG TARGETS IN THE VARIABLE REMUNERATION OF THE BOARD OF MANAGEMENT

Since the 2021 financial year, the ESG targets have been anchored in the short-term variable remuneration of the members of the Board of Management.

UP TO AND INCLUDING FISCAL YEAR 2025

30 % ESG Targets	10% 10% 10%	Environment: Realized Decarbonization Effects Social: Employee Engagement Group-wide Corporate governance: Cybersecurity rating	
70%	10%	Free Cash Flow	
/ U%	10%	Divisional EAC ¹	
Financial Targets			
	50%	Group EAC ¹	
Target portfolio in annual bonus ²			

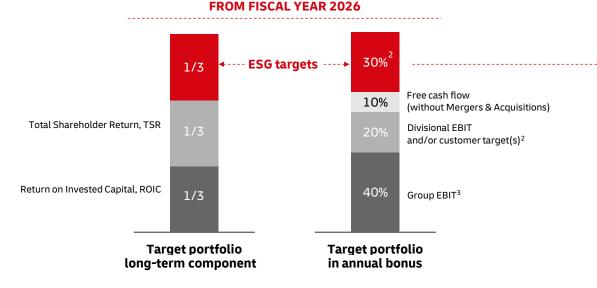
Bonus payment schedule for annual bonus and deferral²

- 50% paid in the following year if performance targets achieved
- 50% of achieved bonus is paid out after additional two years (medium-term component)
- The medium-term component is only paid out if the EAC target is achieved during the sustainability phase, i.e., if at least the cost of capital has been earned.

¹⁾ Group EAC (EBIT after asset charge) is weighted at 50% for Divisional Board of Management members and the EAC of the respective division for which they are responsible at 10%. For the other Board of Management members, Group EAC is weighted at 60%. 2) Deferral. 3) Medium-term component will only be paid out if the EAC target is reached during the sustainability phase, i.e., at least the cost of capital was covered.

ESG TARGETS IN BOARD OF MANAGEMENT REMUNERATION STARTING IN FISCAL YEAR 2026

The ESG metrics will also to be integrated into the long-term variable remuneration of the Board of Management. In the future, these are to be dependent on achievement of the DHL Group sustainability targets and weighted at around one-third.



- Only the nonfinancial management KPIs derived from the materiality assessment are considered as ESG targets.
- In the case of multiple targets, the Supervisory Board ensures suitable weighting of each individual target.
- For the annual bonus and long-term incentives, different ESG target criteria will be applied to avoid double incentivization.

101 I) The mandatory requirement of setting one target per year from each ESG category will be withdrawn. Greater flexibility in setting ESG targets for the annual bonus provides the opportunity to set priorities in line with the Sustainability Strategy of DHL Group. ") 40% / 20% for Board of Management members.



RELATED LINKS

Reporting 2024

- → Group Sustainability Statement
 - → Environment chapter
 - → <u>EU-Taxonomy</u>
 - → <u>Own workforce chapter</u>
 - → Business Conduct chapter
- → ESG Statbook
- → <u>Remuneration Report</u>
- → <u>Financial statement</u>
 - → <u>Notes</u>

Further Information

- → Lobby register Germany
- → <u>Transparency register EU</u>
- → Lobbying Disclosure US
- → <u>Corporate website</u>
- → Group policies and guidelines
- → <u>GoGreen Dashboard</u>
- → <u>Corporate Divisions</u>
- → Annual General Meeting

Contacts

- → <u>Media</u>
- → Investors

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Disclaimer

This presentation is based primarily on DHL Group's current Annual Report. To the extent any forward-looking statements are contained herein, they relate to statements in the 2024 Annual Report. Because these forward-looking statements are based on plans, estimates and projections, they are subject to risks and uncertainties that could cause actual results to differ materially from the future developments, performance or achievements expressed or implied by the forward-looking statements. They are neither historical facts nor a guarantee of future performance. Deutsche Post AG undertakes no obligation to release publicly any revisions to these forward-looking statements to reflect events or circumstances after the date of this presentation.

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