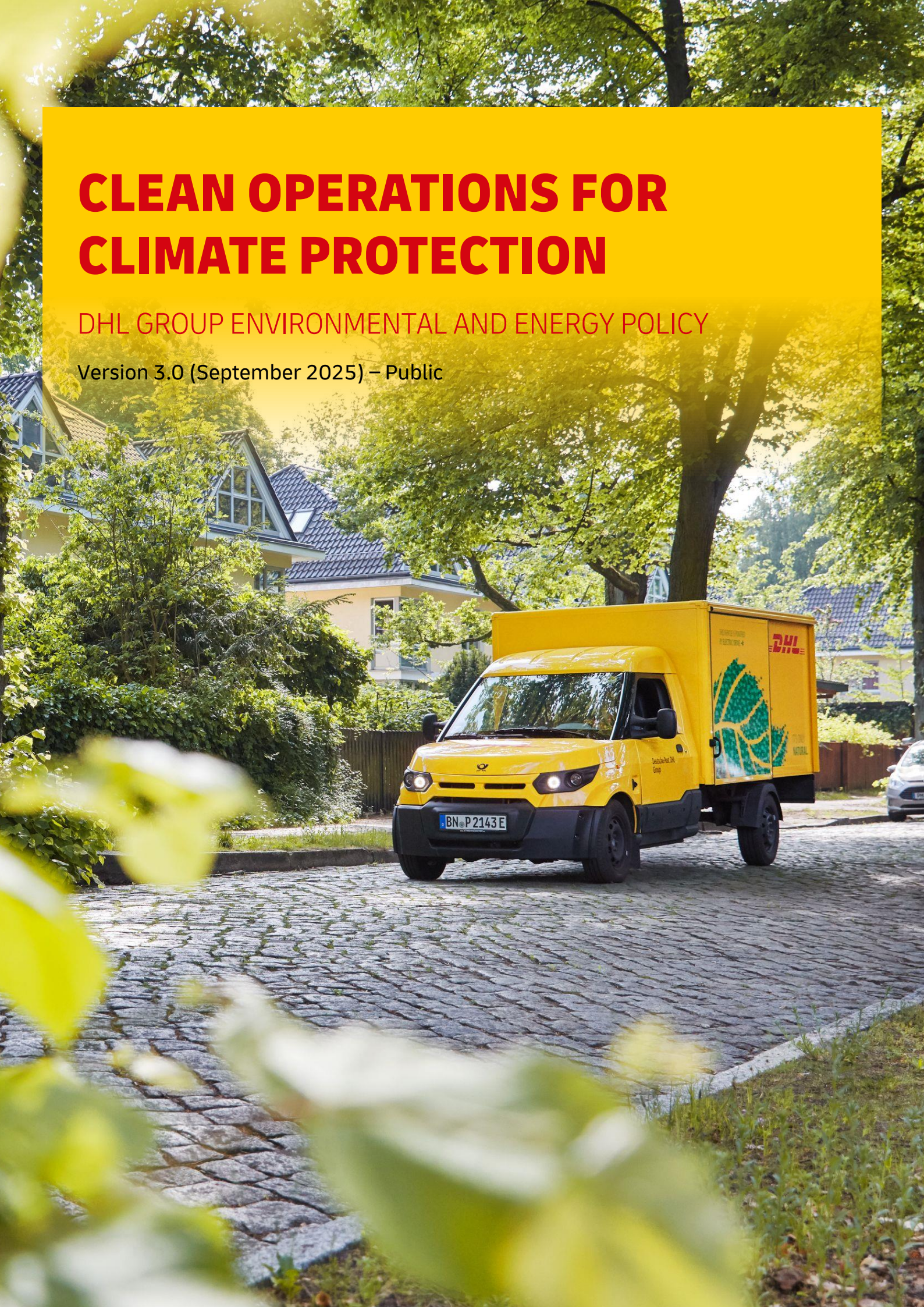
CLEAN OPERATIONS FOR CLIMATE PROTECTION

DHL GROUP ENVIRONMENTAL AND ENERGY POLICY

Version 3.0 (September 2025) – Public



CONTENT

1 PURPOSE OF THIS POLICY AND ITS COMMITMENTS

This Environmental and Energy Policy statement describes DHL Group's approach to environmental and energy management and applies to all operations and business activities on a global, regional, and local level.

DHL Group is the world's leading logistics company. The Group connects people and markets and is an enabler of global trade. The Group contributes to the world through more sustainable business practices, corporate citizenship, and environmental activities. By the year 2050, DHL Group aims to achieve net-zero emissions logistics. To emphasize the need for integrating sustainability into everyday decision-making, we have introduced a fourth bottom line, "Green Logistics of Choice", in our Strategy 2030. This signals to the organization the importance of considering decarbonization when making trade-offs in day-to-day management.

We conduct our business in accordance with applicable laws and high ethical, social and environmental standards. These are fully anchored for the entire Group in our **Code of Conduct** for employees, and in the **Supplier Code of Conduct** for our suppliers and subcontractors.

Due to the nature of our core businesses, the primary focus of our efforts is on our greenhouse gas (GHG) emissions and climate protection. However, our measures also cover a broad range of aspects such as energy, waste and local pollution.

We are committed to minimizing our impact on the environment and climate and preventing pollution in all our activities by implementing an effective environmental and energy management system to continually improve our environmental and energy performance and to comply with applicable legal and other requirements.

Our goal is to offer emission-reduced solutions to our customers, and to operate a more environmentally sustainable and energy efficient network through consideration of performance improvements in design and modification of facilities and transport infrastructure, and processes. We will achieve this goal by providing the information and deploying necessary resources and connecting with our employees, customers, and other key stakeholders.

This Environmental and Energy Policy is binding for all subsidiaries, affiliates operations and business activities of DHL Group. It supports us to clarify our stakeholders' expectations when it comes to sustainability performance and the decarbonization of our operations and make them understandable for employees, suppliers, customers, and investors.

This policy does not stand in isolation but is accompanied by other internal policies and guidelines on environmental topics at DHL Group.

Bonn, September 2025

Dr. Tobias Meyer
Chief Executive Officer

Oscar de Bok
Global Forwarding, Freight

Pablo Ciano
eCommerce

Nikola Hagleitner
Post & Parcel Germany

Melanie Kreis
Chief Financial Officer

Dr. Thomas Ogilvie
Human Resources

John Pearson
Express

Hendrik Venter
Supply Chain

2 GROUP EMISSION REDUCTION TARGETS

By transforming our business towards Clean Operations, we strive to achieve net zero GHG emissions by 2050 with ambitious interim targets to be achieved by 2030. These targets cover our own GHG emissions (Scope 1 & 2) as well as GHG emissions mainly from transport services provided by our subcontractors (Scope 3).

Particularly important for achieving these goals by 2030 are planned decarbonization measures, for which we plan additional expenditures which will cover the increasing use of more sustainable technologies and fuels in our fleets and buildings. Our efforts reflect in a range of environmentally friendly products that allow our customers to actively participate in our decarbonization journey. The Science-Based Targets initiative (SBTi) has validated the following targets:

2.1 SCIENCE-BASED TARGET FOR GHG EMISSION REDUCTION BY 2030

Our near-term target is to reduce the Group's overall Scope 1, 2 and logistics-related Scope 3 GHG emissions to well below 29 million metric tons of CO_2e. We include GHG emissions from the following GHG Protocol Scope 3 categories: 3 "Fuel and Energy-Related Activities", 4 "Upstream Transportation and Distribution" and 6 "Business Travel". This target has been developed based on the requirements of the SBTi and supports global efforts to limit global warming in line with the United Nations' Paris Agreement. The following sub-targets have been validated by SBTi in October 2022:

Target for Scopes 1 & 2:

DHL Group commits to reduce absolute Scopes 1 & 2 GHG emissions by 42% until 2030 from a 2021 base year. This sub-target is in line with requirements to limit global warming to below 1.5 degrees Celsius.

Target for Scope 3:

DHL Group commits to reduce absolute Scope 3 GHG emissions from fuel- and energy-related activities, upstream transportation and distribution, and business travel by 25% until 2030 from a 2021 base year. This sub-target is in line with requirements to limit global warming to well-below two degrees Celsius.

Both sub-targets have been developed under consideration of a business-as-usual growth scenario for our operations until 2030.

2.2 SCIENCE-BASED TARGET NET ZERO BY 2050

Our long-term target is to reduce our GHG emissions to net zero by 2050 from a 2021 base year. That means we will use active decarbonization measures to reduce our GHG emissions in Scope 1, 2 and 3 (including from purchased goods and services as well as

capital goods) down to an unavoidable minimum by at least 90%, which is to be fully compensated for with countermeasures recognized at that point in time. This long-term objective was also validated by SBTi in September 2024 as part of our net-zero target validation for 2050.

3 DECARBONIZATION MEASURES

Our environmental targets can only be achieved if we implement, steer and monitor a clear roadmap of decarbonization measures. Therefore, we have defined a transition plan with key performance indicators (KPIs) for all our business activities that we strive to achieve by 2030. In addition to these KPIs, we have identified several efficiency measures that will help us to reduce energy consumption across the Group.

3.1 AVIATION DECARBONIZATION

Aviation is the largest source of GHG emissions in our business and therefore the area where we must invest time and resources to improving the most. Sustainable Aviation Fuels (SAF) offer a viable alternative to fossil fuels for powering commercial aircraft with significant potential to reduce aviation's GHG emissions. To achieve this reduction, we focus on the following measures:

- **Focus area – Sustainable Aviation Fuel (SAF) blending:** More than 30% SAF blending for air transport by 2030 on Group average, and strategic partnerships with producers and carriers to secure sufficient and cost-effective SAF supply; the details of our approach to purchasing more sustainable fuels are outlined in the internal **Sustainable Fuel Policy**[1]
- **Re-fleeting:** Continue to invest in the latest technology of most fuel-efficient, SAF capable, and alternative power solution assets available in the industry
- **Fuel optimization:** Improve flight operations efficiency, e.g. through ideal weight balance, optimized network design, continuous descent measures, technological innovation and choosing efficient carriers
- **Drive innovation:** Support innovative technologies like the development of electric aircraft and ready to scale Power-to-Liquid SAF plants
- **Decarbonize our ground handling:** Use electrification and hydrogen technology to drive down emissions of ground operations at our major hubs

[1] DHL Group's Sustainable Fuel Policy requires sustainability certifications (e.g. ISCC or RSB certifications), focuses on waste-based fuels and excludes feedstocks with a high risk of unsustainable production (e.g. ban on palm oil).

3.2 OCEAN FREIGHT DECARBONIZATION

In ocean freight, we exclusively act as a freight forwarder and do not operate any own vessels. Therefore, all GHG emissions from ocean freight are part of our Scope 3 footprint. In order to decarbonize, close collaboration with our carriers is required. To achieve this, we focus on the following measures:

- **Focus area – Sustainable Marine Fuel (SMF) blending:** More than 30% SMF blending for ocean freight transport by 2030, strategic partnerships with producers and carriers to secure sufficient and cost-effective SMF supply; the details of our approach to purchasing more sustainable fuels are outlined in the internal **Sustainable Fuel Policy**[1]
- **Network optimization:** Reduce GHG emissions through permanent network improvements
- **Strategic industry partnerships:** Foster technological and process developments for promising future technologies like Ammonia and Methanol within the industry through strategic partnerships throughout the whole value chain

3.3 LINEHAUL AND PICK-UP AND DELIVERY TRANSPORT DECARBONIZATION

To ensure excellence in our deliveries to our customers, we have initiated steps to make our pick-up and delivery and line-haul transport more sustainable, in close collaboration with our subcontractors in this area. To achieve decarbonization, we focus on the following measures:

- **Focus area – Electrification of pick-up and delivery fleet:** Electrify more than 66% of our last-mile delivery vehicles by 2030
- **Focus area – Sustainable road fuels & technologies:** Grow emission-reduced fuels (HVO, BioCNG and BioLNG) and electrification share of our heavy-duty truck transport to more than 30% by 2030 on Group average; the details of our approach to purchasing more sustainable fuels are outlined in the internal **Sustainable Fuel Policy**[1]
- **Fuel optimization:** Reduce fuel use through permanent network improvements
- **Innovation:** Promote development and availability of electric and hydrogen trucks
- **Behavior change:** Enable employee contribution through energy saving driving training

[1] DHL Group's Sustainable Fuel Policy requires sustainability certifications (e.g. ISCC or RSB certifications), focuses on waste-based fuels and excludes feedstocks with a high risk of unsustainable production (e.g. ban on palm oil).

3.4 ENERGY MANAGEMENT & INFRASTRUCTURE

Being the most international company in the world with operations in more than 220 countries and territories, we use a considerable network of physical assets including warehouses, sorting centers, hubs, terminals and office buildings. We aim to leverage the latest technologies to have carbon neutral buildings across our businesses worldwide. To achieve this, we focus on the following measures:

- **Focus area – Operating carbon neutral buildings:** We also invest in technologies enabling us to design our new, owned buildings to be CO_2 neutral.
- **Electricity from renewable sources:** Keep high share of renewable electricity at above 90% until 2030 and focus on direct energy generation or procurement from renewable sources; the details of our approach to purchasing renewable electricity are outlined in the internal **Green Electricity Guideline**[2]
- **Emission-reduced heating:** Foster roll-out of more sustainable heating of our buildings through heat pumps and emission-reduced fuels; the details of our approach to purchasing more sustainable fuels are outlined in the internal **Sustainable Fuel Policy**[1]
- **Maximizing photovoltaic (PV):** Installation of minimum of 80 watt peak per m^2 of new building roof space, covering 40% of the roof area by PV for new PV systems, evaluate retrofitting options
- **Sector coupling:** Convert locally produced renewable electricity (e.g. PV) into fuels for our fleet, using either electricity directly or e-fuels
- **Digitalization:** Use intelligent, digital building management systems to further reduce energy consumption
- **Emission-reduced construction:** Fostering the use of alternative construction materials, to reduce embedded carbon
- **Battery storage:** Usage of battery storage solutions where viable

[2] DHL Group's Green Electricity Guideline provides a hierarchy of preferred sourcing options (including own production, power purchase agreement and Energy Attribute Certificates (EACs)) and outlines sustainability requirements, e.g. data quality, exclusive ownership, avoidance of double claiming and consideration of geographic market limitations.

[1] DHL Group's Sustainable Fuel Policy requires sustainability certifications (e.g. ISCC or RSB certifications), focuses on waste-based fuels and excludes feedstocks with a high risk of unsustainable production (e.g. ban on palm oil).

3.5 GREEN PACKAGING

While packaging is not a material aspect of our commercial offer, we recognize its importance in protecting the goods we transport across our logistics and supply chain operations. Although there are many good reasons for the use of packaging in the logistics industry, we are conscious of the potential harm these products can have on the planet.

For the packaging categories that are mostly used in our operations (void fill, shipping labels, tape, mailing bags, pallet wrap, cardboard boxes), the internal Green Packaging Standards set out the following aspirations:

- **Paper packaging:** Use paper that is recycled, mixed or from more sustainable forestry in accordance with our **Paper Policy**
- **Plastic packaging:** Use a minimum of 30% certified renewable material (recycled and/or bio-based) for shipping labels, tape and pallet wrap, and a minimum of 50% of such certified material for void fill material and mailing bags

In addition, the internal Green Packaging Principles provide overall guidance to our employees. By minimizing the material consumption in general, optimizing the use of single-use packaging and replacing it by reusable solutions where beneficial, we want to enable the lowest environmental packaging footprint possible and avoid waste across the Group.

4 COLLABORATION ACROSS THE VALUE CHAIN

4.1 COLLABORATION WITH TRANSPORT PARTNERS AND SUPPLIERS

Our calculations of Scope 3 GHG emissions and our decarbonization targets include emissions from our transport partners (subcontractors), who generate approximately 80% of our overall GHG emissions. This requires collaboration – only through working together we will be able to achieve our goals. How we make that happen:

- **Subcontractor management:** We have a comprehensive subcontractor management system and include environmental performance among our subcontractor selection criteria, in line with our **Supplier Code of Conduct**
- **Carrier assessment:** To assess the sustainability performance of our carriers, identify subcontractors that are contributing to more sustainable logistics, and encourage further investment in GHG-emissions-reduced technologies to lower the GHG emissions of DHL Group, our carriers, and customers, we regularly apply different evaluation practices or certification schemes, in line with global standards and local regulation

4.2 COLLABORATION WITH TECHNOLOGY PROVIDERS

We support innovation and the testing and scaling of new technologies by collaborating with manufacturers, technology providers and start-ups in the field of more sustainable logistics. This collaboration includes:

- **Emission-reduced road technology pilots:** We collaborate with manufacturers in piloting and advancing innovative technologies, e.g., the operation of BioLNG, BioCNG, electric heavy-duty or hydrogen trucks
- **Emission-reduced aviation**: We support innovative technologies like the development of electric aircraft and ready to scale Power-to-Liquid SAF plants

4.3 COLLABORATION WITH CUSTOMERS

Reducing the carbon footprint of our own operations and setting the highest social and governance standards is essential and a significant contribution towards a more sustainable world. But our impact will be even greater if we join forces with our customers.

Our commitment is to offer the most comprehensive portfolio of emission reduced products and solutions in the industry. How we make that happen:

4.3.1 PRODUCT PORTFOLIO

We offer emission reduced alternatives for all our main products and services. There are two main categories, GoGreen Plus and GoGreen. The details of our approach to providing emission reduced products are outlined in the internal **Green Product Guideline**.

- **GoGreen Plus products:** Offer decarbonized alternatives for all our core products using emission-reduced fuels and low carbon technology, facilitated by insetting / book & claim; these products are based on reduction measures implemented within our value chain and contribute to the decarbonization of logistics
- **GoGreen products:** In addition to our emission reduced transport services, we continue to offer carbon emissions compensation (in limited cases) through high quality carbon credits on behalf of our customers; the reductions from compensation are neither included in our Group GHG emission footprint nor do they contribute to the achievement of our Science-based Target

4.3.2 SUPPLY CHAIN OPTIMIZATION & TRANSPARENCY

In addition to our emission reduced products, we support the reduction of our customers' carbon footprint through targeted optimization measures in dedicated customer operations.

- **Emission-reduced optimization:** Avoid carbon emissions through optimized supply chain design, energy efficient technology, road-to-rail solutions and packaging
- **Circular economy:** Reduce material, energy and waste through more sustainable packaging, recycling and waste management solutions
- **Transparency:** Extend our digital customer carbon reporting capabilities via tailored carbon reports and interactive dashboards to provide better transparency and data access to more customers
- **Collaboration for innovation:** Partner with customers to share best practices and jointly develop industry-leading solutions, continue to drive innovations and adopt new technologies to enhance our emission reduced product and solution portfolio

4.4 ENGAGEMENT WITH INDUSTRY INITIATIVES & POLICY MAKERS

Partnerships with national and international organizations and engagement with public stakeholders are of strategic importance for our company. The exchange that ensues from these alliances has a significant impact on the success of our efforts around sustainability.

- **Industry & certification initiatives:** We shape decarbonization initiatives together with subcontractors, customers, and peers, allowing us to advance consumption and emissions data necessary for effective subcontractor management – to this end, we participate in programs such as the Global Logistics Emissions Council (GLEC) and the United States Environmental Protection Agency's SmartWay program. To accelerate the transition towards a more sustainable fuel uptake we are members with the International Sustainability and Carbon Certification (ISCC) and Roundtable for Sustainable Biomaterial (RSB), we also work with Aireg (Aviation Initiative for Renewable Energy in Germany) and other initiatives
- **Policy makers:** The Corporate Public Affairs department represents the Group vis-à-vis political stakeholders and introduces the interests of the company into political decision-making processes on environmental topics; exchange with external stakeholders takes place both bilaterally as well as via organizations such as associations and foundations

5 SUSTAINABILITY REPORTING AND CONTROLLING

We calculate our GHG emissions according to the internationally recognized Greenhouse Gas Protocol Corporate Standard and in accordance with the requirements of the ISO 14083 and the ISO 14064 standards. We also follow the accounting methodology of the Global Logistics Emission Council (GLEC).

Our GHG emissions reflect the full lifecycle of the fuels and energy used; they are reported as well-to-wheel emissions.

The reporting of our GHG emissions from own sources (Scope 1), from energy supply (Scope 2) and from Fuel and Energy-Related Activities (Scope 3 Category 3) is linked to our financial accounting and reporting system. In this way, we can capture CO_2e-relevant fuel and energy consumption data via our financial systems and rely almost exclusively on primary data for Scope 1 and 2 emission calculation.

For Scope 3 GHG emissions, we have developed a staged method framework, which uses primary data where available from our large cooperation partners, and model-based calculations based on operational data, such as shipments' weights, distances and types of vehicles and fuels; for small portions of the data we use expenditure-based extrapolation models.

The CFO Corporate Sustainability is responsible for the measurement and reporting of DHL Group's GHG emissions, the progress toward the Group's ESG ambitions and regulatory requirements. This includes the measurement of environmental, social and governance related data as well as the reporting of the same to internal and external stakeholders. Detailed descriptions of key performance indicators and reporting approaches are outlined in further internal guidelines.

6 GOVERNANCE FOR ENVIRONMENTAL TOPICS

The responsibility for environmental standards of DHL Group is managed centrally at Board level, while the divisions are responsible for aligning customer requirements with our strategic, ethical, and environmental principles.

The **Board of Management** is the central decision maker on Group-wide sustainability topics, whereas the divisions are responsible for implementation. 30% of the Board of Management’s annual bonus is linked to the achievement of our sustainability targets. From 2026 the Board’s remuneration long-term component will also include ESG performance.

The **Sustainability Steering Board** manages the ESG (Environment, Social and Governance) agenda of DHL Group and is composed of the Chief Executive Officer (CEO), the Chief Financial Officer (CFO) and the Chief Human Resources Offices (CHRO) as well

as executives from central specialist departments and divisional Business Sustainability Officers (BUSO). The BUSOs act as the central point of contact for coordinating sustainability strategies across business units. They ensure topic ownership, facilitate cross-functional alignment, drive implementation, prepare strategic updates for senior leadership, establish sustainability scorecards, and represent sustainability in their respective divisions both internally and externally.

The **Operations Board** is chaired by the CEO and steers the implementation of environmental topics and related decarbonization measures. The corporate and divisional Clean Operations teams prepare decisions on strategic direction. Because of its member composition, the Operations Board can make effective decisions that can be implemented directly in our operations. Regarding environment, the Operations Board, for example, reviews the development of GHG emissions and efficiency data, monitors the business units' progress towards achieving targets, and develops climate-change related strategy, policies and programs.

The **Finance Board** is in charge of sustainability reporting and controlling, opportunity and risk assessment, the integration of sustainability reporting into the internal control and financial systems, compliance management, data protection and performance of the materiality assessment.

The **Chief Procurement Officer** is responsible for establishing Group-wide standards for more sustainable procurement, which includes the requirement of embedding the **Supplier Code of Conduct** in contractual relationships with suppliers and for monitoring suppliers' compliance with its requirements.

In addition, the external **Sustainability Advisory Council** comprising experts from the scientific community, business, and government and administration, provides external perspectives and advice on sustainability topics for the Group.

7 POLICY COMMUNICATION AND REVIEW

This policy will be communicated to employees via internal communication channels and is available to all other interested parties via our corporate website Download Center - DHL Group. This Environmental and Energy Policy, including its objectives and targets, will be reviewed on a regular basis.