

# HUMAN RIGHTS



## POLICY STATEMENT

The image shows three yellow flags with the DHL Group logo and 'Deutsche Post' text, flying in front of a modern glass skyscraper. The flags are on tall poles and are slightly blurred, suggesting they are moving in the wind. The building behind them has a curved facade with many windows.

## **HUMAN RIGHTS POLICY STATEMENT**

DHL Group is the world's leading logistics company with some 600,000 employees operating in over 200 countries. The Group connects people and markets and is an enabler of global trade. In line with our purpose "Connecting people, improving lives", we are committed to the needs of our stakeholders and our planet, embrace sustainable solutions and aim to become Employer, Provider and Investment of Choice in a sustainable way.

This Human Rights Policy Statement complements DHL Group's Code of Conduct, the basis and benchmark for all guidelines and regulations that ensure responsible and ethically irreproachable conduct within the Group.



## 10 PRINCIPLES OF THE UN GLOBAL COMPACT

### HUMAN RIGHTS

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and

**Principle 2:** make sure that they are not complicit in human rights abuses.

### LABOUR

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**Principle 4:** the elimination of all forms of forced and compulsory labour;

**Principle 5:** the effective abolition of child labour; and

**Principle 6:** the elimination of discrimination in respect of employment and occupation.

### ENVIRONMENT

**Principle 7:** Businesses should support a precautionary approach to environmental challenges;

**Principle 8:** undertake initiatives to promote greater environmental responsibility; and

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

### ANTI-CORRUPTION

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

## 1. OUR COMMITMENT

Respecting human rights is a core value of DHL Group. We are committed to respecting all internationally recognised human rights as relevant to our operations and we base our Human Rights Policy Statement on

- ✓ the Ten principles of the UN Global Compact,
- ✓ the Universal Declaration of Human Rights,
- ✓ the International Labour Organization's Declaration on the Fundamental Principles and Rights at Work,
- ✓ the OECD Guidelines for Multinational Enterprises,
- ✓ the UN Guiding Principles on Business and Human Rights,
- ✓ the UN Sustainable Development Goals.

We believe these rights are inherent for all human beings and we acknowledge that they are interrelated, interdependent, and indivisible. We recognise that while states have a duty to protect human rights, companies have a responsibility to respect human rights.

We accept the responsibility we have for our employees and take seriously our responsibility to minimize the environmental impact of our business. Social accountability and responsible sourcing as stated in DHL Group's Supplier Code of Conduct are

fundamental parts of our daily activities and the principles of this Policy Statement are reflected there. This enables us to deliver sustainable and dependable long-term growth and secure jobs worldwide.

Our guiding principle is that we always act in accordance with legal regulations in all regions and countries in which we operate. Where national law and international human rights standards differ we will ensure we adhere to national law as a minimum standard. We will then work with our operations and partners to seek ways to honour these human rights standards to the extent that is possible.

## 2. OUR SCOPE

This Policy Statement applies to our employees across all divisions globally. These standards require all employees around the world to act in a reasonable and lawful manner towards colleagues, partners and communities. We expect our partners to share our commitment to respect human rights with their business partners, and to conduct their business in an ethical manner and act with integrity.



## International Labour Organisation

### ILO Declaration on Fundamental Principles and Rights at Work:

- (1) Freedom of association and the effective recognition of the right to collective bargaining;
- (2) the elimination of all forms of forced or compulsory labour;
- (3) the effective abolition of child labour;
- (4) the elimination of discrimination in respect of employment and occupation; and
- (5) a safe and healthy working environment.

## SUSTAINABLE DEVELOPMENT GOALS

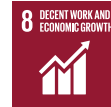
### Six SDGs DHL Group is focusing on:



SDG 4 Quality Education



SDG 5 Gender Equality



SDG 8 Decent work and Economic Growth



SDG 11 Sustainable Cities and Communities



SDG 13 Climate Action



SDG 17 Partnerships for the Goals

### 3. FUNDAMENTAL AND PRIMARY HUMAN RIGHTS

Having analyzed potential human rights risks related to our business and operations we focus on the following human rights:

#### a. Child labour

We reject all forms of child labour. We do not employ children below the legal minimum age of employment in any country or local jurisdiction. We apply a minimum working age of 15 years, even where local legislation permits younger children to be employed. Employees under the age of 18 only perform work in accordance with legal requirements of their country of employment e.g. with regards to working hours and working conditions and subject to any requirement regarding education or training.

#### b. Forced labour

We reject all forms of forced and compulsory labour. All labour must be voluntary. We do not tolerate any forms of forced labour including bonded labour, indentured labour, military labor, modern forms of slavery and any form of human trafficking.

#### c. Diversity and Inclusion

We promote an inclusive work environment that values the diversity of our employees as confirmed in our Diversity, Equity, Inclusion and Belonging Statement.

We are committed to equal opportunity and reject any forms of discrimination or harassment based on gender, ethnic and national origin, nationality, social origin, religion, age, disability, sexual orientation and identity or any other characteristics protected by applicable law. The basis for employee selection and promotion at DHL Group is qualification, performance, skills and experience.

#### d. Freedom of Association and Collective Bargaining

We respect our employees' right to join or not to join a trade union or employee representation of their choice, free from threat or intimidation. We recognize and respect the right to collective bargaining in accordance with applicable local law. Employees who act as representatives are neither disadvantaged nor favoured in any way.





**e. Working conditions**

- ✓ **Remuneration and benefits**  
We compensate our employees relative to local industry and labour market and minimum wage legislation and in accordance with terms of applicable collective bargaining agreements, where they exist. We pay workers in a timely manner and clearly convey the basis on which workers are being paid.
- ✓ **Working hours**  
We comply with all applicable local laws regarding working hours including overtime, rest breaks and paid vacation.
- ✓ **Health& Safety**  
The safety, health and well-being of our employees is of utmost importance. In adherence to DHL Group's Occupational Health and Safety Policy Statement, statutory regulations and industry standards, we provide a work environment that is safe and conducive to good health, in order to preserve the health of employees, safeguard third parties and prevent accidents, injuries and work-related illnesses.

**f. Data Privacy**

We respect the privacy of all individuals and the confidentiality of any personal data we hold about them. DHL Group's Data Privacy Policy provides appropriate safeguards for transmission of personal data belonging to its employees, customers and suppliers within DHL Group. DHL Group's Data Protection Management safeguards compliance with the respective data protection regulations.

**g. Environment**

We are committed to environmental protection. We recognize that our business activities impact the environment and the climate. Referring to DHL Group's Environmental and Energy Policy we have measures and dedicated programs in place to minimize these impacts.

**4. DUE DILIGENCE**

Our commitment to respect Human Rights is reflected in DHL Group's policies e.g. Code of Conduct, Supplier Code of Conduct, Anti-Corruption Statement of Principles and procedures. In order to comply with international human rights standards, national laws and DHL Group's policies we undertake appropriate human rights due diligence as a means to identify, assess and address potential and actual adverse human rights impacts in our business activities and supply chain.

**5. REMEDY AND GRIEVANCE MECHANISM**

If it is determined that there is a risk of adverse human rights impact caused or contributed by our business activities, we have a procedure in place to ensure the activity is assessed, changed, discontinued and/or remediated. We encourage our employees to address suspected violations of this Human Rights Policy Statement through the established accessible grievance or dispute resolution channels including local management, responsible human resources departments or the Compliance Hotline. Our partners and third parties have the opportunity and are encouraged to report potential violations of this Human Rights Policy Statement at [www.dhlcompliance.com](http://www.dhlcompliance.com).

**6. CONSEQUENCES OF BREACH**

If infringements are reported, we will take appropriate measures for proper clarification. We will take corrective actions. Consequences under civil and criminal law will depend on how and in what circumstances an individual has contravened this Policy Statement. Where a breach of legislation is proven in this regard, we also reserve the right to refer the matter to the relevant authorities for further action.

**7. GOVERNANCE**

Accountability for the implementation of this policy is overseen by the Group Chief Executive Officer, the Chief Executive Officers of the divisions and the Executive Officers of the Group functions. This ensures that every part of our business is clear about the responsibility to respect human rights and its day-to-day implementation.



8. TRAINING/ AWARENESS

We continue to communicate this policy and raise awareness and knowledge amongst our employees and partners. We offer specific training on human rights related matters to our employees and partners.

9. STAKEHOLDER ENGAGEMENT

We recognize that we are part of the communities in which we operate in. We seek to engage with stakeholders e.g. our partners through dialogue in order to better understand and take into account their views and expectations regarding human rights.

10. REPORTING AND MONITORING

We communicate and report on our human rights-related commitments, activities and statements, consistent with this Human Rights Policy Statement, as part of our annual reporting. We monitor the progress in implementing this Policy Statement in DHL Group’s business activities.



11. GOING FORWARD

As part of our culture of continuous improvement, we regularly evaluate and review how best to improve and strengthen our approach to addressing human rights in our sphere of influence.

12. FINAL PROVISION

DHL Group’s Human Rights Policy statement is adopted by the Board of management on 03 September 2020.

DHL GROUP BOARD OF MANAGEMENT



Further information

- Code of Conduct
- Supplier Code of Conduct
- Diversity, Equity, Inclusion and Belonging Statement
- Occupational Health & Safety Policy
- Data Privacy Policy
- Environmental and Energy Policy
- Anti-Corruption Statement of Principles
- DHL Group’s Reports (e.g. annual report)
- In case of questions about the Human Rights Policy Statement, please contact the HR Policies and Social Sustainability department [human.rights@dhl.com](mailto:human.rights@dhl.com)
- <https://www.dhl.com/en.html>

