



DHL Group Social Engagement Guideline

Guideline on social engagement, donations and volunteer work at DHL Group

DHL Group is the world's leading mail and logistics group. In linking the world through the transport of goods and information, we facilitate economic growth and prosperity. Deutsche Post DHL Group aspires to be the benchmark for responsible corporate action by connecting people and improving lives. This also forms our voluntary social engagement which is firmly anchored in our Group strategy. We want to put the core competencies we have developed as the world's leading transport and logistics company plus our employees' know-how and time to use in ways that make a positive contribution to society and the environment. DHL Group works in close collaboration with established partner organizations to ensure the professionalism and sustainable impact of its jointly initiated programs and activities.

Our social engagement approach focuses on the following key areas:

- Disaster management at airports
- Improving employability for young people, especially those from disadvantaged socio-economic backgrounds
- Supporting growth in trade in developing and least developed countries
- Local environmental and community service projects

This Social Engagement Guideline is intended for all subsidiaries within Deutsche Post DHL Group and applies to all Group companies, operations and business activities. As such, the guideline ensures that our undertakings in the area of social engagement are implemented holistically, with long-term impact in mind and in alignment with stakeholder requirements.

Social engagement at DHL Group is governed by the following principles and standards:

- The focus of our social engagement activities are laid down in our Corporate Citizenship Strategy.
- The aim is to generate long-lasting value for society and for DHL Group.
- We create added value for our company by enhancing its reputation, as well as attracting, motivating and retaining employees through our voluntary commitments.
- We create value for society by driving positive social change through close collaboration with our longstanding partners.
- Our commitment pays tribute to the United Nations Sustainable Development Goals (SDGs).



- Our core competencies as the world’s leading transport and logistics company, as well as the personal experience and expertise of our more than 600,000 employees worldwide, flow into our social engagement and especially into our partnerships.
- We systematically measure and report on our corporate citizenship activities in line with the B4SI framework.

Voluntary employee engagement

A measure of responsible business is the degree to which our employees become involved in their local communities – Deutsche Post DHL Group encourages its people to engage in local volunteer activities and has put a framework in place to enable employee volunteer work.

- Employee volunteering is carried out in the company’s name.
- Employees volunteer in alignment with their direct supervisor.
- Social engagement also encompasses the collection of donations (financial or in-kind) for charitable/non-profit organizations.
- The volunteering efforts of our employees are measured by way of an online platform, which allows them to describe their projects and share them with their colleagues within the Group. The platform also collects data needed to assess the scope of the various projects, thereby forming the basis for Group reporting.
- DHL Group does not consider activities which only benefit the company or its employees as voluntary social engagement.

Donations to non-profit organizations

Only those non-profit organizations whose principles are in sync with the philosophy and values of our company may receive donations from DHL Group. These organizations must be respected by the public and be reliable in terms of project implementation, project effectiveness and financial management.

The following organizations are not eligible to receive donations from us:

- Individuals
- Profit-making organizations
- Organizations that pursue non-tax-privileged purposes
- Organizations that discriminate with regard to race, creed, gender, sexual orientation, age, religion, origin or ancestry.

Donations are also prohibited if there is reasonable risk of our brand name or image being misused or if the donation could be construed as a bribery attempt. Please consult our Code of Conduct and Anti-Corruption Policy for further details.



To meet the different needs of our partner organizations and our partnerships, the following types of donation are admissible:

- Monetary donations
- In-kind donations
- Services
- Volunteer services
- Expertise

Donations are to be used solely for the purpose defined by the partners.

Organizations for which DHL Group employees offer prolonged volunteer support are eligible to receive financial support through the Group's dedicated fund.

Employee assistance programs

DHL Group provides financial assistance to employees who are affected by natural disaster via its We Help Each Other (WHEO) Fund. As a charitable, registered association based in Bonn, WHEO provides emergency assistance and support to employees around the world following natural disasters.

In addition, the Group's Upstairs scholarship program supports employees' children by helping to cover the costs of education.



Guideline communication and review

This guideline is communicated to employees via internal communication channels and is made available to all other interested parties upon request. Social engagement guidelines of companies within DHL Group will be aligned with this Social Engagement Guideline. The Social Engagement Guideline is subordinate to the Group's Code of Conduct. The Guideline and its objectives are subject to regular review.

For further information, please contact the Sustainability Programs & Communication Department, CD Communications & Sustainability.

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