

### **1. Purpose of the Guideline**

As the world's leading postal and logistics group, stakeholder engagement is a strategic priority for DHL Group. This document outlines DHL Group's approach and guiding principles regarding stakeholder engagement, as we work to understand better our stakeholders' expectations – particularly concerning sustainability topics.

### **2. Objectives of Stakeholder engagement**

At DHL Group, we seek to engage with stakeholders to better understand and take into account their expectations and concerns. We strive to learn from their insights into emerging trends and innovations, as well as the risks and opportunities for our business.

The key benefits of engaging with our stakeholders include:

- Gaining a better understanding of their issues and expectations
- Helping us to respond appropriately
- Providing us with valuable feedback on our operations and activities to drive continuous improvement
- Improving the level of trust that our stakeholders place in DHL Group

Outcomes from our engagement will be incorporated into strategic decision-making and thus contribute to achieving our four bottom lines, per our Strategy 2030, to be Provider, Employer, Investment and Green Logistics of Choice.

### **3. DHL Group stakeholder groups**

DHL Group's stakeholders are organizations or individuals who affect or are affected by our operations and activities. These include, for example, customers, employees, and investors, as well as partners, suppliers and subcontractors, non- governmental organizations (NGOs), policymakers, government regulators, business associations, strategic partners, journalists, and academia.

## **4. Guiding principles for stakeholder engagement at DHL Group**

At DHL Group, our stakeholder engagement commitment is guided by the AA1000 SES Stakeholder Engagement Standard and the AA1000APS Accountability Principles, namely:

Inclusivity: We strive to include in our engagement activities all stakeholders that are affected by or affect our operations.

Materiality: We are committed to identifying and prioritizing the relevant issues for stakeholders that have an impact on our operations.

Responsiveness: We aim to incorporate relevant outcomes and insights from engagement into our strategic decision-making and to respond to stakeholders appropriately.

## **5. Stakeholder engagement format and processes**

At DHL Group, we recognize that there are numerous ways of engaging with our stakeholders. These range from information and communication, to consultation, to formal stakeholder dialogues, to long-term partnerships. We endeavor to employ the appropriate means of engagement for a given issue, considering stakeholder needs and sensitivities, as well as the needs of our business.

To ensure that there is a quality stakeholder engagement process in place, we aim to follow the AA1000SES Stakeholder engagement process, which encompasses four stages:

1. Planning the stakeholder engagement
2. Preparing the stakeholder engagement
3. Implementing the engagement format
4. Reviewing and evaluating the engagement

Groupwide policies and procedures, such as e.g., DHL Group's Code of Conduct or the Anti-Corruption Statement also apply to our stakeholder engagement activities.

## **6. Ownership and Responsibility**

Stakeholder engagement activities are to be managed by the department that is accountable for the respective stakeholder group. DHL Group's employees have the possibility to approach the respective function at the local level as well as the Corporate Sustainability Office to seek advice as needed.

The output of stakeholder engagement activities – i.e., the “issues” – is to be assessed by the respective department at the local and/or global level. This department will ascertain the level of urgency of the respective issue and its potential ramifications and suggest an appropriate course of action, should action be needed.

Additionally, DHL Group proactively established the external Sustainability Advisory Council to better understand and consider global trends and stakeholder’s views on sustainability.

## **7. Review and Performance**

DHL Group strives to continuously improve the stakeholder engagement performance through regular assessments.