

Continuous systematical improvement every day: Deutsche Post DHL Group wins two Gold Stevie Awards for “First Choice Week”

- Group-wide First Choice continuous improvement event picks up two category awards
- More than 110 country organizations from across the Group took part in First Choice Week
- The First Choice tools and methodologies prove their worth, even in times of corona

Bonn, xx.06.2020: At the German Stevie Awards 2020 Deutsche Post DHL Group received two Gold Stevie Awards for its “First Choice Week”, a global action week held as part of the Group-wide First Choice continuous improvement program. The renowned business award was presented to Deutsche Post DHL Group, the world's leading logistics company, in the categories “Best Community Engagement Event” and “Communication or PR Campaign/PR Program of the Year - Community Engagement”. Even in times of Corona, the First Choice tools and methodologies have demonstrated their strengths.

“That so many employees around the world took part in ‚First Choice Week‘ has confirmed that with our First Choice tools and methodologies, we have developed a first-rate program that enables us to continuously improve our performance and the quality of the services we provide,” said Pablo Ciano, Head of Corporate Development at Deutsche Post DHL Group. “We are all the more delighted that in receiving not one but two Gold Stevie Awards, our work is being recognized outside the Group as well,” added Pablo Ciano. At the German Stevie Awards Deutsche Post DHL Group was presented with Gold Stevie Awards for the global First Choice Week event and for the accompanying communications campaign.

“At the moment, our country organizations are using First Choice tools with great effect during the Corona pandemic to ensure the safety of our employees, optimize our operations under altered conditions and offer quality service to customers,” Iris Kaib, Vice President Corporate First Choice at Deutsche Post DHL Group. “That shows that especially in times of crisis and uncertainty, the First Choice tools can be easily implemented to chart the path to success.” For example, when the country-wide lockdown was introduced in India, DHL Global Forwarding immediately introduced daily online performance dialogs to enable employees to discuss and coordinate operations. At DHL Supply Chain in the US, employees used the Gemba Walk methodology to draw up a customized corona safety checklist – Gemba Walks are structured “tours” taken by managers to see a particular process in action,

observe deviations and identify potential bottlenecks. The safety checklist can be used to easily and systematically monitor whether the necessary measures to halt the spread of the virus are being applied and observed. In China, employees at DHL Express devised checklists for epidemic control based on the 5S workplace organization approach. Originally developed in Japan, 5S workplace organization is also part of the First Choice toolbox and can be used to ensure workplaces and their surrounding environments are tidy, clean and safe.

The aim of First Choice Week, which has been held annually since 2019, is to reach as many as possible of the around 550,000 employees worldwide, inform them about First Choice and involve them in using the Group's various First Choice tools. A dedicated communications package comprising materials, ideas for activities and a broad range of giveaways compiled especially for First Choice Week has been a resounding success. More than 110 country organizations from across the Deutsche Post DHL Group divisions took part in "First Choice Week", organizing their own activities and events. Group Headquarters in Bonn also participates with a comprehensive program, usually involving some 500 employees.

Launched in 2006, First Choice is a Group-wide, internal program run by Deutsche Post DHL Group for continuous service and process improvement with lasting impact and effect. Since its introduction, more than 38,000 employees worldwide have been trained in the methodology – which is based among other things on the principles of Six Sigma, Change Management and Lean – and some 31,000 improvement initiatives completed. In addition, more than 180,000 employees participate in daily performance dialogs during which potential for improvement is addressed and discussed.

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You can find the press release for download as well as further information on dpdhl.com/pressreleases

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Deutsche Post DHL Group is home to two strong brands: DHL offers a comprehensive range of parcel and international express service, freight transport, and supply chain management services, as well as e-commerce logistics solutions. Deutsche Post is Europe's leading postal and parcel service provider. Deutsche Post DHL Group employs approximately 550,000 people in over 220 countries and territories worldwide. The Group generated revenues of more than 63 billion Euros in 2019.

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