



Top Employer 2021: DHL Supply Chain certified in 10 countries across Europe and the Americas

- **Investments in digitalization of training and recruitment proved to be right amid the pandemic**
- **Building on standardized solutions, digital skillsets and diversity will be the focus in 2021**

Bonn, January 27, 2021: DHL Supply Chain, the global market leader for contract logistics solutions, has been certified Top Employer in Europe and large parts of the Americas for the fifth time in a row. The certification once again underlines the commitment of DHL Supply Chain to constantly strive for excellent working conditions, even during the global pandemic. The company has been recognized in 10 participating countries, including: Belgium, The Netherlands, Portugal, Spain, Turkey, the UK and Ireland, as well as the US, Canada and Chile. With Top Employer awards in seven European countries, DHL Supply Chain has also attained the Top Employer Europe certification.

From virtual learning, leveraging technology in recruiting and onboarding, to the development of digital skillsets, the focus on digitalization as a pillar of DHL Supply Chain's long-term HR strategy proved to be an effective approach. With around 80% of employees working on the front line, across multiple shifts five to seven days a week, innovative initiatives to connect colleagues were essential. Therefore, enabling digital skillsets, as well as enhancing virtual training, were highly impactful at DHL Supply Chain. As part of these efforts, the existing training offered within the Certified program was significantly extended over the last 12 months.

Furthermore, digitalization played a huge part in recruitment efforts. With more than 30,000 people hired per year in to DHL Supply Chain, giving applicants the opportunity to complete online training sessions tailored to different logistical tasks and specific roles has been hugely beneficial.

"We are leaving behind the most wildly unpredictable year in living memory. Amid the global pandemic, the human impact in our business was more visible than ever, making our people agenda business-critical. Our employees are dedicated to their work and motivated not only to give their best to keep our customers' business running, but to serve our purpose of "Connecting people, and improving lives"," said Rob Rosenberg, Executive Vice President Human Resources, DHL Supply Chain. "Being re-certified as the Top Employer underlines our commitment to



excellence in all its aspects. Our HR agenda for 2021 will build on these great achievements and focus on transferrable solutions to support the business.”

Annual international research undertaken by the Top Employers Institute recognizes employers around the world who create excellent working conditions for their employees. In a multi-step audit spanning 600 aspects of human resources, companies are evaluated according to the future-oriented approach they pursue in their HR strategy and processes. The certification process consists of an extensive survey, including a third-party audit. Companies that attain the Top Employer certification are recognized for exemplifying best practices in their respective industries.

– End –

Media Contact:

Deutsche Post DHL Group

Media Relations

Daniel Pohl

Phone: + 49 228 182 9944

E-mail: pressestelle@dpdhl.com

DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 380,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global sustainable trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, engineering, manufacturing & energy, auto-mobility and retail, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of Deutsche Post DHL Group. The Group generated revenues of more than 63 billion euros in 2019. With sustainable business practices and a commitment to society and the environment, the Group makes a positive contribution to the world. Deutsche Post DHL Group aims to achieve zero-emissions logistics by 2050.