



DHL Express recognized as #1 Best Workplace in Europe™ 2021

- Company climbs from 10th to 1st place in the Great Place to Work® ranking, compared to the previous year
- DHL Express' annual investment of tens of millions in employee initiatives pays off
- Continuous improvement of working environment and appreciation of employees reflected in employee satisfaction

Bonn, September 21, 2021: DHL Express, the world's leading international express service provider, has been named as the number one best workplace in Europe in the Great Place to Work® annual list. This recognition from Great Place to Work® in collaboration with The Economist Group acknowledges the company's tremendous investment in its employees. DHL Express, ranked 10th last year, significantly improved its commitment to a positive and supportive work environment during the past year.

"We are delighted that we – together with all our employees – succeeded in creating the best possible workplace. This journey has certainly been a marathon and not a sprint – being recognized as the best place to work is the result of a sustained focus on jointly building an environment that motivates, values and develops our people," said Alberto Nobis, CEO Europe DHL Express. "Our employees are doing an outstanding job and have proven to go above and beyond, especially over the last 1.5 years. Throughout the pandemic, they have been enabling global trade and supporting communities we operate in. Their motivation stems from our longstanding culture of recognition, which is also reflected in our employee satisfaction. People are at the heart of our business."

DHL Express attaches great importance to value the work of its employees. That's why the company invests tens of millions of euros annually in its employees around the world. The company's numerous initiatives are particularly well received: The "DHL's Got Heart" initiative, for example, enables employees to support causes they are passionate about, and the "DHL4her" program supports and encourages women. A comprehensive learning program, "Certified International Specialist" (CIS), equips employees with the knowledge they need to deliver outstanding customer service every day. With these and other initiatives, DHL is constantly improving the working conditions of its employees.

"We clearly see the importance of investing in our people. Our guiding principle 'Connecting People. Improving Lives' applies to our customers and our employees," says Farnaz Ranjbar, Senior Vice President HR Europe, DHL Express. "It is vital to us to not only recognize the commitment of our



employees but also to encourage it. Appreciation is a great motivator, and we are proud of how our initiatives and HR efforts have evolved and our employees enjoy working with us.”

To be recognized as a 'Best Workplace in Europe™', companies must participate in Great Place to Work's Best Workplaces™ national lists. This recognition is based on confidential survey data that assesses employee experience in trust, innovation, company values and leadership. Companies are also rated on how well they create a For All™ workplace experience that includes all employees, regardless of who they are or what they do. This year, COVID-19 put the spotlight on physical and mental wellbeing for both employers and employees.

“The Best Workplaces in Europe™ have set a new standard of care for employees across a variety of industries,” said Michael C. Bush, CEO of Great Place to Work®. “These companies are led by the type of leaders who pride themselves on supporting the needs of their employees. They create flexible working environments where anyone can thrive, no matter who they are or what they do for the business. Congratulations to the Best Workplaces in Europe™ in 2021.”

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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 66 billion euros in 2020. 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.