

GC Advanced COP Self-Assessment

Updated 31.05.2017

Please enter a short title for your submission.

The Communication on Progress is in the following format:

- ☐ Stand-alone document
- ☒ Part of a sustainability or corporate (social) responsibility report
- ☐ Part of an annual (financial) report

What is the time period covered by your COP? 2016

Does your COP contain a statement by the CEO (or equivalent) expressing continued support for the Global Compact and renewing your company's ongoing commitment to the initiative and its principles?

Yes

Does your COP contain a description of actions and policies related to the following issue areas?

Human Rights	Labour	Environment	Anti-Corruption
Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>
No	No	No	No

Does your COP include qualitative and/or quantitative measurement of outcomes illustrating the degree to which targets/performance indicators were met? Yes

How does your organization share its COP with stakeholders?

- ☐ Through the UN Global Compact website only
- ☐ COP is easily accessible to all interested parties (e.g., via its website)

☐ COP is actively distributed to all key stakeholders (e.g., investors, employees, consumers, local community)

☒ Both b) and c)

How is the accuracy and completeness of information in your COP assessed by a credible third-party?

The Global Compact recognizes that there are various options in terms of external assessment. High-quality external assessment should ideally encompass qualitative and quantitative information and performance data in the COP, as well as an explanation of the management systems and processes that foster their credibility. A credible third party is defined as groups or individuals external to the reporting organization who are demonstrably competent in the subject matter and eligible to provide feedback on the basis of their role towards the company and their independent position. For guidance on the assurance process, companies may refer to Your Path to External Assessment.

☒ The COP describes any action(s) that the company **plans to** undertake to have the credibility of the information in its COP externally assessed, including goals, timelines, metrics, and responsible staff

☒ Information is reviewed by multiple stakeholders (e.g., representatives of groups prioritized in stakeholder analysis)

☒ Information is reviewed by a panel of peers (e.g., members of the same industry, competitors, benchmarked leaders, others organized via Global Compact Local Network)

☐ Information is assured by independent assurers (e.g., accounting or consulting firm) using their own proprietary methodology

☒ Information is assured by independent assurers (e.g., accounting or consulting firm) against recognized assurance standard (e.g., ISAE3000, AA1000AS, other national or industry-specific standard)

☒ Other established or emerging best practices

Please use the text box below to publicly share any other best practices. 255 characters or less, including spaces.

Our ext. Sustainability Advisory Council reviews our sust. agenda from an ext. point of view, providing us with perspectives and expertise. The SAC consists of independent ext. experts and progressive thinkers from different disciplines.

The COP incorporates the following high standards of transparency and disclosure:

- ☒ Applies the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines
- ☐ Qualifies for Level B or higher of the GRI G3 or G3.1 application levels
- ☒ Is 'in accordance - core' with GRI G4
- ☐ Is 'in accordance - comprehensive' with GRI G4
- ☐ Applies elements of the International Integrated Reporting Framework
- ☒ Provides information on the company's profile and context of operation
Such as: Legal, group and ownership structure. Countries and scale of operation. Markets served (geographic/sector breakdown, types of customers/beneficiaries). Primary brands/products/services. Supply chain. Commitments to external initiatives.

Which of the following Sustainable Development Goals (SDGs) do the activities described in your COP address? (Select all that apply)

- ☐ SDG 1: End poverty in all its forms everywhere
- ☐ SDG 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- ☒ SDG 3: Ensure healthy lives and promote well-being for all at all ages
- ☒ SDG 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- ☒ SDG 5: Achieve gender equality and empower all women and girls
- ☐ SDG 6: Ensure availability and sustainable management of water and sanitation for all
- ☐ SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all
- ☒ SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- ☒ SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
- ☐ SDG 10: Reduce inequality within and among countries
- ☒ SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable
- ☒ SDG 12: Ensure sustainable consumption and production patterns
- ☒ SDG 13: Take urgent actions to combat climate change and its impacts
- ☐ SDG 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- ☐ SDG 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
- ☒ SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- ☒ SDG 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development

(If you answered the previous question, the following appears)

With respect to your company's actions to advance the Sustainable Development Goals (SDGs), the COP describes: *(Select all that apply)*

- ☒ Opportunities and responsibilities that one or more SDGs represent to our business
E.g., new growth opportunities; risk profiles; improved trust among stakeholders; strengthened license to operate; reduced legal, reputational and other business risks; resilience to costs or requirements imposed by future legislation.
- ☒ Where the company's priorities lie with respect to one or more SDGs
Conducting an assessment on the current and potential, positive and negative impacts that your business activities have on the SDGs throughout the value chain can help you identify your company's priorities.
- ☒ Goals and indicators set by our company with respect to one or more SDGs
Setting specific, measurable and time-bound sustainability goals helps foster shared priorities and drive performance. To do this: Define scope of goals and select KPIs; define baseline and select goal type; set level of ambition; announce commitment to SDGs; select indicators and collect data.
- ☒ How one or more SDGs are integrated into the company's business model
Integrating sustainability has the potential to transform all aspects of the company's core business, including its product and service offering, customer segments, supply chain management, choice and use of raw materials, transport and distribution networks and product end-of-life. It involves anchoring sustainability goals within the business up to the board level, embedding sustainability across all functions, and engaging in partnerships.
- ☒ The (expected) outcomes and impact of your company's activities related to the SDGs
Example: For a food company that sells nutritionally balanced breakfasts and lunches to primary schools, an output is the number of meals served. An outcome is the rate of malnutrition among children served. Impact is the company's contribution to SDG Target 2.1, "end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round."
- ☒ If the companies' activities related to the SDGs are undertaken in collaboration with other stakeholders
E.g., United Nations agencies, civil society, governments, other companies
- ☒ Other established or emerging best practices
Please use the text box below to publicly share any other best practices. 255 characters or less, including spaces.

DPDHL Group is committed to all SDGs, focusing on five goals selected based on an analysis of the company's impact and responsibility. The focus goals are no. 4, 8, 11, 13 and 17.

Summary of Criteria

Implementing the Ten Principles into Strategies & Operations

Criterion 1: The COP describes mainstreaming into corporate functions and business units

Criterion 2: The COP describes value chain implementation

Robust Human Rights Management Policies & Procedures

Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights

Criterion 4: The COP describes effective management systems to integrate the human rights principles

Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration

Robust Labour Management Policies & Procedures

Criterion 6: The COP describes robust commitments, strategies or policies in the area of labour

Criterion 7: The COP describes effective management systems to integrate the labour principles

Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration

Robust Environmental Management Policies & Procedures

Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship

Criterion 10: The COP describes effective management systems to integrate the environmental principles

Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship

Robust Anti-Corruption Management Policies & Procedures

Criterion 12: The COP describes robust commitments, strategies or policies in the area of anti-corruption

Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle

Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption

Taking Action in Support of Broader UN Goals and Issues

Criterion 15: The COP describes core business contributions to UN goals and issues

Criterion 16: The COP describes strategic social investments and philanthropy

Criterion 17: The COP describes advocacy and public policy engagement

Criterion 18: The COP describes partnerships and collective action

Corporate Sustainability Governance and Leadership

Criterion 19: The COP describes CEO commitment and leadership

Criterion 20: The COP describes Board adoption and oversight

Criterion 21: The COP describes stakeholder engagement

Criteria, Best Practices and Explanation

Implementing the Ten Principles into Strategies & Operations

The term 'value chain', for purposes of this self-assessment, refers to an organization's business partners both upstream (including suppliers and subcontractors) and downstream (e.g. for transport of finished products).

Criterion 1: The COP describes mainstreaming into corporate functions and business units

Indicate which of the following best practices are described in your COP:

☐ Any relevant **policies**, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc) ensuring no function conflicts with company's sustainability commitments and objectives

☒ Align strategies, goals and incentive structures of all business units and subsidiaries with corporate sustainability strategy

☒ Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary

☒ Design corporate sustainability strategy to leverage synergies between and among issue areas and to deal adequately with trade-offs

☒ Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Our material issues are regularly discussed with our ext. Sust. Advisory Council. In 2017, stakeholders' expectations will be reviewed and discussed with Corporate functions/business units to decide adaption needs to targets, KPIs and strategies.

Criterion 2: The COP describes value chain implementation

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☐ Analyze each segment of the value chain carefully, both upstream and downstream, when mapping risks, opportunities and impacts

☒ Communicate policies and expectations to suppliers and other relevant business partners

☒ Implement monitoring and assurance mechanisms (e.g. audits/screenings) for compliance within the company's sphere of influence

☒ Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

In 2016, we revised our Supplier Code of Conduct, honing its treatment of human rights protection and fair working conditions. New compliance-related topics were added to the Code, incl. trade regulations and handling of conflicts of interest.

Robust Human Rights Management Policies & Procedures

Criteria and best practices under human rights implementation have been modified to reflect the Guiding Principles on Business and Human Rights: Implementing the United Nations "Protect, Respect and Remedy" Framework (the Guiding Principles), as well as the Human Rights COP Reporting Guidance. Best practices reflect specific reporting elements of the latter guidance, either Basic (numbers starting with BRE) or Advanced (numbers starting with ARE).

Criterion 3: The COP describes robust **commitments, strategies or policies** in the area of human rights

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Commitment to comply with all applicable laws and respect internationally recognized human rights, wherever the company operates (e.g., the Universal Declaration of Human Rights, Guiding Principles on Human Rights) (BRE1 + ARE1)

The Guiding Principles suggest that this should include a commitment to treat the risk of causing or contributing to gross human rights abuses as a legal compliance issue wherever the company operates

☒ Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company (BRE 1 + BRE5 + ARE 1 + ARE 5)

☒ Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services (BRE 1)

☒ Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties (BRE 1 + BRE 5 + ARE 1 + ARE 5)

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Due diligence process in line with UN Business and Human Rights Guiding Principles established. Conducted due diligences: 18, planned for LatAm and Asia in 2017. Plan: align due diligence with international standards to achieve ext. certification.

Criterion 4: The COP describes effective *management systems* to integrate the human rights principles

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☐ Process to ensure that internationally recognized human rights are respected ‘

☒ On-going due diligence process that includes an assessment of actual and potential human rights impacts (BRE 2 + BRE 3 + ARE 2 + ARE 3)

The Guiding Principles suggest that the assessment:

- Include the risk of impacts the business enterprise may be involved in through its own activities, business relationships, and country and/or industry context

- Involve meaningful consultation with potentially affected groups and other relevant stakeholders to assess actual and potential impacts as well as risks

- Be ongoing and evolving, adapted to size and complexity

- Be included in risk management systems

The Guiding Principles also suggest that risks should not be limited to the risks to the company itself (material) but should also include risks to right-holders. Lastly the Guiding Principles suggest that findings from impact assessments should be integrated across relevant internal functions and processes.

- ☒ Internal awareness-raising and training on human rights for management and employees
- ☒ Operational-level grievance mechanisms for those potentially impacted by the company's activities (BRE 4 + ARE 4)
- ☒ Allocation of responsibilities and accountability for addressing human rights impacts
- ☐ Internal decision-making, budget and oversight for effective responses to human rights impacts
- ☐ Processes to provide for or cooperate in the remediation of adverse human rights impacts that the company has caused or contributed to (BRE 3+ BRE 4 + ARE3 + ARE 4)
- ☒ Process and programs in place to support human rights through: core business; strategic philanthropic/social investment; public policy engagement/advocacy; partnerships and/or other forms of collective action (BRE 6 + ARE 6)
- ☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Training programs on Employee Relations: e-learning module for sen. managers since 2013, Certified module for all management-level employees since 2015, Certified module for HR experts to enable them to help local managers; roll out in 2017.

Criterion 5: The COP describes effective *monitoring and evaluation mechanisms* of human rights integration

Indicate which of the following best practices are described in your COP:

- ☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff
This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.
- ☐ System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain (BRE3 + ARE3)
The Guiding Principles also suggest that such monitoring should be based on qualitative and quantitative indicators

- ☒ Monitoring drawn from internal and external feedback, including affected stakeholders
- ☐ Leadership review of monitoring and improvement results
- ☒ Process to deal with incidents the company has caused or contributed to for internal and external stakeholders (BRE 4 + ARE 4)
- ☒ Grievance mechanisms that are legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue (BRE4 + ARE4)
- ☐ Outcomes of integration of the human rights principles
 - **Outcomes of due diligence process**
Suggested GRI Indicators: HR2 Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken. HR10 Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.)
 - **External and formal reporting of operations or operating contexts that pose risks of severe human rights impacts.** *The Guiding Principles suggest that communications should:*
 - (a) *Be of a form and frequency that reflect an enterprise's human rights impacts and that are accessible to its intended audiences;*
 - (b) *Provide information that is sufficient to evaluate the adequacy of an enterprise's response to the particular human rights impact involved;*
 - (c) *In turn not pose risks to affected stakeholders, personnel or to legitimate requirements of commercial confidentiality.*
 - **Disclosure of main incidents involving the company.** *The Global Compact Office acknowledges that providing such details may be counterproductive for various reasons related to the protection of human rights, and that confidentiality may, at times, be more effective in alleviating human rights abuses.*
 - **Outcomes of remediation processes of adverse human rights impacts** *(Suggested GRI Indicator: HR11 Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.)*
- ☒ Other established or emerging best practices
Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Employee Relations Forum, a cross-divisional governance body established in 2013, supports handling x-divisional ER matters, leverages best practices, shares learning at country/regional level, and connects to improve ER and increase employee engagement.

Robust Labour Management Policies & Procedures

Criterion 6: The COP describes robust *commitments, strategies or policies* in the area of labour
Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies

While the 10 Global Compact principles are based on international conventions, organizations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles' underlying meaning.

☒ Reflection on the relevance of the labour principles for the company

The company should reflect on (1) significant labour-related social and economic impacts of the enterprise and (2) whether such impact could substantively influence the assessments and decisions of the organization's stakeholders.

☒ Written company policy to obey national labour law, respect principles of the relevant international labour standards in company operations worldwide , and engage in dialogue with representative organization of the workers (international, sectoral, national).

☒ Inclusion of reference to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners

☒ Specific commitments and Human Resources policies, in line with national development priorities or decent work priorities in the country of operation

Examples: Inclusion of vulnerable/discriminated groups in the workforce (e.g., women, disabled, migrant, HIV/AIDS, older/younger workers); equal pay for work of equal value; contribution to national strategies to eliminate child/forced labour, etc.

☒ Participation and leadership in wider efforts by employers' organizations (international and national levels) to jointly address challenges related to labour standards in the countries of operation, possibly in a tripartite approach (business – trade union – government).

☒ Structural engagement with a global union, possibly via a Global Framework Agreement

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

At global level, we engage in regular dialog with int'l union org. such as UNI and ITF; DPDHL Forum is a well-established body for dialog betw. European employee & mgt. representatives. We are active in European Social Dialogue Committee for Postal Sector.

Criterion 7: The COP describes effective *management systems* to integrate the labour principles

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Risk and impact assessments in the area of labour

☒ Dialogue mechanism with trade unions to regularly discuss and review company progress in addressing labour standards

☒ Allocation of responsibilities and accountability within the organization

☒ Internal awareness-raising and training on the labour principles for management and employees

☒ Active engagement with suppliers to address labour-related challenges

☒ Grievance mechanisms, communication channels and other procedures (e.g., whistleblower mechanisms) available for workers to report concerns, make suggestions or seek advice, designed and operated in agreement with the representative organization of workers

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Since 2013, we have been offering a multi-language Compliance Hotline Service available around the clock, seven days a week in approximately 150 countries.

Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ System to track and measure performance based on standardized performance metrics

☒ Dialogues with the representative organization of workers to regularly review progress made and jointly identify priorities for the future

- ☒ Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards
- ☒ Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve workplace practices
- ☒ Outcomes of integration of the Labour principles
To report main incidents involving the company, disclosure that your organization had no labour-related abuses in the past year satisfies this best practice where providing details may be counterproductive. Suggested GRI Indicators: LA4, HR4-7.
- ☐ Other established or emerging best practices
Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Robust Environmental Management Policies & Procedures

Criterion 9: The COP describes robust *commitments, strategies or policies* in the area of environmental stewardship

Indicate which of the following best practices are described in your COP:

- ☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff
This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.
- ☒ Reference to relevant international conventions and other international instruments (e.g. Rio Declaration on Environment and Development)
While the 10 Global Compact principles are based on international conventions, organisations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles' underlying meaning.
- ☒ Reflection on the relevance of environmental stewardship for the company
In making that determination, the company should consider (1) if it has potentially significant environmental impacts and (2) whether such impact could substantively influence the assessments and decisions of the organisation's stakeholders.
- ☒ Written company policy on environmental stewardship

☒ Inclusion of minimum environmental standards in contracts with suppliers and other relevant business partners

☒ Specific commitments and goals for specified years

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Goal: Reduce logistics-rel. emissions to net zero by 2050. Milestones by 2025: Increase carbon efficiency by 50%, 70% of first and last mile services with clean pick-up and delivery solutions, > 50% of sales as Green solutions and employee engagement.

Criterion 10: The COP describes effective *management systems* to integrate the environmental principles

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Environmental risk and impact assessments

☒ Assessments of lifecycle impact of products, ensuring environmentally sound management policies

☒ Allocation of responsibilities and accountability within the organisation

☒ Internal awareness-raising and training on environmental stewardship for management and employees

☒ Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) for reporting concerns or seeking advice regarding environmental impacts

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

All the Group's sites report fuel and energy use which are used to calculate CO₂e emissions. External EMS certifications are conducted at larger sites and sites with standardized processes. In 2016, 48% of Group's global sites were ISO 14001 certified.

Criterion 11: The COP describes effective *monitoring and evaluation mechanisms* for environmental stewardship

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ System to track and measure performance based on standardized performance metrics

☒ Leadership review of monitoring and improvement results

☒ Process to deal with incidents

☒ Audits or other steps to monitor and improve the environmental performance of companies in the supply chain

☐ Outcomes of integration of the environmental principles

To report main incidents involving the company, disclosure that your organization had no environmental incidents in the past year satisfies this best practice. Suggested GRI Indicators: EN 1-3, 5-6, 8, 10, 13, 16, 18-20, 26-27.

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Environmental issues addressed at Board & Executive level, with GoGreen Sponsors Board directing strategy & product dev. Divisions report environmental issues in quarterly Business Review Mtgs, while local GoGreen Teams report directly to business units.

Robust Anti-Corruption Management Policies & Procedures

Criteria and best practices under Anti-Corruption implementation have been modified to reflect the Anti-Corruption Reporting Guidance. Best practices reflect specific reporting elements of the guidance, either Basic (numbers starting with B) or desired (numbers starting with D).

Criterion 12: The COP describes robust *commitments, strategies or policies* in the area of anti-corruption

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

- ☒ Publicly stated formal policy of zero-tolerance of corruption (D1)
- ☒ Commitment to be in compliance with all relevant anti-corruption laws, including the implementation of procedures to know the law and monitor changes (B2)
- ☒ Statement of support for international and regional legal frameworks, such as the UN Convention against Corruption (D2)
- ☒ Detailed policies for high-risk areas of corruption (D4)
- ☒ Policy on anti-corruption regarding business partners (D5)

☐ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Criterion 13: The COP describes effective *management systems* to integrate the anti-corruption principle

Indicate which of the following best practices are described in your COP:

- ☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff
This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.
- ☒ Support by the organization's leadership for anti-corruption (B4)
- ☒ Carrying out risk assessment of potential areas of corruption (D3)
- ☒ Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees (B5 + D8)
- ☒ Internal checks and balances to ensure consistency with the anti-corruption commitment (B6)
- ☒ Actions taken to encourage business partners to implement anti-corruption commitments (D6)
- ☒ Management responsibility and accountability for implementation of the anti-corruption commitment or policy (D7)

☒ Communications (whistleblowing) channels and follow-up mechanisms for reporting concerns or seeking advice (D9)

☒ Internal accounting and auditing procedures related to anticorruption (D10)

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Member of the Partnering Against Corruption Initiative PACI (D11)

Criterion 14: The COP describes effective *monitoring and evaluation mechanisms* for the integration of anti-corruption

Indicate which of the following best practices are described in your COP: ‘

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Leadership review of monitoring and improvement results (D12)

☒ Process to deal with incidents (D13)

☐ Public legal cases regarding corruption (D14)

☐ Use of independent external assurance of anti-corruption programmes (D15)

☐ Outcomes of integration of the anti-corruption principle

Outcomes of assessments of potential corruption (D3) and mechanisms for seeking advice /reporting (D9). Procedures supporting anti-corruption policy. Disclosure that your organization had no incidents suffices where providing details is counterproductive. GRI indicators SO2-4.

☐ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Taking Action in Support of Broader UN Goals and Issues

"Broader UN Goals and Issues" refers to an array of global issues - based on the most acute or chronic global challenges - including:

*Peace & Security
Sustainable Development Goals
Human Rights
Children's Rights
Gender Equality
Health
Education
Humanitarian Assistance*

*Migration
Food Security
Sustainable Ecosystems and Biodiversity
Climate Change Mitigation and Adaptation
Water Security and Sanitation
Employment and Decent Working Conditions
Anti-Corruption*

For a list of further Global Issues that are relevant to the work of the UN as well as business, please refer to business.un.org

Criterion 15: The COP describes core business contributions to UN goals and issues

Indicate which of the following best practices are described in your COP:

- ☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff
This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.
- ☒ Align core business strategy with one or more relevant UN goals/issues
- ☒ Develop relevant products and services or design business models that contribute to UN goals/issues
- ☒ Adopt and modify operating procedures to maximize contribution to UN goals/issues
- ☒ Other established or emerging best practices
Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Selected product portfolio with societal value add, e.g. new e-delivery vehicles for sustainable cities and communities. Partnering with UN to support quality education, refugee aid, disaster mgmt. Addressing risks to employees via OHS Policy Statement.

Criterion 16: The COP describes strategic social investments and philanthropy

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy

☒ Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors

☒ Take responsibility for the intentional and unintentional effects of funding and have due regard for local customs, traditions, religions, and priorities of pertinent individuals and groups

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Member of the Corporate Citizenship network LBG since 2014. We record our CC activities based on LBG criteria and make them quantifiable. In 2016, we laid out our approach to corporate citizenship in a new Group-wide guideline.

Criterion 17: The COP describes advocacy and public policy engagement

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Publicly advocate the importance of action in relation to one or more UN goals/issues

☒ Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals/issues

☐ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Criterion 18: The COP describes partnerships and collective action

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Develop and implement partnership projects with public or private organizations (UN entities, government, NGOs, or other groups) on core business, social investments and/or advocacy

☒ Join industry peers, UN entities and/or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company's positive impact on its value chain

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Partnering with UN on Get Airports Ready for Disaster & Disaster Response Teams . During Global Volunteer Day in 2016, 106,000 DPDHL employees worked with local communities. Also, DPDHL partners with SOS Childrens' Villages and Teach for All.

Corporate Sustainability Governance and Leadership

Criterion 19: The COP describes CEO commitment and leadership

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact

- ☒ CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards
- ☒ CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation
- ☐ Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team
- ☒ Other established or emerging best practices
Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

CEO commitment and statement through our participation in UN Global Compact/Accenture CEO Study.

Criterion 20: The COP describes Board adoption and oversight

Indicate which of the following best practices are described in your COP:

- ☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff
This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.
- ☒ Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance
- ☐ Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability.
- ☒ Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)
- ☐ Other established or emerging best practices
Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Criterion 21: The COP describes stakeholder engagement

Indicate which of the following best practices are described in your COP:

☐ Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

☒ Publicly recognize responsibility for the company's impacts on internal and external stakeholders

☒ Define sustainability strategies, goals and policies in consultation with key stakeholders

Regular stakeholder consultations in the area of human rights, labour, environment and anti-corruption. List of stakeholder groups engaged by the organization. Develop process for identifying key stakeholders and report on outcomes of consultation.

☒ Consult stakeholders in dealing with implementation dilemmas and challenges and invite them to take active part in reviewing performance

☒ Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect 'whistle-blowers'

☒ Other established or emerging best practices

Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

In 2016: Dialogue with stakeholders on refugee aid intensified. Dialogue with Business Units' stakeholders reinforced in March 2017: Multi-stakeholder roundtable on innovation/robotics and its implications for logistics industry conducted.