COP Questionnaire 2018

Strategy

Criterion 2: The COP describes value chain implementation ☑

Communicate policies and expectations to suppliers and other relevant business partner ☑

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: (max. 255 characters)

> Suppliers can access an interactive training module to familiarize with our standards. We are in close dialogue with them to also learn from their competencies and build long-term relationships.

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

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

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

Place responsibility for execution of sustainability strategy in relevant corporate functions

(procurement, government affairs, human resources, legal, etc) ensuring that no function is conflicting with company 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: (max. 255 characters)

> Our RBP Working Group & Council consist of Corporate Functions & business units members, discusses sustainability issues & stakeholder requirements. Our ext. **Sustainability Advisory Council** reviews our sustainability agenda from an ext. point of view.

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

Human Rights

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

Monitoring draws from internal and external feedback, including affected stakeholders ☑

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) ☑

Other established or emerging best practices: (max. 255 characters)

> ER Forum (X-divisional governance body established in 2013) ensures Human Right respected at DPDHL, supports handling X-divisional ER matters, leverages best practices and learning at all levels, connects to improve ER and increase employee engagement.

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

System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain (BRE3 + ARE3) ☐

Leadership review of monitoring and improvement results ☐

Outcomes of integration of the human rights principles ☐

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

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) ☑

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 relevant parties (BRE 1 + BRE 5 + ARE 1 + ARE 5) ☑

Other established or emerging best practices: (max. 255 characters)

> Training programs on Employee Relations: e-learning module for senior managers since 2013, Certified modules for all management-levels since 2015 and for HR experts to support local managers in ER matters in 2017/2018 (~ 9,000 participants).

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

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

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

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 ☑

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: (max. 255 characters)

> In line with our goal to implement human rights policy and comply with requirements of UN GP on Business and HR, we designed a multilevel management system together with the ER Forum. In 2018:Review of effectiveness, progress on implementation in countries

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

Process to ensure that internationally recognized human rights are respected ☐

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) ☐

Labour

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

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 instead of corrective approach) through schemes to improve workplace practices ☑

Outcomes of integration of the Labour principles ☑

Other established or emerging best practices: (max. 255 characters)

> In 2018, the DPDHL Forum, including committees, met > 30 times, focusing on Group's restructuring and impact on employees, BREXIT implications and health and OHS. Forum signed joint declaration on racism and xenophobia.

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

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

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 line with the representative organization of workers ☑

Other established or emerging best practices: (max. 255 characters)

>70% of our employees are employed under contacts governed by collective labor or work agreements. Our employee survey EOS serves as a control measure. Moreover we offer a multi-language Compliance Service to report violations of law & internal policies.

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

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

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

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

Written company policy to obey national labour law, respect principles of relevant

international labour standards in worldwide company operations 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 ☑

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

Participation and leadership by employers' organizations (international and national) to jointly

address challenges related to labour standards in the countries of operation, possibly in a

tripartite approach (business – trade union – government). ☑

Other established or emerging best practices: (max. 255 characters)

> Regular dialog with UNI and ITF (DPDHL Forum, European works council by agreement, is a well-established body for dialog between European employee & management representatives. We are active in European Social Dialogue Committee for Postal Sector.

Any relevant policies, procedures, and activities that the company plans to undertake by its

next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff ☐

Environment

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

Reference to relevant international conventions and other international instruments (e.g. Rio

Declaration on Environment and Development) ☑

Reflection on the relevance of environmental stewardship for the company ☑

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: (max. 255 characters)

> Goal: Reduce emissions to net zero by 2050. Milestones by 2025: Increase carbon efficiency by 50%, deliver 70% of first& last mile services with clean solutions, have >50% of sales incorporate green solutions, involve employees in environmental actions.

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

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

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 ☑

Other established or emerging best practices: (max. 255 characters)

> Emissions data are regularly discussed in internal decision making bodies, such as the quarterly Business Review Meetings and the GoGreen Sponsors Board. The carbon efficiency of new assets is also an Investment Policy criterion.

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

Outcomes of integration of the environmental principles ☐

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

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: (max. 255 characters)

> All our sites report fuel and energy use to calculate CO_2 emissions. External EMS certifications are conducted at larger sites or sites with standardized processes. In 2018, 68% of our global sites were either ISO 14001 or ISO 50001 certified.

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

Anti-Corruption:

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

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: (max. 255 characters)

> Compliance mgmt.. comprises rules, standards and processes to ensure laws and policy requirements observed. Our CoC serves as guideline for ethically, socially and legally correct behavior of staff. Our CoC establishes same requirements for suppliers.

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

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

Leadership review of monitoring and improvement results (D12) ☑

Process to deal with incidents (D13) ☑

Other established or emerging best practices: (max. 255 characters)

> Our CoC serves as basis for all Group policies, e.g. Anti-Corruption and Business Ethics Policy. We pursue our company's interests and put emphasis on transparency. E.g. voluntarily report activities whenever a transparency register exists.

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

Public legal cases regarding corruption (D14) ☐

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

Outcomes of integration of the anti-corruption principle ☐

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

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 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: (max. 255 characters)

> Member of the Partnering Against Corruption Initiative PACI (D11).

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

UN Goals

Criterion 17: The COP describes advocacy and public policy engagement ☑

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 ☑

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

Other established or emerging best practices: (max. 255 characters)

Criterion 16: The COP describes strategic social investments and philanthropy

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: (max. 255 characters)

> We record our Corporate Citizenship (CC) activities based on LBG reporting standard and make them quantifiable and are actively in contact with the LGB network. The focus of our CC activities are laid down in our CC strategy and guidelines.

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

Criterion 18: The COP describes partnerships and collective action ☑

Develop and implement partnership projects with publi or /private organizations (UN entities, government, NGOs or others) 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: (max. 255 characters)

> Partnering with UN on Get Airports Ready for Disaster & Disaster Response Teams, SOS Childrens' Villages, Teach For All & UNICEF in the MENA LSCE Initiative. We cooperate with environm. Partners, e.g. EV100 and the Global Logistics Emissions Council.

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

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

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: (max. XXX words)

> Selected product portfolio with societal value add, e.g. e-delivery. Supporting quality education and disaster management. We offer mentoring programs and application training within our refugee aid. We launched pilot projects to expand activities.

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

Governance

Criterion 19: The COP describes CEO commitment and leadership ☑

CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation ☑

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 ☑

Other established or emerging best practices (max. 255 characters)

> CEO commitment and statement through our participation in UN Global Compact. Public CEO statements during last COP 24 in Katowice, Poland.

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

Make sustainability criteria and UN Global Compact principles part of goals and incentive

schemes for CEO and executive management team ☐

Criterion 20: The COP describes Board adoption and oversight ☑

Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance ☑

Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress) ☑

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

Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability. ☐

Other established or emerging best practices: (max. 255 characters)

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Criterion 21: The COP describes stakeholder engagement ☑

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

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 ☑

Other established or emerging best practices: (max. 255 characters)

We are in a constant dialogue with our stakeholders by regularly organizing and actively participating in dialogues such as in 2018 e.g. on "Sustainable packaging solutions", "Cities 2025: Improve local quality of life through clean and quiet delivery".

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

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