

DrivingChange™

Sustainability Report 2020



2030 Vision

To become the international reference in sustainable delivery and a leading enabler of the e-commerce acceleration.

Our Values



Transparency



Solidarity



Accountability

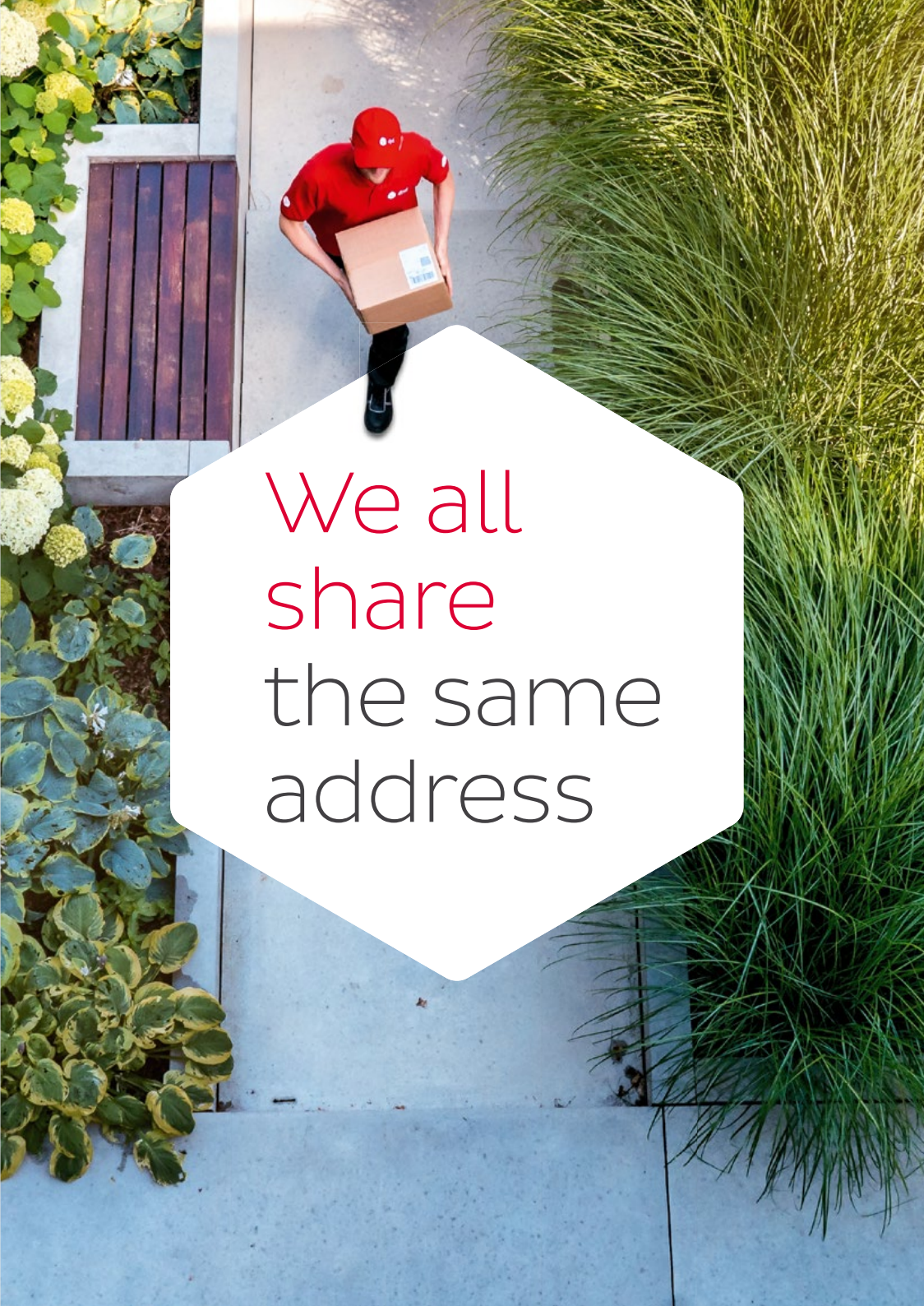


Open-mindedness



Respect

DPDgroup is the parcel delivery network of GeoPost, which posted sales of €11 billion in 2020. GeoPost is a holding company owned by Le Groupe La Poste.



We all
share
the same
address

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Together and Beyond

Our objective is to become the international reference in sustainable delivery and a leading enabler of the e-commerce acceleration.

What does sustainability mean to DPDgroup?

Sustainability and our commitment to the guiding principles of the UN Global Compact influences every aspect of our business. At DPDgroup, creating a truly sustainable business is what drives us. It is our purpose. Because for our people, our planet and all the communities in which we work... **we all share the same address.**

What impact did the COVID-19 pandemic have on DPDgroup?

2020 had a profound and lasting impact on our sector. COVID-19 led to an unexpected surge for the parcel industry. Countrywide lockdowns, self-isolation and preventative measures prompted a soar in deliveries, with half a billion more parcels delivered by DPDgroup in 2020 as compared to 2019. The health crisis also caused customer trends expected for 2024 to surface far in advance, such as a heightened urban logistics demand and a greater sense of environmental responsibility.

However, the pandemic also brought DPDgroup's culture, purpose and values to the fore. Our teams connected businesses and consumers, playing a critical role in helping people and firms deal with issues stemming from physical distancing and confinement measures. That's why protecting our workforce and our customers was a priority. We quickly adapted our ways of working to ensure safe and viable working conditions and I salute our teams in every business unit who were dedicated to maintaining our delivery service level wherever possible.

How did it impact your sustainability agenda?

Our people demonstrated huge resilience, flexibility and agility. These qualities helped us keep the world in motion during the pandemic, quickly creating and adopting new practices and coping with increased volumes efficiently. However, more parcels being delivered meant more vehicles on the road which in turn meant increased emissions. That's why we're accelerating our commitment to sustainability even further.

The pandemic also impacted our consignees and customers. Our 2020 e-shopper barometer study showed that for many consumers, the unavailability of brick-and-mortar shops moved them to reassess their shopping habits and environmental impact. The result was greater eco-awareness in terms of health, product safety, food waste, and climate action. This growing conscious consumerism translated into strong growth for the second-hand market, higher demand for more sustainable delivery options, and greater attention to product recyclability.

It's a validation of our efforts to lead the way in reducing CO₂ emissions per parcel and our continued investment in new zero- and low- emission vehicles across DPDgroup. We are rolling out our plan to deliver 225 cities with low emission fleet by 2025 and achieved 18 by the end of 2020. We are also investing in electric charging infrastructure and reducing emissions per parcel with our signature **Predict** last mile delivery solution, which we're deploying in new markets as our business grows. We plan to double our **Pickup** network so even more collections are within just 15 minutes of recipient's homes.

What can you tell us about your new initiative to help combat air pollution?

Another challenge for the sector is to address air

quality, particularly in cities. DPDgroup believes it has a role to play in making cities more breathable, as 30% of air pollution in cities is generated by urban logistics. Therefore, in October 2020, DPDgroup launched a plan to provide low-emission delivery in 225 European cities for 80 million Europeans by 2025. The ambition aims to reduce carbon emissions by 89% and pollutants by 80% in the cities concerned. We will also use the power of our network to improve quality of life by measuring air quality in more than 20 cities in 2021.

Our 2020 e-shopper barometer study showed that for many consumers, the unavailability of brick-and-mortar shops moved them to reassess their shopping habits and environmental impact.

Are you on track to meet your sustainability goals and ambition?

Thanks to continuous operations optimisation and our green innovations we are on track to achieve our objective of a 30% reduction of CO₂ emissions per parcel by 2025 (vs. 2013). That's why we committed to define a new ambition for 2030 taking as a reference science based targets – to become the international reference player in sustainable delivery and a leading enabler of the e-commerce acceleration.

It's an inspiring ambition. How will you get there?

We know that we will not be able to achieve the results we are aiming for through our resources

or efforts alone. That's why collaboration and partnerships with the private sector, governments and other organisations are crucial.

The EU target for a 90% reduction in transport emissions by 2050 presents two challenges for us. Firstly, achieving the target itself and secondly doing so while managing the significant growth rate of the parcel delivery industry in recent years, particularly in 2020. It is our intention to reduce all logistics related emissions as much as we can before offsetting the remaining ones on the voluntary market. In the course of 2021, we plan to set a new ambitious reduction target to 2030 aligned with the Paris agreement, while sustaining our carbon neutral commitment.

I am proud of my team's resilience and success and believe we are better positioned than ever to become a leading enabler of sustainable e-commerce. As we build on our operational excellence and innovative spirit and look forward to the numerous opportunities yet to be seized, there is no limit to what we can achieve by 2030 together and beyond.



Boris Winkelmann
Chairman & CEO GeoPost / DPDgroup

DPDgroup

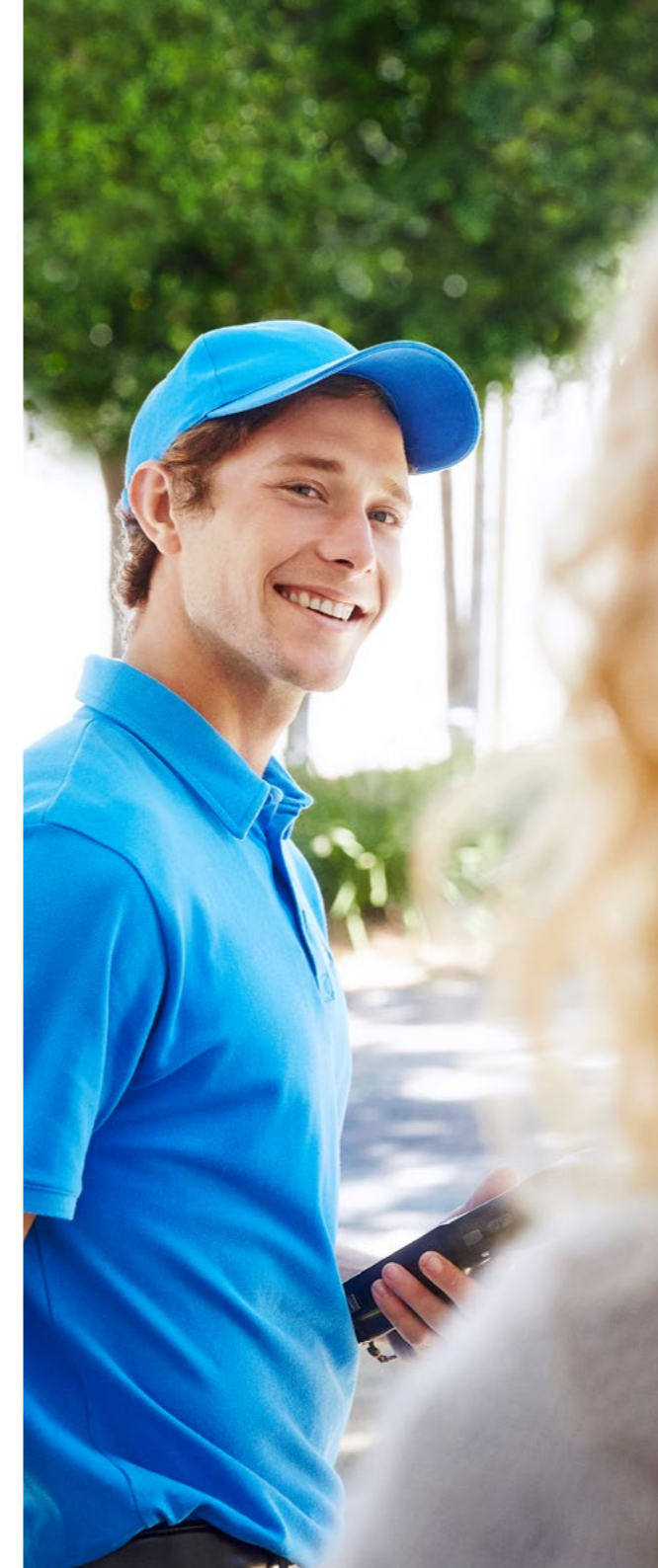
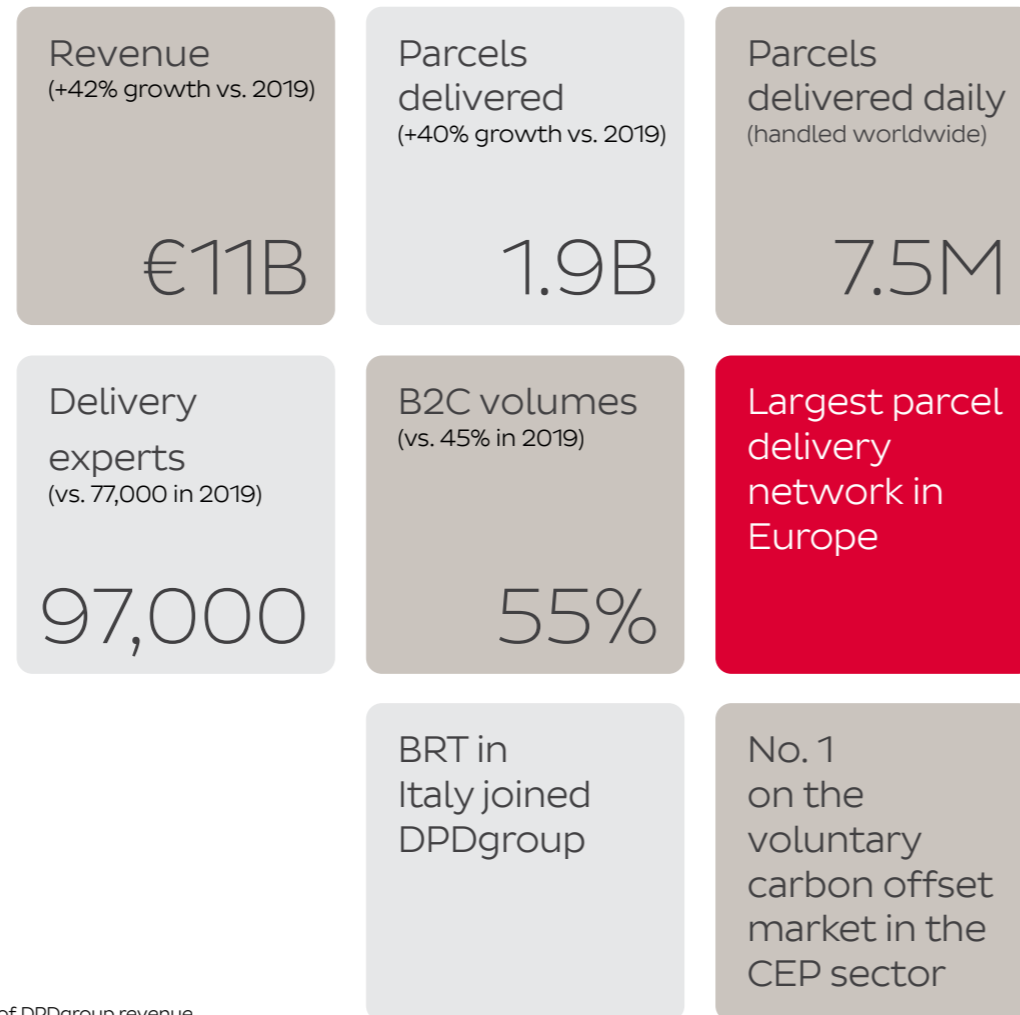
2020 key facts and figures*

DPDgroup is the largest parcel delivery network in Europe. We combine innovative technology and local knowledge to provide a flexible and user-friendly service for both shippers and shoppers. With our industry-leading Predict service, we are setting a new standard for convenience by keeping our customers in close contact with their delivery.

With 97,000 delivery experts and a network of more than 58,000 Pickup points, we deliver 7.5 million parcels each day – 1.9 billion parcels in 2020 – through the brands DPD, Chronopost, SEUR and BRT.



*These figures relate to DPDgroup as a whole. This report covers 20 business units in Europe which represent 91% of DPDgroup revenue.



2020 Sustainability Facts



Deployed 1,163 zero- and low- emission vehicles across Europe in 2020

Reduced our carbon emissions per parcel by 5.7%[✓] (vs. 2019)

Supported more than 450 NGOs and community initiatives in 19 countries

DPD Czech Republic / Winning with a commitment to CSR

Ranked alongside the likes of Nestlé, L'Oréal and Coca-Cola, as well as prominent local companies including ČEZ and Kooperativa, DPD was among the 25 large companies in the Czech Republic most committed to sustainability in 2020. 55 jurors scored organisations in key categories which included Strategy, Responsible HR, Supply Chain, Environment and Community Support.

DPD UK / Multiple awards for many initiatives

DPD UK has been acclaimed by the Energy Saving Trust, The Green Organisation and in the Sustainability Leaders Awards for its positive initiatives which include the ongoing rollout of electric vehicles.

Chronopost / Striking gold

By achieving 100% low-emission deliveries in Paris, Chronopost won the prize for Best Innovation in the 2020 EVE Awards. It also beat its 2019 EcoVadis and Acesa scores, both of which measure commitment to sustainability.

[✓] Reviewed by Mazars in accordance with ISAE 3000.

Our SDG commitments

The UN Global Compact – which DPDgroup joined in 2016 – asks companies to first do business responsibly and then pursue opportunities to solve societal challenges through business innovation and collaboration, including contributing to the Sustainable Development Goals (SDGs). Building on our core values, our sustainability strategy is to improve quality of life as the most trusted, sustainable delivery partner for our clients, employees and for all our stakeholders..

The four SDGs supported by DPDgroup:



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Why?

With 97,000 employees and subcontractors in Europe, DPDgroup has a responsibility to create safe, productive employment.

In the next

... we aim to support high quality jobs, innovation and entrepreneurship. We seek to prioritise equal opportunities and pay, and ensure that all workers' rights are respected in the workplace, particularly the most vulnerable.

In 2020 we...

- **Listened to our employees:** a total of 19 business units were surveyed in 2020
- **Empowered our employees:** 18 business units have committed to pursue the development of the DPDgroup DNA strategy
- **Protected labour rights:** with new governance practices to include stronger policies on recruitment and average working hours per week, including overtime
- **Created sustainable employment:** 20,000 new jobs across Europe in 2020
- **Fostered a diverse and respectful environments for all workers,** including migrant workers
- **Invested in building an entrepreneurial culture:** mentoring 16 entrepreneurs



Make cities and human settlements inclusive, safe, resilient and sustainable

With the second largest parcel delivery network in Europe, we have a real opportunity to contribute to safe, resilient and sustainable cities by improving our delivery services for consumers, reducing our impact on air quality and helping to increase citizens' wellbeing.

... we aim to improve city life by helping to promote clean air and by combining innovative technology and local knowledge to provide a flexible and user-friendly service for both shippers and shoppers.

- **Deployed:** 1,163 low-emission vehicles to European cities
- **Opened:** 300 new urban depots
- **Collaborated with:** cities and governments to find solutions to future mobility needs that minimise environmental impact while making delivery safer and more affordable for all
- **Invested in:** safe and sustainable infrastructure in the community – rolling out our 'Air quality monitoring programme' to a further 2 European cities – in partnership with city authorities



Take urgent action to combat climate change and its impacts

With a core business reliant on transport, DPDgroup has a major role to play in the low carbon transition, as part of global efforts to keep temperatures from exceeding 1.5°C above pre-industrial levels.

...we aim to include plans to prevent climate change within every aspect of our work.

- **Measured:** our total carbon footprint to inform our climate risk management
- **Sourced:** 62%[†] of electricity from renewable sources
- **Reduced greenhouse gas emissions per parcel by 19%[†]:** with innovative transport solutions (in 2020 vs. 2013)
- **Offset 1,046,184 tCO₂e[†] in 2020** on 2019 emissions by investing in clean energy projects
- **Avoided 1,143 tons of CO₂** : through our Carbon Fund which funded 20 carbon reduction projects to the value of €2m across 19 Business Units



Strengthen the means of implementation and revitalise the global partnership for sustainable development

Collaboration is central to enabling every country to achieve the UN's SDGs. Businesses, including DPDgroup, can make an important contribution in strengthening existing partnerships and creating new ones for collective action.

... we aim to work with multiple partners, private and public, sharing our knowledge, skills and expertise to create a positive impact and help fulfil the SDGs.

- **Encouraged public-private partnership:** with our Air quality monitoring programme's approach to addressing air pollution
- **Supported more than 450 community initiatives across 19 countries**
- **Worked with 16 start-ups:** to scale up innovation on key sustainability topics



Listening to our stakeholders

With over 48,000 employees and a total of 97,000 delivery experts, millions of consignees, thousands of customers and suppliers as well as hundreds of strategic partners, stakeholder engagement is paramount to DPDgroup. Respect for all those we deal with is a core value and we believe that trust is driven by how we listen to and respond to their needs. A strong relationship with all of our associates ensures the long term success of our business.

We engage with our principal stakeholders, our employees, through a number of forums including employee engagement, training and development and surveys.

For our customers we have developed an e-commerce barometer. We engage in industry networks and answer proactively to sustainability rating agencies, including EcoVadis and, through our parent company Groupe La Poste, the Carbon Disclosure Project (CDP).

We create value for our stakeholders in many ways – including in our commitment to supporting the SDGs.

Listening to our employees

Every two years we conduct an employee opinion survey to assess and then address any concerns. This year a total of 19 business units and 14,000 employees participated (an increase of 30% vs. 2018 and 55% vs. 2016). One of the challenges we set ourselves in 2019 was to respond to feedback from depots and our road logistics teams to rethink the role of drivers. Our plan was to move from a role where they are required to both sort and deliver parcels, to one where the two roles are clearly separated. The pandemic prevented us from achieving this, however we are determined to address it in 2021.



Listening to our consignees and customers

E-commerce was among the fortunate few sectors to develop a positive momentum in 2020, within the context of the COVID-19 pandemic. Our 2020 e-shopper barometer survey shows that consumers everywhere are actively searching for more environmentally responsible products and companies. This can be the deciding factor in choosing one product over another. By sharing our survey results for free with businesses across Europe, we're raising awareness. By making our greener delivery solutions more available, we're helping businesses big and small choose more sustainable e-commerce for all.

For many consumers, the unavailability of brick-and-mortar shops due to forced closures moved them to reassess their shopping habits and environmental impact. The result was greater eco-awareness in terms of health, product safety, food waste and climate action. This growing conscious consumerism that we had focused on in our 2019 e-shopper barometer translated into strong growth for the second-hand market, higher demand for more sustainable delivery options and greater attention to product recyclability.

70% of European regular e-shoppers consider that brands and companies have to be environmentally responsible.

52% of eco-selective e-shoppers would like to know the delivery company at the point of purchase.

63% say that they make sure to buy environmentally friendly products whenever possible.

52% of eco-selective e-shoppers are willing to pay a premium for products and services that respect the environment.

Sustainability ratings

In January 2020, EcoVadis awarded DPDgroup the 'Gold' Sustainability rating with a score of (68/100), placing us in the top 6% of the Postal, courier and multi-modal freight transport companies assessed. Out of over 60,000 companies evaluated worldwide, with a score of (78/100), EcoVadis also awarded Le Groupe La Poste the 'Platinum' medal, a new award for the most committed and effective companies in terms of sustainability.

Le Groupe La Poste received a score of A- from the Carbon Disclosure Project (CDP) in January 2020, reflecting the Group's high level of environmental management in the transport, bank and insurance sectors.



Importance of materiality

We are guided by the approach adopted by our parent Le Groupe La Poste, who conduct materiality assessments in view of its responsibility throughout the entire value chain.

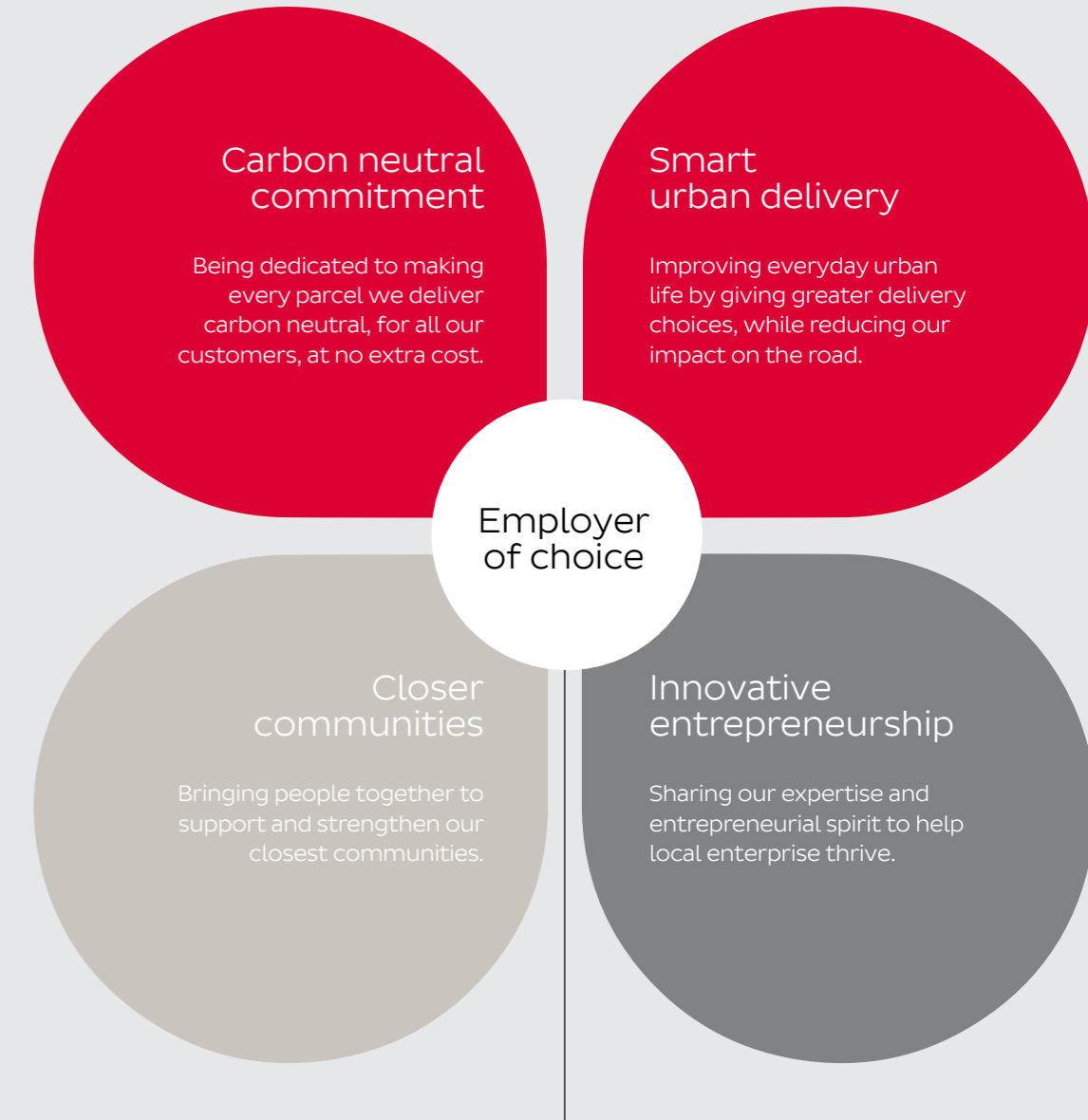


Our programme

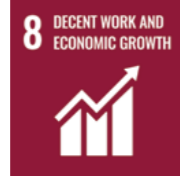
Paving the way to a more sustainable business, DrivingChange™ is DPDgroup's sustainability programme – a programme inherent to who we are and how we do business.

In line with Le Groupe La Poste's strategy, our shareholder, our sustainable development strategy focuses on the areas where we can make the biggest difference. At DPDgroup, we redefine delivery boundaries, and bring inspiration, innovation and action to each of our initiatives to benefit the whole ecosystem. This encompasses all the pillars of our programme: Carbon neutral commitment, Smart urban delivery, Innovative entrepreneurship, Closer communities and Employer of choice.

Today, sustainability is a core business principle and these ambitions are integral to who we are and how we do business. However, it's easy to get tied up in impressive programme titles. As we plan for the years ahead and becoming the international reference player in sustainable delivery by 2030, we're taking a more holistic approach. That comes down to 3 very simple things: Our people, Our planet and Our communities. Because wherever your parcels are delivered, we all share the same address.



Providing a safe, respectful and ethical workplace for all our employees, partners and 'New Talent' recruits.



Our people

With a team of over 97,000 delivery experts, DPDgroup is a business built on the premise of 'people delivering for people'. For that to happen, we put our workforce first. We support them. We foster their health and wellness. We champion their ambitions. Because when our employees are at their best, every aspect of our business becomes even better.

Ambition

Be an 'Employer of choice' by providing an ethical workplace for all our workforce including our 'New Talent' recruits, and being known for a spirit of intrapreneurship which encourages employee innovation.



"In the past year we were faced with many challenges related to the sense of security in private and professional life. Winning the 'Great Place to Work certificate' confirms that we have managed to create and maintain a friendly and engaging atmosphere even under such difficult conditions as the global health crisis."

Marta Westrych-Andrzejczyk,
HR Director at DPD Poland



Hours of health and safety training
(vs 48 847 in 2019)

74,675

Staff turnover rate
(vs. 16% in 2016)

14%

100%

Total number of training hours provided
(vs. 42,807 in 2016)

286,876

Employees satisfied with their work environment

80%

of business units have implemented our Code of Conduct

Employees optimistic on the future of DPDgroup

75%

Putting the health and safety of our workforce first

With tasks that include heavy lifting and driving on busy roads, parcel delivery comes with inherent challenges. That's why at DPDgroup, the health and safety of our people is paramount. Our strict safety standards are second to none and in all our business units and subsidiaries, we protect our workforce with a qualitative training programme. In 2020, despite COVID-19, we provided more than 74,675 hours of employee health and safety training, a significant increase vs. 2016 - +109%, up from 35,670 hours. By giving them the tools to better assess safety risks in their role, we have seen employee days lost to work-related incidents since 2016 decrease from 0.44% to 0.34%.



DPD Baltics / Free voluntary flu vaccine

Across DPD's Baltic operations, any employee who wishes to avail of it can now benefit from a free annual flu vaccine.

SEUR / New health & wellbeing platform

SEUR launched a new employee wellbeing programme in 2020 that combines enjoyable content including recipe contests and sports challenges with practical benefits such as flu shots.

DPD Ireland / Employee rehabilitation programme

Ensuring the wellbeing of employees whose health has been affected by their work is of prime importance. Consequently, DPD in Ireland appointed HCML, a specialist in this area, to create an employee rehabilitation programme. Helping them return to fitness as soon as possible is not only the best outcome for employees but also reduces personal injury claims and costs.

DPD Netherlands / Set up in safety management

During 2020, DPD Netherlands showed its commitment to staff safety with a series of key health and safety measures. These range from a national safety plan and incident investigation procedures to imaginative initiatives such as testing the use of exoskeletons. These are mechanical 'suits' which augment the user's strength and flexibility and help minimise the risk of injury.



Protecting our team in responding to COVID-19

In 2020, with the pressures of COVID-19, putting our people first became more important than ever. To protect our people we monitored and closely followed the guidance from the World Health Organisation (WHO) and national authorities, making the appropriate adjustments to our organisation and work schedules to ensure safe and viable working conditions.

When lockdowns spread across Europe, our deliveries became the lifeline that kept people's home world's turning. In every business unit, DPDgroup was busier than ever before. As essential workers, our workforce delivered above and beyond expectations, living our values every day.

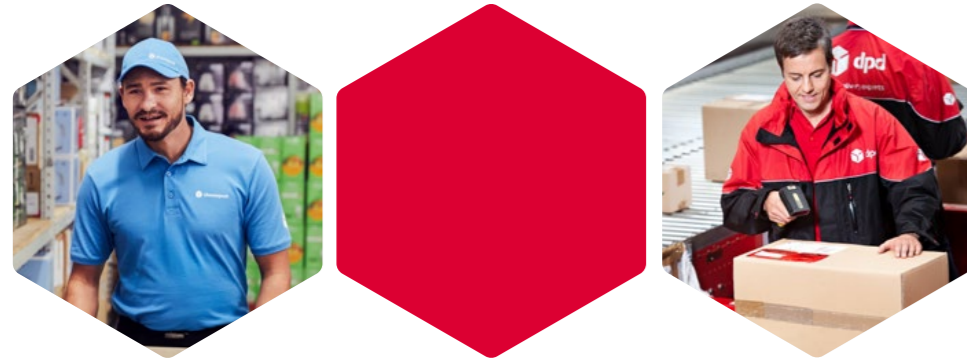
These measures included:

- Extensive communication and staff training on the importance of basic hygiene protocol with a particular focus on hand hygiene as recommended by the WHO
- Supply of PPE to all team members including facial masks and hydro-alcoholic gel mandated for all employees, temporary workers and subcontractors
- First delivery company to roll out of contactless delivery processes
- Social distancing measures were mandated and adjusted shifts made possible
- Telework for office staff
- A clear travel ban policy for all our people in line with the latest guidelines given by local / national authorities
- Specific collection and delivery processes were put in place locally to reflect national / local regulations and restrictions



Employee empowerment is at the heart of our business

Our DNA employee empowerment programme was designed to support each business unit in engaging its workforce, employees and subcontractors, through solid leadership and a shared vision. A dedicated communication plan ensures all team members have a deep understanding of DPDgroup's vision, mission and values. Then these are seamlessly integrated into every aspect of daily work. It results in a cohesive working culture, where all contributions are valued and all our workforce understand what they can do to positively contribute to the business.



DPD Poland Talent Academy identifies winning ideas

Aimed at encouraging innovative thinking and new initiatives, DPD Poland's Talent Academy is a 1.5 year programme that combines mentoring, workshops and project groups. One of its most exciting recent ideas has been the Eco Filler (Eko Wypetnicz), which recycles excess labelling materials from depots to pack out parcel boxes and secure their contents.

SEUR Upskilling and enhancing efficiency

The Escuela de Operaciones is an academy that offers SEUR employees an opportunity to enhance their skill levels and learn about new business theories such as lean management. In 2020, more than 850 employees divided into 25 teams took part in the programme. As an added benefit, their participation feeds into improvements in SEUR's overall professionalism and efficiency.

DPD Baltics Smart ideas from Bright Minds

DPD in the Baltic has turned to its talented staff for smart ideas on working more efficiently and offering customers a better service. The Bright Minds competition invites thoughts from everyone across the company. Whoever is responsible for the year's best idea automatically joins the company's annual outing for top employees.



Encouraging employee innovation

At DPDgroup, we believe a business is only as strong as its people. That's why our Quality & Management Awards we're created to showcase and then duplicate innovation practices across business units. Through it employees are invited to share innovative ideas on ways to improve how we do business.

DPD Germany / Unlocking innovation

The DPD Germany Innovation Challenge is a search for ideas aimed at making the company even more successful. A senior management team reviewed 128 submissions from staff and selected the three most impressive and innovative suggestions. Winners received a trophy and cash prize at the German Management Convention in Hamburg in February 2020.



Making subcontractors feel part of the team

At DPDgroup, our drivers' commitment to first-rate service is vital to our continued success. That's why we are committed to establishing positive and mutually beneficial relationships with our subcontractors.

We support them in creating their own companies, buying clean vehicles and by offering the flexibility to change their contract type. We aim to be a partner of choice for subcontractors by going beyond compliance to become an accelerator of their own development.

DPD Croatia / Snacks and smiles

Knowing that small gestures can have a big impact, DPD Croatia supplied couriers with a range of snacks and drinks before they started work. These included sandwiches, juices, healthy snacks and ice cream in the summer. With no team-building initiatives possible in 2020, staff gifts were a way of saying 'thank you' for their commitment and hard work.

DPD Slovenia / Fueling our people

In Slovenia, DPD helped keep the energy levels of couriers up by supplying breakfasts of sandwiches and croissants before they hit the road. Treats like donuts and tea on cold winter days or ice cream during the summer kept everyone smiling. So too did gifts for couriers and their children when it wasn't possible to have a staff get-together.





Attracting talented people and nurturing them

At DPDgroup, we see talents in each and every person in our workforce. Empowering our staff is key, so we strive to offer the best DPDgroup experience. As such, we support our employees' professional growth through training - 286,876 training hours in 2020 vs 42,807 in 2016 - and internal mobility opportunities by providing multiple career paths. Then it's about going the extra mile. Wellness and wellbeing, creative employee engagement initiatives, unique personal development opportunities and random acts of kindness that show we really care. These practices allow us to maintain a high level of commitment. For the year our staff turnover rate has fallen from 16% to 14%.

DPD Portugal / 'Post A Goal'

'Post A Goal' enhances staff efficiency with gamification techniques like the 'Predict League' which ranks couriers according to the accuracy of their predicted delivery times.



DPD Switzerland / Saying 'thank you' to staff

As retaining high quality staff is so important, DPD Switzerland operates a New Talents initiative to support employees. Besides having access to an ongoing Feedback and Goals Programme, employees receive gifts on special occasions like birthdays and when they become parents. Departing staff can even register to hear about future opportunities that might attract them back.

DPD Ireland / Supporting education

With DPD's Head Office located in Athlone, Ireland's most central town, collaborating with Athlone Institute of Technology was a natural step. In addition to helping the college develop modules and courses relevant to the needs of businesses, DPD Ireland employees are upskilling by taking part in free and part-funded courses.



DPD Slovenia / Lifting the company spirit

DPD Slovenia supports staff with everything from first-day-at-school gifts for employees' children to a 'Company Spirit' award given to those who contribute most to the working environment.

Inclusion and diversity

Driving meaningful employment opportunities for all

Ours is a workplace that welcomes everyone. We strive to protect the human rights of our workforce and all those engaged within our supply chain. We live up to the International Labour Organisation's Fundamental Principles on Rights at Work, and the UN Guiding Principles on Business and Human Rights. Across our network, business units are rolling out initiatives to foster inclusion and diversity in a multitude of ways.

Chronopost / Partnership with GESAT

Chronopost is partnering with GESAT, France's national network for workers with disabilities, to identify suppliers who actively employ disabled people.



SEUR / Working with the Once Foundation

SEUR has signed an agreement with the ONCE Foundation to help unlock opportunities for people with disabilities. Recognising that working in a diverse environment enriches everyone involved, the agreement aims to increase participation by improving accessibility - particularly access to technology - by creating virtual spaces, buildings and services.

DPD Belgium / Integrating asylum seekers

Recognising the many challenges facing asylum seekers, DPD Belgium is working with Randstad, one of the world's leading recruitment agencies, to offer employment in its Mechelen and Kortrijk depots. Having stable employment after experiencing trauma and upheaval is a vital step in helping people adjust to living in new surroundings.

DPD Ireland / Supporting and including staff

To encourage greater diversity, inclusivity and life-long learning, DPD Ireland is promoting a number of valuable initiatives. These include recruiting more female drivers to achieve a better gender balance, offering English language classes for non-national employees and training in digital skills for employees, particularly those aged over 35.





With a team of over 97,000 delivery experts, DPDgroup is a business built on the premise of 'people delivering for people'.



Our planet

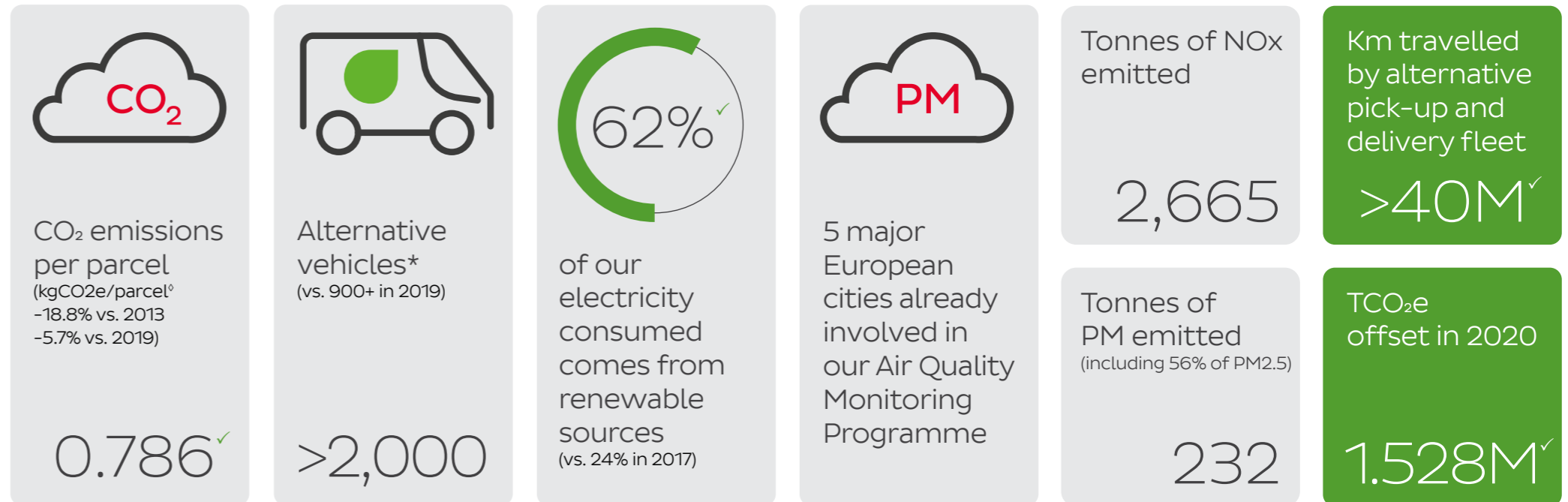


Across the world, communities and businesses are awake to the impact of climate change and the importance of acting together for a better world. Shoppers care. Our customers care. And DPDgroup cares. As a delivery business we are part of the problem but we're also in a unique position to influence change.

We are conscious of what the 2050 European Union (EU) target of a 90% reduction in transport emissions represents. It's a significant challenge for all delivery companies. While we can't do this alone, for DPDgroup it is core to our purpose to improve the quality of life for e-shoppers, customers and employees. Because wherever you live, wherever you work, wherever your parcels are delivered, **we all share the same address.**

Ambition

While DPDgroup launched its carbon neutral commitment in 2012, and since has led the way by delivering 7.7 billion carbon neutral parcels, we are now setting our target even higher. We will align our greenhouse gas reduction objective to the level of ambition required by climate science to meet the Paris agreement goals. We are also actively committed to improving the urban quality of life by tackling air pollution both through our roll out of low-emission vehicles cities across Europe and through our Air quality monitoring programme.



*Our alternative fleet is made up of zero- & low- emission vehicles, that include electric vehicles, natural gas vehicles and bicycles. [◊]Excluding BRT.





“We are not only replacing diesel vehicles with a range of alternative vehicles, we are also adjusting our processes and infrastructure. That makes me all the more delighted to see that initial reactions received from delivery staff regarding electric vehicles are really positive.”



Marc Frank
Strategy and Innovation,
DPD Switzerland

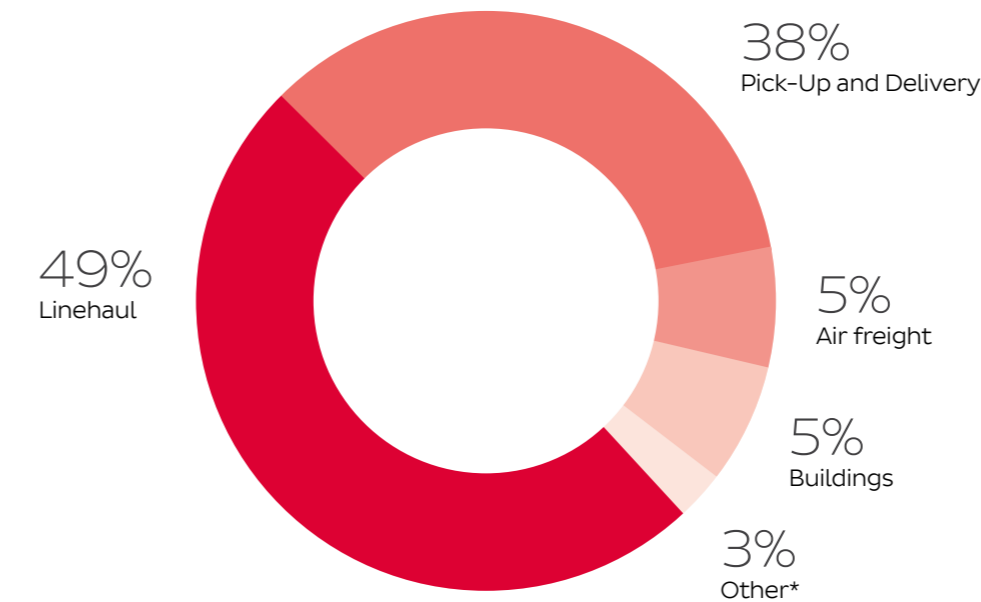


Setting targets

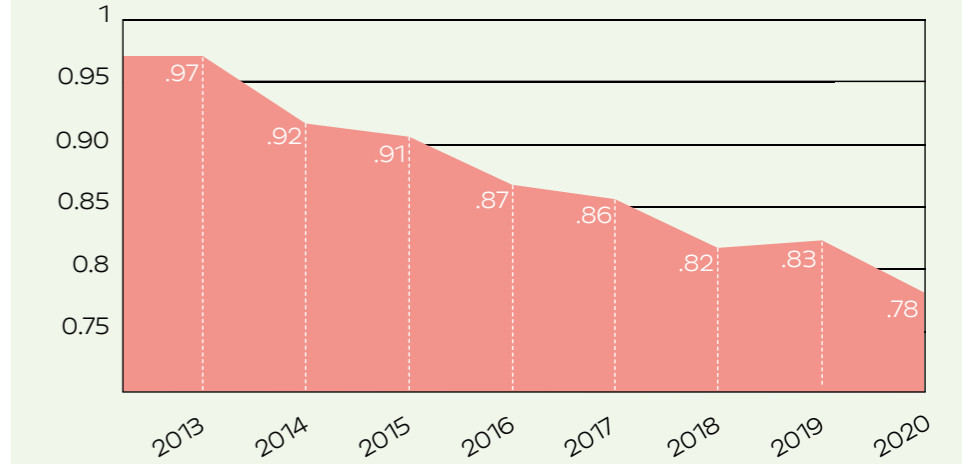
While challenging, in line with the leadership of our parent Le Groupe La Poste, DPDgroup is working towards the Science Based Target initiative (SBTi) - a joint initiative of the Carbon Disclosure Project (CDP), the United Nations Global Compact, the World Resources Institute (WRI) and the WWF. We believe that SBTi can help DPDgroup and the delivery sector to define clear CO₂ emission reduction targets based on climate science. This is important to us and it is our ambition to be part of the momentum of the Paris Agreement to limit the rise in temperature to 2°C.

Our Air quality monitoring programme has also highlighted the importance of setting a reduction target for our air pollutant emissions. This is something we will achieve in 2021.

2020 greenhouse gas emissions, split by source



Greenhouse gas emissions per parcel (KgCO₂e / parcel)



Measuring up

At DPDgroup we can and do control what we manage within our own operations and fleet. But we recognise that we cannot address the complexities of the full supply chain on our own. That's why we also collaborate with our transport subcontractors and partners to measure our Scope 3 emissions.

To measure DPDgroup's carbon emissions, we use an internal reporting tool, 'RESPIRE', to collect energy consumption data related to transport, depots and hubs at the 20 subsidiaries fully owned by DPDgroup. The tool aligns with international standards such as ISO 14064, the European standard EN 16258, the French standard BEGES and our internal protocol, and data is externally audited annually to ensure its accuracy. This allows us to have a deep understanding of our carbon impact throughout our value chain.

This year, DPDgroup is reporting greenhouse gas emissions on 20 of our Business Units.

*Includes paper, packaging, on-site freight and company cars

Greener and cleaner

2020 saw the roll out of our new zero- and low-emission vehicle livery. Across 2,077 vehicles in 16 countries, we have proudly signalled our sincere commitment to a greener and cleaner fleet. We added 1,163 new zero- and low-emission vehicles to our fleet in Europe and we will accelerate our roll out of all electric vehicles across our network in the coming years.

Our ambitious green plan for 2025 aims to provide Europe's 225 largest cities with low-emission delivery solutions. We also want to reduce our global environmental footprint through our holistic decarbonisation plans. In addition to our green last mile roadmap, our 2025 greenhouse gas reduction strategy includes efficient and innovative line hauls, environmentally responsible buildings and active contribution to the circular economy.



DPD UK / Switching to electric

With the acquisition of 100 MAN eTGE electric vans to augment its 300 Nissan electric vehicles, DPD UK now has the UK's largest 3.5 tonne electric van fleet. This also sports a new livery that proclaims its green credentials. At the same time, drivers are being helped with a £250 contribution towards installing home charging points.

Chronopost / Green delivery to 17 major cities

To help achieve its aim of offering low-emission deliveries to 17 French cities, Chronopost has invested in 420 Volkswagen e-Crafter vans. This initiative began in Paris where 100% low-emission deliveries have taken place since October 2019 using a variety of vehicles. These include innovative electric bicycle trailers which can carry 250kg.

DPD Czech Republic / Prague depot for cargo e-bikes

DPD CZ is enthusiastically supporting a depot for cargo e-bikes currently being piloted in Prague. Located at Florenc subway station, this offers a kitchenette and showers for couriers plus a universal charging station.

Funding the wheels of change

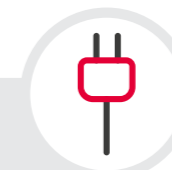
Our Carbon Fund, now in its 4th year, was created to encourage and accelerate our subsidiaries investment in carbon reduction initiatives that will have the most impact for their business. In 2020, 20 projects were funded across 19 business units with a total value of over €2M. From new vehicles to electric charging points and from LED lighting to urban depots, the result was 1,143 tons of CO₂e avoided.

DPD Belgium / Electric shunters

Carbon neutral delivery is not only what people see on the road (last mile) but also the way we work, the way we think, and the way we handle your package. DPD Belux leveraged the Carbon Fund to invest in an Electric Shunter Truck. Offering a 100% reduction in emissions per year and charged by solar panels, it shows even the heaviest tools can be made more sustainable.

DPD Germany / Urban depot and cargo bikes now in Berlin

The Prenzlauer Berg district of Berlin is now benefitting from the arrival of DPD's urban-depot equipped with two heavy duty electric cargo bikes and four standard bikes. As it's supplied each morning by an electric VW Crafter van, the 400 parcels handled here each day are delivered locally with zero emissions.



In other business units...

Yurtiçi Kargo / Delivering with electric cars

In 2020, Yurtiçi Kargo purchased 200 cars for delivery operations in urban areas.

Stuart / Changing the model

Rather than using vans in busy city centres, Stuart worked with K-Ryole to deploy 150 electrically assisted bicycle trailers. As well as being more sustainable, their productivity almost doubled.





Share of high capacity trailers* in the linehaul fleet (vs. 6% in 2017)

8% ✓

Reduce, reduce and reduce even more

Our zero- and low- emission fleet is a huge part of our efforts to reduce our carbon footprint but it doesn't stop there. That's why we're also working hard to reduce emissions for both our linehails and buildings.



Smarter linehaul solutions

Reducing our linehaul carbon footprint is about embracing new ways of doing things. Switching from road to rail. Reducing drag in transit. Reducing our fuel intensity through the increased use of biofuels. Innovating with fully-electric trucks. The deployment of high capacity double deck and long combination trailers. Success means trying all of these things and that's exactly what DPDgroup are doing.

- DPD Switzerland are transporting car tyres by rail rather than road which saves ten truck trips per night. They've also pioneered the move to electric heavy vehicles with the acquisition of a Futuricum Logistics 18E fully-electric truck, it's predicted to save 72 tons of CO₂ a year.
- By adopting aerodynamic extensions to cabins which improve airflow over vehicles and reduce drag, DPD in the Czech Republic is significantly reducing the amount of fuel its fleet uses.
- DPD UK is aiming for 15% reduction in the amount of carbon created in its fuels by employing a 'flocculation' process. In simple terms, this involves reducing the amount of sediment generated and can yield savings of up to 15% in the amount of carbon created.

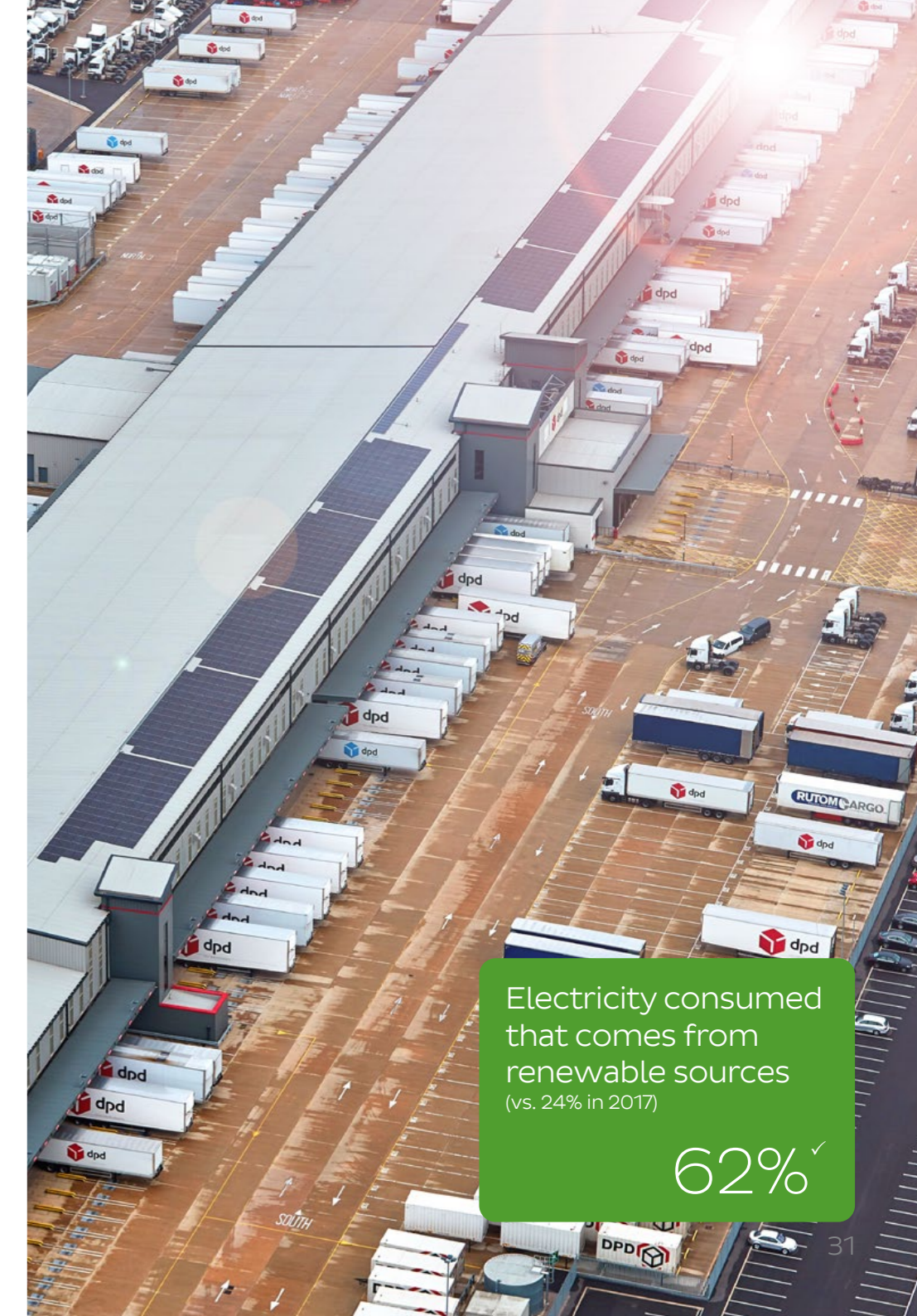


*These include double deck and long combination trailers.

Brilliant ideas for better buildings

In our depots and logistics hubs, DPDgroup are working hard across Europe to reduce our environmental impacts too. LED lights use 85% less electricity than traditional lighting and solar panels provide a ready source of clean electricity. We also utilise renewable electricity wherever we can. In 2020, it represented 62.3%[†] of what we consume and by 2025, we're aiming to increase that to 80%. On top of that, we're even going further by addressing noise pollution too.

- BRT has installed LED lighting in 72 of its depots and DPD Ireland have done the same in both their head office and distribution hub.
- Chronopost have switched 22 sites to LED in 2020.
- In the UK, over 5,500 separate solar panels have been installed in DPD's Dagenham, Southampton, Hinckley and Oldbury sites generating vast amounts of power. In Oldbury, 85% of the power generated by the new solar array is expected to be used onsite.
- In June 2020, SEUR opened its new 37,000m² logistics centre in Illescas to the south of Madrid. As well as LED lighting throughout, it's also powered by solar panels.
- The new DPD hub in Ruda Śląska, Poland, generates approximately 50KW of electricity via solar panels which powers the site's office facilities.
- As an example of how DPDgroup looks to address broader environmental concerns, DPD Switzerland has built a noise protection hangar at their Buchs ZH site. 3,448 m² in size, the protection hall serves to actively reduce the noise emissions that arise both when sorting the parcels and when the vehicles arrive and depart.



Electricity consumed that comes from renewable sources (vs. 24% in 2017)

62% ✓



Smarter delivery solutions

From urban depots that make last mile delivery more efficient to alternative collection points and automated parcel lockers, along with the expansion of our two signature services, we're improving our 'first time delivery' rates and considerably reducing our emissions per parcel.

Our signature **Predict** service gives customers the opportunity to select a one hour time delivery slot that suits them and also gives them the opportunity to reschedule if something comes up. This year, we have also rolled out our Green Notifications through **Predict** in response to an increased demand for a more innovative and sustainable service. It lets customers know if their parcel is being delivered by a zero- or low- emission vehicle. Our Green Notifications are currently live in the UK, France and Germany.

Our **Pickup** network offers customers the opportunity to collect their parcels from a parcelshop near their home or workplace that they can get to easily by foot, bicycle or public transport. With 58,000 **Pickup** points in 19 countries across Europe, 95% of collections are within 15 minutes of recipients' homes.

A 2020 study* that compared these smart last mile delivery solutions with standard home delivery shows that our **Predict** service reduced greenhouse gas emissions per parcel by 5%** and our **Pickup** service achieved reductions of 63%** per parcel.



In other business units...

Pickup – Participated in our Air quality monitoring programme in Paris by installing 10 sensors on local businesses members of the pickup network. **Pickup's** head office in Saint Ouen, near Paris, moved to a BREEAM Very Good certified building, that included parking spots for electric cars.



DPD Baltics / Network of Parcel Lockers grows

Parcel lockers make it easy to send and collect packages without having to wait for a courier. We have been steadily increasing the number of parcel lockers available to Baltic customers. In 2020, 150 new locker units were added in Lithuania and 60 new units appeared in Estonia.

*Greenhouse gas emissions reduction observed on B2C last mile delivery leg compared with standard home delivery.

**Reductions are calculated without the inclusion of any emissions incurred by the consignee in picking up their parcel.

DPD Ireland / 'Green Last Mile' launched

By converting a double decker bus into a mobile depot from which electric bikes deliver packages to their final destination, DPD Ireland is decarbonising the 'final mile' in three towns. Diesel vans no longer have to travel through densely populated areas with the result that 550kg of CO₂ emissions are eliminated each week.



Going full circle – reduce, reuse, recycle

Reducing our emissions per parcel is the first step. Across Europe, we've also invested in smart ways to embrace a more circular economy. From helping businesses recover and transport biological waste for composting and methanisation, to using resources like packaging in a more sustainable way. In 2020, our business units have delivered creative, ingenious and very practical solutions to help the whole network find better ways of doing things. Because even lots of small changes can make a really big difference.



In other business units...

Biocair / Closed loop packaging

Biocair has been working to drive the use of reusable packaging. A recent success was a "closed loop" packaging system for one of our largest customers, which allowed us to use and then re-use a dedicated set of packaging for all shipments delivered in one particular area.

BRT / Fully committed to the circular economy

BRT is now making a concerted effort to minimise its carbon footprint. In 2020, 99% of waste has been recycled. To date, reductions in the thickness of plastic film and the use of recycled and recyclable envelopes, bags, paper, document folders, and even pallets have saved over 250 tonnes of CO₂.

DPD UK / Recycling boosts the Eco Fund

Shrink wrap is an essential product within the logistics sector. In 2020, DPD UK had the bright idea of extracting the maximum value from used shrink wrap by selling it to recycling companies and adding the proceeds to the DPD Eco Fund.

Chronopost / Collecting and redistributing electronic equipment

In October 2020, Chronopost organised the collection of electrical and electronic equipment waste (EEEW) from its multiple sites across France. This was sent to the Ateliers du Bocage, an organisation that creates employment in recycling and e-waste management and offers individuals and NGOs access to IT equipment.

Our continued carbon neutral commitment

Since 2012, we have been raising industry standards by making every parcel we deliver carbon neutral at no extra cost to our customers. We do this by measuring and reducing our CO₂ footprint, and then voluntarily neutralising our remaining emissions by investing in carbon offsets. DPDgroup's carbon offsetting activity is voluntary, not tax-exempt and we do not have equity investments in the projects we support.

In the first year of our new three-year carbon offsetting programme, in partnership with carbon neutrality expert CO₂logic, we have focused on two clean energy production projects. Both are verified by the rigorous Verified Carbon Standard. The first is in India, where we financially support 718 wind turbines, providing green electricity to 751,126 Indian people.

The second, in Brazil, which financially supports 10 biogas turbines to capture methane from waste dumped in landfills, and provided green electricity to 27,347 Brazilians. Both of these projects also work to improve lives for local communities through education, water conservation and skills development.



Wind turbines funded in India

718

Indian people provided with green electricity

751,126



Figures relate to clean energy projects funded to offset 2019 emissions.

Biogas turbines funded in Brazil

10

Brazilians provided with green electricity

27,347

A breath of fresh air

At DPDgroup we are proactive in our approach to sustainability. With 30% of urban air pollution generated by urban logistics, we have an essential role to play in making cities more breathable.

In 2019, we launched a European Air quality monitoring programme measuring (PM 2.5) fine particles by fitting our delivery vehicles, urban depots and Pickup points with Pollutrack laser sensors. Initially trialed in Paris, Madrid and Lisbon, it provided a real time measure of PM 2.5 pollution levels. Since then, the initiative has been rolled out to two additional European cities – London and Rotterdam.

The initiative gives citizens the ability to access an air quality diagnosis on their doorstep and gives city officials the opportunity to efficiently tackle their air quality issues by making data based decisions on how to implement mitigation plans and new traffic regulations.

Our ambition is to expand the initiative to 20 key cities across Europe in 2021. We believe it is a great example of the good that can come from using our network for the benefit of cities and citizens.



DPD Portugal / Monitoring and enhancing Lisbon's air quality

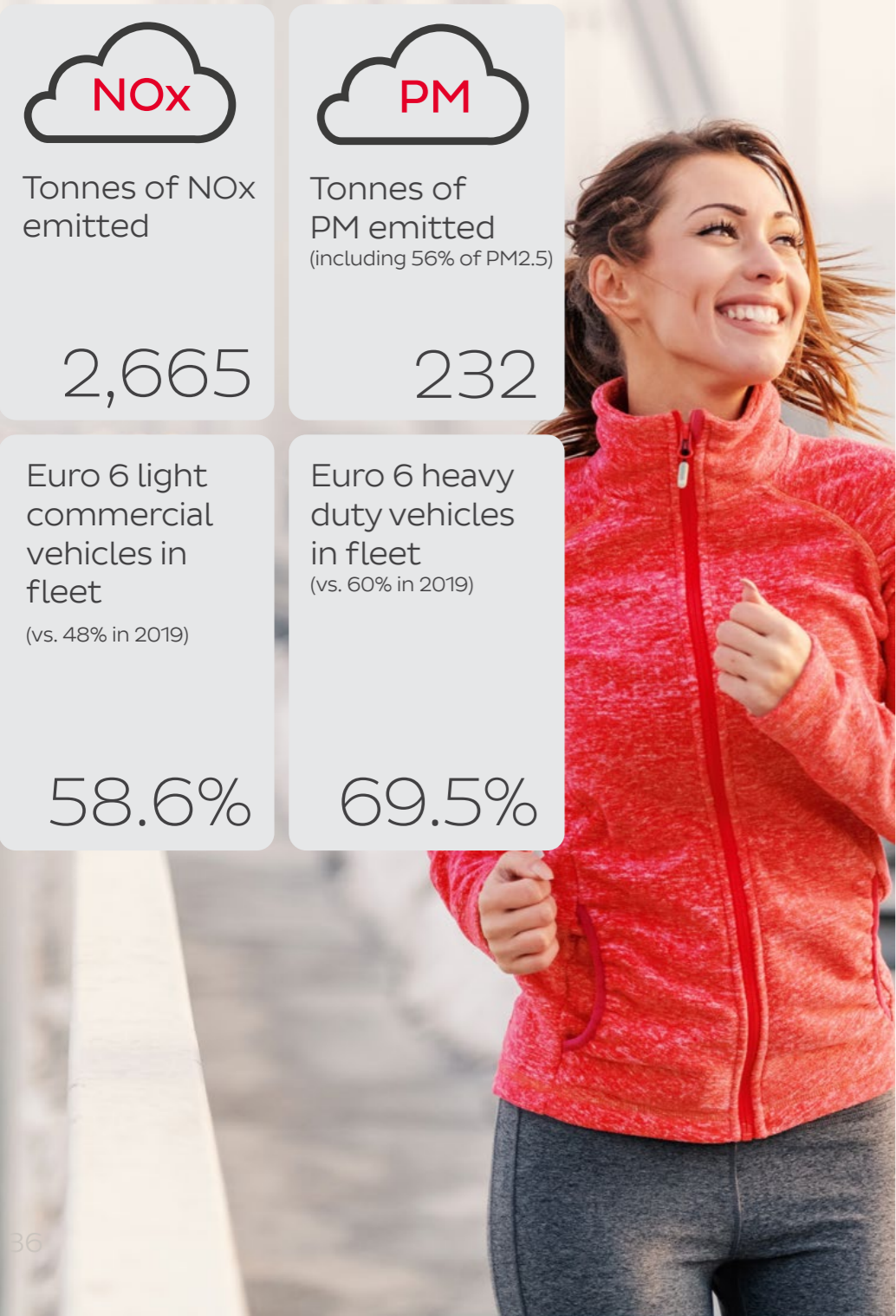
In 2020, DPD Portugal installed 'City Trees' as a way of generating awareness about our Air quality monitoring programme which has been providing real time data on PM 2.5 air pollution levels in the city since 2019. As well as creating a focal point for the initiative, these wooden structures incorporate mosses which clean the air and produce oxygen for up to 7,000 people per hour.

DPD Ireland / Partnering to monitor Dublin's air

As part of a 20-city initiative to monitor air quality, DPD Ireland is working in cooperation with Dublin City Council, Ireland's Environmental Protection Agency and local universities and schools. This will result in the installation of 100 mobile air quality sensors and 20 fixed sensors on vans and buildings in Ireland's capital city.

“This initiative is really useful for our city. It is a decisive project since it enables us to obtain additional key data and to identify green areas and hot spots in the city. Thanks to our successful collaboration with DPDgroup, we are able to improve air quality in the city, and thus have a positive impact on our citizens' health.”


Miguel Gaspar,
Deputy Mayor, City of Lisbon



NOx

Tonnes of NOx emitted

2,665

Euro 6 light commercial vehicles in fleet
(vs. 48% in 2019)

58.6%

PM

Tonnes of PM emitted
(including 56% of PM2.5)

232

Euro 6 heavy duty vehicles in fleet
(vs. 60% in 2019)

69.5%

Cleaner air starts with a greener fleet

Our fleet is responsible for the vast majority of our air pollutant emissions. The most damaging of these pollutants to people's health are particulate matter (PM) and nitrogen oxide (NOx). These pollutants are mainly emitted by transport. That's why DPDgroup has prioritised their reduction and is working hard to improve our fleet by replacing our diesel and petrol delivery vehicles with newer lower emission options and alternatives such as electric vehicles, natural gas vehicles and bicycles. These actions reduce pollution and improve quality of life.

Accurately measuring our own air pollutants

In 2019, DPDgroup commissioned an independent analysis of the pollutants emitted by its fleet by climate experts EcoAct. Using a thorough methodology based on Computer Programme to calculate Emissions from Road Transport (COPERT) and the Handbook Emission Factors for Road Transport (HBEFA), EcoAct considered factors including speed, loading rate and age of vehicles to estimate the pollution associated with the company's operations. The high proportion of NOx emissions identified is due to diesel vehicles still comprising the majority of DPDgroup's fleet.

In 2020, we continued our efforts to change that by deploying more alternative vehicles and increasing our share of Euro 6 vehicles.



Our target is to deliver the 225 largest cities in Europe by 2025 with zero- and low-emission vehicles.



Our Communities

At DPDgroup we believe wherever you live, wherever you work, wherever your parcels are delivered, **we all share the same address.** We are all one community and that means we all have our part to play in helping it grow and making it better. We're committed to leveraging all our resources to do just that - our employees, our fleet and our business partners. From charity initiatives to community entrepreneur projects and from social outreach to public health and wellbeing, the results speak for themselves.

Ambition

To support our employees and business partners in becoming catalysts for positive change in all the communities in which we operate.



Employees engaged in closer communities initiatives

>30K

Community organisations supported

>450

Social entrepreneurs supported

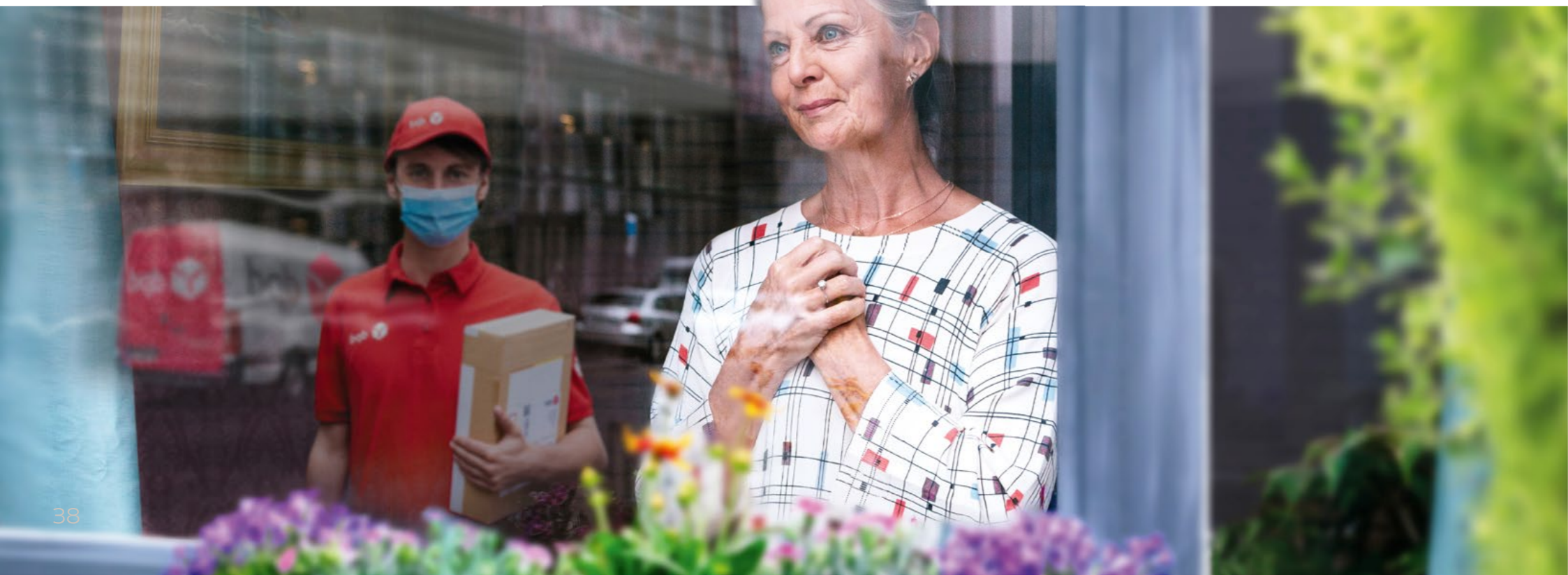
16



For many years, DPD Slovakia has supported guide dogs training. As a next step of this project, we took on a dog in training. I am proud to be a part of this project and to help raise 'Hany', a future guide dog.



Barbora Tkáčová, Marketing Specialist, DPD Slovakia



The year **when community became** more important than ever

In 2020, we all felt what it was like to be vulnerable. At DPDgroup, we rapidly implemented contactless delivery processes to protect both our workers and local communities. We helped businesses reopen their doors safely. We helped to keep communities together by keeping vital goods and services moving. But the efforts of our employees and partners went above and beyond the day to day of our business.



There are countless stories from all our business units of 'people delivering for people' in thoughtful, charitable, selfless and lifesaving ways. With delivery operations all over the world, we connected and empowered people with bright ideas to help communities in need everywhere.



SEUR / Breakfasts for medical staff in Extremadura's hospitals



As hospital staff dealt with the toughest challenge of their lives in the Extremadura region of western Spain, SEUR found a practical way to thank them. Working with Iberitos, who specialise in the production of spreads and pâtés, SEUR delivered breakfasts free of charge at the height of the COVID-19 pandemic.

DPD UK / Offering extra care to NHS patients nationwide



Prompted by Nikitta Jones, a palliative care nurse whose partner is a delivery driver, DPD UK has been delivering care packs to UK hospitals. Since visitors couldn't bring patients treats and essentials like cosmetics, toiletries and snacks, DPD UK staff stepped in and contributed items to raise patients' spirits at a tough time.

DPD France / Gratitude from businesses facing the COVID-19 challenge



Although it didn't seek praise, DPD France was recognised for the extraordinary efforts made by the company and its drivers as the pandemic unfolded. Numerous messages of thanks were received from businesses saying things like "I want to thank you and congratulate you and all DPD teams... despite the complexity of this unprecedented situation".

DPD Czech Republic / Protecting our workforce with an immunity boost



With higher parcel volumes and the mental challenges everyone has faced in dealing with the COVID-19 crisis, DPD Czech Republic provided vitamins for every employee in the business unit.

DPD Ireland / Award-winning response to COVID-19 crisis



Ireland's Customer Contact Management Association (CCMA) recently awarded DPD Ireland its 'Outstanding Response to COVID-19' accolade. Recognising the company's innovative communications to its partners, the CCMA described DPD Ireland as 'an essential cog in the supply and logistics chain during the pandemic'.

DPD Portugal / Hospitals presented with essential supplies



DPD Portugal provided essential help in equipping Lisbon emergency field hospitals. As well as delivering vast amounts of sheets, pillows and towels donated by local hotels, to a temporary hospital in Lisbon, the company also collected 3D printed visors, delivered them to a partner for sterilising and packing and for distribution in hospitals across the country.

DPD Poland / Keeping glasses repaired on Poland's frontline



Although Polish opticians were closed during lockdown, glasses of medical staff still needed to be repaired. To do this, DPD Poland partnered with the Aurum Optics chain of opticians to create the Pogotowie Okularowe ('Ocular Emergency Service'). This collected broken spectacles, repaired them and returned them to customers.

DPD Hungary / Protecting employees and local businesses



When it came to sourcing protective equipment for employees, DPD Hungary supported local manufacturers. Masks were manufactured by a company that had made sport dresses. Handgels were made by a small pharmacy and automated handgel dispensers were manufactured by a company that specialised in stainless steel engineering tools.

DPD Germany / Amending procedures to maintain deliveries



Recognising that maintaining a delivery service was essential during lockdown, DPD Germany swiftly implemented a range of measures to ensure contact-free deliveries to keep staff and customers safe. The need for customer signatures on delivery was eliminated, packages were placed at front doors and a two-metre distance was strictly maintained.

DPD Croatia / Offering counseling as well as PPE



Besides implementing physical measures such as working from home and supplying employees with masks, gloves and disinfectants, DPD Croatia took a further important step to protect staff. Recognising the mental pressures that working through the pandemic could cause, counselling was also offered to any employee who needed to avail of it.

Chronopost / Seeing smiles in nurseries and childminders' homes



Facial expressions are very important in conveying meaning to small children. This insight led CNEF, the French agency that distributes family allowances, to finance the supply of transparent face masks to nurseries and childminders' homes. In December 2020, Chronopost delivered 500,000 of these to 20,000 addresses, entirely free of charge.

DPD Slovenia / Taking care of our team and the community



When COVID-19 hit, DPD Slovenia acted quickly to protect employees with masks for everyone, sterilising sprays within easy reach in every workplace and the option to work from home wherever possible. For customers, they rolled out our contactless delivery and also introduced delivery using a PIN code to further reduce contacts.



DPD Switzerland / Keeping businesses supplied with masks

Working with DeinDeal.ch, DPD Switzerland established a dedicated fleet of 6 vehicles to distribute masks to Swiss SMEs directly from a warehouse. Confirming its commitment to small businesses, DPD Switzerland also contributed 5,000 masks to Venturelab which supports Swiss start-ups.



BRT / Supporting hospitals in Bergamo, Italy's most affected town

Northern Italy was hit particularly hard at the start of the COVID-19 pandemic. To help raise money for their overwhelmed local hospitals in Bergamo, BRT created and sold stickers showing a BRT van. Supplementing this, all local BRT managers also donated two days from their holiday allowance which was given to hospitals.



DPD Baltics / Solutions to keep staff safe

Across the Baltics, DPD took immediate action when the pandemic hit. Wearing of protective equipment including masks and gloves immediately became mandatory while contactless deliveries were also introduced. There was also a seamless switch to home working while morale-raising steps such as supplying snacks to frontline workers kept people smiling.



DPD Belgium / Radio Heroes

DPD Belgium came up with a creative way to keep employees connected during the crisis. They created their own radio station that all DPD employees and drivers on the road could listen to and could also suggest songs to be played. Named Radio Heroes, it was such a success it went public with listeners sending messages of support to our drivers.



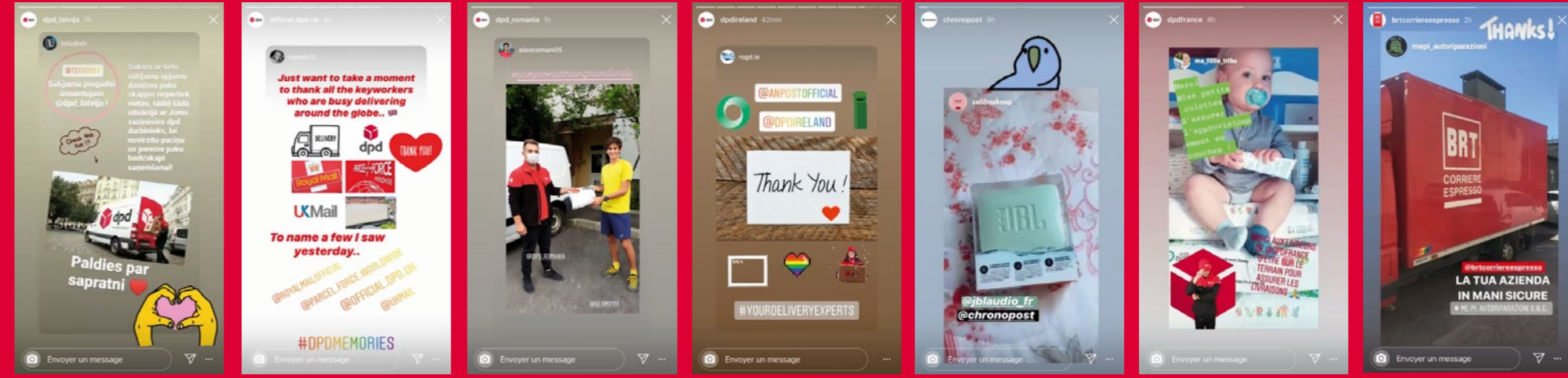
DPD Netherlands / Keeping staff protected wherever they are

Intensive cleaning, working from home, 'Corona Coaches' who ensured social distancing was observed plus thermal cameras that checked visitors' temperatures, were all introduced by DPD Netherlands when the pandemic first hit. Temporary workers weren't forgotten with audits of their accommodation also taking place.

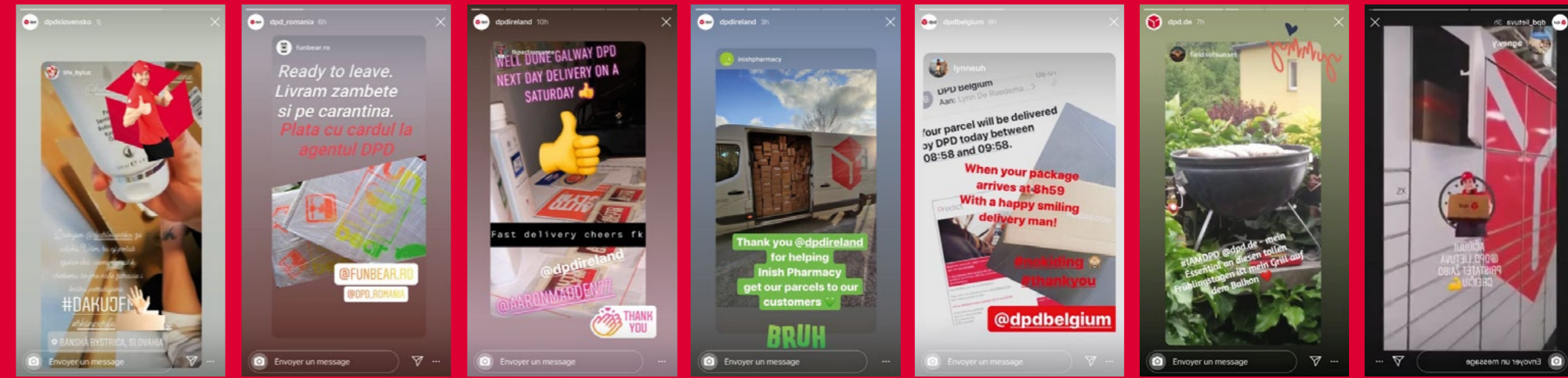


DPD Slovakia / A positive step for medical workers

As practical footwear is essential in medical environments, Slovakian footwear brand Coqui decided to donate their products to medical personnel at the start of the pandemic. Wanting to support this very worthwhile initiative, DPD Slovakia offered to deliver their packages entirely free of charge.



‘With delivery operations all over the world, we connected and empowered people with bright ideas to help communities in need everywhere.’





In other business units...

Jadlog / Delivering essential masks deep in the Amazonian rainforest

Although isolated, the indigenous peoples of the Amazon rainforest are vulnerable to external diseases with 757 dying during the COVID-19 pandemic. Jadlog and DPDgroup responded by helping the Association Forêt Vierge, an NGO that supports indigenous peoples, to distribute 3,000 FFP2 face masks.

Ninja Van / Care packs delivered to vulnerable communities

As the COVID-19 pandemic struck Singapore, Ninja Van realised that vulnerable communities may not have access to essentials such as masks, wipes and hand sanitiser. In the space of just a week in April, they organised the assembly and distribution of over 100,000 care packs worth \$42 each, funded by contributions from fellow Singaporeans.

DPD Russia / Protecting our people by supporting local entrepreneurs

To provide enough PPE protection for DPD Russia employees, they worked with manufacturing businesses in Russia, which, in turn allowed them to keep their businesses running.

Keeping community spirit **alive**

As a business that is passionate about fostering 'Closer Communities', our employees and partners achieved many great things last year for causes close to their heart. By simply matching our resources with their commitment, it's heartening to see the impact that can be made for so many vital charities.

In 2020, an incredible 40 tonnes of pumpkins were delivered to Tallinn Zoo



DPD France / Delivering for Breast Cancer Awareness

In support of Breast Cancer Awareness month, 'Pink October', the DPD France network rolled up their sleeves in support of the RoseUp Association, which helps women with cancer. Through a fundraising sports challenge for all employees, the donation and delivery of beauty boxes, a mail & email fundraising campaign to customers, and through messaging on our delivery vans and social channels they raised €30,000.

DPD Poland / Making dreams come true

An effect of the pandemic was that charity organisations everywhere experienced a drop in funds raised. With the approval of clients, DPD Poland decided to redirect budget allocated to Christmas gifts as a donation to Mam Marzenie foundation (I have a dream foundation) to help support their work with children suffering from life-threatening diseases. They also became the Foundation's official Logistics Partner.

DPD UK / Keeping Variety Foundation on the road

For 70 years, Variety Foundation has helped children with special needs. Their fleet of Sunshine Coaches offers children wonderful chances to visit places they may not otherwise see. Since 1994, DPD UK has funded 73 vehicles and will continue to do so as the charity remains very close to the hearts of everyone in the company.



DPD Estonia / Pumpkins for Tallinn Zoo

Every autumn, Tallinn Zoo's animals look forward to eating pumpkins donated by Estonian growers. In 2019, a record 23 tonnes were given; but in 2020 an incredible 40 tonnes were donated. All of these were collected and delivered by DPD Estonia free of charge, giving the zoo's inhabitants plenty to chew on over the long winter.



Supporting **social and community** entrepreneurs

We believe great ideas can come from anywhere. As a business we have three innovation pillars, and we actively support entrepreneurs in our local communities in initiatives that reflect these pillars. It helps us become better at what we do and helps drive economic growth in local communities. It's a win, win.

DPDgroup's 3 innovation pillars



Digital transformation and e-commerce

Developing technologies that give full control to consumers, including on-demand deliveries, and real-time notifications.



Smart urban logistics

Technology and vehicles that allow us to better respond to our customers' needs, while addressing sustainability challenges.



High technology markets

Strong innovation to support DPDgroup's new markets, such as the delivery of fresh and frozen food.



In other business units...

DPD Laser / Creating opportunities for disadvantaged entrepreneurs

In South Africa, DPD Laser partnered with Edge Action Fund with a donation of R270,000 to provide mentorship and access to markets to previously disadvantaged entrepreneurs. Their goal is to move these businesses to the next level of growth and sustainability.



DPD Latvia / Deliveries by drone

Drone deliveries have the potential to decrease road traffic and reach remote locations more efficiently. To test their capabilities, the first Latvian drone delivery was undertaken by DPD Latvia in December 2020. Flown entirely by mobile phone signal and out of visual sight, a package was successfully delivered to a nursing home north east of Riga.

DPD UK / Cutting waste and adding to the Eco Fund

To minimise waste, DPD UK recycles plastic wrapping into new shrink wrap and also recycles wooden pallets. The money this generates is given to their Eco Fund which can be availed of by anyone who requires funding for green-friendly projects. Incredibly, this has donated over £200,000 to worthy sustainable projects since January 2020.



Forging **like-minded** partnerships

Collaborating with others who are equally passionate about what you are trying to do, and why you're trying to do it, always results in a better outcome. It's also important to acknowledge that you can't do everything on your own. That's why DPDgroup prides itself on working with like-minded partners.

We openly share our skills, knowledge and expertise to make positive change in the communities in which we operate. From city officials and local authorities to high schools and universities, we've teamed up to do more together.

DPD Poland / Talent-spotting tomorrow's innovators

To encourage and support the innovators of tomorrow, DPD Poland is a partner in the New Technologies Foundation which organises the annual E(x)plory science competition. Aimed at high school and university students, E(x)plory is a showcase where Poland's brightest young minds present innovative scientific and engineering projects.

DPD Switzerland / Supporting start-ups

Start-ups are the success stories of tomorrow. As a company that serves other businesses, DPD Switzerland is proud to be partner of Venturelab, the Swiss start-up incubator. They sponsor the Silicon Valley roadshow which links entrepreneurs, investors and customers and also offer mentoring to start-up founders and CEOs.





“One of DPD’s priorities is to ensure sustainability in the delivery of shipments. The purchase of electric buses is one of the directions we are already implementing. However, we also see great potential for deliveries by drone - this would not only be an environmentally friendly way of delivery but would also allow faster deliveries.”



Jānis Grants
Chairman of the Board of DPD Latvia.



Our commitment

At DPDgroup we're doubling down on our commitment to sustainability with our goal to become the international reference in sustainable delivery by 2030. It's evident in how our Board and leadership help define our sustainability strategy. You can see it in the way we work and in the way we embed our values in everything we do. We are also committed to transparency in how we manage our sustainability agenda and in how we communicate. It is this level of commitment that gives DPDgroup the confidence to look forward to 2030 with optimism, knowing we are better positioned than ever to embrace a bright future.



CSR Governance

As a subsidiary of Le Groupe La Poste, DPDgroup sustainability is governed by the high standards and sector-leading ambitions of our parent. The Le Groupe La Poste Board and sustainability committee provides leadership and promotes industry best practice. The Board also provide an assurance review of the contents of DPDgroup voluntary reporting. DPDgroup is represented on the La Poste central sustainability committee which ensures consistency of commitments made between the business units and subsidiaries. The role of the central sustainability team is to define key directions, provide expertise and tools, and help countries connect and share practices.

Since DPDgroup adopted a formal Group wide sustainability programme in 2013, the senior leadership team have set out a phased approach which we are progressing through robust governance and reporting, complemented by ongoing innovation and collaboration.

As a decentralised organisation, each of the 20 Business Units taking part in Driving Change™ adapt sustainability action plans and initiatives for each pillar of the strategy to local needs. DPDgroup has a European Sustainability Network which facilitates best practice and information sharing for delegates from our European business units.



Executive Committee

Approves all key initiatives or strategies. The Executive Vice President Marketing, Communications and CSR heads CSR within the Board.

Central CSR Team

Central CSR Team holds the day-to-day responsibility for defining and implementing the strategy and coordinating with our Corporate Social Responsibility network.

CSR Network

20 Corporate Social Responsibility delegates from our European business units are responsible for the operational implementation of the strategy. 3 CSR European meetings are held each year

Le Groupe La Poste CSR Committee

Monthly meetings with Le Groupe La Poste's various departments and subsidiaries. One of its aims is to ensure that the commitments made between the business units and subsidiaries are consistent. DPDgroup's CSR Director is a member of the Committee.

Ethics are core to our business DNA

Our Purpose is to improve quality of life as the most trusted, sustainable delivery partner for our clients and employees. In aspiring to meet our purpose, we live by five core values: Solidarity, Transparency, Respect, Accountability and Open-mindedness. These values drive our approach to sustainability – underpinned by our robust governance.

Our ethical business practice is also reflected in the four commitments of DPDgroup's service culture.

1. Care about the person, not just the parcel
2. Think ahead and act fast to reassure
3. Recognise and respond to each customer's needs
4. Create a smile with every customer contact



Code of Conduct

Our commitment to ethics forms the basis of Our Code of Business Conduct. It is based on globally defined rights and best practices, as notably ratified by the Conventions of the International Labour Organisation and by others and is interpreted by each business unit in accordance with national law. Compliance is mandatory for all employees and external service providers. It also forms a key component of decision-making and stakeholder engagement. It is also regularly reviewed and a new version will be issued in 2021 to include more situational examples.

Our governance system ensures compliance with applicable laws and regulations with responsibility resting with a Chief Compliance Officer, a Market Integrity Compliance Officer including a Data Protection Officer and a Trade Compliance Officer. An Ethics Officer appointed within the business units manages ethics and related issues that may occur locally.

We have a whistle-blowing system accessible to all employees.

Anti-corruption

DPDgroup prohibits all forms of corruption in our interactions with stakeholders, in line with our Code of Business Conduct and our commitment to the Principles of the UN Global Compact. Being a subsidiary of Le Groupe La Poste, we have integrated its three key principles governing anti-corruption in our plan: Zero Tolerance, Everyone Concerned and Everyone Vigilant.

Beyond this, since 2019, we have been developing our new anti-corruption programme. Fully compliant with the Sapin II Law introduced in France, this rigorous programme is based on a thorough and comprehensive risk-mapping exercise, for which every business unit completed an anti-corruption questionnaire. This has helped us to identify and measure all the risks connected to our activities. In a continual improvement approach, together with an expert third party, we have been developing a strategy and roadmap to prevent and address any instances of corruption within DPDgroup.

International trade compliance

Like every business in the transport industry, DPDgroup is subject to international obligations such as sanctions decided by the UN, the European Union and national authorities. We take a strict approach to trade compliance and support all business units in complying with all relevant restrictions and economic sanction laws and regulations related to embargoes. Within this framework, DPDgroup has implemented a compliance programme to ensure that we trade with legitimate partners, which includes the application of our global sanctions policy, a defined compliance framework and the implementation of the GeoCheck screening tool.



Personal data protection

To comply with the European Union General Data Protection Regulation (GDPR), which came into force in May 2018, we have implemented a major data protection initiative across DPDgroup, integrating data protection changes throughout the organisation's processes and culture.

In 2019, we implemented our action plan, underpinned by strong governance mechanisms. We are maintaining a global overview of the group's data developments, while each European business unit has appointed a GDPR point of contact. To help our European businesses remain compliant with GDPR, we have developed tools to evaluate all new projects from a data perspective. To support our continued progress on GDPR compliance, we conducted an audit of our previous two years' efforts in 2019 and created a committee to oversee ongoing efforts. The committee meets regularly, follows regulatory updates and directs the group's data protection strategy.

In order to ensure an efficient compliance coverage, all European BUs were audited between 2019 and 2021. Data protection governance was also reinforced at holding level in order to support our business plan expansion in coming years.

2021 will be the year of strengthening all compliance matters

This re-organisation aims to foster the compliance culture within DPDgroup and thus strengthen business ethics, in accordance with the DPDgroup strategic goals.

Reporting standards and guidance

In preparing this report, DPDgroup focuses on selected issues most material for our business and industry. In this context we examined the Global Reporting Initiative (GRI) guidelines which determine our focus on sustainable reporting.

This report also serves as an Advanced Level Communication on Progress (COP) on our commitment to the Ten principles set out in the UN Global Compact (UNGC). Specifically our ongoing commitment to meet the fundamental responsibilities of: human rights, labour, environment and anti-corruption.

We also take into account the information needs of the Sustainable Accounting Standards Board and ratings agencies. We have also mapped our plans against the United Nations Sustainable Development Goals.

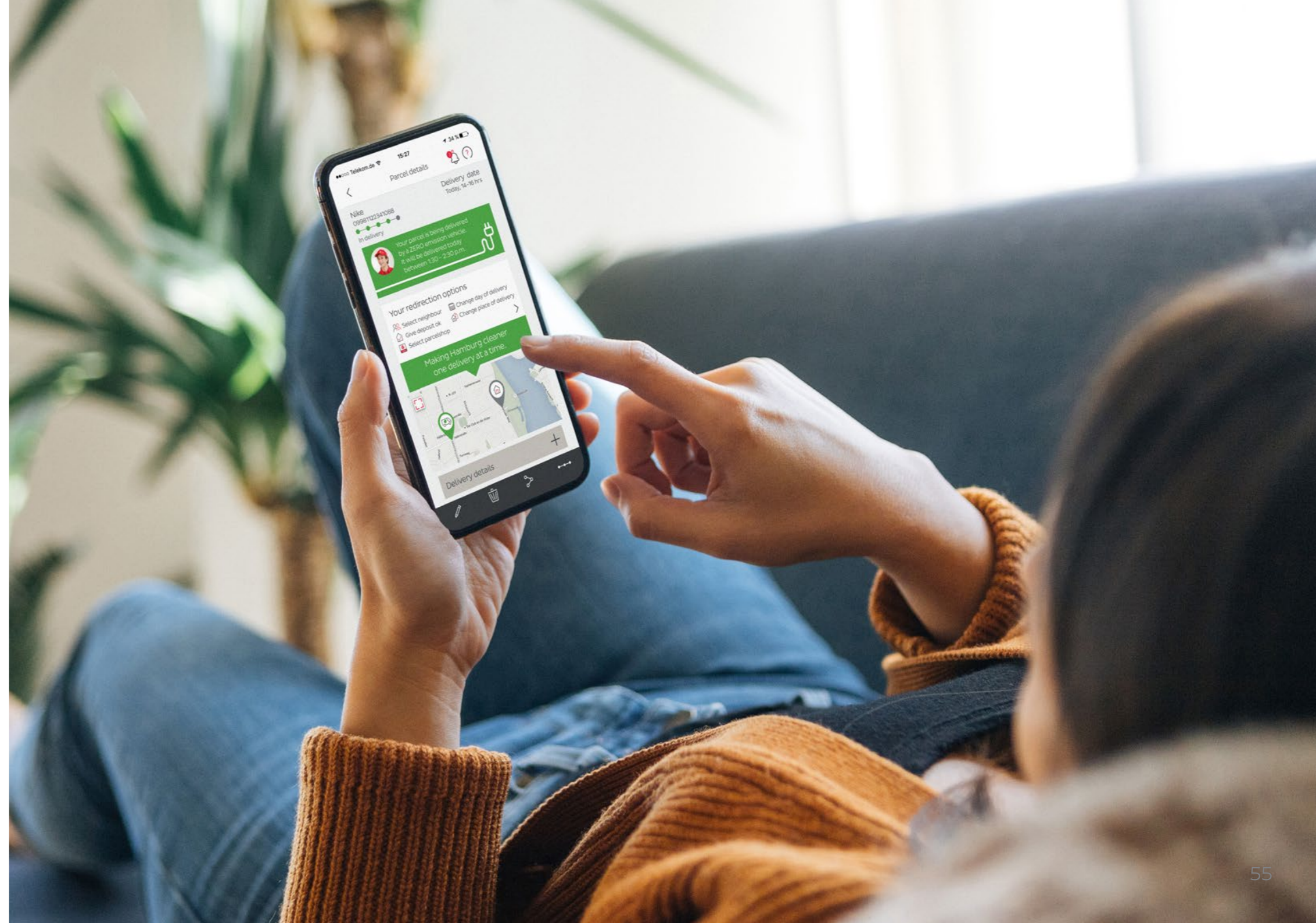
Independent third-party reviews

The environmental review was conducted by Mazars in accordance with ISAE 3000.

Reviewed content is indicated by this symbol ✓

Other third-party auditors

Our Carbon calculator was independently checked by SGS.



About this report

This is DPDgroup's fifth sustainability report published in June 2021. This report covers 20 business units across Europe, all under full ownership of DPDgroup. These businesses represent 91% of the Group's revenue.

We are working on a progressive inclusion of other business units fully owned or under our financial control within the **DrivingChange™** programme. Unless otherwise stated, this report only includes information related to 2020.

DPDgroup operates under the following brand names: DPD, Chronopost, SEUR and BRT. The information in this report has been gathered through reporting tools, documented information and internal and external stakeholder interviews. We would like to thank all those who contributed to this report.

Please direct questions on this report or topics related to our corporate social responsibility programme to drivingchange@dpdgroup.com
Discover our CSR webpage on: dpd.com/group/en/sustainability

Business units covered in this report

Chronopost, SEUR, BRT, DPD France, DPD Germany, DPD UK, DPD Belgium, DPD Ireland, DPD Portugal, DPD Poland, DPD Hungary, DPD Czech Republic, DPD Croatia, DPD Switzerland, DPD Slovenia, DPD Slovakia, DPD Baltics, DPD Netherlands

