



NOW

MORE THAN EVER

HOW DHL EXPRESS CAN SUPPORT YOU ON
YOUR SUSTAINABILITY JOURNEY

DHL Express. Excellence. Simply Delivered.



AGENDA FOR TODAY

1. Why it is 'Now More Than Ever' important to focus on sustainability

What are your customers looking for

2. Your Environmental Footprint

The difference between scope 1, 2 and 3 footprint

What are other companies doing

3. Your Sustainability Checklist

Using sustainability to increase sales and create loyal customers

4. How we can support you

Sustainable Aviation Fuel and offering Green Alternative Shipping Solutions

5. What else & Next Steps



Why it is - *Now More Than Ever* – important to focus on sustainability

We're extremely passionate about sustainability at DHL. Not only are we fervent about driving sustainability within the logistics industry, but we're also working hard to help our customers improve their credentials too.

1. PURCHASE DECISIONS

50%

of digital buyers state that environmental concerns impact their purchasing decisions

(Source: GlobalWebIndex)

2. CUSTOMER LOYALTY

88%

of customers are more likely to be loyal to a company which supports environmental issues

(Source: Cone)

3. WILLINGNESS TO PAY

77%

of buyers are willing to pay more for a product that is sustainable.

(Source: IBM)

NOW
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Clean operations
for climate protection



What your customers are looking for

Using sustainability to create your competitive advantage



50%

of buyers are (very) interested in an environmentally-friendly delivery method

38%

of consumers feel that retailers are doing a good job of using sustainable delivery practices

29% rated it as important and 19% as very important to have the seller recommend the most environmentally friendly delivery option

20%

of buyers indicate they would pay more for a delivery from an environmentally friendly company

This may not sound like a lot, but the experience of companies that offer premium delivery pricing says that it represents millions in incremental revenue. In addition, age plays an important part as Gen Z and Millennials (27%) more willing to pay a premium than 55+ (14%)

Our sustainability roadmap

We can't create a lasting positive impact unless we follow a clear strategy.

Clean operations for climate protection



- Green last mile & line-haul
- Leader in **sustainable aviation**
- Carbon neutral buildings by default
- Most comprehensive portfolio of green products

Great company to work for all



- Attract & retain the best talent
- Strong “Safety First” culture
- Diverse & inclusive workplace



Highly trusted company

- Compliance as an integral part of daily business
- Effective governance set-up across the organization
- Like-minded and compliant suppliers and partners

Lasting impact in communities through our **Go** programs with **1% of our net profit each year**

GOGREEN

GOHELP

GOTRADE

GOTEACH

DHL Express' Sustainability Targets

Clean operations
for climate protection



FOCUS OF TODAY

Target **>30% sustainable aviation fuels blending** by 2030



Electrify **60% of last-mile vehicles** and grow sustainable fuel share in line-haul to **>30%** by 2030



Starting in 2021, **carbon neutral design** for all new buildings



FOCUS OF TODAY

Offer **green alternatives** for all of our **core products/solutions**



OUR SUSTAINABILITY STRATEGY

Clean operations
for climate protection



SUSTAINABLE AVIATION FUEL

DHL aims to have over 30% of their aviation fuel to be **blended with SAF** by 2030



RE-FLEETING

When purchasing new aircraft, DHL will continue to invest in the latest **fuel-efficient**, SAF capable and alternative power solutions



FUEL OPTIMIZATION

Through plane weight **balance optimization**, further increasing the optimization of network design, and choosing fuel efficient carriers, emissions can be kept to a minimum

OUR SUSTAINABILITY STRATEGY

Clean operations
for climate protection



DRIVE INNOVATION

DHL supports the development of electric planes, and SAF production plants. DHL Express is first to order 12 **fully electric eCargo planes** to be delivered in 2024.



DECARBONIZE GROUND HANDLING

Electrification and **hydrogen technologies** will help tackle emissions in our ground operations



GREEN PRODUCTS FOR CUSTOMERS

DHL's **Go Green+** offering, support customers to **reduce their scope 3 emissions**.

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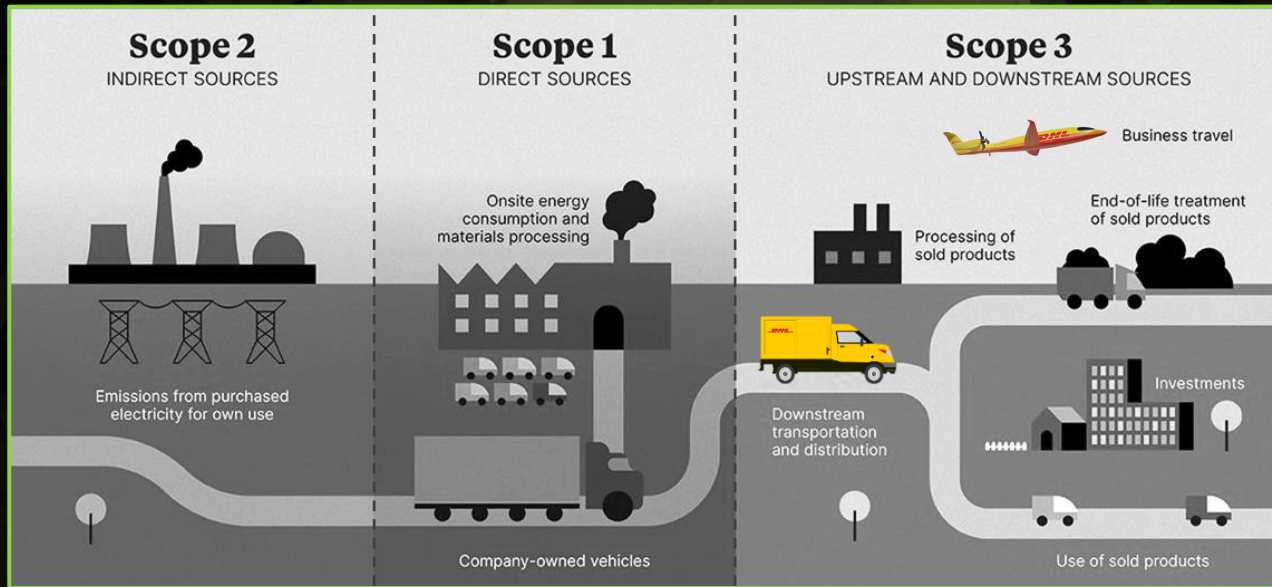
5. What else & Next Steps



Some definitions

Scope 1, 2 and 3 Footprint

The Green House Gas Protocol Corporate Standard classifies a company's GHG emissions into three 'scopes'



THIS IS THE AREA WHERE WE CAN SUPPORT!

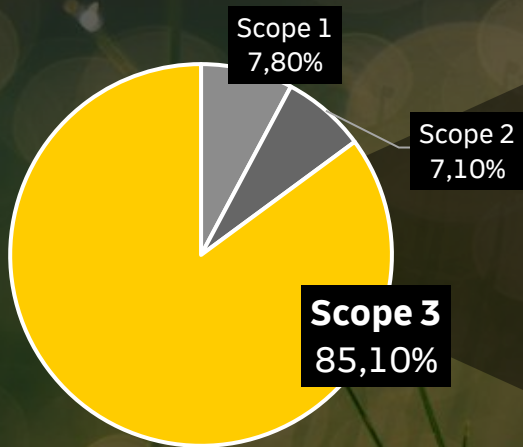
- **Scope 1** covers direct emissions from owned or controlled sources
- **Scope 2** covers indirect emissions from the generation of purchased electricity, heating etc. consumed by the reporting company
- **Scope 3** includes all other indirect emissions that occur in a company's value chain, *including downstream transportation and distribution*

Carbon Footprint Example

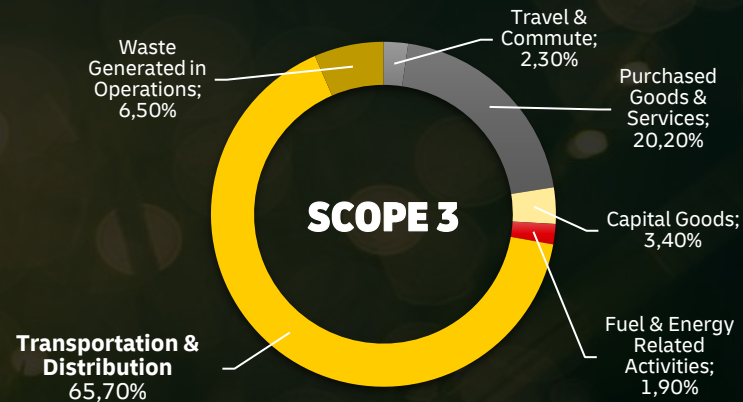
E-commerce Merchant: Home24.com



For most companies, the main drivers of carbon emissions lie primarily in **Scope 3**



The example of pure-play e-commerce company *home24* shows that Scope 3 emissions - those that occur outside the organisation, e.g. in the **supply chain** - dominate the company's carbon footprint.



The biggest Scope 3 emission comes from **transport and distributions**. Companies rely on a complex logistics and delivery network. Freight, delivery and packaging form the three main elements of an e-commerce company's footprint.

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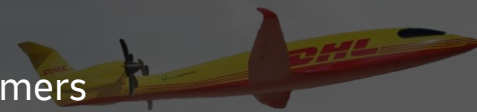
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Your Sustainability Health Check

Using sustainability to increase sales and create loyal customers



Laying the Foundation

- ✓ **Write your green mission statement** and benchmark what others in your industry are doing
- ✓ **Create your Green Team** – and engage the right employees

83%

of shoppers will seek out eco-friendly brands and products

Creating your Strategy

- ✓ **Use a tool or partner that can help to calculate your carbon and GHG emissions** and complete an Eco-Assessment
- ✓ Measure your **Scope 1, Scope 2** and **Scope 3** Footprint and come up with a strategy to reduce CO₂e amongst all scopes:
E.g. implement a Green Procurement Policy or use carbon reduced shipping solutions
- ✓ **Use a framework** to track progress

88%

of customers are more likely to be loyal to a company which supports environmental issues

Sustainability in your marketing plan

- ✓ **Build sustainability in your marketing strategy**
- ✓ **Promote your commitments and accomplishments** on your website and elevate your brand and improve your reputation using social media and other media

53%

say sustainability is important to them when shopping online

Power up your Sustainable Potential

- ✓ **Offer sustainable shipping options to your customers** and communicate this clearly during the whole buying process
- ✓ **Consider building in the costs for your sustainable shipping options in your shipping charges** - and explain how much CO₂e will be reduced for each service
- ✓ Use **sustainable packaging** solutions

42%

will consider to pay more for sustainable shipping options and 69% would choose to pay more for eco-friendly packaging

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Offering Green Alternative Shipping Solutions

Our GoGreen Services provides the following benefits to our customers:

GOGREEN



Reliably calculate
your CO₂e emissions



**Climate Neutral
Shipping: Offset
your CO₂e
emissions** through
approved
environmental
protection programs



**The credibility that
the entire process is
verified** by an
independent body
accredited by the
Société Générale de
Surveillance (SGS)





NOW
MORE THAN EVER

As approx. 90% of our footprint is emitted by our air network, Sustainable Aviation Fuel is our key lever to improve carbon emissions



GOGREEN
PLUS

Sustainable
Aviation Fuel

- Currently, we already have SAF in use in San Francisco (SFO), East Midlands (EMA), Amsterdam (AMS) and Malpensa (MXP)
- bp and Neste commit to supply DHL Express with more than **800 million liters of Sustainable Aviation Fuel** until 2026 (see next slide)



DHL Express has announced two of the **largest ever sustainable aviation fuel deals** with BP and Neste, amounting to more than 800 million liters

- CO₂e savings on a lifecycle basis estimated to be equivalent to annual greenhouse gas emissions of approx. **400,000 passenger cars**
- **Landmark deals mark major step towards Deutsche Post DHL Group's goal** of using 30 percent of Sustainable Aviation Fuel for all air transport by 2030



The **Book and Claim** methodology...

Book & Claim allows to **de-couple specific attributes (e.g. Environmental benefits)** from the physical product, which can be transferred separately via a **dedicated book & claim registry**.

- Under book & claim, a specific quantity of SAF can be 'booked' in one location and then 'claimed' at another location that is not physically linked to the original one
- Via the acknowledged **Book & Claim methodology**, we can **offer GoGreen Plus from any location in the world**, irrespective of where we purchase SAF

Find out more at: **Book and Claim – RSB**



You can invest with us in SAF via our GoGreen+ service

And actively reduce your scope 3 emissions

Your company decides how much they would like reduce their CO₂e and how much to invest into Sustainable Aviation Fuel

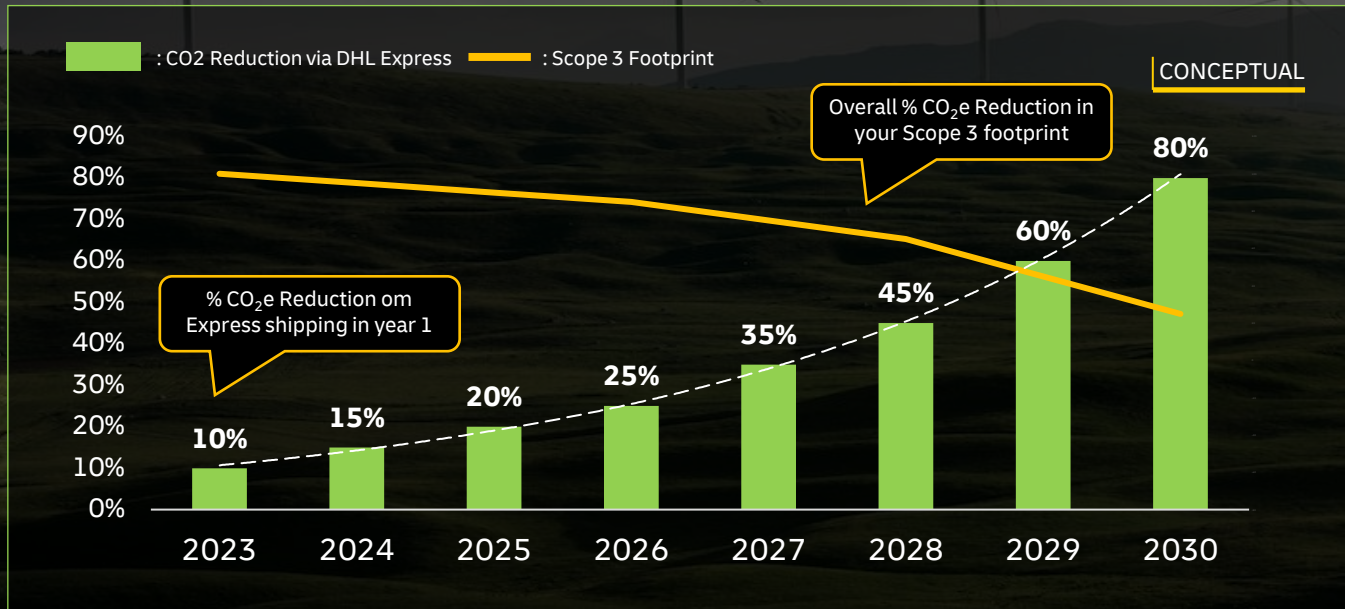
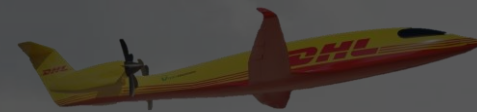
- DHL Express will use the contribution to **invest** into SAF and an independent auditor will annually verify the **emission reduction value** of the purchased SAF, as well as verifying **all of their investment** has been exclusively used for SAF
- **Your company** will receive a **certificate** with the emission reduction value which can be used to **reduce their own Scope 3 footprint**
- We offer flexible billing options (lump sum or a 'per KG' charge)
- Complementary Carbon Footprint reports



We can help you shaping your sustainability roadmap

Most companies are choosing a gradual approach for their reduction pathway

You don't need to reduce 100% of your emissions overnight. Choose a gradual approach that fits with your CO₂e reduction plans and with your budgeting requirements.



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Offering Green Alternative Shipping Solutions

Our GoGreen Services provides the following benefits to our customers:



Reliably calculate
your CO₂e emissions

Carbon data based
on latest global
standards



**Climate Neutral
Shipping: Offset
your CO₂e
emissions** through
approved
environmental
protection programs

Insetting



**Absolute CO₂e emissions
reduction**

Insetting represents the
actions taken to fight
climate change within its
own value chain



**The credibility that
the entire process is
verified** by an
independent body
accredited by the
Société Générale de
Surveillance (SGS)



What else your customers are looking for

Using sustainability to create your competitive advantage

Whatever method retailers use to get their deliveries to homes, consumers will be expecting to understand the carbon footprint of their delivery

Today this expectation is somewhat nascent at **23% quite/very important, but rises to 51% quite/very important in 5 years**

Our offering:

Carbon Reporting

Offering transparency

- Carbon data based on latest global standards, calculated at shipment level, available for any Express customer
- Two report types are available: a high-level Estimate and a detailed Footprint. Both provide a baseline to evaluate carbon reduction decisions

The next steps we propose

To actively start to reduce your emissions **#NowMoreThanEver**

We can run a *GoGreen+ / SAF simulation* based on your shipment profile and show the insights about how much you can reduce, and which investment comes with that.

- The relation between the investment and the reduction in CO₂e is impacted by your weight and lane profile
- Work together with you on a longer-term roadmap how to possibly reduce your actual emission over time (multi-year plan)
- Make sure this offering is discussed within your teams who look after sustainability or who look after the wider longer-term company strategy
- Utilize your personalized **Sustainability Check List** to see what other steps can still be taken

Thank you.

