

# **EXPRESS GOGREEN SERVICES**

## SUSTAINABILITY AT DHL EXPRESS



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# Our ambitious Mission 2050

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# ZERO EMISSIONS BY 2050



# **Our service offering**

#### **Climate Neutral**

#### **Offsetting emissions**

- We compensate a customer's emissions by investing in high-quality climate protection and emission reduction projects
- Climate Neutral is an optional service charge, either for all of a customer's shipments or selected per individual shipment

## **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





## Climate Neutral – The Basics

## How offsetting emissions works:



More details found here: https://www.dpdhl.com/gogreen-projects



- S The transportation of GoGreen shipments follows standard handling procedures with no specific requirements or impact on operational processes.
- The whole process is verified annually by an independent body accredited by Société Générale de Surveillance (SGS).

### How we charge for the service:

- S GoGreen Climate Neutral is available for international Time Definite and Day Definite shipments as well as Domestic Time Definite shipments.
- GoGreen Climate Neutral is billed as an optional service charge using the billed weight per shipment.

## **Climate Neutral – Two Options**

- 1. Ad hoc Service:
- 𝔝 Optional service offered on shipment-level basis
- ✓ Available in eCom tools like MyDHL+





## 2. Contracted Service:

- S Optional service offered on account-level basis
- S Requires written and signed agreement from the customer
- An annual customer carbon certificate is available on request

### **Carbon Certificate On Demand**

Our one-page Carbon Customer Certificates are produced on a yearly basis (Jan-Dec) and specify the customer's total emissions and the projects we invested in as compensation.



## Climate Neutral – Logo Usage

## The GoGreen logo is available for use in certain operational settings

- In online tools (like MyDHL+), the logo on the AWB is triggered automatically by the service charge code once the country has enabled it in the administration tool.
- 刘 🛛 In offline tools (GlowS / XML-PI / MyDHL API), the logo can be retrieved via the GLS GoGreen shipping label template
- S For customers using other software, the logo can be enabled per account <u>after confirmation</u> that the customer is a Climate Neutral customer by having the customer send a request message to pull the logo.
- Sor further details, please contact <u>Global.Label.Certification@dhl.com</u>

eCommerce partners who would like to use the GoGreen logo on their website when offering DHL as a shipping option can do so after approval from Group Brand Services:

- Delease send your request, along with a signed agreement, to GroupBrandServices@dpdhl.com
- S More details on how the logo should appear on the customer's site are found here: https://www.dpdhl-brands.com/dhl/en/guides/co-and-additional-branding/co-branding/webshops.html







Climate neutral shipping with DHL





## **Carbon Estimate**

- High-level customer totals
- One data page & one description page
- Delivered as PDF file

	2018			6, Express Confa vation Date:	A	Gogreenservice	s.Express@dll.com 22/11/2004
Overview of Customer Carbo	in Footprint at D	HL Express					
Customer Totals			CO <sub>2</sub> e E	missions			
	Emissions Offset	Total	54	purce	Tell <sup>11</sup> [et]	TOW <sup>11</sup> (cm)	WeW <sup>III</sup> (erc)
Nr. of Shipments	2.598.371	2.428.557	<b>≻</b> A1	r Transport	594,09	50%	725.57
Dilled Weight (in 1)	3,733.53	3,854.55	-	togenerT bei	\$70.25	295	712.74
Weight per Shipment (in kg)	1.56	1.59	Re Pa	ship&belivery	648.73	33%	833.80
Distance (in km)	1.542.224.545	1.991.748.119	<b>E</b> 74	otte	140.64	7%	169.58
Tonne X lorrethe	2.605.420	2,710,565	Tetel Cr	daaliees	1,999.72	100%	2,419.48
WITH <sup>21</sup> Energy Consumption (in M)	35,955,435	37,540,749	(1 tr	Salona Offert	1,897.45	97%	2,342.60



## **Carbon Footprint**

- Detailed overviews (by e.g. month, trade lane & account)
- Multiple data and description pages (minimum 10)
- Delivered as Excel file





Reports are billed to the customer's account on an annual basis and handled centrally

# What does a DHL Express Carbon Report show?

## Both our Carbon Reports share the following concepts:

## We report more than just $CO_2$

**CO<sub>2</sub>e:** We report all emissions as carbon dioxide equivalents. "Equivalent" means that other greenhouse gases (GHGs) are represented in their equivalent amount in CO<sub>2</sub>, rather than reported individually.

TtW: Tank-to-Wheel refers to emissions produced during the operational or downstream part of the lifecycle, either directly from vehicle transport (both air and road) and pick-up and delivery activities or indirectly from DHL facilities (e.g. electricity). These activities are fully controlled by DHL.

**WtW:** Well-to-Wheel adds to the TtW number all other indirect emissions (e.g. from the production of fuel), i.e. the full lifecycle as per the EN 16258 standard. This number best represents the customer's overall total emissions.

## A four-way breakdown per emission source



Emissions related to all aviation-based transport activities, both from owned and 3<sup>rd</sup> party aircraft.



Emissions related to all truck-based transport activities, both as part of a route or the whole route.



Emissions related to our first and last mile stage activities (pick-up and delivery), typically from vans.

Emissions from all activities in DHL facilities, both at origin and destination (terminals) and in-between (hubs).

#### CO<sub>2</sub>e Emissions by Source

Source	TtW in t]	<b>TtW</b> [in %]	WtW [in t]	
Air Transport	11,090.09	89%	13,540.57	
Road Transport	234.24	2%	291.29	
Pickup & Delivery	771.88	6%	950.65	
Facilities	295.53	2%	339.11	
l Emissions	12,391.74	100%	15,121.62	
nissions Offset	0.62	0%	0.76	
	Air Transport Road Transport Pickup & Delivery Facilities I Emissions	Air Transport11,090.09Road Transport234.24Pickup & Delivery771.88Facilities295.53I Emissions12,391.74	Air Transport 11,090.09 89%   Road Transport 234.24 2%   Pickup & Delivery 771.88 6%   Facilities 295.53 2%   Il Emissions 12,391.74 100%	

# Volume of offset emissions

We include the volume of CO<sub>2</sub>e emissions that were or will be compensated for by investing in carbon reduction projects. The total emissions offset are always the WtW emissions.

#### Please note: Carbon Reports are available for all DHL Express

customers, not just Climate Neutral customers!

MISSION 2050 ZERO EMISSIONS

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# What more does the Footprint Report offer?

## Our most detailed report provides more insight:

#### Multiple overviews

Overview by Month		Overview by Emissions Offset Type						
Month	Nr. of Shipment	Service Type	Nr. of Shipments					
January	177,258	Climate Neutral (GoGreen)	2,398,367					
February	172,858	Envelope	4					
March		Emissions Offset Total	2,398,371					
April	184,241	Non-Offset Total	30,186					
May	196,131	Customer Total	2,428,557					
June	206,163	Overview by Destina	ation Country					
July	223,202		'					
August	213,465	Top 10 Destinations by Emissions	Nr. of Shipment					
September	194,446	Germany	2,425,298					
October	216,041	United States						
November	202,119	Austria	355					
December	239,302	Spain	225					
Customer Total	2,428,557	Australia	25					
		Italy	270					

The Footprint Report provides multiple overviews which break down a customer's volumes seen in the Summary using the following dimensions:

- Month (12 in total)
- Emissions Offset Type
- Destinations (by region and top 10 countries)

All overviews contain the same 4-way split in emission sources as well as shipment, weight, distance and tonne kilometre volumes

#### Low-level details

		Prod.			Nr. of	Weight	TonneKM	CO <sub>2</sub> e TtW	~	_	-	_	CO <sub>2</sub> e WIW
Account	Account Name	Group	Origin	Destination	Shipments	[in kg]	(in tixe)	[in kg]	-	-		122.1	[inkg]
Htofho2	SAMPLE CUSTOMER ACCOUNT I	TDD	Germany	GRIDANS	2,202,722	2,568,412.7	2,489,779.5	126,694.72	675,340.83	658,465.22	751,042.05	154,82154	2,342,779.71
Hhoffor2	SAMPLE CUSTOMER ACCOUNT 1	TD	Germany	Auttin	1	15	2.7	2.06	139	0.10	0.39	0.10	2.52
Hheller2	SAMPLE CUSTOMER ACCOUNT 1	TO	Germany	France	1	0.5	0.6	0.38	8.28	0.06	0.09	0.83	0.46
Htolho2	SAMPLE CUSTOMER ACCOUNT 1	TO	Gernary	Italy	1	0.5	0.7	0.69	8.72	98.0	0.87	0.80	0.94
Hinder2	SAMPLE CUSTOMER ACCOUNT 1	TD	Germany	Plantia	6	2.8	9.5	3.06	12.40	0.51	0.47	0.56	12.80
HIDSON	SAMPLE CUSTOMER ACCOUNT 1	TDD	Germany	Germany	176,766	10,812.2	70,954.1	54,517.33	24,03.34	17,226.36	21,437.55	4,432.84	67,235.33
9er105e1	SPECIMEN	TDO	Germany	Germany	7,676	21,291.8	14,742,5	18,636.87	2,996.67	2,815.94	4,476.81	895.01	13,734.62
AutoSet	SPECIMEN	TO	Germany	United Arab Emirates	1	10	5.1	1.96	2.08	0.85	0.19	0.87	2.39
a44hafih	EXAMPLE - DESPIEL - VOORBEELD	DOI	Germany	Auttia	2	1542.0	1062.9	512.70	6.90	263.50	303.57	61.32	624.43
1443m58x	EXAMPLE - BEISPIEL - YOOPBEELD	DO	Germany	Germany	1	5.0	6.3	1.77	6.90	0.95	1.05	0.19	2.79
a445adike	EXAMPLE - BEISPIEL - VOOPBEELD	DO	Germany	Hangara	1	0.9	15	0.42	6.90	0.29	0.19	0.84	8.51
a44 haf ike	EXAMPLE - BEISPIEL - VOORBEELD	DOI	Germany	Netherlands	1	0.7	0.7	0.22	6.90	0.12	0.94	0.82	0.25
1441m57x	EXAMPLE - DESPIEL - VOORBEELD	DO	Germany	Sweden	1	10.0	8.1	5.00	6.90	4.82	1.02	0.37	6.28
s44hafibs	EXAMPLE - BEISPIEL - VOOPBEELD	TDD	Ownary	Germany	03,825	17,826.7	78,207.1	43,916.50	6.90	23,425,28	24,766.39	5,516.25	63,378.43
a445a5ik	EXAMPLE - BEISPIEL - VOORBEELD	TO	Germany	Alghanistan	1	10	7.0	3.94	4.46	0.09	0.10	0.88	4.81
a441m53x	EXAMPLE - DESPIEL - VOOPBEELD	TDI	Germany	Algeria	+	2.0	0.7	6.90	6.54	0.23	0.61	0.79	0.47
x443m53x	EXAMPLE - BEISPIEL - VOORBEELD	TO	Germany	Argentina	2	15	13.5	13.55	15.00	0.15	0.25	0.27	16.95
s441m5hr	EXAMPLE - BEISPIEL - VOORBEELD	TO	Germany	Australia	15	51.0	948.1	827.28	744.33	6.83	8.24	8.71	765.88
a441mSik	EXAMPLE - BEISPIEL - VOORBEELD	TO	Gernang	Auttia	205	8215	1005.5	899.47	796.50	\$1.47	195.29	52.64	1,895.98
a44hafila	EXAMPLE - DESPREL - VOORDEELD	TO	Germany	Eisheain	1	0.5	2.5	1.14	135	0.87	0.10	0.87	140
s44hadibs	EXAMPLE - BEISPIEL - VOORBEELD	TO	Germany	Belaraz	2	10	17	3.17	3.67	0.00	0.16	0.88	3.87
s445m5lks	EXAMPLE - BESPIEL - VOORBEELD	TO	Gernary	Belgium	50	1215	72.9	65.13	41.10	6.98	20.88	2.83	79.96
a44hafika	EXAMPLE - DESPIEL - VOOFBEELD	TO	Germany	Benin	1	0.5	2.1	1.77	1.77	0.85	0.89	0.26	2.80
a44haffh	EXAMPLE - DESPIEL - VOORBEELD	TDI	Germany	Distan	1	0.5	5.5	2.90	2.37	0.64	0.09	0.84	355
s445mfths	EXAMPLE - BEISPIEL - VOORBEELD	TO	Oernang	Boonia and Herzegovina	7	35	21	8.03	7.73	0.63	133	0.25	8.81
a445a£iki	EXAMPLE - BEISPIEL - VOOPBEELD	TO	Germany	Brack	2	9.3	129.7	83.04	94.99	3.90	2.51	5.90	\$06.77
a441ad3a	EXAMPLE - EESPIEL - VOOFBEELD	TDI	Germany	Dulgata	22	\$7.5	206.8	154.40	25.5	9.60	16.02	6.51	189.09
s44haffh	EXAMPLE - BEISPIEL - VOORBEELD	TO	Germany	Carboda	1	10	9.7	4.25	4.76	0.05	0.10	0.09	5.00
s445m5iks	EXAMPLE - BEISPIEL - VOOPBEELD	TO	Germany	Carteroon	6	4.0	297	21.21	23.92	0.53	0.73	0.72	25.91
a441mEik	EXAMPLE - BESPIEL - VOORBEELD	TO	Germany	Canada		46.0	297.8	449.54	524.59	5.59	12.46	4.90	547.52
1441m23x	EXAMPLE - BESIPIEL - VOORBEELD	TO	Germany	CNI+	2	55	71.7	46.72	55.45	0.82	0.96	0.61	57.05
s44hafibs	EXAMPLE - BEISPIEL - VOORBEELD	TO	Germany	China	83	72.5	724.5	320.44	367.76	11.92	13.54	0.09	395.53
s44ha5h	EXAMPLE - BESPIEL - VOORBEELD	TO	Germany	Colombia	6	2.8	35.8	16.80	1832	0.47	0.45	0.66	20.68
a441mSik	EXAMPLE - BESPIEL - VOORBEELD	TO	Germany	CostaRisa	1	0.5	5.5	2.07	2.24	0.11	0.09	0.89	253
+41m53x	EXAMPLE - DESPIEL - VOORBEELD	TO	Germany	Croatia	29	510	05.4	73.26	65.65	11.74	11.36	4.25	97.02
s44hafibr	EXAMPLE - BEISPIEL - VOOPBEELD	TO	Germans	Cabe	4	2.8	19.7	12.45	14.26	0.43	0.36	0.19	15.23

Also included is a single tab with the lowest level of detail available. Emission data is shown drilled down to billing account, country trade lane and product type.

This overview also has the same 4-way split in emission sources as well as shipment, weight and tonne kilometre volumes

This tab is designed to be easily filtered or used as a data source for further analyses



#### Glossary & descriptions



Finally, the Footprint Report contains three tabs with more information about:

- An explanation of the terminology used in the report, both from carbon accounting in general and DHL Express specific
- A description of our approach and methodology
- Detailed documentation on how our calculations follow the EN 16258 standard

# How do we calculate a customer's emissions in DHL Express?

## Calculating customer carbon emissions is linked to our network business model:

#### **Shipment Details**

The following characteristics drive the emission calculation:

- Billed Weight
- Origin
- Destination
- Product Type

- **Calculation Method**
- The initial basis for our emission calculation are emissions derived from our operational/production activities which are sourced from actual fuel consumption or calculated indirectly, if actual fuel consumption is not available like for pick-up and delivery activities
- Those emissions are then used to determine a CO<sub>2</sub>e **emission factor** per kilo, per shipment, or per handled piece, depending on the different operational modes (linehaul sector, pick-up and delivery activities or facilities)
- The route of a shipment is broken down into its components and a CO<sub>2</sub>e factor is applied to each part of the shipment cycle. Some factors are applied per individual part of the route (leg), others only per country (e.g. for a customer shipment picked up in London, the CO<sub>2</sub>e factor for PuD in the UK is allocated)
  - Emission factors are therefore influenced by e.g. the trade lane, network routing, load factor, vehicle, fuel type and country origin and destination. The factors are updated on a yearly basis
- All of a customer's shipment emissions are then aggregated in the report through their billing account numbers.







## Want to know more?

## More information about our GoGreen initiatives is available online!

**YOU CAN VISIT:** 

#### Sustainability: Environment & Solutions

https://www.dpdhl.com/en/sustainability/environment-and-solutions.html

Our Corporate page detailing all our environmental initiatives. Here you can find more background on...

- The GoGreen Program as a whole
- · Our energy efficiency optimization initiatives
- The Climate Protection Projects we invest in

...as well as downloads like:

- The yearly Group Sustainability Report
- The SGS Audit Verification Statement

## For any other questions or assistance, please contact <u>Gogreenservices.Express@dhl.com</u>!

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# **THANK YOU**

