SAFETY AND HEALTH AT WORK IS EVERYONE'S CONCERN. IT'S GOOD FOR YOU. IT'S GOOD FOR BUSINESS.

LEADERSHIP IN OCCUPATIONAL HEALTH & SAFETY @ DEUTSCHE POST DHL GROUP

European Agency for Safety and Health at Work, Brussels, March 22, 2017

Steven Bechhofer, Vice President,
Global Business Services, Insurance & Risk Management, DPDHL Group
Agenda

1. Introduction to DPDHL
2. DPDHL’s Leadership Model
3. DPDHL’s Strategic Approach towards Leadership in Safety
4. An Example of Leadership in Safety @ DPDHL
CORPORATE STRUCTURE: ONE COMPANY WITH TWO STRONG PILLARS

Deutsche Post DHL Group

Deutsche Post

The Post for Germany

The logistics company for the world

Leadership in OSH, Brussels, March 22, 2017
WHO WE ARE – A GLOBAL COMPANY WITH A UNIQUE PORTFOLIO

Europe’s largest postal service

Partner for e-commerce and a pioneer in secure digital communications

No. 1 in international express delivery

Leader in the forwarding business

No. 1 in contract logistics
KEY FACTS ABOUT DEUTSCHE POST DHL GROUP

- More than 500,000 employees in more than 220 countries/territories (including nearly 60% outside Germany)
- 59mn letters/4.3mn parcels each workday in Germany/more than 28,000 sales outlets in Germany
- Group revenues\(^1\): EUR 57.3bn /Group EBIT\(^1\): EUR 3.49bn / Market capitalization\(^2\): EUR 39bn
- ~ 809,000 international express shipments per day (2016) (Time Definite International) (+7.6% vs. previous year)
- 2.1mn tons of air freight/2.9mn TEU\(^3\) of ocean freight in 2015. No. 2 European road freight
- World No.1 in contract logistics

1) Financial year 2016; 2) As of 12/31/2016; 3) TEU = Twenty-foot equivalent unit
LEADERSHIP AND OUR CORPORATE RESPONSIBILITY PRIORITIES

We use our materiality analysis and internal validation process to identify material CR issues for the Group.

Prioritized Issues

**Responsibility: Governance**
1) Compliance
2) Standards in the value chain (suppliers and subcontractors)
3) Data protection and security

**Responsibility: People**
4) Employee engagement
5) Learning and development
6) Occupational health and safety

**Responsibility: Environment**
7) Energy efficiency
8) Air pollution and noise
RESPONSIBLE BUSINESS DRIVES LONG-TERM SUCCESS

Top rankings in CR Ratings and Rankings

- Dow Jones Sustainability Indices
- FTSE4Good
- CDP Climate Disclosure Leader 2015
- Sustainalytics
- MSCI

Increasing Employee Engagement

KPI Active Leadership in Employee Opinion Survey:

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>73</td>
</tr>
<tr>
<td>2016</td>
<td>74</td>
</tr>
<tr>
<td>2020</td>
<td>Consistently &gt;80</td>
</tr>
</tbody>
</table>

Deutsche Post DHL Group

Leadership in OSH, Brussels, March 22, 2017
STRATEGIC APPROACHES TO LEADERSHIP IN SAFETY (1)

- **Systemic analysis of hazards and accident causes**, also using “First Choice” methods

- **Creation of a Safety First culture** through role model behavior and assuming responsibility for Occupational Health and Safety issues

- **Implementation of preventive measures**, taking different target groups as well as new and changing requirements into account
Systemic analysis of hazards and accident causes also using “First Choice” methods

- Standardized and regular risk assessments
- Event and situation based hazard analysis
- Capturing near-misses
- Clear Designation and Delegation of Responsibilities
- Implementation of an Occupational Health and Safety structure
- Measurement of Performance indicators
- Regular Performance Reviews
- “Gemba” Walks
- Knowledge and Experience sharing
STRATEGIC APPROACHES TO LEADERSHIP IN SAFETY (3)

Creation of Safety First culture through role model behavior and taking responsibility for Occupational Health and Safety

- Self reflection/ self assessment
- Checking one’s own behavior
- Exemplary function (“walking the talk”)
- Motivating managers
- Motivating employees on all levels
- Constant Communication
- Making workplace safety issues visible
- Addressing issues/events/conflicts in a transparent fashion
- Implementing measures timely and effectively
- Learning and training for the future
- Sharing successes openly
Implementation of preventive measures, taking different target groups as well as new and changing requirements into account

• Defining target groups
• Setting priorities
• Selecting preventive actions
• Taking advantage of prevention opportunities
• Practice-oriented instruction and training
• Avoiding “alibi” sessions
• Checking the effectiveness of measures
• Controlling process improvement
Example for „Leadership in Safety“ @ DPDHL

SafetyFirstVideo_1.mp4.zip
Thank You!