

## GLOSSARY

### **A**viation Initiative for Renewable Energy in Germany (aireg e.V.)

A joint initiative comprised of airlines, airports, research institutions, aviation companies, and companies from the extractive industries; its aim is to promote the manufacture and use of alternative aviation fuels.

### **B**REEAM

Building Research Establishment Environmental Assessment Method. A sustainability certification program for buildings in the UK.

### **C**arbon efficiency

A ratio index used by Deutsche Post DHL Group to manage the greenhouse gas emissions of its business operations, whereby emissions resulting from fuel and energy consumption are assessed in relation to services rendered (e.g. quantities/volumes of letters, parcels, pallets or containers).

### **Consolidated group**

Companies included in the consolidated financial statements. These include the parent company and all subsidiaries as a general rule.

### **D**IN EN 16258

European standard for the calculation of greenhouse gases in logistics.

### **F**irst Choice

Deutsche Post DHL Group-wide program which encourages employees to put the customer at the center of everything they do; the aim is to make the company provider of choice for customers all around the world. Encouraging employees to make suggestions for improvement is just one means of identifying optimization potential in our processes.

### **Four Pillars of Health**

Describes the different phases in health promotion – Education & Awareness, Prevention & Screening, Disease & Condition Management Programs and Behavioral Change.

### **G**AVI

International organization bringing together public and private sectors including governments, the UN, the vaccine industry and other relevant partners with the shared goal of protecting the lives of children by facilitating easier access to vaccines. Since 2000, GAVI has helped make it possible for 580 million children to receive vaccinations, and has saved around 8 million lives.

### **Green Carrier Scorecard**

Unlike our Express business, our air and ocean freight operations have no Group-owned fleet. We operate solely as an agent between customer and freight forwarder. When selecting our transport partners we also consider environmental criteria such as carbon efficiency, transparency in fleet composition and commitment to industrial initiatives. The data obtained is entered into the Green Carrier Scorecard.

### **Greenhouse Gas Protocol (GHG Protocol)**

A guideline designed to assist companies in calculating their greenhouse gas emissions. The following GHG Protocol standards are applied in our carbon accounting: "Corporate Accounting and Reporting Standard" (Scope 1), "Scope 2 Guidance Accounting and Reporting Standard", and "Corporate Value Chain Accounting and Reporting Standard" (Scope 3).

### **Green Transformation Lab (GTL)**

A collaboration between DHL and the Singapore Management University to accelerate the evolution of sustainable logistics across the Asia-Pacific region. The GTL creates innovative solutions that help organizations transform their businesses towards sustainable green growth, and drives beneficial change in supply chains across the region through education, research and best practice development.

### **I**SO 14001

Standard with internationally recognized requirements for environmental management systems covering such aspects as life cycle assessments, environmental indicators and environmental performance evaluations.

### **ISO 14064**

Standard providing companies with a wealth of measures for the quantification, monitoring, control and verification of greenhouse gas emissions.

### **ISO 28000**

International security management system standard for the entire supply chain.

### **ISO 50001**

Energy management standard established to help companies and organizations improve their energy efficiency and sustain savings over time. Identifying and tapping energy savings potential can help reduce operating costs and enhance market competitiveness.

### **ISO 9001**

International standard that defines the minimum requirements for an effective quality management system within a company.

### **L**BG model

The global standard issued by the London Benchmarking Group (LBG) for measuring and reporting corporate community investment.

- Input: Total financial donations, monetary value of time/service donated by employees, in-kind donations, as well as the management costs associated with the coordination and implementation of the various activities
- Output: Number of people reached or supported; number of activities/offersings
- Impact: Resulting short and long-term changes in supported individuals/groups as well as changes within the company as a result of activities

### **R**esilience

A company's ability to respond to changes/disruptions in the business environment and successfully stabilize operations by increasing flexibility and agility.

### **S**cience Based Targets Initiative

A collaboration between the United Nations Global Compact, the World Resources Institute, the World Wide Fund for Nature, and the CDP which aims to increase the climate protection targets of companies around the world. Applying a science-based methodology is integral to improving the evaluation of such targets. According to the SBTi, company climate targets are "science-based" if they are consistent with the Fifth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC AR5), and in line with levels required to keep increases in global temperature to below 2 degrees Celsius compared to pre-industrial temperatures.

### **Scopes 1, 2 and 3**

The GHG Protocol ("A Corporate Accounting and Reporting Standard, revised edition") categorizes greenhouse gases in three groups referred to as "scopes". The classification into scopes 1, 2 or 3 is based on the source of the emissions.

#### Scope 1:

Direct greenhouse gas emissions resulting from the company's own business activities

#### Scope 2:

Indirect greenhouse gas emissions generated by the production of electricity, district heating and cooling

#### Scope 3:

Other indirect greenhouse gas emissions

### **Stakeholder**

Individuals or groups of individuals affected by a company's business operations.