

Codes of conduct G4 56, SO 6, HR 5 - 6 ✓

The Code of Conduct is the Group’s guideline for the ethically, socially and legally correct behavior of our staff; our Supplier Code of Conduct establishes the same requirements for our suppliers. Together, our two codes of conduct constitute our policy with regard to respecting human rights. We have thus refrained from formulating a separate human rights policy.

Group-wide rules of conduct

The key pillars of the Code of Conduct are integrity, respect for employees and customers, as well as the willingness to assume social responsibility. The Code was developed together with the business divisions to ensure that regional requirements are considered; it lays the foundation for our corporate culture in all countries and at all levels of the Group’s hierarchy. Our Codes are built on the following fundamental principles: respect for human rights, equal opportunity, transparency, and clear stands in the battle against discrimination, bribery and corruption. This stance reflects our commitment to the Universal Declaration of Human Rights and the UN Global Compact.

Our Code of Conduct sends the signal to stakeholders and the general public around the world that Deutsche Post DHL Group is a trustworthy partner that combines first-class service with social and environmental responsibility.

We expect our managers to serve as role models – to lead by example in both behavior and values, to support and foster our corporate culture in everything they do, and to communicate these values to our employees and business partners. The Code of Conduct is an integral component of our employment contracts with our managers.



“Our customers also expect our company to provide fair working conditions. In calls for tender, I refer to the Code of Conduct or use quotes taken from it. With my team, I experience the value of fairness and respect each and every day. When my team is happy, everyone benefits – customers and company alike.”

TONY FLOOD
Vice President HR, USA
Supply Chain

Deutsche Post DHL Group policies ✓

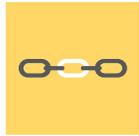


All other Group policies, such as the Anti-Corruption Policy and regionally applicable policies and guidelines, are either based on or derived from the Code of Conduct. Violations of the Code can be reported via various channels, including the Compliance Hotline.

As a multinational enterprise, we have made our Code of Conduct available in more than 20 different languages. We familiarize our workforce with the contents of the Code and their application in the workplace via online seminars, which we also use in the induction processes for new employees. This training is mandatory for managers, who have an important function as role models and communicators for our conduct policies.

¹ Guided by the principles of the Universal Declaration of Human Rights and the UN Global Compact with reference to the International Labour Organization (ILO) Declaration on the Fundamental Principles and Rights at Work from 1998 and the OECD Guidelines for Multinational Enterprises; ² The term suppliers also refers to our transportation subcontractors; ³ Not available to the public

Supplier Code of Conduct – Shared Values



We believe that successful partnerships with our suppliers are built on a common set of values. Our Supplier Code of Conduct (SCoC) ensures that our values and principles are embedded in our supply chains. The SCoC is a mandatory component of all Group contracts; a requirement which encourages suppliers to implement the same standards in their own supply chains. In the reporting year, we revised the Supplier Code of Conduct, further refining its treatment of human rights protection and fair working conditions:

- **Child labor:** The supplier shall not employ children aged below the prevailing legal minimum employment age. In countries where no legal provisions exist, the minimum hiring age for minors is 15.
- **Forced labor:** The supplier shall reject all forms of forced labor, slavery or compulsory labor. The supplier shall ensure employees are not required to pay fees or make payments of any kind in return for employment. Punishments as well as physical and mental coercion are prohibited.
- **Compensation and working hours:** Prevailing national laws and binding industry standards apply with regard to working hours, overtime and compensation. The supplier shall pay employees on time and provide them with clear and concise information about the basis on which they are paid.
- **Freedom of association and collective bargaining:** The supplier's employees are free to join or not to join a union or employee representation of their choice. Furthermore, the supplier shall recognize and respect the right to collectively bargain in accordance with applicable law.
- **Diversity:** The supplier shall promote an inclusive work environment in which the diversity of its employees is valued. The supplier shall not discriminate or tolerate discrimination with respect to gender, race, religion, age, disability, national origin or any other characteristic protected under law.

In existing Group contracts, the Supplier Code of Conduct will be gradually replaced with the new version as approved by

the Board of Management. The new version will be available to our partners in some 30 languages.

Suppliers and employees who have contact with suppliers receive special Supplier Code of Conduct training. An interactive module for suppliers on our website provides an easy-to-understand explanation of the SCoC's main contents and requirements.

 [Training module for suppliers](#)

PURSUING OUR INTERESTS ✓

In our dealings with the public, we build trust through openness and transparency. We maintain correct and lawful relations with all governmental and supervisory authorities, operating at all times in a straightforward, transparent manner and in accordance with applicable laws and regulations. Our Group-wide Anti-Corruption and Business Ethics Policy defines rules for dealing with donations and gifts to political parties and governmental institutions. This policy applies to all regions and countries in which Deutsche Post DHL Group operates. Wherever a transparency register exists, such as in the EU, we also report voluntarily on the type, scope and financing of the activities we conduct in pursuing our company interests. This does not, however, prevent our employees from acting within applicable law, such as that in the US, to organize and manage political action committees (PACs). Employees can make financial contributions on a personal, voluntary basis, but are listed with the name of their employer.

“Employees are not authorized to make contributions to political parties and their affiliated organizations, to governmental authorities or to any other public institution on behalf of the Group. Such contributions include financial donations and other gifts of monetary value.”

EXCERPT FROM OUR ANTI-CORRUPTION AND
BUSINESS ETHICS POLICY