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About this report


The 2017 Corporate Responsibility Report (CR Report) was prepared in accordance with the international G4 Guidelines (Core Option) issued by the Global Reporting Initiative (GRI). The material issues selected for the report are based on the results of our materiality analysis. The CR Report also serves as an Advanced Level Communication on Progress (COP) on our commitment to the ten principles of the UN Global Compact (UNGC). The linkages to the UNGC's ten principles are based on the UNCI/GRI publication "Making the Connection". The UNGC principles have been integrated and noted accordingly in the GRI Index.

Publication and report formats

This CR Report was published on March 7, 2018. It is available online, in PDF format, and in print in both German and English. The CR Report is published annually and issued concurrently with the Annual Report. The previous year's report was published on March 8, 2017. Deutsche Post DHL Group has published CR reports since 2003, all of which can be downloaded from the Group's website.

 [CR Report archive](#)

Independent third-party review


Report content on material issues as well as other content were independently reviewed by the audit firm PricewaterhouseCoopers (PwC), Frankfurt am Main at the request of the Board of Management. The reviewed content has been marked with the  symbol in the CR Report. Information on the scope and outcome of the review can be found in the Assurance Report.

 [Assurance Report](#)

Reporting scope

The information provided in the CR Report covers the period from January 1 to December 31, 2017 and applies to the entire consolidated group as described in the 2017 consolidated financial statements. As a result, all subsidiaries under the umbrella of the Deutsche Post DHL Group have been included in the reporting scope. Departures from this rule are indicated accordingly.



The 2017 list of consolidated companies (list of shareholdings) is available for download from the Group's website.

 [List of shareholdings](#)

Data measurement techniques and bases of calculations

Unless otherwise noted, "headcount" is used in the main text of the CR Report to refer to the number employees as of the reporting date (December 31, 2017).

The measurement techniques are explained where relevant in the CR Report. The basis on which data has been calculated, and information that is based fully or partly on estimates is similarly explained directly where it occurs. This also applies to any changes made in the calculation bases or adjustments to data made compared with the previous year.

In accordance with the Greenhouse Gas Protocol, Scope 2 greenhouse gas emissions are reported as gross CO₂e volumes using both the site-based and market-based methods. Unless referred to separately in the text, reported data is based on the market-based method. Our methodologies for calculating the data meet the requirements of the European Emissions Trading System (EU-ETS) as well as the  EN 16258 and  ISO 14064 standards.

Contact and publisher information

- Editorial office: CR-Reporting@dpdhl.com
- Published by Deutsche Post AG – Headquarters – Corporate Communications and Responsibility, 53250 Bonn, Germany



 [Assurance Report](#)



 [List of shareholdings](#)

Materiality analysis G4 19 - 21, 25 ✓

In 2015, Deutsche Post DHL Group once again conducted a materiality analysis to identify essential focus issues within three main areas: Employees, the Environment and Governance. Concrete goals and KPIs were also confirmed and defined.


In the reporting year, qualitative interviews were conducted with various parties including the company’s most important stakeholder groups in order to evaluate the relevance of previously defined material issues. The results largely confirmed the continued relevance of these issues, although two were positioned differently: “Noise pollution” was rated a lower-priority issue as compared to 2015, while the issue “Respect for human rights” emerged as significantly more relevant for the Group. This resulted in nine material issues – along with their respective KPIs and targets – which form the basis for the Group’s continuous performance improvement process and associated reporting, both internally and externally.

2015 materiality analysis process

Identifying focus issues involved a four-step process. 500 representatives of our main stakeholder groups participated in an anonymous, international online survey and shared with us their input on the importance of sustainability issues for the Group, as well as their feedback on the Group’s performance in the respective areas.

Participants in the survey included employees, customers, investors, non-governmental organizations (NGOs), policymakers, suppliers, journalists, academic institutions, associations and councils, as well as CR experts from other companies. The survey questions covered five thematic areas: ethical governance and sustainable business strategy, product responsibility and business practices, working conditions and the safeguarding of human rights, environmental protection and corporate citizenship.

The list of issues included focus issues already identified by the Group in 2013. Additional focus areas were established according to the most important sustainability initiatives and standards including the Global Reporting Initiative, UN Global Compact and the OECD.

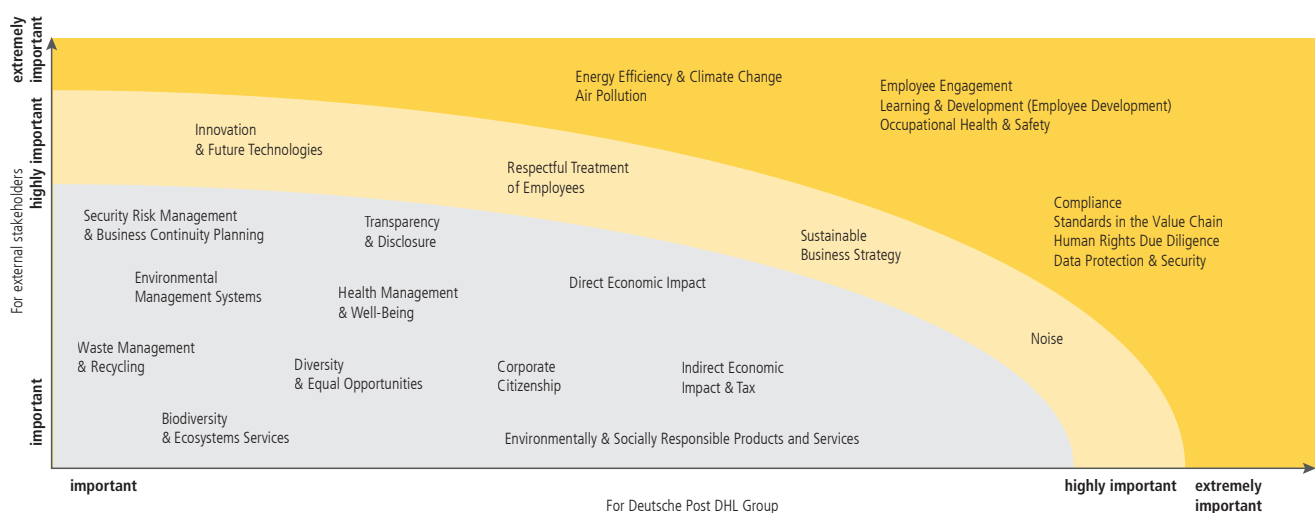
Results of the stakeholder surveys were combined with insights gained from other relevant sources of information. These included information from interviews with stakeholders, analysis of customer requirements, evaluations by CR rating agencies, an evaluation of global trends and issues, and the impact of the logistics industry on environment and society based on the  Green Transformation Lab’s impact study “Responsibility to act”.

Interviews were conducted with members of the Responsible Business Practice Council who shared their assessment of issue relevance. Members of the Sustainability Advisory Council also provided their input. As a final step, material issues and associated KPIs and objectives were confirmed by the Board of Management.

Comparison of materiality analysis results in 2015 and 2017 ✓

Material issues 2015	Material issues 2017
Governance <ul style="list-style-type: none"> ● Compliance ● Standards in the Value Chain ● Data Protection & Security Employees <ul style="list-style-type: none"> ● Employee Engagement ● Employee Development ● Occupational Health & Safety Environment <ul style="list-style-type: none"> ● Energy Efficiency & Climate Change ● Air Pollution & Noise 	Governance <ul style="list-style-type: none"> ● Compliance ● Standards in the Value Chain ● Data Protection & Security Employees <ul style="list-style-type: none"> ● Respect for Human Rights ● Employee Engagement ● Employee Development ● Occupational Health & Safety Environment <ul style="list-style-type: none"> ● Energy Efficiency & Climate Change ● Air Pollution

Key issues in logistics ✓



Memberships & partnerships G4 15, 16

The work we do with national and international organizations is of great strategic importance for our company. Our dialogue with these organizations is a significant contributor to the successful practice of corporate responsibility across the Group. Through our memberships in and partnerships with these organizations we are also able to take part in shaping the dialogue on overarching sustainability issues. These include, for example, the World Economic Forum, the United Nations Global Compact, the UN High Level Advisory Group on Sustainable Transport and the international Partnering Against Corruption Initiative.

We cooperate with a number of establishments and institutions on the full range of our CR activities and develop joint solutions and positions on specific issues. Below are selected examples which, although not mentioned explicitly in this report, are of strategic importance to the company. A complete list of our memberships and partnerships can be found on our Group website.

- **World Health Organization (WHO):** Through our partnership with the WHO we gain knowledge about health risks in specific countries.
- **Business Leadership Forum to Target Depression in the Workplace:** This initiative is designed to help employees tackle the effects of workplace depression.
- **Global Occupational Safety & Health Network of the International Organization of Employers:** Through this network we engage in dialogue with other employers around the world.
- **European Road Safety Charter (ERS):** This membership helps us to improve our knowledge about the causes of road accidents and develop appropriate prevention measures.
- **The Business for Social Responsibility Clean Cargo Working Group:** We are working toward greater sustainability in international ocean freight shipping.
- **Global Logistics Emissions Council, Green Freight Asia:** Our involvement in these initiatives helps to promote standardized emissions calculation methodologies and increase awareness among road transport subcontractors for the importance of emissions data.
- **EV 100:** This initiative aims to accelerate the transition to electric vehicles (EVs) and make electric transport the new normal by 2030.



Awards & distinctions G4 15

In the reporting year, Deutsche Post DHL Group once again received numerous distinctions from customers, environmental and social organizations, and other institutions. These awards reflect the great recognition our corporate responsibility activities have received around the world, and strengthen our resolve to become a benchmark company in this area as well. Several distinctions are listed below by means of example. While they are not mentioned explicitly in the Report, they are of particular importance to us. The complete list can be found on the Group website.

DHL was awarded Gold, Silver and Bronze at the **International Stevie® Awards**. Resilience360 won Gold in the category “Best New Product or Service”. The Silver Stevie was awarded in the category “Sales and Customer Service” and the Bronze award in recognition of a forward-looking approach to developing intercultural business relationships.

Employees

In recognition of its excellent workplace conditions Express received various awards during the reporting year.

- **“Top Employer Global 2017”** – best employer in 59 countries for the third time in a row and the only company to be recognized as such all around the world
- **“World’s Best Workplaces - No.8”** – awarded in recognition of a motivating and engaging corporate culture by Great Place to Work® and the American publication Fortune
- **“Best Employer for Women” and “Best Generation Employer”** – in recognition of the best conditions for women in management and for young employees (Generation Y) in Taiwan
- **“Best Workplace in Korea” and “Best Workplace for Women”** – recognized as one of the best employers in South Korea

Society

- **“Partner Impact Award 2017”**: Awarded by our educational partner Teach First Deutschland
- **“7th Asia Best CSR Practice Award”**: Awarded for an educational project promoting road safety and earthquake awareness in Bangladesh (Global Forwarding, Freight)
- **“#IMake4MyCity 2017”**: First prize for GoTeach and SOS Children’s Villages as part of the Orange Foundation’s “Fablab” competition
- **“CSR Jobs Award”** in recognition of particular involvement in the area of refugee aid
- **“Triangle World Mail & Parcel Awards 2017”** for the Global Volunteer Program

Environment

- **“German Solar Prize 2017”**: Awarded by the European Association for Renewable Energy, EUROSOLAR, for the StreetScooter and the comprehensive realization of an environmentally friendly urban logistics solution
- **“Global Express Provider of the Year” and “Green Award”**: Awarded for the fourth time in a row for excellence at the Payload Asia Awards (Express). The division also received an award for its environmentally friendly business practices.

Further prizes for a strong concept facilitating the circular economy at Gatwick Airport:

- **“Supply Chain Excellence Award 2017”**: First prize in the category “Environmental Improvement”
- **“Green Champion”**: Special award at the Green Apple Environmental Awards for Environmental Best Practice

MULTI-YEAR OVERVIEW

Employee data

Number of employees at Deutsche Post DHL Group at year end ✓

	2013	2014	2015	2016 ²	2017
Employees (headcount)	479,690	488,824	497,745	508,036	519,544
Full-time equivalents ¹	434,974	443,784	450,508	459,262	472,208
Share of part-time employees (%)	-	18.2	18.4	18.5	18.1
Employees by region (headcount)					
Europe	316,071	322,440	326,979	333,080	339,521
of which Europe excl. Germany	112,464	116,709	118,239	121,987	123,719
Germany	203,607	205,731	208,740	211,093	215,802
Americas	78,728	76,230	78,027	81,152	84,470
Asia Pacific	67,473	72,121	73,843	75,045	76,727
Other regions	17,418	18,033	18,896	18,759	18,826
Employees by division (headcount)					
Post - eCommerce - Parcel	197,545	200,868	206,686	214,873	220,038
Express	75,490	79,896	87,453	88,409	96,047
Global Forwarding, Freight	44,903	47,079	44,737	44,283	43,438
Supply Chain	148,565	148,329	147,650	149,279	148,201
Corporate Center / Other	13,187	12,652	11,219	11,192	11,820

¹ Excluding apprentices/trainees; ² Adjusted

Number of employees at Deutsche Post DHL Group (yearly average) ✓

	2013	2014	2015	2016	2017
Employees	478,903	484,025	492,865	498,459	513,338
of which Hourly workers and salaried employees	433,647	440,973	451,882	459,990	477,251
Civil servants	40,321	37,963	35,669	32,976	30,468
Apprentices and trainees	4,935	5,089	5,314	5,493	5,619
Full-time equivalents (including apprentices/trainees)	435,218	440,809	449,910	453,990	468,724



Detailed tables are available for download in the online version of our Corporate Responsibility Report

 cr-report2017.dpdhl.com

Employee turnover at Deutsche Post DHL Group (%)¹ ✓

	2013	2014	2015	2016	2017
Unplanned turnover	6.3	6.6	7.0	7.6	8.5
By region					
Europe	2.7	3.3	3.8	4.3	4.7
of which Europe excl. Germany	1.8	2.2	2.6	3.0	3.3
Germany	0.4	0.6	0.9	0.9	1.2
Americas	17.4	15.6	15.7	18.8	22.8
Asia Pacific	10.8	11.5	11.9	10.4	10.5
Other regions	8.4	7.1	7.0	6.3	5.1
By division					
Post - eCommerce - Parcel	1.9	2.0	2.6	2.8	3.5
Express	8.8	7.1	7.1	8.5	9.4
Global Forwarding, Freight	10.0	10.0	10.9	10.2	11.0
Supply Chain	10.8	12.0	11.9	13.3	14.8
Corporate Center / Other	3.5	3.3	4.7	5.1	4.7
Planned turnover	5.8	6.1	6.6	7.3	6.8
Total turnover Group	12.1	12.6	13.6	14.9	15.3
of which Turnover in management ²	-	-	-	6.7	6.4

¹ Coverage rates Group: 100% (2017), 96% (2016), 97% (2015), 95% (2014), 88% (2013), 77% (2012); ² Upper and middle management

Management vacancies filled with internal candidates at Deutsche Post DHL Group (%)

	2013	2014	2015	2016	2017
Internal management placements¹	87.4	86.9	81.1	78.3	80.8

¹ Upper and middle management

Employees at Deutsche Post DHL Group by gender at year end (%)

	2013 ¹	2014	2015	2016	2017
Share of male employees	64.2	64.1	64.5	65.0	65.0
Share of female employees	35.8	35.9	35.5	35.0	35.0
Female employees by region					
Europe	39.6	39.3	38.7	38.1	37.8
of which Europe excl. Germany	28.8	28.7	28.8	29.0	29.6
Germany	45.4	45.2	44.3	43.4	42.5
Americas	28.1	30.2	32.0	31.7	31.4
Asia Pacific	29.7	29.7	28.8	27.9	29.7
Other regions	21.5	23.5	22.3	23.1	23.3

¹ Adjusted

Share of women in boards/committees and in management at Deutsche Post DHL Group (%) ✓

	2013	2014	2015	2016	2017
Board of Management¹	14.3	14.3	14.3	14.3	14.3
Supervisory Board²	30.0	35.0	35.0	40.0	40.0
Upper and middle management	19.6	19.3	20.7	21.1	21.5
By region					
Europe	-	-	-	20.8	21.4
of which Europe excl. Germany	-	-	-	21.0	21.5
Germany	-	21.1	20.6	20.7	21.3
Americas	-	-	-	20.3	20.8
Asia/Pacific	-	-	-	23.6	23.4
Other regions	-	-	-	17.8	19.3
Female executives					
Upper management	-	-	-	18.3	18.3
Middle management	-	-	-	22.7	23.3

¹ Seven board areas in all; one female board member; ² 20 members in all: 10 shareholder representatives, 10 employee representatives

Age structure of employees at Deutsche Post DHL Group 2017

	< 26	26–30	31–40	41–50	51–60	from 61	Average age
Group¹	11%	13%	25%	25%	22%	4%	41
By region							
Europe	9%	10%	21%	27%	28%	5%	43
of which Europe excl. Germany	9%	13%	28%	27%	19%	4%	41
Germany	10%	8%	17%	27%	32%	6%	44
Americas	16%	17%	28%	21%	14%	4%	38
Asia Pacific	13%	22%	39%	19%	6%	1%	35
Other regions	7%	19%	44%	22%	7%	1%	37
By division							
Post - eCommerce - Parcel	10%	8%	17%	27%	32%	6%	44
Express	12%	18%	35%	23%	11%	1%	37
Global Forwarding, Freight	11%	17%	33%	22%	14%	3%	39
Supply Chain	12%	15%	29%	23%	17%	4%	39
Corporate Center / Other	5%	11%	24%	26%	28%	6%	44

¹ Coverage rate Group: 97%

Work time accounts and partial retirement in Germany¹ at year end

	2013	2014	2015	2016 ²	2017 ²
Employees with time value-/work time accounts	16,737	18,788	20,404	25,724	28,030
Employees in partial retirement	1,429	2,323	3,305	4,307	4,962

¹ Deutsche Post AG, principal company in Germany; ² Including civil servants

Number of employees with disabilities in Germany (yearly average)^{1, 2}

	2013	2014	2015	2016	2017
Employees with disabilities	14,170	14,741	15,149	15,456	15,534
Employment rate (%)	8.7	9.1	9.6	9.9	9.8

¹ Deutsche Post AG, principal company in Germany; ² According to German Social Law (§ 80 Sozialgesetzbuch IX)

Results of the Deutsche Post DHL Group Employee Opinion Survey (%) ✓

	2015	2016	2017
Participation rate	73	74	76
Approval rating per category			
Active Leadership (relevant for executive bonus payments)	73	74	75
Employee Engagement	73	75	75
Customer Centricity & Quality	79	81	80
Future & Strategy	69	72	72
Communication	74	75	76
Teamwork	83	84	84
Learning & Development	79	81	81
Job Fulfillment & Workplace	77	78	78
Continuous Improvement	65	67	68
Group Responsibility	75	77	77
Performance Enablement Index	80	81	81

Certified initiative: Certified employees (%) ✓

	2017
Group	51.4
Post - eCommerce - Parcel	20.4
Express	98.5
Global Forwarding, Freight	97.2
Supply Chain	52.5
Corporate Center / Other	73.2
Executives (upper and middle management)	65.1

Learning and development at Deutsche Post DHL Group¹

		2013	2014	2015	2016	2017
Training days per employee ✓	days	1.4	1.5	1.4	1.5	1.4
of which Online training days per employee	days	-	0.0	0.1	0.1	0.1
Training costs per employee ²	€	148	150	149	143	155
Training costs per full-time equivalent²	€	166	166	165	159	172
Training satisfaction ³	%	70	71	79	81	81

¹ Coverage rates Group: 80% (2017), 76% (2016), 78% (2015), 76% (2014), 69% (2013), 67% (2012); ² The costs were calculated in accordance with Note 6. Notes to the consolidated financial statements;

³ Corresponds to the indicator "Learning & Development" in the annual Employee Opinion survey. Participation rate: 76% (2017)

Staff costs and Human Capital ROI at Deutsche Post DHL Group

		2013	2014	2015	2016	2017
Staff costs¹	€m	17,776	18,189	19,640	19,592	20,072
of which Wages, salaries and compensation		14,300	14,583	15,723	16,092	16,192
Social security contributions		2,110	2,164	2,300	2,324	2,419
Retirement benefit expenses		883	965	1,031	607	891
Other employee benefits		483	477	586	569	570
Staff costs per FTE²	€ 1,000	40.8	41.3	43.7	43.2	42.8
Personnel expenditure ratio³	%	32.4	32.1	33.2	34.2	33.1
Human Capital Return on Invest⁴		1.16	1.16	1.12	1.18	1.19

¹ Notes position 14. Consolidated Financial Statements; ² Calculation based on data published in consolidated financial statements; ³ Staff costs/revenue; ⁴ (EBIT + staff costs)/staff costs; according to consolidated financial statements

Sickness rate at Deutsche Post DHL Group (%)¹ ✓

	2013	2014	2015	2016	2017
Group	4.8	4.9	5.1	5.1	5.2

¹ Coverage rates Group: 100% (2017), 98% (2016), 97% (2015), 94% (2014), 90% (2013), 73% (2012)

Workplace accidents at Deutsche Post DHL Group¹

	2013	2014	2015 ² ✓	2016 ^{2,4} ✓	2017 ² ✓
LTIFR (workplace accidents per 200,000 hours worked)	4.7	4.2	4.0	4.0	4.4
By division					
Post - eCommerce - Parcel	10.8	10.1	10.0	10.2	10.9
of which Excl. mail and parcel last mile delivery (Deutsche Post AG)	n/a	n/a	4.0	4.1	5.2
Express	4.0	3.5	2.8	3.0	3.1
Global Forwarding, Freight	1.9	1.0	0.9	1.0	1.0
Supply Chain	0.8	0.7	0.8	0.6	0.6
Corporate Center / Other	0.6	0.5	0.5	0.4	0.4
By region					
Europe	n/a	n/a	6.3	6.4	7.2
of which Europe excl. Germany	n/a	n/a	1.6	1.5	1.9
Germany	n/a	n/a	10.2	10.6	11.6
Americas	n/a	n/a	1.4	1.3	1.1
Asia Pacific	n/a	n/a	0.3	0.3	0.3
Other regions	n/a	n/a	0.8	1.9	0.7
Other key figures					
Working days lost per accident	14.4	14.2	15.6	14.8	15.3
Fatalities resulting from workplace accidents³	n/a	4	6	4	3
of which due to traffic accidents	n/a	n/a	1	2	1

¹ Coverage rates Group: 99% (2017), 96% (2016, 2015), 92% (2014), 83% (2013); ² Including temporary workers; ³ Coverage rates Group: 100% (since 2015), 92% (2014), 36% (2013); ⁴ Adjusted

Environment data

Jet aircraft - by nitrogen oxide (NO_x) emissions standards

	2013	2014	2015	2016	2017
Total aircraft	170	176	182	190	208
of which CAEP/6 ¹	80	84	90	96	107
CAEP/4 ¹	32	39	46	49	56
CAEP/2 ¹	39	39	34	28	22
No classification	19	14	12	17	23

¹ Classification issued by the Committee on Aviation Environmental Protection (CAEP). The higher the CAEP class, the more stringent the requirements.

Jet aircraft - by noise standard

	2013	2014	2015	2016	2017
Total aircraft	170	176	182	190	208
of which Chapter 4	110	117	122	130	142
Chapter 3	59	59	60	60	66
of which Equipped with hush kits	9	3	0	0	0
No classification	1	0	0	0	0

Total vehicles

	2015	2016	2017
Total	91,973	92,328	97,165
of which Vans	63,650	63,771	67,222
Trucks	11,171	11,227	12,096
Cars	17,152	17,330	17,847

Vehicles by Euronorm class 2017

	2015	2016	2017
Total¹	66,284	63,861	69,709
of which ZEV (zero emission vehicles)	–	–	6,040
Euro 6	4,592	8,701	12,613
Euro 5 + EEV ²	43,640	39,542	36,768
Euro 4	17,205	14,771	13,489
Euro 3 ³	847	847	799

¹ Covers our largest vehicles fleets within scope of Euro emission classification; ² Enhanced environmentally friendly vehicles; ³ Includes Euro 1 (7) and 2 (10) vehicles

Vehicles with alternative drive systems

	2014	2015	2016	2017
Alternative drive systems	1,976	2,886	4,177	7,896
of which Electric & fuel cell	346	881	2,432	6,040
Hybrid	325	372	474	572
Liquid biofuels	0	0	30	30
Compressed natural gas (CNG, contains drives with bio CNG) / liquified natural gas (LNG)	767	864	701	401
Liquefied petroleum gas (LPG)	144	184	121	113
Bioethanol	221	419	269	606
Dual Fuel	173	166	150	134

Deutsche Post DHL Group fleet fuel use (excl. transport partners) ✓

	2013	2014	2015	2016 ¹	2017
Air transport (million kg)					
Kerosene	1,151.0	1,188.0	1,312.8	1,332.5	1,406.3
Road transport					
Road transport (million liters)	450.2	447.6	449.1	447.2	451.1
of which Gasoline	19.3	20.6	21	22.7	21.6
Biodiesel	0.7	1.0	1.4	2.9	3.0
Bioethanol	0.0	0.0	0.1	0.2	<0.1
Diesel	429.6	425.1	426.1	420.2	425.9
Liquefied petroleum gas (LPG)	0.6	0.9	0.5	1.2	0.5
Road transport (million kg)	3.2	4.4	4.9	4.5	3.6
of which Bio natural gas	0.2	0.2	0.2	0.2	0.2
Compressed natural gas (CNG)	2.9	4.2	4.7	1.7	1.1
Liquefied natural gas (LNG)				2.6	2.3

¹Adjusted**Energy use in buildings (million kWh) ✓**

	2013	2014	2015	2016 ³	2017
Total	3,393	3,247	3,113	3,039	3,194
Electricity	1,824	1,697	1,690	1,647	1,737
of which "Green" electricity ¹	1,056	1,040	1,056	1,013	1,086
Standard electricity	768	657	634	634	651
Natural gas	952	951	806	969	903
Heating oil ²	248	308	305	328	275
District heating	202	189	195	54	171
District cooling	8	8	1	8	8
Liquefied petroleum gas (LPG)	159	94	116	33	100

¹ Includes electric vehicles; ² Also includes quantities of gasoline and diesel for auxiliary power generators; ³ Adjusted**Carbon efficiency (index points) ✓**

	2013	2014	2015	2016	2017
Group	22	26	29	30	32
Post - eCommerce - Parcel ¹	25	28	31	31	31
Express ²	35	36	37	37	39
Global Forwarding, Freight ³	15	20	21	23	26
Supply Chain ⁴	23	27	32	30	30

¹ Main reference base: CO₂e per liter (physical volume); ² Main reference base: CO₂e per tonne-km; ³ Main reference base: CO₂e per tonne-km or TEU(20-foot equivalent units)-km;⁴ Main reference base: CO₂e per square meter of warehouse space and CO₂e by revenue from transportation services after adjusting for exchange rate effects

CO₂e emissions Group-wide (million tonnes) ✓

	2013	2014	2015	2016 ¹	2017
Group²	28.31	29.03	27.02	26.86	28.44
of which Scope 1	5.13	5.22	5.6	5.68	5.90
Scope 2	0.49	0.44	0.45	0.37	0.44
Scope 3	22.69	23.36	20.97	20.81	22.10
Emissions by division					
Post - eCommerce - Parcel	1.56	1.60	1.69	1.85	2.14
of which Scope 1	0.49	0.48	0.48	0.53	0.54
Scope 2	0.07	0.08	0.08	0.03	0.09
Scope 3	0.99	1.04	1.13	1.29	1.51
Express	8.18	8.66	9.23	9.42	9.71
of which Scope 1	3.77	3.89	4.29	4.34	4.59
Scope 2	0.13	0.12	0.13	0.13	0.13
Scope 3	4.28	4.64	4.81	4.95	4.99
Global Forwarding, Freight	16.69	16.47	14.18	13.76	14.68
of which Scope 1	0.16	0.16	0.14	0.13	0.10
Scope 2	0.05	0.05	0.05	0.05	0.05
Scope 3	16.47	16.26	13.99	13.58	14.53
Supply Chain	2.18	2.56	2.21	2.19	2.27
of which Scope 1	0.68	0.68	0.67	0.66	0.66
Scope 2	0.2	0.16	0.15	0.15	0.15
Scope 3	1.31	1.72	1.39	1.38	1.46

¹ Adjusted; ² After consolidation of scope 3 emissions from intercompany business activities, including Corporate Center / Other

Scope 2 CO₂e emissions (million tonnes) ✓

	market-based method			location-based method		
	2015	2016	2017	2015	2016	2017
Group¹	0.45	0.37	0.44	0.90	0.81	0.88
Post - eCommerce - Parcel	0.08	0.03	0.09	0.26	0.19	0.27
Express	0.13	0.13	0.13	0.19	0.20	0.20
Global Forwarding, Freight	0.05	0.05	0.05	0.07	0.07	0.06
Supply Chain	0.15	0.15	0.15	0.32	0.31	0.31

¹ Includes Corporate Center / Other

Scope 3 CO₂e emissions included (million tonnes), by GHG category ✓

Category	Activities included	Calculation methodology	2014	2015	2016 ¹	2017
1. Purchased goods and services	Production of goods and services purchased	In accordance with the DEFRA reporting guidance (EEIO)	2.7	2.5	2.0	2.1
2. Capital goods	Production of capital goods	In accordance with the DEFRA reporting guidance (EEIO)	0.6	0.7	0.8	0.7
3. Fuel- and energy-related activities	Extraction, production and transportation of fuels and energy purchased; distribution losses from the generation of electricity, district heating and cooling	IPCC Guidelines, the International Energy Agency, the EN 16258 standard and the DEFRA reporting guidance	1.1	1.3	1.3	1.4
4. Upstream transportation and distribution			27.8	25.2	25.1	26.6
of which - transportation and distribution	Transportation services purchased across all business units	Data from operational and business intelligence systems, emission factors for air transport (NTM), ocean transport (Clean Cargo Working Group), and road transport (Handbook Emission Factors for Road Transport)	22.9	20.9	20.8	22.0
- fuel- and energy-related activities for upstream transportation and distribution	We also report emissions from fuel- and energy-related activities for upstream transportation and distribution to fulfill the requirements of the EN 16258 standard and offset the imbalance between our own and subcontracted transports.	As value chain partners usually do not disclose fuel types used, emissions were calculated assuming most common fuel types (air transport: kerosene; road transport: diesel; ocean transport: HFO) and emission factors provided in the EN 16258 standard.	4.9	4.4	4.3	4.6
6. Business travel	Includes emissions from business travel via airplane. Emissions from business travel via company car are included in our scopes 1 and 2. Emissions from business travel via bus, train, and private/rental cars are not reported due to insufficient data quality and coverage.	Emissions data from our main travel agencies extrapolated to reach full coverage of our business travel	0.05	0.1	0.1	0.1
7. Employee commuting	Includes emissions from employee commuting in vehicles not already included in scopes 1 and 2	Data calculated using global headcount data and national statistics	0.5	0.7	0.7	0.7

¹AdjustedScope 3 CO₂e emissions not included (million tonnes), by GHG category

Rationale	Category	Explanation
not applicable	8. Upstream leased assets	Emissions from the operation of leased assets already included in scopes 1 and 2.
	10. Processing	We do not offer intermediate products for further processing.
	11. Use of sold products	Not applicable due to the nature of our business as a provider of service.
	15. Investments	Not applicable due to the nature of our business.
not reported	5. Waste generated in operations	This category is not currently reported on as it is of limited relevance in terms of quantity and management due to the nature of our business.
	9. Downstream transportation and distribution	This category is not currently reported on as all transportation services purchased by us are included in category 4. Transport services not purchased/controlled by us were estimated and excluded due to limited relevance in terms of quantity and management.
	12. End-of-life treatment of sold products	This category is not currently reported on as it is of limited relevance in terms of quantity and management due to the nature of our business.
	13. Downstream leased assets	This category is not currently reported on. Emissions in this category were estimated and excluded due to limited relevance in terms of quantity and management.
	14. Franchises	This category is not currently reported on. Emissions in this category were estimated and excluded due to limited relevance in terms of quantity and management.

Local air pollutants (tonnes)^{1, 2}

	2013	2014	2015	2016 ³	2017
Mono-nitrogen (NO_x)	32,518	31,965	32,352	35,754	40,428
of which Road transport	18,178	17,625	15,971	15,634	19,191
Air transport	14,340	14,340	16,381	20,120	21,237
Sulphur dioxide (SO₂)	1,825	1,771	1,930	1,711	1,949
of which Road transport	675	621	615	588	763
Air transport	1,150	1,150	1,315	1,123	1,186
Particulate matter (PM₁₀)	1,195	1,129	1,157	1,043	1,264
of which Road transport	976	911	907	881	1093
Air transport	219	218	250	162	171

¹ Emissions data covers our own aircraft and road vehicles only; ² Emissions of local air pollutants from road transport are calculated on actual consumption data, calculations of emissions from air transport are based on route profiles; Emission factors published in the EMEP/EEA Air Pollutant Emission Inventory Guidebook (2013) as well as those published by the US Environmental Protection Agency were applied; ³ Adjusted

Water use at facilities in Germany (million liters)¹

	2013	2014	2015	2016	2017
Water consumption	1,363	1,097	1,054	1,438	1,389

¹ Data are based on annual consumption invoicing; figures were not available at the time of this report's publication.

Society

Corporate citizenship

	2015	2016	2017
Volunteers	110,270	105,804	101,533
of which Involved in projects	78,270	75,692	73,374
Involved through donations	32,000	30,112	28,159
Volunteer hours	258,423	365,076	397,639
Number of projects	2,016	2,490	2,988

Economic data

Key figures

		2013 ¹	2014 ¹	2015 ¹	2016 ¹	2017
Revenue	€m	54,912	56,630	59,230	57,334	60,444
Post - eCommerce - Parcel		15,291	15,686	16,131	17,078	18,168
Express		11,821	12,491	13,661	13,748	15,049
Global Forwarding, Freight		14,787	14,924	14,890	13,737	14,482
Supply Chain		14,227	14,737	15,791	13,957	14,152
Corporate Center/Other		1,251	1,345	1,269	1,279	1,247
Consolidation		-2,465	-2,553	-2,512	-2,465	-2,654
Profit/loss from operating activities (EBIT)	€m	2,865	2,965	2,411	3,491	3,741
Post - eCommerce - Parcel		1,286	1,298	1,103	1,446	1,502
Express		1,083	1,260	1,391	1,544	1,736
Global Forwarding, Freight		478	293	-181	287	297
Supply Chain		441	465	449	572	555
Corporate Center/Other		-421	-352	-351	-359	-349
Consolidation		-2	1	0	1	0
Other key figures						
Capital Expenditure (CapEx)	€m	1,747	1,876	2,024	2,074	2,277
Staff costs	€m	17,776	18,189	19,640	19,592	20,072
Staff cost ratio ²	%	32.4	32.1	33.2	34.2	33.2
Tax rate ³	%	14.0	15.5	16.4	11.2	14.3
Dividend distribution	€m	968	1,030	1,027	1,270	1,409 ^{4,5}
Payout ratio	%	46.3	49.7	66.7	48.1	51.9
Dividend per share	€	0.8	0.85	0.85	1.05	1.15 ^{4,5}
Dividend yield	%	3.0	3.1	3.3	3.4	2.9
Number of shares carrying dividend rights	million	1,209.00	1,211.20	1,208.70	1209.1	1,225.1 ⁵

¹ Adjusted; ² Staff costs/revenue; ³ Income tax expense/profit before income taxes; ⁴ Proposal; ⁵ Estimate