



DELIVERING HELP

The growing number of natural disasters poses an enormous challenge. Governments, disaster relief organizations and businesses alike are called upon to provide quick and efficient help for disaster victims. Taking on this responsibility, Deutsche Post DHL has entered into a strategic partnership in the area of disaster management with the United Nations. By becoming an integrated part of this internationally established humanitarian relief system, we are able to make an effective contribution to helping disaster victims.

As part of our GoHelp program, we provide the United Nations with access to our core competence in logistics, our global network and the know-how of our employees, free of charge. Our efforts cover all phases of disaster management: preparedness, response and recovery. With our Get Airports Ready for Disaster program (GARD) we prepare airports for the logistical challenges posed by natural disasters and their aftermath. After a disaster strikes, our Disaster Response Teams (DRTs) support the handling of relief goods at airports. We also are committed to helping communities recovering from natural disaster through regional projects and the internal relief fund for employees We Help Each Other (WHEO).

For further information please visit us on our website or on Facebook: www.dp-dhl.com/responsibility and www.facebook.com/living.responsibility

MAKING A POSITIVE IMPACT – GLOBALLY AND LOCALLY

We use our knowledge and global presence to make a positive contribution to society and the environment. With “Living Responsibility” as our motto, we focus on environmental protection, disaster management and education, and support the volunteering activities of our employees.

GoGreen: Protecting the environment

- Minimizing the impact of our business activities on the environment
- Improving our carbon efficiency and that of our subcontractors
- Offering green products and services to our customers

GoHelp: Delivering help

- Disaster Preparedness: Preventive measures at airports with Get Airports Ready For Disaster (GARD)
- Disaster Response: Our Disaster Response Teams (DRTs) provide support after a natural disaster
- Recovery: Regional and local recovery projects and the internal employee relief fund We Help Each Other (WHEO)

GoTeach: Improving educational opportunity and employability

- Partnership with Teach For All to improve the quality of education and educational systems
- Partnership with SOS Children's Villages to foster the employability of young people

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Deutsche Post DHL



LIVING RESPONSIBILITY GoHelp

Delivering help



Deutsche Post DHL

EXPEDITING RELIEF EFFORTS THROUGH LOGISTICS

Three focus areas of GoHelp



PREPAREDNESS WITH GARD – GET AIRPORTS READY FOR DISASTER

The severity of the impact of extreme natural phenomena can increase if communities and infrastructures are not adequately prepared. Bottlenecks occur often at local airports, which quickly become overwhelmed with the large volume of incoming relief supplies. This can delay or stop the onward transport of life-saving relief goods.

This is the focus of our training program Get Airports Ready for Disaster (GARD), which we developed together with the United Nations Development Programme (UNDP) in 2009. Experienced employees from DHL Aviation train local airport employees and representatives of disaster management authorities free of charge. In workshops lasting several days, they show participants how to rapidly increase the capacity of their airports in the wake of a natural disaster. They also analyze the airport's maximum capacity for processing goods and passengers in the event of an emergency.

The airport assessment is later transformed into a comprehensive report. Should a natural disaster occur, the airport is in a position to use its capacities more efficiently. Since 2009, representatives from over 30 airports worldwide have participated in GARD workshops. To deepen the integration of the initial workshop results we developed a refresher course in 2012 called GARD plus, which we piloted at the Beirut airport (Lebanon) the very same year.

DISASTER RESPONSE THROUGH OUR DRTs – DISASTER RESPONSE TEAMS

After a natural disaster it is crucial that airports do not become bottlenecks and relief goods reach the people in need as fast as possible. In cooperation with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) we therefore established a global network of Disaster Response Teams (DRTs) in 2005, which support airports in case of a disaster.

Our DRTs provide logistical support free of charge for the movement of relief supplies, including unloading cargo planes, conducting professional warehousing and inventory management as well as loading the relief goods for onward transportation. When the United Nations calls on us for support, we deploy our logistics experts to the affected airport within 72 hours.

The DRT network consists of over 400 trained DHL volunteers. It covers nearly all parts of the world considered vulnerable to natural disasters with three strategically located teams: the Americas (Panama), Middle East/Africa (Dubai) and Asia-Pacific (Singapore). Since being set up, the DRTs have provided logistical support in more than 20 deployments worldwide.

RECOVERY WITH WHEO – RELIEF THROUGH REGIONAL PROJECTS

Deutsche Post DHL and its employees also help provide relief to those who have been affected by natural disasters through regional projects and financial support.

We have been supporting the Latin American non-profit organization Un Techo para mi país (A roof for my country) since 2009, for example. The aim of this organization is to support impoverished families by building stable houses for them. Today more than 700 of our employees volunteer for this organization, supporting more than 600 people in 20 different countries.

Our employees' commitment to social responsibility is also reflected through their participation in the Group's internal "We Help Each Other" relief fund. Employees either make direct donations to the fund or organize donation drives at their office locations. This gives them the chance to help fellow colleagues who have suffered from the effects of a natural disaster quickly and easily.