



# Corporate Health Policy

## Deutsche Post DHL

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## Introduction

The Group's business success is closely tied to its employees' commitment, motivation and creativity. The reason for this is simple: Only healthy feeling people are capable of being innovative and creative on their job.

As a company that follows the principles of sustainability on an international level, we have made it our obligation to keep analysts and other stakeholders informed about our health management activities. This information will encompass the ongoing corporate reporting of key figures related to health management, such as *sick-leave rates* and *accident rates*, as well as an annual health report spanning the Group's activities.

This health policy sets the framework and serves as a guideline for the entire Group. I would like to appeal in particular to all managers for their support and aid in the implementation of these guidelines and furthermore encourage everyone to become actively involved in this important issue.

I look forward to honoring the best health promotion activities in the Group with our new health promotion award.

Promoting the physical and mental well-being of our employees is unquestionably a task worthy of great attention and effort.

Walter Scheurle  
Corporate Board Member for Personnel

## Preamble

Our employees' health, the maintenance and promotion of their ability to perform and the reduction of health-related absences from work are of substantial economic importance. But we do not confine ourselves to reducing health- or accident-related absences alone. As one of the largest service providers in the world, we also see the economic necessity to invest in the health of all our employees – health is a key component of sustainable productivity and service quality.

The *Corporate Health Policy* is based on our Corporate Values and our *Code of Conduct*. It is not limited to fulfilling the legal requirements laid down by individual countries on matters of occupational health and safety. It also serves as the basis for continuous development of our health management. Successful activities, along with experiences of the divisions, regions and countries serve as a basis for discussions and provide valuable information to all executives.

Health management is the responsibility of our executives. It is among their main tasks to create an atmosphere of mutual respect and open communication, and to provide a safe and healthy working environment. In this respect, our health-care experts, including the chief medical officer, assume complimentary responsibility and offer support and advise for the executives.

In our view, health management encompasses the entire range of (systematically-coordinated) activities that

- maintain and promote our employees' physical and mental health,
- support their willingness and ability to perform, and
- create the necessary conditions for this to happen.

We want our employees to act in a responsible and self-determining manner. To this end, we encourage a healthy lifestyle and active participation in health promotion activities.

Accordingly, our *Corporate Health Policy* defines principles for cooperation and contains information on health protection, health promotion and occupational safety.

Our *Corporate Health Policy* includes pertinent international standards and agreements<sup>1</sup> along with requirements of the Global Reporting Initiative.

The policy should strengthen the managerial responsibility and dialogue across all Group divisions and levels. We want to learn from one another. Platforms for discussion include the *Personnel Board* and the annual *Global HR Conference*. We also promote the dialogue with public and private institutions interested in our health management system and its initiatives.

The basic regulations of this guideline will be tailored and adjusted to the varying requirements on the divisional, regional and country levels.

We measure our common success by way of Group-wide key figures, and have introduced standard definitions of *sick days* and *accident rates* (see annex). We also benchmark our activities against those of other companies with the aim of being the company with the best health-management system.

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<sup>1</sup> e.g., United Nations Global Compact; World Health Organization (WHO) Global strategy on occupational health for all, Declaration on workers health; Ottawa, Bangkok Charter for Health Promotion; International Labour Organization (ILO) conventions on occupational safety and health; Luxembourg Declaration on Workplace Health Promotion

## **Objectives of Corporate Health Management**

We regard health as a state of comprehensive physical, mental and social well-being and not merely as the absence of illness. Health encompasses the capability and the motivation to lead an economically and socially active life.

In this sense, work can be a fundamental source of satisfaction and, accordingly, of health.

Through our preventive and health-promotion activities, we intend

- to support our employees' health and encourage them to lead a healthy life,
- to sustain their productivity and professional abilities and strengthen their motivation,
- to enable employees with disabilities to participate in normal work life according to their capabilities, and
- to assume social responsibility with respect to challenges posed to health, including biological risks, epidemics and natural catastrophes by making our know-how available to all.

In this manner, we not only contribute to reducing costs due to absenteeism, but we also increase our own productivity and quality of our services and make an important contribution to customer satisfaction.

## Responsibilities of the Chief Medical Officer

The office of the Chief Medical Officer (CMO) compiles health-related data and information and coordinates Group-wide initiatives. The CMO tracks health-related developments (both internal and external), analyzes action needs and prepares for consulting sessions and decision-making. The office also keeps in touch with important external institutions and agencies<sup>2</sup> in its efforts to ward off potential health threats and the related economic challenges.

The CMO consults managers around the world on health-related issues and cooperates on current challenges with external experts e.g., the World Health Organization, if necessary. He provides the divisions and the Group's headquarters with the information they need to respond to customers, investors, public institutions and NGOs.

The CMO presents a health report every year at the *Global HR Conference* and provides a regular report to the *Personnel Board*.

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<sup>2</sup> e.g., WHO, Centers for Disease Control and Prevention (CDC), Robert Koch Institute (RKI), World Economic Forum (WEF), Global Business Coalition (GBC)

## Basic activities

The basic activities of Corporate Health Management are

- creating and coordinating a Group-wide best-practice platform in close cooperation with the divisions;
- conducting internal and external benchmarking to identify examples of successful health management;
- announcing and awarding an annual corporate health-promotion prize;
- collecting standardized data on *sick-leave rates* and *accident rates* throughout the Group;
- documenting and analyzing key figures on occupational health and safety, comparing these findings with current scientific research; introducing programs;
- conducting ongoing risk evaluation of sick-day and accident-rate trends;
- advising and supporting executives on the design of healthful and ergonomic work areas in order to avoid negative impact of unhealthy work environment;
- preparing a tool box with important health-promoting instruments; providing advice on the implementation, conduct and evaluation of needs-based preventive measures;
- helping in the analysis of employee job duties in terms of possible risk and endangerment issues; handling proposals for suitable corrective measures;
- working out health management standards in close cooperation with divisional, regional and country managers. These managers are in turn responsible for implementing and modifying the programs to suit their particular needs.
- analyzing and reviewing publications issued by such international organizations as the United Nations, WHO and the ILO as well as findings of scientific institutions;
- coordinating inquiries and crisis management arising from such issues as biological threat scenarios and health threats or endangerment, particularly through epidemics such as HIV/AIDS or acute threats such as influenza pandemics;
- encouraging our executives to introduce the OHSAS 18001 standard for occupational health and safety programs in the regions and countries;
- involving our suppliers and subcontractors. We assume that implementing occupational health and safety protection at a high level is also of prime importance to our business partners. We further assume that they use national regulations as minimum standards and



consult them on these questions.

- issuing an annual health report with targeted information for the divisions, regions and countries, including suggestions for developing health management and improving collaborative work.

We expect our managers to actively support these measures. Our employees deserve to work in a safe and healthy environment.

## Organization of Health Management

The country and local HR managers, together with the Chief Medical Officer represent the basis of our health management organization.

They form a strategic network which serves as the link between the national labor and health protection organizations and the respective occupational health and safety experts of the company (operational network).

The *Personnel Board*, the annual *Global HR Conference*, and the regional and local boards discuss the latest health report. They are kept abreast of the status of health management, they review the information and activities for the benefit of their own divisions, and make proposals on ways to further develop our *Corporate Health Policy*. When necessary, special meetings are held.

We work together with works councils and trade union representatives on the basis of national regulations.

The *Corporate Health Policy* is supplemented by modules specifically related to national and international requirements as well as to specific health issues.<sup>3</sup>

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<sup>3</sup>e.g., Global Road Safety, HIV/AIDS Policy, Pandemic Preparedness Plan

**Annex:** KPIs – definitions of *sick-leave rate*, *accident rate*

a) Basis for calculation standard throughout the Group (*sick-leave rate* key figure):

$$\text{Sick-leave rate} = (\text{sick-leave days} / \text{work days}) \times 100$$

Definition of sick-leave days:

The number of sick-leave days is the sum of all work days absent due to illness, excluding days absent due to maternity, pregnancy and cures. For part-time employees, sick-leave days are converted to a full-time basis. Temporary workers, employees on unpaid leave and trainees are not recorded.

Definition of work days:

The number of work days is the sum of actual work days in the reporting month multiplied by the average number of full-time employees in the reporting month. Part-time workers are converted to full-time workers according to their weekly work time. Temporary workers, employees on unpaid leave and trainees are not recorded.

b) *Accident rates* are defined in terms of frequency of accidents. The *accident rate* key figure is used for this:

$$\text{Accident rate} = (\text{number of accidents} / \text{FTEs}) \times 1000$$

Definition of accident:

Accidents are operational occurrences resulting in death, continuing incapacity for work or lost working time of one day / shift or more.

**Regularly updated information is available on the Deutsche Post World Net Intranet page of Health Management / CMO, as follows**

- [Address directory of main internal und external contact points](#)
- [Sources and literature](#)

**Information on Occupational Health and Safety and dangerous goods management is available on the Corporate Intranet page of the Occupational Safety department in the Corporate Center**

- [Occupational Safety / Social](#)

Publisher:

Deutsche Post DHL, Headquarters  
Corporate Communications / Internal Communications  
53250 Bonn

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January 2011

