



DHL Vision, Mission and Values

Corporate citizenship is an integral part of our company's ethos and our approach to it strongly supports the DHL Vision, Mission and Values. It is also aligned with the sustainability strategy of our parent company, Deutsche Post World Net.

DHL Vision

"Customers trust DHL as the preferred global express and logistics partner, leading the industry in terms of quality, profitability and market share."

From our current work, there are signals that our customers – particularly those that are global brands – have increasingly rigorous expectations of their suppliers in terms of their ethical, social and environmental performance.

DHL Mission

- DHL enhances the business of our customers by offering highest quality express and logistics solutions based on strong local expertise combined with the most extensive global network presence
- DHL attracts, develops and retains exceptional people by creating a truly global working environment and placing value on our multi-cultural heritage
- DHL delivers above-average returns by providing superior quality and solutions at all levels of the business processes
- **DHL is a responsible corporate citizen in all countries in which we operate, taking into account the social and environmental needs of our employees, local communities and the public**



Corporate Values

Because of the nature of corporate citizenship, and its reach into the breadth and depth of an organization, our work also supports of the other Group Corporate Values, which are:

- I. To deliver excellent quality
- II. To make our customers successful
- III. To foster openness
- IV. To act according to clear priorities
- V. To act in an entrepreneurial way
- VI. To act with integrity internally and externally
- VII. To accept social responsibilities

Corporate Value VII

- We are committed to goals that generate benefits for the communities where we work.
- We respect the traditions, structures and values of the countries where we operate.
- The protection of our environment is part of our corporate strategy.
- We promote our employees' social commitment.

Statement from the Executive Sponsor of this Value:

“Corporate citizenship is an integral part of today’s business world. Nowadays a company’s success is considered not just in commercial terms. It is also judged on the impact it has on the people it touches, the places where it operates and on its ethics.

“Reputation is everything; it takes years to build and must be protected and enhanced. It is part of fulfilling our customers’ expectations of us – our largest customers demand proof that our commitment to corporate citizenship is equal to theirs. Shareholders and the investment community are also interested in a company’s approach to corporate citizenship – it shows that the management is ‘switched on’ and prepared for the future.”

