



DHL Express India Corporate Social Responsibility (CSR) Policy



1. About DHL

Deutsche Post DHL Group is the world's leading logistic company. The Group is home to two strong brands: DHL offers a comprehensive range of parcel and international express service, freight transport, and supply chain management services, as well as e-commerce logistics solutions. Deutsche Post is Europe's leading postal and parcel service provider.

DHL is the leading global brand in the logistics industry. Our DHL divisions (DHL Express, DHL Global Forwarding & DHL Supply Chain, Post - E-commerce – Parcel) offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfilment solutions, international express, road, air and ocean transport to industrial supply chain management. The Group contributes to the world through sustainable business practices, corporate citizenship and environmental activities.

As the world's leading logistics company, Deutsche Post DHL Group has a special responsibility to contribute to the sustainability of our planet. As a longstanding partner of the United Nations, we strongly support the UN's Sustainable Development Goals (SDGs) and have made sustainability a cornerstone of our business strategy.

DHL Express (India) Private Limited (referred to as “DHL Express India” going forward) is part of the globally operating Deutsche Post DHL Group and operates DHL Express services in India using the extensive global coverage of the DHL Express Network which connects more than 120,000 destinations, over 500 airports around the world and offers International Express Shipment Services to its Customers in India.

DHL Express India supports the group's policy of contributing to the Sustainable Development Goals through its programs under Corporate Social Responsibility. This policy provides further details of approach taken by DHL Express India to undertake CSR programs.

2. CSR Vision: Living Responsibility

With market leadership, comes responsibility. At DHL Express India, the ultimate goal of CSR programs is impact; the company wants to help make the world a better place, and do it as effectively as possible. Its approach is to match the Group's strengths with priority global needs, and to work with leading international organizations so that available resources are channelled for maximum effectiveness.

All CSR activities carried out by DHL Express India are thus integrated into the Group-wide corporate responsibility strategy: “Living Responsibility”, under which the focus is on protecting the environment (Go Green), delivering help (Go Help), supporting small and medium sized businesses (Go Trade) and championing education (Go Teach).

Go Teach

DHL Express India will support programs that aim to enhance learning outcomes and ensure grade appropriate competencies of children from vulnerable segments.



Initiatives will promote holistic child development as well as teacher professional development and community sensitization through active collaboration with institutional and community stakeholders. Initiatives promoting relevant and dignified livelihood opportunities for unemployed youth and women as well as well-being for families will also be supported. Programs will be in alignment with Sustainable Development Goal 4: Quality Education.

Go Help

DHL Express India will undertake programs to enhance the safety of the larger ecosystem in which it operates in and be a carrier of help. The projects will aim to combat effects of natural disasters, pandemic, road safety and drug abuse. Programs will be in alignment with Sustainable Development Goal 11: Sustainable Cities and Communities.

Go Green

DHL Express India will support global mission of Zero Emission by 2050 by undertaking initiatives to enable carbon offset at scale. Programs will aim to combat ecological degradation in local communities through initiatives like tree plantation, cleanliness drives etc. as well as support local agroforestry initiatives. Programs will be in alignment with Sustainable Development Goal 13: Climate Action.

Go Trade

DHL Express India will undertake programs to support marginalised population in setting up small and medium sized businesses in order to promote sustainable economic growth through trade in alignment with Sustainable Development Goal 8: Decent Work and Economic Growth.

3. Objectives of CSR Policy

The CSR Policy, formulated in alignment with the vision of DHL Express India, lays down guidelines and mechanisms to be adopted by the company to carry out CSR Projects / Programs. All CSR Projects / Programs will be conceived and implemented through a focused approach towards target beneficiaries for generating maximum impact. CSR Projects / Programs of DHL Express India may be carried out directly or in partnership with credible implementing agencies.

The CSR Policy shall apply to all CSR Projects / Programs undertaken by DHL Express India. The Board shall review the CSR policy and may amend the same as per the requirement of DHL Express India. The Board level CSR Committee may review and make changes to the policy at any other intervals in case of any change in the **Section 135 of The Companies Act, 2013 and The Companies (Corporate Social Responsibility Policy) Rules, 2014, which deals with the provisions relating to CSR.**

4. Governance Structure

The DHL CSR governance structure in India will be headed by a **Board of Directors level CSR Committee**. These at present include the Country Manager and CFO of DHL Express India.

The Board will review and approve the CSR projects on an ongoing basis presented by the CSR Committee.

The CSR Committee responsibilities include, but not limited to:

- (a) Formulate and recommend to the Board, action plan for CSR implementation as per CSR policy
- (b) Recommend the amount of expenditure to be incurred on the activities
- (c) Monitor the Corporate Social Responsibility Policy of the company from time to time for effectiveness.

5. Annual Allocation of the CSR Budget

The Board shall ensure that DHL Express India spends at least 2 **(two) percent** of the average net profits made during the 3 **(three) immediately preceding Financial Years** in pursuance of its Corporate Social Responsibility Policy.

The 2 (two) percent CSR budget to be spent will be allocated as per the provisions of the Companies Act, 2013. In the event that the amount indicated above is not spent in its entirety in that Financial Year, the reasons thereof will be outlined and necessary action to be taken as per provisions of the Companies Act 2013 and Rules made thereunder.

All CSR projects and programs implemented by DHL Express India will be in line with its declared CSR policy and statutory regulations as per Schedule VII (Section 135) of the Companies Act 2013.

In the event that DHL Express India makes any surplus or profit from pursuing its CSR Projects / Programs, these will not form part of the business profit and will be invested back into CSR Projects.

6. Annual Action Plan

The CSR committee of DHL Express India submits an Annual Action Plan to the Board (reviewed on a regular basis). The Annual Action Plan is divided into two sections and elaborates on the following components:

Section 1: Summary

- CSR budget allocated
- CSR budget pending for allocation
- CSR budget utilised by implementation agencies

Section 2 - Detailed plan (covering allocation and utilisation)

- List of approved projects

- Implementation mode and timeline
- Budget
- Programmatic and Financial utilisation status

The Annual Action Plan is reviewed by the Board and alterations are made based on reasonable justification provided

7. Operationalization of CSR Programs

- In implementing its CSR Projects/Programs DHL Express India may choose to implement programs itself or partner with a Registered Trust, Society or a Section 8 Company that fulfil all requirements of Section 135 of Companies Act, 2013. DHL Express India may also enter into partnerships with the government, business partners and communities to achieve a significant impact of the social projects.
- DHL Express India will undertake CSR activities as stated in the Annexure, in the above-mentioned focus areas preferably around the operations and/or areas of presence of DHL Express India. The CSR Committee may, if required, recommend to the Board of Directors as part of the CSR Policy, activities outside of the above-mentioned areas.
- All activities will be undertaken in project mode with defined objectives and deliverables, clarity on target beneficiaries, implementation plans with schedule of timeline agreed prior to commencement of activities
- As applicable and appropriate, necessary processes including baseline, midline and end of project assessments will be undertaken to allow for a structured approach and mid-course correction as required
- This Policy builds on the learning and good practices of the CSR projects initiated by DHL Express India and its ongoing CSR projects will be aligned to this Policy.

8. Monitoring and Evaluation Practices

In compliance with the Companies Act 2013 and to ensure funds spent on CSR programmes are creating the desired impact on the ground, a comprehensive Monitoring and Reporting framework will be used. A robust monitoring and evaluation system will be developed for each project as per its specific requirements. As and when appropriate, third party evaluations may be built in to assess impact on beneficiaries and progress towards achievement of the objectives of the CSR Policy. Documentation and reporting will be undertaken for all projects to aid availability of updated information and to capture learning for posterity. Suitable framework for financial controls, processes and reporting will be put in place for CSR activities

Key objectives of monitoring throughout the implementation period will be to establish whether:

- The projects are making satisfactory and timely progress towards the objectives agreed
- The financial management and reporting are satisfactory
- To flag any course correction required
- Projects will evaluate the success of social investments at the end of their implementation period and document any lessons learned.

Annexure: Projects

Sr. no.	Project / Program	Sector as per Schedule VII of Act
1	Education towards holistic education and education towards employment	Promote education; Promote livelihood enhancement
2	Reclamation of degraded and deforested land and promotion of sustainable and ecological land use through tree plantation drives in urban and/or rural areas	Ensure environmental sustainability, ecological balance, conservation of natural resources and maintaining quality of soil, air and water
3	Generate community engagement through plantation drives	Ensure environmental sustainability, ecological balance, conservation of natural resources and maintaining quality of soil, air and water
4	Support farmer livelihoods, create awareness about best plantation practices and generate community engagement through plantation drives	Ensure environmental sustainability, ecological balance, agroforestry, conservation of natural resources and maintaining quality of soil, air and water; Promote livelihood enhancement
5	Support drug rehabilitation efforts through outreach programmes, counselling and visits to rehabilitation centres	Promote healthcare including preventive healthcare
6	Training of fleet drivers, police / first responders etc in anticipatory driving, accident prevention and road safety norms	Promote healthcare including preventive healthcare
7	Covid relief and aid projects	Funds may be spent for various activities related to COVID-19 under items nos. (i) and (xii) of Schedule VII relating to promotion of health care including preventive health care and sanitation, and disaster management
