

**DHL GREEN SERVICES**  
**DECREASE EMISSIONS.**  
**INCREASE EFFICIENCY.**



# IS YOUR SUPPLY CHAIN CARBON EFFICIENT?

Carbon emissions are increasing, and the corporate world is demonstrating its leadership in meeting one of the greatest environmental and economic challenges of our time.

## SUSTAINABILITY INCORPORATED INTO BUSINESS STRATEGIES

It has become a board level topic to reduce the environmental impact from core business.



## INCREASED CARBON TRANSPARENCY AND DISCLOSURE

More companies disclosing their carbon emissions in their annual report or to external bodies.

## INCREASED POLLUTION CONTROL AND REGULATIONS

New regional and local legislation affecting companies and their supply chains.



## COST SAVINGS PRESSURE

Increased carbon efficiency measures across the supply chain, leading to optimized transport flows and capacity utilization – and ultimately, cost savings.

It is in this context that a global service provider with the ability to deliver carbon transparency and reduction solutions offers you a genuine competitive advantage.

# WHY YOU SHOULD CHOOSE DHL GREEN SERVICES

We provide carbon transparency solutions to enable you to visualize and optimize the carbon emissions of your supply chain flows and reduce overall costs.



## INDUSTRY EXPERIENCE

We're the pioneers in the development of green logistics solutions:

- Deep understanding of **environmental requirements** across different industries and sectors.
- Relationship with **environmental authorities** and standardizing bodies on global and regional levels.
- Solid **carbon accounting governance** model, audited by external parties.
- Progressing towards DHL's **own carbon efficiency target** with great results (including subcontractors' fleet).



## CUTTING EDGE TECHNOLOGY

We provide state-of-the-art carbon optimization tools to help you improve your carbon footprint:

- User-friendly interface to **online Carbon Dashboard**, enabling focus on carbon efficiency modeling.
- Ability to integrate **3rd party transport providers data** into DHL's Carbon Dashboard.
- **Web-based operating system** allows global carbon emission visibility across the supply chain, per trade lane and transport mode.
- Collaboration with the **Green Transformation Lab** and **Singapore Management University** ensures that our technology constantly improves.



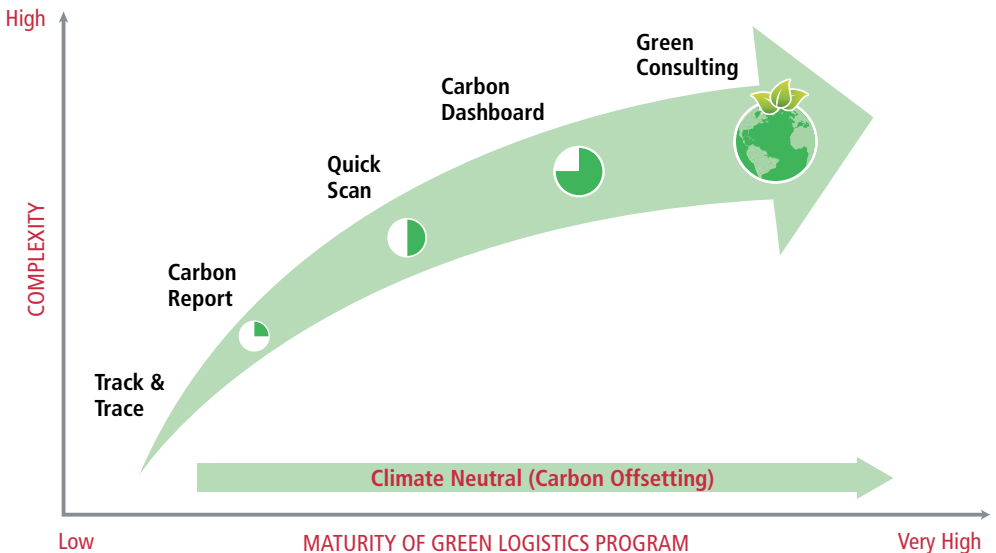
## BROAD PORTFOLIO

Our broad range of DHL GREEN SERVICES ensures a one-stop solution to make your supply chain carbon efficient:

- We offer a suite of carbon transparency services compliant to latest **carbon calculation standards**.
- We calculate carbon emissions on **shipment level in real time** via our innovative Track & Trace application.
- Carbon efficiency KPIs are monitored and benchmarked to find **optimization potential**, in both cost and emissions.
- Portfolio **constantly developing** to adhere to changing legislation/standards, and to meet your expectations.

# DHL GREEN SERVICES OUR SOLUTION FOR YOU

Our DHL GREEN SERVICES portfolio offers you various levels of carbon transparency and helps you to find improvement areas to optimize the carbon emission of your supply chain and reduce your environmental impact. No matter how big or small your company is, we can offer you the right carbon transparency solution.



# DHL GREEN SERVICES

## OUR SOLUTION FOR YOU

SERVICE	DESCRIPTION	CUSTOMER NEEDS
Track & Trace	At-your-fingertips carbon emissions per shipment based on real-time shipping data	Reporting of carbon emissions is the first step in greening your logistics. With the Track & Trace application, you're just one click away from seeing the emissions per shipment.
Carbon Report	<p>We provide an easy to understand Carbon Report that gives full transparency of the carbon emissions generated from your air, ocean and road freight moves within the DHL Global Forwarding &amp; Freight network.</p> <p>The Carbon Report can be issued on an agreed monthly, quarterly or yearly basis, depending on your needs.</p>	The Carbon Report complies with the latest carbon accounting standards such as the 'Greenhouse Gas Protocol Product Lifecycle Accounting and Reporting Standard' and the 'European Norm 16258'.
Quick Scan	<p>At-a-glance view of air, ocean and road carbon efficiency compared to sector benchmarks, to identify carbon and cost efficiency improvement opportunities.</p> <p>It provides an overview of pre-defined Carbon &amp; Transport Efficiency KPI for your top trade lanes, per transport mode.</p>	DHL identifies your carbon hot spots, and can offer to develop an action plan for increasing the carbon efficiency and reducing costs.
Carbon Dashboard	<p>Web-based graphical modeling of supply chain to find carbon and cost optimization opportunities.</p> <p>Contains a simulation tool to explore the various levers to reduce carbon emissions, such as: routing, transport modes and shipment density.</p>	User-friendly online platform that enables you to focus on carbon efficiency, rather than time-consuming data handling.
Green Consulting	<p>Tailor-made green consulting studies, to improve carbon efficiency and reduce costs.</p> <p>Our experts can also help you to design a carbon reduction program for your supply chain.</p>	Adding carbon efficiency as a third dimension, in addition to costs and lead-time, to deliver value.
Climate Neutral	<p>Fully certified offsetting for your carbon emissions through contributions to internationally recognized climate protection projects, verified by an authorized 3rd party.</p> <p>Each year, a certificate is issued showing the accrued carbon emissions neutralized through offsetting.</p>	<p>Companies that are seeking to neutralize the carbon emission of their supply chain.</p> <p>The Climate Neutral certificate can be used for internal or public purpose, and is certified by a 3rd party organization.</p>

# YOUR QUESTIONS ANSWERED

## **What is carbon emission?**

Carbon dioxide (CO<sub>2</sub>) emissions are the common type of gas emitted from the burning of fossil fuels. The higher the carbon content in the fossil fuel, or the more inefficient the burning process, generally, the greater amount of CO<sub>2</sub> is produced.

## **Why should my company reduce carbon emissions?**

There are many drivers why a company should reduce their environmental impact and their carbon emissions. Legislative, customer or consumer requirements could be the driver but also reducing emissions can be part of a company actioning their corporate social responsibility. Also, by improving the overall carbon efficiency of your supply chain, cost reduction opportunities can be identified.

## **Shouldn't DPDHL also reduce CO<sub>2</sub>?**

Absolutely. In 2007, Deutsche Post DHL announced the GoGreen climate protection program with the aim of becoming 30% more carbon efficient by 2020, including our own and our sub-contracted carbon emissions. To date, we have made significant progress, and we're on track to reach our 2020 target – you can find the latest status on [www.dpdhl.com](http://www.dpdhl.com)

## **How does the DHL GoGreen program benefit me as a customer?**

Since our improvement activities are based on our own fuel and energy consumption as well as our sub-contracted fleet (airlines, haulers and shipping lines) you, as a customer, also benefit from these efforts, since the shipments that you transport with DPDHL are also more carbon efficient. Also, our emission factors are updated yearly to reflect the latest changes.

## **How can the reduction of CO<sub>2</sub> lead to cost optimization?**

Reviewing the CO<sub>2</sub> emissions in comparison to benchmark KPIs can indicate whether the supply chain is operating carbon efficiently or not. If a supply chain is not carbon efficient, it may also mean that it's not cost efficient. For example, underutilized containers or pallets represent cost optimization potential.

## **What standards is DHL using to calculate carbon emissions?**

We use the standard EN 16258:2012 (Methodology for calculation and declaration of energy consumption GHG Protocol Product Lifecycle Accounting and Reporting Standard), the most acceptable standard globally.

## **What sources of emission factors are you using?**

Road emission factors based on HBEFA (Handbook Emission Factors for Road Transport), Ocean emission factors based on CCWG (Clean Cargo Working Group), Air emission factors based on NTM (Network for Transport Measures). This is the basis for our used Vehicle Operation System (VOS).

## **Are you updating the emission factors to reflect changes in the fleet (aircrafts, vessels)?**

Yes, not only the changes in fleet but we also take the actual utilization rate and the routing (transported distance) into account.

## **Are you audited by an external auditor?**

Yes, our carbon management system and Corporate Social Responsibility report are audited annually by a 3rd party.

# YOUR QUESTIONS ANSWERED

## **Is DHL also calculating emissions from other greenhouse gases such as NO<sub>x</sub>, SO<sub>x</sub>, PM and HC?**

Yes, besides CO<sub>2</sub> we also report CO<sub>2</sub>e (incl. CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub>, HFC, NF<sub>3</sub> and PFC). Upon request, our advanced reporting additionally can include NO<sub>x</sub>, SO<sub>x</sub>, CO, HC and PM.

## **Are you helping companies in all sectors?**

Yes, the topic of green logistics is an important and an increasingly strategic topic in all industry sectors. DHL GREEN SERVICES are helping the likes of large multi-national automotive corporations as well as smaller fashion companies all with the same aim, to make their supply chain as carbon and cost efficient as possible.

## **Can you put me in contact with other companies' sustainability and/or logistics teams?**

Absolutely. We have a proven record of connecting people in a network environment, and can share our contacts with you.

## **What credits are you offering within the Climate Neutral service?**

We offer Gold Standard CERs (Certified Emission Reductions), Gold Standard VERs (Verified Emission Reductions) and Voluntary Carbon Units (VCUs) which get certified by the (Voluntary Carbon Standard). All carbon credits fulfill Kyoto Protocol criteria. Our carbon credits are part of the voluntary carbon market and are not part of a cap and trade system (where emission allowances can be traded).

## **What is CDP?**

CDP (formerly Carbon Disclosure Project) is an international, not-for-profit organization, providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information. This online platform enables companies to disclose their carbon emissions information for public usage, such as financial market analysts.



You can find out more about DHL GREEN SERVICES online at [www.dhl.com/gogreen](http://www.dhl.com/gogreen) or by contacting your local sales representative.

