

OUR ROADMAP TO ZERO EMISSIONS

April, 2023

DHL Parcel – Excellence. Simply delivered.



Agenda

- 1 A sustainable strategy

- 2 CO₂ emissions and logistics

- 3 Our route to fossil-free logistics

- 4 Plans for 2023

- 5 Working together



A SUSTAINABLE STRATEGY



Our roadmap to sustainability

We can only make a lasting positive impact if we pursue a clear Benelux strategy in line with our Group strategy. Our roadmap to sustainability focuses on three main goals:

 **Clean operations for climate protection**

 **Great company to work for**

 **Highly trusted company**

We also want to **create a lasting impact** in the community. We do this through our **Go programs**.



CO₂ EMISSIONS AND LOGISTICS

Parcel delivery = 330 grams of CO₂ – compared to:

300 g



800 g



900 g



2 kg



6 kg



14 kg



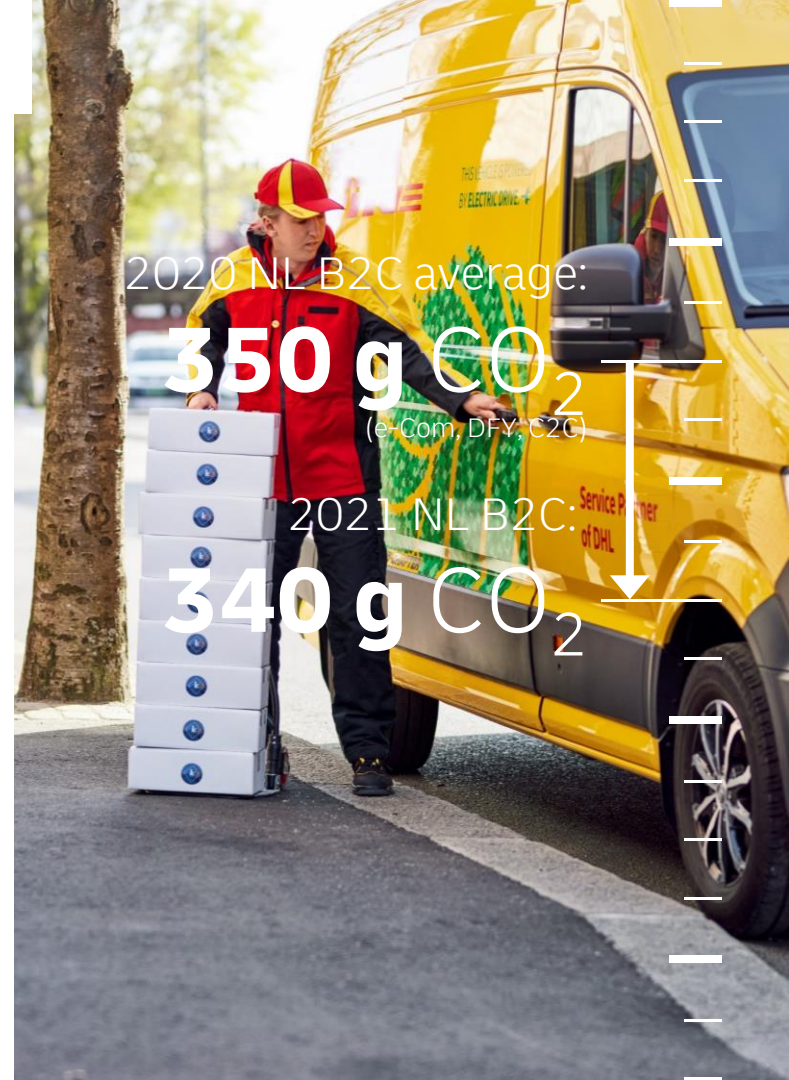
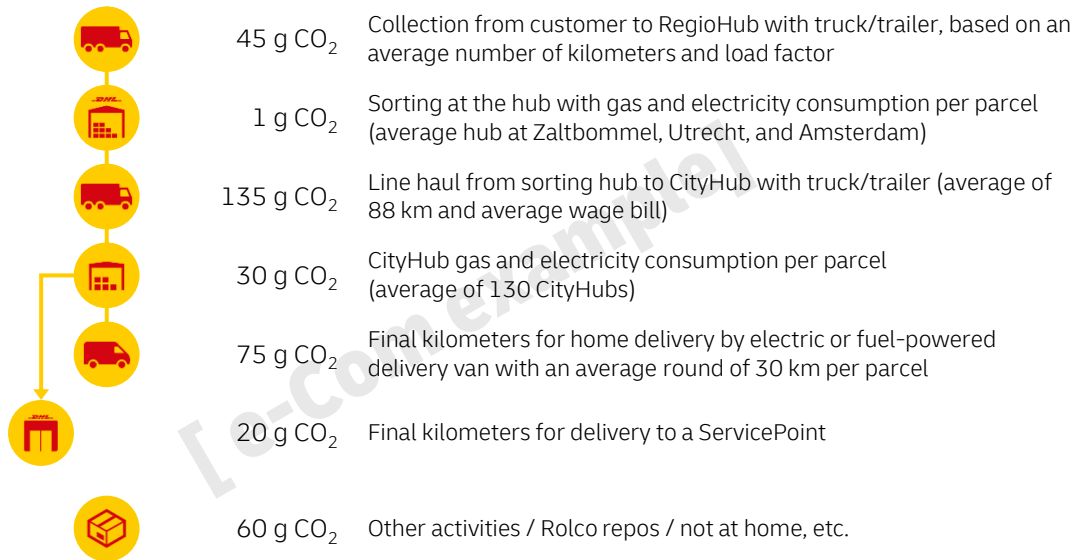
32 kg



79 kg



Delivering a parcel to the consumer (2020):



Other players in the sector with their own complete chain:

PostNL

PostNL aims to deliver all parcels and mail emission-free in the last mile in the Benelux by **2030**.



DPD

DPD will deliver emission-free in the 45 largest cities in the Netherlands by **2025**.



UPS

UPS has committed to 100% CO₂ neutrality by **2050**.



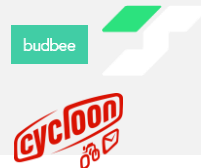
GLS

GLS started using electric vehicles in **four Dutch city centers** in 2020. By **2025**, they aim to have reduced their CO₂ emissions by 20 per cent.



Other parties

There are also other, smaller-sized players. These players only manage part of the logistics chain themselves. The rest is outsourced, e.g. to DHL or to service partners.



OUR ROUTE TO EMISSION-FREE LOGISTICS





DHL Parcel Netherlands 2023

- **Maximum reduction** of CO₂ emissions throughout logistics chain
- **2023: fossil-free last mile incl. ServicePartners** thanks to electrification and use of HVO100
- Expansion of DHL ServicePoints network
- Maximize use of delivery bikes in cities
- Opening of BREEAM-certified CityHubs

Our sustainable route to emission-free transport



Short-term (B2C)

- 2020: **350 g of CO₂ emissions** per parcel
- 2021: **340 g of CO₂ emissions** per parcel
- 2022: **330 g of CO₂ emissions** per parcel
- 2023: fossil-free last mile incl. ServicePartners



Sustainable fleet

- **Largest electric fleet** incl. ServicePartners
- 2023: **2,500** electric vehicles
- Maximize use of **delivery bikes**
- Scale up use of **HVO100 and biofuels**



Dense delivery network

- **Low CO₂ emissions** as standard thanks to **efficient network** of RegioHubs and CityHubs
- Large cities have **two to five CityHubs**
- This means that **CO₂ emissions** per parcel are **lower than those of competitors** as standard
- **Short routes** to recipient



BREEAM certification

- For **energy-neutral RegioHubs and CityHubs**
- Investment of **€150M** for new, sustainable locations
- Rapidly **improve sustainability** of existing buildings



Smart delivery options 2C

- Dense network of **4,000 DHL ServicePoints** and parcel lockers
- Change **delivery day or location** as a standard service free of charge
- **Most sustainable intervention** visible via track and trace and My DHL app



Employees

- Every employee is a **GoGreen specialist**
- Support for nature and other good causes via **DHL Cares** foundation



In addition

- Prevent CO₂ emissions via **Gold Standard projects** in developing countries
- **Nature restoration** with Land Life Company in Spain, Portugal, and Iceland



We provide

- Info on your contribution via **My DHL Parcel**
- Annual **SGS-certified** certificate
- **Communication materials** for your channels incl. "Sent by climate-neutral delivery" logo



Ratings & Rankings

GLEC framework, GHG Protocol, Corporate Accounting and Reporting Standard, Corporate Value Chain (Scope 3), EU-ETS DIN EN 16258, ISO 14064 standards

Overview of DHL Parcel Benelux

- 16 regional hubs
- 4 central hubs
- 130 CityHubs
- 4,000 DHL ServicePoints/Lockers
- Head office in Utrecht
- Benelux Setup
- Market share (2021) – 40%

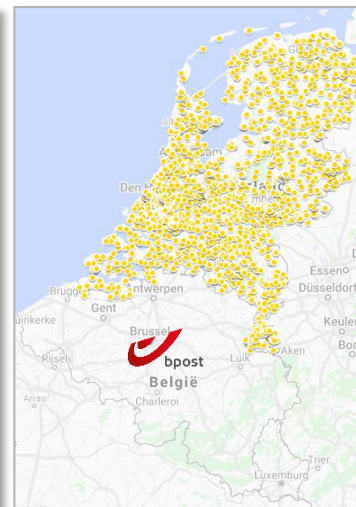
Regional Sort Hubs



CityHubs



DHL ServicePoints



Ideal CityHub structure: short routes

DHL



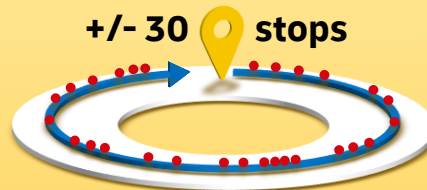
DENSE CITYHUB NETWORK

Very dense CityHub network near to zip codes.



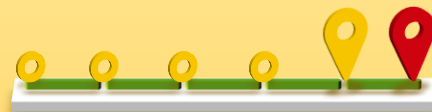
HIGH STOP DENSITY

Very high stop density, around 30 stops per hour.



EMISSION REDUCTION

Reduction of CO₂ emissions throughout the entire logistics process.



The Netherlands

- **355** municipalities
- **4,100** zip codes
- **220,000** streets

DHL Parcel / day

- 6,000 rounds
- **800,000** parcels

Our day-to-day operations

- 17 rounds per municipality
- **1.5 rounds per zip code**
- 4 parcels per street

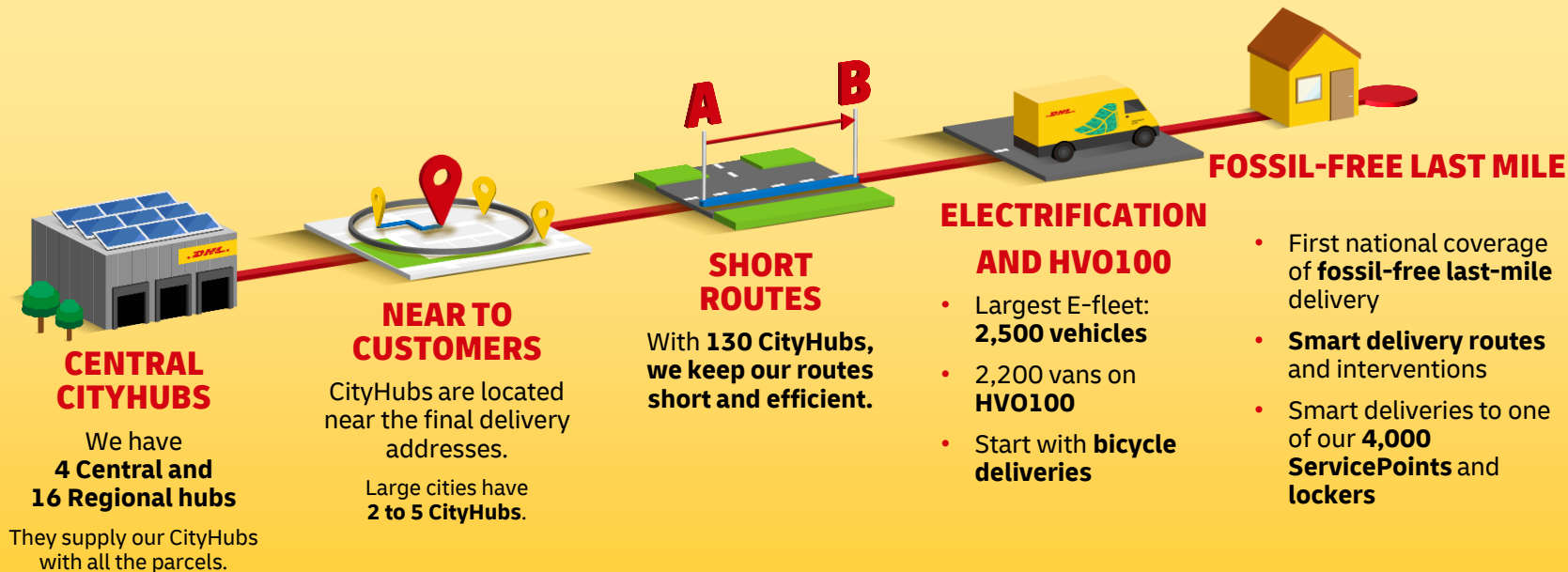
Amsterdam

- **400** parcels per zip code

- **7.5** parcels per street

LESS CO₂
NATURALLY

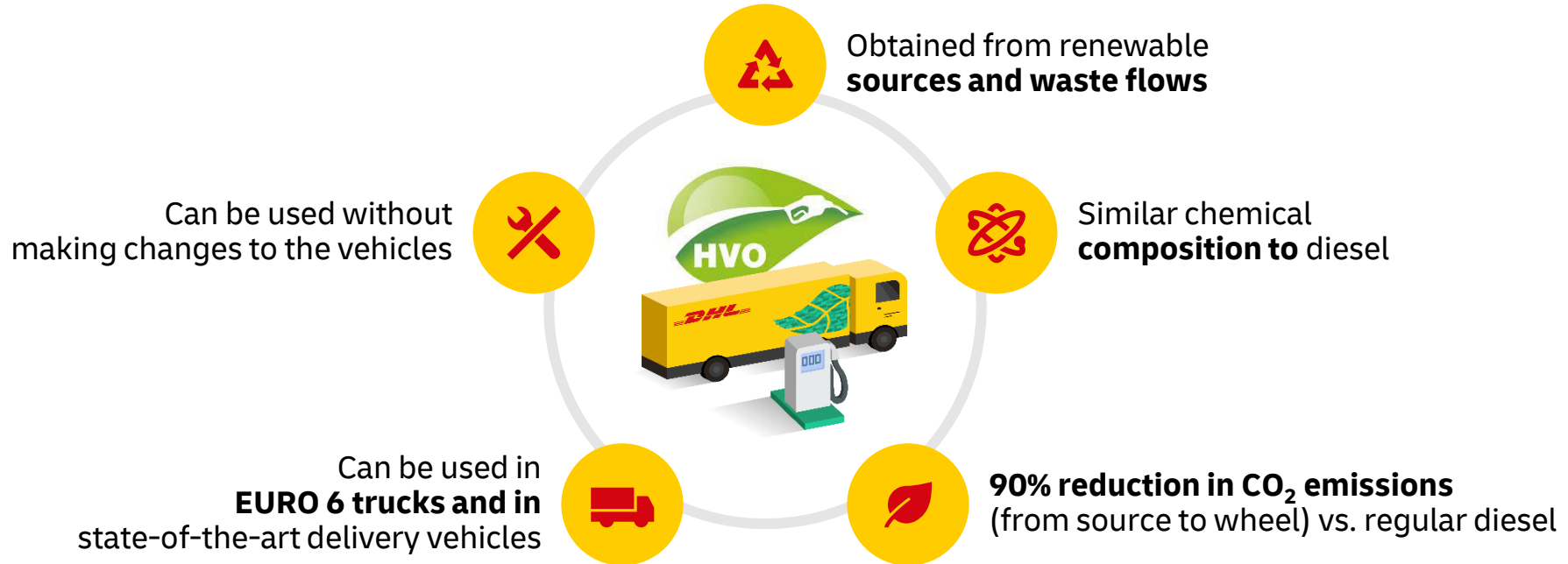
Ideal CityHub structure: short routes



Electrification throughout the logistics network:



In cases where electrification is not yet possible, we will scale up the use of HVO100 diesel and biofuels:



And...



4,000 DHL
ServicePoints and
parcel lockers



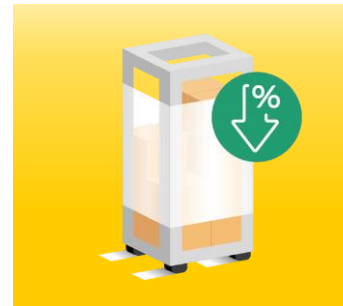
Offer consumers most
sustainable
intervention via track
and trace and My DHL



Give drivers insight
into driving behavior
and diesel
consumption



Local employee
initiatives to improve
sustainability of
processes and
products



30% less film used in
operations

But also play a part outside our own logistics chain

- Prevent CO₂ emissions in developing countries
- Investments via Gold Standard Certified projects
- Annual certificate for customers who pay GoGreen surcharge

Annual certificate

- My DHL Parcel
- Various filter options
- Annual certificate and pledge



And invest in nature restoration

- Cooperation with Land Life Company
- Invest in nature restoration in Europe
- Also stimulate economy and biodiversity
- 2023: start of large-scale nature restoration in Haukadalur, Iceland



LAND LIFE COMPANY

Iceland , <i>Skridufell /Haukadalur</i>	(320 ha), 500,000 trees	Expected CO ₂ reduction 87,409 tonnes in next 40 years
Portugal , <i>Freguesia de Tavares</i>	(89 ha), 55,000 trees	Expected CO ₂ reduction 13,641 tonnes in next 40 years
Spain , <i>Ariza</i>	(55 ha), 45,000 trees	Expected CO ₂ reduction 9,650 tonnes in next 40 years



Your current contribution via GoGreen surcharge*



DOM B2C **330 g CO₂**
DOM B2B **434 g CO₂**

PARCEL DOMESTIC

€0.01



B2C INT **1.3 kg CO₂**
B2B INT **2.3 kg CO₂**

PARCEL INTERNATIONAL

€0.03



B2B DOM **10.3 kg CO₂**

PALLET DOMESTIC

€0.25



B2B INT PAL **54 kg CO₂**

PALLET INTERNATIONAL

€1.10

* The audit used to determine CO₂ and make a prediction for the year ahead. Certification will follow in April.

The results for you as a customer

1



**INNOVATIVE,
AMBITIOUS
PARTNER IN
LOGISTICS**

2



**WORK
ACCORDING TO
THE HIGHEST
STANDARDS**

3



CLIMATE-NEUTRAL DELIVERIES

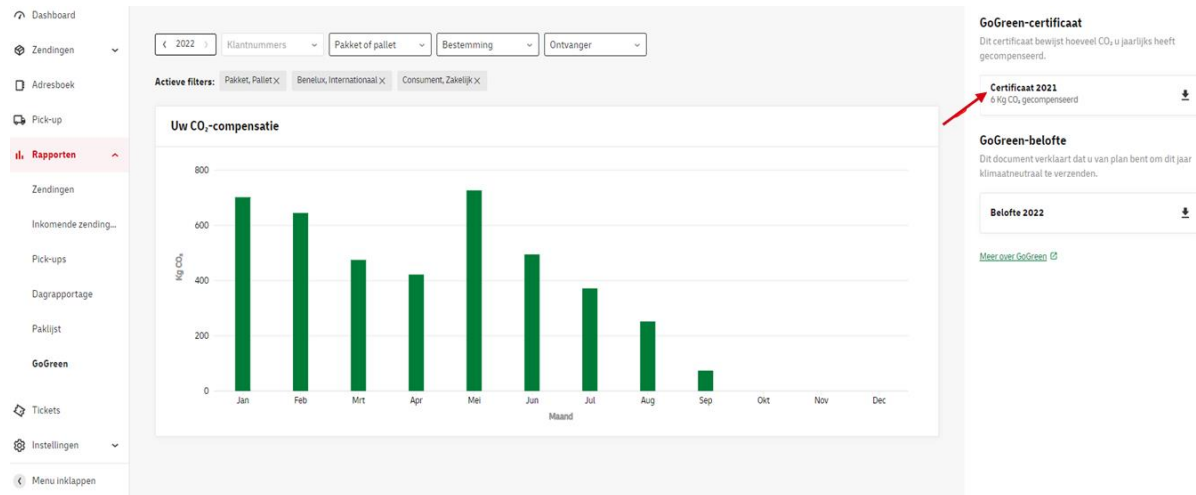
Fantastic news! This parcel will be sent by climate-neutral delivery. Want to receive more green parcels from now on? Choose to collect them from a DHL ServicePoint.

[**Read more about GoGreen**](#)

The results for you as a customer

Information about your CO₂ emissions via My DHL Parcel:

- Access to the GoGreen dashboard
- Information about your monthly CO₂ compensation
- Filter by customer number, parcel or pallet, destination, type of recipient, and year
- Download the GoGreen certificate and GoGreen pledge



PLANS FOR 2023



DHL PARCEL NETHERLANDS

OUR GREEN PLANS FOR 2023

We will reach a milestone:
a fossil-free last mile!



We will continue testing
the Easy Green Capsule.

GREEN JOURNEYS

We will have 2,500
electric delivery vans in our
fleet. The remaining vans will
run on HVO100 diesel fuel.



We will also start delivering
by bicycle in many locations.

GREEN GROWTH

We will open even more
DHL ServicePoints, around
800 parcel lockers, and 10
climate-neutral CityHubs.

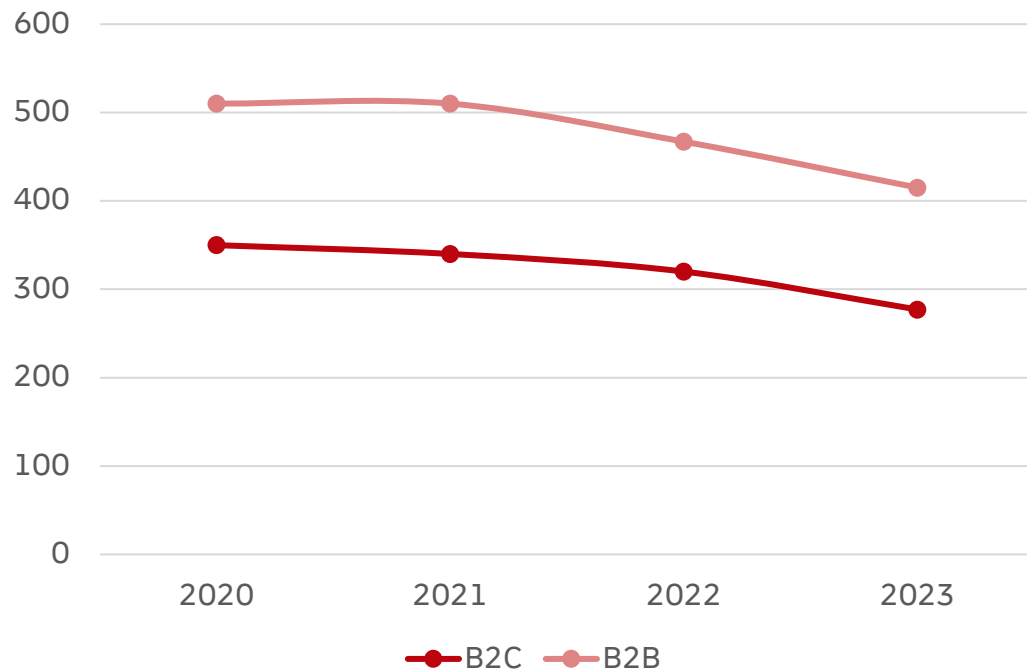


+200 hectares of land have been restored
in Iceland by planting +200,000 trees. In
2023, we will continue to work with Land
Life on large-scale nature restoration
projects such as in Haukadalur, Iceland.



And we are doing even more. We
are taking on initiatives, big and
small, to make the world a better
place.

CO₂ emissions per shipment in grams



**Future emissions are subject to change. This prediction depends on external factors, such as volume, availability of HVO100 diesel, and delivery dates for electric vehicles.*

WORKING TOGETHER



The Easy Green Capsule

- Almost **24%** (40% for clothing) of an e-commerce parcel is air. Only 14% of packaging is recycled.
- An e-commerce parcel requires 20 times more handling than a B2B delivery to a store.
- Reinventing packaging together.
- Initial tests with a reusable bag.
- Test results to be shared in 2023.



About the reusable bag

To combat material waste, we are developing a brand-new type of reusable packaging called the Easy Green Capsule. This is a bag instead of a box, made from recycled polypropylene. It can be reused up to a hundred times and is extremely robust, waterproof, and dustproof. It is still currently in the pilot phase but may soon be available for use!

What can you do?

- Balance between “underpackaging” and “overpackaging”
- Avoid sending air to consumers
- 81% of consumers consider recyclable packaging important

Tips:

- Minimize packaging
- Sustainable packaging and filling material
- Indicate on the packaging if it is sustainable
- Monitor delivery of goods with DHL Parcel



Highlight climate-neutral delivery

- 40% of recipients want their parcels to be delivered sustainably
- 60% of consumers look for information about green deliveries on the website where they place their order

Our document includes:

- “Sent by climate-neutral delivery” logo
- Green leaf for use at your check-out
- Explanation of GoGreen to add to your FAQ
- Template for social media



Let's do it together! Will you join us?

Sent by climate-
neutral delivery via

