





ANNEX

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ANNEX

About this report

The 2016 Corporate Responsibility Report (CR Report) was prepared in accordance with the international G4 Guidelines (Core Option) issued by the Global Reporting Initiative (GRI). The material issues selected for the report are based on the results of our 2015 materiality analysis. The CR Report also serves as an Advanced Level Communication on Progress (COP) on our commitment to the ten principles of the UN Global Compact (UNGC). The linkages to the UNGC's ten principles are based on the UNCI/GRI publication "Making the Connection". The UNGC principles have been integrated and noted accordingly in the GRI Index.

Publication

The CR Report is published annually and appears concurrently with the Group's Annual Report. The 2016 CR Report was published March 8, 2017 online as well as in PDF format in both German and English. The 2015 report was published March 9, 2016. The Group has been reporting on the environment, HR matters and corporate responsibility since 2003. All of these reports can be found in the download area of the Deutsche Post DHL Group website.

Independent third-party review

Report content on material topics as well as content in the chapter "Organization & Strategy" was reviewed by the audit firm Pricewaterhouse-Coopers (PwC), Frankfurt/Main. Information regarding the scope and outcome of the audit can be found in the Assurance Report. Carbon offset data for our climate neutral products are verified annually by the audit firm Société Générale de Surveillance (SGS). The results of this audit are not available until after the publication of this report. We therefore refer you to the Deutsche Post DHL Group website for further information.

Reporting scope

The 2016 CR Report covers the period from January 1 until December 31, 2016 and applies to the consolidated group as described in the 2016 consolidated financial statements. The consolidated group includes all companies controlled by Deutsche Post AG. Departures from this rule are indicated accordingly. The list of the Group's shareholdings for 2016 is available for download on the Deutsche Post DHL Group website. Content that has been reviewed and verified by PwC has been marked accordingly (✓ PwC).

Data measurement techniques, bases of calculations

Unless otherwise noted, "headcount" is used to refer to our employees in quantitative terms; this data is as of year-end (December 31, 2016). Data measurement techniques are accounted for at the appropriate sections herein. The bases of calculations for data, including assumptions and techniques underlying estimations, are also duly noted. This also applies to any changes made in the calculation bases over the previous year. Adjustments to prior-year figures are marked accordingly. In accordance with the Greenhouse Gas Protocol standard, Scope 2 greenhouse gas emissions are reported as gross CO₂e volumes using both the site-based and market-based methods. Unless explicitly stated otherwise, reported data is based on the market-based method. Our calculation methodologies meet the requirements of the European Emissions Trading System (EU-ETS) as well as the EN 16258 and ISO 14064 standards.

Contact

Your opinion is important to us. Please feel free to mail us your questions and suggestions.

Deutsche Post AG – Headquarters – Corporate Communications and Responsibility, 53250 Bonn / Germany

Materiality analysis 2015 ✔ PwC

Deutsche Post DHL Group conducted a materiality analysis in 2015 as a way to identify focus issues within three main areas: Employees, the Environment and Governance. Focus issues were identified and concrete goals and KPIs were defined for each issue.

- In the area of Employees, we will focus on the issues of employee engagement, learning and development, and occupational health and safety.
- In the area of Environment, we will concentrate on issues of energy efficiency, as well as air pollution and noise.
- In the area of Governance, our focus is on compliance, data protection and security, as well as standards in the value chain (especially environmental and social standards in the supply chain).

We do not report KPIs for compliance, data protection and data security, or environmental and social standards in the supply chain since these figures contain sensitive information pertaining to our business.

Methodology behind the materiality analysis

Identifying those issues considered material by Deutsche Post DHL Group involved a four-step process.

First, 500 different stakeholder representatives participated in an international, anonymous online survey and shared with us their input on the importance of sustainability issues for the Group, as well as their feedback on the Group’s performance in the respective areas. Participants in the survey included employees, customers, investors, non-governmental organizations (NGOs), policymakers, suppliers, journalists, academic institutions, associations and councils, as well as CR experts from other companies.

The survey questions were based on the following five thematic areas: ethical governance and sustainable business strategy, product responsibility and business practices, working conditions and the safeguarding of human rights, environmental protection and corporate citizenship. The list of issues was established according to today’s most important sustainability initiatives and standards (including the Global Reporting Initiative – GRI, UN Global Compact, OECD), and also based on the requirements of customers, CR rating agencies and internal evaluation methods. The issues identified in 2015 were largely the same as those identified for our company in 2013.

As a second step, the results of the stakeholder surveys were combined with insights gained from other relevant sources of information. These sources included:

- Information from interviews with selected stakeholders
- Analysis of customer requirements
- Insights gained from external evaluations by CR rating agencies
- Evaluation of global trends and issues (Issues Monitoring), as well as
- The impact of the logistics industry on environment and society based on the Green Transformation Lab’s impact study “Responsibility to act”.

The third stage of the process involved interviews with members of our internal Responsible Business Practice Council as well as with members of the Deutsche Post DHL Group Board of Management, who were asked to provide their input on possible focus issues and their relevance. In addition, an evaluation was performed by the Sustainability Advisory Council, which is made up of independent external CR specialists.

In the final step, issues identified as material by internal and external evaluations were reviewed and confirmed by the Board of Management, and then assigned individual KPIs and target objectives.

The material issues along with their KPIs and targets form the basis for the continuous performance improvement process and the associated reporting, both internally and externally.

Results of the 2015 materiality analysis ✔ PwC

HIGHLY IMPORTANT FOR EXTERNAL STAKEHOLDERS	<ul style="list-style-type: none"> ▪ Innovation & Future Technologies ▪ Sustainable Business Strategy ▪ Respectful Treatment of Employees ▪ Elimination of Child and Forced Labor 	EIGHT MATERIAL RBP ISSUES FOR DPDHL GROUP Governance <ul style="list-style-type: none"> ▪ Compliance ▪ Standards in the Value Chain ▪ Data protection & Security People <ul style="list-style-type: none"> ▪ Employee Engagement ▪ Learning & Development ▪ Occupational Health & Safety Environment <ul style="list-style-type: none"> ▪ Energy Efficiency ▪ Air Pollution & Noise
IMPORTANT FOR EXTERNAL STAKEHOLDERS	<ul style="list-style-type: none"> ▪ Environmental Management Systems ▪ Waste Management & Recycling ▪ Biodiversity & Ecosystems Services ▪ Environmentally & Socially Responsible Products & Services ▪ Transparency & Disclosure ▪ Respect & Support Workers’ Rights and Labor Relations ▪ Diversity & Equal Opportunities ▪ Health Management & Well-Being ▪ Security Risk Management & Business Continuity Planning ▪ Direct Economic Impact ▪ Indirect Economic Impact & Tax ▪ Corporate Citizenship 	<ul style="list-style-type: none"> ▪ Human Rights Due Diligence
	IMPORTANT FOR DEUTSCHE POST DHL GROUP	HIGHLY IMPORTANT FOR DEUTSCHE POST DHL GROUP

Multi-year overview

EMPLOYEE DATA

Number of employees at Deutsche Post DHL Group at year end ✓ PwC

	2012	2013	2014	2015	2016	+/- % vs. 2015
Employees¹	473,626	479,690	488,824	497,745	508,036	2.1
Full-time equivalents ²	428,129	434,974	443,784	450,508	459,262	1.9
Share of part-time employees (%)	-	-	18	18	18	-
Employees by region¹						
Europe	316,331	316,071	322,440	326,979	333,080	1.9
of which Germany	201,425	203,607	205,731	208,740	211,093	1.1
Americas	75,243	78,728	76,230	78,027	81,152	4.0
Asia Pacific	64,888	67,473	72,121	73,843	75,045	1.6
Other regions	17,164	17,418	18,033	18,896	18,759	-0.7
Employees by division¹						
Post - eCommerce - Parcel	176,871	197,545	200,868	206,686	213,101	3.1
Express	92,862	75,490	79,896	87,453	90,181	3.1
Global Forwarding, Freight	45,128	44,903	47,079	44,737	44,283	-1.0
Supply Chain	145,293	148,565	148,329	147,650	149,279	1.1
Corporate Center/Other	13,472	13,187	12,652	11,219	11,192	-0.2

¹ Headcount; ² Excluding apprentices/trainees

Number of employees at Deutsche Post DHL Group (yearly average) ✓ PwC

	2012	2013	2014	2015	2016	+/- % vs. 2015
Employees	472,321	478,903	484,025	492,865	498,459	1.1
of which Hourly workers and salaried employees	424,950	433,647	440,973	451,882	459,990	1.8
Civil servants	42,461	40,321	37,963	35,669	32,976	-7.5
Apprentices and trainees	4,910	4,935	5,089	5,314	5,493	3.4
Full-time equivalents¹	428,287	435,218	440,809	449,910	453,990	0.9

¹ Including apprentices/trainees

Employee turnover at Deutsche Post DHL Group (%)¹ ✓ PwC

	2012	2013	2014	2015	2016
Group	10.6	12.1	12.6	13.6	14.9
of which Planned turnover	5.6	5.8	6.1	6.6	7.3
Unplanned turnover	5.0	6.3	6.6	7.0	7.6
Unplanned turnover by region					
Europe	1.7	2.7	3.3	3.8	4.3
of which Germany	0.5	0.4	0.6	0.9	0.9
Americas	15.5	17.4	15.6	15.7	18.8
Asia Pacific	9.6	10.8	11.5	11.9	10.4
Other regions	6.2	8.4	7.1	7.0	6.3

¹ Coverage rates Group: 96% (2016), 97% (2015), 95% (2014), 88% (2013), 77% (2012)

Management placements at Deutsche Post DHL Group at year end (%)¹

	2012	2013	2014	2015	2016
Group	85.9	87.4	86.9	81.1	78.3

Employees at Deutsche Post DHL Group by gender at year end (%)

	2012 ¹	2013 ¹	2014	2015	2016
Share of female employees	36.8	35.8	35.9	35.5	35.0
Share of male employees	63.2	64.2	64.1	64.5	65.0
Share of female employees by region					
Europe	40.1	39.6	39.3	38.7	38.1
of which Germany	45.7	45.4	45.2	44.3	43.4
Americas	30.8	28.1	30.2	32.0	31.7
Asia Pacific	29.8	29.7	29.7	28.8	27.9
Other regions	21.0	21.5	23.5	22.3	23.1

¹ Adjusted

Leadership bodies and executives at Deutsche Post DHL Group by gender at year end (%) ✓ PwC

	2012	2013	2014	2015	2016
Board of Management: Share of female members ¹	14.3	14.3	14.3	14.3	14.3
Supervisory Board: Share of female members ²	30.0	30.0	35.0	35.0	40.0
Upper and middle management: Share of female executives	18.5	19.6	19.3	20.7	21.1
of which in Germany	–	–	21.1	20.6	20.7

¹ Seven board areas in all; one female board member; ² 20 members in all: 10 shareholder representatives, 10 employee representatives

Age structure of employees at Deutsche Post DHL Group 2016

	Average age	<20	21-30	31-40	41-50	51-60	61+
Group¹	41	2%	20%	25%	26%	23%	4%
By region							
Europe	43	2%	15%	21%	28%	29%	5%
of which Germany	45	3%	14%	16%	29%	33%	5%
Americas	38	2%	28%	29%	22%	15%	4%
Asia Pacific	35	1%	34%	40%	18%	6%	1%
Other regions	36	1%	27%	43%	22%	6%	1%

¹ Coverage rate Group: 94% (2016)“Generations Pact” in Germany¹ at year end

	2012	2013	2014	2015	2016 ²	+/- % vs. 2015
Employees with time value-/ work time accounts	12,850	16,737	18,788	20,404	25,724	26.1
Employees in partial retirement	446	1,429	2,323	3,305	4,307	30.3

¹ Includes Deutsche Post AG, principal company in Germany; ² Including civil servantsNumber of employees with disabilities in Germany (yearly average)^{1, 2}

	2012	2013	2014	2015	2016	+/- % vs. 2015
Employees with disabilities	13,740	14,170	14,741	15,149	15,456	2.0
Employment rate (%)	8.6	8.7	9.1	9.6	9.9	-

¹ Includes Deutsche Post AG, principal company in Germany; ² According to German Social Law (§ 80 Sozialgesetzbuch IX)

Results of the Deutsche Post DHL Group Employee Opinion Survey (%) ✓ PwC

	2015	2016
Participation rate	73	74
Approval rating per category		
Active Leadership ¹	73	74
Employee Engagement	73	75
Customer Centricity & Quality	79	81
Future & Strategy	69	72
Communication	74	75
Teamwork	83	84
Learning & Development	79	81
Job Fulfillment & Workplace	77	78
Continuous Improvement	65	67
Group Responsibility	75	77
Performance Enablement	80	81

¹ Relevant for executive bonus payments

Learning and development at Deutsche Post DHL Group¹

		2012	2013	2014	2015	2016	+/- % vs. 2015
Training days per employee ✓ PwC	Number	1.6	1.4	1.5	1.4	1.5	7.1
of which Online training	Number	-	-	0.0	0.1	0.1	-
Training costs per employee²	€	168	148	150	149	143	-4.0
Training costs per full-time equivalent²	€	190	166	166	165	159	-3.6
Training satisfaction³	%	70	70	71	79	81	2.5

¹ Coverage rates Group: 76% (2016), 78% (2015), 76% (2014), 69% (2013), 67% (2012); ² The costs were calculated in accordance with Note 6, Notes to the Consolidated Financial Statements; ³ Corresponds to the indicator "Learning and Development" in the annual Employee Opinion Survey. Participation rate 74% (2016)

Staff costs and HR Human Capital ROI at Deutsche Post DHL Group

		2012	2013	2014	2015	2016
Staff costs¹	€m	17,770	17,776	18,189	19,640	19,592
of which Wages, salaries and compensation		14,179	14,300	14,583	15,723	16,092
Social security contributions		2,094	2,110	2,164	2,300	2,324
Retirement benefit expenses		984	883	965	1,031	607
Other employee benefits		513	483	477	586	569
Personnel expenditure ratio²	%	32.0	32.4	32.1	33.2	34.2
Human Capital Return on Invest (ROI)³		1.15	1.16	1.16	1.12	1.18

¹ Notes position 14, Consolidated Financial Statements; ² Staff costs/revenue; ³ (EBIT + staff costs)/staff costs; according to Consolidated Financial Statements

Sickness rate at Deutsche Post DHL Group (%)¹ ✓ PwC

	2012	2013	2014	2015	2016
Group	5.2	4.8	4.9	5.1	5.1

¹ Coverage rates Group: 98% (2016), 97% (2015), 94% (2014), 90% (2013), 73% (2012)

Workplace accidents at Deutsche Post DHL Group¹

	2013	2014	2015 ² ✓ PwC	2016 ² ✓ PwC
LTIFR (workplace accidents per 200,000 hours worked)	4.7	4.2	4.0	4.0
By region				
Europe	n.a.	n.a.	6.3	6.4
of which Germany	n.a.	n.a.	10.2	10.6
Americas	n.a.	n.a.	1.4	1.3
Asia Pacific	n.a.	n.a.	0.3	0.3
Other regions	n.a.	n.a.	0.8	1.9
By division				
Post - eCommerce - Parcel	10.8	10.1	10.0	10.2
of which Without mail and parcel last mile delivery (Deutsche Post AG)	n.a.	n.a.	4.0	4.0
Express	4.0	3.5	2.8	3.1
Global Forwarding, Freight	1.9	1.0	0.9	1.0
Supply Chain	0.8	0.7	0.8	0.6
Corporate Center/Other	0.6	0.5	0.5	0.4
Working days lost per accident	14.4	14.2	15.6	14.8
Fatalities resulting from workplace accidents³	n.a.	4	6	4
of which Due to traffic accidents	n.a.	n.a.	1	2

¹ Coverage rates Group: 96% (since 2015), 92% (2014), 83% (2013); ² Including temporary workers; ³ Coverage rates Group: 100% (since 2015), 92% (2014), 36% (2013)

ENVIRONMENT DATA

Jet aircraft - by nitrous oxide (NO_x) emissions standards

	2010	2011	2012	2013	2014	2015	2016
Total aircraft	147	155	168	170	176	182	190
of which CAEP/6 ¹	49	59	71	80	84	90	96
CAEP/4 ¹	36	36	33	32	39	46	49
CAEP/2 ¹	34	34	39	39	39	34	28
No classification	28	26	25	19	14	12	17

¹ Classification issued by the Committee on Aviation Environmental Protection (CAEP). The higher the CAEP class, the more stringent the requirements.

Jet aircraft - by noise standard

	2010	2011	2012	2013	2014	2015	2016
Total aircraft	147	155	168	170	176	182	190
of which Chapter 4	69	80	100	110	117	122	130
Chapter 3	75	73	67	59	59	60	60
Equipped with hush kits	20	17	15	9	3	0	0
No classification	3	2	1	1	0	0	0

Vehicles by Euronorm class 2016

	2015	2016
Total¹	66,284	63,861
of which Euro 6	4,592	8,701
Euro 5 + EEV	43,640	39,542
Euro 4	17,205	14,771
Euro 3 ²	847	847

¹ Covers our largest vehicle fleets within scope of Euro emission classification; ² Includes Euro 1 (2) and 2 (10) vehicles

Fuel use for transportation (million kg)¹ ✓ PwC

	2011	2012	2013	2014	2015	2016
Air transport						
Kerosene	1,019.1	1,059.0	1,151.0	1,188.0	1,312.8	1,332.5
Road transport						
Total liquid road fuels	476.4	472.3	450.2	447.6	449.1	449.8
of which Gasoline	37.4	37.0	19.3	20.6	21.0	22.7
Biodiesel	1.5	1.8	0.7	1.0	1.4	2.9
Bioethanol	1.2	0.3	0.0	0.0	0.1	0.2
Diesel	435.3	432.3	429.6	425.1	426.1	420.2
Liquefied petroleum gas (LPG)	1.0	0.9	0.6	0.9	0.5	1.2
Liquefied natural gas (LNG)						2.5
Total gaseous road fuels	1.4	2.2	3.2	4.4	4.9	1.9
of which Biogas	0.2	0.4	0.2	0.2	0.2	0.2
Compressed natural gas (CNG)	1.2	1.8	2.9	4.2	4.7	1.7

¹ Covers consumption data for our own aircraft and vehicles only

Efficiency measures vehicles

	2014	2015	2016
Total	17,599	20,939	25,516
Number of alternative drive systems	1,976	2,886	4,177
of which Electric & fuel cell	346	881	2,432
Hybrid	325	372	474
Liquid biofuels	0	0	30
(Bio) Compressed natural gas (CNG)/liquefied natural gas (LNG)	767	864	701
Liquefied petroleum gas (LPG)	144	184	121
(Bio-) Ethanol	221	419	269
Dual Fuel	173	166	150
Other efficiency-enhancing technologies	15,623	18,053	21,339
of which Advanced aerodynamics	1,673	1,880	1,740
Eco-chiptuning & speed limiting systems	6,768	6,963	8,637
Telematics	6,864	8,932	10,679
Lightweight design	267	278	283
Other	51	0	0
Subcontractors	1,420	1,569	2,240
Number of alternative drive systems	1,373	1,532	1,988
of which Electric & fuel cell	60	56	67
Hybrid	1	0	1
Liquid biofuels	1,026	1,187	1,242
(Bio) Compressed natural gas (CNG)/liquefied natural gas (LNG)	48	51	192
Liquefied petroleum gas (LPG)	219	219	266
(Bio-) Ethanol	1	1	207
Dual Fuel	18	18	13
Other efficiency-enhancing technologies	47	37	252
of which Advanced aerodynamics	28	27	30
Telematics	10	10	215
Lightweight design	9	0	7
Total	19,019	22,508	27,756

Buildings: Energy use (million kWh) ✓ PwC

	2012	2013	2014	2015	2016
Total	3,127	3,393	3,247	3,113	3,489
Electricity	1,737	1,824	1,697	1,690	1,647
of which "Green" electricity ¹	745	1,056	1,040	1,056	1,013
Standard electricity	992	768	657	634	634
Natural gas	864	952	951	806	969
Heating oil ²	242	248	308	305	778
District heating	185	202	189	195	54
District cooling	8	8	8	1	8
Liquefied petroleum gas (LPG)	91	159	94	116	33

¹ Includes electric vehicles; ² Also includes quantities of gasoline and diesel for auxiliary power generators

Water use at facilities in Germany (million liter)¹

	2012	2013	2014	2015
Water consumption	1,102	1,363	1,097	1,054

¹ Data are based on annual consumption invoicing; figures were not available at the time of this report's publication

Carbon efficiency (index points)¹ ✓ PwC

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Group	0	3	9	15	18	20	22	26	29	30
Post - eCommerce - Parcel ²	0	16	17	18	27	26	25	28	31	31
Express ³	0	9	23	28	30	32	35	36	37	37
Global Forwarding, Freight ⁴	0	0	2	9	10	11	15	20	21	23
Supply Chain ⁵	0	-3	-4	11	20	26	23	27	32	30

¹ Previous years' figures adjusted; new weighting based on absolute carbon emissions adjusted for efficiency gains; ² Main reference base: CO₂e per liter (physical volume); ³ Main reference base: CO₂e per tonne-km;

⁴ Main reference base: CO₂e per tonne-km or TEU (20-foot equivalent units)-km; ⁵ Main reference base: CO₂e per square meter of warehouse space and CO₂e by revenue from transportation services after adjusting for inflation

CO₂e emissions Group-wide (million tonnes) ✓ PwC

	2013	2014	2015 ¹	2016
Group²	28.31	29.03	27.02	26.92
of which Scope 1	5.13	5.22	5.60	5.68
Scope 2	0.49	0.44	0.45	0.37
Scope 3	22.69	23.36	20.97	20.87
Emissions by division				
Post - eCommerce - Parcel	1.56	1.60	1.69	1.84
of which Scope 1	0.49	0.48	0.48	0.53
Scope 2	0.07	0.08	0.08	0.03
Scope 3	0.99	1.04	1.13	1.28
Express	8.18	8.66	9.23	9.43
of which Scope 1	3.77	3.89	4.29	4.34
Scope 2	0.13	0.12	0.13	0.13
Scope 3	4.28	4.64	4.81	4.96
Global Forwarding, Freight	16.69	16.47	14.18	13.82
of which Scope 1	0.16	0.16	0.14	0.13
Scope 2	0.05	0.05	0.05	0.05
Scope 3	16.47	16.26	13.99	13.64
Supply Chain	2.18	2.56	2.21	2.18
of which Scope 1	0.68	0.68	0.67	0.66
Scope 2	0.20	0.16	0.15	0.15
Scope 3	1.31	1.72	1.39	1.37

¹ Adjusted; ² After consolidation of scope 3 emissions from intercompany business activities, including Corporate Center/Other

Scope 2 CO₂e emissions in 2016 (million tonnes) ✓ PwC

	market-based method		location-based method	
	2015	2016	2015	2016
Group¹	0.45	0.37	0.90	0.81
Post - eCommerce - Parcel	0.08	0.03	0.26	0.19
Express	0.13	0.13	0.19	0.20
Global Forwarding, Freight	0.05	0.05	0.07	0.07
Supply Chain	0.15	0.15	0.32	0.31

¹ Includes Corporate Center/OtherScope 3 CO₂e emissions (million tonnes) by GHG category

Category	2014	2015	2016	Activities included	Calculation methodology
Purchased goods and services ✓ PwC	2.7	2.5	2	Production of goods and services purchased	In accordance with the DEFRA reporting guidance (EEIO)
Capital goods ✓ PwC	0.6	0.7	0.8	Production of capital goods	In accordance with the DEFRA reporting guidance (EEIO)
Fuel- and energy-related activities ✓ PwC	1.1	1.3	1.3	Extraction, production and transportation of fuels and energy purchased; distribution losses from the generation of electricity, district heating and cooling	IPCC Guidelines, the International Energy Agency, the EN 16258 standard and the DEFRA reporting guidance.
Upstream transportation and distribution ✓ PwC	27.8	25.2	25.1		
of which transportation and distribution	22.9	20.9	20.8	Transportation services purchased across all business units	Data from operational and business intelligence systems, emission factors for air transport (NTM), ocean transport (Clean Cargo Working Group), and road transport (Handbook Emission Factors for Road Transport)
fuel- and energy-related activities for upstream transportation and distribution	4.9	4.4	4.4	We also report emissions from fuel- and energy-related activities for upstream transportation and distribution to fulfill the requirements of the EN 16258 standard and offset the imbalance between our own and subcontracted transports.	As value chain partners usually do not disclose fuel types used, emissions were calculated assuming most common fuel types (air transport: Kerosene; Road transport: Diesel; ocean transport: HFO) and emission factors provided in the EN 16258 standard.
Waste generated in operations	n.r.	n.r.	n.r.	Of limited relevance due to the nature of our business	
Business travel	0.05	0.1	0.1	Includes emissions from business travel via airplane. Emissions from business travel via company car are included in our scopes 1 and 2. Emissions from business travel via bus, train, and private/rental cars are not reported due to insufficient data quality and coverage.	Emissions data from our main travel agencies extrapolated to reach full coverage of our business travel
Employee commuting	0.5	0.7	0.7	Includes emissions from employee commuting in vehicles not already included in scopes 1 and 2.	Data calculated using global headcount data and national statistics
Upstream leased assets	n.a.	n.a.	n.a.	Emissions from the operation of leased assets already included in scopes 1 and 2	
Downstream transportation and distribution	n.r.	n.r.	n.r.	All transportation services purchased by us are included in category 4. Transport services not purchased/controlled by us were estimated and excluded due to limited relevance.	
Processing of sold products	n.a.	n.a.	n.a.	We do not offer intermediate products for further processing	
Use of sold products	n.a.	n.a.	n.a.	Not applicable due to the nature of our business as a provider of services	
End-of-life treatment of sold products	n.r.	n.r.	n.r.	Of limited relevance due to the nature of our business	
Downstream leased assets	n.r.	n.r.	n.r.	Emissions in this category were estimated and excluded due to limited relevance	
Franchises	n.r.	n.r.	n.r.	Emissions in this category were estimated and excluded due to limited relevance	
Investments	n.a.	n.a.	n.a.	Not applicable due to the nature of our business	

Local air pollutants (tonnes)^{1,2} ✓ PwC

	2013	2014	2015 ³	2016
Mono-nitrogen (NO_x)	32,518	31,965	32,352	32,255
Road transport	18,178	17,625	15,971	15,634
Air transport	14,340	14,340	16,381	16,621
Sulfur dioxide (SO₂)	1,825	1,771	1,930	1,922
Road transport	675	621	615	588
Air transport	1,150	1,150	1,315	1,334
Particulate matter (PM₁₀)	1,195	1,129	1,157	1,134
Road transport	976	911	907	881
Air transport	219	218	250	253

¹ Emissions data covers our own aircraft and road vehicles only; ² Emissions of local air pollutants from road transport are calculated based on actual consumption data; calculations of emissions from air transport are based on route profiles. Emission factors published in the EMEP/EEA Air Pollutant Emission Inventory Guidebook (2013) as well those published by the US Environmental Protection Agency were applied; ³ Adjusted

Carbon Report: Reported CO₂e emissions for customer shipments by division¹

	2012	2013	2014	2015	2016 ²
	CO ₂ in tonnes		CO ₂ e in tonnes ²		
Total reported Emissions	1,278,297	2,195,062	3,660,516	4,583,553	4,446,547
of which Post - eCommerce - Parcel	77,391	85,745	104,601	101,387	99,451
Express	57,026	124,557	195,503	382,079	417,072
Global Forwarding, Freight	945,212	1,898,075	3,240,606	4,088,872	3,922,186
Supply Chain	198,668	86,685	119,806	11,215	7,838

¹ Calculation methodologies verified by the independent audit organization Société Générale de Surveillance (SGS); ² Data pending audit by SGS (closing in March 2017); ³ CO₂ equivalents, in accordance with the GHG Protocol Product Lifecycle Accounting and Reporting standard

Climate neutral products: Customer emissions offset

	2012	2013	2014	2015	2016 ²
	CO ₂ in tonnes		CO ₂ e in tonnes ¹		
Total offset³	179,889	193,760	255,113	253,434	253,603
of which Post - eCommerce - Parcel	143,806	148,692	189,471	185,235	188,027
Express	31,377	42,769	56,600	59,260	64,048
Global Forwarding, Freight	3,721	986	8,560	8,485	956
Supply Chain	316	120	83	68	82
Corporate Center (not reported, but included in sum)					

¹ CO₂ equivalents, in accordance with the GHG Protocol Product Lifecycle Accounting and Reporting standard; ² Data pending audit by SGS (closing in March 2017); ³ Including Corporate Center/Other

Corporate citizenship data

Global Volunteer Day

	2014	2015	2016
Volunteers (in thousands)	108	110	106
of which Involved in projects	77	78	76
Involved through donations	31	32	30
Volunteer hours (in thousands)	245	260	365
Number of GVD projects	1,700	2,000	2,490

Economic data

Key figures

		2011 ¹	2012 ¹	2013 ¹	2014	2015	2016
Revenue	€m	52,829	55,512	54,912	56,630	59,230	57,334
Post - eCommerce - Parcel		13,973	13,972	15,291	15,686	16,131	16,797
Express		11,691	12,778	11,821	12,491	13,661	14,030
Global Forwarding, Freight		15,118	15,666	14,787	14,924	14,890	13,737
Supply Chain		13,223	14,340	14,227	14,737	15,791	13,957
Corporate Center/Other		1,260	1,203	1,251	1,345	1,269	1,279
Consolidation		-2,436	-2,447	-2,465	-2,553	-2,512	-2,466
Profit/loss from operating activities (EBIT)	€m	2,436	2,665	2,865	2,965	2,411	3,491
Post - eCommerce - Parcel		1,107	1,048	1,286	1,298	1,103	1,443
Express		916	1,110	1,083	1,260	1,391	1,548
Global Forwarding, Freight		440	514	478	293	-181	287
Supply Chain		362	419	441	465	449	572
Corporate Center/Other		-389	-423	-421	-352	-351	-359
Consolidation		0	-3	-2	1	0	0
Other key figures							
Capital Expenditure (CapEx)	€m	1,716	1,697	1,747	1,876	2,024	2,074
Staff costs	€m	16,730	17,770	17,776	18,189	19,640	19,592
Staff cost ratio ²	%	31.7	32.0	32.4	32.1	33.2	34.2
Tax rate ³	%	23.7	20.2	14.0	15.5	16.4	11.2
Dividend distribution	€m	846	846	968	1,030	1,031 ⁴	1,027
Payout ratio	%	72.7	51.6	46.3	49.7	66.9	48.2
Dividend per share	€	0.70	0.70	0.80	0.85	0.85 ⁴	1.05 ⁴
Dividend yield	%	5.9	4.2	3.0	3.1	3.3	3.4
Number of shares carrying dividend rights	million	1,209.0	1,209.0	1,209.0	1,211.2	1,212.8	1,210.0 ⁵

¹ Adjusted; ² Staff costs/revenue; ³ Income tax expense/profit before income taxes; ⁴ Proposal; ⁵ Estimate

Assurance Report

INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT

To Deutsche Post AG, Bonn

We have been engaged to perform a limited assurance engagement on the sustainability information marked with ✓ PwC in the online version of the Corporate Responsibility Report of Deutsche Post AG, (hereafter the "CR Report"), Bonn, (hereafter the "Company") for the period 1 January to 31 December 2016.¹

Management's Responsibility

Company's Management is responsible for the preparation and presentation of the CR Report in accordance with the criteria as set out in the G4 Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI) (hereafter the "GRI Criteria") and for the selection of the information to be assessed.

This responsibility includes the selection and application of appropriate methods to prepare the CR Report as well as the use of assumptions and estimates for individual sustainability disclosures which are reasonable in the circumstances. Furthermore, the responsibility includes designing, implementing and maintaining systems and processes relevant for the preparation of the CR Report, which is free of material misstatements due to intentional or unintentional errors.

Audit Firm's Independence and Quality Control

We have complied with the German professional provisions regarding independence as well as other ethical requirements.

The audit firm applies the national legal requirements and professional standards – in particular the Professional Code for German Public Auditors and German Chartered Auditors ("Berufssatzung für Wirtschaftsprüfer und vereidigte Buchprüfer": "BS WP/vBP") as well as the Institut der Wirtschaftsprüfer (Institute of Public Auditors in Germany; IDW): Requirements to quality control for audit firms (Entwurf eines IDW Qualitätssicherungsstandards 1 "Anforderungen an die Qualitätssicherung in der Wirtschaftsprüferpraxis"; IDW EQS 1) – and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements

Practitioner's Responsibility

Our responsibility is to express an opinion on the sustainability information marked with ✓ PwC in the CR Report based on our work performed.

Within the scope of our engagement we did not perform an audit on external sources of information or expert opinions, referred to in the CR Report.

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised): "Assurance Engagements other than Audits or Reviews of Historical Financial Information" published by IAASB. This Standard requires that we plan and perform the assurance engagement to obtain limited assurance whether any matters have come to our attention that cause us to believe that the sustainability information marked with ✓ PwC in the CR Report has not been prepared, in all material respects, in accordance with the GRI Criteria.

In a limited assurance engagement the evidence-gathering procedures are more limited than for a reasonable assurance engagement and therefore significantly less assurance is obtained than in a reasonable assurance engagement. The procedures selected depend on the practitioner's judgement. This includes the assessment of the risks of material misstatements of the sustainability information marked with ✓ PwC in the CR Report with regard to the GRI Criteria.

Within the scope of our work we performed amongst others the following procedures:

- Obtaining an understanding of the structure of the sustainability organization and of the stakeholder engagement;
- Inquiries of personnel involved in the preparation of the CR Report regarding the preparation process, the underlying internal control system and selected sustainability information;
- Analytical procedures on selected sustainability information of the CR Report;
- Comparison of selected sustainability information with corresponding data in the consolidated financial statements and in the Group management report;
- Assessment of the presentation of selected sustainability information in the CR Report regarding the sustainability performance.

¹ Our engagement applied to the German online version of the CR Report (<http://cr-report2016.dpdhl.com>), which describes the sustainability performance of the Company. This text is a translation of the Independent Assurance Report issued in German - the German text is authoritative. Statements as well as expert opinions in the report were not in scope of our engagement.

Emphasis of Matter – Recommendations

Without qualifying our conclusion above, we make the following recommendations for the further development of the Company's sustainability management and sustainability reporting:

- In the reporting year the Company has further focused its material sustainability aspects and implemented corresponding key performance indicators. We recommend to the Company to define key performance indicators for external reporting for those material sustainability aspects, for which currently no key performance indicators are reported.

Restriction on Use and Distribution

We issue this report on the basis of the engagement agreed with Deutsche Post AG. The audit has been performed for purposes of Deutsche Post AG and is solely intended to inform Deutsche Post AG about the results of the audit. The report is not intended for any third parties to base any (financial) decision thereon. We do not assume any responsibility towards third parties.

Munich, February 16, 2017

**Pricewaterhouse – Coopers
Aktiengesellschaft
Wirtschaftsprüfungsgesellschaft**

Hendrik Fink ppa. Axel Faupel
Wirtschaftsprüfer
(German Public Auditor)