

DHL EXPRESS

Pioneering Sustainability in Logistics

DHL Express, a division of the world-renowned DHL Group, stands as the global leader in logistics, boasting about 600,000 shipping professionals and operating in more than 220 countries and territories.

Established in 1972, DHL Express Singapore is a crucial part of this extensive network, featuring four service centres, one regional hub, and a fleet of more than 330 vehicles dedicated to providing exceptional door-to-door delivery services. With its unwavering commitment to efficiency and reliability, DHL Express Singapore continues to set the standard for logistics excellence in the region.

COMPREHENSIVE SUSTAINABILITY STRATEGY

DHL Express's slogan "Excellence. Simply Delivered." emphasises their commitment to high-quality service while integrating sustainability into their operations. DHL has set ambitious goals, such as achieving net-zero emissions by 2050 and investing significantly in climate-neutral solutions, including electric vehicles and sustainable aviation fuels

Also, DHL Express Singapore has established comprehensive Key Performance Indicators (KPIs) to drive its sustainability strategy, with a strong focus on both environmental and social pillars.

Among its environmental targets, the company aims to achieve its group's targets

which includes the use of 30 percent blending of Sustainable Aviation Fuels by 2030 and the electrification of 60 percent of its last-mile delivery vehicles. Additionally, from 2021 onwards, DHL Group is committed to implementing carbon-neutral designs for all new buildings.

In terms of social responsibility, the DHL Group prioritises safety with the goal of reducing the Lost Time Injury Frequency Rate (LTIFR) to below 3.1 by 2025. The company is also dedicated to enhancing gender diversity, aiming to increase the representation of women in management positions to 30 percent by 2025. Furthermore, DHL focusses on attracting and retaining top talent, striving to maintain a consistent score of over 80 percent for Employee Engagement in the annual Employee Opinion Survey (EOS).

While these DHL Group ESG KPIs appear ambitious, DHL Express Singapore's commitment to fostering a sustainable and inclusive working environment has enabled it to be well on its way to achieving its sustainability targets, while exceeding the social targets already in 2023.

COMMITMENT TO ELECTRIC VEHICLES AND OPTIMISING ROAD PLANNING

As an express delivery business, transportation significantly contributes to emissions. Therefore, the company has prioritised converting its fleet to electric vehicles (EVs).

In 2023, DHL Express Singapore achieved its target of converting 29 percent of its courier fleet to EVs, reaching a total of 100 EVs by the end of the year. The company aims to further increase its EV fleet to 68 percent by 2025 and achieve 100 percent by 2030, surpassing the global target of 60 percent.

Innovative Road Solutions: DISCO, ODIN and WISE

The operations team utilises various internally developed applications to optimise resource allocation and route planning. These include the DISCO application that ensures that the right number of vehicles are deployed to manage daily shipment volumes efficiently and the ODIN which assists couriers in planning the most efficient routes for their daily pickups and deliveries, enhancing time and fuel efficiency. Additionally, the WISE application allows the Operations team to monitor live traffic conditions, avoiding unnecessary delays caused by traffic jams. These business applications have been successfully deployed globally, showcasing DHL's commitment to operational efficiency and sustainability.

GoGreen Specialist Certification

DHL Express Singapore has achieved a significant milestone by certifying 85 percent of its employees as GoGreen Specialists to date. This certification involves comprehensive training on sustainability practices, environmental awareness, and implementing green initiatives for employees.

DHL Express Singapore has ambitious plans to further this achievement, aiming to certify all its employees in the future. This high certification rate underscores the company's





commitment to embedding sustainability into its corporate culture and ensuring that all employees are equipped with the knowledge and skills to contribute to the company's environmental goals.

OFFERING SUSTAINABLE AVIATION FUEL: GOGREEN PLUS

At DHL Express, 90 percent of emissions come from aviation and it recognises that this needs to change. DHL Group's new Sustainable Aviation Fuel (SAF) offering, GoGreen Plus, allows customers to reduce the carbon emissions associated with their shipments through the use of SAF through "insetting". This allows customers to reduce their Scope 3 emissions, i.e. the indirect greenhouse gas emissions that occur in a company's value chain, including downstream transportation and distribution.

BP and Neste are committed to supply DHL Express with more than 800 million litres of SAF until 2026 and a recent deal with World Energy will provide the company with approximately 668 million litres of SAF via SAF certificates over a seven-year period until 2030.

Customers can opt for GoGreen Plus through DHL's online shipping platform, MyDHL+, by selecting the service as an optional add-on. This flexibility allows businesses to tailor the carbon reduction level they aim to achieve for each shipment, promoting more sustainable logistics operations globally.

COLLABORATION WITH RECYCLING PARTNERS

As a proponent of the Circular Economy Model, DHL Express Singapore collaborates with our Green Partners to run two recycling programmes, ensuring resources are utilised to their fullest potential.

Plastic Sheet Recycling

One of DHL's suppliers collects used plastic sheets. These sheets are converted into recycled plastic resin pellets. The pellets are then sent to factories to produce new plastic film products, known as PCR (Post-Consumer Recycled) products.

Damaged Pallet Recycling

Recycled wooden pallets are utilised in two main ways - A 'Free Sawdust Program' where sawdust from the pallets is used to clean oil spills or is compressed into biomass pellets, which can be burned to create biomass energy. DHL has also partnered with a sustainable brand to upcycle wooden materials which are then used in workshops and sustainable events to create new products or art.

Through these partnerships, DHL has reduced waste disposal cost by S\$2,500 per month and more importantly redirected 12 tonnes of waste away from landfill monthly.

IN LINE WITH SINGAPORE'S GREEN PLAN

DHL Express Singapore's vision to achieve 100 percent electric vehicles by 2030 aligns with the "Energy Reset" pillar of the Singapore Green Plan 2030, complementing government efforts to promote the switch to electric vehicles.

Its GoGreen Plus service, which utilises Sustainable Aviation Fuel (SAF) in its aeroplanes, supports the "Green Energy" pillar of the Singapore Green Plan. This includes a target to "increase fuel efficiency and carbon neutral growth," with SAF currently being the primary method for directly reducing carbon emissions in aviation.

In addition, DHL Express Singapore promotes sustainability education for employees by contributing to the "City in Nature" pillar. Tree planting is part of DHL's Specialist electives.

By implementing greener habits at work, DHL Express Singapore supports the "Sustainable Living" pillar, encouraging employees to adopt green practices both at work and at home.

Singapore is a pioneer within the DHL Express network in terms of greening its operations. Besides having one of the largest commercial EV fleets in the Asia-Pacific, it is also the first Asian country to introduce GoGreen Plus and consistently collaborates across borders to enhance operations throughout its global network.



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