

DHL Global Forwarding Americas

Renewable Energy & Sustainability for Airlines and Forwarders

The GOGREEN logo consists of the word "GOGREEN" in a bold, green, sans-serif font, centered within a white rectangular box with a thin green border.

Alejandro Palacios

CNS Partnership Conference / HarneTech LLC / South Florida 05.04.10



Recalibrating our Mindset Around Environmental Sustainability ...in Business Discussions



Less

More

Conceptual Discussions

Actionable Tools/Processes

Trying to justify

Identifying Tangible Benefits

Politics

Business

Good Intentions

Corporate Social responsibility

Remote Causes

Benefits for the Company, Employees & Customers

Labeling

Measuring

"One-Offs"

Comprehensive & Professional Approach



DP DHL'S Commitment to Climate Protection

The logistics industry is facing on of the 21st century's major challenge – climate change. Deutsche Post World Net is the first major logistics company to set specific carbon targets.

Our Industry

- The transport sector has a share of 14 percent in global carbon emissions
- Plays an important role in combating climate change
- Is faced with high awareness for climate protection issues by policy makers and customers



Our Goals

- Improving the carbon efficiency of DP DHL and its subcontractors **30% by 2020**
- Intermediate step: improving DPWN's own carbon efficiency **10% by 2012**



Our Program



Deutsche Post DHL climate protection program

- is currently being rolled out in all business units worldwide
- focuses on fleet renewal, energy efficiency, new technologies, employee engagement and the active involvement of sub-contractors and customers

DP DHL GoGreen Approach Guidance Points

- **Fleet & Technology Optimization**

- Gradually renew owns air, and ground fleet
- Develop multi-modal solutions supported by increased transparency

- **Innovative Technology**

- Raise the efficiency of own fleet and offer resource-saving solutions to customers
- Develop highly innovative products based on future logistics trends (Green Supply Chain, Consolidation)

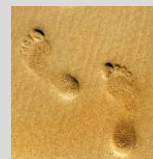
- **Changing Behavior**

- Raise awareness and involve employees
- Support employees in leading an environmental-friendly life both at work and at home

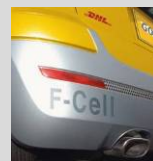
- **Sharing Responsibility**

- Offer customers the GoGreen option to send shipments in a carbon-neutral way
- Demand transparency in regard to CO2 emissions from subcontractors
- Encourage subcontractors to reduce their emissions in their operations

What sets us apart from others?



We have communicated specific CO₂ targets



We have bundled our innovation activities to develop sustainable solutions for the industry



We offer Green Products and services and have set up a certified carbon management program

GoGreen – Program Structure & Focus Areas 2010

In 2010, the DHL Global Forwarding GoGreen program will focus on improving our own emissions, involving our carriers increasingly and start offering Green Services to the market.

This **requires the involvement and support of the whole DGF organization** – from all levels of seniority & roles, from support functions to front-line roles (products, Operations, M&S).

GoGreen House

TRANSPARENCY	EFFICIENCY	MOBILIZATION	VALUE to MARKET	AGENDA SHAPING
<ul style="list-style-type: none"> • Define carbon accounting method • Calculate annual DGF footprint • Measure “own” CO₂ efficiency regularly (Financial system & SoFi) 	<ul style="list-style-type: none"> • Improve own CO₂ efficiency (country & station level) • Improve major operational processes • Integrate CO₂ efficiency into carrier management 	<ul style="list-style-type: none"> • Involve employees in CO₂ efficiency increase • Run awareness campaigns • Support GoGreen eLearning (training solutions for internal & external audiences) 	<ul style="list-style-type: none"> • Provide an (auto-mated) customer CO₂ report • Offer Green Solutions <ul style="list-style-type: none"> – CO₂ reports – Offsetting (Carbon Neutral Shipments) – Intermodal products – Green Supply Chain – others 	<ul style="list-style-type: none"> • Foster development of CO₂ efficiency standards • Join relevant platforms/forums • Drive the inclusion of Environmental Sustainability topics into business partners’ agenda

Country Scorecard – Scope 1 & 2 (own) Emissions

DGF GoGreen Country Scorecard DGF Neverland

Total CO ₂ 2009 (own emissions excl. sub-contractors) [kg]	2.119.774	
EOS value on green awareness (DGF Global 74%)	58%	
Number of stations ¹⁾	6	
Number of owned vehicles (excl. company cars) ²⁾	33	
Headcounts certified under ISO 14001	100%	
Environmental country manager	johanna.doe@dhl.com	

STATUS: Carbon Footprint from Scope 1 & 2 Emissions in 2009

Buildings & Facilities		Road	
CO₂ Buildings [kg]	334.405	CO₂ Road [kg]	88555
CO ₂ Buildings	44%	CO ₂ Road	56%
kWh Total	3.290.161	Total fuel costs [€]	317.636
kWh/m ²	131,92	Na. of cars	33
kg CO ₂ /m ²	37,47	Na. Van and Truck (p1,2)	9
Costs for heating & electricity ³⁾ [€]	407.674	Na. Van and Truck (p1,2) and (2,2)	0
Green electricity	71%	Na. Truck and Tractor (p1,2) and (2,2)	23
Costs for heating & electricity/m ²	16,35	Na. Tractor (p1,2)	1

Overall confidence level of scoring data: (High) (Low): **5**

OUTLOOK: 2010

Overall DGF GoGreen TARGETS for 2010	Your Country Targets 2010	Tracking / Source
1) 5% reduction of energy & CO ₂ consumption per country compared to 2009 level for facilities	Target value for kWh/m ² in 2010: 125,33 Target value for CO ₂ /m ² in 2010: 35,59	Monthly reports on the DGF PM Station Country Region Scorecard please refer to: johanna.doe@dhl.com
2) Introduce SaFi data capturing system to measure CO ₂ paper consumption and waste generation in key stations	% of stations to be covered: 67%	Quarterly reports to be provided by regional DGF GoGreen Coordinators
3) Run minimum 1 Dialas Map presentation with a budget of \$10 FTE ⁴⁾ excluding stations which did a Dialas Map in 2009	# of minimum GoGreen Dialas Map: 6	Quarterly by Regional FO Team
4) Ensure that at least 10% of DMAIC/PiMs have a green impact, i.e. reduction of direct or indirect fuel or energy consumption ⁵⁾	# GoGreen DMAIC: optional # GoGreen PIM: 1	Quarterly by Regional FO Team
5) Ensure 80% of all relevant sales channels (SME, MNO, Trade Lane Sales) have passed the DGF GoGreen sales e-learning	# sales manager trained in your region: 356	Quarterly by Regional GoGreen Sales Representative; e-learning report

TOOLS & RESOURCES

	To Do	To look at	Where to find it?
Energy checklist & Self-Assessment Lighting Guide	x		All tasks and resources are available at
GoGreen Dialas Map Toolkit	x		http://quicklink.intra.dpun.net/dgf-ff-projects/energy
User guide for environmental data collection with SaFi	x		
Self-assessment example Green DMAIC		x	
Green customer chat card		x	
GoGreen Pocket Guide		x	

Disclaimer: Due to increased KPI activities and successful roll-out of several energy data collection measures, for the coming report all data from the legal entities belonging to our country were added.

Global and regional benchmark in kWh/m²

KPI Glossary

Reporting Item	Definition	Calculation	Data source
m ²	Size of station property (in and outdoor)	Data base provided by Corporate Real Estate	141123_CAR_RE_Data_Fullin_Ljan2011 & DGF-Facility (Corporate Real Estate)
CO ₂ 2009	Inclusive direct CO ₂ emissions of scope 1B (indirect scope 2) emissions excluding sub-contractors	Total CO ₂ Buildings (CCT008 Buildings & Facilities) 2009 - Total CO ₂ Road	CREST Carbon Accounting Entry Report
# of stations	Total number of stations per country	Including country head office, as of 31.12.2009	HR solution tool for EOS 2009
CO ₂ Buildings Scope 1 & 2	Fuel & energy consumption in buildings and facilities and for industrial building equipment (MHE/OME, e.g. facilities, tractors that are only used for maintenance)	Total sum of CO ₂ emissions for buildings and facilities (CREST consumption type: CCT008) for 2009	CREST Carbon Accounting Entry Report
CO ₂ Road Scope 1 & 2	Road transport: Transport of goods with road vehicles, including company cars	Reporting period: 2009	CREST Carbon Accounting Entry Report
WWh	Energy consumption in buildings and facilities per country including building, industrial, fuel for industrial facility regional for 2009	Total WWh consumption plus direct and fuel oil (conversion factor 11 = 10,53 WWh) - petroleum and LEP-G (conversion factor 11 = 10,53 WWh)	CREST Carbon Accounting Entry Report; Conversion figures by Carbon Accounting Team
WWh/m ²	WWh per m ² and country for 2009	Total number of WWh from buildings and facilities divided by total number of m ² of the country	CREST, Corporate Real Estate
kg CO ₂ /m ²	kg of CO ₂ from buildings and facilities per country for 2009	Total CO ₂ emissions for buildings and facilities divided by m ²	CREST, Corporate Real Estate
Costs for heating and electricity 2009	Total costs for heating and electricity for DGF facilities and buildings per country in 2009	Regional expenses for buildings and facilities minus 20% to exclude costs for water/sewerage/sewage and other services which are included here	CREST annual 304648 "Expenses for maintenance and other utilities" plus CREST annual 304638 "heating fuel"
X Green electricity	% of electricity from 100% renewable sources used in facilities for e.g. lighting, heating, electric facilities/IT/electrics, etc. in relation to total electricity consumption	Share of renewable electricity from renewable sources in WWh. Electricity from nuclear energy and the green share of the standard national grid does not count as green electricity.	CREST Carbon Accounting Entry Report
Total fuel costs	Total fuel costs per country in 2009	Total costs for fuel for road transport (CREST consumption type: CCT008) for 2009	CREST annual 304628 "Vehicle fuel"
Stations in SaFi	Stations per country which reported WWh in SaFi for 2009	Status: 31.12.2009	SaFi
# of vehicles	DGF owned fleet per country, real company cars	Status: 31.12.2009	DPH01 Fleet Management, checklist for Corporate Responsibility Report
EOS value on green awareness	% of employees favorably to question 34, 2009: "In my own daily work, energy efficiency is an essential issue for me in my workplace [...] per country"	The survey includes all listed and registered activities by the local HR organization and the country management in which DGF employees work	EOS Survey 2009, EOS Tracking Tool and regional evaluation by DGF HRMO
% Environmental certified under ISO 14001	Percentage of headcount per country covered by the environmental management system ISO 14001	Reported by regional GoGreen coordinators	Checklisting from region for Corporate Responsibility Report 2010

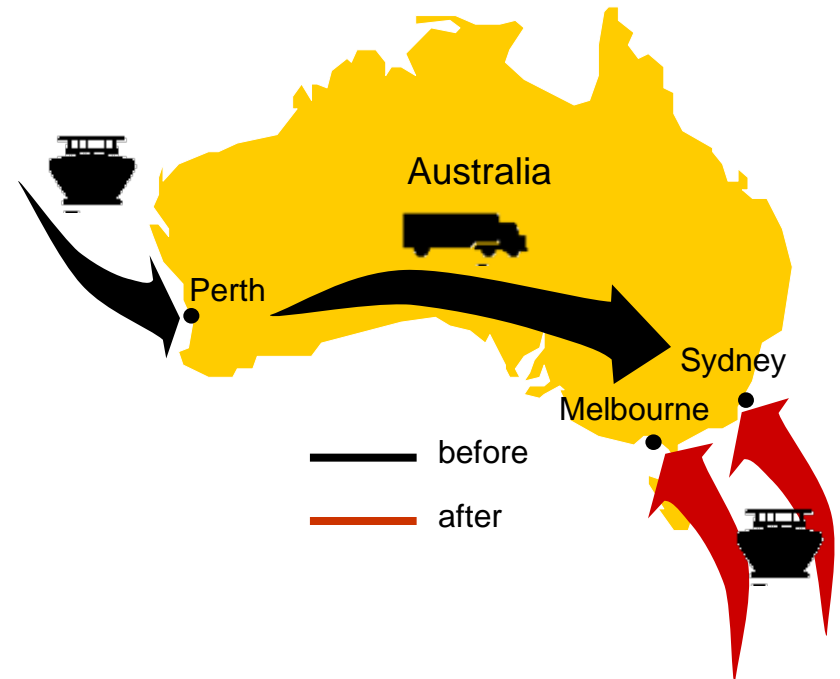
Footnote:
 1) Major stations as indicated in the station list for the EOS survey in 2009 provided by Global HR.
 2) Inclusive only trucks and delivery vehicles based on the information by the regional country.
 3) Total additional expenses from CREST minus 20% for water/sewerage/sewage, etc. plus costs for heating fuel for 2009.
 4) Excluding stations which have closed the GoGreen Dialas Map already in 2009.
 5) Consistent with a target of < 5 DMHICs when the application GoGreen DMAIC/PiM.

Evaluating CO₂ efficiency of our customers' supply chains can create a competitive advantage to them and us

DGF helped Hewlett-Packard Australia to cut CO₂ emissions from its supply chain by 41%

Making the difference

- DGF helped HP save 2,600 metric tons of CO₂ by relocating its switching centers and changing transport modes
 - The switching center was moved from Perth to Sydney removing the need for overland transport
 - A new switching center in Melbourne allows delivering directly to HP's largest customers on site instead of offloading everything in Sydney
 - For land freight delivery trucks with higher storage capacity were used



Voice of the customer

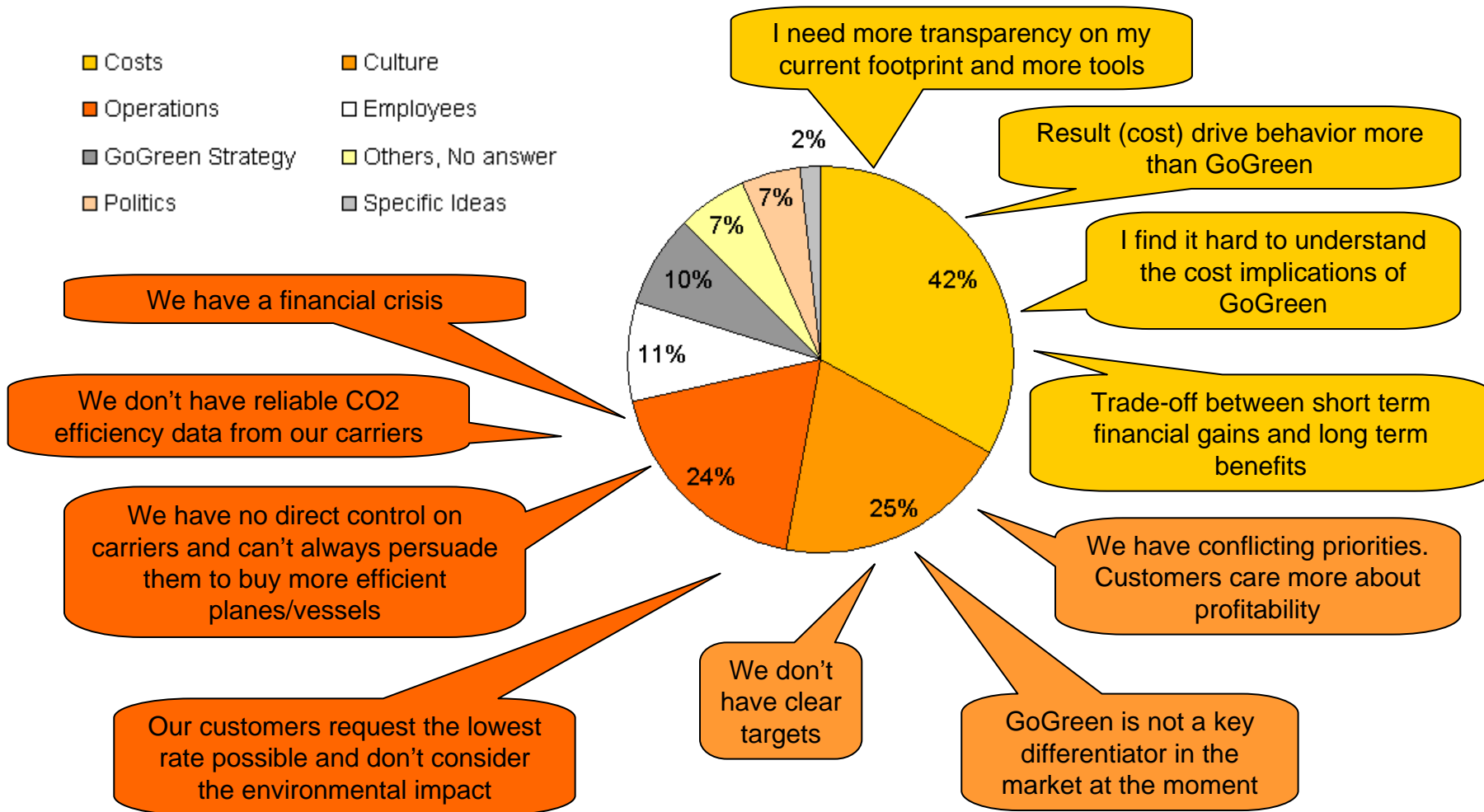


“The new supply chain model has saved over 2,600 metric tons of CO₂ emitted by HP Australia over the last year, which equates to 21.6 acres of forest preserved from deforestation or 66,666 trees grown for 10 years from seedlings.”

Richard Bailey, Vice President of HP, South Pacific

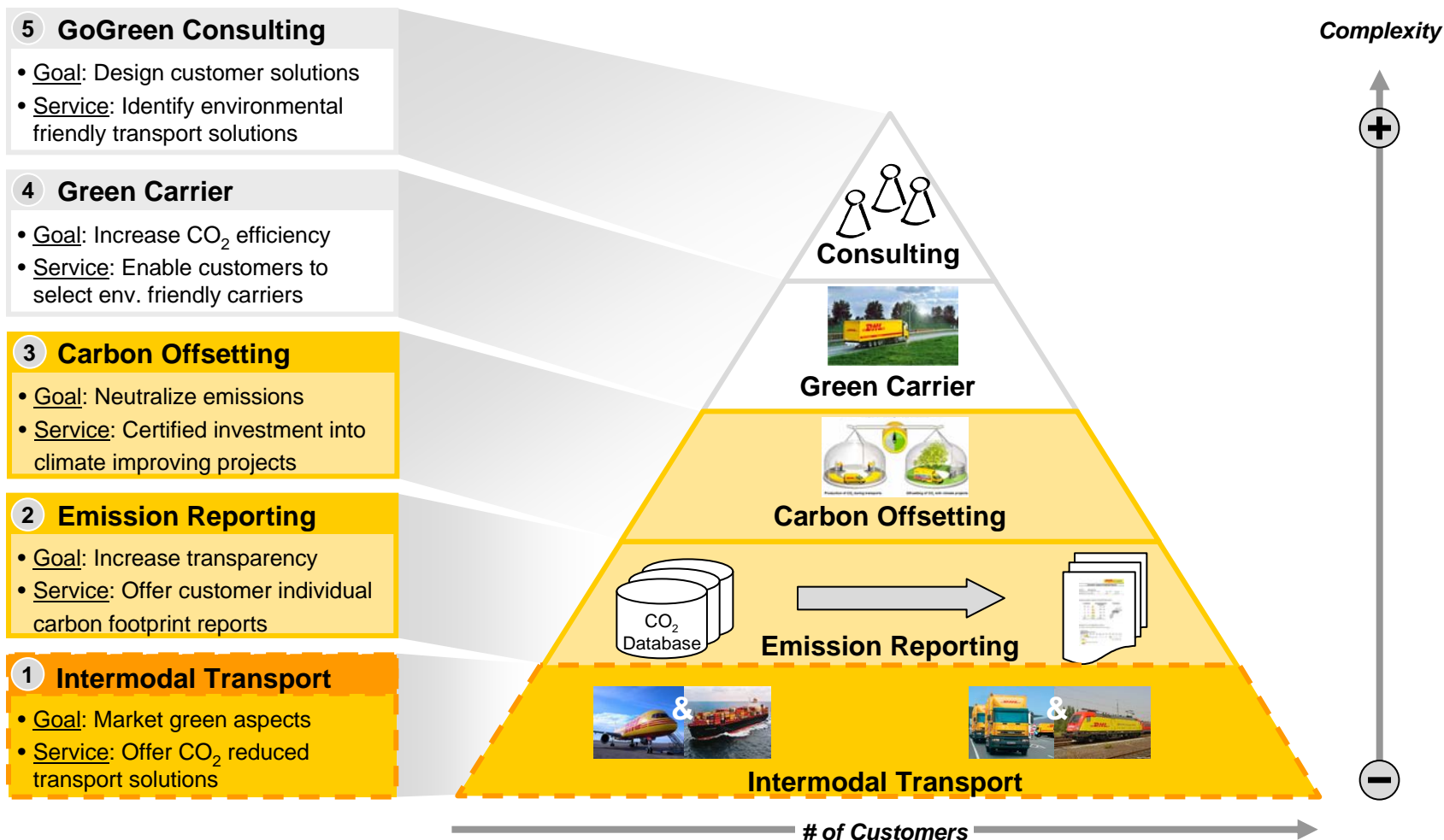
Implementation Obstacles – Voice of Managers

What is the biggest obstacle to embed GoGreen in your business decisions?



Source: DP DHL, DHL Global Forwarding

Green Services – General Structure



Source: DP DHL, DHL Global Forwarding

Many Thanks for your Attention!

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Business Cases & Backup Information

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Most immediately, we can save energy in our own facilities. By simply changing our behavior we can bring our energy bills down, save resources, cut costs and contribute to a healthy environment.

New facilities

- Make sure the new building fulfils highest environmental standards

Example: DGF station Auckland, New Zealand

Green features

- High performance glass for better isolation
- Highly energy efficient electrical devices
- Low energy lighting and “Occupancy Sensing”
- Large roof area utilized for collecting water

Green savings

- The **carbon footprint per m²** of the new facility is **20% lower** than that of the old one



Existing offices and stations

- Leverage the various GoGreen assessment and improvement tools for stations & offices

Example: Waste management

- By introducing waste recycling schemes the **DGF stations in Houston, U.S., and Vienna, Austria, generate annual savings of about US\$15.000 and €2.000**

Example: Paper saving initiative

- Through a centralized printing and photocopying system on each floor **DGF Cairo reduced its paper consumption by 2%** within one year



GoGreen Dialog Maps are a key tool to increase employee awareness and increase energy efficiency in stations



DGF Italy leveraged the GoGreen Dialog Map for their First Choice initiative “Green Choice” to save costs and resources

- Goal: Reduce cost of resources by 4% and minimize environmental impact by fostering employee behavior to eliminate waste and reduce the usage of resources
- All 650 employees in 26 branches were involved
- 41 GoGreen Dialog Maps run in all stations
- Ongoing awareness and energy saving measures (e.g. Green Choice rulebook, monitoring consumption)

Impact



~10.000 kg CO₂ saved per month through energy and fuel saving measures



~10.000€ saved per month through reduced energy, paper and stationary



9% increase in green awareness to 2008 (EOS 2009: 75%; 2008: 66%)¹⁾

Dialog Map GoGreen Team: _____ Date: _____

1 What are First Choice and GoGreen about?

1 Which resources are we wasting?

Electricity For example through unnecessary room lighting	Gas/Oil ... heating unused rooms	Water ... running taps longer than necessary	Garbage ... no waste separation	Fuel ... uneconomical driving style	Office materials ... superfluous copies and print-outs	Organization/ Processes ... excessive filing in hard copy
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2 Where can we save resources?

Realization possible for each of us	Realization possible within the team	Realization only possible with external help
_____	_____	_____
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3 Our Action Plan for success

What?	How?	Who?	Until when?
_____	_____	_____	_____
_____	_____	_____	_____
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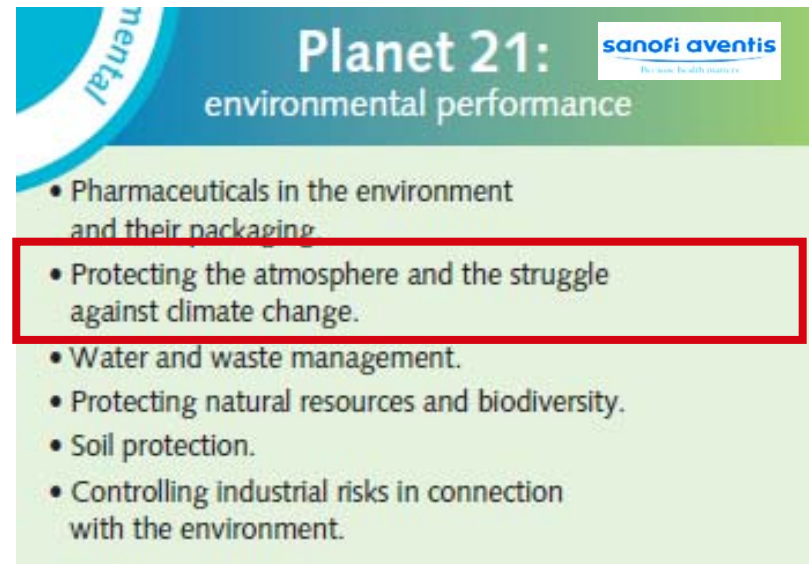
GoGreen logo, Deutsche Post World Net logo, Powered by First Choice logo

Source: DP DHL, DHL Global Forwarding

By using inland waterways for its transports, Sanofi-Aventis reduced its carbon footprint by 30%

Making the difference

- For Sanofi-Aventis, DGF changed the delivery of temperature-controlled goods for sea freight export from heavy good vehicles to inland vessels
- Transporting sea freight containers by truck to European sea ports currently generates emissions of approximately 33kg of CO₂ per ton
- By switching to inland waterways emissions can be reduced by around 1/3 to 22kg of CO₂ per ton
- DGF transferred five container units each week from road to inland waterways network from Mainz to Antwerp or Rotterdam



Voice of the customer



"Sanofi-Aventis places great importance on acting responsibly with regard to all health & safety and environmental issues. We are delighted that DHL has developed a climate protection program and is able to help us become more CO₂ efficient."

Stefan Bender, Head of Distribution Platform at Sanofi-Aventis

Offsetting – Neutralising Emissions

Offsetting means to compensate CO₂ emissions by buying carbon credits from projects which verifiably reduce CO₂. In simple terms, CO₂ in one part of the world can be balanced out through green projects in another.

What offsetting cannot



- Offsetting does not reduce any emissions from your transports

What offsetting can



- Offsetting allows customers to neutralize emissions from their shipments through other projects

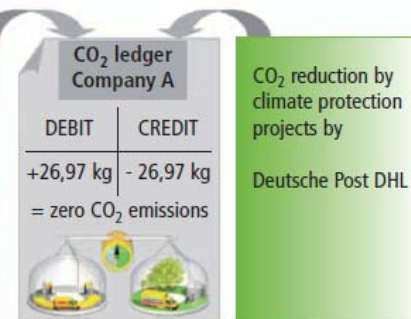
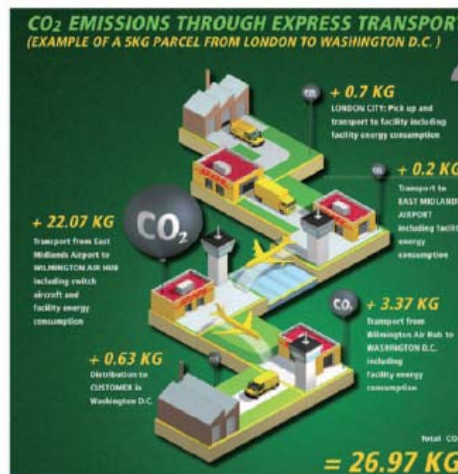
Important to know:

- ① Offsetting is a **voluntary action** to decrease the negative impact on the environment from the customers transportation activities
- ① Customers get a certificate but **not a carbon allowance**
- ① Customers can use the DPDHL GoGreen Certificates for public communication and deduct the neutralized emissions from their transport footprint

1.: CO₂ transport emissions

2.: CO₂ calculation and management

3.: CO₂ offset



CO₂ offsetting also provides opportunities for event sponsoring

DGF is the official Logistics partner for the international RC44 sailing championship tour

Making the difference

- For the international sailing regatta DGF not only organizes the transport of boats and equipment to each venue but also makes the transports as green as possible
 - CO₂ emissions during the transport are reduced as much as possible
 - Unavoidable CO₂ emissions are offset through investments in our GoGreen climate protection projects
 - Approximately 36 tons of CO₂ were offset in the last season



Voice of the customer



“We want to use numerous new sailing locations which requires the entire equipment to be transported smoothly and cost effectively.[...] We are particularly pleased that this is happening in an even more environmentally friendly way now.”

Russell Coutts, 3-time winner of the America’s Cup and RC44 skipper

DGF Carbon Calculator

	A	B	C	D	E	F	G	H	I	J	K	L	M																																																																																																																																														
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	Madrid - Sevilla	Road	Line haul truck (12t)	533	500,0	65%	266.500	138,9	37,0																																																																																																																																																		
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	Berlin - Brussels	Rail	Electric / DE / 1,500t, 700m	700	1200,0	standard	840.000	20,7	17,4																																																																																																																																																		
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