



### DEUTSCHE POST WORLD NET

#### BACKGROUND

The Deutsche Post World Net group of companies includes DHL, providing global transportation and logistics services, and Postbank, one of Germany's largest retail banks. With currently some 500,000 employees in more than 220 countries and territories, Deutsche Post World Net is one of the world's largest private sector employers.

#### ORGANISATIONAL STRUCTURE

Deutsche Post World Net is a publicly traded company governed by an annual General Shareholders' Meeting. As a German stock corporation, Deutsche Post World Net has a dual management and supervisory structure. The Annual Meeting elects 10 shareholder representatives to the Supervisory Board, while a further 10 members are elected by the employees. The Supervisory Board appoints the Board of Management which is responsible for the day-to-day management of the company.

### ACCOUNTABILITY SUMMARY

#### TRANSPARENCY

Based on publicly available information, Deutsche Post World Net does not have a transparency or information disclosure policy document. However, it does make a commitment to transparency in the *Code of Conduct* where it states that the public will have access to information concerning its operations. But the *Code* makes no commitment to providing responses within a specific timeframe, justification for any denials, a narrow set of conditions for non-disclosure, or an appeals mechanism.

Responsibility for implementation of the *Code of Conduct* rests with the Global Values Office which provides advice and monitors implementation of *Code* compliance processes, and oversees Regional Values Offices. A Clearing Committee and an Integrity Board support and advise the Global Values Office. The Clearing Committee provides expertise to review particularly sensitive compliance cases and the Integrity Board advises on further development of compliance systems. As part of the roll out of the *Code of Conduct*, web-based training for employees has been implemented and the *Code* is available in print and online in English and German.

#### PARTICIPATION – EXTERNAL STAKEHOLDER ENGAGEMENT

Although Deutsche Post World Net has no publicly available policy on external stakeholder participation, it does make reference to a corporate commitment to stakeholder engagement within its *Sustainability Report 2008* which provides examples of meetings and discussions with stakeholders and commits to being 'guided' by their input. However, there are no publicly available clear terms and processes set out for stakeholder engagement and no commitments to key good practice principles such as indicating the extent of potential influence inputs could have on company policies and process. Furthermore, there are no clear commitments to enabling external stakeholders to initiate engagement or provide them with feedback on how and why their input was or was not taken on board.

Publicly available documents did not identify a senior staff member responsible for overseeing external stakeholder engagement, although it is clear that such engagement would occur under the auspices of the Sustainability Department. Similarly, it was not possible to identify formal training programmes for staff or management on external stakeholder engagement. The *Sustainability Report 2008* is disseminated via the website and in print, and is available in both English and German.

#### PARTICIPATION – MEMBER CONTROL

Deutsche Post World Net adheres to most good practice principles such as shareholders being able to nominate and elect by majority members of the Supervisory Board (executive body), initiate dismissal of a Board member, and follow the 'one share, one vote' principle. However, only a quorum of shareholders who hold five percent or €500,000 of the base capital can add items to the agenda, a higher threshold than good practice in this area.

**Headquarters:** Bonn, Germany

**Countries of operation:** global

**Profit from operating activities:** €3.202 billion (2007)

**Employees:** 536,350 (12/2007)

**Website:** [www.dpwn.de](http://www.dpwn.de)

**Accountability Initiatives signed up to:**

- Global Reporting Initiative
- Logistics and Transportation Corporate Citizenship Initiative
- UN Global Compact

2008 GLOBAL ACCOUNTABILITY REPORT RATINGS			
Dimension	Score	TNC Rank	2008 Rank
Transparency	44%	3	12
Participation: External Stakeholder Engagement	17%	8	27
Participation: Member Control	83%	3=	17=
Evaluation: Environmental	91%	2	-
Evaluation: Social	32%	7	-
Complaints & Response: Internal	22%	10	25=
Complaints & Response: External	0%	9=	24=
<b>Overall</b>	<b>42%</b>	<b>8</b>	<b>25</b>

= denotes tied ranking

Deutsche Post World Net did not engage in the research process

## EVALUATION— ENVIRONMENTAL AND SOCIAL IMPACT

Based on publicly available information, Deutsche Post World Net has a number of policies and procedures which guide how it evaluates environmental impact. Notable among these is the *GoGreen Program* which emphasises fleet optimization, energy efficiency, innovative technology, changing behaviour and sharing responsibility. The *Environmental Guidelines* outline general commitments to environmental protection, and the *6-step Approach to Environmental Management* webpage provides more specific details. Commitments are made to key good practice principles in environmental impact evaluation such as engagement of affected stakeholders, using results to inform future decision making, and evaluating performance in relation to specific environmental goals, though there is no commitment to evaluating environmental impact policies.

Deutsche Post World Net provides little publicly available information about social impact evaluation. The *UN Global Compact: Communication of Progress Report 2008* lists a number of supporting instruments such as the *Code of Conduct* and *Corporate Values Statement* and a commitment to compliance with all UN and EU minimum standards, but no details are provided on implementation. Deutsche Post World Net does commit to evaluating its social impact in relation to specific goals (of the Global Compact), but does not commit to other key good practice principles of social impact evaluation.

Based on publicly available information, the Corporate Department of Public Policy has overall responsibility for setting strategy, policy and guidelines on environmental and social issues. The Managing Director of the Department reports directly to the Chairman of the Management Board. Training is provided to staff on environmental evaluation through environmental contact people and 'Go Green Champions' who train other employees to become trainers on 'GoGreen' themselves. However, there is no evidence of formal social impact evaluation training programmes. Environment and community involvement networks have been established to harmonise and share good practice.

## COMPLAINTS AND RESPONSE— INTERNAL AND EXTERNAL COMPLAINTS

Deutsche Post World Net has a *Whistleblower Hotline* through which employees can report a violation of the *Code of Conduct*, although details of the policy itself are not made publicly available and no commitments to key good practice principles such as confidentiality and non-retaliation are made. There is also a dedicated web-based reporting service, however this is only for reports regarding accounting and financial irregularities and does not encompass wider issues of policy non-compliance. The fact that no information is publicly available on either the *Whistleblower Hotline* or the web-based reporting service suggests that neither is intended for use by external stakeholders. Although the contact information on the website technically allows the filing of complaints, no specific policy guarantees or outlines procedures on the contact pages.

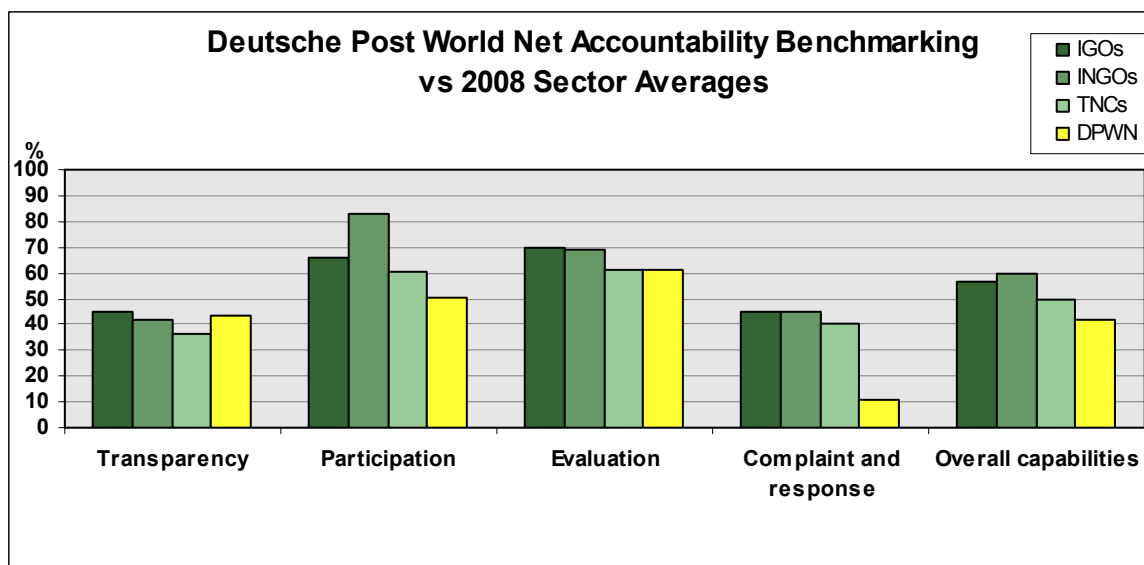
Responsibility for overseeing the handling of complaints lies with the Global and Regional Value Offices but whether these bodies handle both internal and external complaints is not clear. Details of whether Deutsche Post World Net carries out training activities, or how widely it disseminates complaints policies, are not publicly available.

## ONGOING ACCOUNTABILITY REFORM

Deutsche Post World Net has developed a Sustainability Work Program aimed at improving the company's performance in sustainability and good corporate citizenship that is being rolled out across all levels of the organisation. The Program is informed by the United Nations Millennium Development Goals and the principles of the United Nations Global Compact.

## PERFORMANCE SNAPSHOT

Deutsche Post World Net scores on par with most sector averages in the transparency and evaluation capabilities, although these scores are still well below the minimum accountability capability benchmark of 70 percent. The relatively weak performance in participation is due to the lack of clear policies and procedures for external stakeholder engagement. The accountability gap in complaints handling is due to the lack of publicly available documentation and pulls the organisation's overall score down to 8th ranking within the TNC sector and 25th overall.



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