International Post Corporation

DHL Express is the #1 World's Best Workplace (TM)

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DHL Express has been named the number one best workplace worldwide in the annual list published by Great Place to WorkTM (GPTW) in collaboration with Fortune Magazine. The achievement rewards over ten years of continuous improvement and investment in its people, advancing from 8th in 2017 to 1st place in 2021.

"Since 2009, DHL Express experienced an era of transformation guided by its strategy Focus. Within this strategy, we made it our purpose to motivate people working with us and to become the employer of choice," says John Pearson, CEO DHL Express. "For a company of 111,000 colleagues operating across 220 countries and different modes, this was a brave move. What drives me every day is our belief in people and their ability to deliver excellence for our customers and each other. Congratulations to all colleagues who make this possible, and thanks to those who participated in this year's survey. I have never been prouder to be part of this company."

DHL Express attaches great importance to valuing the work of its employees. The transformational Focus strategy was one of many innovative DHL programs that the award has recognized. DHL Express' Focus strategy is geared towards Deutsche Post DHL Group's goal of becoming the employer, investment, and provider of choice for the world. Key to its success is a program called Certified International Specialist (CIS). In 2009, the CIS program was introduced to accelerate the cultural and developmental DNA based on customer focus and trust. It includes inspiring training and engagement content delivered by senior leaders with the business encouraging, recognizing, and rewarding vital behaviors.

"One of the key elements of our strategy is focused on the people who work for DHL Express. Without the engagement of our great people, we would not be able to deliver the excellence to our customers as we do today," says Regine Büttner, Executive Vice President HR, DHL Express. "We are very proud of how our initiatives and HR efforts around the elements of Digital People, Developing People, Diverse People, Healthy People, and Giving Back to People have evolved and that our dedication is paying off."

"Deutsche Post DHL Group takes pride in DHL Express being the #1 World's Best WorkplaceTM 2021. Our colleagues who connect people and improve lives all around

the globe are our biggest asset and their engagement and motivation is the prerequisite for sustainable success. DHL Express is a role model for people focus and employee orientation and an inspiration for all of us," explains Thomas Ogilvie, Chief Human Resources Officer at Deutsche Post DHL Group. "I am more than excited that our employees awarded us with the best rating in this year's Great Place to WorkTM survey."

During the global pandemic, the pressure on logistics people was intense. The recognition as World's Best WorkplaceTM 2021 is a testament to the strength of the DHL Express culture. The confidential survey assesses employee experience across fairness, credibility, respect, pride and camaraderie. Initiatives and programs that reinforce company culture are also audited for the survey. The GPTW survey recorded increased staff motivation and engagement levels, surpassing the company's 93% score in 2020. DHL Express focused on job security and staff well-being throughout this challenging period, ensuring employees remained safe, connected, and supported.

"While it's never been more critical to be a great place to work For AllTM, it's also never been more difficult," says Michael C. Bush, CEO of Great Place to WorkTM. "DHL Express has proven that when you deliver for your people, they deliver for your customers. 94% of DHL employees say their customers would rate the service they deliver as 'excellent,' outperforming the global benchmark of 86%."

To be recognized as a World's Best WorkplaceTM, companies must rank first on Great Place to Work's Best WorkplacesTM national lists. This recognition is based on confidential survey data that assesses employee experience in trust, innovation, company values, and leadership. Companies are also rated on how well they create a For AllTM workplace experience that includes all employees, regardless of who they are or what they do. This year, COVID-19 put the spotlight on physical and mental well-being for both employers and employees.

Source: Deutsche Post DHL

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