



COMPLIANCE MANAGEMENT

DHL Global Forwarding, Freight – Excellence. Simply Delivered.



COMPLIANCE – FOR BETTER BUSINESS

With approximately 45,000 employees and operations in more than 150 countries and territories, it is of utmost importance for DHL Global Forwarding, Freight to safeguard the trust that customers, suppliers, employees and investors place in us.

Ensuring DHL meets and exceeds legal and industry standards in an everchanging landscape is an essential part of helping to make our customers' supply chains responsible. To ensure all employees are fully equipped with the right tools to deal with risks, we have implemented a Compliance Management System to promote awareness and foster a solid Compliance culture. There is strong recognition of the active role everyone plays in mitigating risks and Compliance is embedded in DHL Group as an essential part of our quality and service excellence.



COMPLIANCE

for better business










COMPLIANCE MANAGEMENT SYSTEM

CULTURE

Tone From The Top

SEVEN ELEMENTS

						
Compliance Organization	Policies and Procedures	Monitoring and Improvements	Response to Problems and Disciplinary Enforcement	Risk Assessment	Training	Communication

IMPLEMENTATION

Global, Regional and Country Compliance Officers	Code of Conduct, Competition Compliance, Anti-corruption	Regular Compliance Audits, Approval Processes, Action Steps	Incident Management, Incident Reporting System	Compliance Risk Assessments	eLearning, Classroom, Videos, Case Catalogues	News, Leaflets, Customer Requests, Posters, Townhall Meetings
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If you would like to know more about our Compliance Management System, please contact your customer manager.



Compliance Organization

DHL Group has a comprehensive Compliance Organization headed by Global and Regional Officers and embedded in all countries worldwide by a network of Country Compliance and Export Control Representatives, Data Protection Officials and Compliance Champions.



Policies and Procedures

Our Code of Conduct defines clear ethical standards for DHL Group employees and spans the entire spectrum of our daily work and operations.

Policies include:

- Competition Compliance (anti-trust)
- (Supplier) Code of Conduct
- Export Control
- Anti-corruption and Business Ethics
 - Third Party Due Diligence
 - Gifts, Hospitality and Other Benefits
- Data Protection
- Supplier Risk Management



Monitoring and Improvements

Consistent monitoring and auditing activities take place on a global and local level. That is why we implemented a Customs Interaction Excellence Project (CIEP) to address the high risk area when interacting with customs authorities. Regular Export Control Compliance checks are embedded to ensure that DHL and customers adhere to applicable embargoes, sanctions and military regulations and anti-boycott laws. The Data Protection Management System guarantees proper handling of personal data, contractual obligations, as well as technical requirements.



Response to Problems and Disciplinary Enforcement

Management of non-Compliance is essential to support our commitment to lawful and ethical behavior. Employees are encouraged to report concerns to a 24/7 Incident Reporting System which is available in approximately 150 countries. An agile Data Breach process has been implemented globally in order to respond to Data Security incidents.



Risk Assessments

With regular workshops in all countries worldwide, we monitor and mitigate Compliance risks and customize action steps.



Training

Mandatory eLearning courses and regular face-to-face trainings promote understanding of Compliance, enabling our employees to observe our requirements in their day-to-day business. Compliance Awareness is also a module in our Certified program that every employee must complete.



Communication

The Compliance Office uses various communication channels which provide effective “Tone from the Top” and targeted messages, including articles and videos, social media activities, as well as posters and leaflets.





“Compliance is not only deeply embedded in our Strategy 2025 but a key cornerstone in all our activities.”

Tim Scharwath

CEO, DHL Global Forwarding, Freight



“Logistics as our core, Compliance in everything we do.”

Dr. Sofia Halfmann

SVP, Compliance and Export Control Officer,
DHL Global Forwarding, Freight



“Compliance in our decisions, Integrity in our actions”

Alejandro Arboleda

CFO, DHL Global Forwarding, Freight

WE UPHOLD HIGH ETHICAL STANDARDS

DHL Group is a signatory to the UN Global Compact and takes an active role in the fight against corruption as a member of the World Economic Forum's Partnering Against Corruption Initiative (PACI). Furthermore, DHL Global Forwarding, Freight is an active member of TRACE since 2014. DHL Group's Strategy 2025 includes a commitment for the Group to become a benchmark for responsible business.



To access our Group policies please visit the DHL Group website
group.dhl.com

dhl.com

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