



Group Corporate Social Responsibility

DrivingChange™

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CSR Manager
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 @maylopez27



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We are SEUR

2

DrivingChange™

3

Carbon neutral commitment



About us 1

We are SEUR



Number of parcels we deliver every single day

300.000

Total revenue in 2016 (millions)

€636

Deliveries in 2016

100 MM

Employees

7.100

Delivers in

230

countries

We are DPDgroup



parcels delivered every day

4 million

Total revenue in 2016 (billion)

€6,2

Number of vehicles

39,000

Hubs and depots

800

Delivery experts

60,000

We are SEUR, we are DPDgroup



Connecting businesses and people, everyday

One network.

Many experts.

Second in the european CEP market.



We are



60,000
delivery experts

Our reach



230
countries

A network of

Pickup

28,000
Pickup points

Delivering



4 million
parcels every day

DrivingChange™ 2

Our commitment to responsible business

Our approach is intended to be pragmatic. Our actions are meant to be the most efficient possible, that is why we're focusing on four areas where we feel we can make the biggest, most meaningful difference within parcel delivery, and beyond:

- Carbon Neutral Commitment
- Smart Urban Delivery
- Innovative Entrepreneurship
- Closer Communities

DrivingChange™

Carbon neutral commitment

Being dedicated to making every parcel we deliver carbon neutral, for all our customers

Smart urban delivery

Improving everyday urban life by giving greater delivery choices, while reducing our impact on the road

Closer communities

Bringing people together to support and build the communities we're closest to

Innovative entrepreneurship

Sharing our expertise and entrepreneurial spirit to help local enterprise thrive

“We believe in being a responsible partner to the people, businesses, and communities we work closely with”- DPDgroup

Four axes

DrivingChange™



Reflect and demonstrate our position as delivery experts and our commitment to being a pragmatic and responsible business

Driving Change™ Carbon neutral commitment



Being dedicated to making every parcel we deliver carbon neutral, for all our customers, at no extra cost

Driving Change™ Smart urban delivery



Adapting to modern ways of living in urban environments, providing smarter and more efficient urban delivery solutions

Driving Change™ Innovative entrepreneurship



Driving entrepreneurship and innovation inside and outside of our business

Driving Change™ Closer communities



Making a positive contribution on the communities we're the closest to, through our company and our employees

Our video

Carbon neutral commitment

Being dedicated to making every parcel we deliver carbon neutral, for all our customers, at no extra cost



Measure
Our GHG emissions*

Reduce
Our emissions

Offset
the remaining transport GHG emissions



Reduction of GHG emissions

Reduce from 2013 to 2020 by 10% the GHG emissions per parcel

Reduction will be achieved by internal initiatives like:

- Tour optimization for delivery vehicles
- Increase efficiency with Predict and Pickup
- Deployment of alternative fuel vehicles



Projects portfolio

6 projects located closer to our locations, 70% in Europe. Covering the themes of renewable energy and energy transition.

Our offsetting programme respecting the strictest international standards. KPI by project in order to assess the environmental, social and economic benefits.

RESPIRE

Quarterly reporting of the carbon footprint, consistent with international norms
Externally verified.



Pickup
Around every corner



Predict

Know the exact hour we're coming



Smart urban delivery

Improving everyday urban life by giving people greater delivery choices, while reducing our impact on the road



Environmental impact of urban logistics

Urban quality life

Evaluate our impact...

Measure the environmental efficiency of integrated logistics platforms in urban areas.

Asses the exhaust emissions of our fleet, like particulate matter, that affect air quality in cities.

Integrated logistics platforms

Areas on city centres that allow an optimization of our transport network.

Consolidation of parcels on the platform to deliver the final customer.

Predict
Know the exact hour we're coming



Pickup
Around every corner



... and reduce it

Mitigate the impact of our delivery fleet through vehicle renewal and alternative fuel switch.

Predict & Pickup

Flexibility to customers

Services that increase the chance we can deliver first time round, therefore increasing efficiency of our tours.

Innovative entrepreneurship

Sharing our expertise and entrepreneurial spirit to help local enterprise thrive



Intrapreneurship is in our DNA

Encouraging innovation

To better work with our partners



Inside the company

Stimulating innovation by internal challenges:

- Quality Awards
- 20 Projects for 2020
- Teambuilding” Sessions
- “School of Leaders”
- Agreements with schools and universities of renowned prestige, such as IESE, ESIC ,IE...

“Driving Change”

Rate



SEUR and DPDgroup has grown...

through acquisition of local delivery expert companies characterized by outstanding entrepreneurial spirit



Outside the company

Via our partnership with Ashoka we support pragmatic entrepreneurs thinking out of the box for solving social challenges

SEUR e-mprende challenge

Presence in the most important e-commerce shows and Forums

Section entrepreneurs and e-commerce in SEUR Blog

DrivingChange – rates

Closer communities

Bringing people together to support and build the communities we're closest to



Objectives

Common themes for community actions

In 2014

Internal

Allow employees to be an active part of the group CSR programme

Motivate employees, develop their commitment and sense of belonging to SEUR and DPDgroup.



SEUR and DPDgroup with it's employees supports causes related to

- Solidarity transport
- Disadvantaged children and youth
- Health
- Poverty
- Education
- Environment

Tapones para una nueva vida®



External

Engage in local initiatives that help develop and give back to the local communities



Over 5000 DPDgroup employees volunteered and supported over 300 associations

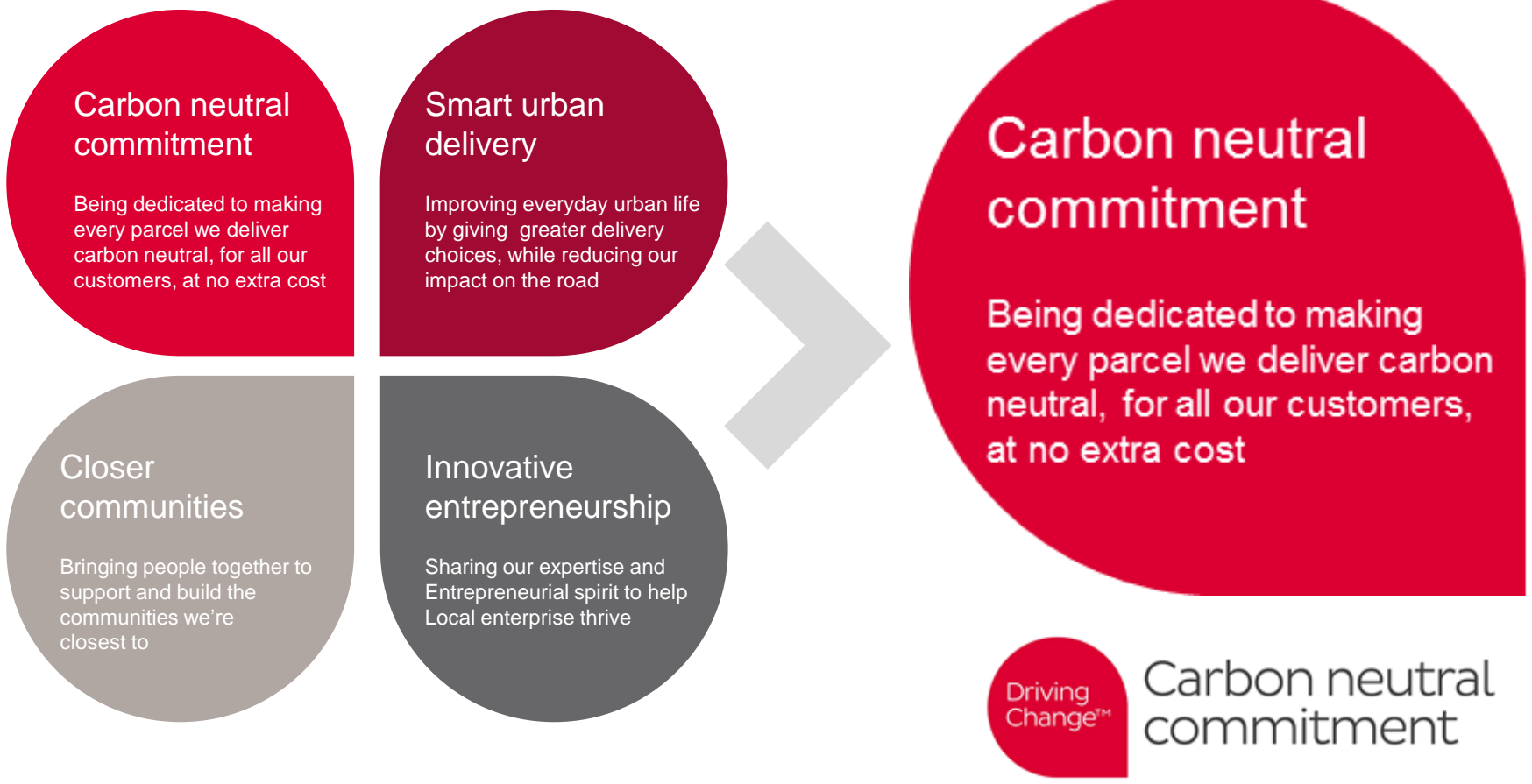


Carbon neutral delivery 3

DrivingChange™

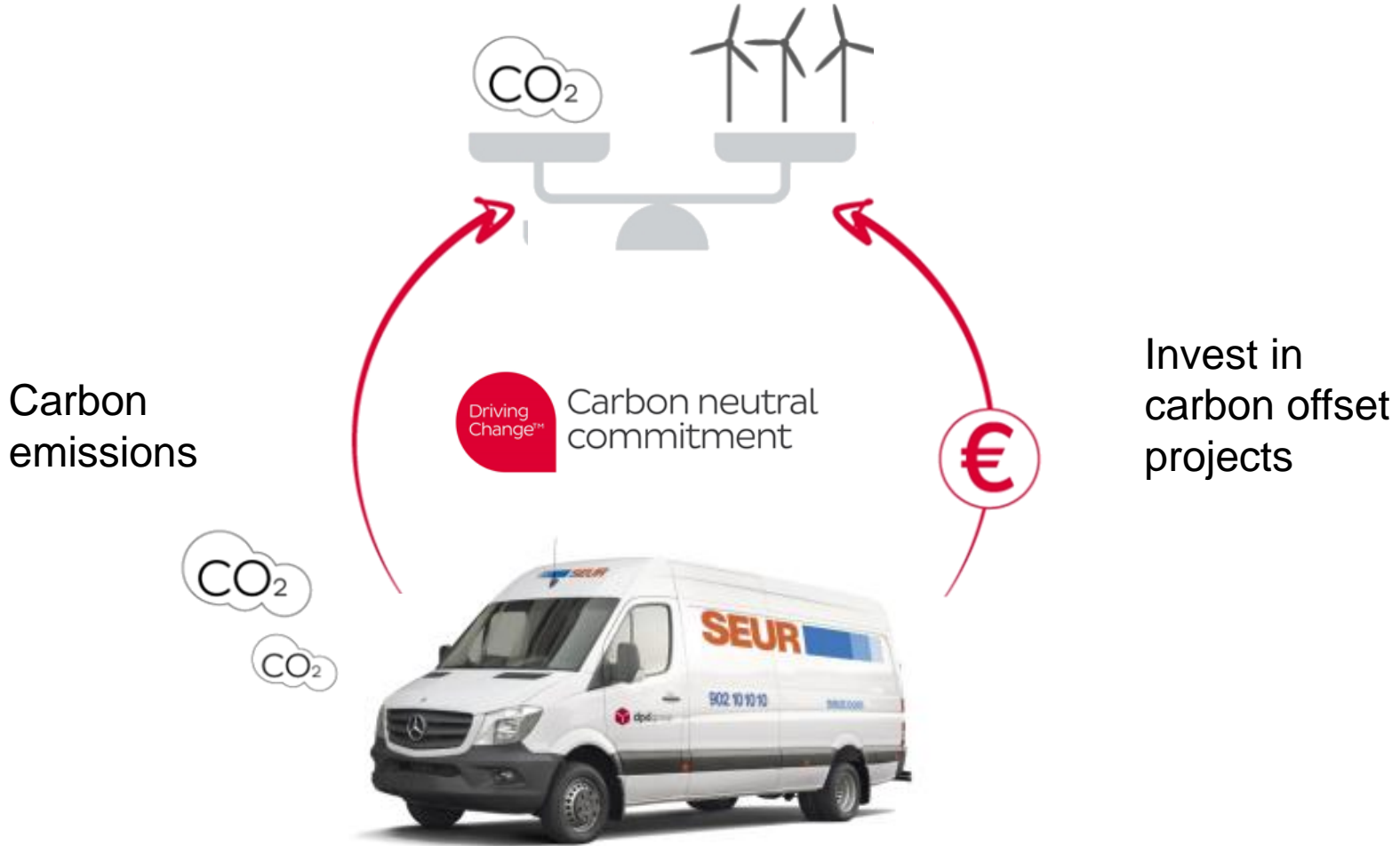
DrivingChange™ is SEUR & DPDgroup's new CSR programme.

Carbon Neutral Commitment is one of its four axes.



What does Carbon Neutrality mean?

Carbon offsetting
Net zero carbon footprint.



Carbon neutrality principles

The program is still based on a three step approach

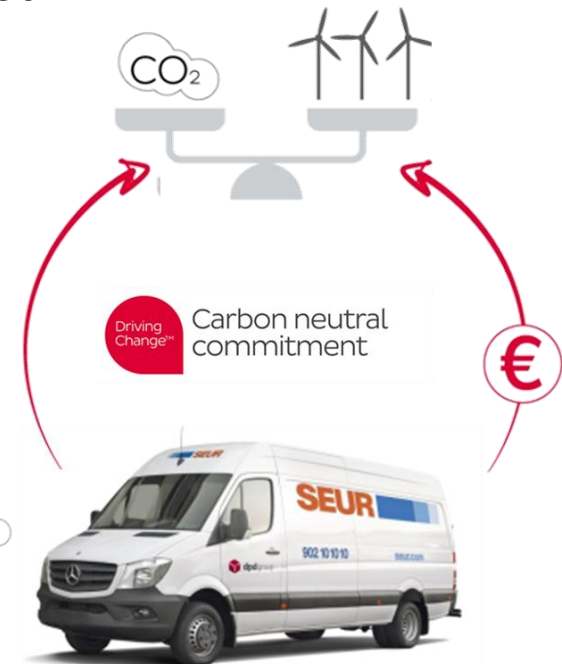
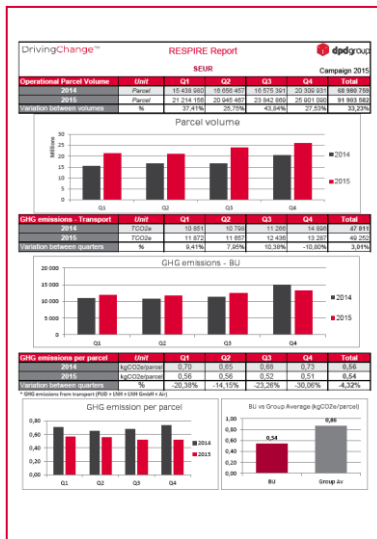
1

Measure through our dedicated tools

Respire: Quarterly reporting of the carbon footprint, **consistent** with international norms



Externally verified and audited



Carbon neutrality principles

The program is still based on a three step approach

2

Reduce from 2013 to 2020 by 10% the GHG emissions per parcel through several initiatives like alternative fuel vehicles and network optimization

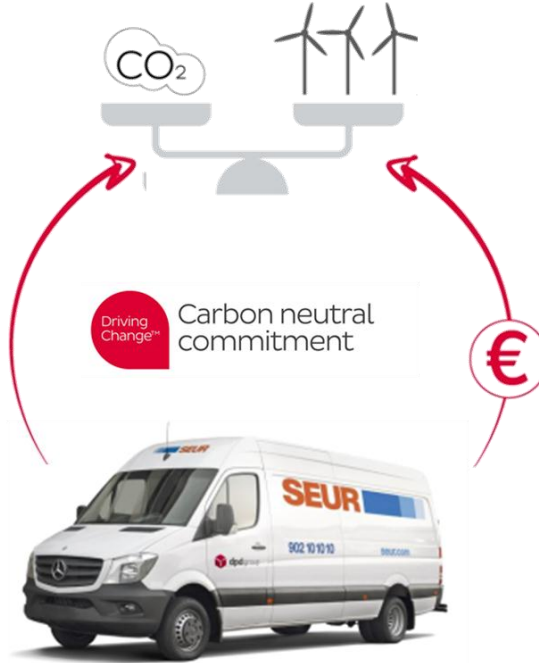


Pickup

Around every corner

120.000 parcels per month delivered on an alternative vehicle in Spain

SEUR Pickup
95% of Europeans within 15 minutes of a Pickup point



Predict

Know the exact hour we're coming

Predict, the ultimate flexibility to keep control on your delivery, available in **22** European countries



SEUR SunDay

Carbon neutrality principles

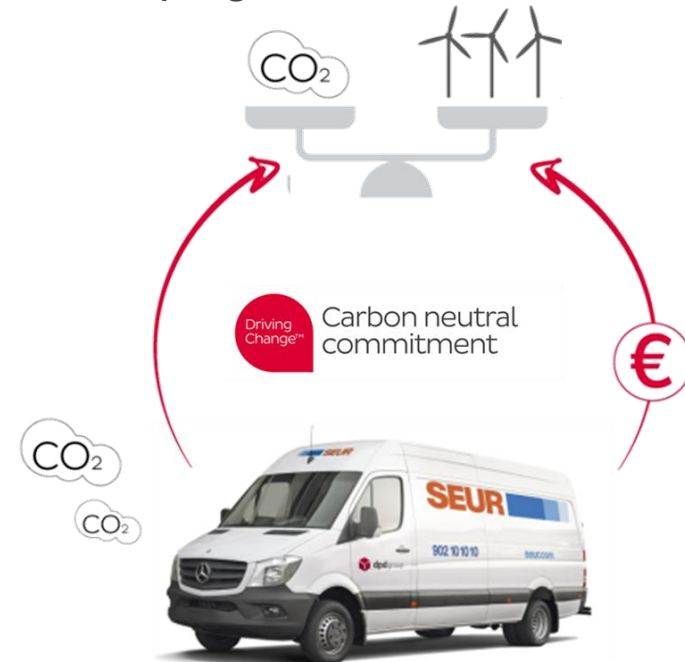
The program is still based on a three step approach

3

Offset the remaining transport GHG emissions

Offsetting means **financing projects**, through the purchase of carbon credits, that allow to avoid or to reduce GHG emissions. It is part of **our global climate strategy**. We invest in projects which contribute to:

- Energy transition and process improvements in Europe
- Sustainable economic development in developing countries.



Carbon neutrality principles

The program is still based on a three step approach

3

Offset the remaining transport GHG emissions



Cleaning Ground projects in UK and Germany are a part of the wider efforts to revitalize abandoned mining sites: the methane is captured for heat and power generation.



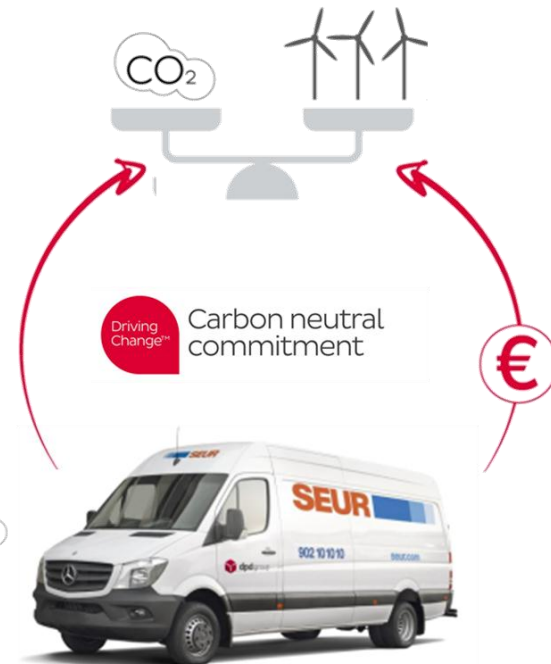
Green Binders program permits the production of hydraulic binders in Poland, used in road construction, geotechnical seals, and stabilization of hazardous waste as an alternative to traditional materials based on cement and lime.



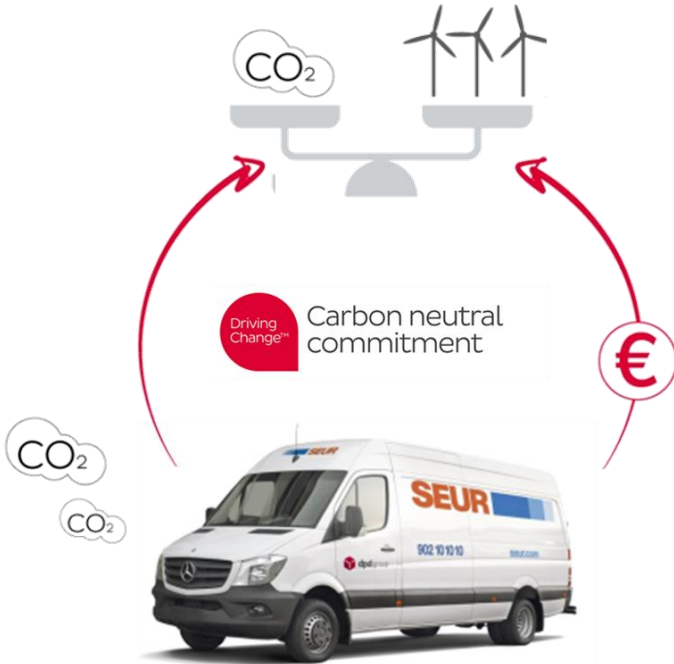
Waste Energy program's main objective is to develop landfill gas collection system to capture GHG and toxic gas emissions in Czech Republic. The gas is a combustible that could be used as a fuel for secondary energy – heat or electricity – production.



Wind programs in Turkey and India count 150 turbines. The total electricity production is about 530,000 MWh/year.



How does it benefit you, as a customer?



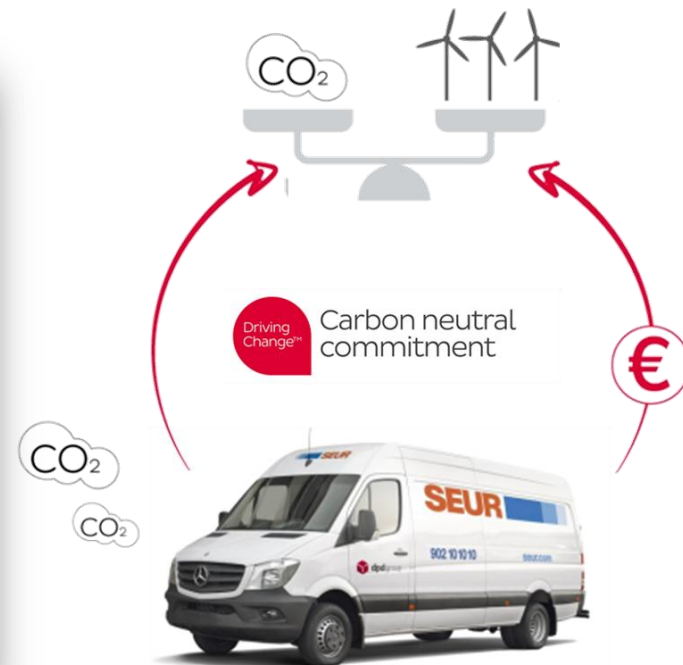
How does it benefit you, as a customer?

Carbon Neutrality is also a part of **sustainable business**.

Consequently and **at no additional cost for our customers**

It is an unprecedented commitment on the market

Our clients can value carbon neutral delivery to their final customers



Help us!

DrivingChange™ to a more sustainable and responsible model business.



Thank you

 **SEUR**

 dpdgroup