

Sustainable activities and social projects.

Time period 2021-2022



Editorial

>> Our promise <<

Our commitment to sustainable development.

Together for a green future.

By the year 2026, DPD will deliver to all Austrian state capitals with a low-emission fleet.



As a leading private parcel service provider, DPD has a special responsibility, as we transport millions of parcels each year in over 1,600 vehicles.

It is even more important to continuously set new environmentally friendly standards for the entire industry with innovative ideas. Improving air quality, especially in large cities, is a significant challenge for our industry, and we are committed to our goal of low-emission delivery in capital cities by 2026.

Looking back on the past two years, sustainability has never been more in focus. It has sparked a global movement demanding real and sustainable change for our planet and responsibility for future generations.

At DPD Austria, we also take this responsibility seriously and embrace our mission. Our sustainable and social activities clearly demonstrate that we all contribute to a greater whole, and when each individual makes small adjustments in their respective areas, the cumulative impact is substantial.

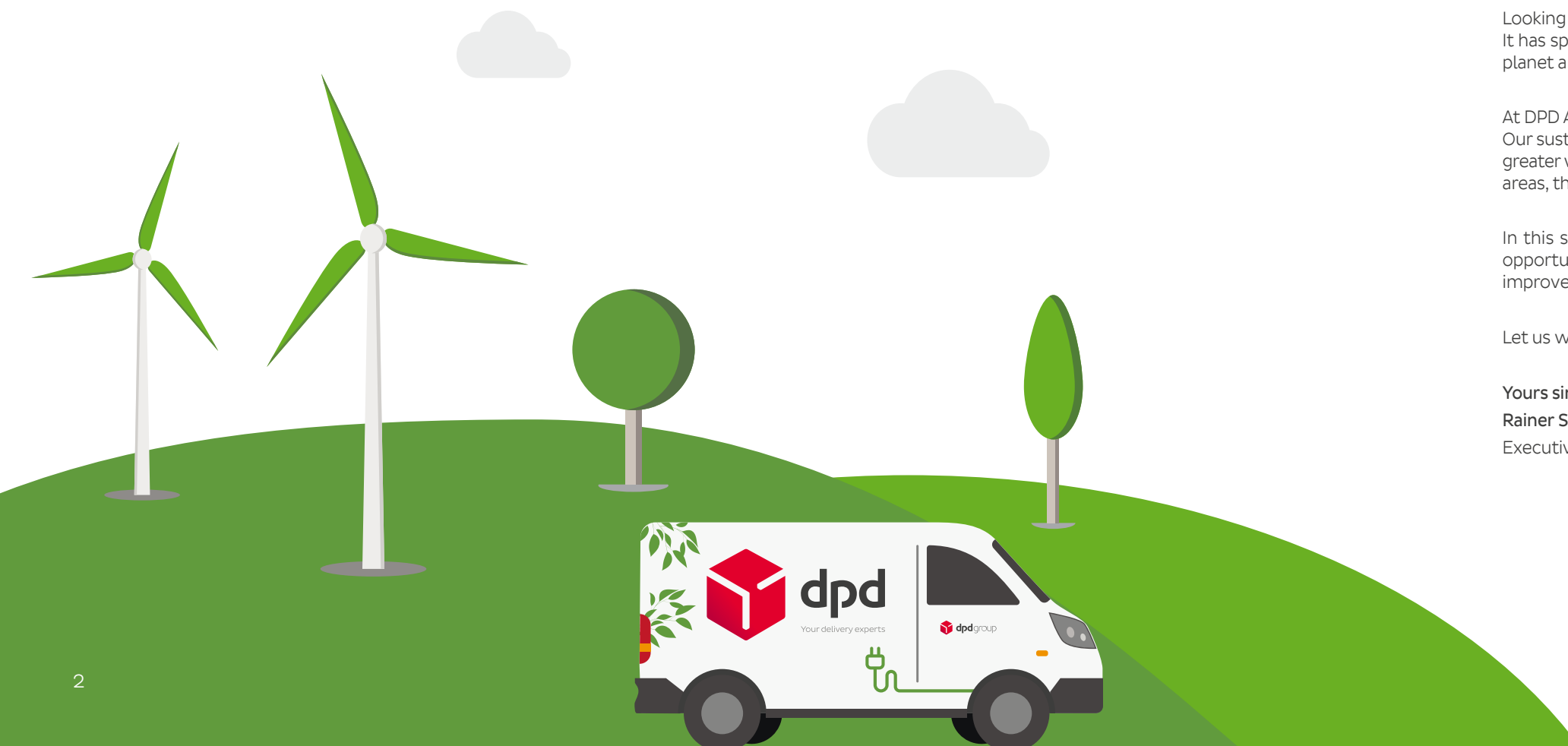
In this spirit, we continuously keep our eyes open for new developments and opportunities that we can implement in our company to protect the environment, improve our community, and make life easier for those who bear a heavy burden.

Let us work together towards a better and more sustainable world in the future.

Yours sincerely,

Rainer Schwarz and Georg Karoh

Executive management DPD Direct Parcel Distribution Austria GmbH





About DPD

DPD Austria is Austria's leading private parcel service, providing a first-class range of services for national and international parcel distribution.

Nationwide, approximately 2,500 logistics experts are members of the DPD parcel delivery network. The company operates a transport fleet of 1,600 vehicles, which handled more than 66 million parcels in the year 2022.

Depots



With 16 depots, a central hub, and two city hubs, DPD has a comprehensive presence throughout Austria.

Worldwide



As part of the international DPD network, DPD Austria has access to the strongest road network in Europe, allowing us to offer deliveries to 230 countries/territories worldwide. Within this network, 122,000 shipping experts work to move over 8.4 million parcels daily.

2.400 Pickup locations



DPD not only provides its customers with the largest private parcel network, with over 2,400 pickup locations (parcel shops and lockers) throughout Austria, but also offers nationwide coverage, always just 15 minutes away.

Fleet



DPD has approximately 2,500 logistics experts nationwide in Austria and a transport fleet of around 1,600 vehicles.

Milestones

For over 30 years, DPD has been a pioneer in the domestic parcel market as the first private provider. After its initial steps under the name APS in 1988, DPD, thanks to its robust national and international network, has become the leading private parcel delivery service provider in Austria.

1999

Completion of renovations and new construction projects throughout Austria, including the opening of the 25,000 m² Kalsdorf depot near Graz, the Perg depot in Upper Austria, and the Obertrum depot in Salzburg.

2001

Every day, 1 million parcels are transported through the international DPD system.

2006

DPD Austria delivers 31.6 million parcels nationwide.

2017

As the first provider in Austria, DPD makes it possible to track parcels in real-time via live tracking and redirect them up to the last minute.

2019

The 100,000th user registers on the mydpd.at platform, and parcel volumes increase by three percent by year-end.

2020

More than 57 million transported parcels in the midst of the COVID-19 crisis resulted in an overall record increase in parcel volume of over ten percent compared to the previous year.

1988

April 7th - The three leading Austrian logistics companies, Gebrüder Weiss, Lagermax, and Schachinger, founded the first private parcel delivery service in Austria, back then operating under the name APS Austria Paket System.

1994

APS, as a partner of DPD Direct Parcel Distribution, initiates cross-border parcel delivery services. Responsible for this is the newly formed DPD Austria (with the participation of Gebrüder Weiss, Lagermax, Schachinger, Birkart, Dachser, Nathe & Quehenberger).

1996

Opening of the central main trans-shipment center in Hörsching (at the time the largest in Austria).

Introduction of DPD wine logistics.

2013

Friends and partners of DPD celebrate the 25th anniversary of Austria's leading private parcel delivery service.

2015

The international DPD network creates a uniform brand presence throughout Europe. DPD opens the 1,000th Pickup parcel shop in Austria. The SHUTTLE-BOX® wins the HERMES Traffic Logistics Award.

2016

The international DPD network establishes a consistent brand presence across Europe. DPD opens its 1,000th Pickup parcel shop in Austria. The SHUTTLE-BOX® receives the HERMES Traffic Logistics Award.

2021

Another record-breaking year for DPD, as the system handled not only a volume of 66.5 million parcels but also saw investments totaling 20 million euros.

2022

DPD Austria is making a strong statement for innovative and green urban logistics, as since 2022, all parcels in Bregenz are delivered 100 % electrically.



Targets & Charta

Protecting the environment, supporting employees, and serving society.

These are the stated goals of DPD in Austria, which also underscore our service-oriented nature and the lived company culture. Not just in recent years, but also for a sustainable future.



Environmental Goals

- Improvement of the CO₂ footprint
- Continuous reduction of energy consumption
- Waste separation and recycling
- Vehicles with alternative propulsion systems



Employee goals

- Promote health, safety, and well-being in the workplace
- Develop the strengths and talents of each individual employee
- Value diversity and inclusion.



Societal goals

- Supporting people and organizations in challenging situations
- Commitment is not just an empty phrase for DPD in Austria.
- Strengthening awareness of social responsibility.



Data protection

- The European General Data Protection Regulation (GDPR) is adhered to
- Implementation of a data protection initiative throughout the entire international DPD network.
- Data protection should be embedded in all processes and in the corporate culture



Compliance

- DPD network's proprietary compliance program and framework
- Ensuring compliance with international trade regulations
- Ensuring trade with legitimate partners



Environment

Our daily contribution to the environment is intended to have a cumulative impact on the greater good, influencing the future sustainably. The clear objective is, of course, to reduce emissions, lower energy consumption, and achieve measurable CO₂ savings.

Our vision:

Green and low-emission delivery to all state capitals of Austria by the year 2026.

Our strategy:

Sustainable development of our fleet with alternative propulsion systems.

Our promise:

For an environmentally friendly future, we continuously evaluate our potential for savings.



Environmental database

Our environmental database serves as the foundation for representing sustainability in numbers and facts, and through active monitoring, it allows for targeted improvements and savings. Because only those who have an accurate overview can take purposeful measures.



ISO 14001:2015 certification

The environmental management system according to ISO 14001:2015 is an international standard that ensures compliance with environmental issues, continually evaluates, and thus also improves sustainability.



Waste reduction

Thanks to active monitoring in the environmental database, savings and reductions are made visible. For instance, scrap metal generated in the depots was reduced from 0.39 kg/1,000 parcels to 0.18 kg/1,000 parcels, representing a reduction of 55 %. Wood waste also saw a reduction, from 24.96 kg/1,000 parcels to 21.20 kg/1,000 parcels, which equals a significant 15 % reduction.



Energy

"Between 2021 and 2022, electricity consumption was reduced from 4.23 million kWh to 4.16 million kWh, which is a 2 % reduction. The total energy consumption, including electricity, gas, and pellets, decreased from 6.69 million kWh in 2021 to 6.03 million kWh in 2022, representing a 10 % savings.



Green delivery in Bregenz

In the depot in Sulz, Vorarlberg, all DPD parcels are delivered 100 % electrically to all receiving customers. Using three Mercedes Sprinter and one Fiat Ducato, up to 1,000 parcels are delivered to the state capital of Vorarlberg on peak days. DPD sees the delivery of parcels by electric vehicles as a significant contribution to reducing CO₂ emissions, and customers also highly appreciate the environmentally friendly delivery.



Photovoltaic system at HUB Hörsching

DPD is strongly investing in the power of the sun, as a photovoltaic system has been successfully installed and put into operation at the central transshipment hub in Hörsching, Upper Austria. In 2022, the system generated 155.43 MWh of electricity, with 67.68 MWh consumed directly on-site and 87.75 MWh fed into the public power grid. Solar energy is sustainable and one of the future hopes in Austria's energy transition. In this way, DPD significantly contributes to the sustainable development of the Upper Austria region!



LED conversion at the depot in Pöchlarn



At the DPD depot in Pöchlarn, Lower Austria, significant measures were taken to illuminate the facility sustainably and with energy efficiency in mind. The complete conversion from traditional incandescent bulbs to light-emitting diodes, which consume only one-tenth of the energy, resulted in an annual CO₂ savings of 7.43 tons.

Last mile & alternatives drives

The 'last mile' refers to the short stretch leading to the recipient's doorstep, and it presents some of the most significant challenges. Not all end customers are always at home, and repeated delivery attempts cost time and money. However, DPD already offers several innovative solutions in this area.



The DPD city HUB

Thanks to last-mile delivery using the innovative e-cargo bike at the DPD city HUB in Seestadt Aspern, in the years 2021 and 2022, 30,657 parcels were delivered in an eco-friendly manner, covering a distance of over 7,000 kilometers. This distance is equivalent to the journey from Vienna to Chicago.



Predict

DPD delivers when it's convenient for the customer. With DPD, the customer already knows when the parcel will arrive thanks to the convenient parcel notification and a specified 4-hour time window. If the customer is not at home, they can easily change the location and time of parcel delivery online.



Live-tracking

Tracking your parcel in real-time? With DPD, you can redirect it up to the last minute. This minimizes unnecessary trips, which in turn significantly benefits the environment.

SHUTTLE-BOX®

With the SHUTTLE-BOX® by DPD, which received the HERMES Traffic Logistics Award in 2015, an eco-friendly reusable transport system is provided to the sender upon request.

This initiative led to the saving of 115,000 packaging units between 2020 and 2021.





Employee

Everyone contributes to the DPD collective.

Our knowledge parcels

DPD's training programs are diligently utilized by our employees because personal qualifications, as well as social and professional competence, are valuable assets. With a total of 168 internal and external training sessions, in which 1,357 employees participated in 2,876 training hours over the past two years, we enhance motivation, broaden horizons of knowledge, and ultimately improve the quality of work. Particularly popular were, in addition to mandatory training, the GWP Parcel Shop training and personality development seminars.

DPD signs the diversity charter

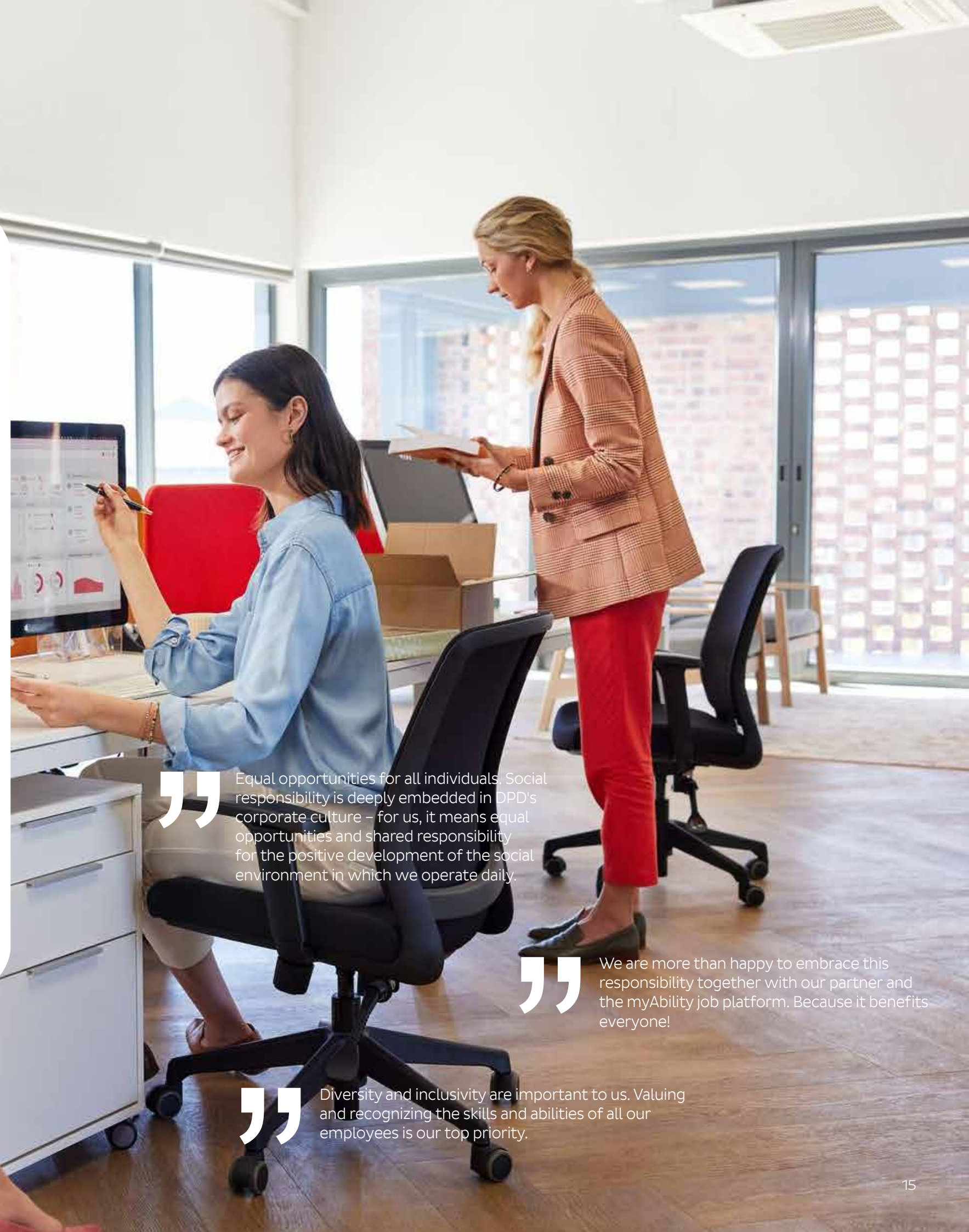
The Diversity Charter is an initiative aimed at promoting appreciation for all members of society, regardless of gender, age, origin, sexual orientation, religion, or physical and mental disabilities. More and more companies, organizations, and public institutions recognize this diversity as an essential component of success, and DPD is an enthusiastic supporter of this initiative. At DPD, we advocate for the equality of all people because every individual, with their unique individuality, diverse experiences, and talents, contributes to the creative and economically potent potential of our company.

DPD receives the quality seal for workplace health promotion

With the quality seal for workplace health promotion awarded by the Austrian Health Insurance Fund (ÖGK), companies that place special emphasis on comprehensive health measures for their employees are recognized. The workplace health promotion quality seal is an award of quality, attesting to DPD's careful handling of all workplace health promotion measures for its employees. This important tool can help achieve increased job satisfaction and reduce workplace stress. DPD received the award for the years 2021 to 2023.

Great Place to Work® Award

At the end of 2022, DPD Austria received a special award, as it was certified as a 'Great Place to Work®'. The basis for the 'Great Place to Work®' certification is an independent and anonymous employee survey about the workplace culture at DPD Austria. The award confirms that employees highly value the company culture. It is also an important signal externally when it comes to recruiting new employees. DPD received this award from December 2022 to December 2023.



“Equal opportunities for all individuals. Social responsibility is deeply embedded in DPD's corporate culture – for us, it means equal opportunities and shared responsibility for the positive development of the social environment in which we operate daily.”

“We are more than happy to embrace this responsibility together with our partner and the myAbility job platform. Because it benefits everyone!”

“Diversity and inclusivity are important to us. Valuing and recognizing the skills and abilities of all our employees is our top priority.”



Society

Together we are strong. Commitment to the less fortunate members of our society is a lived corporate culture at DPD and a heartfelt matter of personal drive.

Wiener Tafel

In cooperation with the Wiener Tafel, we sponsored 500 meals for people facing financial hardship, thus contributing to basic support during challenging times.

Diakoniewerk St. Pölten

A residence for people with disabilities, where they can live as independently as possible: DPD supported the construction of this house with a financial donation to enable them to live at the heart of society.

Vorarlberger Kinderdorf

The Sulz Depot 0627 is involved with a children's village sponsorship, supporting socially disadvantaged children. The Vorarlberger Kinderdorf assists families where the well-being of the child is at risk or affected. DPD is happy to engage in supporting the most vulnerable in our society.

Herzkinder

With a sponsorship from DPD, Herzkinder Österreich provides medical, financial, and emotional support to children with heart conditions and their parents during a challenging phase of their lives.

Wine Aid

Under the motto 'enjoy a good glass of wine and do something good' Wine Aid hosts an online wine auction, with proceeds going to social projects like the Austrian Children's Cancer Aid. DPD participates as a secure shipping partner for delicate cargo and is happy to support this sponsorship.

Mirno More

The 'Friedensflotte Mirno More' sailing project offers children and young people from around the world a week-long break from the numerous challenges of daily life. The project's goals are social inclusion, peace, tolerance for one another, and international understanding. Due to the pandemic, the sailing trip was postponed, but DPD continued to support Mirno More in another project, the shipment of the annual calendar.



DPD international

The theme of sustainability has inspired a global movement that is driving real and lasting change. The international DPD network is very proud to be part of this movement.

Climate

The future should be environmentally friendly, which is why the international DPD network aims to offer low-emission delivery solutions in the 350 largest cities in Europe by 2025. Currently, the DPD network already provides low-emission deliveries in 52 European cities. Through these efforts, DPD has reduced CO₂ emissions per parcel caused by the DPD network by 21.9% since 2012.

Employees

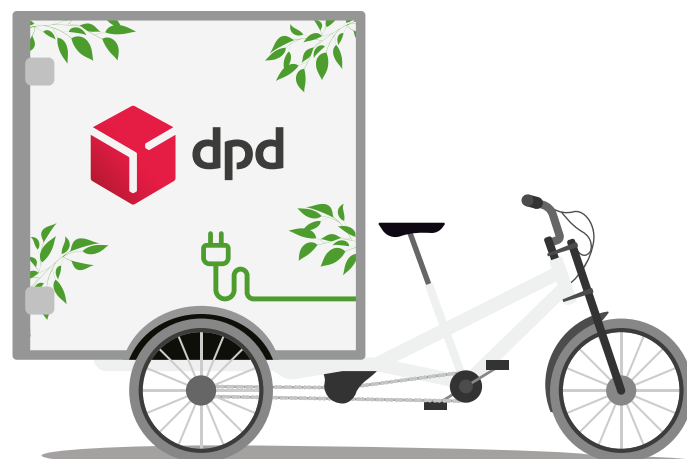
Inclusion and the promotion of the professional competence of all employees in a respectful work environment are crucial factors that will continue to make the international DPD network a 'Great place to work'.

Community engagement

In addition to providing logistical expertise for local projects, the international DPD network places a strong emphasis on social engagement. Currently, over 450 NGOs and community initiatives in 19 countries receive support.

Promise for the future

By 2040, DPD aims to become the international leader in sustainable deliveries. With this goal, we reaffirm our commitment to sustainability and look forward to this decade with confidence, knowing that we are better positioned than ever before.



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