

Deutsche Post World Net

Migration & Labour Markets: Practical experiences
Brussels, February 2009

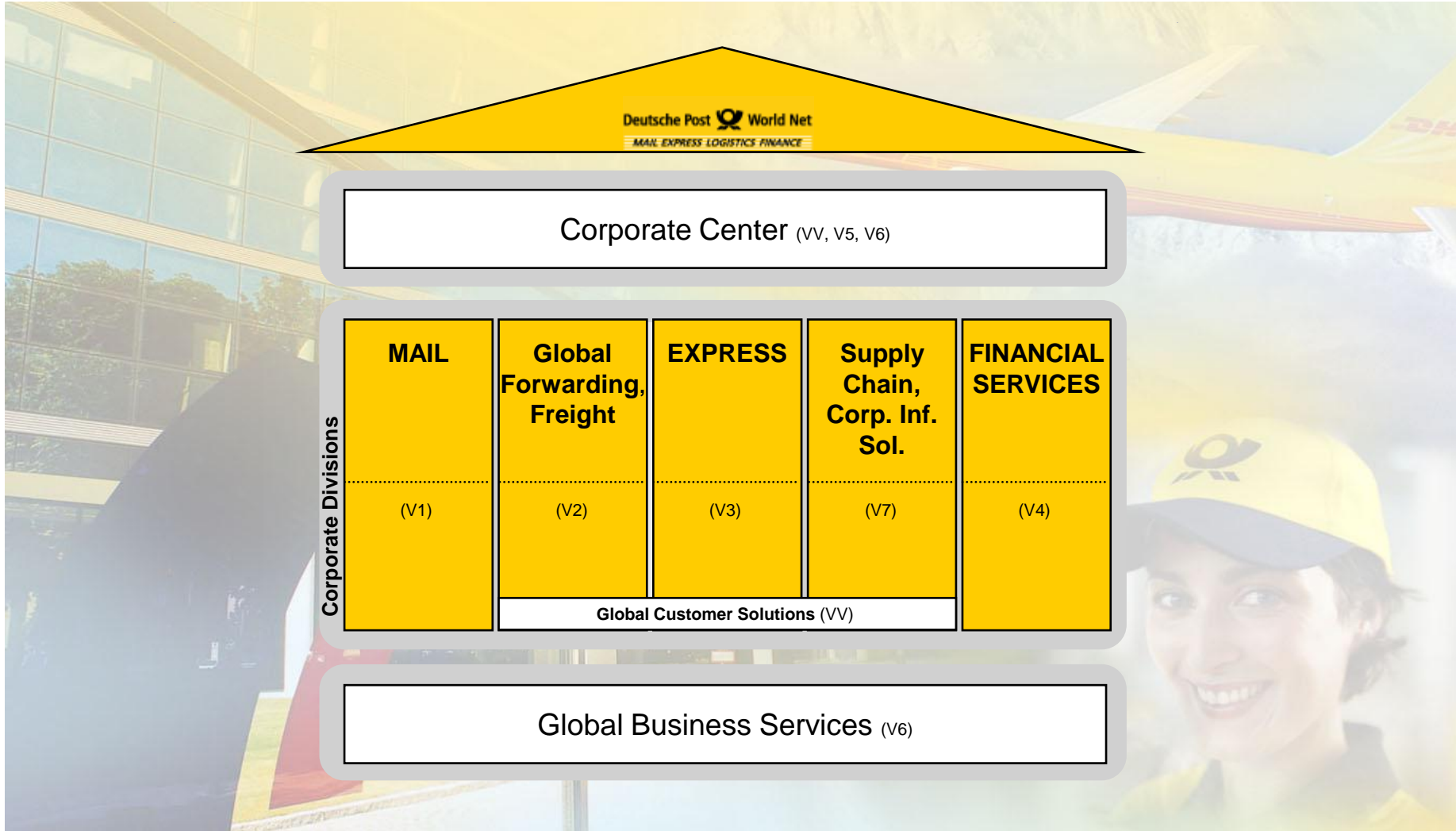


Positioning

Deutsche Post World Net is the world's leading logistics group.

Its integrated Deutsche Post, DHL and Postbank companies offer tailored, customer-focused solutions for the management and transport of goods, information and payments through a global network combined with local expertise. Deutsche Post World Net is also the leading provider of Dialog Marketing services, with a unique portfolio of efficient outsourcing and system solutions for the mail business. The Group generated revenue of more than 63 billion euros in 2007. With some 500,000 employees in more than 220 countries and territories Deutsche Post World Net is one of the biggest employers worldwide.

Corporate Structure



Multinational: Corporate identity

Deutsche Post World Net is multinational

A total of 650 companies belong to Deutsche Post World Net. In these companies, Deutsche Post World Net employs people of all nationalities, cultures, ethnicities, religions and languages. Integrating our employees is a top priority. Showing respect for the diversity of all of these people is a major challenge for us.

We promote the distinctiveness of our employees. After all, our global processes require the highest levels of productivity, creativity and efficiency. Our corporate headquarters, the Post Tower in Bonn, itself has employees from 40 nations.



> Employees from 40 nations work in the corporate headquarters, including people from the following nations: Argentina, Bangladesh, China, India, Kenya, Mexico, New Zealand, the Philippines and Singapore.

A mix of people – a mix of generations

from baby boomers to X and Y-generation all are represented in the world of Deutsche Post World Net

A new(er) generation is joining:

- Wherever I lay my pillow is my home
- Well trained, flexible in terms of functions, roles, salary,...
- Highly motivated: I want to make a contribution to a better world
- Networkers; direct and virtual
- Continuous development: eternal learning/experiencing/changing
- Main driver: “the world is my oyster; it want to see and experience it to the full”
- Low “national”-binding; strong association with the Corporate Identity
- Company is seen/used as a second step to a broader horizon

Consequences for countries and companies

Companies need to build solid secure development environment, open minded, multicultural within the company culture based on clear values → warm nest

Advantage: flexible knowledge pool, in-sourcing/out-sourcing, centers of excellence,... → growth of the “fittest” companies

Obligation: “talent makes capital dance”; talents come and leave → continuous investments, offering challenges aligning with the employees ambition, sustainable talent management → no short term agendas

Risk: financial crisis, shareholders impact, local (country) restrictions

Question:

How can countries/governments contribute to and at the same time benefit from this “new generation”?

How far are responsibilities shared between multinational companies and hosting countries?

The future of work



Work not only provides most people with a key source of income, but also helps give meaning to their lives. At the same time, the future of work is less certain than ever: Globalization and the penetration of work processes with information technology have radically changed the face of work over the past few years.



How will we work in the future and how will work continue to change? Burning questions – for society and for Deutsche Post World Net as an employer of more than 500,000 people. Possible answers are provided by the Research Institute on the Future of Work. The institute is one of only a handful of research organizations that focus solely on the field of work and labor market economy.



The initiative to establish the institute came from Deutsche Post World Net in 1998. Since then, the company has been a key sponsor of the institute thanks to the support of the Deutsche Post Foundation. The institute operates independently of corporate interests. This applies both to the choice of research topics and to their analysis. All findings derived from the research are available to the public.



This structure makes it a unique institution.



> Since 1998, Deutsche Post World Net has sponsored the Research Institute on the Future of Work and the institute's annual award in labor economics, the most important prize in the labor economy area.

7 corporate values guide our actions

Our corporate culture creates added value and shows us how we can become stronger than our competitors. In 2005, we anchored the following corporate values in our company.



1. To deliver excellent quality

Our core business is services that we deliver in an excellent manner around the world at any time.



2. To make our customers successful

Customer satisfaction is our company's success factor. Our customers' success is our success, too.

3. To foster openness

We think globally, act locally and respect the diverse cultural values of the countries where we do business.



4. To act according to clear priorities

Clear priorities guide our actions: first, the success of the customer. Second, the success of the Group. And, third, the success of each individual unit and each individual employee.



5. To act in an entrepreneurial way

Entrepreneurial action shapes the spirit of our entire Group. We demand and encourage individual responsibility.

6. To act with integrity internally and externally

Integrity determines the way we work within the Group and our behavior toward business partners, stockholders and the public.

7. To accept social responsibility

We are committed to the well-being of the societies where we do business and work on behalf of activities that promote them.

Sustainable entrepreneurial action is a central feature of our business policies and helps secure our long-range success. Our sustainable approach considers the factors of environment, people and society as well as business success. It flows into our corporate governance as well as into ethical guidelines and our Group's code of conduct.



Thank you very much for your attention.

Information

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