

DP-DHL, UNI and ITF underline their willingness to continue the dialogue on employment and industrial relations issues on the basis of the following principles:

1. Starting point and objectives

- The parties recognize the tripartite meeting of 17 June 2016 as the starting point for further dialogue after the closure of the specific instance procedure before the National Contact Point for the OECD Guidelines.
- The parties would like to continue to meet on a regular basis to discuss employment and industrial relations issues.
- The parties commit to direct and good faith discussions.
- In that spirit, the aim of the regular meetings shall be to resolve employment and industrial relations issues in a mutually acceptable manner and to avoid future problems.

2. Commitments

- The DP DHL group is a signatory of the UN Global Compact and supports the active and ambitious implementation of the OECD Guidelines for multinational enterprises. The OECD Guidelines are reflected in DP DHL's Code of Conduct. In cases where local laws do not satisfy the principles and standards of the OECD Guidelines, DP DHL shall meet the OECD standards.
- In particular, DP DHL acknowledges the right of all employees to join or not join a union of their choice, without fear of retaliation, and to collective bargaining. Upon request DP DHL will instruct their managers to inform their employees accordingly. In line with the OECD Guidelines, DP DHL also encourages supply chain responsibility in their contractors and sub-contractors.
- The parties agree to meet on short notice to discuss the situation in Colombia, Panama and Chile with the view of resolving recent issues. If the issues cannot be settled at this meeting the parties will consider further steps, including the possibility of a joint field visit.
- Further dialogue is required on India.
- UNI/ITF agree not to publish (in whatever media) any statement on an employment and industrial relations issue until DP DHL Corporate ER has been informed of the

issue and given adequate time to respond and, if necessary, resolve it. UNI/ITF will use their best endeavors in order to encourage their affiliates to do the same.

- During UNI/ITF's Annual Global Delivery Meeting there will be an appropriate representative of DP DHL's Corporate ER team for an agreed session.

3. Meetings

- Regular meetings will take place between the parties to facilitate the constructive dialogue, i.e.
 - 4 times a year (meetings may be skipped with the consent of all parties)
 - calls and further meetings if considered necessary by one party.
- Meetings shall take place with alternating locations at each party's head office (Bonn, London, Nyon) or at another mutually agreeable location.
- Participants will be representatives of each party. Each party is free to include relevant representatives of their organization. The other parties will be advised of such participation. Once a year the Board Member for HR of DPDHL will attend a session at one of the dialogue meetings with UNI/ITF.
- The agenda should be mutually agreed in advance of the meeting.
- Notes of the meeting shall be agreed and kept on record with a copy being sent to the NCP.

4. Process of handling issues

- Local issues shall first be brought to the local management by local employee representatives. They will be handled and concluded in accordance with local law and grievance procedures as well as collective bargaining agreements, where applicable. Ideally, such cases should not need escalation to the global level.
- To the extent an issue cannot be resolved on the local level to the satisfaction of UNI/ITF, UNI/ITF may approach the DP DHL's Corporate ER team.
- DP DHL's Corporate ER team will respond as quickly as possible and, if necessary resolve the issue in an adequate time, in view of the size of the business and the need to investigate an issue properly.
- If a complaint remains unsolved, UNI/ITF are entitled to bring a specific instance to the National Contact Point of the OECD-Guidelines.

5. Validity

- UNI/ITF and DP DHL agree the dialogue as set out in this protocol will be reviewed in December 2017.

This protocol is dated 5 th July 2016 and issued by the German National Contact Point of the OECD, Berlin.

For the National Contact Point



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Head of Division

Federal Ministry of Economics and Energy

UNI/ITF and DP DHL agree that the dialogue as set out in the above protocol dated 5th July 2016 will be continued and reviewed in December 2019.

Berlin, 21st September 2017

For the German National Contact Point for the OECD Guidelines



Detlev Brauns

Federal Ministry of Economics and Energy