



UMANG – A Continuous Education Programme...

Empowering Frontline Employees through Education

DHL is a leading global brand in the logistics industry. DHL's family of divisions offers an

unrivalled portfolio of logistics services, ranging from national and international parcel delivery, international express, road, air and ocean transport, to industrial supply chain management. With its unrivalled presence in developing markets, DHL is decisively positioned as “THE logistics company for the world”.

DHL Express is a company that pioneered cross-border express delivery in 1969 & now is active in more than 220 countries and territories worldwide. We connect people and improve their lives. Moreover, we do it by being uncompromisingly customer-centric and delivering excellence day in and day out. By bringing people together and making life simpler – for our customers, our employees, our investors, and our society – we help make the world a better place.

DHL Express India core lies within the four focus pillars, which starts with **Motivated People** who help us achieving **Great Service Quality** that helps us to have **Loyal Customers** leading to a **Profitable Network**.



Since, everything starts with the Motivated People in the company, we believe that employees are our vital resource and focusing on their development is an integral part of our People Development Strategy (PDS). One such program that we like to highlight is ‘Umang’ which is a continuous Education Program to fulfill the educational aspirations of frontline Operations employees.



Ideation

During performance dialog with the front line teams, HR received feedback to have a scholarship program for frontline employees to support them in completing their educational aspirations and grow professionally.

Many of these frontline employees have educational aspirations that they could not fulfill due to family and financial constraints as many of them had to leave their education and start working in order to support their families.

Hence, Umang a continuous education program was launched for the frontline employees working in Operations Function in the year 2014 with an aim to foster a learning culture among our frontline employees.

Program Outline

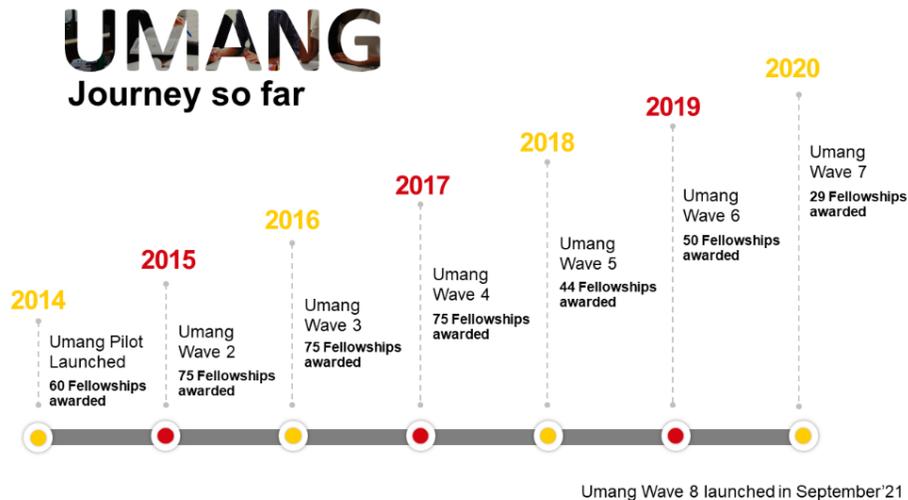
- All employees in frontline positions of Operations function are eligible to qualify for Umang
- They can pursue their education (Graduate or Post Graduate Degree) through correspondence courses only by a recognized university
- Selection of the employees for the courses is on merit and basic eligibility criteria

Program Objective

- Through Umang, DHL Express India endeavors to facilitate frontline employees to fulfill their educational aspirations, enhance their knowledge & skills for personal growth and development.
- By completing higher education employees can meet their personal career goals and get promoted and take up higher roles in the organization

- Program encourages and motivates employees to pursue higher studies and acquire qualifying education in line with current industry trend

Journey of Umang



Program Results

- Employees are provided fellowship with financial support to meet their educational goals. So far **408** Fellowships have been awarded
- The aim is to build competence in employees through education thereby enabling promotion into higher roles while staying with the company. So far, **200+** employees have got career progression owing to this program
- Overall, **69** employees have successfully completed their education under UMANG with 38 employees have completed Graduation & 31 employees have completed Post Graduation
- Employees have taken up and completed degrees in BCOM, BA, BBA, MBA in Supply Chain, Operations, and Marketing etc. from universities like Mumbai University, Welingkar Institute, Symbiosis, NMIMS, IGNOU, YCMOU etc.

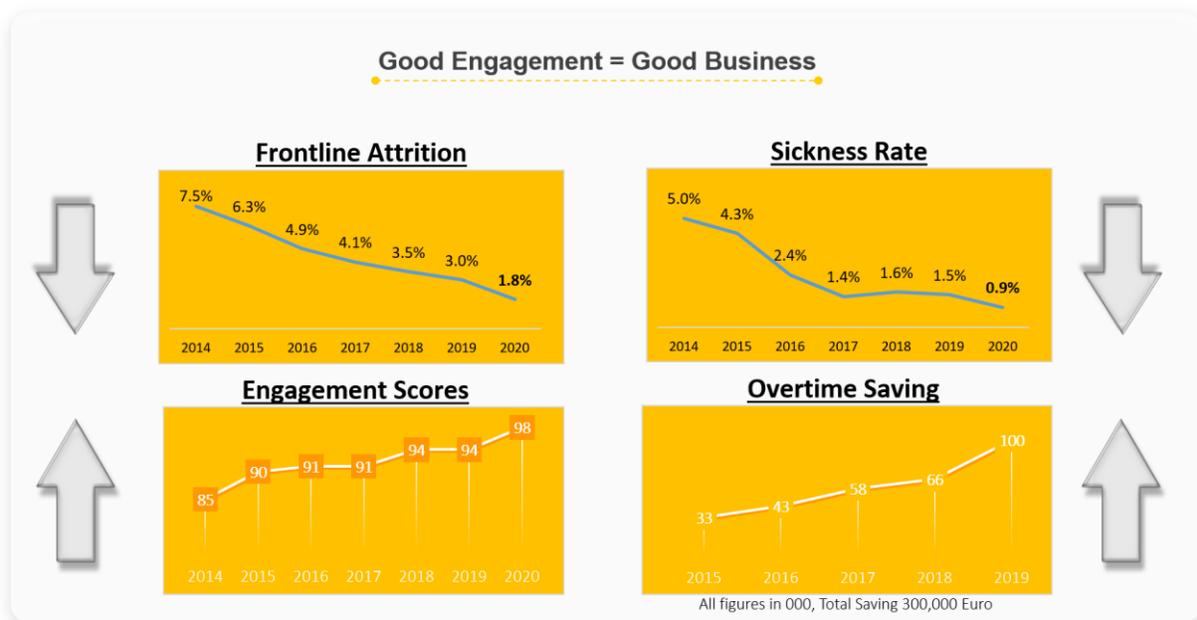
Benefits to Employees

- Employees become competent through education thereby **enabling promotion into higher roles** while staying with the company.
- It gives our employees a **sense of purpose** by allowing them to complete their education that they had left several years ago.
- Education gives them **confidence for Career Progression** in DHL and they apply and get selected for higher roles.

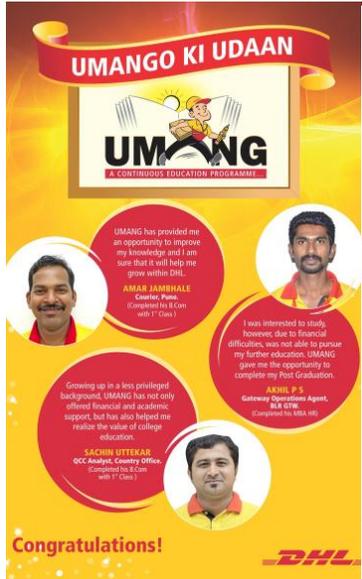
- Once the Employees are selected for the Umang Program, they receive the following amount to cover expenses of tuition fee, exam fee, books etc.
 - ₹10000 (Euro 125) per year for Graduation plus ₹750 per month as Graduation Allowance and
 - ₹15000 (Euro 187.5) per year for Post Graduation plus ₹1000 per month as Post Graduation Allowance

Benefits to Employers

This program along with other best practices at DHL contributes to the high engagement and motivation indicators we track – we have seen a steady decline in frontline attrition, low sickness rates, high engagement scores (received from ESAT surveys) and tremendous savings in overtime spent.



A glimpse of some success stories that always bring smiles to our faces



UMANG KI UDAAN

UMANG
A CONTINUOUS EDUCATION PROGRAMME

UMANG has provided me an opportunity to improve my knowledge and I am sure that it will help me grow within DHL.

AMAR JAINHILLE
Courier, Pune,
(Completed his B.Com with 70%)

I was interested to study, however, due to financial difficulties, was not able to pursue my further education. UMANG gave me the opportunity to complete my Post Graduation.

AKHIL P. S
Gateway Operation Agent,
BLR OTM,
(Completed his BBA)

Growing up in a less privileged background, UMANG has not only offered financial and academic support, but has also helped me realize the value of college education.

SACHIN UTTAKAR
SCC Hubnet, Courier Office,
(Completed his B.Com with 70%)

Congratulations!

DHL

 Navneet Goswami Courier Promoted to Lead Courier	 Anand Singh Rawat Lead Courier Promoted to Service Center Supervisor	 Ajit Jain Courier Promoted to Lead Courier	 Pankaj Kumar Singh Classification Agent Promoted to Customs Broker
 Pravin B Nangre Courier Promoted to Lead Courier	 Kuldeep Singh Lead Courier Promoted to Service Centre Supervisor	 Sachin Uttekar Lead Courier Promoted to Quality Control Centre Analyst	 Tanaji Babar Courier Promoted to Lead Courier

Umang Felicitation Ceremonies & Internal Recognition

Umang Felicitation Ceremony



Dr. Frank Appel, CEO DPDHL felicitating Umang Scholars



John Pearson, CEO DHL Express and Ken Lee, CEO APEC DHL Express felicitating Umang Scholar

Internal Recognition



- **DPDHL HR Award: Gold 2019**
- **DPDHL CEO Award Employer of Choice: Gold 2020**



DHL Express India Team receiving the award from the HR Board member, Ralph Wiechers