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July 30, 2010

Arvind Ganesan, Director  
Business and Human Rights Division  
Human Rights Watch  
350 Fifth Avenue, 34th Floor  
New York, New York 10118-3299

Dear Mr. Ganesan:

This is in response to your July 9, 2010 letter to DHL Express ("DHL") concerning the Human Rights Watch report on violations of workers' freedom of association in the United States. Specifically, you invited us to provide any update to the comments included in our letter of February 16, 2009 from Patricia Burke that included our comments on case numbers 4-CA-35417 et. al. and 4-CA-35685, currently pending before the National Labor Relations Board ("NLRB" or "Board").

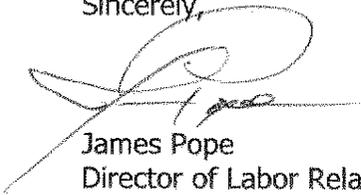
As to the specific unfair labor practice charges, there has been no change. A hearing was held in March 2008, and nine of the allegations in the consolidated complaint were dismissed. DHL took exception to the Administrative Law Judge's findings on the other allegations, as it believed that the ALJ misread portions of the record, ignored certain uncontroverted evidence, and misapplied applicable law. This appeal is still pending before the National Labor Relations Board and as such, it would be inappropriate to comment further on these charges, other than to note that the closing of the Allentown facility in early 2009 renders further adjudication of most of the charges moot. As set forth in Ms. Burke's February 16, 2009, there were no charges filed regarding the facility closure.

Although we understand that Human Rights Watch will note in its report when cases have been appealed, we nonetheless question the propriety of including allegations which have not reached their final disposition. If you do decide to include information concerning these charges in your report, we expect that you will do so responsibly, including information on the much broader operations of DHL in the United States, and not focusing solely on the Allentown location. As mentioned in our previous correspondence, the non-exempt or hourly employees hired by DHL at the overwhelming majority of its locations are represented by the Teamsters Union. DHL values and enjoys the constructive working relationship it has with the labor union selected by the majority of its employees. It also respects its employee's right to select representatives of their choosing and to bargain collectively with management. Indeed, since our February 2009 correspondence, DHL employees at the Company's Miami Gateway elected to be represented by the Teamsters, and the Company has successfully negotiated five collective bargaining agreements with the Teamsters covering employees in Chicago, Miami and New York. ....

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To summarize, it would be unfair and untrue to allow negative assumptions to be made about DHL's labor practices through what appears to be a very limited inquiry, and based on a complaint which has yet to reach its final disposition. We trust that you will take this letter into consideration before issuing your final report.

Sincerely,

A handwritten signature in black ink, appearing to read 'James Pope', is written over a horizontal line. The signature is stylized and cursive.

James Pope  
Director of Labor Relations

Cc Richard Hediger  
Michael Munn