

Nomination: 8799

One Voice, One Team: Transforming Communication in Japan

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company DHL Global Forwarding, Freight ██████████ ██████████
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title One Voice, One Team: Transforming Communication in Japan
Category B01 - B67 Achievement > B21 - Achievement in Internal Communications
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required DHL Global Forwarding, Freight (DGFF) has been a leader in freight forwarding since 1815. As part of DHL Group, we employ over 45,000 Freight Forwarding Experts across 101 countries, offering comprehensive air, ocean, and overland freight services, along with tailored solutions for various industries. We prioritize employee well-being as the Employer of Choice and Provider of Choice. Our Employee Engagement initiatives foster passion, commitment, and discretionary effort, emphasizing recognition, appreciation, well-being, Diversity & Inclusion, volunteering, and feedback to create a positive work environment. Our culture is built on core values: Passion, Entrepreneurship, Excellence, and Teamwork, guiding our daily interactions with colleagues, customers, and partners. Since 2014, we've made significant progress in employee engagement despite financial challenges, increasing engagement from 70% in 2014 to an impressive 86% in 2024. We maintained this high level since 2021, reflecting our commitment to our workforce and prioritizing their well-being to ensure both employee success and organizational growth. In March 2022, DHL Group acquired J.F. Hillebrand Group AG and its subsidiaries, aiming to establish the Beer, Wine & Spirits (BWS) Powerhouse in the forwarding industry. The former Hillebrand, Gori, and DGF organizations were combined under the name 'Hillebrand Gori' to operate as a business unit within DGFF.
b. Outline the team's or organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required Building a thriving workplace culture isn't just about policies, it's about people feeling heard, valued and connected. Our Hillebrand Gori Japan team faced a key challenge: low employee engagement scores, with communication gaps as the primary cause. Analysis revealed these gaps existed at two levels: between managers and employees, and between former Hillebrand and former Gori teams. With our 'One Voice, One Team' initiative, we embarked on a journey to bridge these gaps. Our latest Employee Opinion Survey showed remarkable results in only one year: 84% Employee Engagement (+23% vs. 2023), 85% Leadership (+15% vs. 2023), 92% Team (+14% vs. 2023), 83% Open Communication (+29% vs. 2023), and 100% Response. These were possible with: Cross-functional talks: After the town halls with employees, we started cross-functional talks where employees form small groups and ask any question to the Senior Management Team (SMT) in a more personal setting. Teams are formed by drawing a color ball to ensure teams are mixed between functions and have different leaders on it. Performance dialogues: We started team performance dialogues to review the progress on priorities, how people feel and if support is required. Each team member rotates the responsibility of being the facilitator to help us build a mindset of continuous improvement, while fostering more collaboration. Team building activities: To build connections in a more personal way, we also introduced a shuffle lunch where people get randomly assigned to teams to have lunch together, volunteering activities, and "Bonding Week" where we have multiple team activities.

