

ANNUAL GENERAL MEETING

Bonn, April 24, 2018



Deutsche Post DHL
Group

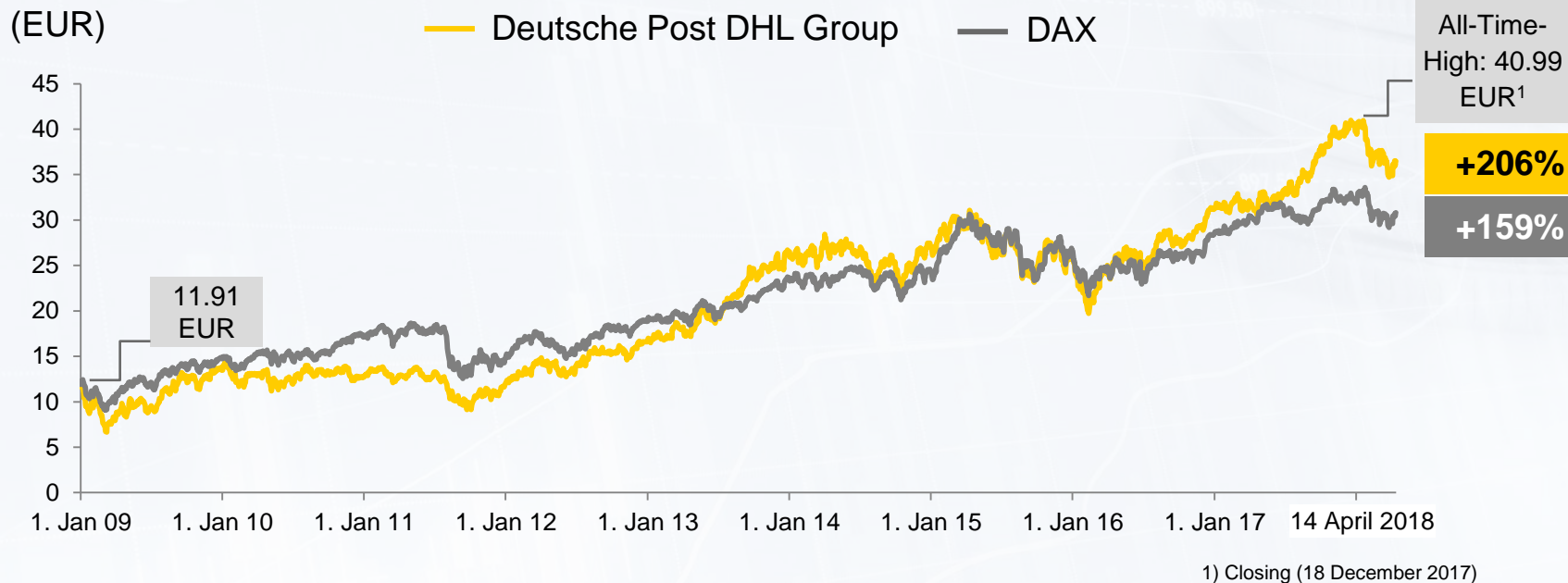
A DHL worker in a yellow and red uniform and hard hat, holding a radio, standing in front of shipping containers.

Deutsche Post DHL Group A strong company

Strong results

- **Revenue:** € 60.4 billion
- **EBIT:** € 3.74 billion
- **Consolidated net profit:** € 2.7 billion
- **Earnings per share:** € 2.24
- **Annual performance Deutsche Post shares:** +31%
(incl. dividends)

Share price since 2009 continuously improved



Contribution by all divisions to Group result

	(€ billion)	Revenue	EBIT
Deutsche Post DHL Group		60.4	3.7
Post - eCommerce - Parcel		18.2	1.5
Express		15.0	1.7
Global Forwarding, Freight		14.5	0.3
Supply Chain		14.2	0.6
Corporate Center/Other and consolidation		-1.4	-0.3

A great
team success



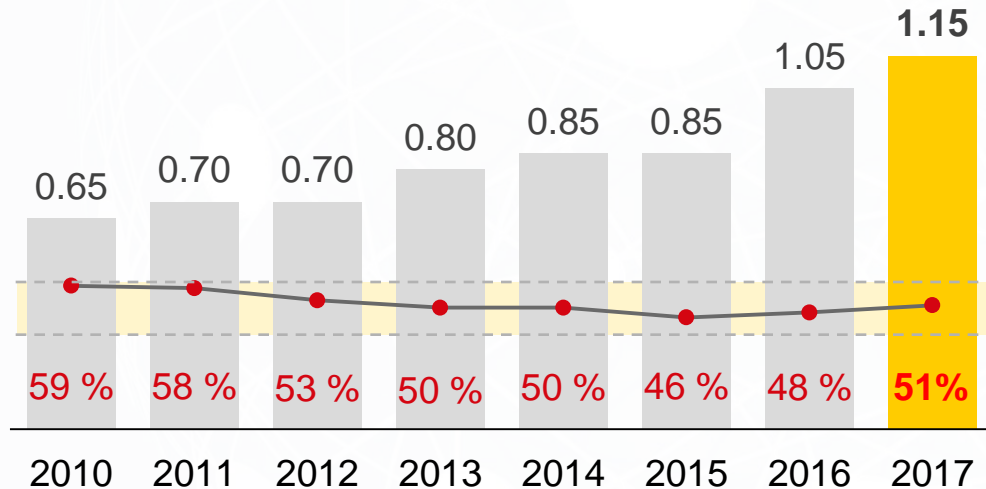
Strong brands

- **Deutsche Post**
among the 'German Top 50' 2017

- **DHL**
70th most valuable brand in the world
(Value increase 2017: +20%)

Dividend proposal for 2017: €1.15 per share

(Dividend in €)



Execution of our finance strategy

- Payout ratio:
40-60% of net profit
- Expected dividend payments:
€ ~1.4 bn

-- Underlying payout ratio



EBIT guidance for 2018 / 2020¹ (€ billion)


	2018	2020
> Group	~4.15	>5.0
– PeP	~1.5	~1.7
– DHL	~3.0	~3.7
– Corp. Center/ Other	~-0.35	~-0.35

1) incl. IFRS 16



Our aspiration: To reinvent logistics every day

- 1 Focus on the customer
- 2 New questions
– new solutions
- 3 Contributing to people
and society

A male customer service representative with a beard and glasses, wearing a headset, is smiling and giving a thumbs up. He is sitting at a desk with a computer monitor and keyboard. In the background, other employees are working at their desks.

We focus on the
customer

New parcel record at Christmas 2017

- All-time high for parcel volumes:
10.5 million parcels in a single day
- At 70 million letters/day, volume
nearly at previous year's level

Service promise kept!

Connecting markets & people

Expanding our global infrastructure

- Global expansion of DHL eCommerce
- New express hubs / gateways / aircraft
- EURAPID premium freight offering

The backbone of e-commerce

DHL Parcel Europe

- Already present in 26 countries
- New cooperation with Ireland, Romania, Croatia and Bulgaria

New portal MyDHL+

- Quick and easy access to time-definite online services
- Streamlined shipping and tracking

DHL eCommerce

- Global logistics services
- Fulfillment, domestic and international delivery



The engine of global trade

- **Tailored solutions** as a partner for industry and trade
- **Examples:**
Service parts logistics for Cathay Pacific, transporting vaccines with specialized cold chains



New solutions
enabled by new technology

Increased productivity through automation



PostBOT

Transport assistance
for deliveries



Drones

Inventory and
warehouse security



Augmented Reality

Use of smart
glasses in order
picking



Sawyer

Collaborative robots
in warehousing



Simplification through new touchpoints

DHL Global Forwarding

Online Freight Quotation & Booking Service

DHL Freight

Digital freight platform Saloodo!

Commitment to e-mobility

StreetScooter success story:

- Already more than 5,500 vehicles on the road in Germany
- Third-party sale started
- Annual production of around 20,000 vehicles planned mid-term
- Continuous improvement (e.g. autonomous driving)



New division Corporate Incubations

- Incubator for mobility solutions, digital platforms and automation
- Acceleration of the StreetScooter success story in a new department
- Further development of other, already existing new business models



Contributing to
people and society

Together for a world worth living in

- Supporter of the UN Sustainable Development Goals
- Partner of UN Framework Convention on Climate Change in the course of COP23

Our mission:
Connecting people. Improving lives.





An attractive employer

- **520,000 employees** worldwide
- **€20 billion** in staff costs
- **Outstanding employer**
 - DHL recognized as Great Place to Work®
 - DHL certified 'Top Employer Global' (as one of just 13 companies worldwide)



Success requires energy
and shared goals



Our employees
demonstrate
commitment

2017 Employee Opinion Survey

“We constantly look for better ways to serve our customers.” (82% favorable votes)

Start-up Lab

- First round in 2017:
More than 150 applications from 30 countries; 8 teams proceed to next round
- Second round ramping up

Our employees volunteer

- **Mentors** & internship supervisors
- Committed **refugee volunteers**
- **On-site logistics specialists** when natural disasters strike
- **'Tree planters'** for climate protection
- Helping hands during **'Global Volunteer Day'**



We believe in the future



- We make the lives of our **customers** easier.
- Our **employees** are part of a successful whole.
- We are making the **world** a better place.

A person's hands are holding a black tablet. The tablet screen shows a perspective view of a long, brightly lit warehouse aisle. On both sides of the aisle are high industrial shelving units filled with numerous cardboard boxes. The floor is a smooth, light-colored concrete. The background of the entire image is a blurred view of a similar warehouse environment, creating a sense of depth and immersion.

Ready for the future with a clear view