

Deutsche Post DHL Annual General Meeting

Frank Appel, Chief Executive Officer
Frankfurt am Main, 25 May 2011





Our company is very well positioned

Overall review for FY 2010/ Q1 2011: Positive feedback to Group development

Press headlines in 2010/ Q1 2011

Börsen-Zeitung 11.05.2011

“Asien und
Paketgeschäft
beflügeln”

ACW 22.11.2010

“DHL reports
improved results”

Handelsblatt
.com

11.03.11

“Deutsche Post schafft
neue Rekorde ”

Neue Zürcher Zeitung 11.05.11

“Schwungvolle
Deutsche Post DHL”

Handelsblatt 11.05.11

“Deutsche Post entteilt den
Konkurrenten in Europa ”

REUTERS 11.05.11

“Deutsche Post Q1 boosted
by Asian express demand ”

FT

11.05.2011

“Deutsche Post leads rebound on profits”

Analysts' assessments in 2010

MainFirst Nov. 2010

“Overall approach
very consistent”

RBS July 2010

“DHL has an excellent
market position”

SOCIETE GENERALE Aug. 2010

“Delivered a set of quarterly
results which beat expectations”

MainFirst Dec. 2010

“Streamlined portfolio, ongoing
cost management and favorable
macroeconomic trends”

RBS June 2010

“DPDHL is leaner and cleaner
following restructuring”

Strong platform with a one-of-a-kind portfolio

The largest postal company in Europe



Number one for express international



Number one in global forwarding



A partner for e-commerce and a pioneer in secure communication



Deutsche Post DHL

Number one in contract logistics



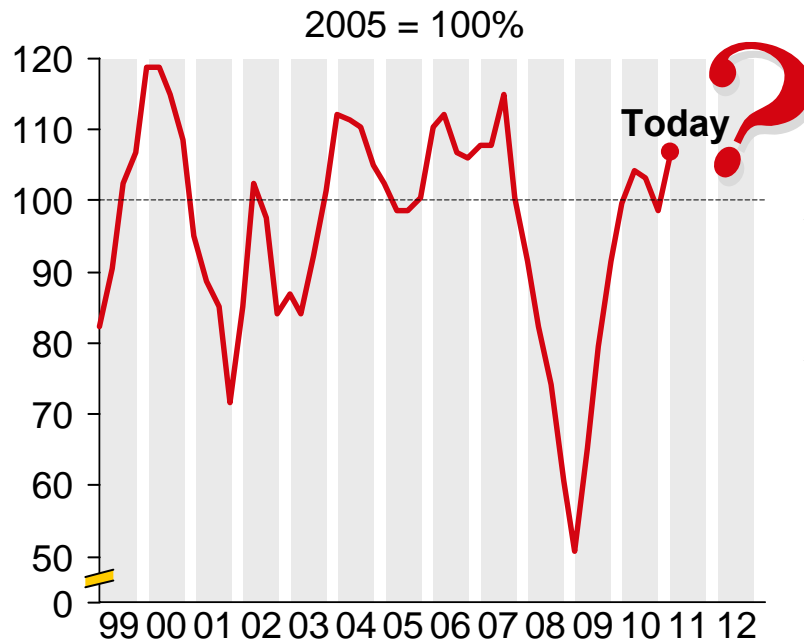
Around 470,000 employees across the globe
remain a key factor of success

Deutsche Post DHL



Economic recovery, but global markets remain volatile

Ifo World Economic Climate Index



Factors of uncertainty today:

- Oil prices, scarcity of resources
- Federal budgets EU, Japan and U.S.
- Natural disasters
- Political instability

Latest results of the Ifo World Economic Survey (WES) of 2nd quarter 2011, published on 18 May 2011

Well prepared for the future with Strategy 2015

Deutsche Post DHL

Our purpose

The postal service for Germany



The logistics company for the world



Our guiding principle

Respect

Results

Our customer promise

Simplifying services

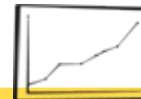
Sustainable solutions

Market leadership

Provider of Choice



3 Bottom Lines



Investment of Choice

Credibility



Employer of Choice

Responsibility

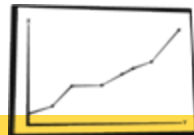


Review 2010:
We made good progress

Strategy 2015: Significant progress along all dimensions

- High customer satisfaction in MAIL further improved
- DHL initiatives for growth and innovation started

Provider of Choice



Investment of Choice

- All financial targets met or exceeded
- Strong revenue growth to €51.5 bn

3 Bottom Lines









Employer of Choice

- Employee satisfaction further improved
- Increased attractiveness as employer

Fiscal year 2010: Group guidance exceeded

Group profit and loss (continuing operations) 2010




in €m	2009	2010	Difference	2010 guidance
Revenue	46,201 	51,481	+11.4%	n/a
Reported EBIT	231 ¹⁾ 	1,835	>100	n/a
Underlying EBIT	1,473 ¹⁾ 	2,205	49.7%	 +
Consolidated profit ²⁾	644 	2,541	>100	 +

1) Includes extraordinary charges related to Arcandor and costs incurred in Europe related to certain onerous contracts and impairment charges totalling €344 million;

2) Attributable to Deutsche Post AG shareholders

Q1 2011 financial results: Dynamic start in 2011

Q1 2011 Group profit and loss (continuing operations)

in €m	Q1 2010	Q1 2011	Difference
Revenue	12,016 	12,842	+6.9%
EBIT	512 ¹⁾ 	629	+22.9%
Consolidated net profit (excl. Postbank effects)	299 	381	+27.4%
Consolidated net profit (incl. Postbank effects)	1,747	325	-81.4%

1) 2010 EBIT includes non-recurring expenses of €54 million



in €m	FY 2009	FY 2010	Δ
Revenue	13,912	13,821	-1%
Underlying EBIT	1,423	1,152	-19%

Strategic goal

- Premium service provider for communication and parcels
- Stabilise profitability

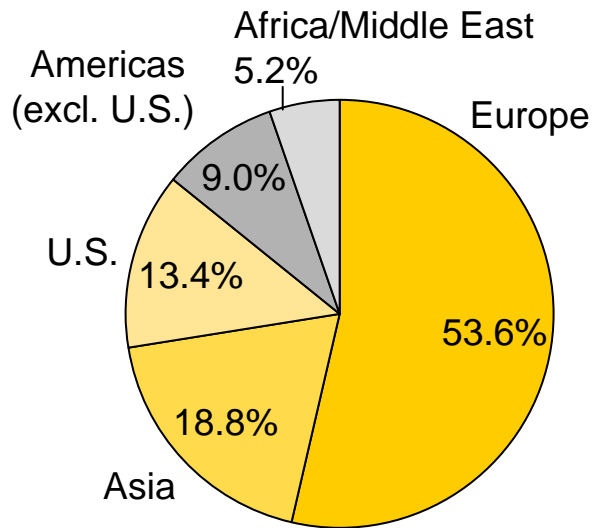
2010 milestones

- Continued core business transformation
- Expansion of parcel business
- Investment in digital strategy

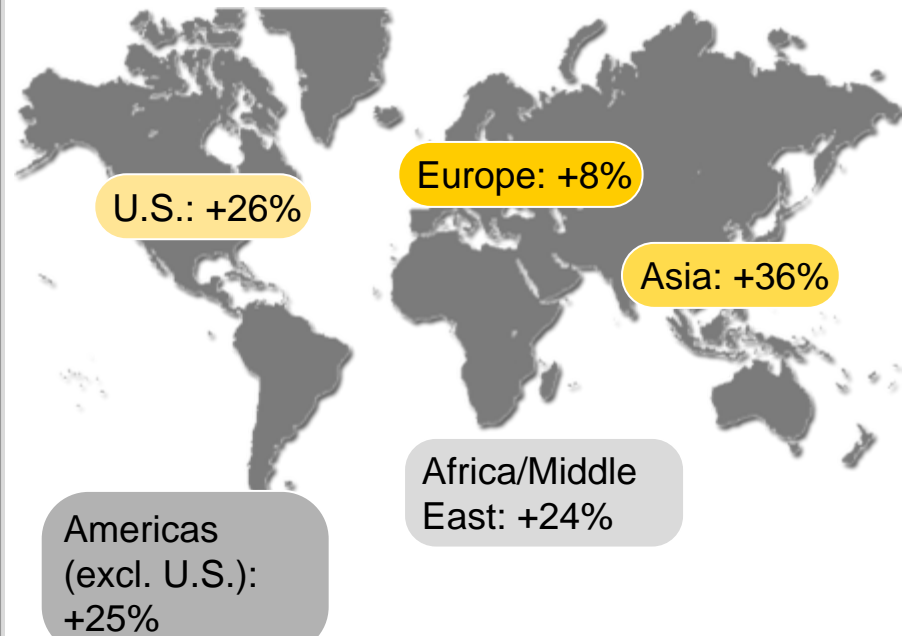


DHL Strong growth in global markets of the future

2010 revenue by region



2010 revenue growth (yoy)



DHL – Turnaround achieved



in €m	FY 2009	FY 2010	Δ
Revenue	9,917	11,111	12%
Underlying EBIT	235	785	> 100%

Strategic goal

- Profitable growth in international express business

2010 milestones

- Stabilization & margin improvements
- Investment in growth

Recognition of customer services

Examples



China



South Korea



– Profitability back to pre-crisis levels



in €m	FY 2009	FY 2010	Δ
Revenue	11,243	14,341	28%
Underlying EBIT	275	390	42%

Strategic goal

- Above-market growth and profitability improvement

2010 milestones

- Comprehensive growth programmes implemented
- Operating productivity on record level

New customer examples



SKANSKA



– Good development in all sectors/regions



in €m	FY 2009	FY 2010	Δ
Revenue	12,183	13,301	9%
Underlying EBIT	-132 ¹⁾	274	n/a

Strategic goal

- Continuous, profitable business expansion, particularly in growth markets

2010 milestones

- Performance improved
- Significant new business generated

DEBENHAMS

Examples



VOLKSWAGEN
AKTIENGESELLSCHAFT



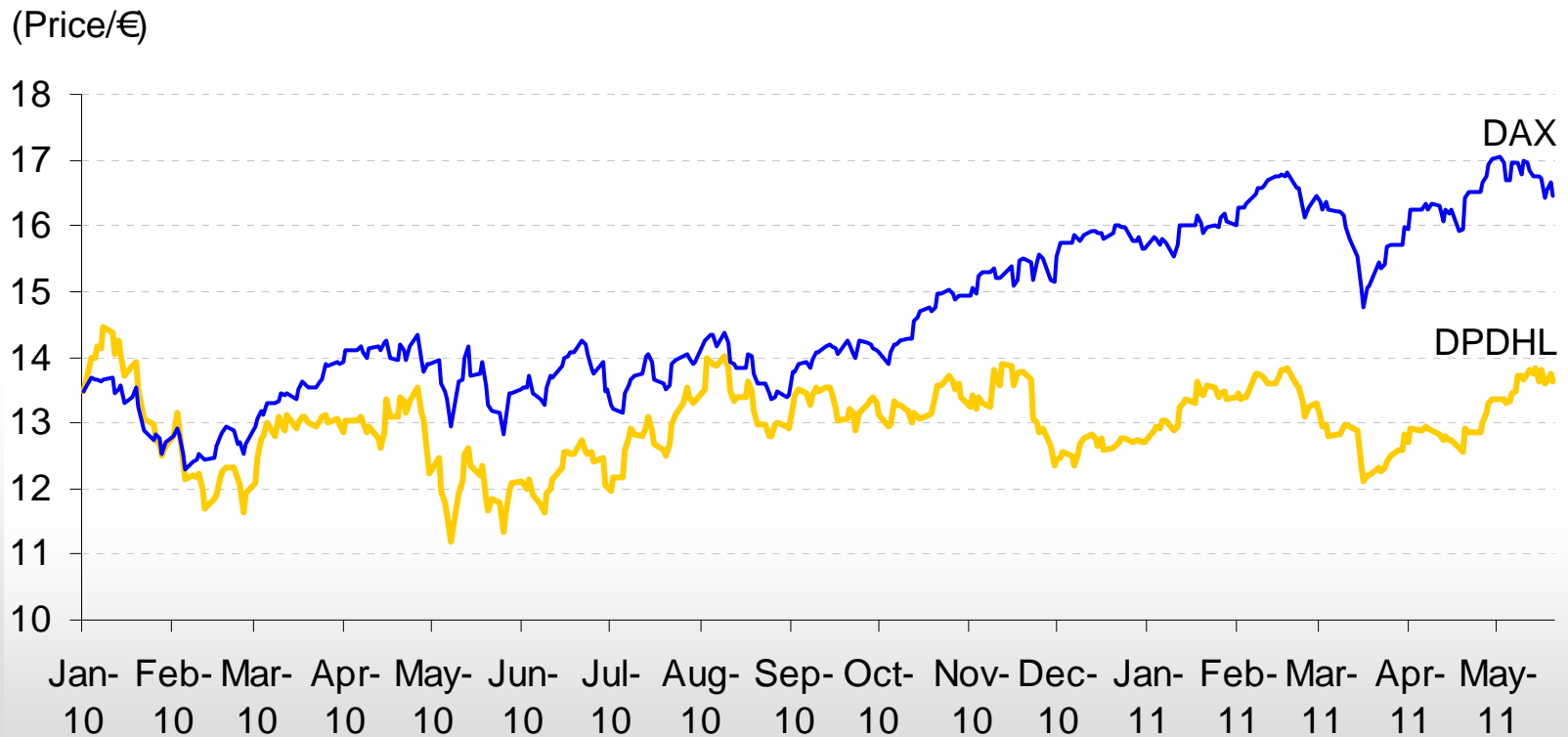
GUTHY·RENKER

PRIMARK

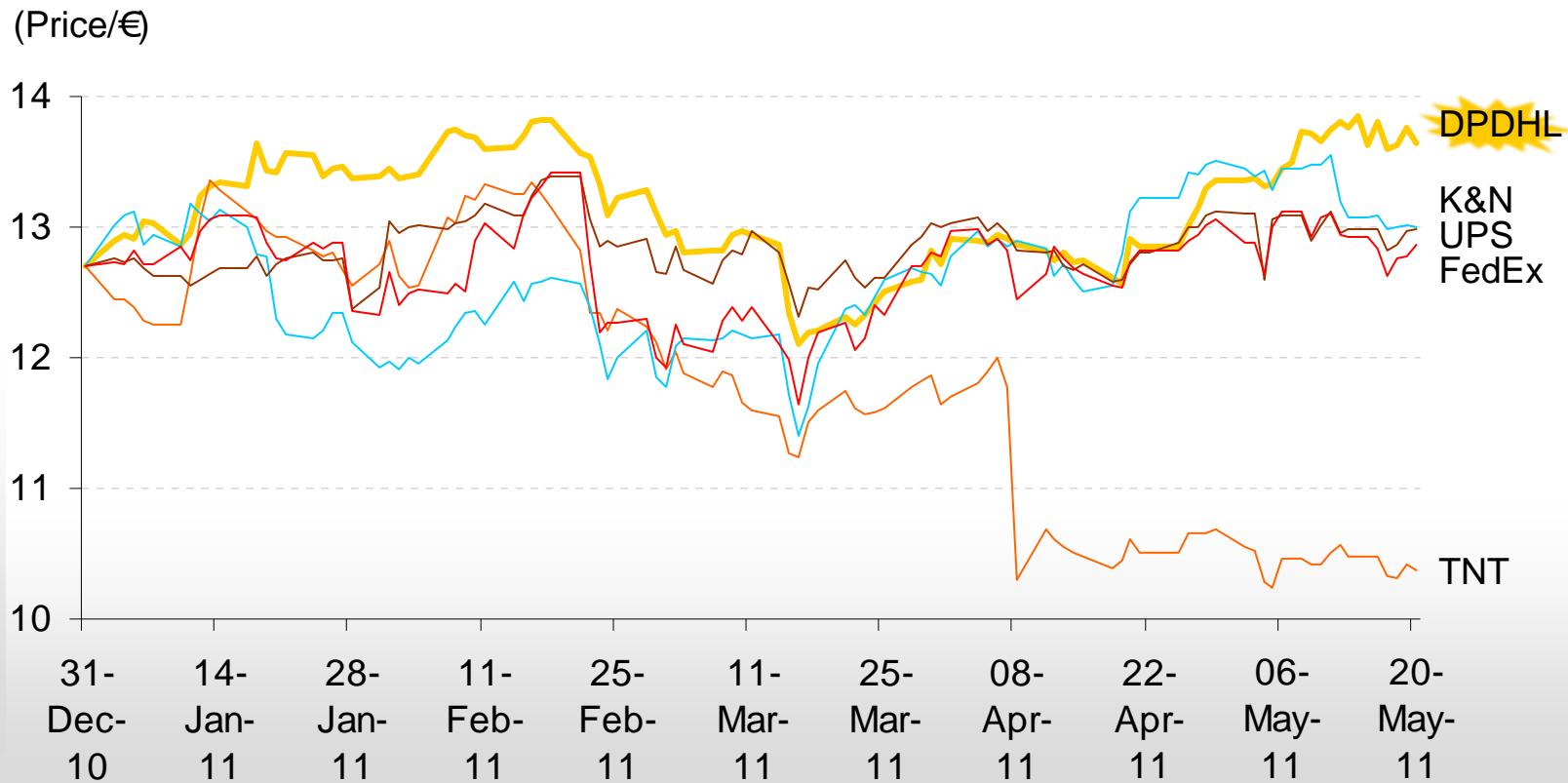
Walmart

1) Including extraordinary charges totalling €213 million related to Arcandor and costs incurred in Europe totalling €97 million related to onerous contracts and impairment charges from legacy properties

Unsatisfactory share price development since the start of 2010



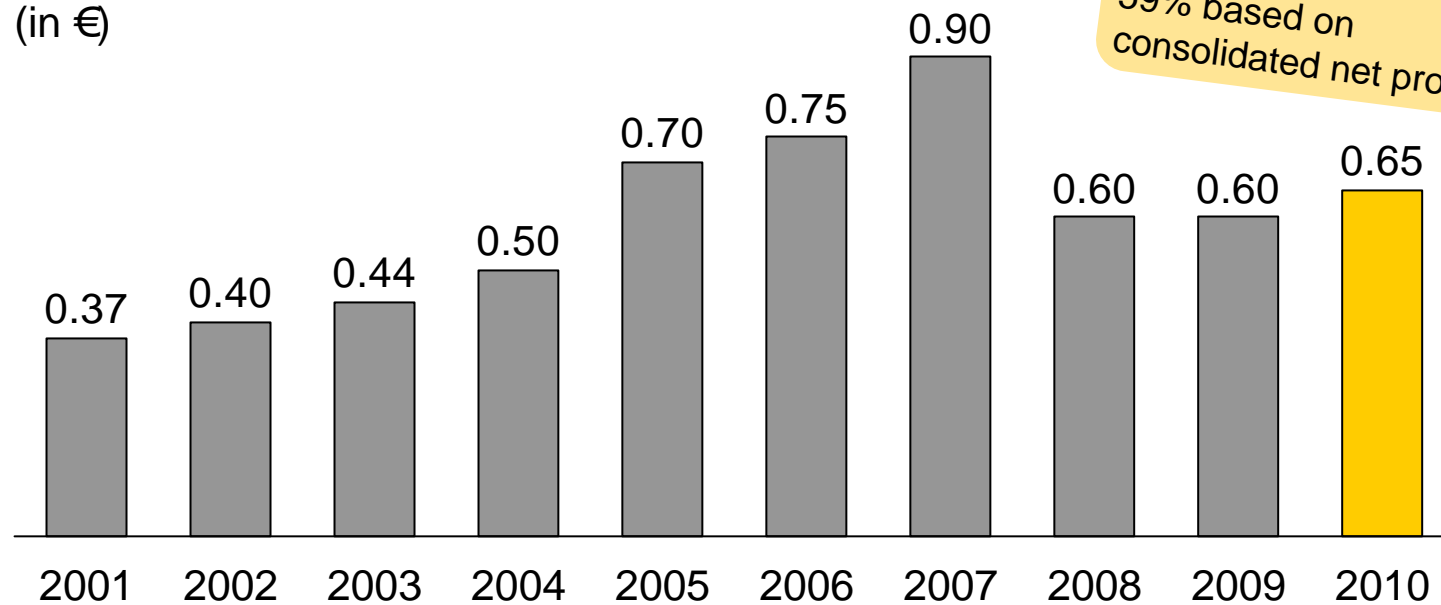
Share price development since the start of 2011: Significant improvement



Dividend performance since IPO

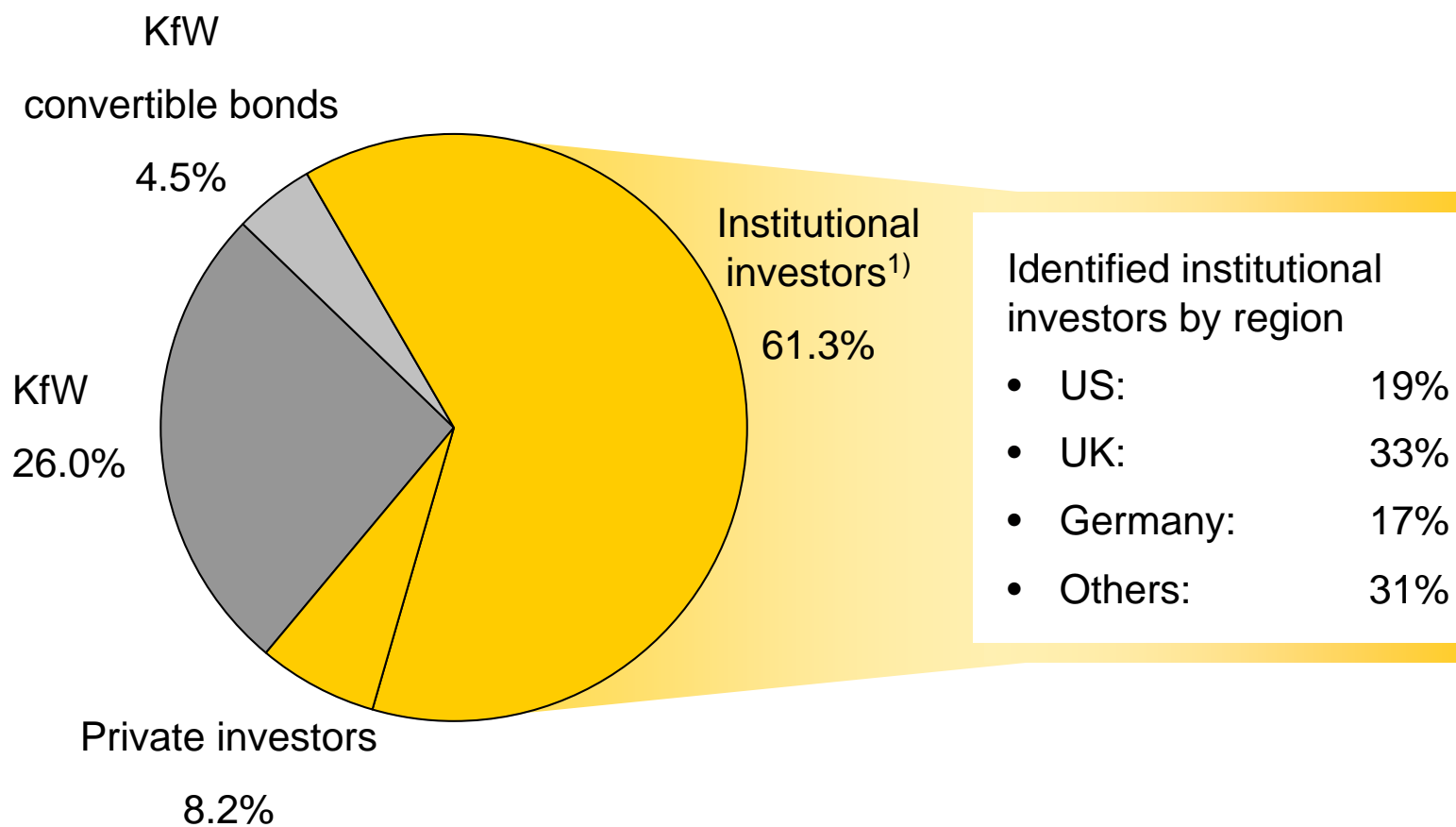
Proposed dividend 2010: **€0.65 per share**

(in €)



1) Adjusted for valuation effects related to Postbank sale.

Present shareholder structure



Status as of April 2011: 1) A portion of institutional investors has not been directly recorded in the share register but listed through a depository bank



Clear agenda for the future

An overview of our mid-term growth path



2009 - 2010

- **Completion of major restructuring**
- **Introduction of Strategy 2015**

2011 - 2012

Investment in our business model

- Growth driver DHL, e.g.:
 - Asia
 - Industry solutions
 - Innovative products
- Growth driver MAIL:
 - Parcel
 - e-initiatives

2013 et seq.

Become the number one in the market

- DHL: Improve EBIT on average by 13% to 15% p. a. by 2015
- MAIL: Stabilize EBIT at around €1 billion

– More than 100 companies already on board

Examples



Die Post im Internet.

Insurance companies



Public authorities



Travel & tourism companies



And many others!



Making life easier with e-commerce

- Online shopping powered by DHL



Well-rounded shopping portal



Flexible 24/7 delivery

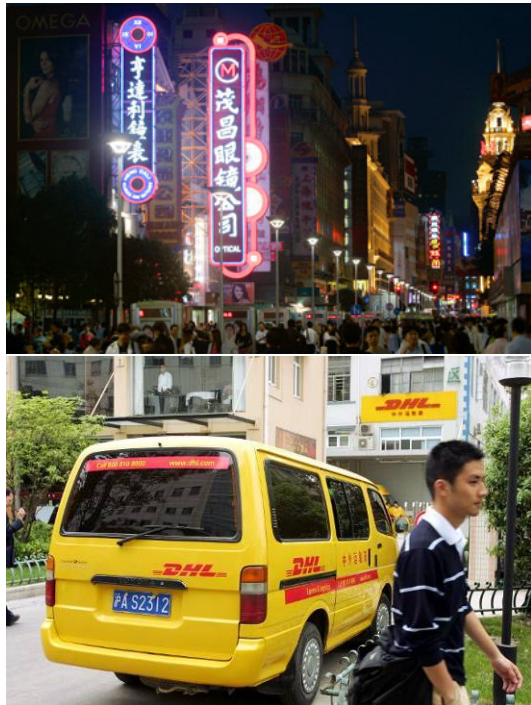


Mobile shipment tracking



Easy DHL online returns
– incl. international

– Example Asia



Excellent market position in Asia

- Leading express and logistics service provider with years of market experience
- Broad portfolio and strong partner

Steady growth with the market

- Expansion of direct flights to/from Asia
- Construction of the North Asia Hub in Shanghai
- Industry-specific competency centres

– Example DHL SmartSensor Temperature



- Temperature-controlled transport (cold chain logistics)
- Uninterrupted temperature monitoring with DHL SmartSensor technology in real time
- Precise documentation of all temperature fluctuations in the cold chain
- High quality level according to pharma standards

– Intelligent infrastructure for the world of today and tomorrow



Current projects:
Istanbul, Kuala Lumpur,
Singapore, Mexico City

Consolidation of goods and supply chains

- Retail
- Airport cities
- Shopping centres
- Hospitals
- Skyscrapers
- Hotels

Transport reduction and optimization

- Intelligent traffic management
- 24/7 service points
- Dynamic route planning
- 'Green' vehicle technology



LIVING
RESPONSIBILITY

Taking corporate responsibility seriously

GoGreen



GoHelp



GoTeach



Global Volunteer Day
(1 - 10 Sept. 2011)

Living Responsibility Fund
(for local employee projects)

 Dow Jones
Sustainability Indexes

 FTSE4Good



Carbon
Disclosure
Project



GoGreen



- 2012 CO₂-efficiency target already overachieved
- Pilot kick-off with >80 e-vehicles in 2011
- Over 1.7 bn GoGreen shipments in 2010
- CO₂-neutral shipping of private parcels starting July 2011



GoHelp



- GARD¹⁾ pilots in Nepal (disaster preparedness)
- 4 DRT deployments²⁾ in 2010 (disaster management)
- Relief fund „DPDHL – We Help Each Other“ (reconstruction)



GoTeach



- Partnerships with Teach First Deutschland, Teach For All, SOS Kinderdörfer
- School projects and co-operation in Germany
- Help getting started in the job market

1) GARD = Get Airports Ready for Disaster; 2) DRT = Disaster Response Team



Conclusion

We are on the right path



- We are **well positioned**
 - MAIL continues to make a valuable contribution
 - DHL on a growth course
- All divisions are **moving ahead**
- With **Strategy 2015**, we have set a course for continued growth and simplification