



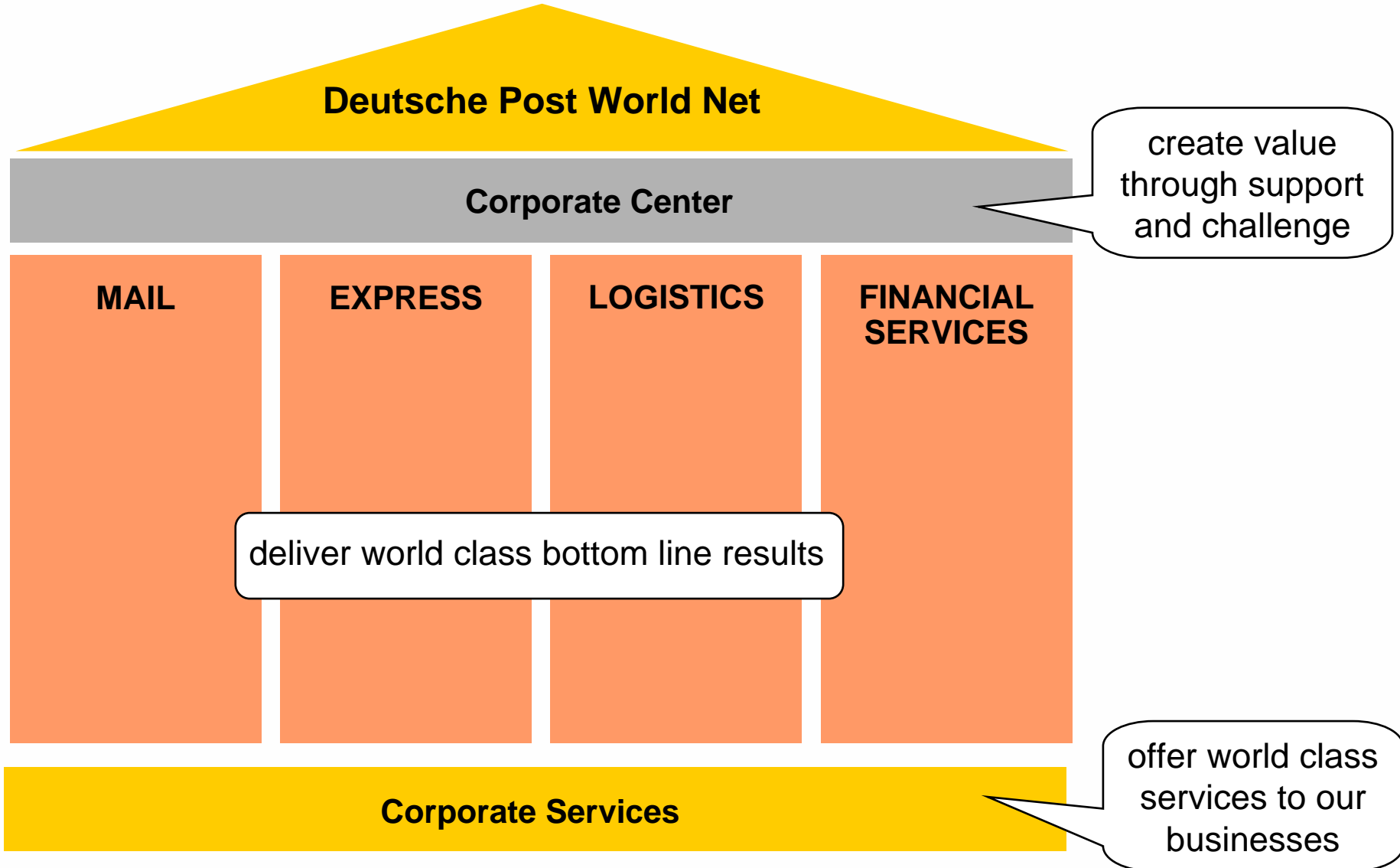
Corporate Services

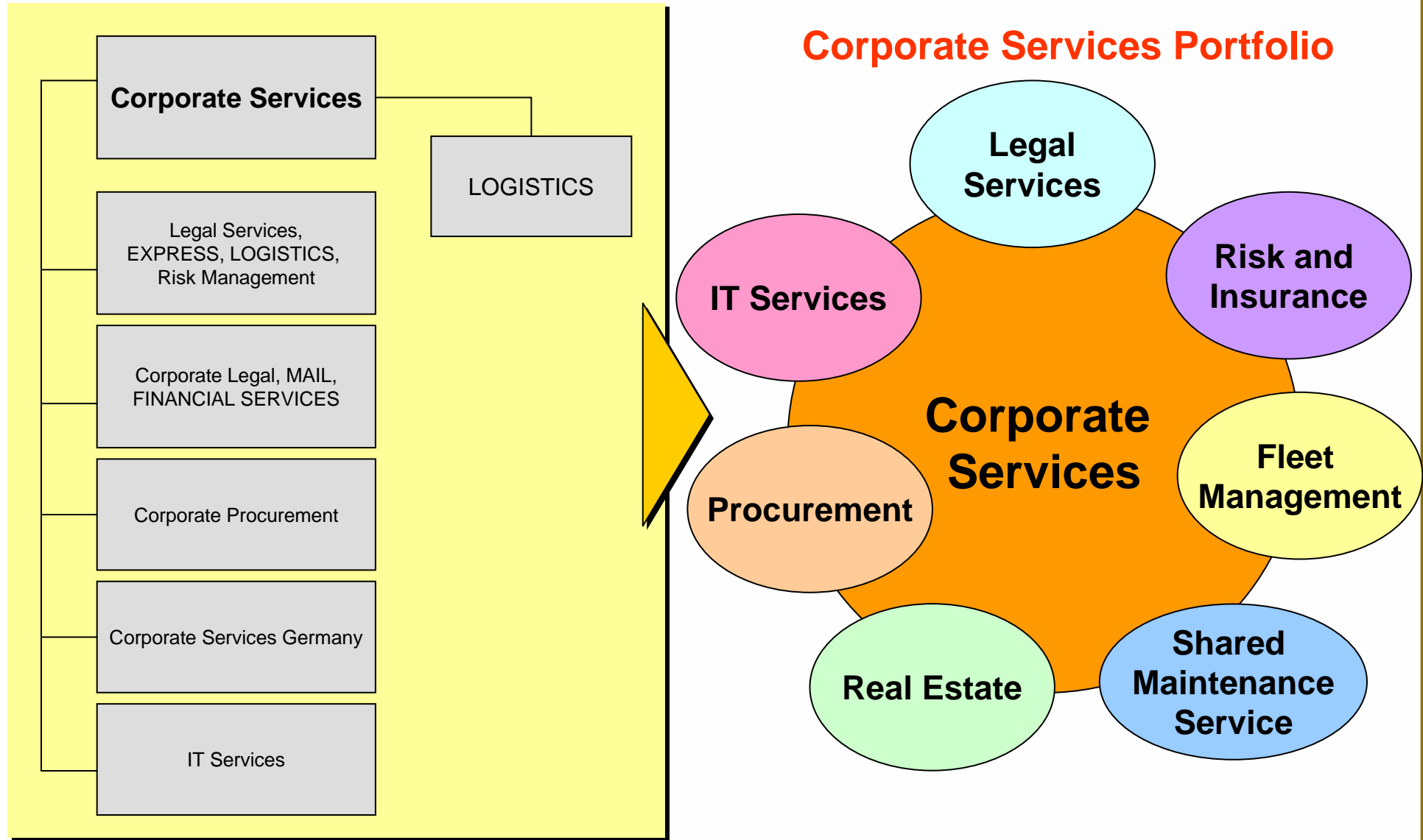
Frank Appel, Board Member, Deutsche Post World Net

Overview on Corporate Services of DPWN

Our Services in Detail

Next Step: Partner & Challenger of the DPWN business units





Around 9,000 Corporate Services Employees Worldwide

Global Coverage

Geographic presence on all continents:

- Corporate Center in Bonn
- Regional & local offices around the globe

- ~ 100 FTE Legal Services
- ~ 400 FTE Procurement
- ~ 2,500 FTE Corp. Services Germany
- ~ 6,000 FTE IT Services

Managed Costs

EXAMPLES

- Procurement: ~ € 6 bn*
- Corp. Services: ~ € 1 bn Germany
- IT Services: ~ € 2.5 bn

Group-wide Corporate Services standards
in more than 220 countries

* excluding transportation services

Our Vision

- We are **service partner for and challenger to all business units of DPWN.**
- Our common goal is to help our business units win in the global marketplace by providing them with **cost optimised, high quality services** that give them a **competitive edge.**
- In order to reach this goal and to become **our customers` partner of choice** we need to consistently **deliver quality results effectively and efficiently.**

Joint Service Dimensions

1

Effectiveness („Do the right things“)

- Offer services that meet our customers specific needs while maintaining a clear focus on delivering value at a group level

2

Efficiency („Do things at the right cost“)

- Clear commitment to profitability
(transparent and tight structures, cost management focus)

3

Quality („Do things well“)

- Defined performance standards (KPIs) on a high level
- Service Level Agreements with our customers

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Our Services Portfolio



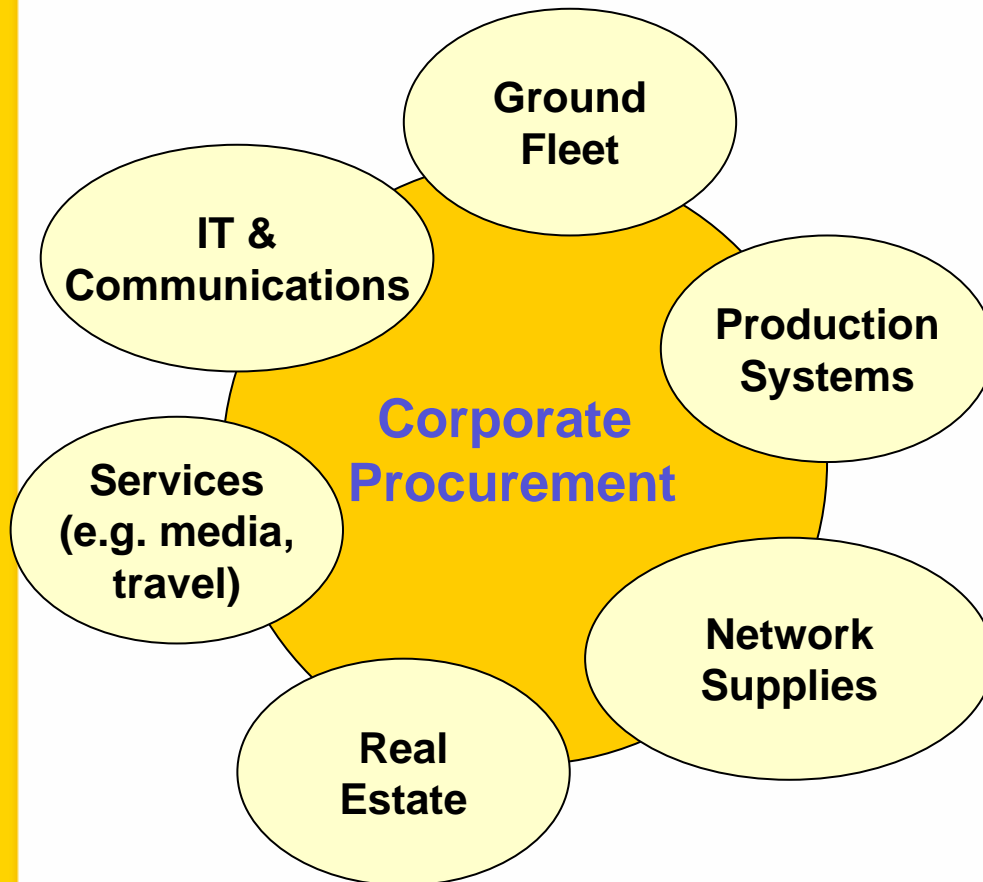
Major Achievements in 2004

- Comprehensive, qualified legal support for all business units (e.g. Postbank IPO and M&A deals)
- Group-wide risk strategy defined
- Increased cost transparency/significant cost savings in 2004

Challenges Ahead

- Full transparency of legal and risk costs worldwide
- Continuing legal support for major M&A or business critical projects

Our Services Portfolio



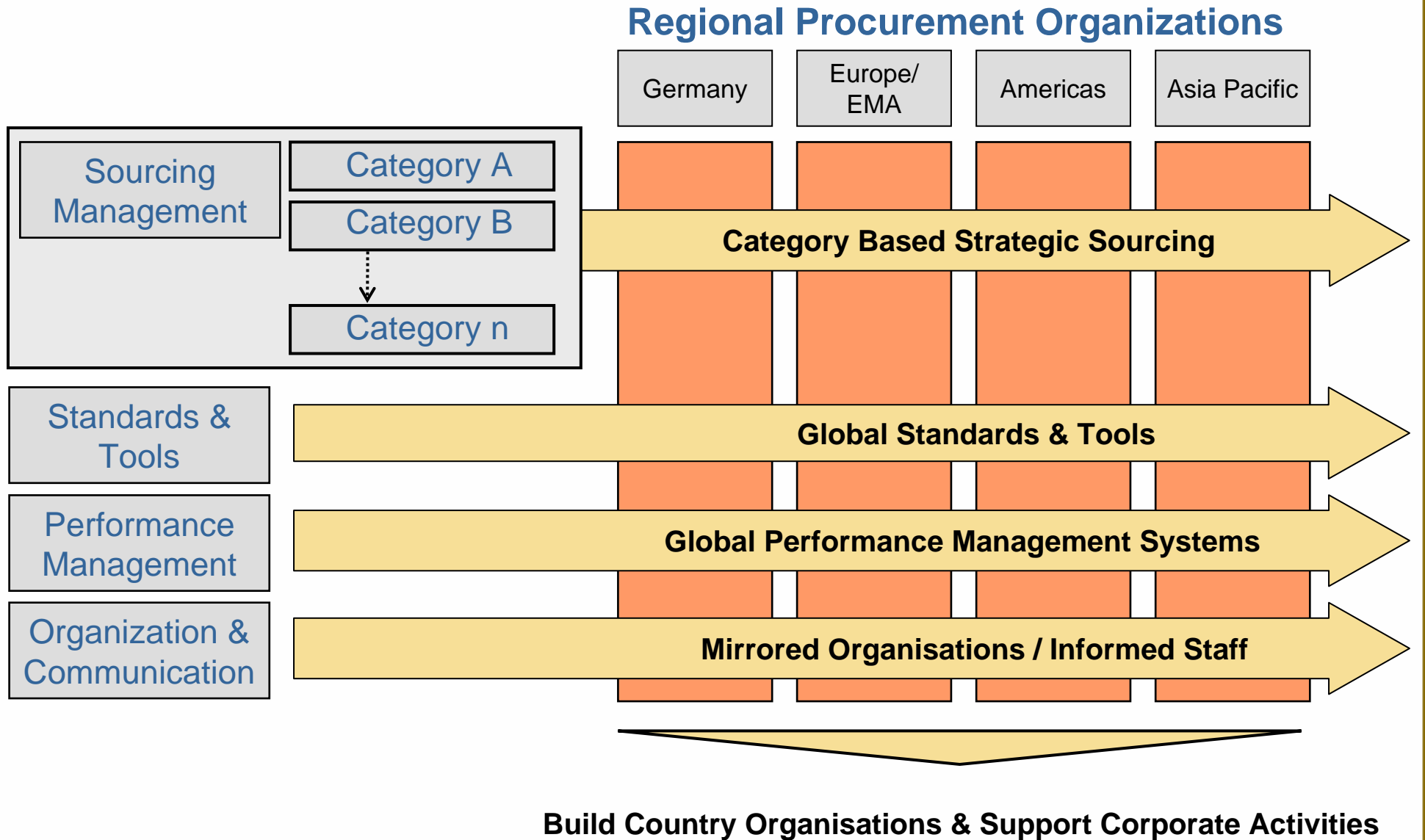
Major Achievements in 2004

- Significant savings contribution (> €100 m incremental savings)
- Reorganization of Procurement Europe, Americas and Asia Pacific started
- Structured processes and standards in place

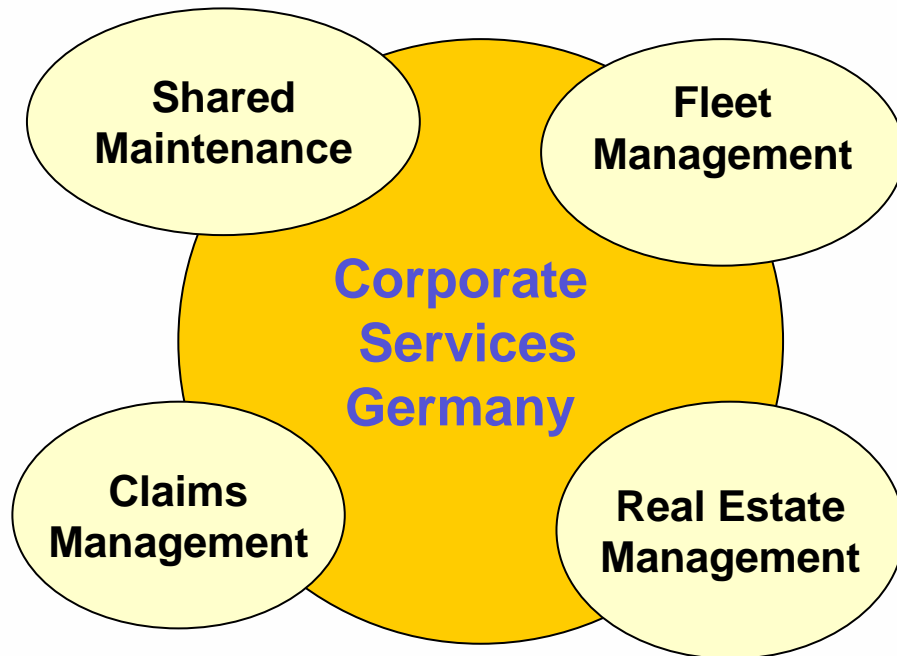
Challenges Ahead

- Materialize further savings potentials
- Enhance category management and procurement matrix organisation throughout the whole group

Our New Global Procurement Organization Concept



Our Services Portfolio



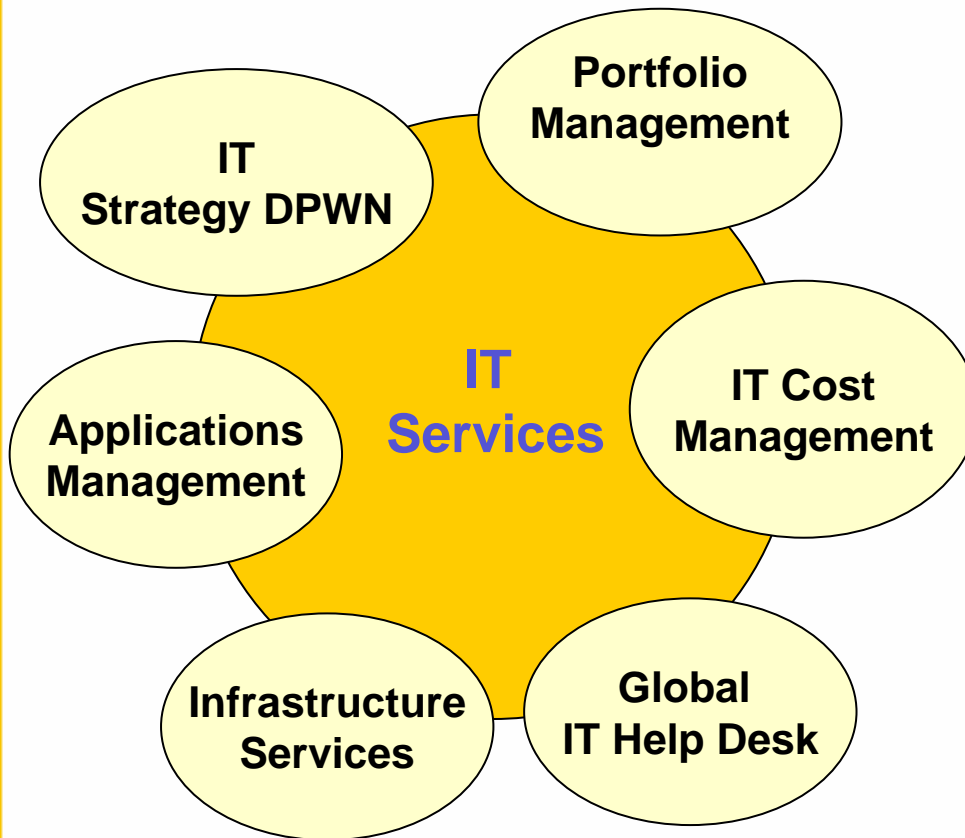
Major Achievements in 2004

- More transparency and realized savings
- Various initiatives in fleet management started (e.g. Corporate Fleet Management)

Challenges Ahead

- Achieve best-in-class costs for all service units without quality reduction
- Effective performance measurement (based on Service Level Agreements)
- Further internationalization

Our Services Portfolio



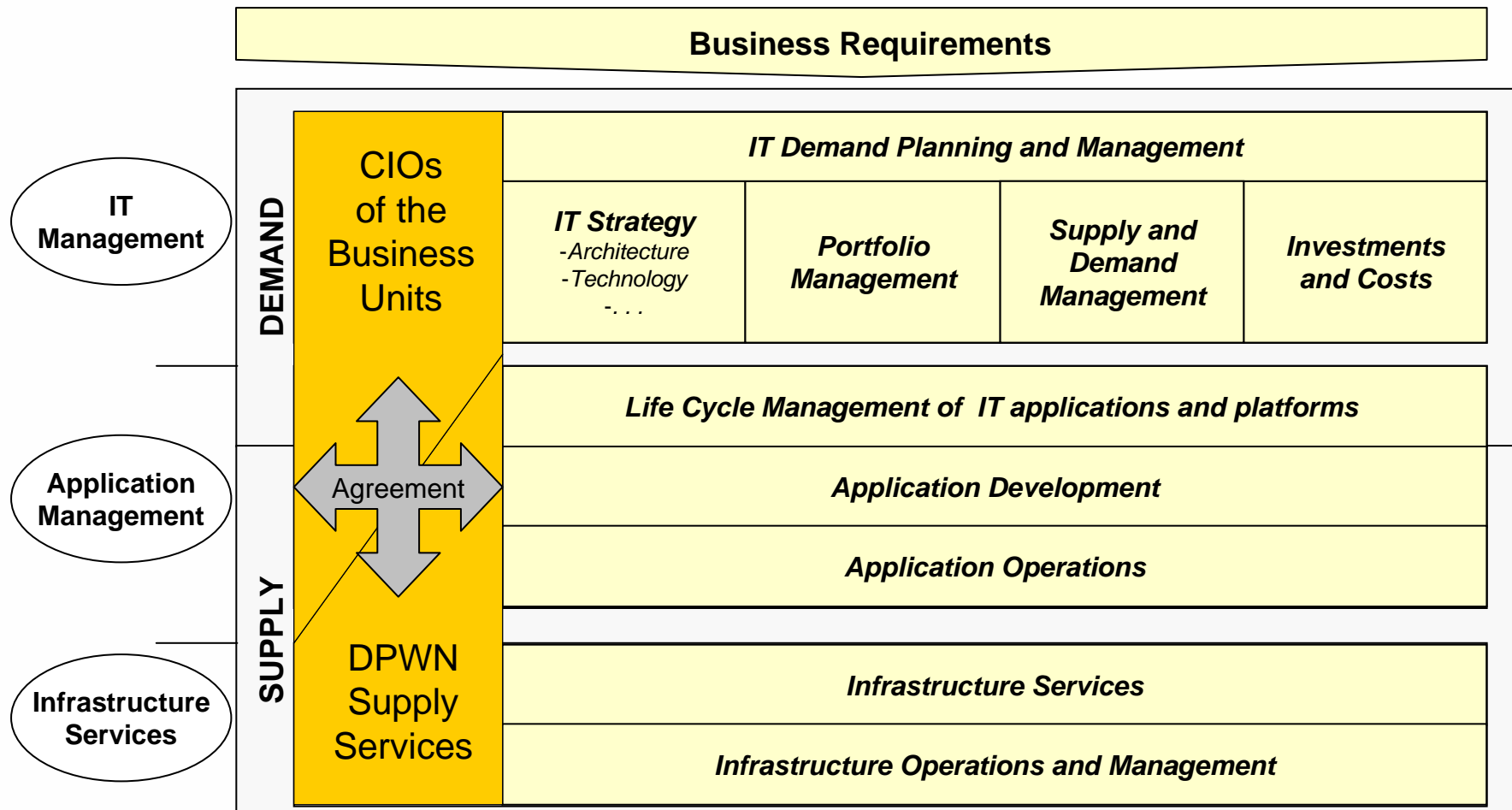
Major Achievements in 2004

- Renegotiation of outsourcing contract with T-Systems in Germany
- Established Corporate-wide license management
- Opening of new Global IT Services Center in Prague
- Developed applications roadmaps

Challenges Ahead

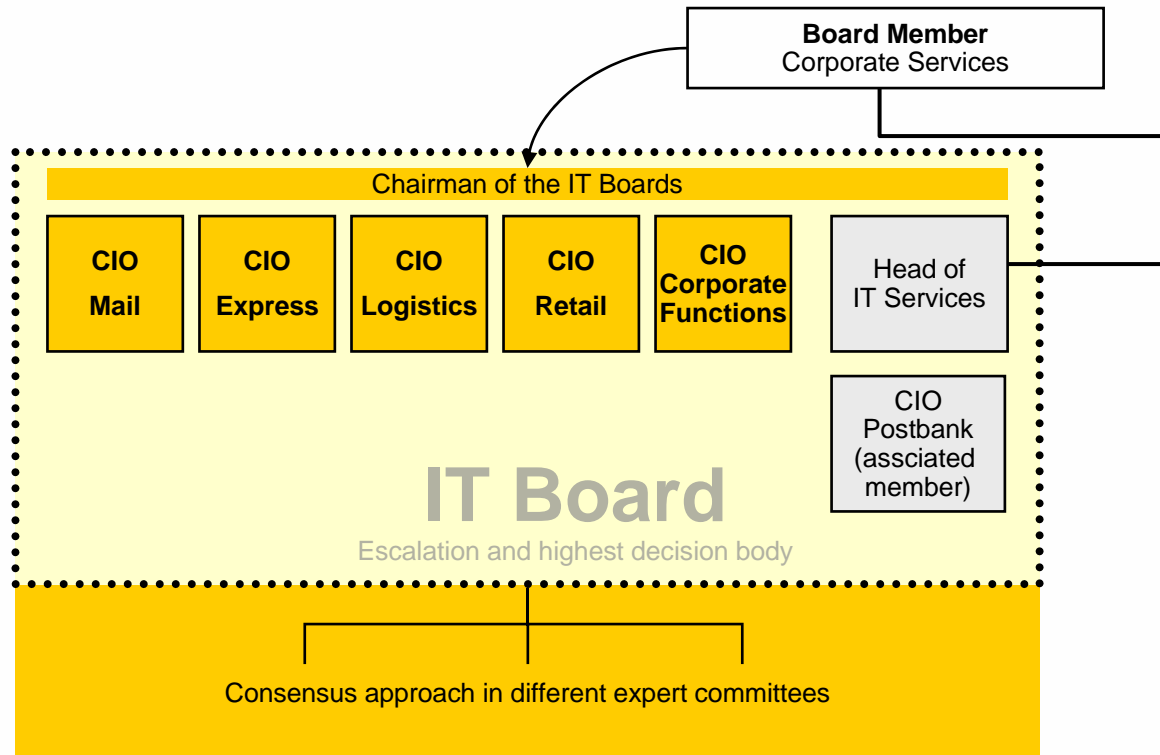
- Complete the transformation of the IT organization
- Further steps towards more customer-driven global IT support and seamless integration into customer supply chain

Clear Cut between Demand and Supply Tasks



New IT Organisation of Deutsche Post World Net

CIOs of the divisions
(directly reporting to the
respective board member)

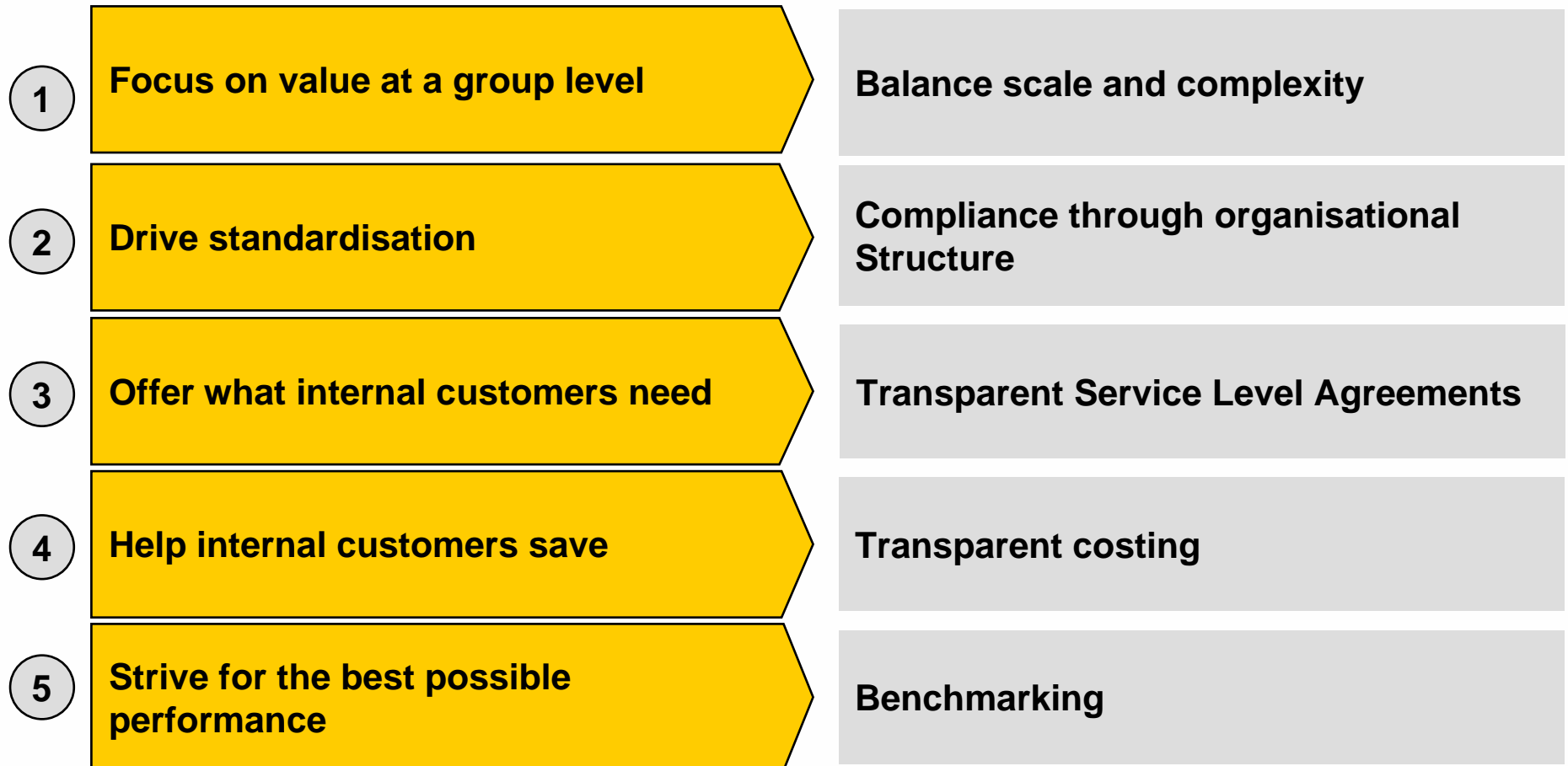


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Corporate Services: Partner & Challenger of the Business





Corporate Services

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