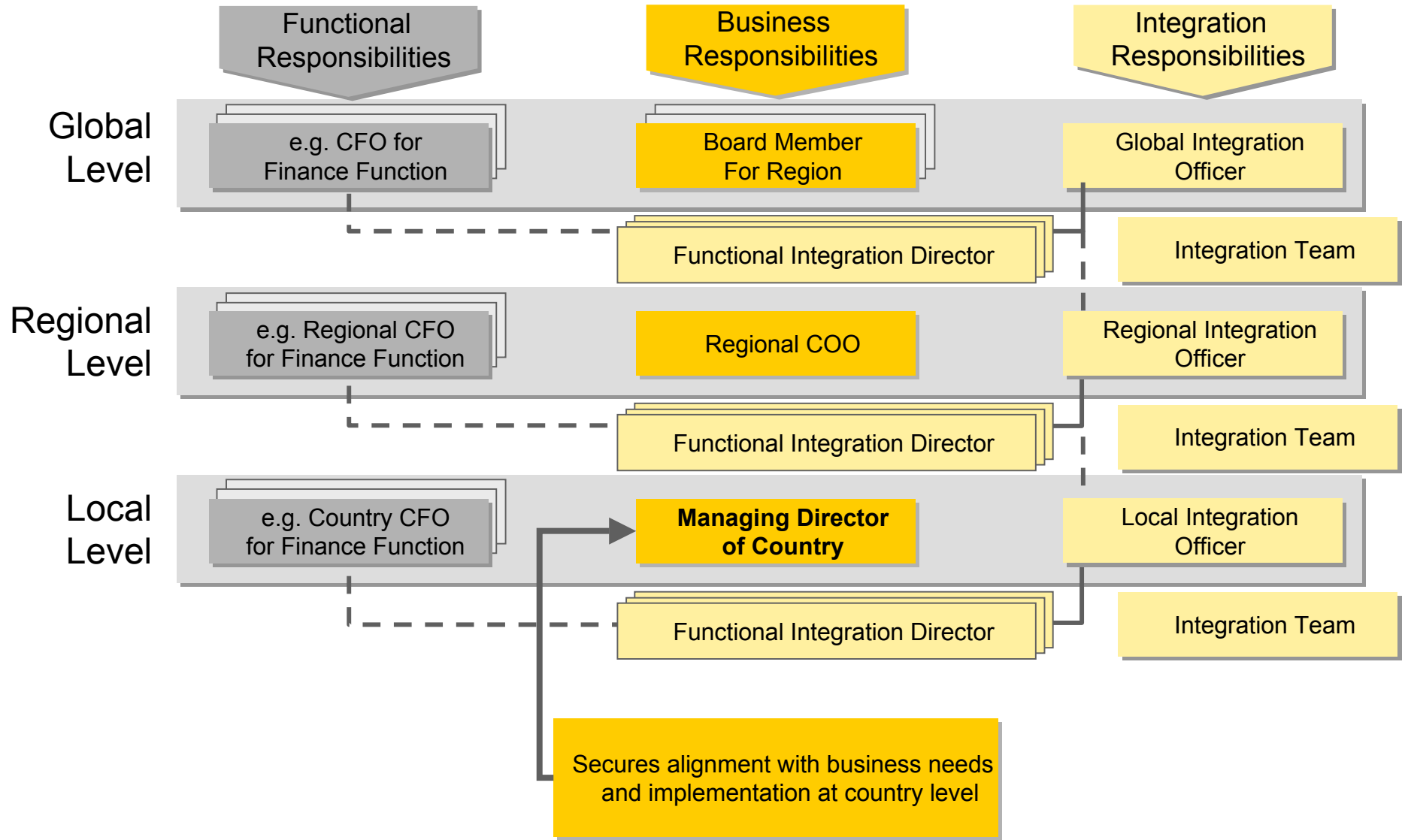




DHL EXPRESS ITALY

Sal Di Franco – Managing Director • DHL Express Italy

My Role in the Overall DHL Integration Effort



What we are today



	Operational Sites	Employees	Sales Force	Shipments per Year (thousands)
ASCOLI	70	400	24	4,500
DANZAS EUCA	30	460	62	600
DHL	90	2,040	294	15,200
Euro Express	28	600	45	4,800
TOTAL	218	3,500	425	25,100

DHL Express Italy
Planned 2003 Revenue:
ca. € 890 m

Our Goal: To become the largest and most profitable express transportation and distribution company in Italy: DHL EXPRESS

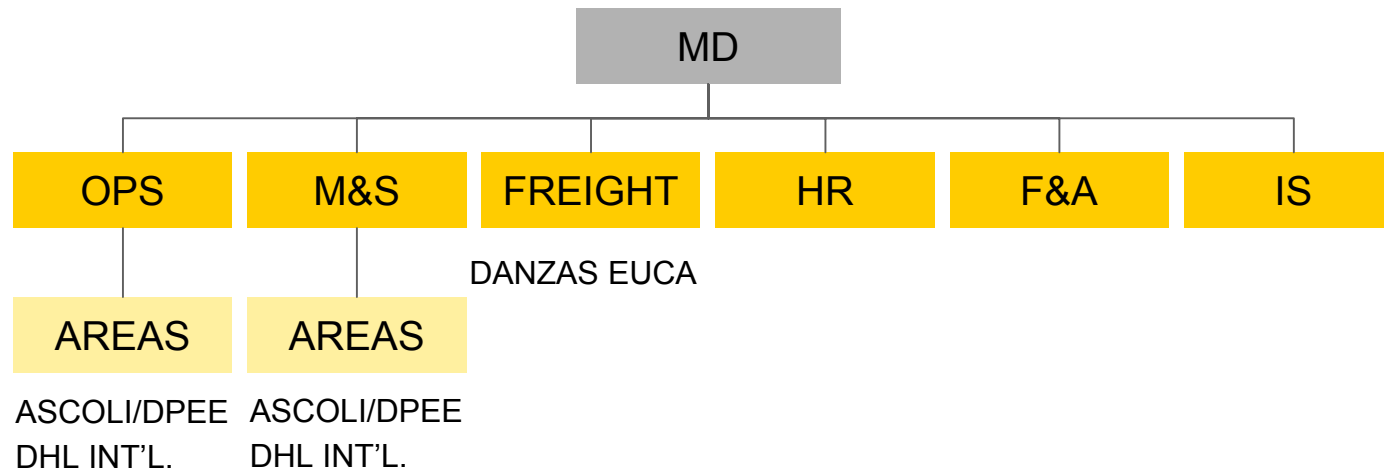
In the mid term (by 2005)

- Establish a single organization and management team
- Offer a common portfolio of products & services
- Establish a common Operations platform
- Improve profitability by 40%

This year

- Achieve committed results for today's business:
ASCOLI, DANZAS EUCA, DHL International, Deutsche Post Euro Express

Integration Results – Single Management Organization



- **HR, F&A** and **IS** managerial structure empowered and already in place since March 1, 2003;
- **OPS, M&S** and **Freight** high-level managerial structure empowered and in place since March 1, 2003. Area structure will be in place as of January 1, 2004.

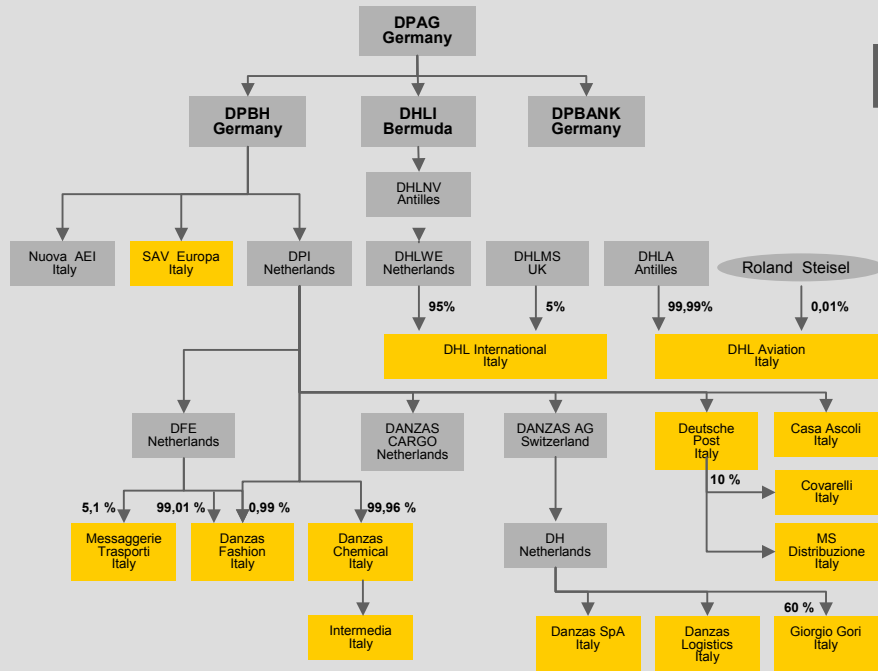
System and Process Integration Ascoli/Deutsche Post Euro Express – August 2003

- Common IS platform
- Common OPS processes and tools
- Common Label
- Common Key Account Desk
- Common F&A processes and tools
- Terminal Consolidation
- Lessons learned and Corrective Actions:
 - A) Be ready to face bugs and problems that require post-implementation fixing. Empower cross-functional Service Improvement Teams and let field organisation directly access to Service Improvement Team Experts.
 - B) We are setting up customized non-standardized services to maintain appropriate service level as required by big Key Account customers.

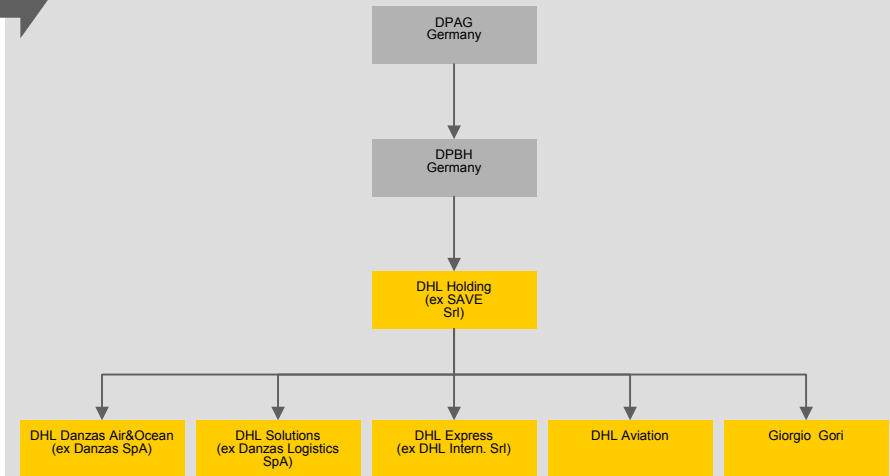
Integration Results – Legal Entity Rationalization – Q1 2004



Current Legal Entities Structure



Target Legal Entities Structure



From 15 to 6 Legal Entities within first Quarter 2004

“Creating the new DHL Express in Italy”



more than 5.800 employees and partners

20 workshops in 14 Italian cities
October to December 2003

