



MAIL



EXPRESS & LOGISTICS



FINANCE

Annual Press Conference 2006

Peter Kruse, Board Member DHL Express Europe

March 14, 2006, Bonn

- Good revenue development in freight with improving profitability
- Express Europe revenue and profit flat versus 2004
- Main reason besides general integration efforts:
country specific issues in UK and France
- Problem areas clearly identified and measures launched

Integration has progressed well in many areas



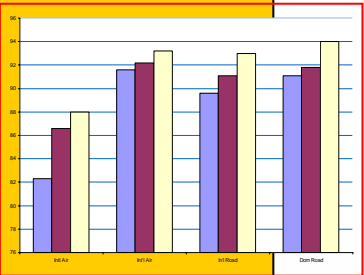
Customer Interfaces

- Sales Forces integrated
- Drop point strategy launched
- Customer Service centers consolidated



Networks

- Cross Border network fully integrated
- Domestic network integration progressing as planned
- Terminal consolidation 90 % completed



Quality

- Customer Services performance showing steady improvement
- Continuous operational performance improvement over the last three years

Challenges 2006



Products / Quality:

- Product enhancements
- Further quality improvement for all products



Customer Service:

- Further improvement of customer service
- Foster service culture and service recovery



Network:

- Finalize network adjustments
- Reduction of direct costs

- Country specific roadmaps
- Integration will be largely finalized in 2006
- Focus on customer satisfaction
- Focus back on business growth
- Continuous effort on efficiency improvement