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Glossary

Container

Sealed, reusable metal box for carrying goods.

Contract logistics

Performance of complex logistics and logistics-related tasks along the value chain by a service provider. Services tailored to the particular industry and customer are provided under contracts lasting several years.

Day Definite

Delivery of express shipments on a specified day.

Dialogue marketing

Market-orientated activities which draw on direct communications to selectively reach target groups through a personal, individualised approach and to enter into dialogue.

Distribution

Process flows in the sales channel from producers via wholesalers/retailers to consumers.

EU Postal Directive

Legal framework for the postal markets in the member states of the European Union.

Exclusive licence

In accordance with the German postal act, Deutsche Post AG had the exclusive licence until the end of 2007 to commercially transport certain items. The exclusive licence expired with effect from 1 January 2008.

Federal Network Agency (*Bundesnetzagentur*)

National regulator for electricity, gas, telecommunications, post and railway. Previously the Regulatory Authority for Telecommunications and Posts (*Regulierungsbehörde für Telekommunikation und Post*).

First Choice

Group-wide programme aimed at improving service quality and enhancing customer focus.

Full Container Load (FCL)

Shipments which completely fill a container.

Global Customer Solutions

Customer relationship management organisation for the Group's largest and most important global clients.

GoGreen

Deutsche Post World Net's climate protection programme.

Hub

Main transshipment base. Collection centre for the transshipment and consolidation of flows of goods.

Intermodal transport

Transport chain integrating different modes of transport, often combining road and rail.

Less than Container Load (LCL)

Loads that will not fill a container by themselves and are therefore grouped for ocean transport.

Outsourcing

The subcontracting of tasks to external service providers.

Packstation

Parcel machine where parcels and small packets can be deposited and collected around the clock.

Paketbox

Postbox for franked parcels and small packets (maximum dimensions: 50 × 40 × 30 cm).

Philately

The study of stamps. Systematic collection of postage stamps.

Postal act (*Postgesetz*)

The purpose of the German postal act, which took effect on 1 January 1998, is to promote postal competition through regulation and ensure the nationwide provision of appropriate and sufficient postal services. The postal act includes regulations on licensing, price control and the universal service.

Preferred periodical

A press product of which more than 30% consists of journalistic reporting.

Price-cap procedure

Procedure whereby the Federal Network Agency approves prices for certain mail products. The agency approves prices on the basis of parameters it stipulates in advance, which set the average changes in these prices within baskets of services defined by the agency.

Same Day

Same-day delivery of express shipments.

Standard letter

Letter measuring max. 235 × 125 × 5 mm and weighing up to 20g.

Standard periodical

A press product of which no more than 30% consists of journalistic reporting.

Supply chain

A series of connected resources and processes from sourcing materials to delivering goods to consumers.

TEU

Twenty-foot equivalent unit. Standardised container unit measuring 20 feet in length (1 foot = approximately 30 cm).

Time Definite

Delivery of express shipments at a specified time.

Value-added services

Services which go beyond core services offered and thus create added value.



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Events

Financial calendar¹⁾

21 April 2009	Annual General Meeting (Frankfurt am Main)
6 May 2009	Interim report on the first quarter of 2009, investors conference call
23 July 2009	Press conference and investors conference on the first half of 2009
31 July 2009	Interim report on the first half of 2009
5 November 2009	Interim report on the first nine months of 2009, investors conference call

1) For more information on other events, updates and details of live webcasts, please visit investors.dpwn.com.

Investor events

25 March 2009	Cheuvreux EMEA Conference (Paris)
31 March – 1 April 2009	Merrill Lynch All Stars Conference (New York)
20 May 2009	Wolfe Research Conference (New York)
10 – 12 June 2009	Exane BNP Paribas Conference (Paris)
22 – 23 June 2009	Goldman Business Services Conference (London)
23 – 24 June 2009	Deutsche Bank German Corporate Conference (Frankfurt am Main)
14 – 15 September 2009	Sanford C. Bernstein's Strategic Decisions Conference (London)
22 – 24 September 2009	UniCredit German Investment Conference (Munich)



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