



ANYTHING. ANY TIME. ANY PLACE.

The global economy depends on trust.
You need a partner you can depend on.
Deutsche Post DHL.

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Deutsche Post DHL

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THE POSTAL SERVICE FOR GERMANY.

Deutsche Post DHL is the world's leading mail and logistics services Group. The Deutsche Post and DHL corporate brands offer a one-of-a-kind portfolio of logistics and communications services. The Group provides its customers with both easy to use standardized products as well as innovative and tailored solutions ranging from dialog marketing to industrial supply chains. Over 500,000 employees in more than 220 countries and territories form a global network focused on service, quality and sustainability. With programs in the areas of climate protection, disaster relief and education, the Group is committed to social responsibility.

Deutsche Post DHL just recently unveiled a new corporate strategy to keep the company on course and fit for the future. The aim is to increase the company's efficiency and agility by reworking Group structures to better reflect changes in the economy.

THE LOGISTICS COMPANY FOR THE WORLD.



Our objective is two-fold: to stay “THE postal service for Germany” and to become “THE logistics company for the world.” We commit ourselves to making our customers, employees and shareholders more successful. The strategy is based on a two-pillar approach focused on mail and logistics services.

The MAIL division will set its focus on service quality and introducing new products for electronic communications. For DHL, the focus is on creating tighter links between the DHL divisions in order to better address customer needs. The new unit “DHL Solutions & Innovation” will help drive the development of innovative ideas into marketable solutions. We will also be turning our attention to creating more industry-specific solutions for sectors such as life sciences and technology.

Our strength in numbers:

- We do business in 220 countries and territories worldwide
- We move approximately 5% of the global trade volume through our network
- We employ more than 500,000 employees worldwide, making us one of the top ten largest employers in the world
- We manage more than 1 million customer contacts per hour

ONE COMPANY. TWO STRONG PILLARS.

Deutsche Post 





Deutsche Post DHL brings two powerful brands to the marketplace. The Deutsche Post brand stands for personal proximity, reliable quality and groundbreaking services. Its success is built on the unique infrastructure in Germany, consistently high quality in the mail business and innovative services in the area of dialog marketing.

The DHL brand stands for personal commitment, proactive solutions and local strength in the parcel business as well as in international express, logistics and mail operations. Together we are strong. Employees who focus on our customers' needs and provide them with individually customized solutions help secure our success.



TOP PERFORMANCE. MADE IN GERMANY.

The MAIL division transports letters and parcels within Germany and specializes in dialog marketing and the distribution of press products. We deliver approximately 72 million letters and 2.5 million parcels every day, six days a week. If posted in time, well over 90% of all letters reach their recipients the very next day.

We also provide international mail and communications services with direct connections to more than 200 countries worldwide. And we offer integrated services for corporate communications.

Deutsche Post service number

0180 2 3333

(6 ct per call from a German land line; cost may vary if calling from a mobile phone)

www.deutschepost.de



AT HOME ANYWHERE IN THE WORLD.

DHL EXPRESS is the leading global provider of international courier and express services for business and private customers alike. We work with the world's most expansive network covering more than 220 countries and territories in Europe, the Americas, Asia-Pacific and the Emerging Markets.

With our three product lines Same Day, Time Definite and Day Definite we are able to offer our customers a broad range of services designed to meet their transport-time requirements.

DHL Express service number

01805 3452255

(14 ct per minute from a German land line; cost may vary if calling from a mobile phone)

www.dhl.com

NO MATTER WHAT THE SIZE. WE'LL MOVE IT.

DHL GLOBAL FORWARDING, FREIGHT is one of the world's leading providers of air and ocean freight services and one of the leading overland freight transport providers within Europe and beyond. We specialize in planning and implementing global transport solutions for our customers, consolidating and bundling loads, and coordinating the transport and flow of goods in over 150 countries throughout the world.

DHL Global Forwarding transports goods and merchandise, no matter what the size, to an agreed destination within the agreed amount of time at an agreed price. We also offer customized solutions for large-scale logistics projects and value added services such as tailor made solutions for logistic security, warehousing, cargo insurance and customs brokerage with import and export clearance services.

DHL Freight is one of the largest freight transport providers in Europe, Middle East, Commonwealth of Independent States and Northern Africa. DHL Freight delivers both standard and flexible, individualized solutions for domestic and international groupage, part-load and full load transport by road, rail or intermodal means. The unit's comprehensive customs services ensure smooth cross-border shipping.



CUSTOMIZED. WITH VALUE ADDED.



The **SUPPLY CHAIN division** includes the contract logistics services from DHL Supply Chain and the Corporate Information Solutions services from our subsidiary Williams Lea. Both business units focus on tailor-made customer solutions.

DHL Supply Chain provides warehouse, distribution and transport services as well as value-added solutions along the entire supply chain for customers spanning all sectors, including the key industries fashion and retail, consumer goods, technology, health, automotive and chemicals & manufacturing.

Williams Lea is our expert for business process outsourcing, providing holistic management of all printed and digitalized information an organization shares with its internal and external audiences. The Williams Lea offering is especially geared toward, though not limited to, companies in insurance, retail, consumer goods, pharmaceuticals, publishing and the public sector.



OUR SUCCESS HAS MANY NAMES.

Size alone is not enough. We want to be the best – the best in service, in innovative solutions and in customer and shareholder satisfaction. That’s why we’ve rolled out strategic programs and initiatives to drive our company forward.

The Group’s global program “First Choice” is designed to intensify our focus and our business processes on our customers' needs. We are committed to strengthening customer loyalty and expanding our business using our existing customer base. We also aim to change the corporate culture of Deutsche Post DHL. We are doing more to promote collaboration among employees across the Group in an effort to enhance value for our customers.

Our capital market program “Roadmap to Value,” with its focus on increased transparency, higher profitability, improved cash conversion, higher dividends and organic growth, has laid the foundation for a sustained increase in enterprise value. To this end, we have also launched the new cost savings program IndEx.

THINKING GLOBALLY. ACTING **LOCALLY.**



The Group has made its commitment to environmental and social issues a part of its corporate strategy, dedicating its resources to programs in the areas of climate protection, disaster relief and education.

Our climate protection program GoGreen has made Deutsche Post DHL the first logistics sector company to set a concrete carbon efficiency goal, which is to achieve a 30% improvement in its CO₂ efficiency by the year 2020. This means implementing measures in each and every division, such as fleet optimization for both aircraft and ground vehicles, and expanding our range of carbon-neutral, climate-friendly GoGreen products and services.



As a United Nations partner, Deutsche Post DHL provides logistical support to relief organizations on the ground when a natural disaster strikes. Our global disaster relief network is made up of three Disaster Response Teams.

As a founding partner of Teach First Germany, we want to create equal educational opportunities at schools and equal start opportunities for children and young people.

We are setting the standards not only in the mail and logistics industry but in sustainability as well. We are ready for the future.

We share our success. As in the past, we this year will reward the shareholders' trust in the Group with the payment of a dividend. We are dedicated to making Deutsche Post DHL an attractive investment for our investors.

Overview of key Group figures

	2007	2008	% change
Revenues in € m	54,043	54,474	0.8
Profit from operating activities (EBIT) in € m	2,133	- 567	- 126.6
EBIT before non-recurring effects	2,668	2,410	- 9.7
Return on sales ¹⁾ in %	3.9	-	-
Consolidated net profit ²⁾ in € m	1,383	- 1,688	-
Operating cash flow (Postbank at equity) in € m	2,808	3,362	19.7
Net debt (Postbank at equity) in € m ³⁾	2,858	2,412	-15.6
Return on equity before taxes in %	8.6	- 9.0	-
Earnings per share in € ⁴⁾	1.15	- 1.40	-
Dividend per share in €	0.90	0.60	- 33.3
Number of employees as of Dec. 31 (headcount)	447,626	456,716	2.0

¹⁾ EBIT/Revenue

²⁾ Consolidated net profit excluding minorities.

³⁾ Adjusted for financial liabilities to Williams Lea minority shareholders.

⁴⁾ Including Postbank.