ANNUAL GENERAL MEETING
Frankfurt am Main, May 18, 2016
2015 was not an easy year
52-day postal strike

Summer 2015:
Exceptional circumstances for you and for us

Long-term result:
Sustainable wage agreement
Renewal path for the forwarding business

October 2015:
IT Renewal

Long-term aspiration:
Regain undisputed market leadership
Share performance reflects a year of transition

![Graph showing Deutsche Post DHL Group and DAX stock performance from Jan. 2015 to Dec. 2015. Deutsche Post DHL Group shows a +10% increase, while DAX shows a -4% decrease.](image-url)
Long-term trend: Strategy 2015 is a success
Course set – Adjusted targets achieved
**Adjusted financial target for 2015 achieved**

- Year of transition
- Future course set

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### EBIT 2015

<table>
<thead>
<tr>
<th>(in EUR bn)</th>
<th>Targets(^1)</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group</strong></td>
<td>min. 2.40</td>
<td>2.41</td>
</tr>
<tr>
<td><strong>PeP</strong></td>
<td>min. 1.10</td>
<td>1.10</td>
</tr>
<tr>
<td><strong>DHL</strong></td>
<td>min. 1.65</td>
<td>1.66</td>
</tr>
<tr>
<td><strong>Corp. Center/ Other</strong></td>
<td>~ -0.35</td>
<td>-0.35</td>
</tr>
</tbody>
</table>

\(^1\) EBIT guidance revised downwards due to special, one-off effects

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### Revenue

<table>
<thead>
<tr>
<th>(in EUR bn)</th>
<th>2014</th>
<th>2015</th>
<th>Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group</strong></td>
<td>56.630</td>
<td>59.230</td>
<td>+4.6%</td>
</tr>
<tr>
<td>t/o international</td>
<td>39.263</td>
<td>41.737</td>
<td>+6.3%</td>
</tr>
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Deutsche Post DHL Group

Annual General Meeting | Frankfurt am Main | May 18, 2016
Dividend performance

(Dividend per share in EUR)

2009: 0.60  
2010: 0.65  
2011: 0.70  
2012: 0.70  
2013: 0.80  
2014: 0.85  
2015: 0.85

Proposal
A good start to the year

Best 1st quarter in company history

Double-digit Group EBIT growth

Current business performance (in EUR bn)

<table>
<thead>
<tr>
<th></th>
<th>Q1 2015</th>
<th>Q1 2016</th>
<th>Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>14,767</td>
<td>13,872</td>
<td>-6.1%</td>
</tr>
<tr>
<td>EBIT</td>
<td>720</td>
<td>873</td>
<td>+21.3%</td>
</tr>
</tbody>
</table>

Guidance confirmed

EBIT guidance for 2016 (in EUR bn)

<table>
<thead>
<tr>
<th>Group</th>
<th>3.4-3.7</th>
</tr>
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<tbody>
<tr>
<td>PeP</td>
<td>&gt;1.3</td>
</tr>
<tr>
<td>DHL</td>
<td>2.45-2.75</td>
</tr>
<tr>
<td>Corp. Center / Other</td>
<td>~ -0.35</td>
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</table>
Our course is set for success
Best mix of great service and low prices

User-friendly, informative website

Faster delivery than industry average

Winner of 2015 parcel delivery test
Customer satisfaction significantly improved

Significant service improvements in all key areas

1) Example DHL key customers (Customer Solutions & Innovation)

- Customer support
- Services
- Implementation process
- Innovative offers
DHL brand value more than doubled since 2012

<table>
<thead>
<tr>
<th>Year</th>
<th>Value (US$ bn)</th>
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<tbody>
<tr>
<td>2012</td>
<td>7.6</td>
</tr>
<tr>
<td>2013</td>
<td>8.9</td>
</tr>
<tr>
<td>2014</td>
<td>13.7</td>
</tr>
<tr>
<td>2015</td>
<td>16.3</td>
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Source: Millward Brown

Among the 100 most valuable global brands
DHL certified as Top Employer Global 2016

› One of the best employers worldwide

› For the 2nd time in a row, the only company to be certified on all continents (43 countries total)
Offering best-in-industry services and solutions
Providing outstanding quality and service
Seizing new business opportunities
Germany: Highly efficient parcel network set up

Parcel network in 2010:
- 33 parcel centers
- ~640,000 parcels/hour

Parcel network today:
- 34 parcel centers
- ~1.03 million parcels/hour

More than 1.1 billion parcels delivered in 2015
Preferred-time parcel delivery – now during the day

New in Germany

- Already available in Berlin, Munich, Cologne, Hamburg and the Ruhr region
- Delivery between 10 am - 9 pm (2-hour windows)
- Also available for same-day deliveries
Growth market e-commerce

Operations in 16 countries in just two years\(^1\)

Strong market presence outside Germany

- 11,000 employees
- >15,000 parcel shops
- >9,000 vehicles
- >100 facilities

1) Including home market Germany; 2) Minority interest (27.5\%) in e-commerce logistics specialist Relais Colis

DHL Parcel network in Europe

Expansion DHL Parcel network

- 2014
- 2015
- 2016

Deutsche Post DHL Group

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Growth market e-commerce

DHL eCommerce

- India
  Strong presence through Blue Dart Express

- Thailand
  Market entry in January 2016
Expansion of global express network

- Investments totaling hundreds of millions
- Renewal of air cargo fleet
- Delivering top-level quality

On-Time Global Transit Time

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Passionate freight forwarders

- Cold chain logistics
  - DHL Thermonet
  - Dedicated IT platform
  - Tracking app
DHL Supply Chain Singapore as an example for automation

1) ~230 employees, 
   ~40 robots

2) Capacity quadrupled

2) 40% productivity increase

1) Example: Warehouse of global technology customer
2) Compared to traditional warehousing
Never stop…
… improving
Services 2.0

- Less complexity
- More productivity
- New opportunities

Examples:
- **Augmented Reality**
- Robotics
E-mobility

StreetScooter
In-house development for delivery

Pilot project
GoGreen Regional

Carbon efficiency:
+30 % (2020 target)
+25 % (as of 2015)
DHL Resilience 360

- Cloud-based platform
- Visibility across the entire supply chain
- Real-time notification of potential disruptions

Risk management in logistics
Certified specialists
People make companies successful
Noorazam Bin Ibrahim
Lead Operations Agent
DHL Singapore
Disaster Response Team
Acting together!
– Refugee Aid of Deutsche Post

› Employee volunteers
› Provision of real estate
› Vocational orientation internships
We have set the foundation for future success