



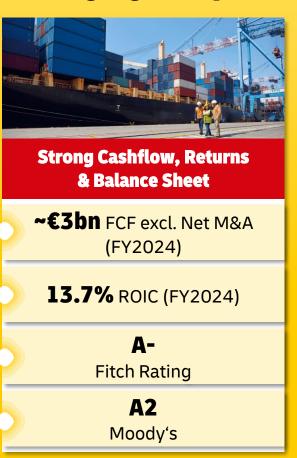


DHL Group Equity Story

World's leading logistics portfolio with strong market positions



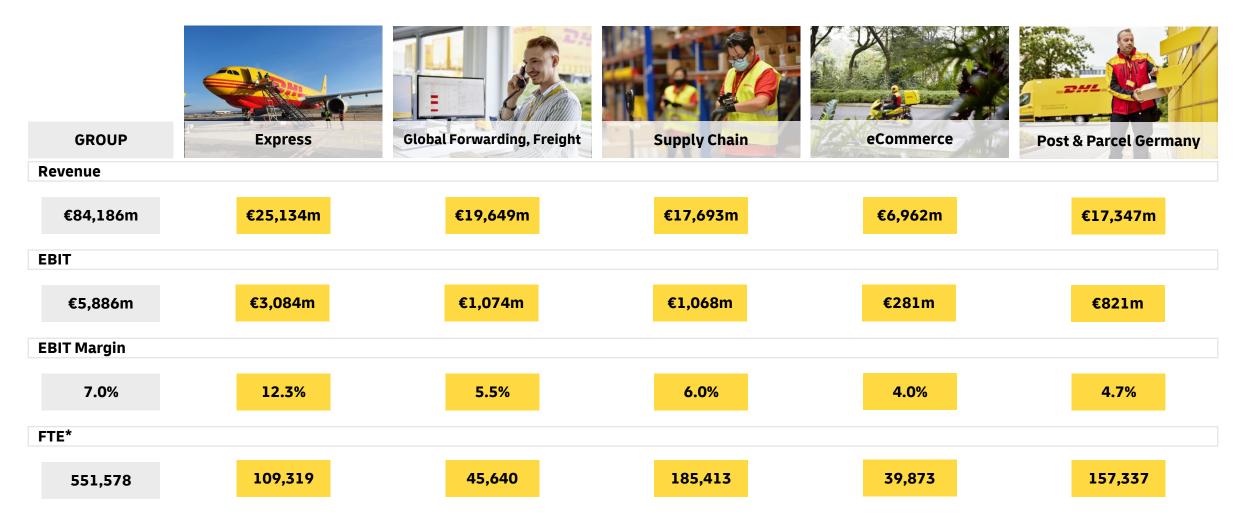
#1 Parcel Germany





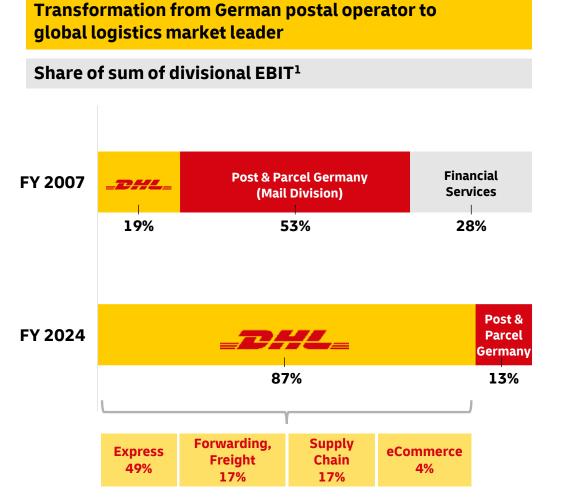


DHL Group at a glance (FY 2024)



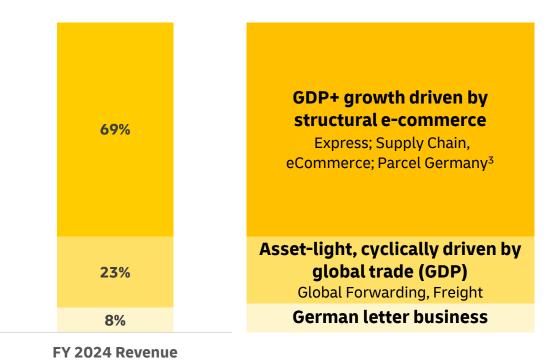
^{*}average for the year

GDP+ growth profile supported by structural long-term trends



Globally diversified portfolio with GDP+ growth exposure

Share of sum of divisional revenue²



¹Both years excl. Corp Center (2007) / Group Functions (2024) / Consolidation. ²Excl. P&P Others, Group Functions / Consolidation. ³Incl. International

DHL GROUP (FY 2024)

Group revenue: €84,186m

Employees: 601,723

AMERICAS

External Revenue: €18,328m

Employees: 127,369

EUROPE

External Revenue: €46,700m

Employees: 356,696

MIDDLE EAST & AFRICA

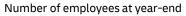
External Revenue: €4,426m

Employees: 28,219

ASIA PACIFIC

External Revenue: €14,732m

Employees: 89,439



DHL Group Board of Management



Dr. Tobias Meyer
Chairman of the Board (CEO), Global Business Services
Member since April 2019 | CEO from May 2023
Appointed until March 2027



Melanie Kreis Finance Member since Oct. 2014 Appointed until May 2027



Dr. Thomas Ogilvie
HR
Member since Sep. 2017
Appointed until Aug. 2030

CORPORATE DIVISIONS



John Pearson
Express
Member since Jan. 2019
Appointed until Dec. 2026



Tim Scharwath Global Forwarding, FreightMember since June 2017
Appointed until May 2030



Oscar de Bok Supply Chain Member since Oct. 2019 Appointed until Sep. 2027



Pablo Ciano eCommerce Member since Aug. 2022 Appointed until July 2030



Nikola Hagleitner
Post & Parcel Germany
Member since July 2022
Appointed until June 2030



Strategy 2030

Accelerate sustainable growth

Global Trade Evolving Workforce Climate Change Digitalization E-commerce

Strong Foundation

Our Purpose

Connecting People. Improving Lives.

Our Values

Respect & Results

Our Customer Promise

Excellence. Simply delivered.

Ready for more

Mindset for Quality and Growth

Continuous improvement and the will to win

Double Down on Structural Tailwinds

Invest into fast-growing sectors and geographies

Setup for Success

Lean, divisional structure, best-in-class functional processes and digital by default



Express Global Forwarding, Freight







FINANCE STRATEGY

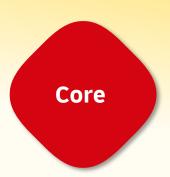
Disciplined capital allocation with clear key priorities

Business Growth



Shareholder Return





Organic Growth

Boosted by Strategy 2030

- Targeted investments into logistics core with strong focus on trade flow shifts, GoGreen+, e-commerce and further fast-growing sectors
- Focus on efficient capital allocation to support consistent Return on Invested Capital increase

Regular Dividend

Core shareholder return instrument

- 40-60% dividend pay-out ratio from adjusted net profit
- Reliable, proven dividend continuity



Inorganic Growth

Value-accretive & targeted

M&A to supplement organic growth; subject to strategic, financial & integration criteria

Financing

Combine strong cash generation with balance sheet strength if needed, in accordance with rating target range

Share Buyback Policy

Additional measure to offer attractive shareholder returns

 Use Free Cash Flow and balance sheet strength as appropriate, relevant M&A spending taken into consideration

RATING TARGET RANGE: BBB+ TO A-

DHL Group's Sustainability Performance

Clean operations for climate protection

Reduce logistics-related GHG emissions to

<29m

metric tons CO₂e by 2030 (SBT) No offsetting included

Net Zero

GHG Emissions by 2050

>30%

share of sustainable fuels by 2030

66%

e-vehicles used in pick-ups and deliveries by 2030

All new owned buildings to be **carbon-neutral**

Great company to work for all

≥80%

Group-wide Employee Engagement (aggregated & weighted result of 5 statements in Employee Opinion Survey)

Increase share of women in middle and upper management to

≥34%

by 2030

Reduce accident rate (LTIFR)* to

≤10.8 per 1m working hours

by 2030

*LTIFR: Lost Time Injury Frequency Rate

Highly trusted

company

30%

ESG-related targets in bonus calculation for the Board of Management as of 2022

≥98%

share of valid compliance training certificates in middle and upper management (FY 2025 target)

2710 out of achievable 820 points

Cyber security rating (FY 2024 target); equals top quartile in our reference group

DHL Group ESG measures

Decarbonization measures

Measures	2024 Results	2030 Targets		
Dealined Decayle origination Effects	1,584 metric kilotons of CO₂e	Deduce CLIC emissions to 220m metric tens of CO.		
Realized Decarbonization Effects	(2025 Target: 2,000 metric kilotons of CO_2e)	Reduce GHG emissions to <29m metric tons of CO ₂ e		
Increase use of sustainable fuels in air, ocean & road freight	Share of sustainable fuels amounts to 3.0%	>30% share of sustainable fuels in air, ocean and road freight		
Increase electrification of the fleets in pick-up & delivery	\sim 39,100 e-vehicles used in pick-ups and deliveries (41.4%)	Ambition 2030: 66 % e-vehicles used in pick-ups and deliveries		
Climate-neutral building design		All our own new buildings are climate neutral		

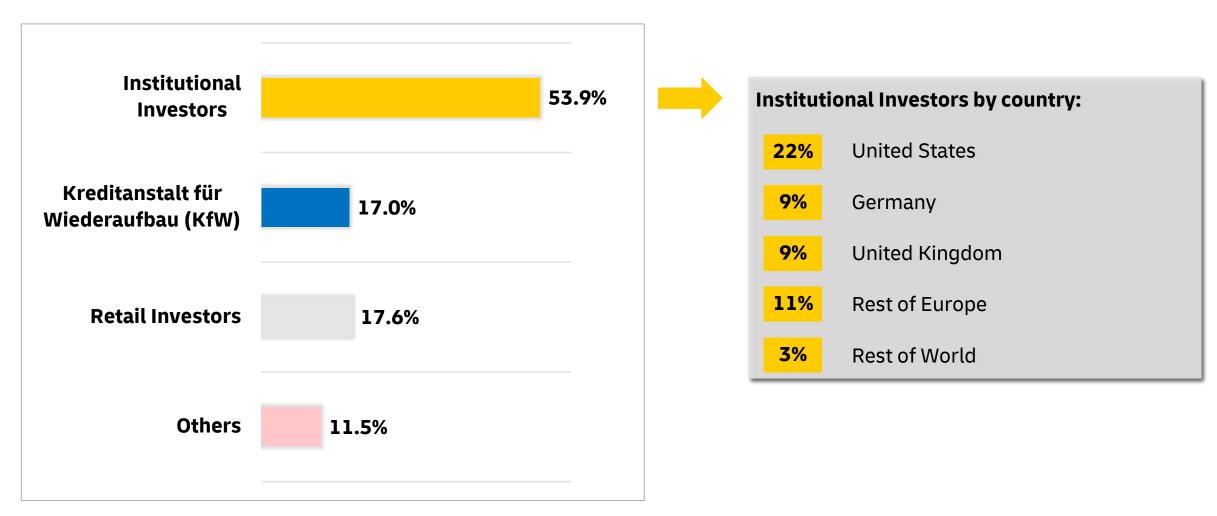
Employee matters

Measure	2024 Results	2025 Targets	2030 Targets
Employee Engagement	82%	≥80%	≥80%
Share of women in middle and upper-management	28.4%	≥30%	≥34%
Accident rate (LTIFR) per 1m working hours	14.5	≤15.5	≤10.8

Corporate governance

Measure	2024 Results	2025 Targets
Valid certifications of compliance relevant trainings in middle- and upper-level management	99.1%	≥98%
Cybersecurity rating	750 points	≥710 points of 820 achievable points
ASSE BUILDINGS BROOM ELBUM SBOUR LAAR SULSSE		

DHL Group Shareholders' structure



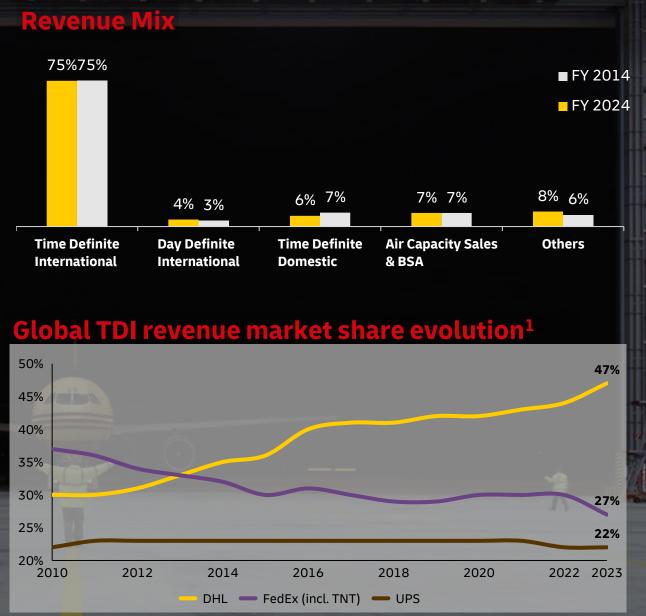
As of Dec 31st, 2024

EXPRESS

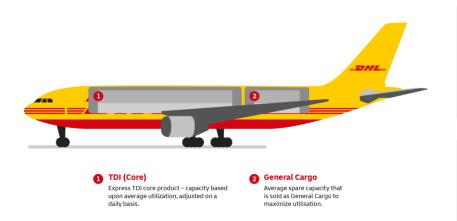
Global market leader in Time Definite International (TDI)

Investment Summary:

- Voted among the top 3 World's Best Workplace for the 5th year running
- Premium logistics segment offers above-GDP growth driven by global trade (B2B) as well as international e-commerce (B2C+B2B)
- Leading integrated global network with long standing local presence in 220+ countries & territories
- Proven ability to flex network to adapt to changing market circumstances



Express Core Products



Time Definite International (TDI) The premium segment within the express industry Time Definite = dedicated delivery at a scheduled time of day International = cross-border shipment (intra- or between continents)

Time Definite Domestic (TDD)

Domestic door-to-door delivery by a specific time, or by the end of the next possible business day

Day Definite International (DDI) and Day Definite Domestic (DDD)

Door-to-door delivery within a certain number of business days for less urgent and heavier shipments



Express

To serve our global network, we run more than just an airline

Dedicated Air (year-end 2024)

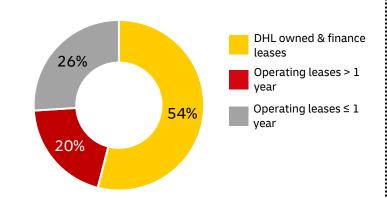
>295 aircraft

>75 Intercontinental >

>220 Regional >

18 partner airlines

Network Flexibility



Purchased Air

>200 commercial air carriers

Global Network

>2300 daily flights

>500 airports

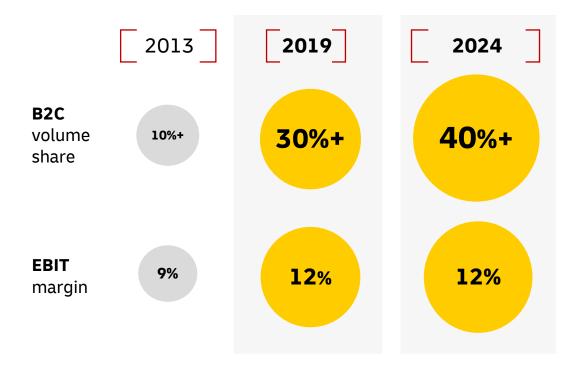
22 air hubs

3 global

19 regional

As of year-end 2024

E-commerce is a profitable growth driver for Express



Network Characteristics	B2C Characteristics	Profitability Impact
Shipments per Day	Volume growth drives better utilization of existing network	1
Weight per Shipment	Lower weight per shipment	→
Revenue per Kilo	Higher RpK related to lower WpS	1
First mile	More pieces per stop at pickup	1
Hub sort	Better utilization of existing infrastructure, with high degree	1
Airlift	Better utilization of existing capacity, with lower WpS being advantageous	1
Last Mile	Optimize residential delivery via On Demand Delivery & Drop Off Locations and increased delivery density due to B2C Growth	→

ExpressWell-diversified vertical exposure

TDI Revenue share by sector (FY 2024):



Unchanged strong focus on yield management based on well established toolset



Express pricing components

Base shipment price

- According to customer shipment profile (volume, weight, trade lanes)
- Subject to annual General Price Increase (GPI)

Fuel surcharge

- Moves up and down with fuel price movements
- Transparently based on external fuel price indices

Potential other surcharges

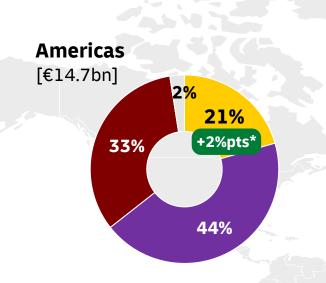
- Subject to specific shipment profile or services requested (e.g. Customs, delivery preferences etc.)
- Demand Surcharge

Constantly tracked and revised through established mechanisms:

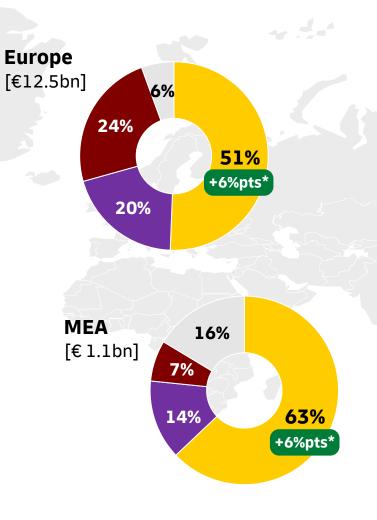
- Ship-to-Profile
- Tender review Board
- Red / Yellow Card
- Net Price Change

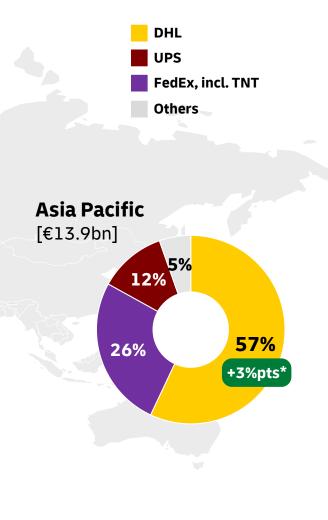
Express Market share by geography (2021)











Sources: Market Intelligence study 2021

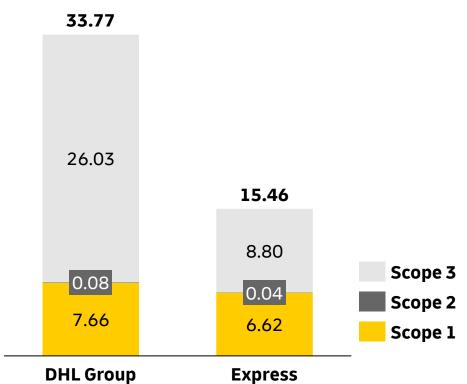
*) vs 2016 including 53 countries

Express

Path to climate neutral operations



Logistics-related GHG Emissions 2024 m metric tons CO₂e



DHL Express GoGreen Plus

This innovative service empowers customers to **seamlessly reduce the carbon footprint associated with their shipments** by utilizing
Sustainable Aviation Fuel (SAF)

- ✓ Use of sustainable aviation fuel (SAF)
- Carbon insetting: carbon emissions are directly reduced within the supply chain
- ✓ Available for all core products with air transport
- Supporting customers across all industries and all company sizes

The pioneering low-emission transport solution for Global Express shipping

Holding a leading position:
DHL purchased 14.5% of the global supply
of SAF in 2024

The front-runner choice and the right choice for our customers: Elevate their impact with SAF Helping customers that choose reduced CO₂E Express shipping via GoGreen Plus to actively reduce their Scope 3

GLOBAL FORWARDING, FREIGHT

International transportation of Air Freight, Ocean Freight and Road Freight including Customs Clearance and related value-added services like warehousing, cargo insurance, etc.

Investment Summary:

- Asset-light business model: Global presence in>115 countries with ~47,000 highly qualified employees
- Investments into state-of-the-art IT systems are driving increased operational efficiency and enhanced customer experience
- On this basis, targeting high GP/EBIT conversion and EBIT margin levels
- Sustainable solutions available for all transportation modes

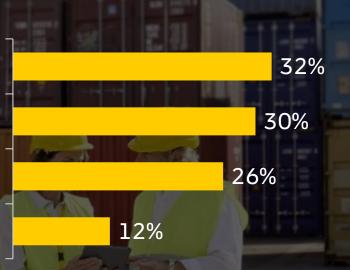


Air Freight

Ocean Freight

Road Freight (DHL Freight)

Others



Market Position (2023)

Air Freight

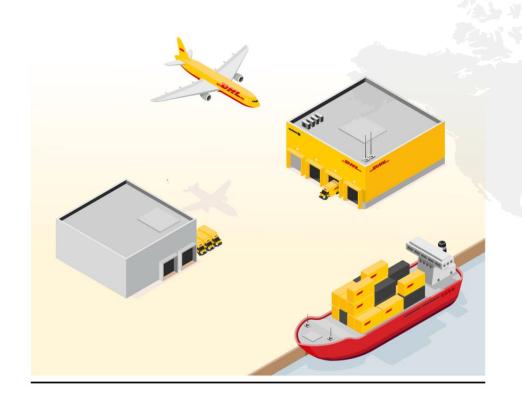
Ocean Freight

Road Freight (EU)

#2

Leading position in a highly fragmented market

Global Forwarding, Freight Global presence



EUROPE

~35 Countries

AMERICAS

~25 Countries

MIDDLE EAST & AFRICA

~35 Countries

ASIA PACIFIC

~20 Countries





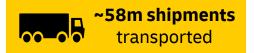
~47,000 highly qualified employees



~1.8m AFR export tons transported

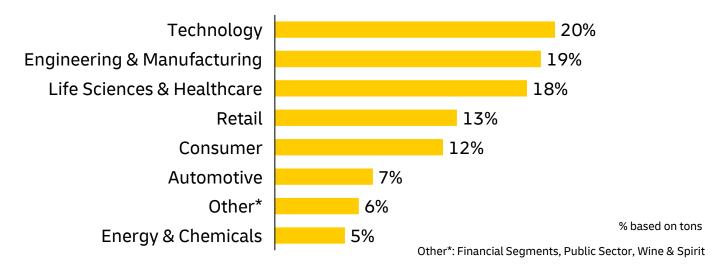


~3.3m TEUs transported

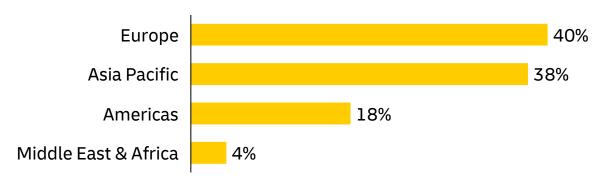


GLOBAL **Market position 2023** (based on 000 tonnes, export only) 1,983 1,672 1,306 1,148 DSV DHL Kuehne + DB Schenker Nagel Source: Global Insight, annual reports / other publications, company estimates 2025 BUSINESS PROFILE | DHL GROUP | MARCH 2025

Volume mix by sector (FY 2024)



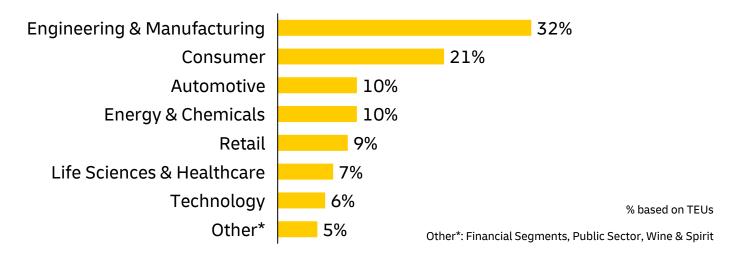
Volume mix by region (FY 2024)



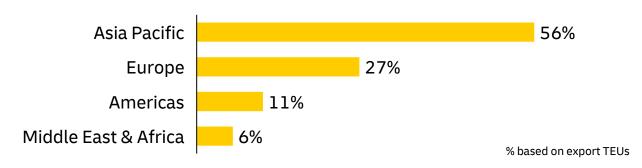
% based on export tons

GLOBAL FORWARDING OCEAN FREIGHT **Market position 2023** (based on 000s of TEUs, export only) 4,338 3,089 2,519 1,783 Kuehne + DHL DSV DB Schenker Nagel Source: Global Insight, annual reports / other publications, company estimates 2025 BUSINESS PROFILE | DHL GROUP | MARCH 2025

Volume mix by sector (FY 2024)

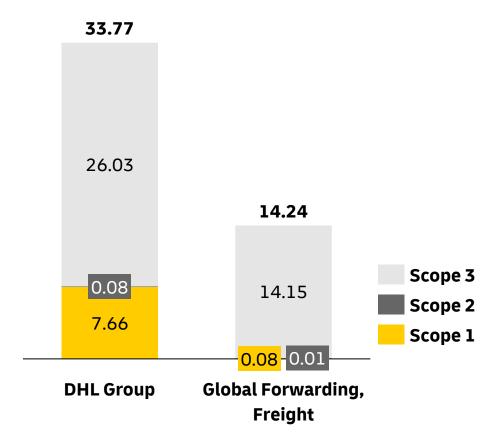


Volume mix by region (FY 2024)

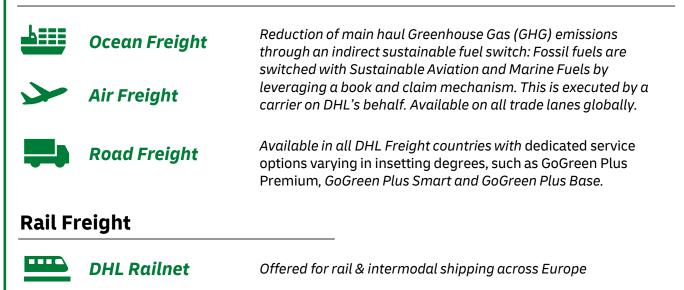


Global Forwarding, Freight Path to climate neutral operations

Logistics-related GHG Emissions 2024 *m metric tons CO*₂*e*



GoGreen Plus available for all core products



Collaborate with like-minded industry partners

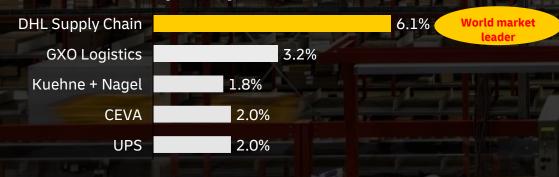
- Strong industry partnerships
- Annual carrier certification

SUPPLY CHAIN

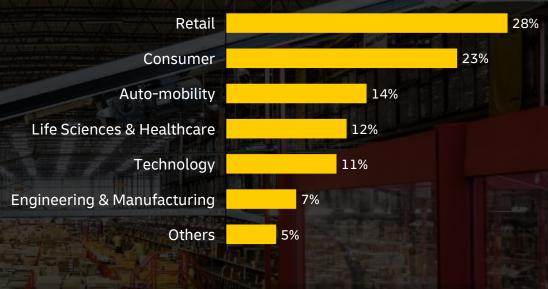
Investment Summary:

- Continuous improvement of industry-leading profitability to EBIT margin of 6% supported by sector focus, digitalization and process optimization
- Focus on advanced robotics technologies in scale, orchestration platform and industry-leading Master Service Agreements
 - 97% of employees in "Great Place to Work" certified environments, ensuring talent retention and engagement amid labor shortages.
- Commercializing our GoGreen efforts with carbon-efficient transport and green warehousing, aiming for carbon neutrality by 2050

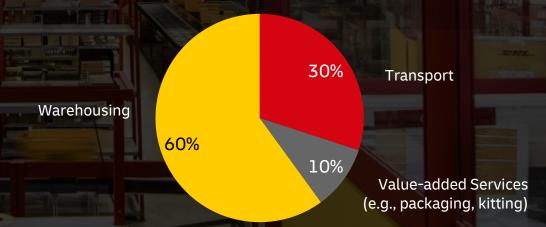
Market Share (2023)



Revenue Mix, FY 2024



Core Service Mix, FY 2024

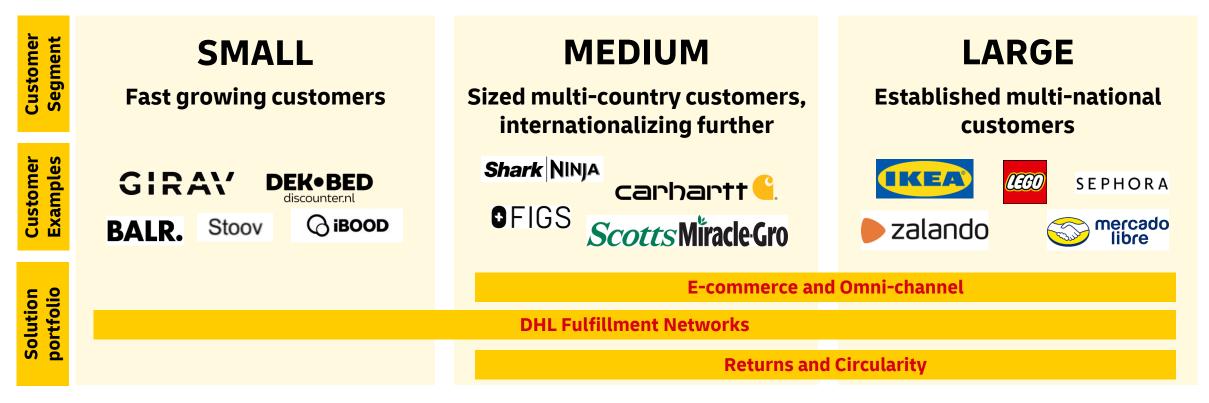


Our Core Services, Accelerated Growth Solutions, and Value Creators are key components of our portfolio to accelerate growth

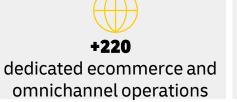
					-0		. 5	Valu	ie Creatoi	'S	С	ustomer Focu	S
Global Customer Supply Chains	- ■-7			88	<u></u>		**	0		0			
	Plan	Source	Make	Store	Customize	Deliver	Maintain & Return	GoGreen	Data & Robotics	RES	Small	Medium	Large
	Inbo	und to Manufac	turing 6%¹									•	•
				eCom	nmerce & Omni-c	hannel +13%						•	•
						Returns & Circu	larity +8%					•	•
Accelerated					Service Log	gistics	+4%					•	•
Growth Solutions					DHL Fulfillment	: Networks	+10%				•	•	•
					Pharma Ne	twork	+13%					•	•
						DigiHaul +1	5%				•	•	•
			LLP & Su	pply Chain Orc	hestration		+11%					•	•
				Transport								•	•
Core Services				Wareh	nousing							•	•
			Specialized Se	rvices (VAS)								•	•

¹⁾ Market CAGR unavailable; therefore, 6% is the approximate size of DSC business in I2M

We are uniquely positioned to cater for structural growth of e-commerce and omni-channel fulfillment demand across all customer segments globally











17% of DSC's revenue from e-commerce*



DSC's digitalization agenda is processing fast while the unique ecosystem of integrated solutions, robotics and analytics maximize value

Focus technologies identified along entire logistics process

Accelerated Digitalization



(un)Loading **Technologies**



Packing **Technologies**



Supporting Robots



Goods-to-Person Robots















Asset Tracking & Monitoring

Mechanized **Automation**

Automated Order Pickina

Automated Storage & Retrieval System Packing/ Labeling automation

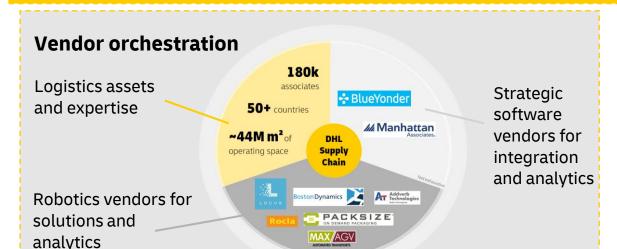


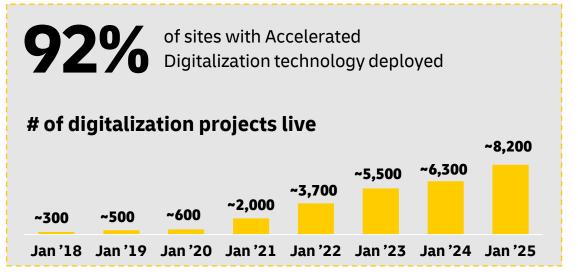
Mechanized Sortation

Mechanized (Un)Loading

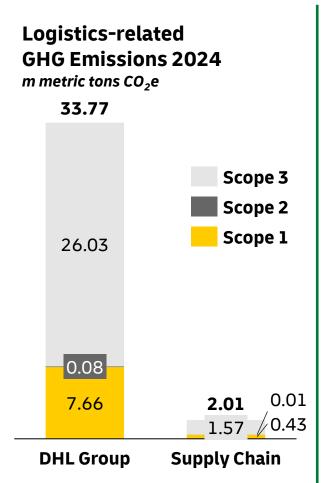
Powered conveyors







Go Green to offer path to carbon neutral operations and commercialize industry-leading green solutions for decarbonization





With GoGreen Plus and dedicated solutions for direct

decarbonization, we support our customers in their decarbonization journey.



Transportation

We offer transparency with **best**in-class carbon reports and provide certified and claimable **CO₂e reductions** for our customers.

Warehousing

Carbon neutral

buildings: Zero

carbon achieved

through renewable energy via on-site generation, direct

operated

operational

purchase or

renewable fuel

25% offsetting)

certificates (up to

Direct decarbonization: Zero or low carbon solutions where diesel is directly replaced with sustainable technologies or fuels (e.g. HVO) within customer dedicated &





EMISSIONS CLAIM



Customer **Carbon Report**

- network operations.
- 3 Insetting decarbonization: Book & Claim solution enables customers to compensate for emissions where access to sustainable fuels or technologies is not possible, or for subcontracted transport.



Customer

Certificate

Carbon Report

GG+ Insetting



EMISSIONS

CLAIM



Insettina

Customer

Customer







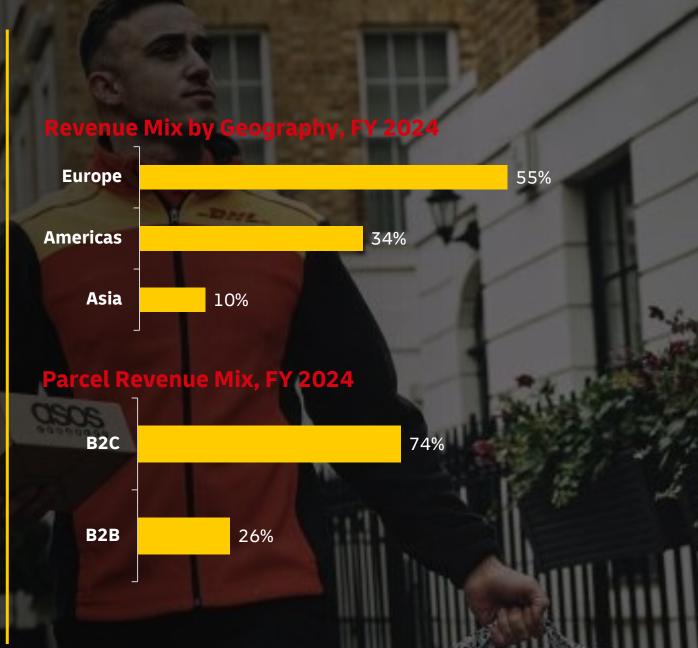


ECOMMERCE

Domestic parcel delivery in selected countries in Europe, in the United States, in specific markets in Asia, in particular in India, and deferred cross-border services primarily to, from and within Europe, as well as to and from the United States.

Investment Summary:

- Strong organic growth driven by domestic and crossborder e-commerce in all selected markets we operate in
- Sustainably increased EBIT, well above the level from before the pandemic in 2019, thanks to economies of scale, yield management and service performance
- Expansion of our domestic footprint by acquiring 100% of MNG Kargo in Turkey
- Investments in network capacity & automation, sustainable last-mile capabilities and technology



eCommerce Key stats at a glance



1.8 billion

parcels delivered each year



Offices



~34,000

Vehicles



2,900

Facilities



>58,000

Employees



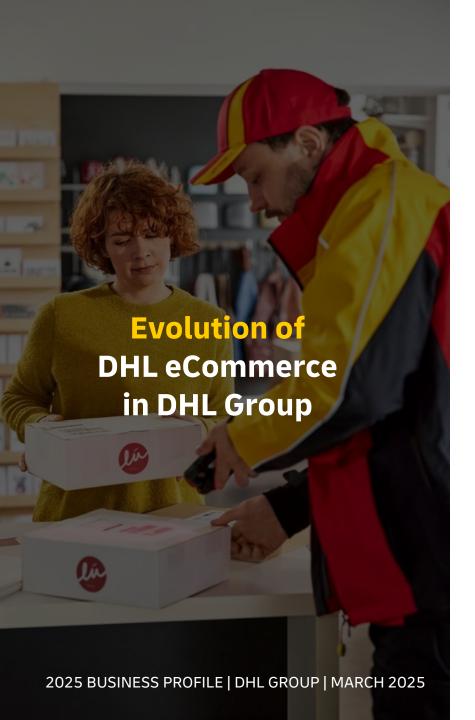
>145,000

Access Points



Dedicated Aircraft

Data as of Dec 31st, 2024



PORTFOLIO BUILD-UP

- Expansion geographically, into fulfillment and e-com orchestration
- Optimized set-up in DHL Group structure

CLEAN UP AND COVID

- Restructuring and focus on domestic and deferred cross-border within DHL eCommerce
- Indirect cost optimization and simplification
- Exploiting tailwind of the pandemic

INVESTING FOR GROWTH

 Building foundations for growth by investing in network infrastructure: hubs, facilities, fleet, lockers

MARGIN EXPANSION

- Productivity
 enhancements and
 increased utilization
 of assets
- Leverage volume growth and yield management



Our offer is focused on Europe, US and India



B DOMESTIC CLUSTERS

EUROPE
B2C and B2B offering

48%

B2C offering

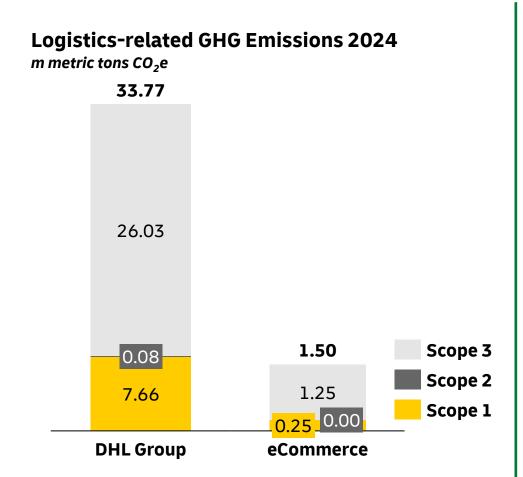
30%

INDIA
B2C and B2B offering

22%



eCommerce Path to climate neutral operations



Increasing investments into Clean Operations:

- Purchase of sustainable fuels wherever accessible, especially HVO for last mile and line haul
- Sustained increase in number of EVs in last mile, continuous replacement of traditional vehicles wherever possible
- All new facilities are approved and being built with carbon neutral design
- 100% of electricity is green electricity



3,700 EVs in use for delivery across DHL eCommerce

Our commercial offering got extended by insetting option in Netherlands

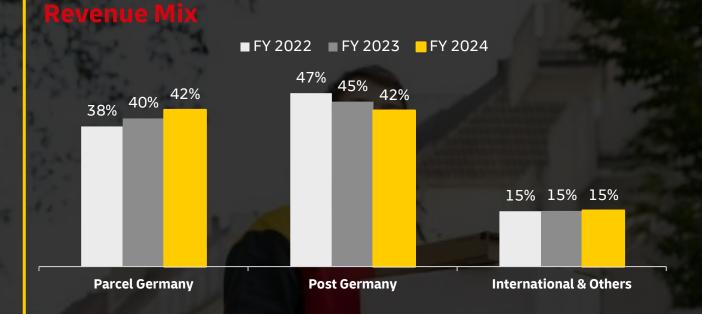
- 1. Next to largest EV fleet in Netherlands, we further reduce carbon emissions by usage of HVO fuel in last mile and line haul.
- 2. For the B2C customers that choose reduced CO2E shipping via GoGreen Plus we actively reduce their Scope 3.

POST & PARCEL GERMANY

Transporting, sorting and delivering of documents and goodscarrying shipments in Germany and export.

Investment Summary:

- German parcel and mail service provider with leading market position
- Financial performance outlook: stable long-term EBIT with consistent FCF contribution
- Recognized Top Employer driving superior network and delivery quality
- Voted as the best postal service provider in the world
- First mover in green delivery: significantly lower
 CO₂e /parcel vs all delivery competitors in Germany
- Digitalization and automation: Highest productivity in the industry through scale, automation und digitalization



Market Position (2024)

~64% Market share **Mail Communication** (business customers)

>40% Market share Parcel

Uniquely positioned to continue participating in the growth of the German parcel market



80% of German households
with <1km distance
to one of P&P
touchpoints

8 million users of Post & DHL App

> >15 DHL lock stati

81

letter sorting

centers

>15,000
DHL Parcel lockers & Post stations

joint delivery of parcels and letters

38

~68%

~ 187.000

employee with high

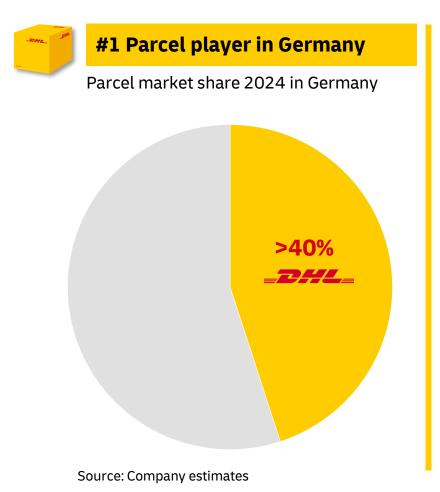
customer orientation

centers

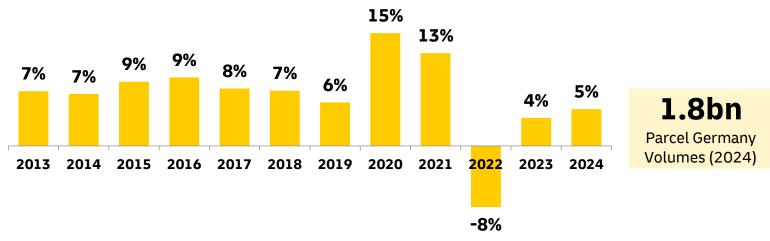
parcel sorting

>55%
CO₂e-free delivery tours

Parcel Germany: Structural trend accelerated during pandemic, followed by normalization in 2022



Volume growth, yoy



P&P Germany Products and Pricing

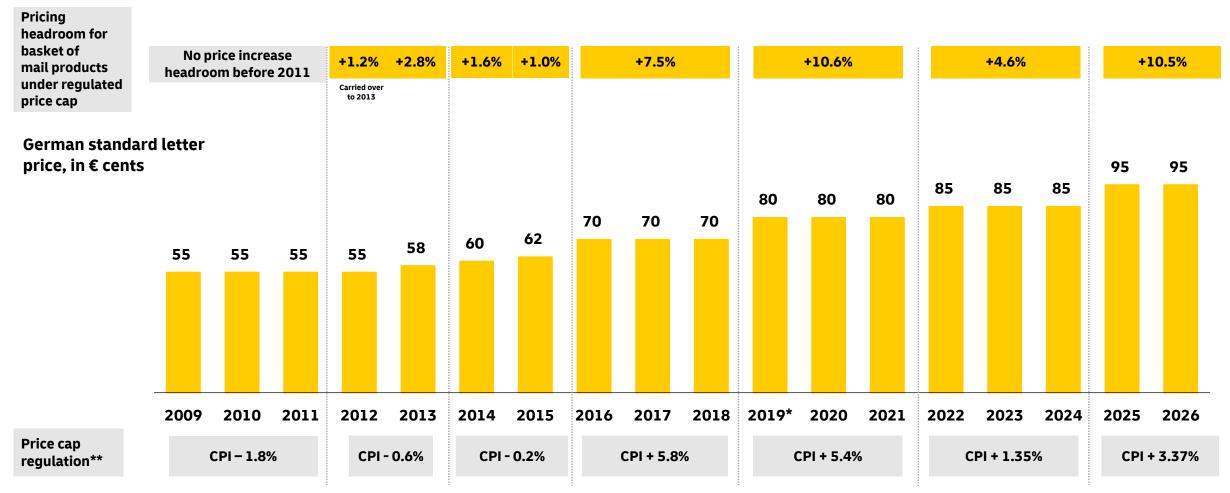


~ **€17.3bn** Revenue FY24

	Business customers	Single price letters - €1.2bn Partial services - €2.0bn					
Mail Communication ~ €5.0bn	Private customers	Single price letters - €0.5bn	+10,48% starting Jan 1st 2025 for 2 years				
00.0011	Other - €1.3bn*	Partial annual price adjustments					
Dialogue Marketing ~ €1.6bn	Addressed and unaddressed physical)	advertisement mailings, campaigns (both digital &	Price adjustment of all products & formats; increasing surcharges and simplification of discount structures				
International ~ €2.5bn	In- and outbound Germany s	hipments	Partial annual price adjustments				
Others/ Consolidation ~ €0.9bn	Press, pension services, retai	il	Introduction of new tariff system				
Parcel Germany	Business customers	No. of customers in segments Top ~0.5k Middle ~20k Small ~120k	Pricing varies by contracts. Regular general price increases combined with dynamic adjustments of services and surcharges				
~ €7.3bn	Private customers	+7,21% starting Jan 1st 2025 for 2 years					

^{*} e.g. small items eCommerce, Philately, "Postzustellungsauftrag"

P&P Germany Development of standard letter stamp price

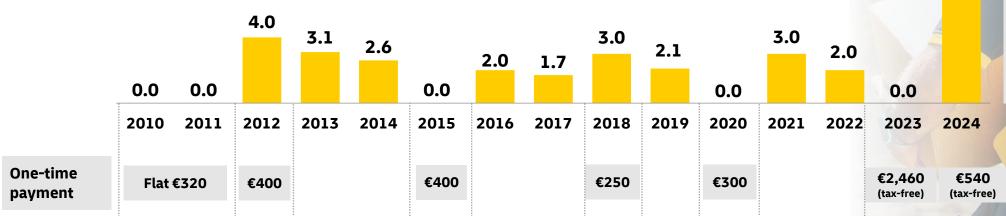


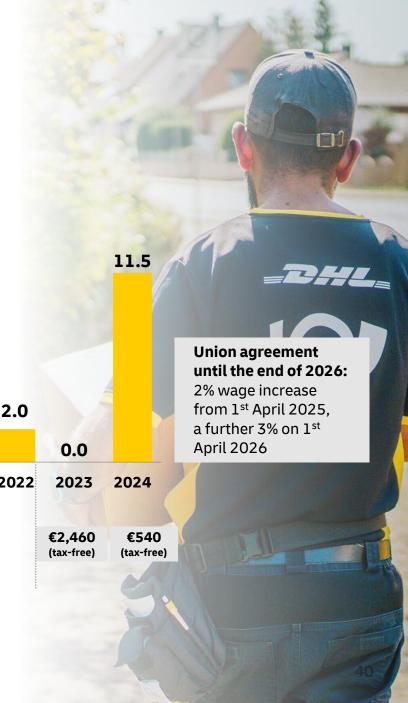
^{*}implemented from July 1st 2019 onwards, taken into account in headroom calculation

^{**}CPI: Consumer price index

P&P Germany Wage agreements in Germany

Wage increases for P&P Germany employees*, yoy in %



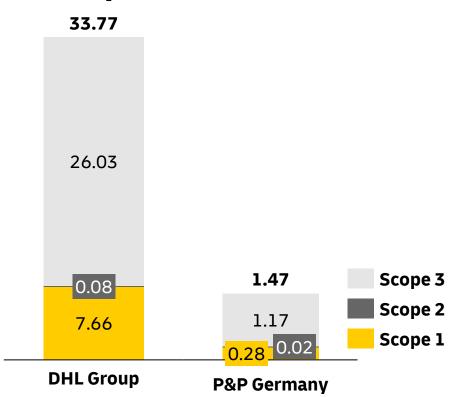


*applies to ~170,000 Deutsche Post AG tariff employees

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P&P Germany Path to climate neutral operations

Logistics-related GHG Emissions 2024 m metric tons CO2e





GoGreen is a service to reduce carbons emissions by shipping documents and goods available for...

Business customers

- "DHL Paket", "DHL Retoure" and "DHL Kleinpaket"
- Dialogue Marketing and Press Services
- Included in certain Mail Communication products with a short runtime

Private customers

- Parcel transport by rail with the possible consequence of a longer runtime
- Recipient service to receive all parcel by DHL carbon reduced

Examples for carbon reduction measures

(certified by external Auditor SGS)



~ 32,400 electric vehicles



~ 450 biogas-powered trucks



Heat pumps in our ~150 carbon-neutral buildings

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