

ANNUAL GENERAL MEETING

Bonn, May 4, 2023

Deutsche Post DHL
Group



**> RELIABLY
DELIVERED
IN TURBULENT
TIMES**



A photograph showing three DHL workers in orange high-visibility uniforms and hard hats loading cargo into the cargo hold of a DHL aircraft. The cargo is wrapped in green protective material and secured with straps. The aircraft's registration number 'AAX 4857 DHL' is visible on the fuselage. The workers are positioned around the open cargo door, and the scene is illuminated by bright overhead lights.

The foundations of our success – Our unique portfolio

- **Logistics for almost all customers, industries and needs**
- **Over 220 countries and territories**
- **The ideal partner in any situation**

The foundations of our success – Strategy 2025 as our compass



Our Purpose

Connecting people,
improving lives

Our Vision

We are the logistics company for the world

Our Values

Respect & Results



Our Mission

Excellence. Simply delivered.

Along the three bottom lines in a sustainable way

Enabled by

Common DNA



Our Business Unit focus

Strengthening the profitable core

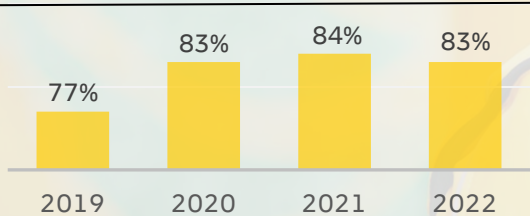
Supported by

Group functions

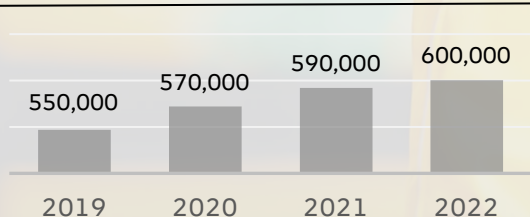
Digitalization

The foundations of our success – Employer #1

Employee Engagement



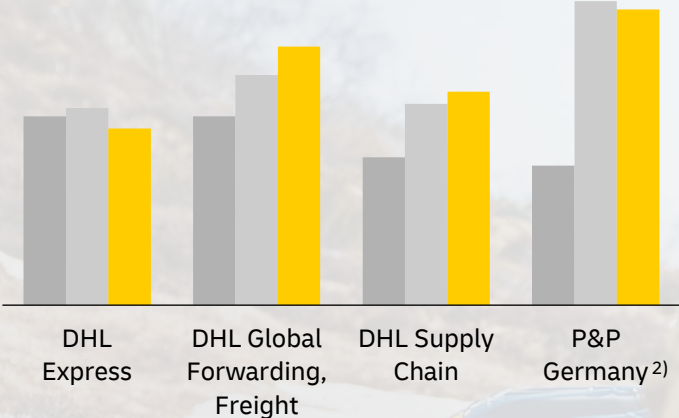
Number of employees (approx.)



The foundations of our success – Satisfied customers

Comparing customer satisfaction¹⁾

■ 2019 ■ 2021 ■ 2022



1) Net Promoter scores; 2) Parcel business with private customers



Another record year

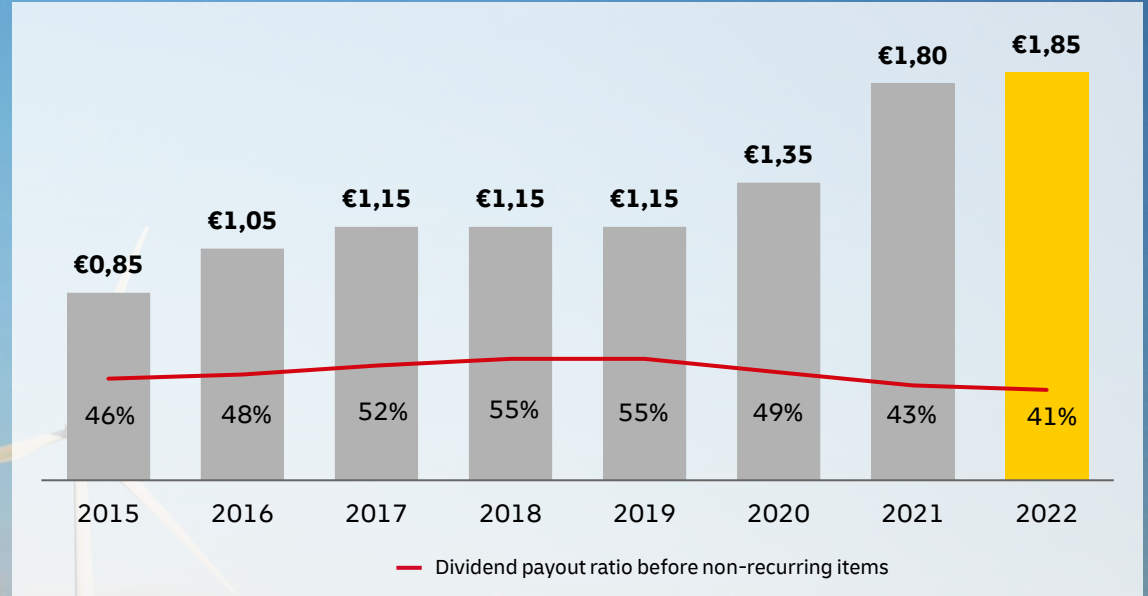
EBIT 2022

DPDHL Group	€8,436 m
Express	€4,025 m
Global Forwarding, Freight	€2,311 m
Supply Chain	€893 m
eCommerce Solutions	€389 m
Post & Parcel Germany	€1,271 m
Group Functions	€-453 m

Proposed dividend and share buyback

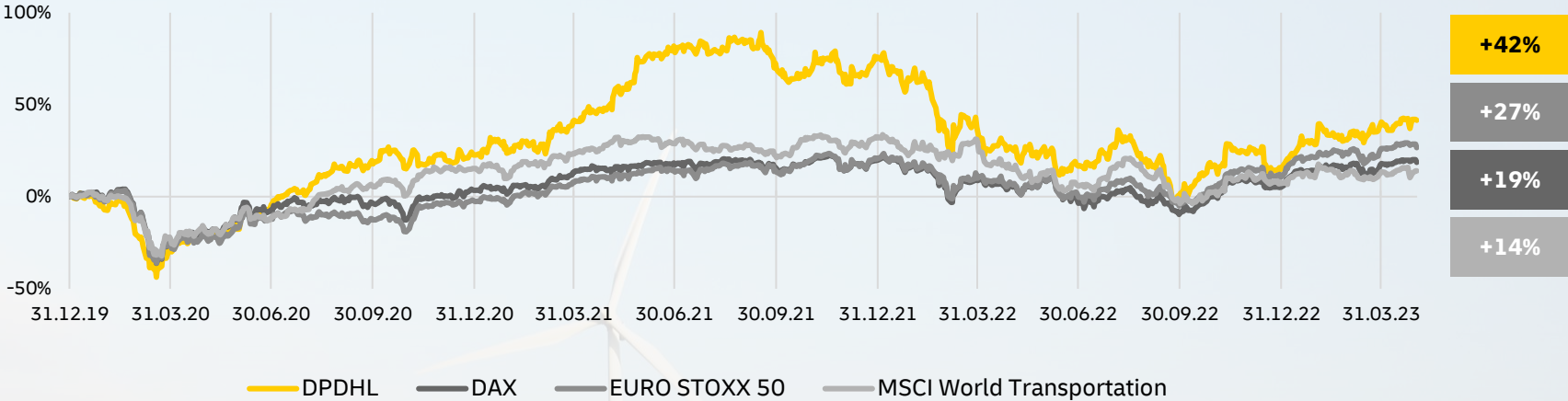
➤ **Proposed dividend for 2022: €1.85 per share**

➤ **Share buyback extended: up to €3 billion by 2024**



Share price lead

Total shareholder return, DPDHL Group market comparison¹⁾



1) Period: December 30, 2019 – May 2, 2023; all values indexed



Financial targets 2023

Guidance for 2023 (€ bn)

Group EBIT	6.0 – 7.0
DHL divisions	5.5 – 6.5
P&P	~ 1.0
Group Functions	~ -0.45
Free cash flow	~ 3.0

GLOBALIZATION



DIGITALIZATION



E-COMMERCE



SUSTAINABILITY



Tailwind from globalization



➤ **Globalization survives
crises and shocks**

➤ **Further investment in
our worldwide networks**

Tailwind from digitalization



➤ Automation, robotics, data analytics, AI etc. increase efficiency

➤ Great potential through economies of scale

Tailwind from e-commerce

- **Online retail continues to show constant growth in all markets**
- **Good prospects for e-commerce across national borders too**

Tailwind from sustainability

- > More than 30,000 e-vehicles – record in the industry
- > Main purchaser industry-wide for sustainable aviation fuel
- > Decarbonization spend by 2030: up to €7 billion

By 2050: Greenhouse gas emissions to net zero



**MORE SUCCESSFUL
THAN EVER**

