

CREDIT INVESTOR PRESENTATION

November 2024

Corporate Finance



Agenda

1 DHL Group – At a glance

- Group overview
- Organizational structure and leadership team
- The Group's transformation journey
- New flying altitude re cash flow and profitability
- Strategy 2030

2 Business Overview – Our five divisions

- Express
- Global Forwarding, Freight
- Supply Chain
- eCommerce
- Post & Parcel Germany

3 ESG – An integral part of our strategy

- ESG aspiration
- Milestones
- Path to climate neutral operations
- Sustainable finance at DHL Group

4 Financials – Strategy and positioning

- Finance Strategy
- Credit rating
- Gross debt and leverage
- Debt capital markets financing
- Liquidity reserve

5 Back-up

DHL GROUP

AT A GLANCE



Unique core logistics portfolio with well-diversified and resilient business set-up

Amounts for
FY 2023



€82 bn Revenue

€6.3 bn EBIT

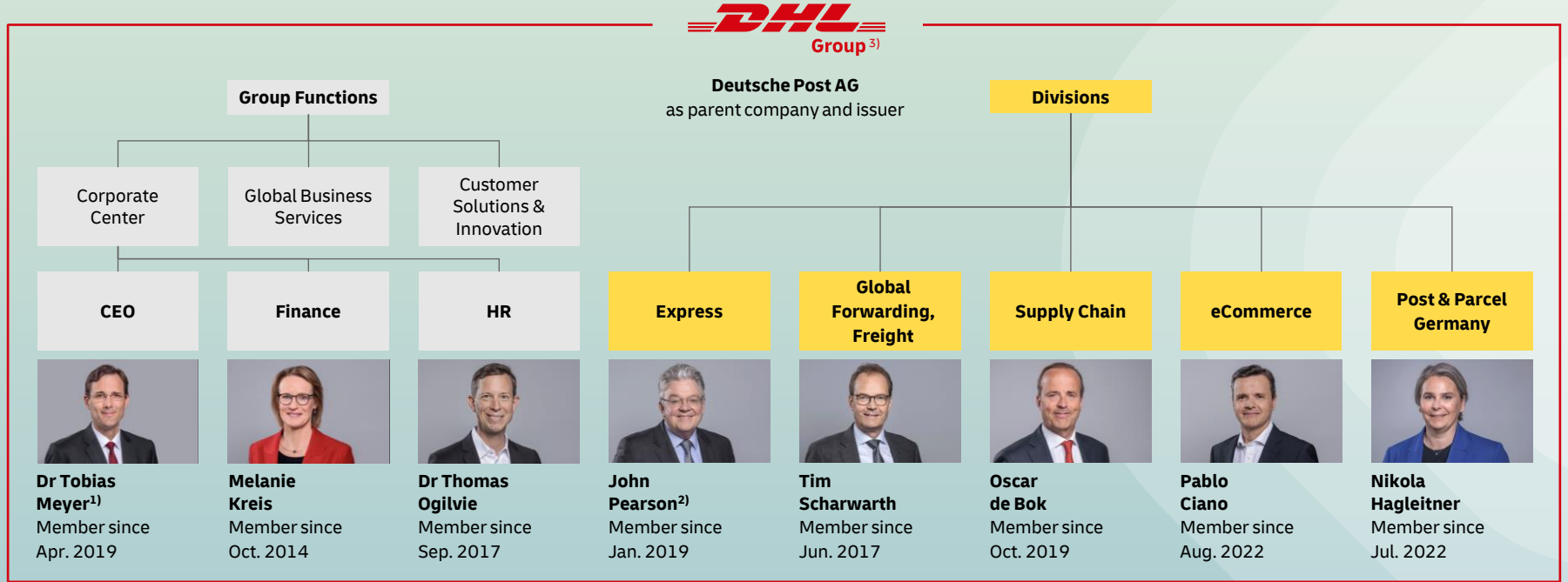
€3.3 bn Free Cash Flow¹⁾

548k Employees²⁾

	Express	Global Forwarding, Freight	Supply Chain	eCommerce	Post & Parcel Germany
Business description	Transport of urgent documents and goods, primarily as time-definite international (TDI) shipments through our air network.	Business model based on brokering transport services between customers and air, ocean and overland freight carriers in over 120 countries.	Tailor-made logistics services and supply chain solutions based on globally standardized modules such as warehousing, transport and value-added services.	Domestic parcel transport in selected countries in Europe, Asia and the US and deferred cross-border services.	Transporting, sorting and delivering documents and goods in Germany and export to the rest of the world.
Market share	#1 Global TDI	#2 Air freight #2 Ocean freight	#1 Contract logistics	Strong presence in leading e-com. markets	#1 Parcel Germany
Revenue	€24.8 bn	€19.3 bn	€17.0 bn	€6.3 bn	€16.9 bn
EBIT	€3.2 bn	€1.4 bn	€1.0 bn	€0.3 bn	€0.9 bn

1) Excl. Net M&A; 2) Average of full-time equivalent for the year.

Group organizational structure and leadership team



1) Additional responsibility for Global Business Services; 2) Additional responsibility for Customer Solutions & Innovation;

3) DHL Group includes Deutsche Post AG and its consolidated subsidiaries.

Successful transformation from a state-owned postal operator to the leading global logistics company

Where we are coming from

1998 to 2007 – Acquisition Phase

Diversification from German postal operator to global logistics leader



2008 to 2019 – Successful Transformation & Integration

Establishing Group culture & building divisional capabilities, translating into track record of profitable growth

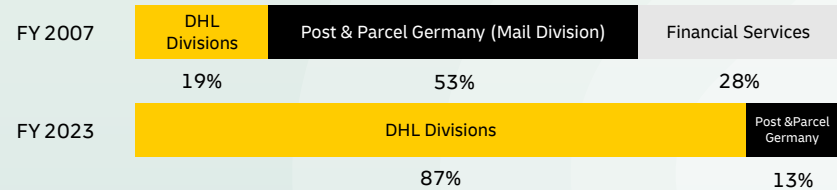


2020 to 2024 – On a New Level

Record earnings and cash flow achieved during the pandemic – sustained higher profitability and cash flow post-COVID

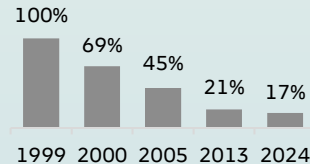
From postal operator to global logistics player

Share of Group divisional EBIT¹⁾

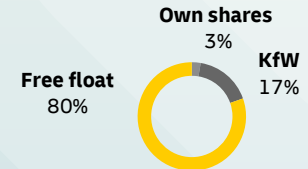


From state-owned to public company

Government stake reduction²⁾



Current shareholder structure

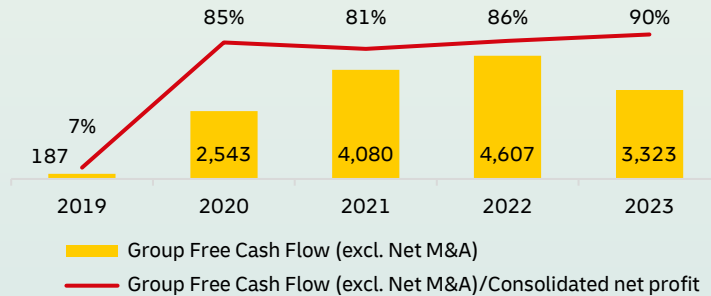


1) Excl. Group Functions and consolidation; 2) Since IPO in 2000, German Federal Government and “Kreditanstalt für Wiederaufbau” (KfW) continuously reduced their stake in Deutsche Post AG.

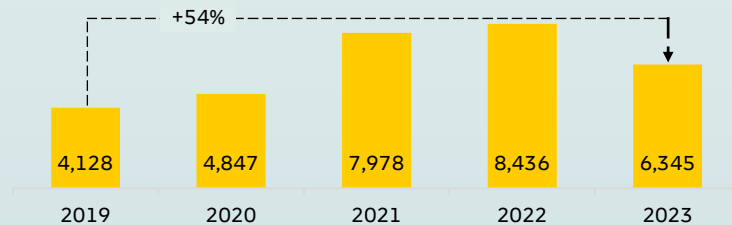
New flying altitude re cash flow and profitability support ambition to accelerate sustainable growth

Amounts in €m

Structurally higher cash conversion ...



... and EBIT levels



We are ready for the next steps



Focus on accelerating growth: GDP+ growth with >5% CAGR by leveraging divisional growth strategies and building on Group growth initiatives, resulting in 50% revenue growth for 2023-2030

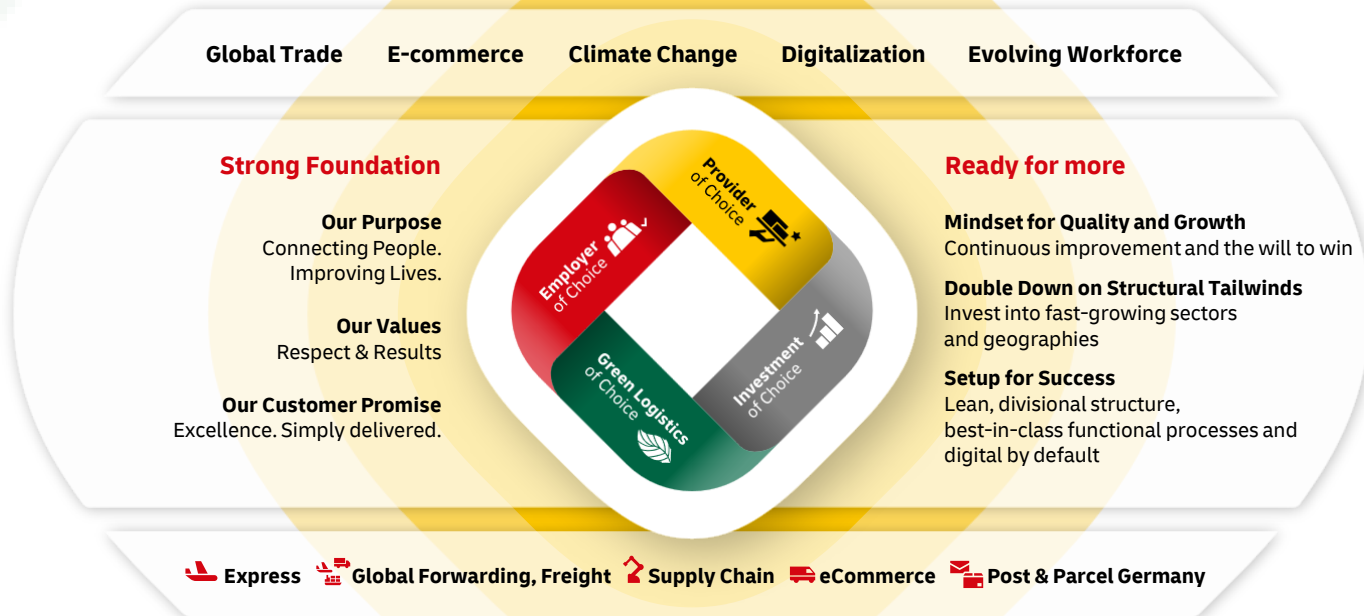


Further increase profitability: Divisional margin increases to be driven by structural (Global Forwarding, Freight; Supply Chain, eCommerce) and cyclical (Express) improvements



Optimize capital allocation: Continued **strong Free Cash Flow** is basis for value creation through investments in the right asset base with attractive returns – **increased focus on Return on Invested Capital**

Strategy 2030 – Accelerate Sustainable Growth



BUSINESS OVERVIEW

OUR FIVE DIVISIONS



DHL Express – Global market leader with proven ability to flex network



Share Group EBIT¹⁾

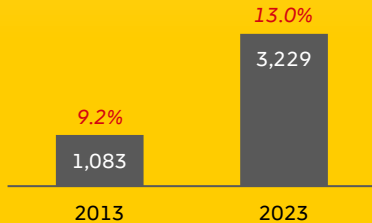
Core business



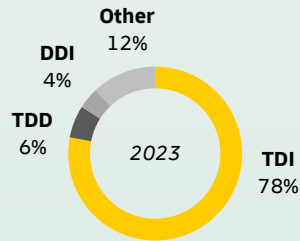
Transport of urgent documents and goods, primarily as **time-definite international (TDI)** shipments through our air network.

Divisional EBIT (€m)

EBIT margin



Revenue by product²⁾

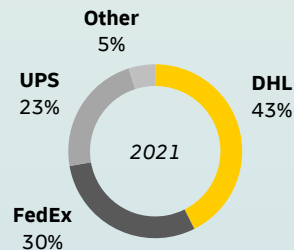


Our virtual airline

Our global air network is operated by multiple airlines, some of which are wholly owned by DHL Group. The dedicated DHL network is complemented with additional capacity purchased from >200 commercial air carriers.

The **combination of own and purchased capacities allows us to respond flexibly** to fluctuating demand.

TDI global market share³⁾



Dedicated network⁴⁾



Dedicated fleet

>295 total aircraft
>70 intercontinental
>225 regional



Global network

3 global hubs
19 regional hubs
>500 airports



Network flexibility

74% fixed aircraft
(owned / leases ≥ 1 year)
26% flex aircraft
(leases < 1 year)

1) FY 2023, Group EBIT incl. Group Functions and consolidation; 2) TDD = time-definite domestic, DDI = day-definite international; 3) Based on revenue; 4) Year-end 2023.

DHL Global Forwarding, Freight – Asset-light business model with global reach



Share Group EBIT¹⁾

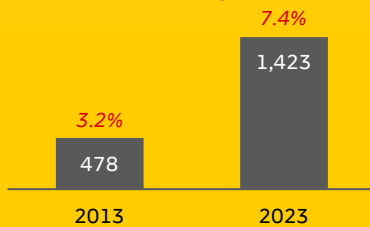
Core business



Business model based on **brokering transport services** between customers and air, ocean and overland freight carriers in over 120 countries.

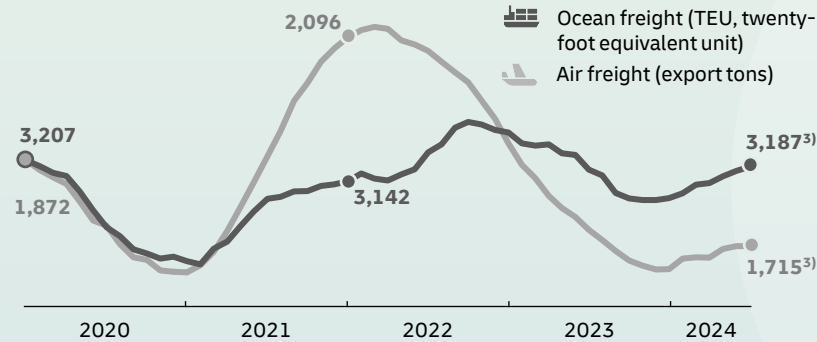
Divisional EBIT (€m)

EBIT margin

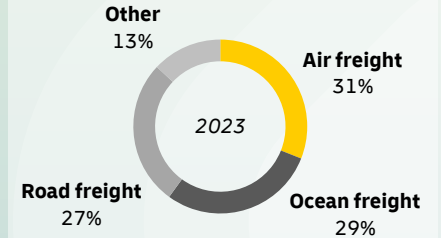


Development of DHL freight volumes²⁾

Freight volumes are driven by global trade cycles.

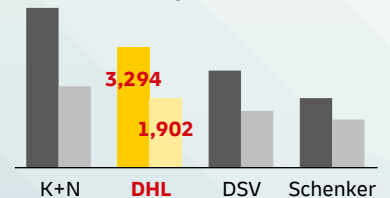


Revenue by mode of transport



Market position⁴⁾

Legend:
 Ocean freight (TEU)
 Air freight (export tons)



Transport Management System

Investments into state-of-the-art IT systems are driving **increased operational efficiency** and **enhanced customer experience**.

1) FY 2023, Group EBIT incl. Group Functions and consolidation; 2) Rolling last-twelve months, in thousands and indexed; 3) LTM June 2024; 4) Based on freight volumes 2022 in thousands.

DHL Supply Chain – Resilient business model with industry leading margins



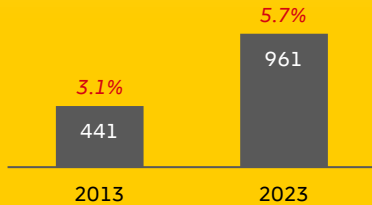
Share Group EBIT¹⁾

Core business

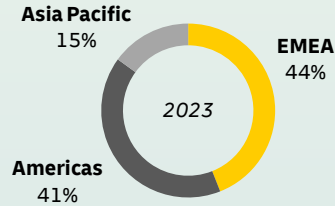


Tailor-made logistics services and supply chain solutions based on globally standardized modules such as **warehousing, transport and value-added services.**

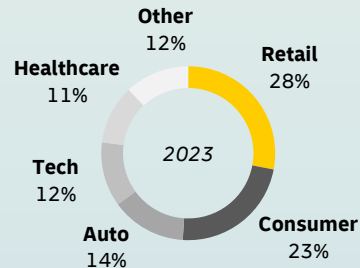
Divisional EBIT (€m) EBIT margin



Revenue by geography



Revenue by sector



>90%
contract retention rate

Resilient business model based on **long-term contract structure** and **cost inflation pass-through clauses.**



>90%
of sites equipped with flexible digital solutions

Externally recognized **market leader in contract logistics** based on the high quality we deliver through **strategic solutions and scalable automation.**



>25%
of new business signings from e-commerce

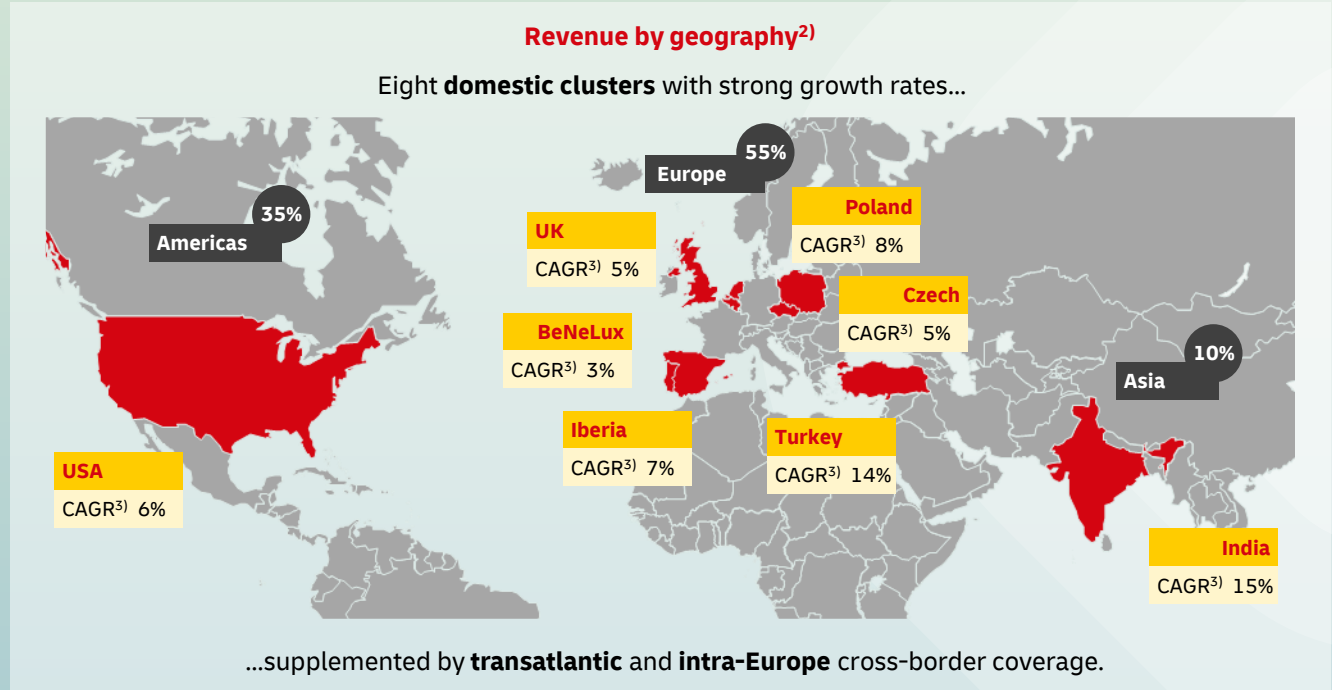
Structural outsourcing trend driven by **increased complexity in customers' supply chains and e-commerce** offers attractive growth opportunities.

1) FY 2023, Group EBIT incl. Group Functions and consolidation.

DHL eCommerce – Sustainable growth driven by domestic and cross-border e-commerce



Share Group EBIT¹⁾



1) FY 2023, Group EBIT incl. Group Functions and consolidation; 2) FY 2023; 3) Compound annual market growth rates 2023 -2028 own estimate.

Post & Parcel Germany – Continued transformation from mail to parcel in a profitable and self-sufficient way

14%

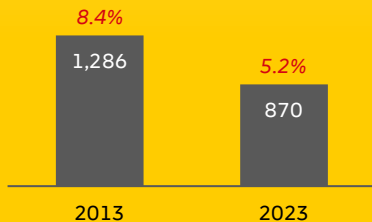
Share Group EBIT¹⁾

Core business



Transporting, sorting and delivering documents and goods in Germany and export to the rest of the world.

Divisional EBIT³⁾ (€m) EBIT margin



Main products



Mail Communication

€5.1 bn revenue²⁾



Parcel Germany

€6.8 bn revenue²⁾



Dialogue Marketing

€1.8 bn revenue²⁾



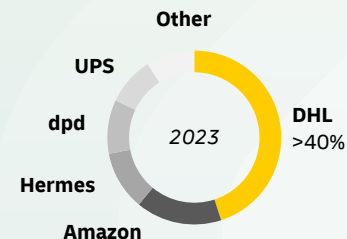
International

€2.5 bn revenue²⁾



Details on products and prices can be found in the back-up.

Parcel Germany market share⁴⁾



Letter to parcel ratio

2010



↓ 28:1 ↑



2020



↓ 7:1 ↑



2030 estimate



↓ 2:1 ↑



Key elements of new postal law

Price regulation

Benchmark for EBIT margin changed from postal peers to EURO STOXX 50.

Delivery speed

Longer transit times for letters (95% within 3 days and 99% within 4 days).

Digitalization

Automated stations can replace traditional retail outlets.

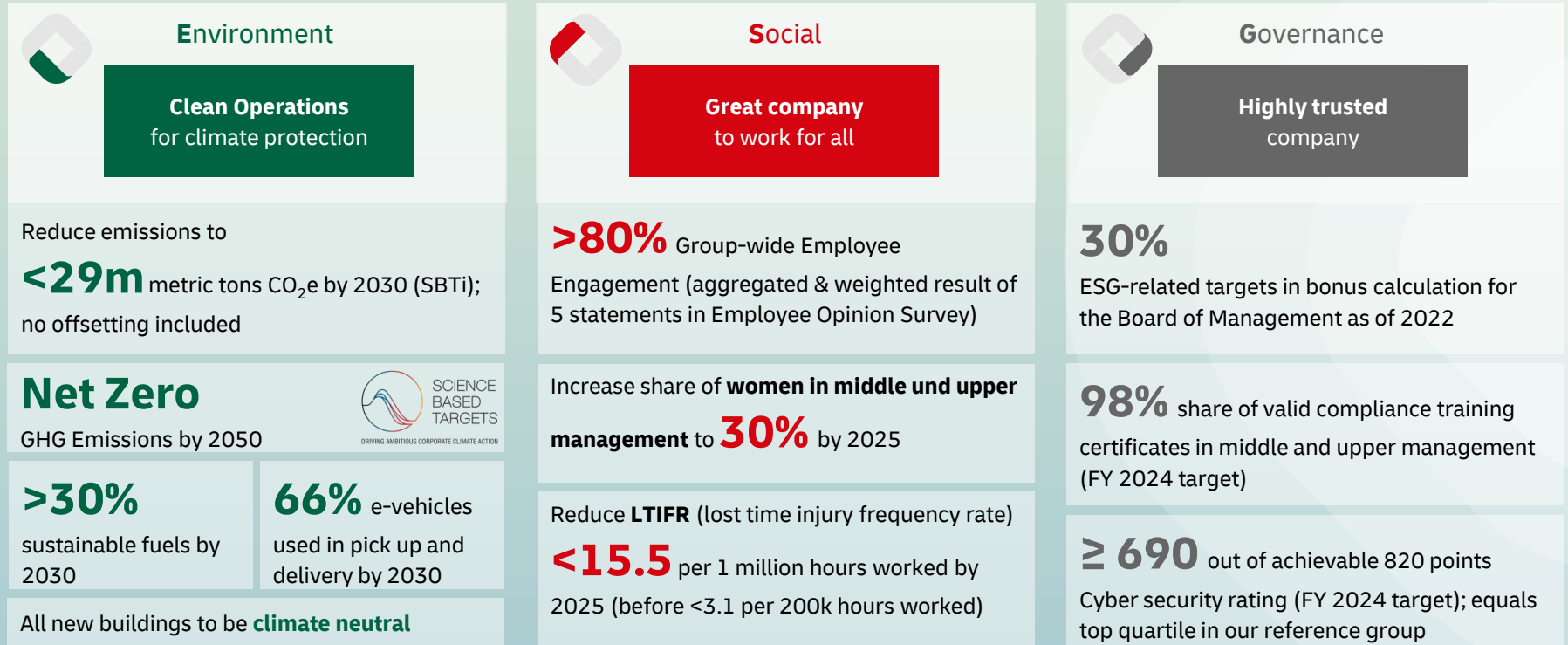
1) FY 2023, Group EBIT incl. Group Functions and consolidation; 2) FY 2023, €0.9 bn other revenue not shown in table; 3) FY 2013 incl. international parcel business; 4) Based on parcel volume.

ESG

AN INTEGRAL PART OF OUR STRATEGY



Strategy 2030 embraces full integration of ESG aspiration in our bottom lines



Milestones of our ESG aspiration

Clean operations for climate friendly logistics

KPI	Target 2024	GHG emissions target 2030 and related aspirations	Target 2050
Logistics-related GHG emissions ¹⁾	34.9m metric tons of CO ₂ e	<29m metric tons of CO ₂ e	Reduce GHG emissions to net zero ¹⁾
		>30% share of sustainable fuels in air, ocean and road freight	
		66% e-vehicles used in pick up and delivery	
		All new, owned buildings to be CO ₂ -neutral	
Realized decarbonization effects	1.5m metric tons CO ₂ e	-	

Great company to work for all

KPI	Target 2024	Target 2025
Employee engagement ²⁾	>80%	Maintain at high level
Share of women in management	28.8%	At least 30%
LTIFR per 1 million hours worked ³⁾	Maximum 16.5	<15.5

Highly trusted company

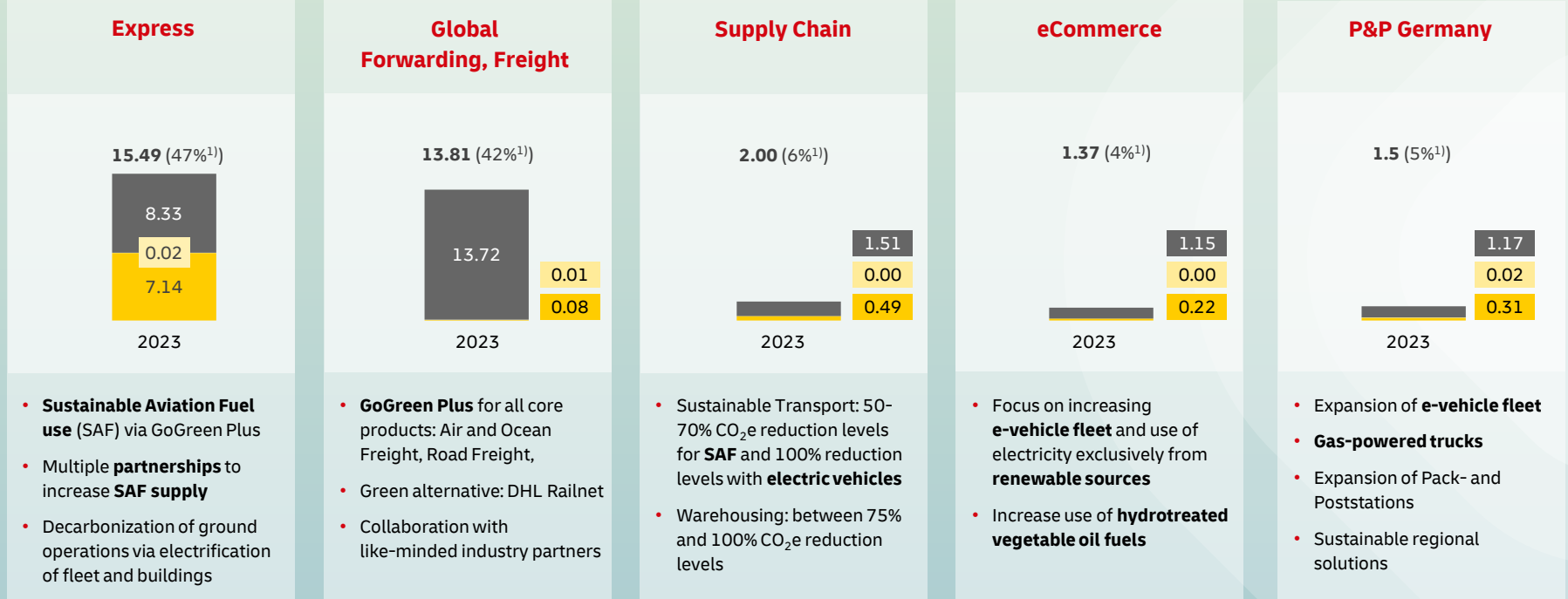
KPI	Target 2024
Cybersecurity Rating (BitSight)	Minimum 690 of 820 achievable points
Share of valid compliance training certificates in middle and upper management	>98%

1) Without offsetting; 2) Represents the aggregated and weighted results of five statements in the annual Group-wide survey of employees; 3) Work-related accidents resulting in at least one working day of absence following the day of the accident.

Our path to climate neutral logistics operations

GHG emissions per division (m metric tons CO₂e)

■ Scope 1 ■ Scope 2 ■ Scope 3



1) In % of total logistics-related GHG (greenhouse gas) emissions of the Group incl. Group Functions and consolidation.

Sustainability-linked bond issuance reflects commitment towards ESG targets

Sustainability-linked Bond

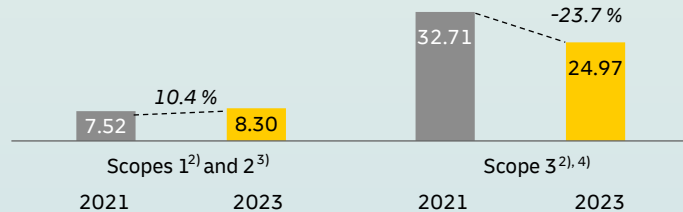
- **Issuance:** July 2023
- **Volume:** €500 m
- **Tenor:** 10 years
- **KPIs / SPTs:**
 - Scope 1 and 2: -42% by 2030 (vs. 2021)
 - Scope 3: -25% by 2030 (vs. 2021)

Sustainability-linked Finance Framework

- Published in November 2022¹⁾
- In accordance with



Progress of KPIs (m metric tons CO₂e)



Our 2030 aspirations

- Scope 1²⁾ and 2³⁾: -42%
- Scope 3⁴⁾: -25%



Selected ESG ratings



CDP: B rating⁵⁾ confirmed for climate protection reporting.



ISS ESG: PRIME status confirms highest quality scores in environmental and social aspects.



MSCI: A rating



Sustainalytics: 13.1 points, risk category 'low risk'

For all ESG assessments, please refer to the below ESG presentation, page 17

[2023 ESG Presentation](#)

1) Update of framework in progress; 2) Takes the use of sustainable fuels into consideration based on amounts purchased and reduction effects from market-based measures; 3) Market-based method; 4) Logistics-related GHG categories: 3 - fuel and energy-related activities, 4 - upstream transportation and distribution, 6 - Business travel; 5) Based on FY 2022.

FINANCIALS

STRATEGY AND POSITIONING



Balanced Finance Strategy with commitment to strong investment grade rating

Credit rating

- Maintain stand-alone ratings between “Baa1” and “A3” and „BBB+“ and „A-“, respectively

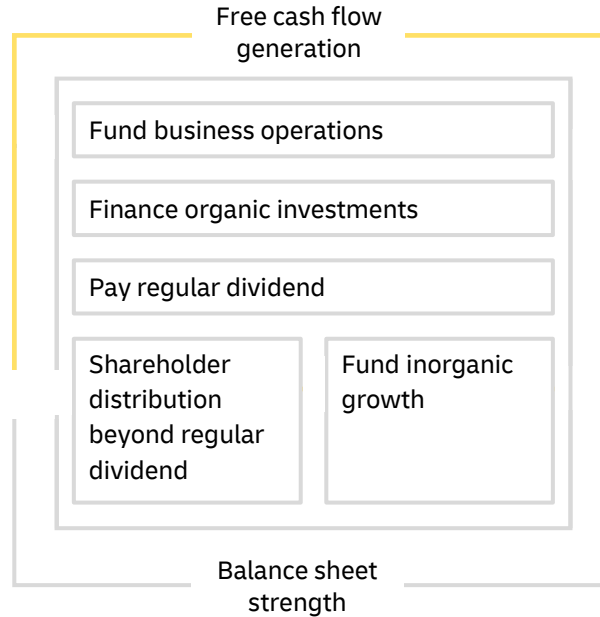
Regular dividend policy

- Pay out 40% to 60% of net profit
- Consider cash flow and continuity

Debt portfolio

- Syndicated credit facility agreed as liquidity reserve
- Sustainability-linked finance framework as option for future funding

Priorities for available liquidity



Investors

- Value creation through transparent and effective capital allocation
- Transparent and reliable information from the company
- Predictability of expected shareholders distribution

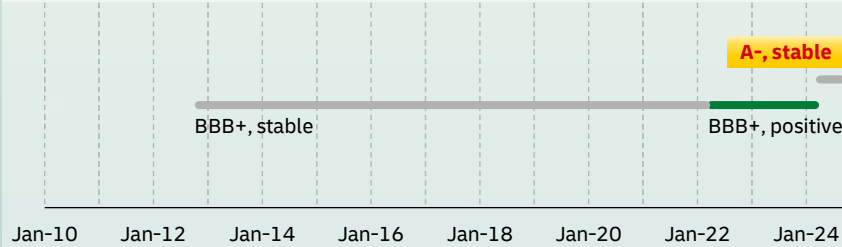
Group

- Preserve financial and strategic flexibility
- Commitment to the Group’s ESG Roadmap
- Assure access to debt capital markets and low cost of capital

Credit rating development reflects improved, strong credit profile

Fitch Ratings

Rating development



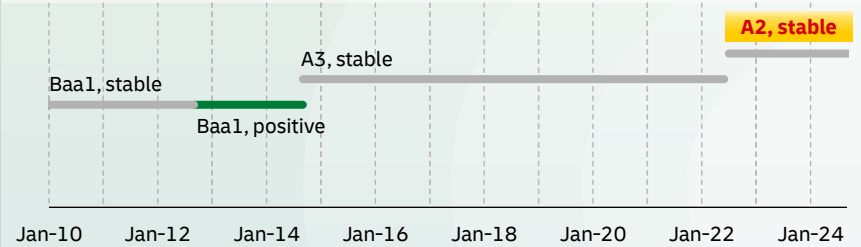
Rating factors



- **Global market leadership** with diverse services, customers, and geographies
- **Balanced risk** across divisions
- Solid financials with **stable credit metrics** and **strong liquidity**
- **Structural volume decline** in letter mail business, partially mitigated by the new Postal Law
- Substantial **capital expenditure** and **shareholder returns**

Moody's Ratings

Rating development



Rating factors

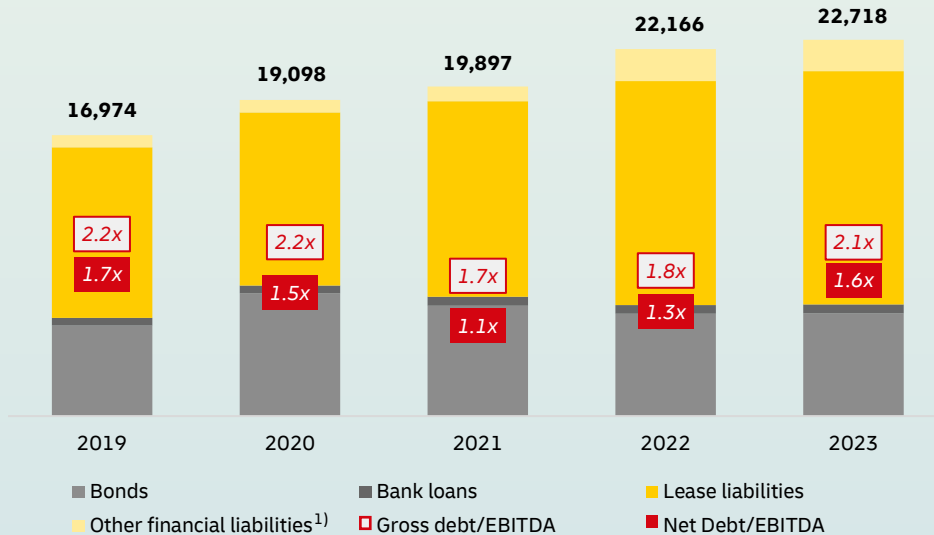


- **Strong business profile** and large scale, supported by **global leadership positions** (express, logistics services, German mail)
- **Solid financials**
- **Conservative financial policy**
- **Muted economic conditions** impacting volume
- Challenges in domestic postal business from **declining mail** and **wage cost inflation**
- **Increased capital spending** limiting cash flow

Leverage broadly stable despite increase in lease liabilities related to business growth

Amounts in €m

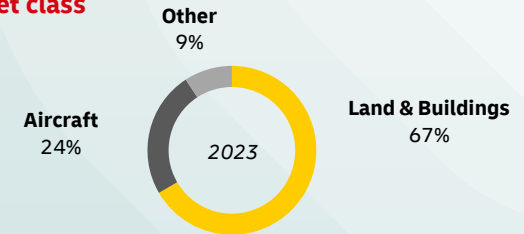
Development of our gross debt and leverage ratios



Comments on gross debt

- **Debt** increase is **driven by long-term leases** linked to business growth.
- Nevertheless, **leverage even slightly declining** compared to pre-covid times
- Strong **debt increase in 2020** is attributable to **precautious bond issuance** during Covid
- Split of **long- vs. short-term** debt is around **80/20**

Leases by asset class



1) Other financial liabilities include the following: Intercompany loans, Financial liabilities at fair value through profit or loss, Derivatives, Other current and non-current liabilities.

Maturity profile well-balanced with targeted funding strategy

Maturity profile (in €m)



- > **Total volume outstanding: €7.2 bn**
- > **Average time to maturity: 4.5 years**
- > **Average annual volume maturing until 2030: > €700 m**
- > **Average annual volume maturing until 2036: > €550 m**

[Details outstanding bonds](#)

Funding strategy

Funding need	Average annual funding need > €750 m
Currencies	Focus on Eurobonds , unless need for other currencies
Tenors	Target well-balanced maturity profile with tenors of between 5 and 12 years
Documentation	<p>Debt Issuance Program: Senior- and Sustainability-linked bond issuances in customized tranches of currently up to €8 bn</p> <p>Sustainability-linked Finance Framework¹⁾: Option to issue further Sustainability-linked Bonds at our own discretion</p>

[Debt Issuance Program](#)

[Sustainability-linked Finance Framework](#)

1) Update of Sustainability-linked Finance Framework in progress.

Strong liquidity position supported by secure, fully available €4 bn liquidity reserve

Revolving credit facility



The Group's revolving credit facility serves as a **secure liquidity reserve** and contains **no financial covenants or rating triggers**.

€4.0 bn

The facility was **renewed and increased** in March 2024 from €2.0 bn to **€4.0 bn**.

Fully available

It has **never been used** since its initial establishment in 2010 due to the Group's solid liquidity position and balanced Finance Strategy.



The **higher volume reflects** the **strong increase in revenue** in recent years and our **evolved capital structure**.

2031

Our facility **runs until March 2029** and includes **two one-year extension options**.

21

The international banking **consortium** consists of **21 financial institutions**.

1) In addition to the revolving credit facility, the Group has currently ~ €2.2 bn uncommitted short-term bilateral credit facilities at its disposal to balance out fluctuations in available liquidity during the year.

Credit highlights



Unique logistics portfolio with **well-diversified** and **resilient** business set-up allows to navigate through uncertain macro economic developments.



Structurally higher **cash conversion** and **profitability** levels **support** ambition to accelerate **sustainable growth**.



Credit rating development reflects **strong credit profile** with robust balance sheet and liquidity position.




Balanced Finance Strategy alongside optimized **capital allocation** targeted at investing in the right asset base with attractive returns and an increased focus on Return on Invested Capital.





Commitment to **green transformation** of the business and frontrunner in low carbon logistics to drive competitive advantage.


Important links


Please follow the links to be directed to the respective website/document:


 [Investor Relations Website](#)


 [Strategy 2030](#)


 [2023 ESG Presentation](#)


 [Investor Relations Download Center](#)


 [Annual Report 2023](#)


 [2023 ESG Statbook incl.
Disclosure Standards indexes](#)


 [Creditor Relations Website](#)

 [2024 Q3 Statement](#)

 [Sustainability-linked Finance
Framework](#)

 [November 2024 Roadshow
Presentation](#)

 [Debt Issuance Program](#)

 [2024 Business Profile](#)

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BACK-UP



P&P Germany: Products and Pricing

P&P Revenue 2023 ~ €16.9 bn ¹⁾	Products		Pricing	Price caps ²⁾ for 2025-2026
Mail Communication ~ €5.1 bn	Private customers (€0.6 bn; ex-ante regulated) Business customers (€1.4 bn; ex-ante regulated)		4.6% increase starting Jan 1 st , 2022, for 3 years (incl. international)	+10.48%
	Partial services – business customers (€2.0 bn; ex-ante regulated)		Increase discount for 2 nd service level by 3 percentage points & incentive for more E +1/2	+10.48%
	Other (€1.1 bn)		Partial annual price adjustments	
Dialogue Marketing ~ €1.8 bn	Addressed and unaddressed advertisement mailings, campaigns (both digital & physical)		Introduction of season/peak surcharge & increase in pick-up surcharge abroad & weight-differentiated increase in base prices	
International ~ €2.5 bn	In- and outbound Germany shipments (Ex-ante: Outbound)		Partial annual price adjustments	
Other/Consolidation ~ €0.9 bn	Press, pension services, retail		Price curve harmonization and increase of minimum price	
Parcel Germany ~ €6.8 bn	Business customers	Top accounts (~0.5k customers) Middle accounts (~20k customers) Small accounts (~115k customers)	Pricing varies by contracts. General price measures combined with adjustment of toll surcharge	
	Private customers (Ex-ante regulated)		Introduction of 20kg- parcel and increase of highest weight category (up to 31.5 kg) from July 12th, 2024	+7.21%

1) Total ex-ante regulated ~ €5 bn; 2) Scope for price increases set by the regulator.

Selected Group and divisional KPIs

	2019	2020	2021	2022	2023
Revenue¹⁾	63.3	66.7	81.7	94.4	81.8
Express	17.1	19.1	24.2	27.6	24.8
Global Forwarding, Freight	15.1	15.8	22.8	30.2	19.3
Supply Chain	13.5	12.5	13.9	16.4	17.0
eCommerce	4.0	4.8	5.9	6.1	6.3
P&P Germany	15.4	16.5	17.4	16.8	16.9
Operating Cash Flow¹⁾	6.0	7.7	10.0	11.0	9.3
Express	3.3	4.4	5.9	5.5	4.8
Global Forwarding, Freight	0.8	0.7	1.0	3.2	2.4
Supply Chain	1.3	1.1	1.6	1.4	1.7
eCommerce	0.2	0.3	0.7	0.6	0.5
P&P Germany	1.1	1.7	1.8	1.6	1.1

	2019	2020	2021	2022	2023
EBIT¹⁾	4.1	4.8	8.0	8.4	6.3
Express	2.0	2.8	4.2	4.0	3.2
Global Forwarding, Freight	0.5	0.6	1.3	2.3	1.4
Supply Chain	0.9	0.4	0.7	0.9	1.0
eCommerce	-0.1	0.2	0.4	0.4	0.3
P&P Germany	1.2	1.6	1.7	1.3	0.9
EBIT Margin¹⁾	6.5	7.3	9.8	8.9	7.8
Express	11.9%	14.4%	17.4%	14.6%	13.0%
Global Forwarding, Freight	3.4%	3.7%	5.7%	7.6%	7.4%
Supply Chain	6.7%	3.4%	5.1%	5.4%	5.7%
eCommerce	-1.3%	3.3%	7.0%	6.3%	4.6%
P&P Germany	8.0%	9.7%	10.0%	7.6%	5.2%

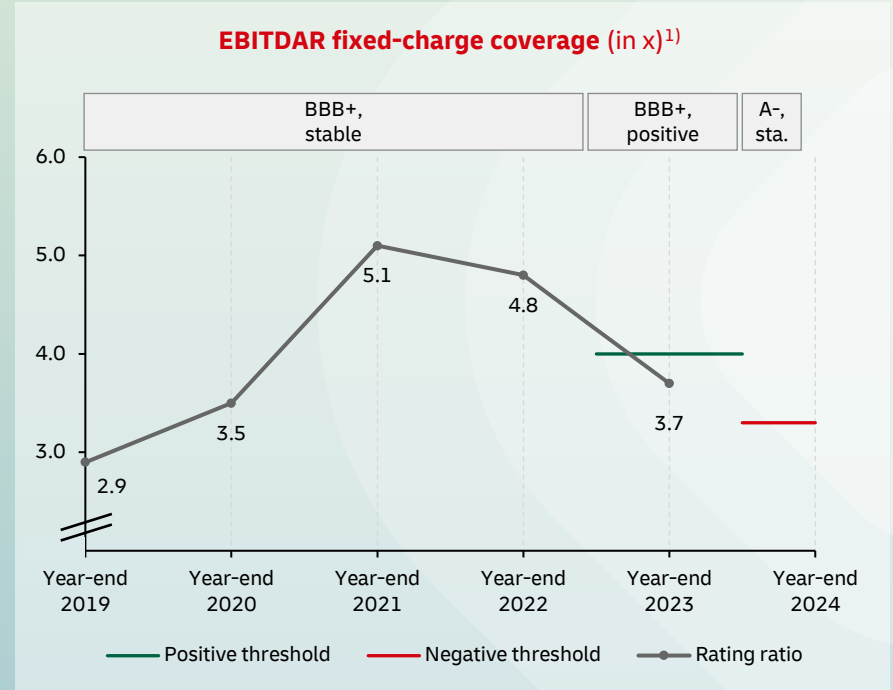
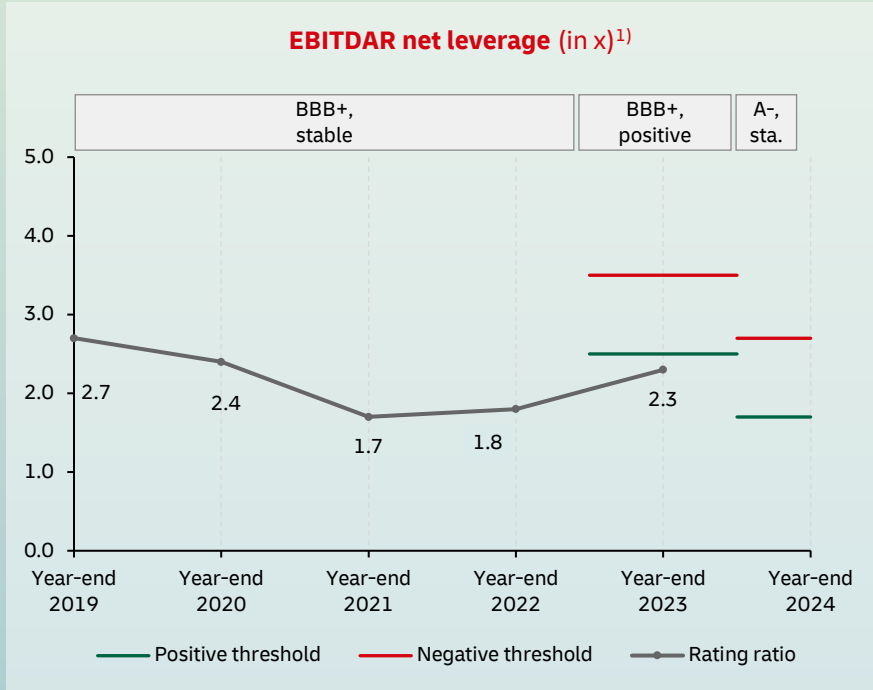
1) As reported, including Group Functions and consolidation.

Selected Group KPIs

	2019	2020	2021	2022	2023
Capex¹⁾	3.6	3.0	3.9	4.1	3.4
Net Debt	13.4	12.9	12.8	15.9	17.7
Financial liabilities ²⁾	16.6	18.7	19.4	21.1	21.7
Financial assets ²⁾	-3.3	-5.8	-6.6	-5.2	-4.0
Free Cash Flow	0.9	2.5	4.1	3.1	2.9
Operating cash flow	6.0	7.7	10.0	11.0	9.3
Net cash from capex	-3.5	-2.8	-3.5	-3.8	-3.2
Net cash from M&A	-0.7	-0.0	-0.0	-1.5	-0.4
Net cash from leases	-2.3	-2.3	-2.3	-2.5	-2.8
Net interest paid/received	-0.1	-0.1	-0.1	-0.0	0.1

1) Capex for assets acquired; 2) Less operating financial liabilities and/or operating financial assets.

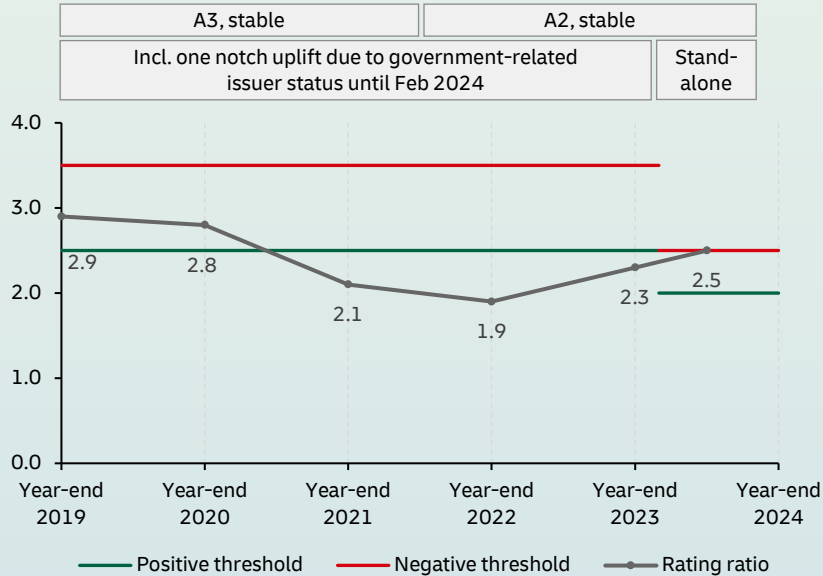
Recent Fitch upgrade from BBB+ to A- based on strong credit profile



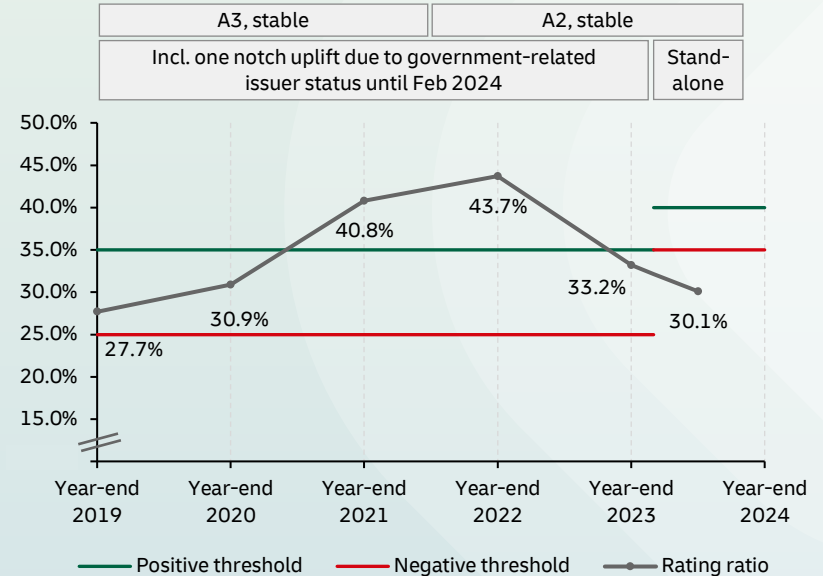
1) Thresholds only partially communicated by Fitch.

A2 rating from Moody's confirmed despite loss of government-related issuer status

Gross Debt/EBITDA (in x)



FFO/Debt (in %)



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