

A nighttime photograph of a city skyline reflected in a body of water. The central focus is a tall, cylindrical building with a grid of lights forming a large heart shape in yellow and red. To its right is a taller, more rectangular building with a blue light on top. Further right is another cylindrical building with a grid of lights. The sky is dark blue, and the water in the foreground shows the reflection of the lights.

ANNUAL GENERAL MEETING

BONN – AUGUST 27, 2020

**Deutsche Post DHL
Group**

Our Purpose: Connecting People, Improving Lives



WE HELP **SAVE LIVES**



WE STAND FOR **TRUST**



WE BRING **JOY**

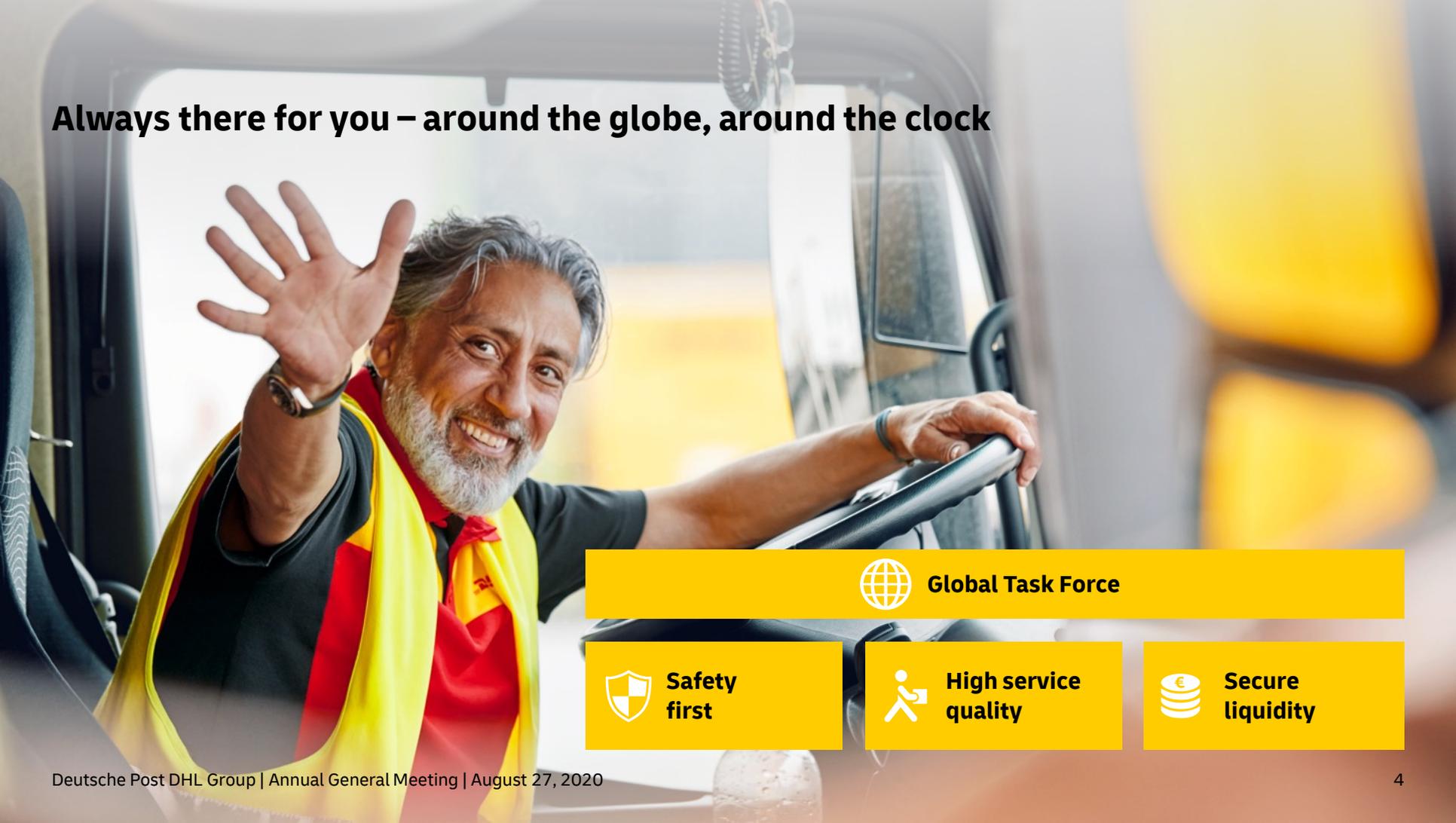


WE DELIVER **PROSPERITY**



**WHAT WE DO NOW IS
MORE IMPORTANT
THAN EVER**

Always there for you – around the globe, around the clock



Global Task Force



**Safety
first**

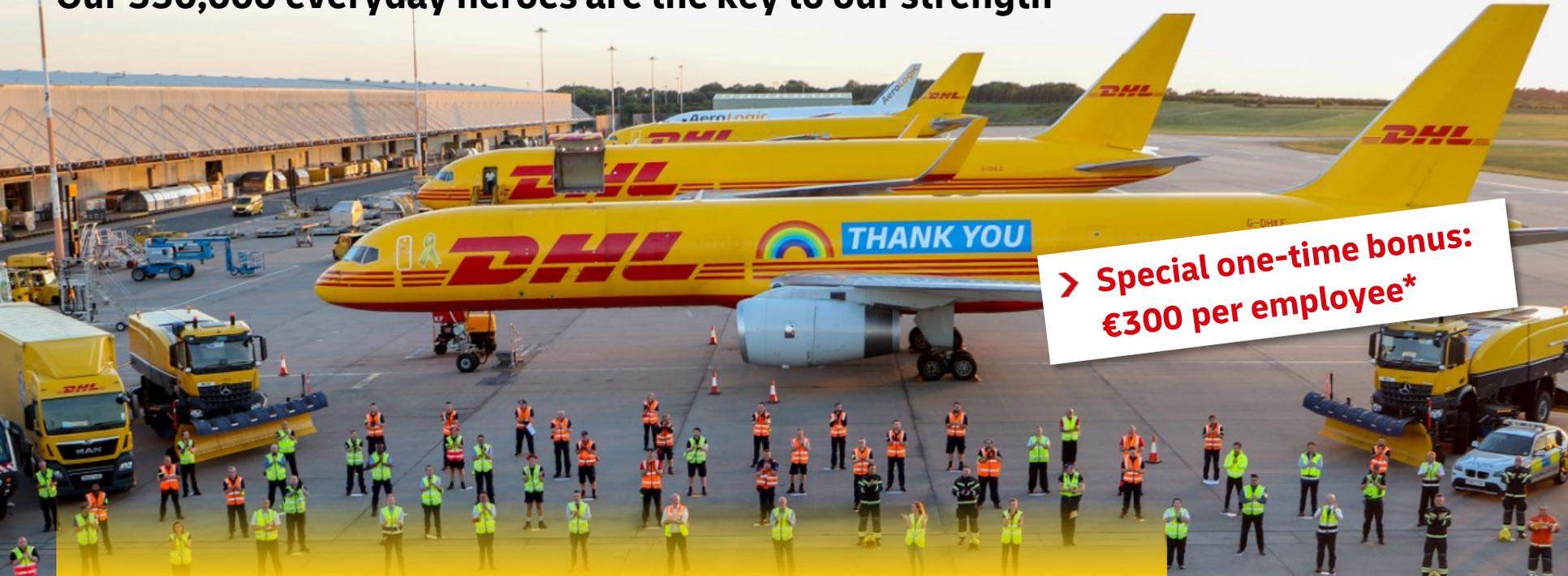


**High service
quality**



**Secure
liquidity**

Our 550,000 everyday heroes are the key to our strength



**> Special one-time bonus:
€300 per employee***

THANK YOU FOR YOUR GREAT WORK!

* Per full-time employee

We are on track – and are in great shape



Results

EBIT Q2 2020

€ millions

DPDHL Group	912
Post & Parcel Germany	264
Express	565
Global Forwarding, Freight	190
Supply Chain	35
eCommerce Solutions	1
Corp. Center/Other	-143



Guidance

2020 & 2022

€ billions

EBIT guidance for
2020

Group	3.5 – 3.8
P&P	~1.5
DHL	2.8 – 3.1
Corp. Functions	~ -0.75

EBIT guidance
for 2022 (Group)

Post-Covid recovery:

V-shaped	> 5.3
U-shaped	~5.1
L-shaped	~4.7

2019 proposal: Stable dividend in line with finance strategy



— Dividend payout ratio before non-recurring items.

> Proposed dividend for 2019: €1.15 per share

> Anticipated payout: ~€1.4 billion

What is behind our success?



Our **strategy** has proven effective

We have the right **business model**



We offer a broad and balanced **portfolio**



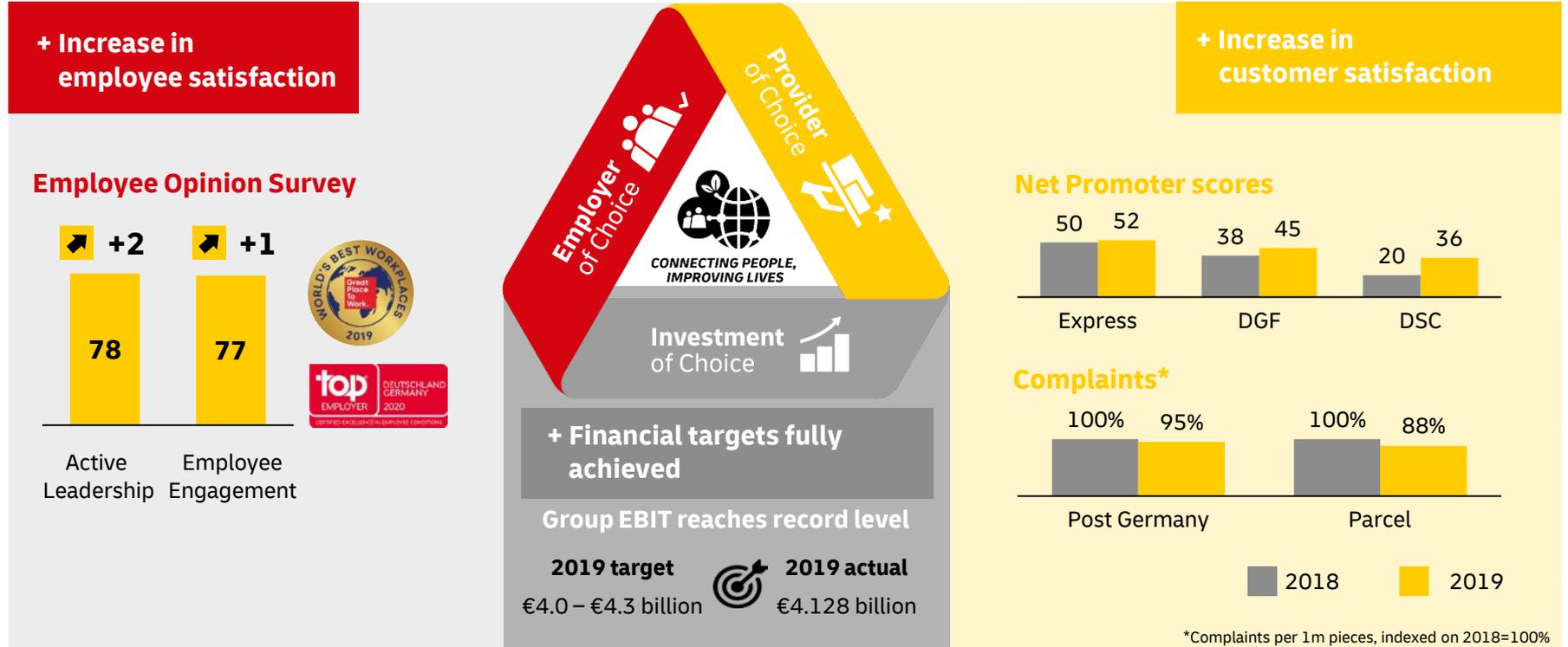
We benefit from **strong teams**



We have the right **culture**



We emerged from 2019 in the best shape ever – across the board



Strong share price performance in 2019 and 2020 (following COVID lows)

Performance of DPDHL Group versus the DAX



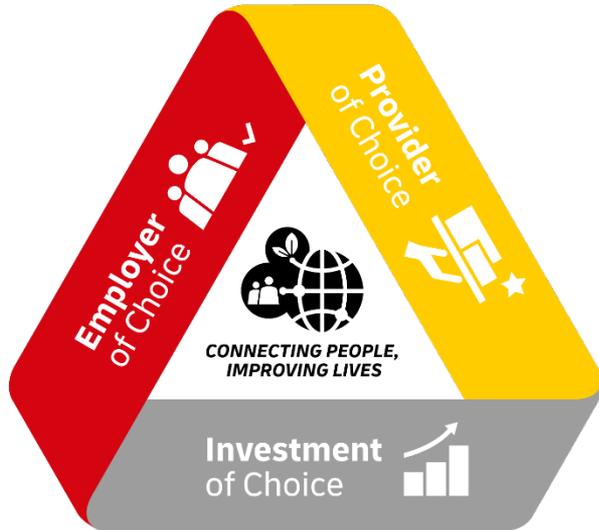
A clear strategic course



We are driven by a single mission:

EXCELLENCE. SIMPLY DELIVERED.

Along our three bottom lines in a sustainable way
Enabled by our **common DNA**



- > Motivated employees bring passion and commitment to their work and deliver exceptional quality.



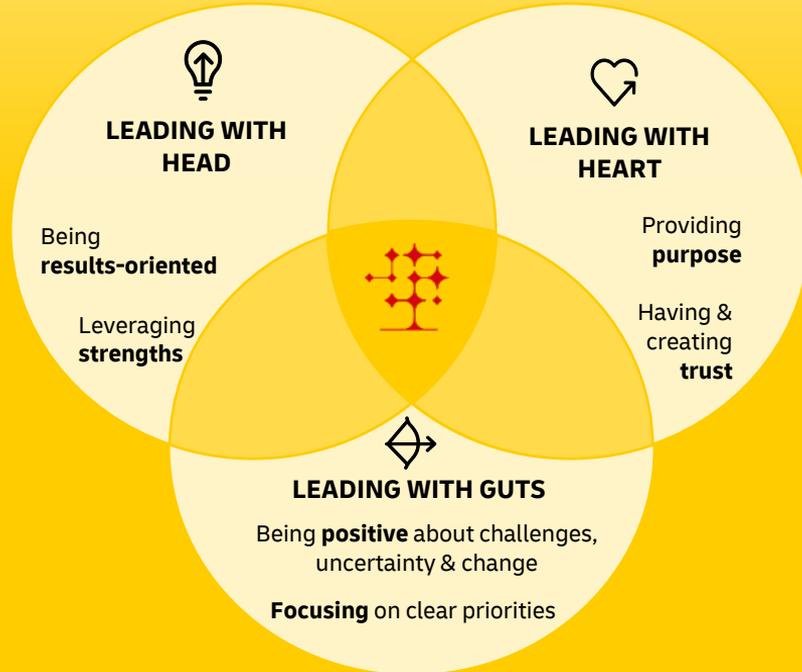
- > Exceptional quality delights our customers and fosters customer loyalty.



- > Loyal customers lead to profitable growth.

Connecting elements serve as our common DNA

LEADERSHIP ATTRIBUTES



CERTIFIED PROGRAM



- To enable and empower
- Culture of customer centricity
- Continuous improvement (First Choice toolbox)
- Certified is designed for everyone – from the Board of Management to our carriers



Five strong divisional strategies



Post & Parcel
Germany



Express



Global Forwarding,
Freight



Supply Chain



eCommerce Solutions

- We focus on creating value **in our core businesses**
- We leverage **key competitive advantages** in each division
- We deliver **excellent performance** along our three bottom lines
- We unlock the potential of **e-commerce**
- We are **digitizing** our business models

**WE ARE
WELL PREPARED
FOR THE FUTURE**



GLOBALIZATION

A connected world is a stronger world

➤ We keep the world's trade flows moving

➤ We respond quickly and flexibly to evolving supply chains



E-COMMERCE

The crisis is fueling a shift to online shopping

➤ Our services enable greater choice and fast delivery for consumers

➤ We give retailers access to billions of customers across the globe



DIGITALIZATION

Digital technologies increase productivity and improve quality of life

> WE INVEST...

~€2 billion in digitalization until 2025

> WE EXPECT...

> €1.5 billion Yearly run rate benefits by 2025

SUSTAINABILITY

Keeping our eye on long-term challenges



> We are the standard setter in our industry

> We offer green solutions to support our customers

> We foster the professional growth of our employees

> We take action to promote social progress



**WE HELP MAKE THE
WORLD A BETTER PLACE
– EACH AND EVERY DAY**

A nighttime photograph of a city skyline reflected in a body of water. The central focus is a tall, cylindrical building with a grid of lights forming a large heart shape in yellow and red. To its right is a taller, more rectangular skyscraper with a blue light on top. Further right is another modern building with a grid of lights. The sky is dark blue, and the water in the foreground shows the reflection of the city lights.

ANNUAL GENERAL MEETING

BONN – AUGUST 27, 2020

**Deutsche Post DHL
Group**