

Press release

International award: Deutsche Post is the best postal operator in the world

- **A study by UN specialized agency ‘Universal Postal Union’ has reviewed the development and performance of 174 postal service providers around the globe**
- **Deutsche Post and Swiss Post tied for first place**
- **Top marks were attained in the four categories reliability, reach, relevance and resilience**
- **Awards ceremony to take place today as part of the World Post Day celebrations in Bern**

Bonn/Bern, October 9, 2024: Good news for the Bonn-based company on the occasion of World Post Day: The Universal Postal Union has declared Deutsche Post, together with Swiss Post, as the best postal service providers in the world. These findings are based on the UN specialized agency’s annual study analyzing the development and performance of 174 postal service operators around the globe. Nikola Hagleitner, CEO of Post & Parcel Germany for DHL Group, says: “I am delighted for our strong team that we have received this internationally prestigious award. This shows that customers worldwide can rely on Deutsche Post and its services ‘made in Germany.’”

This is the first time that Germany’s number one postal service provider has made it to the top of the ranking list. In past years, Deutsche Post always came in second or third place. The international study examines four criteria: reliability, international network reach, relevance of the postal portfolio and resilience (robustness and willingness to innovate). Additional points were also awarded for shipment tracking, data quality and carbon savings. Deutsche Post secured top marks in all categories.

Despite being pleased with the result, the company points out the challenge of maintaining quality with the high price pressure caused by regulation. The standard letter postage in Germany is now around 43 percent below the European average, and even below the price level in Poland, the Czech Republic, Slovakia and Romania. And this despite the fact that Germany is one of the front runners when it comes to wage costs.

The award will be presented to Deutsche Post today in Bern, where the Universal Postal Union is headquartered, as part of the festivities for World Post Day. Today is also cause for double celebrations as the UN specialized agency celebrates its 150th anniversary. The Universal Postal Union was founded

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as the result of suggestion by German Postmaster General Heinrich von Stephan and has been regulating the flow of international mail since 1874.

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Media contact

DHL Group

Media Relations

Alexander Edenhofer

Phone: +49 228 182-9944

E-mail: pressestelle@dhl.com

On the internet: group.dhl.com/press

Follow us at: twitter.com/DHLglobal

Post & Parcel Germany is a division of DHL Group with around 187,000 employees. Its core business is the national mail and parcel business - i.e., the transport, sorting and delivery of letters and parcels. The division is a pioneer in its industry in the area of environmental and social sustainability and is represented in Germany with two brands:

Deutsche Post is the largest postal service provider in Europe and the market leader in the German mail market. The Mail Communication, Dialog Marketing and Press Services product segments are essentially bundled under this business area. Deutsche Post's product and service portfolio includes the processing and delivery of physical documents as well as a broad digital portfolio in its product segments.

DHL is the leading global brand in the logistics industry. In the Parcel Logistics Business Division, DHL Paket is the market leader in Germany. The division is the service provider of choice for shipper and recipient customers in online retailing. A wide range of flexible services make it easier for customers to receive and ship parcels. DHL Paket also operates the largest parcel machine network (Pack- and Poststations) in Germany.

Post & Parcel Germany is part of DHL Group. The Group generated revenues of more than 81.8 billion euros in 2023. With investments in green technologies and a commitment to society and the environment, the Group makes a positive contribution to the world. By 2050, DHL Group aims to achieve net-zero emissions logistics.