

VIRTUAL MANAGEMENT ROADSHOW

Melanie Kreis, Group CFO

12 May 2021



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Divisional Deep-Dives

DHL Express (page 26), DHL Global Forwarding, Freight (page 32), DHL Supply Chain (page 38), DHL eCommerce Solutions (page 45), P&P Germany (page 51)



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THE GLOBAL LOGISTICS POWERHOUSE – SERVING B2C/B2B TRADE IN 220+ COUNTRIES

CONSISTENT & SUSTAINABLE STRATEGIC FOCUS

**LEADER IN
E-COMMERCE LOGISTICS**

**DIGITALIZING GLOBAL
SUPPLY CHAINS**

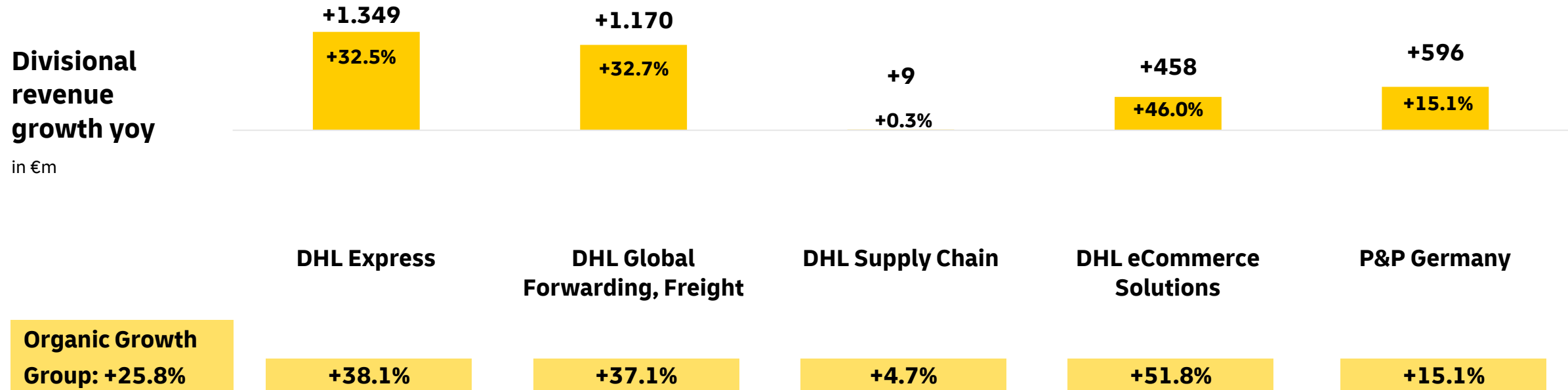
ATTRACTIVE & RELIABLE DIVIDEND POLICY

GROUP REVENUE, Q1 2021

€18,860m yoy: +€3,396m (+22%)

Divisional
revenue
growth yoy

in €m



GROUP EBIT, Q1 2021

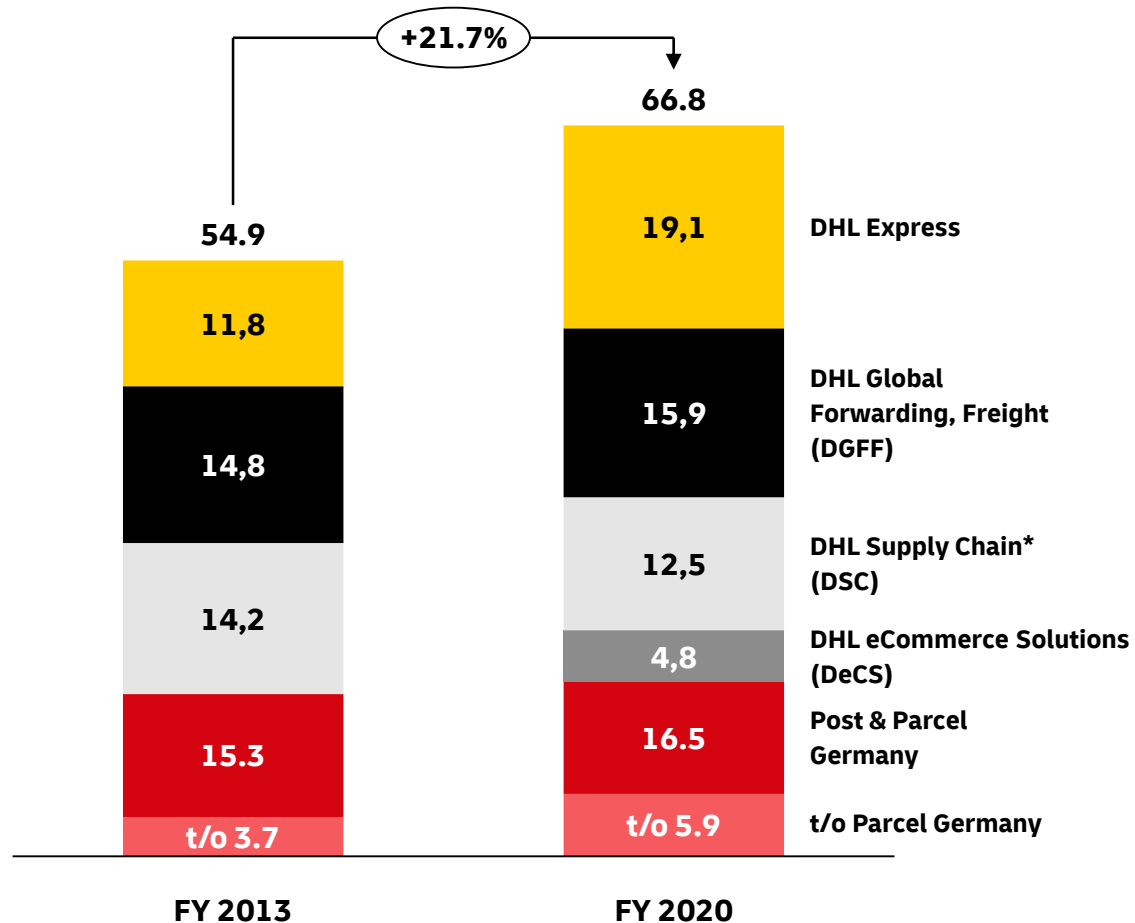
€1,911m yoy: +€1,319m (+223%)

in €m

| DHL Express | DHL Global Forwarding, Freight | DHL Supply Chain | DHL eCommerce Solutions | P&P Germany | Group Functions / Consolidation |
|--|--|--|---|---|--|
| 961 | 216 | 167 | 117 | 556 | -106 |
| +145% | +192% | +59% | +1,850% | +67% | +67% |
| Q1 2020: €393m | Q1 2020: €74m | Q1 2020: €105m | Q1 2020: €6m | Q1 2020: €334m | Q1 2020: €-320m |
| Efficient network planning and relentless focus enabled to cater for continued B2C growth and recovering B2B volumes, driving very high network utilization and 17.5% EBIT margin. | Strong profit increase reflects return to volume growth, continued high rates and ongoing internal efficiency gains. EBIT margin up to 4.5%. | Delivering expected significant EBIT growth as new business gains and gradual return of B2B activity levels are supported by improved efficiency e.g. from digitalization. EBIT margin back to 5%. | Continued strong B2C growth and cost focus drive high utilization across all networks, Q1 margin at 8.0%. | Continued strong parcel growth offsets ongoing adverse mail development, supported by continuous efforts to optimize cost structures and utilization of networks. | Group Functions results in line with ~€-400m guidance for FY 2021. Q1 2020 included €-234m StreetScooter effect. |

DPDHL Group: Strategy 2020 delivered Leading to **better mix** ...

Revenue, in €bn

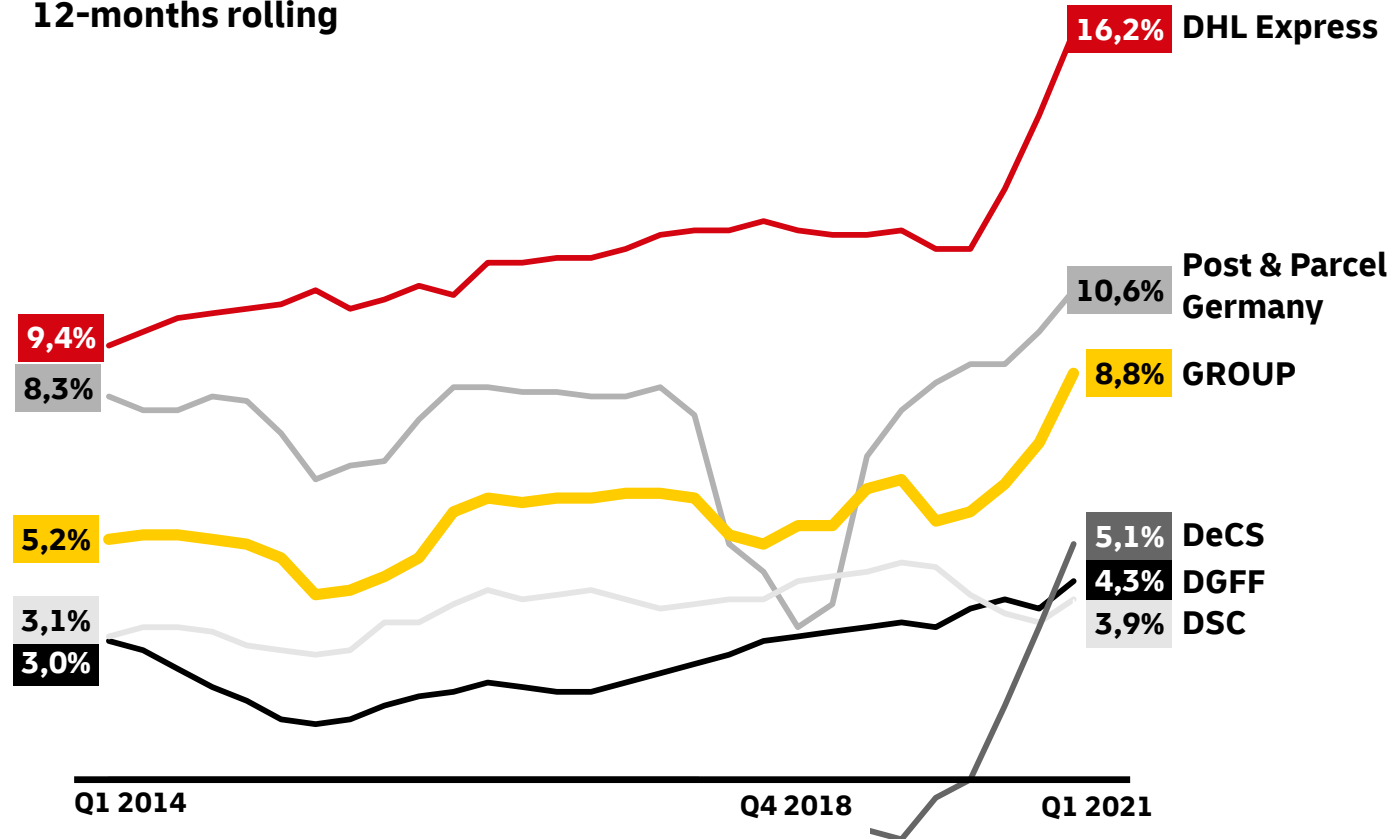


*includes DSC China and Williams Lea Tag disposal

- Consistent growth in **DHL Express** core TDI product
- **DGFF** and **DSC** development reflects selective growth approach over the period as well as China and Williams Lea Tag disposals in DSC
- New division **DeCS** contributes €5bn in 2020
- **P&P Germany** revenue up as **Parcel** growth offset mail decline

DPDHL Group: Strategy 2020 delivered ... and higher profitability

EBIT Margin
12-months rolling



EBIT Margin: DSC adjusted for 2019 one-offs, DGFF for NFE write-down in 2015
Until 2017: P&P values include business activities which are now under DeCS

Group margin up >200bps under Strategy 2020

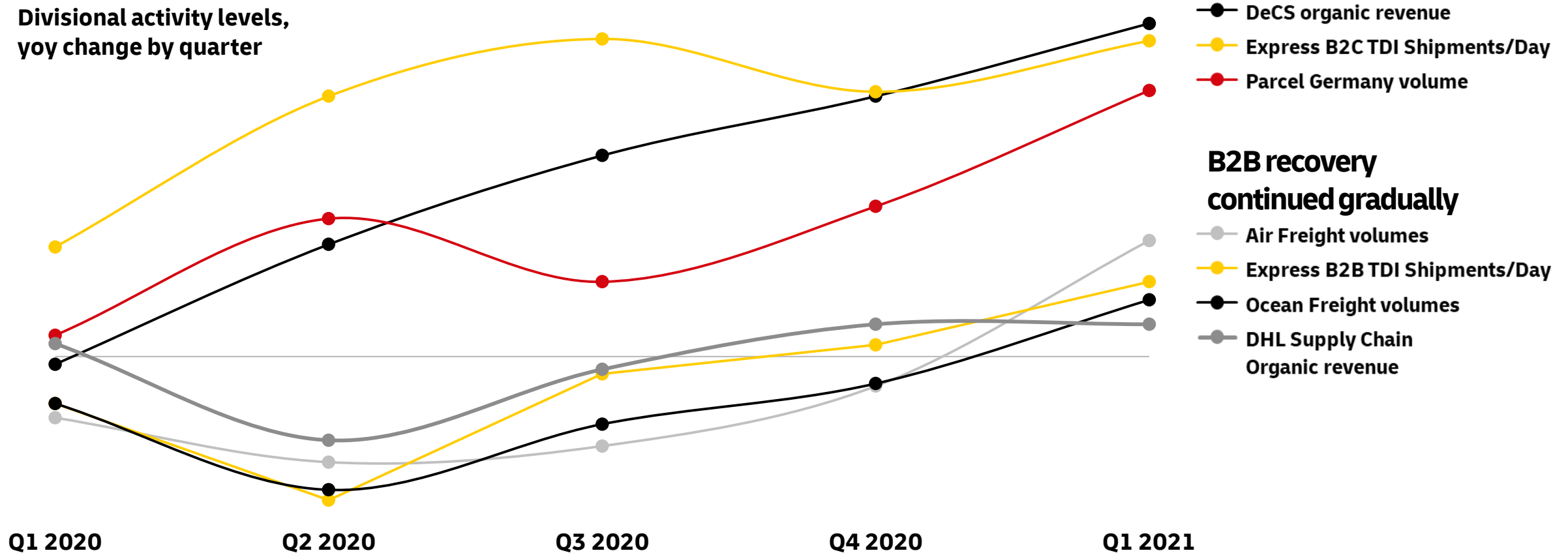
- Strong increase in DHL Express
- P&P Germany fully recovered
- DGFF started upward trend
- DSC impacted by 2020 circumstances
- Profitable DeCS contribution; division created in 2019

**Further improvement embedded
in 2021/23 guidance**

2021 base assumptions confirmed

- Expect B2C growth normalizing in course of 2021 from elevated levels
- Continued and gradual B2B recovery globally

Divisional activity levels,
yoy change by quarter



2021 and 2023 guidance

in € bn

| EBIT | 2021 Guidance |
|-----------------------------------|------------------|
| Group | >6.7 (from >5.6) |
| DHL | >5.4 (from ~4.5) |
| P&P Germany | ~1.7 (from ~1.6) |
| Group Functions | ~-0.4 |
| Free Cash Flow | >3.0 (from ~2.3) |
| Gross Capex (excl. leases) | ~3.8 (from ~3.4) |
| Tax Rate | 26-28% |

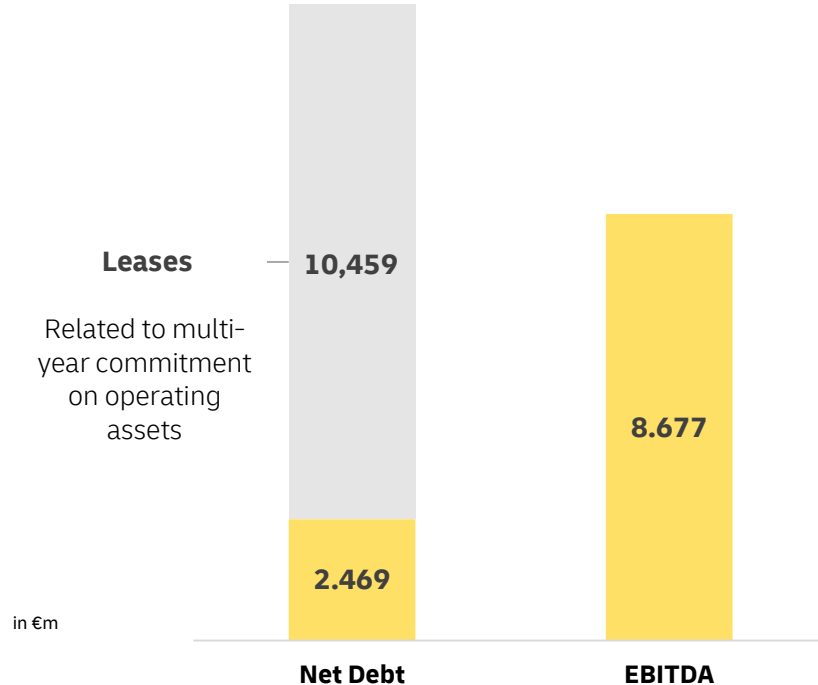
Base assumptions:

- B2C growth normalizing in the course of 2021
- Continued and gradual B2B recovery globally

| | Mid-term Guidance |
|--|---------------------|
| 2023 Group EBIT | >7 (from >6) |
| Free Cash Flow 2021-2023 cumulative | ~9 (from 7.5-8.5) |
| Gross Capex (excl. leases) 2021-2023 cumulative | ~11 (from 9.5-10.5) |

Strong balance sheet and liquidity position

1.5x
Net Debt / EBITDA
(Dec 31st, 2020)



LIQUIDITY

No financial covenants on bonds and syndicated credit facility

€4.5bn
Cash & cash
equivalents
(Dec 31st, 2020)

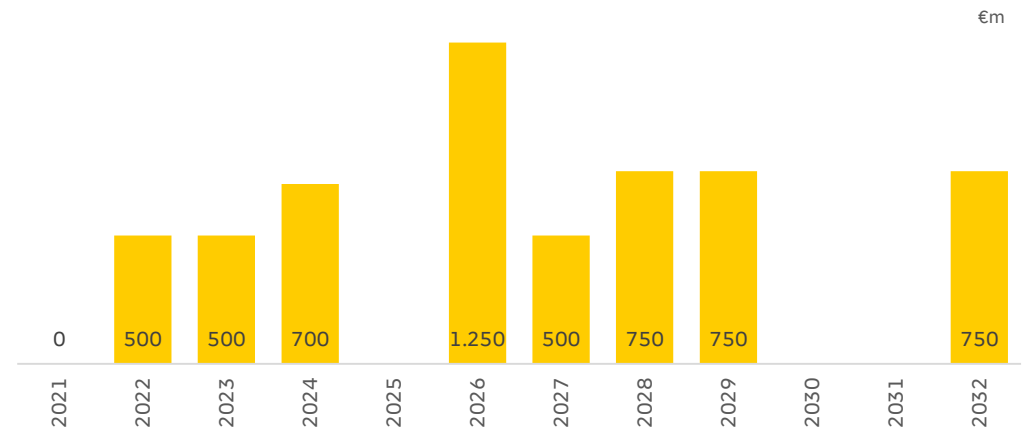
€2.0bn
Syndicated credit
facility runs until 2025
(undrawn)

>€1.3bn
Bilateral uncommitted
credit lines (undrawn)

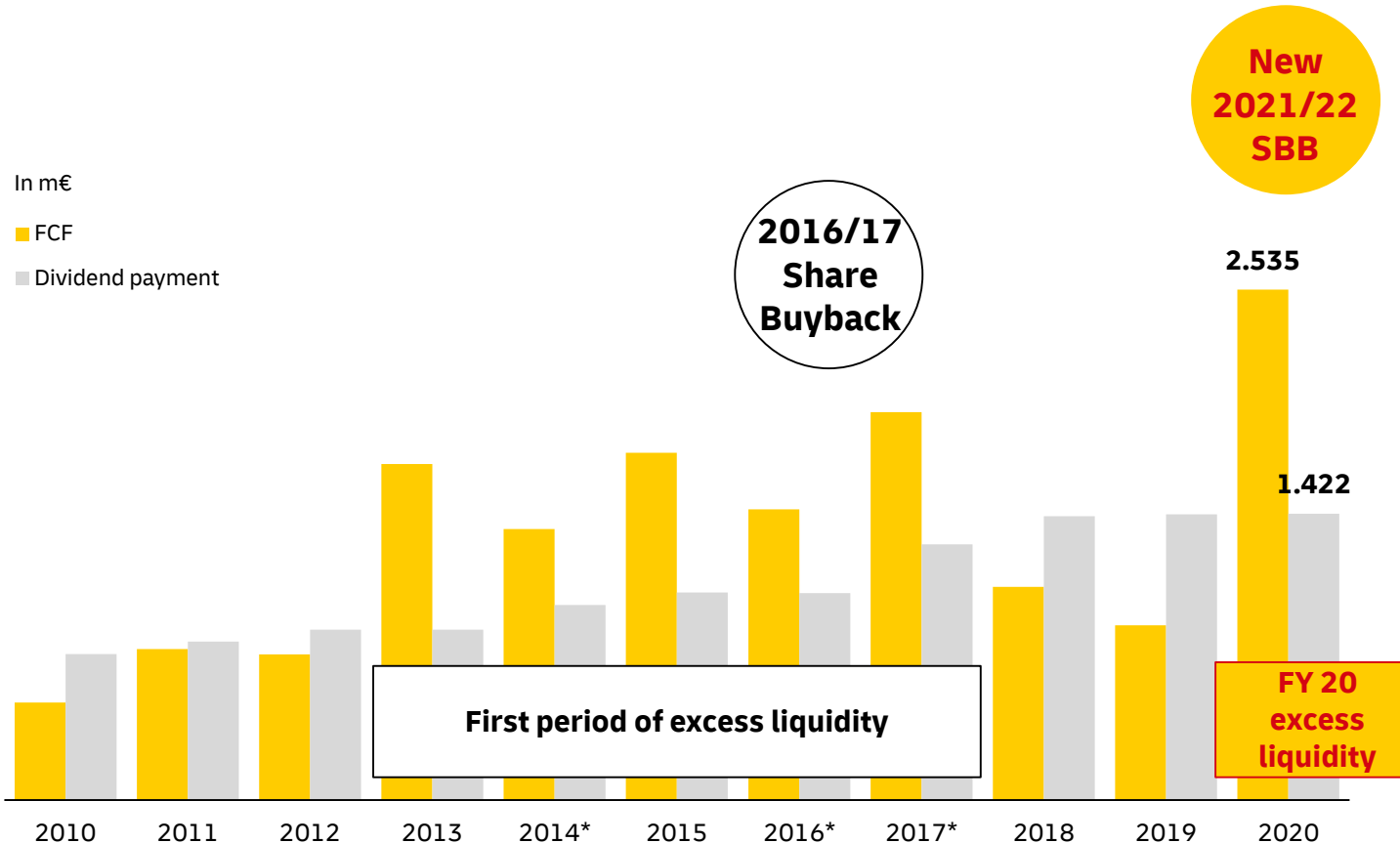
Maturity Profile, Senior Bonds

Average time to maturity 5.8 years

2021 maturity of €750m senior bond was redeemed in Q1 2021.



Sustainable improvement in cash generation puts us in position to **balance growth investments and shareholder returns**



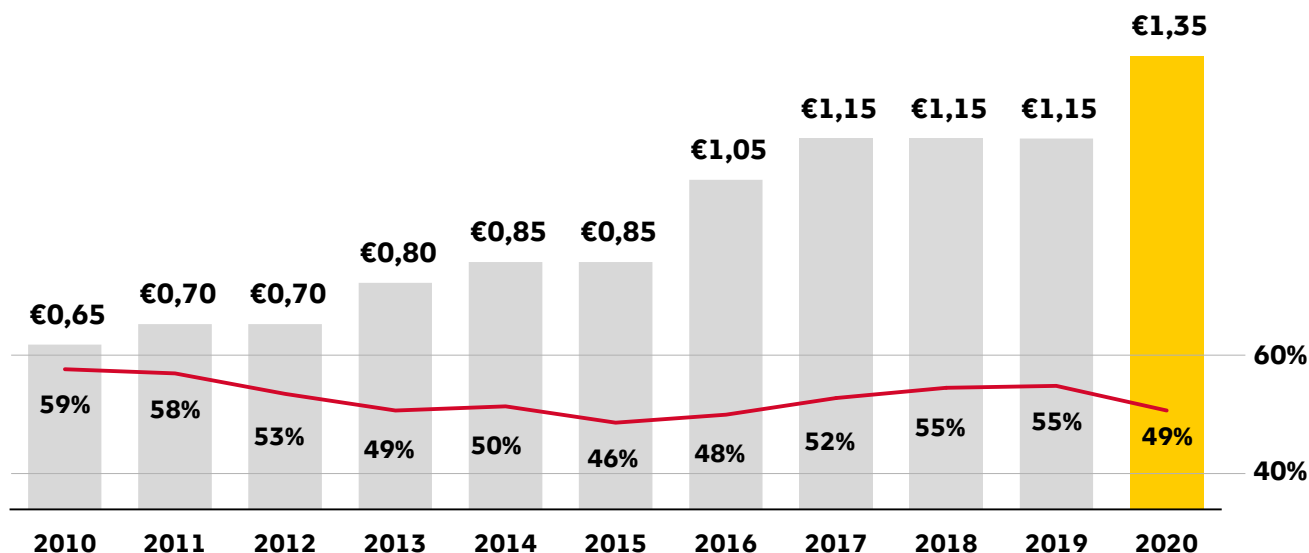
- Long-standing **Finance Policy** provides definition of excess liquidity and clear principles on its usage
- Strong 2020 FCF lead to **significant excess liquidity generation in 2020**
- In line with Finance Policy principles, **new Share Buyback program announced** on March 8th:
 - **Size: up to €1bn**
 - **Schedule: 12 months**
 - **Start: May 2021**

*2014: Adjusted for voluntary pension funding (€2bn) and non-recurring items; Adjusted for voluntary pension funding (2016: €1bn, 2017: €0.5bn)

Shareholder return based on strong operating performance

Executing on our Finance Policy

Proposed dividend increase to €1.35 for FY 2020, up 17% yoy



— Underlying Payout Ratio ¹⁾

FINANCE POLICY

- Target / maintain rating BBB
- Dividend** payout ratio to remain between 40–60% of net profit (continuity and Cash Flow performance considered)

FY20 dividend proposal: €1.35; 49% pay-out

- Excess liquidity** will be used for share buybacks and/or extraordinary dividends

€1bn share buyback program announced


Dividend payment of €1.7bn to DPDHL shareholders, subject to approval of AGM on May 6th

¹⁾ Adjusted for non-recurring items when applicable



**DPDHL GROUP IS A DIFFERENT,
BETTER COMPANY THAN BEFORE
STRATEGY 2015/2020**

**CONNECTING
PEOPLE.
IMPROVING
LIVES.**



**BETTER MIX, HIGHER
RETURNS,
STRONGER CASH
FLOW & BEST TEAM
EVER**



**CONSISTENT,
SUSTAINABLE
STRATEGIC AGENDA
ALONG ALL METRICS**



**LEADING TO RECORD
FINANCIALS AND
SHAREHOLDER
RETURNS**

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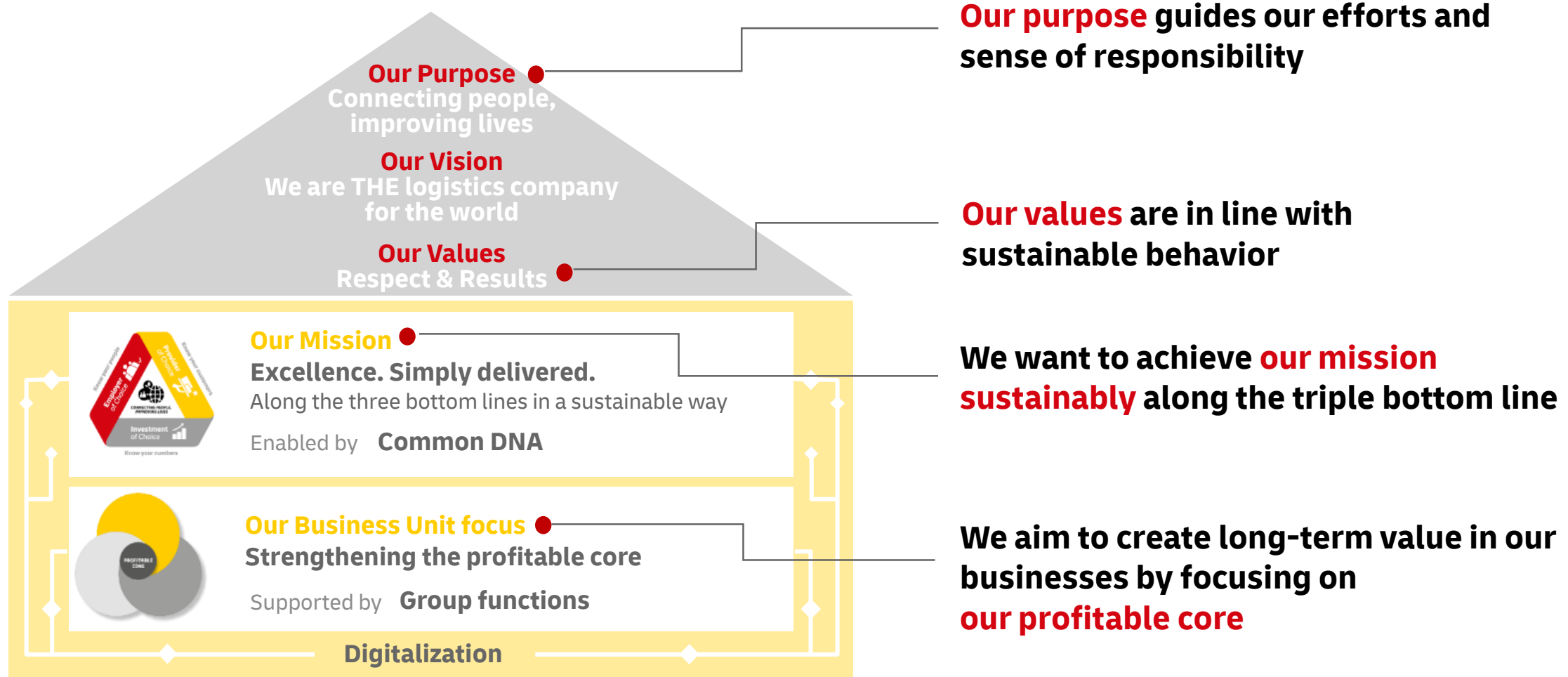


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Strategy 2025 – Sustainability is integral along all dimensions



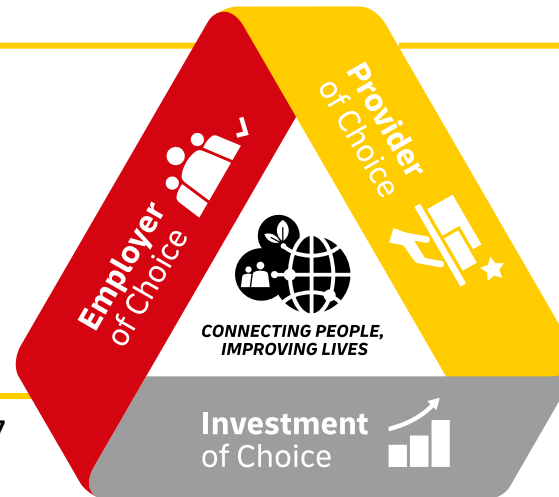
Managing along integrated bottom lines since 2009 – Particularly important and successful in 2020

EMPLOYER OF CHOICE

- Number of employees increased by +20k to 570k in 2020
- Employee Opinion Survey (EOS) shows record employee engagement score

SUSTAINABLE DEVELOPMENT

- 37% improvement in Carbon Efficiency (2007 base year), up further 2 index points in 2020



PROVIDER OF CHOICE

- Keeping our customers' supply chains running despite COVID-19 challenges
 - Net Promoter Scores (NPS) further increasing

INVESTMENT OF CHOICE

- Record Group EBIT and FCF
- Dividend proposal of €1.35, new €1bn SBB announced

Our Sustainability Roadmap

**CONNECTING
PEOPLE.
IMPROVING
LIVES.**

Clean operations for climate protection

Reduce emissions to

<29m

tonnes CO2e by 2030 (SBTi)
No offsetting included

Mission 2050

0

Emissions

Great company to work for all

>80%

score on Employee Engagement in
Employee Opinion Survey

Increase share of
women in management to

30%

by 2025

Reduce LTIFR* to

<3.1

by 2025

*LTIFR: Lost Time Injury Frequency Rate

Highly trusted company

External reporting in line with

SASB GRI

core standards

30%

weight for ESG targets in board
annual variable pay;
to be proposed to 2021 AGM (May
6th)

Pledge to invest

1% of our net profit each year into in its social impact programs e.g. through GO programs

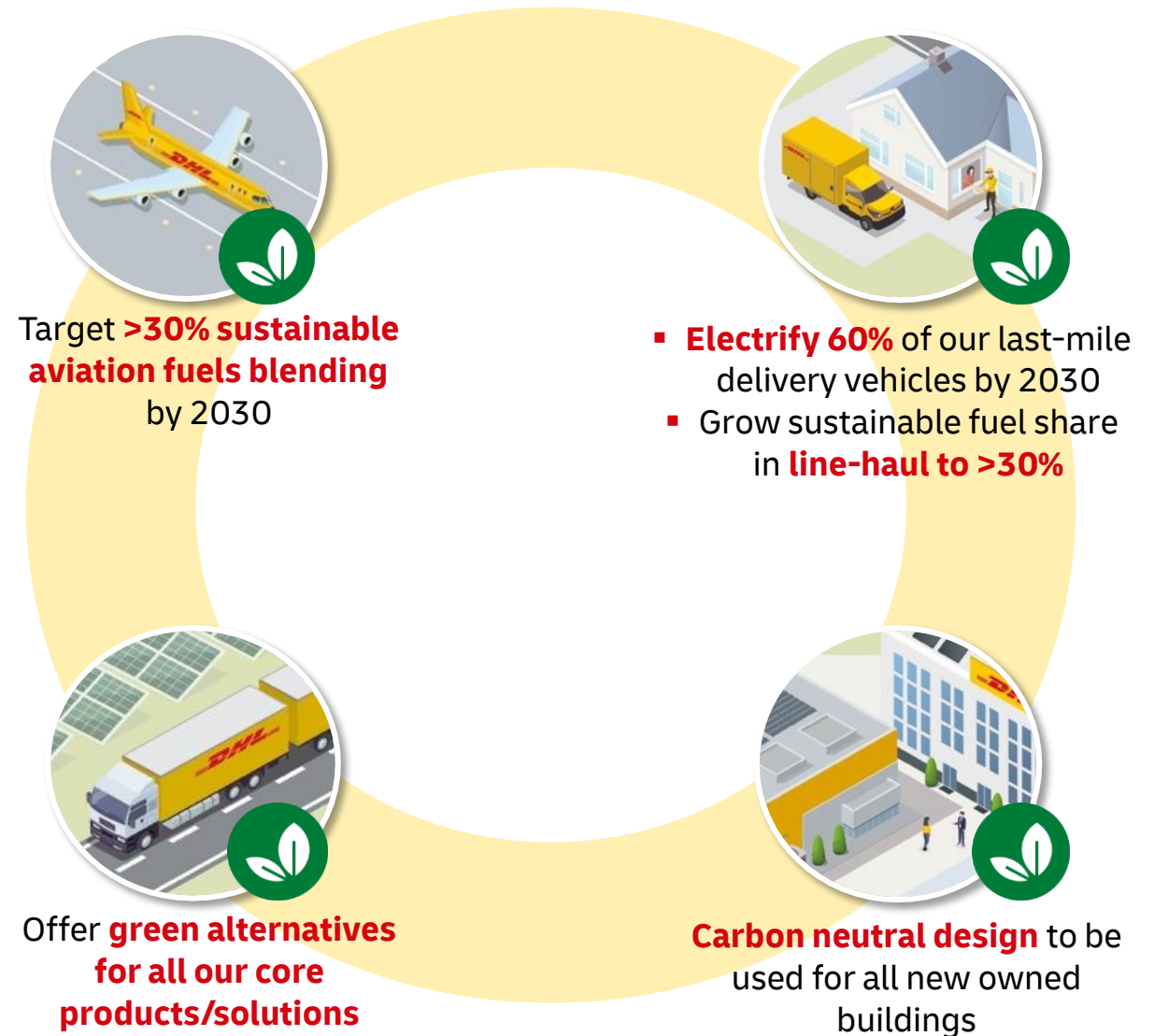


Clean operations for climate protection



All modes to contribute to targeted reduction of CO₂ emissions – key contribution to be achieved on aviation emissions

Science-based target for **CO₂ reduction**:
Reduce our emissions to under 29m tonnes CO₂e by 2030



Great company to work for all



We take action to **provide a safe, inclusive and engaging working environment** for all our employees.



Attract and retain best talent
and reach a consistent >80%
score on Employee
Engagement in EOS



Put safety first and **reduce LTIFR**
(lost time injury frequency rate)
to below 3.1 by 2025



**Being “best-in-class” in
our industry** when it comes to
respect for Human Rights



**Increase share of women in
management** to 30% by
2025

Highly trusted company



We take action to **ensure trusted, transparent and compliant business practices** every day, everywhere



Train all employees in relevant management positions on the Group's compliance & data protection standards



Ensure that our **information security capability is positioned** in the top quartile of our industry

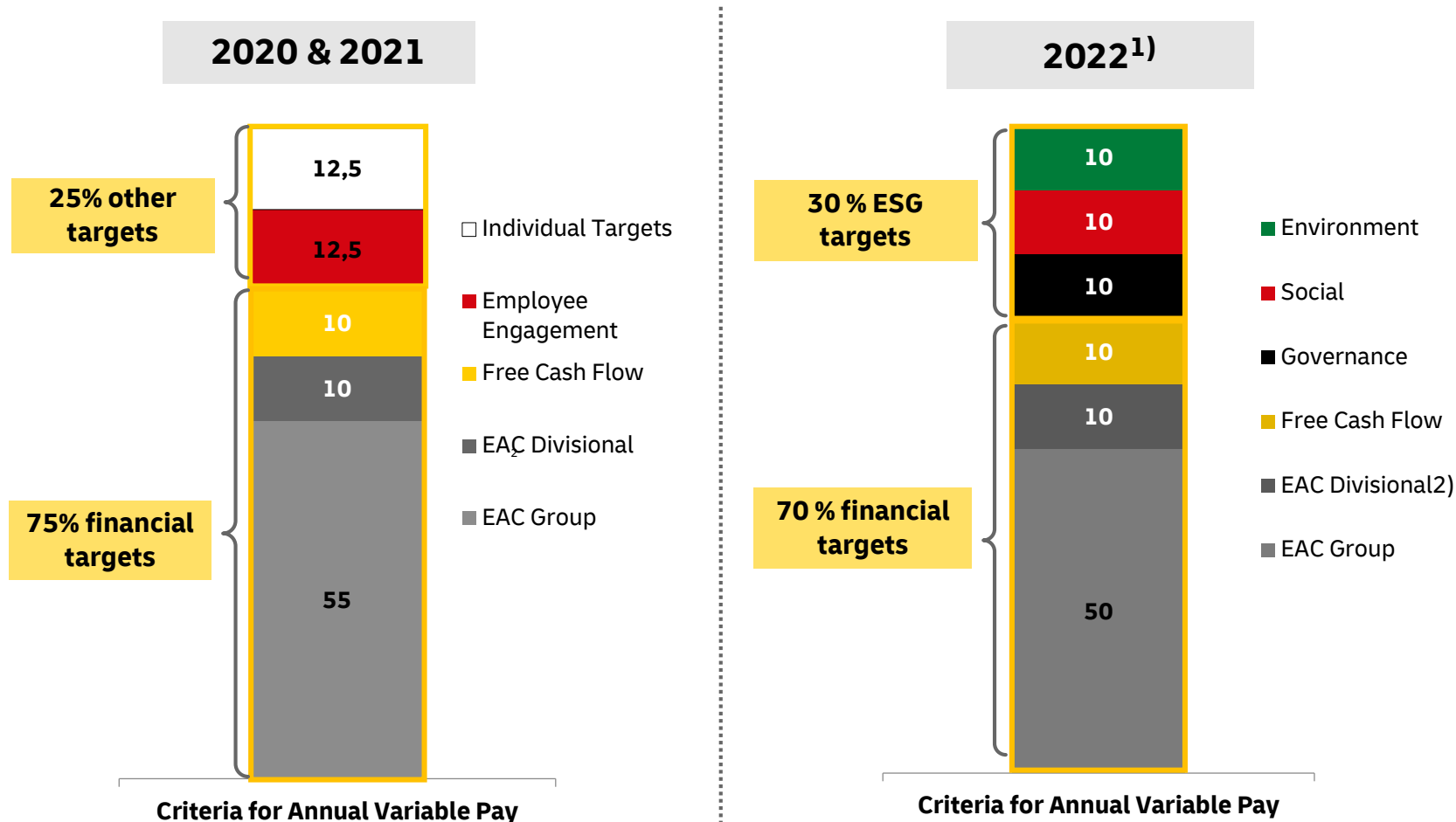


ESG metrics fully integrated into governance and incentives



Build sustainable and resilient supplier relations based on our **Supplier Code of Conduct**

ESG targets fully integrated into new proposed management remuneration



Bonus payment schedule for annual bonus and deferral

- **50% paid in current year if bonus criteria achieved**
- **50% payout of achieved bonus deferred by additional 2 years***

* Medium-term component will only be paid out if EAC target is reached during the sustainability phase; at least the cost of capital was covered

1) Proposal to AGM 6 May 2021; 2) Divisional EAC: only applicable for Divisional CEOs

Broad range of e-commerce offerings across the Group

All figures for FY 2020

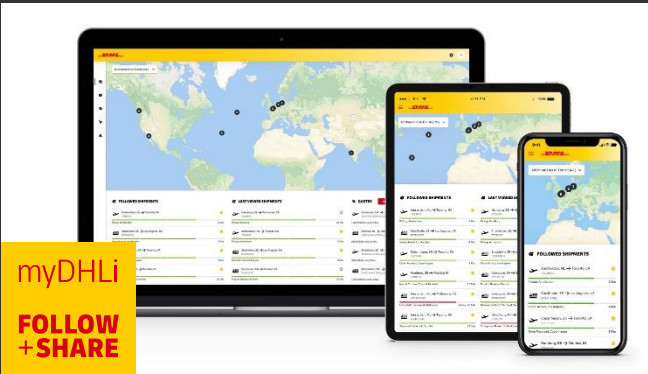
| Domestic delivery | | Cross-Border delivery | |
|--|--|--|---|
| Germany | International | Deferred | Premium TDI |
| P&P Germany | DHL eCommerce Solutions | | DHL Express |
| >40% Parcel Market Share | 12 Countries with own domestic parcel delivery, t/o 8 in Europe (UK, NL, BE, SE, PL, CZ, ES, PT) | Focus Non-TDI cross-border delivery to/from and within Europe | ~1m TDI shipments/Day |
| ~5.9m Parcels per day (2020) | ~1.1bn parcels delivered in 2020 | European destinations served through Parcel Connect platform – via own delivery and partners | 45%+ Express B2C Share |
| >100k Parcel Business customers | eFulfillment | | 220+ countries & territories served with pick-up and delivery |
| ~6,650 Parcel Lockers | DHL Supply Chain | | ODD* B2C-adapted recipient tool |
| | ~50% Growth in eCommerce new business signings | ~30k Employees active in eCommerce operations globally | |

* On-Demand-Delivery

DIGITALIZATION @DPDHL GROUP

As seen at IR Virtual Tutorial...

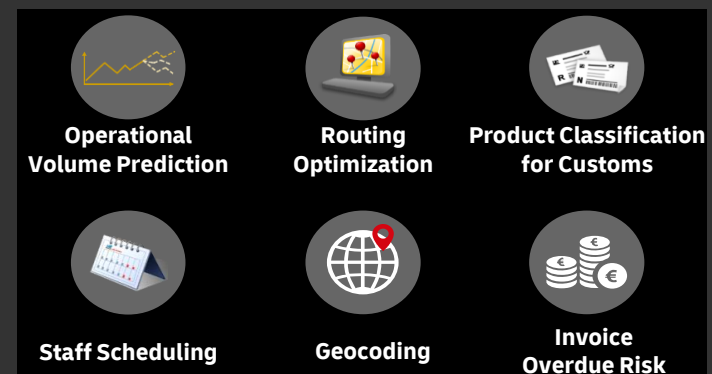
DGF myDHLi



DSC Accelerated Digitalization



Data Analytics

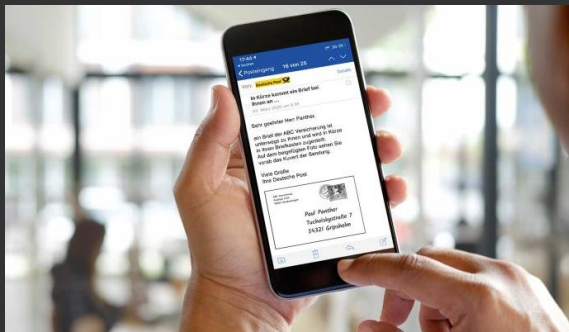


Further ongoing initiatives

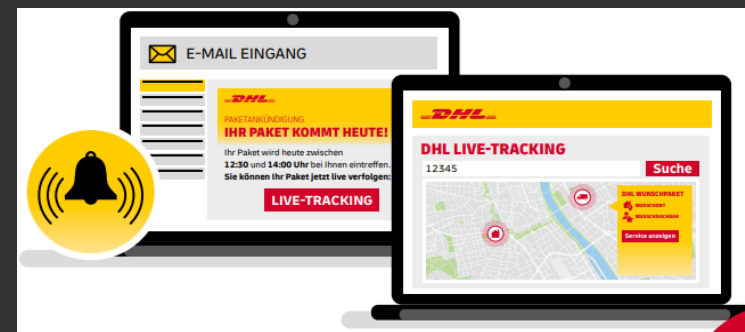
Packstation expansion: 7000 by 2021



Postal mail notification



Parcel delivery: 15min notification & live tracking



Mobile stamps



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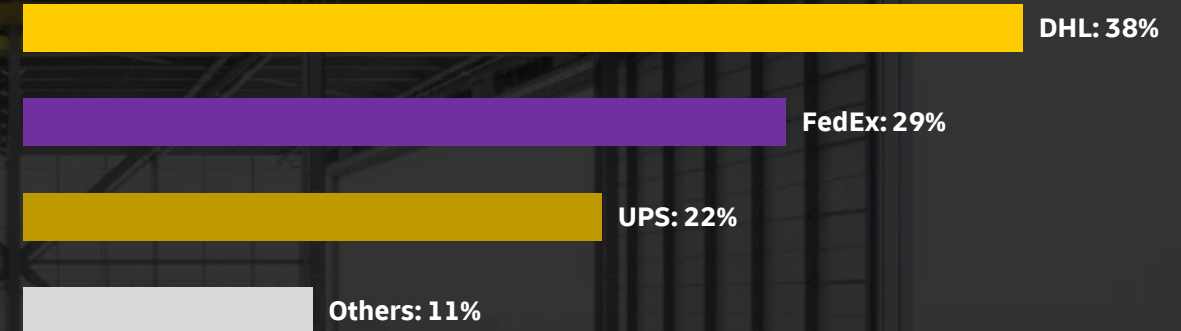


DHL EXPRESS

Profitable Core

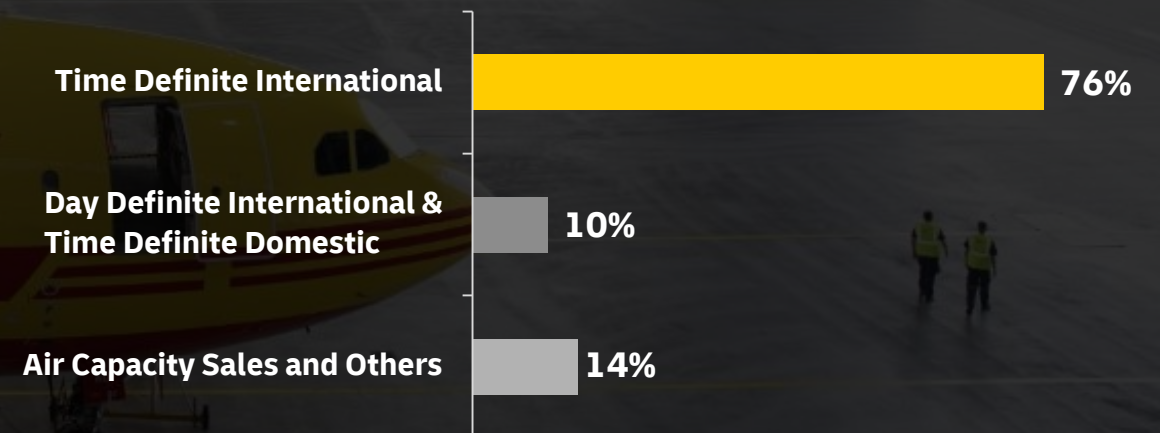
Time Definite International (TDI) service for premium, cross-border delivery of time-critical parcels and documents

Global TDI market share (2016)



Source: Market Intelligence 2017 on 2016 market data based on revenue, annual reports and desk research

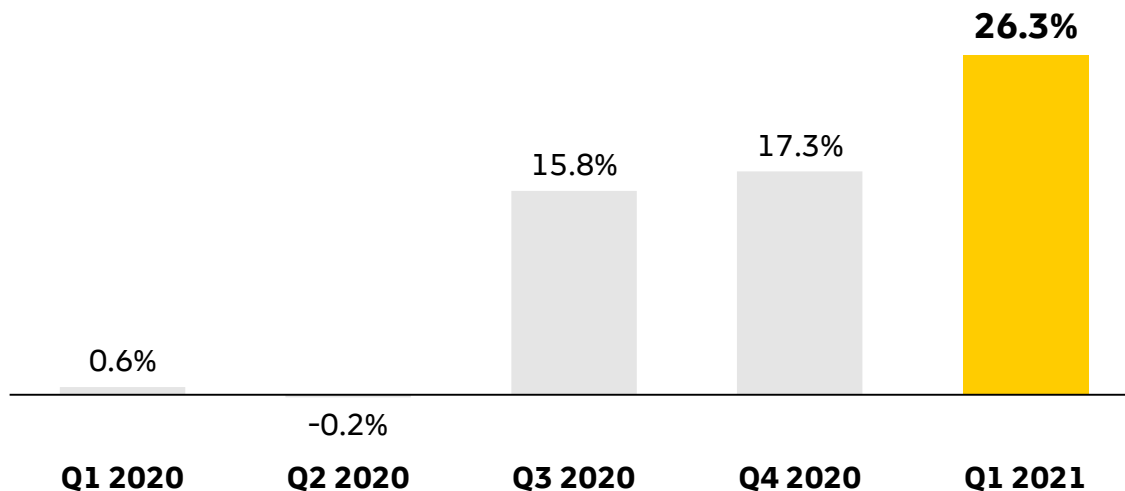
Revenue Mix, FY 2020



DHL Express: Continued strong B2C e-commerce growth coupled with B2B recovery

Q1 showed continued B2C strength and B2B recovery...

Time Definite International (TDI) Shipments/Day (SpD) growth

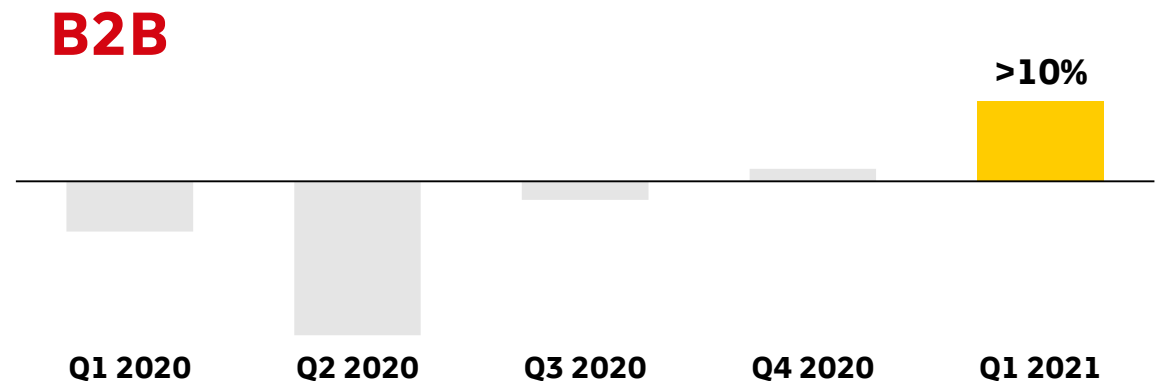
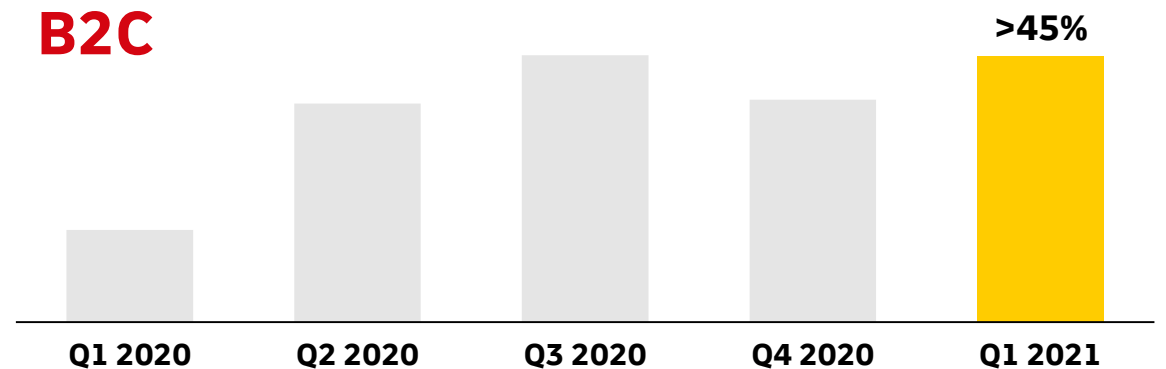


Comments:

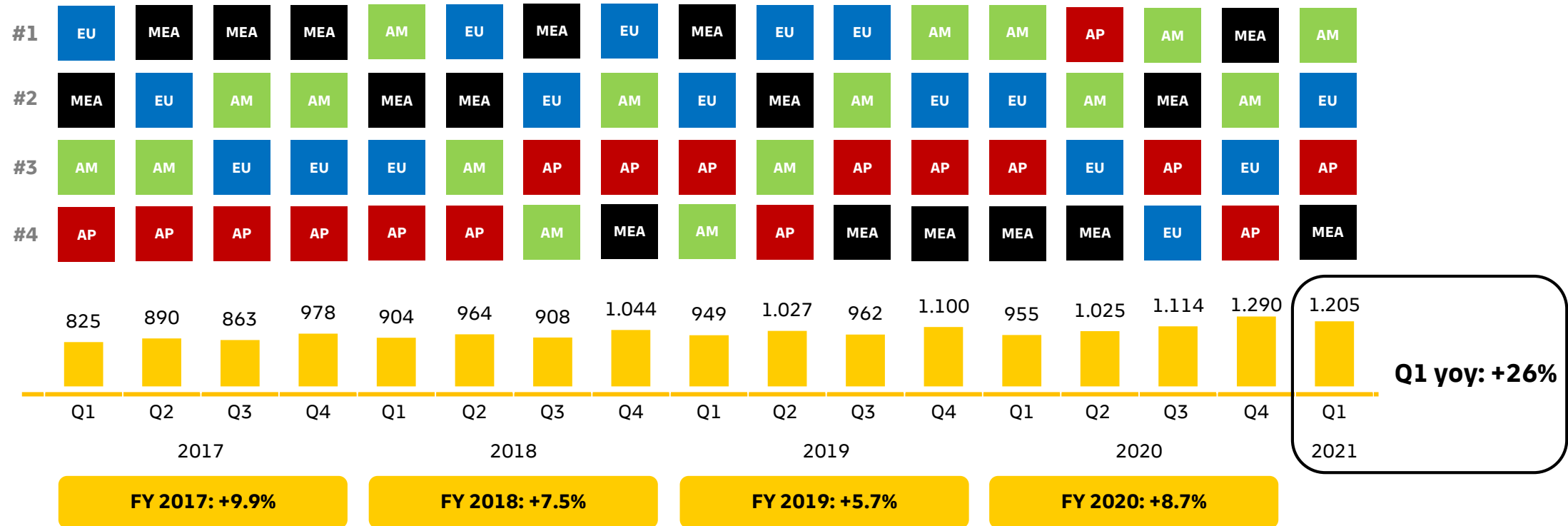
- Continued strong B2C e-commerce growth & further B2B recovery drove strong TDI volume growth, with all regions contributing significantly
- TDI Revenue/day up +37.9%, outpacing TDI SpD based on higher weight/shipment, emergency surcharge and ongoing yield management
- B2B e-commerce adds another growth vertical with strong fit to TDI network and capabilities – see also recent IR Tutorial on <https://www.dpdhl.com/en/investors/events/capital-markets-event.html>

...confirming B2B upward trend from Q2 trough

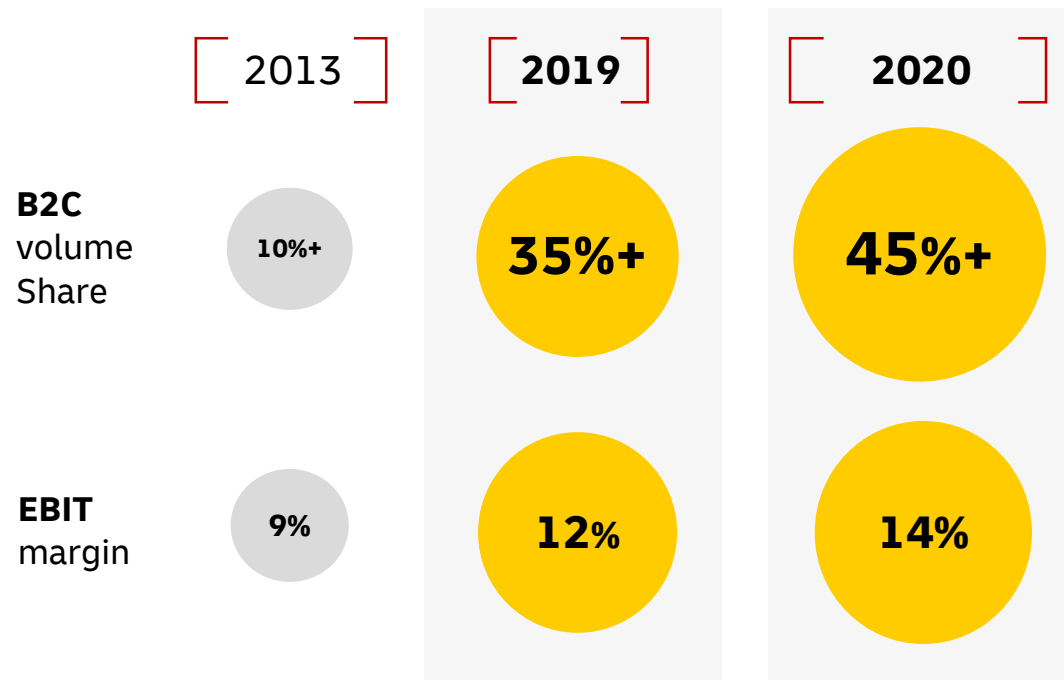
Time Definite International (TDI) Shipments/Day (SpD) growth



Express TDI volume growth, quarterly growth ranking



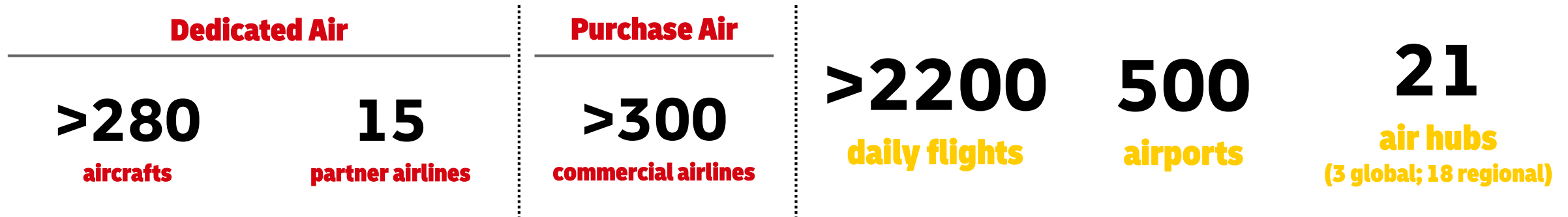
E-commerce is a profitable growth driver for DHL Express



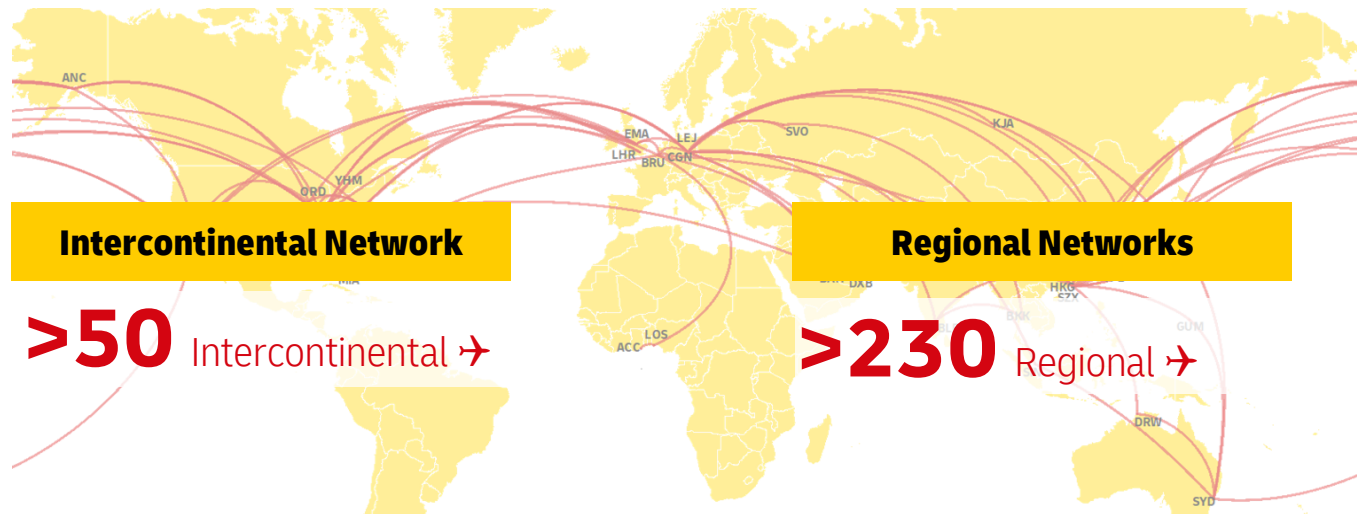
| Network Characteristics | B2C Characteristics | Profitability Impact |
|-------------------------|--|----------------------|
| Shipments per Day | Volume growth drives better utilization of existing network | ↑ |
| Weight per Shipment | Lower weight per shipment | → |
| Revenue per Kilo | Higher RpK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

DHL Express:

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



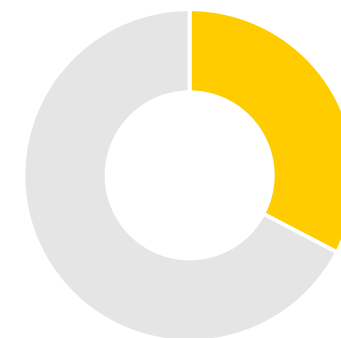
Dedicated Air: Snapshot of DHL network flights



Dedicated fleet (without feeders)

2010: ~150 planes

2020: >240 planes



■ Owned ■ Leased

EXPRESS FINANCIAL OUTLOOK

Continued growth of absolute **EBIT**
Continued, but more incremental margin expansion

TDI
Volume
Growth

Structural trend: +4% to +5%.
Volatile in 2020. Expect growth rates to
trend back to initial assumptions over
time

Ongoing Capex spend of €~1bn p.a.

B777 Capex : €180m (2018); €1.1bn (2019), €321m
(2020), <€400m (2021e), <€100m (2022e)

DHL GLOBAL FORWARDING, FREIGHT

Profitable Core

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

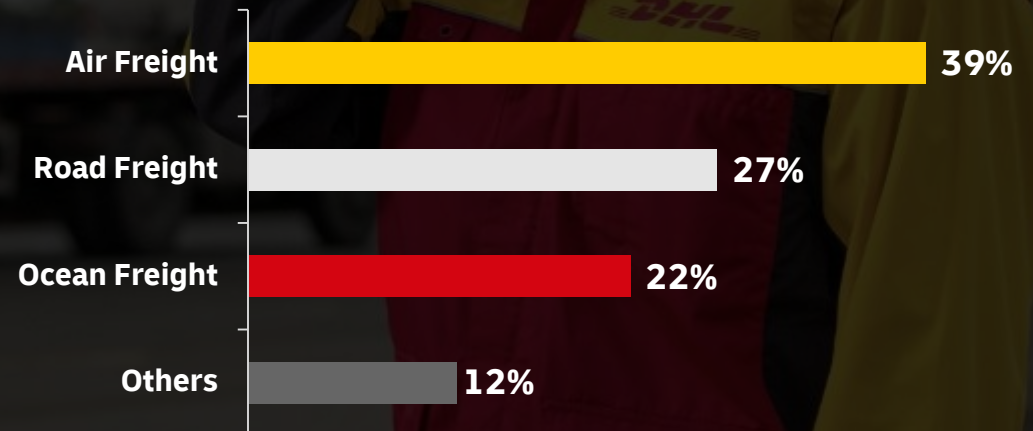
Market Position (2020)

Air Freight **#1**

Ocean Freight **#2**

Road Freight (EU) **Leading position in a highly fragmented market**

Revenue Mix, FY 2020



DHL Global Forwarding, Freight: Volumes recovering in tight markets

Air Freight (AFR)

Gross Profit
+27.0%

Gross Profit/ton
+7.5%

Ocean Freight (OFR)

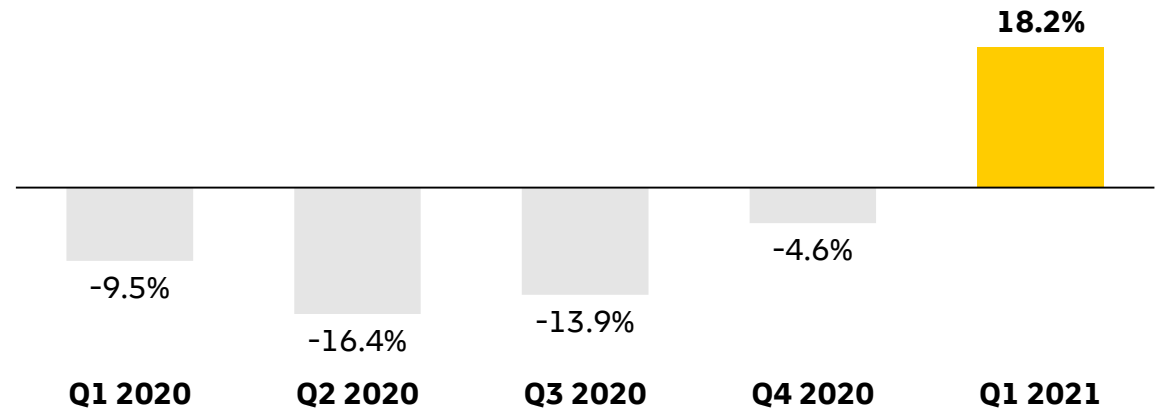
Gross Profit
+45.3%

Gross Profit/TEU
+33.5%

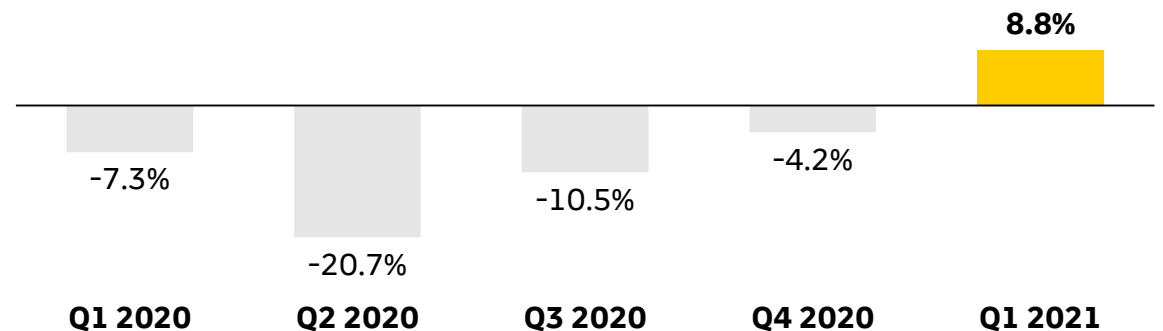
Comments:

- Recovery of industrial activity globally drives OFR and AFR volumes back into solid growth, while rates and GP/unit remain at elevated levels
- GP development supported by optimization of product mix, e.g. increasing LCL (Less-Than-Container-Load) share in OFR
- Core IT upgrade accomplished: new Transport Management System (TMS) in OFR and AFR fully rolled out
- DGF conversion up to 27.5% (Q1 2020: 10.7%, increase of +157% yoy)

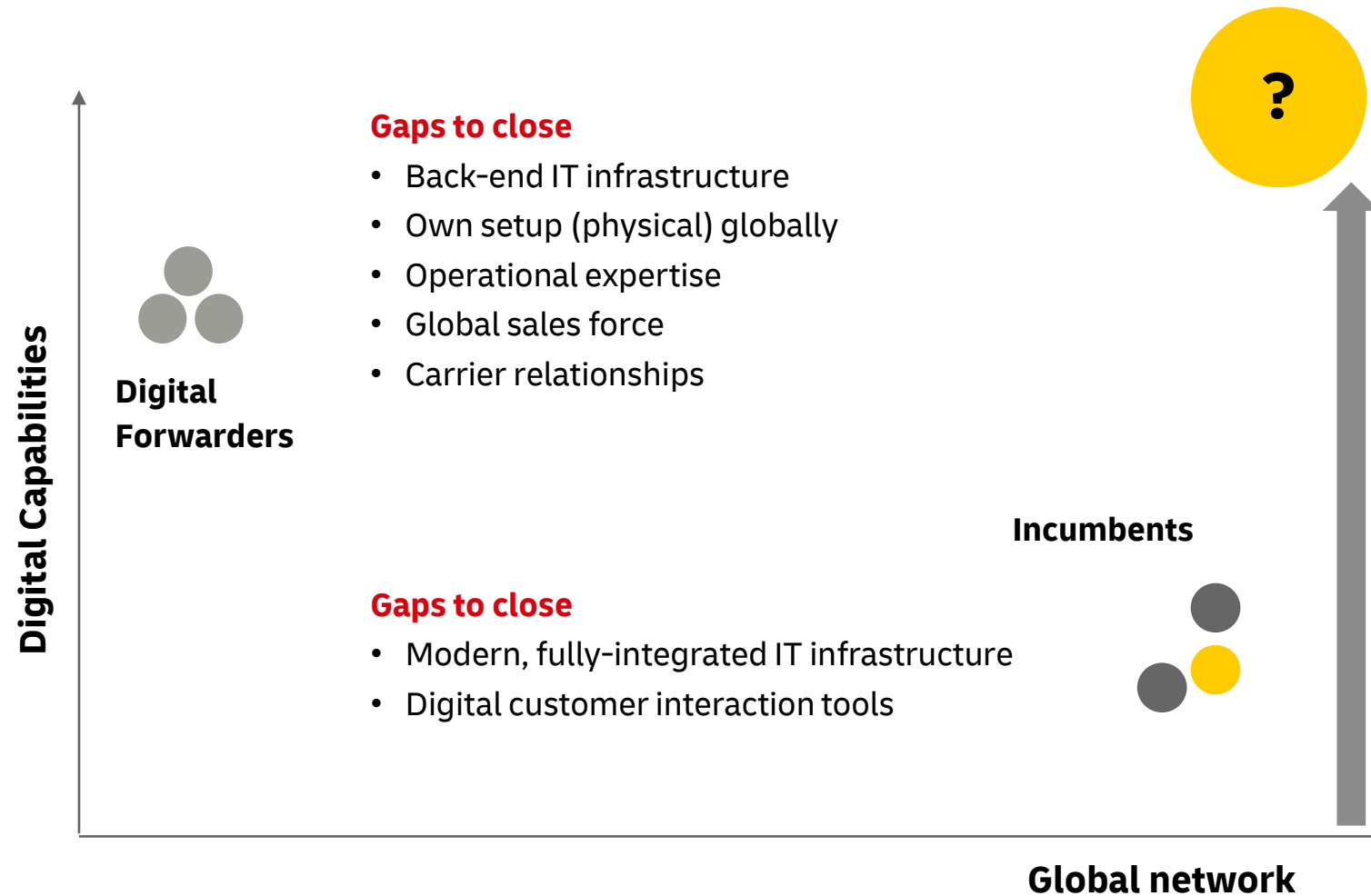
AFR volume growth yoy



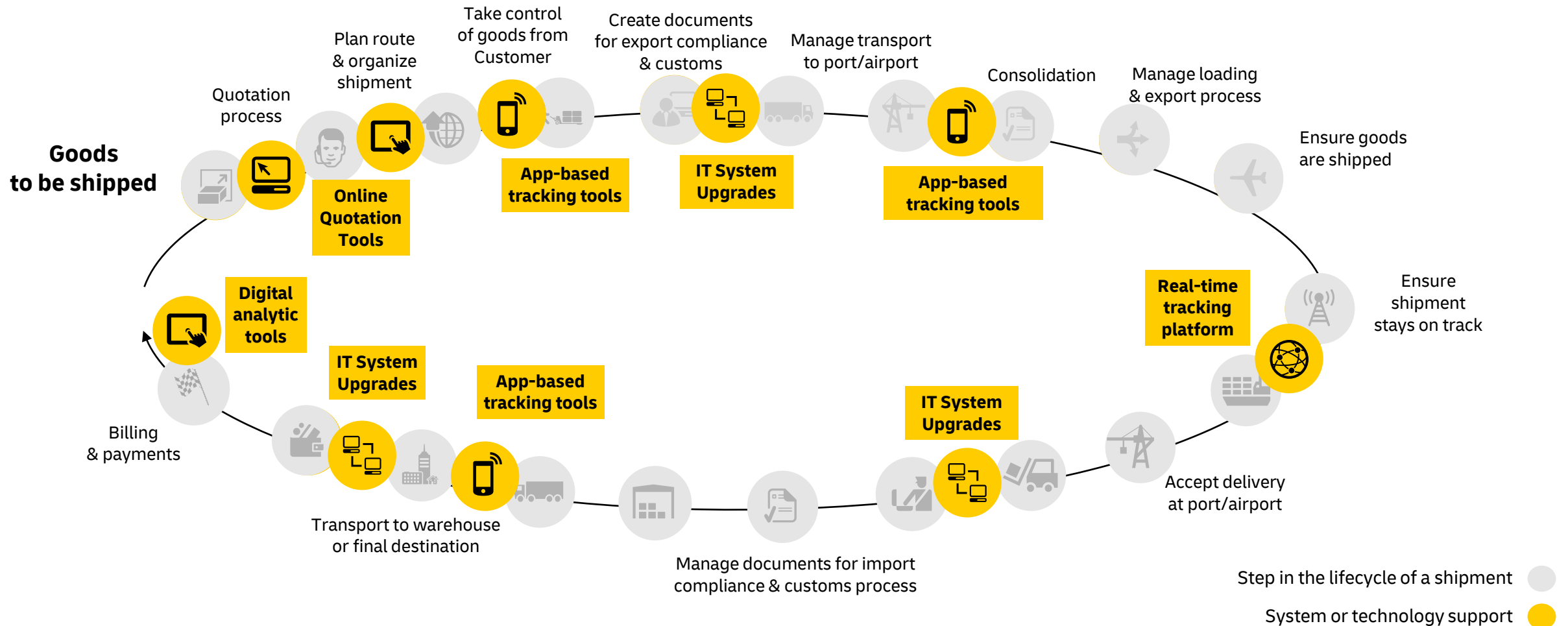
OFR volume growth yoy



DGFF – Emerging new rivals do not pose imminent risk of disruption



The lifecycle of a shipment is a complex process and technology investments are key to success



With IRR & Digital Customer Interaction DGF is enhancing customer experience while increasing operational efficiency

myDHLi

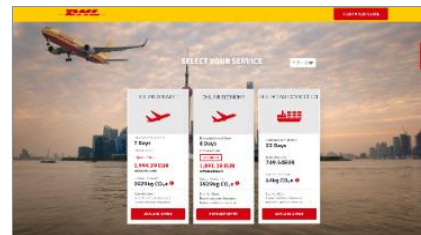
360° VISIBILITY

COLLABORATION

FULL ACCESS

MANAGED BY CUSTOMER

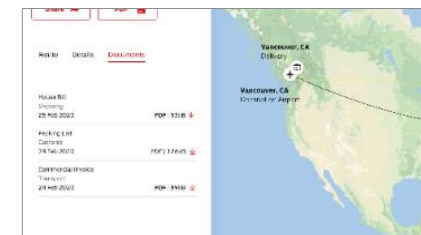
External



QUOTE + BOOK



TRACK



DOCUMENTS



ANALYTICS

IT Renewal Roadmap (IRR): Our Digital Backbone established

Internal



New TMS



Paperless forwarding



Quotation tool



Track + trace / shipment visibility



Steering Logic



... and many more

DGFF FINANCIAL OUTLOOK

EBIT/GP Conversion improvement of 100-200 bps p.a. (with basis from 2018)
Long-term target: **30% DGF conversion**. 5-6% DGFF
EBIT Margin

Initial* market growth assumptions (2018-25):

Air Freight +1-3%

Ocean Freight: +2-4%

Road Freight: +3-4%

Market significant down in 2020. Return to initial assumption depending on recovery shape beyond 2020.

Capex: Flat / slightly increasing from FY 2020 levels (€104m)

CargoWise1 implementation for both Air and Ocean Freight is fully rolled out

DHL SUPPLY CHAIN

Profitable Core

Manage supply chains to reduce complexity for our customers. Our profitable core includes warehousing, transportation as well as key solutions like e-Commerce, Lead Logistics Partner (LLP), Service Logistics, packaging and real estate solutions

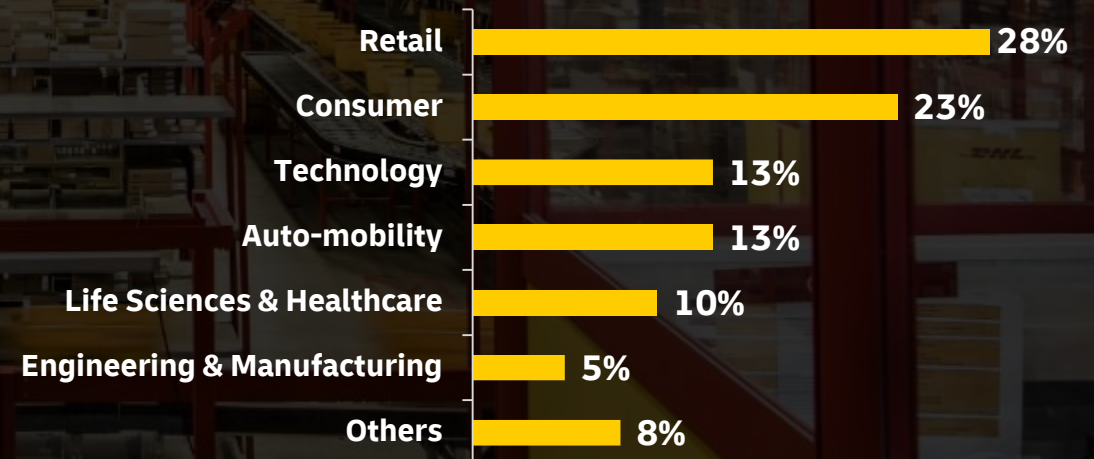
Market Position (2019)

Market share: Top 5 players in contract logistics



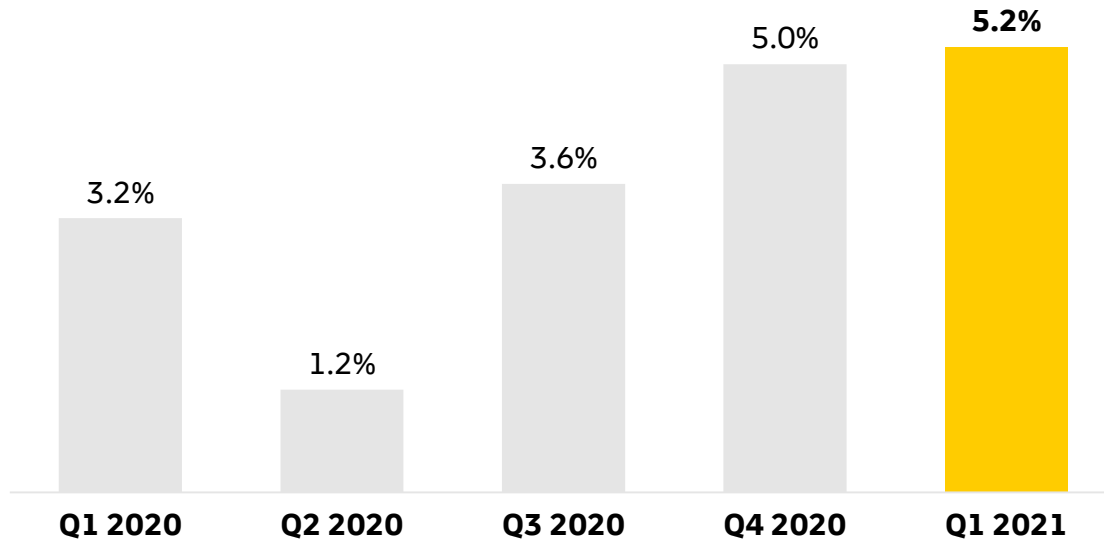
Source: company estimates; Transport Intelligence. Market share is presented on the basis of divisional revenue.

Revenue Mix, FY 2020



DHL Supply Chain: New business wins, gradual B2B recovery & improved processes drive significant earnings growth

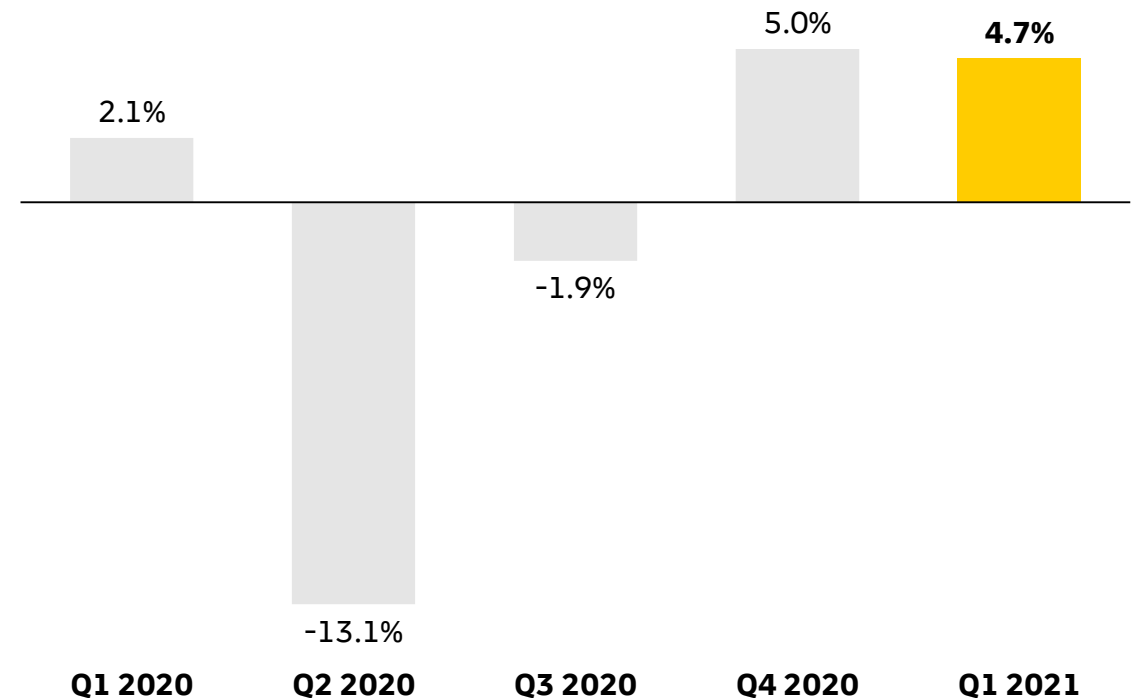
DHL Supply Chain – Reported EBIT Margin



Comments:

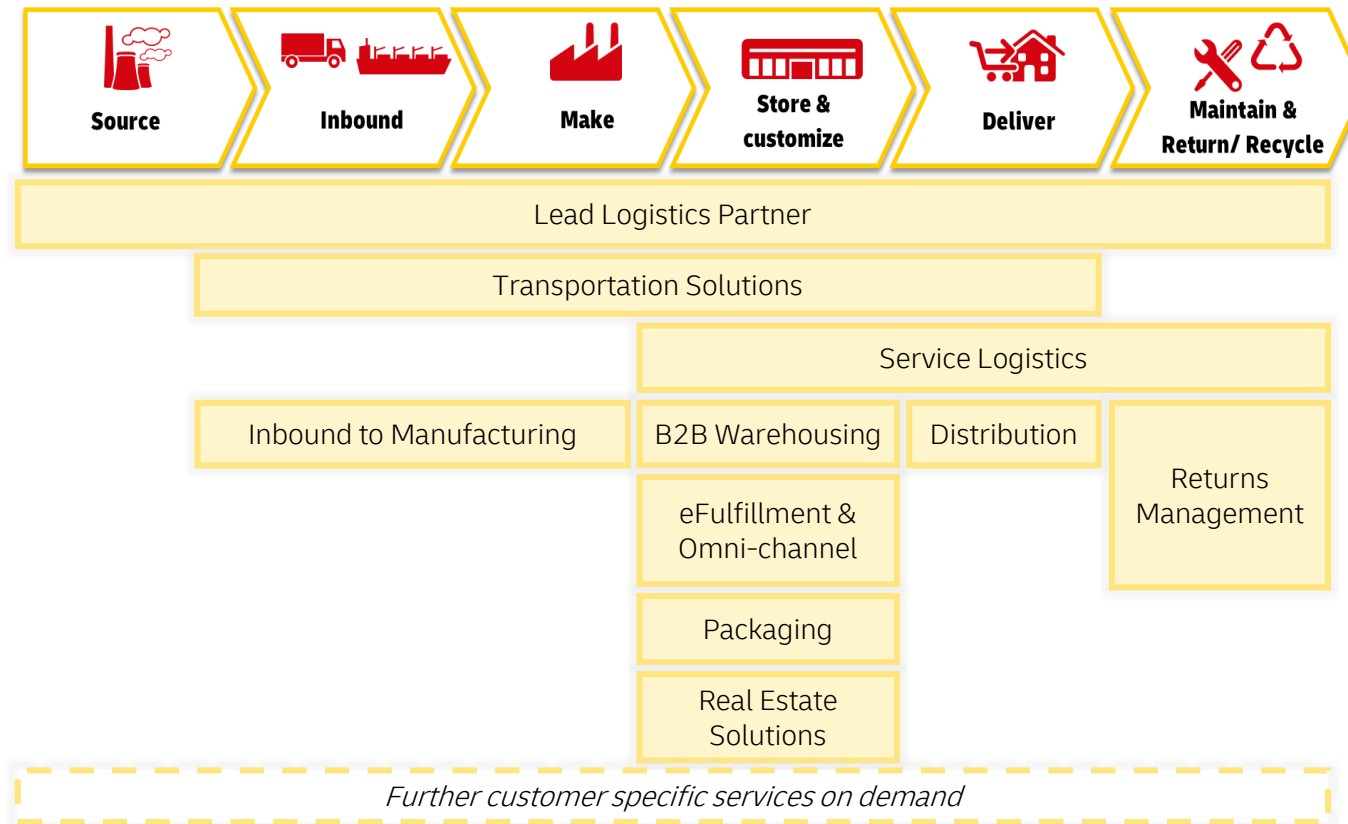
- Second consecutive quarter of return to sales growth driven by new business wins, continuously good contract renewal rate and gradual B2B volume recovery
- Margin back to ~5% target level supported by efficiency improvements, a.o. from digitalization

Organic revenue growth yoy



DHL Supply Chain offering attractive strategic solutions across the whole supply chain

DHL Supply Chain portfolio of key solutions ¹⁾



As the **world's leading contract logistics provider** we create competitive advantage for our customers by delivering exceptional operational service as well as **innovative** and **sustainable solutions** across the supply chain.

We leverage thorough depth of knowledge of market and its dynamics, with **highest standards** and with a benefit of unrivaled environmental and **safety credentials**, along with **state-of-the-art technology** and an attractive **portfolio of solutions**.



Over 50²⁾
Countries served



12.537€m
Revenue in 2020



~1,500 ³⁾
Locations



~15 MIO^{3,4)}
Square meters

Offering globally consistent and innovative solutions to our customers through modular standardization

Best in class solutions

Flexibility to build end-to-end customized solutions at increased speed due to modular building blocks comprising solutions design, IT and Operations catering specific needs e.g. eCommerce

Flexible automation solutions

Focused deployment approach through Accelerated Digitalization Program and optimal orchestration of robotics and people resources through Robotics Hub.

High project management standards

Globally standard project management methodology ensuring smooth and fast setup of new operations

Data analytics for operational improvements

Data is being collected in a coherent way and decisions are made by artificial intelligence e.g. warehouse labor optimization

Operations Management System First Choice

Holistic approach to drive productivity and continuous improvement through processes, behaviors, infrastructure and tools including coaching and incentives.



End-to-end visibility across the whole Supply Chain

Globally consistent operating standards

Minimum standards for key processes and tools e.g. for labor management and quality defined for all operations.

Labor management

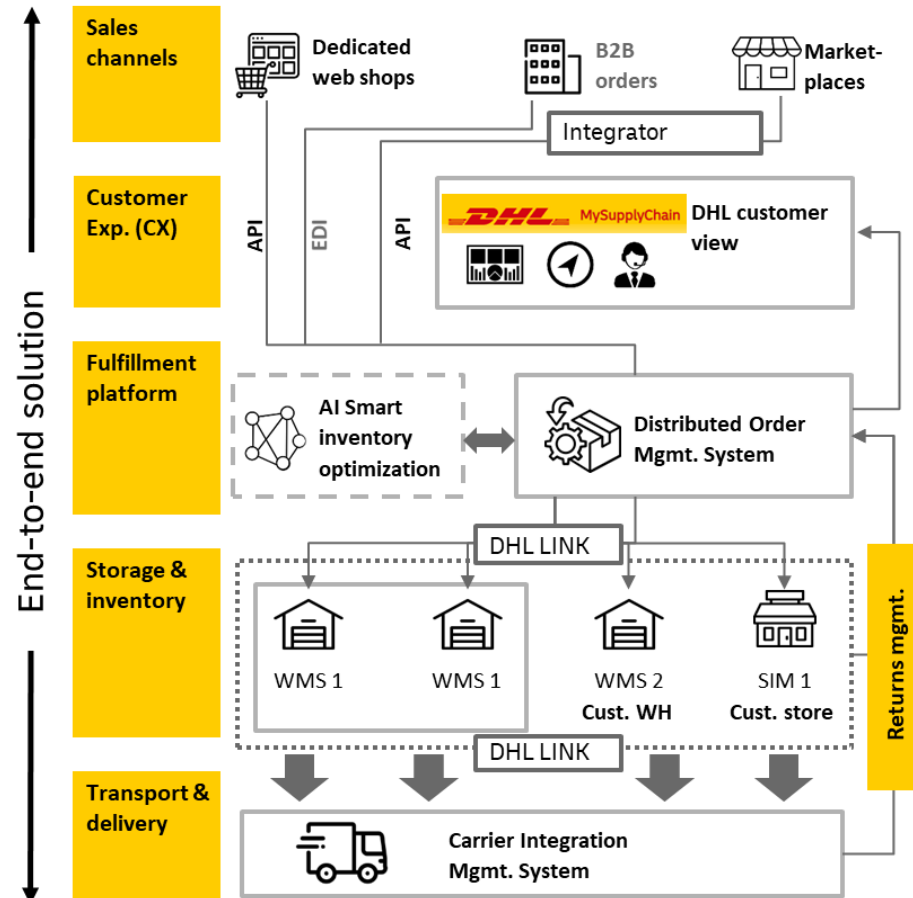
Standards implemented incl. labor management tools, consistent introduction and training, allowing scaling in line with demand and labor sharing across operations.

Real time data based decision taking

Standard reporting tools provide real time financial and operational insights for customers and operations enabling agility and decisions at the right level.

DSC is uniquely positioned to cater for e-commerce growth

Fully integrated end-to-end IT solution for e-Fulfillment



- eCommerce is a focus product for DSC with **~20% of its global staff** already working in eFulfillment operations
- The **53% YoY growth in eCommerce new business** in 2020 was an acceleration of the growth over past years due to the pandemic
- The growth is fueled by the priority areas that DSC is focusing on:
 - **Pure e-commerce for brand manufacturers**
 - **Pure e-commerce retailers / etailers, marketplaces**
 - **Omni-channel** centralized and combined **B2C/ B2B fulfillment**
 - **Regional fulfillment networks** across multi user locations

DHL Supply Chain is leveraging digitalization across all operations to increase efficiency and customer value add

Accelerated Digitalization and Data Analytics (as of 12/2020)



1,700+

projects deployed

60%

of staff touched by AD

800+

sites touched

750+ Collaborative robots deployed

Examples below:



15.000+ smart
wearable devices deployed



200+ analytics projects
to optimize our operations

Standard IT-Robotics integration layer **DHL Robotics Hub**
allowing plug-and-play robotics deployment and orchestrating
labor and robotics in most efficient way



Business Model Digitalization



- UK's first and Europe's largest truly **digital freight platform (DFP)**
- DigiHaul matches **customer demand** for transport load and capacity through **digital platform** by **artificial intelligence**

DSC FINANCIAL OUTLOOK

EBIT margin at ~5%

Capex outlook: Slightly increasing from FY 2020 levels (€351m) driven by new business wins and including investments in digitalization

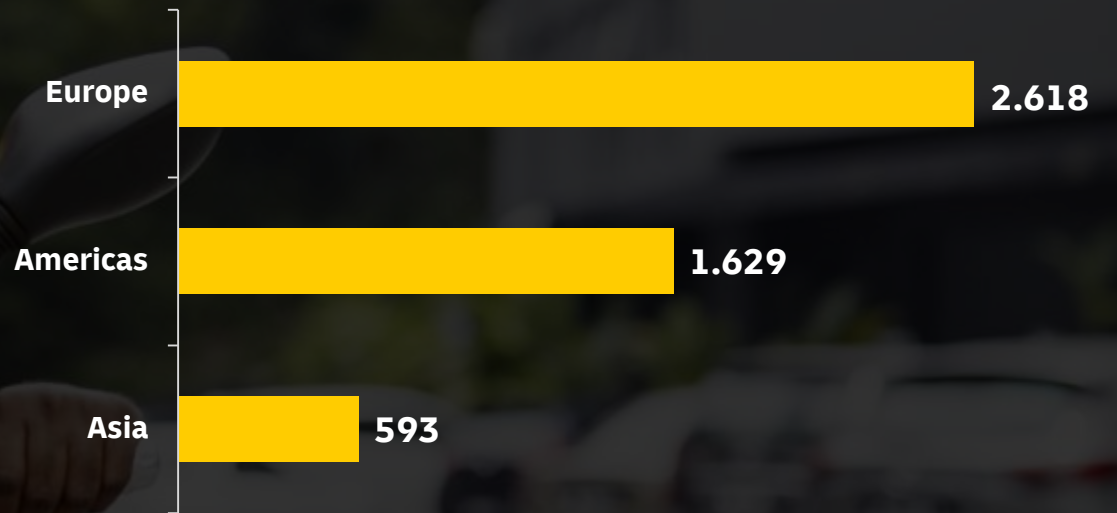
DHL ECOMMERCE SOLUTIONS

Profitable Core

Domestic last mile parcel delivery in selected countries outside of Germany (Europe, USA and selected Asian emerging markets).

Non-TDI cross-border services primarily to/from and within Europe.

Revenue Mix, FY 2020, in €m



DHL eCommerce Solutions: International expansion of e-commerce capabilities fully paying off

Revenue growth, Q1 2021

Netherlands
>60%

Czech Republic
>50%

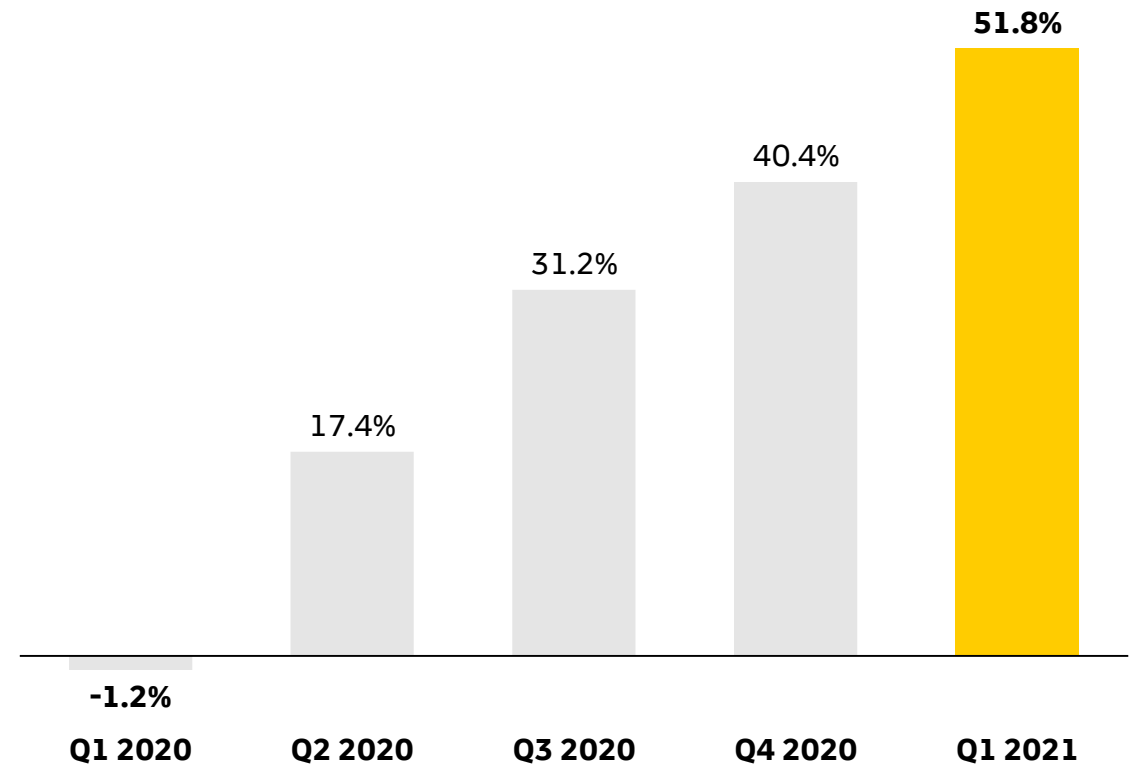
United States
>60%

Cross Border Solutions
>50%

Comments:

- Strong e-commerce growth continues across all DHL eCommerce Solutions networks
- Unchanged assumption: expect continued structural e-commerce growth, with normalization in the course of 2021

DeCS, Organic revenue growth, yoy



DHL eCommerce Solutions: Regions and service portfolio



AMERICAS

- Nationwide domestic delivery in the **United States**
- **Cross-border** from **US** and **Canada**

EUROPE

- Pan-European **cross-border shipping** via DHL Parcel Connect platform
- **Domestic** delivery in 8 countries: **United Kingdom, Netherlands, Belgium, Poland, Spain, Portugal, Czech Republic, Sweden**

ASIA PACIFIC

- **Blue Dart** in India: nationwide domestic courier delivery and integrated express parcel distribution
- **Nationwide domestic and cross-border** delivery in **Thailand, Malaysia and Vietnam.**
- **Cross-border shipping** from **China, India, Australia and Singapore**

DHL eCommerce Solutions: Key stats at a glance



>1.1 billion

parcels delivered each year



35

Country Offices



22,500

Vehicles



2,400

Facilities



45,000

Employees



>70,000

Access Points



6

Dedicated Aircraft

Data as of 31.12.2020

E-commerce: Profitable expansion into international parcel markets

International Domestic and cross-border Parcel delivery – DHL eCommerce Solutions

BUILD

Before Strategy 2020



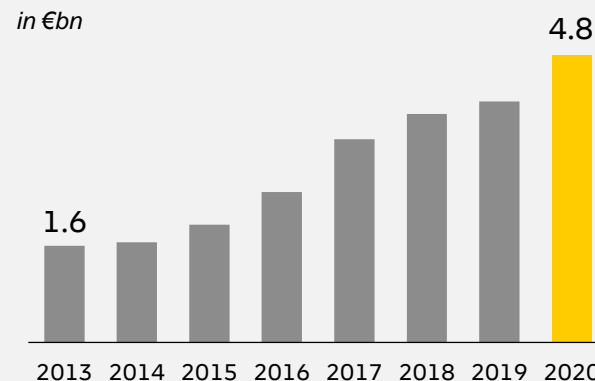
Today



SCALE

DHL eCommerce Solutions

Revenue development¹⁾



1) Since 2019, international parcel operations are combined under the new eCommerce Solutions division. Prior to that, part of PeP division (DHL Parcel Europe + DHL eCommerce)

CONTRIBUTION

Expectation (CMD 2017, p.22)

- Strong **revenue** growth driven by e-commerce trend and portfolio expansion
- EBIT contribution by 2020 will also depend on trajectory of further **portfolio** expansion
- Positive but not yet significant **EBIT** contribution in 2020

2020 results:

- DeCS EBIT: €158m (3.3% margin)
- Expect further growth on this base



DeCS FINANCIAL OUTLOOK

Positive EBIT contribution in 2020 (FY 2020: €158m)
Mid-term: **5-10% sales growth** with gradual margin expansion towards **5% long-term margin** across all businesses

Average **Capex** spend of ~€200m p.a. over 2019-2022

POST & PARCEL GERMANY

Profitable Core

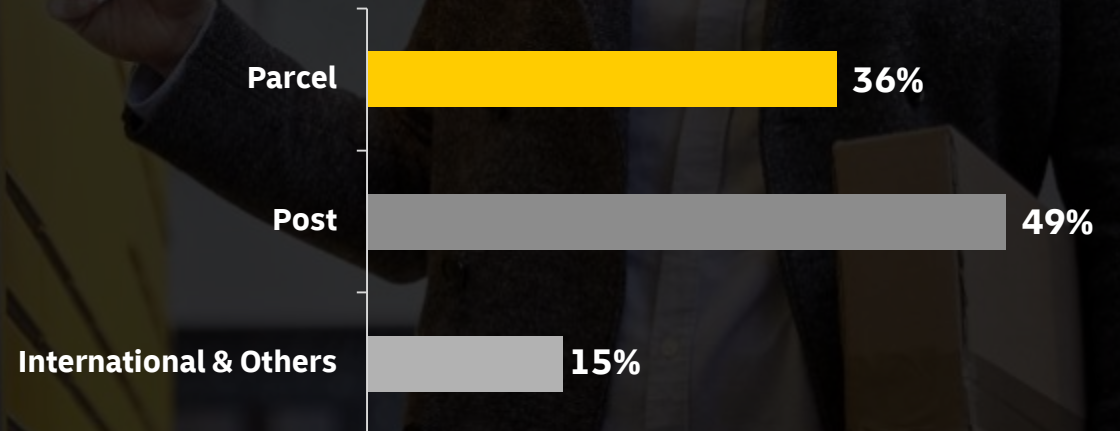
Transporting, sorting and delivering of documents and goods-carrying shipments in Germany and export.

Market Position (2020)

~63% Market share **Mail Communication**
(business customers)

>40% Market share **Parcel**

Revenue Mix, FY 2020



Post & Parcel Germany: Historic volume trends remain at elevated levels

Parcel Germany, yoy

Volume
+41.3%

Revenue
+44.7%

Mail Communication & Dialogue Marketing, yoy

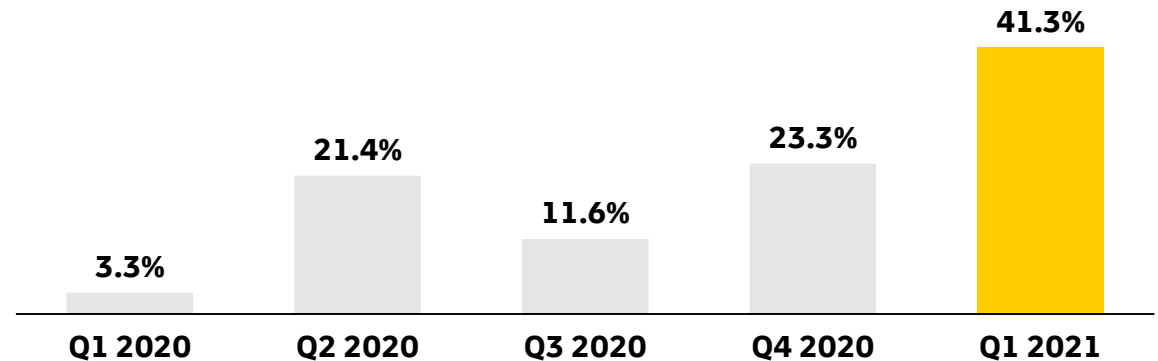
Volume
-9.5%

Revenue
-4.7%

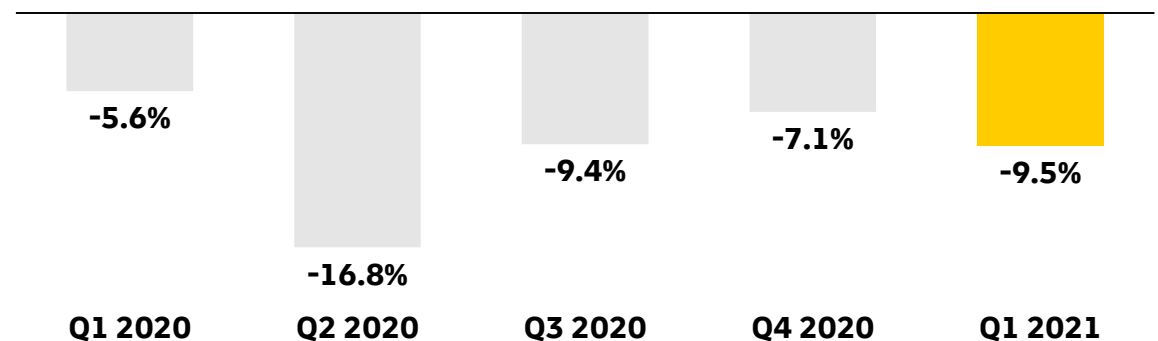
Comments:

- Parcel growth stayed at strong growth levels throughout Q1 – unchanged expectation for fundamental structural growth in e-commerce, with normalization expected in the course of 2021
- Mail volume decline remains worse than historic trend of -2 to -3%

Parcel volume growth yoy



Mail volume growth yoy



P&P Germany: Products and Pricing

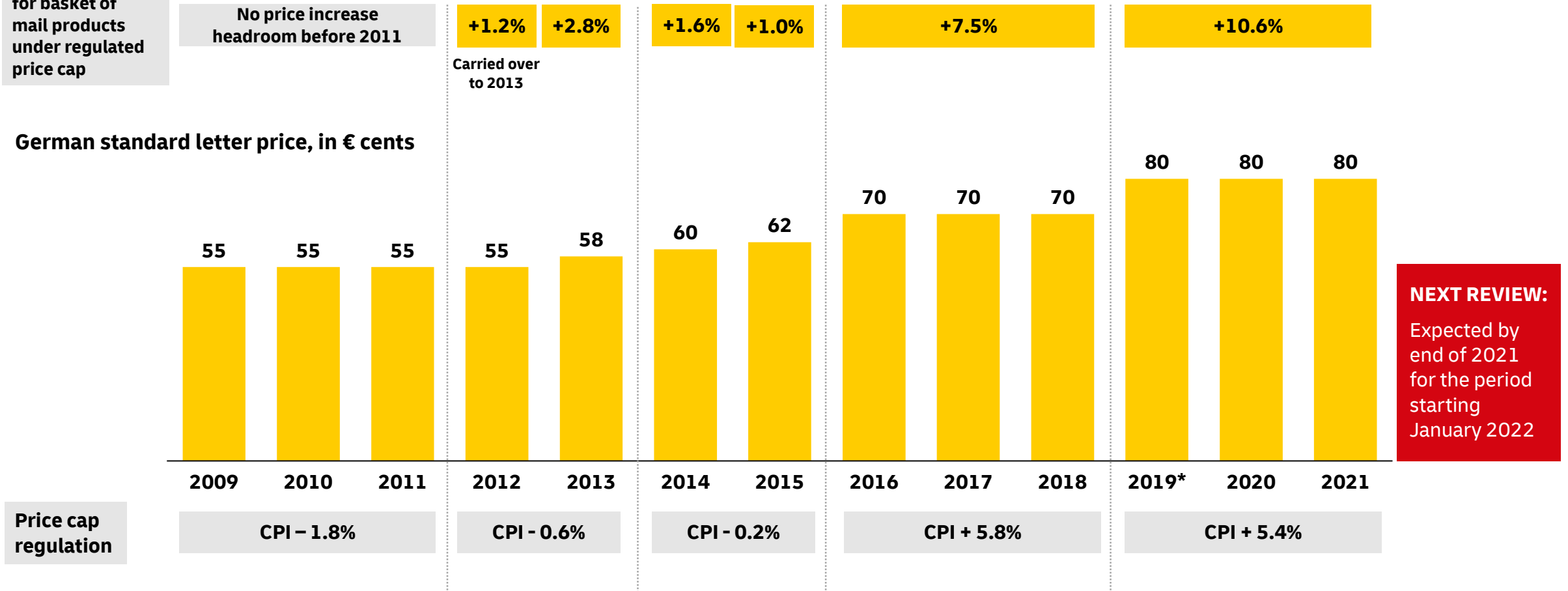
| P&P revenue FY20: €16.5bn | | Pricing |
|------------------------------|--|--|
| Mail Communication €5.5bn | Ex-ante products – <i>private customers</i> (€1.0bn) – <i>business customers</i> (€1.6bn) | Jul 2019: 10.6% increase for 2019-2021 period (incl. international) |
| | Partial services – <i>business customers</i> (€1.9bn) | 2020: 3-4% through reduction of discounts |
| | Other (€0.9bn) ¹⁾ | Partially increased in 2020/2021 |
| Dialogue Marketing €1.8bn | Addressed and undressed advertisement mailings, campaigns (both digital & physical) | Partially increased in 2020/2021 |
| International €2.4bn | In- and outbound Germany shipments | Depends on the product category: Partially increased in 2020/2021 |
| Other €0.8bn | Press, pension services, retail | Partially increased in 2020/2021 |
| Parcel Germany €5.9bn | Business customers Top accounts (~470 customers) Middle accounts (~20k customers) Small accounts (~85k customers) | Pricing varies by contracts. Stronger price increase than historically in 2020. Last increase: January 1st 2021. |
| | Private customers | Listed prices in retail outlets and online |

1) e.g.: small items eCommerce, Philately, "Postzustellungsauftrag"

Topline Germany: Standard letter stamp price development is based on regulated price cap

Pricing headroom for basket of mail products under regulated price cap

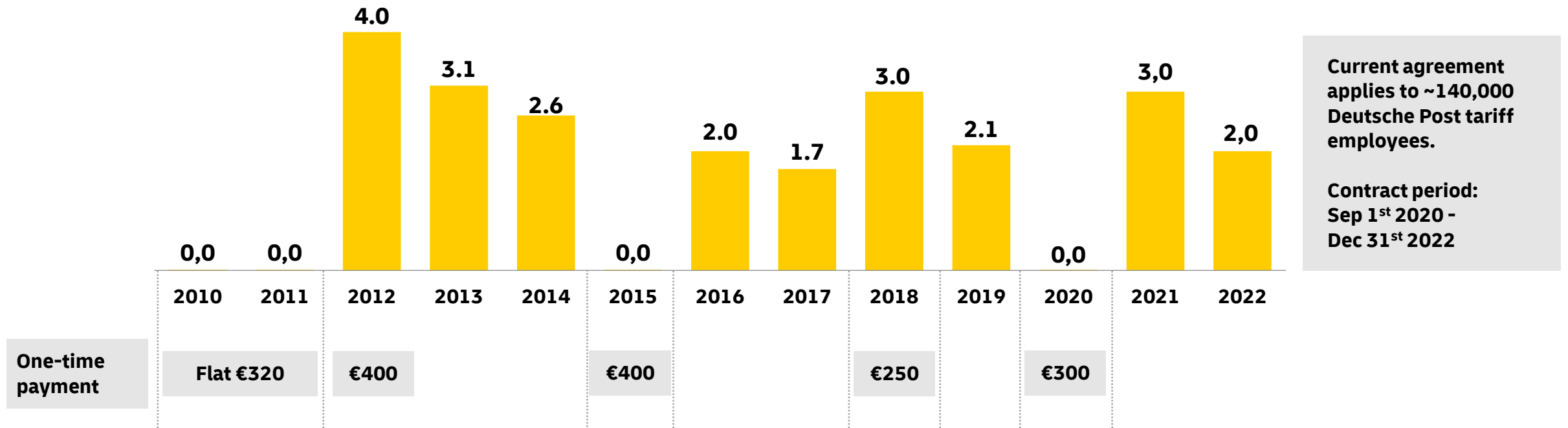
German standard letter price, in € cents



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

P&P Germany: Wage deals in Germany

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



P&P GERMANY FINANCIAL OUTLOOK

EBIT 2021

Guidance: ~€1.7bn

Mid-term: Slow topline growth with stable **EBIT margin**

Volume

Structural trend:

Mail: -2% to -3% p.a.

Parcel: +5% to +7% p.a.

Stronger Parcel growth and Mail decline seen in 2020. Expect growth rates to trend back to initial assumptions over time

Capex:

Flat / slightly increasing from FY 2020 levels (€590m)

Wage increase for tariff employees: 3% from Jan 1st 2021 and 2% from Jan 1st 2022.

Content



DPDHL Group Highlights

Page 3



Strategy 2025

Page 15



Divisional Deep-Dives

DHL Express (page 26), DHL Global Forwarding, Freight (page 32), DHL Supply Chain (page 38), DHL eCommerce Solutions (page 45), P&P Germany (page 51)



Financial Backup

Page 57



DPDHL Group at a glance

| | GROUP | DHL Express | DHL Global Forwarding, Freight | DHL Supply Chain | DHL eCommerce Solutions | P&P Germany |
|-------------|----------|------------------------------------|--------------------------------|-------------------------|------------------------------------|------------------------------------|
| FY 2020 | | | | | | |
| Revenue | €66,806m | €19,135m | €15,914m | €12,537m | €4,829m | €16,455m |
| EBIT | €4,847m | €2,751m | €590m | €426m | €158m | €1,592m |
| EBIT Margin | 7.3% | 14.4% | 3.7% | 3.4% | 3.3% | 9.7% |
| FTEs* | 502,207 | 99,365 | 42,376 | 159,152 | 29,819 | 158,889 |
| | | Network business – asset intensive | Brokerage – asset light | Outsource – asset light | Network business – asset intensive | Network business – asset intensive |

*average for the year

Q1 2021 Group P&L

| in €m | Q1 2020 | Q1 2021 | vs. LY |
|---------------------------------|---------------|---------------|----------------|
| Revenue | 15,464 | 18,860 | +22.0% |
| EBIT | 592 | 1,911 | +222.8% |
| Financial result | -151 | -154 | -2.0% |
| Taxes | -106 | -492 | -364.2% |
| Consolidated net profit* | 301 | 1,190 | +295.3% |
| Basic EPS (in €) | 0.24 | 0.96 | +300.0% |

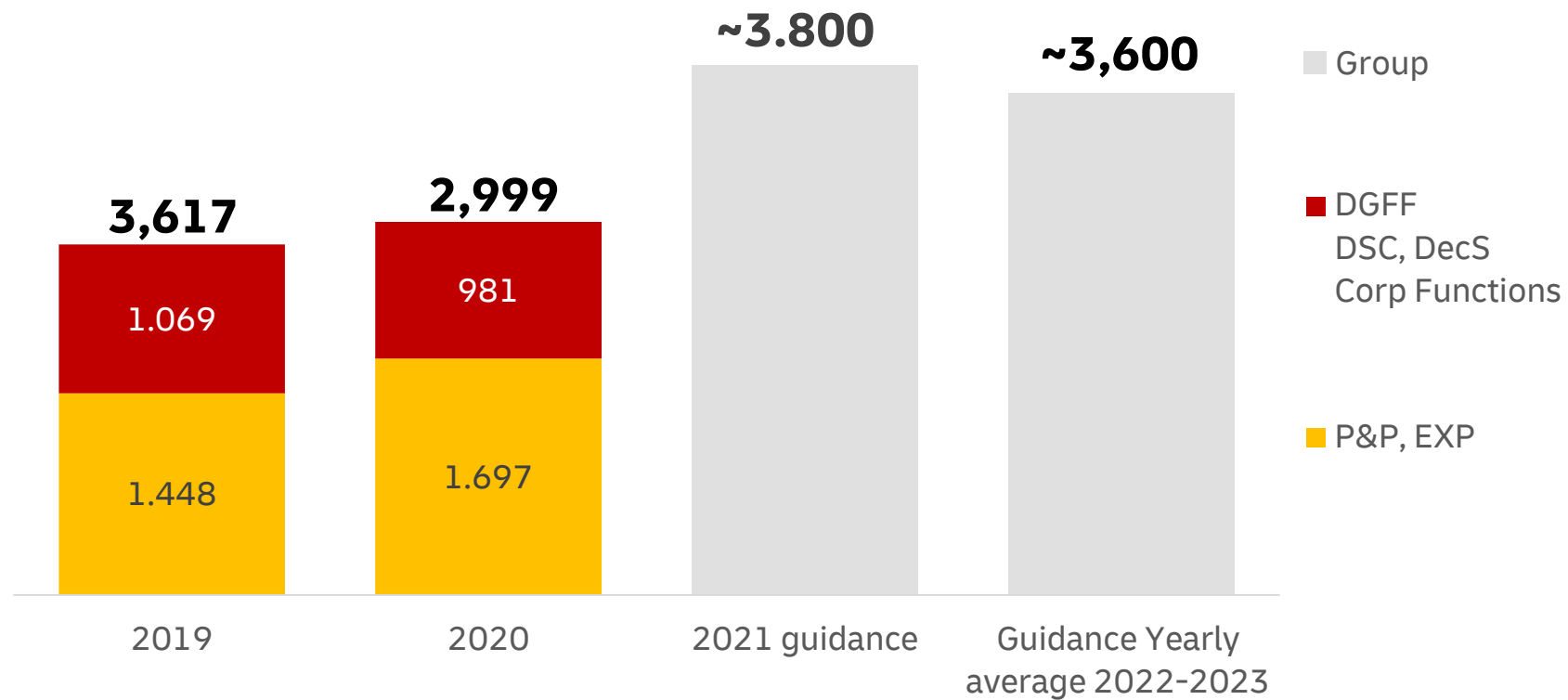
*attributable to DPDHL Group shareholders

Q1 2021 Cash Flow Statement

| in €m | Q1 2020 | Q1 2021 | vs. LY |
|--|-------------|--------------|---------------|
| EBIT | 592 | 1,911 | +1,319 |
| Depreciation, amortization and impairment losses | 1,021 | 930 | -91 |
| Change in provisions | -26 | 9 | +35 |
| Income taxes paid | -168 | -273 | -105 |
| Changes in working capital | -758 | -94 | +664 |
| Other | 89 | 7 | -82 |
| Operating Cash Flow | 750 | 2,490 | +1,740 |
| Net Capex | -571 | -667 | -96 |
| Net cash for leases | -578 | -629 | -51 |
| Net M&A | -5 | -2 | +3 |
| Net interest | -5 | -9 | -4 |
| Free Cash Flow | -409 | 1,183 | +1,592 |

Capex development 2019-2023e

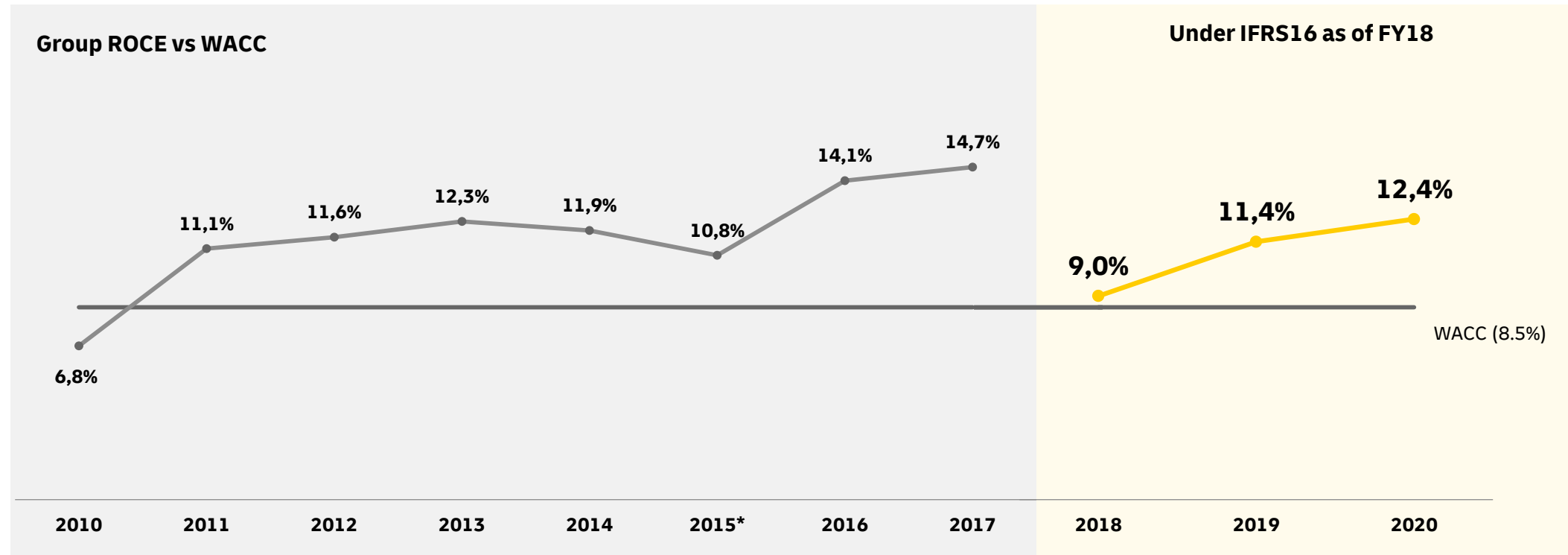
Group gross capex, in €m



Note: Capex expectation includes full gross capex spend related to 2018 & 2020 Boeing 777 orders

Group ROCE trending further up: returns increasing on higher asset base

Increasing returns under Strategy 2015 / 2020 – positive trend continued after lease accounting rebasement



*2015 EBIT adjusted for NFE-write off

ROCE = EBIT / (Total assets – current liabilities)

Balance sheet continues to show healthy leverage ratios

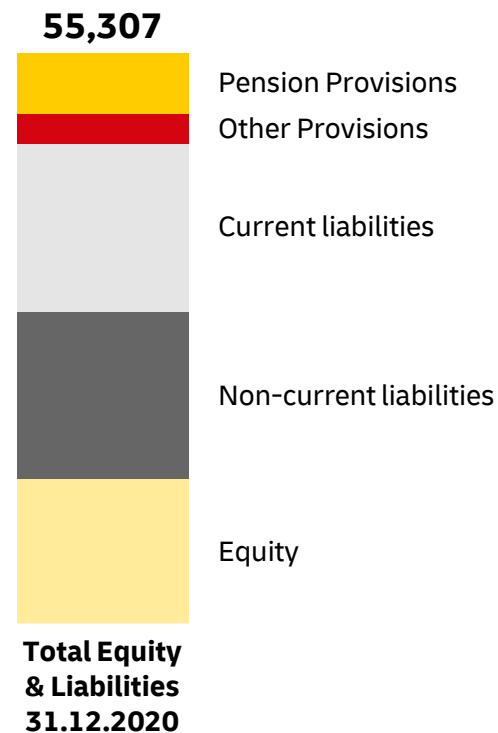
47.9%
Net Gearing

25.5%
Equity Ratio

1.7x (2019) **1.5x (2020)**
Net Debt / EBITDA

9.9x
Net Interest Cover

All figures in €m, FY 2020



12.928
Net Debt

8.677
EBITDA

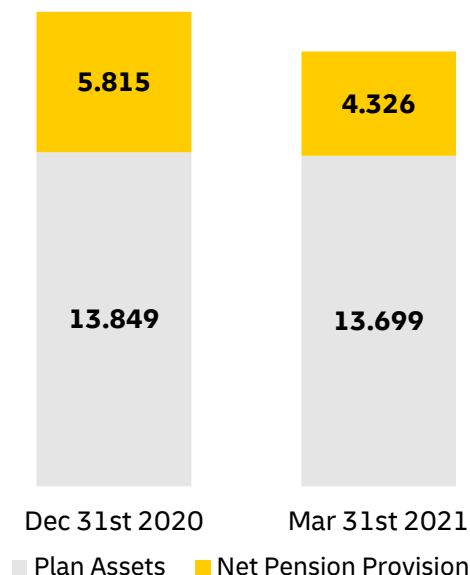
4.847
EBIT

489
Net interest paid

DPDHL Group Pensions – DB and DC plans

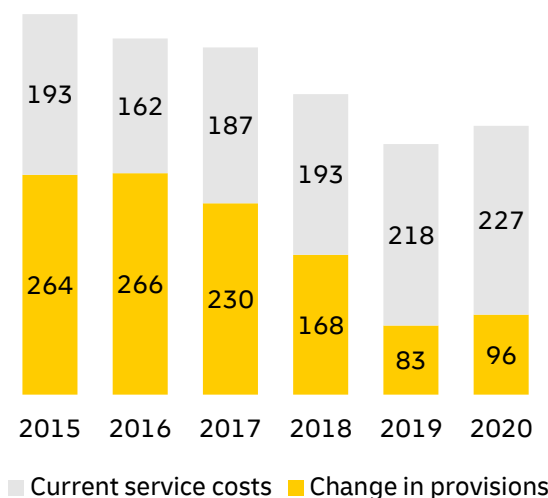
in €m

Defined Benefit Obligation



Defined Benefits Staff Costs* & Change in Provisions

* Excluding one-offs

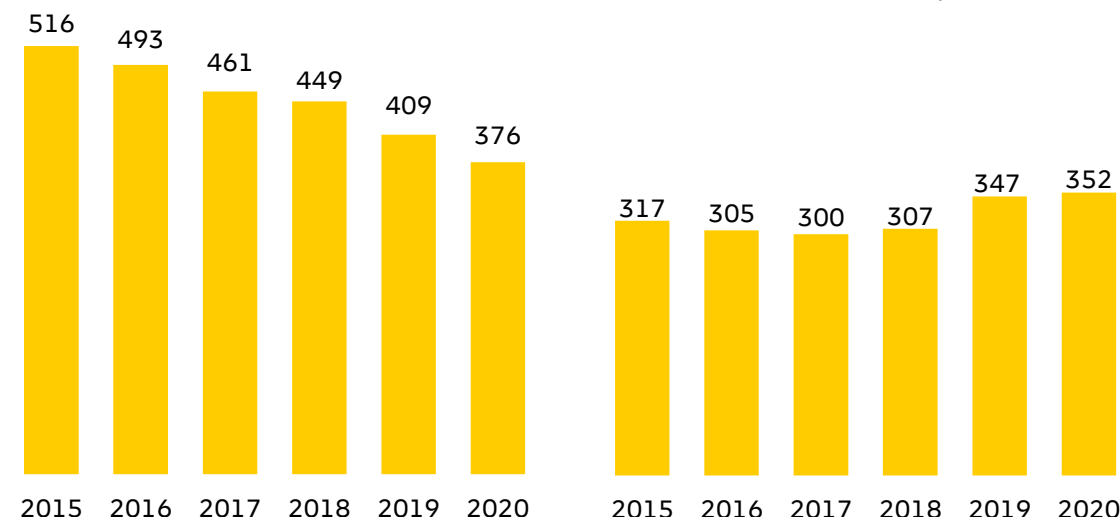


Defined Contribution (Cash out ≈ staff costs in EBIT)

Civil Servants in Germany

Hourly workers & salaried employees*

*mainly outside Germany



| Discount Rate (DBO) | Germany | UK | Other | Total |
|---------------------------|---------|-------|-------|-------|
| Mar 31 st 2021 | 1.40% | 2.00% | 1.46% | 1.58% |
| Dec 31 st 2020 | 0.80% | 1.20% | 1.06% | 0.95% |

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