Key facts about Deutsche Post DHL Group

- About 510,000 employees in more than 220 countries and territories (of which about 60% outside of Germany)
- Group revenues: EUR 57.3bn
  Group EBIT: EUR 3.49bn
  Market capitalization\(^1\): EUR 38.760bn
- 59m letters per workday in Germany
  4.3m parcels per workday in Germany
  Around 28,000 sales outlets in Germany
- ~ 809,000 international express shipments per day (Time Definite International)
  +7.6% versus 2015
- 3.6m tons of air freight; 3.1m TEU\(^2\) of ocean freight. No. 2 European road freight
- 13.7m square meters\(^3\) of warehouse space in contract logistics

With our fleet of
- 92,328 vehicles
- 190 jet airplanes
  and
- facilities in 220 countries and territories
  we have an annual\(^4\) consumption of
- 22.7 Mio. l.
  gasoline
- 420,2 Mio. l.
  diesel
- 1,332.5 Mio. l.
  kerosene
- 3,489 Mio. kWh
  energy\(^5\)


Deutsche Post DHL Group
Deutsche Post DHL Group carbon footprint 2016

CO₂e emissions (total) by source

Total 26.92 million tonnes CO₂e

- 11% ocean transport
- 3% buildings
- 21% road transport
- 65% air transport

Source: Deutsche Post DHL Group; Corporate Responsibility Report 2016
Our corporate strategy

The importance of acting responsibly is increasing and is therefore reflected in our ambition to become a benchmark company for responsible business.

Provider of Choice

Customers will view DPDHL as the reference for logistics

Consistently >80% customer satisfaction

Investment of Choice

Shareholders will see DPDHL as a company that consistently delivers against high aspirations

> 8% EBIT CAGR¹)

Employer of Choice

(Potential) employees will want to work for DPDHL because it enriches their lives

Group-wide >80% employee engagement/active leadership scores

¹) Compound Annual Growth Rate

Mission 2050 plus
- Global Target
- Local Target
- Economic Target
- People Target

Source: Deutsche Post DHL Group; 1) Compound Annual Growth Rate
Successes of our GoGreen program

First global logistics service provider with a quantified CO₂ efficiency target

2008

Adopting the Shared Value approach and a new generation of tailored GoGreen Solutions

2012

Start of large scale rollout of electric mobility for pick-up and delivery services

2014

Achieving 2020 target to improve carbon efficiency by 30%, 4 years early

2016

The world agrees on the Paris Agreement

UN Sustainable Development Goals are decided

Major customers demand green logistics services

Investors demand action and transparency

Regulatory requirements lean towards decarbonization of transport

Source: Deutsche Post DHL Group
If you want something new you have to stop doing something old.

*Peter Drucker*
Our bold long-term mission

MISSION 2050: ZERO EMISSIONS

Source: Deutsche Post DHL Group; Zero emissions refers to net zero emissions
Four strategic targets for 2025

We defined four strategic targets for 2025 to track progress against our 2050 mission

1. **Global Target**
   - By 2025, we will increase our carbon efficiency by 50% over 2007 levels to support the global ambition to limit global warming to well below 2°C.

2. **Local Target**
   - By 2025, we will improve local quality of life by delivering 70% of our own first and last mile services with clean pick-up and delivery solutions.

3. **Economic Target**
   - By 2025, more than 50% of our sales will incorporate Green Solutions which make our customers’ supply chains greener.

4. **People Target**
   - By 2025, we will have trained 80% of our employees to become certified GoGreen specialists and we will actively involve them in our environmental and climate protection activities. This includes joining partners to plant one million trees each year.

Source: Deutsche Post DHL Group
Local target 2025

By 2025, we will improve local quality of life by delivering 70% of our own first and last mile services with clean pick-up and delivery solutions.

Did you know?

We have more than 3,400 StreetScooter on the road and already deliver Express shipments in 58 major European cities by bike, including our custom-designed DHL Cubicycle.

Source: Deutsche Post DHL Group
Global efficiency technologies - Last mile delivery

Electric vehicles offer benefits especially in the short and start-stop intensive driving cycles in ‘last mile’ delivery

Source: Deutsche Post DHL Group
Bikes couriers across Europe

DHL Express is operating bikes in 58 cities in 15 countries on more than 100 routes

• In the Netherlands 10% of the DHL Express routes are operated by bikes

• With the introduction of our new Cubicycle concept we are able to further scale up the use of bikes in urban areas

• Bikes are in scope for several regions beyond Europe. New York and Singapore are the first cities to deploy cargo bikes outside Europe
Past and current evolution steps of containerization

The containerization concept is undergoing continuous advancements

2015: Introduction of Cubicycles for last mile delivery

2016: Introduction of van/trailer combinations to carry the boxes to inner city swapping zones

2017: Replacement of the van/trailer combinations by e-vans carrying the boxes to the inner city swapping zones

Source: Deutsche Post DHL Group
Process chain Deutsche Post and DHL Parcel

- **Pickup**: 12:00 pm - 6:30 pm
- **Linehaul**: 8:30 pm - 5:00 am
- **Regio Trans**: 5:00 am - 7:00 am
- **Delivery**: 8:00 am - 5:00 pm

**Statistics**

<table>
<thead>
<tr>
<th>Pickup</th>
<th>Linehaul</th>
<th>Regio Trans</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>380 Trucks</td>
<td>2,210 Trucks</td>
<td>380 Trucks</td>
<td>47,140 Vans</td>
</tr>
</tbody>
</table>

Source: Deutsche Post DHL Group
Deutsche Post – StreetScooter roll-out

3,400 StreetScooter Work and Work L in operations, rollout to other EU countries and sales to external customers started

Parcel Delivery DE

- CO₂-free delivery in inner-cities:
  - Bochum: 75
  - Cologne: 36
  - Berlin: 36
  - Munich: 28
  - Cologne, Stuttgart, Hamburg, Herne

Parcel Delivery EU

- EU roll-out in NL, UK, PL, CZ, SK, AT and ES:
  - Utrecht: 76
  - Vienna/Graz: 15
  - Warsaw, Prague, Bratislava, Madrid, London: 5 vehicles each

Source: Deutsche Post DHL Group
# StreetScooter Portfolio – Tailor-made tools for last-mile delivery

<table>
<thead>
<tr>
<th>Bike</th>
<th>Trike</th>
<th>Work</th>
<th>Work L</th>
<th>Work XL</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Bike" /></td>
<td><img src="image" alt="Trike" /></td>
<td><img src="image" alt="Work" /></td>
<td><img src="image" alt="Work L" /></td>
<td><img src="image" alt="Work XL" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Status</th>
<th>Series prod., &gt; 1,000 in ops</th>
<th>5 prototypes in testing</th>
<th>Series prod., &gt; 3,400 in ops</th>
<th>Series prod., 150 in ops</th>
<th>Series prod. Q1/ 18; 170 by end of 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity</td>
<td>4 boxes</td>
<td>6 boxes</td>
<td>4 m³</td>
<td>8 m³</td>
<td>20 m³</td>
</tr>
<tr>
<td>Payload</td>
<td>50 kg</td>
<td>90 kg</td>
<td>710 kg</td>
<td>1.000 kg</td>
<td>1.250 kg</td>
</tr>
<tr>
<td>Total weight</td>
<td>210 kg</td>
<td>285 kg</td>
<td>2.080 kg</td>
<td>2.650 kg</td>
<td>4.250 kg</td>
</tr>
<tr>
<td>Engine</td>
<td>250 W</td>
<td>250 W</td>
<td>48 kW</td>
<td>64 kW</td>
<td>84 kW</td>
</tr>
<tr>
<td>Max. speed</td>
<td>25 km/h</td>
<td>25 km/h</td>
<td>85 km/h</td>
<td>85 km/h</td>
<td>85 km/h</td>
</tr>
<tr>
<td>Battery capacity</td>
<td>480 Wh</td>
<td>2 x 480 Wh</td>
<td>20 kWh</td>
<td>29 kWh</td>
<td>48 - 96 kWh</td>
</tr>
<tr>
<td>Range</td>
<td>25 km</td>
<td>30 km</td>
<td>80 km</td>
<td>80 km</td>
<td>80 – 200 km</td>
</tr>
</tbody>
</table>

Source: Deutsche Post DHL Group
**E-Mobility at a glance**

**E-mobility is potentially suited for large-scale rollout in delivery operations**

<table>
<thead>
<tr>
<th>Employees</th>
<th>Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>› <strong>77 percent</strong> of surveyed delivery staff <strong>prefer</strong> the <strong>electric vehicle</strong> to the diesel</td>
<td></td>
</tr>
<tr>
<td>› <strong>100%</strong> of the surveyed delivery staff consider e-vehicles <strong>suitable</strong> for delivery</td>
<td></td>
</tr>
<tr>
<td>› <strong>88%</strong> had <strong>fun</strong> driving e-vehicles</td>
<td></td>
</tr>
<tr>
<td>› <strong>Electric vehicles</strong> are <strong>stable</strong> in daily operations (uptime &gt;90%)</td>
<td></td>
</tr>
<tr>
<td>› Electrical <strong>power supply</strong> is <strong>sufficient</strong> with <strong>time-controlled</strong> charging</td>
<td></td>
</tr>
<tr>
<td>› <strong>Maintenance and service</strong> for high-voltage technology is <strong>improving</strong></td>
<td></td>
</tr>
</tbody>
</table>

**The way ahead**

<table>
<thead>
<tr>
<th>Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>› <strong>Larger fleet</strong> requires highly <strong>reliable charging infrastructure</strong></td>
</tr>
<tr>
<td>› <strong>Standardization</strong> and flexibility of <strong>charging infrastructure</strong> necessary</td>
</tr>
<tr>
<td>› <strong>Long-term performance</strong> compared to conventional vehicles still subject to daily experience</td>
</tr>
</tbody>
</table>

**Lessons learned**

| |
| | |
| › **E-mobility** concept enjoys **high acceptance** amongst staff |
| › Series production **electric vehicles** perform **reliable and robust** |
| › **Cost-effective** operation is **possible** given the selection of suitable vehicle concepts |

Source: Deutsche Post DHL Group
Everyone loves the StreetScooter

Source: Deutsche Post DHL Group
The best way to predict the future is to create it.

Peter Drucker