

OUR BUSINESS



Deutsche Post is Europe's largest postal service provider, the market leader on the German letter and parcel market and has a leading position in international mail. Its portfolio ranges from standard products to environmentally-friendly and tailored solutions for consumers and business customers in the areas of mail communication, dialogue marketing and transporting parcels.

MAIL

Business units and products

Mail Communication

Mail products

Special services

Franking

Philately

Dialogue Marketing

Advertising mail

Tailored end-to-end solutions

Special services

Press Services

Press distribution services

Special services

Parcel Germany

Parcel products

Special services

Packstations, Paketboxes

Portals: MeinPaket.de; Allyouneed.com
paket.de

Global Mail

Mail import and export

Cross-border mail and parcels

Mail services in domestic markets
outside of Germany

Special services

Pension Service

Database administration

Payment processes

Customers

40.7 million households

3.7 million business customers

2.0 million retail outlet customers
per working day

Network in Germany

82 mail centres

33 parcel centres

Around 2,650 Packstations

Around 1,000 Paketboxes

Over 26,000 retail outlets and points
of sale

64 million letters per working day

More than 3.4 million parcels
per working day



Business units and market positions, page 24 ff.

Objectives and strategies, page 31 ff.

Business performance in the divisions, page 62 ff.

Future economic parameters, page 101 ff.



With its expertise in the cross-border express business, air and ocean freight, road and rail transport and contract logistics, DHL is the market leader in the international logistics industry. With a global network and local expertise as well as a commitment to service and quality we provide solutions tailored to customer requirements in more than 220 countries and territories.

EXPRESS

Products

Time Definite
Same Day
Day Definite

Regions

Europe
Americas
Asia Pacific
MEA (Middle East and Africa)

Network

> 220 countries and territories
3 main global hubs
> 40,000 Service Points
2.7 million customers
31,000 vehicles
> 250 dedicated aeroplanes

GLOBAL FORWARDING, FREIGHT

Products

Global Forwarding
Air freight
Ocean freight
Industrial projects
Transport management
Customs clearance

Freight

Full truckload
Part truckload
Less than truckload
Intermodal transport

Regions

Global Forwarding
Worldwide
> 150 countries and territories
Freight
Europe, CIS, the Middle East,
North Africa, USA
> 50 countries

Locations

Global Forwarding
> 850 branches
Freight
> 180 branches

SUPPLY CHAIN

Supply Chain

Services
Warehousing
Distribution
Managed transport
Value-added services
Supply Chain management and consulting

Focus sectors

Consumer
Retail
Technology
Life Sciences & Healthcare
Automotive
Energy

Global products

Lead Logistics Provider
Packaging Services
Maintenance & Repair Operations
Technical Services
Life Sciences & Healthcare Platform
Airline Business Solutions
E-Fulfilment
Environmental Solutions

Williams Lea

Marketing Solutions
Office Document Solutions
Customer Correspondence Management