






Corporate presentation

2018





-  We are SEUR
-  DPDgroup
-  Innovative solutions
-  Our commitment



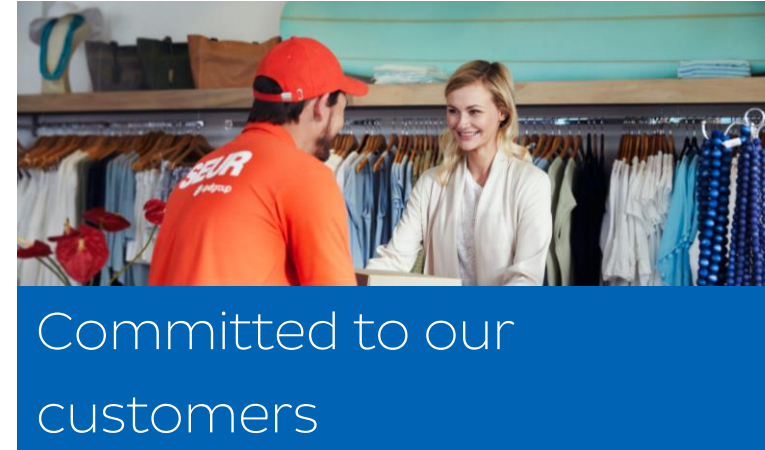
We are SEUR



We are SEUR



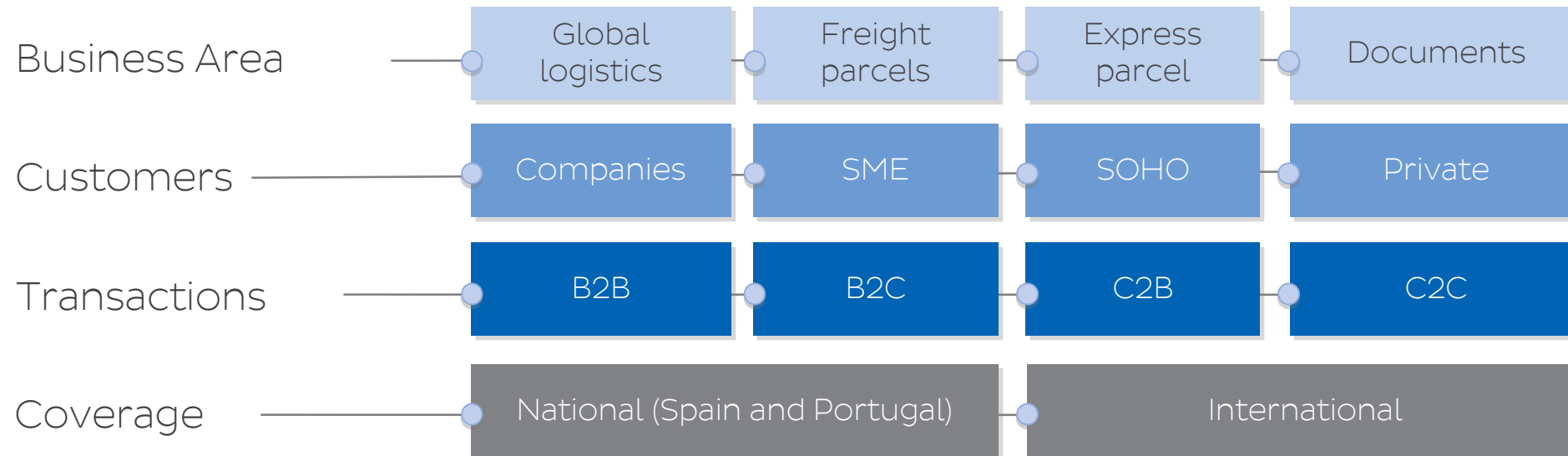
- Pioneer company in the industry since 1942
- The structure with largest network in Spain and Portugal
- Multi-expert mindset
- International operational capacity provides service to 230 countries through the GeoPost network



- Pro-activity in delivery solutions
- Adaptation to every customer's need
- Proximity and cooperation
- Quality, reliability and customer's full satisfaction
- We have the highest satisfaction ratio of the market: more than 90%

We are SEUR

Multi-expert Mindset



We are SEUR

The best team

Sales School



- More than 1.250 professionals trained in Spain and Portugal

Leaders School

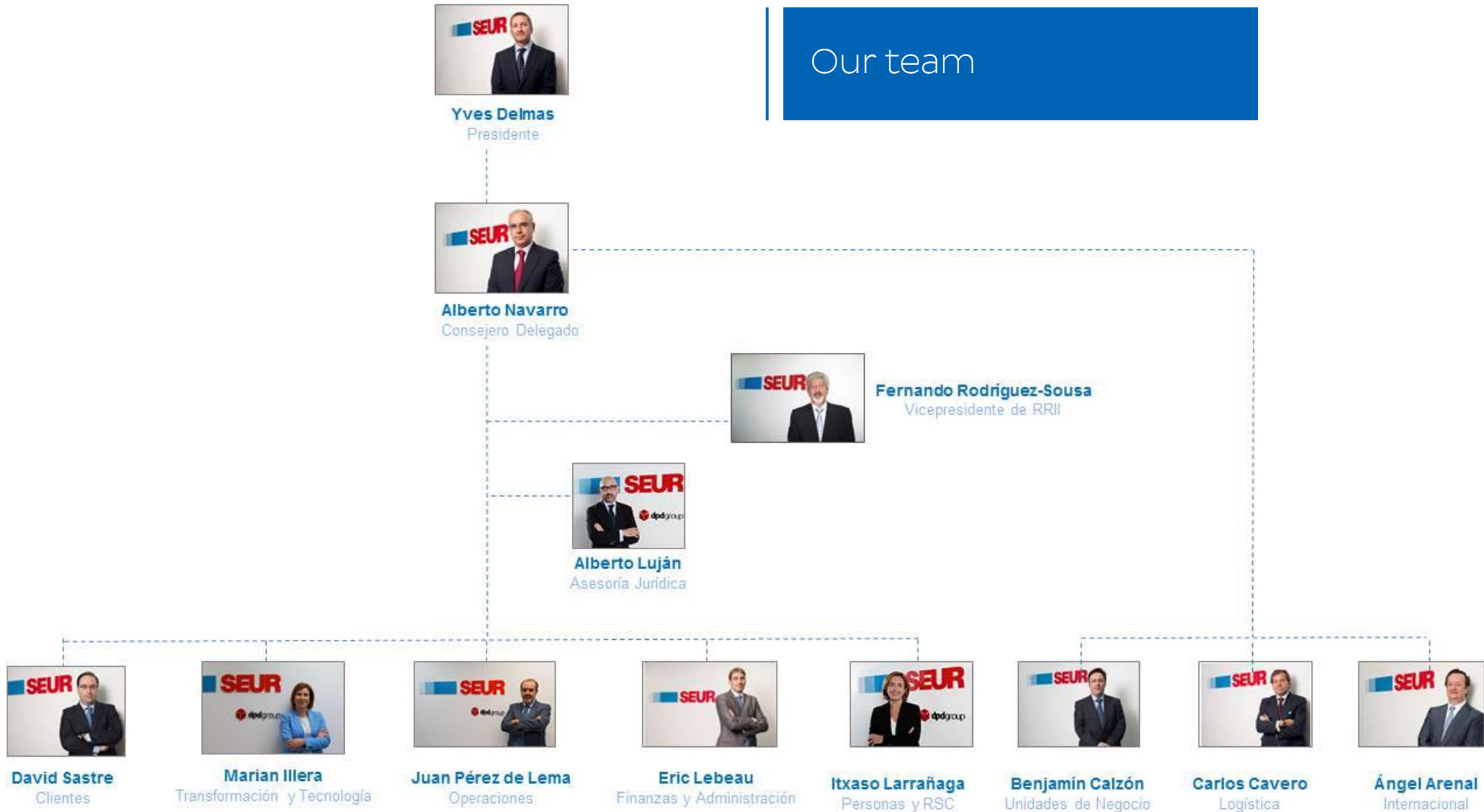


- + 120 students
- Total training hours: 13.800



We are SEUR

Our team



SEUR in figures

Revenue 2017
(millions)

660 M €

215 M €

e-commerce

International

168 M €

Parcels delivered
2017

+ 110
millions

Parcels per day



370.000

5%

Growth in
volumes

Professionals

8.000

(500 new jobs)

Fleet of vehicles

5.000

Pickup network

1.400

1,2 million
Customers

Most of the achieved milestones and results in 2016 are key to developing our future goals



INTERNATIONAL BUSINESS 25% OF GLOBAL REVENUE



B2B SUSTAINED GROWTH ENGINE



GROWTH OF 15% IN COLD SERVICE



STRONG GROWTH OF SEUR NOW (x2)

STRENGTHENING THE GEOPOST PRESENCE IN SPAIN AND PORTUGAL

92%



10% GROWTH IN PREMIUM SERVICES



GROWTH IN KEY ACCOUNTS



+ TRAINING HOURS



EMPLOYABILITY AND CHARITY PROJECTS

DPDgroup

2





2017 achievements

Success, cooperation and integration



Italy

Fantastic cooperation
& team spirit with BRT
team



Brazil

Great start & fantastic
work achieved in less
than one year



Russia

Great move towards
integration between
DPD & SPSR



Turkey

Great turnaround
achieved in a very
difficult environment

2017 achievements

Success, cooperation and integration



India

Fantastic work and cooperation to move the business model to B2C



South East Asia

GeoPost to become a shareholder in Ninja Van



France

Chronopost to acquire Delifresh



Europe

Big investments in hubs launched

Trends 2018

#1

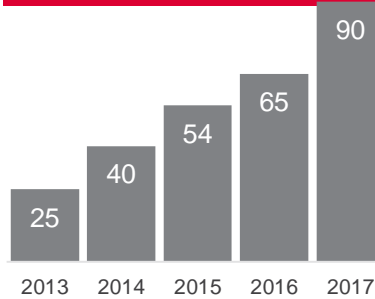
Strong B2C growth



B2C captures the whole growth of the CEP market in Europe

#2

Faster deliveries



AMZ Prime customers growth in million (USA)

#3

Last mile as a service



In the B2C market, the recipients expectations are about everything making their life easier

#4

Urban logistic as a milestone



One emerging concept: urban space to be given back to inhabitants and visitors

#5

Big data improvement



The main focus of Big data is detailed customers knowledge

#6

Robot inside



Chinese manufacturing companies and Parcel operators are moving very quickly towards robotization

#7

E-merchants concentration



AMZ and ALIBABA are competing to dominate e-commerce market worldwide

#8

Strong e-food development






Two main characteristics of the food business:

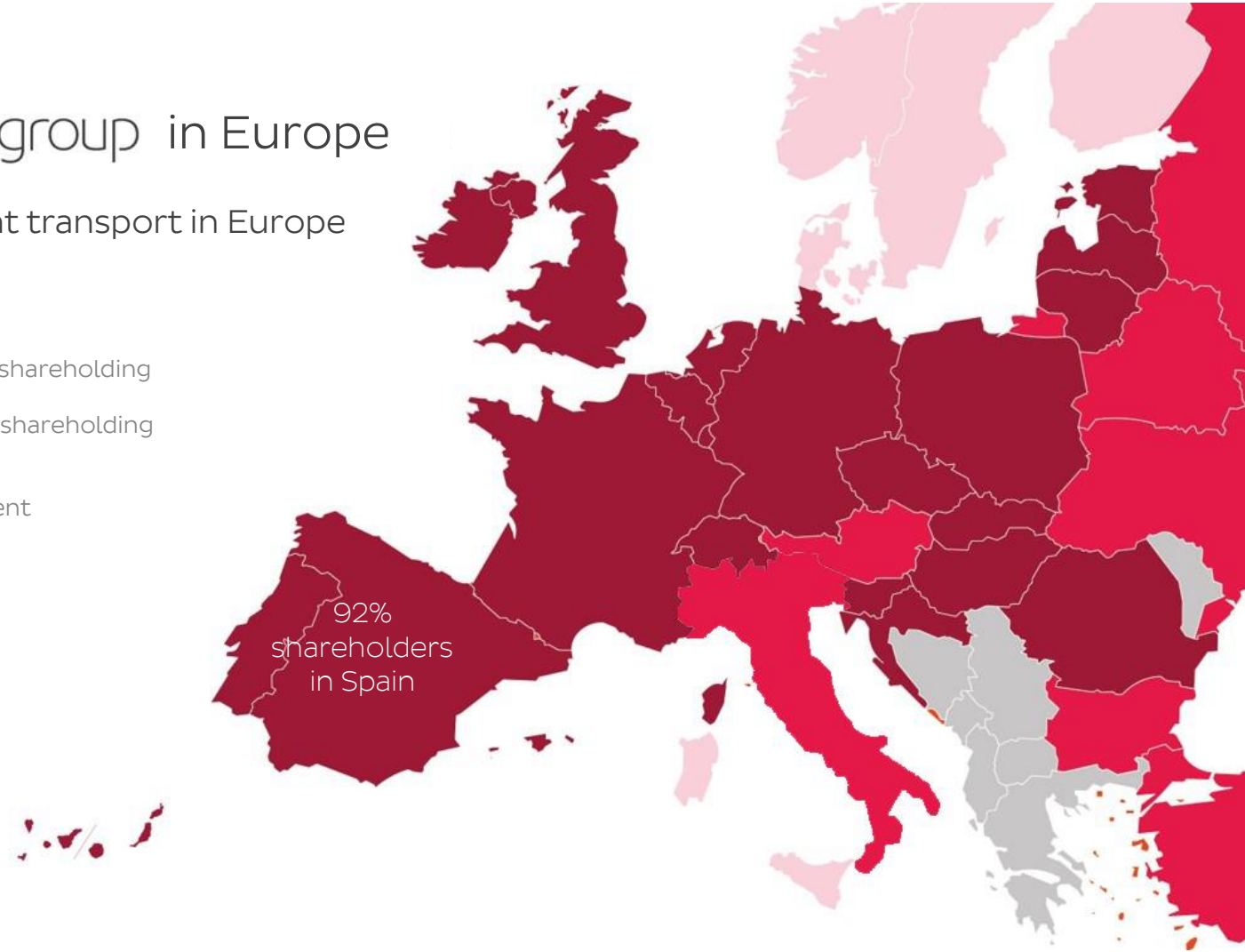
- provide a better "repeat"
- better customer knowledge

dpdgroup in Europe

Nº2 in urgent transport in Europe

- Nº1 in Spain, UK, Poland, Estonia y Lithuania
- Nº1 in B2C, domestic parcel delivery and international road services
- Nº2 in Portugal, France, Austria and Latvia
- Nº2 in parcel services in Europe

-  Majority shareholding
-  Minority shareholding
-  Agreement



Innovative solutions



3

SEUR

Now

#WEARENOWERS



1-2 hour time window from click

From 8:00 to 00:00



Send whatever you want, even food with temperature controlled requirements

Dedicated fleet and customer care



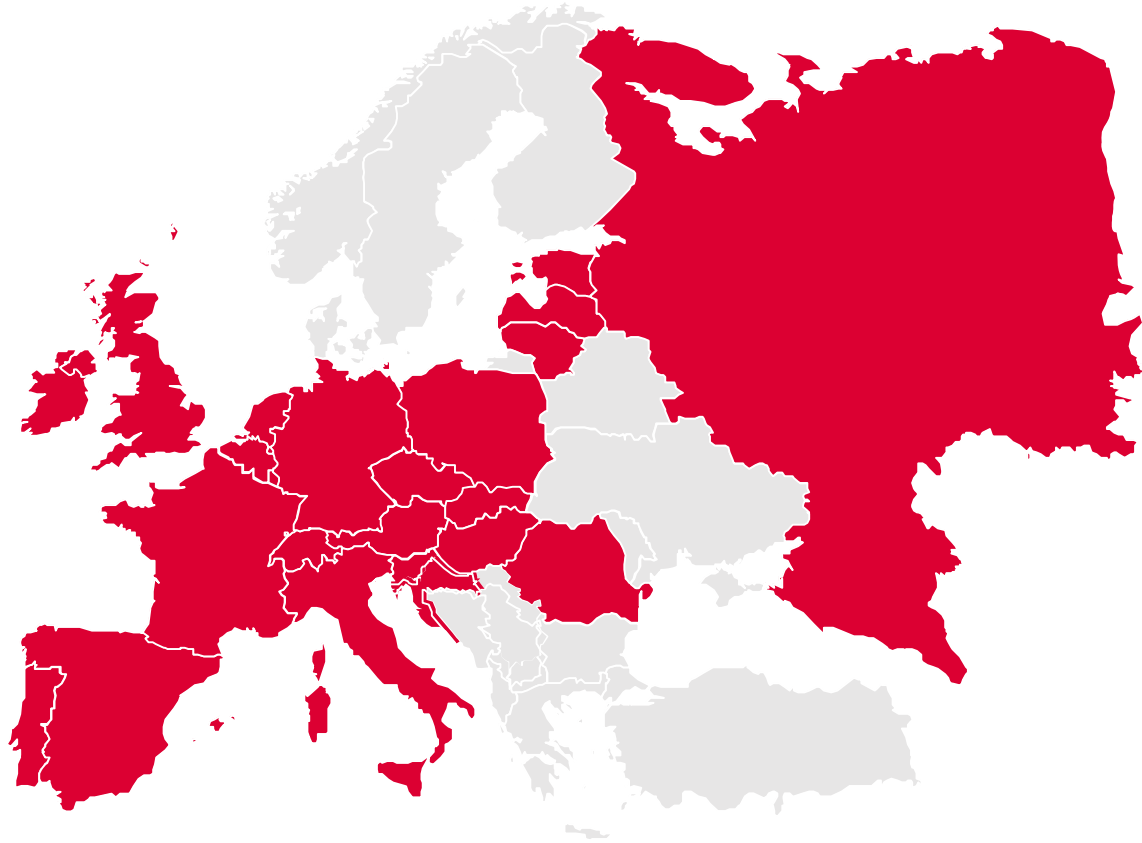
IT platform

Livetracking and SMS and e-mail confirmation



 SUBSIDIARY FIRM	 20 YEARS OF EXPERIENCE	 MADRID, BARCELONA AND VALENCIA	 YOUNG TEAM AVERAGE 31 YEARS Y.O.	 IMPROVING OUR IT PLATFORM
 330 DRIVERS	 OWN VEHICLES	 80% ECO-VEHICLES in 2018 (GNC + ELECTRIC)	 3.000 DELIVERIES / PER DAY	 NEW CUSTOMERS ATTRACTED AND EXTENDING

650.000 Deliveries in 2017

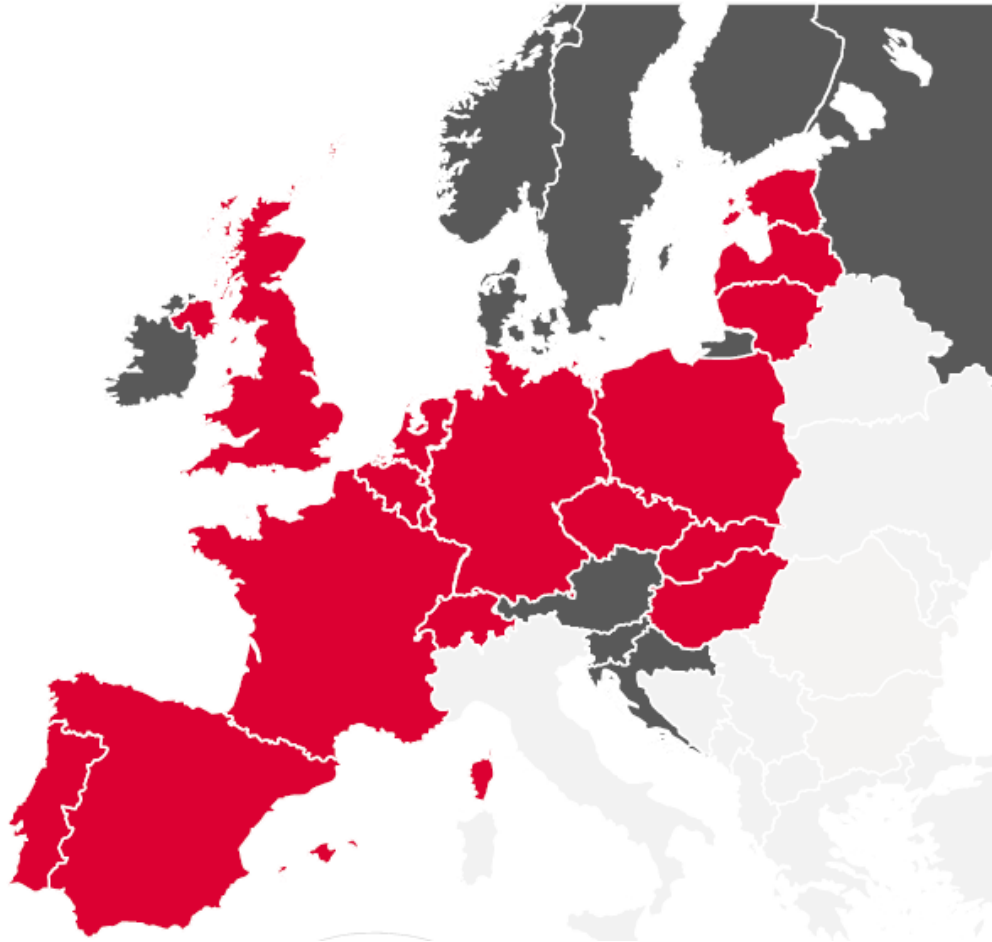


 Available

Predict

- DPDgroup is the first network offering Predict service in Europe
- Benefits: pre-warning, 1 hour time interval, live tracking and inflight options
- Available in 22 countries

Pickup



Red de puntos Pickup 2017

- Own pickup points
- Collaboration Pickup Points

Pickup

Pickup Points in Europe

32.000

Countries covered by Pickup network

26



Parcels delivered per month through the Pickup network

5.000.000

Our commitment

Carbon neutral
commitment

Smart urban
delivery

Closer
communities

Innovative
entrepreneurship



4

Our commitment

DrivingChange™

“Dedicated to making every parcel we deliver carbon neutral, for all our customers

Carbon neutral commitment

Smart urban delivery

“Improving everyday urban life by giving greater delivery choices, while reducing our impact on the road”

Closer communities

“Bringing people together to support and build the communities we are closest to”

Innovative entrepreneurship

“Sharing our expertise and entrepreneurial spirit to help local enterprise thrive”

Our commitment

1 Measure



Respire

KPI monitored quarterly on environmental impact and carbon footprint of our activity. Externally verified since 2012

1st
Company of our industry
in the Platform of
“Companies for energy
efficiency”

2 Reduce



Reduction of
GHG emissions
per parcel

- Tour optimization for delivery vehicles
- Increase efficiency with Predict and Pickup
- Deployment of *eco-fleet*, fuel efficient & alternative solutions

Predict

Pickup

-16%
of CO2 reduction per
parcel by the end of
2016

3 Offset



Offsetting with
Carbon credits

7 low carbon projects situated closer to our locations, 70% in Europe related to renewable energy and energy transition.

1st
CEP (Courier, Express,
Parcel) leader worldwide on
the Voluntary market”
100% deliveries are *Carbon
neutral*

ALTERNATIVE FLEET



- ✓ Nissan e-NV200 (electric)
- ✓ Renault Kangoo (electric)
- ✓ Nissan leaf (electric)
- ✓ Dual-fuel transformed van
- ✓ FREVUE (won Low Carbon Road Transport Initiative of the Year Award)

+8%

Eco-fleet Annual Objective
LNH (LNG,CNG and Mega-Trucks)
Transform current fleet to CNG
Include new eco-vehicles

INFRASTRUCTURE



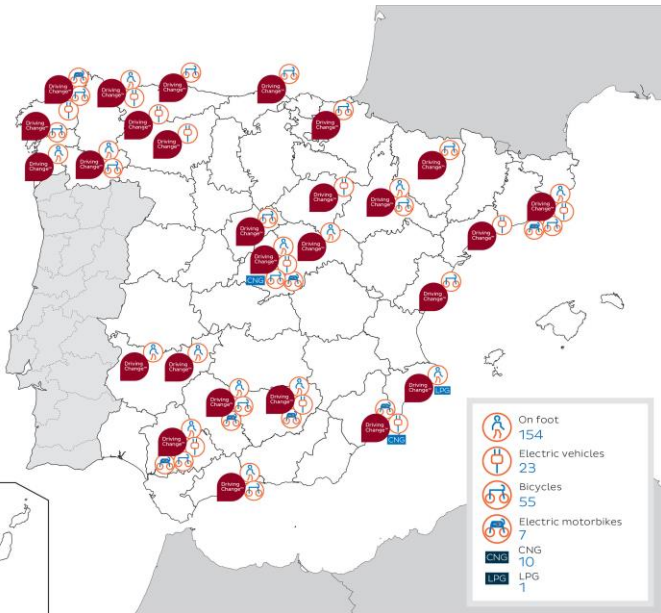
- ✓ 14 Micro Depots
- ✓ Madrid, Barcelona, Valencia, Córdoba
- ✓ Our own stores used as hubs

Urban logistic

Eco- maps

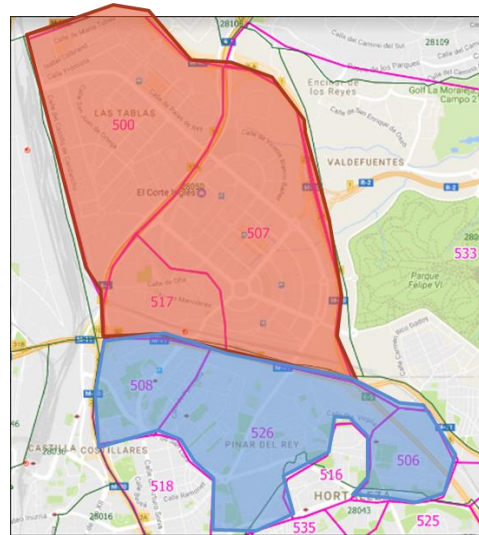
Eco- means & vehicles

250
eco-
vehicles
and eco-
means



PROCESSES

Permanent Wave



TOOLS

Delivereasy



Predict



1 “Bottle taps for a new life”

Tapones para una nueva vida®



1 million €
raised by recycling 4,500 tons of plastic to help 139 children

2 Propionic Acidemia project

60,000 € raised sponsoring rare childhood disease research (Propionic Acidemia)



3 Volunteer's Programme



+300 volunteers
dedicating over 2,500 hours, 32% in hospitals

4 Charity logistics



Charity logistics
2,200 tonnes in 10,000 shipments

SEUR

 dpdgroup