

NON-FINANCIAL PERFORMANCE INDICATORS

EMPLOYEES

Further decrease in number of employees

The average number of employees (full-time equivalents) decreased to 420,856 in the first six months of 2010, a 3.6% decline compared with the previous year's average. The sale of DHL Express UK's day-definite domestic business and restructuring in 2009 were the primary reasons for the decline.

RESEARCH AND DEVELOPMENT

No research and development in the narrower sense

As a service provider Deutsche Post DHL does not undertake any research and development activities in the narrower sense and thus does not report significant expenses in this area.

RISKS

Identifying and managing opportunities and risks early on

One of our most important objectives is to ensure the company's sustained success. To this end, opportunities and risks need to be identified and managed at an early stage. We assist the Group's management in this effort with our Group-wide opportunity and risk control system. The information provided by the system is reported to management on a regular basis and thereby flows into the company's control processes. We have described our opportunity and risk management processes and the significant risks affecting our earnings, financial position, as well as assets and liabilities in the 2009 Annual Report beginning on page 83.

Overall assessment of the Group's risk position

In the first half of 2010, no further significant risks, or significant changes to these risks, emerged, beyond those presented below, in the 2009 Annual Report and in the first interim report of this year. At present, no risks are identifiable that, individually or collectively, cast doubt upon the Group's ability to continue as a going concern.