



TNT Express

3Q11 results presentation
conference call media

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3Q11 results highlights

- TNT**
- Reported operating income €32m; adjusted operating income (at constant FX and excluding one-offs) €43m
 - First phase €50m indirect cost savings implemented; ~€20m annualised savings to be realised in 2011, €11m associated costs in 3Q11 (€28m YTD)
 - Additional operational cost savings and improvement measures, including significant flexibilisation of Asia-Europe capacity, currently being identified
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- EMEA**
- Resilient
 - International Economy continuing to outgrow Express, Domestic relatively contained
 - Focus on costs to improve efficiency and given uncertain economy
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- ASPAC**
- Weaker demand for core intercontinental express
 - Pressure on optimal capacity utilisation and pricing Asia-Europe; Asia-Europe capacity to be reduced significantly in 2012
 - China domestic 2013 breakeven deadline
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- Americas**
- Operational KPIs, such as on-time delivery, in Brazil improved from 2Q11
 - Focus on revenue development to achieve 2H12 deadline
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- Other**
- Indirect cost containment and significantly better Non-allocated result

Financial highlights

(€m)	3Q11	3Q10	%chg
Reported revenues	1,777	1,754	1.3
Adjusted revenues*	1,788	1,754	1.9
Reported operating income	32	37	-13.5
Adjusted operating income*	43	81	-46.9
Net cash from operating activities	33	41	-19.5
Net cash used in investing activities	(26)	(32)	18.8

- Revenue development reflects combination of muted growth EMEA, continuing growth Asia Pacific and lower revenues Americas (Brazil)
- Operating income down mostly because of larger losses Americas (Brazil) and Asia-Pacific
- Good cost control – significantly lower Non-allocated result

* The adjusted revenues and operating income figures are at constant currency (2010 rates) and exclude the impact of restructuring/one-off charges in 2010 and 2011. Please see 3Q11 press release for details of these adjustments.

3Q11 statement of income

(€m)	3Q11	3Q10	YTD'11	YTD'10
Revenues	1,777	1,754	5,373	5,223
Operating income	32	37	(1)	156
Net financial expense	(11)	(8)	(33)	(28)
Income taxes	(16)	(15)	(64)	(63)
Profit for the period	5	14	(98)	65

EMEA

(€m)	3Q11	3Q10	%chg YoY	YTD'11	YTD'10	%chg YoY
Adjusted revenue	1,095	1,083	1.1	3,388	3,305	2.5
Adj operating income	73	78	-6.4	287	277	3.6
Avg daily cons ('000)	666	668	-0.3	718	715	0.4
RPC (€) (at constant FX)	25.3	25.0	1.2	24.6	24.1	2.1
Avg daily kilos ('000)	14,044	13,822	1.6	14,517	14,102	2.9
RPK (€) (at constant FX)	1.20	1.21	-0.8	1.22	1.22	0.0

- Slowing revenue growth
- International Economy volume growth, decline of International Express, Domestic growth flat
- Con/kg volume development reflects relatively higher growth of higher-weight International Economy
- Reasonable pricing environment, despite pressure on product mix and lower other revenues – further base-price increases for International Economy forthcoming
- Operating income negatively impacted by declining International Express, with its associated higher fixed-cost base
- Most units grew revenues ahead of the prior year period, particularly Eastern Europe

Asia Pacific

(€m)	3Q11	3Q10	%chg YoY	YTD'11	YTD'10	%chg YoY
Adjusted revenue	455	422	7.8	1,311	1,204	8.9
Adj operating income	(9)	7		(29)	12	
Avg daily cons ('000)	181	187	-3.2	182	181	0.6
RPC (€) (at constant FX)	38.6	34.8	10.9	37.4	34.7	7.8
Avg daily kilos ('000)	13,654	13,792	-1.0	13,462	13,477	-0.1
RPK (€) (at constant FX)	0.51	0.47	8.5	0.51	0.47	8.5

- Day Definite now 23% of turnover (2Q11 21%, 3Q10 13%)
- Positive Asia Pacific RPC and RPK supported by higher revenue quality from China Domestic and despite soft pricing environment for International
- Operating results reflect price pressure in International and sub-optimal capacity utilisation – solutions to flexibilise Asia-Europe capacity to impact 2012
- Australia performing strongly due to price improvements and cost savings

Americas

(€m)	3Q11	3Q10	%chg YoY	YTD'11	YTD'10	%chg YoY
Adjusted revenue	120	131	-8.4	345	379	-9.0
Adj operating income	(32)	(6)		(96)	(32)	
Avg daily cons ('000)	53	59	-10.2	54	62	-12.9
RPC (€) (at constant FX)	34.7	34.0	2.1	33.5	31.7	5.7
Avg daily kilos ('000)	3,118	3,741	-16.7	3,217	4,103	-21.6
RPK (€) (at constant FX)	0.59	0.54	9.3	0.56	0.48	16.7

- Revenue development not yet sufficient to cover the past loss of major customers, though pipeline of potential new clients is encouraging
- Operational KPIs in Brazil improved from 2Q11
- 2H12 turnaround target reiterated
- Rest of Americas performed in line with expectations

Brazil turnaround – on track for 2H12 deadline

Operations

- Quality improving
 - OTD up to >93%
 - Damaged or lost items more than three times lower than peak level
- Organisational redesign rolled out

Sales

- No further significant customer losses
- Significant pipeline, both from Territory Sales and CAM/GAM customers



On track to meet 2H12 turnaround deadline – short term will continue to be challenging

Other Networks and other

- Other Networks performed in line with prior year
- Non-allocated was positive as a result of lower overhead and project-related costs, charge out to business units and beneficial phasing of certain costs
- First phase of €50m indirect cost savings successfully implemented; over €20m annualised savings to be realised in 2011, with €11m of associated costs in 3Q11 (€28m year to date)

2011 aims

Given its challenging trading environment, TNT Express' aims for the year are:

- Europe & MEA revenue to achieve muted growth, with an underlying operating margin of 8-9%
- Asia Pacific's 2H11 operating result to continue 1H11 trend; focus on optimising intercontinental capacity exposure
- Americas' continuing negative performance being addressed through a full range of corrective measures
- Other networks to perform somewhat below the prior year
- Cash flow to be supported by tight cash capex and working capital management
- Annualised ~€50m cost savings, with expected related charges and write-offs of €45-65m. Implementation is underway.

