



Q3 2009 Results

Analyst Presentation
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2 November 2009



Further stabilising business environment in Q3

Group

- Cash flow remains strong; full-year cost-savings targets reaffirmed
- Profit from continuing operations € 102 million, 10% below Q3 2008
- Continuing focus on cost and cash

Express

- Quarter-on-quarter improvement in Express volumes and weight per consignment
- Continuing success in achieving cost savings: € 128 million in Q3 2009, € 368 million year to date
- Underlying operating income of € 77 million (€ 99 million in Q3 2008)

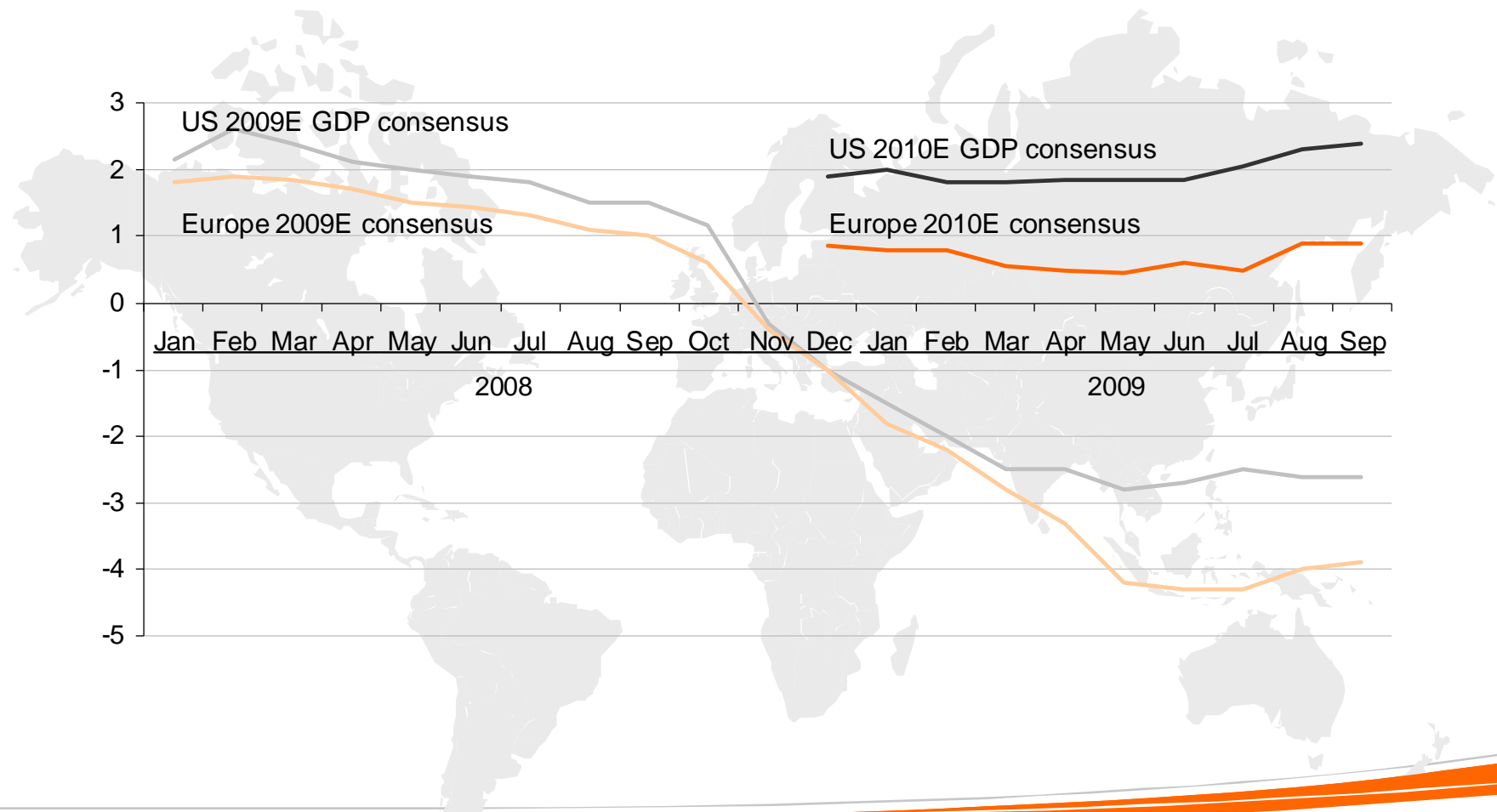
Mail

- Addressed mail volume decline in the Netherlands 4.8% in line with trend
- Strong Master plan savings of € 24 million
- Operating income in line with Q3 2008

Note: the underlying Express figures over 2009 are at constant currency and exclude the impact of various one-off charges

Business environment forecast improving

Development of consensus forecasts GDP growth (%)



Statement of income

Actual Q3 2009	<i>Underlying*</i> <i>Q3 2009</i>	Actual Q3 2008	€ million	Actual YTD 2009	<i>Underlying*</i> <i>YTD 2009</i>	Actual YTD 2008
2,483	2,530	2,687	Revenues	7,455	7,612	8,219
269	284	297	EBITDA	776	836	1,088
179	194	209	Operating income (EBIT)	520	574	822
(37)		(42)	Net financial (expense) / income	(118)		(114)
(40)		(53)	Income taxes	(124)		(207)
28.2%		31.9%	<i>Effective tax rate</i>	31.8%		29.3%
102		113	Profit from continuing operations	266		499
26.9		31.2	<i>EPS</i>	70.2		136.1

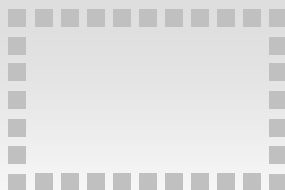
* The underlying figures over 2009 are at constant currency and exclude the impact of a restructuring provision and various one-off charges in Express, and some Mail one-offs

Express Q3 underlying

- Stabilisation of business continues, but volumes still clearly below Q3 08
- Underlying operating margin near last year's level, largely due to successful continued focus on costs

€ million	Q3 2009*	Q3 2008	Organic %	Acq %	Total %
Revenues	1,501	1,656	-11.0%	1.6%	-9.4%
EBITDA	139	154	-12.9%	3.2%	-9.7%
Operating income (EBIT)	77	99	-22.2%	0.0%	-22.2%
Operating margin	5.1%	6.0%			

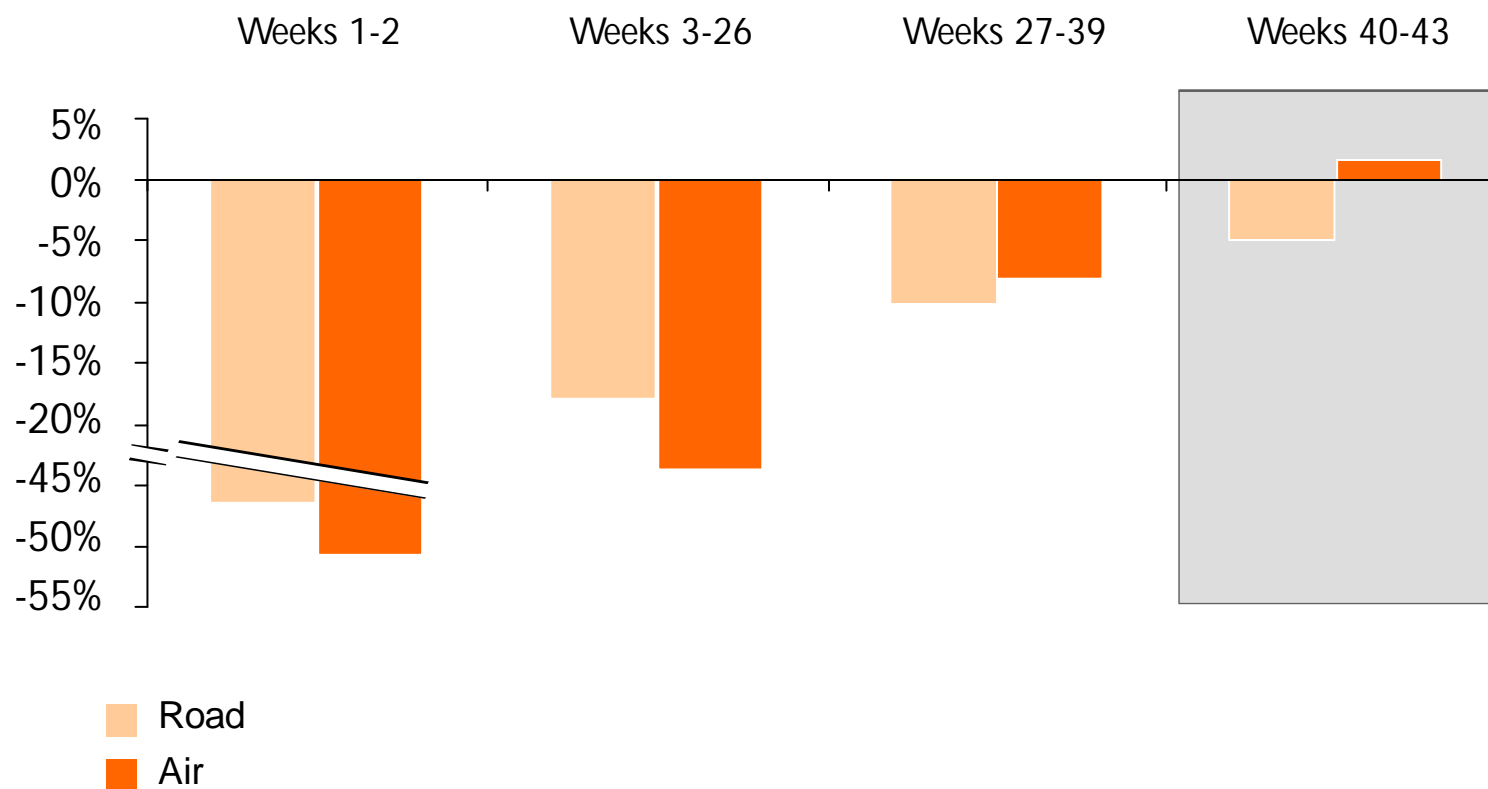
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Express volume decline versus 2008

Volume development 2009 versus 2008

Core kilos, year-on-year change, in %

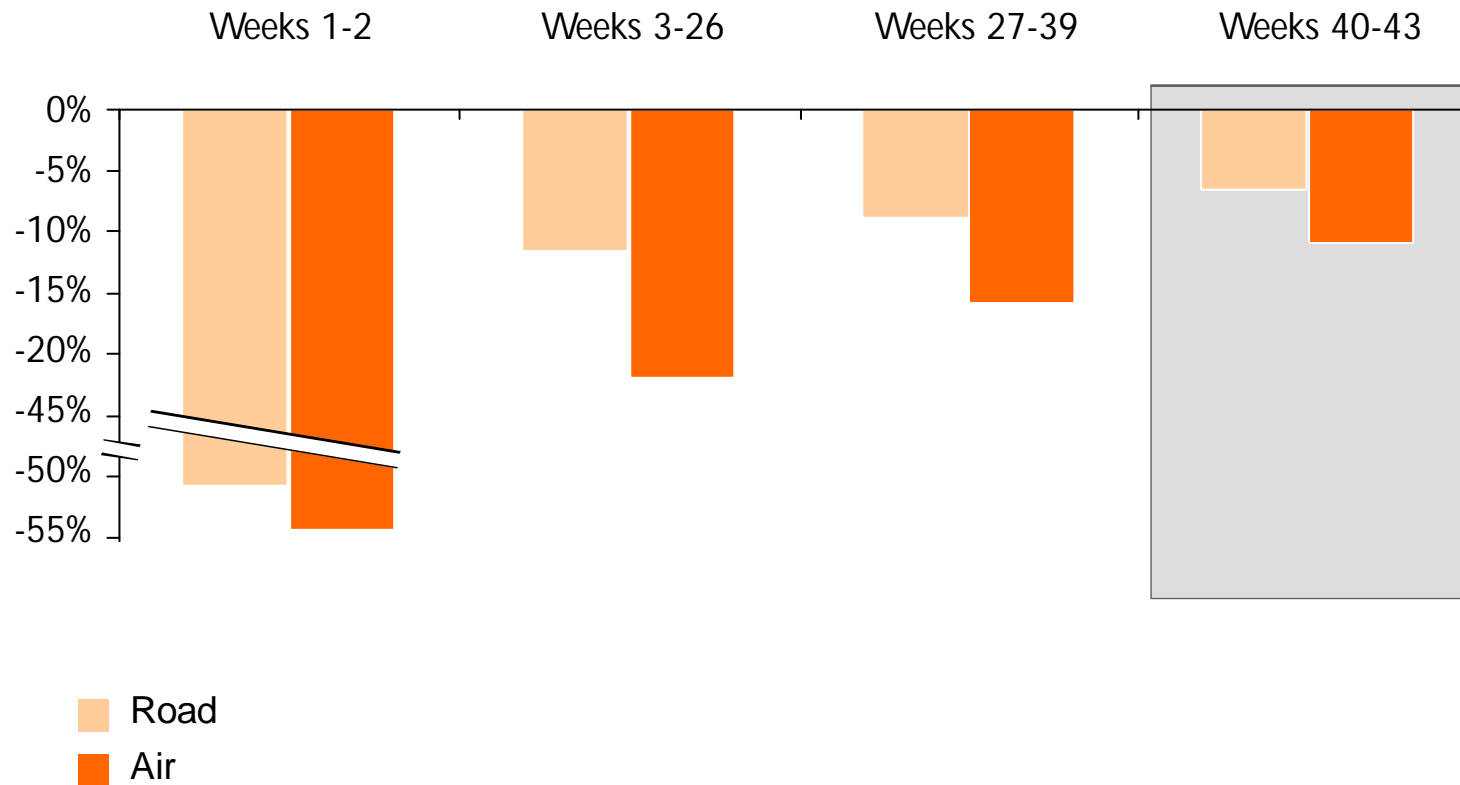


Core volumes exclude Special Services, Hoau, Mercurio, Aracatuba and LIT Cargo

Express volume decline versus 2007

Volume development 2009 versus 2007

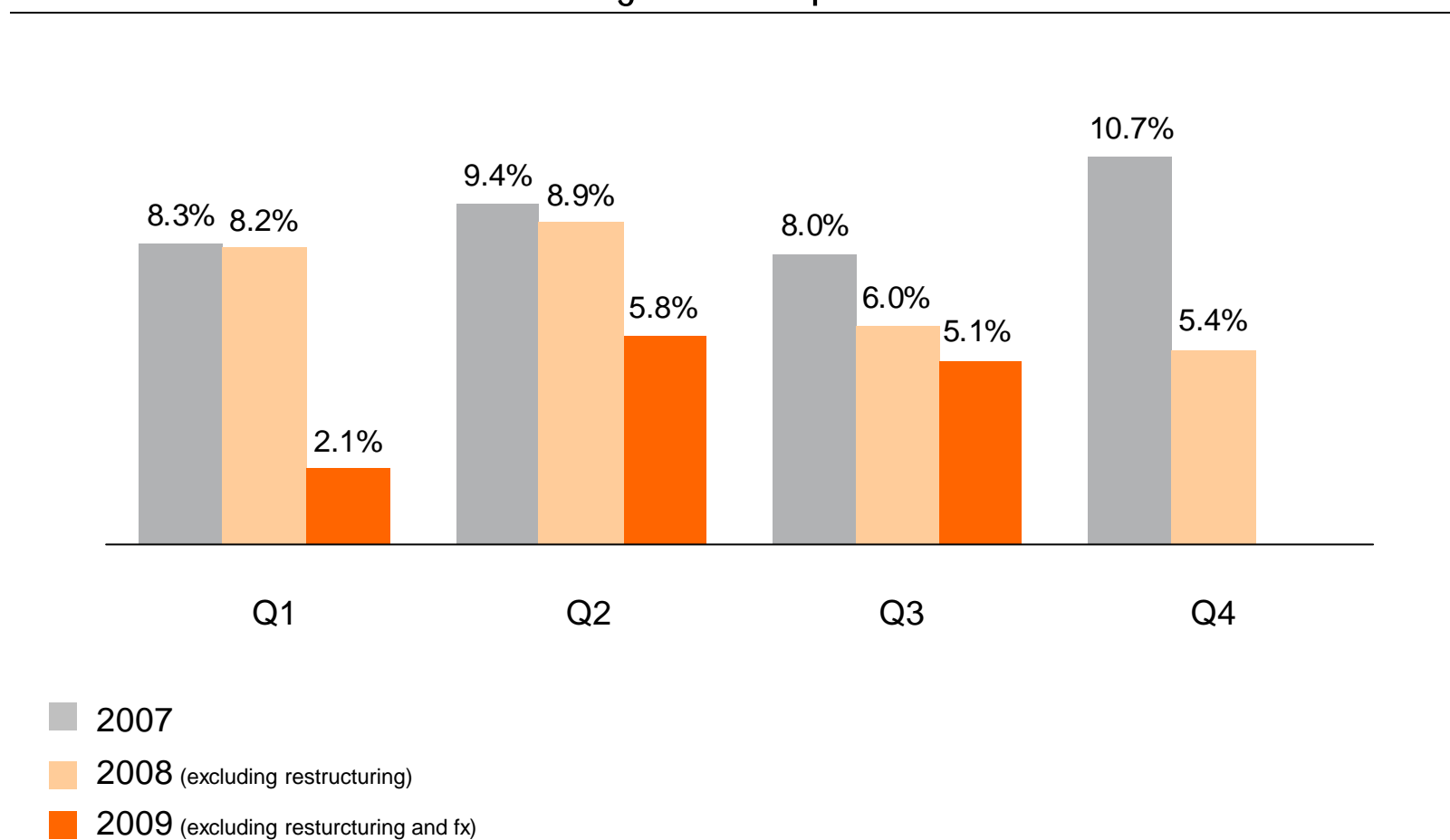
Core kilos, year-on-year change, in %



Core volumes exclude Special Services, Hoau, Mercurio, Aracatuba and LIT Cargo

Express margin development

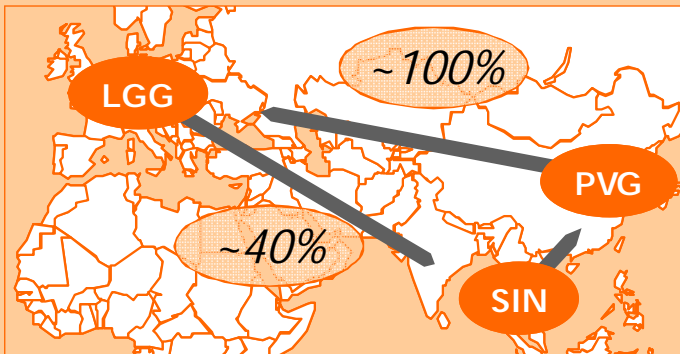
Margin development



Two B747-400ERF freighters between Europe and Asia

Europe – Shanghai – Singapore

- Since February 2007
- Lowest ton-mile cost in the industry

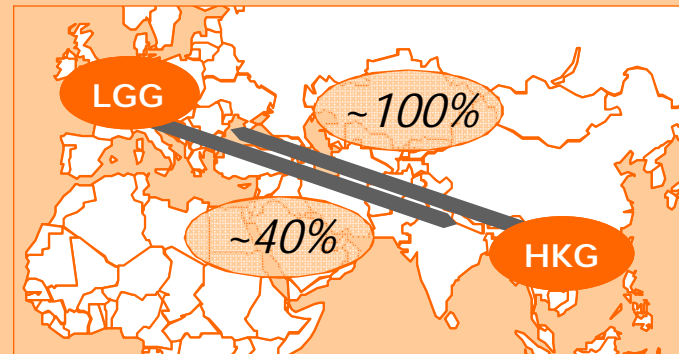


Four rotations a week



Europe – Hong Kong

- Since September 2009
- Near Pearl River Delta, centrally in Asia, serving customers in the south of China



Three rotations a week



Mail Q3 underlying

- Overall revenues and operating income in line with last year
- Volume deterioration continues: -4.8% in Q3
- Strong Master plan savings € 24 million
- Continued good growth in Emerging Mail & Parcels

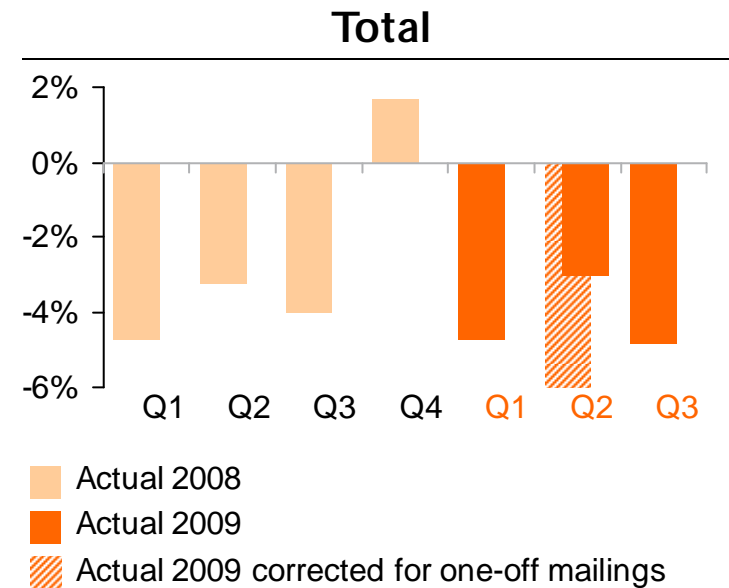
€ million	Q3 2009*	Q3 2008*	Organic %	Acquisition %	Total %
Revenues	968	964	0.8%	-0.4%	0.4%
EBITDA	144	147	-1.3%	-0.7%	-2.0%
Operating income (EBIT)	115	116	0.0%	-0.9%	-0.9%
Operating margin	11.9%	12.0%			

* The underlying figures over 2009 are at constant currency



Mail in the Netherlands; addressed mail volumes

- Addressed mail volumes declined by 4.8%, in line with expected trend towards around 6%
- Single item mail decline back to trend but higher than bulk mail



CLA update

Ecorys study

- Subscribes need for cost reductions, including redundancies
- Ecorys alternatives:
 - 1 Lower labour conditions, no forced redundancies
 - 2 Same labour conditions, forced redundancies with mobility plan

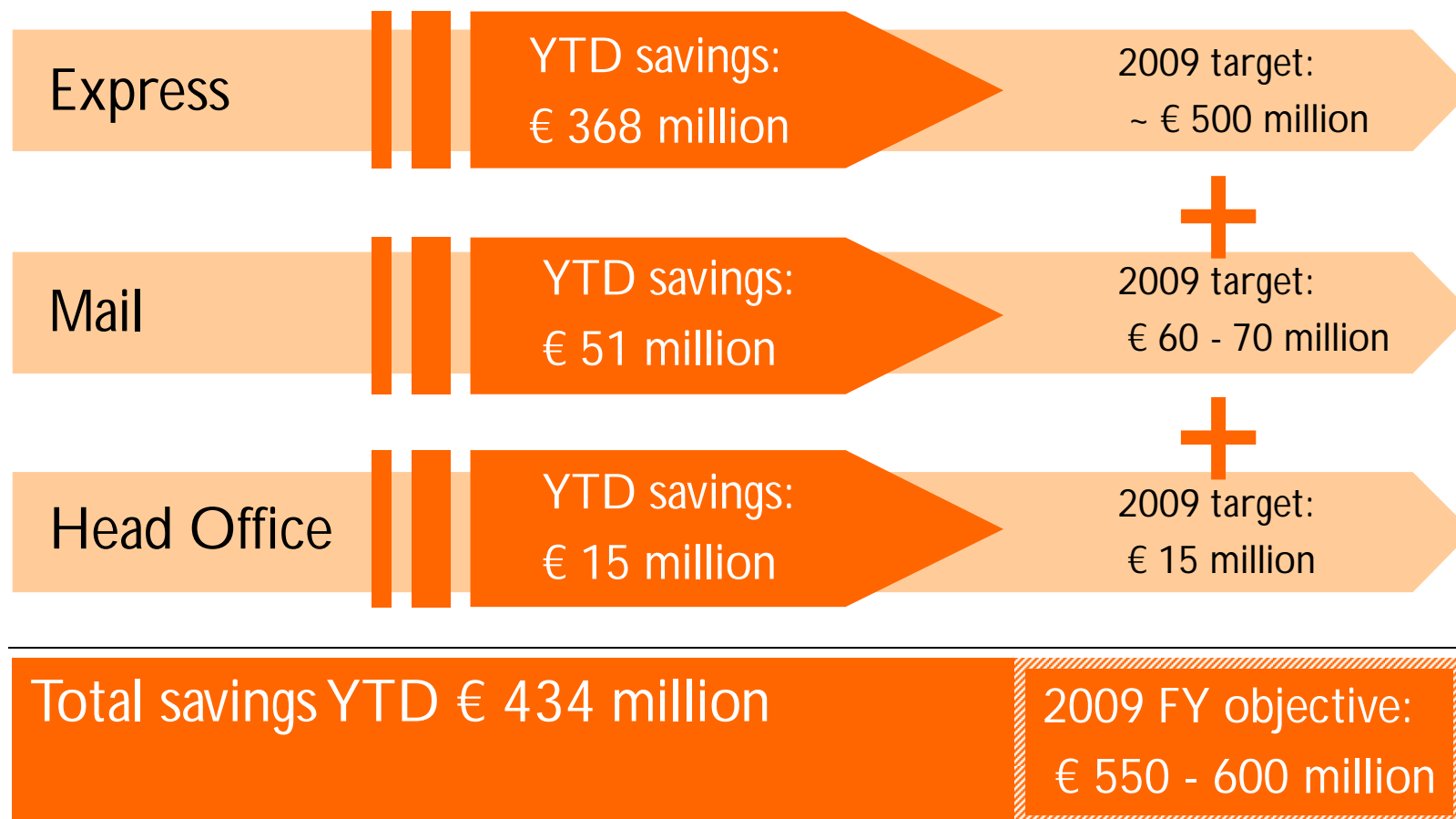
TNT

- Ecorys assumes less negative volume decline
- Ecorys assumes lower cost reductions are needed, without further details

- Constructive attitude unions
- Unions plan referendum concerning proposed alternatives

TNT sees basis for further discussions

Cost savings 2009 on track

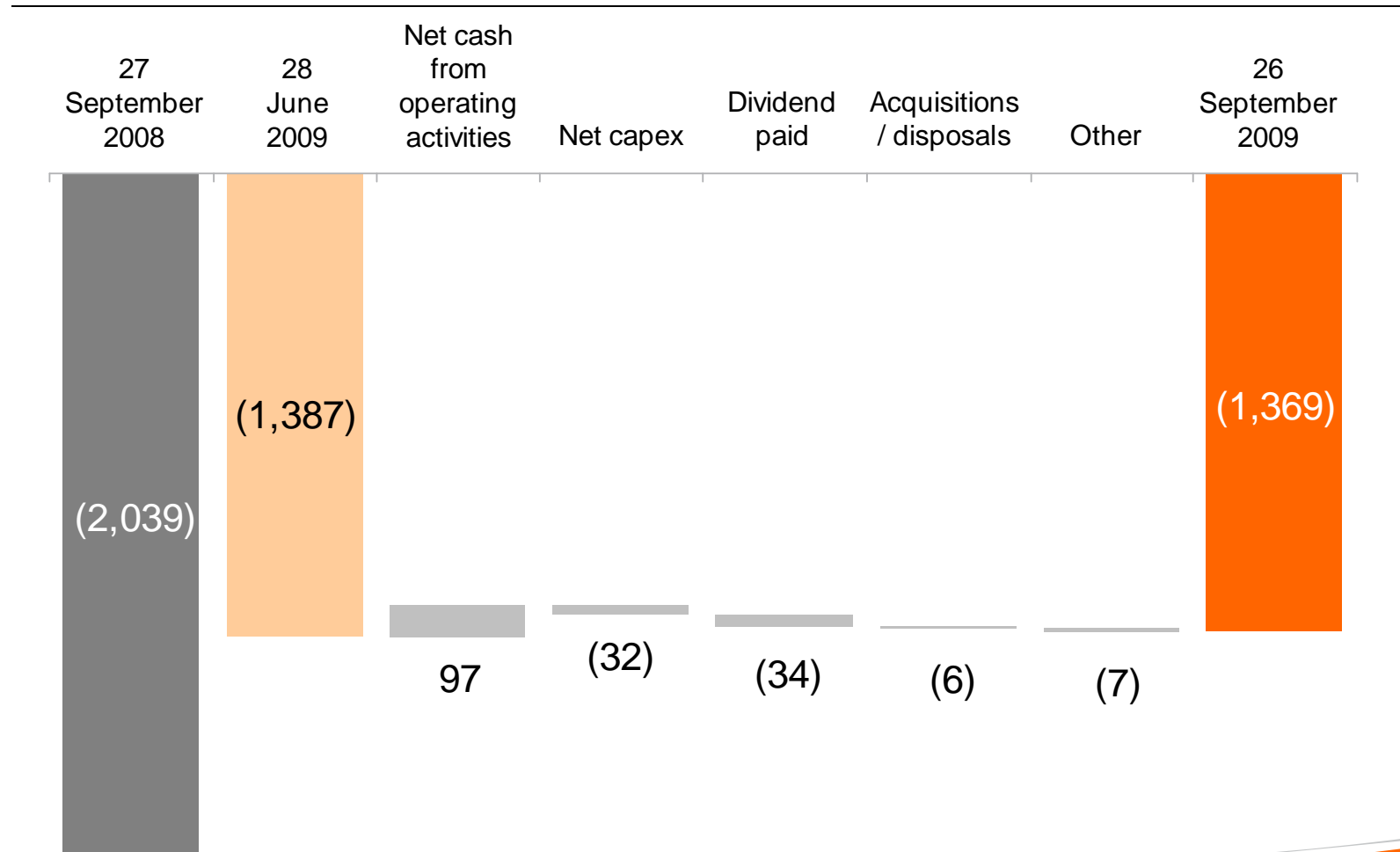


Net cash generated / free cash flow

Q3 2009	Q3 2008	€ million	YTD 2009	YTD 2008
178	187	Cash generated from operations	662	856
(52)	(31)	Interest paid	(110)	(105)
(29)	(52)	Income taxes paid	112	(182)
97	104	Net cash from operating activities	664	569
7	14	Interest received	25	41
(32)	(73)	Net capex	(134)	(214)
72	45	Free cash flow	555	396

Net debt development Q3 2009

Net debt € million



Pension developments

Coverage ratio main defined benefit pension fund:

End of 2007	141%
End of 2008	93%
End of Q1 2009	89%
End of Q2 2009	100%
End of Q3 2009	109%

Total cash payment to defined benefit obligations pensions and transitional pension plans (eg. early retirement) in 2009 ~ € 275 million of which € 64 million in P&L (mainly Mail Netherlands)

Outlook components

Macro

- Trading environment assumed to continue to be under pressure, although there are initial sign of recovery
- Continued focus on cost and cash needed

Express

- Revenues expected to be down compared to 2008

Mail

- Addressed volumes expected to show increasing rate of decline compared with the years before 2009 along with a weaker price mix
- Emerging Mail & Parcels is expected to grow in revenue at a comparable underlying operating margin to 2008

Cost savings

- € 550 - € 600 million cost savings targeted

Analyst meeting 3 December 2009

Group

- Strategy update
- Segment performance
- Financial policy

Express

- Europe
 - Growth road / air
 - Market shares
- Emerging platforms
 - Brazil
 - China
 - India
- Cost savings
 - Networks / Other

Mail

- Netherlands
 - Status negotiations unions
 - Volume development
 - Master plan savings
- EMN Strategy update

