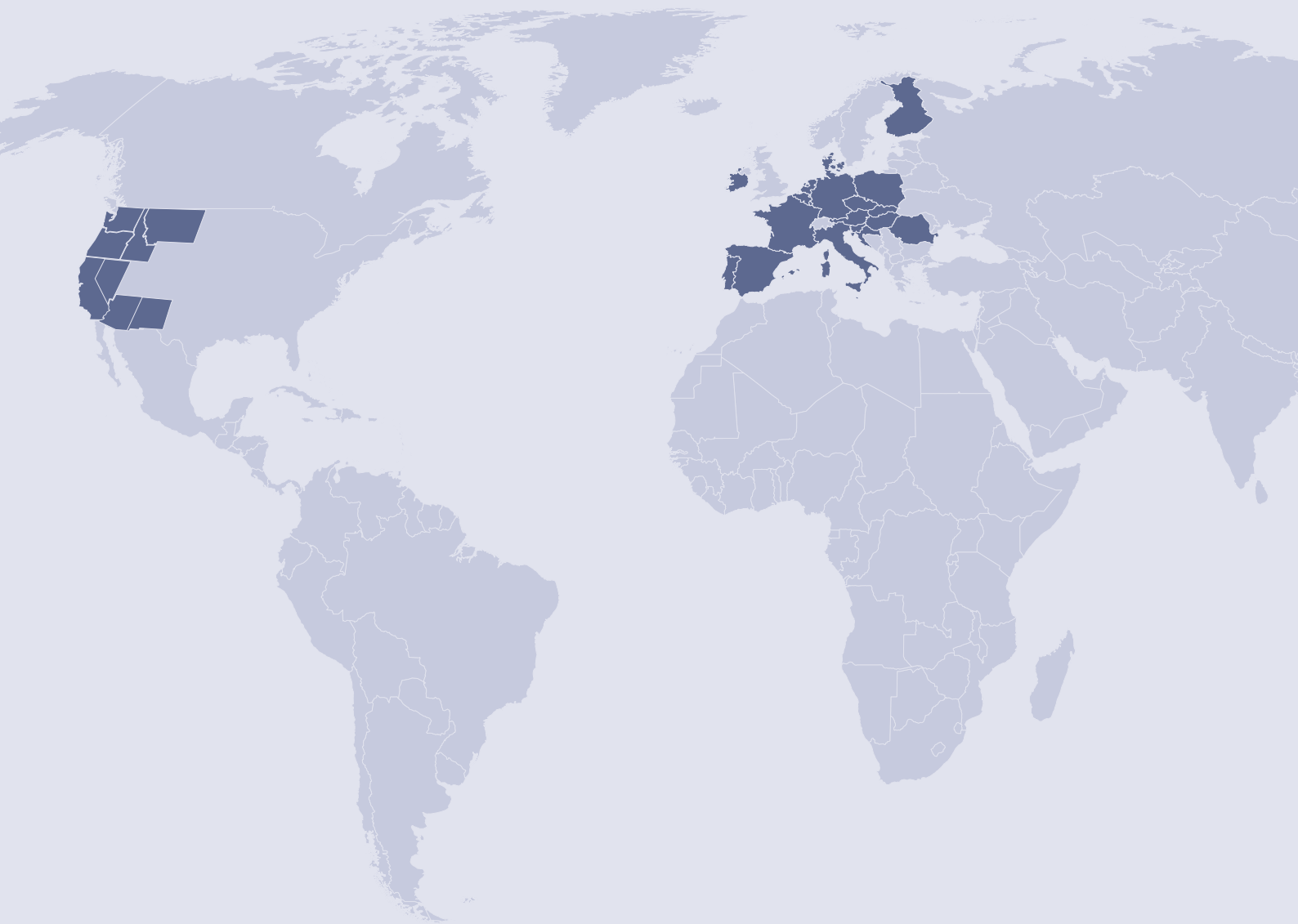




**Welcome to GLS**

**We keep your parcels in good hands**





# Welcome to GLS. We keep your parcels in good hands.

European roots, worldwide expansion. Our strong network for you.

Reliable parcel delivery is the core business of GLS – for companies of every size and from many sectors.

## The heart of GLS is in Europe

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General Logistics Systems was founded in 1999 and is a subsidiary of the Royal Mail Group. GLS has grown by expanding into different markets across the continent. Today, GLS is present in 41 European countries, our own network being completed by expert partner companies.

Precisely coordinated regular routes and modern distribution centres connect all these countries to form a dense network that covers the whole of Europe – from the North Cape to Malta, from Ireland to Turkey. Direct links between neighbouring countries guarantee reliable parcel logistics within interconnected economic regions. International transits across the continent converge in the European hub of GLS in Germany, not far from Frankfurt Airport.



## Growing through focused geographic expansion

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Following a strategy of careful and focused geographic expansion, GLS has entered the North American parcels market. With the acquisition of GSO in 2016 and Postal Express in 2017 the GLS Group is now represented in seven U.S. states, providing next-day delivery over a vast geography covering California, Arizona, Nevada, New Mexico, Oregon, Washington, and Idaho.



## Keeping your parcels in good hands

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Wherever their location may be: We intensively support our customers' activities, both in business and consumer deliveries.

As an international company with roots in local markets, we offer a sophisticated product and service portfolio that works efficiently across borders, taking regional specifics into account.







**Five GLS values, one goal:  
delivering best quality**

## This is what we stand for and how we achieve it

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Our main focus is on maintaining the high level of quality that our customers – and their customers – expect from us. This is what GLS stands for:

### Reliability

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**Your parcel arrives on time.**

Top quality in dispatch means that customers can count on reliable delivery. Reliability is therefore one of our most important values which we safeguard by a comprehensive network and a certified quality management system.

### Security

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**Your parcel arrives safe and sound.**

Damage and loss ratios remain constantly low thanks to regular staff training and the use of modern technologies such as video surveillance, alarm systems and access controls.

### Transparency

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**We keep track of your parcel.**

Due to individual parcel encoding and scanning at each interface, all relevant parcel status information is available in real-time.

### Flexibility

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**We find the right solutions for you.**

Individual product/service combinations make sure that also special dispatch needs are fulfilled. Support by local staff and the use of modern IT solutions make parcel processing flexible and convenient.

### Sustainability

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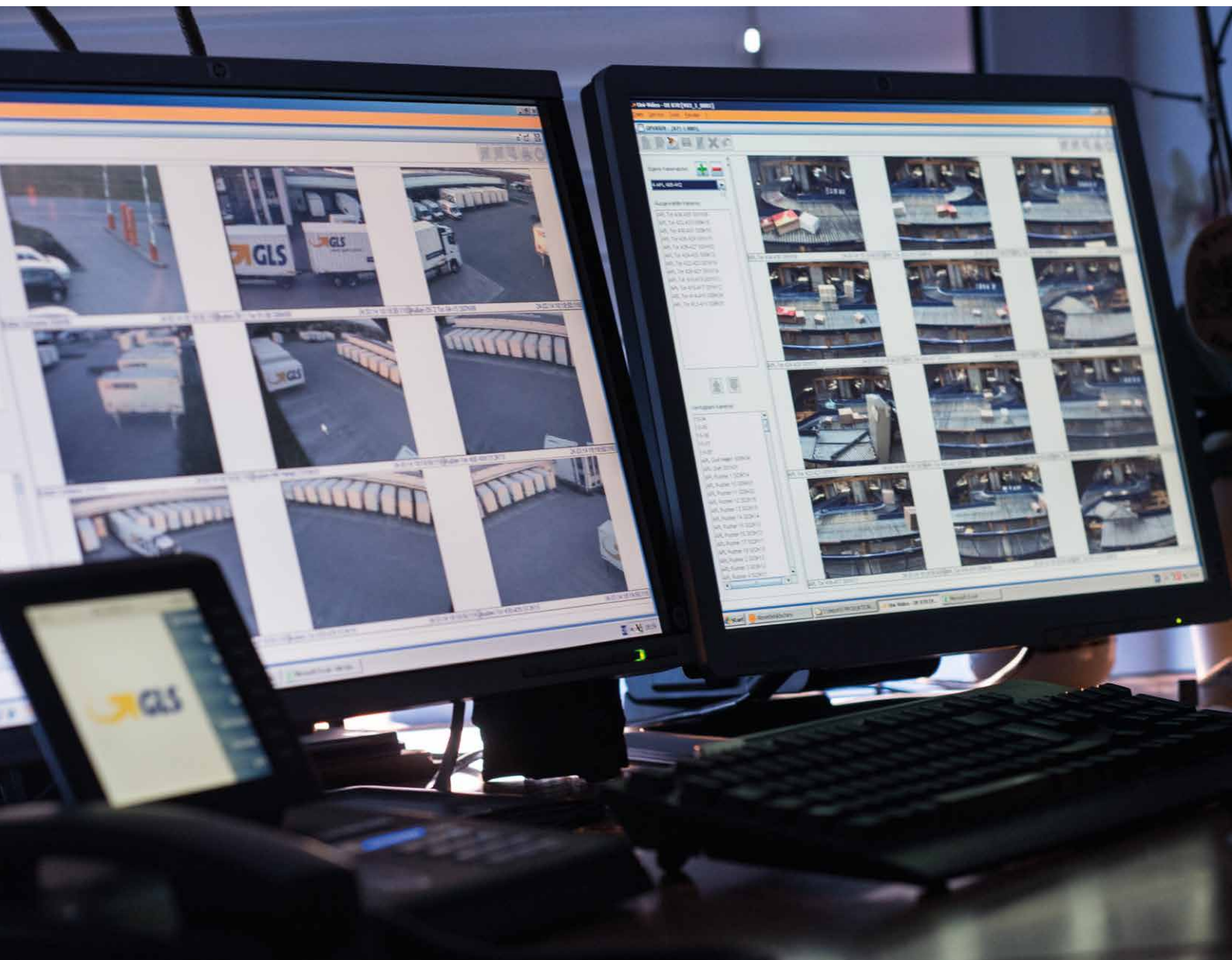
**We respect our environment.**

GLS takes its responsibility for protecting the environment seriously and is committed to greater energy efficiency, increased use of renewable energy and emissions reduction.

# Focus on quality

GLS guarantees, checks and improves quality with a pan-European quality management system. It is certified by DQS, one of the largest and highly respected in-

ternational providers of management system certifications. With its quality management system, GLS fulfils high, internationally recognised standards.





## Highest priority for quality

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The comprehensive quality assurance of GLS, in accordance with DIN ISO 9001:2015, includes precisely defined work processes, quality guidelines with check-

ing routines, and regular audits. Key quality figures are continuously steered.

## Seal of approval for environmental management

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GLS is an environmentally-conscious company and implements sustainability projects in its national subsidiaries. 18 subsidiaries have obtained the ISO 14001 certification for their environmental management systems.

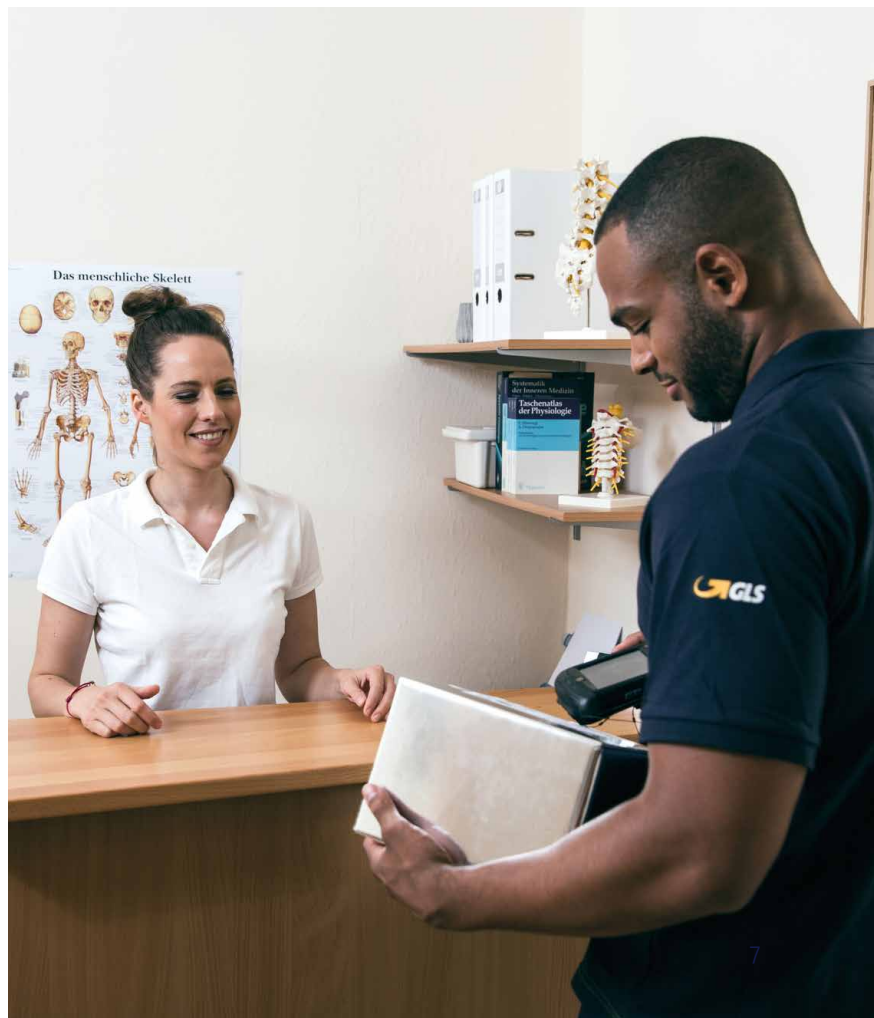
This internationally accepted standard is considered to be one of the most important in relation to environmental management by manufacturers and service providers.

## GDP certified transport of medicinal products

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GLS also obtained GDP (Good Distribution Practice) compliance certification in Denmark, Germany, France and Ireland. The GDP guideline is binding throughout the EU for pharmaceutical wholesaling. GLS compa-

nies in four countries meet the stringent safety and hygiene requirements for the non-temperature-controlled transport of medicinal products for human use.





## Delivering sustainably



**Anne Putz,**  
**Head of Communication & Marketing:**

“Every working day we cover more than 4 million kilometres to deliver parcels safely for our customers. As part of a global community we accept our responsibility to preserve the natural environment as well as to protect the rights of everyone affected by our business activity. This belief is deeply anchored into our GLS culture and constitutes our daily approach to business.”



## Measuring professionally

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By asking 3,000 GLS stakeholders in the context of our materiality analysis and constantly being in touch with expert groups, we assess what matters to our stakeholders.

With our yearly eco footprint analysis we identify our impact on climate change and levers for improvements



## Acting consistently

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In our everyday business we strive to meet stakeholders' expectations.

Measures are directed at the wellbeing of employees, our vehicle fleet and depots, the local communities we act in, and our business partners.



## Reporting holistically

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To allow customers to make responsible purchase decisions, we believe transparency is of utmost importance.

In our sustainability report we provide detailed information on the economic, social and environmental impact of our business





## Our basic products for your parcel dispatch – international

As a specialist focussing on B2B we offer suitable shipping solutions for the particular needs of your business customers. Premium B2C solutions, tailored to the requirements of private recipients, complement our offer.





## Shipment within Europe

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Ship parcels within Europe via GLS to all major markets within standard delivery times of 24 to 48 hours. Deliveries to more distant regions usually take between 72 and 96 hours.

### **EuroBusinessParcel**

GLS delivers parcels with a maximum weight of 40 kilos to 42 European countries.

### **EuroBusinessSmallParcel**

Separate sorting and transport in special bags ensures enhanced security for small and sensitive parcels.

## Globally connected

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### **GlobalBusinessParcel**

### **GlobalExpressParcel**

These GLS products are dedicated to the quick and secure dispatch of parcels or documents all over the world. Shipments reach major business centres in 2-5 days only.

To ensure transparent and secure worldwide deliveries, GLS runs its own air freight office at Frankfurt Airport.

The GLS Airport Office located in Cargo City South is responsible for all global import and export-related tasks.

Moreover, GLS is a registered IATA Air Cargo Agent and a regulated agent of the German air cargo authorities.







**Our basic products for your parcel  
dispatch – domestic**

## Delivering domestically

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GLS offers the right products for national parcel deliveries...

### ***BusinessParcel***

Securely and quickly, parcels are delivered Mondays to Fridays during normal office hours. A standard delivery time of less than 24 hours nationwide applies to most countries (excluding islands and in part outlying areas).

### ***BusinessSmallParcel***

Small parcels are sorted separately and transported in special bags. This procedure ensures the safe, secure and reliable delivery of small and sensitive items.

### ***ExpressParcel***

National express parcels are generally delivered before close of business the next working day. In some countries, standard delivery will take place by 12 noon at the latest. GLS customers benefit from parcel and express services from a single source.

...and combines them with a range of additional services to meet specific delivery requirements. A selection of GLS Group's most important optional services is presented on the next pages.



# Services at your disposal

We offer even more in terms of specific delivery requirements. Our parcel products can be combined with selected optional services, building customer-oriented solutions that offer additional benefit. Whether your customers have special requirements for delivery of their ordered goods, or wish to return them to you.

GLS offers a range of solutions to help you satisfy your customers' requirements, always taking national market needs into account. For more detailed information about the services available in your country, please contact your local GLS depot.





## For more security

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### *CashService*

With **CashService** you can expand your range of payment options: the parcel recipient conveniently pays for the goods in cash on delivery, minimising the risk of non-payment for you. GLS accepts the money and transfers it securely and quickly to the sender's account.

### *AddOnInsuranceService*

### *AddOnLiabilityService*

Senders can book a plus of security for all of their parcels when it comes to sending high-value goods which exceed the standard insurance coverage – for example high-class smartphones or other electronic devices. Our services provide increased coverage in various steps.

## For your urgent deliveries

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### *Guaranteed24Service*

GLS guarantees to deliver parcels on the next working day – throughout the country. Recipients who are not present on delivery, will be contacted by GLS by telephone the same day to arrange subsequent delivery. A money-back guarantee means additional security for the sender.

### *TimeDefiniteService*

### *SaturdayService*

GLS delivers parcels before a specific time the next working day in many countries and areas. The delivery before a definite time can be booked in combination with the express products – ideal for parcels that have to reach their destination even quicker, for example by 8.00, 9.00 10.00 or 12.00.

## For convenient returns

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### *Pick&ReturnService*

GLS collects parcels from any address and brings them back to the client. The collection date can be specified and any address in the GLS network in Europe can be selected.

### *Pick&ShipService*

We collect parcels from any address in the GLS network and bring them directly to the desired recipient. With the **Pick&ShipService** you avoid unnecessary detours. A parcel, for example, goes directly from the supplier to the end customer or vice versa.

### *ExchangeService*

GLS delivers goods, collects others at the same time and then transports them to the GLS customers' premises or another business address of their choice. The service can be used, for example, for repairs: GLS delivers the replacement unit, collects the faulty item and delivers it to the desired repair service.

### *DocumentReturnService*

GLS delivers a parcel, collects important signed documents, and returns them to the consignor. For example: Recipients hand the GLS driver their signed mobile phone contract and in return receive their new smartphone. This saves time for both the consignees and consignors.





## For your private consignees

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### *ShopDelivery***Service**

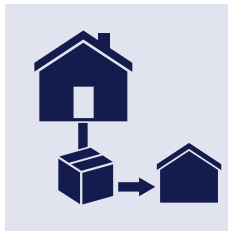
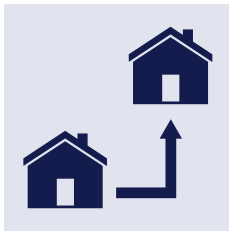
With the *ShopDeliveryService*, you can send your goods directly to a GLS ParcelShop which the recipient can select during the order process. Once the parcel has arrived, GLS informs recipients by e-mail or sms and they can collect their parcel from the ParcelShop.

*ShopDeliveryService* is available in and across the borders of Austria, Belgium, Denmark, Germany and Poland.

### *ShopReturn***Service**

This convenient return solution allows your customers to drop off their returns – post-paid and free of charge – at the GLS ParcelShop of their choice. Consignees use prepared return labels which they simply stick onto their parcels. The goods are returned to you immediately. Only if a parcel is returned, an invoice will be triggered.

*ShopReturnService* is available in and across the borders of Austria, Belgium, Denmark, Germany, Ireland, Luxembourg and Poland.



### **FlexDeliveryService**

GLS informs recipients about parcel delivery early on and offers them numerous delivery options once the order has been placed. Recipients receive an e-mail or text message containing information about the upcoming delivery. If desired they can choose from a variety of delivery options online: for example, select a new date for the delivery, a different address or redirect the parcel to a GLS ParcelShop (if available in the country)

**FlexDeliveryService** is available

- For national and cross-border shipments in and between Austria, Belgium, Czech Republic, Croatia, Denmark, France, Germany, Great Britain, Hungary, Luxembourg, the Netherlands, Poland, Romania, Slovakia, Slovenia and Spain.
- The international connection of Greece, Ireland, Portugal and Switzerland will soon be completed.

### **PreadviceService**

#### **SMSService**   **InfoService**

GLS provides your private consignees with best possible information about their parcel delivery with a range of dedicated services in numerous countries. Different variations are offered, depending on local market conditions and customer needs.





# Smart solutions for your e-commerce

We understand your customers' needs and therefore offer innovative solutions for convenient parcel delivery – focussing on private recipients.

## Always informed

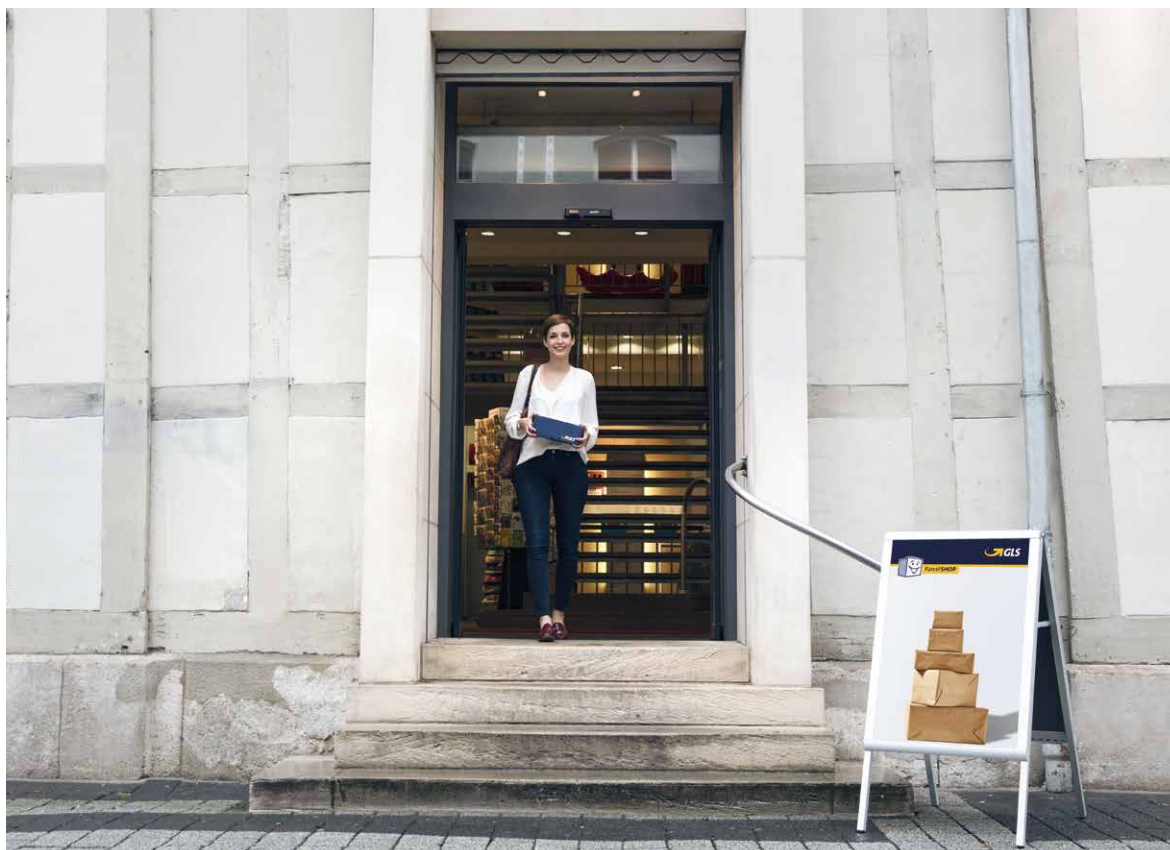
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We keep the recipients updated with information about their parcel delivery and provide state-of-the-art IT solutions, online-tools and apps. Depending on the country the possibilities include:

- Europe-wide shipment tracking (via the GLS web-sites or GLS App)
- Notification of parcel delivery by e-mail or text message
- Various delivery options to choose from when ordering in an online shop
- Online redirection of parcels that are already en route
- Hotlines for recipients

With the free GLS App recipients are always up to date, enjoying useful functions such as parcel tracking, GLS ParcelShop finder and scanning of barcodes. The GLS App for iPhone users is available at the Apple App store, the Android version in the Google Play Store.





## Just around the corner: The GLS ParcelShops

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GLS ParcelShops contribute to increasing customer satisfaction, especially when goods are sent to private households. According to a shop-in-shop system, thousands of GLS ParcelShops are located in currently 15 European countries, with more to come and with the number of shops increasing continuously.

They make sure private consignees receive their products quickly and reliably without being present at the time of the delivery attempt. ParcelShops also serve as a convenient place to go to whenever goods need to be returned to the sender.

Further flexible delivery processes enable us to deliver effectively to recipients who are difficult to reach. In addition, we offer convenient services for the smooth handling of returns – indispensable for any consignor aiming for e-commerce success.

## The GLS Group – Facts & Figures

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Own subsidiaries and partners form the GLS network in 41 European and seven US states.



Figures from the 2017/2018 financial year





## Looking forward to working with you

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Have we managed to convince you? Then join more than 270,000 other satisfied customers and let the GLS Group take care of your parcel logistics. We are proud of delivering top performance every day, throughout and beyond Europe.

### **Put us to the test**

If you haven't yet had the opportunity to work with GLS, choose us as your future parcel logistics provider. Your contact-partner at GLS will be delighted to support you.



Version 2, Status: July 2018

