



The GLS Group

Press Kit



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Portrait of the GLS Group

General Logistics Systems B.V. (GLS) provides reliable, high-quality parcel services, complemented by express and logistics solutions. As such, GLS helps to ensure that shelves stay fully stocked, that manufacturers get the production components they need and that online shoppers receive their orders. Service quality and the needs of senders and recipients take centre stage in this regard.

In the 2018/2019 financial year, the GLS Group transported 634 million parcels, generating a turnover of 3.3 billion euro. It employs approx. GLS counts 19,000 employees and every day around 26,000 delivery vehicles and about 3,500 long distance trucks are on route for GLS. More than 200,000 customers put their trust in the company's services.

Core market of Europe

GLS is one of Europe's leading parcel delivery companies and operates one of the largest road-based networks. The Group serves the majority of European countries and territories with its own companies, which operate dense and efficient national networks. Other countries are covered by reliable partners.

International shipping is one of the key strengths of GLS, with precisely coordinated long-distance services connecting the GLS transshipment centres. State-of-the-art technology enables rapid and reliable parcel sorting. Standardised processes and quality assurance systems, coupled with a shared IT infrastructure, facilitate reliable transport.

Growth in North America

GLS entered the North American market in 2016 by acquiring the regional next day parcel delivery company GSO. The GLS Group is present in eight US states and covers the West Coast. In 2018, GLS acquired the Canadian parcel delivery company Dicom Canada that operates its own network in the economically strong provinces of Ontario and Quebec. The company also offers pan-Canadian logistics services through its partner organisations.

Solutions for senders and recipients

The Group focuses on the B2B (business-to-business) segment. GLS also offers premium B2C (business-to-consumer) services, reflecting the increasing significance of the e-commerce sector for business customers. Across Europe, 2C parcels account for about 40 per cent of parcels in the GLS system, with this figure considerably higher in some countries.

The Group's 2C solutions include the *FlexDeliveryService*, which offers parcel recipients a range of delivery options – including for international consignments between 22 countries.

GLS ParcelShops, where small firms and private individuals can hand in parcels for dispatch, play a key role in this regard. They also serve as alternative delivery addresses, where recipients can collect their goods quickly and reliably, even if no one is at home at the time of delivery. The GLS ParcelShop network now spans some 23,000 dispatch and collection points in 15 European countries.

Urban logistics and sustainability

The number of parcels sent is increasing all the time, not least due to the thriving online retail sector. What's more, urbanisation is continuing apace, with many cities facing problems such as congested roads, noise and high pollution levels. GLS is working on ways to ease the strain on urban infrastructure and reduce emissions on the last mile.

Electric vehicles – such as eBikes, eVans and eScooters – are being deployed in more and more countries. The loading capacities and ranges of these vehicles are limited. They start their routes at depots located near city centres or at micro depots set up specially by GLS, for example in ParcelShops. There, the electric vehicles can pick up parcels several times a day if necessary. GLS works closely with cities and local authorities when it comes to putting these kinds of green delivery systems into practice.



More information:
gls-group.eu

More about GLS and corporate sustainability on page 10

The GLS Group at a glance

The company

Head Office	GLS – General Logistics Systems B.V. Breguetlaan 28-30 1438 OUDE MEER (near Amsterdam) NETHERLANDS
Portfolio	Parcel, Express and Logistics
Foundation	1999

Company data 2018/2019



Turnover
3.3 bn. €



about **1,400** depots
and agencies



Volume
634 m. parcels



Employees
about 19,000



Customers
over 200,000



Delivery vehicles
about 26,000

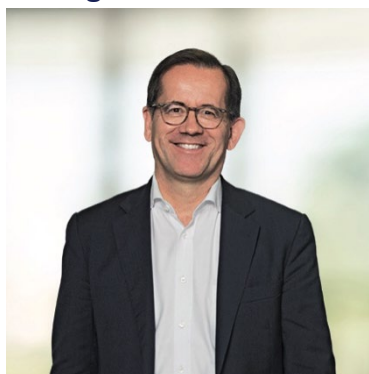


about **70** central and
regional transshipment points



Long-distance trucks
about 3,500

Management Board



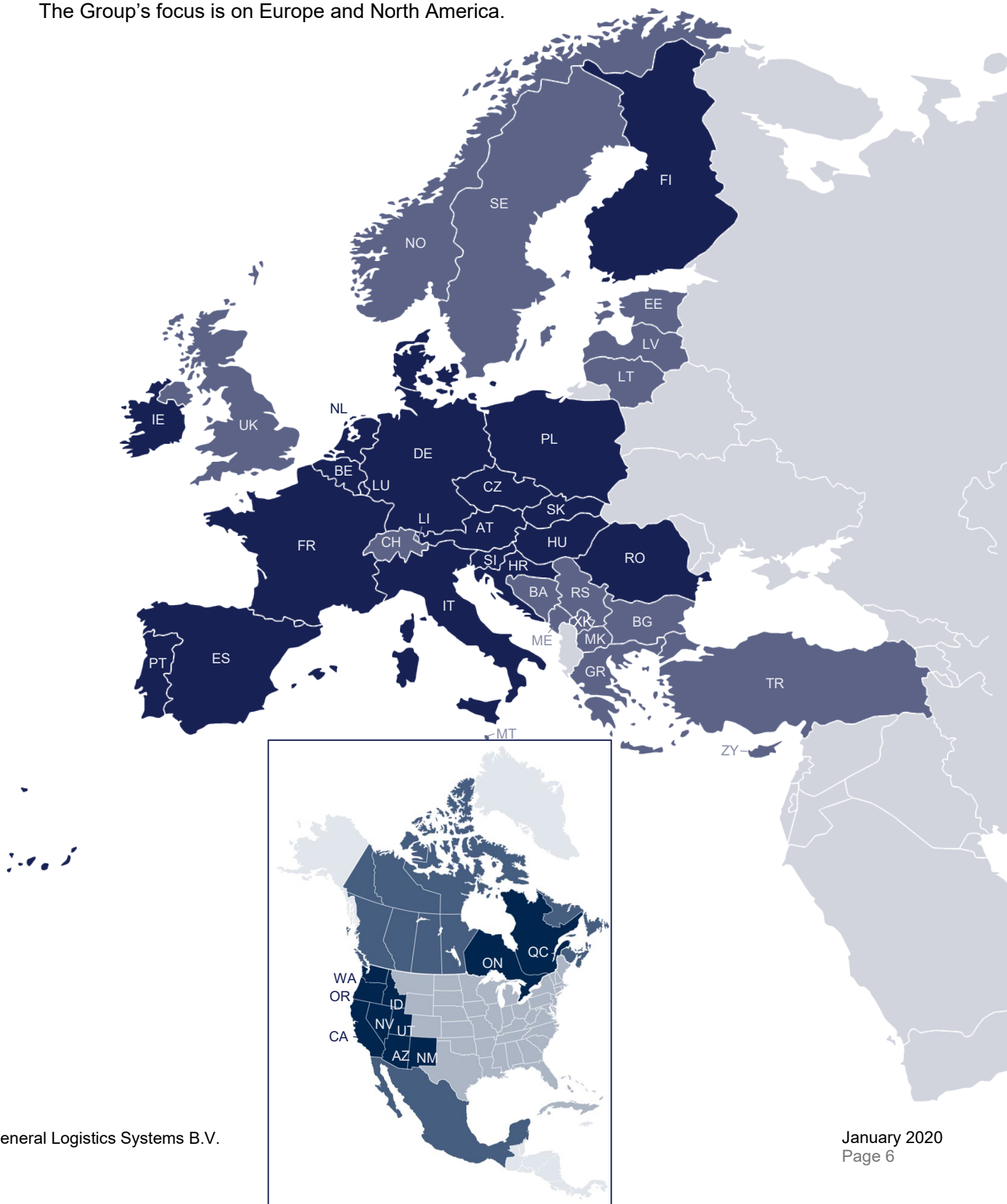
James Rietkerk
Chief Executive Officer



Thorsten Pruin
Chief Financial Officer

International presence

With its subsidiaries and partner companies, the GLS Group covers 45 countries and is globally connected via contractual agreements. The Group's focus is on Europe and North America.



GLS companies and partners

GLS subsidiaries

- GLS Austria
- GLS Belgium¹
- GLS Croatia
- GLS Czech Republic
- GLS Denmark
- GLS Finland
- GLS France²
- GLS Germany
- GLS Hungary
- GLS Ireland
- GLS Italy³
- GLS Netherlands
- GLS Poland
- GLS Portugal
- GLS Romania
- GLS Slovakia
- GLS Slovenia
- GLS Spain⁴
- DER KURIER (Germany)
- GLS US
(Arizona, California, Idaho, Nevada, New Mexico, Oregon, Utah, Washington)
- GLS Canada

Partners in Europe

- ACS – Air Courier Service
(Greece and Cyprus)
- A2B Express
(Bosnia-Herzegovina, Montenegro, Serbia, Kosovo und Macedonia)
- Global Parcels Ltd. (Malta)
- Interlogistica Ltd. (Bulgaria)
- Itella Logistics
(Lithuania, Latvia and Estonia)
- MNG Kargo (Turkey)
- Post CH
(Switzerland and Liechtenstein)
- Posten Norge (Norway)
- Parcelforce Worldwide
(United Kingdom)
- Schenker (Sweden)

Global partners

- Gati Ltd. (India)
- Estafeta (Mexico)

¹ incl. Luxembourg

² incl. Monaco

³ incl. San Marino und Vatican City

⁴ incl. Andorra

History

The GLS Group was established at the end of 1999 from German Parcel, a network of German freight forwarders. Within a few years, GLS built up a European parcel network, which today is one of the largest on the continent. In 2016, GLS started a focused geographic expansion in North America.

Milestones

2019

- Mexico: Estafeta becomes a GLS network partner.
- USA: GLS acquires LTL services provider Mountain Valley Express (MVE);
GSO changes name to General Logistics Systems US (GLS US).

2018

- Spain: GLS acquires parcel and express service provider Redyser Transporte.
- Rico Back, between 1999 and 2018 CEO of the GLS Group, is appointed CEO of the Royal Mail Group.
- James Rietkerk is named CEO of the GLS Group, Thorsten Pruin is appointed as CFO.
- Canada: GLS acquires parcel service Dicom Canada.

2017

- EcoVadis certification of the GLS Group's sustainability management system. The Group receives silver status in 2018.
- USA: GLS acquires overnight parcel delivery service Postal Express.
- GLS Group invests 100 million euros in its European network.

2016

- Spain: GLS acquires Spanish express parcel delivery company ASM.
- USA: GLS buys Californian-based parcel service GSO.

2014

- GLS publishes its first sustainability report containing information about environmental activities and social commitment. More reports follow in 2016 and 2018.

2013

- Croatia: GLS sets up its own company with country-wide service.

- Group-wide certification completed for the quality management system (ISO 9001) and for the environmental management system (ISO 14001)

2008

- Start of ThinkGreen initiative to strengthen activities for environmental protection.

2007

- Romania: GLS sets up its own company with country-wide service.

2006

- Belgium: GLS acquires the freight and parcel service provider ABX Belgium Distribution.

2005

- Czech Republic: GLS sets up its own company with country-wide service.

2004

- Slovakia: GLS sets up its own company with country-wide service.

2003

- GLS introduces a uniform quality management system in Europe.

2002

- Implementation of the uniform GLS branding in Europe and change of name of numerous subsidiaries to GLS

2001

- Poland: GLS acquires shares in Szybka Paczka Spółka and enters the Polish parcel market.
- Finland: GLS acquires General Parcel Finland.

2000

- Acquisitions and start of activities in Austria, Denmark, France, Belgium, Spain, Italy, Slovenia and the Netherlands.

1999

- Foundation of General Logistics Systems B.V. (GLS) as subsidiary of Britain's Royal Mail Group
- Setup and/or extension of company activities in Germany, Hungary and Ireland

Thinking and acting sustainably

As a pan-European, leading parcel logistics company, the GLS Group is aware of its responsibility for people, the environment and society. GLS understands sustainability in its entirety – including the environmental, social and economic aspects of social responsibility.

This means providing excellence in parcel logistics for customers and job-security for employees, both going hand in hand.

It is the Group's objective to achieve sustainable economic success in accordance with the protection of the environment for future generations. The Group's sustainability measures concern all areas of the company. The concrete meaning of sustainability for GLS is:



- Use of low-emission, climate-friendly vehicles
- New GLS depots considering ecological aspects, modernising existing facilities to be more environmentally friendly
- Lowering resource consumption, e.g. fuel and electricity



- Commitment for apprenticeship and further training of employees
- Long-term trustful partnership with subcontractors and their delivery drivers
- Commitment for society through the support of social projects
- Culture and sports sponsorship

Life-cycle assessment and environmental certification

Since 2008/2009, data on emissions, vehicles, resource consumption and waste disposal has been gathered in a group-wide environmental performance assessment. GLS records and monitors its progress in environmental protection on a regular basis. Environmental representatives within the GLS subsidiaries support the data collection regarding the Eco Footprint and promote best practice and exchange of ideas. The environmental management systems of all European GLS companies are certified to the ISO 14001:2015 standard, which helps implementing the measures drawn up as part of the ThinkGreen initiative and achieve the set goals.

Sustainability Reports

Every two years, GLS publishes a detailed sustainability report based on the international standards of the Global Reporting Initiative (GRI). It contains key figures of the GLS eco-balance and provides information on the areas ThinkGLS, ThinkResponsible and ThinkQuality.

GLS provides a comprehensive overview of the activities regarding, for instance, customers and recipients, transport partners, quality, compliance and data protection. Alternating with these reports, GLS has been publishing year-relevant information as an update since 2018. Among other subjects, the updates describe GLS' progress in city logistics and environmentally friendly parcel logistics.



The reports are available here:

<https://gls-group.eu/EU/en/sustainability>

Photos and videos



GLS logo



European hub in Neuenstein
(Germany)



GLS delivery van in Prague
(Czech Republic)



GLS delivery van in Belgium



Delivery by eBike in Berlin



GLS Corporate Film



eMobility at GLS



These and other photos and videos are available here:
<https://gls-group.eu/EU/en/press>; <https://gls-group.eu/EU/en/downloads>