

INFORMATION



GLS Germany – German leader in quality

... this is the ambition and the company philosophy of the GLS Germany. It means: reliable parcel delivery within less than 24 hours in Germany, and 24-96 hours across the whole of Europe, tracking & tracing, extremely low damage rates, a reasonable price-performance ratio and strong customer orientation. GLS Germany – founded in 1989 under the name of German Parcel – is one of Germany's four major parcel logistics providers.

GLS Germany at a glance

Name: General Logistics Systems Germany GmbH & Co. OHG
(GLS Germany)

Headquarters: GLS Germany-Straße 1 – 7,
36286 Neuenstein, Germany

Internet: www.gls-group.eu

Management: Klaus-Dieter Conrad
Rüdiger Schmahl

Facts in numbers:

Hubs:	1 (Neuenstein)
Depots:	57
Among them regional distribution centres:	18
Delivery vans:	3,700
Long-distance trucks	560

Opened for business: 1 August 1989 as cooperation of 25 medium-sized
freight forwarders under the name of German Parcel

Status: May 2010

GLS Germany – products and services

GLS Germany offers a basic product portfolio, which can be combined with various services.

Products

Business **Parcel**

Reliable, fast and efficient house-to-house-delivery within Germany. GLS Germany moves parcels weighing up to 40 kg all across Germany within a regular delivery time of less than 24 hours – regardless of distance and including peripheral areas

Business **Small Parcel**

The ideal solution for the shipment of small and delicate goods within Germany. Separate sorting tracks and transport in special bags cater for a fast handling with increased transport security. Maximum weight 2 kg, the longest side must be shorter than 40 cm and the parcel must fit the GLS Small-Parcel triangle.

Euro Business **Parcel**

Euro Business **Small Parcel**

Europe wide: GLS Germany delivers parcels with the product Euro Business-Parcel and accordingly Euro Business-Small Parcel in a standard transit time of 24 - 96 hours to 36 European states.

Global Business **Parcel**

The product Global Business-Parcel provides a world-wide parcel delivery service within a standard delivery time of only two to four days.

Express **Parcel**

In the section Express GLS Germany offers fast and time-definite deliveries throughout Germany (except islands). An Express-Parcel is delivered from Monday to Friday by 12 p.m. of the following day at the latest. Furthermore GLS Germany offers the following services: 08:00-Service, 09:00-Service, 10:00-Service, Saturday 10:00-Service and Saturday 12:00-Service. Information about which service is available in which postcode area is provided by GLS depots and on the GLS homepage.

Euro Express **Parcel**

The Euro Express-Parcel is the right product for particularly time critical Express shipments abroad. The delivery of the Express shipments take place from Monday to Friday the next working day till close of business. Information about which European countries are already connected and which TimeDefinite-Service and Saturday-Service are available additionally are provided by GLS depots and on the GLS homepage.

Services

Cash Service

Cash on delivery shipments – the recipient pays for the goods on the spot – are handled by GLS Germany under the name Cash-Service. Customers can send the Cash-Service parcel without any additional forms, obtain access to their money safely and quickly and control the cash flow online. Cash-Service is also available in combination with Euro Business-Parcel and Euro Business-Small Parcel for consignments to Poland and Austria.

DeliveryAtWork Service

At the request of the customers, the parcels are delivered directly to the respective work place – to a specific department, an office or to a specific person. Thus not only post office collecting points and storage rooms are unburdened, direct deliveries of the packages are convenient for the receivers and save time.

eDeclaration Service

With the eDeclaration-Service GLS offers to handle – smoothly and promptly – the electronic export declaration, which is mandatory for parcel shipments to EFTA countries and third countries in the event that the value of goods exceeds 1 000 €.

Exchange Service

GLS Germany offers a special delivery system for the replacement of equipment called Exchange-Service. This means that when damaged devices – such as mobile phones – are picked up, their replacements are delivered at the same time.

HazardousGoods Service

Experts in the GLS depots are glad to advise about the safe shipment of hazardous goods. Handled are goods in compliance with annexes A and B of the ADR and the GGVSEB (Hazardous Goods Ordinances for Roads) as well as in compliance with the general terms and conditions of GLS Germany and exclusively within Germany.

Ident Service

Definite consignee identification and optional return of documents. The parcel is only handed over to a consignee who is able to verify his identity doubtlessly. After successful delivery – if agreed on – a document signed by the consignee is brought back to the consignor.

Intercompany **Service**

The Intercompany-Service optimises transport routes and saves expenses since the parcels are always picked up when the branch is also supplied with new merchandise. GLS Germany provides return shipping tickets which allow the recipient to either return parcels or to have them delivered to other branches. This service simplifies logistics management especially for customers who have a large network of branch offices and frequently send parcels back and forth between various production and sales locations.

Pick&Return **Service**

Optimises the logistics of return consignments: GLS Germany picks up the parcels at any address in the GLS net (national or abroad) and delivers them to the recipient.

Pick&Ship **Service**

Optimises the procurement logistics: GLS Germany picks up the parcel at any business address in the GLS net (for example at a supplier) and then delivers it at the desired address in Germany or Europe.

ShopReturn **Service**

Optimises end customers' returns: the consignee can send return shipments from any GLS Paket Shop (within Germany). Return address stickers are printed out with the shipment labels and enclosed in the parcel.

Guaranteed 24 **Service**

The Guaranteed 24-Service ensures parcel delivery at the following working day by 5 p.m. at the latest. The service is suited particularly for urgent documents or badly needed spare parts which have to be available the following day by 5 p.m.

Benefits

Delivery scanning

As proof of the correct delivery the consignments are scanned on delivery: The recipient confirms the receipt of the parcel by signing directly on an electronic touch screen. All the data – including the recipient's signature – are digitally recorded, and all parcel customers with the necessary authorisation can recall them via the Internet.

Delivery refusals

If the delivery is refused, the sender is notified and has a week to decide what should be done with the shipment. This also applies if the address on the parcel is wrong and cannot be corrected.

Paket Shops

Thanks to the Paket Shop concept of GLS Germany private customers and small businesses can send consignments via GLS, too. For this purpose GLS Germany cooperates with retailers across Germany based on the shop-in-shop system. By entering the customers' zip code on the website www.gls-paketshop.de, the address of the nearest Paket Shop can be obtained.

Tracking & Tracing

GLS Germany customers can track their parcels at any time via the Internet – since the beginning of 2008 nearly in real time, due to direct data transfer out of the delivery van. Under <http://www.gls-group.eu> all basic shipment data can be viewed easily – by entering his individual password the customer receives additional, individualised customer and shipment information.

Insurance

Every parcel is insured up to its commodity value, limited to a maximum of € 750. Higher insurance (max. 5000 €) upon request.

Delivery

If, because no one is available to receive the parcel, GLS is not able to deliver the parcel, there will be a second attempt to make the delivery (commercial consignees) and/or a direct alternative delivery at a neighbour's address or a GLS Paket Shop (private consignee). The consignee receives a notification card in the mailbox containing all of the important information.

Further information about GLS Germany: www.gls-group.eu

GLS Group: Quality in Europe!

“Quality leader in European parcel logistics” is the guiding principle. GLS, General Logistics Systems B.V. (headquartered in Amsterdam), was founded at the end of 1999. Today, GLS provides reliable, high-quality parcel services and in addition specialises in logistics and express services for 220,000 customers throughout Europe, in 36 countries, through wholly owned and partner companies. Furthermore GLS is globally connected via contractual agreements. 38 central transshipment points throughout Europe and 665 depots are at GLS’ disposal. Every day 16,650 vehicles are on route for GLS. In the financial year 2009/10 some 12,500 employees of GLS handled 345 million parcels and the revenue amounted to 1.7 billion euros.

Secure network – sustainable consolidation

Through its own start-up companies, acquisitions and investments in other companies, GLS has created a stable European logistics network within a few years’ time. Consolidation of the network to form one unified European company with strong national representations continues. GLS invests in buildings, IT systems and technology - an ongoing process, which goes hand in hand with the optimisation of its performance indicators.

The keys to success: first of all, a quality management system that ensures high-quality, reliable European parcel logistics. Secondly, an IT solution that provides seamless data and information management on a European scale. In January 2006 GLS introduced the uniform European operative IT system “UniQue”, comprising all software and hardware components used by the company. Thirdly, standardised business processes throughout Europe, which in turn support quality and a reasonable price/performance ratio. Fourthly, a high level of flexibility paired with strong customer orientation. Locally, individual contact persons are available, who offer suitable solutions for specific requirements of the customers, catering for local market requirements. All in all, a clear concept which is based on precise performance parameters.

Harmonised product and service portfolio

In the three areas “Products”, “Services” and “Solutions” GLS has established a homogeneous, transparent basic product and service portfolio across Europe since April 2006. The basic range for national and cross-border services is supplemented by country-specific offers. Both GLS network and services meet the requirements of the pan-European market.

GLS Group: Facts & Figures

Head Office

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Products & Services

Parcel, Logistics & Express

Founded

1999

Management Board

Rico Back, Chief Executive Officer
James Rietkerk, Chief Financial Officer
Klaus Conrad, Chief Operating Officer

Revenue

€ 1.7 bn. (in FY 2009/10)

Shipment volume

345 million parcels (in FY 2009/10)

Hubs

38 central transshipment points

Depots

665

Staff

12,500

Delivery vehicles

15,000

Long-distance trucks

1,950

Via its subsidiaries, participations and partner companies, GLS offers its services in 36 European states and is globally connected via contractual agreements.

Subsidiaries

GLS Austria
GLS Belgium¹
GLS Czech Republic
GLS Denmark
GLS d.o.o. (Slovenia)
GLS Finland
GLS France²
GLS Germany
GLS Hungary
GLS Ireland
GLS Italy³
GLS Netherlands
GLS Poland
GLS Portugal
GLS Romania
GLS Slovakia
GLS Spain⁴
DER KURIER (Germany)
DPD Systemlogistik (Germany)

¹ incl. Luxemburg

² incl. Monaco

³ incl. Vatican City and San Marino

⁴ incl. Gibraltar and Andorra

Partners in Europe

ACS - Air Courier Service (Greece and Cyprus)
Global Parcels Ltd. (Malta)
Interlogistica Ltd. (Bulgaria)
Itella Logistics OÜ (Estonia)
Lex System (Latvia and Lithuania)
Nor-Cargo (Norway)
MNG Kargo (Turkey)
Parcelforce Worldwide (United Kingdom)
Schenker (Sweden)
Swiss Post GLS (Switzerland and Liechtenstein)

Global Partners

EMS Garantpost (Russian Federation)
Gati Ltd. (India)
MIDEX INTERNATIONAL (Middle East⁵)
TF Logistics (Hong Kong)

Status: May 2010

⁵ United Arab Emirates, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, Syria and Yemen

GLS Group: History

1999

- January **Acquisition of German Parcel Paket-Logistik GmbH**, the German parcel service provider and General Parcel partner, headquartered in Neuenstein / Hesse, Germany
- May **Acquisition of DER KURIER GmbH**, the German express service provider and cooperation partner of German Parcel, headquartered in Neuenstein.
- June **Acquisition / start-up of General Parcel Hungary Kft.**, the Hungarian parcel service and General Parcel partner.
- October **Foundation of General Logistics Systems B.V. (GLS)**, headquartered in Amsterdam. Rico Back takes on, besides his function as Managing Director of German Parcel, the function of the Chief Executive Officer (CEO). Via its subsidiaries, GLS is the major shareholder in the European General Parcel cooperation, which was set up in 1992.
- October **Acquisition of the Williames Group**, the Irish parcel and logistics service provider, headquartered in Dublin.

2000

- March **Acquisition of General Parcel Austria GmbH**, the Austrian parcel service provider and General Parcel partner, headquartered in Ansfelden.
- March **Acquisition of Pakke-Trans A/S**, the Danish parcel company and General Parcel partner, headquartered in Kolding.
- March **Acquisition of an equity interest in Stafetten A/S**, the Danish express and courier service.
- May **Acquisition of Nederlandse Pakket Dienst B.V. (NPD)**, the Dutch parcel company and General Parcel partner headquartered in Utrecht.
- May **Acquisition of Extand S.A.**, the French express and parcel service provider, headquartered in Toulouse, and of the branches Extand Belgium S.A. (Belgium) and Extand Sistema SL (Spain).
- May **Parcelforce Worldwide (UK) becomes a General Parcel partner.**

- June **Foundation of GP General Parcel Ljubiana d.o.o.**
- August **Acquisition of the two parcel businesses Domberger Paket Dienst GmbH & Co. KG, Augsburg, and Deutscher Paket Dienst Dachser GmbH, Kempten.** The two former DACHSER subsidiaries manage a total of six DPD locations in southern Germany and Saxony.
- December **Acquisition of an equity interest in Direzione Gruppo Executive S.p.A.,** the franchisor of the Italian parcel organisation. The company, headquartered in Piacenza (near Milan), is also a General Parcel partner.

2001

- January **Acquisition of an equity interest in Szybka Paczka Spółka z.o.o. (SP),** the Polish parcel and express company and General Parcel partner. GLS acquires a 25.1 percent interest from the Dutch logistics group Therab B.V.
- December **Acquisition of General Parcel Finland Oy.**
- December The Italian company **Direzione Gruppo Executive S.p.A.** becomes a 100 percent subsidiary of GLS. The franchise system remains intact.

2002

- October On October 1st 2002, GLS launches the **common GLS brand across the whole of Europe.** In the following months several GLS subsidiaries are renamed.
- December Foundation of **General Logistics Systems Belgium NV.** The company takes over the business of the GLS subsidiary Extand Belgium S.A. and realises area-wide service in **Belgium and Luxembourg.**

2003

- January **Transaction in Italy:** As of January 2003, GLS takes over the operational businesses of a franchisee in Genoa, Chiavari, Savona and Imperia.
- March Development of a harmonised **quality management system** for the whole of Europe.
- May **Nor-Cargo AS** becomes GLS partner in **Norway.**
- June **ACS – Air Courier Service** is the GLS partner in **Greece and Cyprus.**

- November **GLS IT Services GmbH is launched.** The new company standardises all IT-processes within the Group.
- December **Transaction in Italy:** GLS acquires the parcel businesses of an Italian franchisee in the areas of Verona, Mantova and Bussolengo.
- December **GLS Hungary Kft. becomes a 100 percent subsidiary** of GLS.

2004

- February **General Parcel ceases operations:** the day-to-day management and further development of the European network is now the direct responsibility of GLS. The stability and full area-coverage of the GLS European network is guaranteed by GLS' own companies and a network of strong partners.
- April **Foundation of GLS General Logistics Systems Slovakia s.r.o.** to establish a national parcel network in Slovakia. The company headquartered in Zvolen starts its business as a subsidiary of GLS Hungary.
- May **Schenker AB** becomes GLS partner in **Sweden**.
- August and October **Transactions in Italy:** GLS acquires the parcel businesses of two franchise partners in the regions of Tuscany (three depots) and Veneto (four depots).

2005

- January **General Logistics Systems Poland Sp. zo.o.**, headquartered in Poznan, **becomes a 100 percent subsidiary of GLS** with effect from January 1st.
- February As of February 1st 2005 GLS serves Latvia, Lithuania and Estonia via its new **network partner LEX SYSTEM**. Full area-coverage in the Baltic region is achieved.
- March Since 1st of March the Spanish GLS subsidiary Extand Sistema SL operates under the name **GLS Spain**.
- March Foundation of **General Logistics Systems Czech Republic s.r.o.** to establish a national parcel network in the Czech Republic. The main hub in Humpolec as well as eight other depots build the new GLS network in the Czech Republic.
- May By the end of May **GLS Denmark** takes over the remaining shares of **Stafetten A/S**. The company now is a 100 percent part of the GLS Group.

November **GLS Portugal Lda.** commences operation. The joint venture of Kislog and GLS B.V., Amsterdam, acquires all business units of Personalis S.A., a subsidiary of Kislog and previous network partner of GLS. GLS quality is established by the implementation of all GLS systems in Portugal.

November Start of the successive introduction of 18,000 new mobile terminals with scan function and about 5,000 new scan stations. Thanks to the connection to the satellite-supported GPRS system data can be transferred almost in real-time.

2006

January Introduction of **UniQue**, the unified hardware and software system of GLS. Through the successive rollout of the various components all IT systems and processes of GLS in Europe are harmonized step by step.

March The new **European Computer Center** in Neuenstein (Germany) goes into operation. In addition to scanning and shipping systems, communications (email), process control and billing systems are also run via the EU-computer centre.

April **Reduced regular delivery times** for international parcels in several European countries (DK, CZ, NL, BE, AT, FR, SI, SK, FI, ES): The introduction of new day sorting activities in the GLS European hub in Neuenstein (Germany) enables parcel shipments that have to cross two borders and do not come from Germany to now arrive at their destination one day earlier.

August **Transaction in Italy:** GLS acquires the operative business of the franchisee in Cesena.

September Since September 4th, the Danish GLS subsidiary Stafetten A/S operates under the name **GLS Express**.

October - **Transaction in Italy:** GLS takes over four depots in total from two franchisees in the regions Lombardy and Emilia Romagna.

December **GLS takes over ABX Belgium Distribution NV/SA.** Together, GLS Belgium and ABX Belgium Distribution, are now market leaders in the national B2B parcel business.

2007

- February **Interlogistica Ltd.** is the new GLS network partner in **Bulgaria**. Since February 1st the company provides country wide service via two hubs and 21 depots.
- August **Foundation of GLS General Logistics Systems Romania s.r.l.** and establishment of a national parcel network. The company headquartered in Sibiu starts its business with ten locations on August 1st 2007.
- August **Transaction in Italy:** GLS acquires the business of a franchisee in Milan with six depots.

2008

- February **Gati Limited**, the leading logistics solutions provider on the Indian market, is the new GLS partner in **India**.
- April Since April 7th, ABX Belgium Distribution is operating under the name **General Logistics Systems Belgium Distribution S.A./NV**.
- May **MNG Kargo Co. Inc**, third largest provider on the Turkish CEP market is GLS' new partner in **Turkey**.
- August **Transaction in Italy:** GLS takes over the depots of two franchisees in Padua and Belluno.
- August **TF Logistics** is the new GLS partner in **Hong Kong**.

2009

- May **EMS Garantpost** is the new GLS partner in the **Russian Federation**. The company is one of the country's leading parcel and express shipment providers
- August **Itella Logistics OÜ** (headquarters and central hub in Tallinn) is the new GLS partner in **Estonia**.
- August **MIDEX INTERNATIONAL** is partner in the Middle East. The company covers 14 countries for GLS: United Arab Emirates, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, Syria and Yemen.

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