

# INFORMATION



## **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 16,950 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 Belgium<sup>1</sup>  
GLS Czech Republic  
GLS Denmark  
GLS d.o.o. (Slovenia)  
GLS Finland  
GLS France<sup>2</sup>  
GLS Germany  
GLS Hungary  
GLS Ireland  
GLS Italy<sup>3</sup>  
GLS Netherlands  
GLS Poland  
GLS Portugal  
GLS Romania  
GLS Slovakia  
GLS Spain<sup>4</sup>  
DER KURIER (Germany)  
DPD Systemlogistik (Germany)

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<sup>1</sup> incl. Luxemburg

<sup>2</sup> incl. Monaco

<sup>3</sup> incl. Vatican City and San Marino

<sup>4</sup> 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 East<sup>5</sup>)  
TF Logistics (Hong Kong)

Status: May 2010

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<sup>5</sup> 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 1<sup>st</sup> 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 1<sup>st</sup>.
- February        As of February 1<sup>st</sup> 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 1<sup>st</sup> 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 4<sup>th</sup>, the Danish GLS subsidiary Stafetten A/S operates under the name **GLS Express**.
- October - December **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 1<sup>st</sup> 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 1<sup>st</sup> 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 7<sup>th</sup>, 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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