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Press release

**Executives in the role of couriers. Unusual action of GLS in the framework of the company's anniversary.**

**On a cargo bike. In an electric van. Shoulder to shoulder. On the occasion of the company's 25th anniversary, GLS senior management accompanied couriers and together with them distributed shipments for a day.**

The opportunity to learn about the work of couriers in practice, direct contact with customers and see for yourself how the implemented solutions work in practice. This is what "one day in the life of a courier" looked like, during which GLS senior managers delivered parcels to recipients. – *"Such actions show executives a different perspective. It's an opportunity to look at the work of couriers both from their side and from that of our customers"* stresses Tomek Zwiercan, managing director of GLS Poland, who for one day delivered parcels around Warsaw's Ochota district by cargo bike. He stresses that it was very important for him to be able to look at the practical aspects of delivery, as well as how the solutions that GLS is introducing to increase the convenience and comfort of its customers work in practice.

- *"Prenotification of a shipment by SMS was one of the things I was able to test on my own. It's fantastic that all the time during the day the courier and the customer are in contact with each other. When introducing this solution, we wanted just such an effect"* - notes Tomek Zwiercan.

**Management goes on the road**

Warsaw, Poznan, the Bielsko-Biala area - it was in these regions that GLS managers accompanied couriers in delivering shipments. They were with them from the very morning - when parcels from the warehouses went to the bus, and later when they were distributed to recipients in a specific region. What did they notice?

*"I was driving in an area that I am quite familiar with, and from the first minutes I was surprised by the order of addresses chosen by the courier Kurt. However, he quickly reassured me that everything was under control. He knew perfectly well that at a given address we would be able to deliver a package only after 11 am, and at another address Mr. Pawel is on vacation and the package will be left two streets away at his mother's house"* says Milosz Skubis, director of the



East Region at GLS Poland. As he adds, he had the opportunity to see how the quality of a courier's work is affected by a positive attitude towards people. The key here is cheerfulness, a smile, good communication and looking for solutions that satisfy both parties.

Michal Sobczynski, director of Region West at GLS Poland, who, with courier Marcin, delivered 160 parcels in one day in the Poznan area, believes similarly. - I could learn the trade from Marcin, who is one of the most experienced couriers in our region," says Michal Sobczynski. He also stresses that the success of the deliveries is mainly evidenced by the courier's attitude, as well as his excellent relations with customers.

Slawomir Chomicz, director of the South Region at GLS Poland, also delivered parcels in the Bielsko-Biala area throughout the day. Together with courier Adam, they traveled in an e-van. *„This is not only an ecological solution, but a very comfortable vehicle, as the couriers emphasized. It's very easy to start, and the battery is enough to drive a 300-kilometer route," notes Slawomir Chomicz. In his opinion, the key to the success of last-mile deliveries is efficiency: - Adam had a perfectly arranged area, he knew the recipients and knew when and to whom he should deliver a specific package. This is due to his experience and years of practice.* "One day in the life of a courier" was the first such action, but as the managing director of GLS assures, not the last. According to the company's management, this is an excellent opportunity to see in real action how the company's processes and solutions offered to customers are performing.

GLS Poland's courier services are rated highly by customers, and the NPS index has remained at a very high level for several years. Customers also appreciate the timeliness (100 percent) and completeness of deliveries (96.1 percent), data from the 2022 Logistics Operator of the Year survey.

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## **About GLS Group**

GLS Group is one of the largest independent courier service providers in Europe, with a developed active presence in almost all countries on the continent. Through a network of subsidiaries, it also operates in Canada and on the West Coast of the United States. Every day, this allows GLS to efficiently deliver millions of packages and related stories to customers and communities. GLS manages its network proactively - it connects the markets it operates in a



flexible and agile manner, responding to their rapid changes and dynamics. The company is proud to provide its customers with high-quality services in more than 40 countries. The GLS network consists of more than 120 distribution centers, more than 1,600 branches, 37,000 vehicles responsible for the final stage of delivery and 4,500 line cars. This guarantees excellent flexibility and increased coverage. In 2021/22, GLS Group generated record revenues of €5 billion, delivering 870 million parcels in all markets served. For more information, visit [gls-group.com](https://www.gls-group.com).