

Press release

GLS Poland Logistics Operator of the Year

This is the most important award in Polish logistics. The Golden Emblem, the first place was won by the courier company GLS Poland.

Głuchowo, December 10th, 2021. This is the 20th edition of the prestigious Logistics Operator of the Year program, the most important in the industry. Awards and distinctions are granted on the basis of an objective criterion, as they result from a survey of logistics operators' customer satisfaction. They evaluate, among others, the competitive potential of companies, the comprehensiveness of their services, the performance of logistics service standards, the standard of customer service, as well as the position of operators in the market. The survey is conducted by Data Group Consulting and Eurologistics Publishing House.

GLS Poland takes part in the programme from the beginning. The company has already received numerous awards, and was also the winner of one of the three main prizes. Now it wins the first place, which is the golden emblem for the Logistics Operator of the Year.

- This award is a great honor for us. We thank our customers for the trust they place in us every day. It is their satisfaction with the high quality of our services that made it possible for us to receive the Golden Emblem this year. The customer is at the heart of everything we do and so we proudly accept this award. At the same time, we take up the challenge to continue to deliver more than shipments with passion and openness. Most of all, however, I would like to thank our employees, associates and business partners. A logistics company is about infrastructure, processes and, most importantly, people. And that is why this award is for them. All GLS people
- says Tomek Zwiercan, GLS Poland Managing Director.

Quality and flexibility

According to the data provided by the organizers of the survey GLS stands out in the market in terms of the evaluation of the standard of services, in particular the flexibility of operations, as well as the level of computerization. These areas have always been GLS's strong point, and now the company has become even stronger in this field. All this makes GLS effectively position itself among customers with specific needs.

- I think that flexibility is the key word. In practice, it means the ability to adapt services and the form of service to the real needs and expectations of customers. We are always open for conversation, communicative and looking for individual solutions - emphasizes Malgorzata Markowska, GLS Poland promotion & communication manager.

Customers appreciated especially GLS experience in servicing e-commerce market in Poland and abroad. In this respect the company received 70% positive feedback. Geographical range of deliveries is becoming increasingly important for customers - in this area the vast majority of them consider GLS offer as the best in the market.



Małgorzata Markowska points out that an important element of GLS strategy is readiness for market changes. - *We consciously focus on high quality services. However, we understand it as something more than the efficiency and effectiveness of logistics processes: we create friendly services, from man to man, based on good relations. That is how we see our role, it is our identity. Today, change is happening faster than ever. This makes it even more important to keep the human being at the center of attention* - Małgorzata Markowska points out.

Future with a strategy

The company plans to continue systematically strengthening its market position and operational potential. GLS has recently started implementing a new strategy called Accelerate (it applies to all domestic companies of the company). GLS Poland in the next three years intends to invest 3-4% of revenues in infrastructure, as well as in technology and ecological solutions.

Currently, GLS Poland has a network of 45 branches, located throughout the country. By 2024 it plans to open 20 more, which means to increase their number by almost 50%. In Upper Silesia, a new regional center is to be established which may start operating as early as next financial year. GLS Poland also intends to build a new central sorting facility. According to the plan, it will be operational as early as 2023-24.

- *In addition, we are implementing advanced digital solutions that allow us to analyze huge amounts of data and thus optimize logistics processes. These are now indispensable tools for a modern courier company, allowing us to handle growing volumes of shipments more efficiently* - adds Tomek Zwiercan.

As part of the company's new strategy, goals related to sustainable development are also a priority. Several Polish cities already have e-vans and courier bicycles in GLS colors, and from 2019 some of the operator's linehaul routes will be served by LNG-powered trucks. In addition, nearly 20 branches of GLS Poland across the country - including the largest facilities such as sorting plants near Warsaw and in Strykow near Lodz - already derive 100% of their energy from RES.

- *We are systematically developing the potential of the company, while all our activities and plans are focused on the real expectations and needs of our customers. This is a strategic point of reference for us. We want to strengthen our market position in the long term based on the trust of our customers* - concluded Małgorzata Markowska.

For information: gls-group.com

Małgorzata Markowska, GLS Poland

E-mail: malgorzata.markowska@gls-poland.com

Telefon: +48 695 354 791



Adriana Kondratowicz, PR Expert
E-mail: akondratowicz@prexpert.com.pl
Telefon: + 48 502 332 358

About GLS Group

GLS Group is a leading provider of domestic and international parcel transportation services. The company provides its customers in 41 countries with reliable, high-quality and personalized services, including express and freight services. Thanks to the company's extensive international network and good knowledge of local markets, GLS customers can expect the same comprehensive, flexible and personalized service throughout Europe and other parts of the world. GLS also operates through subsidiaries in Canada and on the West Coast of the United States. The GLS network includes 71 central and regional transshipment points and approximately 1,500 warehouses, served by approximately 31,000 end-to-end delivery vehicles and 4,000 long-haul trucks. GLS employs around 21,000 people. In 2020/21, the company achieved record revenues of €4.5 billion, delivering 840 million parcels despite global difficulties.