

# We Deliver!

GLS



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## **GLS Group**

After it's foundation at the end of 1999, GLS succeeded in establishing a stable European parcel network in just a few years.

Today it covers 42 countries. In a number of countries including the Benelux countries, GLS also offers freight solutions throughout Europe.



€ 2,9 bn

> 270 000

> 18 000

> 1000

± 30 000

42

Facts & figures Turnover

Customers

Employees

Depots

Vehicles

1

**Covered countries** 

## **GLS Belgium**

#### Who we are, what we do

National and international services for parcel, freight and express: GLS Belgium offers high quality delivery services for companies and private senders or recipients. Outside Europe, we work together with reliable partners for shipments around the world. Quality service and a customer-oriented approach are the focus. Thanks to modern IT solutions, every collaboration with GLS is simple, safe and smooth.

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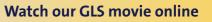
GLS Hub - Parcel GLS Hub - Freight GLS Dapot - Parcel GLS Dapot - Preight

#### In a nutshell:

- Extensive, integrated network
- Next day delivery in Belgium, Luxembourg and the Netherlands
- Broad GLS owned ParcelShop network in Belgium and the rest
   of Europe
- National and international shipment of parcel, freight and express
- Numerous optional extra services for B2B, B2C and C2X shipments

Values	
Reliability	Your shipment arrives on time
Security	Your shipment arrives safe and sound
Transparency	You can track your shipment in real time
Flexibility	We find the right solutions for you
Sustainability	We act responsibly and are committed







### Parcel

Top quality for your parcel dispatch is our core business and reliability is our strength! GLS guarantees an efficient and swift delivery of your parcel in Belgium and in 40 different European countries. We deliver within 24 hours in the Benelux countries and have short transit times throughout the rest of Europe and worldwide.

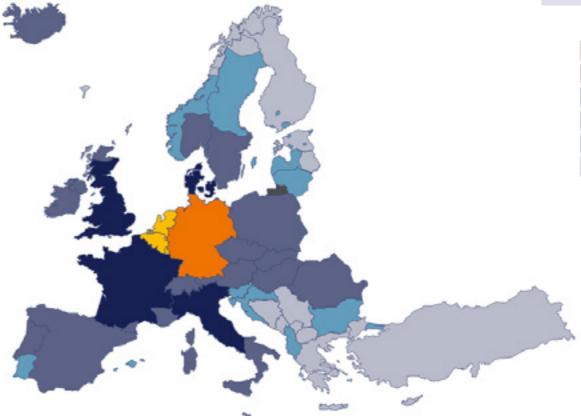


#### Ship parcels easily, swiftly and safely.

#### **YOUR BENEFITS:**

- Short and reliable transit times
- Real time Track & Trace
- Digital recipient signature available online
- Free insurance up to € 750 per parcel
- · All shipments continuously monitored by a unique UniVideo system
- Easy access to our Customer Service
- Fast and straigtforward completion of customs formalities
- Incoterm of your choosing

GLS



#### Business**Parcel**

#### **National shipments**

GLS delivers your parcels quickly and safely all over Belgium. Our standard delivery time is less than 24 hours. This product is also available for small goods thanks to BusinessSmallParcel.

Optional services		
FlexDelivery <b>Service</b>	Pick&ReturnService	Deposit <b>Service</b>
Cash <b>Service</b>	Pick&Ship <b>Service</b>	InfoService
DeliveryAtWorkService	ShopDelivery <b>Service</b>	PharmaService
Intercompany Service	ShopReturn <b>Service</b>	PharmaService+
AddresseeOnly <b>Service</b>	Consignment Service	

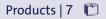
#### EuroBusiness**Parcel**

#### **European shipments**

Precisely-coordinated transport and modern distribution centres link the individual countries. Goods reach the Benelux countries within standard delivery times of 24 hours. To all neighbouring countries the standard delivery times are between 24 and 48 hours.

Parcel shipping to other European countries usually takes between 72 and 96 hours. The service quality is uniformly high throughout Europe. This product is also available for small goods thanks to EuroBusinessSmallParcel.

Optional services	
FlexDeliveryService	Pick&Return <b>Servic</b>
eDeclarationService	Pick&Ship <b>Service</b>
Intercompany Service	ShopDelivery <b>Servi</b>





ice vice ShopReturn Service Deposit Service InfoService



More information about our parcel products

#### GlobalExpress**Parcel**

#### International shipments outside Europe

You can also rely on the best delivery performances outside Europe. GLS offers its European customers worldwide connections. Thanks to *GlobalExpressParcel*, documents and parcels are quickly delivered all over the world\*. Consignments reach major business centers in 2 to 4 days.

Optional services			
eDeclaration <b>Service</b>	Intercompany <b>Service</b>	Info <b>Service</b>	

\* With the exception of countries with high political risks.

#### Volumetric weight

The volumetric weight of each *GlobalExpressParcel* is calculated and compared to its weight in kilograms. The calculation of the volumetric weight is done with an IATA approved formula.

Volumetric weight in kilograms = (length in cm x width in cm x height in cm) / 6 000.

The largest result is used to determine the shipping costs. Weights need to be rounded up.

#### **YOUR BENEFITS**

- Short and reliable transit times
- Extended Track & Trace
- Free insurance up to € 750 per parcel
- Easy access to our Customer Service
- Fast and straightforward completion of customs formalities
- Shipping to more than 220 countries





#### **Dimensions**

Parcels are not allowed to exceed certain dimensions and weights, as described in the following chart.

The belt size\* should not exceed 3 meters. If the parcel is bigger or heavier, it has to be shipped via our freight network.

Dimensions	<i>i</i> wuri.	Max.
Length	10 cm	200 cm
Width	5 cm	80 cm
Height	1.5 cm	60 cm
Belt size*		300 cm
Weight	0.1 kg	31,5 kg

Belt size =  $1 \times \text{length} + 2 \times \text{width} + 2 \times \text{height}$ .



More information about GlobalExpressParcel

## Freight

GLS is the ideal freight partner for your door-to-door and loose load shipments in Belgium as well as to the rest of Europe. We guarantee efficient deliveries of your freight shipments within 24 hours throughout the Benelux countries and apply sharp delivery times to the rest of Europe.

#### Shipping freight easily, swiftly and safely.



#### **Products**

#### Business Freight

#### **National shipments**

GLS transports pallets and loose load shipments\* safely and rapidly in Belgium. Freight shipments reach their destination within transit times of less than 24 hours. GLS offers flexible and high quality performances thanks to its own freight network.

Optional services	
CashService	Pick&Return <b>Servic</b>
HazardousGoodsService	Pick&Ship <b>Service</b>

#### EuroBusinessFreight

#### **European shipments**

GLS also takes care of your pallets and loose load shipments\* throughout Europe. With its own integrated freight network, GLS also offers safe deliveries within 24 hours in the Netherlands and Luxembourg. Thanks to reliable partners, we are able to guarantee the best delivery service throughout the rest of Europe. To ensure efficient transit times, direct linehauls are foreseen towards different countries.

Optional services	
CashService	Pick&Return <b>Serv</b> i
eDeclarationService	Pick&Ship <b>Service</b>

\* Groupage = oversized and overweight goods which cannot be handled by our parcel network.



Products | 11

vice

PalletExchangeService AddOnInsuranceService

PalletExchangeService vice AddOnInsuranceService





#### Freight**Solution**

#### **Customized Benelux shipments and LTL-FTL\***

GLS provides delivery solutions that meet special needs throughout the Benelux countries. Regardless of weight, size or unusual characteristics, GLS transports freight with specific delivery requirements reliably and safely. We handle groupage shipments from 5 to 33 pallets in the Benelux countries and can provide courier deliveries from A to B.

GLS offers unlimited possibilities for customized deliveries: milk-runs, dedicated drivers, two-man deliveries, lateral loads, direct transport from A to B, timeslot delivery, etc.

\* LTL = Less than full truck load - FTL= Full truck load

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#### **YOUR BENEFITS**

- Short and reliable transit times
- Recipient signature always available
- Specialized Customer Service
- Less handling for more security
- Customized solutions for specific needs



More information about FreightSolution

## **Express**

Parcel and freight shipments in need of a time definite delivery the next working day.

### 100% guaranteed punctuality!





### **Products**

#### ExpressParcel

Punctual delivery guaranteed for parcel shipments

Speed and punctuality are the first priorities for every *ExpressParcel* delivery. A domestic express shipment will reach its destination before 5 p.m. the next working day. With our TimeDefiniteServices, you can even choose a delivery before 09:00, before 10:00 or before noon.

Your express shipment is immediately processed after collection and is transported with special follow-up.

TimeDefinite <b>Services</b>	
Saturday12:00 <b>Service</b>	
9:00Service	
Info <b>Service</b>	

#### **YOUR BENEFITS**

- Money back guarantee
- Real time Track & Trace
- Online digital recipient signature
- Free insurance up to € 750 per parcel
- All shipments continuously monitored by a unique UniVideo system
- Easy access to our Customer Service
- Proactive and continuous control of shipment status
- Also deliveries on Saturday

10:00**Service** 12:00Service



More information about our express products



#### Express**Freight**

#### Punctual delivery guaranteed for freight shipments within the Benelux countries

Reliable express shipments for pallets and loose load: GLS guarantees to deliver the next working day, before a specific time, all over the Benelux countries.

Your express shipment is immediately processed after collection and is transported with special follow-up.

#### **Optional services**

AddOnInsuranceService TimeDefiniteService (before noon)

oon) PalletExchangeService

#### YOUR BENEFITS

- Money back guarantee
- Real time Track & Trace
- Online digital recipient signature
- Easy access to our Customer
  Service
- Proactive and continuous control of shipment status





TREESESSON.

GLS

### **Services**

Our range of GLS products can be combined with the following optional services:

### Delivery

#### FlexDeliveryService

Flexible delivery: GLS offers recipients a variety of delivery options to choose from, for both Belgium and abroad.

The best B2C solution! As soon as the ordered goods are ready to be shipped, recipients receive an e-mail containing information about the upcoming delivery of their parcel, including an estimated delivery time frame.

This way, the recipients can make arrangements to collect their goods.



If desired, a variety of delivery options can be chosen online:

- Delivery to the same address on a specific date
- Delivery to a new address
- Delivery to a GLS ParcelShop
- Collection at a GLS depot
- Grant drop off permission
- Delivery refusal (return to sender)

Receiving parcels becomes flexible, sending goods to private households becomes swift and effortless. Customer satisfaction increases and the amount of inquiries and complaints decreases! GLS offers the *FlexDeliveryService* in numerous European countries.

#### YOUR BENEFITS

- No extra charge
- Increased customer satisfaction
- Less effort for your Customer Service



#### **BENEFITS FOR YOUR CUSTOMERS**

- Information about delivery by e-mail
- Wide range of delivery options
- Estimated delivery time frame
- Available for Belgium and numerous other European countries
- No online registration necessary



#### DeliveryAtWorkService

GLS delivers the parcel, not simply to a business address, but directly to the recipient's workplace, i.e. to a specific department, office or person.

Precise parcel distribution relieves companies' central mail offices and warehouses and saves time for the recipient.

- Ideal solution if a delivery at the reception is not enough
- Perfect for deliveries at big companies (banks, universities, hospitals,...)
- Increased customer satisfaction

#### Cash**Service**

The recipient pays the goods on delivery. GLS accepts cash as well as cheques.

The GLS CashService is also available for freight shipments to Luxembourg.

- No risk of non-payment, reliable dispatch
- Amount deducted from your shipment invoice
- Liability limit of € 3 750 for payments by cheque in Luxembourg



enough niversities, hospitals,...)

ts cash as well as cheques. oments to Luxembourg.

• Liability limit of € 3 750 for payments by cheque in Belgium and € 1 950 for payments by cheque



More information about our services



#### ShopDeliveryService

GLS delivers parcels directly to a ParcelShop. Both you and your customer can select the ParcelShop to which the parcel should be sent in advance.

Once the parcel has arrived, GLS informs the recipient by e-mail. Parcels can be collected in the ParcelShop within 9 working days. After 5 days, another message is sent if the parcel has not been collected yet.

- A practical delivery alternative for people who are rarely home
- Suitable for supplying mobile service staff
- Flexible parcel collection for recipients
- A choice of over 1400 ParcelShops in the Benelux countries and over 14 000 in the rest of Europe
- This service is also available for deliveries to pack stations

#### DepositService

With this service, senders can commission GLS to deliver parcels at a defined location at the recipient's address, even if the recipient is not present.

- Delivery always at first attempt even if the recipient is not present (e.g. deliveries of catalogues)
- Reception of goods without delay
- Successful delivery without the recipient's signature

#### AddresseeOnlyService

This service ensures that only the authorized person receives the goods.

- Ideal solution for confidential and sensitive goods, e.g. medication, documents, etc.
- It is guaranteed that the parcel will not be delivered to neighbours

#### Consignment**Service**

Consolidated dispatch to a single recipient: GLS bundles parcels in a single shipment.

- If your dispatch is incomplete, it will be held at the GLS depot during one day
- The complete shipment will be delivered the next working day
- One delivery with all parcels consolidated

#### Info**Service**

For B2B parcel and freight shipments, recipients can also be informed of their next day delivery by e-mail.

- · GLS informs the recipient by e-mail about the expected delivery
- No charges for neither sender nor recipient
- Available for B2C with our *FlexDeliveryService*



#### Returns

#### Intercompany Service

Intra-company parcel processing: whenever GLS delivers parcels at one of your company sites, GLS can collect parcels at the same time to deliver to other sites of your company.

The IntercompanyService optimizes transport routes and reduces your costs. GLS provides special parcel labels to simplify the dispatch process.

- Costs are saved by combining delivery and collection
- Optimized transport routes
- Easy processing thanks to in advance supplied parcel labels
- Centralized invoicing

#### ShopReturn**Service**

If recipients wish to return goods, they can take their parcel to a GLS ParcelShop and GLS will return it to the sender.

A GLS return label is included with the goods or sent as a PDF by e-mail to the recipient. Your customer can also create one on the GLS portal. Recipients simply stick the label onto their parcels and take them to the GLS ParcelShop of their choice. Sending the parcel back is free of charge for the recipient. Charges are only invoiced to you if a parcel is actually returned.

- A convenient and flexible return solution for your customer
- Goods are returned to you within 24 hours throughout Belgium
- Continuous Track & Trace of returned shipments





#### Pick&ShipService

GLS collects parcels from any address of your choice and delivers them directly to the desired address. Issue your collection and delivery order whenever it suits you.

- Collection order is easily issued by dispatch system or online
- Minimized effort for sender
- Available in Belgium as well as in the rest of Europe

#### Pick&ReturnService

GLS collects parcels and freight from any address in Europe and brings them back to you in Belgium. Issue your order whenever it suits you.

- Collection order is easily issued by dispatch system or online
- Minimized effort for sender
- Collection within Belgium and the rest of Europe



### **Express delivery**

#### Saturday12:00Service

Saturday delivery within Belgium before noon.

The delivery on Saturday can be booked in combination with the *ExpressParcel*. The SaturdayService is ideal for very urgent weekend deliveries of parcels.

- Only available for parcels
- Increased flexibility
- Ideal for recipients with special time requirements
- Money back guarantee
- Available via the GLS online shipping tool (order by 5 p.m. at the latest)

#### TimeDefiniteServices

GLS delivers parcels or pallets at a specific time the next working day.

The delivery at a definite time can be booked in combination with the express product. It is ideal for shipments that have to reach their destination even quicker.

- Time definite delivery of urgent shipments
- More flexibility through optional delivery times (freight: 10 a.m. – parcel: 9 a.m., 10 a.m. and noon)

#### **Others**

#### eDeclarationService

#### GLS takes care of import and export customs clearance. Our central customs department completes and submits the electronic declarations.

The consignor sends the customs invoice to the responsible GLS depot by e-mail. The export declaration is issued prior to the dispatch of the parcel.

- Electronic processing according to the statutory customs regulations
- No own software required
- Customs Self Service Portal available
- Round-the-clock customs declaration
- Timely and complete documentation of the import and export declaration
- Flexible incoterm

#### HazardousGoodsService

GLS offers ADR transport\* after prior consultation with the relevant GLS depot. Trained employees can advise senders on ADR transports.

Extremely hazardous substances, such as radioactive, explosive, infectious or highly poisonous substances are excluded from hazardous goods shipment, as well as products and peroxides under controlled temperature.

- GLS provides national and international transport of your ADR shipments
- Our parcel network can also deliver some classes of hazardous goods throughout Belgium

\* European Agreement concerning the International Carriage of Hazardous Goods by Road



#### PalletExchangeService

#### GLS offers the possibility to exchange your Europallets.

When the recipient is able to return Europallets, we immediately deduct those from the 'to return' stock. This service is available for the Benelux countries, France and Germany.

- You receive a balance report twice a week
- Pallets can be returned or bought off

#### AddOnInsuranceService

On request GLS offers an additional insurance for freight shipments (beyond the standard liability amount of the CMR).

Senders can opt for either an all risk insurance or an add-on insurance for their freight shipments. The maximum amount of insurance coverage is  $\in$  50 000 per consignment – limited to the sales value of the goods, with a maximum of  $\notin$  250 000 per pickup address and  $\notin$ 1 000 000 per vehicle.

- Insurance in addition to the standard liability amount for consignments
- Additional protection for high value goods
- You choose which shipments to insure

Business Parcel	1								8					
Business Small Parcel									۵					
EuroBusinessParcel	1						•		۵			۵	0	
EuroBusiness <b>SmallParcel</b>							в		Ð	•		8	8	
ExpressParcel	Ð								۵					
GlobalExpressParcel									8					
Business Freight									Ð					
EuroBusinessFreight				8	8			Ð	Ð					
Freight <b>Solution</b>														
ExpressFreight		۵												

(1) not all counties, check with QR-code (2) only some zip codes



GLS continues to expand its range of products and services Scan this QR code to get the latest update







## **GLS ParcelShops**

Everybody can dispatch or collect parcels from a ParcelShop.

Thanks to a strong network of more than 1 400 GLS ParcelShops throughout the Benelux countries and 14 000 ParcelShops all over Europe, private individuals or companies that do not ship goods daily, can benefit from our services.

Every shop also serves as collection point for private recipients who do not have the possibility to receive their orders during the day.

The GLS ParcelShops are integrated into existing shops and businesses which offer long opening hours, even during weekends. You can check the opening hours of our ParcelShops on gls-group.com/BE/en/depot-parcelshop.

In many countries such as Belgium, GLS has also pack stations available which are accessible 24/7.

#### **GLS-ONE**

#### The simplest way to buy and issue labels online

This is the perfect tool for private senders and SME's with small amounts of shipments. Create a parcel label with just a few clicks and pay online (by Paypal, V PAY, credit card or Bancontact).

Print the label at home or bring your mobile parcel label (QR code) to any GLS ParcelShop and your parcel is ready to go. You can send your parcels nationally and internationally at attractive prices.

You can choose to deliver it at your recipient's address (Send@Home) or directly to a ParcelShop (Send@ParcelShop).





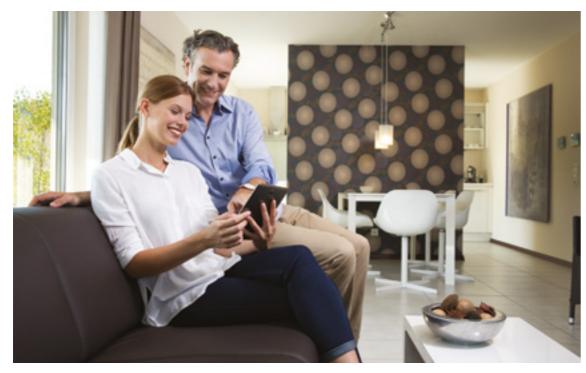
#### **YOUR BENEFITS**

- Online via the GLS-ONE web app
- No printer needed
- Convenient and inexpensive
- National and international deliveries

More information about GLS-ONE



## **Dispatch and tracking tools**



### Label-Lite Online

#### Online dispatch of parcel and freight shipments

Create shipping labels anywhere and anytime with *Label-Lite Online*. This web-based software has all the tools you need to easily create parcel, freight or express shipments and generate labels.

With *Label-Lite Online* you can issue an order in just a few clicks. This tool offers a number of additional functions. It allows you to track your shipments based on specific search areas and import both shipments and customer files. Whether you send goods sporadically or daily, *Label-Lite Online* is the ideal solution and does not need any specific program integration or installation.

- Web-based
- Up to 30 shipments a day

#### Label-Lite

#### **Regular dispatch of parcel and freight shipments**

*Label-Lite* is a software alternative for *Label-Lite Online*. You can quickly and easily create shipments and issue labels. You can also import shipments and customer files. Additionally, it offers a range of extra services. This software is easily integrated in your own network environment. It is the ideal tool when dispatching goods on a regular basis.

- Software
- From 30 shipments a day



### Label-Lite and Label-Lite Online are available for following products and services

01	
Business Parcel	ShopDelivery <b>Service</b>
EuroBusiness <b>Parcel</b>	ShopReturn <b>Service</b>
BusinessFreight	Pick&Return <b>Service</b>
EuroBusinessFreight	Pick&Ship <b>Service</b>
Express <b>Parcel</b>	CashService
GlobalExpress <b>Parcel</b>	FlexDelivery <b>Service</b>

Dispatch & tracking tools | 31

#### **YOUR BENEFITS**

- Experienced by customers as very user-friendly
- Available for every type of computer, including Apple
- Suitable for both thermal and label printers
- Track & Trace also available with your own customer references
- Built-in comprehensive Track & Trace
- Possibility to import customer and shipment files
- Converts all relevant logistic information into barcodes
- Takes regular and occasional recipients into account
- Suitable for stand-alone and network installation (*Label-Lite*)
- No installation required
   (Label-Lite Online)
- Always up to date (Label-Lite Online)

#### UniBox

#### Fully automatic data communication with GLS to dispatch parcel and freight shipments

**YOUR BENEFITS** 

• UniBox offers numerous

Ideal when using own

• Perfect solution for fast

ERP system

• Always up to date

UniBox is a server which manages all aspects of the dispatch process, including label printing and information transmission to GLS. UniBox ensures that shipment related data is available at all times.

The Linux-based system is linked to your enterprise resource planning (ERP) system via defined interfaces. A lot of interfaces already exist with tools such as Metapack, Transmart, ProShip and Paazl. The system "routes" your shipment directly to the correct delivery tour and enables bilateral shipment data transfer.

- Server
- From 200 shipments a day

#### eCustoms

The AEB allows customers to send us all the data required for the customs formalities of shipments destined to non-EU countries.

### Track & Trace

#### Open area

- By entering the parcel number or Track ID, you find out where your shipment is
- All scan locations of the shipment are shown in real time
- IOD\* available informing you of who has accepted the delivery

#### **Closed** area

Log in with your password and enjoy extra features like:

- Filtered searches (based on date, postal code, country destination, etc.) •
- Lists according to the status of your parcels or pallets •
- POD\*\* available to print or send •
- \* IOD: information of delivery: recipient's name, date and time of signature
- \*\* POD: Proof of delivery: recipient's name and signature, delivery date and time



#### GLS-App

The latest parcel information at any time and any place. With the GLS App, recipients are always up to date.

The following functions are available:

- Parcel tracking (Track & Trace)
- GLS ParcelShop finder
- Parcel redirection (online delivery amendment)
- Scanning of barcodes: a convenient tool for senders and recipients

The GLS App is available for iPhone and Android.

### **ThinkGLS** ThinkResponsible

#### ThinkGreen

GLS takes sustainable development seriously. ThinkGreen is proof of our continuous commitment towards the climate and environmental protection.

Logistics is the engine that runs our economy and connects markets all over the world. The more the world produces, the more transport there is and this has major environmental consequences. As a leading European parcel logistics provider, we are fully aware of our responsibility towards the environment. Protecting our environment is therefore a key principle at GLS. Sustainability is even one of our five core values and every one of our employees throughout Europe puts it daily into practice.

In 2008, GLS launched its ThinkGreen environmental initiative. Environmentally-conscious thoughts and actions pervade all areas of the company, from transportation planning to buildings and individual workplaces. All European GLS companies have local environmental representatives which are responsible for the implementation of group-wide environmental protection measures.

In a nutshell:

Social activities

The ThinkSocial program focuses on Training and professional development

Culture and sports sponsoring

People of different ethnic origin, culture, religion or belief work at and for GLS. Appreciation, respect and understanding when interacting with employees and partners are important principles of the Group.

An intensive exchange with all transport partners, who serve the last mile for GLS, is an integral part of the cooperation.

Staff development is a fundamental aspect of the GLS strategy as the Group seeks to ensure longterm success for the company and its employees.

Furthermore, it is very important for the management and staff to support people in need of help. GLS companies throughout Europe promote selected initiatives within their social environment, by direct sponsorships as well as by providing free transportation services.

#### In a nutshell:

The ThinkGreen program has various environmental objectives							
Reducing emissions of	Dealing responsibly with						
Carbon dioxide	Electricity						
Carbon monoxide	Heating						
Nitrogen oxide	Petrol						
Fine dust	Water						
<ul> <li>Optimizing waste management</li> </ul>	• Paper						







#### Sustainability report

In its report, GLS provides information about its numerous sustainability activities in all its national subsidiaries. Important figures from the environmental balance are communicated and examples of GLS's social involvements throughout Europe are enumerated.

#### **Other certifications**

In addition to our ISO 14001, we also have the following certifications	
• ISO9001	• OVAM
ECOVADIS	• TAPA FSR C
• FAVV	• GDP

#### ISO 14001 Certification

We guarantee a transparent and efficient environmental management system. The GLS subsidiaries have been certified by DEKRA according the ISO 14001 standards. The whole GLS group is certified since March 2011.



**Download our sustainability report** 





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