

GLS Spain increases capacity to make the holiday season joyful

- ***Record-high volume is expected for this year's holiday season***
- ***GLS increases capacity with additional staff and more delivery routes than ever to make sure gifts arrive on time***
- ***20% more direct international linehauls to sustain high-quality***

Barcelona, 15 de diciembre.- The holiday season is coming up, sales are starting and everyone is excited to order the perfect gifts for their loved ones. However, there's always one challenge: getting presents to people before the big day. GLS is more committed than ever to helping people share the holiday spirit and exchange gifts across distances.

Expecting to take in another record volume this holiday season, the leading parcel service provider has been taking several important steps to ensure that every gift is under the tree in time. GLS is leaving nothing to chance. The company increased its hub and depot capacity, hired additional staff, increased the number of direct linehauls and expanded its digital solutions to make it easier to set up deliveries and get parcels into the hands of their eager recipients.

More people on board

GLS is constantly working to maintain its well-deserved international reputation for high-quality delivery and aims to maintain these high standards during peak season. Over the course of 2021, GLS has already added hubs, depots and staff around the globe. Additionally, the company has hired extra support so it can accelerate during the busy holiday season and make sure that customers keep experiencing the high-quality service that GLS stands for.

Easier to send and receive

GLS has rolled out a number of solutions to ensure on-time holiday deliveries and easy use. Before peak season started, GLS raised the number of direct linehauls by more than 20 per cent. These country-to-country transport lines skip the step of collecting parcels from multiple countries at international hubs to help gifts get to recipients faster.

We've also rolled out a variety of solutions to make it easier for receivers to get their parcels on the first delivery attempt. One of these solutions is GLS' *FlexDeliveryService*. This gives customers the option to reroute a parcel to their preferred delivery location, such as a home address or one of the parcel shops and lockers in GLS' extended network. With this, customers don't have to adjust their schedules for parcel services, as GLS will adjust its services to its customers' convenience.

10 to 15% more activity

At GLS Spain, we have planned a 10-15% increase in our activity compared to the 2020 Christmas campaign. In line with these forecasts, our investment in



infrastructure amounts to €2M, which has been allocated mainly to increasing the capacity of our centers and automatic sorting systems in key locations in Spain, such

as Madrid, Andalusia, and Catalonia. In addition, we have also increased our vehicle fleet by 10% in all our GLS Spain divisions, including a large number of sustainable solutions: walkers, electric bicycles, and short-haul electric vehicles.

We have also implemented a new functionality in the delivery app, exclusively available to drivers in the GLS network, which automatically plans the route, thus improving the experience and performance. This makes the delivery service more efficient and, together with GLS Spain's strong network of Parcel Shops, makes convenience deliveries even easier for recipients. All this while striving to offer a high-quality, fast, and environmentally-friendly service.

About GLS Group

GLS Group is an international parcel services provider with a strong local market expertise. Each day, GLS delivers millions of parcels through its seamless cross-border network. The company takes pride in providing its customers across 41 countries with a hassle-free experience and high-quality service that suits their needs best. With a sharp eye on what matters most - the customer - GLS has a presence in almost all European countries and operates through wholly-owned subsidiaries in Canada and on the USA's West Coast, all within one GLS network. The GLS network consists of 88 central and regional transshipment points and about 1,600 depots, which are supported by approximately 35,000 final-mile delivery vehicles and 4,600 long-distance trucks. The way GLS actively manages its network and connects its markets gives the company the agility and flexibility to respond to fast-changing conditions in the industry. In 2020/21, GLS generated record revenues of 4.5 billion euros and delivered 840 million parcels, despite global challenges.

For more information, visit gls-group.com.