

GLS Spain calls on its agency network to re-evolve the parcel delivery industry

- The agency convention brings together more than **1,000 people** around the theme “**Re-evolve**”.
- “Our current standards of quality make us the ideal forward-thinking partner, capable of adapting to and leading the market's continuous changes”, says **Luis Doncel**, GLS Group Area Managing Director.

Madrid, 6th April, 2024 - The transport and parcel delivery company GLS Spain held its agency convention today at the Marriott Auditorium Hotel & Conference Center in Madrid. The event gathered together more than **1,000 people**, including GLS network agencies, corporate staff and route providers, while many others streamed the event live from all over Spain.

Under the theme “**Re-evolve**” (*Re-evolucionar*), the convention conveyed an **optimistic** and open message to the entire GLS Spain network on confronting the immediate **challenges** facing the parcel delivery market, which demand a **fresh approach** and re-evolution throughout the sector.

New infrastructure and expansion

The convention focused on presenting the key issues concerning its audience: medium and long-term **growth** plans, new **infrastructures** and the company's international **expansion**.

Several GLS Spain spokespersons and agency managers presented the group's renewed **values**, highlighting the essential role of all **members** of a network that delivers thousands of parcels to recipients in Spain every day, and thousands more all over Europe and the rest of the world. They stressed the value of networking and the link between the different shipping agents, which helps the agencies to evolve and the company's clients to grow.



Outstanding user experience

The GLS convention also highlighted the efforts that have been made to improve **user experience**, which include the **detailed live tracking** of deliveries and the ability to provide **flexible and sustainable delivery alternatives**.

On this point, speakers commented on the importance of continuing to advocate the use of **digital innovation** to achieve **maximum efficiency in different processes**, and guarantee **proximity** to customers. For example, the **Out Of Home** delivery model, based on its extensive network of Parcel Shop convenience points, and other solutions such as lockers and kiosks.

Late-night show

The staging recreated a late-night TV show, in the purest American style, complete with live band. It was built in real time before being dismantled and transformed into the set for a grand entertainment competition.

GLS Spain's "Re-evolve" convention was attended by Luis Doncel, GLS Group Area Managing Director, and Saadi Al-Soudani, Chief International Officer. *"This new phase of GLS Spain will offer our customers new, more convenient and environmentally-friendly solutions, but, above all, a level of quality that no one else can achieve"*, said **Luis Doncel** in his inaugural speech.

Roberto Martínez, the new Managing Director of GLS Spain, emphasised how *"GLS Spain must continue to grow beyond the sector's average, a result of outstanding quality of service, and remain a benchmark in the Spanish B2C sector"*.

Before concluding the event, in an emotional prize-giving ceremony, GLS Spain recognised the work and **progress** achieved by various members of the GLS Spain agency network, such as the Special Employment Centre of the year, and the agency with the most sustainable distribution.

About GLS Group

The GLS Group is one of Europe's largest independent parcel service providers, with a strong local presence in every country on the continent. It also operates through wholly owned subsidiaries in Canada and on the west coast of the US within a single GLS network. This allows the Group to seamlessly connect its customers and communities with millions of parcels and stories every day.



GLS proactively manages its network, flexibly connecting its markets to respond to their changing and dynamic nature. The company prides itself on offering its customers high-quality service that suits their needs in more than 40 countries. The GLS network comprises over 120 hubs and over 1,600 depots, supported by over 35,000 last-mile delivery vehicles and 4,700 long-haul trucks. This offers network resilience, enhanced flexibility, and greater reach. In 2022/23, GLS generated record revenues of EUR 5.4 billion and delivered 862 million parcels across all markets.

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