

Głuchowo, 23rd January 2023

Press release

## **GLS Poland with the title of Logistics Leader**

**GLS wins another prestigious industry award. This time the company was awarded the title of Logistics Leader in the Digital Communication Tools category. GLS is also proud of its excellent NPS score, which reflects customer satisfaction.**

GLS' high level of computerization and systems integration was rated the best in the industry, and the company was named Logistics Leader in the Digital Communication Tools category in the Logistics Operator of the Year survey. GLS also earned high marks for email communication. As Malgorzata Markowska, promotion & communication manager of GLS Poland, emphasizes, computerization and integration of operational and IT systems involving offering state-of-the-art solutions to customers is an integral part of the company's operations: - *"GLS is constantly developing in this area, because we are aware that for each of our key business customers this is an indispensable aspect of service"*.

In the Logistics Operator Survey, GLS also received a high NPS score (76.5 percent), which determines the level of customer satisfaction. - *"This result motivates us to develop. We are committed to making our logistics processes even more flexible in order to adapt them to customers' expectations and needs. We put customers at the center of operations. This is our priority"* says Malgorzata Markowska.

### **Customer satisfaction at a high level**

Fast and reliable - this is how GLS logistics is seen by the company's customers. In the Logistics Operator of the Year survey, they primarily appreciated the quality and standard of service. Among the strengths they highlighted were timeliness (100 percent) and completeness of deliveries (96.1 percent). These results reflect GLS' strategy, an important element of which is precisely the high level of customer service. - *"We focus on a positive experience, because we know that we deliver more than just parcels. Such a pro-customer perspective means that GLS is constantly developing its offerings and is able to react quickly, adapting to the dynamic market situation"* says Malgorzata Markowska.

In the survey, GLS ranked first among logistics companies in the courier services category. It scored highest in categories such as next business day delivery, guaranteed delivery time and domestic and international road service. In addition, the survey appreciated the standard of



customer service and at several stages - from the support of the consultant, to the culture of the courier or the circulation of information in case of emerging difficulties.

The position of one of the industry's leaders is also confirmed by this year's survey results - according to them, GLS is ahead of other companies in the sector in terms of "the ability to manage logistics operations, the standard of services, with particular attention to pricing policy, flexibility of operations and informatization."

### **GLS with a prestigious title in the KEP industry**

The announcement of the results of the Logistics Operator survey took place at the 21st Logistics, Transportation and Production Gala. This prestigious event has been a true celebration of logistics for more than two decades. This year it brought together more than 600 industry leaders who stand out for their creativity, innovation and focus on process development and improvement.

The Customer Satisfaction Survey is conducted by Data Group Consulting and Eurologistics Publishing House, and aims to provide the industry with knowledge of customer expectations and the level of performance of logistics services.

Many elements of a company's management are evaluated: the company's competitive potential, the comprehensiveness of logistics services, the execution of the assumed standards of logistics services, the standard of service as assessed by key customers, the standard of service as assessed by the general public, the position of market leader as assessed by key customers, and the position of market leader as assessed by the general public.

This year GLS was once again among the winners. A year ago, the company won the Golden Emblem and became Logistics Operator of the Year 2021.

GLS Poland is one of the leading logistics companies in Poland. It currently has 50 branches and nearly 5,000 Szybka Paczka points across the country. GLS invests in hard infrastructure, as well as developing an eco-friendly fleet of its transport partners - LNG-powered trucks, electric vans or courier bicycles. GLS Poland is part of the GLS Group, which has more than 120 distribution centers and 1,600 branches in more than 40 countries. In 2021/22, the Group generated record revenues of €5 billion, delivering 870 million parcels in all markets served.

For more information, please visit [gls-group.com](https://gls-group.com) or contact:

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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 US. 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://gls-group.com).