

PRESS RELEASE

Quality and sustainability in shipping

GLS obtains group-wide ISO-certifications

Amsterdam, 30 January 2014. Systematically managing quality and the environment: Europe-wide parcel service provider GLS has now obtained group-wide certifications under internationally recognised ISO standards 14001 and 9001.

GLS completed the project in less than three years – faster than expected: Nineteen GLS companies were certified in accordance with ISO environmental standard 14001, with five of these – GLS in Denmark, France, Finland, Ireland and Portugal – in the last month. The international testing organisation DEKRA confirmed that all companies operate an effective, high-performance environmental management system.

“Sustainable business operations in all countries within the GLS Group are based on the same principle,” says Rico Back, CEO of GLS. The company’s environmental policy, an environmental programme, established processes and specific targets are all key elements. Internal success checks and now also independent assessments ensure that GLS keeps improving when it comes to protecting the climate and environment.

The ISO-certified environmental management system helps achieve the objectives of GLS ThinkGreen sustainability initiative – i.e. consistently reducing emissions, resource consumption, and waste. All of the group’s environmental activities come under the ThinkGreen umbrella, with specific measures ranging from using energy-saving technology, to efficient route planning, to environmentally conscious behaviour at the workplace.

Complete reliability right across Europe

The GLS Group also assesses, ensures and improves the quality of its services in a uniform manner according to high international standards. The successful audits of GLS Finland and GLS Denmark marked completion of the group-wide certification under ISO standard 9001. This means that GLS collects and processes important key figures every day in all countries to



guarantee extensive quality assurance, and uses them as a basis to manage parcel services.

“Standardised processes and the systematic improvement thereof are crucial for providing our customers with the same high-quality parcel shipping right across Europe,” says Rico Back. “Reliability and sustainability are key factors.” GLS quality and environmental management schemes have proven their worth. The quality management system has been ISO-certified for over ten years in many countries, while the company obtained the seal of approval for its environmental management system for the first time in the Netherlands in 2011.

The GLS Group in Europe

GLS, General Logistics Systems B.V. (headquartered in Amsterdam), realises reliable, high-quality parcel services for 220,000 customers in Europe, complemented by logistics and express services. “Quality leader in European parcel logistics” is GLS guiding principle. In this context, sustainability is emphasized at GLS: its Europe-wide ThinkGreen Initiative bundles activities aimed at protecting the environment. Through wholly owned and partner companies, the group provides a network coverage of 37 European states and is globally connected via contractual agreements. 37 central transshipment points and 667 depots are at GLS disposal. With its ground based network GLS is one of the leading parcel service providers in Europe. About 14,000 employees handle 380 million parcels per year. Every day around 18,000 vehicles are on route for GLS. In the financial year 2012/13 GLS achieved revenues of 1.84 billion euros.