



Next-day service from Hong Kong to Europe FASTER IMPORTS FROM ASIA



“ UPS’s Express Freight service from Hong Kong covers more of Europe within one business day than anyone else ”

UPS IS INCREASING ITS CAPABILITIES BETWEEN ASIA AND EUROPE, WITH A BROADER RANGE OF NEXT DAY SERVICES FROM HONG KONG TO EUROPE.

Ideal for importers needing rapid transit times for their freight shipments, UPS’s Express Freight service from Hong Kong now covers more of Europe within one business day than anyone else.

Those shipping packages rather than freight, can rely on services like UPS Express Plus®, UPS Express® and UPS Express Saver® for next-day deliveries in Europe, with competitively late collection times in Hong Kong.

Exporters, on the other hand, can reach Hong Kong or any one of the rapidly expanding economies in Asia as early as the second business day. This is because UPS also keeps shipments moving in and out of other key transportation hubs like Shanghai, Shenzhen, Seoul and Bangkok. In fact, UPS’s intra-Asia flights connect over 40 countries and territories in the region.

For more information on UPS transit times between Asia and Europe, please refer to the Calculate Time and Cost tool on www.ups.com.

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NEW BRAND AMBASSADOR TEES OFF WITH A WIN

UPS IS DELIGHTED WITH NEWLY APPOINTED BRAND AMBASSADOR LOUIS OOSTHUIZEN WHO, THIS JANUARY, WON A THREE-WAY PLAYOFF AT THE AFRICA OPEN, THUS DENYING FELLOW GOLFERS CHRIS WOOD AND MANUEL QUIROS A MAIDEN EUROPEAN TOUR TITLE.

"It's a great honour to have the global leader in shipping and logistics backing me on the European Tour," said Oosthuizen. "UPS sets the standard for its industry and I truly appreciate the opportunity to be associated with one of the most highly regarded brands in the world."

In addition to representing UPS on the world's fairways, Oosthuizen will participate in a number of

UPS-sponsored activities at several European Tour tournaments across the globe.

As the Official Logistics and Express Sponsor of The European Tour, UPS handles the transportation and delivery of nearly everything required for the production of more than 50 tournaments in 27 countries across five continents.

UPS also sponsors a number of specific tournaments in the Tour, which typically includes the presence of UPS representatives and various customer engagement programmes. Upcoming UPS-sponsored events include The 140th Open Championship in the UK and the US PGA Championship.

For more information on UPS's involvement in the European Tour, please visit www.ups.com/golf.



News in brief

SERVICE UPDATES

NEW STANDARD SERVICE TO TURKEY

Over the last several months, UPS has been working hard to develop its service network for both importers and exporters. As a result, UPS Standard® service is now available for shipments between Belgium, Germany, Italy, the Netherlands, the United Kingdom and Turkey. UPS Standard provides customers with a great service that balances speed with economy. Additional features include day specific deliveries, which allow shippers to plan their shipping activities better, and customs clearance services, which are included as needed.

IMPROVED SERVICE AVAILABILITY IN RUSSIA

Customers in Russia can now take advantage of international import services from several different countries, as well as being able to enjoy new domestic services, like UPS Express® and UPS Returns™.

TRACKING ENHANCEMENTS

On www.ups.com, a number of new features are now available in the online tracking tool:

- Clear and defined tracking details
- A progress bar showing you where your shipment is in the shipping process
- The ability to store up to 50 tracking numbers when logged in to your My UPS account
- Customisable shipment descriptions to help you recognise each shipment at a glance
- Access to the Request Status Updates feature from any page that shows shipment status

These improvements help you keep in touch with all the latest information regarding the actual status and final delivery of your shipments.

KEY BENEFITS OF USING WORLDSHIP® 2011

Customers using the latest version of UPS's industry-leading software can save time and money by simplifying their daily package and freight shipments.

Among the many upgrades found in the 2011 release of WorldShip are the inclusion of UPS Import Control®, which gives customers more choices in managing their import shipments and, where available, the option of carbon neutral shipping.

Other helpful features include the ability to verify available services to and from specific postal codes and confirm whether third party payers will accept charges for a shipment.

For more information on how this powerful and free software package can save you time and better manage your daily shipping activities, or to download the latest version, please visit www.ups.com/worldship.

Worldwide investments

UPS EXPANDS ITS GLOBAL HEALTHCARE NETWORK

THIS YEAR, UPS IS SIGNIFICANTLY INVESTING IN ITS GLOBAL HEALTHCARE DISTRIBUTION NETWORK BY OPENING FOUR NEW FACILITIES IN ASIA, EUROPE AND NORTH AMERICA. THIS EXPANSION REINFORCES UPS'S EXISTING HEALTHCARE SOLUTIONS AND OFFERS ADDED FLEXIBILITY FOR MANUFACTURERS NEEDING TO MEET EVOLVING INDUSTRY REGULATIONS.

"We are seeing increased demand from healthcare manufacturers wanting more agile supply chains. This clear industry trend is driving companies to look for more global solutions and deeper supply chain partnerships," said Bill Hook, the vice president of global strategy at UPS Healthcare Logistics. "We have a robust pipeline of healthcare business and are continuing to invest in this industry to meet the fast-evolving needs of our global healthcare customers."

Of the three facilities that will open during the first half of 2011, the Venlo facility will be the company's second in the Netherlands, as well as in Europe. UPS's first facility in Europe

reached to capacity in less than nine months, demonstrating a surge in demand for healthcare distribution services in the region. The 22,800 m², fully industry-compliant Venlo facility will include controlled environments for temperature-sensitive storage and distribution.

In Asia, the Singapore facility will measure 4,000 m² when complete and will serve as an import export facility and include cold chain capacity for products requiring temperature-sensitive storage and distribution, as well as postponement services such as re-labelling and kitting.

The Burlington facility (16,400 m²) will be the 10th dedicated healthcare facility in Canada. Located near three major international airports it is designed to meet the regulatory compliance and quality assurance needs of healthcare products.

Though not planned to open until the fourth quarter of 2011, the Louisville facility (13,400 m²) will be part of an



existing healthcare campus in the US that will have more than 92,900 m² in capacity. In addition to temperature-sensitive and vault storage capabilities, the facility's proximity to UPS's Worldport global air hub will enable next-day deliveries for air shipments received as late as 11 pm, and delivery times of less than two days for 70% of US domestic shipments.

For more information on UPS's healthcare or other comprehensive logistics services, visit www.ups.com.

UPS's community activities

GIVING BACK TO THE COMMUNITY IN 2010

LAST YEAR UPS DONATED MORE THAN €30 MILLION IN TOTAL TO CHARITABLE ORGANISATIONS AROUND THE WORLD. UPS EMPLOYEES AND THEIR FAMILIES ALSO CONTRIBUTED 1.2 MILLION HOURS OF VOLUNTEER SERVICE AS PART OF THE COMPANY'S LEGACY OF ACTIVELY IMPROVING THE COMMUNITIES IN WHICH ITS EMPLOYEES LIVE AND WORK.

The majority of these volunteer hours were clocked during UPS's eighth annual Global Volunteer Month in October, when UPS's 400,000 plus employees were actively encouraged

to invest time and effort in hands-on community service events.

One successful activity in Europe was a Christmas toy collection for underprivileged children. Donated toys were collected by UPS employees in central locations throughout various cities in Europe. The gifts were then loaded into awaiting UPS package cars and subsequently delivered to a number of local charities. Initially started in Germany, this programme has spread to other countries, with both Belgium and the Netherlands having experienced their inaugural toy collections last year.



On a global scale, UPS's logistics expertise was also used along with €6 million in grants and donated services, to support relief organisations, including UNICEF and the United Nations World Food Programme. Though humanitarian logistics continues to evolve, UPS is well positioned to assist relief organisations in reaching people in need around the globe.

Case Study: Argos

A WORLD-CLASS DISTRIBUTION SOLUTION



A UNIQUE RETAILER RECOGNISED FOR CHOICE, VALUE AND CONVENIENCE, ARGOS SELLS ITS MERCHANDISE AND PRODUCTS FOR THE HOME FROM OVER 700 STORES THROUGHOUT THE UK AND THE REPUBLIC OF IRELAND.

With its extensive supply chain, the challenge for Argos was to efficiently manage all inbound merchandise from more than 700 suppliers worldwide. To meet this challenge, UPS created a retail distribution solution, called the Nominated Carrier Scheme, which handles and processes the flow of shipments to any one of the Argos Regional Distribution Centres throughout the UK.

Using direct computer links with the Argos mainframe, UPS can electronically validate supplier merchandise against ordering records to ensure the order is correct.

The goods are then consolidated with orders from other suppliers before distributing everything to Argos as one delivery.

"The operation of this scheme continues to be flexible enough to ensure merchandise is received at the preset time and presented in a manner that allows efficient and effective processing," explains an Argos spokesperson.

Additionally, there is now increased supply chain visibility via the internet, starting at the point of entry into UPS's consolidation centre. This allows Argos personnel to quickly adjust the flow of merchandise into their distribution centres according to varying retail demand. To better serve Argos customers, UPS's integrated tracking capabilities are live all the way till the final delivery.

UPS's Nominated Carrier Scheme currently handles more than 200 Argos suppliers, managing stock receipts from European and Far Eastern locations. In addition to its numerous business benefits, the efficient supply chain model has measurable environmental gains. UPS carries approximately 18,000 vehicle loads a year for Argos, which equates to 2.6 million miles travelled. Transporting the same goods through suppliers, carrying less than full trailer loads, would require 55,000 loads travelling 8.2 million miles each year.



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