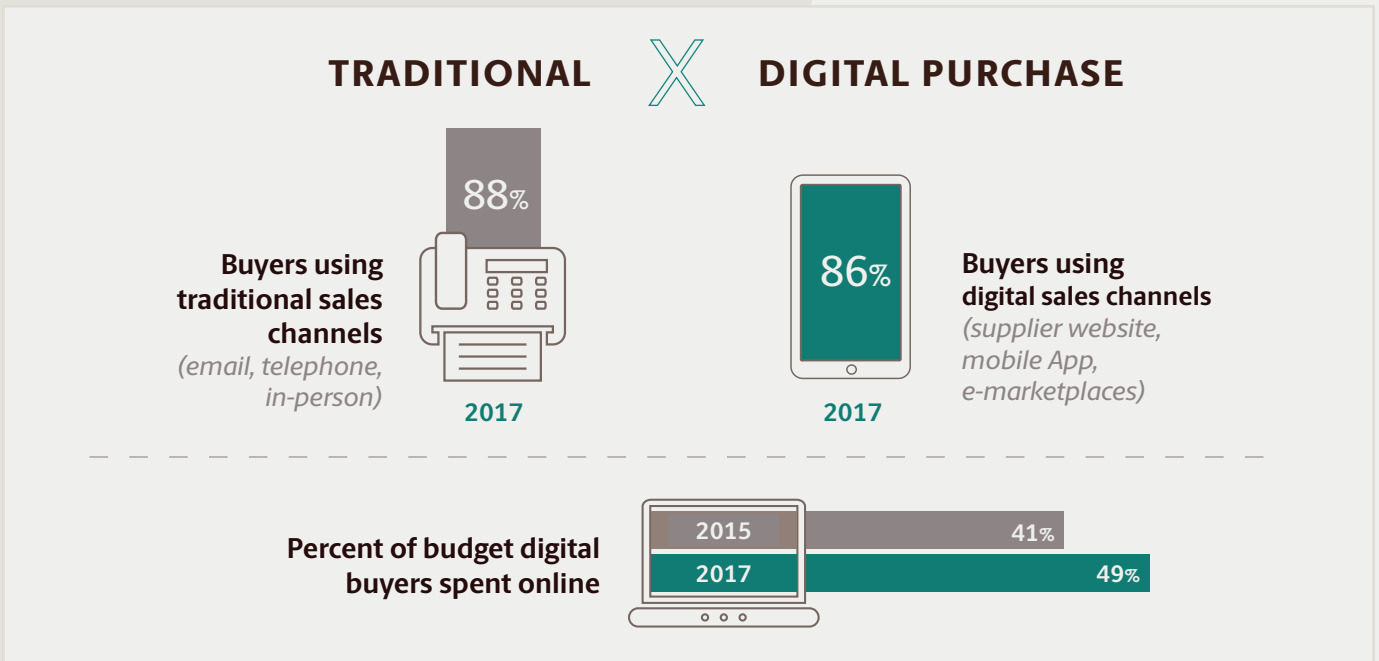




UPS Europe 2017 Industrial Buying Dynamics Study

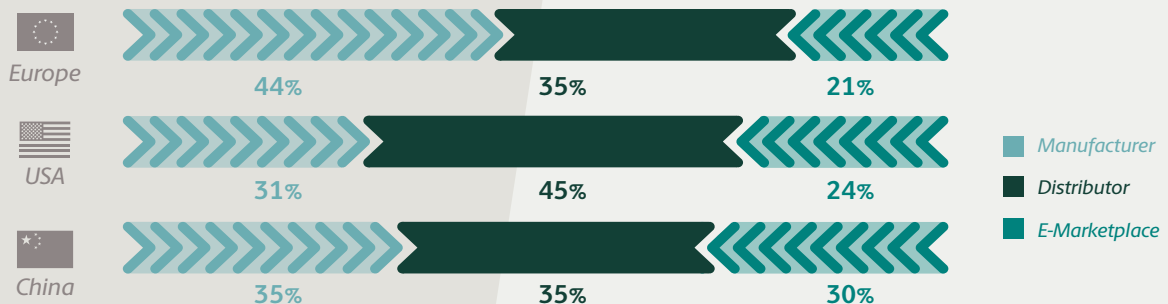
Industrial buyer behaviours,
preferences and perceptions in Europe

— How Online Commerce Is Disrupting Industrial Supply —



What percentage of total purchases of industrial supplies/products, in a year, are with the following types of suppliers?

Survey findings show high growth rates in e-marketplace and direct-from-manufacturer purchasing, putting pressure on traditional distributors



Top customer considerations in Europe

How to bridge the gap



When customers are expecting the world from you, we can help you deliver. Our global shipping services, innovative technology and broad range of delivery options help you meet your customers' demands and steer your business in the right direction.

Above are selected insights from the UPS Europe 2017 Industrial Buying Dynamics study which Kantar TNS conducted on behalf of UPS with 800 industrial supply purchasers in Europe, as well as 1,500 in the US and 200 in China. For a more in-depth look at the results of the study, ask your UPS account manager or visit www.pressroom.ups.com.