



UPS CHINA FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN CHINA 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

PRESIDENT, UPS CHINA Michelle Ho

VICE PRESIDENT, EXPRESS OPERATIONS, UPS CHINA Steven Zhang

VICE PRESIDENT, FREIGHT FORWARDING, UPS CHINA Michael Gu

WORLD WIDE WEB ADDRESS www.ups.com/cn

UPS CHINA HEADQUARTERS

7/F Sino Agri-Investment Tower, No.58 Yao Yuan Road, Pudong New Area, Shanghai, 200125, China

GLOBAL VOLUME & REVENUE

2019 REVENUE US\$74 billion

2019 GLOBAL DELIVERY VOLUME 5.5 billion packages and documents

DAILY GLOBAL DELIVERY VOLUME 21.9 million packages and documents

DAILY U.S. AIR VOLUME 3.5 million packages and documents

DAILY INTERNATIONAL VOLUME 3.2 million packages and documents

EMPLOYEES Over 5,200 in China; more than 528,000 globally

OPERATING FACILITIES 95 (admin offices, distribution centres, field stocking locations, package centres, hubs, terminals, warehouses, healthcare facilities, active and inactive CL sites)

POINTS OF ACCESS 72 (Customer centres – 45; OiBC (Office in Business Center) – 13; University alliances – 14)

DELIVERY FLEET 734 (package vans, trucks E-trikes and EV cars)

AIRPORTS SERVED 2 (Shanghai International Hub – PVG; Shenzhen Asia Pacific Hub – SZX)

UPS FLIGHTS 180 weekly flights connecting China to the U.S., Europe and across Asia

SERVICES

Small Package

- UPS Worldwide Express Plus®
- UPS Worldwide Express®
- UPS Worldwide Express Saver®
- UPS Worldwide Express Freight® Midday
- UPS Worldwide Express Freight®
- UPS Worldwide Expedited®
- UPS Worldwide Economy
- UPS WorldEase®

Integrated Solutions

- UPS Trade Direct® Air
- UPS Trade Direct® Ocean

Contract Logistics

- Distribution
- Service Part Logistics

Freight Forwarding

- UPS Air Freight Premium Direct®
- UPS Air Freight Direct®
- UPS Air Freight Consolidated®
- Full Container
- Less-Than-Container Load
- Preferred LCL
- Ground
- China EU Rail Solution
- UPS Customs Brokerage
- UPS Temperature True®

Enhanced Services

- UPS Returns®
- UPS Paperless® Invoice
- Declared Value
- UPS FTZ Facilitator®
- UPS Import Control™
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital®
- Saturday Delivery
- Direct Delivery Only

Technology Solutions

- UPS Billing Center and Billing Analysis Tool
- ups.com shipping
- UPS TradeAbility®
- WorldShip®
- UPS CampusShip®
- UPS Paperless® Invoice
- Quantum View®
- UPS Mobile™
- UPS WeChat
- UPS Calculate Time and Cost
- UPS Schedule a Pickup
- UPS Developer Kit
- UPS Marketplace shipping
- Flex Global View



- Sea-Air

- My Choice®

PUBLIC RELATIONS CONTACT

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Recent Highlights

2020

- September 4, 2020 – UPS participated in the 2020 China International Fair for Trade in Services (CIFTIS). UPS was awarded the global service demonstrative case for its drone delivery solutions, the only global logistics company among the participating enterprises at CIFTIS to win an award.
- June 30, 2020 – UPS released its 18th annual Sustainability Report, “Accelerating Sustainable Solutions”, detailing UPS’s worldwide efforts in 2019 to advance the company’s 2020 and 2025 sustainability goals.
 - **Key highlights for China:**
 - In China, 37 electric vehicles will come into service by July 2020, adding to a number which comprises almost 10% of UPS’s total delivery fleet. UPS will continue to expand its use of alternative fuel and advanced vehicle technology, in addition to introducing more sustainable solutions throughout the customer value chain, including the addition of eco-friendly boxes and packing materials to reduce plastic waste.
 - In 2019, volunteers from UPS in China contributed to a total of 9,700 hours to community service.
- June 1, 2020 – UPS marked World Environment Day by matching the carbon offsets of all packages shipped via its carbon neutral program during the month of June. UPS’s carbon neutral program began in 2010 and has offset more than 60 million packages annually for customers, equal to more than 100,000 metric tonnes of carbon offset each year.
- April 16, 2020 – UPS rolled out a comprehensive upgrade to its WeChat service account “UPS 联合包裹”, offering customers access to a full suite of international logistics services from their mobile devices. Natively integrated and custom-built to provide a one-stop experience for small and medium-sized enterprises (SMEs) in China, the upgraded account allows customers to manage every stage of the shipping process – from opening an account and printing shipping labels, to completing payment and tracking packages – all from a single page.
- Feb 11, 2020 – UPS, in partnership with MedShare, provided in-kind air and ground transportation for a second batch of relief supplies – 1.8 million respirator masks and 80,000 protective suits – to China.
- Feb 1, 2020 – UPS and The UPS Foundation provided free air transportation for protective equipment including more than 2 million respirator masks, 11,000 protective suits and 280,000 pairs of nitrile gloves from the US to China to help combat the spread of COVID-19 in Wuhan, aiming to help address a critical shortage of personal protective equipment available in China.

2019



- Nov 13, 2019 – UPS announced a series of service enhancements that will benefit up to 1.4 million postal codes across 41 countries and territories in the Asia Pacific region, opening opportunities for businesses to develop more resilient supply chain strategies as they look within the region for growth. The enhancements include day-definite guarantee with one day faster transit time for UPS Worldwide Expedited service within Asia, improved geographic reach of UPS Worldwide Express® services, reduced transit time by one day for various Asian markets and expansion of UPS Marketplace Shipping to 10 additional markets.
- Nov 1, 2019 – UPS has appointed Michelle Ho (何嘉美) as the new President of UPS China, succeeding Harld Peters. A UPS veteran with 26 years of logistics experience, Ho will spearhead UPS's small package and strategic business planning operations in China.
- Sep 16, 2019 — UPS expanded its services to cover more cities in Shandong province including Dezhou, Liaocheng, Heze, Jining, Tai'an, Laiwu, Linyi, Rizhao and Zaozhuang. The export transit time shipping from these cities to global destinations was shortened by up to three business days.
- Aug 1, 2019 — UPS released the 2019 UPS Pulse of the Online Shopper™ study. In its seventh year, the study aims to unlock additional knowledge and insights into the buying habits and expectations of consumers across China, Asia Pacific, Europe, and the Americas. This year's Asia Pacific study features for the first time, insights into the buying habits of business purchasers.
- Jul 17, 2019 — UPS released the 2019 UPS industrial Buying Dynamics Asia Pacific Study, highlighting UPS's strategic insights into the industrial manufacturing segment. This study can be used by large multinational companies or local SMEs to better understand the purchasing habits of B2B buyers in the Asia-Pacific region, thereby improving their service quality both online and offline, enhancing customer satisfaction and realizing business growth in China and other markets in the region.
- Jul 9, 2019 — UPS completed the following as part of its strategy to bolster economic development in Asia:
 - **Shenzhen Asia Pacific Air Hub upgrades** increase the hub's processing capacity by nearly 50 percent in preparation for volume gains in the coming three years. These enhancements improve both reliability and quality of service provided to UPS customers in Asia. The hub owns houses separate sorting and handling facilities for express and cargo shipments, on-site customs office and processing – including China Inspection and Quarantine (CIQ) clearance for import commodities – and a dedicated 150,000 square meter ramp with 13 aircraft parking positions. Self-operated aircraft ground-handling provides UPS, as a logistics integrator, with greater control over the 86 weekly UPS flights in and out from the hub.
 - **Improved the geographic reach of UPS Worldwide Express® services**, offering international shipping with time-definite deliveries in Australia, Hong Kong, Japan, Singapore, and South Korea.
 - **Extended pick-up times by up to five hours** for export shipments from Japan, Taiwan, and South Korea, widening production windows and giving businesses additional time to fulfil customer orders.
 - **Strengthened supply chain flexibility** with Saturday pick-up services in the U.S. enabling import shipments destined for eight markets in Asia – including China – to be delivered 1 day earlier than before.
- Jul 1, 2019 — UPS improved delivery of import packages served by UPS Worldwide Express Saver™ and UPS Worldwide Expedited® from Europe and Asia Pacific to most postal areas of



Shanghai by one business day. Customers can now receive import shipments and replenish stock faster leading to enhanced consumer satisfaction and more efficient delivery for urgent packages.

- In the first half of 2019, UPS enhanced and broadened its services to reach parts of 10 cities located in Shanxi, Henan, Shandong, Jiangsu, Zhejiang and Guangdong provinces. Transit times to the U.S., Europe and Asia were shortened by up to one business day and cut-off times were extended by up to four hours.
- May 13, 2019 — UPS shortened transit time for shipments using UPS Worldwide Expedited from East China to major areas of Japan by one business day. As an optimal choice for non-urgent shipments, a more competitive transit time enables customers to place their products into the market faster at a more economical price.
- Mar 19, 2019 – UPS launched the UPS eFulfillment program, offering small- and medium-sized businesses worldwide streamlined fulfillment and shipping services to consumers in the U.S. and Canada. The solution supports purchases and orders from 21 different marketplaces and web stores, including eBay, Wal-Mart, Etsy and Amazon, including Prime. The new platform augments UPS's suite of custom e-commerce solutions designed to support small and medium-sized businesses.

2018

- Oct 12, 2018 – UPS introduced UPS My Choice to 13 markets in the Asia Pacific, including Australia, China, Japan, Malaysia, the Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam. Customers will have access to e-mail and text notifications that a delivery is on its way, a day before delivery alert and a delivery notification. In countries and territories where technology allows delivery change options, users can route packages to another address, opt to hold the delivery or reschedule for delivery on another day.
- Oct 10, 2018 – UPS enhanced services across eight cities in China as part of its multi-year plan. The enhancements in Zhongshan, Zhuhai, Jiangmen, Quanzhou, Jiaying, Wenzhou, Shaoxing, Nantong are focused on fulfilling the growing needs of export manufacturers in second and third tier cities
- Apr 11, 2018 – As more shoppers in Asia buy online, their rising expectations amidst a fiercely competitive retailer landscape is driving increased demand for free shipping, expedited deliveries, and customer-centric return policies to be offered as the standard, according to the UPS Pulse of the Online Shopper™ Study. Now in its sixth year, the research commissioned by UPS revealed enduring constants as well as emerging trends that are changing consumer behaviour and preferences across China, Hong Kong and Japan, as well as the United States, Canada, Mexico, Europe and Brazil. The results have been categorized into three areas – Constants, Movers and Emerges.
- Feb 8, 2018 – UPS announced the introduction of UPS Worldwide Express Freight™ Midday, an extension of the current UPS Worldwide Express Freight service, offering a commit time of 12 p.m. or 2 p.m. from all 71 origin countries to 35 key destination countries that represent over two-thirds of global GDP.
- Feb 1, 2018 – UPS ordered 14 Boeing 747-8 cargo jets and four new Boeing 767 aircraft to provide additional capacity in response to accelerating demand for the company's air services. All of the



new jets will be delivered by the end of 2022, adding more than 9 million pounds of cargo capacity and providing the critical link for customers and markets around the world.

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