



UPS HONG KONG FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN HONG KONG 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

MANAGING DIRECTOR, UPS HONG KONG AND MACAU Lauren Zhao

WORLD WIDE WEB ADDRESS [ups.com/hk](https://www.ups.com/hk)

UPS HONG KONG OFFICE

UPS Parcel Delivery Service Ltd, UPS Administration Office,
36/F, 9 Wing Hong Street, Cheung Sha Wan, Kowloon, Hong Kong

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 860 in Hong Kong; more than 528,000 globally

OPERATING FACILITIES 12

POINTS OF ACCESS 952

DELIVERY FLEET 162 vehicles (182 vehicles including cross-border trucks)

AIRPORTS SERVED 1 (Hong Kong International Airport – HKIA)

UPS FLIGHTS 60 weekly flights to and from Hong Kong International Airport (HKIA) using B747s and B767s



SERVICES

Small Package

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

Integrated Solutions

- UPS Trade Direct® Air
- UPS Trade Direct® Ocean
- Supplier Management
- Sea-Air

Contract Logistics

- Distribution
- Service Part Logistics

Freight Forwarding

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

Enhanced Services

- UPS Returns®
- UPS Paperless® Invoice
- Declared Value
- UPS FTZ Facilitator®
- UPS Import Control™
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital Insurance Brokers Limited
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities
- Saturday Delivery

Technology Solutions

- UPS Billing Center and Billing Analysis Tool
- UPS Internet Shipping
- UPS TradeAbility®
- WorldShip®
- UPS CampusShip®
- UPS Paperless® Invoice
- Quantum View®
- Flex® Global View
- UPS Mobile™
- UPS Calculate Time and Cost
- UPS Schedule a Pickup
- UPS Developer Kit
- Application Program Interface (API)
- Marketable Label
- UPS Signature Tracking
- UPS My Choice®
- UPS Access Point™
- UPS Marketplace Shipping

PUBLIC RELATIONS CONTACT

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Key Highlights

2020

- 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.

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, including Hong Kong.
- Aug 1, 2019 — UPS released the findings of its 2019 UPS Pulse of the Online Shopper study™ which tracks the online buying habits and expectations of consumers across Asia Pacific including Hong Kong, as well as Europe and the Americas. The 2019 Asia Pacific study featured, for the first time, the buying habits of business purchasers.
- 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.

- Mar 5, 2019 – UPS launched Saturday shipments from the U.S. to key international markets, including Hong Kong, Japan, Korea, Malaysia, Singapore, Taiwan and Thailand. Orders can now be processed in the U.S. on Sunday and delivered to Asian destinations one day faster than before – boosting the prospects of local businesses that import products from the United States.
- Feb 26, 2019 – UPS deployed its larger capacity aircraft, Boeing 747-8s, to service major trade routes connecting Hong Kong and Europe, via UPS's European air hub in Cologne, Germany. The deployment increases aircraft capacity by 19 percent, on four weekly direct flights, and enhances UPS's competitive offerings to accelerate the growth between Hong Kong and Europe, including a best-in-class service commitment with one-day time-in-transit for delivery by 9am or 12pm to major Europe cities.

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