UPS ASIA PACIFIC REGION FACTSHEET

FOUNDED 28 August 1907, in Seattle, Washington, USA

ESTABLISHED IN ASIA PACIFIC 1988

WORLD HEADQUARTERS Atlanta, Ga., USA

ASIA PACIFIC HEADQUARTERS Singapore

UPS ASIA PACIFIC PRESIDENT Ross McCullough

WORLD WIDE WEB ADDRESS www.ups.com

UPS ASIA PACIFIC REGION OFFICE UPS House 22 Changi South Avenue 2 Singapore 486064

GLOBAL VOLUME & REVENUE

2019 REVENUE US$74 billion
2019 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 13,092 in Asia Pacific; 495,000 globally

ASIA PACIFIC AREAS SERVED 41 countries & territories

ASIA PACIFIC POINTS OF ACCESS More than 2,979 points of access including UPS Express, MBEs (Mail Box Etc.), customer centers, authorized shipping outlets, lockers and alliances

OPERATING FACILITIES 248 (admin offices, package centers, hubs, gateway offices, distribution centers and warehouses, healthcare facilities, active and inactive CL sites)

ASIA PACIFIC DELIVERY FLEET 1,695 (package vans, trucks, trailers, motorcycles and alternative fuel vehicles)

WEEKLY FLIGHTS
 INTRA-ASIA PACIFIC 162
 INTERNATIONAL 140

AIRPORTS SERVED
 INTRA-ASIA PACIFIC 17 (Shanghai – PVG; Shenzhen – SZX; Zhengzhou – CGO; Hong Kong – HKG; Penang – PEN; Kuala Lumpur – KUL; Clark – CRK; Cebu – CEB; Osaka – KIX; Tokyo – NRT; Incheon – ICN; Singapore – SIN; Jakarta – CGK; Taipei – TPE; Bangkok – BKK; Sydney – SYD; and Guam – GUM)
 INTERNATIONAL 415

ASIA PACIFIC AIR HUBS Shanghai, Shenzhen, Hong Kong

Information is cumulative as at Q4 2019. Last updated January 2020.
**BROKERAGE OPERATIONS** Australia, China, Hong Kong, Indonesia, Japan, Korea, Macau, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and Vietnam

**SERVICES**

**Small Package**
- UPS Worldwide Express Plus®
- UPS Worldwide Express®
- UPS Worldwide Express Saver®
- UPS Worldwide Express Freight™
- UPS Worldwide Expedited®
- UPS Domestic Service

**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®

**Integrated Solutions**
- UPS Trade Direct® Air
- UPS Trade Direct® Ocean
- Supplier Management
- Sea-Air

**Enhanced Services**
- UPS Returns®
- UPS Paperless® Invoice
- UPS FTZ Facilitator®
- UPS Import Control™
- UPS Carbon Neutral
- UPS Broker of Choice®
- UPS Capital®
- International High Value Waivers
- UPS International Dangerous Goods (IDG)
- UPS International Special Commodities (ISC)
- UPS WorldEase®
- Saturday Pick-up/Delivery

**Technology Solutions**
- UPS Billing Center Lite 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
- UPS My Choice™
- UPS Marketplace Shipping

**PUBLIC RELATIONS CONTACT:**

Tim Neesham  
UPS Asia Pacific Region  
Tel: (65) 6883 7496  
E-mail: ntimothy@ups.com

Kevin Ho  
UPS Asia Pacific Region  
Tel: (65) 6883 7961  
Email: hkevin@ups.com

**Key Highlights**

**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.

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

- Jul 17, 2019 — UPS released the 2019 UPS industrial Buying Dynamics Asia Pacific Study, which highlighted UPS’s strategic insights into the industrial manufacturing segment. This study allows large

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multinational companies or local SMEs to better understand the purchasing habits of B2B buyers in the Asia-Pacific region, providing insights for improving service quality both online and offline.

- July 9, 2019 — UPS completed the following as part of its strategy to bolster economic development in Asia:
  - **Shenzhen Asia Pacific Air Hub upgrades** increased 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 metre 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 fulfill customer orders.
  - **Strengthened supply chain flexibility** with Saturday pick-up services in the U.S. enabling import shipments destined for eight markets in Asia to be delivered 1 day earlier than before.

- June 3, 2019 – UPS shortened transit time and improved services in several areas of Zhejiang Jiangsu and Guangdong provinces. Additionally, service was extended to areas of Huizhou, Guangdong province, and in areas of Zhengzhou, Henan province. UPS Worldwide Expedited®, which serves exported freight from East China to Japan, shortened time in transit by up to two days in these areas.

- May 28, 2019 – UPS improved transit time for global imports to the cities of Yashio, Misato and Koshigaya in Saitama, and Kunitachi and Fuchu cities in Tokyo by one business day, while export shipments from the cities of Chiryu and Obu in Aichi will also arrive to destinations worldwide one business day earlier than before.

- March 19, 2019 - UPS launched the UPS eFulfillment program in China, Hong Kong, Japan, Korea, the Philippines and Thailand, 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.

- March 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.

- February 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.

- January 31, 2019 - UPS expanded its services to seven new postal areas of Zhejiang province including Jinhua, as well as to several postal areas of Shandong province including Binzhou and Dongying. Customers in these areas will be able to get their products out to the market faster by one day.

- January 21, 2019 – UPS improved transit time by one day for inbound shipments to the cities of Misato, Yashio and Koshi-gaya, in Saitama Prefecture, Japan, to provide local businesses with better connectivity to global markets

2018:

- October 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.

- October 10, 2018 – UPS enhanced services across eight cities in China as part of its multi-year plan. The enhancements in Zhongshan, Zhuhai, Jiangmen, Quanzhou, Jiaxing, Wenzhou, Shaoxing, Nantong are focused on fulfilling the growing needs of export manufacturers in second and third tier cities.

- August 17, 2018 – UPS launched enhancements to its alternate delivery locations in Taiwan, allowing customers pick up international packages fulfilled by UPS at more than 850 e-lockers island-wide. UPS also became the first international delivery company to work with Palmbox to offer the collect-on-delivery (COD) option with parcel collection at e-lockers.

- July 11, 2018 – UPS enhanced its services in 138 postal regions across 13 provinces in the Eastern Seaboard, Bangkok and Ayutthaya regions in Thailand. The enhancements include extended pick-up cut-off times and improved time-in-transit for exports and imports to and from major destinations worldwide. The enhancements serve in the automotive and high tech businesses, two sectors earmarked as growth engines of Thailand’s 4.0 economic transformation

- June 27, 2018 – UPS enhanced its services in over 43 towns in Peninsular Malaysia, and bolstered its retail access points to almost 180 nationwide. The enhancements allow for small businesses located away from major cities to be better connected to compete in international markets.

- June 12, 2018 – UPS introduced new alternate delivery locations at easy-to-access sites across Hong Kong, offering greater flexibility for cross-border e-commerce deliveries. The newly announced pickup locations give the rapidly-growing number of online shoppers in Hong Kong flexibility to pick up their packages from designated EF Lockers or S.F. Stores.

- June 7, 2018 – UPS expanded its ocean Less-Than-Container Load (LCL) service by adding 130 new trade lanes. The origin and destination countries cover most of the globe, including ports in Asia, Latin America, Africa, Europe, U.S. the Caribbean and the Middle East.
• May 23, 2018 – UPS launched a new Full Container Load (FCL) rail service between Hong Kong and Duisburg, Germany. The service leverages on UPS’s existing China-to-Europe rail service to better connect businesses that are trading between these two regions.

• May 16, 2018 – UPS Korea expanded its international facility at Incheon International Airport to over 770 square meters of warehouse space. The added capacity serves the increased needs of businesses in Korea, providing long-term storage, and shipment consolidation services to store and manage high-value goods.

• Apr 11, 2018 – Now into its sixth year, UPS launched the Pulse of the Online Shopper™ Study on retail and e-commerce trends. The research commissioned by UPS revealed enduring constants as well as emerging trends that are changing consumer behavior and preferences across China, Hong Kong and Japan. The importance of giving consumers choices, such as expedited shipping options, where to return purchases and alternative delivery locations, will help retailers stay competitive and grow their businesses.

• Apr 1, 2018 – UPS Korea enhanced its services in selected postal codes in four cities – Gyeongsan, Ulsan, Gwangju, Jeonju/ Iksan – offering a one-day faster transit time, giving of Korean businesses greater connectivity to the major markets of Europe, USA and the rest of Asia.

• Feb 26, 2018 – UPS expanded its Worldwide Express™ package service to provide an earlier delivery option for customers more than 400 new postal locations in provide early delivery in Asia, including selected areas in Indonesia, Singapore and South Korea.

• Feb 8, 2018 – UPS announced the introduction of UPS Worldwide Express Freight™ Midday, in selected areas in Australia, Hong Kong, Japan, Malaysia, South Korea, Taiwan and Thailand. The service offers a committed delivery 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.