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

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

GLOBAL VOLUME & REVENUE
2018 REVENUE US$72 billion
2018 DELIVERY VOLUME 5.2 billion packages and documents
DAILY DELIVERY VOLUME 20.7 million packages and documents
DAILY U.S. AIR VOLUME 3 million packages and documents
DAILY INTERNATIONAL VOLUME 3.2 million packages and documents

EMPLOYEES 930 in Hong Kong; more than 481,000 globally

OPERATING FACILITIES 11

POINTS OF ACCESS 1

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, B767s, and MD-11s

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

Information is cumulative as at Q1 2019. Last updated February 2019.
Key Highlights

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.

- Jun 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.

- May 23, 2018 – UPS launched a new Full Container Load (FCL) service between Hong Kong and Duisburg, Germany. The service leverages UPS’s existing China-to-Europe rail service to better connect businesses that are trading between these two regions.

- 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 behaviour and preferences across China, Hong Kong and Japan. The importance of giving consumers choices, such as expedited shipping options, where to return purchases and alternate delivery locations, will help retailers stay competitive and grow their businesses.

- Feb 5, 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 aircraft will be added to the existing fleet and no existing aircraft are being replaced.

2017

- Jun 6, 2017 – UPS appointed Lauren Zhao as Managing Director of UPS Hong Kong and Macau. With more than 20 years of experience with the company, Zhao leads UPS’s strategic business planning, package delivery and supply chain operations in Hong Kong and Macau.

- Aug 3, 2017 – UPS announced the expansion of alcohol shipment destinations across its global network that permits the import of all three categories of alcohol – wine, beer, and spirits. In Asia Pacific, UPS now ships alcohol to businesses and consumers in 10 destinations including China, Hong Kong, Japan, Korea, New Zealand, Philippines, Singapore, Taiwan, Thailand, and Macau.