



## **DPD in Russia Announces 22% Growth in 2009**

**Moscow, April 27<sup>th</sup>, 2010 – DPD in Russia announced 2009 results.**

Even in the challenging global and national economic environment DPD in Russia demonstrated sustainable growth in 2009. The number of shipments delivered by DPD in Russia increased by 22% compared to 2008. More than 4.5 million parcels were carried throughout Russia in the reporting year. The total weight carried exceeded 125,000 tons.

In response to customer needs, in 2009 DPD in Russia expanded its portfolio of transportation logistics services with solutions entirely new to the Russian express parcel market, namely DPD AVIA EXPRESS and DPD 10:00.

Thanks to partnership with Russia's leading airlines DPD in Russia launched DPD AVIA EXPRESS service. It represents priority parcel and freight delivery by air, with the delivery time of 1 business day for most of the routes.

DPD 10:00 is ground door-to-door parcel and freight delivery by no later than 10:00 on the specified day. As parcels and freight are delivered directly to points of sale, customers do not lose a working day waiting for their shipment arrival and benefit from savings on storage costs. The service is backed by unmatched financial guarantees – up to 100% money-back guarantee in case of late delivery. DPD in Russia is going to further develop solutions based on maximum leveraging the unique ground transportation network which makes DPD service cost-effective, reliable and environmentally responsible.

DPD in Russia continues its geographical expansion as well. In 2009 the regional network was augmented by new depots opened in Belgorod, Ryazan, Togliatti, Tula, Tver and Vladimir. Thus, the total number of depots in Russia reached 37 by the end of the reporting year. All DPD depots offer a wide range of DPD services and are linked by a common IT system and as well as by the unique high-capacity ground transportation network.



The expanded service offer and the capabilities of DPD network in Russia were highly assessed by DPD customers. According to the customer satisfaction and loyalty survey conducted by DPD in Russia at the end of 2009, the average score of customer satisfaction with DPD service was 8.33 on a 10-point scale. 60% of the respondents (compared to 54% in 2008) expressed their willingness to recommend using DPD services to their colleagues and business partners. In the view of DPD customers in Russia, DPD key strengths are speed of delivery and observing the stated delivery times, convenience of working with DPD and fast resolution of arising issues, as well as high safety and security of parcels and freight.

“Before 2009, DPD in Russia focused on infrastructure expansion. Last year we took advantage of the accumulated resources which enabled us to launch a number of unmatched service offers. Taking account of both the economic environment and the specific requirements of our customers’ businesses, we are driven by the priorities of our customers and take every effort to flexibly and promptly respond to their needs by offering them optimum value-for-money solutions. Thanks to this approach we have considerably strengthened our position in the Russian transportation and logistics market,” said Nikolay Voinov, General Director of DPD in Russia.



### **About DPD in Russia**

Offering customers a complete range of transportation logistics and parcel services, DPD in Russia (ZAO Armadillo and ZAO Armadillo Business Parcel) is a recognised leader in parcel and freight business in Russia. DPD in Russia provides state-of-the-art delivery to 4,000 destinations within the Russian Federation and services 220 countries and territories worldwide.

In 2009 the number shipments of DPD in Russia increased by 22% compared to 2008. In 2009 DPD in Russia delivered more than 4.5 million parcels.

DPD in Russia is an affiliate of GeoPost, a parcel specialist and a leading player in Express parcel transport and delivery in Europe. DPD is the world brand of the GeoPost Group.

DPD in Russia operates in the framework of the GeoPost Yurtiçi Kargo joint venture.

The companies within DPD in Russia are accredited with international and Russian business and professional associations, including the Association of European Businesses in the Russian Federation, IATA, FIATA, Freight Forwarders Association of the Russian Federation, the Association of Private Postal Operators and the Association of Express Carriers.

### **About GeoPost**

GeoPost regroups the Express subsidiaries of the La Poste Group and is a leading player in Express parcel transport and delivery in Europe. GeoPost serves more than 230 countries on behalf of over 300,000 customers throughout the world. In the road express parcel market, GeoPost is ranked n°1 in France and n°2 in Europe, with consolidated sales of 3.093 billion euros in 2009.

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