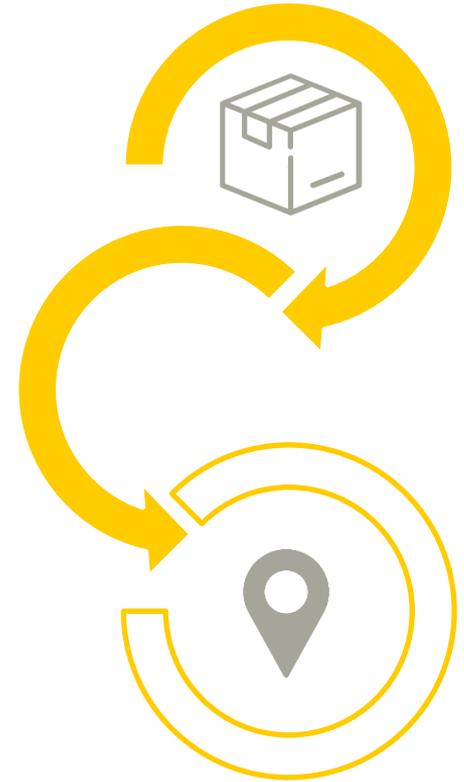




HR Parcel

YOUR IDEAL SHIPPING PARTNER



ABOUT US

HR Parcel is an Italian courier that has been offering deposit storage services, transportation, and last-mile distribution (both B2B and B2C) throughout Italy for over 15 years.

We specialize in home delivery, and upon customer request, we also offer delivery to nearby PUDO points available within our network.



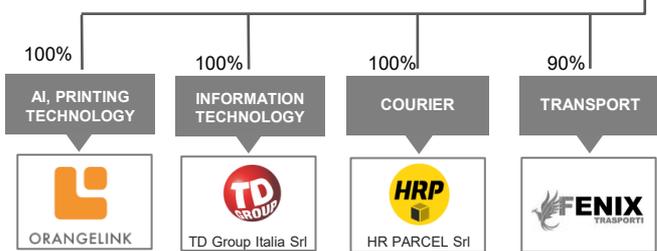
HR Parcel is part of the Sailpost S.P.A. Group, Italy's leading private postal provider with a significant presence in the full truckload (FTL) logistics market across Italy and Europe.

The collaboration between HR Parcel and Sailpost's network enables us to offer a comprehensive range of services, from basic letter delivery to parcel distribution and the transportation of goods using heavy-duty vehicles."

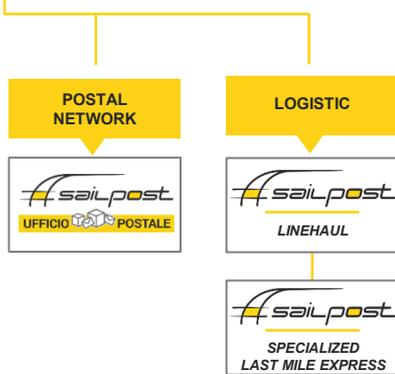
THE GROUP



GROUP COMPANIES



BUSINESS LINES



Our numbers

COURIER



130
TRANSIT POINT



+2000
DRIVERS



+5000
PUDOS

POSTAL



140
POSTAL BRANCHES



1500
POSTMEN



+500
PUNTO POSTA

LINEHAUL



220
QUALIFIED PARTNERS



5K
TRUCKS



+400
DAILY ROUTES

25

YEARS OF EXPERIENCE

800

EMPLOYEES AND COLLABORATORS

90MM

TURNOVER IN 2025



LOGISTICS FOR OUR CLIENTS

- **Proven Industry Experience:** for years, we have been supporting companies and e-commerce operators with tailor-made logistics solutions, designed around each customer's real needs
- **Customized Solutions for Every Type of Shipment:** we handle goods of any weight and volume, ensuring maximum safety, traceability, and punctuality at all times.
- **Technology and Automation Driving Efficiency:** our automated sorter minimizes breakages and optimizes sorting times, ensuring smoother logistics operations
- **Since 2023: Integrated Fulfillment and Packaging.** A dedicated in-house division manages the preparation and packaging of shipments directly within our warehouses, for a complete and efficient service
- **Direct and Qualified Customer Service:** our Pisa-based team is always available to manage requests, handle unforeseen events, and customize solutions quickly and professionally.
- **Innovation Through Artificial Intelligence:** our AI systems enhance communication with both clients and recipients, making processes faster, clearer, and more transparent.
- **Continuous Performance Monitoring: Regular KPI reports** help us evaluate service quality and act promptly in case of any issues
- **Excellence in Cash-on-Delivery Management:** Recognized among the top Italian couriers for reliability, accuracy, and timeliness in managing cash-on-delivery payments.



+15

YEARS OF
EXPERIENCE

3 HUB

MAIN HUBS IN
MILAN, ROME,
AND CASERTA

+70 HUB

SECONDARY HUBS

100%

COVERAGE OF THE
ITALIAN TERRITORY

OUR SERVICES

1. HRP FULL XPRESS
2. HRP XPRESS
3. HRP PUDO

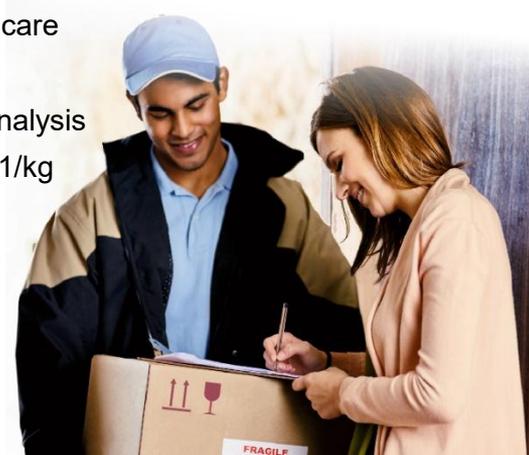


**PARCEL DELIVERY
SOLUTIONS**

INTEGRATED LOGISTIC SERVICES

Services Included

- Home Delivery
- PUDO points
- Shipment tracking available 24/7
- Email notification to the recipient
- Personal account on the HRP customer portal
- POD (*Proof of Delivery*)
- Stock management and release of held shipments
- Returns management
- Dedicated in-house customer care
- Internal post-sales team
- Regular KPI monitoring and analysis
- Carrier insurance coverage: €1/kg



Accessory Services

- SMS notification to the recipient
- Additional insurance coverage
- Multiple delivery attempts
- COD (Cash on delivery)

Customizations

- Cross docking
- Fulfillment
- Dedicated vans available on request
- Supply of consumable materials, including customized options

QUALITY CERTIFICATE



ZERTIFIKAT

CERTIFICATE

認證證書

CERTIFICAT

CERTIFICADO

CERTIFICAT


CERTIFICATO
Nr. 50 100 12214 Rev.004
SI ATTESTA CHE / THIS IS TO CERTIFY THAT
IL SISTEMA DI GESTIONE PER LA QUALITÀ DI
THE QUALITY MANAGEMENT SYSTEM OF
HR PARCEL S.r.l.
SEDE LEGALE E OPERATIVA:
REGISTERED OFFICE AND OPERATIONAL SITE:
**VIA DEL COMMERCIO 3/5 – FRAZIONE: FRANCOLINO
IT - 20074 CARPIANO (MI)**
È CONFORME AI REQUISITI DELLA NORMA
HAS BEEN FOUND TO COMPLY WITH THE REQUIREMENTS OF
UNI EN ISO 9001:2015
QUESTO CERTIFICATO È VALIDO PER IL SEGUENTE CAMPO DI APPLICAZIONE
THIS CERTIFICATE IS VALID FOR THE FOLLOWING SCOPE OF APPLICATION
**Erogazione di servizi, trasporto e deposito merci per conto terzi
finalizzati alla consegna e/o al ritiro presso il domicilio del destinatario
(IAF 31)**
**Services, transportation and warehousing which lead to delivery and /
or pick-up at the recipient's home address
(IAF 31)**

Per l'Organismo di Certificazione For the Certification Body TÜV Italia S.r.l.	Validità / Validity Dal / From: 2022-10-23 Al / To: 2025-10-22
---	--


SGO N° 049A
Member of TÜV Group of Mutual Recognition
No. 049A
Signature of CL, UN, and LAC Mutual
Recognition Agreement


FRANCESCO SCATITA
Direttore Divisione Business Assurance
Business Assurance Division Manager
2022-10-14

Data emissione /
Issuing Date

PRIMA CERTIFICAZIONE / FIRST CERTIFICATION: 2013-10-23

"LA VALIDITÀ DEL PRESENTE CERTIFICATO È SOTTOPOSTA A SUPERVISORIA PERIODICA (2 MESE) E AL RISERVA COMPLETO DEL SISTEMA DI
GESTIONE QUALITÀ (CON PERIODICITÀ TRIENNALE)."
"THE VALIDITY OF THE PRESENT CERTIFICATE DEPENDS ON THE ANNUAL SUPERVISANCE EVERY 12 MONTHS AND ON THE COMPLETE REVIEW OF
COMPANY MANAGEMENT SYSTEM AFTER THREE-YEARS"

TÜV Italia • Gruppo TÜV SÜD • Via Carducci, 125, Pal. Z3 • 20099 Sesto San Giovanni (MI) • Italia • www.tuv.it/tiv

Quality has always been our priority.

Since 2012, we have been part of the most important national quality campaign.

TÜV Quality Certification: UNI EN ISO 9001:2015

HR Parcel's quality system is certified compliant with UNI EN ISO 9001:2015 standards for transport services and goods storage, focusing on delivery and/or collection at recipients' locations.

In addition, our clients have access to a dedicated team responsible for performance analysis and monitoring quality in alignment with agreed service levels.

1. HRP FULL XPRESS

- **HRP Full Xpress is the ideal solution for companies and e-commerce businesses** that want to rely on **complete nationwide coverage**, with high standards of reliability, operational continuity, and full control over shipments.
- Through FULL XPRESS, HRP integrates a qualified network of logistics partners and third-party couriers through dedicated agreements, ensuring fast and efficient deliveries throughout Italy.
- Full use of the service provides access to **dedicated pricing conditions**.

The FULL EXPRESS service can only be activated as a dedicated solution and cannot be combined with other products.



FAST DELIVERY SERVICE

Across the ENTIRE ITALIAN TERRITORY

Maximum parcel weight: 30 kg

Volumetric weight: 1/250

Maximum dimensions: $L + H + W \leq 180$ cm

Max length (L): ≤ 120 cm

Delivery Times

J+2 business days - 96% on-time deliveries

*+2 additional business days for remote areas,
major islands, and Calabria*

1. HRP FULL XPRESS

SERVICE FEATURES

- Home delivery to the recipient's address across the **entire national territory**
- **Two** standard **delivery attempts included**
- **Proof of Delivery (POD)** downloadable directly from the HRP customer portal
- **Cash on Delivery (COD)** service available
- Full real-time **Track & Trace** visibility
- Maximum shipment weight: **up to 30 kg**
- Simplified **returns** management
- Dedicated **customer care** for clients
- Automated assistance (**AI Agent LORY**) for recipients

ADDITIONAL SERVICES UPON REQUEST

- Third and subsequent delivery attempts
- SMS updates on delivery status



FAST DELIVERY SERVICE

Across the ENTIRE ITALIAN TERRITORY

Maximum parcel weight: 30 kg

Volumetric weight: 1/250

Maximum dimensions: $L + H + W \leq 180 \text{ cm}$

Max length (L): $\leq 120 \text{ cm}$

Delivery Times

J+2 business days - 96% on-time deliveries

*+2 additional business days for remote areas,
major islands, and Calabria*

2. HRP XPRESS

- **HRP Xpress** is a fast and secure delivery service designed for e-commerce businesses and companies that want to offer an efficient, local, and tailored delivery experience within the **HRP Delivery Area, a selected coverage area that is continuously expanding.**
- HRP Xpress is the most **cost-effective choice** for customers who concentrate their shipments within HRP's territorial coverage. Direct management of the local network makes it possible to **offer highly competitive rates** while maintaining high standards of quality, reliability, and service control.
- Shipments assigned **outside the HRP Delivery Area** are handled with the application of a **surcharge**, ensuring operational continuity and consistent service quality.



FAST DELIVERY SERVICE

Exclusively within the
HRP DELIVERY AREA

Maximum parcel weight: 30 kg

Volumetric weight: 1/200

Maximum dimensions: $L + H + W \leq 180 \text{ cm}$

Max length (L): $\leq 120 \text{ cm}$

Delivery Times

J+2 business days - 96% on-time deliveries

*+2 additional business days for remote areas,
major islands, and Calabria*

2. HRP XPRESS

SERVICE FEATURES

- Home delivery to the recipient's address across the **entire italian territory**
- **Two** standard **delivery attempts included**
- **Proof of Delivery (POD)** downloadable directly from the HRP customer portal
- **Cash on Delivery (COD)** service available
- Full real-time **Track & Trace** visibility
- Maximum shipment weight: **up to 30 kg**
- Simplified **returns** management
- Dedicated **customer care** for clients
- Automated assistance (**AI Agent LORY**) for recipients

ADDITIONAL SERVICES UPON REQUEST

- Third and subsequent delivery attempts
- SMS updates on delivery status



FAST DELIVERY SERVICE

Exclusively within the
HRP DELIVERY AREA

Maximum parcel weight: 30 kg

Volumetric weight: 1/250

Maximum dimensions: $L + H + W \leq 180$ cm

Max length (L): ≤ 120 cm

Delivery Times

J+2 business days - 96% on-time deliveries

*+2 additional business days for remote areas,
major islands, and Calabria*

3. HRP PUDO

- HRP PUDO is a **parcel delivery service to affiliated pick-up points** such as **stationery shops, newsstands, tobacco shops,** and other retail businesses within the HRP network—strategically distributed **across the entire Italian territory.**
- Shipments are delivered to PUDO points **quickly and securely,** allowing recipients to **freely choose the most convenient pick-up location** based on their needs.
- Designed to offer maximum flexibility, efficiency, and reliability, HRP PUDO is the **ideal solution for e-commerce businesses, marketplaces and companies** that want to provide their customers with a **practical and secure alternative to home delivery.**
- Currently, delivery to a PUDO point is offered as **the exclusive shipping method** and must be selected during the order process.

Delivery through HRP PUDO is a sustainable, cost-effective, and reliable choice. It helps reduce failed deliveries, improving both the recipient's experience and the overall efficiency of the logistics process.



PICK-UP AT PUDO POINTS

Across the ENTIRE ITALIAN TERRITORY

Maximum parcel weight: 10 Kg

Maximum dimensions: $l+h+w \leq 150$ cm

Max length (L): ≤ 70 cm

Delivery Times

*J+3 business days - 96% on-time deliveries
+1 additional business days for remote areas,
major islands, and Calabria*

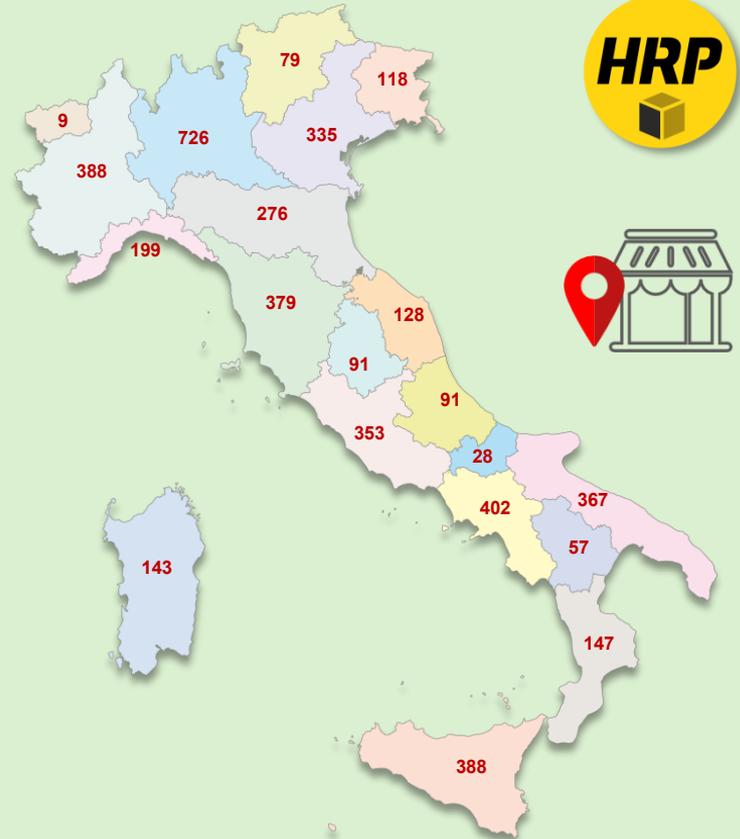
3. HRP PUDO

SERVICE FEATURES

- Delivery service available at **over 5,000 PUDO points** across the national territory
- **Proof of Delivery (POD) via PIN code**
- Full real-time Track & Trace visibility
- Maximum shipment weight: **up to 10 kg**
- Nationwide coverage
- Dedicated customer care for clients
- Automated assistance (**AI Agent LORY**) for recipients

ADDITIONAL SERVICES UPON REQUEST

- SMS notifications on shipment status



PUDO	Abruzzo	Basilicata	Calabria	Campania	Emilia-Romagna	Friuli-Venezia Giulia	Lazio	Liguria	Lombardia	Marche	Molise	Piemonte	Puglia	Sardegna	Sicilia	Toscana	Trentino Alto Adige	Umbria	Valle d'Aosta	Veneto
	91	57	147	402	276	118	353	199	726	128	28	388	367	143	388	379	79	91	9	335



HR Parcel SRL a socio unico

Via del Commercio, 3/5
20074 Francolino di Carpiano (MI)

Ph +39 02 988573 01
vendite@hrparcel.com

www.hrparcel.com

