

# Personal record

## Paul Taylor

**Paul Taylor is Chief Executive Officer of Swiss Post International (UK), a post he has held since April 2008. He joined in March 2007 as Chief Financial Officer responsible for all management and statutory reporting.**

Before that time he occupied senior roles at DHL Global Mail, including from 2002, Finance Director. During his tenure at DHL, Paul was responsible for the integration of new business processes and systems, among them revenue protection and Downstream Access. When Paul left the company in 2007 turnover had increased by almost ten-fold since 1998.

Since becoming Swiss Post International (UK) CEO, he has applied his excellent leadership skills to build and run a successful, dynamic and cohesive management team.

Focusing on customer demand and identifying a changing market Paul has directly led on the design and implementation of new and innovative products and services. His particular expertise in locating IT-based opportunities led swiftly to the introduction of bespoke software for revenue protection and customer management. Paul's emphasis on innovation, performance and flexibility has positioned Swiss Post International (UK) as one of the leading quality postal providers in the UK market.

Under his leadership Swiss Post International (UK) has also grown and developed a culture that embraces group values and a strong corporate strategy.

Paul's experience of controlling costs within multi-million pound businesses, which led to large savings during his time at DHL, has been brought to bear at Swiss Post International (UK). Paul managed the relocation and restructuring of the air conveyance and mail handling hubs under one roof at Heathrow, generating significant savings for the Company.

His determination to bring about continuous improvements has seen the Company rapidly grow its services to encompass retail as well as wholesale, with the acquisition of the mailing services provider MCM Direct, and partnership programmes with leading direct marketing providers Direct Entry Services and Arctic Media.



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