



Ninja Van invests in people, technology and infrastructure to drive 2021 growth

- Ninja Van Thailand targets 300% growth in 2021



Bangkok, Thailand – 8 February 2020: Ninja Van, Southeast Asia’s leading logistics provider, aims to continue strong growth in Thailand by doubling headcount, introducing technology to help shippers and customers, and investing in infrastructure that will support operations. After increasing shipments by 300% in 2020, Ninja Van is targeting the same growth through 2021 and is investing in all areas of operations to ensure success.

Ninja Van has identified three key areas of focus for 2021 as it strives for operational excellence. The company has introduced additional technology that provides better data for shippers and customers, helping shippers understand their customers and their buying habits to help them operate more efficiently, and giving customers better information about delivery expectations. To manage growth Ninja Van moved to a new, streamlined office in January that will help sales, logistics and customer service teams collaborate more easily. A move to a new warehouse is scheduled for Q4. During this time, the company also plans to increase headcount by 200%.

“We’ve had an exceptional year in 2020, and our aim is to build on our growth to take advantage of increased online shopping in Thailand as a result of COVID. New retail habits are forming and we must be able to support our shippers as they adapt to selling more products online. Being a tech-enabled company gives the ability to be agile and adapt to changing circumstances, and that has been key to our



strong performance to date. With new services and expanded operations we are confident that our teams will achieve our targets in 2021,” said Pierce Ng, Chief Operating Office, Ninja Van Thailand.

Ninja Van Thailand has already introduced Ninja Insider, an insights tool that gives shippers a complete view of their logistics operations and performance. The service is available to shippers who require more than 300 orders delivered per month. Shippers can also use Ninja Insider data on delivery times and locations to adjust their logistics management. New technology is also being introduced to improve the speed of issue resolution and improve parcel and driver tracking to improve the experience for buyers. The service enhancements aim to bring more predictability to delivery lead times.

New pick-up locations will also be added around the country during 2021. Ninja Van already delivers to every province in Thailand and during the coming year new upcountry pick-up locations will be added to service shippers in every region. Additionally, Ninja Van is investing in people and expects to double employee numbers in 2021.

“While technology is an important part of our business, it takes great people to make it work effectively, and our teams have shown tremendous energy and dedication through a challenging year. From putting in extra effort and working around the clock in the first COVID driven boost to shipments, to delivering

food packages to flood victims in Southern Thailand, our teams really have excelled. By expanding our teams we hope to bring good service to even more businesses and people in Thailand,” added Pierce.

Recently named as one of the fastest growing companies in Singapore by The Straits Times and global research firm Statista, the tech-enabled logistics company established Thailand operations in 2016 and has recorded significant growth in each year of operation. Ninja Van now provides nationwide services to MNC’s and SME’s shipping goods in Thailand and employs over 3,500 people.

About Ninja Van

Ninja Van is a tech-enabled express logistics company providing hassle-free delivery solutions for businesses of all sizes across Southeast Asia. Launched in 2014, Ninja Van started operations in Singapore and has become the region’s fastest growing last-mile logistics company, powering businesses with innovative logistics solutions. Today, Ninja Van has grown its network to cover six countries: Singapore, Malaysia, Philippines, Indonesia, Thailand and Vietnam. For more information, visit www.ninjavan.co.

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