

EMU 10

EXPRESS POCHTA

FAST AND RELIABLE
DELIVERY SERVICE

YEARS



IN THIS ISSUE:



10 YEARS OF HISTORY
Key milestones and
results



TEAM STORIES
Our strong team



CLIENT FEEDBACK
Words of trust and
gratitude



NEW SERVICES
Even more convenient
solutions



ACHIEVEMENTS
Recognition and
awards

ORIFLAME

— SWEDEN —



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OUR CORE SERVICES



COURIER DELIVERY

Fast, reliable and affordable delivery of documents and parcels throughout Uzbekistan.



INTERNATIONAL DELIVERY

Documents and parcels can be sent to more than 165 countries worldwide.



CASH ON DELIVERY

Delivery of goods to customers and transfer of payments to your bank account — for e-commerce entrepreneurs.



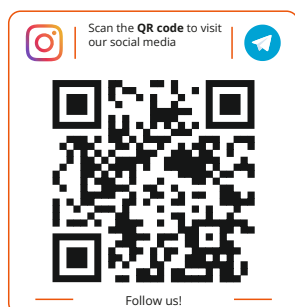
FULFILMENT SERVICE

A complete solution: storage, sorting, packing, stock accounting and order delivery.



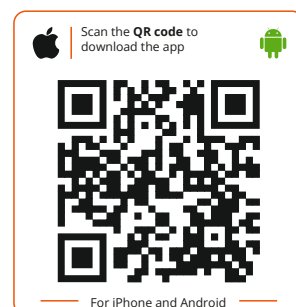
FREIGHT TRANSPORT

Delivery of cargo of any volume across the republic by dedicated vehicles.



71 200 96 69

ISO 9001:2015



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buyo.

Mgoods

GENAU

iPOST
FAST AND EASY CARGO

DILMUSS

IMAN
faith driven technology

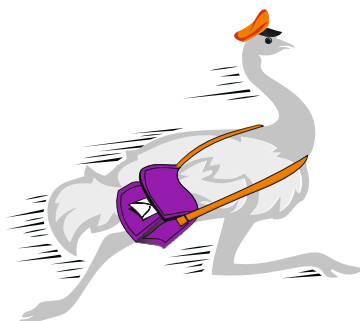
HILOL
NASHR

Greenway
GLOBAL

elmakon

vfs. VFS.GLOBAL
EST. 2001

TBC BANK



EMU
CARGO
Express Mail Universal

Bizga ishonadi!

LUKOIL

KNAUF

KAPITALBANK

ERSAG

U
UZCARD

MKBANK

FedEx

Payme

UZBEKINVEST
sug'urta kompaniyasi

ESTEL

oppo

ACTIVECARGO

uzum
bank

ANORBANK

1

Jumayev Murod Gafurovich

Founder and Director of EMU Express

EMU
EXPRESS POCHTA



Dear colleagues, partners and members of our team,

Today EMU is no longer simply a delivery service — it has become a modern logistics company that has taken on the responsibility for its clients' trust. Our main goal is to bring people and businesses even closer together through fast, reliable and convenient service across Uzbekistan.

In recent years the company has achieved significant results: the range of services has widened, new partnerships have been established and our digital services have advanced. Behind these results stands the enormous contribution of our team, who work devotedly every day.

LOOKING BACK...



My career in logistics and postal communications began during my studies at the Tashkent University of Information Technologies, where I majored in postal communication technologies. After graduating, in 2008, I started working at the Bukhara branch of Uzbekiston Pochtasi.

In the course of that work I realised how high the demand was for fast, modern logistics services. It was precisely this need that gave rise to the idea of EMU Express.

The EMU Express project took shape **in 2016, while I was studying for a master's degree at the Higher Business School**. At first it was an ordinary study project. Before long, however, the idea grew into a real company, and today it operates as a large logistics system serving thousands of clients.

Today EMU Express means:

- more than 200 branches across the republic;
- more than 500 employees;
- capacity to process over 3 million shipments a year.



A RULE WE NEVER BREAK...

From our very first day, our guiding principle has been keeping our word. EMU Express strictly observes its delivery standard: **24 hours within the cities of Uzbekistan** and 48 hours to remote districts. For us this is not merely a regulation — it is a core company value.

There have been cases where the cost of delivering a single shipment was several times higher than the price of the service itself. Yet our responsibility to the client has always come first.

Meeting the agreed deadlines is the foundation of the EMU Express reputation that our partners value throughout the country.

KEEPING PACE WITH THE TIMES...

Online trade and e-commerce are developing rapidly today, and EMU Express is becoming a reliable logistics partner for online stores and entrepreneurs.

Our company guarantees:

- the safety of every shipment;
- delivery exactly on time;
- transparent and convenient service.

We take on the entire logistics chain so that entrepreneurs can focus on their product and marketing.



A STEP INTO THE FUTURE...

Modern logistics cannot develop without IT solutions. That is why our company is actively introducing innovative technologies.

In 2026 our team studied the work of advanced automated logistics centres in China. We are now integrating those technologies into the EMU system.

In addition, we are actively working on:

- AI-based routing systems;
- automated sorting centres;
- international logistics infrastructure.

EMU Express is also moving actively into international markets. Entering the Kazakh market and **acquiring the Kazakh company EXLINE** marked an important stage in the company's development.

Our main goal for the future is to become the largest logistics hub in Central Asia.



IN CLOSING...

Today EMU Express successfully provides express delivery, fulfilment and warehouse logistics services throughout Uzbekistan and **to more than 165 countries worldwide**.

We are well aware of the tasks ahead of us and of our responsibility. That is why service quality, innovation and staying close to our clients' needs will always remain our priority.

I am confident that the unity, professionalism and dedication of our team will take us to even greater heights.

I sincerely thank each of you for your trust, your support and your contribution to the growth of our company.



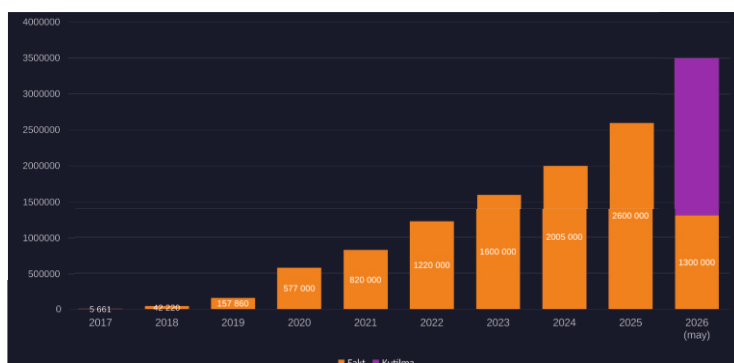
Abdusattor
Jumaniyozov

EMU Express
Deputy Director

The true potential of any organisation is shown not by fine words but by concrete figures and facts. Figures are the most impartial language of results achieved. They reflect the work done clearly and convincingly, without embellishment.

In this article the main areas of EMU's activity are presented precisely through figures. The material shows the hard work of 2016–2026 and its results in the language of statistics: year-on-year growth in the **number of employees, shipments, contracts with legal entities and branches**, as well as **client satisfaction with the services provided**. We analyse not only quantitative but also qualitative growth: how successfully accepted shipments were delivered within the promised time, together with the findings of our most recent surveys on how satisfied clients are with the company's work.

Although these figures may look like a lifeless snapshot of our success, behind them lie continuous effort, constant searching and the team spirit of people who worked day and night towards a common goal. Everyone who loves their job contributed equally to today's result: pickup-point operators, couriers, sorters, technical staff, regional managers and the entire administrative staff of the head office.



Shipments accepted (2016–2026)

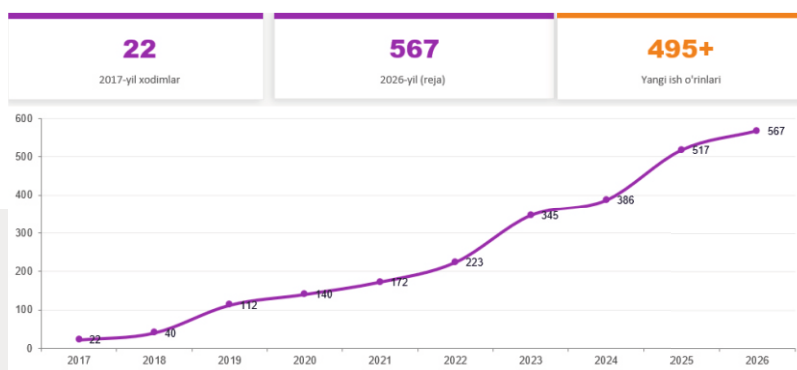
If in 2017 EMU Express began with roughly five thousand shipments a year, the following years brought growing demand for postal services, wider

geographical coverage and greater client trust, and the number of shipments rose steadily year after year. Because demand was so high, growth rates in the company's first years reached three to seven times. These results clearly demonstrate the company's logistics capacity, its principles of fast and reliable service and its steady development in the market.

Number of employees (2016–2026)

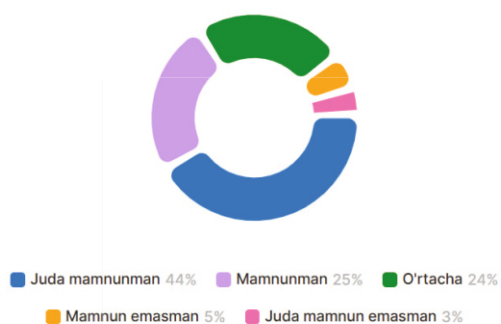
In 2017 EMU Express started out with 22 employees. As the volume of services expanded and the number of branches grew, the headcount rose in proportion.

In 2019 the staff grew to 112 people and in 2022 to 223. Growth was particularly sharp in 2023–2025 as the company developed actively: in 2025 the headcount reached 517. These figures show that EMU Express is developing consistently not only in logistics and postal services but also in creating new jobs and building a professional team.



EMU Express xizmatlari sifatidan qanc...

1,231 answer



Satisfied clients (June 2026)

A survey carried out in June 2026 to assess satisfaction with the quality of EMU Express services involved 1,231 clients. Most of them expressed satisfaction with the service («Very satisfied» — 44 %, «Satisfied» — 25 %), which means that almost two-thirds of clients (69 %) rated the service quality positively.

The overall survey results confirm the high quality of EMU Express services.

63%

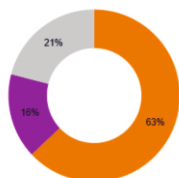
1 kun ichida yetkazildi

16%

2 kun ichida yetkazildi

21%

3 kun ichida yetkazildi



■ 1 kun (63%) ■ 2 kun (16%) ■ 3 kun (21%)

63%

1 kun ichida

16%

2 kun ichida

21%

3 kun ichida

100%

Jami muvaffaqiyatli

Delivery speed of shipments (May 2026)

EMU Express pays particular attention to delivery speed — the indicator clients value most — and constantly reviews its performance in this area critically.

According to statistics, as of May 2026 63 % of shipments reached the addressee within one day. A further 16 % were successfully delivered in two days and 21 % in three. These figures reflect the company's efficient logistics system, its effective interregional routes and well-organised operational processes.

Contracts with legal entities (2016–2026)

This chart shows how steadily and markedly the number of EMU Express contracts with legal entities grew in 2017–2026.

If in 2017 the company had only 39 cooperation agreements with legal entities, in the following years this figure grew steadily along with the number of online stores and corporate clients. In 2020 there were 341 contracts, in 2023 — 550, and in 2025 a record 949.

39

2017-yil shartnomalar

949

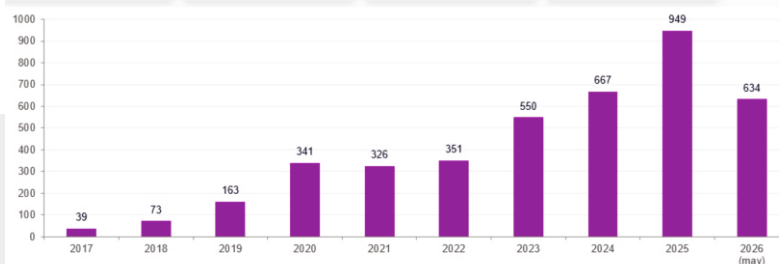
2025-yil shartnomalar

634

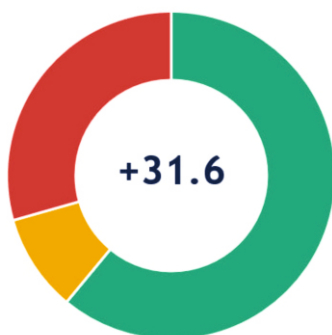
2026-yil may holatiga

4093

Umumiy shartnomalar



NPS = +31.6 (tarafdorlar 61% – tanqidchilar 29%)



■ Tarafdorlar (9–10) — 61% ■ Passivlar (7–8) — 10% ■ Tanqidchilar (0–6) — 29%

Satisfied clients (June 2026)

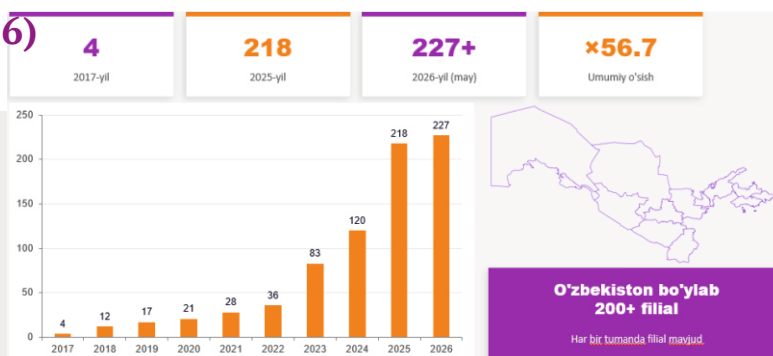
According to a survey conducted in June 2026 with 1,231 participants, the Net Promoter Score (NPS) for EMU Express was +31.6. This means clients are inclined to recommend EMU Express to others. Promoters (clients who gave 9–10 points) made up 61 %, passives (7–8 points) 10 % and detractors (0–6 points) 29 %.

The EMU Express team has already begun putting effective solutions into practice in response to the 29 % of detractors and their comments.

Number of branches (2016–2026)

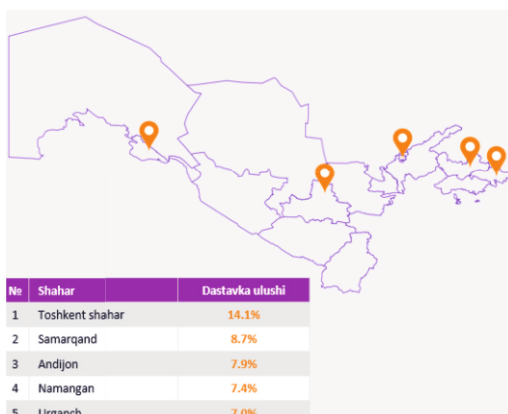
The EMU Express branch network has been expanding rapidly in recent years. If in 2017 the company worked with just 4 branches, by May 2026 there were more than 220 — almost 56.7 times the original figure.

Today the company has more than 220 branches across Uzbekistan, with a service point in every district. This means practically full coverage of the country and a network built close to the population. Such figures confirm once again that EMU Express is a steadily growing logistics company with wide regional coverage and fast-growing capacity.



TOP 5 cities (2025)

This infographic was included in the analysis because it may be of interest and use to EMU's corporate clients. It shows the top five cities with the largest share of delivered shipments in 2025. According to the statistics, Tashkent came first with a share of 14.1 %.



The capital's first place is only to be expected: it reflects high demand for services and a powerful logistics flow in Tashkent. Second place went to Samarkand with 8.7 %, followed by Andijan — 7.9 %, Namangan — 7.4 % and Urgench — 7.0 %.

In conclusion, the results of 2017–2026 clearly show the steady and dynamic development of EMU Express in Uzbekistan's logistics market. Over this period the company handled more than 10 million shipments, the number of branches nationwide passed 220, and the workforce reached 517 people in 2026.

Speed deserves particular mention: 63 % of shipments are delivered within one day. Moreover, relationships with 4,093 corporate partners testify to the strong trust EMU Express enjoys in the business sector as well.

Client satisfaction figures are high too: in the June 2026 survey 69 % of respondents said they were satisfied with the service, and the NPS score stood at +31.6.

Overall these figures describe EMU Express as a leading logistics company with wide regional coverage, a loyal client base and high service quality, and they confirm its considerable potential for further growth.



For the sender and the recipient a parcel's journey looks perfectly simple: the client hands it to a courier or an operator, and a day later the shipment is with the addressee. In reality the road to the destination is long and hard — and hidden from the client's eyes. Each of EMU's more than 517 employees begins a new working day by tuning themselves, **whatever their own worries may be**, to serve every client politely and well. The task is not simply to move a shipment from one point to another, but to carry the sender's feelings and joy along with it. That is why **serving every client with a smile and goodwill** is both a professional and a human duty for EMU Express staff.

When a client hands over a shipment, it is packed carefully according to the type of goods. A fragile item, expensive equipment or an important document — every shipment is packed to its own requirements. All EMU staff are trained in these details and know them well. The packed shipment is placed in a special bag or a cardboard box. From that very moment the parcel stops being just an object and **becomes a valuable entrusted to the EMU team**.



Once the shipment has been accepted, **the digital process begins**. The order is registered in a special program and weighed; for large shipments the dimensions are measured and the chargeable weight calculated. After the name, address, telephone number and other details of the sender and recipient have been entered, the waybill is attached. During the day every accepted order is scanned one by one, and at the end of the day a manifest is created, the shipments are loaded into postal containers and sealed. The sealed containers and other cargo are sent to the sorting points in dedicated vehicles. Removing cargo safely and properly from every acceptance point is the courier's principal duty at EMU. Thanks to this step-by-step accuracy and consistency **not a single shipment is lost**, and each one travels reliably to its address.

Every order arriving at the sorting point is scanned separately again and entered into the warehouse. It is then distributed to regional branches — by city and district — according to the addresses on the waybills. After processing, and before being loaded into postal containers, the orders are scanned once more and manifested. Once the manifest is complete, **the sealed containers and large cargo** are loaded onto the vehicles assigned to each route. **Loading and unloading** are carried out by professional staff in strict compliance with the rules, taking into account the type and characteristics of every consignment. After that EMU's experienced interregional driver-couriers set off **on the long road**.





The drivers who set out on long night runs are **the unseen heroes of this process**. They carry an enormous responsibility: the shipments of thousands of clients, important documents, gifts and valuables — for EMU Express drivers all of this is «**a trust placed in their hands**». Delivering it safely, properly and quickly is, without exaggeration, a genuine feat. They regard this responsibility as their duty and fulfil it with patience and skill, at the price of sleepless nights.



Shipments arriving at a branch are **scanned and booked in one by one again**, then sorted by city and district. Shipments registered under the office-to-office tariff are sent to regional acceptance and delivery points, while those under the door-to-door tariff are handed to couriers. The operator at the point places every shipment in the appropriate cell and calls the recipient to say the order has arrived. When the client comes, they are welcomed warmly, the shipment is verified with a special SMS code and released against a signature in the mobile app.



Before setting out on a route, couriers accept the orders against a register and load them carefully into the vehicle, drive to the stated address and hand over the shipment against the client's signature in the mobile app. If the client has a question about the goods or the timing, the courier explains politely and moves on to the next address along the route in the program. At every step there is **one goal — to leave the client satisfied**.



Dear client, we hope you now have at least some idea of the work behind every order. Every EMU Express employee, whatever part of the chain they work in, strives to be a professional, approaches their task responsibly and moves towards the common goal together with the team. **The operator's smile, the packer's care, the patience of a driver who does not sleep all night, the courier's endurance** — all of it exists so that your shipment arrives intact.

Rustamjon Tojiboyev — Deputy Director
for Production and Operations

9 EMU — recognising our people



Jumaniyozov Abdusattor
Ruzimovich
Deputy Director
for Commerce



Qurbonov Zavqiddin
Zoyirovich
Deputy Director
for Finance and Economics



Ikromov Jobir
Akram ugli
Deputy Director
for Logistics



Omonov Sarvar
Murod ugli
Head of the
HR Department



Azimov Elmurod
Erkinovich
Regional Manager



Tangatova Mutabar
Jurabayevna
Regional Manager



Jiyenbayeva Barno
Maulen qizi
Regional Manager



Maulenova Rano
Maulen qizi
Assistant Manager



Alimov Botir
Bakhramovich
Head of the
Fulfilment Department



Mirsaidov Nuriddin
Adkhamovich
Regional Manager



Mamedov Jonibek
Bakhtiyarovich
Courier



Azimova Nasiba
Khamidullayevna
Pickup-point Operator

The employees listed here are the team that has worked at EMU Express from the day the company was founded to this day. It is thanks to their dedication and round-the-clock effort that EMU Express has grown into a large company employing more than 517 people today. The list includes staff who have been with us since 2016, 2017, 2018 and 2019.



Rasulov Nuriddin
Shukhrat ugli
Driver-Mechanic



Akhmedov Akhmad
Karimjanovich
Driver-Mechanic

There are also hundreds of caring and devoted employees whose names did not make this list, although they have given more than five years of their lives to the success of EMU Express. The management of EMU Express is proud of these people and expresses boundless gratitude to every one of them.

How good it is that you are with us!



Manager of the Namangan branch
Nurmatov Ilhomjon Ikramovich

EMU is my family!

Assalomu alaykum!

I would not be wrong to say that my bond with EMU is a family one. Apart from my wife, almost all of us — my two daughters and my son — belong to the EMU family. Both daughters worked as operators at EMU's Namangan branches and are now temporarily busy raising children. My son has worked as a courier across the Namangan region for seven years. It is the plain truth that it was my children who, having started at EMU and shared their good impressions of the company, eventually brought me into this team as well. I have now been manager of EMU's Namangan branch for four years.

Talking with all kinds of people during the working day, hearing their thanks and sincere good wishes, gives us enormous satisfaction. Especially when fast, reliable service reaches people in remote districts — the joy on their faces makes you forget any tiredness. Sincere client comments such as «It came even faster than we expected» or «Thank you» are a great encouragement for our whole team.

“



*«EMU» is not just a place of work —
it is my family, my pride and my future.*

Another strong side of my job is the team atmosphere, the respect management shows its people and the opportunities for professional growth. The company values every employee's opinion and supports new ideas.

The most interesting and warmest conversations in our family usually begin with EMU and end with it too. For us this work is not just a job — it has become part of our life and a value close to our hearts. I am especially proud and glad to work in the same team as my son, shoulder to shoulder, as colleagues. In the evening, when the family gathers, we talk at length about the interesting cases of the day, new clients, their sincere feedback and our plans. Sometimes we exchange new ideas and think about how to make the service for our people even more convenient and faster.

2025 turned out to be a truly fortunate year for me. The company's management rated my short and modest work highly and considered me worthy of the Manager of the Year nomination. To be honest, it is hard to put into words what I felt at the annual awards event as I received the Manager of the Year certificate and a trip abroad for two from the hands of the management. My wife and I are now planning to use that trip to perform the umrah. It is a deeply moving feeling.

Naturally, such recognition encourages me to work on myself even harder and places extra responsibility on me. For me, working at EMU is above all not service to a company but service to people. I feel boundless pride and joy at being part of EMU — a company that shortens distances, eases difficulties and makes people's happy days brighter with its deliveries.

I express my deep gratitude to the management for their trust and support. I consider working in this team a great happiness and achievement.

**Yours sincerely,
Nurmatov Ilhomjon Ikramovich**



Baxtbergenova Nursuluv

Office Manager of the Yashnaabad branch

EMU is my pride!

I began working at EMU Express in the summer of 2022. At first I had my doubts about whether I would cope, since I had no knowledge of this field at all. But thanks to my colleagues' trust, their sincere attitude and their support, I have travelled a path of almost four years — from operator to office manager.

At EMU every day begins with new movement, new growth and a special energy. We do not simply provide logistics services — we shorten the distance between people and lighten their load. The feeling that through my work and responsibility I am making someone's life easier and contributing to the company's growth brings me boundless joy.

EMU is not only a place where strong specialists of the industry work — it is also a school that trains mature professionals. The company has created many opportunities for its people to grow. Regular seminars and training sessions help us develop not only professional skills but also management knowledge.

One of the strongest sides of our company, in my view, is the open and sincere relationship between management and staff. At EMU there is no rigid boundary between «chief» and «subordinate».

Management always listens to employees' opinions, considers their suggestions and comments and tries to put them into practice. In difficult situations we receive not pressure and criticism from management but the right direction and help. The fact that branch operators always support one another, never spare their help in any situation and gather regularly not only for work but outside it too has turned the team into one family.

My working day as an office manager begins with ensuring order and discipline in the branch, the quality of service and the accuracy of every shipment. Our morning must always begin with a smile, because for every client who steps through the branch door we, the staff, are the face of EMU.

Our work is interesting also because it is rich in memorable stories. Recently an elderly woman came in to send her son, who studies in another region, a few belongings and some documents, explaining again and again how important it was that the parcel arrive quickly and intact. I reassured her that the shipment would arrive on time and undamaged, and accepted the parcel. Two days later she came back and told me the parcel had arrived even ahead of schedule and completely safe; she thanked me at length and, despite my refusals, left a small gift. It is precisely such sincere clients who make you hurry to work and take joy in what you do.

We grow every day and conquer ever new heights. I have no doubt that the future of EMU Express is even brighter. The fact that the company's management valued my work, placed great trust in me and recognised me with awards several times speaks of the company's great attention to its people. Being named an **exemplary**

operator in the first quarter of 2026 as well fills me with pride and great responsibility.

Thanks to the warmth, trust and sincerity among its people, EMU has already become my second family.



Shodmonov Ulugbek

Courier of the Navoi branch

EMU is my path!

I have worked as a courier at the EMU Pochta branch for the Navoi region since December 2023. Despite my age and experience, in this short time — thanks to EMU's trust and the knowledge shared with me — I have become a mentor courier with several apprentices in the company.

Since my youth I have been drawn to the driver's profession. At the same time I learned from my own experience how hard the road is and how it forgives not even small mistakes. That is why, being firmly convinced of the importance of traffic rules, I not only observe them strictly myself but also share that knowledge constantly with my apprentices.

From the outside the courier's profession may look simple, but it demands great responsibility, patience and a culture of dealing with people. In a working day one has to speak by phone with forty to fifty clients.

Every person has their own character, manner and requests. In such situations our main task is to find a common language with the client and serve them without hurting their feelings.

Sometimes it takes three or four calls to a client to deliver a single order. It happens that clients do not answer the phone or give an imprecise address. Such situations naturally demand great patience. And yet a client's sincere words — «Thank you», «Bless you», «How quickly you delivered it» — make you forget all your tiredness. Especially when you see a satisfied client after a delivery to a distant address: it gives us even more strength and motivation.

Just as every profession has its difficulties, so does the courier's work. Driving the roads in heat and in cold, carrying orders from door to door is not easy. But the joy of this profession lies in being needed and useful to people. To take pleasure in your work it is important to understand clearly what good it brings to others.

Winning the «**Best Courier**» nomination in the first quarter of 2026 was a great source of pride and responsibility for me. That recognition gave me strength to work even harder for the good of the company and of people. I am proud to be part of the EMU Express team. I am sure that in future our company will conquer even greater heights.



Sattarov Doniyorbek
Office Manager of the Andijan branch
EMU is my happiness!

I started work in 2021 as an operator at EMU's office on Amir Temur Street in Andijan. From the very first days my colleagues mentored me with their help and advice. Karimov Haqyorbek-aka in particular gave me great support in building my knowledge of postal services. The support of my parents, my wife and my three children (two sons and a daughter) at home, and the friendly, sincere relations with colleagues who love their work, fill my life with meaning. As the saying goes, the happiest person is the one who hurries from home to work in the morning and from work to home in the evening. I count myself among exactly such people.

Our profession means dealing with clients of the most varied characters: some are a little abrupt, some inclined to panic, and so on. But the main thing is that at the end of the day the gratitude and kind words of clients make you forget all the tiredness and upsets and only strengthen your love of and interest in the work.

Our working days are rich in amusing stories too. Here is one of them: a client came into our office and said he had ordered a fur coat for his wife from China, and asked for his shipment. When I handed him a very small package he was surprised and objected quite seriously: «This cannot be my order — a fur coat should be bigger.» After a brief misunderstanding and argument we decided to open the package, and instead of the coat itself a small sewing pattern for it emerged from the box.

After the tension caused by that argument, the whole office suddenly burst out laughing at the sight of the tiny pattern. The client too, surprised and embarrassed, laughed and said: «So now I have to sew the coat myself!» Ever since, we have jokingly called that client «the fashion designer».

Such work — rich in amusing incidents, in gratitude and kind words from clients — encourages an even more serious and responsible attitude to serving people.

I am boundlessly grateful to the management for valuing our modest work so highly, and I will try to justify that trust by serving people with even greater responsibility and contributing more to the company's development.



250+



Avtotransport vositasi

O'zbekiston bo'ylab barcha
hududlarga tez va ishonchli
yetkazib berish



Yuk ko'tarish quvvati



550 kg



1 000 kg (1 t)



3 500 kg (3.5 t)



5 000 kg (5 t)



10 000 kg (10 t)



25 000 kg (25 t)



Mashinalar soni

210 ta

10 ta

15 ta

10 ta

3 ta

2 ta



JAMI

250 ta



71 2009669
EMU.UZ



EXPRESS



TBC Bank has been cooperating fruitfully with EMU for several years now. Over this time we have seen the company develop noticeably in service quality, speed of work and approach to clients. The improvement in order and control systems in logistics and delivery processes has had a particularly positive effect on efficiency.

During our cooperation there have been individual operational questions and delivery-related shortcomings, but it is worth noting separately that the EMU team reviewed the problems promptly and worked constantly on solving them. The company listens to the client's opinion and strives to put suggestions into practice.

For us one of the most important aspects of working with EMU is open communication and mutual trust. We are confident that service quality will keep improving and that our cooperation will last for a long time.

Doniyor Yusupov

Head of the Sorting and Dispatch Department

АО КЭИС «Узбекинвест» выражает искреннюю признательность компании ООО «Express Mail Universal» за многолетнее и конструктивное сотрудничество.

На протяжении ряда лет ваша компания обеспечивает доставку корреспонденции, грузов, рекламной продукции, мебели и оргтехники для территориальных филиалов и отделений АО КЭИС «Узбекинвест» по всей территории Республики Узбекистан. За это время компания зарекомендовала себя как надёжный и профессиональный партнёр, способный качественно и своевременно выполнять поставленные задачи.

Особо отмечаем высокий уровень организации логистики, оперативность исполнения заказов и внимательное отношение к потребностям клиента. Все возникавшие вопросы решались конструктивно и в кратчайшие сроки.

Уверены, что наши партнёрские отношения продолжают успешно развиваться на благо обеих сторон.

А.Асатуллаев

Заместитель Генерального директора



Компания Oriflame сотрудничает с EMU с 2019 года, и за это время между нашими компаниями сложились надёжные и профессиональные партнёрские отношения.

За годы совместной работы EMU зарекомендовала себя как ответственный и клиентоориентированный партнёр. Особенно отмечаем стабильность в работе, своевременность выполнения обязательств, оперативность в решении вопросов и стремление постоянно повышать качество услуг. Команда EMU всегда открыта к диалогу и внимательно относится к запросам клиентов, что делает сотрудничество комфортным, прозрачным и эффективным.

Как и в любой логистической деятельности, в процессе работы возникали отдельные сложности. Однако важным преимуществом EMU является готовность быстро реагировать на замечания и находить решения. Мы ценим профессионализм и ответственность сотрудников компании.

Благодарим EMU за совместную работу и надеемся на дальнейшее развитие партнёрских отношений и взаимовыгодное сотрудничество.

Снежанна Муталибова

Координатор отдела обслуживания ИП ООО «Oriflame»





Throughout our cooperation with EMU we have consistently rated the quality of service and the approach to clients highly. It is particularly noteworthy that over these years the service processes have improved markedly and that positive changes have taken place in both speed and quality. On any issue the EMU team listens to the client and strives to resolve problems as quickly and effectively as possible.

During our cooperation there have also been individual technical or organisational shortcomings. But the fact that the company did not conceal such situations and sought to remedy them through open dialogue and a constructive approach left a positive impression on us. This only strengthens trust between client and company.

We intend to continue our long-term cooperation with EMU. The company's consistent steps along the path of development, its striving for the new and its focus on the client's interests give us great confidence in the future.

Aziz Abbosov
Vivo Brand Manager

Today one of the most important factors of success in the electronics market is a strong logistics system. For IDEA CONCEPT GROUP, timely and safe delivery of goods to customers is an inseparable part of the business. In almost six years of cooperation with EMU we have found in it a reliable and professional partner.

EMU's main advantages are speed, responsibility and a professional approach. Transporting electronics demands particular care, and the company consistently delivers high results in keeping goods safe and meeting agreed deadlines. Even with urgent deliveries or force majeure, EMU is able to offer a quick solution.

EMU listens to its clients: working closely with our warehouse team it has developed many solutions for optimising logistics processes and managing costs. This has taken our cooperation to the level of a strategic partnership.

Today IDEA CONCEPT GROUP is one of the leading companies, and the number of our branches will soon reach 80. We are confident that even as the network expands to 100–200 branches, our cooperation with EMU will only grow stronger.

Shodiyev Miraziz
Head of the Central Warehouse, IDEA CONCEPT GROUP



Knauf has been cooperating fruitfully and reliably with EMU Express for many years. Over this time EMU has shown itself to be not merely a provider of logistics services but a genuine partner that puts the client's interests first.

The responsible approach of the EMU team, its speed and its attention to clients have left a positive impression on us. Timely and safe delivery of cargo and quick resolution of any issue are the company's strong points. Over these years the quality of EMU's services has grown noticeably, and new directions and international services have appeared. Most importantly, EMU values the client's opinion and resolves problems through open dialogue.

Today EMU is a reliable and strategic partner for us. We are confident that our cooperation will grow even stronger in future.

D. A. Deripalko
General Director, Knauf Gips Bukhara HC LLC



Umidjon Ahunjonov
Marketing and Sales Specialist

When meeting an employee, the client should feel at ease and have no doubt about their professionalism. For this the employee must have full information about the service, **answer questions without hesitation** and, in face-to-face contact, **look impeccable in uniform**.

In today's competitive environment it is essential that a company's employees fully understand what service quality means and apply it in practice: in the end it is this that determines whether the company wins a place in its clients' hearts and can operate steadily in the market for a long time.

Service quality is easier to understand through the RATER parameters of the SERVQUAL (Service Quality) model. The acronym RATER is formed from the initial letters of five English words. It measures service quality across five important parameters: Reliability, Assurance, Tangibles (the physical elements of service), Empathy and Responsiveness.

1. Reliability

Reliability is the company's ability to perform the promised service accurately, on time and without errors. In other words, it is the answer to the client's question: «**Does the company keep its word?**» — is the promise of delivery within 24 (or 48) hours kept on time and responsibly? If an employee **enters the address into the system incorrectly or fails to hand the shipment to the courier on time, and the courier cannot work with address data and is irresponsible**, the parcel will not arrive on time and service quality will suffer.

2. Assurance

Assurance is the employee's ability to inspire the client's confidence through knowledge, manner of communication and appearance.

3. Tangibles

Tangibles is the parameter that reflects the quality of all the physical means and surroundings used in serving clients. The employee must keep their quality at a high level. For example: **a fast computer, clear sound reception and transmission on the telephone, clean uniform and workplace, a working air conditioner**. If a problem arises with these elements, the employee should report it to a senior manager and make sure it is fixed quickly. Listening attentively and saying thank you at the end is one of the important signs of high service quality.

4. Empathy

Empathy means caring for the client and taking an individual approach to each one. In marketing the client is regarded as a king. Following from this, **during service the client should feel valued — that is, treated royally**. Greeting everyone with particular respect, offering a glass of water or tea, helping someone who has arrived with a heavy load, responding attentively to every request — all this speaks of an employee's empathy. And **special categories of customers (pregnant women, people with disabilities, those in a hurry or elderly people)** should where possible be given particular attention: offering them a seat and a rest, or, with the agreement of other clients, serving them out of turn — this shows a high level of care for the client.

5. Responsiveness

Responsiveness is the readiness to help the client and to provide the service without delay. **During service the employee must not keep the client waiting and must respond to their request immediately.** Responsiveness shows itself through the employee's knowledge and experience and their ability to assess a situation quickly. For example, entering the client's address data into the computer quickly is the simplest expression of responsiveness.

In improving service quality it is important to observe the rule of the «**first impression — 7 seconds**». Its essence is that the positive impression formed in the first 7 seconds of a client's first meeting with a brand largely determines the success of the relationship that follows. When a client enters the office, **the cleanliness of the premises, the smell and atmosphere, and the employee's body language, gaze and tone of voice** form their **first impression**.

In many service businesses in China (restaurants and supermarkets in particular), because of the importance of greeting the client with an open face, the practice of training staff to smile with exercises like the one shown in the photograph is widely known.



According to the **Mehrabian model**, words account for only 7 % of mutual understanding in communication. Another 38 % is conveyed by tone of voice (intonation, volume, tempo) and 55 % by body language (facial expression, posture, gestures). A service employee should therefore pay serious attention not only to what they say to the client but also to the tone and movements with which they say it.

Service standards accepted in international practice require the employee **always to address the client with a light smile, to communicate clearly, with eye contact, face to face and promptly, and to thank the client at the end of the conversation.**



Always remember when dealing with a client!

It is narrated from Abu Dharr (may Allah be pleased with him) that the Messenger of Allah (peace and blessings be upon him) said:

«قد صدك لك أخيا جوي فك مسبة»

(Tabassumuka fi wajhi akhika laka sadaqatun)

«Your smile in your brother's face
is a charity for you.»

Narrated by Imam at-Tirmidhi and Imam Muslim



Today a modern postal service occupies an important place in the country's economy and in people's lives. The human factor — the work of employees and the cohesion of the team — matters especially in delivering shipments quickly, safely and reliably. For behind every successfully delivered shipment stands the work of responsible and devoted people.

EMU began operating on 7 November 2016 with 22 employees; today that number has **passed 517**. In this short time the company has achieved high results thanks to its strategic plans, its attention to employees, fair decisions and the coordinated work of the whole team.

In our company team spirit and mutual respect have taken shape as core values. Every employee approaches their duties conscientiously and moves towards the common goal together with everyone else. This helps raise efficiency, serve clients well and strengthen the company's reputation.



Our company pays great attention to sporting and intellectual competitions — to promote a healthy lifestyle and strengthen the unity of the team.

To raise employees' interest in sport and support their activity, internal **table-tennis tournaments are held quarterly**. In addition, separate treadmills have been installed for the women of the head office, creating convenient conditions for greater physical activity.

Behind every successfully delivered shipment stands the work of a devoted team.

Chess and draughts tournaments are held regularly at the company: such competitions help employees develop logical thinking and strategic decision-making skills.



So that employees can spend their free time meaningfully and raise their intellectual level, a special reading corner has been set up at the company. Books on a wide range of subjects are collected here, and employees have the chance to enrich their knowledge and outlook.



In addition, various cultural and educational events, training sessions and joint gatherings are held — particular attention is paid to strengthening friendly relations among employees.



During the training the participants gained practical knowledge of modern management methods, sensible time planning, the culture of teamwork, service quality, dealing with clients, innovative approaches and the effective handling of various professional situations.

The sessions are also built around interactive methods, group discussions, practical assignments and the exchange of experience, which ensures active participation. This makes it possible to apply the knowledge and skills gained successfully in practice.



The next stage of the trip was a visit to the city of Bukhara. Bukhara's ancient and unique history, the Ark citadel, the Poi Kalon ensemble, the Lyabi Hauz complex and other landmarks made a great impression on the employees. During the trip they received rich information about our national values and the scientific and spiritual heritage of our ancestors. As we can see, such joint trips broaden employees' outlook, strengthen historical memory and serve mutual respect and closer cooperation within the team. The cultural and educational events, sincere conversations and shared gatherings during the trip strengthen the cohesion of the staff still further.

Development-focused training sessions are organised regularly at our company, aimed at raising employees' professional knowledge and skills, building modern professional competencies and increasing productivity.

These sessions are designed to develop employees' professional potential and leadership qualities, establish effective communication within the team, improve problem-solving skills and support personal growth.



To give employees cultural recreation, strengthen cohesion and a friendly atmosphere within the team and acquaint them more closely with the country's rich historical and cultural heritage, group trips to the historic cities of Uzbekistan — in particular Samarkand and Bukhara — are organised every year.

During the group trip organised in 2025 the employees became acquainted with the historical monuments, architectural structures and cultural sites of Samarkand, one of Uzbekistan's oldest and most famous cities. They visited Registan Square, the Shah-i-Zinda complex, the mausoleum of Amir Temur and other historical sites and received detailed information about the history of their creation and their significance.



Team spirit — the foundation of success



Rasulov Nuriddin, winner of the «Best Courier of 2022» nomination, on the umrah pilgrimage

To encourage employees' work continuously, the company's management established annual and quarterly nominations for Best Manager, Best Courier and Best Operator. The winners are selected by a commission on the basis of quarterly and annual KPI results; those taking first, second and third place receive financial awards of five, three and two million soum respectively, together with certificates. The best manager, courier and operator of the year are awarded a family holiday trip abroad.



Identifying the best managers, operators and couriers by quarterly and annual results and rewarding them properly, both financially and morally, has become a long-standing tradition of our company. Over the years the Best Manager of the Year nomination has gone to **Mirsaidov Nuriddin Adkhamovich**, **Azimov Elmurod Erkinovich**, **Jiyenbayeva Barno Maulen qizi** and **Nurmatov Ilhom Ikramovich**; the Best Operator of the Year nomination to **Shohidoyatova Dildora Nurullo qizi**, **Davronova Zuhra Abduvahobovna** and **Bahodirova Dilafruz Orif qizi**; and the Best Courier of the Year nomination to **Ergashev Uktam Kenjaboyevich**, **Rasulov Nuriddin Shukhrat ugli** and **Mallayev Zafarjon Mamanazarovich**. They were awarded family holiday trips abroad.

Our company values its people not only while they work but also after they retire. A vivid example is the first retirement send-off in the company's history. For long years of devotion, honest work and loyalty to the profession, and for the respect they earned in the team, our veterans **Davronova Zuhra Abduvahobovna** and **Qurbonov Komiljon** were given a fitting send-off into retirement on 30 October 2025.

It is worth noting that during their service these employees won quarterly and annual nominations more than once, served as an example to many young colleagues through their honest and devoted work and trained dozens of apprentices.

Sarvar Omonov
Head of HR, EMU Express



- Is EMU a business aimed only at profit?
- Not at all. Social responsibility matters greatly to EMU!

Zavqiddin Qurbonov

Deputy Director for Finance and Economics



The management of EMU Express takes part regularly and actively in the work of various charitable groups as a sponsor. One example is our continuous involvement in providing material help to the families of children with leukaemia under the «Seven Steps» programme. Taking part in this programme is not only financial sponsorship but also an initiative by the company's management that can serve as an example to other companies.



The company's good works are not limited to the above. The management is currently working on a «Grants» programme for gifted children from families in need, to help students admitted to the country's universities on a fee-paying basis to cover their tuition in the new academic year. The aim of this grant programme is to select 12–20 gifted children from families in need each year on a competitive basis and cover their annual tuition fees.

EMU Express regards it as its highest goal to meet clients' needs in the market with quality and to renew the quality of the postal services it provides through innovation. At the same time the company has made directing part of its earned profit to the public good one of its constant and important tasks.



In addition, on the initiative of the company's management, sponsorship programmes for the development of football in remote districts have been drawn up and are being implemented — for the further development of children's sport. In particular, EMU Express provides direct sponsorship to the professional football club «Bunyodkor-Koson» in the Koson district of the Kashkadarya region and to the sports school in the Romitan district of the Bukhara region. The main purpose of such sponsorship is to help talent emerge. As a result of the company's good initiatives, **the «Bukhara U-17» football team took an honourable third place** at the national championship in June 2026. We hope such victories will continue and that talents of Abdukodir Khusanov's calibre will emerge from the club in future.





“**One day** a woman of about 75 or 80 came up to me and said she wanted to send a parcel to her sister. As we talked I explained our services to her. She unfolded an old photograph she was holding and asked me to send it to Tashkent.

It turned out to be the only original picture of her together with her close friend. It could in fact have been sent by phone, but the woman wanted to send the original itself. We packed the photograph carefully and dispatched it to the address.

The photograph arrived on time and intact; the woman was overjoyed, came to thank us and prayed for us from the heart. I too was happy that we have such elderly and kind-hearted clients.



Meliboyeva Nigora — operator of the Haqqulobod district branch



“**One day** an elderly woman came into our office and said she wanted to send a parcel to relatives in Kashkadarya. The shipment consisted of fragile items. We attached a «Fragile» label and packed the parcel neatly and securely.

The next day the woman came back to thank us. This time she was holding eight one-litre jars of shakarob. «Since you took such care yesterday, please send these jars as well,» she said with a smile. We packed the jars carefully in bubble wrap and boxes and again attached a «Fragile» label.

Two days later the woman came back to us delighted: the jars had reached her daughters without a single crack. In gratitude she brought us a box of sweets and lemons for tea and expressed her sincere trust in EMU Express services.

Such sincere clients add still more warmth and responsibility to our work.



Mirzamahmudov Sherzod — operator of the Namangan city branch



“**One day** a client in military uniform came into our office — he had searched Google for a fast postal service and found us. At that time I had only just started working at EMU Express.

It turned out he came from a remote district of the Jizzakh region and was serving in the army in the Pop district at the time.

Back then there was no branch in the district where he lived in Jizzakh. I packed his letter of commendation from military service and the gifts for his father so that they would not be creased, and sent them to Jizzakh. Two days later the shipment safely reached the address.

Our client's childlike, sincere words — «How good it is that you exist! Thanks to you I was able to make my family happy even from far away» — have stayed in my memory forever.

In truth such moments happen in our work every day. Gratitude like this encourages us to work even more responsibly.



Mashrabboyeva Dilnavoz — operator of the Pop district branch



“**Recently** a client came to our branch and said he wanted to send a DNA sample to the Russian Federation. He was rather anxious, though: this was no ordinary parcel and the delivery process was new to him. I explained our service in detail and prepared the shipment carefully.

Five days later the same client came back to our branch — this time to say thank you. The sample had reached the address intact, safely and exactly on time.

His sincere joy and trust were an inspiration to me.



Rustamova Dilnoza — operator of the Shahrikhan branch, Andijan region





“ I had only just started working at the Khiva branch, and **it was one of my very first working days**. A woman came into the office in high spirits.

It turned out she urgently needed a shipment delivered to the «Dustlik» customs post on the Kyrgyz border in the Andijan region. The distance was great and the address awkward, so many postal services had refused her; she came to us as a last hope.

To be honest, I was anxious myself — I had only just begun working. But seeing the plea in the woman's eyes, I wanted with all my heart to justify her trust and ease her worry, so I accepted the shipment and set to work.

The border was the greatest challenge: there is no mobile signal or internet there and it is impossible to contact the recipient. But our couriers handled the situation with complete professionalism — before even arriving they warned the sender: «The phone may not work at the border, so please ask the recipient to wait at the agreed time and place.»

The recipient was a citizen of Kyrgyzstan. Although the connection never worked and conditions were hard, our couriers waited patiently for him at the agreed point. For behind every shipment stands a human story and an awaited joy. At last the parcel was handed to its owner in person!

Hearing that the cargo had been delivered safely, the woman was overjoyed. She was so moved by our team's dedication that from that day she became our regular client. She still comes to our office often, recommends our services to others and wishes us well from the heart.

 **Botirova Mehribon** — operator of the Khiva branch



“ **The day before the holiday** — 18 March, at lunchtime. A woman came into our branch and said she wanted to send a parcel to the city of Krasnoyarsk in Russia. The shipment contained clothes, Samarkand flatbread, Zam-zam water and dried fruit. I explained our service, the delivery times and the price in detail. At first she hesitated a little, but hearing that the shipment would arrive safely and quickly she was reassured.

It turned out her mother was from Samarkand, is now 86 and finds it hard to walk. Every time she visited Samarkand the daughter would take her flatbread; this time she could not travel because she was busy and came to us on the recommendation of relatives. Parcels sent previously by another postal service had failed to arrive, and she was afraid this one would be lost too.

Three days later the client came back — this time with tears of joy in her eyes. The parcel had arrived even earlier than promised and completely intact. Her mother drank the Zam-zam water, tasted the Samarkand flatbread and prayed for us. Telling us this, the client could not hold back her tears. I confess I was moved myself — in that moment I understood how valuable my profession is. It was as though through that shipment I had delivered joy to the heart of someone far away.

Some time later the same client called again. After asking how we were, she said with sorrow that her mother had passed away. And she added: «You helped fulfil my mother's last wish. She drank the Zam-zam water, ate the Samarkand flatbread and left us blessing you.»

 **Shukurova Zarnigor** — operator of the Panjakent branch, Samarkand city



EMU Express — trust, speed and sincerity!

A new approach in logistics

In recent years e-commerce, corporate services and cooperation with government organisations have been developing rapidly in Uzbekistan. This has sharply increased demand for logistics and postal services. In the corporate and government segments (B2B and B2G) in particular, fast, safe and transparent service has become the key factor. It is precisely these needs that led EMU Express to offer clients modern, comprehensive logistics solutions. The company works not only as a delivery service but also as a strategic partner helping to optimise business processes.

Special services for corporate clients

EMU Express has set up special logistics services for companies in the B2B segment. Fast delivery of documents, contracts, goods and bulk shipments keeps business processes running without interruption. This lets companies save time and raise the quality of their own service.



For corporate clients:

- individual tariffs;
- services on a contractual basis;
- bulk shipments;
- online monitoring;
- a dedicated courier service;
- a personal manager system for business.

A reliable partner in the B2G segment

In work with government organisations accuracy, security and deadlines matter especially. EMU Express offers state institutions special logistics services and has built a system for the secure delivery of official documents and shipments.

In work with government organisations:

- confidentiality;
- fast delivery;
- strict control;
- document security;
- particular attention is paid to coverage across the republic.

Fulfilment — a solution for e-commerce

With internet trade growing, fulfilment has become a critically important system for business. EMU Express offers online stores and marketplaces a comprehensive fulfilment service.

The service includes:

- receiving goods;
- warehouse storage;
- sorting;
- packing;
- courier delivery;
- handling returns.



More than 220 branches — wide coverage and speed

Having more than 220 branches across the republic is one of the company's main advantages. Thanks to this network EMU Express can serve clients quickly in the most varied regions of the country.

A wide branch network:

- fast acceptance of shipments;
- prompt distribution;
- expansion of regional services;
- closeness to the client.

This system allows the partner company to manage logistics processes effectively and raise service quality to a high level.



Modern technology and digital solutions

Digitalisation occupies an important place in EMU Express services. Thanks to the online tracking system clients can follow their shipments in real time.

Thanks to modern technology:

- service processes are automated;
- the monitoring system has been strengthened;
- fast communication with clients has been established;
- service quality is monitored.

The IT solutions EMU Express offers its clients create an even more convenient and transparent service environment for them.

Tariff policy and client convenience

The company's tariff policy is shaped with market requirements in mind. EMU Express regards offering clients quality service at acceptable prices as one of its main tasks.

For regular corporate clients:

- special tariffs;
- discounts;
- individual offers;
- long-term cooperation terms.

Such benefits allow corporate clients to optimise their service costs.



A professional team and service quality

The greatest asset of EMU Express is its professional team. The company's specialists serve every client on the principle of individual attention.

Our people:

- a culture of service;
- promptness;
- responsibility;
- the work is built on a professional approach.

Plans for the future and development strategy

Going forward, EMU Express aims to introduce new technologies in logistics, increase the number of branches and improve service quality still further.

The company:

- is expanding cooperation with e-commerce;
- is developing international logistics directions;
- is improving its digital platforms;
- is introducing automated logistics systems.

Farruh Yarashev

Chief Specialist, Sales Department



The market in Uzbekistan is changing fast today: internet trade is growing, interregional cargo flows are increasing and people are getting used to ordering the most varied goods by courier — from food to medicines. These changes have raised the courier-driver's profession to an entirely new level. It is a mistake today to think that the person behind the wheel simply «carries cargo». They have become a force that protects the company's reputation, wins the client's trust and keeps the trade chain unbroken. Unfortunately, though, many drivers do not fully appreciate that responsibility.

In this article we want to share with courier-drivers the secrets of understanding this new responsibility correctly and drawing the greatest benefit and value from their profession.

Who are you really?

You describe your profession as «driver». In practice, however, what is expected of you is not just the ability to drive. Know this: every day before setting out you are at the same time a logistician (you plan the route), a navigator (you find the way), a technician (you look after the vehicle), a psychologist (you deal with clients) and a financial manager (you manage fuel, time and costs).



So you are no longer just a driver but a professional courier-driver who combines several specialties and whose value is far higher than that of an ordinary chauffeur!

*The greatest advantage on the road is not speed but responsibility.
And the greatest value in the logistics market is trust.*

7 daily habits of a professional driver



Daily working habits turn an ordinary chauffeur into a professional courier-driver. A driver who makes these 7 rules a habit runs into fewer problems, completes more orders and earns more:

- Always checks the vehicle before setting out — tyres, oil, brakes, lights and the state of the cargo;
- Plans the route in advance — knows the rush hours and alternative roads;
- Double-checks the order details — the client's address, phone number and any additional notes;

- Thinks about how not to be distracted by the phone on the road — sets up the navigator beforehand;
- Keeps track of fuel — so that it does not run out unexpectedly before reaching a filling station;
- Follows the rule of spare time — always sets off 10–15 minutes early;
- Is polite to the client — even when the client is in the wrong.



Professional communication with the client

Many drivers simply pull up at the client's door, hand over the order and drive off quickly, whereas a professional courier-driver behaves far more professionally in this process.

A professional courier-driver greets the client, introduces themselves, confirms the order and, on parting, says «have a good day» and «thank you». On the whole it is this process that decides whether the client will order again. A polite courier-driver motivates clients to order repeatedly — and that directly affects the company's income.

- Remember firmly when dealing with a client!
- If you are running late — warn the client in advance and apologise;
- If there is a mistake in the order — explain patiently and calmly and never argue with the client;
- If the client has a payment problem — do not turn to criticism, simply inform the operator;
- Never get into an argument or quarrel with a client.
- Keep your phone switched on throughout the working day.

Your vehicle is your income

If the vehicle does not work, neither do you. This truth is really very simple, yet many accept it only when they are stranded in the middle of the road. In general, regular maintenance is not an expense but an investment.

Checking the oil, brake fluid and tyre pressure thoroughly once a month and quickly before every run takes very little time. Yet it will save you from breaking down on the road, from expensive repairs and from awkward situations in front of the client.

- Monthly technical checklist
- Engine oil and brake fluid levels;
- Tyre pressure and tread depth;
- Battery charge and terminals;
- Front and rear lights and indicators;
- Brake pedal and steering play.



Technology is your helper

Mobile apps, online ordering systems and digital navigators make a driver's work easier today. Yet some drivers still «do not trust the phone». That is a big mistake.

A navigator saves your time and cuts fuel costs by choosing the optimal route. A driver who works well with a navigator manages 5–10 more orders a day, and that directly increases their income. Master the useful technologies: Google Maps, Yandex Navigator or another app recommended by your manager. Check the state of your route every day before setting out and plan your time.



Safety on the road — for yourself and your family!

The main causes of road accidents are distraction at the wheel, excessive speed and fatigue. In truth all three are things the driver can control.

Not driving when tired is not weakness but a sign of good sense. At the right moment 20 minutes of sleep will save the most valuable thing you have — your life. If a shift lasts more than 8 hours, a 10-minute rest break every 2 hours is recommended.

*A rule every professional driver must remember:
the road does not forgive jokes!*

Clothing and appearance — a small but important thing

The driver of a modern logistics company is the company's face before the client. Clean clothing, tidy hair and the absence of any unpleasant smell all shape the client's impression of the company.

At first glance these details seem quite insignificant, yet clients most often judge service quality by the driver's appearance. A neat courier creates the impression of a reliable company.



How can you increase your income?

Many drivers reason on the principle of «work more, earn more». In reality the reliable source of income is working smarter, not harder.

♦ Main ways to increase your income

- Satisfied clients bring prosperity;
- Route optimisation — several orders in a row on one trip;
- Fuel economy — steady speed, a clean engine and correct tyre pressure;
- Servicing the vehicle before it breaks down — this minimises repair costs.

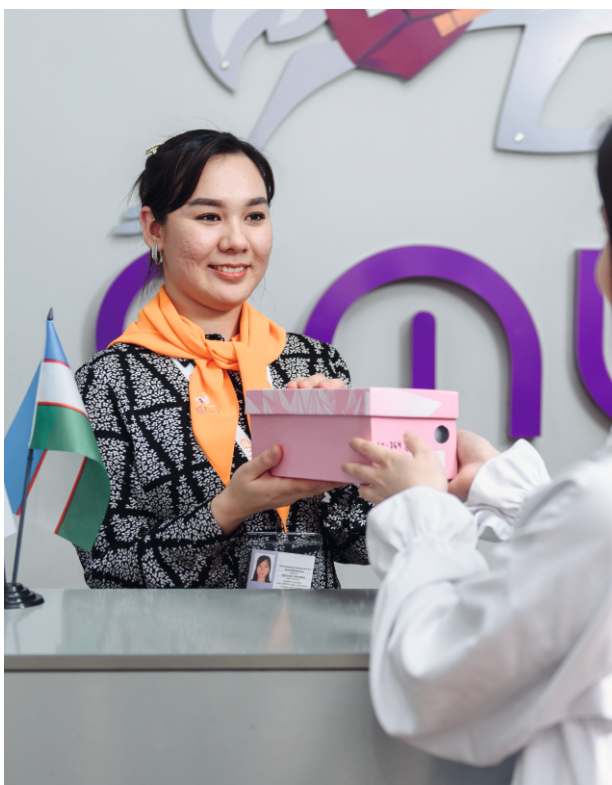
You carry more than cargo...

In conclusion it can be said that the courier-driver's profession is no ordinary job. It is a profession of patience, responsibility, discipline, humanity and trust! Every driver who takes the wheel and sets out today should remember: you are delivering more than an order. You represent the company's promise, its reputation, the client's trust and the work of the entire system. Roads can be long, but the worth of an honest, professional driver always reaches further still.

A true driver leaves a mark not on the road but in people's hearts!

Jobir Ikromov
Deputy Director for Logistics

Express Mail Universal LLC has been providing fast, reliable and high-quality postal services to the public and to business since 2016. The company offers courier services, international shipments, warehousing and fulfilment.



OPERATOR POSITION

Requirements

- **Age:** 30+ (women preferred);
- **Computer literacy:** office software (Word, Excel);
- **Work experience:** candidates with office experience preferred (logistics, banking, call centre, telecom, postal services, retail);
- **Languages:** Uzbek, Russian and English;

Skills

- Geographical knowledge (the regions, provinces, cities and districts of the Republic of Uzbekistan);
- Typing speed and literacy;
- Internet skills (browser, e-mail, Telegram, WhatsApp);
- Cash-desk work, accepting and packing shipments, dispatching mail (training during the probation period);
- Politeness, responsibility, resilience under stress;
- A personal smartphone.

The company offers

- Official employment under the Labour Code of the Republic of Uzbekistan;
- A six-day working week, 09:00–18:00;
- Salary plus KPI-based bonus;
- Annual leave under the Labour Code of the Republic of Uzbekistan.

COURIER POSITION

Requirements

- **Age:** from 25 to 45;
- **Experience:** driving licence (at least 5 years' experience; experience with a Damas or similar vehicle preferred);
- **Languages:** Uzbek and Russian (for Tashkent, Samarkand and Bukhara, Russian speakers preferred);

Skills

- Knowledge of road signs (a sign-recognition test);
- Understanding of the vehicle's technical condition (general questionnaire);
- Geographical knowledge (the regions, provinces, cities and districts of Uzbekistan);
- Medical certificate (form 083).
- Certificate of no criminal record.
- Politeness, diligence, responsibility, resilience under stress and honesty.
- A personal smartphone.
- No outstanding debts with the bureau of compulsory enforcement.



The company offers

- Official employment under the Labour Code of the Republic of Uzbekistan.
- A six-day working week, 09:00–18:00.
- Salary plus KPI-based bonus.
- Annual leave under the Labour Code of the Republic of Uzbekistan.

Contacts: info@emu.uz / +998933810543

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3. Andijon (Yangi shahar)	933812527
4. Asaka	933881646
5. Baliqchi (Baliqchi)	933774738
6. Baliqchi (Chinobod)	933811338
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8. Buloqboshi	933775298
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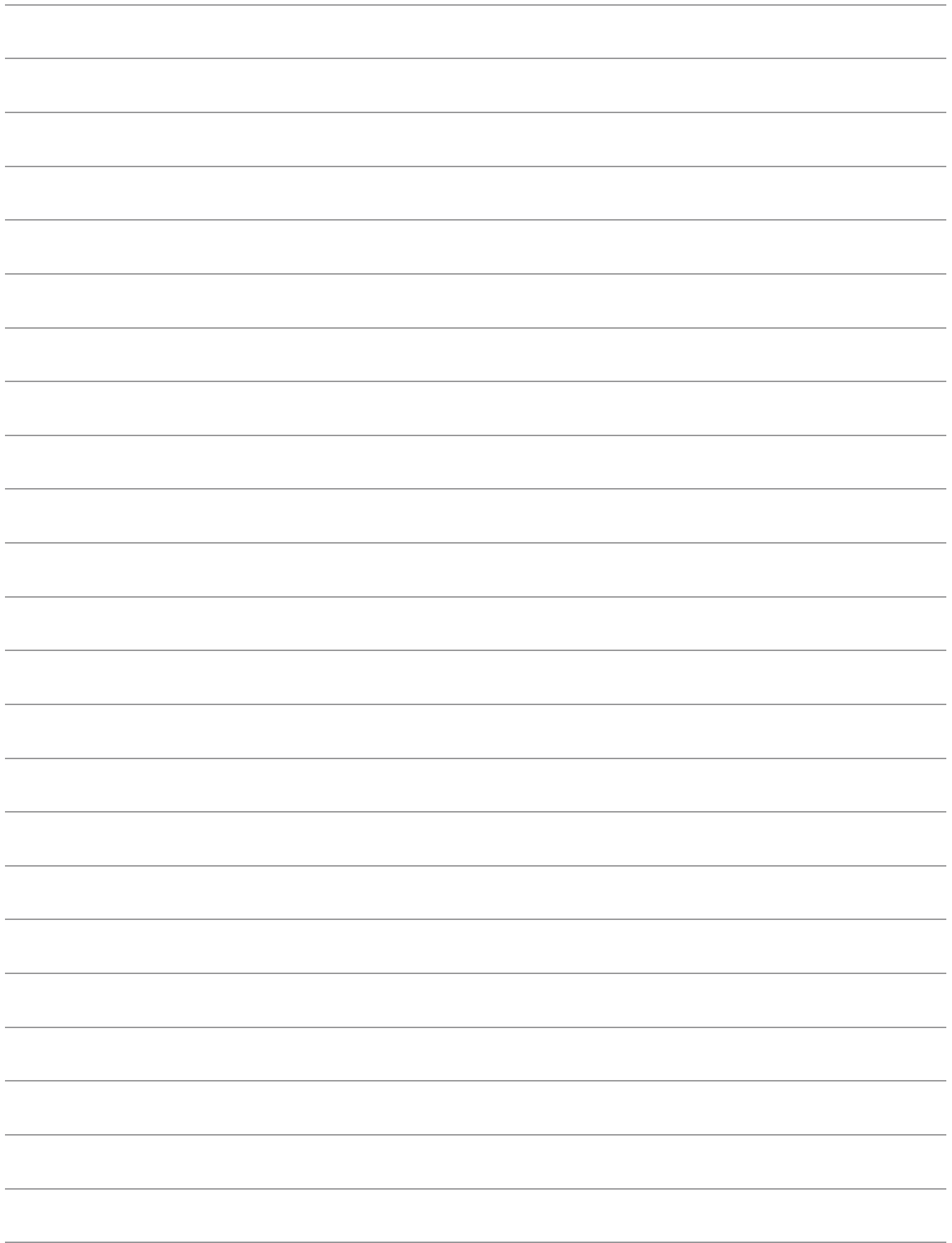
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Editor-in-chief: A. Jumaniyozov
Editors: U. Axunjonov, R. Tojiboyev, Z. Qurbonov
Design and layout: B. Shuxratov



Passed for print on 06.07.2026.
Format 60×84 1/8 (A4, 210×297 mm)

Extent: 36 pages (18 sheets)

Typeface «Lora». Offset paper.

Printed sheets 4.5. Conventional printed sheets 4.2.

Print run 1,000 copies. Order No. 101

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