

InPost Group

Together 24/7

Transforming E-commerce Last Mile



Agenda

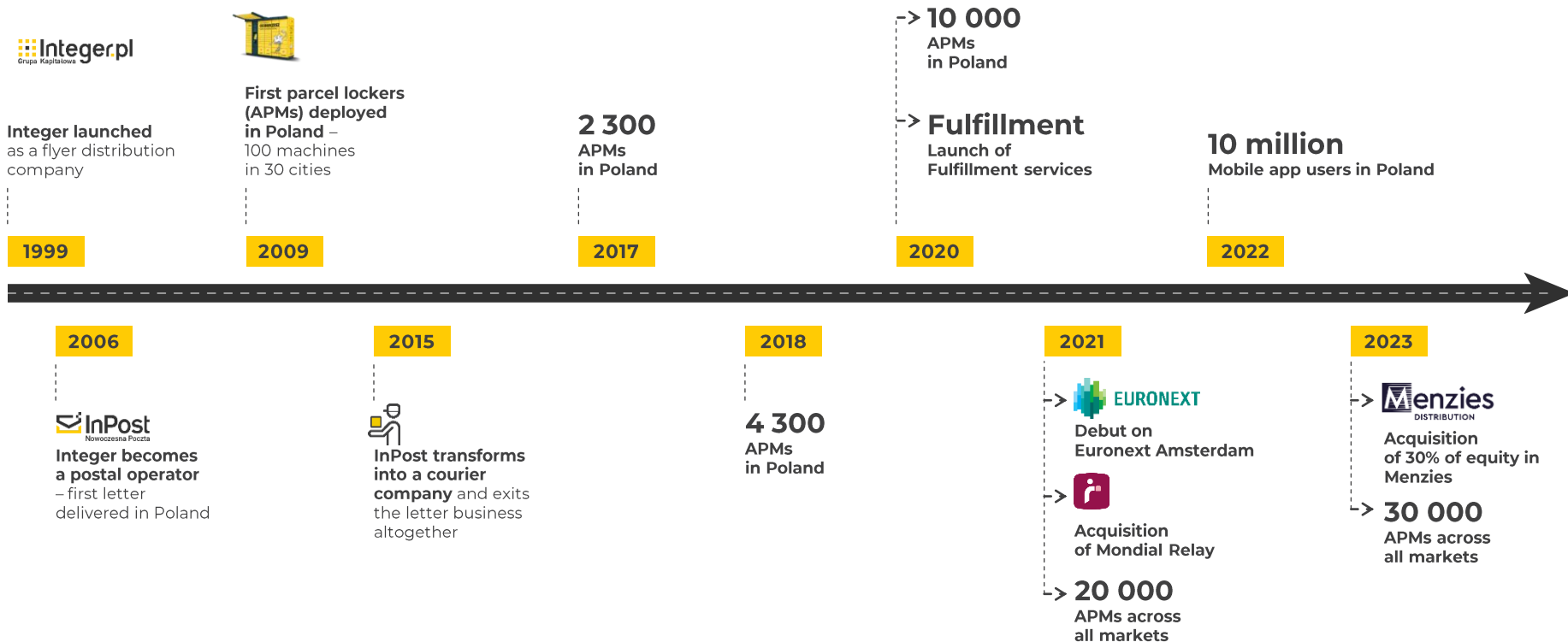
- About InPost Group
- Continued market leadership in Poland
- InPost Group is growing in Europe

InPost Group

About InPost Group



History of the Group: From a start-up to the most successful operator of automated parcel lockers in Europe



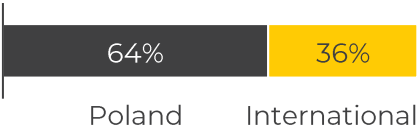
InPost now: We are the leading out-of-home e-commerce delivery company in Europe



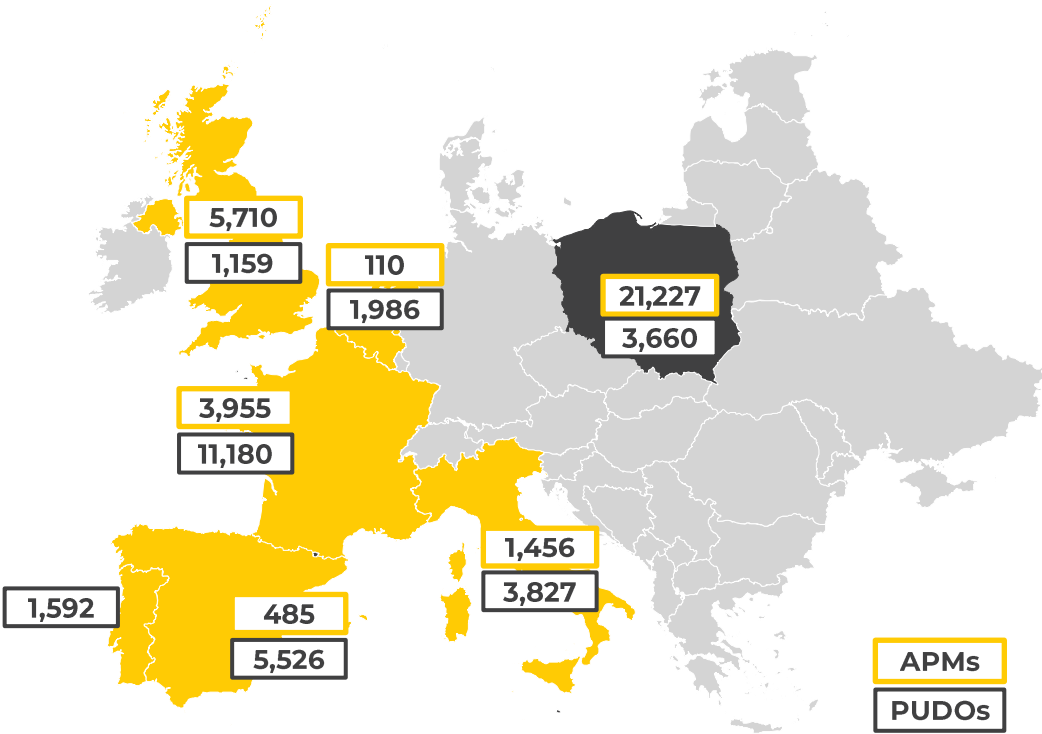
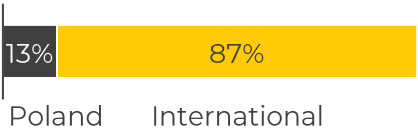
9 Markets



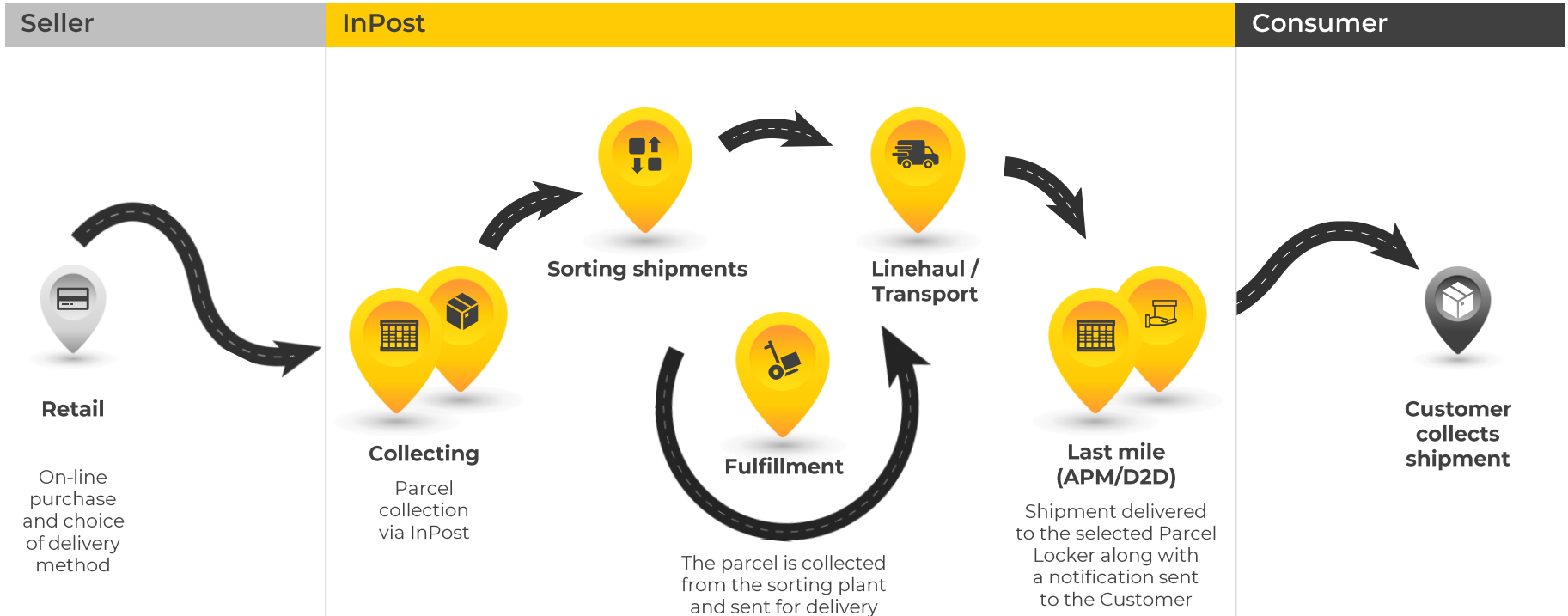
32,943
APMs



28,930
PUDOs



Our business at a glance



Simple, quick and convenient solution – the APM

24/7 availability

No need to queue

**Intuitive and quick pick up/drop off
Customer Journey**

QR code scanner

**Multiple parcels for the same customer
in the same locker**

Convenient location

EV charger



Contactless locker opening

Parcel tracking and redirection

Courier's phone number

Pick-up time extension

Sending parcels without label

Quick returns

Share pick-up code with a friend



**Browsing
and Ordering**



**Parcel Tracking
& Notifications**



**Contactless
Parcel Pick-up**



Returns



**Customer
Care**

Parcel Lockers are innately sustainable and environmentally friendly

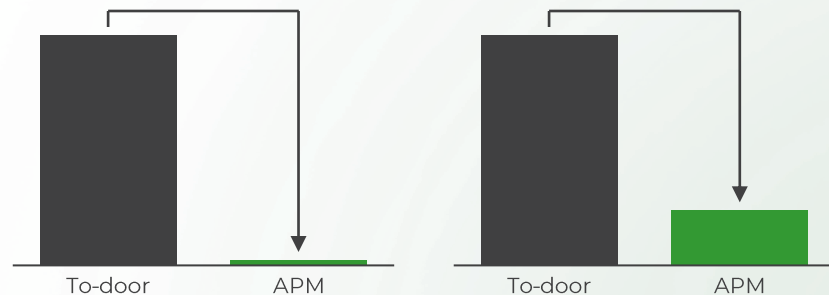
APM courier delivers 10x more parcels to APM than 2door courier, resulting in a green advantage for APM

97%

less emissions are emitted by InPost delivery to a APM than to-door¹

76%

less fuel-intense than to-door logistics



NET-ZERO before 2040

The most ambitious goal among logistics companies worldwide

We are **the 1st Polish company with the NET-ZERO targets by 2040** approved by the SBTi and the 3rd in the logistics industry across the world that is pursuing an ambitious decarbonisation path by 2040



InPost Group

Continued market leadership in Poland

out of the box



We offer unparalleled locker density

FY 2017

9M 2023

APMs

2.6k

21.2k

lockers

0.3m

3.0m

% population within 7 mins walk
from InPost APMs

24%

61%

% population within 7 mins walk
from InPost APMs – urban area

38%

87%



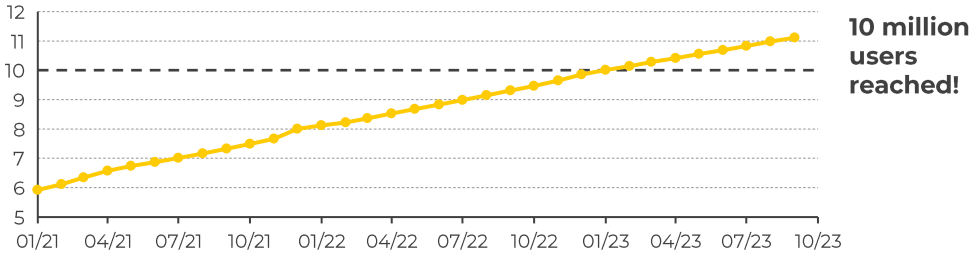
1. Statistics based on company internal data; 2. Warszawa, Krakow, Lodz; 3. Poznan, Wroclaw, Gdansk; 4. Due to large number of small cities, representative sample selected for analysis.
Source: Company data

Customers love our APMs and the app



We drive strong growth of our mobile app user base

#m active app users¹

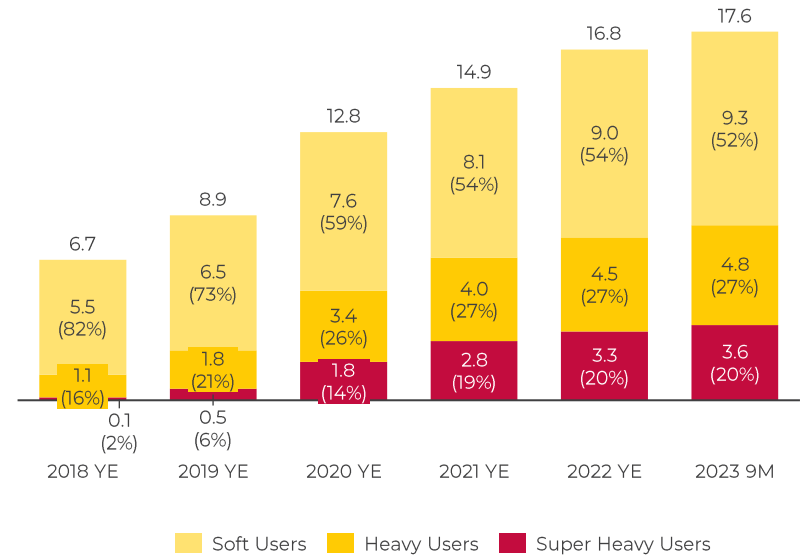


Selected app functionalities:

- Labelless sending and returns
- Google Pay payments
- Ukrainian language
- Direct contact with call center and the chatbot
- Parcel Sharing (enabling another person to pick-up a parcel)

...hence increasing our heavy user base²

#m of APM users by type



1. Company defines an active user as someone that "downloaded and registered the app"; 2. Super Heavy User – received at least 40 APM parcels within last 12 months; Heavy User – received at least 13 APM parcels within last 12 months; Soft User – received at least 1 APM parcel within last 12 months; Source: Market reports, Company data

Customers consistently favor delivery to parcel lockers with a clear preference for InPost APM



94% Internet users choose InPost APM as the **delivery form**



83% Internet users choose InPost APM as a form of the **parcel sending**

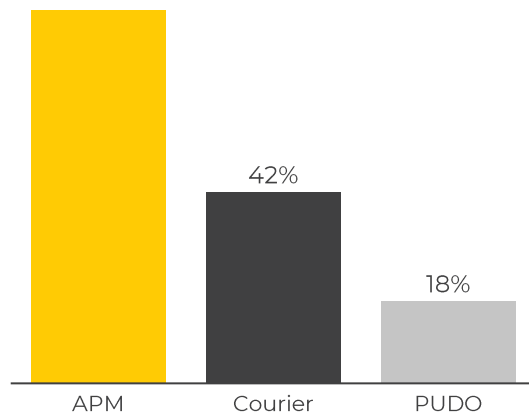
PARCEL
SENDING & COLLECTING

NPS
index

80

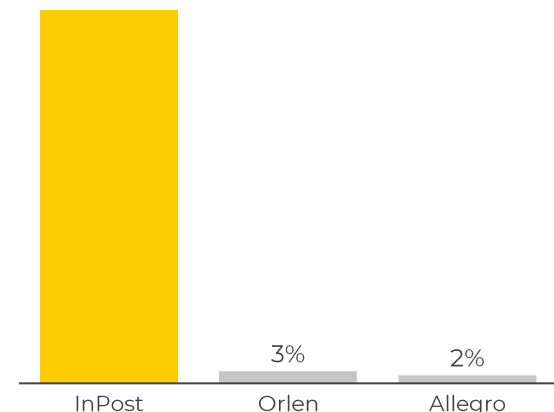
Percentage of respondents by preferred delivery method

82% Respondents claim that delivery to APM is their most frequently selected delivery method



Preferred APM for online shopping

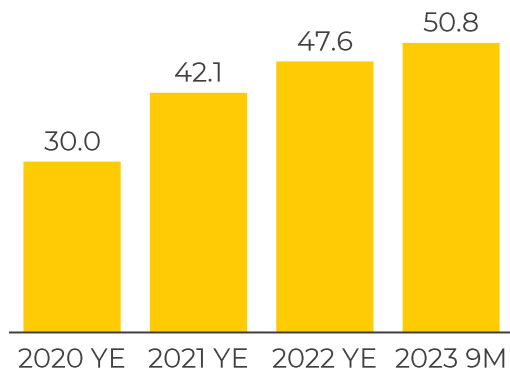
93% claim that delivery to **InPost APM** is their most frequent choice¹



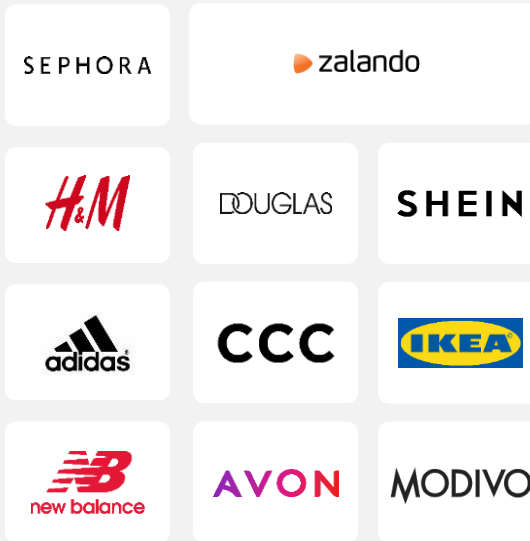
We cooperate with key merchants and all key marketplaces

Growing number of merchants

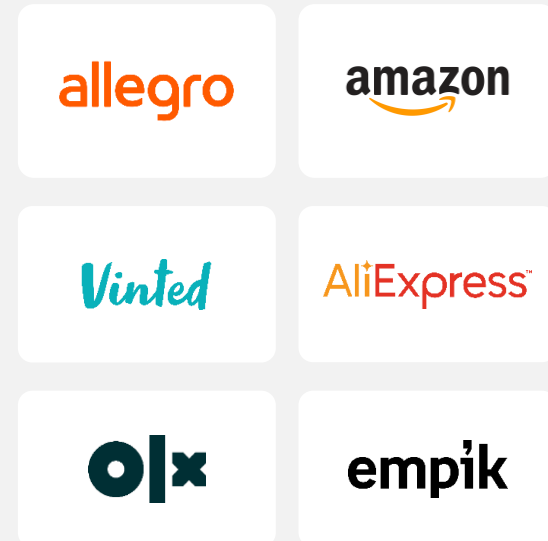
50.8k #k integrated merchants in Poland



Integrated merchants in Poland



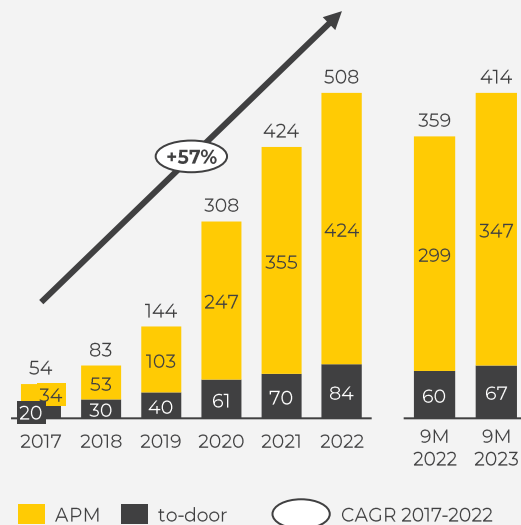
Integrated market-places in Poland



Track record of superior shareholder value creation

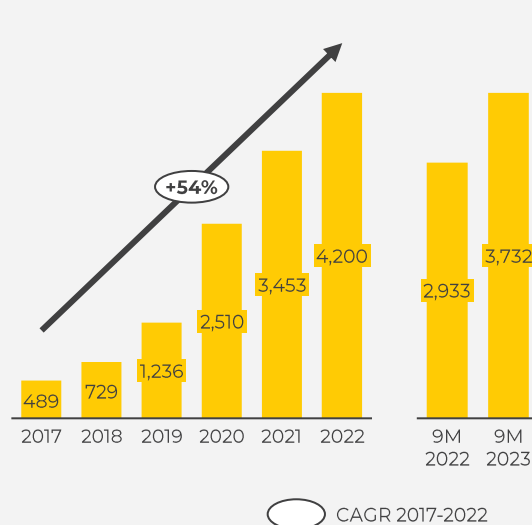
Parcel volume in Poland

million



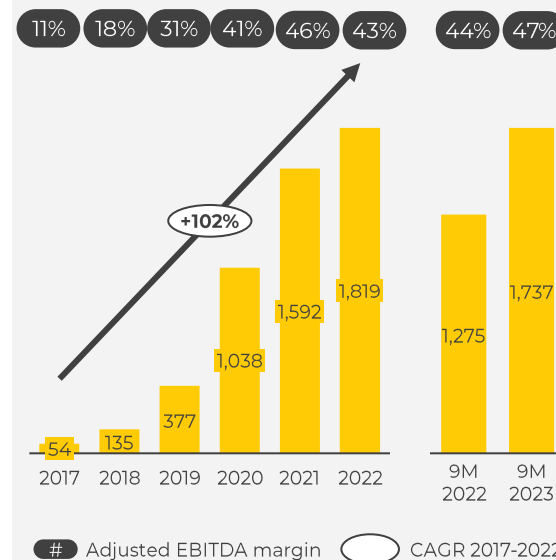
Revenue in Poland²

PLN million



Adjusted EBITDA in Poland

PLN million



1) Eligible market consists of B2C Domestic, B2C International (inbound), C2X; 2) Revenue and Other Operating Income

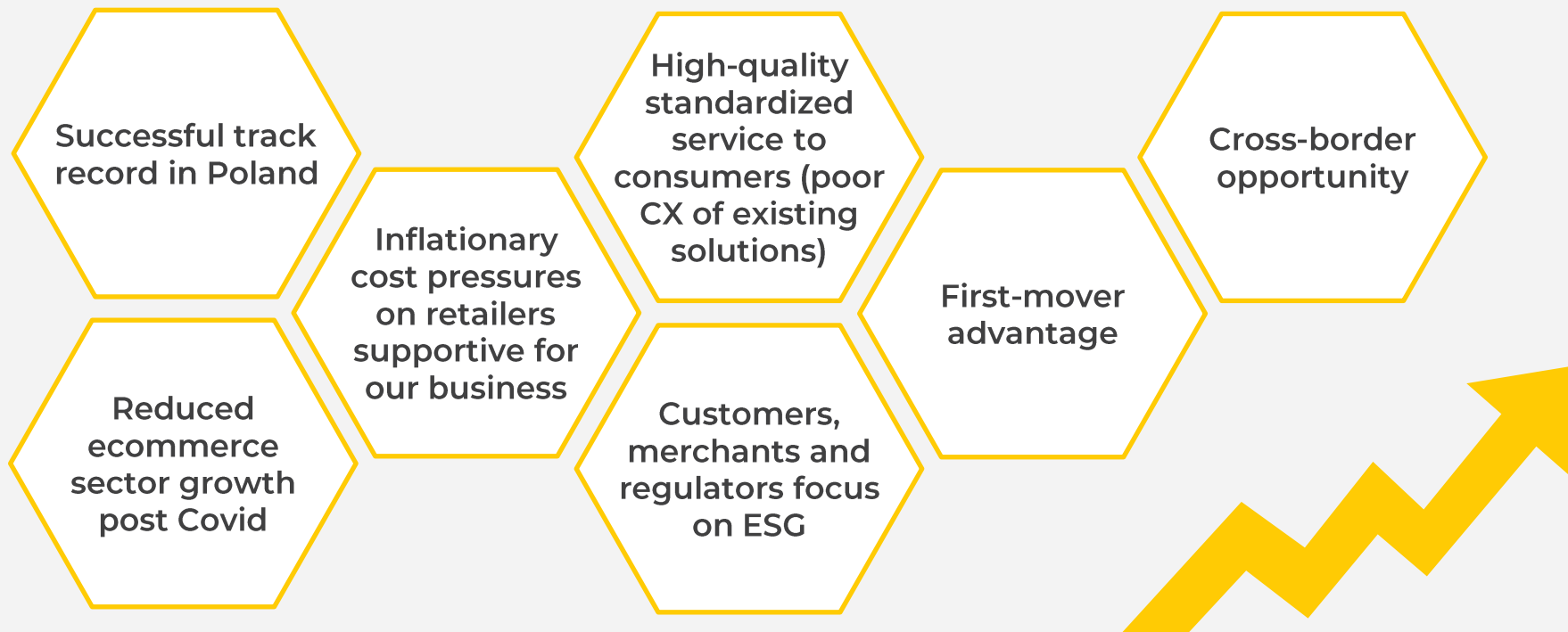
Source: Company data

InPost Group

InPost Group is growing in Europe

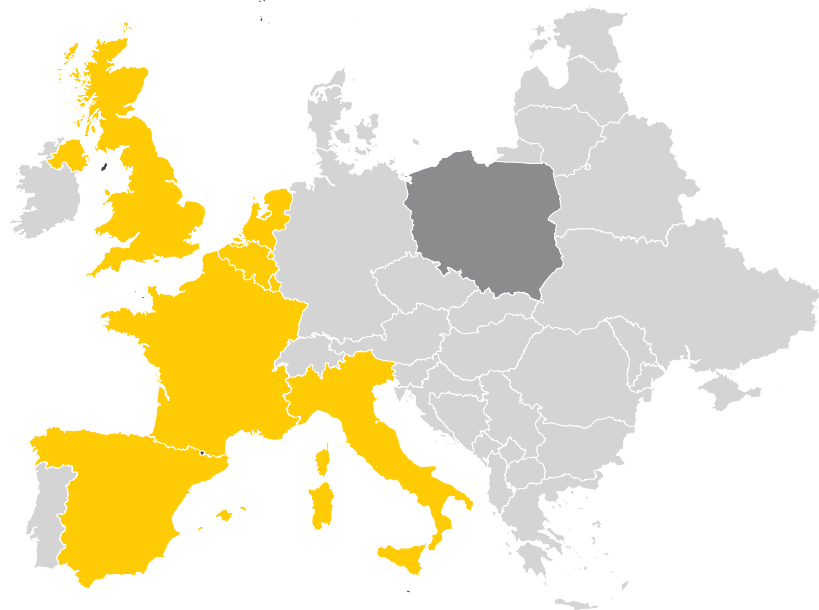


Great momentum for the international APM expansion

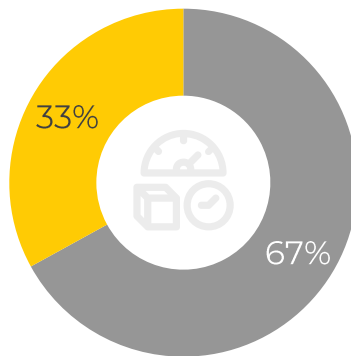


International¹ markets gaining traction

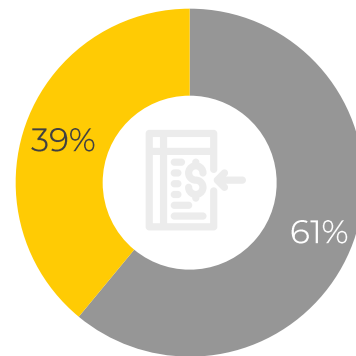
We are present in several EU markets with growing international markets share in Group volumes and revenues



PL / International
Volume split



PL / International
Revenue split

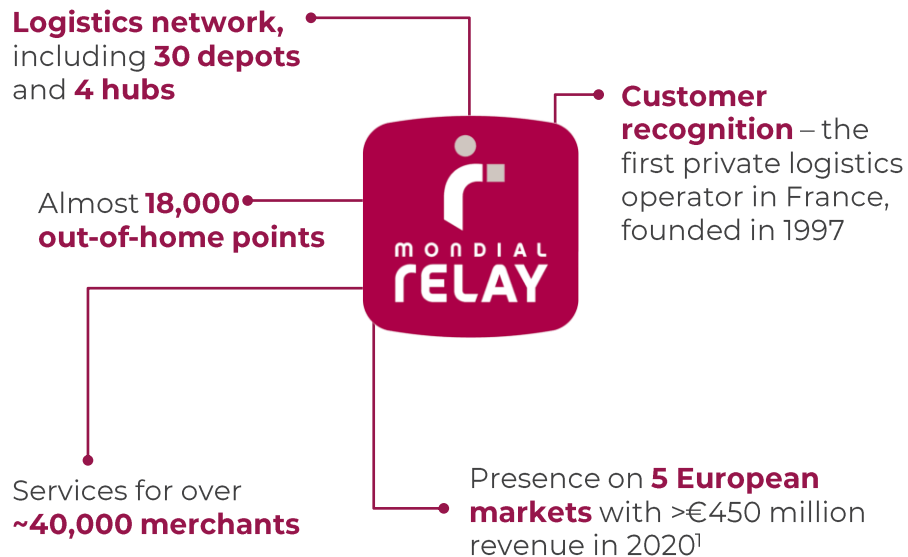


as of the end of Q3 2023

International Poland

Mondial Relay: An excellent platform for international expansion

Mondial Relay as of acquisition – July 2021



Mondial Relay in Q3 2023

Greater convenience	24,834 out-of-home points including 4,550 APMs
Improved customer experience	Mobile app launched – over 800,000 downloads
Improved customer experience	Invest in logistics, automation & lean processes to improve delivery time
Wider merchant adoption	46,000 merchants; Gaining market share in B2C
Organization	Strengthen management team across all business functions

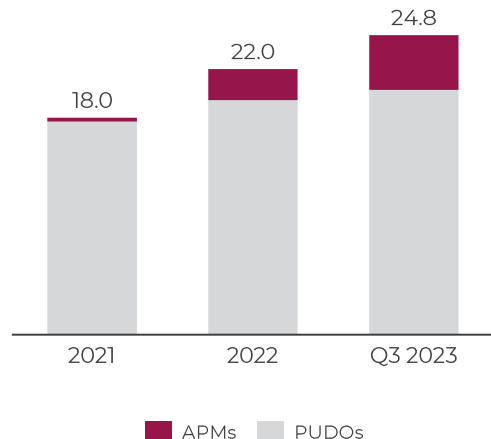
¹) In comparison, in 2020 InPost generated over €560 million, at the weighted average monthly exchange rate for 2020 of 4.4742 PLN / EUR;
Source: Company data, Market reports

Mondial Relay gaining market share in B2C

+2.0k APMs added in 2023

17% of total Mondial Relay¹ volume in Q3 2023 was **delivered via APM** (vs. 6% in Q3 2022)

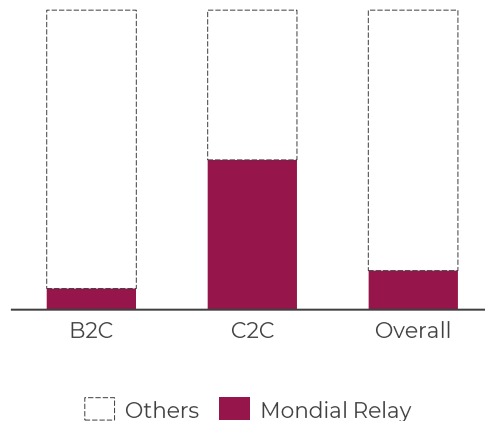
Mondial Relay¹ #k OOH points



Huge B2C growth potential for Mondial Relay

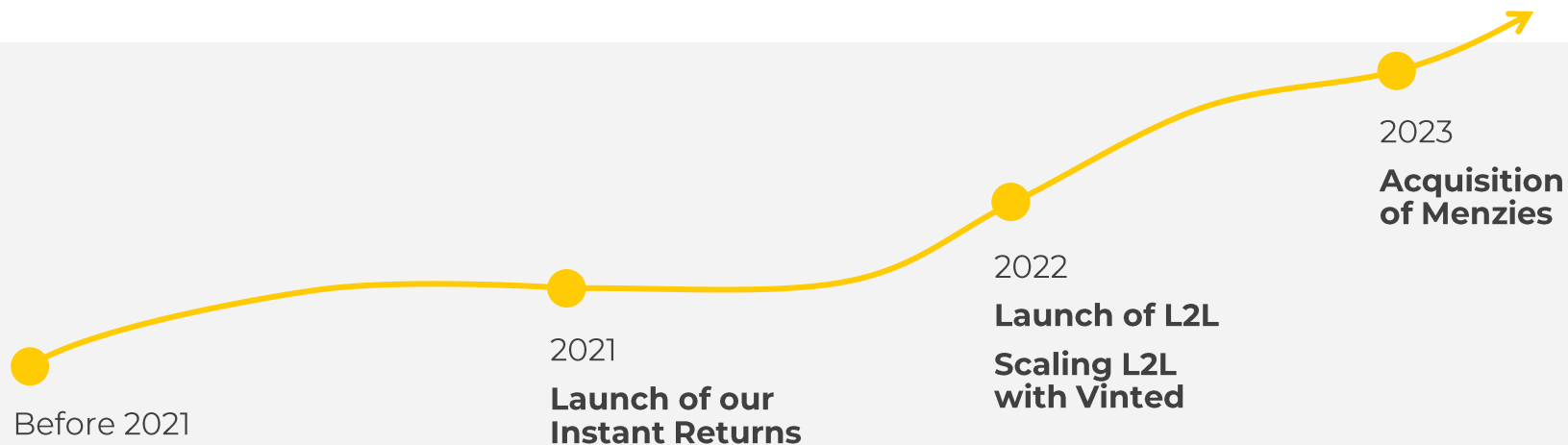
+24% growth in B2C in Q3 2023 YoY

Mondial Relay market share in France



B2C action plan

- **Wider merchant adoption**
Developing current merchant base
- **Further development of network**
Adding new APMs & PUDO points
- **Improvement in Logistics**
Expanding sorting capacity, improving couriers' efficiency and D+1/D+2 delivery



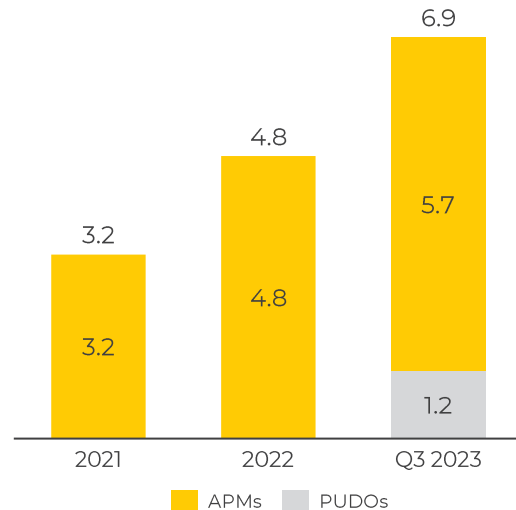
**YOUR DOOR
TOMORRE**



#1 APM network in the UK

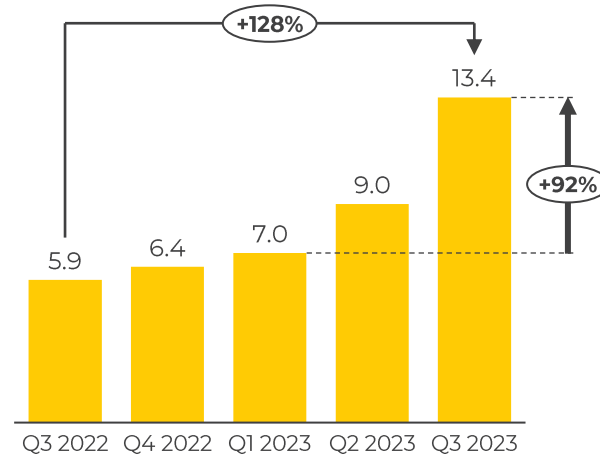
51% of core cities¹⁾ population live within a 7-minute walk from an InPost location

#k APMs and PUDOs



Increased volumes in the UK following the logistics transition

Volumes in the UK [m parcels]



Action plan

- Scaling the UK business
- Improving unit economics
- B2C, L2L, returns – three key products across the segments

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