

InPost Group

Together 24/7

Transforming e-Commerce
Last Mile



Agenda

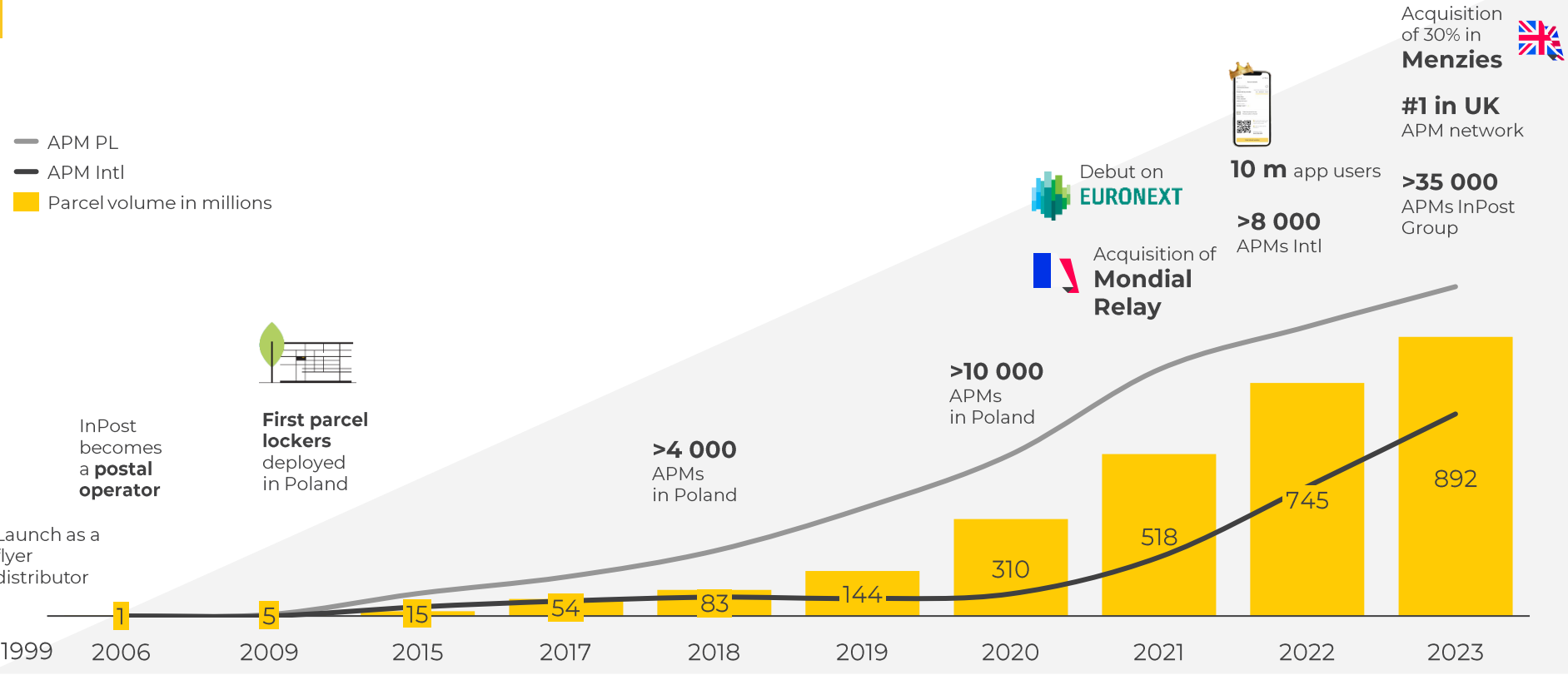
- About InPost Group
- Poland: Strengthening leadership position
- International: Strong momentum for France and the UK expansion
- Financials

InPost Group

About InPost Group



A journey of remarkable growth over the years



#1 European locker network

APM



35,449

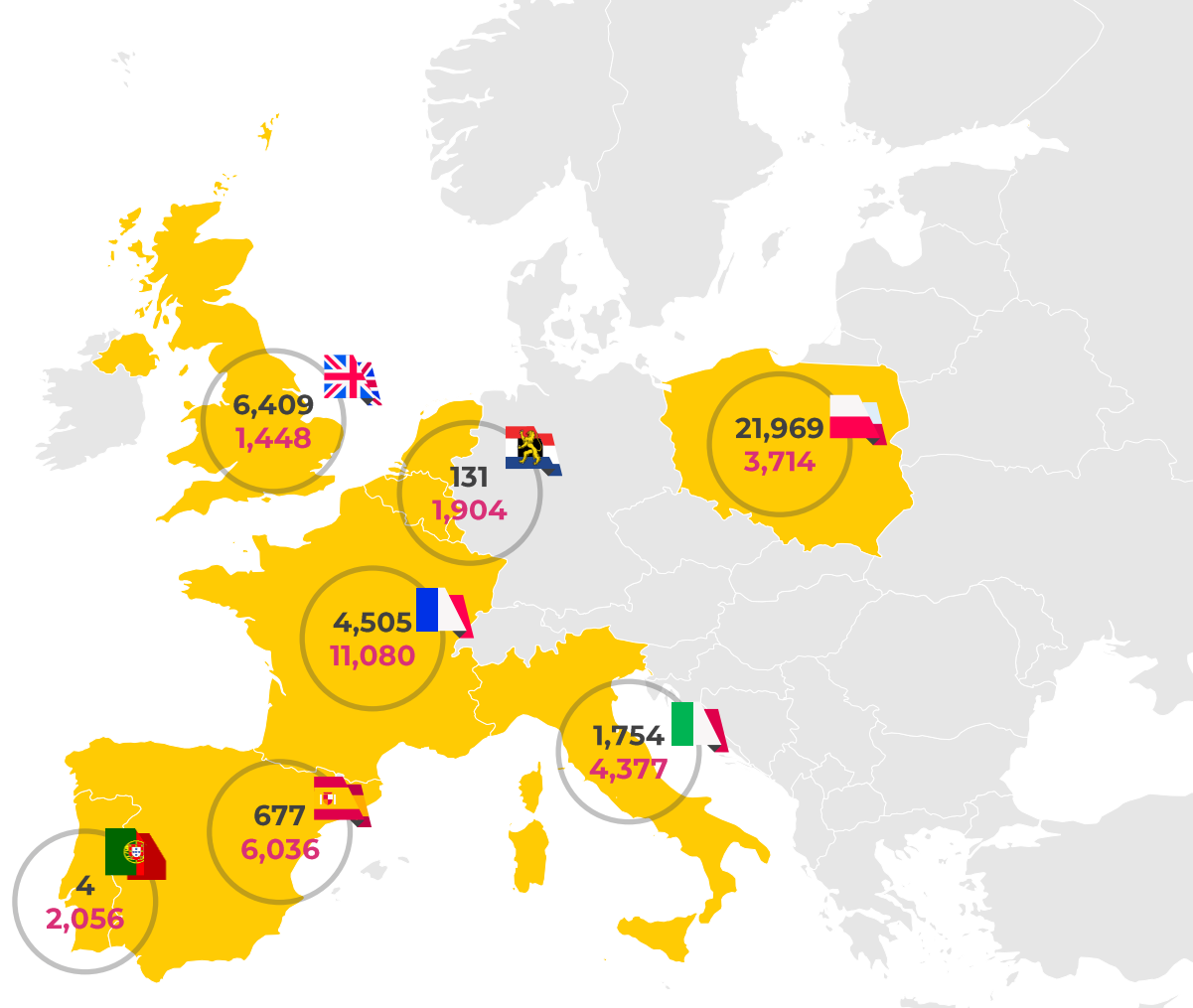
30,615



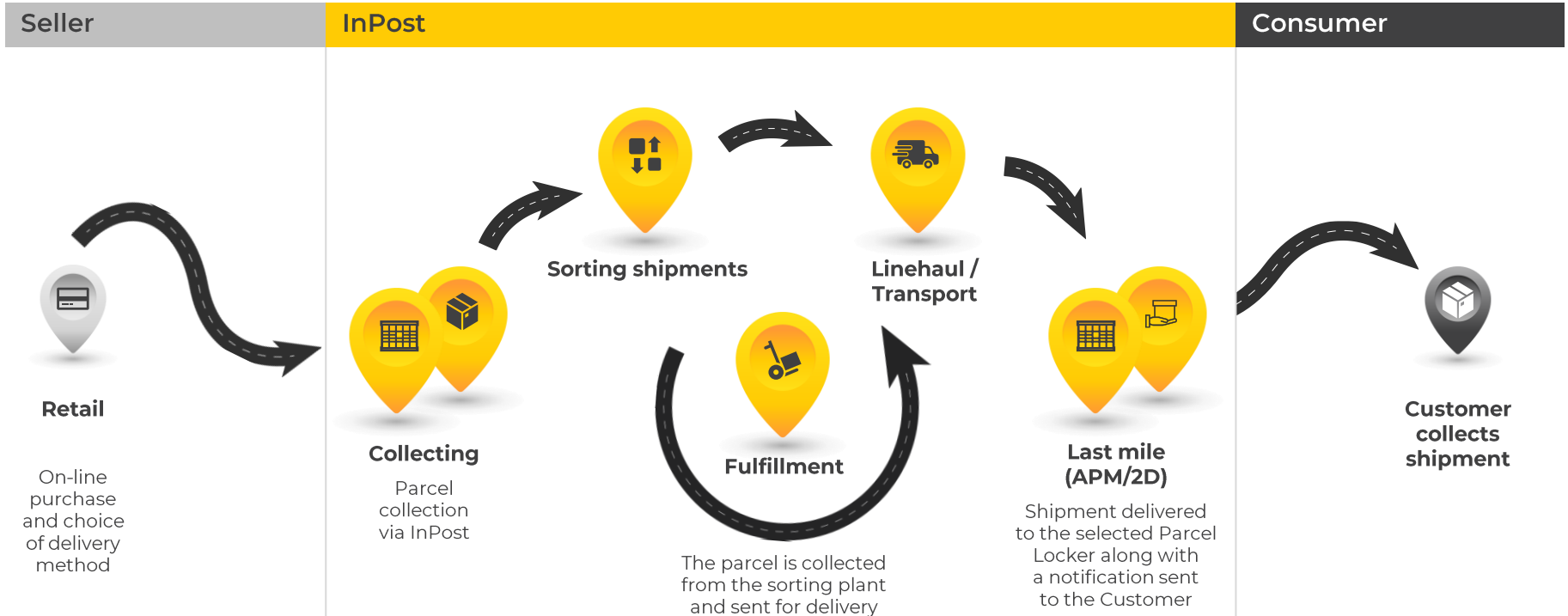
PUDO

9

Markets



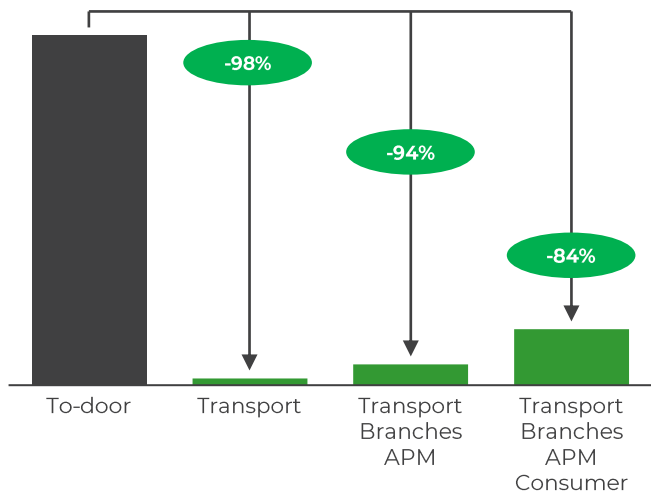
Our business at a glance



On the path to **NET-ZERO** by 2040

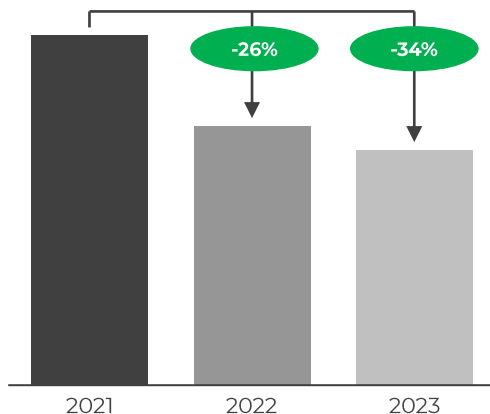
Up to 98% CO_{2e} reduction on InPost APM/PUDO delivery¹

Carbon footprint per parcel



Decreasing trend of the intensity ratio of InPost Group CO_{2e} emissions per parcel

Scope 1, 2, 3 - market-based emissions per volume [t CO_{2e}/million of parcels]



NET-ZERO by 2040²



InPost joins  **EURONEXT**

AEX® ESG Index

InPost Group

Poland: Strengthening leadership position



More than just a locker



Growth above the market
despite ~45% market share

52k merchants
Higher **conversion at checkout**
No failed deliveries
The most environmentally friendly last mile solution

22 k APMs

High density – **87%** of urban areas population within 7-minute walk

First-mover advantage

Extensive **logistic backbone**

97% D+1 deliveries

50% of Polish population are InPost APM users

Very **sticky and loyal** user base

More than **11 m** mobile app users

The **highest NPS** on the market

We offer unparalleled locker density creating critical e-commerce delivery infrastructure

	FY 2017	FY 2023	CAGR
# APMs	2.6k	22.0k	43%
# lockers	0.3m	3.3m	49%
APM volume	33m	493m	57%
% population within 7 mins walk from InPost APMs	24%	61%	
% population within 7 mins walk from InPost APMs – urban area	38%	87%	

InPost locker is a simple, quick and convenient solution

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



Contactless locker opening

Parcel tracking and redirection

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

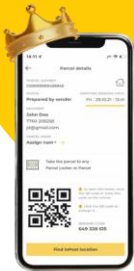
Loyal and sticky user base

Half of the Polish population uses our APMs

#m active app users¹

18m
APM users

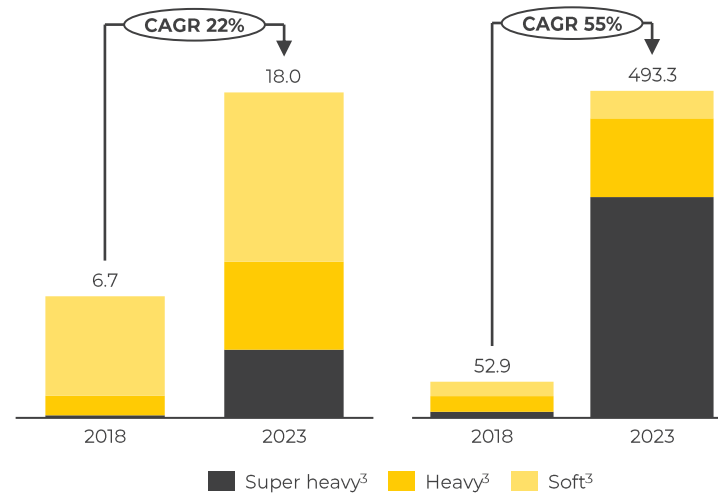
11m
app users



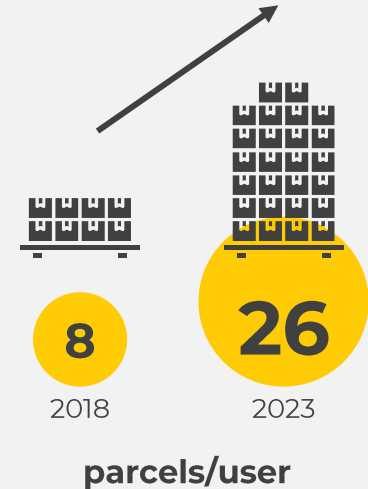
~20% of the most loyal² APM users account for >60% of APM volumes

#m of APM users by type

APM volume by type of user



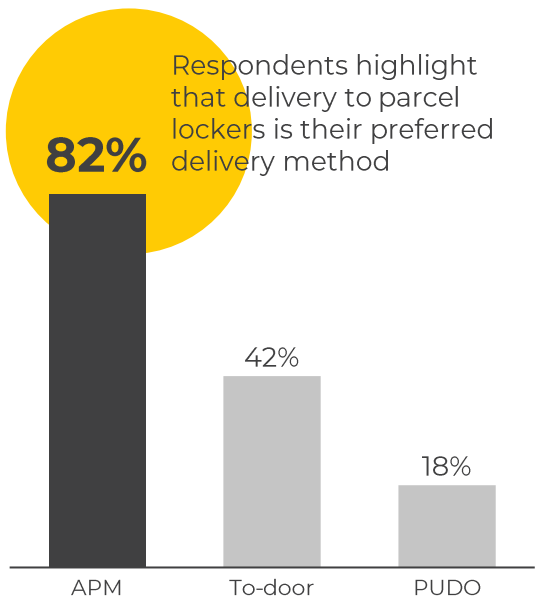
User order frequency increases over time



¹ Company defines an active user as someone that "downloaded and registered the app"; ² Super heavy users; ³ 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;

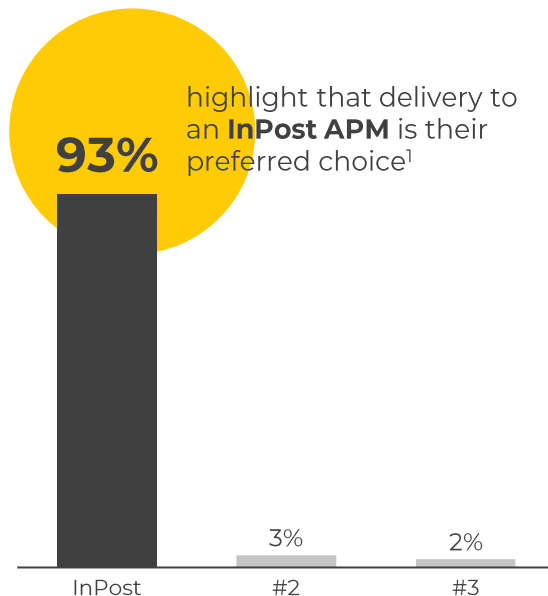
Doubling-down on UX made InPost a beloved consumer brand

Percentage of respondents by preferred delivery method



Respondents highlight that delivery to parcel lockers is their preferred delivery method

Preferred APM for online shopping



highlight that delivery to an **InPost APM** is their preferred choice¹



81% of online shoppers indicate InPost as the most ecological form of delivery



PARCEL SENDING & COLLECTING

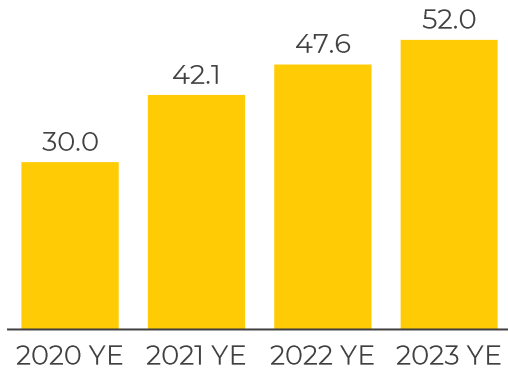
NPS index

80

We cooperate with key merchants and key marketplaces

Growing number of merchants

52.0k #k integrated merchants in Poland



Integrated merchants in Poland

SEPHORA	zalando	
H&M	DOUGLAS	SHEIN
adidas	CCC	IKEA
new balance	AVON	MODIVO

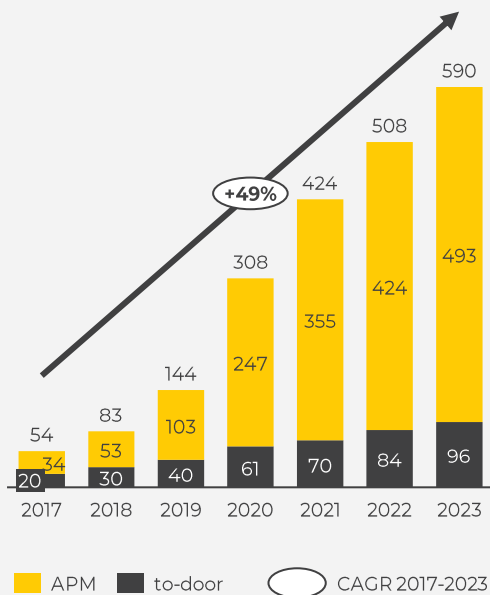
Integrated marketplaces in Poland

allegro	amazon
Vinted	TEMU
o/x	empik

High operational leverage driving exceptional results

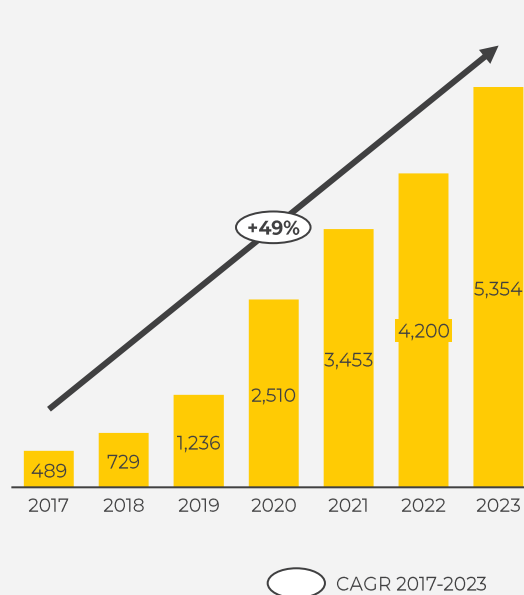
Parcel volume in Poland

million



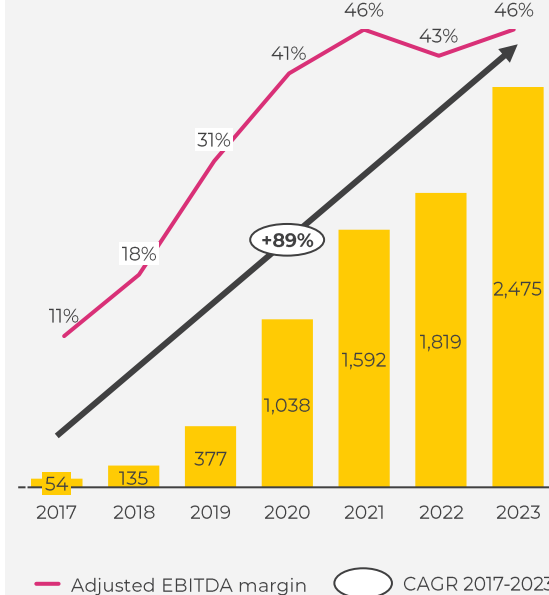
Revenue in Poland¹

PLN million



Adjusted EBITDA in Poland

PLN million



InPost Group

International: Strong momentum in France and the UK



Very strong positioning for international expansion

COMPANY factors

MARKET factors

First-mover advantage

Highly resilient model in Poland with sustainable profitability and strong cash generation

High-quality standardized service for consumers (outstanding InPost UX vs other solutions)

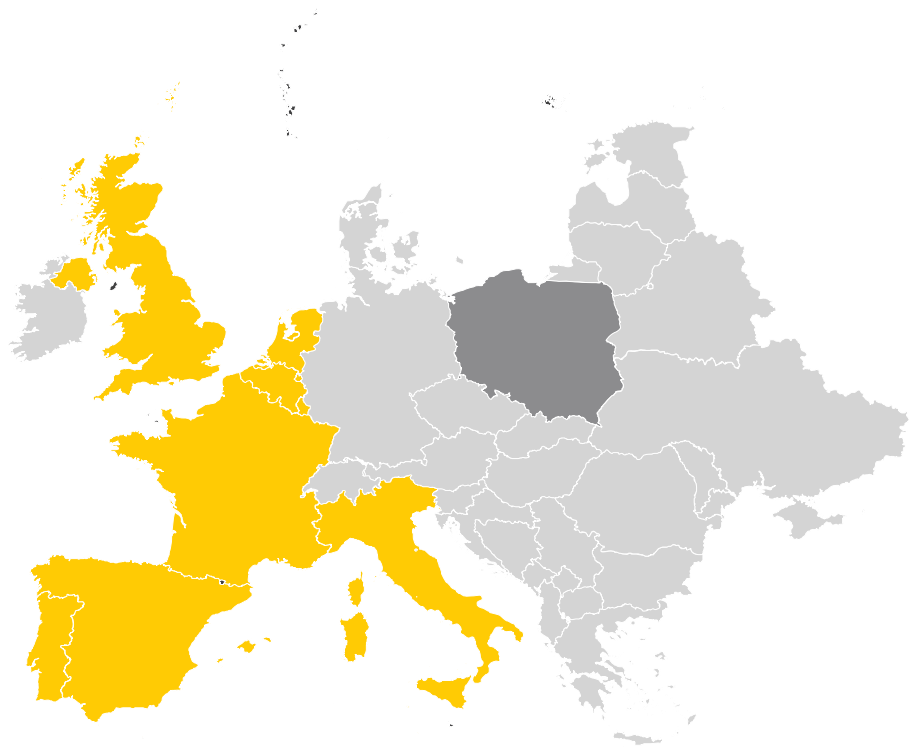
Successful track record in Poland

Cross-border opportunity

ESG advantage for merchants, customers & regulators

Inflationary cost pressures on retailers

International¹ markets gaining traction - growing international share in Group volumes and revenues



International revenue

40%

of total InPost revenue

International volume

34%

of total InPost volume

International out-of-home points

61%

of total InPost out-of-home points

International volumes growing almost

2×

faster than Poland

Mondial Relay: An excellent platform for disrupting French market

Mondial Relay as of July 2021

18,000 PUDO points;
30 depots, 4 sorting hubs

Greater
convenience

High customer recognition
Low cost / lower quality due to lack of investments
in logistics

Improved
customer
experience

~40k merchants,
High C2C market share
Low B2C market share

Wider
merchants
adoption

176m parcels in 2021

Greater
volumes

5 European markets with >€450 million revenue
in 2020¹⁾

Organization
improvements

Mondial Relay in 2023

~**26,400** out-of-home points including ~**5,300** APMs;
58 depots, **9** sorting hubs

Focus on customer experience; Rebranding; Mobile app
launched – over **1.1m** downloads

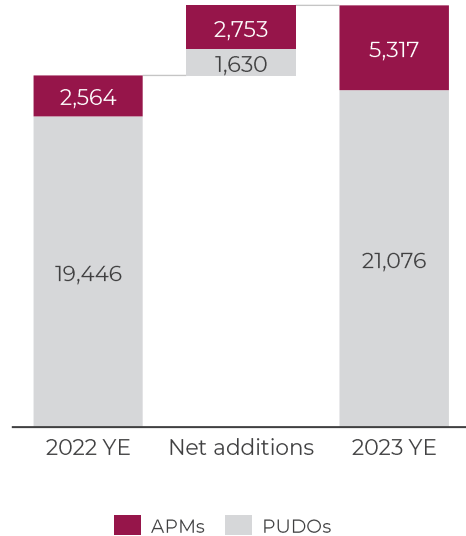
~**50k** merchants;
Maintaining high C2C market share
Gaining market share in B2C

240m parcels in 2023, volumes growing despite the
tough market conditions

Part of the pan-European group
Strengthened management team across all
business functions

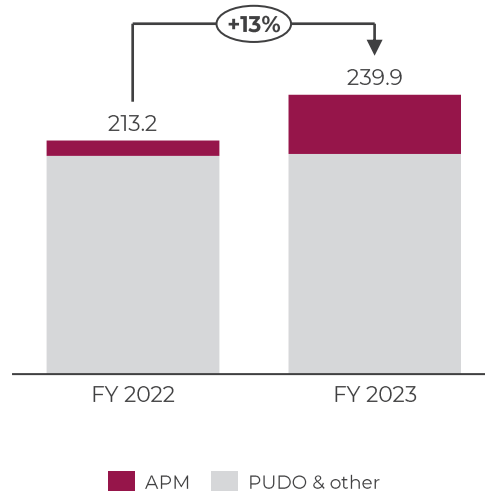
Mondial Relay – Focus on network development and operations quality improvement

>30% of Mondial Relay market population within **7 mins walk** from our location



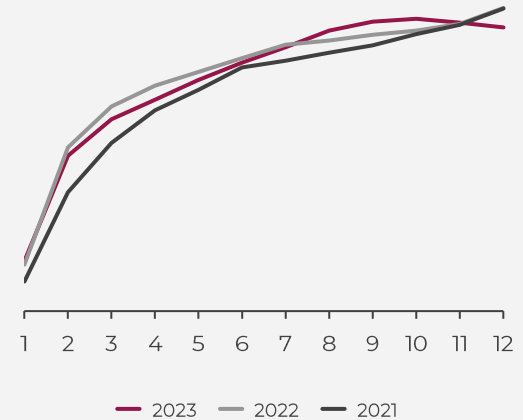
APM volume growing faster than the locker capacity

19% of Mondial Relay-France volume in Q4 2023 was **delivered via APM** (vs. 7% in Q4 2022)



New APMs maintain high adoption rate

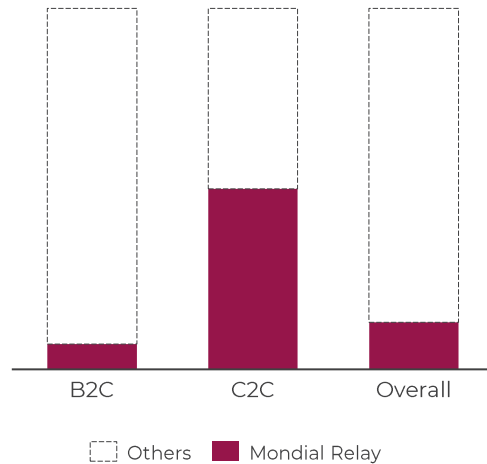
of parcels per APM by cohort per month post installation



Strategic investments in logistics fuel B2C volume growth

Significant potential for B2C growth

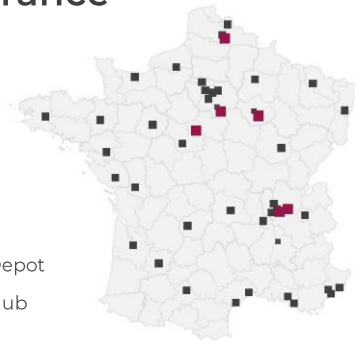
Mondial Relay market share in France



Investments in logistics aimed at delivery quality improvements



41 depots
6 hubs
in France

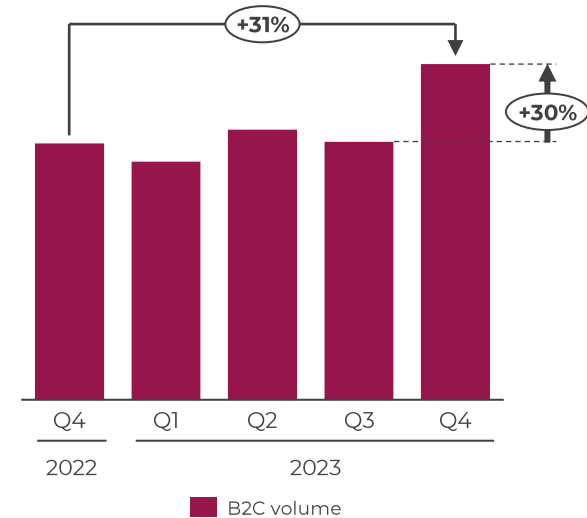


■ Depot
■ Hub



58 depots
9 hubs
in Mondial Relay

B2C already accounts for **40%** of total MR volume



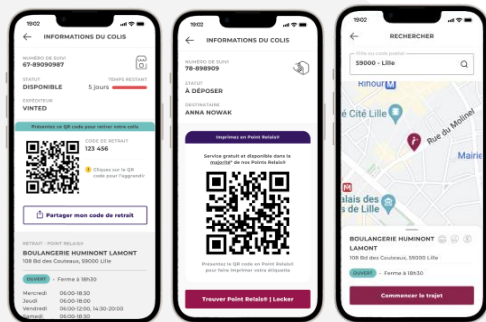
Mondial Relay brand gaining more appreciation from customers



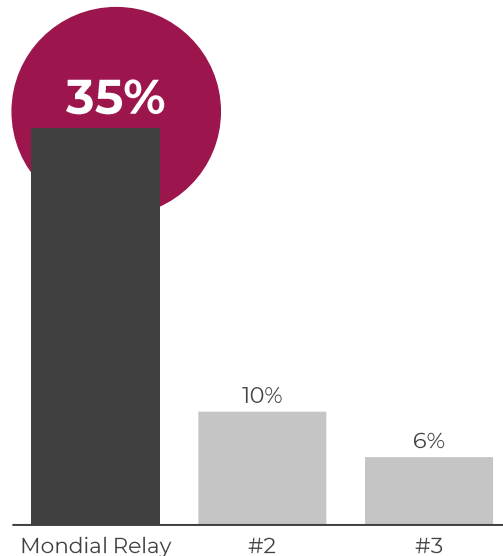
3x higher number of APM monthly users YoY

1.1m app downloads

4.5 Appstore / **4.2** Google Play



#1 Top of mind brand awareness across the competition



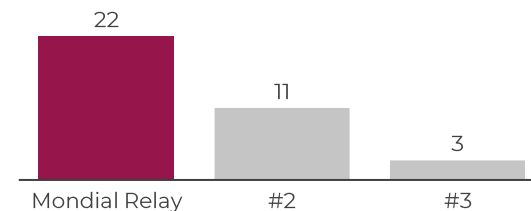
91% of respondents claim that MR fulfills the delivery promise

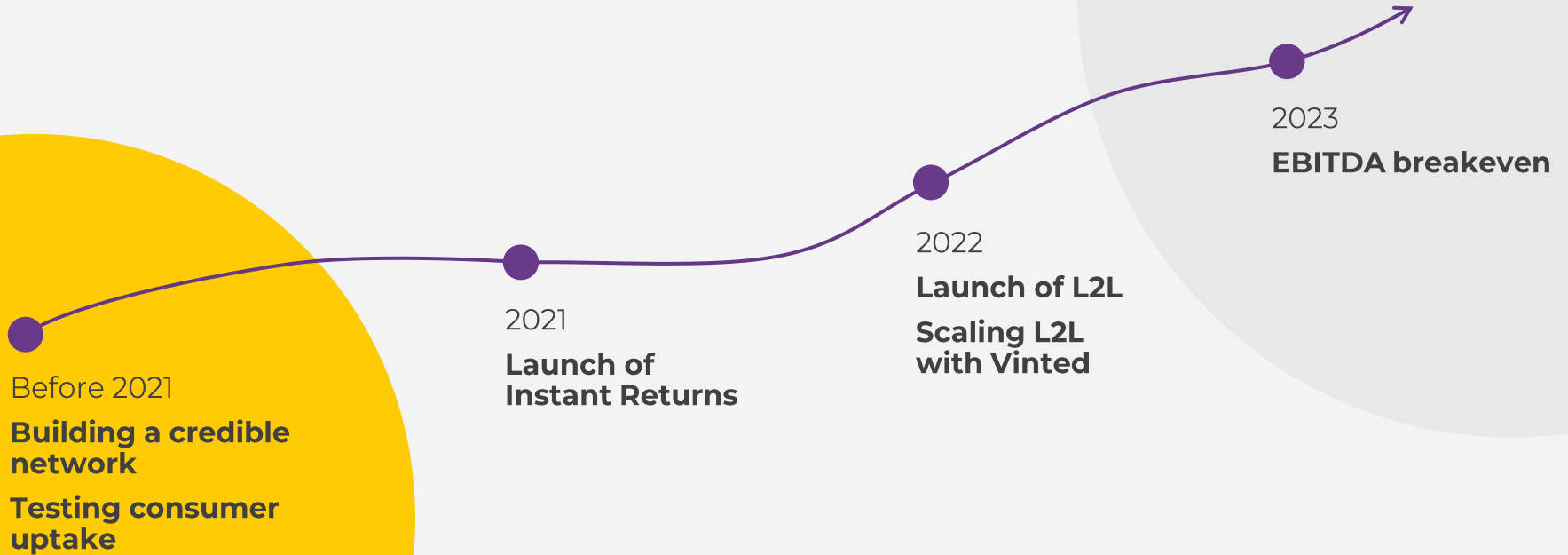


83% of Mondial Relay users say that it is their preferred brand for delivery



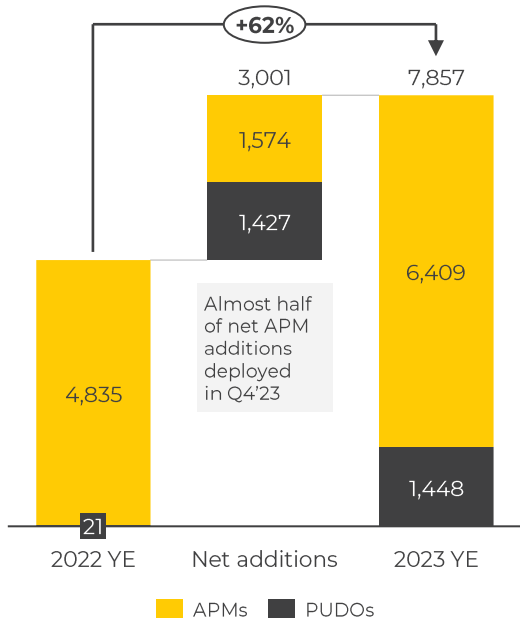
#1 NPS index¹





#1 APM network in the UK

APM network expansion supported by PUDO points



55% growth in number of locker compartments YoY, faster than the growth in number of APMs, due to extensions of the existing machines

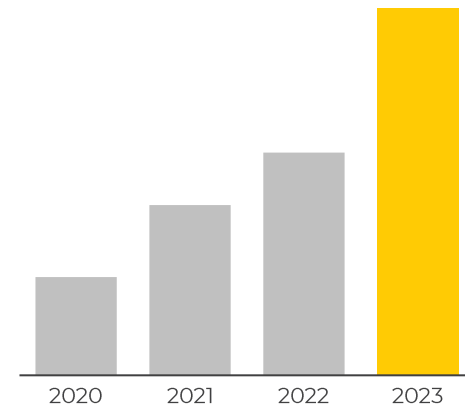
>60% of APMs installed by our landlord partners (e.g. **WH Smith, Sainsburys, JLP, LIDL, Tesco**)

62% of the **TOP 3 cities population** lives within **7 min** from an InPost location, **31%** of the total UK population



Higher adoption of new APMs

Av. utilisation of APMs for the whole year



Successfully increasing volume and customer base in the UK

Mobile App launched in Q3 2023
300k+ downloads

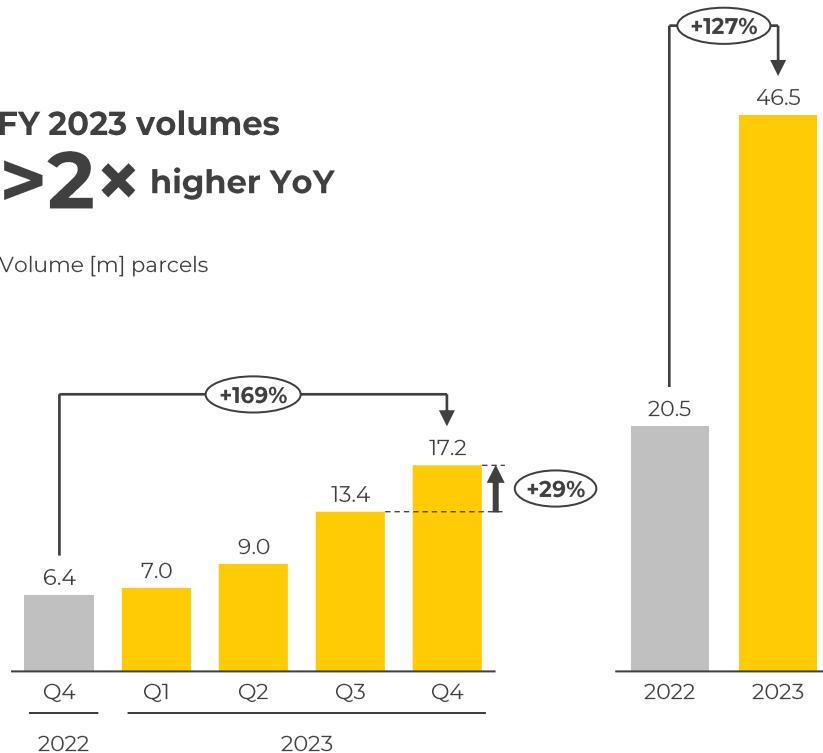


THE RISE OF LOCKER DELIVERY IN THE UK

APM/PUDO users
2.7m
>2x higher YoY

FY 2023 volumes
>2x higher YoY

Volume [m] parcels



Contact details



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