

InPost Group

Together 24/7

Transforming e-Commerce
Last Mile



Agenda

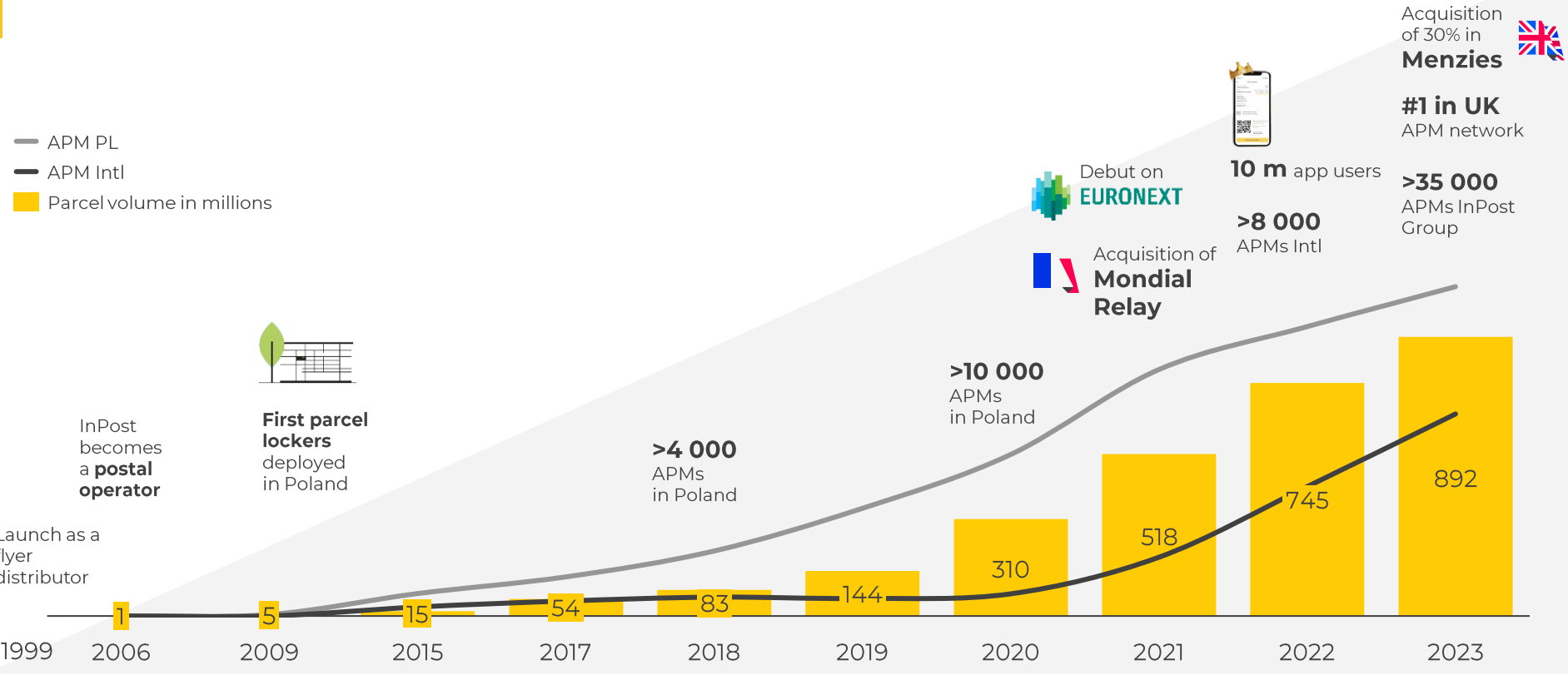
- About InPost Group
- Poland: Strengthening leadership position
- International: Strong momentum for France and the UK expansion
- Financials

InPost Group

About InPost Group



A journey of remarkable growth over the years



InPost becomes a **postal operator**



First parcel lockers deployed in Poland

>4 000 APMs in Poland

>10 000 APMs in Poland



Debut on **EURONEXT**



Acquisition of **Mondial Relay**



10 m app users

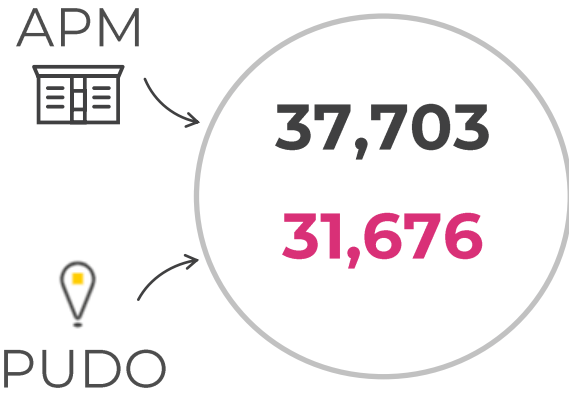
>8 000 APMs Intl

Acquisition of 30% in **Menzies**

#1 in UK APM network

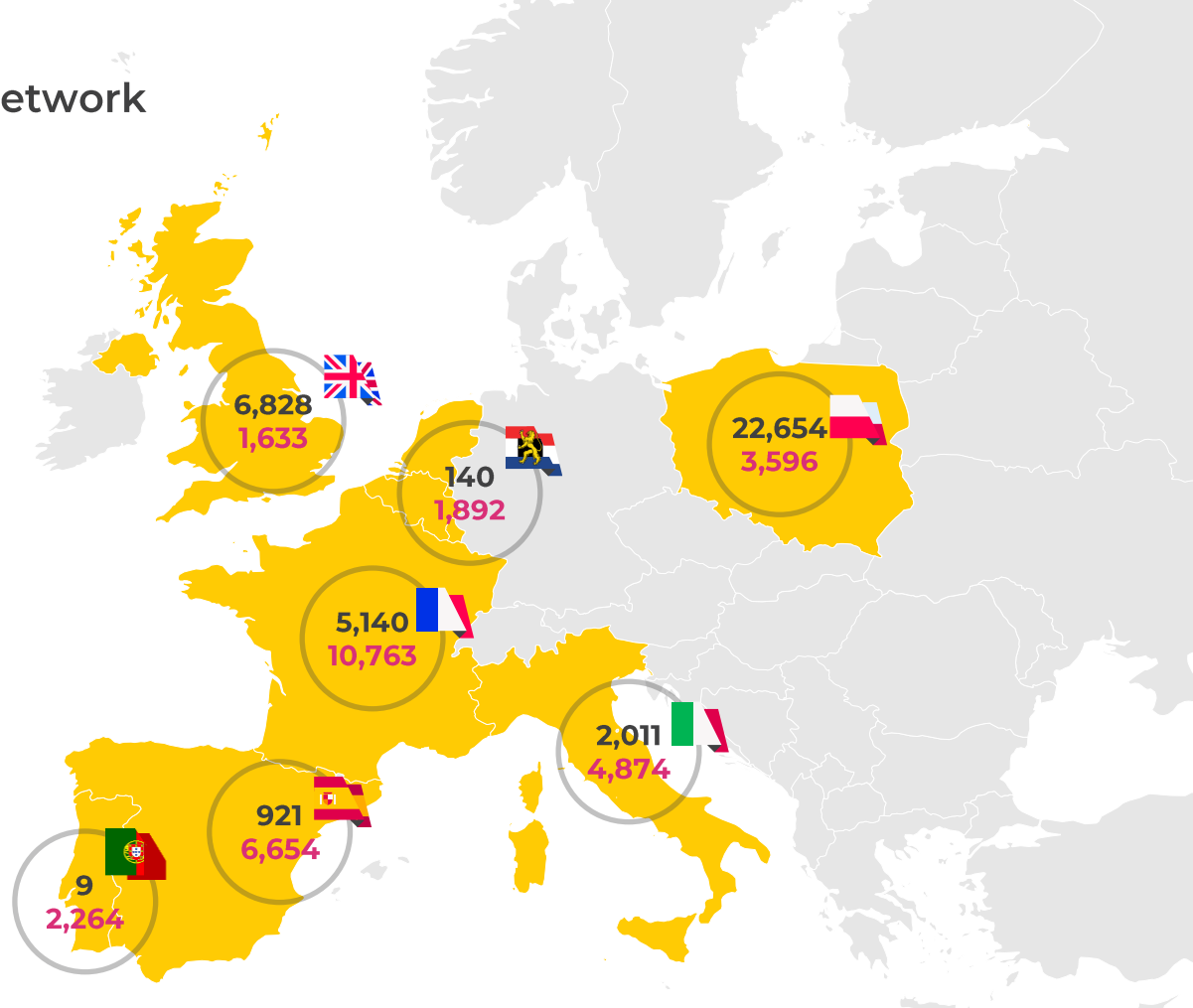
>35 000 APMs InPost Group

Expanding #1 European locker network



9

Markets



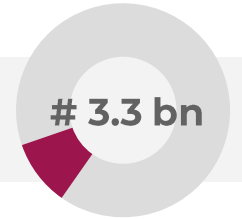
Outperforming the market in all key geographies

InPost and total e-commerce market volume growth

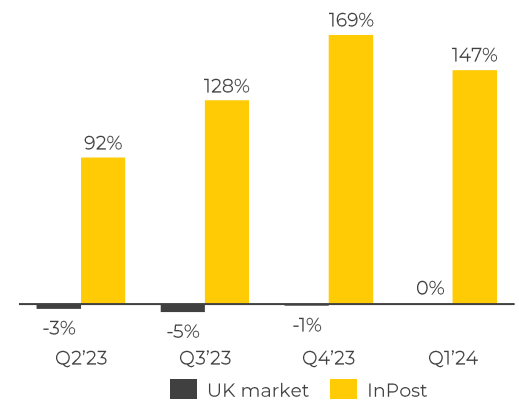
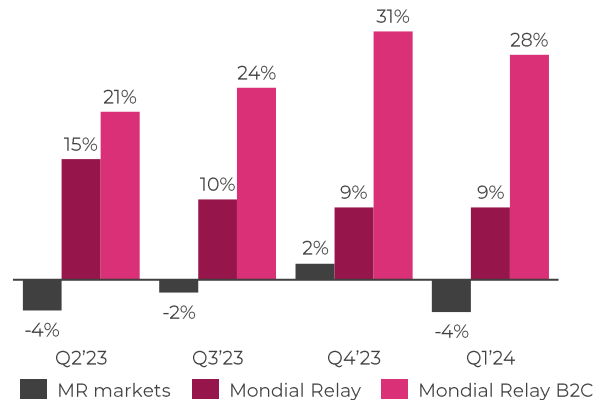
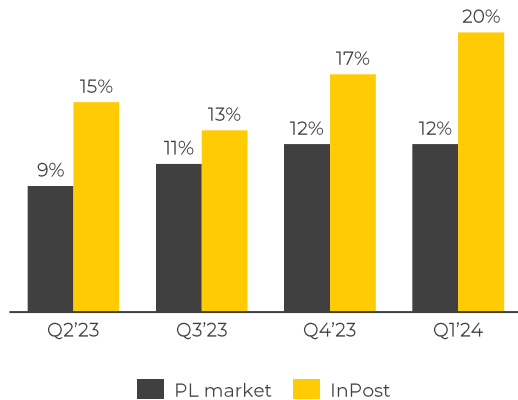
Poland



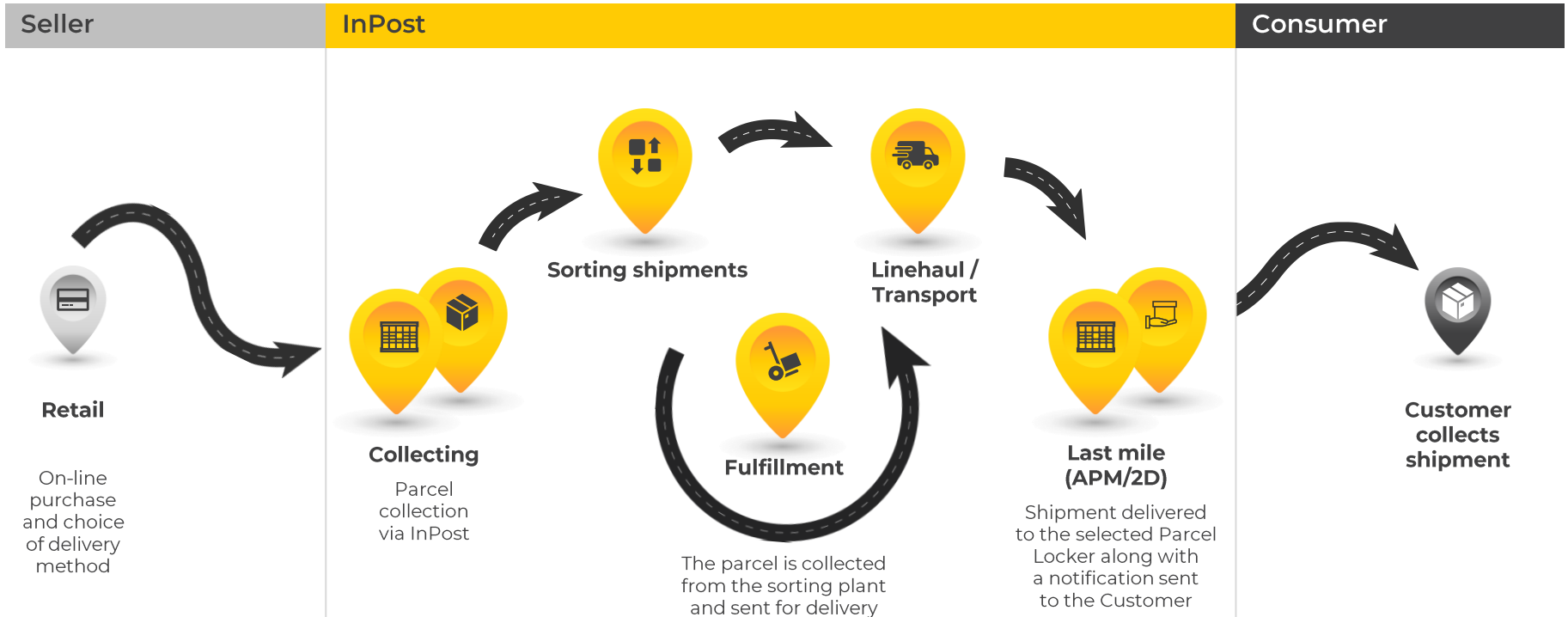
Mondial Relay



United Kingdom



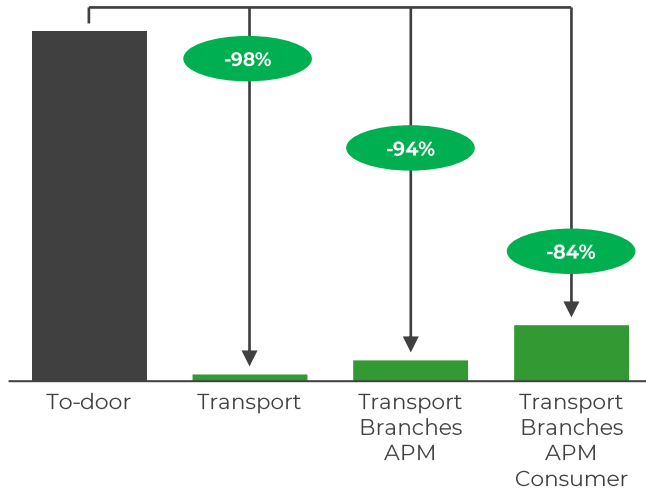
Our business at a glance



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

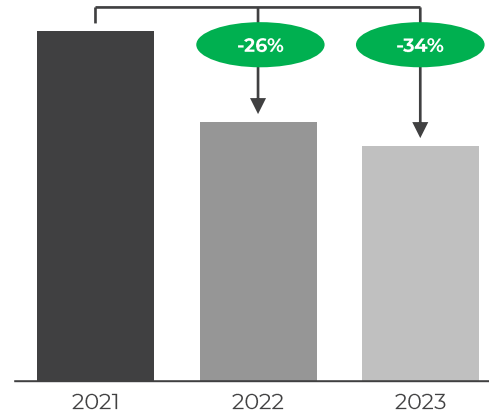
Up to 98% CO_{2e} reduction on InPost APM/PUDO delivery¹

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

53k merchants

Higher **conversion at checkout**

No failed deliveries

The most environmentally friendly last mile solution



23 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 **12 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	Q1 2024
# APMs	2.6k	22.0k	43%	22.7k
# lockers	0.3m	3.3m	49%	3.3m
APM volume	33m	493m	57%	130m
% population within 7 mins walk from InPost APMs	24%	61%		62%
% population within 7 mins walk from InPost APMs – urban area	38%	87%		87%

7 minutes

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

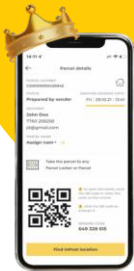
Loyal and sticky user base

Half of the Polish population uses our APMs

#m active app users¹

18m
APM users

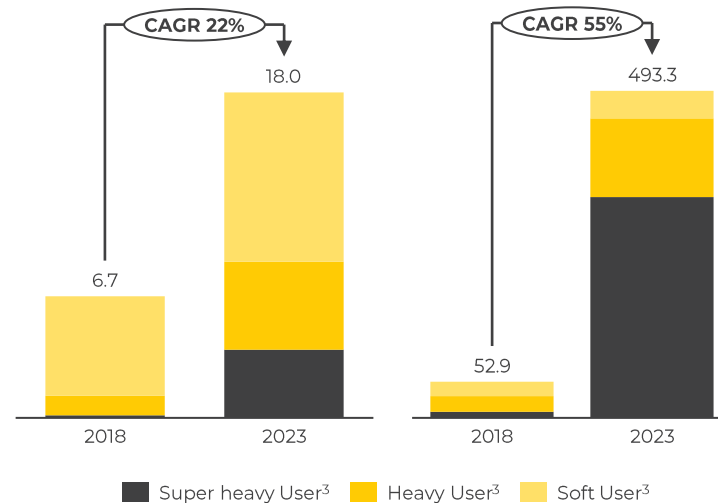
12m
app users



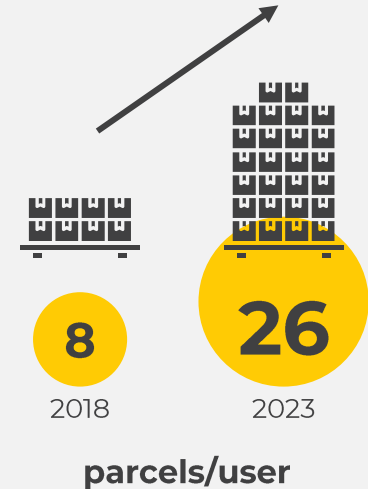
~20% of the most loyal² APM users account for >60% of APM volumes

#m of APM users by type

APM volume by type of user



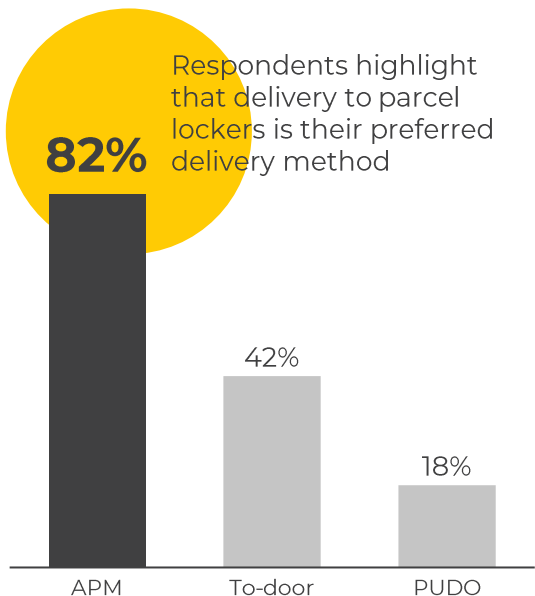
User order frequency increases over time



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;

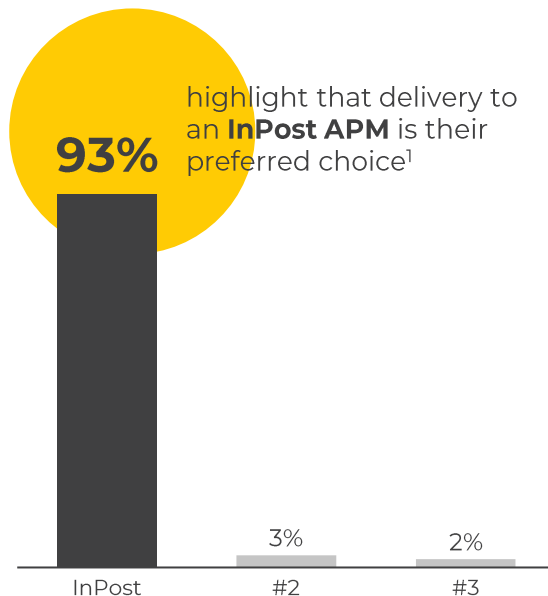
Doubling-down on UX made InPost a beloved consumer brand

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

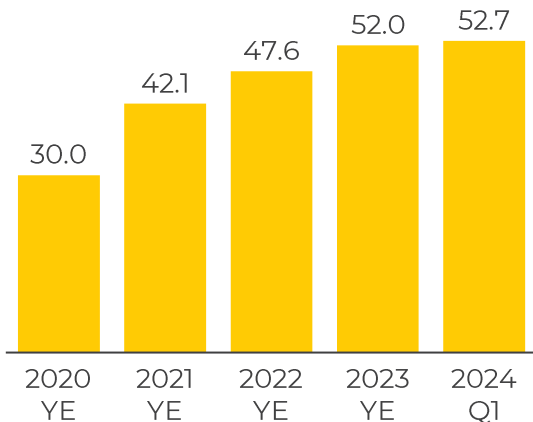
80

We cooperate with key merchants and key marketplaces

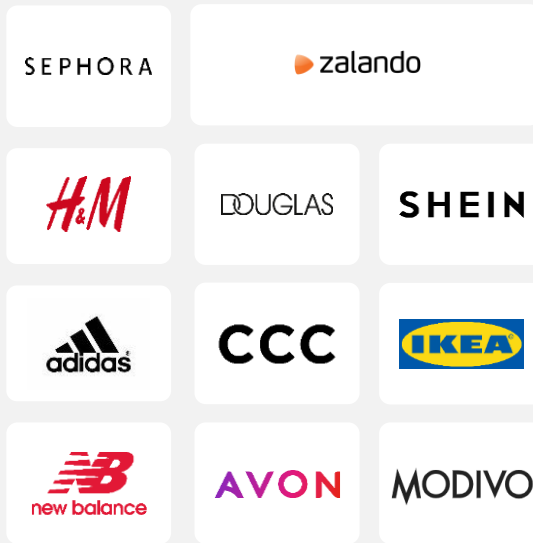
Growing number of merchants

52.7k integrated merchants in Poland

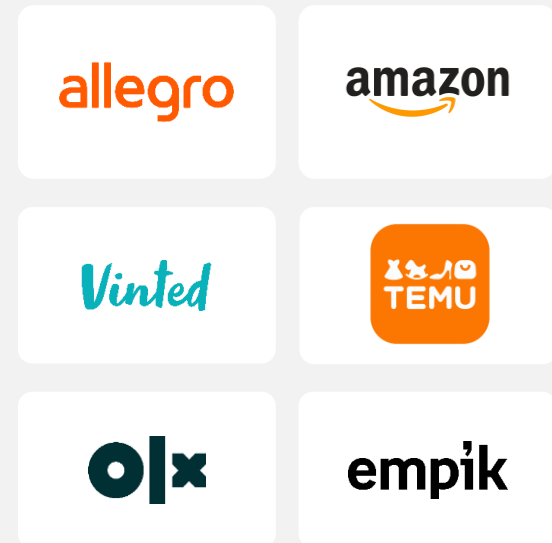
#k merchants



Integrated merchants in Poland



Integrated marketplaces in Poland



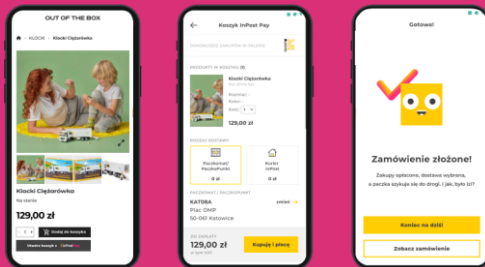
Customers need fast checkout

60%

customers abandon their baskets with a poor UX checkout as a main reason for abandonment¹⁾

2-clicks checkout

- ✓ Fully integrated shopper commerce with delivery, payment and returns
- ✓ Checkout under 30 sec.



Activating engaged users

- ✓ Double-digit impact on conversion
- ✓ New client acquisition for merchants
- ✓ High consumer NPS

2.0m

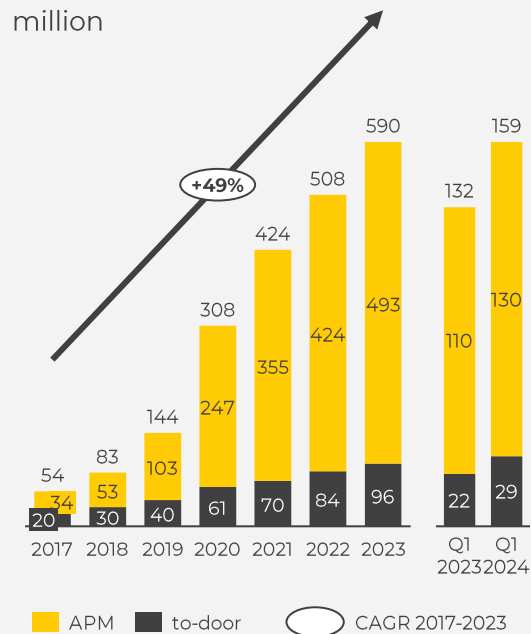
Registered users



High operational leverage driving exceptional results

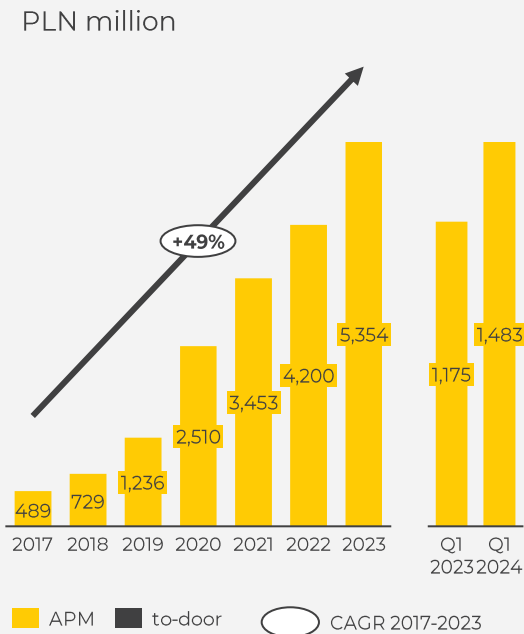
Parcel volume in Poland

million



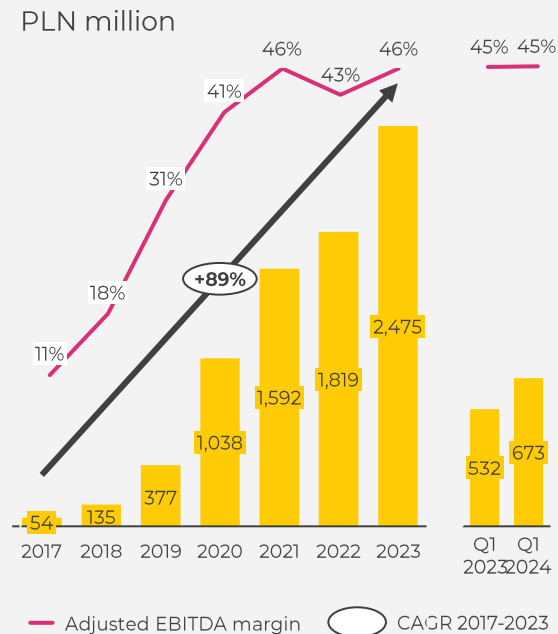
Revenue in Poland¹

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

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

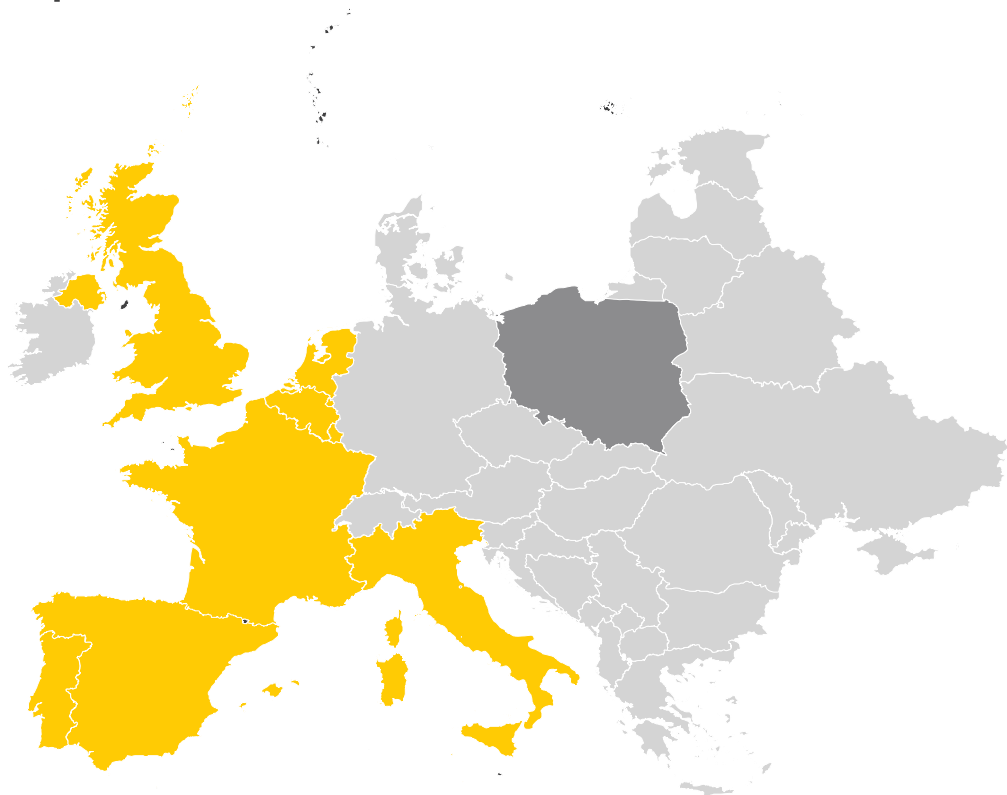
MARKET factors

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

39%

of total InPost revenue

International out-of-home points

62%

of total InPost out-of-home points

Mondial Relay: An excellent platform for disrupting French market



Mondial Relay as of July 2021

Mondial Relay in Q1 2024

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

Greater
convenience

~**27,800** out-of-home points including ~**6,200** APMS;
~**60** depots, **9** sorting hubs

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

Improved
customer
experience

Focus on customer experience; Rebranding; Mobile app
launched – over **1.5m** downloads

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

Wider
merchants
adoption

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

176m parcels in 2021

Greater
volumes

240m parcels in 2023, **62m** parcels in Q1 2024; volumes
growing despite the tough market conditions

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

Organization
improvements

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

Mondial Relay – Focus on network development and operations quality improvement

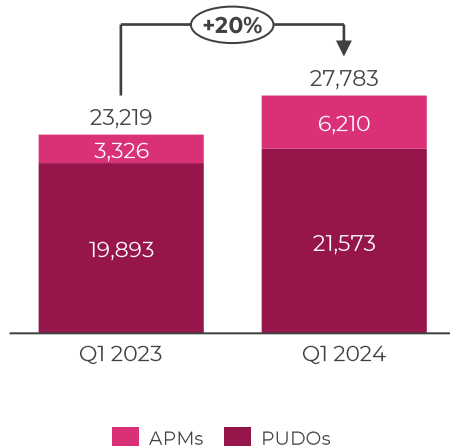
>**30%** of Mondial Relay market population within **7 mins walk** from our location

APM volume growing faster than the locker capacity

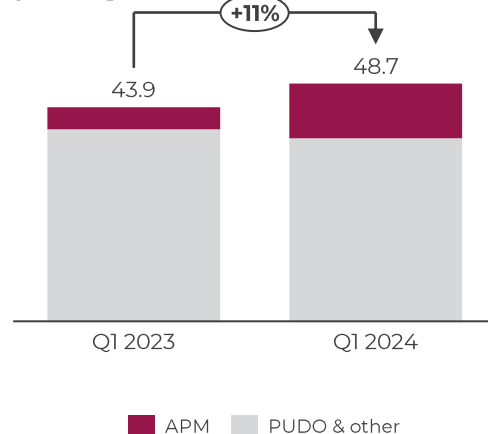
23% of Mondial Relay-France volume in Q1 2024 was **delivered via APM** (vs. 10% in Q1 2023)

New APMs maintain high adoption rate

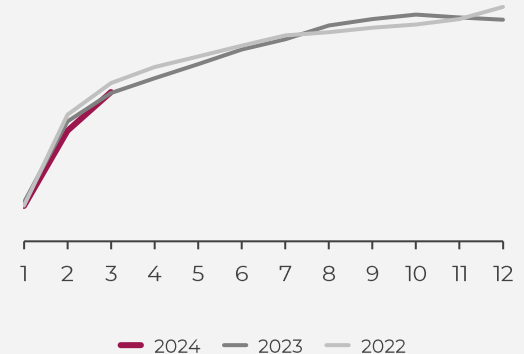
of APMs and PUDOs in MR markets



Volume in France by type of delivery [m parcels]



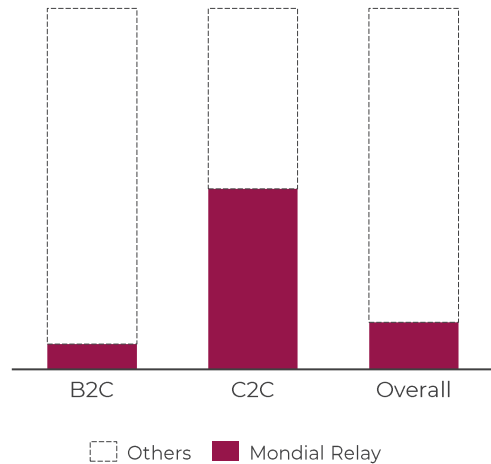
of parcels per APM by cohort per month post installation



Mondial Relay: Strategy on track with strong growth in APM volume and encouraging traction with B2C and returns

Significant potential for B2C growth

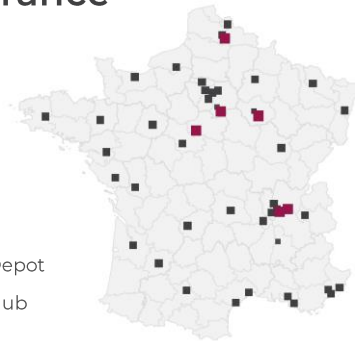
Mondial Relay market share in France



Investments in logistics aimed at delivery quality improvements



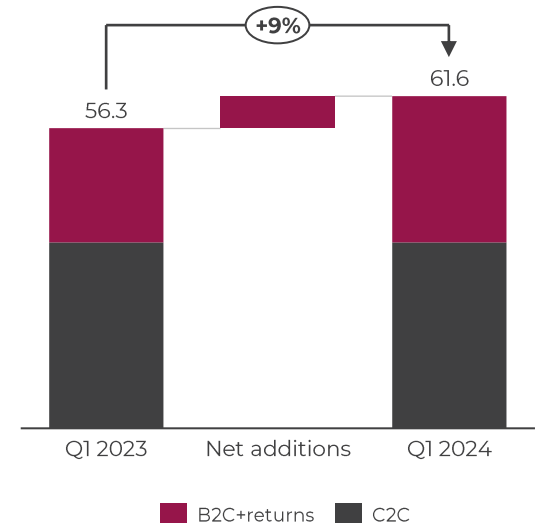
~40 depots
6 hubs
in France



~60 depots
9 hubs
in Mondial Relay

B2C accounts for **40%** of total MR volume and in Q1'24 grows by **28%** YoY

Volume by segment [m parcels]



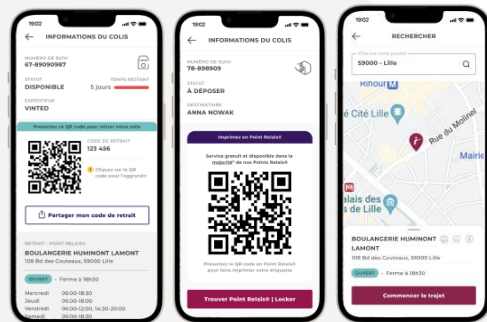
Mondial Relay brand gaining more appreciation from customers



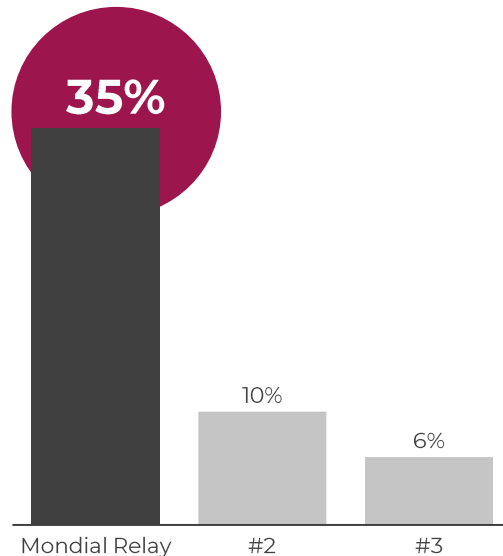
3x higher number of APM monthly users YoY

1.1m app downloads

4.5 Appstore / **4.2** Google Play



#1 Top of mind brand awareness across the competition



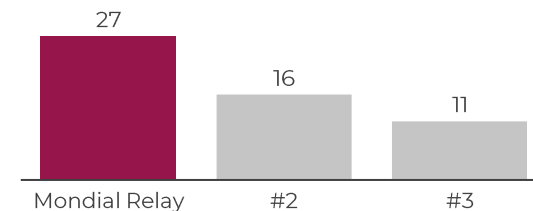
91% of respondents claim that MR fulfills the delivery promise

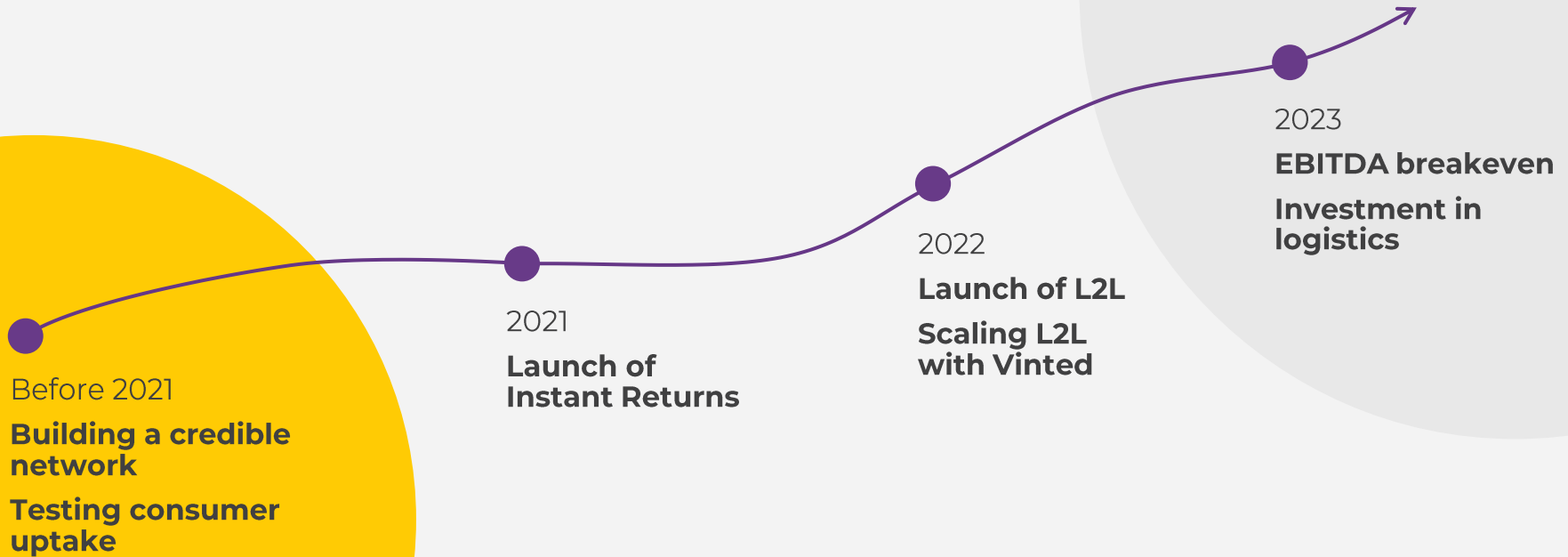


83% of Mondial Relay users say that it is their preferred brand for delivery



#1 NPS index¹

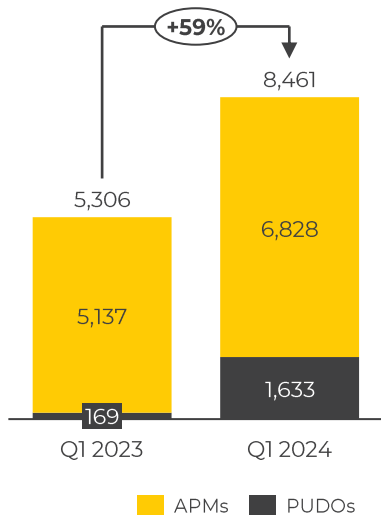




UK: Accelerating the flywheel

APM network expansion supported by PUDO points

of APMs and PUDOs in the UK



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

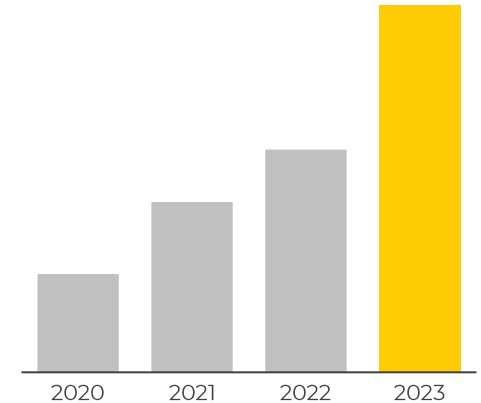
>60% of APMs installed by our landlord partners (e.g. **WH Smith, Sainsburys, JLP, LIDL, Tesco**)

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

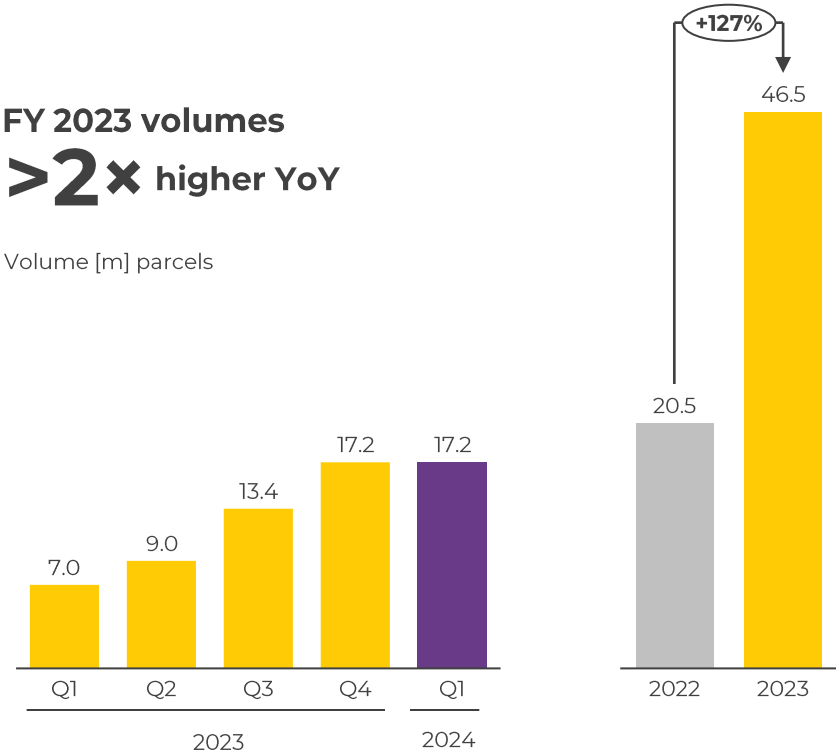


**THE RISE OF
LOCKER
DELIVERY
IN THE UK**

APM/PUDO users
2.7m
>2x higher YoY

FY 2023 volumes
>2x higher YoY

Volume [m] parcels



Contact details



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