



# Together 24/7

Transforming  
e-Commerce  
Last Mile



# Agenda

1. About InPost Group
2. Poland: Strengthening leadership position
3. International: Strong momentum for France and the UK expansion

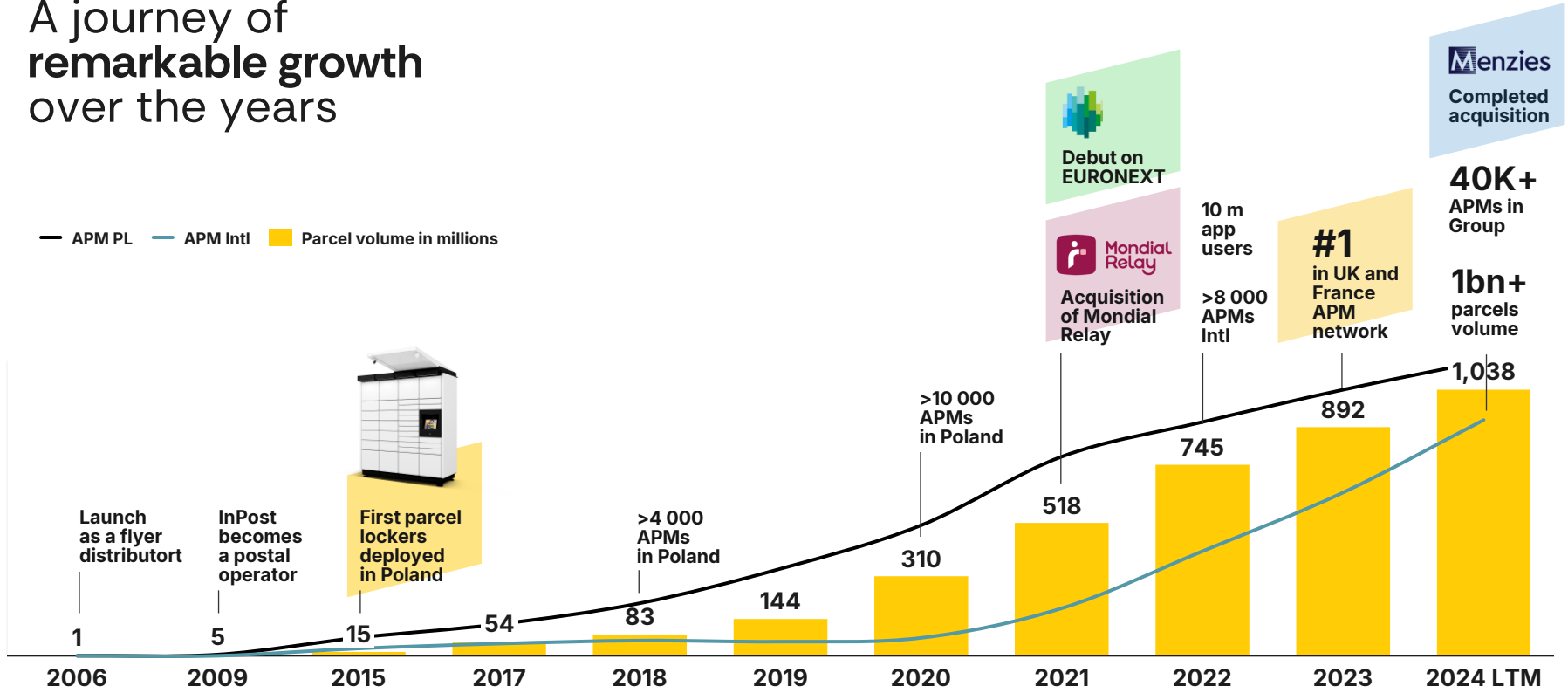




# About InPost Group



# A journey of remarkable growth over the years



Debut on Euronext

Acquisition of Mondial Relay

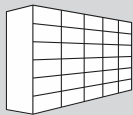
10 m app users  
> 8 000 APMs Intl

#1 in UK and France APM network

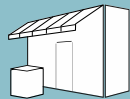
Menzies Completed acquisition

40K+ APMs in Group  
1bn+ parcels volume

# Record-high locker deployment +10k APMs YoY as of the end of Q3'24



APM  
**43,000+**



PUDOs  
**34,000+**

**~60%**

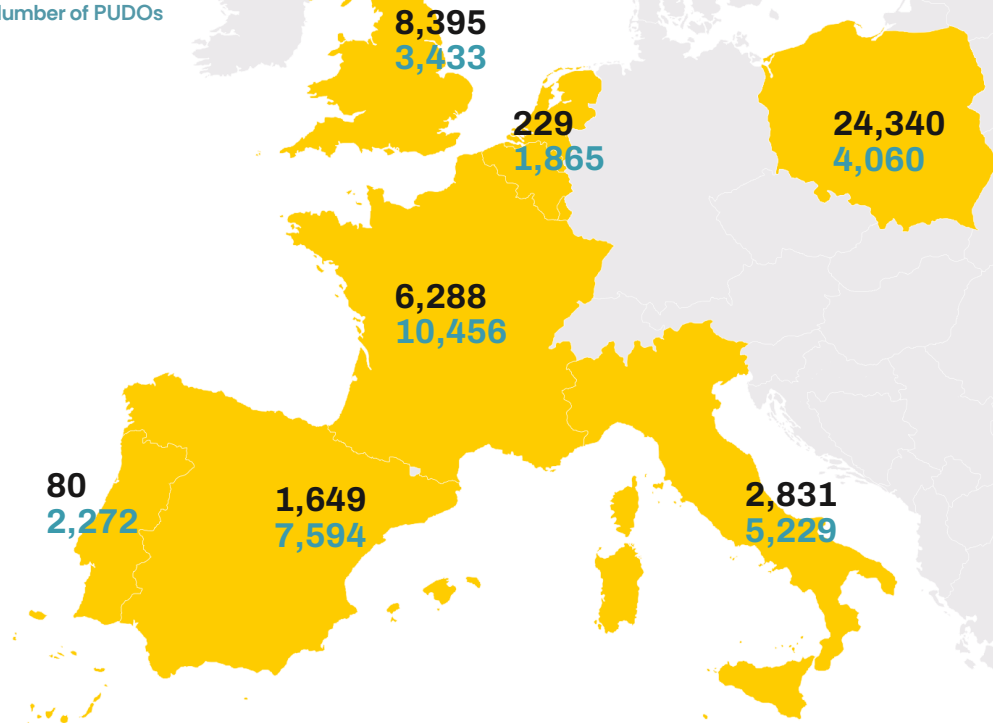
Share of  
International  
OOH points in  
Group's total

**~40%**

Share of  
International  
volumes in  
Group's total

Number of APMs

Number of PUDOs

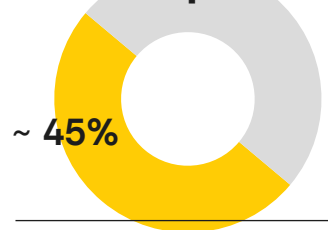


APM – Automated Parcel Machine, PUDO – pick-up, drop-off points;  
Source: Company data.

# Positioning for unprecedented growth in European markets

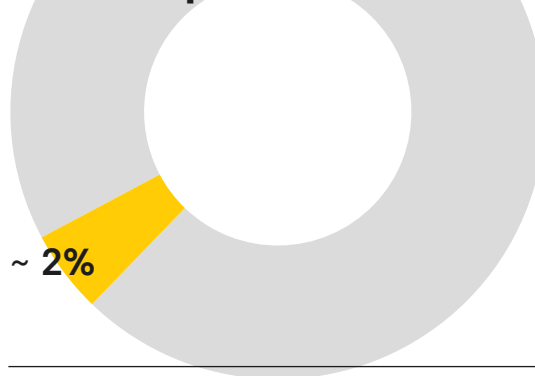
## E-commerce markets by country

**Poland**  
# 1.4bn parcels




OOH market above 60%

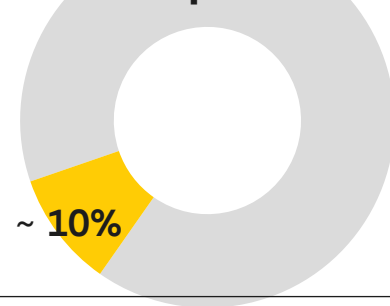
**United Kingdom**  
# 4.4bn parcels



To-door still over 70%

 InPost market share

**France**  
# 2.0bn parcels

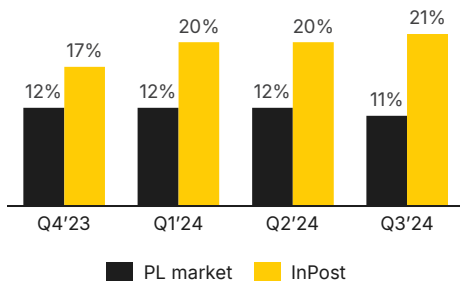


Data in pie charts presents estimated addressable parcels volume;  
Source: Company data, market reports.

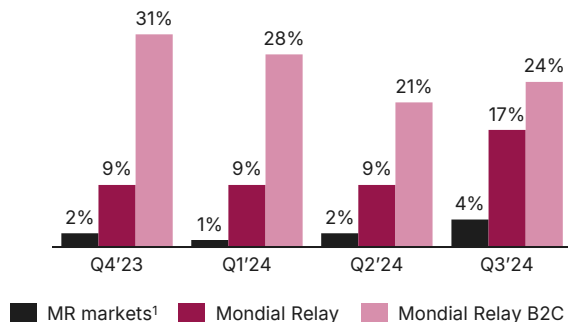
# Outperforming the market in all key geographies with exceptional strong performance in Mondial Relay markets

InPost and total e-commerce market volume growth YoY

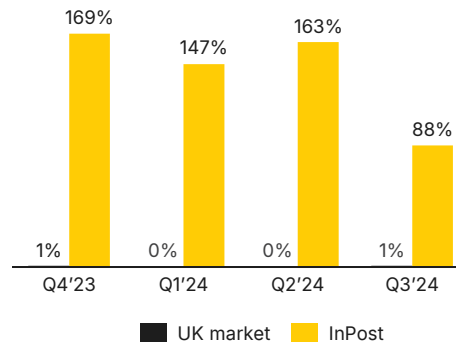
## Poland



## Mondial Relay



## United Kingdom



# Our business at a glance

## Seller



### Retail

Online purchase and choice of delivery method

## InPost



### Collecting

Parcel collection via InPost



### Sorting shipments



### Linehaul / Transport



### Last mile (APM/2D)

Shipment delivered to the selected Parcel Locker along with a notification sent to the Customer

## Consumer



### Customer collects shipment

### Fulfillment

The parcel is collected from the sorting hub and sent for delivery





# Our business flywheel

## for merchants

- 1. More sales
- 2. Reliability
- 3. Low delivery cost
- 4. Sustainability



## and consumers

- 1. Convenience and flexibility
- 2. Reliability
- 3. Ease of use
- 4. Sustainability

# One company – two brands, with the highest NPS in Poland and France



**#1** NPS index Parcel sending & collecting  
in Poland 80 NPS

**#1** NPS index 27 NPS  
in France

4.6+/5.0 Trustpilot rate in the UK, Iberia and Italy

8.8/10 Rating on Avis Vérifiés



**13.1m**  
app users  
in Poland



**1.4m**  
app users  
in the UK



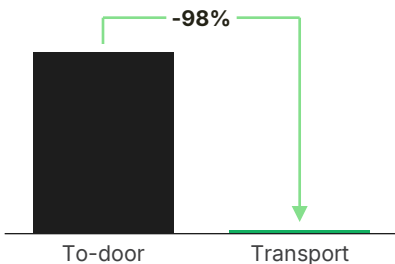
**2.6m**  
app users  
in France

**Our app users send & receive more parcels than non app users**

# On the path to NET-ZERO by 2040

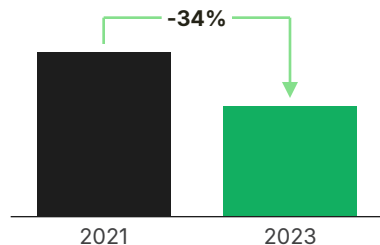
Up to 98% CO<sub>2e</sub> reduction on InPost APM/PUDO delivery<sup>1</sup>

Carbon footprint per parcel



34% less CO<sub>2e</sub> emissions per parcel in 2023 vs 2021

Scope 1, 2, 3 – market-based emissions per volume [t CO<sub>2e</sub>/million of parcels]



1) Vs to-door delivery, data for Poland in transport on the last mile; 2) Targets approved by SBTi; Source: Company data; More detailed data on ESG in the Integrated Annual Report for 2023

NET-ZERO by 2040<sup>2</sup>

SCIENCE BASED TARGETS

THE NET ZERO STANDARD

APPROVED NET-ZERO TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

InPost in AEX<sup>®</sup> ESG Index

EURONEXT



# Poland: Strengthening leadership position



# InPost locker is a simple, quick and convenient solution

24/7 availability

No need to queue

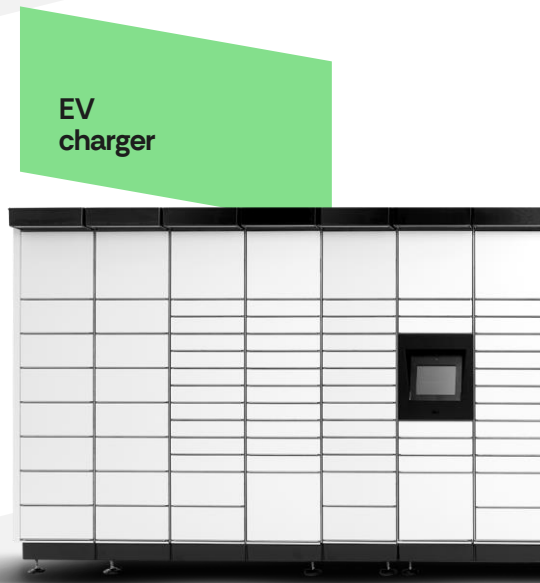
EV charger

Pick up/drop off in less than 30 sec

Multiple parcels in the same locker

QR code scanner

Convenient location



## Mobile app features

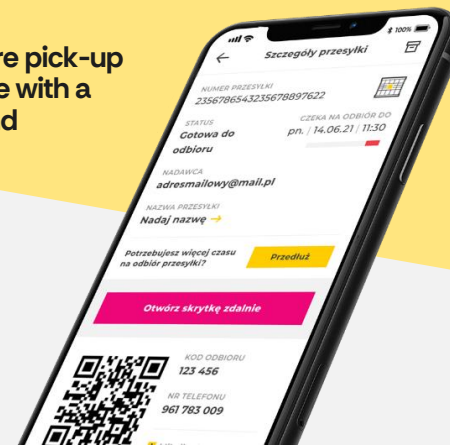
Contactless locker opening

Parcel tracking and redirection

Pick-up time extension

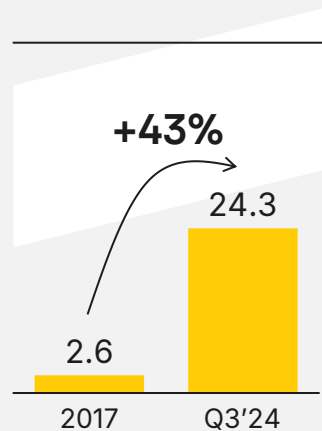
Sending parcels without label

Share pick-up code with a friend

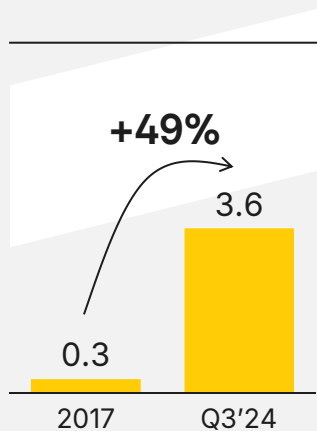


# Network density - a key driver of parcel volume growth

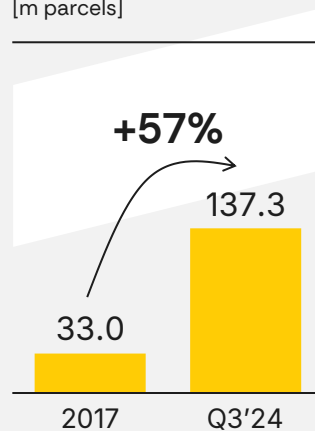
#k APMs



#m lockers



APM volume  
[m parcels]



63%

% population within 7 mins walk from InPost APMs

88%

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

CAGR  
2017-2023

CAGR 2017-2023 relates to all charts on the slide

# Loyal and sticky user base

Half of the Polish population uses our APMs

#m active app users<sup>1</sup>

**18.9m**

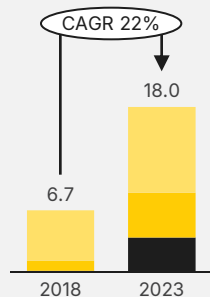
APM users

**13.1m**

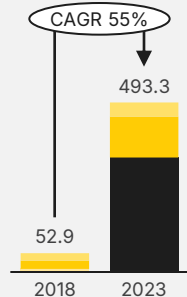
App users

~20% of the most loyal<sup>2</sup> APM users account for >60% of APM volumes

#m of APM users by type



APM volume by type of user

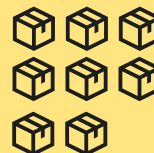


■ Super heavy User<sup>3</sup> ■ Heavy User<sup>3</sup> ■ Soft User<sup>3</sup>

User order frequency increases over time

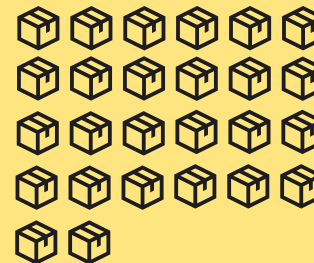
2018

**8**  
parcels/user



2023

**26**  
parcels/user



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;

Poland

# InPost APMs are the most...

preferred delivery method

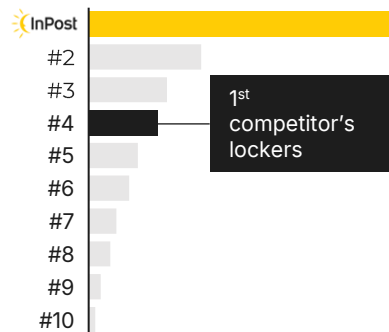
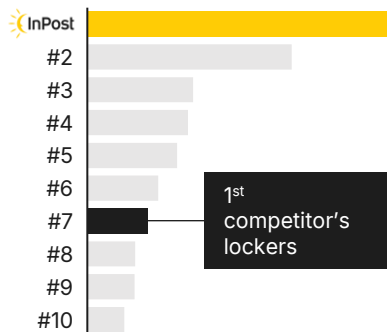
# 94%

of all respondents said InPost lockers are their preferred delivery method

preferred sending method

# 85%

of all respondents said InPost lockers are their preferred sending method



most recommended lockers

# 80 NPS index

Parcel sending & collecting

# #1

APM delivery  
2door delivery  
Returns





# Innovation is in our DNA: InPost Pay and unique loyalty program

**6m** Registered users

**InPost Pay:**  
2-clicks checkout

Fully integrated payment with delivery and returns

High consumer NPS

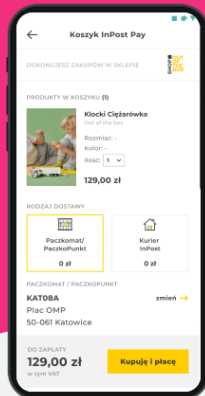
Double-digit impact on conversion

New client acquisition for merchants

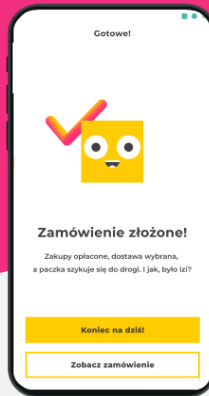
1  
Choose a product...



2  
Confirm order...



3  
...and wow, ready!



**8 million users**

already participating in the Loyalty Program

✓ Incentives and gamification for users

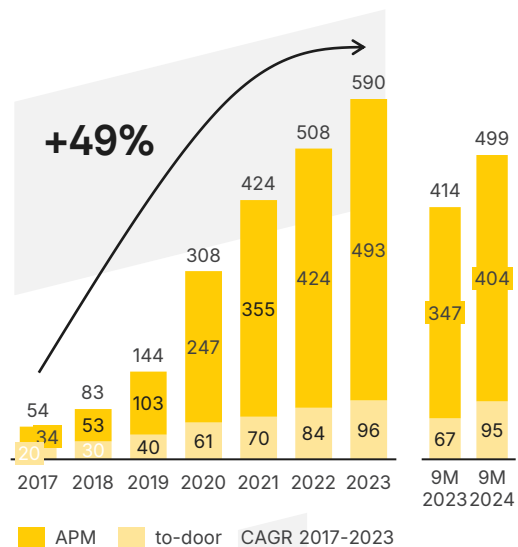
✓ Supporting InPost ecosystem by encouraging users to use Pay & Fresh

✓ Over 11 million instant rewards!

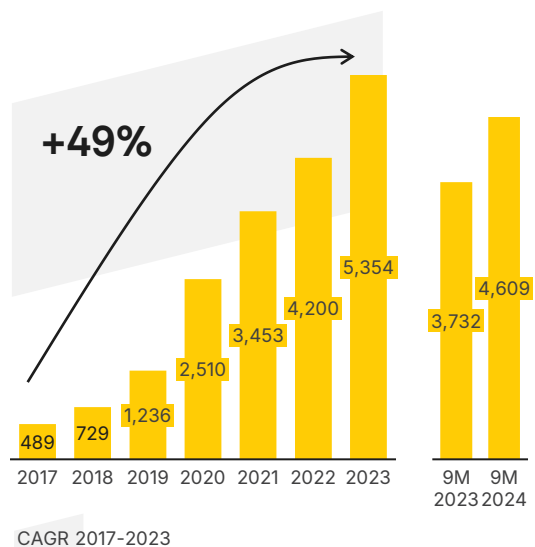


# High operational leverage driving exceptional results

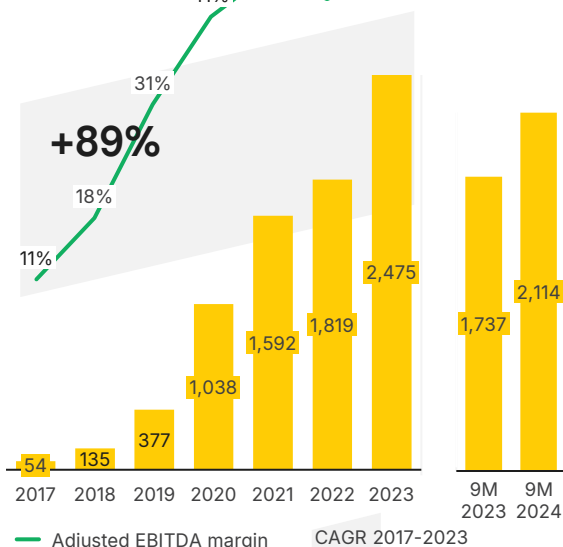
**Parcel volume in Poland**  
million



**Revenue in Poland<sup>1</sup>**  
PLN million



**Adjusted EBITDA in Poland**  
PLN million





# International: Strong momentum in France and the UK



# Very strong positioning for international expansion

## Company factors

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

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

3. **Successful track record in Poland**

## Market factors

1. **First-mover advantage**

2. **Cross-border opportunity**

3. **ESG advantage for merchants, customers & regulators**

4. **Inflationary cost pressures on retailers**

International revenue

# 39%

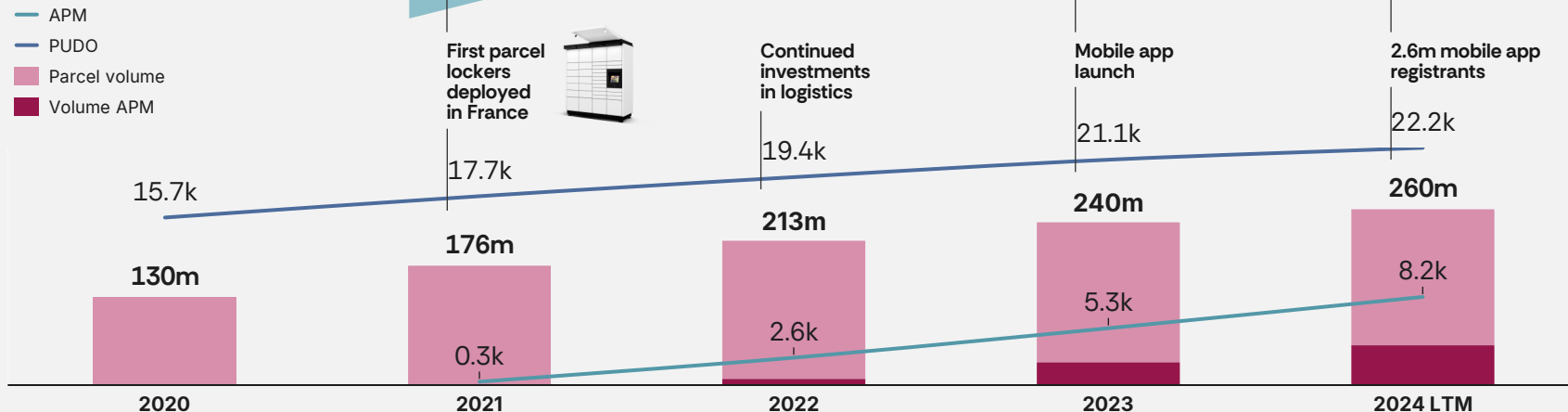
of total InPost Group revenue

International out-of-home points

# 64%

of total InPost Group out-of-home points

# Mondial Relay: the path forward since acquisition



6,200+ lockers deployed in France

Acquisition of Mondial Relay

First parcel lockers deployed in France



Continued investments in logistics

Accelerating B2C D+1 in France

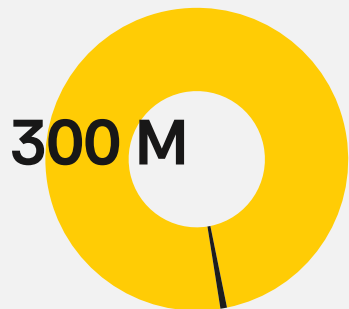
Mobile app launch

11,500+ OOH points in Iberia

2.6m mobile app registrants

# Mondial Relay: an excellent platform for international expansion

## InPost Volume 2020



Poland UK

## Mondial Relay acquisition mid 2021

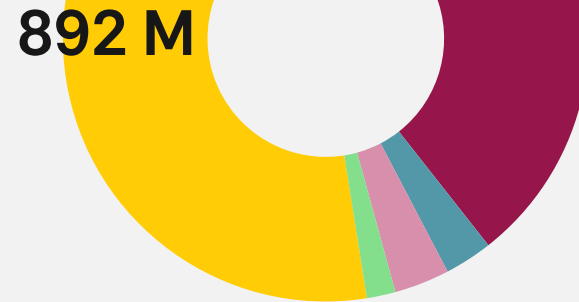
**3x** volume increase in three years

**7x** cross border markets

**+64%** cross border volume since M&A

**+21%** B2C volume YoY

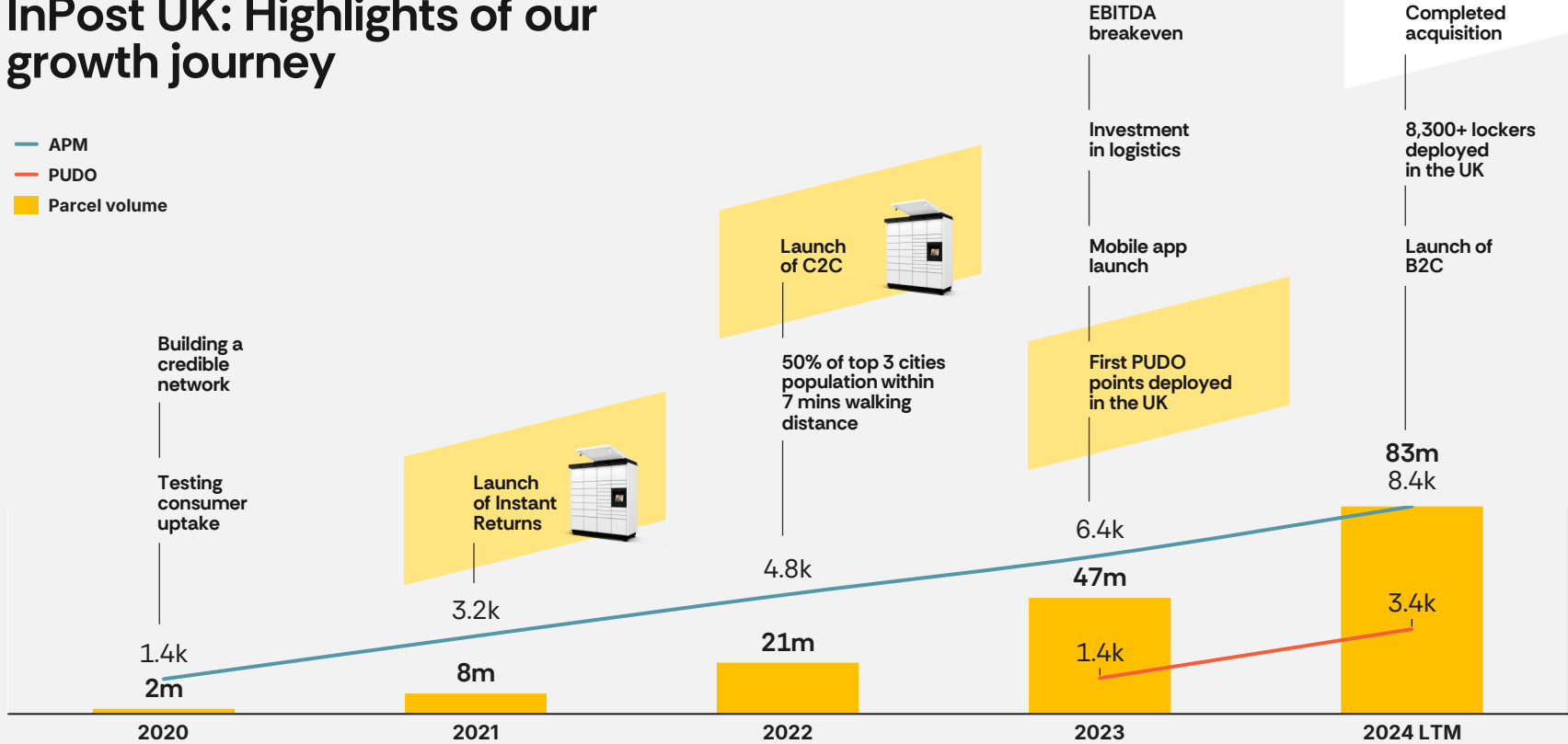
## InPost Group Volume 2023



Poland UK France Benelux Iberia Italy

# InPost UK: Highlights of our growth journey

- APM
- PUDO
- Parcel volume

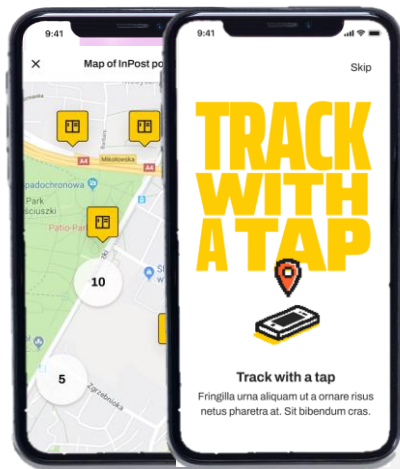


International

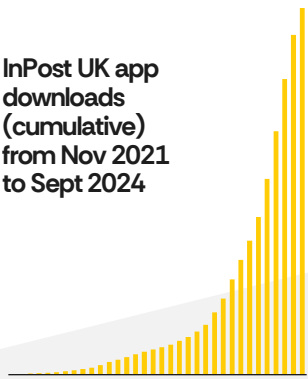
# InPost UK: Focus on UX improvement driving customer growth

# 1.4m

App users



InPost UK app downloads (cumulative) from Nov 2021 to Sept 2024



Top 10  
Most popular  
lifestyle apps

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





# Thank you!

**Contact for Investors**  
Investor Relations Department  
[ir@inpost.eu](mailto:ir@inpost.eu)

## Meet us:

**21 Nov 2024**  
PKO BP Consumer conference,  
Warsaw

**29 Nov 2024**  
Poland Autumn Conference  
2024 by Santander, Virtual

**4 Dec 2024**  
WOOD's Winter Wonderland  
EMEA, Prague

**For more info:**  
**[Upcoming events](#)**

