



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





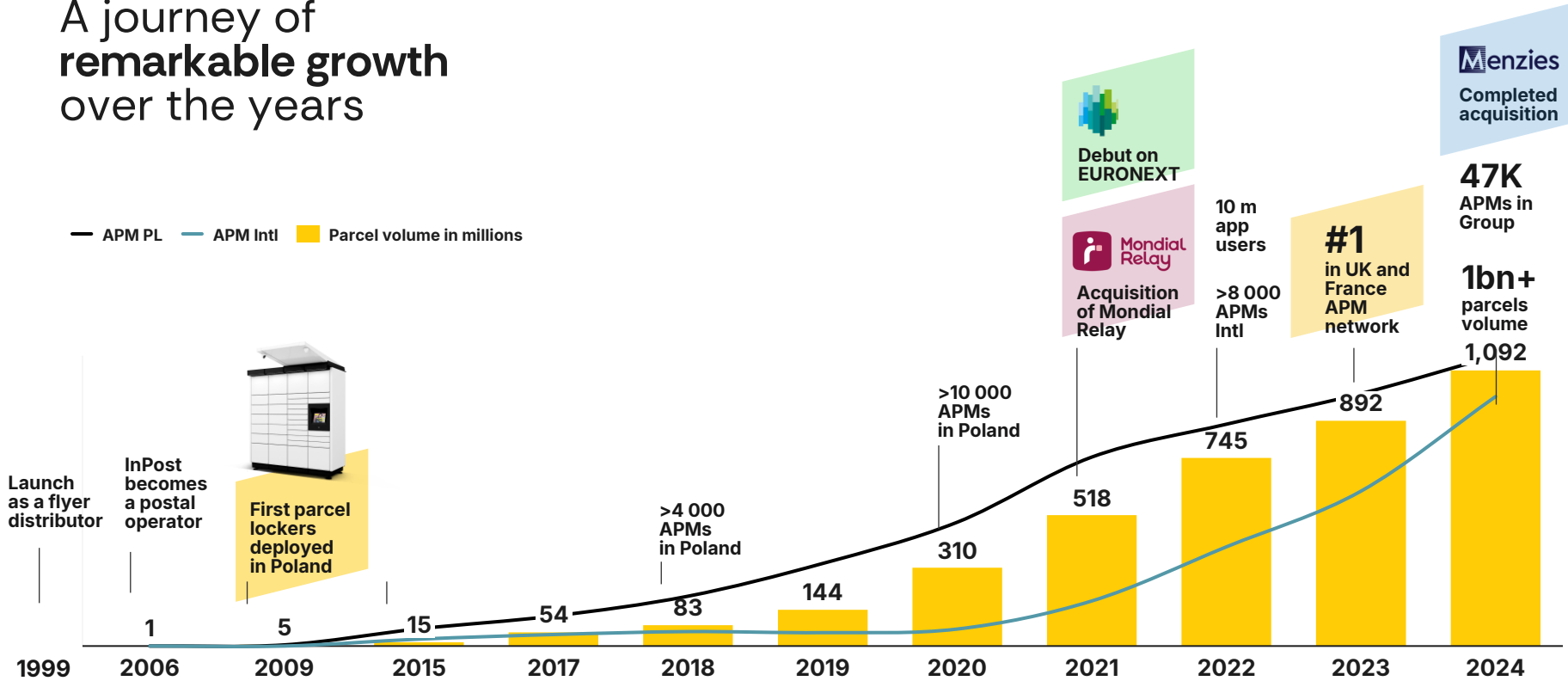
About InPost Group



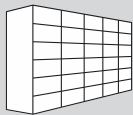
About InPost Group

A journey of remarkable growth over the years

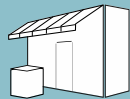
— APM PL — APM Intl — Parcel volume in millions



Network: **New milestone** More than 11k APMs deployed in 2024



APM
~47,000



PUDOs
35,000+

~60%

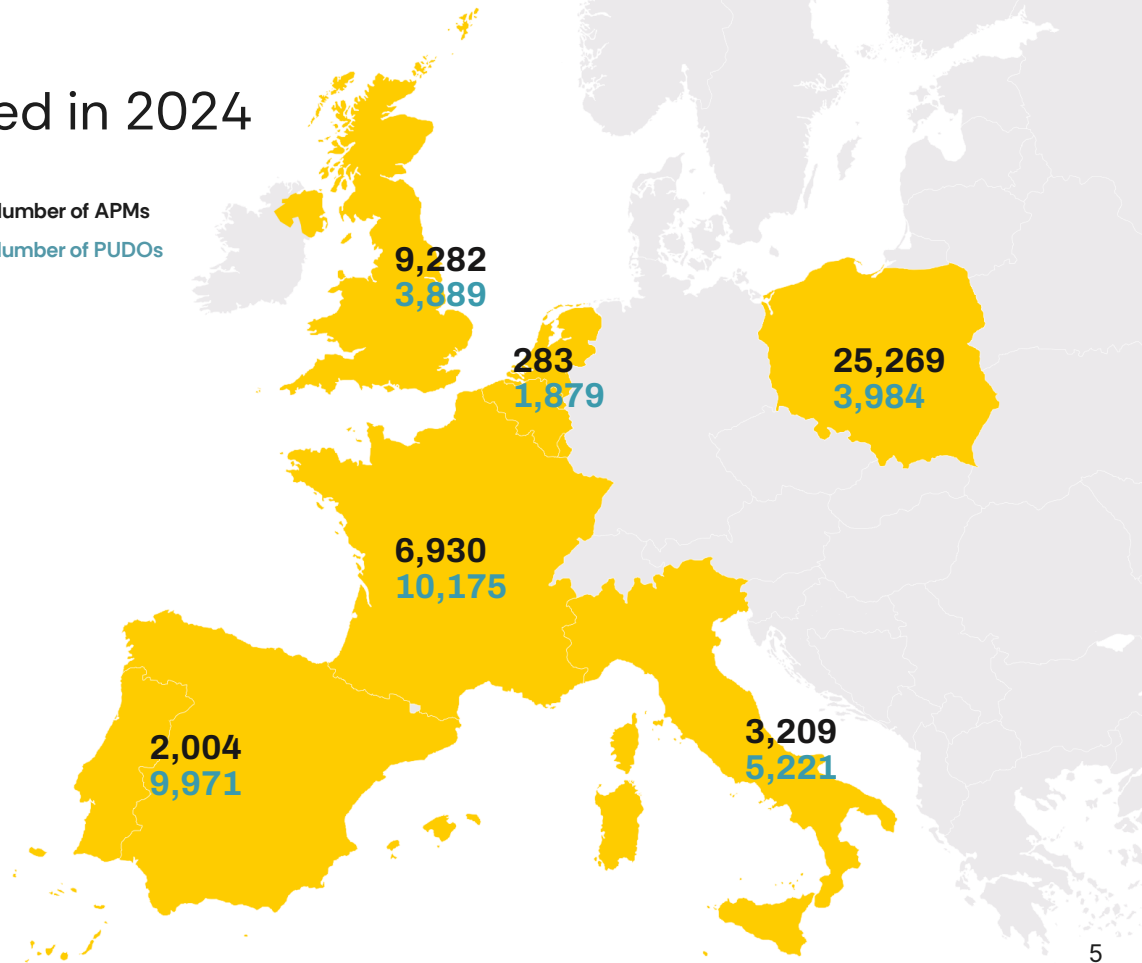
Share of
International
OOH points in
Group's total

~40%

Share of
International
volumes in
Group's total

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

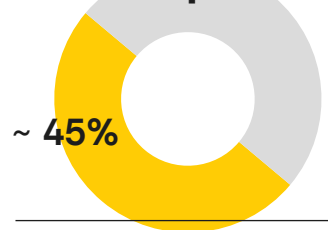
Number of APMs
Number of PUDOs



Positioning for unprecedented growth in European markets

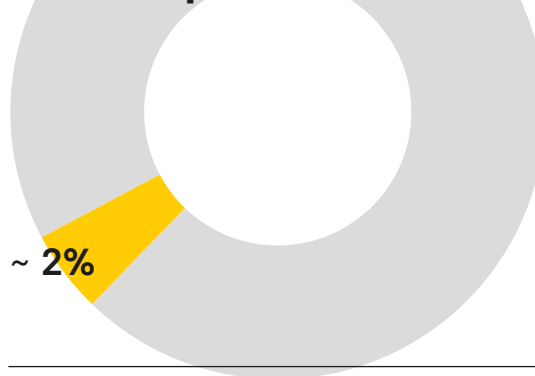
E-commerce markets by country

Poland
1.4bn parcels




OOH market above 60%

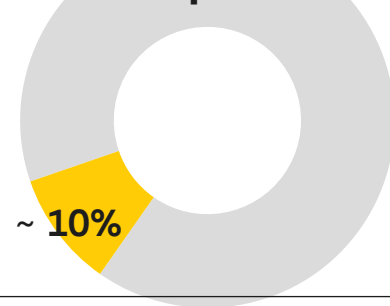
United Kingdom
4.4bn parcels



To-door still over 70%

 InPost market share

France
2.0bn parcels

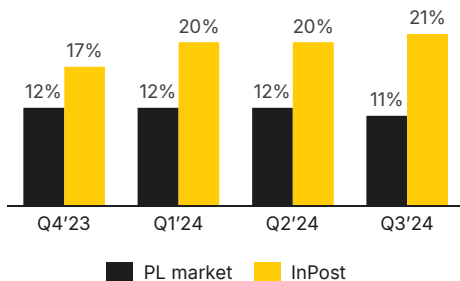


Data in pie charts presents estimated addressable parcels volume;
Source: Company data, market reports.

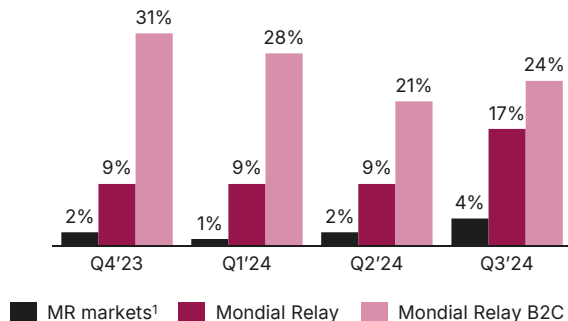
Outperforming the market in all key geographies with exceptional strong performance in Mondial Relay markets

InPost and total e-commerce market volume growth YoY

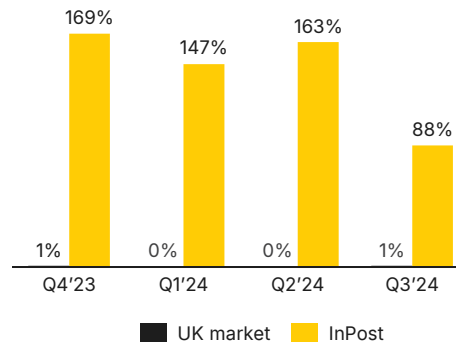
Poland



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 77 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



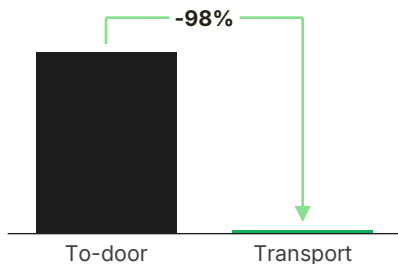
2.6m
app users
in France

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

On the path to NET-ZERO by 2040

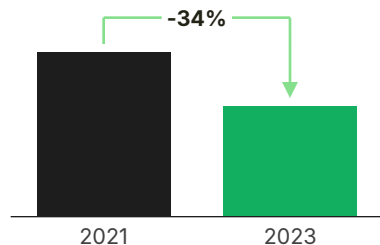
Up to 98% CO_{2e} reduction on InPost APM/PUDO delivery¹

Carbon footprint per parcel



34% less CO_{2e} emissions per parcel in 2023 vs 2021

Scope 1, 2, 3 – market-based emissions per volume [t CO_{2e}/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 2040²



SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

THE NET ZERO STANDARD

APPROVED NET-ZERO TARGETS

InPost in AEX[®] ESG Index





Poland: Strengthening leadership position



InPost locker is a simple, quick and convenient solution

24/7 availability

No need to queue

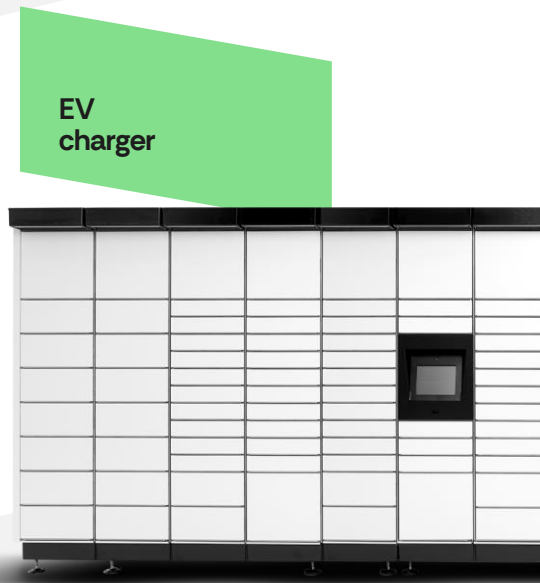
EV charger

Pick up/drop off in less than 30 sec

Multiple parcels in the same locker

QR code scanner

Convenient location



Mobile app features

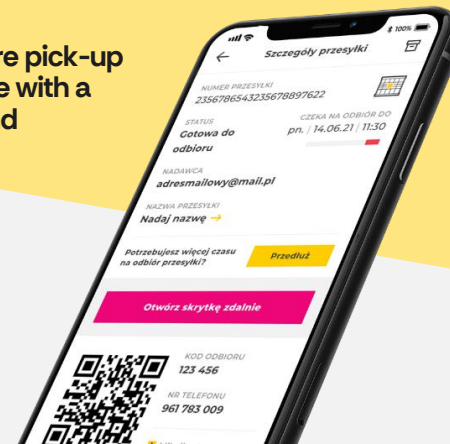
Contactless locker opening

Parcel tracking and redirection

Pick-up time extension

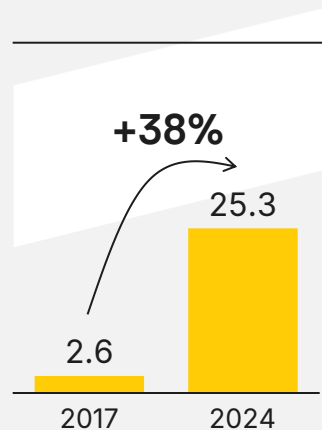
Sending parcels without label

Share pick-up code with a friend

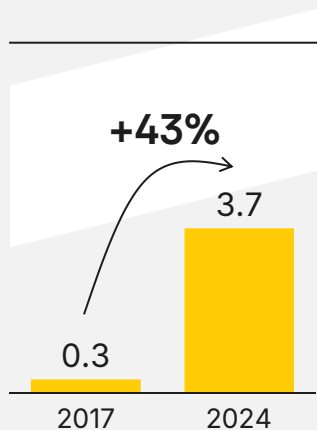


Network density - a key driver of parcel volume growth

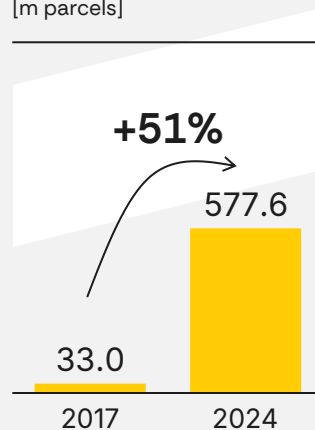
#k APMs



#m lockers



APM volume [m parcels]



60%+

% population within 7 mins walk from InPost APMs

~90%

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

CAGR
2017-2024

CAGR 2017-2024 relates to all charts on the slide

Loyal and sticky user base

Half of the Polish population uses our APMs

#m active app users¹

19m

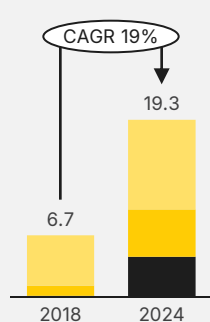
APM users

13m

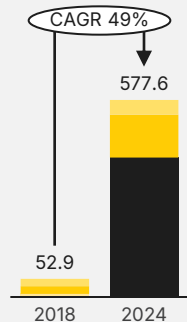
App users

~20% of the most loyal² APM users account for 70% of APM volumes

#m of APM users by type



APM volume by type of user



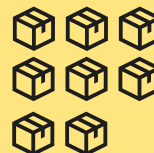
■ Super heavy User³ ■ Heavy User³ ■ Soft User³

User order frequency increases over time

2018

8

parcels/user



2024

30

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;

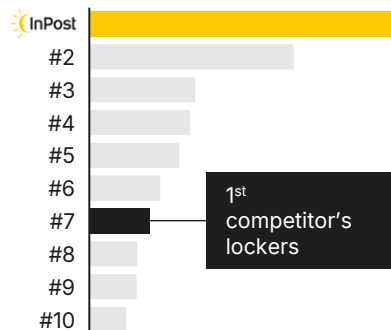
Poland

InPost APMs are the most...

preferred delivery method

94%

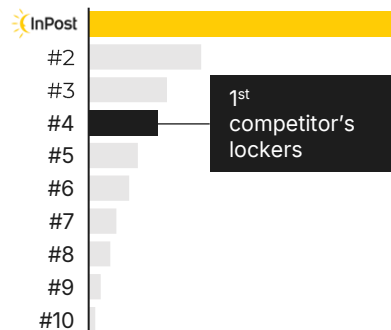
of all respondents said InPost lockers are their preferred delivery method



preferred sending method

85%

of all respondents said InPost lockers are their preferred sending method



most recommended lockers

77 NPS index

Parcel sending & collecting

#1

APM delivery
2door delivery
Returns



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

7m Registered users

InPost Pay:
2-clicks checkout

Fully integrated
payment with delivery
and returns

High consumer NPS

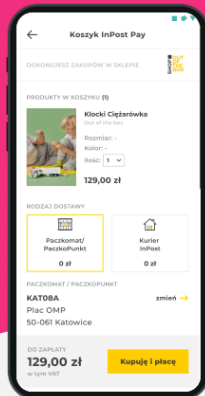
Double-digit impact
on conversion

New client acquisition
for merchants

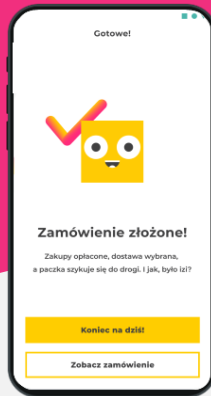
1
Choose
a product...



2
Confirm
order...



3
...and wow,
ready!



10.3 million users

already participating in the
Loyalty Program

✓ Incentives and
gamification for
users

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

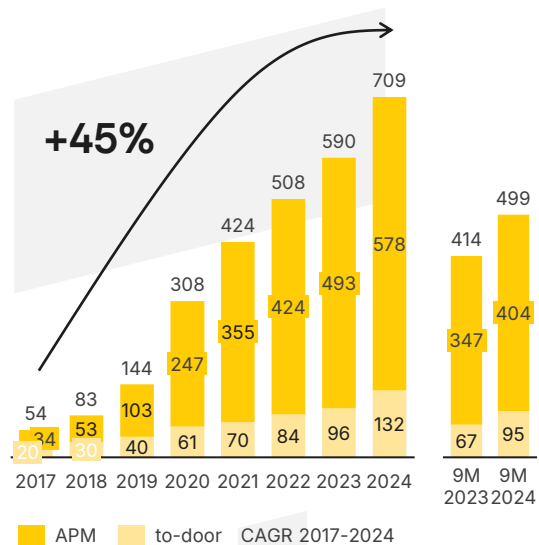
✓ Over 11 million
instant rewards!



High operational leverage driving exceptional results

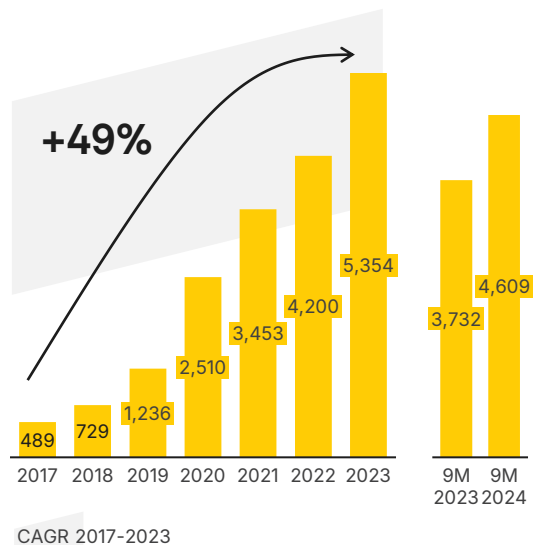
Parcel volume in Poland

million



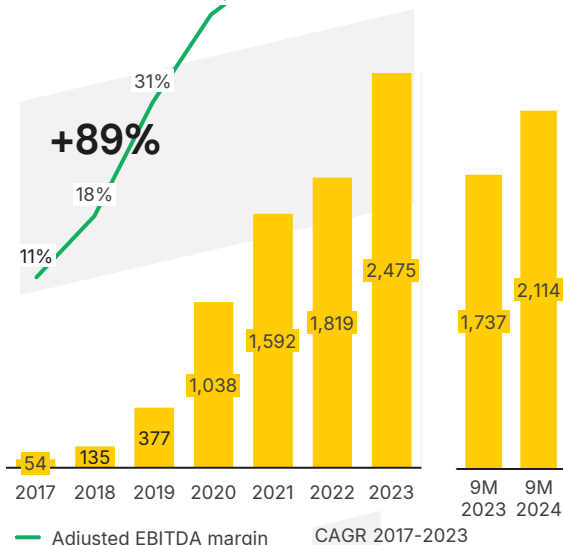
Revenue in Poland¹

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

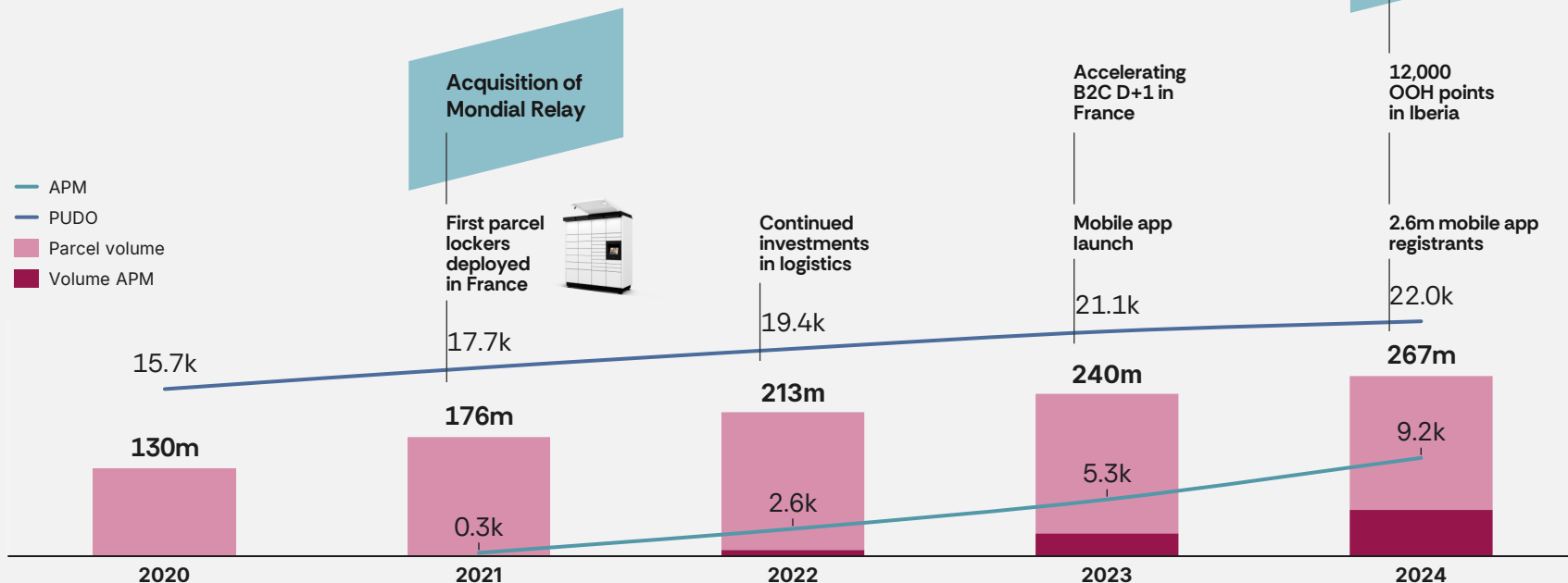
64%

of total InPost Group out-of-home points

Mondial Relay: the path forward since acquisition

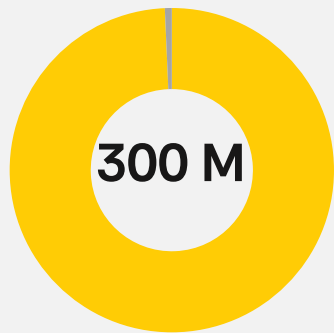


- APM
- PUDO
- Parcel volume
- Volume APM



Mondial Relay: an excellent platform for international expansion

InPost Volume 2020



Poland UK

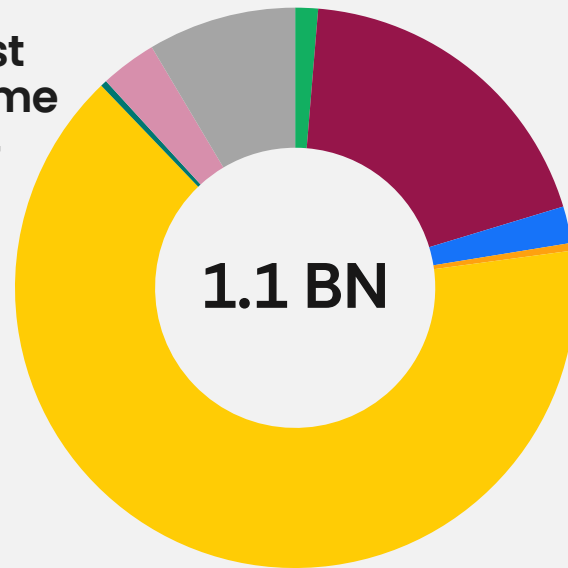
Mondial Relay acquisition mid 2021

3x volume increase in three years

26% B2C volume YoY in 2024

7x cross border markets

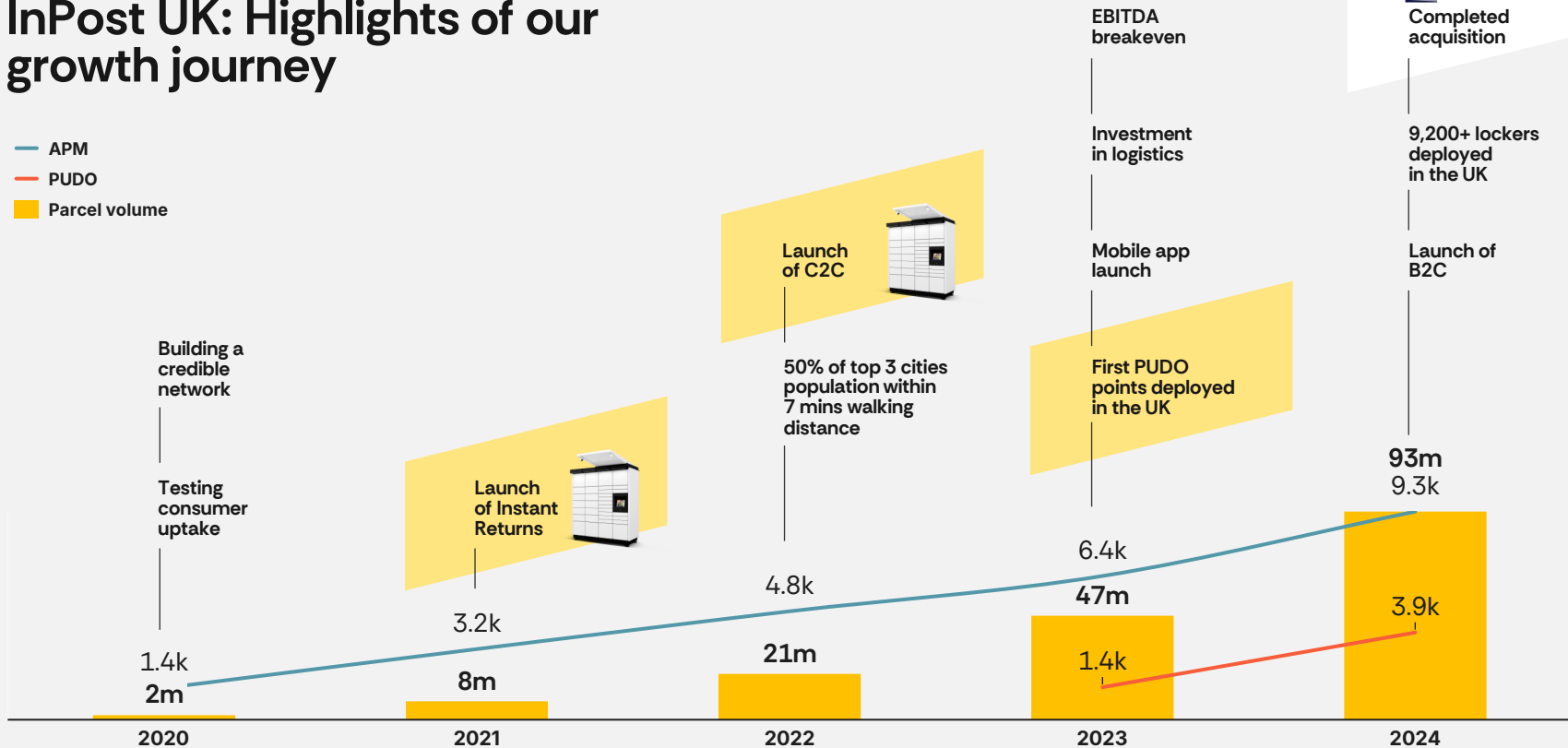
InPost Volume 2024



Belgium Italy Poland Spain
France Netherlands Portugal UK

InPost UK: Highlights of our growth journey

— APM
 — PUDO
 ■ Parcel volume



Menzies
 Completed acquisition

9,200+ lockers deployed in the UK

Launch of B2C

EBITDA breakeven

Investment in logistics

Mobile app launch

First PUDO points deployed in the UK

Launch of C2C

50% of top 3 cities population within 7 mins walking distance

Launch of Instant Returns

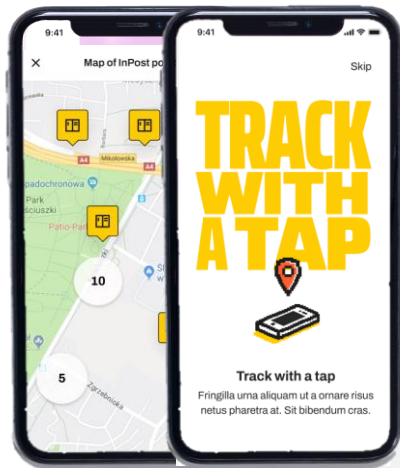
Building a credible network

Testing consumer uptake

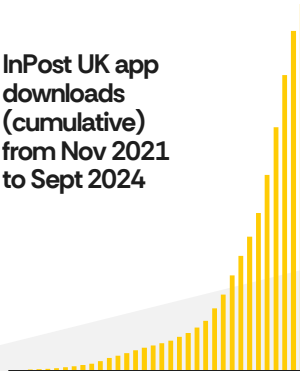
International

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

Meet us:

23 Jan 2025
Trigon Top Picks 2025, virtual

29 Jan 2025
Erste Conviction Equity
Investors Conference, London

For more info:
[Upcoming events](#)

