

InPost sustainability document

Who is InPost?

InPost offers an affordable and eco-friendly parcel locker service so people can collect, send and return parcels at a time which suits them, eliminating the need for door-to-door journeys and repeat deliveries.

We have already partnered with councils and businesses, from corner shops and petrol stations to rail operators and shopping centres, to install over 5,000 lockers across the UK. These lockers provide a straightforward solution for parcel delivery and collection, which can help keep costs low for both consumers and retailers while boosting footfall and improving sustainability in local areas.

As we look to grow our local network in the UK, here's how we're making a difference in local communities:

We're improving sustainability:

The convenient placement of our locker service means that deliveries are only required to a single location, rather than home to home.

This contributes to greener communities by reducing congestion and emissions:

- 97% less CO² emissions created by locker deliveries than door-to-door deliveries in the 'last mile' of logistics.¹
- 66% lower emissions per parcel across its entire route.²

Alongside our support of business and sustainability initiatives in local areas across the UK, we are proud to have ambitious, sustainability commitments for our global supply chain which are validated by Science Based Target initiative (SBTi). These include:

- 100% of in-house operations packaging will be made from recyclable materials by 2024.³
- Carbon neutrality by 2025.⁴
- From 2021 (base year), InPost commits to reducing its Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 42% by 2030.⁵
- Further declaration to be Net Zero in scopes 1,2 and 3 by 2040.⁶

¹ InPost's Introduction to ESG Strategy, p.5 and Sustainability Benefits statement via the planning permission document

² InPost's Introduction to ESG Strategy, p.5 and Sustainability Benefits statement via the planning permission document

³ Decarbonisation strategy for the InPost Group, p.2

⁴ Decarbonisation strategy for the InPost Group, p.2

⁵ Annual report p.78

⁶ Decarbonisation strategy for the InPost Group, p.2

We're delivering community and business benefits:

By placing lockers on the routes where people work, shop, and play, we encourage customers to make more out of their existing journeys by combining collecting parcels/making deliveries with typical errands, rather than making separate trips.⁷

This, in turn, is great for local enterprises as it drives customers to highstreets and shops, with 43% of InPost Locker users making purchases from local businesses.⁸

We know people want more lockers:

We are seeing more and more demand for our lockers, as outlined in our [2022 Annual Report](#):

- We served over 2 million individual customers in the UK in 2022, with 46% of these customers using the service more than once.⁹
- Customer volumes in Q4 2022 (peak season) were up by 22% year on year.¹⁰

Looking at the data, this is only going to grow. [The Active Last Mile](#), a survey commissioned by London's dedicated thinktank, Centre for London (CfL), highlighted the benefits of educating consumers on the greater environmental benefits of Out Of Home (OOH) deliveries. In this survey, 71% of people chose Click & Collect at checkout after being told about the environmental benefits of choosing it against home delivery.¹¹

To serve this demand, we are working to ensure all customers have access to a locker convenient to them. We endeavour to work closely with our landlords and local authorities to ensure all lockers are installed in the best possible place for everyone in the area. At present, 47% of the population in London, Manchester and Birmingham live within seven minutes walking distance to an InPost pick up point, and 22% of the total population of the UK live within a seven-minute walk.¹²

By increasing these figures, more customers will be able to access a locker for all their parcel needs, reducing emissions further across the chain and boosting more local areas.

⁷ Sustainability Benefits statement via planning permission doc

⁸ Web stats: <https://business.inpost.co.uk/host-a-locker/>

⁹ Annual report 2022, p.34

¹⁰ Annual report 2022, p.34

¹¹ Centre for London p.27

¹² Annual report p.33