

InPost Sustainability and Planning Policy Document

Executive Summary

InPost parcel delivery lockers are part of the UK's essential last-mile sustainable delivery infrastructure – directly supporting Government priorities and are a key component for good placemaking. InPost's parcel delivery lockers help to:

- Consolidate deliveries to a single parcel locker that would otherwise have been delivered to individual addresses, which has been recognised as an activity that significantly contributes to climate change mitigation¹
- Improve public services through providing an in-demand popular service
- Create community assets that stimulate local economies through incremental spending and through the generation of new revenue streams via land rental agreements.

Who is InPost?

InPost is the UK's leading provider of automated parcel delivery locker machines, with a UK wide network of 10,000+ lockers. Our affordable, self-service, 24/7 lockers enable residents to send, collect, and return parcels from our network of over 700 retailers, including Vinted, whom InPost has a partnership with. In 2024, we delivered 93.2 million parcels across the UK².

We partner with a wide range of public and private landowners to host InPost Lockers – from Local Authorities, Transport Operators, Supermarkets, Independent Retailers, Small Medium Enterprises, and Developers. Together, we host lockers in accessible, visible spaces, transforming unused areas into valuable amenities for the communities we serve.

¹ European Union (2020) EU taxonomy for sustainable activities Regulation, 2020/852.

² InPost Group (2025) 'InPost achieved new milestones across all core KPIs in 2024', Available online: <https://inpost.eu/sites/default/files/2025-03/InPost%20FY2024%20press%20release.pdf>

How InPost supports Government priorities

The Parcel Delivery Landscape

E-commerce now accounts for 30% of all retail UK sales³, projected to reach £472.47 billion by 2030⁴, a trend accelerated by the pandemic and sustained through digital adoption across all demographics.

While this growth brings consumer convenience, the final leg of delivery – known as the ‘last-mile’ – is putting pressure on our streets and wallets, if all deliveries continue to be delivered to door (i.e. home and work addresses), specifically:

- Road freight accounts for 33% of the UK’s overall transport emissions⁵, and as the demand for parcel delivery continues, with more vans on the road, emissions are expected to substantially rise if nothing changes.
- At the same time, more people are back in the office, making home deliveries more inconvenient and missed parcels more common – 33% of home deliveries are reported as damaged on customer doorsteps, while 36% of items are reported as stolen when left unattended⁶.

These converging challenges demand innovative parcel solutions that serve the public while supporting key policy priorities including **growing the economy**, **tackling the climate emergency** and **ensuring high-quality and sustainable public services** – creating an opportunity for transformative partnerships with InPost parcel lockers.

How InPost meets and supports Planning Policy

InPost parcel lockers support several objectives of national and local planning policies aimed at stimulating economic growth, creating well-designed places, and facilitating services that support the reduction of greenhouse gas emissions.

1. Building a strong and competitive economy

InPost is committed to stimulating economic growth, having announced a further £600 million investment until 2029 bringing our total UK investment to £1 billion – supporting up to 12,000 jobs⁷ while boosting national and regional logistics capabilities.

As a business, we also stimulate the local economy in several ways:

- **Competitive industry leading postage rates** – our latest service, **Send**, allows label-free parcel sending to any InPost locker or home-address from £1.99. This service offers substantial new business opportunities often for local small and medium businesses, such as Etsy sellers, offering a more convenient, efficient and cost-effective alternative to traditional services.
- **Increasing footfall and incremental spend** – The strategic integration of InPost Lockers at retail premises - from large supermarkets through to convenience stores, helps to attract new customers, with 98% of InPost users visiting a convenience store because of an InPost Locker⁸, and over half note that the

³ Centre for London (2022) ‘The Active Last Mile: How can we boost out-of-home deliveries?’. Available online: <https://centreforlondon.org/wp-content/uploads/2022/12/Centre-for-London-Active-Last-Mile.pdf>

⁴ Mordor Intelligence (2025) ‘UK E-Commerce Market Size and Share Analysis – Growth Trends and Forecasts (2025-2030)’, Available online: <https://www.mordorintelligence.com/industry-reports/united-kingdom-ecommerce-market>

⁵ Department for Transport (2024) Greenhouse gas emissions from transport in 2022. Available online: <https://www.gov.uk/government/statistics/transport-and-environment-statistics-2024/greenhouse-gas-emissions-from-transport-in-2022>

⁶ Retail Economics Report (2024) ‘Unlocking the Last Mile’. Available online: <https://www.retaileconomics.co.uk/retail-insights/thought-leadership-reports/thought-leadership-delivery-lockers-final-mile>

⁷ Prime Minister’s Office (2025) ‘UK and Poland to launch new defence and security treaty in Warsaw’, Available online: <https://www.gov.uk/government/news/uk-and-poland-to-launch-new-defence-and-security-treaty-in-warsaw#:~:text=To%20coincide%20with%20the%20Prime.up%20to%2012%2C000%20new%20jobs>

⁸ InPost UK (2024) Based on 2,097 InPost Locker user surveys at Convenience Store landlord-owned locations.

locker makes them more likely to return⁹. Meanwhile, nearly three in four people go into a nearby store before or after using an InPost Locker, with a third spending up to £15 during the visit¹⁰. This demonstrates that InPost Lockers help retailers attract new shoppers and drive footfall, but they also play an important role in boosting the local economy through increased store sales.

- **Providing businesses with new revenue streams** – In exchange for hosting a locker, InPost pays landlords guaranteed rent, transforming unused spaces to become a popular in-demand community asset that also provides a new additional income stream.

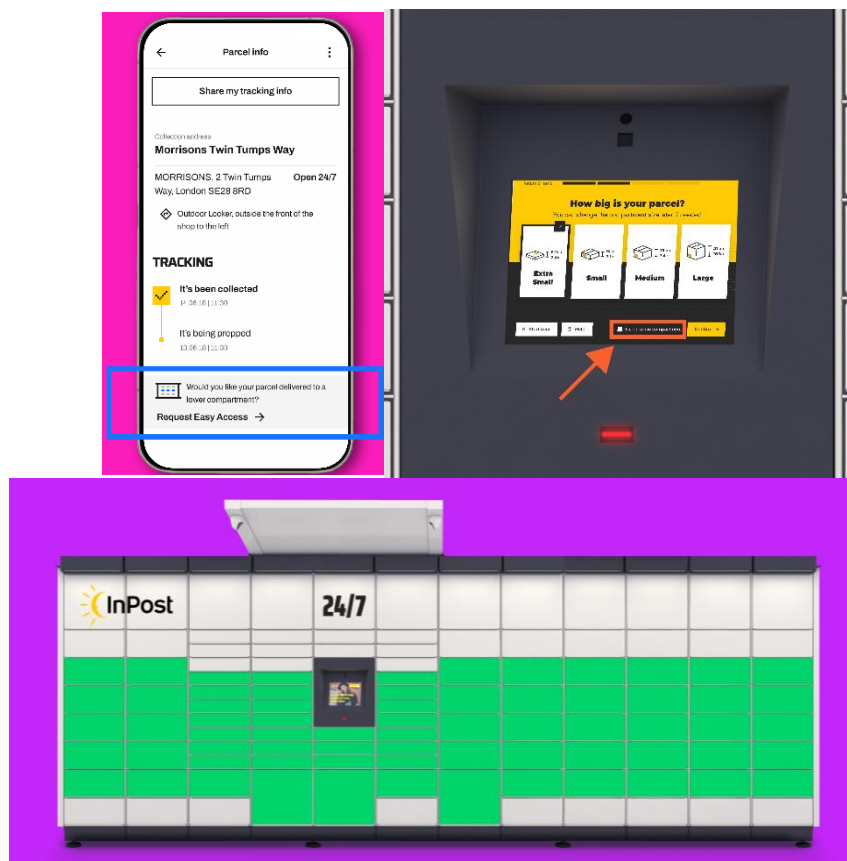
2. Delivering healthy, inclusive, safe and well-designed places

InPost Locker design

InPost Lockers are designed with safety and inclusivity in mind. All InPost Lockers are equipped with the following features as standard:

- CCTV and motion sensors to capture and record locker interactions
- Multiple compartment sizes to suit different needs
- “Easy Access” compartments designed to provide a more accessible experience for users, particularly those with mobility needs. Users can request an “Easy Access” compartment ahead of collecting or returning their parcel or simply click this option when using the parcel locker machine.

Figure 1: Easy Access compartments accessible features including in-app request, on locker display and highlighted compartments in green.



⁹Retail Economics Report (2024) 'Unlocking the Last Mile'. Available online: <https://www.retailerconomics.co.uk/retail-insights/thought-leadership-reports/thought-leadership-delivery-lockers-final-mile>

¹⁰ Retail Economics Report (2024) 'Unlocking the Last Mile'. Available online: <https://www.retailerconomics.co.uk/retail-insights/thought-leadership-reports/thought-leadership-delivery-lockers-final-mile>

To ensure users feel safe and comfortable to use InPost Lockers, lockers feature integrated LED lighting, recorded at 400 x 450 lux per metre, via a LED strip. The ambient lighting is compliant with lighting levels as laid out in Health, Safety, and Welfare Regulations 1992: Lighting at Work and the Workplace, which requires adequate lighting for the safety of users and operators, and do not exceed the baseline of street lighting columns.

As a commitment to smart energy management, InPost Lockers use energy-efficient LED fixtures, providing adequate illumination, while minimising light pollution to align with environmental best practices.

On average an InPost Locker consumed just 1.48kWh over 24 hours between May 2024 to April 2025 which powered the screen, as well as CCTV, ensuring that residents feel safe and can access this vital community service.

3. Reducing vehicle trips, impacts on the road network and promoting sustainable transport options

Consolidating deliveries and easing impact on the road network

Parcel locker machines have been recognised as an activity that can significantly contribute to climate change reduction through providing an alternative to consumers versus delivering to-door^{11,12}. By providing a central point for parcel collection, sending, and returns, parcel lockers can consolidate the number of deliveries that would otherwise have been delivered to individuals home or work addresses¹³.

Placement Principles

Ensuring InPost Lockers are conveniently placed, accessible to all, and work within the existing street-space to maximise the social and environmental benefits InPost delivers is an utmost priority.

In collaboration with our landlord partners, we have developed a series of Placement Principles to help aid with the selection of suitable locations per location type e.g., forecourts, train stations, groceries, supermarkets, and car parks. The Placement Principles consider both the safety of users and the surrounding community, such as lighting.

4. Delivering reductions in greenhouse gas emissions

InPost is on a mission to reduce carbon emissions in the logistics industry, with the objective of reaching net zero by 2040¹⁴. Our business is fundamentally designed to provide convenient and accessible services while consolidating delivery operations through the strategic placement of parcel lockers.

By positioning lockers at key locations where people naturally work, shop, commute, or spend leisure time, we encourage customers to integrate parcel collection and returns into their existing journeys. This approach helps to reduce the need for separate trips, as customers can combine parcel activities with their regular errands and daily routines. For example, in a 2025 survey with UK users, 62% of users collecting parcels collected them as part of another journey, such as shopping¹⁵.

¹¹ Centre for London (2022) The Active Last Mile: How can we boost out-of-home deliveries? <https://centreforlondon.org/wp-content/uploads/2022/12/Centre-for-London-Active-Last-Mile.pdf>

¹² European Union (2020) EU taxonomy for sustainable activities Regulation, 2020/852.

¹³ Centre for London (2022) The Active Last Mile: How can we boost out-of-home deliveries? <https://centreforlondon.org/wp-content/uploads/2022/12/Centre-for-London-Active-Last-Mile.pdf>

¹⁴ InPost Group (2021) Sustainability Strategy 2021-2026. Available online: <https://inpost.eu/sustainability/our-sustainability-strategy#:~:text=Our%20goals%3A&text=We%20commit%20to%20reducing%20absolute,be%20made%20from%20recyclable%20materials>

¹⁵ InPost UK (2025) UK Collect Survey Results from 12/06/2025 to 31/07/2025. Number of responses = 5,383 respondents.

We have seen very encouraging carbon emission reductions from our operations in our largest parcel locker market, Poland. Our data demonstrates that when delivering to an InPost Locker versus to-door, each parcel can save 305g of CO₂ equivalent – representing an 81% reduction in carbon emissions per delivery¹⁶.

We fully understand our role in the face of the climate crisis, and the actions we have implemented – the development of a Decarbonisation Strategy for the entire InPost Group in line with the Paris Agreement and the approval of reduction targets by the Science Based Targets initiative – are a natural consequence of our adopted ESG Strategy, to which we devote significant effort.

We commit to:

- Reduce absolute Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 from the 2021 base year.
- Commit that 69% of our suppliers by emissions covering the categories of purchased goods and services, capital goods, and upstream transportation and distribution, will have science-based targets by 2027. Reach net-zero greenhouse gas emissions across the value chain by 2040.
- Reduce absolute Scope 1 and Scope 2 greenhouse gas emissions by 95% by 2040, compared to a 2021 base year.
- Reduce absolute Scope 3 greenhouse gas emissions by 90% by 2040 from a 2021 base year.

Our commitments to Sustainability have been recognised publicly, having been ranked as 205th in the TIME's World's Most Sustainable Companies 2025¹⁷ – a clear testament to the strength and effectiveness of our Sustainability Strategy and actions.

Conclusion

The strategic siting of InPost Lockers delivers multiple direct benefits for local communities, businesses, economies, and the environment. Our progressive infrastructure approach:

- Reduces environmental impact by consolidating deliveries versus to-door
- Contributes to economic vitality by creating increased opportunities for local businesses and encouraging localised spending within communities.
- Enhances service accessibility by providing residents with convenient, 24/7 access to parcel services at locations integrated into their daily routines.

The InPost parcel locker network therefore represents a compelling opportunity to support infrastructure that delivers tangible economic, social, and environmental benefits to local communities and businesses, while simultaneously advancing core planning objectives.

Our network directly aligns with and is supported by national and local planning policies that seek to achieve sustainable development. This includes supporting the economic objective of fostering growth, innovation, and improved productivity; the social objective of ensuring accessible services for all residents; and the environmental objective of reducing carbon emissions and promoting sustainable transport solutions.

¹⁶ Average Carbon Footprint per Parcel in [g CO₂e], Whole Route, Poland 2024, WTW, paMile, InPost Group Integrated Annual Report (2024)
Average Carbon Footprint per Parcel in [g CO₂e] Whole Route, Poland 2024, WTW. Page 95 Available online:

<https://inpost.eu/sites/default/files/2025-03/InPost%20Raport%202024s.p> <https://inpost.eu/sites/default/files/2025-03/InPost%20Raport%202024s.pdf>

¹⁷ TIME (2025) 'World's most sustainable companies of 2025', Available online: <https://time.com/collection/worlds-most-sustainable-companies-2025/>

In this respect, the InPost Locker network makes a significant contribution to the fundamental purpose of achieving sustainable development across all three pillars of sustainability (economic, social and environmental).