

## Press Release

# **Only a third of people never send parcels, demand for the service is growing. GLS further simplifies parcel sending via parcel lockers – now possible without a label**

**Prague, 8 September 2025 – Interest in sending parcels between individuals continues to grow, with only 29% of people never sending a parcel at all. One in ten people send parcels several times a month. Direct shipping from parcel locker to locker, to a pick-up point, or to an address is also becoming increasingly popular. GLS is now further improving this service: parcels can be sent via a parcel locker even without printing a delivery label.**

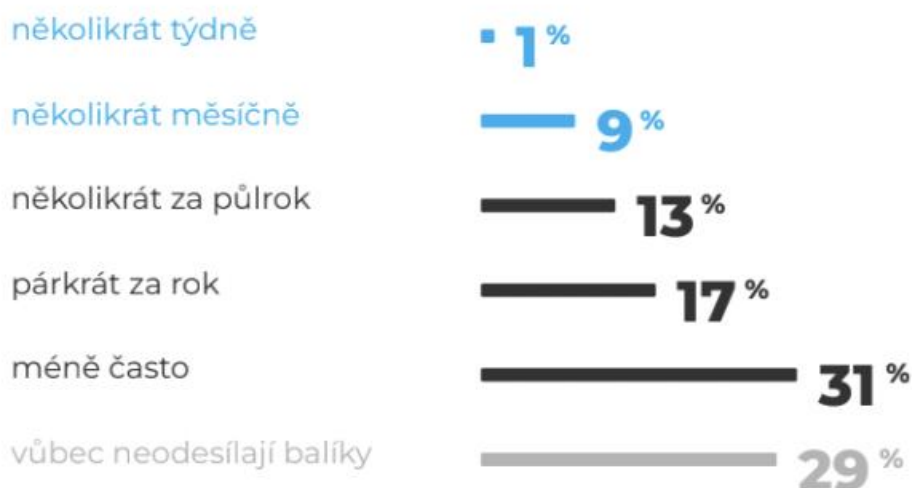
A renaissance of direct parcel sending between individuals is underway. Fewer than one third (29%) of people never send parcels. Every tenth person, on the other hand, sends packages several times a month. "There are several factors behind the growing interest in parcel sending. Young people in particular like to use the option of quickly reselling unused clothing and other products. Popularity is also driven by simplicity – a parcel can be easily sent from a pick-up point or locker and conveniently collected from a locker," explains Petr Pěcha, Managing Director of GLS in the Czech Republic.

According to a Behavior survey for GLS, women, people aged 25–34, and those with higher education send parcels more frequently. Around 40% of people send at least several parcels per year, while another 31% send less often.

For some time, GLS has offered the option to send parcels directly via a pick-up point or locker in addition to courier services. The company is now simplifying the process further: when sending from a locker, it is no longer necessary to print a delivery label. Instead, customers can generate a PIN code in the mobile app, which is then used to insert the parcel into the locker. The price for sending a parcel from locker to locker starts at CZK 69.

"We are significantly expanding our network of parcel lockers. We already operate more than 1,200 of our own lockers and plan to strengthen the network further. Together with municipalities and the public, we are continuously looking for suitable new locations. We see particularly strong demand from smaller towns and villages where lockers are still missing," adds Petr Pěcha.

## Jak často odesílají nějaký balík?



*The chart in the image illustrates the frequency of sending parcels. Several times a week was selected by 1% of respondents, while an increase to 9% is seen for the "several times a month" response. Interestingly, 29% of respondents do not send parcels at all.*

Simpler parcel sending is also a response to customers' expectations regarding delivery speed. The vast majority of people (84%) expect to receive a parcel no later than three days after ordering. Of these, 31% want their parcel the following day, and 6% even expect same-day delivery. "The pressure for faster delivery will continue to intensify. Parcel lockers help in terms of both speed and simplicity. At the same time, however, home delivery will remain an important option, as it continues to be the primary way many customers receive their parcels. That's why we are not only expanding lockers but will also keep improving delivery to addresses," concluded Petr Pěcha.

Half of the population receives parcels several times a month, with 5% receiving them several times a week. Only 8% of people do not receive any parcels at all, according to a survey conducted in the first quarter by Behavio on a sample of 1,000 respondents. Parcel lockers are becoming the most popular delivery method, with only a quarter of people not using them at all. These are most often seniors and residents of smaller municipalities with fewer than 10,000 inhabitants.

GLS is one of the leading delivery providers on the Czech market. Last year, the company increased the number of parcels transported by 15%. It is investing heavily in expanding its delivery network and now operates more than 1,200 of its own lockers, making it one of the largest locker networks in the Czech Republic. In total, GLS delivers to 5,300 pick-up points across the country.

**About GLS Group**

GLS Group is a leading provider of international parcel services. The company offers reliable, high-quality parcel services complemented by freight and express solutions across 50 countries. Thanks to its extensive international network and strong local market expertise, customers can expect seamless, flexible, and personal services throughout Europe and beyond. GLS also operates wholly owned subsidiaries in Canada and on the U.S. West Coast. The GLS network consists of 120 central and regional hubs and 1,650 depots, employing approximately 23,000 people. In addition to home delivery, GLS provides access to over 110,000 pick-up points and 20,000 lockers. In the 2024/25 financial year, GLS achieved revenues of GBP 4.9 billion and delivered 926 million parcels.