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Press release

GLS already has 5,000 Szybka Paczka points across Poland

The GLS Szybka Paczka network has just surpassed 5,000 points across Poland. Parcels with the GLS label can be picked up at popular hypermarkets, as well as at many local stores and service points. However, this is not the end - further openings of points in well-known chains are coming soon.

More than 5,000 Szybka Paczka points across the country are the result of a quick response by GLS, one of the leaders of the logistics market in Poland, to the changing needs of customers.

- "The success of Szybka Paczka is more than 10 years of consistent action. Throughout this time we have been analyzing customer behavior related to, among other things, the development of e-commerce and, more recently, the pandemic, responding to it and introducing new services. All this further increases the popularity of Szybka Paczka points" - says Sebastian Mazurowski, Szybka Paczka Network Development Manager.

12 years of dynamic development

Szybka Paczka was launched in May 2010, when the first GLS partner point was launched in Poznań on the Bolesława Śmiały housing estate in a local photocopy shop.

- "We saw the need to develop a new service for individual customers. In their case, courier delivery was not always the best solution. They were away from their place of residence during the day and could not pick up the package. So we started working on an alternative that would allow them to pick up the parcel after work, on their way home" - says Jacek Ciesielski of GLS Poland, who was the project manager of Szybka Paczka for 10 years and implemented the solution on the Polish market. The Szybka Paczka scheme was based on solutions adopted from Germany, where the Parcel Shop network operated.

At first, Szybka Paczka points were located in local service points and stores. Later, efforts were launched to open Szybka Paczka points in small retail chains, and over time - in larger and larger ones. In December 2012, the possibility of delivering a parcel to a point designated by the customer was launched, as well as additionally the option to return goods purchased online. Two years later, **FlexDeliveryService** was introduced, allowing the recipient to, among other things, redirect the package to any Szybka Paczka. - This was born out of a conscious need of customers who, due to their mobile lifestyles, simply could not pick up their parcels and, even at the delivery

stage, were changing the place of collection - from their home address to a Fast Parcel point, adds Jacek Ciesielski.

The year 2019 saw the opening, in the Oświecenia housing estate in Poznań, of the company's first Szybka Paczka point. A year later, it was also joined by a company point in Cracow.

Partnership with well-known chains

A breakthrough for the development of Szybka Paczka was the addition to the network of nearly 1,300 sending and receiving points located in well-known hypermarkets and stores such as Auchan, Carrefour, Lewiatan, ABC and Martes Sport. Other important partners of Szybka Paczka have become such brands as Kolporter (500 press showrooms throughout Poland) Smyk, Bonito, Dealz, Stokrotka, Delikatesy Centrum (more than 700 locations) and Duży Ben (260 points).

- *"The popularity of Szybka Paczka makes us work even harder to develop this form of sending and receiving. We plan to further increase the number of points, expand the network to include local businesses, as well as launch Fast Parcel points in new store chains"* - says Sebastian Mazurowski.

E-commerce development drives GLS network growth

GLS adapts the Szybka Paczka network on an ongoing basis to changing conditions and customer expectations. One of them was the introduction in 2021 of the possibility to pick up a parcel using a PIN code (previously the recipient had to show an ID card).

- *"The time of the pandemic was at the same time a time of e-commerce and home office development. Now that hybrid work has become popular and we have become even more mobile, interest in Fast Parcel points located close to homes and workplaces has increased"* - emphasizes Sebastian Mazurowski. For GLS, he adds, the basis of operations continues to be sending and receiving points in local stores and service outlets.

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About GLS Group

GLS Group is one of the largest independent courier service providers in Europe, with a developed active presence in almost all countries on the continent. Through a network of subsidiaries, it also operates in Canada and on the West Coast of the United States. Every day, this allows GLS to efficiently deliver millions of packages and related stories to customers and communities. GLS manages its network proactively - it connects the markets it operates in a flexible and agile manner, responding to their rapid changes and dynamics. The company is proud to provide its customers with high-quality services in more than 40 countries. The GLS network consists of more than 120 distribution centers, more than 1,600 branches, 37,000 vehicles responsible for the final stage of delivery and 4,500 line cars. This guarantees excellent flexibility and increased coverage. In 2021/22, GLS Group generated record revenues of €5 billion, delivering 870 million parcels in all markets served. For more information, visit [glS-group.com](https://www.gls-group.com).