

Press Release

GLS has doubled its network of pickup points and parcel lockers across Europe

Prague, 12 February – GLS has become one of the fastest-growing companies in Europe in building a network of pickup points and parcel lockers. Over the past two years, the company has nearly doubled its network.

- Over the last two years, GLS's network of pickup points and parcel lockers in Europe has grown from 70,000 to 130,000 locations
- 29% of parcels sent from online stores to end customers are delivered to pickup points and parcel lockers; the parcel volume has doubled year-on-year
- Growth is driven by expansion in Germany, Italy, the Czech Republic, and Poland
- Over the past two years, GLS has expanded its parcel locker network sixfold and will continue its expansion this year
- By 2030 at the latest, GLS aims to operate 30,000 of its own parcel lockers

If you want this adapted into a press release style, headline + lead, or more marketing-oriented wording, let me know.

GLS, a leading logistics group operating in Europe and North America, continued the significant expansion of its network of pickup points and parcel lockers last year. Over the past two years, the company has expanded its network from 70,000 to 130,000 locations. The network's growth was also reflected in strong operations in the final two months of the year, when the volume of parcels delivered to lockers increased by 43% year on year.

"Our network of pickup points and parcel lockers has nearly doubled over the past two years, underlining a major shift in customers' delivery preferences," said Johan Holstein, Director of Digitalization and Last-Mile Delivery at GLS Group. "This places the GLS network among the fastest-growing in Europe. As demand continues to rise, we will keep expanding—but not indiscriminately. Instead, we focus on strategic locations to build a network that fully reflects customers' expectations for quality and accessibility. By 2030, we aim to operate at least 30,000 of our own strategically located parcel lockers," he added.

The expansion is supported by strong growth across multiple markets. Nearly 29% of all parcels shipped from e-shops to end customers are now delivered to pickup points, with the volume of such parcels doubling over the past year. This trend is particularly evident in the German, Polish, and Czech markets.

Of the total 130,000 pickup points and lockers, around 100,000 are partner-operated pickup points, while 30,000 are lockers, either owned or operated in partnership. The pickup-point network is especially strong in Italy, Denmark, and Spain. Changes in customer behavior are also driving network expansion beyond GLS itself—for example at its sister company Royal Mail in the UK. Royal Mail has increased the number of its own lockers and pickup points by 80%,

building the strongest network in Britain with more than 25,000 pickup points and lockers. Its ambition is to reach 45,000 Royal Mail pickup points by 2030.

Home delivery nevertheless remains one of the core pillars of GLS's service offering, including premium options such as real-time courier tracking and easy parcel redirection.

Rapid expansion in the Czech Republic

GLS is also rapidly building its network of pickup points and parcel lockers in the Czech Republic. While it operated just 250 of its own lockers two years ago, the number has now risen to 1,600.

"Our immediate goal by March is to reach 2,000 lockers—but that won't be the final number. We will continue installing lockers as long as customers want them and as long as they are economically viable. Another trend will be further interconnection of networks with other carriers, which we began last year. All of this is done in close cooperation with municipalities and the public, and with respect for public space," adds Petr Pěcha, Director of GLS Czech Republic.

The development of the parcel locker network will continue this year as well. "The recently concluded record-breaking Christmas season clearly showed that lockers have become the most popular delivery method. Thanks in part to significant investments in the locker network, customer satisfaction is rising and the number of redirected parcels has dropped to a minimum. We will continue expanding the network this year," he adds.

Customers most often cite 24/7 parcel pickup (66%) as the main advantage of lockers, followed by accessibility (12%) and faster pickup without waiting in line (12%). Thanks to these benefits, more than half of all Christmas parcels this year were delivered to lockers.

Together with pickup points and shared lockers operated by other companies, GLS currently delivers to more than 6,500 locations in the Czech Republic. Nevertheless, the company continues to emphasize home delivery as well. "Although lockers are the most popular delivery option, delivery to customers' homes or workplaces will remain an integral part of our services, which we will continue to develop," Petr Pěcha concludes.

About GLS Group

GLS Group is one of the largest parcel service providers in Europe, with a strong presence in nearly all European countries. GLS also operates through wholly owned subsidiaries in Canada and on the west coast of the United States. The company provides its services to customers in more than 50 countries. The GLS network consists of 120 central and regional hubs and more than 1,600 depots, served by over 36,700 delivery vans and 6,400 trucks. In addition to home delivery, GLS delivers parcels to approximately 100,000 pickup points and 30,000 parcel lockers. In fiscal year 2024/25, GLS achieved revenues of €5.9 billion and delivered 926 million parcels.