

Press Release

Satisfaction with the number of parcel lockers is high, 19% of people want more. They are missing mainly in small municipalities, expansion will continue

Prague, January 8 – The boom of the parcel locker network will continue this year as well. Most households believe that the number of lockers in their municipality is ideal, although one fifth of people would welcome even more lockers. GLS will continue building its own network, as well as interconnecting networks with other carriers. 63 % lidí považuje počet boxů v jejich obci za dostačující

- **63% of people consider the number of lockers in their municipality sufficient**
- **19% want more lockers; in small municipalities this is as many as 40% of people**
- **58% of households have a parcel locker within 5 minutes of home or work**
- **GLS expanded its locker network sixfold in two years and will continue expanding this year**
- **Lockers are installed in cooperation with municipalities and the public, with respect for public space**

The development of the parcel locker network will continue this year.

"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 increasing and the number of redirected parcels is dropping to a minimum. We will continue expanding the network this year as well," says Petr Pěcha, Managing Director of GLS in the Czech Republic.

In small municipalities, up to 40% of people want more lockers

According to a recent Ipsos survey conducted for GLS, 63% of people are satisfied with the number of parcel lockers in their municipality. Nearly one fifth (19%) would welcome further expansion of the network.

Demand for expansion is highest among households in smaller municipalities; satisfaction with the number of lockers increases with municipality size. While 39% of residents in municipalities with up to 1,000 inhabitants would welcome more lockers, in municipalities of up to 5,000 inhabitants this drops to 24%. In large cities with more than 100,000 inhabitants, only 10% of respondents want more lockers.

The greatest demand for additional lockers is in the Karlovy Vary Region and the Vysočina Region, where nearly 30% of people would welcome more. Conversely, lockers are least lacking in Prague and the Ústí nad Labem Region (below 10%).

"We currently have around 1,600 lockers, and our nearest goal is to reach 2,000 lockers by March. But this will not be the final number. We will continue building lockers as long as people want them and as long as they are economically viable. Another trend will be further interconnection of networks with other carriers, which we already started last year. All of this will be done in close cooperation with municipalities and the public, and with respect for public space," Petr Pěcha added.

The ideal locker? Within 5 minutes on foot or by car

The goal is for households to have the nearest parcel locker within 5 minutes' walk or drive from home or work. According to an Instant Research survey, 58% of people are currently in this situation, and another 27% have a locker within 10 minutes. Only 3% of people are more than 20 minutes away from the nearest locker. While nearly 70% of people in large cities have lockers within 5 minutes, this is true for only 43% of people in small municipalities.

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

Together with pickup points and shared lockers of other companies, GLS currently delivers to more than 6,500 locations, while continuing to place strong emphasis on home delivery.

"Although lockers are the most popular delivery method, delivery to customers' homes or workplaces will remain an integral part of our services, which we will continue to develop," Petr Pěcha concluded.

The survey was conducted by GLS in cooperation with Ipsos during the pre-Christmas season on a sample of 1,046 respondents from across the Czech Republic. Data collection was carried out via the Instant Research application by Ipsos.

About GLS Group

GLS Group is one of the largest parcel carriers in Europe, with a strong presence in nearly all countries on the continent. GLS also operates through wholly owned subsidiaries in Canada and on the west coast of the USA. It provides services to customers in more than 50 countries.

The GLS network consists of 120 central and regional hubs and more than 1,600 depots, operated by over 36,700 vans and 6,400 trucks. In addition to home delivery, GLS delivers parcels to more than 110,000 pickup points and 20,000 lockers. In fiscal year 2024/25, GLS achieved a turnover of €5.9 billion and delivered 926 million parcels.