

# Retailer experience with Consolidated Urban Logistics Transport

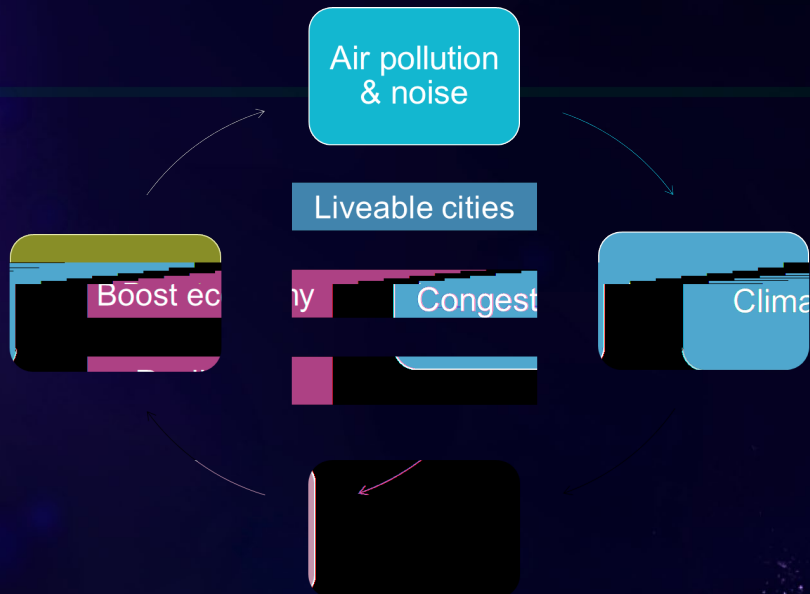
IPIC Athens – June 2023  
Hans Schurmans



# Overarching principle for Greening Urban Deliveries

- Freight flows consolidation strategies
  - Consolidation centres/hubs & micro-hubs
  - Decoupling transport and delivery (Pick up points, lockers)
- Flexible time and off peak and night deliveries
- Worker's welfare, safety and skills

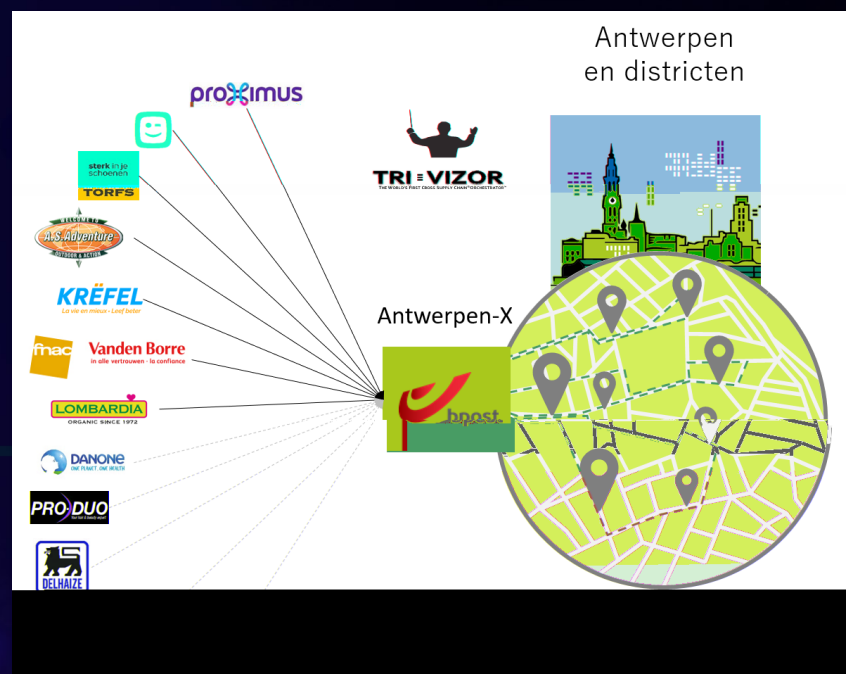
1. Zero Emissions delivery solutions (beyond vehicles) need to be competitive in costs to be sustainable in time
2. Consolidation and sharing must be the norm for urban freight and logistics.
  - Support and implement physical internet concepts;
  - Development and application of new models of collaboration addressing different flows, B2B & B2C hybridization, multi-industries reverse flows.
  - Companies' leadership and public support (e.g., easing implementation, incentives, access regulations) are essential to implementing these models.
  - Consolidation centres are needed to shorten last mile delivery distances, enable consolidation and the use of low/zero emissions vehicles.
3. Decoupling transport and delivery operations
  - Parcel lockers, pickup points and other unattended delivery solutions will play a central role.
  - Make use of off-peak deliveries as much as possible
4. Possibly, limiting quick delivery to only strict necessary goods
5. Fragmentation of flows (e-commerce) and the need to transition to zero emission modes may boost the need for consolidation and decoupling transport and delivery.
6. Training of drivers and ensuring responsible labour conditions are essential to ensure eco driving and safe operations improve the environment, health and safety of citizens and workers





# Greening outbound transport

## Consolidating retail and e-commerce deliveries



Quasi 100% emission free Collaborative Urban Logistics & Transport in Antwerp and soon in Brussels

## Greening last-mile delivery



50% CO<sub>2</sub>e emissions reduction by 2025 and 100% by 2030

# E-commerce → *education via web shop*

June '21



October '21

Delivery

✓ — 3 — 4

How would you like to receive your order?

☐ Home delivery  
We bring you the package at home  
2 - 3 business days

☒ Relay pickup **Eco choice**  
Select a pick up point and collect your package whenever it suits you  
2 - 3 business days

Your delivery

1 — 2 — 3 — 4

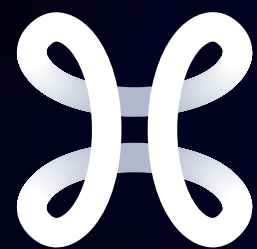
How would you like to receive your order?

☐ Relay pickup **Eco choice**  
Select one of your Pick up point and get your package whenever it suits you  
2 - 3 business days

☐ Home delivery  
We bring you the package at home  
1 business days

45% Pick-up deliveries

Towards customer nudging by rewarding green delivery options



**proximus**