

Smart urban delivery

by  dpdgroup



How is DPDgroup making a difference?

We are attentive to the needs of each city and gear our offering of micro-depots and alternative fleet accordingly

- > We **engage with local authorities** to anticipate and react quickly to new requirements and legislation.
- > We set up **micro-depots** and **urban depots** close to high-density areas.
- > Our alternative, low-emission delivery fleet relies on natural gas, electric vehicles, cargocycles and bikes.
- > We continuously strive to minimise the environmental footprint of our fleet on exhaust emissions and pollutants, by using the latest Euro Standard and deploying the latest technology vehicles. On top of that, we compensate all remaining carbon emissions through our multiple offsetting programmes. We therefore make every parcel we deliver carbon neutral at no extra cost for our customers.

Between 2013-2017, we reduced our CO₂ emissions by 16% per parcel.

With **smart** urban delivery, we offer innovative solutions, bringing delivery closer to customers

- > By listening to our customers, we continually innovate, providing sustainable solutions.
- > Our two signature services:
 - **Predict** gives recipients an advanced, 1-hour time slot notification and the opportunity to reschedule. Increased successful deliveries have allowed for a 4%* decrease in CO₂ emissions.
 - **Pickup** offers customers 32,000 out-of-home, delivery points in 26 European countries, with nearly 95%, within 15 minutes from recipients' homes. Consolidating to single points has lowered our CO₂ footprint as 70% of recipients collect parcels on foot, by bike or 10% by public transport.

*Compared to standard B2C last mile deliveries – study by ECOFYS, December 2017

Why is Smart urban delivery the way forward?



- > **City populations are growing.** Over 73% of Europe's inhabitants live in cities
- > **E-commerce is exploding.** Parcel volumes are expected to double by 2025, increasing delivery traffic in city centres
- > **Urban centres** are becoming increasingly congested and polluted, as urban mobility accounts for 40% of all CO₂ emissions of road transport
- > **To meet these challenges,** DPDgroup has developed a range of innovative, user-focused delivery solutions

DPDgroup we take a more **personal approach** to parcel delivery in Europe and beyond

Every day, our 68,000 experts deliver more than 4.8 million parcels across 230 countries. As a responsible company and signatory member in the United Nations Global Compact*, we are aware of our environmental footprint and are committed to improving how we operate, focusing on areas where we can have a direct, positive impact.

*The United Nations Global Compact is a voluntary initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation.



 dpdgroup

Parcel delivery network of 

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