

## CHAPTER 2: LMD logistics operations and impacts

### UNIT 5: Environmental and Social Impact of LMD Logistics

#### Capsule 2.5.4

#### Reverse logistics environmental impacts



**To be done prior to this capsule:**

The learners should already have knowledge about Reverse Logistics, therefore it should be done after 2.5.3.

**Capsule linked with:**

Link with the topics of capsules 2.5.1., 2.5.2., 2.5.3., and 2.5.5.

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# Objectives of the Capsule

A professional from a retailer company will present the environmental impacts of their retail returns and the sustainable strategies they have put into place.

| Category | Conference proposal | EQF |   |   |
|----------|---------------------|-----|---|---|
|          |                     | 4   | 5 | 6 |
|          |                     |     | X | X |

|                    |    |
|--------------------|----|
| Exercises included | NO |
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|                        |            |
|------------------------|------------|
| Effort for the capsule | 45 Minutes |
|------------------------|------------|

# Content of the Capsule

1. Presentation of the company and its sector of activities
2. Explanation of the company's environmental impacts derived from returns
3. Explanation of the company's challenges regarding reverse logistics
4. Description of the company's returns strategy

# Instructions

In order to best prepare this conference, the professional or expert who would be invited to present his or her company and its scope of intervention must correspond to the profile below:

- Retailer company offering e-commerce with a returns management system in place
- Research or expert who can describe one or more case studies of companies managing their returns.

# Instructions - preparations

The teachers/professors will prepare the conference with some key aspects to cover during the discussion:

- Presentation of the company
- Presentation of the increased transport emissions due to reverse logistics (It is estimated that returned goods in the US create over 15 million metric tons of CO2 emissions annually — roughly the same output as three million cars <https://amplifierlab.io/waste-and-returns-in-the-last-mile/> (website in EN))
- Explanation of the company's challenges regarding reverse logistics
- Description of the company's returns strategy

## Instructions – list of potential experts

You will find below a list of enterprises that may be willing to free one of their experts in order to introduce students to their expertise and future operations. It is important to link the environments of work and education to best prepare the experts of tomorrow.

Company profiles best adapted for this conference on the environmental impacts of reverse logistics:

- E-Commerce companies  
(i.e.: Amazon, Zalando, etc.)
- Fashion retailers/ shops who operate online  
(i.e.: Inditex, H&M, etc.)
- Research or consultancy companies who have analysed the topic and can share the case studies of the companies they know about

## Conference, interview - Source 1

There is an online roundtable about the topic that could be watched by the organisers of the conference. It is not for the students.



Source (video in EN): Reducing Your Environmental Impact with Returns Technology by Coresight Research:  
<https://youtu.be/tcPItiA29VA>

