

## Practical activity #1 - ANSWERS

### Chapter 1

#### Student EQF level: 4

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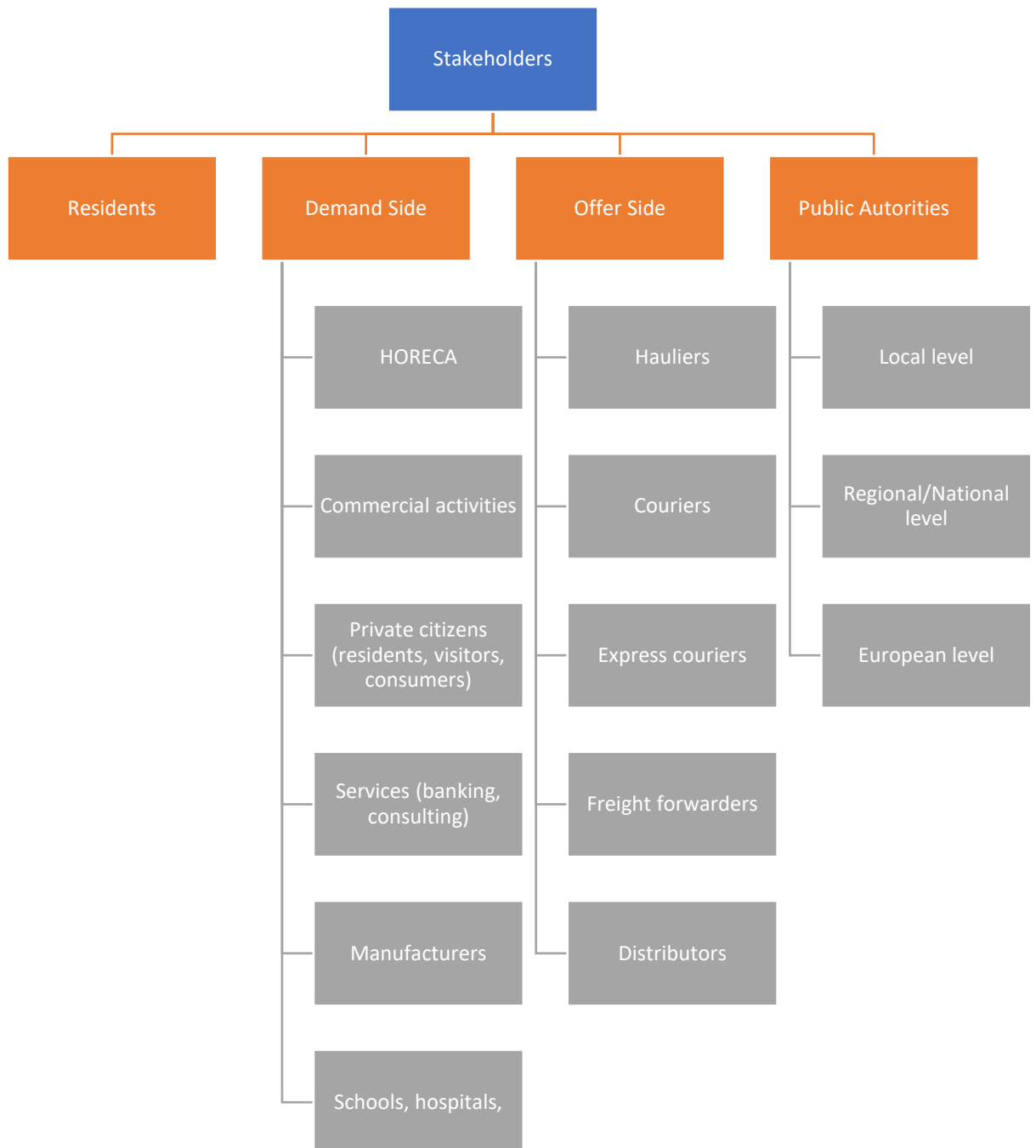
### Sources for the practical exercise

- 1.1.1 The stakeholders of the Urban Logistics
- 1.2.2 Supply Chain actors
- 1.2.3 Public authorities
- 1.2.4 Demand side actors
- 1.2.5 Environmental regulation bodies
- 1.3.1 Different types of products and flows
- 1.3.2 Express, courier and postal services
- 1.3.3 Retail outlets distribution
- 1.3.4 Hotel, restaurant, and catering services
- 1.3.5 Waste management
- 1.3.6 Construction and road services

### Answers

#### Exercise 1: STAKEHOLDERS CONCEPTUAL SCHEME

- There is one stakeholder that it is part of the demand side, but also a main stakeholder. Do you have it included? [Resident](#)
- The European Parliament and the European Commission, apart from environmental regulation bodies, what kind of stakeholders are? [Public Authorities](#)
- In capsules 1.2.3 and 1.2.5, there are three level of a main stakeholder. Which are? Three level of public authorities: [local level](#); [regional/state level](#); [European level](#)
- Hospitality Restaurants and Catering activities, to which stakeholder does it belong? [Demand side](#)
- Together with HORECA ; which other sub category of stakeholders you will include in the conceptual scheme? [Commercial activities](#); [private citizens](#); [services](#); [manufacturers](#); [schools and hospitals...](#)
- There are different sub actors moving goods. Do you have them included? [In the offer side there are: hauliers, couriers, express couriers, freight forwarders, distributors](#)



## Exercise 2: STAKEHOLDERS AND PRODUCTS

Products are: 1) Mail & packages; 2) Retail products; 3) Catering products; 4) Waste; 5) Construction works materials

STAKEHOLDER	PRODUCT FLOW GENERATED REGULARLY	PRODUCT FLOW GENERATED SPORADICALLY
Public Authority, such as a municipality	Mail & packages Construction works materials Waste	Catering products
Resident	Waste Mail & packages* Retail products* Catering products*	Construction works materials Mail & packages* Retail products* Catering products*
Restaurant	Catering products Waste Mail & packages**	Mail & packages** Construction works materials
Hotel	Catering products Waste	Retail products Construction works materials Mail & packages
Supermarket	Catering products Retail products Waste Mail & packages***	Construction works materials
Bank	Mail & packages Waste	Construction works materials
Clothing store	Retail products Mail & packages Waste	Construction works materials
School	Catering products Waste Mail & packages	Construction works materials
Hospital	Catering products Waste Mail & packages	Construction works materials
Manufacturer	Mail & packages Catering products Waste	Construction works materials

\* It will depend on the online purchase habits could have

\*\* It will depend on whether there is a take way or delivery service

\*\*\* It will depend on whether there is a home delivery

**Exercise 3: STAKEHOLDERS AND PRODUCT FLOWS**

Products are: 1) Mail & packages; 2) Retail products; 3) Catering products; 4) Waste; 5) Construction works materials

STAKEHOLDER	PRODUCTS MOVED	PRODUCTS FLOW (B2B or B2C)
Public Authority, such as a municipality	<ul style="list-style-type: none"> <li>Mail &amp; packages</li> <li>Construction works materials</li> <li>Waste</li> <li>Catering products</li> </ul>	<ul style="list-style-type: none"> <li>B2B (The public authority as a receiver) &amp; B2C (public authority as a supplier)</li> <li>B2B</li> <li>B2B</li> <li>B2B</li> </ul>
Resident	<ul style="list-style-type: none"> <li>Waste</li> <li>Mail &amp; packages****</li> <li>Retail products****</li> <li>Catering products****</li> <li>Construction works materials</li> </ul>	<ul style="list-style-type: none"> <li>C2B</li> <li>B2C (as a receiver) and C2B (as a supplier, in reverse logistics)</li> <li>B2C and C2B</li> <li>B2C</li> <li>B2C</li> </ul>
Restaurant	<ul style="list-style-type: none"> <li>Catering products</li> <li>Waste</li> <li>Mail &amp; packages**</li> <li>Construction works materials</li> </ul>	<ul style="list-style-type: none"> <li>B2B</li> <li>B2B</li> <li>B2C</li> <li>B2B</li> </ul>
Hotel	<ul style="list-style-type: none"> <li>Catering products</li> <li>Waste</li> <li>Retail products</li> <li>Construction works materials</li> <li>Mail &amp; packages</li> </ul>	<ul style="list-style-type: none"> <li>B2B</li> <li>B2B</li> <li>B2C</li> <li>B2B</li> <li>B2B and B2C</li> </ul>
Supermarket	<ul style="list-style-type: none"> <li>Catering products</li> <li>Retail products</li> <li>Waste</li> <li>Mail &amp; packages***</li> <li>Construction works materials</li> </ul>	<ul style="list-style-type: none"> <li>B2B</li> <li>B2B</li> <li>B2B</li> <li>B2C</li> <li>B2B</li> </ul>
Bank	<ul style="list-style-type: none"> <li>Mail &amp; packages</li> <li>Waste</li> <li>Construction works materials</li> </ul>	<ul style="list-style-type: none"> <li>B2B (receiver) and B2C (Supplier)</li> <li>B2B</li> <li>B2B</li> </ul>
Clothing store	<ul style="list-style-type: none"> <li>Retail products</li> <li>Mail &amp; packages</li> <li>Waste</li> <li>Construction works materials</li> </ul>	<ul style="list-style-type: none"> <li>B2B</li> <li>B2B (receiver) and B2C (Supplier)</li> <li>B2B</li> <li>B2B</li> </ul>
School	<ul style="list-style-type: none"> <li>Catering products</li> <li>Waste</li> <li>Mail &amp; packages</li> <li>Construction works materials</li> </ul>	<ul style="list-style-type: none"> <li>B2B</li> <li>B2B</li> <li>B2B</li> <li>B2B</li> </ul>
Hospital	<ul style="list-style-type: none"> <li>Catering products</li> <li>Waste</li> <li>Mail &amp; packages</li> <li>Construction works materials</li> </ul>	<ul style="list-style-type: none"> <li>B2B</li> <li>B2B</li> <li>B2B (receiver) and B2C (Supplier)</li> <li>B2B</li> </ul>
Manufacturer	<ul style="list-style-type: none"> <li>Mail &amp; packages</li> <li>Catering products</li> <li>Waste</li> </ul>	<ul style="list-style-type: none"> <li>B2B</li> <li>B2B</li> <li>B2B</li> </ul>

	• Construction works materials	• B2B
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\*\*\*\* If the resident has online purchase habits