

## Practical activity #1

### 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

### Exercise 1: STAKEHOLDERS

**Objective:** The main objective of this exercise is to help the student to develop the conceptual schemes of the different contents collected in Units 2 and 3 of Chapter 1, that is, about the actors or stakeholders involved and the variety of products that are distributed in last mile logistics.

**Instructions:** To develop the conceptual scheme use a tool available in word or any other digital support such as *canva*.

In the urban last mile delivery, there are **4 main stakeholders** involved. Please write them, and with the questions listed below you will be able to complete the scheme (you can do it vertically or horizontally), until you have a complete picture of the actors involved in the Last Mile Delivery:

- There is one stakeholder that it is part of the demand side, but also a main stakeholder. Do you have it included?
- The European Parliament and the European Commission, apart from environmental regulation bodies, what kind of stakeholders are?
- In capsules 1.2.3 and 1.2.5, there are three level of a main stakeholder. Which are?
- Hospitality Restaurants and Catering activities, to which stakeholder does it belong?
- Together with HORECA ; which other sub category of stakeholders you will include in the conceptual scheme?
- There are different sub actors moving goods. Do you have them included?

## Exercise 2: STAKEHOLDERS AND PRODUCTS

**Objective:** The objective of this exercise is for the student to see the different relationships that take place between the actors and the five main physical goods distributed in urban logistics.

**Instructions:** For each actor, indicate what type of products flows it generates regularly or sporadically:

STAKEHOLDER	PRODUCT FLOW GENERATED REGULARLY	PRODUCT FLOW GENERATED SPORADICALLY
Public Authority, such as municipality		
Resident		
Restaurant		
Hotel		
Supermarket		
Bank		
Clothing store		
School		
Hospital		
Manufacturer		

### Exercise 3: STAKEHOLDERS AND PRODUCTS FLOWS

**Objective:** You know that the products flows can be B2B or B2C (even C2B), depending on who is the supplier or the receiver of the product. In this way, thanks to this exercise, the student will think about the different types of flows that each stakeholder could generate for each of the product they move. Therefore, exercise 2 must be done first.

**Instructions:** For each stakeholder listed below, indicate what type of flows it generates for each one of the products it moves, either as a receiver of the product or as a supplier of it.

One example given.

STAKEHOLDER	PRODUCTS MOVED	PRODUCTS FLOW (B2B or B2C, or even C2B)
Public Authority, such as municipality	<ul style="list-style-type: none"> <li>Mail &amp; packages</li> </ul>	<ul style="list-style-type: none"> <li>B2B (The public authority as a receiver) &amp; B2C (public authority as a supplier)</li> </ul>
Resident		
Restaurant		
Hotel		
Supermarket		
Bank		
Clothing store		
School		
Hospital		
Manufacturer		