

# CPD LIVE

Free CPD education online

This CPD seminar entitles you to 1 formal CPD point. Please be aware you are required to manage your own CPD records. We will provide you with your participation certificate and CPD evaluation based on our attendance records post event and your completion of the below questionnaire.

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**The below answer sheet is for your own self-assessment.**

**Please keep your completed questionnaires and answers on file for your record.**

**These do not need to be sent to the AIA or to CPD Live. CPD-Live will send you a Refuel certificate.**

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## GREENING PARCEL DELIVERIES FOR THE BUILT ENVIRONMENT TODAY

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- 1. The explosion in e-commerce and parcel deliveries has been a plus in terms of convenience, but has it had negative consequences?**  
It has resulted in more delivery vans on roads and increased carbon emissions. These deliveries are inefficient and involve 'redeliveries', difficulties finding parking, and low delivery density. Also, internal foot traffic has increased and raised energy use within buildings.
- 2. What are the solutions? Are there ways to maintain the convenience but minimise the environmental impacts?**  
Parcel Management Systems – means through which all deliveries for a given building can be left in a single, convenient location (usually on the ground floor) – represent the best solution.
- 3. What benefits do asset owners and operators see when smart delivery systems are implemented in their buildings?**  
Smart delivery systems increase first time deliveries (and therefore eliminate redeliveries); improve delivery efficiency and speed; and allow for more deliveries to be made to one place.
- 4. Are 'parcel management systems' just simple lockers or something more sophisticated?**  
There are a range of systems of varying quality available. The best of these are not only courier agnostic but also automated. Their features include customer/courier self-collect, 24/7 operation, and full traceability.
- 5. Are these systems able to maintain the convenience valued by consumers and also address security concerns?**  
The best systems offer traceability of every parcel and provide a digital signature to the courier. They are fully automated and therefore provide 24/7 convenience.
- 6. Has Covid 19 heightened the urgency around this issue?**  
Parcel Management Systems can play an important role during a pandemic. They provide a ready-made way to reduce the need for unnecessary face-to-face contact, while facilitating commercial activity. The best systems even incorporate touch-free parcel pick-up.