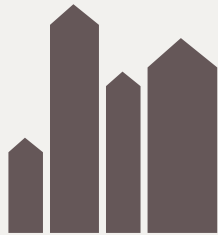




# The Road to Sustainable Urban Logistics

## A 2017 UPS/GreenBiz Research Study

### Business in the Urban Environment

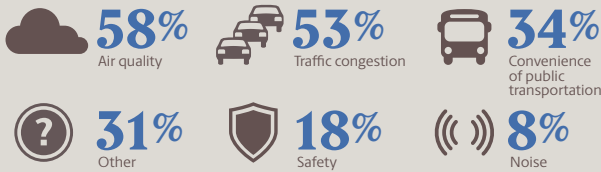


# 95%

OF COMPANIES SURVEYED  
RECOGNIZE THEIR BUSINESS  
CHALLENGES IN GROWING CITIES.

45% Very aware    31% Aware    19% Somewhat aware    4% Not at all aware

#### TOP CONCERNS:



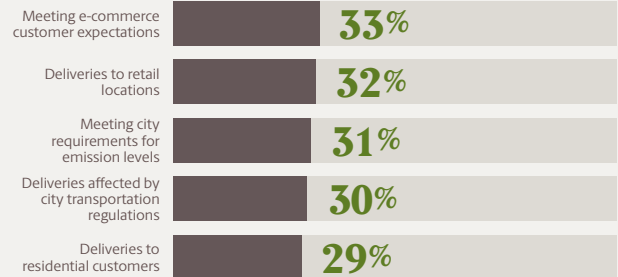
### A Problem of Increased E-Commerce, Urbanization and Congestion

# 81%

CLAIM A RISE IN  
E-COMMERCE, URBANIZATION  
AND CONGESTION HAVE  
IMPACTED BUSINESS



#### TOP BUSINESS CHALLENGES:



### Collaboration is Key

#### THE BIGGEST BARRIERS TO MORE EFFICIENT AND SUSTAINABLE URBAN LOGISTICS.



# 65%

Insufficient collaboration across sectors

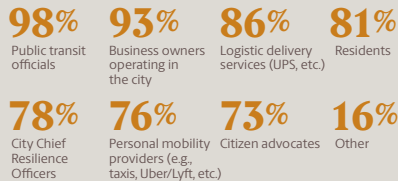
# 64%

Lack of critical infrastructure

- 56%** Lack of investment in innovative solutions
- 49%** Lack of leadership and accountability
- 36%** Governance
- 25%** Demand superseding capability
- 13%** Other

#### THE SOLUTION LIES IN CONVENING A DIVERSE SET OF STAKEHOLDERS.

"Which stakeholders should be engaged to address congestion and other mobility-related issues in urban environments?"



### The Way Forward

#### BUSINESSES' ROLE WILL BE KEY TO CREATING A MORE SUSTAINABLE URBAN ENVIRONMENT.



# 72%

Businesses should work closely with city officials in identifying and addressing urban environmental and social challenges

# 63%

Businesses should take a proactive role in identifying and addressing urban environmental and social challenges

# 7%

Businesses should be responsible for their own operations and impact, but have no responsibility beyond that

Online survey conducted by GreenBiz June 2017 | 612 responses from the GreenBiz Intelligence Panel  
**See the full research findings at [ups.com/sustainability](https://www.ups.com/sustainability)**