


COMMON LOGISTICS FUNCTIONS FOR SHOPPING CENTRES - OSLO

PROBLEM AND AIM

- Improve the conditions for efficient deliveries, return logistics and waste management to shopping centres
- Reduce the impact of freight movements

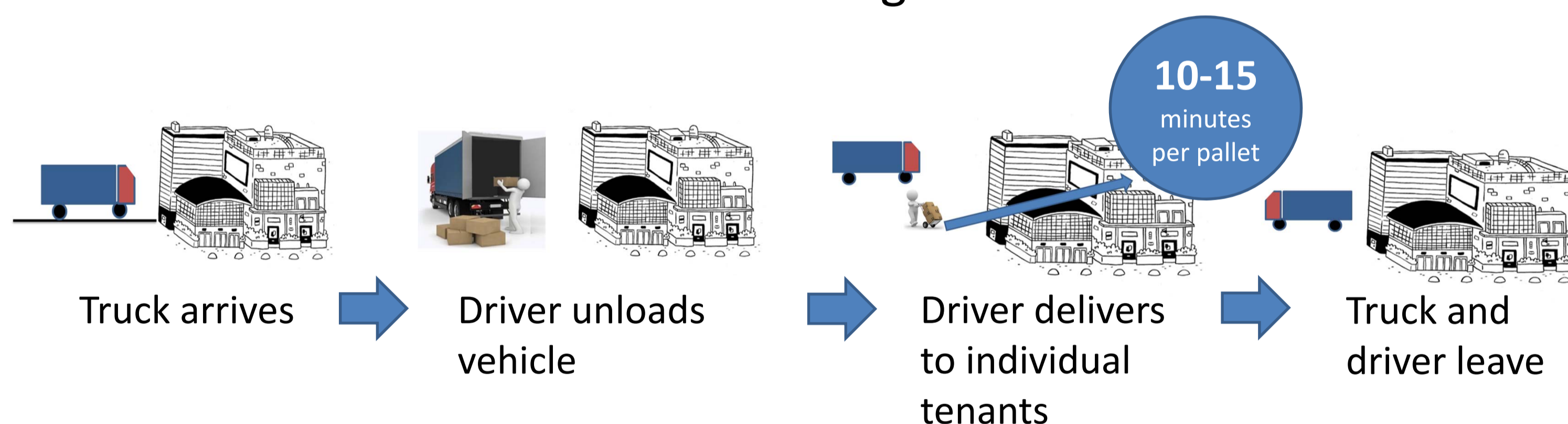


The Oslo implementation, the Økern shopping centre  will develop common logistics functions as a permanently full-scale solution.

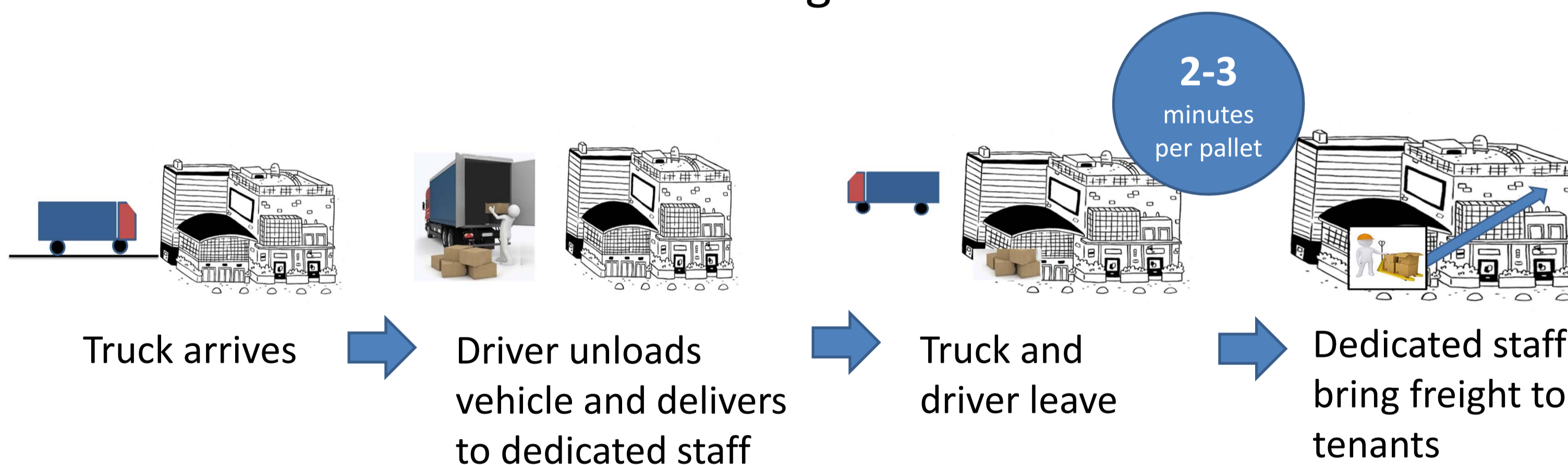
DESCRIPTION OF THE SOLUTION

The in-house movements of freight from the reception area to individual tenants is performed by a dedicated staff from the common logistics function.

- The situation **without** common logistics function



- The situation **with** common logistics function



IMPLEMENTATION PROCESS

The most critical phase for ensuring the solution was the planning process, where the CITYLAB Oslo implementation actively contributed with:

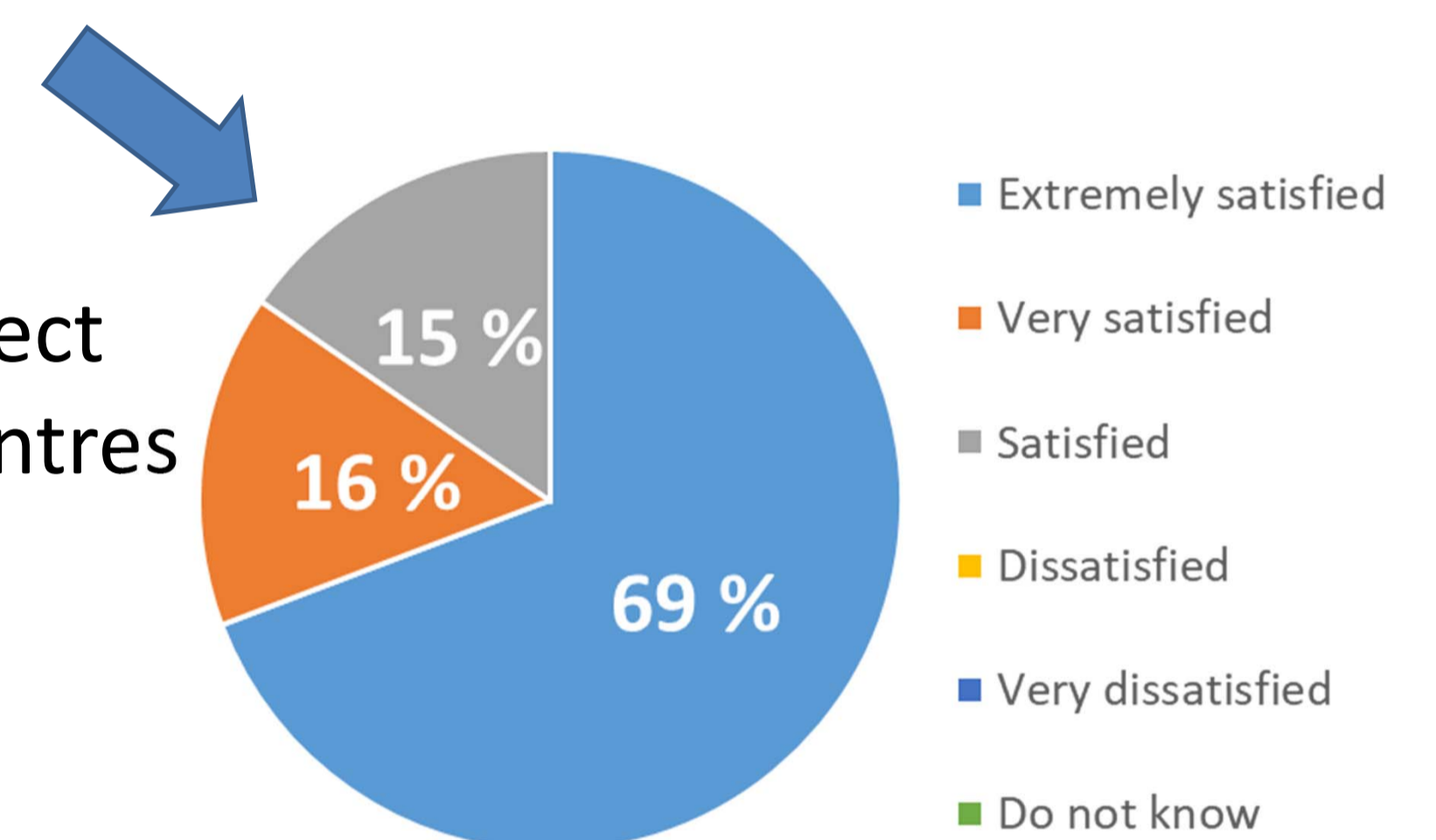
- Knowledge generated from dedicated CITYLAB on-site inspections at other shopping centres,
- CITYLAB workshops with stakeholders affected by common logistics functions,
- Bilateral stakeholder interviews and surveys

RESULTS TO DATE

- Reduced dwell times for delivery vehicles in the freight receipt area. An observed time reduction of **8 to 12 minutes** per pallet delivered for the drivers using the solution.
- Improved in-house logistics and fewer individual transports inside the shopping centres.
- Better waste handling and increased degree of waste sorting.



- Satisfied store employees. **69%** extremely satisfied with the common logistics solution during a trial project at one of the shopping centres investigated.



CHALLENGES

- Gaining stakeholder support and overcoming initial resistance to change.
- Agreement on the organization and financing of the common logistics function solution. Costs and benefits are dispersed between several stakeholders.

EXPLOITATION POTENTIAL

Very few Norwegian shopping centres have common logistics functions. The CITYLAB project will communicate the benefits of the logistics solution. Further uptake of common logistics functions in other establishments is expected.

The common logistics function is also an applicable solution for consolidation of freight deliveries to areas in city centres.



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