



Sustainable Food Delivery

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Message from the Guest Editors

The rise of e-Commerce has reshaped the food delivery (FD) scenario. Multiple online FD platforms are available, and customers can issue orders to a wide range of restaurants from their personal computers or smartphones. e-Customers are very demanding in terms of both service level and price. On one hand, they ask for speed and punctuality; on the other, they are not willing to pay much money for delivery. In order to be efficient, players in the market usually resort to crowdsourcing logistics, which consists in outsourcing the deliveries to a network of common, nonspecialized people (i.e., “riders”). A great debate has arisen in several countries around the opportunities and risks of crowdsourcing logistics, and its sustainability from all the three possible perspectives: economic, social, and environmental. From an environmental point of view, FD—like other e-Commerce initiatives—is often claimed to have a negative impact in terms of packaging (e.g., boxes) and disposable materials (e.g., forks and knives). However, research efforts intended to assess the real impacts on the environment and propose innovative solutions to reduce it are still rare.





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