

# Sustainability in the Retail and Delivery Supply Chain



Nearly **69%** of consumers prefer to receive their orders by home delivery when shopping online.



Almost **30%** of shoppers never look to see if retailers offer sustainable delivery options such as carbon offset or order consolidation services



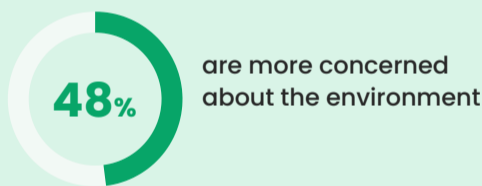
**60%** of consumers would rather a delivery arrive in an environmentally friendly way even if it is delivered late



**60%** of shoppers place an order online that is occasionally to most of the time delivered in more than one shipment.

## Consumers are becoming more eco conscious

Nearly **82%** of them agree that multiple shipments for the same order is unsustainable and an inefficient delivery method



## Most consumers prefer to receive orders at a later date if the order arrives all at once



**64%** of online shoppers are willing to accept longer delivery times with consolidated packages if the delivery fee was cheaper or free



**63%** of consumers would pay more for delivery if it meant that the process was more environmentally friendly



Source: This data reflects 504 total survey responses in Australia. Compiled by Shippit, Manhattan Associates and Greener, in partnership with NORA and NRA.