



Urban logistics
Zero-emission delivery
Route optimization

Zero-Emission Grocery Home Delivery Service

Lyon Living Lab



Funded by the
European Union

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WHAT IS THE ZERO-EMISSION GROCERY HOME-DELIVERY SERVICE?

Urban grocery deliveries are commonly completed using conventional vans. These vehicles generate emissions and noise and may be inefficient when delivering relatively small orders in dense neighborhoods.

The Lyon pilot introduces electric cargo bikes for selected Intermarché grocery home deliveries. Customer orders are prepared by the supermarket, transferred into the Pick & Smile delivery workflow and assigned to suitable cargo-bike rounds.

The solution tests whether electric cargo bikes can provide a reliable, efficient and scalable alternative to vans for urban grocery delivery.



The solution integrates a supermarket's e-commerce operation with a specialized zero-emission last-mile delivery network.

OBJECTIVES

- Demonstrate e-cargo bike home delivery for Intermarché orders in the Pick & Smile network
- Compare delivery time, reliability and emissions with van-based delivery
- Evaluate routing efficiency and operational performance of cargo-bike rounds
- Identify conditions suitable for scalable e-cargo home delivery

Main Beneficiaries:

Grocery e-commerce services, logistics providers, cargo-bike operators, customers and residents in delivery neighbourhoods.



Technology readiness level :
Implementation stage :
Pilot

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THE PILOT IN LYON, FRANCE

Pilot period: September 2026 – February 2027

The pilot tests selected Intermarché grocery deliveries using electric cargo bikes operated through the Pick & Smile network.

Performance will be compared with conventional van-based delivery. The evaluation will consider delivery time, service reliability, routing efficiency, emissions, operating conditions and customer response.

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