

General Newsletter 2022



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SAFE LMD partners meet in Brussels

On 3 November 2022, project partners met at ECF's office in Brussels for the Transnational Project Meeting. Key topics of the project were discussed over the two-day agenda, including the definition of a common competence framework for last mile delivery (LMD) cyclists, the design and presentation of the project's curriculum structure, and training and assessment material, and the work plan of Result 3 – the online course. The partners also discussed the development of a concept for Result 4 – the framework for the recognition, validation, and integration of LMD cyclists' skills and occupational requirements into competence frameworks and qualification schemes. On day 2, the partners did a thematic deep dive on the technology and human element of LMD, UN Sustainable Development Goals (SDG) and how they relate to the project, and consideration towards similar projects and research.



Project launches competence framework matrix

Result 1 – the common competence framework matrix for the occupational profile of workers in bike-based last mile deliveries depicts the combination of skills, knowledge, and behaviours required to sustainably and safely carry out urban parcel deliveries with bike-based vehicles (skills demand), the skills & competencies available in the labour market (skills supply), and those missing (skills gaps). The matrix was published after the joint contributions and research from each project partner and is available to download [here](#).

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Common Competence (Framework) Matrix: SAFE LMD

The common competence (framework) matrix for the occupational profile of workers in bike-based last mile deliveries depicts the combination of skills, knowledge, and behaviours required to sustainably and safely carry out urban parcel deliveries with bike-based vehicles (skills demand), the skills & competencies available in the labour market (skills supply), and those missing (skills gaps). The competency matrix proposed here is based on skills intelligence and core and functional competences. This is essential to detect and account for new trends and occupational needs in urban logistics, and cycle logistics towards sustainable LMD practices.

Competences need to be developed and strengthened throughout one's career. Acquiring the required competences for safe and environmental riding is not a one-time event but rather an ongoing process, and provision of formal and informal training helps as a starting point. Experience acquired on the ground, regular mentoring and coaching, feedback and individual learning are also needed after the initial training. The SAFE LMD competences relate more to what a bicycle courier does, rather than what their knowledge is. Competences are observable, they can be described and exemplified in practice. The SAFE LMD Competence Framework promotes shared values and common standards of performance.

Based on the competence matrix, the SAFE LMD partnership will formulate up-to-date, tailor-suited to job needs LMD learning outcomes – that address green (environmental regulation, efficient route planning, e-bike maintenance, repair & service, power management) and safety (traffic and safety regulations, defensive & weather-conditioned cycling, appropriate signalling and lighting equipment use, fatigue management, first aid techniques) skills appropriate to be integrated into existing (formal and informal) training offerings for LMD cyclists.

Competence	Attitude*	Knowledge**	Skills***	Behaviour****
Integrity, Demonstrating trustworthiness, Loyalty.	Act in a reliable way, observe evidence in day-to-day. Show confidence, be secure towards others.	Knowledge of ethical code of conduct, act reliably, act ethically, morally and compliantly	Be reliable for colleagues and clients. Inspire confidence and trust. Assume responsibility for delivery. Maintain reliability and punctuality. Ensure quality work. Perform independently without supervision.	Relate with others (customers and colleagues) with open and transparent manner. Follow ethical code of conduct. Act reliably. Adopt safe riding attitude to prevent damage of equipment / products, avoiding conflicts, or accidents.

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Project publishes first draft of the design of curriculum for the training courses for LMD cyclists

As part of Result 2 – T1, the project has published the first draft of the design for the curriculum structure (M7-M8). The key points of the curriculum will range from knowing goods and packaging, package handling and administrative procedures, road traffic regulations, bicycle characteristics, the basics of safe driving, communication skills, social responsibility and entrepreneurship. You can download the first draft of the design of the curriculum [here](#).



Partners conduct stakeholder visit at Urbike, Brussels

On 4 November 2022, project partners visited Urbike's headquarters in Brussels for an in-depth information and knowledge-sharing session. During the session, Urbike COO and IT Manager, Pierre Hanoune presented the story behind the company's inception, its long-term business plan and goals, a network map of its stakeholders and clients, the rider recruitment process, day-to-day management tasks, and riders' training procedures. Project partners were even given a quick test ride on a range of their fantastic cargo bikes!

Following the visit, the project conducted two qualitative interviews with last mile delivery riders, Theo and Joachim, where we discussed the challenges of the profession, the desires and needs in terms of training, and the opportunity and desire for riders to develop a career in the logistics sector. The interviews will soon be available on the project website.

