

# Create Safer and More Productive DCs

## COVID-19 Impacts and Market Trends

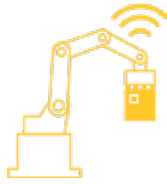
In a few short months, the COVID-19 pandemic has reshaped the distribution and fulfillment (D&F) landscape.

### E-commerce growth has accelerated 4 to 6 years faster than anticipated.



- Online sales are up 77% year-over-year.
- Newly formed online purchasing behaviors are becoming permanent.
- Curbside pick-up has become widely accepted.

### Investments in automation and robotics are on the rise.



- Respond to increased supply chain pressures (picking, packing and shipping).
- Mitigate the risks of slowdowns or shutdowns.
- Keep up with increased competition for talent in a tight labor market.

### The CDC recommends the following workplace guidelines.



- Device share only with proper cleaning.
- Personal protective equipment (PPE) is now a necessity.
- Workers should follow social and/or physical distancing recommendations.
- Employees should be continually monitored for elevated temperatures.

## Technologies and Strategies for Addressing New Workplace Challenges

DC managers need to utilize available tools, technologies and fulfillment strategies to enhance workforce safety while driving peak productivity levels.



### Protecting People and Places



#### Contactless building access

Facial recognition and thermal scanning technologies provide workers with hands-free building access while detecting elevated body temperatures.



#### Personal protective equipment

Individual PPE is essential for meeting the CDC's workplace safety guidelines and instilling worker confidence.



#### Device-tracking capabilities

Achieve compliance with social distancing, provide cleaning/hygiene instructions, and enable device check-out/check-in management.



#### Building monitoring and analytics

From clean air recirculation, ventilation and filtration to frictionless access and smart monitoring, building technologies and analytics software improve employee well-being and productivity.



### Driving Labor Productivity

#### Labor management software



Drive worker productivity and procedure compliance, manage and measure employee engagement, and retain top-performing employees.



#### Voice and mobility devices

Meet demand surges, deploy new hires rapidly, and promote adherence to safety protocols with mobility devices that deliver measurable gains in productivity and accuracy.



#### Remote maintenance and training

Enable remote audio and video collaboration with experienced support experts using augmented reality glasses. Continue employee training with comprehensive distance-learning programs.



### Optimizing Operations



#### Robotics integration

Augment or replace repetitive picking, packing and truck unloading tasks with robotics. Reduce reliance on manual labor while increasing productivity.



#### Voice-enabled devices and analytics software

Combine proven voice technology with analytics-driven software insights to serve the safety and productivity needs of modern D&F requirements.



#### Micro-fulfillment center (MFC) strategies

Utilize highly automated, high-density, small-footprint MFCs where they are needed most to shorten last-mile delivery and reduce the cost per package shipped.



#### DC monitoring, control and visibility

Monitor every aspect of DC activity in real time – from environmental climate quality and ventilation to facility occupants and people flow to the management of safety and security.



#### Data-driven insights into asset performance

Leverage the power of the internet of things (IoT) to capture operational data and gain access to actionable insights pertaining to asset conditions and/or related processes.



#### Intelligent warehouse execution

Deploy warehouse execution systems (WES) and software with intelligent decision-making capabilities to seamlessly orchestrate, automate and optimize order fulfillment processes.