



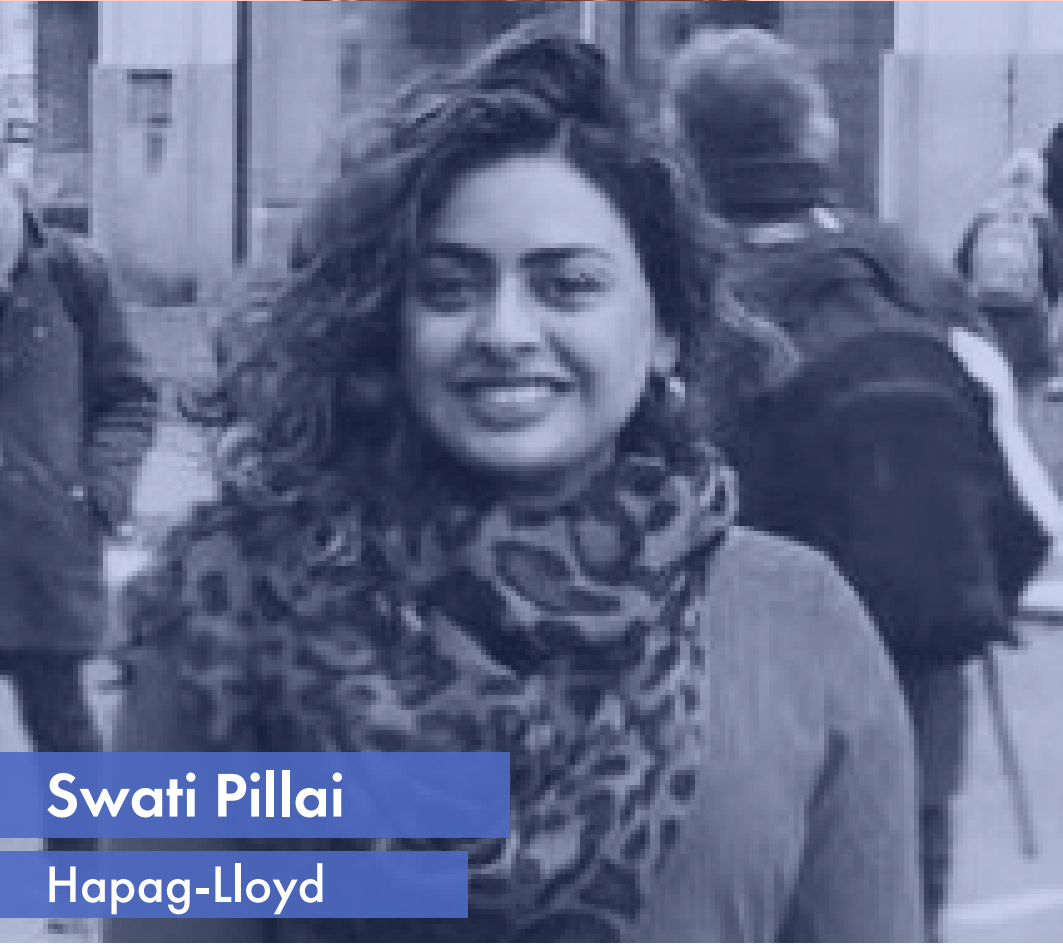
Katyayani Krishna
Maersk



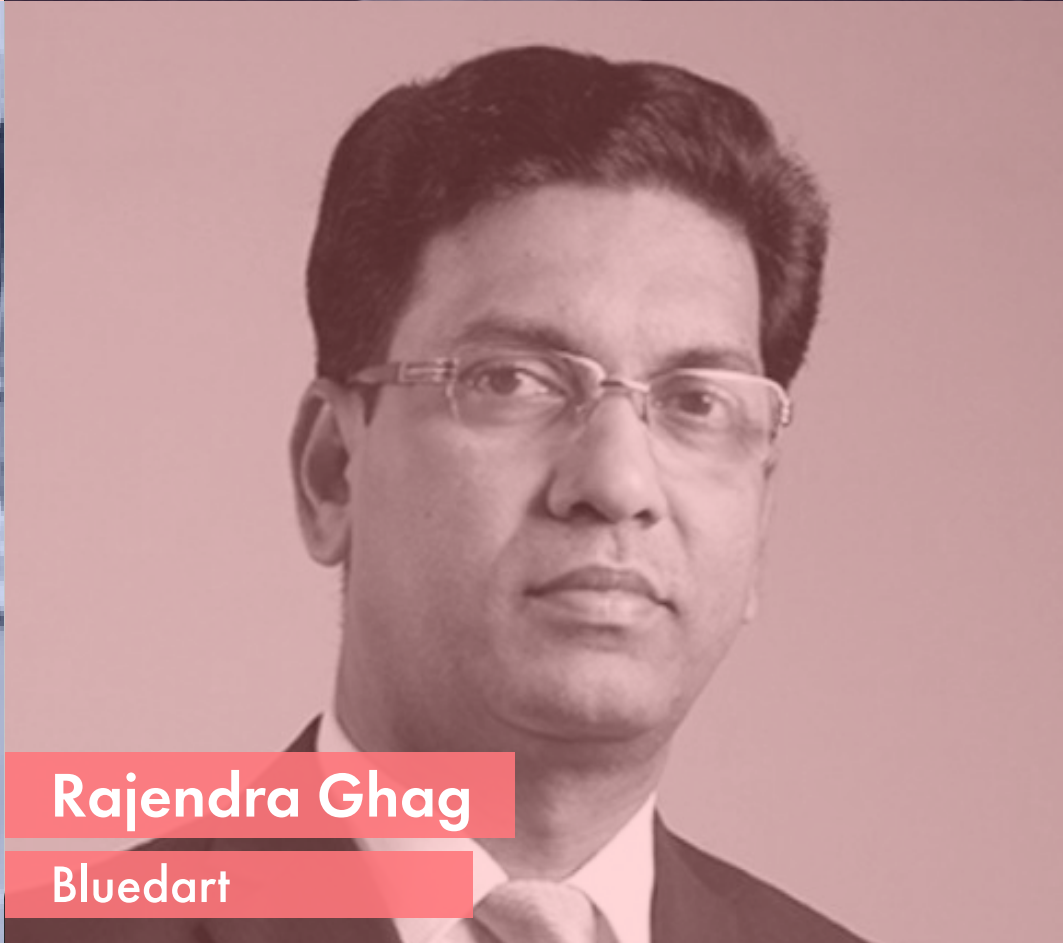
Pranay Prakash
Delhivery



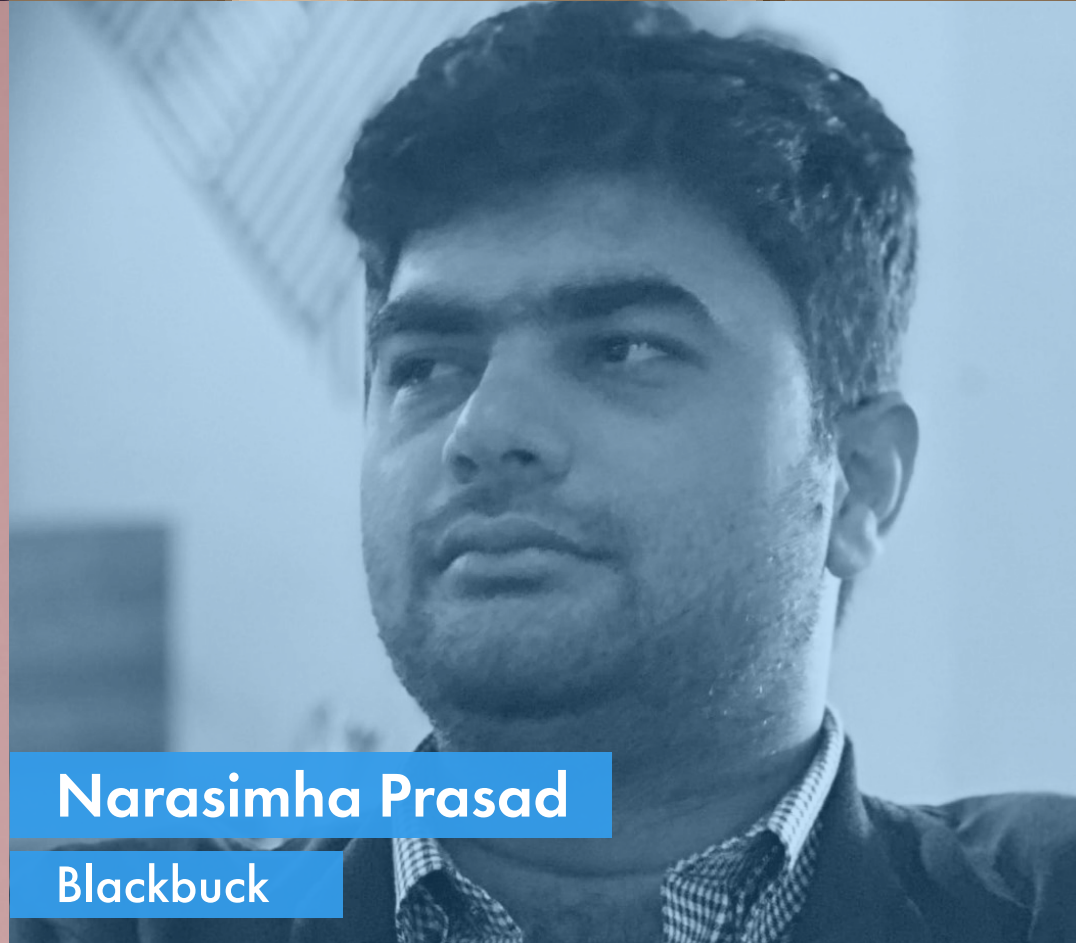
Pavel Chopra
Gati



Swati Pillai
Hapag-Lloyd



Rajendra Ghag
Bluedart



Narasimha Prasad
Blackbuck

Immediate Impact



Impacted Revenues

Although there was a high initial impact and dip in volumes in terms of business, most organisations have bounced back to about 70% of pre-COVID numbers through new initiatives and digitalization.



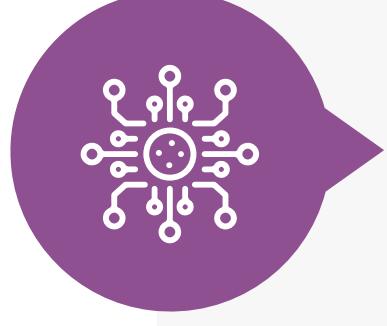
Slowdown in the movement of goods

State-wise regulatory restrictions and India's lockdown slowed down the first- and last-mile transportation and intermodal movement of goods.



Renewed Focus on Employee Care

New SOPs and provision of safe and hygienic work and living environments along with extensive contact tracing especially for high-risk front-line workers.



Fast-Track Digitalisation

Organisations have had to fast track their digitalisation agenda to ensure paperless operations and digital transactions, so as to cope with new normal.

Response to the Crisis

1

Stricter Service & Quality Protocols

Adapting service offerings to current safety guidelines through stricter service quality protocols and contactless delivery.

2

Agile Squads for Change Management

Agile change management teams/squads have been set up to help adapt to the changes and ensure business continuity.

3

Innovative Sales & BD

Exploring newer opportunities and onboarding of new clients from the groceries and essential 'commodities' sector.

4

L&D and Upskilling of Employees

With the digitalisation of processes and operations on the rise, the need for upskilling employees is of equal importance.

5

Engaging & Incentivising Employees

Regularly engaging employees and focusing on rewards, recognition, and incentives to provide a sense of security and ensure high workforce morale.



Adapting to the New World



Dynamic Scenario Planning

Optimising decision-making through forecasting and scenario planning with an additional focus on building dynamic cost models.



Organizational Culture Building

Providing employees with mental health and counselling support and focus on building a more empathetic culture throughout the organisation.



Decentralised Leadership

With the rise of remote and gig workforces, building managerial excellence to lead the distributed workforce and bring in more autonomy by adopting outcome-focused management styles.



Community Building

Continuously engaging and liaising with local communities around warehouses and workplaces by providing benefits and infrastructure support.



Technology and E-commerce Rise

Online spending and digital bookings will be on the rise and companies with robust digital capabilities to do business online will be at an advantage.