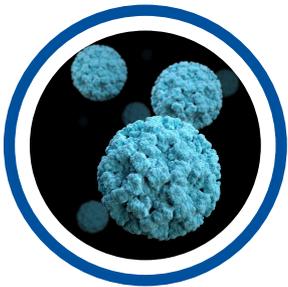


Warehousing & Storage Services

Source: LDSC Industry Snapshots 2020



Impact of COVID-19

Due to the increased demand in online shopping and panic buying during the early stages of COVID-19, both small and large companies had to accelerate their capacity to deliver in the e-commerce market. The increase in demand has also had a flow on effect as companies required additional facilities to store their stock locally and to process deliveries.



E-Commerce

It is anticipated e-commerce may see further growth once spending habits return to normal across all areas, as it is believed some people may still be contracting their spending due to employment and other lifestyle changes (i.e. casualisation of the workforce). Companies are continuing to find innovative practices to remain viable and competitive and have evolved their selling practices to include more technology-based options (i.e. online demonstrations across a variety of digital platforms). These competitive changes are likely to continue post COVID-19.



Reduction in Air Freight

The reduction in domestic and international flights has affected the supply chain, particularly for small freight forwarder companies who were reliant on using these services for air freight. To circumvent the loss of air freight, larger providers are transporting some stock via Singapore and then using sea freight to transport items to Australia. This has created some delays in customs clearance as well as the road and delivery networks.



Big Data

The incorporation of value-adding services (i.e. real time tracking and monitoring) is gaining further momentum within industry. Businesses are making greater use of big data to customize services to meet demand. The ability to interpret and leverage quality data are skills that complement the traits employers look for in employees. In some instances data analytics is becoming so onerous that larger organisations are creating new positions for people to analyse, curate and use big data.