

DANGEROUS GOODS, THE PANDEMIC AND THE FUTURE >>

THE 5TH ANNUAL GLOBAL DANGEROUS GOODS CONFIDENCE OUTLOOK

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The global Dangerous Goods supply chain has shown tremendous resilience during the COVID-19 pandemic. Yet this crisis has shed light on both weaknesses and strengths related to organizations' ability to keep shipments safe and compliant.

To better understand the pandemic's impact, Labelmaster, IATA and HCB surveyed 258 DG pros around the globe to gain insight into:

- >> How their organizations have been affected
- >> Changes their DG management operations need moving forward



CHALLENGES FOR SUPPLY CHAIN MANAGEMENT

It's no surprise that the top challenges were related to receiving goods in a timely manner and lack of carrier availability.

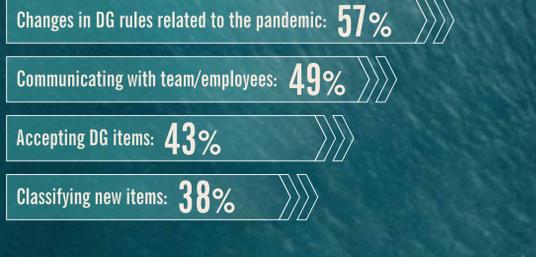
SUPPLY CHAIN CHALLENGES AS A RESULT OF COVID-19



SPECIFIC DG MANAGEMENT CHALLENGES

DG pros reported that their most problematic issues related to DG management centered on keeping their teams up to date on new and existing compliance rules.

MOST PROBLEMATIC ISSUES



SUPPORT COPING WITH THE PANDEMIC'S CHANGES

The pandemic triggered rapid, large-scale changes. As supply chain organizations hurried to communicate these changes, DG pros were generally pleased with the support received from their organizations, product suppliers and IATA. In fact:

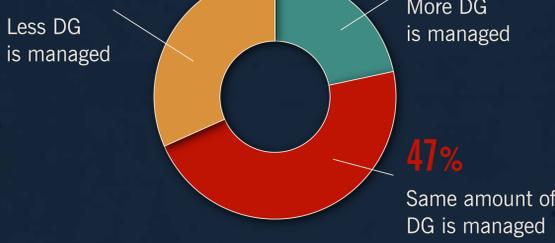


However, >>



CHANGES IN VOLUME OF DG SHIPPED

The pandemic impacted the amount of Dangerous Goods organizations manage. More than 1 in 5 DG pros say their companies are shipping more hazmat.



Plus, nearly 1 in 3 say they're handling new types of hazmat.

GAPS ORGANIZATIONS MUST ADDRESS

The pandemic has made it clear to DG pros that their organizations must address significant gaps moving forward.

IMPORTANT FOR THE FUTURE OF THE ORGANIZATION



But getting the resources they need may be a challenge.

LIKELY FUTURE SPENDING ON DG MANAGEMENT



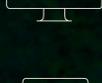
THE PATH TOWARD THE NEW NORMAL

As of June 2020, many DG pros felt their operations would return to some degree of normalcy this year.



But working toward a state of normalcy doesn't mean business as usual.

THERE'S A NEW NORMAL COMING, with COVID-19 shining a spotlight on areas of DG management that must be addressed moving forward. Based on this year's survey, organizations should focus on:



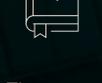
BETTER REMOTE TRAINING AND RECERTIFICATION

Understanding the value and shortcomings of current training and what's needed to deliver effective training quickly and remotely



UPGRADED TECHNOLOGY

Advanced systems that leverage data and processes to streamline operations and reduce the potential of human error to undermine safety and efficiency



MORE EFFECTIVE COMMUNICATION OF DATA

Identifying whether timely and accurate DG data is collected and how it's shared internally and with supply chain partners across the supply chain

These concerns aren't new for DG pros. But the disruptions brought about by COVID-19 should show senior leadership how critical a role DG management plays in maintaining a smooth, resilient and compliant supply chain. That role must be given the proper support—support that DG pros have identified as sorely needed.

ABOUT THE GLOBAL DANGEROUS GOODS CONFIDENCE OUTLOOK

This survey was conducted online between June 1 and June 19, 2020. All questions were developed by Labelmaster, IATA and HCB. Participant information was not shared between organizations or with any other outside parties. The data and results are copyrighted by Labelmaster, IATA and HCB.

