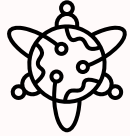


# CHALLENGES OF OPERATIONAL EXCELLENCE IN LOGISTICS

## Challenge No. 1: Heightened complexity



Overseeing numerous vendors worldwide



Customers require customized products and services.

## Challenge No. 3: Ecological Challenges

x2

Road freight is projected to double in volume by 2040. (Source: KPMG)



Selecting alternative modes of transportation for last-mile delivery

## Challenge No. 2: Human Capital

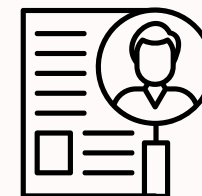
The necessity of utilizing sophisticated digital tools demands the acquisition of new skills to effectively leverage them and derive additional value.



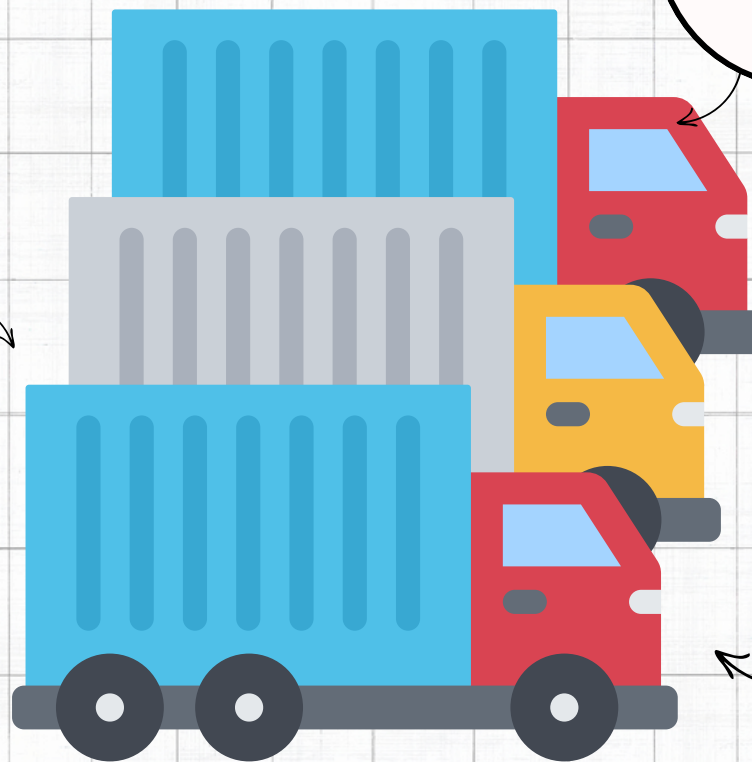
The worldwide deficit of truck drivers persists, with 400,000 vacancies remaining unfilled in Europe. (Source: IRU)

## Challenge No. 4: Digital Transformation

Enhance the proficiency of employees in targeted skills.



Leveraging digitalization effectively to address business challenges (AI, digital twins)



## Several concrete industrial applications



The company has established its innovation laboratory, focusing specifically on mechatronics and sustainable packaging.



The company has introduced an innovation known as "Vision Picking," which involves equipping select operators with smart glasses that provide instructions on the items to be collected or stored.



UPS has consequently patented a process that leverages its extensive data infrastructure to deliver more accurate and continuously updated maps for its navigation system.



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