

# LIFTING THE LID ON CHALLENGES IN THE RETAIL LOGISTICS AND DISTRIBUTION SECTOR

We commissioned an independent survey of 250 senior FM professionals to understand how they are navigating the growing complexities of their roles. Professionals in retail logistics and distribution revealed the challenges they face.

41%

regularly go over budget on urgent repair work to remove hazards

44%

stated that they often make mistakes because they have a lot on their plate

Only

20%

haven't been affected by slips, trips and falls in the last year

## Factors believed to pose the largest risk to health and safety:

1. Damaged floor/surfaces
2. Time constraints
3. Fire safety
4. Having to meet changing standards and legislations
5. Incorrect installations

### TIPS FROM THE EXPERTS

- Keeping a well-stocked inventory of commonly-used products will help to facilitate quick and speedy repairs
- Using anti slip products such as tapes and coatings can help prevent slips, trips and falls caused by oily or wet surfaces
- Line marking and sign posting is useful for highlighting efficient route, and for marking storage and hazardous areas

## Respondents said more training and development is required on:



Sustainability practices



Recruiting the right people



People management



Product/technical



Budgetary/financials

"Budget control, and its impact on safety, is a concern. FMs can consider approaches that reduce time, money and support a safer facility. e.g. keeping a product inventory, introducing line marking and training the team on budgets will help reduce pressure."

Scott Saunders, Watco UK, Technical Services Manager

Only

30%

rarely have a backlog of repair and maintenance jobs to complete