



PRESS RELEASE

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PANDEMIC BOOSTS PUBLIC APPRECIATION FOR LOGISTICS WORKERS AND SUPPLY CHAIN AWARENESS

The COVID pandemic, Brexit and supply chain disruptions have combined to boost public appreciation of workers across the logistics sectors and increased awareness of the supply chains and delivery routes these workers enable. Those are some of the headlines from a large survey of the public released today by the UK Major Ports Group ('UKMPG'), the trade association for the UK's largest port operators. More than two thirds of the public believe that transport and delivery workers should be more appreciated by us all. Nearly half of the public think more about how goods are transported and where their online deliveries come from than they did pre pandemic.

Tim Morris, Chief Executive of the UK Major Ports Group, commented "Historically hidden or overlooked, workers driving trucks, unloading ships in ports or operating warehouses are now much better appreciated by the British public. More of the public have also woken up to the complex, sophisticated supply chains that deliver our just in time lives and businesses. Despite the extraordinary pressures of the pandemic, Brexit and global disruptions, the logistics industries and their workers have shown incredible resilience. We want to see the Government build on this public appreciation and improve the connectivity infrastructure, the development rules and the support for green solutions that logistics needs to keep delivering for the UK."

68% of survey respondents agreed or strongly agreed that those who work in delivery and logistics deserve more appreciation than they get. Appreciation for logistics workers has increased more over the last six months than for occupations like teachers or the police. 65% of respondents replied that their respect for HGV drivers had increased more or much more over the last 6 months, a pattern followed by perceptions of warehouse workers (54%) and port workers (50%), relative to teachers (46%) and police officers (39%).

Its not just the workers. Awareness of the supply chains and delivery systems these workers make happen has increased too. Nearly half the public (48%) agree or strongly agree with the statement "I think more about the process by which goods are transported and delivered to me than I did a few years ago". The same share of the public (48%) agree or strongly agree with the statement "I pay more attention to where the things I order online come from than I used to at the start of the year".

But awareness is not the same as understanding it seems. Only 24% of people are "quite confident" or "very confident" they could describe how an item of clothing got from where it was made to their house or a shop.

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The survey also shines a light on our 'just in time' preferences and consumer experiences of supply chain issues during the pandemic.

Unsurprisingly perhaps it's the young who lead the way in rapid delivery expectations. But even the older generations are not far behind. 25% of 18-24 year olds expect same day grocery delivery, compared with 9% of over 65s. But expectations largely merge over a 3-day delivery timeframe, cumulatively 79% for 18-24 year olds vs 72% for the over 65s.

Supply chain issues have clearly had an impact given the extraordinary events of the last 18 months. Nearly three quarters of the survey respondents (74%) have at least some experience of stock availability issues in shops with nearly half (47%) experiencing at least some delays in delivery of online orders. HGV driver shortages are cited by nearly three quarters of respondents (73%) as a top 3 reason for supply chain issues, followed by Brexit and the pandemic which tie as most cited top 3 factors (47% and 46% respectively).

And there are some grounds for believing that changes in consumer behaviour could stick. 74% of survey respondents who changed their buying behaviour in the run up to Christmas now plan to make the changes they've made (buying more in advance 41%, more 'little and often' 29%, shopping around 29%, more online 27%) part of their ongoing purchasing behaviour.

To learn more the survey please contact

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Notes to Editors:

About the survey

Results come from an online survey of 2,010 UK adults on public attitudes to freight and logistics, undertaken by a specialist public attitudes firm Public First between 10th - 16th December 2021. All results are weighted using Iterative Proportional Fitting. The results are weighted by interlocking age & gender, region and social grade to Nationally Representative Proportions.

About the UK Major Ports Group

The UK Major Ports Group is the trade body for the UK's major port operators. It represents nine of the top ten port operators in UK. Our members collectively handle 75% of the UK's port volumes through 40 ports. These include the largest ports in England, Scotland and Northern Ireland. UKMPG members together already invest around £500 million per year in the UK's ports and related infrastructure.

Current UKMPG members are Associated British Ports, Belfast Harbour Commissioners, The Bristol Port Company, DP World , Forth Ports, Hutchison Ports UK, PD Ports, Peel Ports and the Port of London Authority.

For more information please see <http://ukmajorports.org.uk/>.

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