

Key themes from our recent event with TfL and UCL.



On deliveries...

There is pressure to reduce the number of deliveries to employees' place of work as this floods city centres.

At the moment the majority of deliveries are made between 7am – 1pm which clashes with rush hour; instead more deliveries should be made overnight to avoid this rush.



Future trends and innovations...

Deep personalisation and passenger insight more important than ever. The customer experience continues to improve as front of house and back office converge.

Connected/autonomous cars are a market driver – Uber recently put \$680m into driverless trucks.

Focus on convenience - agile supply chains and quick turnaround in window displays/stock to keep things fresh

Drones...

Excitement over the drone industry is being fuelled by companies such as **Amazon**, who are even working alongside the CAA. Other companies such as **Dominoes** and **JustEat** are also drone testing.

It is predicted that the drone market will be worth **127 billion in 2020**.

Drones are only **capable of carrying up to 5lbs**, but Amazon has found that **90% of their deliveries meet this weight**.

New technology is dealing with some of the potential regulatory issues such as Amazon's self destruct technology or Google's failsafe innovation.

Compulsory registration, mandatory health & safety tests and use of flight apps will encourage safe use of drones.

