

THE LOGISTICS POINT

YEAR 4 | ISSUE 05 | MAY 2023

EXCLUSIVE
VIDEO CONTENT
INSIDE

POWERING LOGISTICS: MICRO-GRIDS & NUCLEAR REACTORS

The future of power and energy in the logistics sector will be one of decentralised grids.



LONDON LOGISTICS NETWORKING

24th May with Descartes, EVRi,
British Land, Zedify & More

JOURNEY TO ESG & NETZERO LOGISTICS

EVRI's journey to becoming one
of the most eco-friendly firms

EU'S NEW IMPORT REGULATIONS EXPLAINED

What it will mean for UK
businesses

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Land

- 📅 Wednesday, 24th May
- 🕒 At 8:30 AM - 12 pm
- 📍 Museum of the Home,
London

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EDITOR'S NOTE

Networking Is Back

I am so excited to welcome May as it brings not just spring (and hopefully some sunshine) but also our second **London Logistics Networking & Roundtable Event**.

We are opening the doors to our network on the **24th May in London at Museum of the Home** to talk about how sustainability and green initiatives are reshaping the industry.

Our speakers are:

- **Pol Sweeny @ Descartes Systems Group;**
- **Nancy Hobhouse @ EVRi;**
- **Pip Marshall @ Zedify UK;**
- **Emily Carpendale @ BackHouse Jones;**
- **Mike Best @ British Land**

Get your ticket now!

In this edition you can learn more about what they will talk about.

Don't forget that on the **16th May** we are also hosting our **online Delivering Green: Creating Sustainable Supply Chains event**.



This is the third year of our online conference and we are happy to welcome:

Descartes Systems Group, Ecoveritas, goplasticpallets.com, Trax, FourKites.

You can register for this free online event here!

The edition is also filled with insightful conversations about the journey towards ESG, women in logistics, technology and more.

I hope to see you on the 24th May and share great conversations!

Nick Bozhilov
Editor in Chief
nick@thelogisticspoint.com

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THE SPEAKERS

Pól Sweeney

Descartes VP Sales EMEA Fleet Solutions

Pól is a specialist in the solutions and technology that automate and create value for today's global supply chains. With over fifteen years of experience in helping businesses transform their operations with technology, Pol has previously held roles as a Chief Technology Officer for logistics software businesses and has worked both in the UK and US.



Pip Marshall

Zedify, Group Partnerships

Pip first joined Zedify in 2019, helping the London operations team scale up rapidly during the pandemic. He then moved to a vegan food startup called DAD, setting up their in-house logistics department, before returning to Zedify in the commercial team last year



LONDON LOGISTICS NETWORKING

Wednesday, 24th May

THE SPEAKERS

Emily Carpendale
Solicitor, Backhouse Jones

Emily has worked at the award-winning transport law firm Backhouse Jones since July 2019, after gaining a First-Class degree in Journalism and then going on to qualify as a solicitor. Emily is a member of the firm's Corporate and Commercial Department and specialises in commercial contracts and corporate transactional work.



Nancy Hobhouse
Head of ESG, EVRi

Nancy took over a newly created role, spearheading several key initiatives and developing an ambitious and robust ESG strategy. Her remit covers every aspect of the business from product development to operational changes around key touch points including alternative fuel usage, industry knowledge sharing and people-centric initiatives. She also leads the company's reporting on ESG.



LONDON LOGISTICS NETWORKING

Wednesday, 24th May

THE SPEAKERS

Mike Best

Head Of Logistics at British Land

Mike is Head of Logistics at British Land. He joined from Logikor, a pan-European logistics specialist, where he helped establish the business in 2011 and focussed on UK acquisitions, developments and asset management. Mike previously worked at Deutsche Bank and is a CFA chartholder.



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LONDON LOGISTICS NETWORKING

Wednesday, 24th May

THE PARTNERS

Descartes System Group

Descartes is a global leader in cloud-based software solutions for improving logistics and supply chain productivity, performance, security, and regulatory compliance. Descartes' Software as a Service solutions for fleet operators help to maximise delivery capacity, reduce costs, enhance the customer experience, and reduce fuel consumption and CO2 emissions.

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Zedify

Zedify helps create less congested, less polluted and more liveable cities. It does this by pioneering and normalising the use of hyperlocal microhubs and zero emission vehicles for deliveries within cities.

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LONDON LOGISTICS NETWORKING

Wednesday, 24th May

THE PARTNERS

EVRI

We're Evri – the UK's biggest dedicated parcel delivery company, leading the way in creating responsible delivery experiences for everyone, everywhere. And we're doing that by offering the most convenient way to send, receive and return parcels without costing the earth.



Backhouse Jones

Backhouse Jones provides industry specific and UK-wide advice and representation in relation to public inquiries, criminal matters, HSE and Environment Agency prosecutions, illegal immigration Border Force matters and matters concerning the carriage of animals, operator licensing, construction and use, dangerous goods or loads, tachograph offences, police and DVSA investigations.



LONDON LOGISTICS NETWORKING

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THE PARTNERS

British Land

British Land is one of Europe's largest listed real estate investment companies, owning or managing a portfolio valued at over £14.1bn. It creates Places People Prefer, delivering the best, most sustainable places for our customers and communities. Its strategy, focused on the key themes of mixed-used campuses, retail and London urban logistics, leverages British Land's best-in-class platform.



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LONDON LOGISTICS NETWORKING

Wednesday, 24th May

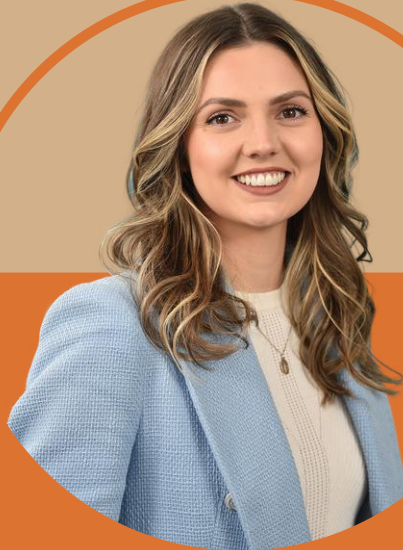
THE TALKS



Over the past few years, the challenges faced by delivery fleets has only grown. The ongoing driver shortage, rising fuel costs, the increase in home deliveries and rising expectations of consumers with the added pressure of new Clean Air Zones and the road to a net zero-emissions fleet present big challenges and opportunities for delivery fleets. I'll discuss the shift in customer expectations for delivery services and how businesses might assist customers transition to more sustainable delivery options while boosting revenue and cutting delivery costs.

Pól Sweeney @ Descartes Systems Group

THE TALKS



Environmental, social and governance (ESG) is set to be the next key phrase in the world of business. With many customers, consumers and big corporations focusing on responsible business practices, more companies are having to assess their own impact on the environment, how they treat their employees, customers and the local community and governance aspects such as audits, internal controls and shareholder rights. Emily will discuss how ESG relates specifically to the logistics industry and what actions operators can take going forward to lead the way.

Emily Carpendale @ Backhouse Jones Solicitors

THE TALKS



The use of microhubs and cargobikes can have a transformative effect on urban logistics. Smaller hubs closer to end customers enable operations to be more agile; making it easier to hit tighter delivery windows and allowing riders to do multiple rounds per day. In conjunction with this, using cargobikes for deliveries creates massive efficiencies and reduces carbon emissions enormously. Not only do cargobikes produce 96% less emissions than electric vans, they are also able to capitalise on cycle lanes and easy parking to save time.

Pip Marshall @ Zedify UK

THE TALKS



Becoming a true ESG champion is a mission for every organisation but the road to carbon neutral operations is a bumpy one. In her presentation Nancy will showcase how EVRi, one of UK's largest parcel delivery companies, set up its ambitious ESG goals, what key areas are being tackled and what the company has learned along the way. Nancy will also give practical advice on what other organisations in the logistics and retail sector can do to lower their carbon footprint, create more sustainable operations and achieve their ESG dreams.

Nancy Hobhouse @ EVRi

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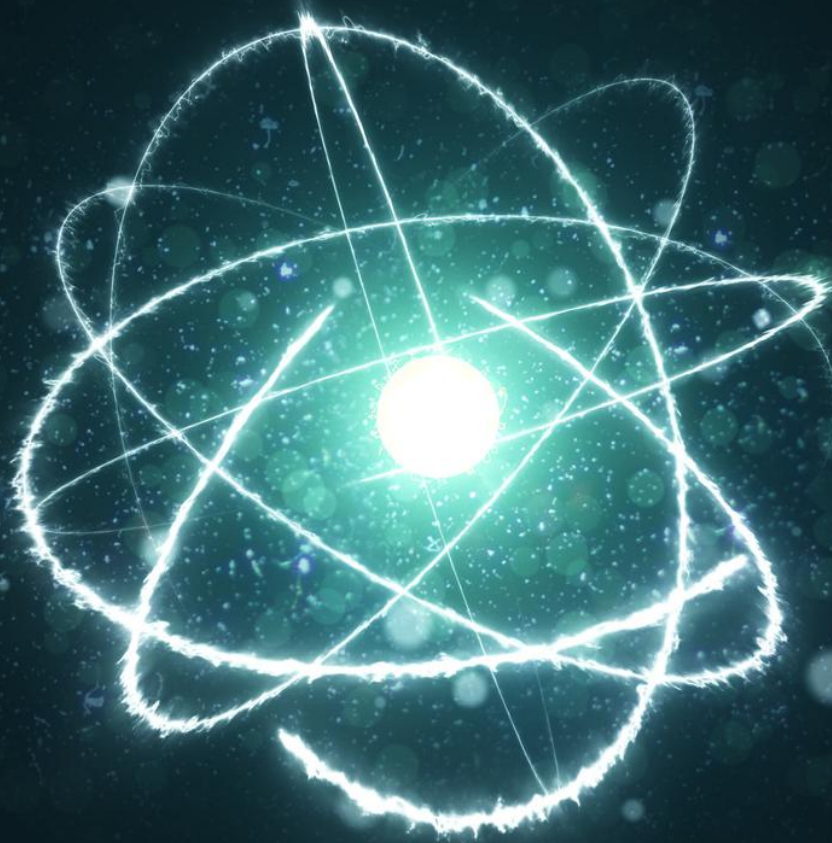
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VIDEO

MICRO-GRIDS: A NEW MODEL FOR DECENTRALISED POWER GENERATION

Energy costs have skyrocketed and new solutions are needed. What will they look like? We speak to Rees Westley, Head of Utilities at Business Critical Solutions, about the emergence of micro-grids, decentralised power generation and the way distribution hubs will power themselves in the future. You can watch the full video interview below.

Rees, energy costs and power challenges have been in the news a lot recently. What are the implications for logistics and distribution hubs from these?

Looking holistically we are in a period of change at the moment. For the logistics and warehousing market, which is very similar to the data centres market where we also operate in, the geography is very important.

We can't always move and have developments nearer the sources of power. Often there is a high demand from many customers for power in the same locations.



You see enormous challenges. We see incredible opportunities.

Delivery Routing & Scheduling Software Solutions

We don't need to tell you times are challenging in logistics. Drivers are in short supply, customers have growing expectations and costs keep rising. You're under pressure to do more with less resources – and tick all the sustainable boxes along the way.

But what if you could go beyond overcoming the challenges to revolutionise your business, your long-term future – and your bottom line? What if you could not only streamline operations but achieve efficiencies, increase capacity, improve service AND unlock transformative potential?

We've already done all of this and more for some of the UK's biggest names in retail and logistics.

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Networks are very constrained at the moment. There are problems accessing power and bringing power back into the networks.

What needs to change to improve the situation?

The way we are procuring power needs to fundamentally change. There isn't an unlimited resource out there and we can expect to make applications and the power to just be there.

We would need to be less reliant on the DSOs and the local grid. DSOs are constrained because they can't get power from the national grid, which is also in need of a significant upgrade at the moment. They are happening but not as quick as we would need them to. In areas like London, West Midlands, and the North of England, we are looking at significant upgrades that are needed to be able to move power around.

This affects not just the demand customers but also the generation companies which are having problems feeding the power into the network.

We would need to change our strategy and if we look at the Prime Minister's strategy, it is looking at decentralising the power generation. So rather than a decentralised generation feeding into the national grid, we are looking at taking power directly from the source.

Heat can also be harvested by data centres, for example and be distributed to housing estates to free capacity along the rest of the network.



MICRO-GRID

Micro-grids rely on various bits of alignment between infrastructure players. The power might come from nuclear as a baseline with the development of smaller reactors. In addition, renewable generation will play a huge role. We're also looking at fuels such as hydrogen.

The issue is that renewable sources rely on good weather which can't be guaranteed. Smart energy systems will be needed to manage the power. Software management will be crucial to direct power generations from appropriate sources depending on local conditions.

What would the first steps be for you when you want to secure as an organisation more energy to your facilities?

Solar is always a good option as logistics parks have extensive roofs. Because the sites are often out of the city, offshore wind should also be considered.

Companies can also look at battery storage strategies. Power can be stored when it is plentiful and used at times when it can't be easily or cheaply generated.

Power that cannot be distributed by the grid, can be used to generate green hydrogen.

How decentralised is this going to be? Is each individual hub going to create its own power?

Local authorities and private investors are both very interested in this. When solar had high feeding tariffs, a number of developers invested in it. Some organisations are now looking to feed that power straight to where it is being used.

One of the biggest changes in the industry will be the introduction of independent transmission companies onto the market.

You can watch the full interview with Rees Westley, Head of Utilities at Business Critical Solutions, with more details about the future of power and how logistics centres are going to transform below. *

DELIVERING GREEN: CREATING SUSTAINABLE SUPPLY CHAINS

16th May, Online
10 am BST



Pól Sweeney
Descartes VP Sales EMEA Fleet
Solutions



Tod Simms
VP, Industry Strategy,
Manufacturing



Steve Beda
Executive Vice President at Trax
Group



Steve Penney
Key Account Manager Sales
Manager at goplasticpallets.com

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DELIVERING GREEN: CREATING SUSTAINABLE SUPPLY CHAINS

16th May, Online



Josh Corradi-Remi
Commercial Manager at Ecoveritas



Mike Best
Head Of Logistics at British Land

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DELIVERING GREEN: CREATING SUSTAINABLE SUPPLY CHAINS

Speakers

Pol Sweeney

Pól is Descartes Vice President of Sales EMEA Fleet Solutions. Pól is a specialist in the solutions and technology that automate and create value for today's global supply chains. With over fifteen years of experience in helping businesses transform their operations with technology.



Steve Penney

Steve is Key Account Manager Sales Manager at goplasticpallets.com, the UK's leading provider of sustainable plastic pallets and boxes. He has more than 32 years of experience in the plastic RTP industry and brings a wealth of knowledge to the team.



DELIVERING GREEN: CREATING SUSTAINABLE SUPPLY CHAINS

Speakers

Tod Simms



Prior to joining FourKites, Todd spent 7+ years at Gartner in the Global Enterprise Supply Chain organization helping support global fortune 50/100/500 companies solve complex supply chain issues. While at Georgia-Pacific/BlueLinx in distribution, he was responsible for all aspects of sales and operations for the Greater Los Angeles area.

Steve Beda



With a long history of supply chain automation and transportation logistics experience, Steve works closely with the sales and marketing organisation to ensure new and existing customers take full advantage of the Total TSM/TSI Spend Intelligence services offered by Trax.

DELIVERING GREEN: CREATING SUSTAINABLE SUPPLY CHAINS

Speakers

Josh Corradi-Remi

Josh Corradi-Remi is Commercial Manager at Ecoveritas. He has more than 15 years' experience working within the environment and packaging sectors as a consultant and commercial lead on global extended producer responsibility and recyclability projects.



Mike Best

Mike is Head of Logistics at British Land. He joined from Logicor, a pan-European logistics specialist, where he helped establish the business in 2011 and focussed on UK acquisitions, developments and asset management. Mike previously worked at Deutsche Bank and is a CFA chartholder.



DELIVERING GREEN: CREATING SUSTAINABLE SUPPLY CHAINS

Agenda

Achieving ESG Goals Beyond Promises

All organisations are focused on their ESG goals and many promise to achieve everything. How can you do it? Why does it matter? What goals should you set and who should be responsible? In this 15 minute chat we will look at these burning questions and give you some practical advice.

FourKites & Trax

Plastic Packaging Tax Explained

This presentation will critically examine the impact of the Plastic Packaging Tax (PPT) one year after its implementation, and discuss findings from the company's recent FOI request. Steve will emphasise the need to reform PPT to better support businesses wanting to use Returnable Transit Packaging (RTP).

goplasticpallets.com

DELIVERING GREEN: CREATING SUSTAINABLE SUPPLY CHAINS

Agenda

Extended Producer Responsibility

The world today has a heightened focus of the impact that packaging waste has on our environment. The presentation will take a brief look at the fast-approaching packaging Extended Producer Responsibility legislation and what this means for UK businesses over the next few years.

Ecoveritas

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VIDEO

EVRI'S JOURNEY TO CARBON NEUTRAL

Logistics organisations are all focused on their green targets but many are confused about where to start and how to reach their goals. We spoke to Nancy Hobhouse, Head of Environmental, Social and Governance (ESG) at EVRi, about EVRi's journey in this video interview. Nancy is joining us on the 24th May at our London Logistics Networking to lead a session on how to set your ESG targets and how to achieve them. [You can register now!](#)

Nancy, Evri has committed to some very bold NetZero targets. What are you planning and how are you going to achieve it?

In 2021 we set a number of ambitious goals to achieve NetZero including achieving carbon neutrality across the entire business by 2035. This will include Scope 1, 2, and 3. It's unusual for our sector to include Scope 3 (suppliers) however a huge number of our clients are retailers and as the entire retail industry has committed to achieving NetZero by 2035, we need to be able to support their goals.

We've taken a year-by-year approach ensuring we maintain a 7% reduction each year and although 2035 is our target we're currently focused on the next three years, addressing large carbon reduction which obviously sits within our own fleet,

our couriers, and the purchasing of goods and services.

What steps are you taking in all of these areas?

We understand that the technology for large HGV hydrogen has a long way to go which is why we're currently using Bio-CNG (Bio-Compressed Natural Gas). Our EV fleet for our van network is growing each year. Currently we have 30% low carbon vehicles with the aim to increase this every year.

We're also working in partnership with our Level 1 suppliers to gather real time data about the purchase of goods and services, and then analysing it together to work out how we can reduce the numbers. We want to bring our suppliers on the journey and ensure we all work together to achieve carbon neutrality.



NANCY HOBHOUSE, HEAD OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) AT EVRI

Our network of self-employed couriers is another large part. The challenge is that we don't have a say on what type of vehicle they're using and we don't want to affect their price per parcel.



LONDON LOGISTICS NETWORKING

WEDNESDAY 24 MAY

Museum of the Home, London
8:30 am - 12:00 pm
Book Now!

Our EV fleet for our van network is growing each year. Currently we have 30% low carbon vehicles with the aim to increase this every year.

We are looking at how to help the client to use the most sustainable journey - one of the solutions is e-cargo bikes. So far, we have delivered over 160,000 parcels with them.

How hard was it to map all of the areas and understand the data?

Our first point of call was to do a detailed Carbon Footprint. We also looked at what can be done and how it can be achieved. We realise there isn't a lot of time and we are setting our targets at the most crucial areas.

You can watch the full video interview with Nancy Hobhouse, Head of Environmental, Social and Governance (ESG) at EVRi below.

[Nancy is joining us on the 24th May at our London Logistics Networking Event. She will lead a session on how to set your ESG targets and how to achieve the best results. Register now! *](#)



EU

NEW IMPORT ONE-STOP SHOP EU REGULATION EXPLAINED

The EU has introduced a new Import One-Stop Shop regulations that will affect e-commerce businesses selling goods to consumers within the EU. We spoke to Eurora to try and understand what the regulation is and how e-commerce businesses will be affected, what they should do and where to find more help from.

What is the new Import One-Stop Shop regulation from the EU?

The EU's Import One-Stop Shop (IOSS) regulation is a system introduced in July 2021 to simplify VAT obligations for e-commerce businesses selling goods to consumers within the EU.

The IOSS enables sellers to collect, declare, and remit VAT on distance sales of imported goods in a single monthly return, rather than having to register for VAT in each EU country where their customers are located.

In addition, the EU removed its VAT exemption for the cheapest goods (valued at €22 or less), making all commercial goods imported into the EU now subject to VAT at a rate set by the EU member state where the goods are delivered.

What does it mean for UK-based businesses?

For UK-based businesses, the EU's IOSS introduced some challenges along with its intended benefits. Aimed to increase transparency for customers and reduce underpayment of VAT, however, businesses encountered issues such as surprise fees for consumers and increased fees for postal operators. The removal of the VAT exemption for goods valued at €22 or less has further complicated matters, as all commercial goods imported into the EU are now subject to VAT at the rate set by the destination country.

To address these challenges, UK businesses can register for VAT in an EU member state and use this registration to account for VAT on all eligible sales across the EU.

However, the process is expensive and time-consuming for companies that don't already have a VAT registration – reported to cost up to €8,000 in at least one EU country. Registering for IOSS could simplify VAT management for sales to EU customers, but businesses must also consider the financial and logistical challenges that come with navigating this complex system.

The other option for UK businesses is to use an intermediary – like Eurora or another European-based company, to navigate the complexities associated with the IOSS. By delegating VAT collection and other logistics services to a European intermediary, UK businesses can avoid the surprise fees for consumers, the increased burden on postal operators, and the additional fees charged by some postal operators.

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MEET LIKE-MINDED PROFESSIONALS;
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With focus on
Sustainability

How can companies deal with these regulations, and what should they be aware of?

To deal with the IOSS regulations, UK-based companies should consider the following steps and be aware of potential challenges:

- **Determine if the IOSS is applicable:** Assess their current sales and supply chain structure to determine whether they fall within the scope of IOSS and other relevant regulations.
- **Registration:** Register for the IOSS via an EU Member State's electronic portal, or appoint an intermediary to handle IOSS registration and VAT obligations on their behalf. Keep in mind that the registration process may be costly and time-consuming.
- **VAT Calculation:** Accurately calculate and charge the applicable VAT rate at the point of sale based on the destination country of the goods. The rate of VAT varies in each member state.

To address these challenges, UK businesses can register for VAT in an EU member state and use this registration to account for VAT on all eligible sales across the EU.

- **Record-keeping and Reporting:** Keep detailed records of all sales transactions, VAT collected, and VAT returns filed, as required by the IOSS and other relevant regulations. This data should be available for audit up to 5 years after the delivery of the item.
- **Compliance Challenges:** Companies should be aware of potential compliance challenges, such as managing multiple VAT rates, changes in regulations, and the possibility of audits by tax authorities. Keeping up-to-date with IOSS regulations and seeking expert advice can help businesses stay compliant and avoid penalties.

Companies can also consider leveraging technology, such as Eurora's AI-driven cross-border compliance platform, to streamline the process of navigating complex regulations, automating tax calculations, and simplifying customs procedures.

By using advanced AI tools like Eurora, businesses can ensure they remain compliant with ever-changing global trade regulations, reducing the risk of penalties and delays and ultimately supporting their growth in international markets. *



CENTRALISED LABELLING CAN HELP LOGISTICS EFFICIENCY

Labelling is an important part of the logistics process that does not receive as much attention as other areas. There are many challenges when companies are scaling up operations and the complexities of labelling become more visible. We spoke to Rory O'Connor, Founder and CEO of Scurri, about the importance of good labelling and his advice.

What are the problems companies face with labelling?

As companies scale, so too does the volume and complexity of associated logistics. When it comes to labelling the key ingredients are speed, accuracy, data and cost.

When multiple carriers, cross-border deliveries and various warehouse/3PL infrastructure are added to the mix, labelling can become extremely complex with errors costing both time and money.

How can these problems be solved?

Centralising labelling via one delivery management platform can deliver economies of scale.

Furthermore, leveraging a delivery management software provider can remove the need to build in-house resources to build and maintain carrier integrations. A delivery management software provider can ensure labelling is accurate, label creation is pre-approved to avoid costly errors, data is securely stored, and multiple lines and carriers can be supported in warehouse pick and pack.

What tips would you give companies when it comes to delivery management and choosing partners?

- Ensure your partner has sufficient carrier services coverage for both UK and International shipping.
- Flexibility is key so check you can switch carrier volume allocation on the platform in real time without the need for your provider to make the change.



RORY O'CONNOR
FOUNDER AND CEO OF SCURRI

- Remember, technology is only as good at the support you receive from your provider. Feedback is crucial, so take the time to check their customer reviews, NPS and CSAT scores to get a well-rounded and independent view of both the solution and service. *

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HOW WOMEN CAN BECOME MORE INTERESTED IN LOGISTICS

Logistics is a diverse industry but when it comes to its people, there is more to be done. Many women have chosen the sector as their career path but the industry is far away from being seen as attractive by the majority of them. We spoke to Claire Adams, Transport Manager ArrowXL has worked for ArrowXL, the UK's largest and longest established 2-person home delivery specialist, for over 17 years, about her experience and what she believes needs to be done to make the sector more appealing.

Claire, would you have chosen logistics from the start as a career path?

I don't think I initially understood the opportunities and potential that a career in logistics could offer. Having worked in the industry I now realise what a varied and interesting place it can be.

How can we attract not just more women, but also young women?

Social media and education are crucial in attracting young women into the logistics sector. We need the trade press to be promoting key female players in the industry.

As part of our engagement plans at ArrowXL we recently attended a careers fair for school children aged between 11

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and 15 and it was clear that they hadn't considered logistics as a career option. They need to be educated on the opportunities our industry can offer.

What about your personal journey in ArrowXL? What is it about the industry that has helped you grow?

My journey with ArrowXL has been one of development.

Social media and education are crucial in attracting young women into the logistics sector. We need the trade press to be promoting key female players in the industry.

The team have always supported me allowing me to use my skills and transfer them to different areas of the business. I've moved across departments developing knowledge and skills that have helped me further my career.

Is there something you think really needs to change to accommodate women in logistics better?

The industry is definitely beginning to recognise the different and varied skills that men and women can bring to a logistics role.

It's really important that we keep educating younger people on the opportunities within the industry so it becomes more attractive as a career.



MANUFACTURING & CYBERSECURITY: WHY IS THE SECTOR SO HEAVILY TARGETED?

BY MATT ALDRIDGE, PRINCIPAL SOLUTIONS CONSULTANT, OPENTEXT CYBERSECURITY

In recent years, companies across every sector have adopted digital strategies that fuel growth and profitability, driving better, more flexible collaboration using the power of technology. While many of these initiatives have had a positive effect on revenue streams, they have also inadvertently led to an increase in cybercriminal activity, as revealed by [OpenText Cybersecurity's latest annual Threat Report](#), with manufacturing businesses especially at risk.

A broad look at the cyber landscape

The report's findings confirm that organised cybercrime groups are doubling down on long-standing tactics while using deepfakes, artificial intelligence, and social engineering techniques to evade defences.

2022's key takeaways are:

- **Phishing attacks are getting smarter.** Phishing has remained the most frequently used delivery mechanism for ransomware, and attackers are refining their techniques. With email, text, and call centres remaining the primary methods to execute phishing, more attacks weaponise legitimate and trusted services. Over 1 billion spear phishing emails were prevented last year, a year-over-year increase of 16.4%.

Phishing has remained the most frequently used delivery mechanism for ransomware, and attackers are refining their techniques.

- Phishing is also dominating the web. The total number of URLs used for phishing increased by 29.6% between 2021 and 2022. In 2022, three-quarters of new high-risk URLs—URLs that host sites confirmed to be malware, phishing, or exploit sites—were used for phishing.
- Ransomware is adapting and winning. Law enforcement secured several major successes in the ongoing

international fight against ransomware gangs. Despite these victories, ransomware remains the most significant cyber threat facing small and midsize organisations. Towards the end of 2022, the average cost of ransomware attacks hit an all-time peak of almost £320,000.

In short, 2022 offered plenty of evidence that cyber security must be top of mind for businesses all around the world.

Manufacturing: a vulnerable space

It is evident that cyber risk is not completely even across differing industries and sizes of business: certain sectors find themselves more exposed to cyber threats than others – amongst them, manufacturing. According to OpenText Cybersecurity threat data, manufacturing organisations have proven to be the



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highest hit by infections in 2022, for the second year running. Companies in this sector were found to be a staggering 56% more likely to be hit by infections than the average business. Second in line is information and public administration, with infections rates being 33% and 32% above average, respectively – so manufacturing is significantly more at risk than other sectors, and we expect this to remain the same in coming years.

The reason behind this is simple: manufacturing is extremely vulnerable to ransomware attacks specifically, as it faces higher costs and more serious consequences associated with downtime and production stoppages than businesses in other verticals. Supply chains are complex and interconnected: the smallest issue can cause a devastating ripple effect across the entire business line. Cybercriminals know this all too well and are always eager to exploit manufacturing's fundamental vulnerability.

Manufacturing organisations are vulnerable to intellectual property theft and to the exposure of other sensitive data. What makes them even more of a target is their lack of network segmentation, combined with the challenging convergence of OT and IT networks, which can allow for multiple entry points into the network and broader lateral movement, while providing more opportunities for the attacker to evade detection.



MATT ALDRIDGE
PRINCIPAL SOLUTIONS CONSULTANT,
OPENTEXT CYBERSECURITY

What can businesses do?

Every organisation needs to take the threat posed by cyberattacks very seriously, considering the dire consequences they can have. More often than not, incidents occur due to something preventable, which is all the more reason to establish strong security practices across every business.

It is evident that cyber risk is not completely even across differing industries and sizes of business: certain sectors find themselves more exposed to cyber threats than others – amongst them, manufacturing.



While there is no one-stop-shop, silver-bullet solution when it comes to preventing an attack, embracing a comprehensive cyber resilience strategy can make an attacker's job a lot more difficult and also improve rebound time following the worst-case scenario.

Overall, we always advocate for the Zero Trust-driven implementation of a cyber resilience framework, which is a great solution for improving security posture and reducing risk. For larger companies, performing detailed risk assessments, establishing an initial security posture with associated controls, processes and procedures, then regularly using third-party audit and penetration testing firms to validate, update and improve is a smart way to build, embed and maintain your security posture.

One advantage that many manufacturing companies have, is the repeatable, consistent nature of their operations. If segments of the network and associated infrastructure are used in a very defined, controlled manner, these can be heavily locked down and carefully monitored for anomalies, giving the advantage back to the defenders.

While cybercriminal techniques are not unique to manufacturing businesses, and their methods are similar across business verticals, what varies is the ability of different types of organisations to respond and the impact caused by the disruption in the aftermath of an attack. As discussed before, manufacturing organisations and businesses relying on supply chains are in a sensitive position in this respect, and as a result, they should have even slicker and more detailed contingency and response plans in place. Similarly, they should also prioritise investments into cybersecurity training, and make these regular and compulsory for all their staff. *



CONSTRUCTION SITES STORAGE PROBLEMS CAN BE SOLVED

Construction sites have special requirements for storage. With daily deliveries many still do not have dedicated and controlled storage areas. The problems this creates are many: from delays to losses, as well as problems with keeping track of the delivery itself. We spoke to Andrew Mobbs, CEO at VJ Technology, about a solution the company has started offering and how it can alleviate some of the problems.

What are the problems with storage at construction sites now?

Most construction sites have daily deliveries which are frequently left at the security gate (or with the signatory) because they don't have a dedicated or controlled storage area. This can lead to expensive construction delays and even loss or theft because the end user is unaware that their delivery has taken place.

Daily deliveries are expensive and not very sustainable - our solution ensures the items are always there when the end-user needs them without the hassle of pre ordering and without impacting the environment.



Most construction sites have daily deliveries which are frequently left at the security gate (or with the signatory) because they don't have a dedicated or controlled storage area.

How can they be addressed by modular, flexible solutions?

Our solution mitigates the issues of delayed or missing stock by anticipating the items required for various stages of a construction project. The store is available 24/7 increasing site productivity when items, tools or fixings are required outside normal hours.

We provide a bespoke size based on our customer's requirements, or we can install the solution into an existing site room or building.

The modular size is dictated by the number and quantity of items per site and stock levels are constantly monitored to ensure there are no missing items.

You introduced a 'container warehouse' for construction sites. What are the specifics? What can be stored inside?

Our containers are available in 4 base sizes, up-to 40 feet long and can be stacked and linked, configured to meet any site requirements. All that is required to install an i-store is a plug (240V supply).

The systems all have battery UPS back-up within the container that maintains usage in the case of a power failure, for up-to 4 days. The container connects to our systems via mobile 3G/4G/5G data connections, mitigating the need for any IT site integrations or connections. *

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