

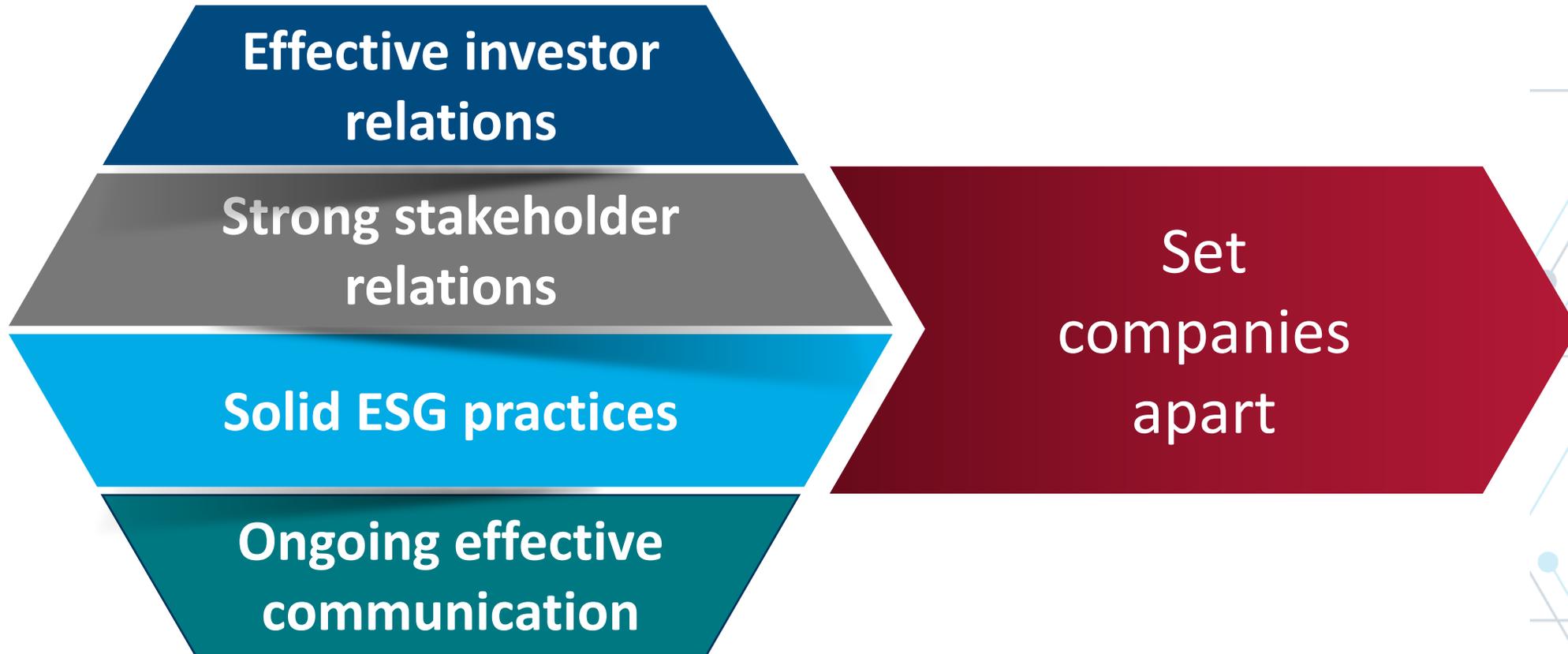


Imperial™

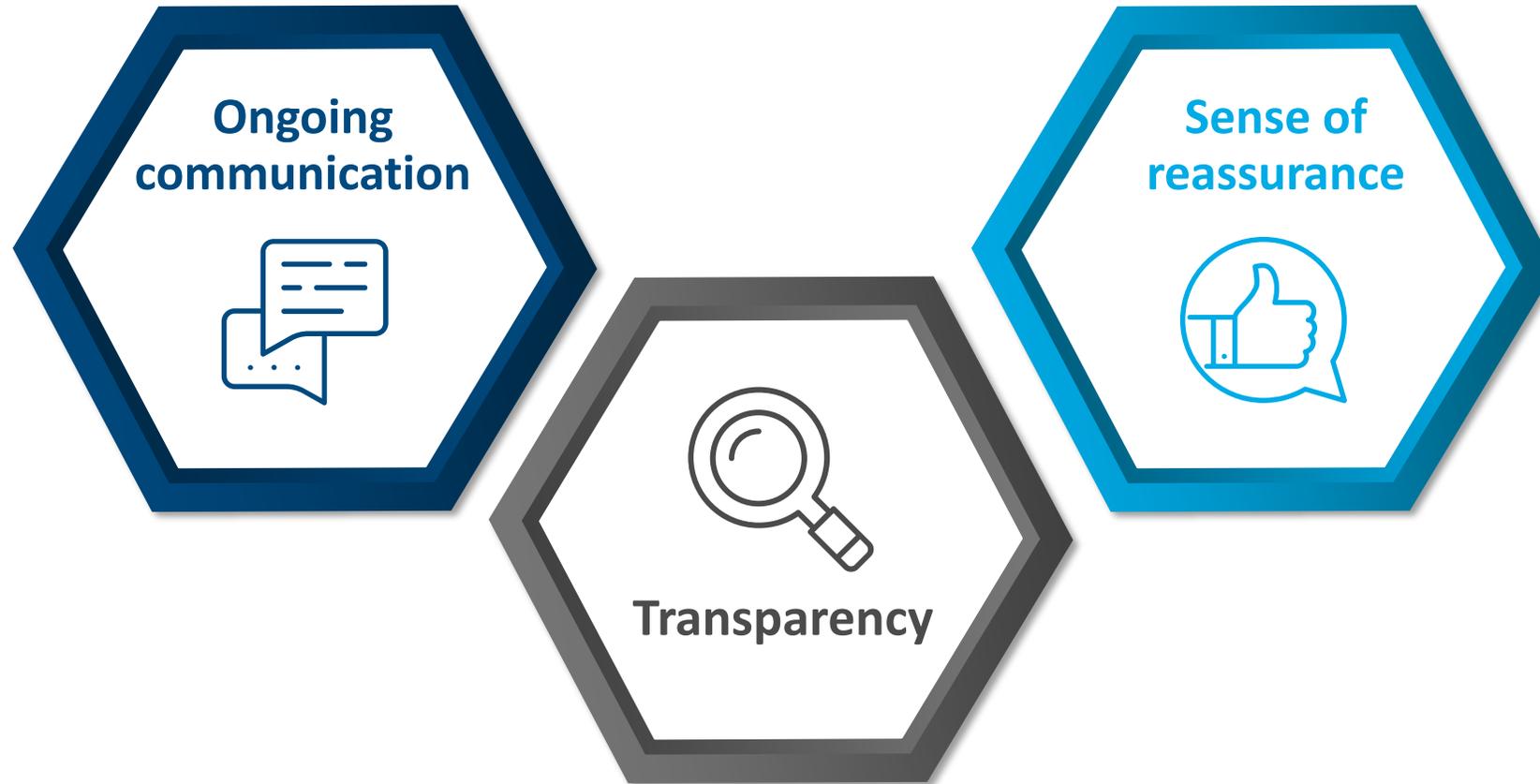
beyond possibility

**Early lessons from the pandemic
– a reporter's perspective**

June 2020

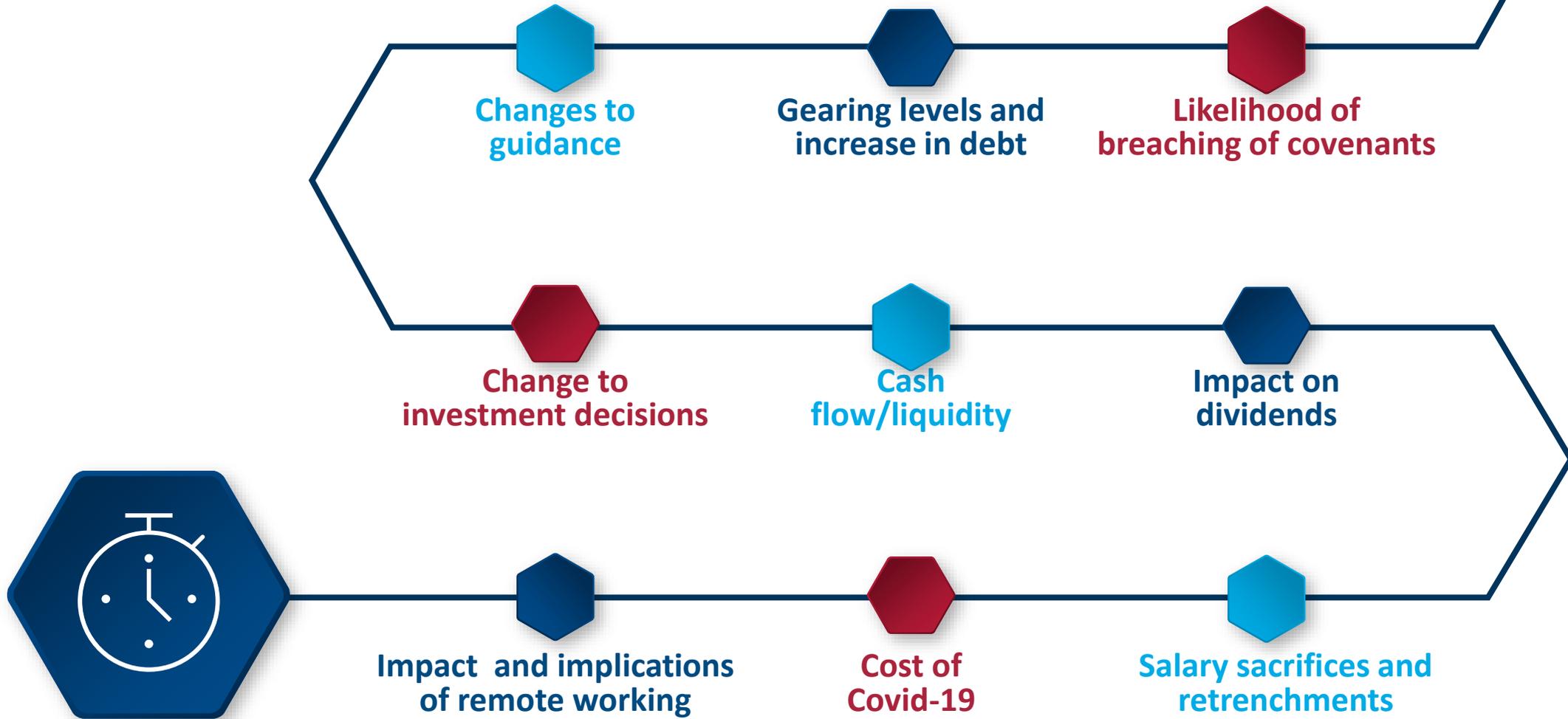


Key stakeholders look to management teams for:



Despite numerous logistics challenges, travel restrictions and stringent social distancing measures, **ongoing and methodical interaction** is critical

Stakeholder expectations – survival or resilience?



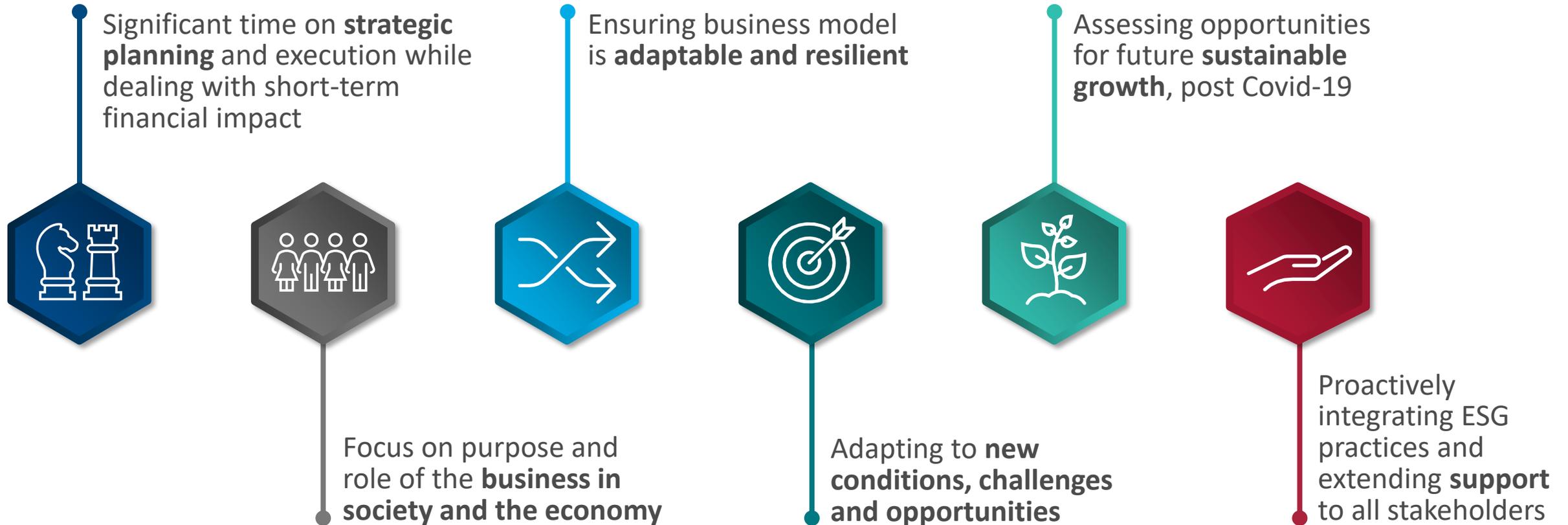
Guide leadership:

To communicate regularly and consistently –
cannot over communicate in times of crisis and uncertainty

To provide meaningful support for all stakeholders

- employees
- communities
- clients
- investors

To ensure sustainability of the business



Strategic approach as a result of Covid-19



Agility required from exco and board in decision-making



Re-alignment of business model



Integrated risk management



Acceleration of move to digital



New ways of working using technology



Investment in longer term opportunities



Enhanced business continuity management

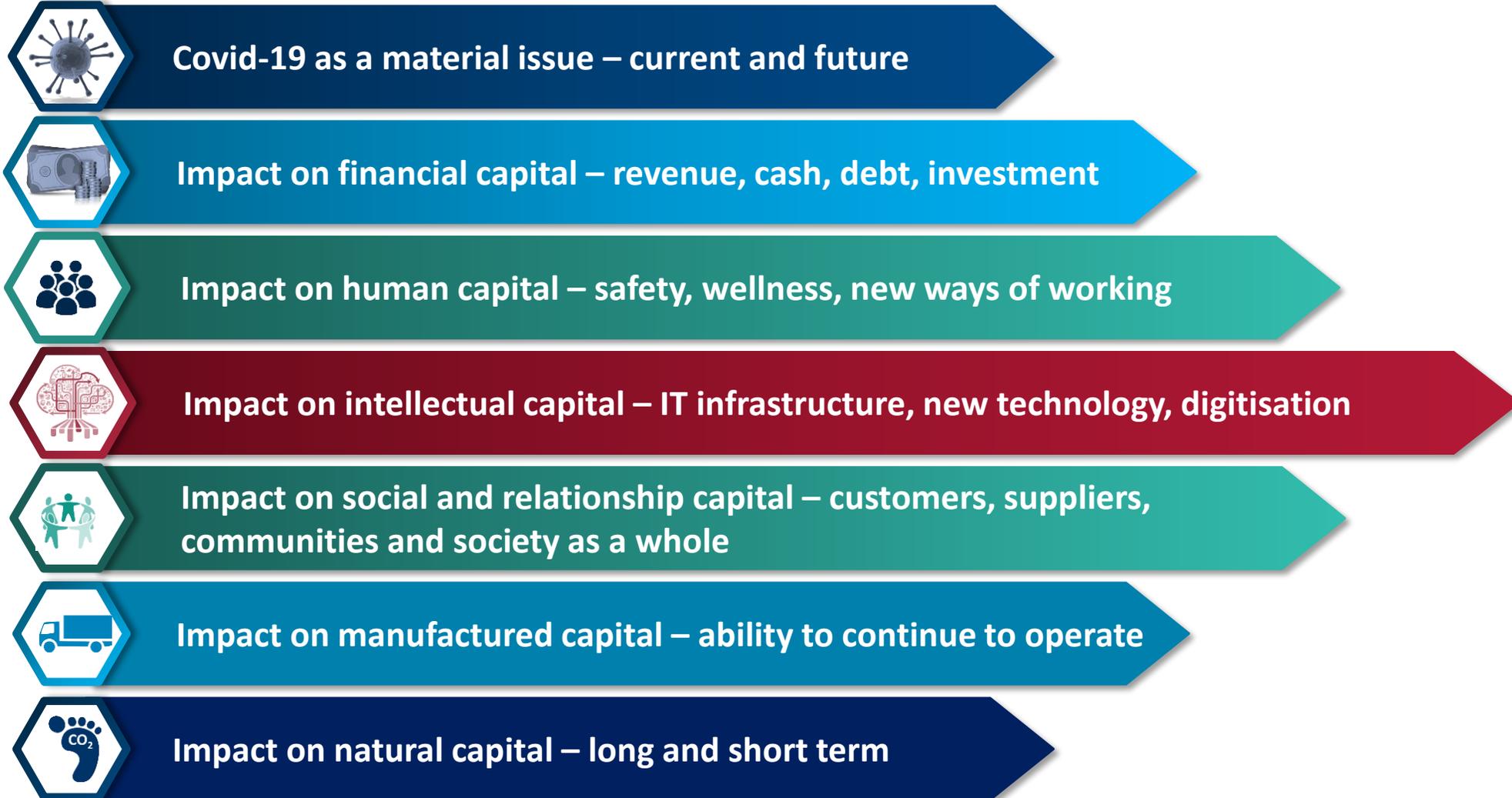


Greater emphasis on stakeholder engagement



New issues requiring greater focus







Regulatory requirements and expectations



Short, medium and long term risks to business



Agile response/changes i.t.o decision-making, strategy and business model



Opportunities to position business for post-pandemic world



Impact and adjustments to disclosure of management KPIs and targets



Strong stakeholder management



Contribution as responsible corporate citizen



Business outlook



What is the biggest change that you have had to make as a business as a result of Covid-19?

What is the most significant change to your reporting going forward?





Imperial™

beyond possibility

Thank you

www.imperiallogistics.com