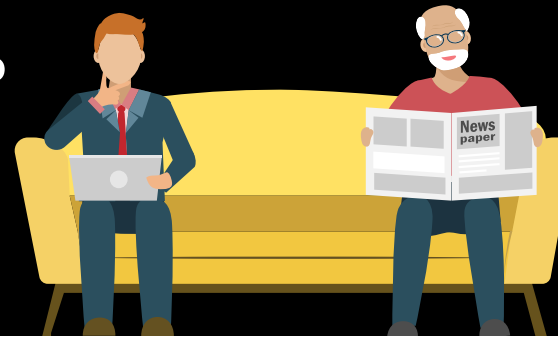




Berkshire Grey Research Finds **64%** of Chief Supply Chain Officers Say Generation Gap is a Leading Cause of Labor Shortage in Warehouses



More than 200 senior-level supply chain decision makers at eCommerce and retail businesses in the U.S. were surveyed on topics including labor issues, costs, pain points, automation, and predicted areas of industry growth in today's always-on retail world. **Here's what they had to say...**

AUTOMATION IMPROVES TALENT ATTRACTION AND RETENTION, CLOSES AGE GAP



71%

Believe automation is necessary to counter reduced applications from younger generations.

57%

Believe labor shortages have hindered their ability to meet demand.

43%

Believe implementing automation will lead to a decrease in employee turnover.

CONSUMER DEMANDS AND EXPECTATIONS ARE RISING

72%

Believe they would lose customers if they didn't offer free returns.

68%

Believe they will need same day or faster delivery speeds within two years.

80%

Have needed to increase headcount to accommodate the increase of returns.



AUTOMATION IMPACTS THE BOTTOM LINE



78%

Expect to save more than 10% on order fulfillment costs as a result of robotics automation.

85%

Currently using robotics are planning to increase their investment.

43%

Increase in those who believe automation is mainstream.

About Berkshire Grey

Berkshire Grey automates complex supply chain processes and optimizes fulfillment operations, accelerating business growth through AI-powered robotic automation. Our modular and configurable solutions can be leveraged across eCommerce fulfillment, store replenishment, retail, grocery and convenience, 3PL, and package handling and logistics.

Based on Berkshire Grey's *2022 State of Retail & eCommerce Fulfillment Report*, conducted in partnership with Hanover Research.

© Berkshire Grey, Inc. All rights reserved. | www.berkshiregrey.com



**BERKSHIRE
GREY**