

# Workforce in the transportation and distribution industry

## Transcript

**00:07:55:16 - 00:08:07:23**

**RANDOLPH SMITH:**

Eric, I'm curious, you've worked with many different industries. How might the transportation and logistics and distribution industries learn from things that others have done that have been successful?

**00:08:08:22 - 00:09:34:02**

**ERIC GONZAGA:**

Ultimately, just in reference to organizational culture, successful companies -- and actually in the trucking industry we've seen that as well -- is in taking proactive action in terms of managing culture, perceptions by the employees and really taking feedback very seriously from employees, in terms of whether it's work-life balance or just simply the wants and needs of truckers themselves. When you think about the greatest source of data nowadays, I mean, often times, whether it's Glassdoor or other online reviews, these are even taking into account within the context of the trucking industry, which historically hasn't been the case.

So it's a good sign recognizing that this industry, which has struggled with drivers before COVID, and certainly it's more pronounced at this point -- it's just that trucking companies are beginning to get in tune -- not beginning -- they are emphasizing the need to stay in tune or get in tune with their truckers. No different than any other in this industry, recognizing that they're producers for the organization.

**00:09:34:11 - 00:09:46:08**

**RANDOLPH SMITH:**

So thank you for joining us today. I hope the information we shared with you all was helpful. Also, I want to thank Eric for participating. Feel free to contact us with questions. Thank you.