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Ecommerce Europe’s survey on the impact of COVID-19 on e-commerce shows first signs of improvement

At the end of March, when Ecommerce Europe published its first country report on the impact of the Coronavirus outbreak on e-commerce, most EU countries were experiencing their strictest lockdown measures. According to Ecommerce Europe’s new survey\(^1\), it seems that the European economies are slowly trying to get out of the crisis, with **95% of respondents indicating that their countries have started an exit strategy**. Most countries are slowly easing the lockdown measures and allowing more “physical” commercial activities, with different types of shops being opened. In the next weeks, although mostly still with restrictions and in a scattered way across Europe, restaurants and bars will be opened, contact-based professions will restart their activities and schools will welcome children again.

The e-commerce sector has been a reliable factor throughout the crisis of the last months. It has been helping people in countries with even the strictest lockdown measures to get access to goods. In the coming period, it can be expected that consumers will start to buy more from brick-and-mortar stores again, thereby also lifting some of the pressure on the e-commerce sector. The figures demonstrate that, while in March only in **27% of the cases brick-and-mortar shops were allowed to be open**, currently **67% of the respondents indicate that physical shops have (re)opened**.

Despite the strong demand in e-commerce these lasts months, the survey shows a nuanced image of the impact of COVID-19 on the industry. While many sectors have generally seen increased sales, there is also a significant segment that is already experiencing / expecting a decrease in sales, with some sectors even dealing with a complete lack of sales. For instance, the fashion industry has seen a substantial decrease of sales, and the demand in the travel and events industry has dropped to an all-time low. Furthermore, even for the sectors that have seen an extraordinary level of demand, the increased sales have also led to higher costs due to disruptions in supplies, the need for additional staff and increased safety measures. In comparison to March, the new survey shows that **the e-commerce sector has also made a slight recovery in the last months, as fewer respondents are currently expecting a decrease of sales** (73% to 39%).

A consequence of the worldwide spread of the Coronavirus is that companies are experiencing difficulties in their supply chain. In March, 60% of respondents were identifying a supply chain problem and most others were expecting it to happen soon. The figures of May show that indeed **more countries are currently experiencing supply chain issues** (78%). While in March businesses may have been able to operate based on reserves, currently businesses are experiencing shortages of certain products. These shortages are mostly due to closed or limited production of products, longer delivery times and the disproportionate demand of some products. Across Europe, the pressure on postal and parcel delivery operators has decreased since March, as they have started adapting their operations to the increased demand.

Although it has not been an easy period for businesses, **a large majority of respondents indicates to be overall satisfied (67%) or have a neutral stance (17%) on how their government has**

\(^1\) A total of 18 National E-commerce Association members of Ecommerce Europe replied to this survey, covering 16 countries, due to the fact that there can be more than one association per country. The survey was conducted from 7 May to 12 May 2020.
responded to the crisis. In terms of government support measures, the biggest remaining issue appears to be that the support funds, mostly given in the form of loans (89%), but also via subsidies and tax deferrals, are in practice difficult to obtain for companies. For instance, in Germany, companies have to prove their creditworthiness to obtain loans, which can be difficult as in such crises, businesses (and especially SMEs) cannot show any securities to banks. Similarly, in Czechia and Austria, companies also experience problems in getting loans or receiving the funds.

Information sharing and harmonized approaches crucial for successful recovery

Information sharing and coordination between countries remains crucial in these times, as completely diverging approaches may have a negative impact on cross-border sales. Ecommerce Europe hopes that these insights will constitute a useful source of information for EU and national decision-makers to adopt an approach for recovery that is, to the extent possible, harmonized. Pushing forward with EU initiatives such as the Green Deal and the digital agenda, while giving stakeholders enough time to be able to properly contribute to policymaking, becomes an essential part of the recovery.
## Country comparison

**May 2020**

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**Legend:**
- Country in lockdown
- Free movement of people
- Brick-and-mortar shops open
- Are they offering alternative options to deliver products to their consumers?
- Online shops active
- Are online shops required to have their employees working from home except when practically impossible?
- Do online shops experience problems in their supply chain?
- Did the government adopt measures to finance (partial) unemployment?
- What is the estimated impact of the Coronavirus on non-food online sales?
- Do online shops face pressure from trade unions to close or restrict their activities?
- Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
- Is parcel delivery regarded by the government as an essential infrastructure at the moment?
- How does the situation affect parcel delivery?
- Are automated pick-up/drop-off points for parcels still allowed to operate?
- Did the government publish any guidelines on safe delivery of parcels to consumers?
- Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
- Is “cash on delivery” still allowed?

- HR - Heavy restrictions
- SR - Some restrictions
- SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)
- TBA - It is in the process of being approved
- ↑ - Increase in sales
- ↓ - Decrease in sales
- X - Complete lack of sales
- Yes - N - Yes, a normal level of pressure
- Yes - S - Yes, a strong level of pressure
- SNI - Strong negative impact
- LNI - Little negative impact
- NI - No impact
- N/A - Information not available
- N/Ap - Not applicable

[www.ecommerce-europe.eu](http://www.ecommerce-europe.eu) | info@ecommerce-europe.eu
### Austria

#### Country in lockdown
Partial

#### Has your country started an exit strategy / easing lockdown measures?
Yes

#### Free movement of people
Yes, but with some restrictions

#### Brick-and-mortar shops open
Yes

#### Online shops active
Yes

#### Did the government adopt measures to finance (partial) unemployment?
Yes, 80-90% up to € 5,370

#### Did you government adopt measures to support businesses?
Yes - subsidies, loans, tax deferrals, but in practice businesses have not received anything yet

#### Are online shops required to have their employees working from home except when practically impossible?
No

#### Do online shops experience problems in their supply chain?
Yes

#### What is the estimated impact of the Coronavirus on non-food online sales?
Increase & decrease in sales

#### Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
No

#### How does the situation affect parcel delivery?
Little negative impact

#### Did the government publish any guidelines on safe delivery of parcels to consumers?
No

#### Are automated pick-up/drop-off points for parcels still allowed to operate?
Yes

#### Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
No

#### Is “cash on delivery” still allowed?
Yes

#### 14 May 2020

- Brick-and-mortar shops open: Yes
- Online shops active: Yes
- Are online shops required to have their employees working from home except when practically impossible: No
- Do online shops experience problems in their supply chain: Yes
- What is the estimated impact of the Coronavirus on non-food online sales: Increase & decrease in sales
- Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down: No
- How does the situation affect parcel delivery: Little negative impact
- Did the government publish any guidelines on safe delivery of parcels to consumers: No
- Are automated pick-up/drop-off points for parcels still allowed to operate: Yes
- Are postal/parcel delivery operators restricting or being restricted to deliver abroad: No
- Is “cash on delivery” still allowed: Yes
### Austria

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<td>Satisfied</td>
<td>↑</td>
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<td>LNI</td>
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</table>

- **Country in lockdown**
- **Has your country started an exit strategy / easing lockdown measures?**
- **Free movement of people**
- **Brick-and-mortar shops open**
- **Online shops active**
- **Are online shops required to have their employees working from home except when practically impossible?**
- **Do online shops experience problems in their supply chain?**
- **Did the government adopt measures to support businesses?**
- **What is your opinion on the support measures that have been taken by your government since the start of the crisis?**
- **What is the estimated impact of the Coronavirus on non-food online sales?**
- **Do online shops face pressure from trade unions to close or restrict their activities?**
- **Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?**
- **How does the situation affect parcel delivery?**
- **Are automated pick-up/drop-off points for parcels still allowed to operate?**
- **Did the government publish any guidelines on safe delivery of parcels to consumers?**
- **Are postal/parcel delivery operators restricting or being restricted to deliver abroad?**
- **Is “cash on delivery” still allowed?**

**Country Report**

March 2020 / May 2020

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</table>

**Country in lockdown**

- **HR** - Heavy restrictions
- **L** - Yes, in the form of loans
- **LNI** - Little negative impact
- **NI** - No impact
- **N/A** - Information not available
- **N/Ap** - Not applicable
- **NR** - Yes, but in practice businesses have not received anything yet
- **S** - Yes, in the form of subsidies
- **SEP** - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)
- **SEP/D/H** - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)

**Impact:**

- **SNI** - Strong negative impact
- **SR** - Some restrictions
- **TBA** - It is in the process of being approved
- **TD** - Yes, in the form of tax deferrals
- **Yes - N** - Yes, a normal level of pressure
- **Yes - S** - Yes, a strong level of pressure

<table>
<thead>
<tr>
<th>Month</th>
<th>March</th>
<th>May</th>
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<tbody>
<tr>
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- **↑** - Increase in sales
- **↓** - Decrease in sales
- **X** - Complete lack of sales

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## Belgium

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<td>Did the government adopt measures to finance (partial) unemployment?</td>
<td>Yes, technical unemployment - 70%</td>
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<tr>
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<tr>
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Country in lockdown
Has your country started an exit strategy / easing lockdown measures?
Free movement of people
Brick-and-mortar shops open
Online shops active
Are online shops required to have their employees working from home except when practically impossible?

Do online shops experience problems in their supply chain?
Did the government adopt measures to finance (partial) unemployment?
Did you government adopt measures to support businesses?
What is your opinion on the support measures that have been taken by your government since the start of the crisis?
What is the estimated impact of the Coronavirus on non-food online sales?
Do online shops face pressure from trade unions to close or restrict their activities?

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
How does the situation affect parcel delivery?
Are automated pick-up/drop-off points for parcels still allowed to operate?
Did the government publish any guidelines on safe delivery of parcels to consumers?
Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
Is “cash on delivery” still allowed?

HR - Heavy restrictions
L - Yes, in the form of loans
LNI - Little negative impact
NI - No impact
N/A - Information not available
N/Ap - Not applicable
NR - Yes, but in practice businesses have not received anything yet
S - Yes, in the form of subsidies
SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)
SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)
SNI - Strong negative impact
SR - Some restrictions
TBA - It is in the process of being approved
TD - Yes, in the form of tax deferrals
Yes - N - Yes, a normal level of pressure
Yes - S - Yes, a strong level of pressure↑ - Increase in sales
↓ - Decrease in sales
X - Complete lack of sales

Belgium
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<tr>
<td>Brick-and-mortar shops open</td>
<td>Yes, but only if they sell essential products (i.e. food, healthcare, etc.)</td>
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<td>Country in lockdown</td>
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<td>Did the government adopt measures to finance (partial) unemployment?</td>
<td>Yes, 60% of salary and credit up to 4500 BGN without interest for 5 years period</td>
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<td>Free movement of people</td>
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<td>Online shops active</td>
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<td>Online shops required to have their employees working from home except when practically impossible?</td>
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<td>Are “cash on delivery” still allowed?</td>
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Country in lockdown: Partial

Has your country started an exit strategy / easing lockdown measures?: Yes

Free movement of people: Yes, but with some restrictions

Brick-and-mortar shops open: Yes

Online shops active: Yes

Did the government adopt measures to finance (partial) unemployment?: Yes, 50% to 80% depending on the situation

Did you government adopt measures to support businesses?: Yes - loans, tax deferrals

What is your opinion on the support measures that have been taken by your government since the start of the crisis?: Overall dissatisfied

Do online shops experience problems in their supply chain?: Yes

What is the estimated impact of the Coronavirus on non-food online sales?: Increase in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?: No

How does the situation affect parcel delivery?: Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?: No

Are automated pick-up/drop-off points for parcels still allowed to operate?: Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?: No

Is “cash on delivery” still allowed?: Yes, but not advised
## Czechia

### March 2020 / May 2020

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### Questions

- Are online shops required to have their employees working from home except when practically impossible?
- Do online shops experience problems in their supply chain?
- Has your country started an exit strategy / easing lockdown measures?
- Did the government adopt measures to finance (partial) unemployment?
- Free movement of people
- Did you government adopt measures to support businesses?
- What is your opinion on the support measures that have been taken by your government since the start of the crisis?
- Brick-and-mortar shops open
- What is the estimated impact of the Coronavirus on non-food online sales?
- Online shops active
- Do online shops face pressure from trade unions to close or restrict their activities?
- Is “cash on delivery” still allowed?

**Country in lockdown**

**Has your country started an exit strategy / easing lockdown measures?**

**Free movement of people**

**Brick-and-mortar shops open**

**Online shops active**

**Country Report**

**March 2020 / May 2020**

**Country in lockdown**

**Has your country started an exit strategy / easing lockdown measures?**

**Free movement of people**

**Brick-and-mortar shops open**

**Online shops active**

**Country in lockdown**

**Has your country started an exit strategy / easing lockdown measures?**

**Free movement of people**

**Brick-and-mortar shops open**

**Online shops active**

**Country in lockdown**

**Has your country started an exit strategy / easing lockdown measures?**

**Free movement of people**

**Brick-and-mortar shops open**

**Online shops active**

**HR - Heavy restrictions**

**L - Yes, in the form of loans**

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**N/A - Information not available**

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**NR - Yes, but in practice businesses have not received anything yet**

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**SNI - Strong negative impact**

**SR - Some restrictions**

**TBA - It is in the process of being approved**

**TD - Yes, in the form of tax deferrals**

**Yes - N - Yes, a normal level of pressure**

**Yes - S - Yes, a strong level of pressure**

**↑ - Increase in sales**

**↓ - Decrease in sales**

**x - Complete lack of sales**

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Country Report
March 2020 / May 2020

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Brick-and-mortar shops open
Online shops active
Are online shops required to have their employees working from home except when practically impossible?

Do online shops experience problems in their supply chain?
Did the government adopt measures to finance (partial) unemployment?
Did you government adopt measures to support businesses?
What is your opinion on the support measures that have been taken by your government since the start of the crisis?
What is the estimated impact of the Coronavirus on non-food online sales?
Do online shops face pressure from trade unions to close or restrict their activities?

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
How does the situation affect parcel delivery?
Are automated pick-up/drop-off points for parcels still allowed to operate?
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Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
Is “cash on delivery” still allowed?

HR - Heavy restrictions
L - Yes, in the form of loans
LNI - Little negative impact
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N/A - Information not available
N/Ap - Not applicable
NR - Yes, but in practice businesses have not received anything yet
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SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)
SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)
SNI - Strong negative impact
SR - Some restrictions
TBA - It is in the process of being approved
TD - Yes, in the form of tax deferrals
Yes - N - Yes, a normal level of pressure
Yes - S - Yes, a strong level of pressure
↑ - Increase in sales
↓ - Decrease in sales
x - Complete lack of sales

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</table>

www.ecommerce-europe.eu | info@ecommerce-europe.eu
Country Report
14 May 2020

Estonia

Country in lockdown
Full

Has your country started an exit strategy / easing lockdown measures?
Yes

Free movement of people
Yes, but with some restrictions

Brick-and-mortar shops open
Yes

Online shops active
Yes

Did the government adopt measures to finance (partial) unemployment?
Yes, maximum of 30%

Did you government adopt measures to support businesses?
Yes - subsidies, loans

Are online shops required to have their employees working from home except when practically impossible?
Yes

What is the estimated impact of the Coronavirus on non-food online sales?
Increase in sales

Do online shops experience problems in their supply chain?
Yes

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
Yes

What is your opinion on the support measures that have been taken by your government since the start of the crisis?
Overall satisfied

Do online shops face pressure from trade unions to close or restrict their activities?
Yes, a normal level of pressure

Are automated pick-up/drop-off points for parcels still allowed to operate?
Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
No

Is “cash on delivery” still allowed?
Yes, but not advised

Comparison with March 2020 data not available.
### Germany

**Country in lockdown**
- Partial

**Has your country started an exit strategy / easing lockdown measures?**
- Yes

**Free movement of people**
- Yes, but with some restrictions

**Brick-and-mortar shops open**
- Yes

**Online shops active**
- Yes

**Did you government adopt measures to finance (partial) unemployment?**
- Yes, 50% - 65% depending on the situation

**Are online shops required to have their employees working from home except when practically impossible?**
- No

**Do online shops experience problems in their supply chain?**
- No

**What is the estimated impact of the Coronavirus on non-food online sales?**
- Increase & decrease in sales

**Did you government adopt measures to support businesses?**
- Yes - subsidies, loans, tax deferrals, but in practice businesses have not received anything yet

**What is your opinion on the support measures that have been taken by your government since the start of the crisis?**
- Overall satisfied

**Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?**
- Yes

**Do online shops face pressure from trade unions to close or restrict their activities?**
- No

**Are automated pick-up/drop-off points for parcels still allowed to operate?**
- Yes

**How does the situation affect parcel delivery?**
- Strong negative impact

**Are postal/parcel delivery operators restricting or being restricted to deliver abroad?**
- Yes

**Did the government publish any guidelines on safe delivery of parcels to consumers?**
- No

**Are “cash on delivery” still allowed?**
- No
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<tr>
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- Country in lockdown
- Has your country started an exit strategy / easing lockdown measures?
- Free movement of people
- Brick-and-mortar shops open
- Online shops active
- Are online shops required to have their employees working from home except when practically impossible?

Do online shops experience problems in their supply chain?
Did the government adopt measures to finance (partial) unemployment?
Did you government adopt measures to support businesses?
What is your opinion on the support measures that have been taken by your government since the start of the crisis?
What is the estimated impact of the Coronavirus on non-food online sales?
Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
How does the situation affect parcel delivery?
Are automated pick-up/drop-off points for parcels still allowed to operate?
Did the government publish any guidelines on safe delivery of parcels to consumers?
Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
Is “cash on delivery” still allowed?

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- ↑ - Increase in sales
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- x - Complete lack of sales
Country in lockdown
Partial

Brick-and-mortar shops open
Yes, but only if they sell essential products or DIY or household products

Online shops active
Yes

Did the government adopt measures to finance (partial) unemployment?
Yes, up to €800 per employee

Did you government adopt measures to support businesses?
Yes - loans, tax deferrals

What is your opinion on the support measures that have been taken by your government since the start of the crisis?
Overall satisfied

Do online shops experience problems in their supply chain?
Yes

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
N/A

How does the situation affect parcel delivery?
Little negative impact

Are automated pick-up/drop-off points for parcels still allowed to operate?
Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
No

Is “cash on delivery” still allowed?
Yes, but not advised

What is the estimated impact of the Coronavirus on non-food online sales?
Increase in sales

Did the government publish any guidelines on safe delivery of parcels to consumers?
Yes

Country in lockdown
Partial

Free movement of people
Yes

Did the government adopt measures to finance (partial) unemployment?
Yes, up to €800 per employee

Free movement of people
Yes

Are online shops required to have their employees working from home except when practically impossible?
No

Do online shops face pressure from trade unions to close or restrict their activities?
No

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
No

Is “cash on delivery” still allowed?
Yes, but not advised

What is the estimated impact of the Coronavirus on non-food online sales?
Increase in sales

Did the government publish any guidelines on safe delivery of parcels to consumers?
Yes

Country Report
14 May 2020

Greece
### Greece

**Country Report**
March 2020 / May 2020

| Month | Exit | Lockdown | Unemployment | Support | "Cash on Delivery" | Delivery
<table>
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<td>LNI</td>
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**Questions:**
- Do online shops experience problems in their supply chain?
- Did the government adopt measures to finance (partial) unemployment?
- Did you government adopt measures to support businesses?
- What is your opinion on the support measures that have been taken by your government since the start of the crisis?
- What is the estimated impact of the Coronavirus on non-food online sales?
- Do online shops face pressure from trade unions to close or restrict their activities?
- Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
- How does the situation affect parcel delivery?
- Are automated pick-up/drop-off points for parcels still allowed to operate?
- Did the government publish any guidelines on safe delivery of parcels to consumers?
- Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
- Is "cash on delivery" still allowed?

**Legend:**
- HR - Heavy restrictions
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- ↑ - Increase in sales
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- X - Complete lack of sales
Country in lockdown
Partial

Brick-and-mortar shops open
Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

Online shops active
Yes

Did your country start an exit strategy / easing lockdown measures?
Yes

Free movement of people
Yes, but with heavy restrictions

Did the government adopt measures to finance (partial) unemployment?
Yes, 70% to 85% of average net weekly pay depending on the situation

Are online shops required to have their employees working from home except when practically impossible?
Yes

Did you government adopt measures to support businesses?
Yes - subsidies, loans

Do online shops experience problems in their supply chain?
Yes

What is your opinion on the support measures that have been taken by your government since the start of the crisis?
Overall satisfied

What is the estimated impact of the Coronavirus on non-food online sales?
Complete lack of sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
Yes

Are automated pick-up/drop-off points for parcels still allowed to operate?
Yes

Do online shops face pressure from trade unions to close or restrict their activities?
N/A

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
No

How does the situation affect parcel delivery?
Little negative impact

Is “cash on delivery” still allowed?
Yes

Did the government publish any guidelines on safe delivery of parcels to consumers?
No

Comparison with March 2020 data not available.
Country in lockdown: Partial

Brick-and-mortar shops open: Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

Online shops active: Yes

Did online shops experience problems in their supply chain? Yes

What is the estimated impact of the Coronavirus on non-food online sales? Decrease & complete lack of sales

Did online shops suffer from the pressure of brick-and-mortar shops that were required to shut down? I don’t know / Not applicable to my country

How does the situation affect parcel delivery? Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers? Yes

Has your country started an exit strategy / easing lockdown measures? Yes

Free movement of people: Yes, but with heavy restrictions

Did the government adopt measures to finance (partial) unemployment? It is in the process of being approved

Did you government adopt measures to support businesses? Yes - subsidies, loans, tax deferrals

What is your opinion on the support measures that have been taken by your government since the start of the crisis? Overall satisfied

Do online shops face pressure from trade unions to close or restrict their activities? No

Are automated pick-up/drop-off points for parcels still allowed? Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad? No

Is “cash on delivery” still allowed? Yes, but not advised

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Country Report
March 2020 / May 2020

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↑ - Increase in sales
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Country in lockdown
Partial

Brick-and-mortar shops open
Yes

Online shops active
Yes

Did the government adopt measures to finance (partial) unemployment?
Yes, up to 90% for company workers
Up to €1,000/month for indep. workers

Did you government adopt measures to support businesses?
Yes - subsidies, loans, tax deferrals

What is your opinion on the support measures that have been taken by your government since the start of the crisis?
Overall satisfied

Do online shops experience problems in their supply chain?
Yes

What is the estimated impact of the Coronavirus on non-food online sales?
Increase in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
No

Are automated pick-up/drop-off points for parcels still allowed to operate?
Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
No

Did the government publish any guidelines on safe delivery of parcels to consumers?
No

Are “cash on delivery” still allowed?
Not applicable / unclear

Country in lockdown
Partial
Free movement of people
Yes, but with some restrictions

Online shops active
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Did the government adopt measures to finance (partial) unemployment?
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Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
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Did the government publish any guidelines on safe delivery of parcels to consumers?
No

Are “cash on delivery” still allowed?
Not applicable / unclear
## Country Report

### Netherlands

#### March 2020 / May 2020

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- **Country in lockdown**
- **Has your country started an exit strategy / easing lockdown measures?**
- **Free movement of people**
- **Brick-and-mortar shops open**
- **Online shops active**
- **Are online shops required to have their employees working from home except when practically impossible?**
- **Do online shops experience problems in their supply chain?**
- **Did the government adopt measures to finance (partial) unemployment?**
- **Did you government adopt measures to support businesses?**
- **What is your opinion on the support measures that have been taken by your government since the start of the crisis?**
- **What is the estimated impact of the Coronavirus on non-food online sales?**
- **Do online shops face pressure from trade unions to close or restrict their activities?**
- **Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?**
- **How does the situation affect parcel delivery?**
- **Are automated pick-up/drop-off points for parcels still allowed to operate?**
- **Did the government publish any guidelines on safe delivery of parcels to consumers?**
- **Are postal/parcel delivery operators restricting or being restricted to deliver abroad?**
- **Is “cash on delivery” still allowed?**

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- X - Complete lack of sales
### Norway

**Country in lockdown**: Partial

**Has your country started an exit strategy / easing lockdown measures?**: Yes

**Free movement of people**: Yes

**Brick-and-mortar shops open**: Yes

**Online shops active**: Yes

**Did the government adopt measures to finance (partial) unemployment?**

Yes, the government covers costs of lay-offs to both employers and employees

**Are online shops required to have their employees working from home except when practically impossible?**

Yes

**Do online shops experience problems in their supply chain?**

No

**What is the estimated impact of the Coronavirus on non-food online sales?**

Increase in sales

**Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?**

No

**How does the situation affect parcel delivery?**

Little negative impact

**Did the government publish any guidelines on safe delivery of parcels to consumers?**

Yes

**Did you government adopt measures to support businesses?**

Yes - subsidies, loans, tax deferrals

**What is your opinion on the support measures that have been taken by your government since the start of the crisis?**

Overall satisfied

**Do online shops face pressure from trade unions to close or restrict their activities?**

No

**Are automated pick-up/drop-off points for parcels still allowed to operate?**

Yes

**Are postal/parcel delivery operators restricting or being restricted to deliver abroad?**

No

**Is “cash on delivery” still allowed?**

Yes, but not advised

**14 May 2020**

Brick-and-mortar shops open

Yes

Online shops active

Yes

Are online shops required to have their employees working from home except when practically impossible?

Yes

Do online shops experience problems in their supply chain?

No

What is the estimated impact of the Coronavirus on non-food online sales?

Increase in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?

No

How does the situation affect parcel delivery?

Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?

Yes

Did you government adopt measures to support businesses?

Yes - subsidies, loans, tax deferrals

What is your opinion on the support measures that have been taken by your government since the start of the crisis?

Overall satisfied

Do online shops face pressure from trade unions to close or restrict their activities?

No

Are automated pick-up/drop-off points for parcels still allowed to operate?

Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?

No

Is “cash on delivery” still allowed?

Yes, but not advised
## Country Report

**Norway**

### Month: March 2020 / May 2020

<table>
<thead>
<tr>
<th>Country in lockdown</th>
<th>Has your country started an exit strategy / easing lockdown measures?</th>
<th>Free movement of people</th>
<th>Brick-and-mortar shops open</th>
<th>Online shops active</th>
<th>Are online shops required to have their employees working from home except when practically impossible?</th>
</tr>
</thead>
</table>

### March 2020
- Partial
- N/A
- Yes
- Yes
- Yes
- No
- Expected
- Yes
- N/A

### May 2020
- Partial
- Yes
- Yes
- Yes
- Yes
- Yes
- No
- Yes
- S, L, TD

### Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Country in lockdown</th>
<th>Has your country started an exit strategy / easing lockdown measures?</th>
<th>Free movement of people</th>
<th>Brick-and-mortar shops open</th>
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<th>Are online shops required to have their employees working from home except when practically impossible?</th>
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<tbody>
<tr>
<td>March</td>
<td>Partial</td>
<td>N/A</td>
<td>↓</td>
<td>No</td>
<td>No</td>
<td>LNI</td>
</tr>
<tr>
<td>May</td>
<td>Satisfied</td>
<td>↑</td>
<td>No</td>
<td>No</td>
<td>LNI</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Notes:

- **HR** - Heavy restrictions
- **L** - Yes, in the form of loans
- **LNI** - Little negative impact
- **NI** - No impact
- **N/A** - Information not available
- **N/Ap** - Not applicable
- **NR** - Yes, but in practice businesses have not received anything yet
- **S** - Yes, in the form of subsidies
- **SEP** - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)
- **SEP/D/H** - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)
- **SNI** - Strong negative impact
- **SR** - Some restrictions
- **TBA** - It is in the process of being approved
- **TD** - Yes, in the form of tax deferrals
- **Yes - N** - Yes, a normal level of pressure
- **Yes - S** - Yes, a strong level of pressure
- ↑ - Increase in sales
- ↓ - Decrease in sales
- x - Complete lack of sales
Country in lockdown: Partial

Has your country started an exit strategy / easing lockdown measures?: Yes

Free movement of people: Yes, but with some restrictions

Brick-and-mortar shops open: Yes

Online shops active: Yes

Did the government adopt measures to finance (partial) unemployment?: Yes

Did you government adopt measures to support businesses?: Yes - loans, tax deferrals

Are online shops required to have their employees working from home except when practically impossible?: Yes

Do online shops experience problems in their supply chain?: Yes

What is the estimated impact of the Coronavirus on non-food online sales?: Complete lack of sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?: No

What is your opinion on the support measures that have been taken by your government since the start of the crisis?: Overall satisfied

Do online shops face pressure from trade unions to close or restrict their activities?: No

Are automated pick-up/drop-off points for parcels still allowed to operate?: Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?: No

Is “cash on delivery” still allowed?: Yes, but not advised

Comparison with March 2020 data not available.
Spain

Country in lockdown
Partial

Free movement of people
Yes, but with heavy restrictions

Brick-and-mortar shops open
Yes, but only if they sell essential products (i.e. food, healthcare, etc.)

Online shops active
Yes

Did the government adopt measures to finance (partial) unemployment?
Yes, the government ensures a basic income for employees

Are online shops required to have their employees working from home except when practically impossible?
Yes

Did you government adopt measures to support businesses?
Yes - subsidies

Do online shops experience problems in their supply chain?
No

What is the estimated impact of the Coronavirus on non-food online sales?
Decrease in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
No

How does the situation affect parcel delivery?
Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?
Yes

Country Report
14 May 2020

Comparison with March 2020 data not available.
Country Report
March 2020 / May 2020

Spain

| Month | Country in lockdown | Online shops active | Brick-and-mortar shops open | Free movement of people | Has your country started an exit strategy / easing lockdown measures? | Do online shops experience problems in their supply chain? | Did the government adopt measures to finance (partial) unemployment? | Did you government adopt measures to support businesses? | What is your opinion on the support measures that have been taken by your government since the start of the crisis? | What is the estimated impact of the Coronavirus on non-food online sales? | Are online shops required to have their employees working from home except when practically impossible? | Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down? | How does the situation affect parcel delivery? | Are automated pick-up/drop-off points for parcels still allowed to operate? | Did the government publish any guidelines on safe delivery of parcels to consumers? | Are postal/parcel delivery operators restricting or being restricted to deliver abroad? | Is “cash on delivery” still allowed? |
|-------|---------------------|---------------------|-----------------------------|------------------------|-----------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|
|       |                     |                     |                             |                        |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |
| March | Partial             | N/A                | HR                          | SEP                    | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | TBA                                                            | N/A                                                            | Yes                                                            | N/A                                                            | Yes                                                            | No                                                            | Yes                                                            | N/A                                                            | Yes                                                            | No                                                            | Yes                                                            |
| May   | Partial             | Yes                | HR                          | SEP                    | Yes                                                            | Yes                                                            | Yes                                                            | No                                                            | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | No                                                            | Yes                                                            | No                                                            | Yes                                                            | Yes                                                            | N/A                                                            |

Country in lockdown

| Month | Country in lockdown | Online shops active | Brick-and-mortar shops open | Free movement of people | Has your country started an exit strategy / easing lockdown measures? | Do online shops experience problems in their supply chain? | Did the government adopt measures to finance (partial) unemployment? | Did you government adopt measures to support businesses? | What is your opinion on the support measures that have been taken by your government since the start of the crisis? | What is the estimated impact of the Coronavirus on non-food online sales? | Are online shops required to have their employees working from home except when practically impossible? | Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down? | How does the situation affect parcel delivery? | Are automated pick-up/drop-off points for parcels still allowed to operate? | Did the government publish any guidelines on safe delivery of parcels to consumers? | Are postal/parcel delivery operators restricting or being restricted to deliver abroad? | Is “cash on delivery” still allowed? |
|-------|---------------------|---------------------|-----------------------------|------------------------|-----------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|
|       |                     |                     |                             |                        |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |                                                                |
| March | N/A                | ↑                   | Yes - N                     | No                     | LNI                                                            | No                                                            | Yes                                                            | N/A                                                            | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | No                                                            | Yes                                                            | N/A                                                            | Yes                                                            | No                                                            | Yes                                                            |
| May   | Dissatisfied        | ↓                   | Yes - N                     | No                     | LNI                                                            | Yes                                                            | Yes                                                            | No                                                            | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | Yes                                                            | No                                                            | Yes                                                            | No                                                            | Yes                                                            | N/A                                                            |

HR - Heavy restrictions
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SNI - Strong negative impact
SR - Some restrictions
TBA - It is in the process of being approved
TD - Yes, in the form of tax deferrals
Yes - N - Yes, a normal level of pressure
Yes - S - Yes, a strong level of pressure
↑ - Increase in sales
↓ - Decrease in sales
x - Complete lack of sales

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Country in lockdown: No

Free movement of people: Yes, but with some restrictions

Brick-and-mortar shops open: Yes

Online shops active: Yes

Did your country start an exit strategy / easing lockdown measures?: No

Did the government adopt measures to finance (partial) unemployment?: Yes, reduction of working times and coverage of income by the government

Did you government adopt measures to support businesses?: Yes - subsidies, loans, tax deferrals

What is your opinion on the support measures that have been taken by your government since the start of the crisis?: Overall satisfied

Do online shops experience problems in their supply chain?: Yes

What is the estimated impact of the Coronavirus on non-food online sales?: Decrease in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?: N/Ap

Are automated pick-up/drop-off points for parcels still allowed to operate?: Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?: No

Is “cash on delivery” still allowed?: Yes
### Sweden

**Country Report**  
March 2020 / May 2020

<table>
<thead>
<tr>
<th>Month</th>
<th>Country in lockdown</th>
<th>Free movement of people</th>
<th>Brick-and-mortar shops open</th>
<th>Online shops active</th>
<th>Do online shops experience problems in their supply chain?</th>
<th>Did the government adopt measures to finance (partial) unemployment?</th>
<th>Did you government adopt measures to support businesses?</th>
<th>What is your opinion on the support measures that have been taken by your government since the start of the crisis?</th>
<th>What is the estimated impact of the Coronavirus on non-food online sales?</th>
<th>Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?</th>
<th>How does the situation affect parcel delivery?</th>
<th>Are automated pick-up/drop-off points for parcels still allowed to operate?</th>
<th>Did the government publish any guidelines on safe delivery of parcels to consumers?</th>
<th>Are postal/parcel delivery operators restricting or being restricted to deliver abroad?</th>
<th>Is “cash on delivery” still allowed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>Partial</td>
<td>N/A</td>
<td>SR</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>TBA</td>
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<td>SNI</td>
<td>N/A</td>
<td>SNI</td>
<td>Yes</td>
</tr>
<tr>
<td>May</td>
<td>No</td>
<td>No</td>
<td>SR</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes, S, L, TD</td>
<td>Yes</td>
<td>N/A</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Month**

- **Month**
- **Country in lockdown**
- **Free movement of people**
- **Brick-and-mortar shops open**
- **Online shops active**

**Country in lockdown**

- **March**: Partial  
- **May**: No

**Free movement of people**

- **March**: SR  
- **May**: Satisfied

**Brick-and-mortar shops open**

- **March**: No  
- **May**: Yes

**Online shops active**

- **March**: N/A  
- **May**: Yes - N

**Do online shops experience problems in their supply chain?**

- **March**: Yes  
- **May**: Yes

**Did the government adopt measures to finance (partial) unemployment?**

- **March**: No  
- **May**: Yes

**Did you government adopt measures to support businesses?**

- **March**: Yes  
- **May**: Yes

**What is your opinion on the support measures that have been taken by your government since the start of the crisis?**

- **March**: SNI  
- **May**: N/A

**What is the estimated impact of the Coronavirus on non-food online sales?**

- **March**: N/A  
- **May**: S

**Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?**

- **March**: TBA  
- **May**: Yes

**How does the situation affect parcel delivery?**

- **March**: Yes - N  
- **May**: Yes

**Are automated pick-up/drop-off points for parcels still allowed to operate?**

- **March**: Yes  
- **May**: Yes

**Did the government publish any guidelines on safe delivery of parcels to consumers?**

- **March**: Yes  
- **May**: Yes

**Are postal/parcel delivery operators restricting or being restricted to deliver abroad?**

- **March**: Yes  
- **May**: Yes

**Is “cash on delivery” still allowed?**

- **March**: TBA  
- **May**: Yes

**HR** - Heavy restrictions  
**L** - Yes, in the form of loans  
**LNI** - Little negative impact  
**NI** - No impact  
**N/A** - Information not available  
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**S** - Yes, in the form of subsidies  
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↑ - Increase in sales  
↓ - Decrease in sales  
X - Complete lack of sales

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Country Report

Switzerland

14 May 2020

Country in lockdown
- Partial

Has your country started an exit strategy / easing lockdown measures?
- Yes

Free movement of people
- Yes, but with some restrictions

Brick-and-mortar shops open
- Yes

Online shops active
- Yes

Did the government adopt measures to finance (partial) unemployment?
- Yes, 80%

Did you government adopt measures to support businesses?
- Yes - loans, tax deferrals

Are online shops required to have their employees working from home except when practically impossible?
- Yes

Do online shops experience problems in their supply chain?
- Yes

What is the estimated impact of the Coronavirus on non-food online sales?
- Increase in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
- No

How does the situation affect parcel delivery?
- Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?
- No

What is your opinion on the support measures that have been taken by your government since the start of the crisis?
- Neutral

Do online shops face pressure from trade unions to close or restrict their activities?
- No

Are automated pick-up/drop-off points for parcels still allowed to operate?
- Yes

Are postal/parcel delivery operators restricting or being restricted to deliver abroad?
- No

Is “cash on delivery” still allowed?
- Yes, but not advised

Are online shops required to have their employees working from home except when practically impossible? Yes

Do online shops experience problems in their supply chain? Yes

What is the estimated impact of the Coronavirus on non-food online sales? Increase in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down? No

How does the situation affect parcel delivery? Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers? No

Country Report

Switzerland

14 May 2020

Country in lockdown
- Partial

Has your country started an exit strategy / easing lockdown measures?
- Yes

Free movement of people
- Yes, but with some restrictions

Brick-and-mortar shops open
- Yes

Online shops active
- Yes

Did the government adopt measures to finance (partial) unemployment?
- Yes, 80%

Did you government adopt measures to support businesses?
- Yes - loans, tax deferrals

Are online shops required to have their employees working from home except when practically impossible?
- Yes

Do online shops experience problems in their supply chain?
- Yes

What is the estimated impact of the Coronavirus on non-food online sales?
- Increase in sales

Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
- No

How does the situation affect parcel delivery?
- Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?
- No

Country Report

Switzerland

14 May 2020

Country in lockdown
- Partial

Has your country started an exit strategy / easing lockdown measures?
- Yes

Free movement of people
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Brick-and-mortar shops open
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Online shops active
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Did the government adopt measures to finance (partial) unemployment?
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Are online shops required to have their employees working from home except when practically impossible?
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Do online shops experience problems in their supply chain?
- Yes

What is the estimated impact of the Coronavirus on non-food online sales?
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Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?
- No

How does the situation affect parcel delivery?
- Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?
- No

Country Report

Switzerland

14 May 2020

Country in lockdown
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Free movement of people
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- No

How does the situation affect parcel delivery?
- Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?
- No

Country Report

Switzerland

14 May 2020

Country in lockdown
- Partial

Has your country started an exit strategy / easing lockdown measures?
- Yes

Free movement of people
- Yes, but with some restrictions

Brick-and-mortar shops open
- Yes

Online shops active
- Yes

Did the government adopt measures to finance (partial) unemployment?
- Yes, 80%

Did you government adopt measures to support businesses?
- Yes - loans, tax deferrals

Are online shops required to have their employees working from home except when practically impossible?
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- No

How does the situation affect parcel delivery?
- Little negative impact

Did the government publish any guidelines on safe delivery of parcels to consumers?
- No

Country Report

Switzerland

14 May 2020

Country in lockdown
- Partial

Has your country started an exit strategy / easing lockdown measures?
- Yes

Free movement of people
- Yes, but with some restrictions

Brick-and-mortar shops open
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Online shops active
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Did the government adopt measures to finance (partial) unemployment?
- Yes, 80%

Did you government adopt measures to support businesses?
- Yes - loans, tax deferrals

Are online shops required to have their employees working from home except when practically impossible?
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Country Report

Switzerland

14 May 2020

Country in lockdown
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Has your country started an exit strategy / easing lockdown measures?
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Country Report

Switzerland

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Country Report

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- Yes - loans, tax deferrals

Are online shops required to have their employees working from home except when practically impossible?
- Yes

Do online shops experience problems in their supply chain?
- Yes
### Switzerland

**Country Report**
March 2020 / May 2020

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>March</td>
<td>Partial</td>
<td>N/A</td>
<td>↑ ↓</td>
<td>No</td>
<td>No</td>
<td>SR</td>
<td>N/A</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Country in lockdown**
- March: Partial
- May: Partial

**Has your country started an exit strategy / easing lockdown measures?**
- March: N/A
- May: Neutral

**Free movement of people**
- March: ↑ ↓
- May: ↑

**Brick-and-mortar shops open**
- March: No
- May: No

**Online shops active**
- March: N/A
- May: No

**Are online shops required to have their employees working from home?**
- March: ↑ ↓
- May: ↑

**Do online shops experience problems in their supply chain?**
- March: N/A
- May: Neutral

**Did the government adopt measures to finance (partial) unemployment?**
- March: Yes
- May: Yes

**Did you government adopt measures to support businesses?**
- March: Yes
- May: Yes

**What is your opinion on the support measures that have been taken by your government since the start of the crisis?**
- March: ↑ ↓
- May: ↑

**What is the estimated impact of the Coronavirus on non-food online sales?**
- March: N/A
- May: No

**Do online shops face pressure from trade unions to close or restrict their activities?**
- March: N/A
- May: Yes

**Are postal/parcel delivery operators restricting or being restricted to deliver abroad?**
- March: Neutral
- May: Yes

**Is “cash on delivery” still allowed?**
- March: Yes
- May: Yes

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HR - Heavy restrictions  
L - Yes, in the form of loans  
LNI - Little negative impact  
NI - No impact  
N/A - Information not available  
N/Ap - Not applicable  
NR - Yes, but in practice businesses have not received anything yet  
S - Yes, in the form of subsidies  
SEP - Yes, but only if they sell essential products (i.e. food, healthcare, etc.)  
SEP/D/H - Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)  
SNI - Strong negative impact  
SR - Some restrictions  
TBA - It is in the process of being approved  
TD - Yes, in the form of tax deferrals  
Yes - N - Yes, a normal level of pressure  
Yes - S - Yes, a strong level of pressure  
↑ - Increase in sales  
↓ - Decrease in sales  
x - Complete lack of sales
Overview of survey results
**Survey results**

### 27 March 2020

**Is your country in lockdown?**

Number of responses: 15

- **Yes, partial lockdown**: 9 (60%)
- **Yes, full lockdown**: 5 (33.33%)
- **No**: 1 (6.67%)

### 14 May 2020

**Is your country in lockdown?**

Number of responses: 18

- **Yes, partial lockdown**: 16 (94.44%)
- **Yes, full lockdown**: 1 (5.56%)
- **No**: 1 (5.56%)
14 May 2020

Has your country started an exit strategy / easing lockdown measures?
Number of responses: 18

- Yes: 17 (94.44%)
- No: 1 (5.56%)
- No, but it will start soon: 0 (0%)
- Not applicable: 0 (0%)
27 March 2020

**Are people in your country allowed to go out?**

Number of responses: 15

- Yes: 1 (6.67%)
- Yes, but with some restrictions: 7 (46.67%)
- Yes, but with heavy restrictions (i.e. stay close to their home, for limited time, only to buy food, medicines, go to work): 7 (46.67%)
- No: 0 (0%)

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14 May 2020

**Are people in your country allowed to go out?**

Number of responses: 18

- Yes: 4 (22.22%)
- Yes, but with some restrictions: 11 (61.11%)
- Yes, but with heavy restrictions (i.e. stay close to their home, for limited time, only to buy food, medicines, go to work): 3 (16.67%)
- No: 0 (0%)
27 March 2020

**Are brick-and-mortar shops still allowed to be open?**

*Number of responses: 15*

- **Yes**: 4 (26.67%)
- **Yes, but only if they sell essential products (i.e. food, healthcare, etc.)**: 11 (73.33%)
- **No**: 0 (0%)

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14 May 2020

**Are brick-and-mortar shops allowed to be open?**

*Number of responses: 18*

- **Yes**: 12 (66.67%)
- **Yes, but only if they sell essential products (i.e. food, healthcare, etc.)**: 4 (22.22%)
- **Yes, but only if they sell essential products or DIY or household products (e.g. furniture, construction, renovation, fabrics, etc.)**: 2 (11.11%)
- **No**: 0 (0%)
27 March 2020

Do online shops in your country experience problems in their supply chain:
Number of responses: 15

- Yes: 9 (60%)
- No: 1 (6.67%)
- No but it is expected to happen soon: 5 (33.33%)

14 May 2020

Do online shops in your country experience problems in their supply chain:
Number of responses: 18

- Yes: 14 (77.78%)
- No: 4 (22.22%)
14 May 2020

Did you government adopt measures to support businesses?
Number of responses: 18

- Yes, in the form of subsidies: 13 (72.22%)
- Yes, in the forms of loans: 16 (88.89%)
- Yes, in the form of tax deferrals: 13 (72.22%)
- Yes, but in practice businesses have not received anything yet: 4 (22.22%)
- No: 0 (0%)

14 May 2020

What is your opinion on the support measures that have been taken by your government since the start of the crisis?
Number of responses: 18

- Overall satisfied: 12 (66.67%)
- Overall dissatisfied: 3 (16.67%)
- Neutral: 3 (16.67%)
- Non applicable: 0 (0%)
**27 March 2020**

**What is the estimated impact of the Coronavirus on non-food online sales in your country (more answers possible)?**

Number of responses: 15

- **Decrease in sales**: 11 (73.33%)
- **Complete lack of sales**: 3 (20%)
- **Prohibition of sale of non-essential products**: 0 (0%)
- **Increase in sales**: 10 (66.67%)

**14 May 2020**

**What is the estimated impact of the Coronavirus on non-food online sales in your country?**

Number of responses: 18

- **Decrease in sales**: 7 (38.89%)
- **Complete lack of sales**: 3 (16.67%)
- **Prohibition of sale of non-essential products**: 0 (0%)
- **Increase in sales**: 12 (66.67%)
27 March 2020

**Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?**

Number of responses: 15

- **Yes**: 4 (26.67%)
- **No**: 11 (73.33%)
- **Not applicable to my country**: 0 (0%)

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14 May 2020

**Do online shops suffer from the pressure of brick-and-mortar shops that were required to shut down?**

Number of responses: 18

- **Yes**: 5 (27.78%)
- **No**: 9 (50%)
- **I don't know / Not applicable to my country**: 4 (22.22%)
27 March 2020

How does the situation affect parcel delivery?

Number of responses: 15

- There is no impact: 1 (6.67%)
- There is little negative impact: 9 (60%)
- There is a strong negative impact: 5 (33.33%)
- There is a very strong negative impact: 0 (0%)

Please elaborate:
Number of responses: 11

Text answers:
Delivery of parcels and logistics services, in general, are strongly impacted. On the one hand there has been a strong increase in demand (more than double in a few weeks) and on the other hand companies are working in less than optimal conditions, companies are committed to guaranteeing the protection of workers. For the Postal Service, there has been a lockdown, and they are now limited to universal postal services. Private couriers are deciding individually to stay open or not. Delivery is allowed by the Decree of the lockdown, but it’s not regarded as an essential service, although it is regarded as instrumental to other essentials (such as food delivery).

Big pressure, delay using delivery rules for delivery (social distance) - signage of package by postman - slower delivery times. Delays in delivery can run up to 3-5 days depending on sector the parcel delivery is very asked and are working over-load because the customers are selling online. Many truck drivers from abroad are cancelled, so there are not enough employees. the boarder controls burden the employees and lead to longer delivery times.

14 May 2020

How does the situation affect parcel delivery?

Number of responses: 17

- There is no impact: 0 (0%)
- There is little negative impact: 16 (94.12%)
- There is a strong negative impact: 1 (5.88%)
- There is a very strong negative impact: 0 (0%)

Please elaborate:
Number of responses: 13

Text answers:
During the first phase of emergency, criticalities occurred in the sector, now they are being overcome. The courier firms work with special health protection equipment and measures in their logistic center and this can cause a little delay of delivery. A number of Brick & Mortar-chains have introduced contactless click-and-collect solutions. I.e. Buy online and pick-up by car outside the shops. Slower delivery times due to peak sales all the time. Interruptions of normal delivery chain. Starters and third parties (that were not used to handle Ecommerce packages) are not always treating the package correctly. result: oversized packages. packages that are packed wrongly etc. After the huge pressure at the beginning online shops and parcel delivery companies had adopted successfully and the delivery time is the same like before the crisis. Next day delivery is under pressure. We receive complaints that logistic partners do not come to pick up the goods from the merchants, meaning that in fact the logistic operator decides which company gets the business. We are currently sending out a survey to get hold get this more fact based. The Delivery companies have stepped up their services and got behind the drive. They are central to response. Especially National Post Office AnPost who are assisting the elderly cocooned population and calling in to see if they are okay. Longer delivery times - delay of max 2 days in delivery. Delivery time are longer - but it works well - generally. There are a lot of delays in delivery. parcel delivery have increased.