

**ERGP summary information on measures adopted for postal service in view of the COVID-19 outbreak**

**Report 4 - Summary of answers**

In view of the COVID-19 outbreak, the ERGP is collecting information about measures adopted in the postal sector in view of the Covid-9 outbreak. ERGP is also collecting information regarding the operational and regulatory impact of the pandemic.

Below you can find a summary of the information collected by ERGP members (updated until **24 July 2020**).

**Table 1: Measures**

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
<b>Austria</b>	<p>The whole country has been advised to reduce public life to a minimum and the population as well as all others who are presently in Austria, to urgently stay at home and to reduce any outdoor contact to a minimum, as well as not to stay close to other persons. Furthermore currently 4 smaller regions have been set in quarantine (all of these are touristic areas). In these regions nobody may move out or in, except emergency services and food delivery. However postal delivery is carried out there.</p> <p>For the whole country all shops are closed down. Exemptions are only for food, health care, postal offices, banks and urgent service providers.</p> <p>Generally, it is allowed to leave home for 3 reasons:</p> <ol style="list-style-type: none"> <li>1) urgent work</li> <li>2) urgent things to shop (food, medication, etc.)</li> <li>3) to help others in need.</li> </ol> <p>These Measures have been lifted during the month of May 2020 towards less restrictive measures (social distancing and obligation to wear Nose and mouth</p>	<p>RTR monitors the developments on a permanent basis</p>	<p>The postal operators do operate normally, however deliveries are only made to the door and any personal contact with the receiver shall be avoided.</p> <p>Postal offices are open as usual, but there is a limit of three people to be allowed to enter the store at the same time.</p> <p>The postal operators advise strongly only to ship items when the acceptance by receivers is guaranteed, as they will be returned otherwise and the capacity for storage is limited.</p> <p>Postal items for receivers, such as locked down companies shall not be sent at all, and they will be returned if delivery is not possible.</p> <p>Postal delivery is carried out also in the 4 regions that have been set in quarantine.</p> <p>These measures have been lifted in May 2020.</p> <p>Due to some Covid 19 cases in two distribution centers of the Austrian Post in May 2020, the employees needed to be sent in Quarantine. During this time the Austrian Army gave support in these distribution centers. After two weeks the employees were allowed to return to work.</p>

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
	protection). Since June 15, 2020 Nose and mouth protection have to be worn only in public transport vehicles. For the rest on a voluntary basis, however the public has been advised to keep caution and to continue social distancing.		
<b>Belgium</b>	<p>Ministerial Decision of 24 March 2020 containing urgent measures to control the spread of the coronavirus COVID-19 obliges companies - irrespective of their size - to organise working from home for every position where this is possible, without exception.</p> <ul style="list-style-type: none"> <li>- If this is not possible for certain employees, social distancing will be strictly respected. This rule applies both to the performance of work and to transport organised by the employer. If companies cannot meet these obligations, they must shut down.</li> <li>- If the authorities find that the social distancing measures are not being complied with, first a heavy fine will be imposed on the company; in the event of non-compliance after the fine has been imposed, the company will have to shut down.</li> <li>- These provisions do not apply to key industries and essential services. However, they will have to ensure that the social distancing rules are respected as much as possible.</li> </ul> <p>Postal services are included in the list of annexed to the Ministerial Decision of 24<sup>th</sup> March 2020 and considered as essential services necessary to protect the vital interests of the Nation and population needs.</p>	<p>The BIPT monitors the continuity of the postal services delivery as the USP is required by law to report to the NRA on USO.</p> <p>Other operators report to BIPT on a voluntary basis regarding the protective measures and operational adjustments that are made.</p> <p>BIPT in turn reports on its request to the crisis center of the Federal government.</p>	<p>These are the measures taken by the USP (bpost) that BIPT is informed:</p> <ul style="list-style-type: none"> <li>• Several changes are implemented for the delivery of pensions, registered mail and parcels: <ol style="list-style-type: none"> <li>1. The post woman or man will remain at a distance of at least one meter from the customer.</li> <li>2. The objective is to avoid physical contact wherever possible.</li> <li>3. If a signature is required, the post woman or man will sign for delivery rather than the customer, although this will be done in the customer's presence.</li> </ol> </li> <li>• Additional measures to those already in force for several weeks were also adopted for employees to help contain the spread of the virus. These include: <ol style="list-style-type: none"> <li>1. Reiteration of basic hygiene procedures: washing your hands regularly and meticulously, sneezing and coughing into a disposable handkerchief or elbow, avoiding close contacts and calling a GP if you develop symptoms.</li> <li>2. Setting up of teleworking facilities.</li> <li>3. Organisation of shared spaces on bpost sites to ensure a minimum distance between people of one meter (cafeterias, meeting rooms, workstations, etc.)</li> </ol> </li> </ul>
<b>Bulgaria</b>	The National Parliament has adopted emergency legislation dealing with different aspects of the declared national state of emergency – Law on the Measures during the State of Emergency Declared	CRC enacts a Coordination Centre for Operational Interaction to support the measures of the Government and the National Crisis Headquarters facing the	All postal operators are compliant with specific measures. The USP: Since 13 OF March Bulgarian Posts' s took the following measures:

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
	<p>by a Decision of 13 March 2020 of the National Parliament (<a href="https://dv.parliament.bg/DVWeb/showMaterialDV.jsp?idMat=147150">https://dv.parliament.bg/DVWeb/showMaterialDV.jsp?idMat=147150</a>).</p> <p>Regarding the growing cases of COVID-19 in the Republic of Bulgaria with second decision of 02/04/2020 the National Assembly extended the declared state of emergency up to 13 May 2020 (the second decision of 02/04/2020).</p> <p>Bulgaria's government declared an emergency epidemic situation until the end of June. With the changes from a state of emergency to an epidemic situation the most of anti-epidemic measures and the quarantine remain unchanged.</p> <p>The National Assembly of Bulgaria extended an epidemic emergency situation until the end of July.</p>	<p>spread of COVID-19 and to provide additional opportunities for citizens to use mobile and postal services. The Coordination Center comprises representatives of the Regulator, Mobile Operators and Licensed Postal Operators.</p> <p>The objectives of the Coordination Centre include the provision of:</p> <ul style="list-style-type: none"> <li>- Timely information on the measures and actions taken by the Mobile Service Providers and the Licensed Postal Operators for the benefit of consumers and prompt exchange of information in case of any change in the situation in the country;</li> <li>- Coordinating actions to inform consumers for more responsible use of the additional services provided to ensure the infrastructure to withstand the loads (e.g. the distribution of Internet usage, recommending streaming and downloading of bulk content in no peak hours) and coordinate single actions concerning the problems with the services provided by the operators and opportunities for regulatory assistance in the event of technical difficulties;</li> <li>- Providing timely information on measures and actions taken by Licensed Postal Operators for the benefit of postal service users to facilitate the supply of vital food and other necessities</li> </ul>	<ul style="list-style-type: none"> <li>• A crisis unit, which monitors the situation and coordinates all necessary actions, has been set up at the company. The Unit reports to the Ministry of Transport, Information Technology and Communications on a regular basis.</li> <li>• Various health recommendations and safety instructions have been provided to members of staff.</li> <li>• To prevent elderly people from going to post offices they can receive their pensions at home (they need to fill in a special form), or the pensions can be received by a family member.</li> <li>• Employees have been provided with disinfectants, face masks, gloves and helmets.</li> <li>• Partitions have been installed at the counters at some post office and the distance between counters has been increased where possible.</li> <li>• Premises and buses that provide transportation for employees are regularly disinfected.</li> <li>• Work organization has returned to normal.</li> <li>• Post offices work according to their normal business hours.</li> <li>• To avoid the concentration of customers at post offices only a few of them are allowed to come in at a time, and recommendations as to the physical distance are followed.</li> <li>• The acceptance of outbound international registered letter-post items, parcels and EMS items is gradually being resumed with the list of destinations being regularly updated.</li> </ul> <p>Main alternative postal operators: No significant changes within the provided services (UPS and non-UPS) at the national level. Some of the courier firms have applied additional fees for the services provided in the conditions of Covid-19.</p>

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
		<p>purchased remotely to comply with basic recommendations for social distancing, home staying and home-office working;</p> <p>- Prompt exchange of information with Licensed Postal Operators and opportunities for assistance from the regulator and reception of emergency phone signals.</p> <p>According to a publication on our website, CRC encourages the citizens to use the ensured electronic portals and the licensed postal operators. All payments can be made online by bank transfer, via the electronic payment system, without the need for an on-site visit.</p> <p>CRC, together with other competent state bodies, carried out inspections of postal operators on the territory of the city of Sofia regarding imposed additional fees for the services provided in the conditions of Covid-19. As a result of the performed inspections, administrative penalties have been taken against some of the postal operators - for not notifying the regulator regarding the imposition of an additional fee and for other violations found during the performed inspections.</p>	
<b>Czech Republic</b>	The government declared the State of emergency from 12 <sup>th</sup> March with general restrictions (e.g. closure of educational facilities, free movement is limited with the exception of travel to and from work and necessary travels to ensure basic human needs, retail sales and	The CTU continuously monitors the situation how the universal service obligation is fulfilled in accordance with the postal law.	According to the general recommendations, the Czech Post has asked the customers to visit postal outlets only when it is necessary and to use a surgical mask (or other comparable protection). The Czech Post delivers all postal items to addressees in general without substantial restrictions. Temporarily, one measure regarding the delivery

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
	<p>the sales of services on the spot is forbidden with some necessary exceptions).</p> <p>These restrictions didn't include any specific measures regarding postal services.</p> <p>The state of emergency was subsequently extended until 17<sup>th</sup> May, but many restrictions has been already canceled. The rules for wearing the masks, restrictions on trade and services and other restrictions can now be regulated locally by a decision of responsible regional hygienic stations depending on the specific epidemiological situation in the concrete region.</p> <p>All current restrictions are available on the web: <a href="https://www.vlada.cz/en/media-centrum/aktualne/measures-adopted-by-the-czech-government-against-coronavirus-180545/">https://www.vlada.cz/en/media-centrum/aktualne/measures-adopted-by-the-czech-government-against-coronavirus-180545/</a>.</p>	<p>The USP is allowed to interrupt or limit the fulfillment of its obligations in case of emergency like the current epidemic. This limitation has to be removed as the situation allows it.</p> <p>So far, the CTU has not been taken any measure regarding providing of postal or universal services yet. CTU discussed the necessity of measures adopted by the Czech Post.</p>	<p>was set by registered items without supplementary services like advice on delivery.</p> <p>In areas with quarantine (there are no such areas, at the moment) and in case of addressees with ordered quarantine, the Czech Post stores postal items directly at post offices with extended time period to pick them up. Addressees receive only announcement in their home letter boxes or they can choose the delivery to other place or person which is not in quarantine (this change is free of charge).</p> <p>The CTU has no information regarding prospective measures of other postal operators or regarding any limitation of their services.</p>
<b>Croatia</b>	<p>The Crisis Headquarter, established by Government, began operations on 19 February with recommendations and the first infected person were recorded on 25 February.</p> <p>The first government restrictive measures were adopted on March 17 (closing of restaurants, non-food shops, theaters, etc.).</p> <p>On March 22, Zagreb was hit by an earthquake, the old part of the city suffered heavy damage and many people ran out of from their homes.</p> <p>Therefore, second restrictive measures were adopted on 23 March (prohibition of movement outside the place of residence). Only public service workers are allowed to travel, and the movement of people within the city is minimized.</p> <p>Government passed second economic measures at April 2 to help citizens and entrepreneurs victims of</p>	<p>According to the postal law, HAKOM shares with the Ministry the responsibility for managing the national postal system. During the declaration of force majeure the Ministry is in charge for changes (reduce) of USO while HAKOM monitors universal service provider of the fulfillment those changes and enables to other postal service providers to provide their postal service continually and safely. Therefore, a common plan has been made and it's carried out according measures of the Crisis Headquarter and the decisions of the Government. During the entire period from the establishment to the loosening of measures, all postal services were available to all citizens throughout</p>	<p>During force majeure, all postal service providers provided postal services in domestic traffic in a modified manner, primarily as regards the deadlines for delivery of postal items and the manner of delivery of postal items which requiring a signature. All providers must publish on their web site all changes in standard procedures. On May 4, all providers return to their normal business and standard procedures</p> <p>International traffic. Reception of shipments for other countries is carried out according to the instructions of each country and the available airline connections, while the all postal items which arriving to Croatia will be deliver as well as all domestic items without exception. Start from the May it be obvious that more and more countries are including in regular international and cross border postal traffic.</p> <p>Croatian Post (CP) notified the public on 17 March that all postal office will be cut working hours according the measures of Crises Headquarters and approval of Ministry in charge for postal issues and daily publish on web site CP. At the end of April CP returned working times and from the May all postal offices will be open with regular working times but with special procedures with costumers what include "social distance".</p>

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
	<p>earthquake and COVID 19. Crisis Headquarters announce no further restrictive measures.</p> <p>On May 4, the Crisis Headquarters introduced the first loosening of measures regarding local movement of people, opening of certain shops and factories, extension of working hours, etc. Second loosening measures are announce for May 11 regarding opening hospitals, schools, restaurants, free movement across the country, etc.</p> <p>Since beginning of June, almost everyone has been working in “new normal” mode with some epidemic measures, the borders are open, but the epidemic has not been officially abolished.</p>	<p>the Republic of Croatia with few minor restrictions. Also, Croatian Post unofficial reports us that letter traffic dropped more than 50% but parcel traffic is stable. Other providers have reported an increase in parcel traffic up to 20%.</p> <p>Since beginning of June, everyone in HAKOM has been working in “new normal” mode as usual with some epidemic measures.</p>	<p>All other postal workers (beside post office clerks, postman and other necessary staff) has opportunity to work from home. Unfortunately, after earthquake that measure become obligatory because old Headquarters CP building is seriously damaged and not longer for the public use as well as dozen postal offices in the center of Zagreb. During the April other postal workers are working in teams A and B and the Croatian Post announces that during May all workers will work as usual. Unfortunately, the administration building and several post offices in central Zagreb will be no longer in use.</p> <p>Since beginning of June, providing postal services is backing in most common terms.</p>
<b>Cyprus</b>	<p>Cyprus’ authorities have not issued any measures specific for the postal sector. General restrictions apply limiting the number of people entering an establishment including post offices. The customers have to wait outside of the building and keep reasonable distance among each-other.</p>	<p>So far have not adopted any specific measures to ensure the distribution of mail but we are investigating in what extent the universal service has been affected by the actions taken by the universal service provider such as closure of postal offices etc.</p> <p>We have instructed Cyprus Post to continue the home delivery of packets and parcels as have done during the COV-19 outbreak not return to the previous practice where the customer has to pick-up their packets and parcels from the post office.</p>	<p>Private express postal operators have not issued any recommendations to the public and they continue their activities within the framework of the whole situation.</p> <p>The USP (Cyprus Post) initially has issued announcements that due to the situation caused by the coronavirus and the measures taken, there is the possibility that some Post Office will not be able to operate. As at 4 May 2020 only the post office located at the airport are closed. Also it has suspended the postal services for all countries (due to flights suspension) initially for two weeks except Greece and courier service to other countries (it has cooperation with DHL for these services). On April 3 2020 all services have resumed for Belgium, Germany, USA and UK.</p> <p>On May 4, 2020 Cyprus Post resumed service for the traditional postal services (regular mail, registered, insured mail, parcels, EPG parcels, EMS /Datapost if applicable etc) for the following destinations: Austria, Belgium, France, Germany, Denmark, Switzerland, Greece, Spain, Ireland, Italy, Luxemburg, Great Britain, Norway, Netherlands (Holland), Hungary, Ukraine, Poland, Portugal, Sweden, Czech, Finland, U.S.A. From 9/6/2020 Cyprus post, announce that in addition to the above list the mail can be sent to the following destinations: Bulgaria, Israel, Romania, and Slovakia.</p>

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
			<p>The Cyprus Post has issued an announcement extending the list that mail can be sent to. Specifically from 20/7/2020 postal services are offered for the following countries: Egypt, Argentina, Australia, Austria, Belgium, Bulgaria, Brazil, France, Germany, Denmark, Switzerland, Greece, Estonia, United States of America, Japan, India, Ireland, Spain, Spain, only EMS / DATAPOST), China, Kuwait, Croatia, Latvia, Luxembourg, Great Britain, Mexico, South Africa, Dubai, Norway, Hungary, Ukraine, Netherlands, Oman, Poland, Portugal, Romania, Russia, Russia, , Slovakia, Slovenia, Sweden, Sri Lanka, Thailand, Czech Republic, Finland, Philippines and Hong Kong.</p> <p>In order avoid visiting the Post Offices during working hours; Cyprus Post has decided to make extensive use of the 24-hour Parcel24 locker systems., During the period of the COVID-19 outbreak offered free of charge the use of Parcel 24 service. During that period, 4000 customers were duly served and more than 5000 items were delivered through Parcel24 lockers.</p> <p>Due to the relaxation of the restrictive measures, Cyprus Post announce that as form 1st June 2020 the Parcel 24 service will be offered to subscribers only.</p> <p>From Monday, April 6, 2020, and as long as the restrictive measures are in force, a number of registered items (barcode "R") and parcels (barcode "C") containing goods, provided that they bear the recipient's mobile phone, will be placed in the Parcel24 systems, regardless if the recipient is a subscriber. Also, it has announced that will make every possible effort to deliver as many regular (untracked) small packets as possible regardless of the size (usually they do not deliver and the customer has to pick the item up from the post office). The delivery will be between 8:00-13:00 from Monday to Friday and the packets will be placed in the letterbox if it suitable or outside, in a nearby spot, as safely as possible. For residents of an apartment building who do not have an approachable or suitable letterbox this home delivery service does not apply.</p> <p>From 15/6/2020 the post office located at Larnaca Airport Post is open to the public after withdrawal of the restrictive measures due to the COVID-19 pandemic.</p>

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
<b>Denmark</b>		<p>So far it has not been necessary to take any special precautions to ensure the fulfillment of the mail delivery.</p> <p>As a regulator we have expressed our understanding, if Post Danmark will not be able to fulfil the requirements as to the quality of delivery for the coming months and regard this as a force majeure situation.</p>	<p>Our universal service provider, Post Danmark, is aware of the seriousness of the situation and has taken measures to prevent the spreading of the virus. Some parcel operators instead of knocking at the door to deliver, place the parcel in front of the door and send a text message to the recipient informing of the delivery. Furthermore, some postal operators ask for permission the sign for the delivery on behalf of the recipient.</p> <p>Post Danmark has developed a solution where you can sign on the parcel label; the scanner can take a picture and upload it to the sign mark in the scanner.</p> <p>As regards the public, we are not aware of any specific advice regarding the use of postal services other than the general advice to keep a distance.</p> <p>As regards other postal operators, the current closure of several stores has meant that some hand-outs have been closed. Where closed, the parcels are moved to the nearest delivery point and the recipient is notified.</p>
<b>Estonia</b>	<p>National emergency situation ended on 17.05.2020</p> <p>Official website related to decisions of the Government.  <a href="https://www.kriis.ee/en/emergency-situation">https://www.kriis.ee/en/emergency-situation</a></p>	NRA did not adopt any measures.	<p>USP: With effect from 12 June, all inbound items will be delivered as follows: delivery standards will be met as agreed; registered letters will be delivered to the addressee with collection of the addressee's signature; all courier shipments requiring a signature will be delivered to the addressee and choice given, whether client signs electronically on courier's device or address card and a photo will be taken of the address card signed by the addressee.</p>
<b>Finland</b>		<p>So far there has been no need to adopt any measures to ensure the delivery of letters and parcels. The USP Posti Oy as well as other postal operators are instructed to report regularly to the NRA.</p>	<p>The USP Posti Oy has taken measures to prevent the spreading of the virus and has given instructions concerning delivery of letters requiring signature or for reception of parcels to minimize physical contact. All instructions are published on the website on Posti Oy <a href="https://www.posti.fi/business-news/tiedotteet/2020/20200401_posti_varautunut_koronan_leviamiseen.html">https://www.posti.fi/business-news/tiedotteet/2020/20200401_posti_varautunut_koronan_leviamiseen.html</a>. The USP as well as other postal operators have crisis plans for pandemic and are prepared to act accordingly in case it is needed.</p>
<b>France</b>	<p>The government has adopted on April 15th a Decision aiming at adapting the delivery process for registered mail).</p>	<p>The CPCE (French Postal and Electronic Communications Code) states "When, due to exceptional circumstances beyond the control of La Poste, the universal service is interrupted or disrupted, La Poste shall take all necessary steps to</p>	<p>During this particular period, La Poste acted in two phases.</p> <p>First, La Poste had to urgently adapt its organization. It has been asked that postal workers respect the basic health requirements, and social distancing have been applied in post office. La Poste also implemented a specific procedure to ensure distribution without having to hand parcels directly to the receiver. 1 600 priority post offices initially opened. La Poste also reduced</p>



Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
		<p>restore the service as soon as possible. La Poste shall inform the minister responsible for postal services and Arcep of the measures taken and the time required to restore the service" (article R.1-1-12).</p> <p>On April 30, Arcep published an opinion to the Government on La Poste organizational changes affecting the universal postal service during the health crisis (<a href="https://en.arcep.fr/news/press-releases/p/n/universal-postal-service-2.html">https://en.arcep.fr/news/press-releases/p/n/universal-postal-service-2.html</a>)</p> <p>In this opinion, Arcep made several requests to the USP, particularly in order to improve the information provided to users.</p> <p>Arcep is closely monitoring the situation.</p>	<p>the number of days of postal deliveries from 6 to 4, then to 3 from March 30th. Several mailboxes were closed, however La Poste was maintaining a network of mailboxes in order to assure the collection of mail.</p> <p>In terms of sorting, La Poste industrial system was working.</p> <p>After this emergency phase, La Poste gradually increased its activity.</p> <p>As of April 21<sup>st</sup>, almost 4 000 post offices and 5 000 points contact (out of a total of 9 000) were opened. The frequency of mail delivery has progressively increased: postal deliveries were ensured 4 days a week from April 21<sup>st</sup> onwards.</p> <p>From May 11<sup>th</sup>, when the lockdown has been lifted, the number of days of postal deliveries has increased to 6 a week. Post offices have gradually reopened. On June 15<sup>th</sup>, most of the points are operational.</p>
<b>Germany</b>	In a case of severe problems, the national law would allow certain customers (e.g. public administration) to have their postal items priority transported and delivered. But this case has not been invoked so far.	BNetzA has sent out letters to nearly 3.000 postal operators, confirming that they are postal service operators important for the provision of postal services in the eventual case of a curfew. The names of these operators have been published on BNetzA's website too.	According to our current information all service providers keep their (national) networks open without major problems. Furthermore, Deutsche Post and other providers have implemented measures with regard to the delivery of postal items in order to minimize the contact between postman and addressee. Public information is usually available on the provider's websites.
<b>Greece</b>	Nation-wide strict restrictions on public movement applied from 23 <sup>rd</sup> March until 4 <sup>th</sup> May. During that period only movements that served specific needs or for work were allowed and a permit was required. People had to stay at home and reduce any outdoor contact to a minimum, and keep safety distance from other persons. Some small regions were set in	NRA has issued a first announcement, on 23.3.2020, for postal operators that they should comply with the government restrictions and in case customers refuse to sign for the delivery of their parcel, the delivery man must sign for the delivery and record the recipient's name. Then,	<p>Generally, the business has been altered due to COVID-19 measures. Here are listed some changes:</p> <ol style="list-style-type: none"> <li>1. The limit of customers allowed to enter a store is one customer/10 m2.</li> <li>2. Safety distance must be maintained between the employee and the customer. Operators have placed signaling tape on the floor and/or protection glass at the reception desk.</li> <li>3. Personnel has to use personal means of protection such as gloves, masks and antiseptic gels, all provided by the business.</li> </ol>

	<p>quarantine. In these regions nobody could move out or in, except for emergency services and food delivery. All the shops were closed down except for food stores, super markets, pharmacies, health care, postal offices, banks, gas stations. After 4<sup>th</sup> May public movement was allowed and small enterprises of certain categories were allowed to open. Gradually all shops were allowed to open.</p> <p>In public sector employees have returned normally to their offices since 1<sup>st</sup> June 2020, except for employees that were entitled to special leave if they had children up to 15 years old, or if they suffered from chronic or certain health problems.</p> <p>As from 1<sup>st</sup> July all employees have returned normally to their work, except for employees that are entitled to special leave if their children are still attending the Kindergarden.</p> <p>The official governmental website regarding measures because of COVID-19 is: <a href="https://covid19.gov.gr/">https://covid19.gov.gr/</a></p> <p>The government implemented some measures for companies including courier companies of VAT reduction and support of employees on special leave so that no job is lost. Courier companies demand stronger measures of financial support</p>	<p>the operator must confirm the delivery by sending an e-mail or SMS to the recipient.</p> <p>NRA issued a second announcement, on 7.4.2020, with recommendations for both postal operators and consumers due to the restriction measures.</p> <p>NRA sent a questionnaire to Greek postal operators, on 31.3.2020, on 13.04.2020, on 06.05.2020 and on 16.6.2020 in order to investigate the impact of measures to postal operators and postal services and has informed the competent ministries about the results. The distribution of the questionnaire was repeated on 13.04.2020, on 06.05.2020 and on 16.6.2020.</p> <p>EETT has issued decision 939/4/1.6.2020, according to which the deadline for annual license fee payment is extended until 30.9.2020 and discounts will be provided for small operators (20%) and large operators (2%) on timely payment.</p>	<ol style="list-style-type: none"> <li>4. Disinfection of offices, vehicles and necessary equipment is performed regularly.</li> <li>5. Personnel in offices have returned to normal working hours.</li> <li>6. Delivery times have improved</li> <li>7. The post woman or man will remain at a distance of at least two meter from the customer.</li> <li>8. The goal is to avoid physical contact wherever possible.</li> <li>9. If a signature is required, the post woman or man will sign for delivery rather than the customer, although this will be done in the customer's presence.</li> </ol> <p>In particular, for USP provider (ELTA) the following also apply:</p> <ol style="list-style-type: none"> <li>1. Opening times of all offices are announced in the web site <a href="http://www.elta.gr">www.elta.gr</a>, or relevant information can be given through the telephone center.</li> <li>2. Deliveries abroad use cargo flights but it is all together more difficult to deliver on time and of course it is more expensive.</li> <li>3. There are problems in delivering international mail which are presented more analytically in table 2.</li> <li>4. There is a reduction in the number of items posted leading in revenue reduction, delays in delivery times, especially in the islands, due to flight restrictions, increased load on customer care department for item search</li> <li>5. The quality target for letter mail (domestic and international) may not be met by the USP for the period that restriction measures apply.</li> </ol>
<p><b>Hungary</b></p>	<p>The government announced restriction of movement on the 28<sup>th</sup> of March and updates it weekly.</p> <p>According to this measure it is recommended to stay home and leave home only for work, shopping, dog walking, or doing individual sports. Restaurants, cinemas, theaters, schools are closed. Grocery shops and pharmacies, post offices are open other not essential shops are either closed or operating with restricted opening hours generally till 15 o'clock.</p>	<p>The postal service is part of the basic services that has to be provided even in situation like crisis or war according to the postal Act and we do not have any official information from our service provider about any measures taken concerning the limitation of the availability of postal services.</p> <p>The NRA published and regularly updates a FAQ document with practical</p>	<p>USP (Hungarian Post) introduced the following measures:</p> <ul style="list-style-type: none"> <li>- Limited opening hours for the post offices, no post open after 18:00 on weekdays, only a few posts available on Saturdays, and posts are closed on Sundays.</li> <li>- Post offices in shopping malls and in government offices are closed permanently.</li> <li>- It is recommended for customers older than 65 to visit post offices between 8-9 in the morning.</li> <li>- No delivery of registered items, official documents or parcels for those who are in medical quarantine (in this case a red sign has to be put on the</li> </ul>

	<p>Only costumers older than 65 can visit shops or pharmacies between 9-12 o'clock, others may visit earlier or later.</p> <p>A Governmental Decree has been issued on 03/04/2020 that allows postal service providers to deliver registered items, official documents and parcels without personal contact. Items requiring signature can be delivered now only by taking the name and the ID card number of the receiver. The delivery man takes 1,5 m distance from the receiver at the delivery, the receiver shows his/her ID card and tells his/her name and the ID card number</p> <p>The number of customers entering into a post office at the same time is also limited according to the number of available service desks, others have to wait outside of the building and keep reasonable distance among each-other.</p> <p>The government announced the easing of restrictions from the 4<sup>th</sup> of May in the whole country except Budapest and the county of Pest. The measures have no effect on postal operations.</p> <p>The government ordered in a Decree on the 17<sup>th</sup> of June the end of the Emergency situation and as of today declared a transitional period called health or medical alert situation. According to this new Decree technically all the measures taken during the Emergency situation concerning postal operations remain in force (restriction of opening hours, contactless delivery of registered items and parcels etc)</p>	<p>information and advices on its webpage to help customers and service providers. <a href="http://nmhh.hu/cikk/210995/Postara_cs_akkor_menjunk_ha_muszaj_haszno_s_tanacsok_a_hatosagtol">http://nmhh.hu/cikk/210995/Postara_cs_akkor_menjunk_ha_muszaj_haszno_s_tanacsok_a_hatosagtol</a> (only in Hungarian)</p>	<p>door of the person who is suspected to have caught the infection). Items are hold back at the post office till the end of the quarantine for later pick up or delivery. There is no change in the delivery of non- registered items or ordinary letters.</p> <p>-Took some practical measures also to protect its employees who are in daily and close contact with costumers and distributed masks and gloves for them.</p> <p>-Introduction of a simplified authorization form for elderly people to help the delivery of pension (many elderly people have no bank account and they receive their monthly pension by post)</p>
<b>Ireland</b>	<p>Ireland is now in Phase 3 of the Roadmap for Reopening Society and Business – you can now travel anywhere in Ireland and anyone who can work from home should continue to work from home wherever possible. Detail of Phase 3 Roadmap to Reopening</p>		<p>The USP keeps its website updated for any issues arising as a result of COVID-19 – see <a href="https://www.anpost.com/Covid-19/Mails-Parcels-services">https://www.anpost.com/Covid-19/Mails-Parcels-services</a>. According to the USP's website, collection services are operating as normal while parcels deliveries are taking up to 2 days within Ireland.</p>

	<p>Society and Business is at <a href="https://www.gov.ie/en/publication/d06271-easing-the-covid-19-restrictions-on-29-june-phase-3/">https://www.gov.ie/en/publication/d06271-easing-the-covid-19-restrictions-on-29-june-phase-3/</a></p>		<p>If the USP cannot deliver to a home or premise, the USP will hold the mail free of charge in the Delivery Services Unit for collection.</p> <p>To mitigate against the risk of COVID-19, USP postal delivery staff will not hand their scanner to the customer for signature. The delivery post person can sign on behalf of the customer, in their presence, for all mails and parcel items that require signature.</p> <p>Mail services to several destinations continue to be suspended but as COVID-19 restrictions ease internationally the USP can deliver to more international destinations and has increased delivery to international destinations with the easing of international restrictions – see <a href="https://www.anpost.com/Covid-19/Mails-Parcels-services">https://www.anpost.com/Covid-19/Mails-Parcels-services</a>.</p> <p>The USP suspended the universal postal services of Redirection and Mailminder for new applications from 13 March 2020 to 20 April 2020.</p>
<p><b>Italy</b></p>	<p>According to the legislative decree n. 18, adopted by the Italian Government, last modified by the legislative decree n. 34 on 19 May 2020, the measures for carrying out postal services during the pandemic are the following:</p> <ul style="list-style-type: none"> <li>- Until 31 July 2020, to protect postal service workers and postal recipients, the postman for delivering registered mails, including the notification of judicial items ,insured mails and parcels, verifies the presence of the recipient or of the authorized person and drops the postal item in the mail box or at the premises entrance without collecting the signature. The signature is affixed by the postman on the delivery documents.</li> </ul>	<p>Agcom has started an ad hoc working group with postal operators to provide guidelines for the emergency period. Agcom has launched a discussion on how the postal service could be provided in the medium term, considering that social distancing rules might remain in place for a while after the end of the emergency. Agcom has published a dedicated web page containing useful information for both postal consumers and operators. Agcom promoted, during the peak of the pandemic in Italy, a moral suasion initiative to incentive principal senders of bulk mail (such as banks and utilities) to reduce non-essential postal flows, also in cooperation with other Italian NRAs. Agcom has opened a proceeding to evaluate possible future measures to encourage the use of automated parcel lockers.</p>	<p>All postal operators are compliant with Government measures. All operators are informing consumers mainly through a dedicated web page on their official site.</p> <p>Poste Italiane (the Italian USP) has:</p> <ul style="list-style-type: none"> <li>- reduced PO opening hours and recommends users to visit postal offices only if necessary (the number of PO with reduced opening hours are considerably decreasing).</li> <li>- suspended services to the premises through postmen (from 17 June resumption on SME, legal entities and public administrations).</li> <li>- reorganized the access to the PO for the payment of pensions.</li> <li>- extended deposit terms for registered items (at least doubled).</li> <li>- suspended the delivery of direct mail (from 12 March to 20 April).</li> <li>- suspended delivery on Saturday (from 21 March to 2 May).</li> <li>- suspended complaints terms, with invitation to renew the report after 4 May, if still current, to obtain a detailed reply (from 13 March to 4 May).</li> <li>- activated a partnership with the Army of Carabinieri for delivering pensions to elderlies.</li> </ul> <p>Many alternative operators have doubled the deposit terms for registered items. Moreover, they do not deliver in some localities (e.g. closed “red” areas).</p>

<p><b>Latvia</b></p>	<p>The Latvian government 07.04.2020 approved support for the costs of delivering the subscribed press delivery by the USP "Latvijas Pasts".</p> <p>Following the amendments made on the 23rd of April 2020 to the Cabinet's Regulations No. 477 of the 15th of October 2019 – Requirements for the Delivery of Ordinary, Registered and Insured Postal Items, throughout the whole period of the emergency situation postmen will personally register the fact of delivery of registered and insured items, reducing contact with the customer and eliminating the risk created when the customer signs in the postman's mobile smart device during the COVID-19 crisis.</p> <p>The emergency was lifted by 10 June. The Cabinet decided on the rights of gathering people and opening up the economy.</p>	<p>The SPRK imposed a administrative penalty on "Latvijas Pasts" (USP) for non-compliance with US tariffs (increase) during Covid-19.</p>	<p>USP (Latvijas Pasts) public statements:</p> <ul style="list-style-type: none"> <li>• <a href="https://pasts.lv/en/footer/Useful_Information/News/5548-due-to-the-emergency-situation-latvijas-pasts-closes-all-post-offices-at-weekends-and-cuts-opening-hours-from-the-17th-of-march">https://pasts.lv/en/footer/Useful_Information/News/5548-due-to-the-emergency-situation-latvijas-pasts-closes-all-post-offices-at-weekends-and-cuts-opening-hours-from-the-17th-of-march</a></li> <li>• <a href="https://pasts.lv/en/footer/Useful_Information/News/5545-restrictions-and-delays-in-delivery-of-cross-border-postal-items">https://pasts.lv/en/footer/Useful_Information/News/5545-restrictions-and-delays-in-delivery-of-cross-border-postal-items</a></li> <li>• <a href="https://apasts.lv/en/footer/Useful_Information/News/5543-from-the-16th-of-march-2020-items-at-post-offices-will-be-stored-free-of-charge-and-for-a-longer-time-60-days">https://apasts.lv/en/footer/Useful_Information/News/5543-from-the-16th-of-march-2020-items-at-post-offices-will-be-stored-free-of-charge-and-for-a-longer-time-60-days</a></li> </ul> <p>Public information of major private express mail operators:</p> <ul style="list-style-type: none"> <li>• <a href="https://www.dhl.lv/exp-en/important_information/covid_19.html">https://www.dhl.lv/exp-en/important_information/covid_19.html</a></li> <li>• <a href="https://www.dpd.com/lv_en/sakums/koronaviruss">https://www.dpd.com/lv_en/sakums/koronaviruss</a></li> <li>• <a href="https://omniva.sendsmaily.net/template/preview/id/441">https://omniva.sendsmaily.net/template/preview/id/441</a></li> <li>• <a href="https://www.tnt.com/express/en_gb/site/alerts.html">https://www.tnt.com/express/en_gb/site/alerts.html</a></li> </ul> <p>Many private operators are announcing declines in quality, delivery disruptions and increases in tariffs.</p> <p>Following the abolition of the exceptional situation announced in Latvia as of June 10, the provision of several services by the USP Latvijas Pasts is returned to the normal order, which has been modified with a view to limiting the distribution of Covid-19.</p>
<p><b>Lithuania</b></p>			<p>Despite of end of quarantine in Lithuania (2020-06-16) safety measures are in force further and there are no changes in postal sector according to Covid19 measures.</p> <p>The USP „AB Lietuvos paštas“ (USP) announced it will take efforts to ensure the fulfilment of the obligation of universal postal services and other necessary functions during the period of quarantine. Delivery of periodicals and pensions/allowances to recipients will also be ensured. But there will be some temporary changes in service provision at the moment:</p> <ul style="list-style-type: none"> <li>• The mobile postman, which usually ensured provision of universal services in rural areas, a temporary place from the premises to the outside - the mobile postmen will provide the service to postal users outside the car at the parking lot.</li> </ul>

			<ul style="list-style-type: none"> <li>• USP will limit the customer flows in the post offices. It is planned that at the same time there will be as many customers in the post offices as there will be cashiers.</li> <li>• Closure of all the post offices or reduction of their working hours is not foreseen yet, however, in the event of a shortage of staff or shortening of working hours in supermarkets operating post offices, operational USP decisions will be made on specific post office opening hours. The information on the closure of the postal office will be provided to NRA as soon as it happens due to shortage of staff or other indicators (it is announced that one postal office will be closed so far).</li> </ul>
<b>Liechtenstein</b>			<p>Liechtenstein Post AG (USP) has taken the following measures:</p> <ul style="list-style-type: none"> <li>- Since open counters increase the risk of contagion for employees and customers alike, all post offices with open counters are closed as of March 17.</li> <li>- Some post offices will remain open. To provide customers at these post offices with greater access, opening hours at all open post offices will be standardized and, in some cases, extended.</li> <li>- They temporarily offer the digital reception of letter mail free of charge. This enables the reception of letter post regardless of place and time. In this way, they support the current measure by many companies to allow their employees to work from their home office. In the case of companies with large letter volumes, they reserve the right to agree on a flat-rate amount for the digital processing of letter items.</li> <li>- Liechtenstein Post enables the temporary use of various logistics services in the area of fulfillment and warehousing in an uncomplicated and short-term manner for all interested companies. They currently offer the temporary storage of articles, support in dispatch or all their other logistics services at cost price.</li> <li>- In agreement with the government, Liechtenstein Post AG has decided to reopen the temporarily closed post offices under various security measures for employees and customers from mid-April onwards.</li> <li>- Since April 27, the post office network has again been available with the same opening hours as before the Corona crisis.</li> </ul>

			- Following the gradual removal of various restrictions in the postal branch network, standard operation will also return for deliveries from May 11, 2020.
<b>Luxembourg</b>		NRA has received and accepted one request by the USP to consider the COVID-19 pandemic as exceptional circumstances. Individual measures restricting services nevertheless need to be notified and authorised by the NRA. There had been one request for a single one-time reduction of distribution from 5 to 4 days in a specific week. No further requests so far.	- As far as possible normal operations while respecting legal obligations concerning social distancing and sanitary measures.
<b>Malta</b>	On the 30 <sup>th</sup> June 2020, the Superintendent of Public Health lifted the State of Emergency previously declared and repealed the Legal Notices ordering the closure of Places open to the Public, Non-Essential Retail Outlets, and Outlets providing Non-Essential Services. However Postal Outlets and Postal Services had not been included in these orders since they were considered as essential.	So far no regulatory measures had to be imposed. Whilst the USP has taken a number of measures on its own accord, it has been requested to enact contingency measures and inform MCA if the need arises.	At an operational level the following measures are being implemented: 1. Customers are to maintain the minimum social distancing of at least two meters. 2. As from the 1 <sup>st</sup> July 2020 MaltaPost will revert to asking customers to sign for mail that requires a signature when they deliver to their address. 3. For all customers where they need to deliver a parcel that won't fit through the letterbox, having knocked on the door or rung the bell, the employee will then step aside to a safe distance while the customer retrieves the item. 4. If customers are unable to come to the door at all MaltaPost will issue the appropriate notice advising the customer of the alternatives available to collect the postal item.
<b>Montenegro</b>	The Government of Montenegro has established a National Coordination Body for Communicable Diseases which has adopted temporary measures and recommendations to prevent the spreading of the virus. Population has been advised to stay at home and to reduce any outdoor contact to a minimum, as well as to respect hygiene measures, especially personal and hand hygiene, and to respect the social distance between persons.	The Agency for Electronic Communications and Postal Services has issued a notice - guide for persons and organizations delivering products, as well as a notice - instructions on changes in the operation and provision of services of the Post of Montenegro in the conditions caused by the spread of the virus	The USP, Post of Montenegro has aligned its work with the recommendations of the National Coordination Body for Communicable Diseases . The Post has set up an internal coordination body, which monitors new measures and recommendations of the Government and health institution on a daily basis. Post of Montenegro has taken all necessary measures to protect postal employees and customers: Regular, sufficient number of masks, gloves and disinfectant materials for the postal employees who have to be in contact with customers; Limited opening hours for the post offices, no post office open after 18:00 on weekdays and on Saturdays, and posts are closed on Sundays.

	<p>Kindergartens, schools and universities are closed. Online classes are organised. Shopping malls, restaurants and shops are closed, except grocery stores, pharmacies, pet shops and stores selling agricultural products.</p> <p>The opening hours of these facilities and post offices are reduced and limited from 8am to 6pm.</p> <p>The number of customers entering into stores and pharmacies at the same time is limited.</p> <p>The number of customers entering into a post office at the same time is also limited according to the number of available service desks, others have to wait outside of the building and keep reasonable distance among each-other.</p>		<p>Post offices in shopping malls and in government offices are closed permanently.</p> <p>Due to the temporary suspension of international air traffic, the Post of Montenegro has suspended delivery of postal items to other countries, with the exception of delivery to BiH, Croatia, Slovenia and Serbia (the exchange of postal items has been reestablished).</p> <p>The Post of Montenegro has organized the payment of pensions and other benefits using its delivery network, so that the users could stay in their homes without coming to the post offices.</p> <p>The Post of Montenegro has simplified the procedure for obtaining or renewing a digital certificate.</p> <p>The Post has informed the citizens that for all information they can contact the Customer Care Service on the number 19895 and the Postal Call Center on the number 19895, every day from 7am to 8pm.</p>
<b>The Netherlands</b>	<p>No specific measures regarding postal services have been communicated. Delivery of mail has not been classified as a vital service (like for example supermarkets).</p>	<p>ACM has communicated its policy in the corona outbreak. This concerns more the way competition law and consumer protection measures will be applied.</p> <p>On the 12<sup>th</sup> of June, ACM has announced to resume conducting unannounced dawn raids and interrogations as part of investigations into possible violations committed by companies. In addition, ACM has resumed organizing public hearings. ACM has implemented several measures in order to be able to do this in a safe manner.</p>	<p>PostNL announced that they did take some measures to ensure they can still keep providing the USO. In its operational process, PostNL has taken hygienic measures to reduce the spread of the corona virus. Delivery staff has to take at least 1,5m distance to other people and has to avoid physical contact.</p> <p>PostNL has announced a temporary increase of the USO tariffs for international parcels, registered mail and insured mail with destination outside Europe because the costs for air transport have increased.</p> <p>For parcels, the growth of volume has increased. To cope with this additional growth of volume, PostNL has scaled up the capacity of its network.</p> <p>PostNL published a infographic on measures taken to work safe during the COVID-19 outbreak: <a href="https://www.postnl.nl/Images/maatregelen-postnl-veilig-werken-tijdens-de-coronacrisis_tcm10-178255.pdf">https://www.postnl.nl/Images/maatregelen-postnl-veilig-werken-tijdens-de-coronacrisis_tcm10-178255.pdf</a></p> <p>PostNL also publishes international service alerts regarding transit times for international mail: <a href="https://www.postnl.nl/en/customer-service/delivery-status/international-service-alerts/">https://www.postnl.nl/en/customer-service/delivery-status/international-service-alerts/</a></p>
<b>North Macedonia</b>	<p>Official website related to decisions of the Government (updated daily). <a href="https://koronavirus.gov.mk/">https://koronavirus.gov.mk/</a></p>	<p>Postal Agency has notified postal service users who receive and send postal items of possible changes in the provision of all postal services, in particular the universal service, as well as a change in the</p>	



		<p>universal service provider's postal network, primarily due to the part-time work of the post offices.</p> <p>The NRA submitted to the Government proposal measures pointing out the necessity of undertaking appropriate strategic - economic measures for the postal sector, which will enable the postal service providers to serve the society in a sustainable manner, in the most efficient way possible, and thus contribute to the preservation of the health of their employees and the health of all citizens.</p>	
<b>Norway</b>	Norwegian authorities have not communicated any measures specific for the postal sector.		<p>The designated operator (Posten Norge) publishes updated information regarding the implications of the virus outbreak on their website (in English) here: <a href="https://www.posten.no/en/customer-service/corona-situation">https://www.posten.no/en/customer-service/corona-situation</a> (including list of countries to which it can be sent mail, updated every Friday). Measures taken include;</p> <ul style="list-style-type: none"> <li>- Packages and goods delivery; new digital signing solutions or allowing the drivers to sign themselves</li> <li>- Cleaning and hygiene measures for e.g. terminals, post reception centres, drivers and delivery</li> <li>- Employees in administrative functions are working from home</li> <li>- High emergency preparedness and establishment of a crisis response team</li> <li>- Changed the weight limit from 2 to 4 kg for parcels delivered to recipient's mailbox</li> </ul> <p>Postnord, the other major postal operator in Norway, has also published some information: <a href="http://www.postnord.no/nb/nyheter/postnord-folger-corona-situasjonen">http://www.postnord.no/nb/nyheter/postnord-folger-corona-situasjonen</a> (in Norwegian only, so Google Translate can be useful). Measures taken include;</p> <ul style="list-style-type: none"> <li>- Packages and goods delivery; drivers sign instead of customer (with the exception of medicines). At least 1 meter distance between driver and customer at delivery.</li> </ul>

			Travelling restrictions for employees in administrative functions, new meeting policy, and stricter cleaning and hygiene measures.
<b>Poland</b>	<p>On 19 April 2020, the provisions of the Covid Act regarding the postal market entered into force.</p> <p>Changes in the postal law relate to:</p> <ul style="list-style-type: none"> <li>• the possibility of delivering a letter-post item which is a registered item to a delivery mailbox,</li> <li>• suspension of the obligation to obtain a receipt for courier items,</li> <li>• establishing derogations from the universal service obligation.</li> </ul> <p>In states of emergency or in the event of an epidemic or epidemic emergency, a letter item being a registered item may be delivered to its letter box (with effect of delivery), without the need to submit the special application.</p> <p>This does not apply to postal items sent to or sent by:</p> <ol style="list-style-type: none"> <li>1) Courts and tribunals;</li> <li>2) the prosecutor's office and other law enforcement agencies;</li> <li>3) court bailiff.</li> </ol> <p>In extraordinary states or in the event of an epidemic or emergency situation, the postal operator's obligation to suspend receipt of a courier package is suspended.</p> <p>The President of UKE, at the request of the designated operator, by way of a decision, establishes a derogation for the designated operator from the obligation to provide universal services in the event of the spread of infection or contagious disease, which may pose a threat to public health.</p> <p>Changes were also introduced during the epidemic status regarding:</p>	<p>The situation is dynamic, but so far, no additional measures have been undertaken to ensure distribution of mail and parcels.</p>	<p>Courier companies deliver parcels despite coronavirus. The operators declare they have developed precise contingency plans for all areas of their business. As a result, they have become operationally independent from external factors.</p> <p>The designated operator - Poczta Polska also declares having a crisis plan, assuming limited activities and limited resources.</p> <p>Respecting the government guidelines formulated in the special act on the prevention and control of coronavirus and related to the announcement of the epidemic, Poczta Polska suspended the receipt of dispatches to some countries. This is due to the suspension of air transport.</p> <p>The work organization of its facilities is also changing. The DO reduces the working time of branches on business days to six hours, with the branch being open on selected days from 14-20 or alternatively for three hours on Saturday.</p> <p>Due to difficulties on European roads and restrictions in the work of operational services of postal operators in Poland and abroad, delays in the delivery of parcels sent to certain countries are expected. Postal operators apply increased precautions in all areas of their business. All preventive measures are aimed at protecting health and maximizing the risk associated with the current situation. The safety of customers and employees is an absolute priority.</p> <p>Poczta Polska still extends the possibility of sending foreign parcels to selected destinations.</p> <p>In addition, customers can use the offer of post offices as before the pandemic.</p> <p>4,600 branches of Poczta Polska's own network are already working in standard hours before the changes introduced after the outbreak of the pandemic. Customers are served in compliance with restrictions protecting against the spread of COVID-19.</p> <p>All operating outlets belonging to Poczta's own network have now returned to standard working hours.</p> <p>By restoring normal working hours, Poczta Polska does not give up the solutions adopted as part of the fight against the coronavirus. Employees of</p>

	<ul style="list-style-type: none"> <li>• the obligation not to return the parcel to the sender,</li> <li>• the effectiveness of deliveries of uncollected letters after the epidemic,</li> <li>• authorizes the designated operator to obtain data from the PESEL (Personal Identity Number) database for election purposes,</li> <li>• the so-called. "Short delivery" e-delivery services for scanned documents for citizens with a trusted profile.</li> </ul> <p>The so-called Shield 4.0, i.e. the Act of 19 June 2020, incl. introduced changes to the previous Act of April 16, 2020 on special support instruments in connection with the spread of SARS-CoV-2 virus. Thus, the operators performing postal activities are not obliged to attempt delivery and do not return the sender of a postal item that could not be delivered to the addressee subject to compulsory quarantine, isolation or isolation at home due to COVID 19, as referred to in the regulations on the prevention and control of human infections and infectious diseases. This does not apply to an undelivered postal item. After the expiry of the period of compulsory quarantine, isolation or isolation at home, the postal operator delivers postal items to the addressee on the terms set out in separate regulations.</p>		<p>Poczta Polska are regularly equipped with personal protective equipment - masks, gloves and disinfectants.</p> <p>Transport and delivery by courier companies are smooth, however for international road and air transport, some exclusions and suspensions of the international service still persist.</p> <p>Extended transit times for cross-border shipments to some countries are expected due to the excessive number of seasonal traffic.</p> <p>More and more previously suspended services are available again.</p>
<p><b>Portugal</b></p>	<p>The Government requested the opening in a conditioned form of the CTT post offices (postal agencies managed by 3<sup>rd</sup> parties) that are located in the parishes, remembering that postal services are crucial to guarantee the payment of pensions.</p> <p>The Ministry of Infrastructure sent a letter to the National Association of Parishes (ANAFRE) to guarantee that those post offices will be open from 09:00 to 12:00.</p> <p>An exceptional and temporary regime regarding the procedures of the postal service related to registered</p>	<p>ANACOM launched a practical Guide for Consumers about Communications during the pandemic, which can be find here <a href="https://online.fliphtml5.com/rchw/qfqq/#p=1">https://online.fliphtml5.com/rchw/qfqq/#p=1</a> (only available in Portuguese).</p> <p>Following the publication of the Guide, new legislation on the subject was approved, leading to the establishment of new exceptional measures and new user rights, as well as the terms under</p>	<p>CTT postal establishments (CTT's post offices managed by CTT's staff) implemented closed-door service, in order to minimize the permanence of customers in the store and to guarantee the distance between each customer. Thus, only customers who are being served may remain in the Store. The waiting line is made at the door of the store, ensuring that waiting customers do so in an airy place and that they maintain the minimum distance suggested.</p> <p>CTT postal establishments had a reduction in hours depending on the number of workers present, with the schedule of the postal establishments being permanently updated on the CTT website. Currently, they are already open circa 7 hours a day.</p>

	<p>mail and postal parcels was implemented: since April 19 and until end of the exceptional situation related to COVID-19, there is a suspension on the obligation to collect a signature in the delivery of registered mail and parcels, which is substituted by verbal identification and collection of the number of the citizen's card or any other appropriate means of identification, through the respective presentation and placement of the date on which the collection was made. As for citations and notifications from administrative and judicial entities that are carried out by sending a registered letter with acknowledgment of receipt, the law determines that these are considered effected on the date that the citizen card number or any other legal means is collected.</p> <p>Specific rules regarding the functioning of postal establishments were implemented addressing, for example, definition of priority service for specific segments of the population and hygiene and security measures (including required social distancing and disinfection of surfaces).</p>	<p>which they can be exercised. ANACOM divulged information and adapted the Guide whenever necessary, and has now published a more in-depth revised version of the Guide, including further clarifications.  <a href="https://online.fliphtml5.com/rchw/qfqf/#p=1">https://online.fliphtml5.com/rchw/qfqf/#p=1</a>  (only available in Portuguese).</p> <p>ANACOM continues to measure parcel volumes on a regular basis.</p>	<p>A colored signaling tape was placed on the floor in order to maintain the safety distance between the employee and the customer.</p> <p>In the scope of Operations, CTT postmen adopted specific procedures in the exercise of their functions during the tours, in the interaction with the population and in the handling of objects, to reduce the risk of contagion. For example, the subscription at the postman terminals during the process of delivering Mail, Express and Cargo products is suspended. This measure is also applied to registered mail service used in the course of judicial or administrative procedures and the delivery to the addressee in person services.</p> <p>To avoid the need for the closure of distribution centers that occurred in the first weeks, a prevention model in production and distribution was implemented by the USP, designed to face the situations of illness and quarantine and to avoid suspension activity in Logistics and Distribution Centers or Postal Distribution Centers (CLD / CDP). This model, which consists of the segmentation and periodic rotation of workers, allowed the creation of prevention teams, prepared to resume operation in a specific CLD / CDP, where cases of infection or suspicion of cases of infection by COVID-19 arise, avoiding its shutdown.</p> <p>With regard to transport, the USP has resorted to sea and road (with regard to international mail) as alternatives to airlines.</p> <p>CTT implemented measures to facilitate delivering mail to users (e.g. implementing discounts to redirection services during a specific period of time).</p> <p>CTT Express adopted measures in order to promote sending email online (CTT Express implementing discounts on its collect mail service from the premises of the senders).</p> <p>CTT also adopted further measures for payment of postal money orders in order to reduce the influx of users at postal establishments at specific days, with the anticipation of the payment date and a phased distribution throughout longer periods and also an extension of post office hours.</p> <p>In the current pandemic mitigation phase CTT's operational model was adapted addressing, specifically, adoption of exceptional measures regarding sanitary security and control and vigilance of cases of infection in order to minimize risks of contagion.</p>
--	--	---	---

<p><b>Romania</b></p>	<p>The Ministry of Internal Affairs of Romania communicated through its Analysis Group a list of general recommendations regarding the reactions of certain categories of personnel, including postal companies, in the fight against contagion risk. With applicability for mail companies are: Requesting the user to wear the protective mask; Keeping, as far as possible, a distance greater than 2 m from the user; Requesting the user to sign any document with his own writing instrument; Employees will wear minimal protective equipment consisting of a protective mask and will be provided with a hand sanitizer (especially chlorine or alcohol), which they will use before and after each contact with a person in self-isolation; The means of transport used in postal operations will be equipped with disinfectant; disinfection in the transport vehicle shall be carried out at least twice during a working shift, at least by clearing the surfaces of possible contact with the personnel's hands.</p>	<p>In relation to the market, the NRA communicates permanently with the postal operator's representatives and monitors the dynamics of some fundamental indicators (traffic, revenues), but also the measures taken by operators in order to limit or eliminate the risk of contagion.</p>	<p>USP: the Romanian Post has given some advices to the users as following:</p> <ul style="list-style-type: none"> <li>- in the front part of the office there will not wait more than 2 persons;</li> <li>- the users should keep the distance between them and between them and the officiants;</li> <li>- the users should make use of the credit/debit cards as much as possible;</li> <li>- the users should use the personal pencils when completing the postal forms at the office;</li> <li>- the officiants should keep distance (2 meters minimum) when distributing the postal items to the isolated persons.</li> </ul> <p>All the market: The vast majority of postal companies provide continuous services and have communicated to NRA that they have implemented emergency measures to limit or eliminate the risk of contagion:</p> <ul style="list-style-type: none"> <li>- teleworking for personnel who can work remotely;</li> <li>- limit or prohibit access to their offices for other persons then staff (users wait outside),</li> <li>- limit or eliminate the physical contact between the office staff and the couriers,</li> <li>- the operational personnel were equipped with medical protective materials (masks, gloves, disinfectant).</li> <li>- ensure periodic disinfection of postal items.</li> <li>- some big companies provide medical consultancy for operational personnel daily.</li> </ul>
<p><b>Serbia</b></p>	<p>On March 16, 2020, a state of emergency was introduced in the Republic of Serbia, due to the Coronavirus pandemic. The following measures have been introduced:</p> <ul style="list-style-type: none"> <li>• Restriction of movement during weekends and evenings,</li> <li>• Cancellation of public meetings and gatherings</li> <li>• Measures of social distancing</li> <li>• Recommendations for working from home</li> </ul>	<p>Ratel contacted all postal operators with a significant market share. Ratel suggested that postal operators adapt their business to the new situation caused by the COVID-19 pandemic, by technical and technological capabilities and safety and security guidelines. Twice a week, postal operators submit a report on business changes during a state of emergency. Ratel collects all information, updates it, and publishes it on its website <a href="https://www.ratel.rs">https://www.ratel.rs</a>. These activities are</p>	<p>In accordance with the Decision on Declaration of Emergency, the Serbian USP, starting on 21.03.2020. suspends the provision of express services. The Post of Serbia will provide universal postal services:</p> <ul style="list-style-type: none"> <li>• letter-post items weighing up to 2 kg;</li> <li>• packages weighing up to 10 kg;</li> <li>• postal money orders (in domestic and international traffic);</li> </ul> <p>Temporary changes in the provision of services are implemented by the USP in all respects in accordance with the measures in force and related instructions, in order to preserve the health and safety of the citizens of the Republic of Serbia.</p> <p>USO again organized the clearance and delivery of express postal items with delivery time the next day until 7 pm. Clearance is done at post office</p>

	<p>Postal operators who had a work permit were exempted from these measures. Postal operators have been working with recommended protection measures.</p> <p>On the 7th of May 2020, the state of emergency was lifted, and gradual measures of relaxation have begun.</p> <p>After June 20th, the pandemic COVID 19 spread again (so-called the second wave). Measures of social distancing and mandatory wearing of protective masks indoors (in shops, business premises of companies, banks, post offices, in public transport, etc.) were reintroduced. The state of emergency, on the national level, has not been reintroduced. But some cities have brought it back. All companies engaged in the provision of services to clients have been ordered enhanced measures of protection and safety of employees by the Serbian Government.</p>	<p>aimed at informing the users about the manner of providing services and the deadlines for the transmission of postal items.</p> <p>Ratel announced on his site that due to the pandemic, deviations from the scheduled deadlines for the postal items may be possible.</p> <p>On the 7th of May 2020, the state of emergency was lifted, and gradual measures of relaxation have begun.</p> <p>After June 20, Ratel (NRA of Serbia) continued with regular activities. The most important activities are the adoption of bylaws and the relicensing of postal operators. This obligation is related to the deadline, considering that the new Law on Postal Services was adopted in October 2019. Most employees actively work from home.</p> <p>Ratel regularly monitors the situation on the postal market and is involved in resolving user complaints about the work of postal operators, which is a new competence of the NRA in accordance with the new Law on postal services.</p>	<p>counters and the delivery at the address of the user following safety and security guidelines.</p> <p>After June 20th and the appearance of the second wave of the COVID 19 pandemic in Serbia, the provision of postal services has already normalized. In the business premises of postal operators where services are provided to users, it is mandatory to wear protective masks for employees and users. On delivery (postmen and couriers) they also have the obligation to wear protective equipment (protective masks and gloves).</p>
<p><b>Spain</b></p>	<p>All stakeholders acted according to the Royal Decree 463/2020 of 14 March declaring the alarm status in Spain. This Royal Decree allowed the transport of goods and the e-commerce activities. Furthermore, it temporarily suspended all the procedural and administrative deadlines until the normal situation was restored:</p> <p><a href="http://www.boe.es/buscar/act.php?id=BOE-A-2020-3692">www.boe.es/buscar/act.php?id=BOE-A-2020-3692</a></p>	<p>Article 22.1.c of the Postal Act (principle of continuity in the provision of the universal postal service) indicates that the designated operator cannot interrupt/suspend the service, except in case of force majeure and subject to communication to CNMC.</p>	<p>Correos presented on 27 April 2020 to trade unions its de-escalation plan guaranteeing safety and progressive return to normal activity. The priority was the safety of employees and customers, for which the company had the provision of sufficient protection material for all jobs. The company designed a progressive three-phase strategy whose implementation depended on the evolution of the pandemic and the instructions of the authorities.</p> <p>Since the publication of Royal Decree 463/2020, of March 14, declaring the state of alarm, Correos guaranteed the provision of the universal postal service. During that period, the average of professionals who worked in the</p>

	The validity period of the Royal Decree was originally 2 weeks, but it was prolonged until 21 <sup>st</sup> June.	Therefore, the designated operator informed the CNMC, who followed up closely all measures adopted by Correos	company was less than 30%. Currently, Correos is employing the usual number of workers before the pandemic outbreak. The rest of parcel delivery service providers, after having adopted health measures to protect their employees and customers, continue providing their services to their customers. Once the alarm status was withdrawn on 21 June, the health recommendations prevail but no restrictions to the economic activity remain. For instance, the postal services related to regional electoral processes in Euskadi and Galicia (12 July) were rendered by Correos with no major incidence. Additionally, the designated operator hired on 1 July 2020 around 4.000 new employees that were previously working as non-permanent staff and will continue hiring around 3,400 new positions (of which approximately 2,000 positions correspond to consolidation of non-permanent staff).
<b>Slovakia</b>	The Government has declared the emergency situation (from 12. 3. 2020) which is still in force. From 22. 4. 2020 the government started to relax the taken measures. The small number of measures is in force. There is still the necessity to cover ones face (nose and mouth) with face mask or adequate substitute when being inside shops, restaurants, etc. According to the Postal Act at the time of emergencies caused by a natural disaster or industrial accident and in reasonable cases of protection of public order, public security including the inquiry and prosecution of criminal offences, health care and human life, animals and plants protection as well as cultural heritage in the affected territory, the NRA may temporarily adjust the method and conditions of clearance (collection) and distribution of postal items in the affected areas by way of derogation from the provisions of the Postal Act.	The standard regime for the provision of postal services has been restored by the NRA (from 23. 4. 2020).	There is still a suspension of collection of postal items to some countries by the USP.
<b>Switzerland</b>	Measures concerning the postal market were in force from 21 <sup>st</sup> March until 21 <sup>st</sup> June (COVID-19 Ordinance	While the COVID-19 Ordinance 2 with special measures in the postal market	<u>All companies</u> and organisations must implement a protection concept based on the following rules:

	2). Since then, there have been no more special legal measures specific to the postal sector.	was in force (21 <sup>st</sup> March until 21 <sup>st</sup> June), PostCom did not have any special competence. From 22 <sup>nd</sup> June until the end of July, the situation is considered by PostCom as Force Majeure.	<ul style="list-style-type: none"> <li>- Social distancing &gt;1.5 m. If this is not possible, other measures must be taken in the following order:</li> <li>- Substitution (working from home)</li> <li>- Technical measures (e.g. Plexiglass, separation of workstations)</li> <li>- Organisational measures (e.g. divided teams, changes in shifts)</li> <li>- Personal protecting measures (e.g. hygienic masks)</li> </ul> <p><u>Swiss Post (USP):</u> Measures to increase parcel-processing capacity. Swiss Post partly processes small parcels in the mail-channel. Registered items: The delivery staff sign the reception of a registered item themselves (if the addressee agrees). Measures taken regarding work organisation: splitting of teams, staggered working hours, more shifts in sorting centres, etc.</p>
<b>Slovenia</b>	Slovenia has declared end of epidemic from 1 June 2020 and, therefore, measures for controlling covid-19 outbreak at the national level has been loosened but not called off entirely. However, no postal sector specific measures have been adopted.	All USO fully applies since 1 June when the epidemic was officially called off.	USP and other operators are obliged to follow instructions and recommendations made by National Institute of Public Health, for instance waiting in the line outside (and not inside) the post office, prohibited entry without wearing a mask, mandatory hand disinfection prior entry etc. In addition, contactless delivery is gaining in its importance.
<b>Sweden</b>	Swedish authorities have not communicated any measures specific for the postal sector. However, postal services are in a new regulation from Swedish Civil Contingencies defined as a service of vital public importance. This means that personnel involved in critical operations may have the right to specific child care, in case the schools and/or child care institutions should be closed down. (Such measures are now unlikely in the current improving situation.)	No specific measure to ensure the distribution of mail and parcels has been taken by the NRA, as the postal services generally are functioning without major delays or disruptions.	The Swedish postal operators are adapting their organizations to the current situation. No specific measure to ensure the distribution of mail and parcels has been taken by the USP. The number of employees on sick leave and staying home to take care of children is now decreasing towards normal levels, and the service is functioning relatively well given the circumstances.
<b>UK</b>		So far, no need to adopt any measures to ensure the delivery of letters and parcels in this new situation.	Royal Mail published on 22.06.2020 its latest guidance on changes to service resulting from the coronavirus. This includes: introducing new procedures for letters requiring a signature or for reception of parcels designed to reduce physical contact in line with the wider public health advice from the UK Government; the lifting on 13 June of the temporary suspension of the delivery of letters on Saturday; changes in opening times for customer service points; and the extension of retention periods in customer service points to 30 calendar days.



			<p><a href="https://www.royalmail.com/d8/coronavirus-changes-service">https://www.royalmail.com/d8/coronavirus-changes-service</a></p> <p>The NRA and Royal Mail are keeping the changing situation under review in case future developments were to lead Royal Mail to wish to modify its services further.</p> <p>For now, Royal Mail is able to continue providing its USO services with the above modifications.</p>
<b>Turkey</b>		<p>ICTA has taken some measures to protect postal employees and customers. These range from basic precautions, such as encouraging employees to wash their hands and regularly disinfecting workplaces and equipment, to additional steps like limiting some shipments and eliminating signature requirements for some deliveries.</p> <p>In this context, service providers authorized in the postal sector must take all precautions about risks listed below:</p> <ul style="list-style-type: none"> <li>• The risk of decreasing service quality or interruption of service continuity due to the density that can be experienced in postal services due to the possibility of increasing domestic e-commerce shipping volume</li> <li>• The Risk of sufficient/competent staff not being able/unable to perform duties due to taking annual leave, medical report, sick leave, etc. problems that may arise</li> <li>• Health risks that may occur (in terms of employee and customer) due to the interaction that occurs during the delivery of postal services to citizens.</li> </ul> <p>Some precautions should be taken during the epidemic as follows;</p>	<p>The USP, Turkish PTT Corporation, has taken the following measures against Coronavirus (Covid-19) Pandemic:</p> <ul style="list-style-type: none"> <li>• A crisis management team has been established.</li> <li>• Services are provided by keeping as few personnel as possible in the branches and offices, and customers are taken inside considering the required social distances.</li> <li>• Tools and equipment used in branches and services are disinfected in order to ensure the safety of both employees and customers.</li> <li>• In accordance with the framework determined by the Ministry of Health, administrative leave has been granted to the employees whose health situation may pose a risk.</li> <li>• Mask, face shield, disinfectant and gloves were provided for the employees.</li> <li>• Laser thermometers are supplied and used in offices and branches.</li> <li>• In postal and cargo deliveries, the "Contactless Delivery" application was initiated through the Hand Terminals and the SMS codes sent to the receiver.</li> <li>• The use of online service channels, PttATMs and parcel lockers are encouraged and customers are guided in this direction.</li> <li>• Since the citizens in the risk group especially over the age of 65 have been restricted from going out, their salaries, benefits and promotions have been paid through the method of delivery at home.</li> <li>• Social aid payments are delivered to the citizens at their homes by PTT mail carriers.</li> </ul>

		<ul style="list-style-type: none"> <li>• Regular sterilization should be carried out in branches and distribution warehouses, there should be the sufficient number of masks, gloves and disinfectant materials for the postal workers who have to be in contact with the customer, and sufficient disinfectant in the distribution vehicles since the employees in distribution channel do not have the opportunity to wash their hand.</li> <li>• Implementing arrangements for the presence of up to three people at the same time in branches/agencies, or as many customers as the number of employees providing relevant services, provided that the required distance between the customer and the employee is kept constant</li> <li>• Increasing the level of measure, etc. to keep the operation plans ready to be applied in emergency cases, to update the emergency plans according to the developing conditions, to take all necessary measures including informing of employees about health measures to follow</li> <li>• Continuously checking the health status of the employees (for example, distribution warehouses/branches/agents, etc.) Checking the general health status of the personnel entering/leaving by the warehouse authorities at the entrance and exit, measuring the fever with the</li> </ul>	
--	--	---	--

		<p>thermometer, asking if they have any complaints, etc.</p> <ul style="list-style-type: none"> <li>• in case of quarantine, certain materials decided by Authorities should be considered as priority products in delivery,</li> </ul> <p>We have also removed some obligations of postal operators to protect customers, employees such as elimination signature requirements</p> <ul style="list-style-type: none"> <li>• In the delivery of e-commerce shipments to the customer, since the recipient information is already registered in the e-commerce site, temporarily repeal of the "obtaining signature and citizenship number" rule and applying the methods in such a way as to reduce the contact with the customer to zero, if possible.</li> </ul>	
--	--	--	--

**Table 2: Impact on the operations**

Country	2. Impact on the operations:			
	a) Changes in the provision of the US	b) Unusual increase of traffic (namely in parcels)	c) Disruptions in the international postal services (flows, reasons)	d) Operational Disruptions (staff, closure and changes in the postal establishments and distribution centers)
<b>Austria</b>		Have not experienced a significant growth on postal items, but the specific measures are in place, so the period is too short in order to draw any conclusions so far.		Postal offices are open as usual, but there is a limit of three people to be allowed to enter the store at the same time.
<b>Belgium</b>		Parcel operators have reported an extraordinary increase in parcel volumes in the B2C segment, due	Bpost informed BIPT that different countries have put measures in place that have an impact on the logistics	Bpost informed BIPT about a series of services adjustments needed following the measures

		<p>to an increase in e-commerce transactions.</p>	<p>process. For many countries it's still possible to deliver parcels and mail but delays may occur.</p> <p>The number of flights and their capacity is still very limited, and bpost is dependent on the local situation for deliveries. That means that bpost cannot currently guarantee delivery times for shipments to these countries. bpost will of course do all what they can to deliver the parcels as quickly as possible.</p> <p>Countries where parcels and mail can still be delivered:</p> <ul style="list-style-type: none"> <li>- Europe: all countries incl. Russia, except Moldova, Albania, Bosnia, Belarus, Georgia, Faroe Islands, Macedonia, Montenegro and Turkey</li> <li>- America: Brazil, Canada, USA.</li> <li>- Asia: China, Hong Kong, Taiwan, Japan, Singapore and South Korea</li> </ul> <p>It is not yet possible to send post and parcels to other countries. bpost is closely following developments and will inform you as soon as the situation changes.</p> <p>Express deliveries for parcels are an exception: these can still be sent to all countries outside Europe because for this service bpost work with specific partners.</p>	<p>imposed by the Federal government to prevent the spread of the COVID-19 virus:</p> <p>Current status of the bpost services:</p> <p>Bpost is making every effort to deliver mail (newspapers, magazines, pensions, registered mail, letters etc) and parcels as normal. But take into account a possible delay in the delivery of your package.</p> <p>All bpost post offices are open from Monday to Friday until 5 p.m, but closed during lunchtime from 12:30 pm to 1:30 pm. Most of them are now open Tuesday and Thursday until 6 p.m. and on Saturday until 1 p.m..</p> <p>Bpost contact centers are open from 8 am until 5 p.m from Monday to Friday, and they are closed on Saturdays.</p> <p>For the moment, only 41 out of 1.300 bpost Post Points and Parcel Points are closed. The Post Points and Parcel Points are open in accordance with the opening hours of the shops in which they are located. If a Post Point or Parcel Point has to close, or if it can no longer handle parcels, we will deliver the parcel to a delivery point that is open.</p> <p>All bpost Parcel Lockers are in operation. Only 6 Parcel Lockers are not available due to temporary closure of the site.</p>
<b>Bulgaria</b>	Bulgarian Posts informed UPU and users that can no longer guarantee service delivery standards (including delivery times and other quality parameters) applicable under	Bulgarian Posts declare a total decrease of 14.7% in mail volumes (domestic and international) in May 2020 compared to May 2019.	The acceptance of outbound international registered letter-post items, parcels and EMS items is	Postal services are provided all over the country. Post offices work according to their normal business hours.

	<p>UPU regulations and other bilateral and multilateral agreements (such as EPG and EMS) with designated operators. The full announcement is available at the UPU website.</p>	<p>The decrease in international outbound registered letter post items and parcels is above 70%. The decrease in international inbound items is also around 70% for the same period.</p>	<p>gradually being resumed with the list of destinations being regularly updated. Private operators providing UPS and non-UPS announced that they have delays with the cross-border mail due to delays at the border crossing points within EU. Some of restrictions regarding the acceptance of international outbound items (UPS and courier services) have been removed as a result of the changes of the restrictions in different member countries.</p>	<p>Some of the private postal operators have announced that they have reduced staff.</p>
<b>Croatia</b>	<p>The USP (HP-Croatian post Inc) is preparing measures and activities in the provision of universal service in accordance with the general situation in the country and according to the instructions of the national civil protection headquarters. It is certain that there will very soon be some changes in the provision of the universal service in a very similar way like in Slovenia.</p>			<p>All post offices had been opened and postal traffic are carried out as usual. Some postal offices in one region (beside Italy) reduced working hours but postal traffic carried out as usual.</p>
<b>Cyprus</b>	<p>No changes in the universal service have been requested from USP to be approved by the NRA.</p>	<p>Due to general lockdown the business and other activities have slowed down and we have not any indications of any increased activity in parcels. We have circulated a questionnaire to postal to measure the impact of the COV-19.</p>	<p>Initially, were suspended the postal services for all countries ( due to flights suspension) for two weeks except Greece and courier service to other countries (cooperation with DHL for these services). On April 3 2020 all services resumed for Belgium, Germany, USA and UK. On May 4, 2020 Cyprus Post resumed service for the traditional postal services (regular mail, registered, insured mail, parcels, EPG parcels, EMS /Datapost if applicable etc) for the following destinations:</p>	<p>The USP (Cyprus Post) has issued announcements that due to the situation caused by the coronavirus and the measures taken, there is the possibility that some Post Office will not be able to operate. As at 4 May 2020 only the post office located at the airport are closed. From 15/6/2020 the post office located at Larnaca Airport Post is open to the public after withdrawal of the restrictive measures due to the COVID-19 pandemic. In order avoid visiting the Post Offices during working hours; Cyprus Post has decided to make extensive use of the 24-hour Parcel24 locker systems.</p>

			<p>Austria, Belgium, France, Germany, Denmark, Switzerland, Greece, Spain, Ireland, Italy, Luxemburg, Great Britain, Norway, Netherlands (Holland), Hungary, Ukraine, Poland, Portugal, Sweden, Czech, Finland, U.S.A. From 9/6/2020 Cyprus post, announce that in addition to the above list the mail can be sent to the following destinations: Bulgaria, Israel, Romania, and Slovakia. The Cyprus Post has issued an announcement extending the list that mail can be sent to. Specifically from 20/7/2020 postal services are offered for the following countries: Egypt, Argentina, Australia, Austria, Belgium, Bulgaria, Brazil, France, Germany, Denmark, Switzerland, Greece, Estonia, United States of America, Japan, India, Ireland, Spain, Spain, only EMS / DATAPOST), China, Kuwait, Croatia, Latvia, Luxembourg, Great Britain, Mexico, South Africa, Dubai, Norway, Hungary, Ukraine, Netherlands, Oman, Poland, Portugal, Romania, Russia, Russia, , Slovakia, Slovenia, Sweden, Sri Lanka, Thailand, Czech Republic, Finland, Philippines and Hong Kong.</p>	<p>From April 6, 2020, and as long as the restrictive measures are in force, a number of registered items (barcode "R") and parcels (barcode "C") containing goods, provided that they bear the recipient's mobile phone, will be placed in the Parcel24 systems, regardless if the recipient is a subscriber.</p> <p>Due to the relaxation of the restrictive measures, Cyprus Post announce that as form 1st June 2020 the Parcel 24 service will be offered to subscribers only.</p> <p>It was announced that will make every possible effort to deliver as many regular (untracked) small packets as possible regardless of the size (usually they do not deliver and the customer has to pick the item up from the post office). The delivery will be between 8:00-13:00 from Monday to Friday and the packets will be placed in the letterbox if it suitable or outside, in a nearby spot, as safely as possible. For residents of an apartment building who do not have an approachable or suitable letterbox this home delivery service does not apply. Due to the relaxation of the restrictive measures now, the above procedure is no longer applicable.</p>
<b>Czech Republic</b>	The Czech Post delivers all postal items to addressees in general without substantial restrictions.	The CTU is not aware of significant growth of delivered parcels by the postal operators. But the CTU knows from public sources that volumes by on-line sellers of food (with in-house delivery networks) have grown rapidly.	Sending of cross-border postal items was temporarily suspended for some countries depending on the announcement of designated operators in the country of destination. The Czech Post provides actual information on its web.	The Czech Post temporarily closes some of its post offices according to their personal capacities. The Czech Post have closed all post counters at post offices without fixed counter (with glass providing minimal protection against direct contact with users), four post offices have been closed totally from this reason.

				<p>The Czech Post also has reduced opening hours of its post offices (all close at the latest at 16 pm and all are closed at weekends). This restriction is gradually removed. From 4<sup>th</sup> May, only few post offices (mostly falling in the scope of critical infrastructure) have reduced opening hours.</p> <p>The quarantine has been ordered to Czech Post employees in one delivery establishment. The delivery of postal items is provided by assistance of other delivery establishments for the stated area. In the stated area, there may be a temporary restriction of delivery (priority is given to the delivery of priority mail, the registered mail is only announced to the addressees and stored at the local post office). Public information is usually available on the provider's websites.</p>
<b>Denmark</b>		<p>Danish e-commerce companies are having an extremely busy time and some of them have been forced to work 24/24 to meet all the orders and this will be reflected in the traffic of our postal operators. So, for the time being at least we are not pessimistic about the continuation of the Danish mail delivery.</p>	<p>Post Danmark has further announced that despite the closure of the Danish borders and the suspension of most international flights, it is expected to have 90-95% of the outgoing mail from Denmark sent to the recipients abroad. From April 5, 2020, the first postal items are expected to arrive from China because air transport out of China will be opened soon, according to the Danish USP, Post Danmark.</p>	
<b>Estonia</b>	<p>With effect from 12 June, USP has no changes in the provision of the US.</p>	<p>The volume of parcels has grown (mainly parcel locker service).</p>	<p>International services might be disrupted or delayed due to fewer air connections.</p>	<p>Postal offices that were closed for a while are open again from 11.05.2020.</p>
<b>Finland</b>		<p>Increase in parcel volume has been reported by the USP Posyti Oy, due to recent increase in e-commerce.</p>	<p>The USP Posti Oy has reported that in spite of the closure of the borders international mail services are mainly working with only minor delays</p>	<p>So far offices and contact points with only a few exceptions are open as normal and the traffic is carried out as normal.</p>

<p><b>France</b></p>				<p>During this particular period, La Poste acted in two phases.</p> <p>First, La Poste had to urgently adapt its organization. It has been asked that postal workers respect the basic health requirements, and social distancing have been applied in post office. La Poste also implemented a specific procedure to ensure distribution without having to hand parcels directly to the receiver.</p> <p>1 600 priority post offices initially opened. La Poste also reduced the number of days of postal deliveries from 6 to 4, then to 3 from March 30th. Several mailboxes were closed, however La Poste was maintaining a network of mailboxes in order to assure the collection of mail.</p> <p>In terms of sorting, La Poste industrial system was working.</p> <p>After this emergency phase, La Poste gradually increased its activity.</p> <p>As of April 21st, almost 4 000 post offices and 5 000 points contact (out of a total of 9 000) were opened. The frequency of mail delivery has progressively increased: postal deliveries were ensured 4 days a week from April 21st onwards.</p> <p>From May 11<sup>th</sup>, when the lockdown has been lifted, the number of days of postal deliveries has increased to 6 a week. Post offices have gradually reopened. On June 15<sup>th</sup>, most of the points are operational.</p>
<p><b>Germany</b></p>	<p>Deutsche Post has not yet announced any significant restrictions on services in Germany.</p>	<p>Parcel operators, especially Deutsche Post, have reported an extraordinary increase in parcel volumes in the B2C-segment, due to an increase in e-commerce transactions. This increase in</p>	<p>With regard to international shipments major problems have been reported. Deutsche Post provides information on its website on delays due to the COVID 19 pandemic. Delays may be caused by changes in the transport process (e.g.</p>	<p>Postal operators have not yet announced any significant restrictions on services in Germany despite the closure of numerous parcel shops and some postal agencies which in the meantime has been reduced significantly.</p>



		<p>volume is (still) ongoing, although restrictions for stationary retailers have since been reduced. In other segments, unusual increase in traffic has not been reported to BNetzA.</p>	<p>border controls), in international transport (e.g. discontinuation of flight connections previously used for transport) and also in the delivery in the country of destination (e.g. protective regulations and quarantine measures). Deutsche Post also provides information on derivation restrictions in relation to individual countries.</p>	
<b>Greece</b>	<p>The quality target for letter mail (domestic and international) may not be met by the USP for the period that restriction measures apply.</p> <p>The USP has applied for exception from the obligation to meet the quality targets set by the government for the period the measures apply and for some more time afterwards, until the situation will improve.</p>	<p>According to USP there is a reduction in the number of items posted leading in revenue reduction. There are also delays in delivery times and increased cost due to flight restrictions, and increased load on customer care department for item search. Some companies complain that their work has been dramatically reduced especially those that undertake international postal items or serve the needs of business customers. There was also an increase in electronic items bought from e-shops. There was further reduction in the revenues. However, there is an increase in the number of applications for general authorizations (courier services) submitted to the Greek NRA. There has also be</p>	<p>Impact on USP:</p> <ol style="list-style-type: none"> <li>1. Deliveries abroad use cargo flights but it is all together more difficult to deliver on time and of course it is more expensive. USP is seeking alternative means of transportation abroad in co-operation with other USPs. Time delivery of correspondence to other countries varies depends on destination country. Some countries have interrupted shipment of postal items to Greece.</li> <li>2. USP customers can find information about the countries to/from which postal operation have been established on website: <a href="http://www.elta.gr">www.elta.gr</a> At the moment it is possible to serve areas abroad such as: Japan, Qatar, China, Hong-Kong, Turkey, Thailand, Tunisia, Libanon United Arab Emirates, Katar, India, South Korea, Philippines, Singapore, South Africa, Egypt, Ethiopia, Kenya, Tanzania, USA, Canada, Argentina, Mexico, New Zealand, Australia.</li> </ol>	<p>From 16<sup>th</sup> March until 30<sup>th</sup> April 95% of USP shops on average were in operation. However, at sorting centers the personnel quickly returned to normal working conditions but with enhanced safety and protection measures. Delivery times have been improved.</p> <p>Delivery times by courier companies have returned to normal.</p> <p>Revenues have been reduced for small companies but have increased for large companies. Expenses have increased for all because of the extra protection and safety measures but postal tariffs remain unchanged. There has also been a large demand for remunerations due to delayed delivery during the “lockdown” period. DHL “emergency situation” fee has affected the tariffs of some postal operators. There are also delays at financial transactions. Some small courier companies that temporarily suspended their activities still remain closed, others have returned to normal operation. There is a demand for more governmental support.</p>

			3. The European destinations that are still in operation are Albania, Austria, Belgium, Bulgaria, Bosnia-Herzegovina, Cyprus (only 1 <sup>st</sup> priority), France, Estonia, North Macedonia, Germany, Denmark (plus Faroe Islands and Greenland), Switzerland, UK, Ireland, Iceland, Italy, Latvia, Lithuania, Lichtenstein, Luxemburg, Malta, Monaco, Norway, Netherlands, Hungary, Poland, Portugal, Romania, Russia, Slovenia, Slovakia, Serbia, Spain, Ukraine, Russia, Sweden, Czech Republic and Finland.	
<b>Hungary</b>	<p>From the 3 of April registered letters, official letters, parcels or any other type of mail requiring the signature of the recipient can be delivered without personal contact: the delivery man notes the name and the number of the ID card of the recipient.</p> <p>No delivery to people in medical quarantine, items are hold back or can be picked up in the post office by an authorized person.</p>	<p>Do not know about any change concerning the volume or the traffic of postal items.</p> <p>The NRA expects drop in letter volumes and international mail and a huge increase in domestic parcel volumes and a temporary shift in segments, increasing volumes in B2C or C2C and a drop in B2B.</p>	<p>The provision of international services is interrupted as USPs in several countries suspended or limited their services.</p> <p>The USP updates daily its webpage about the restrictions: (<a href="http://www.posta.hu">www.posta.hu</a>) /only Hungarian./</p>	<p>No interruption in domestic services, no closure of sorting centers or Office of exchange.</p> <p>Hungarian Post (USP) reduced the opening hours of post offices and reserved the first hour of its opening for elderly people.</p> <p>Queuing is possible only outside; limited number of customers can enter in the post office.</p> <p>Posts in shopping malls and governmental offices are generally closed.</p> <p>Non USPs changed their terms and conditions allowing contactless delivery and delivery of parcels without signature.</p> <p>Update on 18<sup>th</sup> of June: Post in shopping malls and governmental offices are reopening, other measures are still in force.</p> <p>Update: opening hours are back to normal including weekends, no more queuing outside of the building of the post.</p> <p>No change in delivery measures.</p>

<p><b>Ireland</b></p>	<p>Where a business or home is not accessible, the USP will hold the item free-of-charge in the local Delivery Service Unit for collection by the customer.</p> <p>To mitigate against the risk of COVID-19, the USP postal delivery staff will not hand their scanner to the customer for signature. The delivery post person can sign on behalf of the customer, in their presence, for all mails and parcel items that require signature. See <a href="https://www.anpost.com/Covid-19/Mails-Parcels-services">https://www.anpost.com/Covid-19/Mails-Parcels-services</a></p> <p>Mail services to several destinations continue to be suspended but as COVID-19 restrictions ease internationally the USP can deliver to more international destinations and the number of international destinations has increased – see <a href="https://www.anpost.com/Covid-19/Mails-Parcels-services">https://www.anpost.com/Covid-19/Mails-Parcels-services</a>. International mail posted before the COVID-19 restrictions for individual countries began was prepared to be sent abroad as normal and is waiting to be sent if the USP cannot send the mail to the international destination.</p> <p>The USP suspended the universal postal services of Redirection and Mailminder for new applications from 13 March 2020 to 20 April 2020.</p>	<p>The USP has noted a decline in letter correspondence because businesses aren't mailing and parcel volumes are increasing because people are shopping online, with some unusual postal deliveries – see <a href="https://www.anpost.com/Media-Centre/News/An-Post-2019-Results">https://www.anpost.com/Media-Centre/News/An-Post-2019-Results</a> and <a href="https://www.westmeathexamine.ie/2020/06/18/wheelbarrow-and-bags-of-cement-delivered-by-an-post-van/">https://www.westmeathexamine.ie/2020/06/18/wheelbarrow-and-bags-of-cement-delivered-by-an-post-van/</a> and <a href="https://www.newstalk.com/news/post-ceo-delivered-parcels-last-week-christmas-1018954">https://www.newstalk.com/news/post-ceo-delivered-parcels-last-week-christmas-1018954</a>.</p> <p>The USP's Regulatory Accounts 2019 published 1 July 2020 noted "Post year end, the Covid-19 pandemic has had a very significant impact on the Company's operations, revenues and profitability. Although the Company has maintained service levels, the impact of prolonged lockdown and temporary cessation of many of our business customers will have an impact that cannot be measured currently." – see <a href="https://www.anpost.com/AnPost/media/PDFs/Regulatory%20Reports/Regulatory-Reports-2019.pdf">https://www.anpost.com/AnPost/media/PDFs/Regulatory%20Reports/Regulatory-Reports-2019.pdf</a></p>	<p>See: <a href="https://www.anpost.com/Covid-19/Mails-Parcels-services">https://www.anpost.com/Covid-19/Mails-Parcels-services</a></p> <p>According to An Post website, due to international flight and local suspensions, An Post can only send international mail to the following countries, with some restrictions as follows:</p> <table border="1" data-bbox="1200 469 1570 1382"> <thead> <tr> <th>Destinations</th> <th>Restrictions</th> </tr> </thead> <tbody> <tr> <td>Austria</td> <td>No restrictions</td> </tr> <tr> <td>Belarus</td> <td>No restrictions</td> </tr> <tr> <td>Belgium</td> <td>Internal delays</td> </tr> <tr> <td>Bulgaria</td> <td>Internal delays</td> </tr> <tr> <td>Canada</td> <td>No restrictions</td> </tr> <tr> <td>China</td> <td>No restrictions</td> </tr> <tr> <td>Croatia</td> <td>No restrictions</td> </tr> <tr> <td>Czech Republic</td> <td>No restrictions</td> </tr> <tr> <td>Denmark</td> <td>No restrictions</td> </tr> <tr> <td>Estonia</td> <td>No restrictions</td> </tr> <tr> <td>Finland</td> <td>No restrictions</td> </tr> <tr> <td>France</td> <td>Internal delays on all mail. The French Post Office have limited the size of items to the following dimensions; 32cm x 24cm x 24cm. Social Distancing is in effect and thus they cannot guarantee the delivery of larger items until these measures have been lifted.</td> </tr> <tr> <td>Germany</td> <td>No restrictions</td> </tr> <tr> <td>Greece</td> <td>No restrictions</td> </tr> <tr> <td>Hungary</td> <td>No restrictions</td> </tr> <tr> <td>Hong Kong</td> <td>No restrictions</td> </tr> </tbody> </table>	Destinations	Restrictions	Austria	No restrictions	Belarus	No restrictions	Belgium	Internal delays	Bulgaria	Internal delays	Canada	No restrictions	China	No restrictions	Croatia	No restrictions	Czech Republic	No restrictions	Denmark	No restrictions	Estonia	No restrictions	Finland	No restrictions	France	Internal delays on all mail. The French Post Office have limited the size of items to the following dimensions; 32cm x 24cm x 24cm. Social Distancing is in effect and thus they cannot guarantee the delivery of larger items until these measures have been lifted.	Germany	No restrictions	Greece	No restrictions	Hungary	No restrictions	Hong Kong	No restrictions	<p>USP website states "Mail deliveries operating as normal" and "Customers, please note at the moment our collection services are operating as normal while parcels deliveries are taking up to 2 days within Ireland. If there is any change to collection or delivery services, we will inform customers." See <a href="https://www.anpost.com/Covid-19/Mails-Parcels-services">https://www.anpost.com/Covid-19/Mails-Parcels-services</a></p> <p>USP website states that An Post has introduced staggered delivery each day, which means that normal deliveries times may differ on a daily basis for business and consumer customers. This is to ensure safe distance practice in Delivery Service Units across the country. It is managed directly by each Delivery Service Unit to ensure the mail and parcels continue to be delivered every day.</p>
Destinations	Restrictions																																					
Austria	No restrictions																																					
Belarus	No restrictions																																					
Belgium	Internal delays																																					
Bulgaria	Internal delays																																					
Canada	No restrictions																																					
China	No restrictions																																					
Croatia	No restrictions																																					
Czech Republic	No restrictions																																					
Denmark	No restrictions																																					
Estonia	No restrictions																																					
Finland	No restrictions																																					
France	Internal delays on all mail. The French Post Office have limited the size of items to the following dimensions; 32cm x 24cm x 24cm. Social Distancing is in effect and thus they cannot guarantee the delivery of larger items until these measures have been lifted.																																					
Germany	No restrictions																																					
Greece	No restrictions																																					
Hungary	No restrictions																																					
Hong Kong	No restrictions																																					

		<p>Courier, DPD Ireland, has noted a 10% increase in parcels due to increased online shopping since the outbreak of COVID-19 with further increases in parcels expected when restrictions ease – see <a href="https://www.independent.ie/business/irish/in-person-rise-in-e-commerce-leads-to-an-absolute-tsunami-of-parcels-des-travers-chief-executive-dpd-ireland-39186499.html">https://www.independent.ie/business/irish/in-person-rise-in-e-commerce-leads-to-an-absolute-tsunami-of-parcels-des-travers-chief-executive-dpd-ireland-39186499.html</a></p>	<table border="1"> <tr><td>Iceland</td><td>No restrictions</td></tr> <tr><td>India</td><td>No restrictions</td></tr> <tr><td>Israel</td><td>No restrictions</td></tr> <tr><td>Italy</td><td>Max item weight 25kgs, max length 120cm, max of all three dimensions 150cm</td></tr> <tr><td>Jersey</td><td>No restrictions</td></tr> <tr><td>Latvia</td><td>No restrictions</td></tr> <tr><td>Lithuania</td><td>Internal delays</td></tr> <tr><td>Luxembourg</td><td>Internal delays</td></tr> <tr><td>Malta</td><td>No restrictions</td></tr> <tr><td>Netherlands</td><td>No restrictions</td></tr> <tr><td>Norway</td><td>No restrictions</td></tr> <tr><td>Poland</td><td>No restrictions</td></tr> <tr><td>Portugal</td><td>Delays to Madeira and Azores</td></tr> <tr><td>Romania</td><td>No restrictions</td></tr> <tr><td>Russian Federation</td><td>No restrictions</td></tr> <tr><td>Saudi Arabia</td><td>No restrictions</td></tr> <tr><td>Serbia</td><td>No restrictions</td></tr> <tr><td>Slovakia</td><td>No restrictions</td></tr> <tr><td>South Africa</td><td>No restrictions</td></tr> <tr><td>South Korea</td><td>No restrictions</td></tr> <tr><td>Spain</td><td>Internal delays</td></tr> <tr><td>Sweden</td><td>No restrictions</td></tr> <tr><td>Switzerland</td><td>Internal delays</td></tr> <tr><td>Thailand</td><td>No restrictions</td></tr> <tr><td>Turkey</td><td>No restrictions</td></tr> <tr><td>UAE</td><td>No restrictions</td></tr> <tr><td>United Kingdom</td><td>No restrictions</td></tr> <tr><td>USA</td><td>No parcels service. Letters, large envelopes and packets only</td></tr> </table>	Iceland	No restrictions	India	No restrictions	Israel	No restrictions	Italy	Max item weight 25kgs, max length 120cm, max of all three dimensions 150cm	Jersey	No restrictions	Latvia	No restrictions	Lithuania	Internal delays	Luxembourg	Internal delays	Malta	No restrictions	Netherlands	No restrictions	Norway	No restrictions	Poland	No restrictions	Portugal	Delays to Madeira and Azores	Romania	No restrictions	Russian Federation	No restrictions	Saudi Arabia	No restrictions	Serbia	No restrictions	Slovakia	No restrictions	South Africa	No restrictions	South Korea	No restrictions	Spain	Internal delays	Sweden	No restrictions	Switzerland	Internal delays	Thailand	No restrictions	Turkey	No restrictions	UAE	No restrictions	United Kingdom	No restrictions	USA	No parcels service. Letters, large envelopes and packets only	
Iceland	No restrictions																																																											
India	No restrictions																																																											
Israel	No restrictions																																																											
Italy	Max item weight 25kgs, max length 120cm, max of all three dimensions 150cm																																																											
Jersey	No restrictions																																																											
Latvia	No restrictions																																																											
Lithuania	Internal delays																																																											
Luxembourg	Internal delays																																																											
Malta	No restrictions																																																											
Netherlands	No restrictions																																																											
Norway	No restrictions																																																											
Poland	No restrictions																																																											
Portugal	Delays to Madeira and Azores																																																											
Romania	No restrictions																																																											
Russian Federation	No restrictions																																																											
Saudi Arabia	No restrictions																																																											
Serbia	No restrictions																																																											
Slovakia	No restrictions																																																											
South Africa	No restrictions																																																											
South Korea	No restrictions																																																											
Spain	Internal delays																																																											
Sweden	No restrictions																																																											
Switzerland	Internal delays																																																											
Thailand	No restrictions																																																											
Turkey	No restrictions																																																											
UAE	No restrictions																																																											
United Kingdom	No restrictions																																																											
USA	No parcels service. Letters, large envelopes and packets only																																																											

<p><b>Italy</b></p>		<p>According to Agcom's data, the rate of increase regarding domestic parcels' volumes has accelerated significantly since March 2020.</p>	<p>According to Agcom's data, cross-border parcels' volumes have decreased during March and April 2020 while have expanded again in May 2020.</p> <p>Poste Italiane has suspended the delivery of some postal services for some destinations specified on PI web site (now there are not prohibited locations).</p>	<p>Until 4 May Poste Italiane has closed some sorting centres and/or sensibly reduced their staff; consequently, in some localities clearance and delivery operations were not guaranteed or delayed.</p> <p>Poste Italiane has reduced PO opening hours and recommends users to visit postal offices only if necessary. The situation is gradually returning to normal.</p> <p>Poste Italiane has reorganized the access to the PO for the payment of pensions.</p> <p>Many alternative operators have reduced the staff of the agencies and of the collection/delivery centers for complying with the emergency provision (in some cases the reduction is due to the decrease of the workload).</p> <p>Moreover, they have closed some post offices or reduced the POs working hours.</p> <p>Some operators, including Poste Italiane, have also closed the administrative offices using smart working for their employees.</p>
<p><b>Latvia</b></p>	<p>"Latvijas Pasts" calls for the use of the mobile app capabilities of the company, which allows services to log in remotely and come directly to their service.</p> <p>As an alternative to receiving registered items in the PO, USP recommends directing these consignments to any of the parcel lockers throughout the country, using the company's mobile app.</p> <p>In the rural areas of 253 PO throughout Latvia, until the end of the emergency situation, residents may receive postal services in these areas on request at their</p>	<p>Increasing number of items in internet supply segment.</p> <p>As of 10 June, the 60-day free storage of consignments in the postal departments has been cancelled: when returning to normal order, free storage of small packages and packages in the postal departments will be 10 days, while the total storage time can reach 30 days; in turn, the mail departments will be kept free of charge for 30 days.</p>	<p>Due to difficulties on European roads and restrictions in the work of operational services of postal operators in abroad, delays in the delivery of parcels sent to these countries are expected.</p> <p>International mailings stored in outdoor tents prior to processing in the USP sorting complex for up to 72 hours will be released to the USP for immediate treatment without quarantine as of June 10. Postmen and couriers, when issuing registered</p>	<p>For additional safety, USP postmen, couriers and drivers start using individual face shields.</p> <p>All postal offices have exposed limited organic glass protective barriers at postal operators' workplaces.</p> <p>Safety measures in post offices and customer service are still maintained: glass barriers and individual face shields, inventory reinforced disinfection and safe distance compliance.</p>

	<p>place of residence, by registering the necessary service in advance on the telephone.</p> <p>Throughout the emergency period, USP "Latvijas Pasts" postmen will personally register the fact that registered and insured shipments are delivered.</p> <p>The US returns to normal on 10 June following the cancellation of the emergency situation announced in Latvia.</p>	<p>Consignments will also be stored for three days after the end of the emergency.</p>	<p>shipments to customers, will no longer be registered on the mobile smart device with the exception of the emergency, but, as in the past, the customer will sign up for the arrival of the consignment.</p>	
<b>Lithuania</b>	<p>Registered postal items and ordinary postal items of correspondence bearing the recipient's mobile number will be routed, as many as possible, to self-service terminals (parcel lockers). USP will try to redirect the postal item to the nearest self-service terminal, but as the flow of forwarded mail increases, the recipient may also need to pick up the postal item from a further terminal.</p> <ul style="list-style-type: none"> <li>• Only postal items containing procedural (judicial) documents and pensions/allowances will be delivered for signature at the addressee's address. Registered small postal items will be delivered to the recipient's letterbox. Registered bulk postal items that do not fit into the letterbox will hand in with recipient's signature in the post office and the recipient will be notified of such mail by leaving a message in the letterbox. In the case of the mobile postmen, a registered postal item that does not fit into the letterbox will be delivered without the recipient's signature.</li> </ul>		<p>If delivery of postal items to certain countries is not possible within a certain period, in such cases the postal items will be stored at the USP Logistics centre and shipped as soon as possible. But the periods of postal provision and transit times will increase.</p>	<p>The postal service delivery times will be prolonged. Postal items that have not been received by the recipients and/or senders and whose storage period ends during the quarantine period will be transported to the USP Logistics centre and stored there until the end of the quarantine. At the end of the quarantine period, such postal items will be returned to the post office so that recipients/senders can retrieve them.</p> <p>USP will also report on developments to the Universal Postal Union.</p>

<p><b>Liechtenstein</b></p>	<p>In order to minimize the risk of infection of all delivery personnel, from March 17, the delivery of letter mail is implemented alternately according to days and regions. This means that a delivery of the southern municipalities is done only on Monday, Wednesday and Friday. On Tuesday, Thursday and Saturday will be the delivery of letter post in the northern municipalities.</p> <ul style="list-style-type: none"> <li>- Parcels are delivered daily in four municipalities as usual. In the remaining municipalities, parcels will be delivered together with letter post according to the model described above.</li> <li>- For the protection of employees and customers, all registered letters and parcels are delivered to the mailbox without acknowledgement of receipt by the recipient until further notice. Acknowledgement of receipt is made by the delivery agent himself with the reference "Corona". But as before, the recipient must confirm receipt of official mailings.</li> <li>- The measure implemented since mid-March, whereby letter mail is delivered alternately by day and region, will be reversed as of May 11. From this date onwards, letter and parcel post will be delivered daily in all communities as usual.</li> <li>- From May 11, the measure introduced in mid-March regarding the delivery of registered mail will also be adjusted. All registered letters and parcels must again be acknowledged upon receipt. However, due to the distance and hygiene requirements,</li> </ul>	<p>Due to the corona pandemic, there has been a marked increase in packages since March 23.</p>		<p>All post offices with open counters were closed as of March 17. Some post offices will remain open. To provide customers at these post offices with greater access, opening hours at all open post offices were standardized and, in some cases, extended.</p> <p>Since April 27, the post office network has again been available with the same opening hours as before the Corona crisis</p>
-----------------------------	--	---	--	---

	the recipient is given the option of either acknowledging receipt himself or having the deliverer confirm receipt with his signature.			
<b>Luxembourg</b>			Reorganisation of international postal transfers.	Reorganisations of delivery tours due to more frequent absences. Closures of certain offices due to absent personnel.
<b>Malta</b>	No changes, except that a number of sub-post offices operated by third parties had to close their retail establishments. This has not significantly impacted the US, and the outlets which had temporarily closed have since reopened.	No reports that MaltaPost (USP) has seen an increase in letter traffic. It has been noted that MaltaPost has increased promotion of its local delivery services.	Cross-border mail is being re-routed and re-grouped making use of cargo/repatriation flights on a best-effort basis. Flights to a significant amount of countries have resumed, however delays are expected until airlines resume normal operations and sufficient transport capacity becomes available.	Number of workers in closed environments has been reorganized in order to observe physical distancing rules.
<b>Montenegro</b>				
<b>The Netherlands</b>	<p>PostNL did announce that they did take measures to ensure they can still keep providing the USO.</p> <p>PostNL has announced a temporary increase of the USO tariffs for international parcels, registered mail and insured mail with destination outside Europe because the costs for air transport have increased.</p> <p>For parcels, the growth of volume has increased. To cope with this additional growth of volume, PostNL has scaled up the capacity of its network.</p> <p>At the moment, PostNL delivers all letters and parcels. This also holds for mourning letters, medical mail, food or (medical) equipment. As usual, these postal items are processed with extra priority.</p>	<p>There is no requirement for postal operators to notify a sudden increase in traffic to ACM.</p> <p>On the 17<sup>th</sup> of June, PostNL communicated to the financial markets that the outlook for 2020 of profitability will be above the earlier expected bandwidth due to better results of the parcel division. For parcels, the volume growth is increased from 14% at the end of March to more than 25% in April and May.</p>	<p>There are disruptions for sending postal items to certain countries. The current disruptions and delays for each country have been presented on the website of PostNL: <a href="https://www.postnl.nl/klantenservice/actuele-vertragingen/buitenland/">https://www.postnl.nl/klantenservice/actuele-vertragingen/buitenland/</a></p>	<p>Some shop-in-shop service points are temporary closed. But most of them are (re)opened.</p> <p>For the island in the north of the country, the number of ferries connecting the islands has been reduced, therefore delivery on these islands may be delayed.</p>



<p><b>North Macedonia</b></p>		<p>Postal operators noticed an increase in parcel sector, especially for online orders.</p>	<p>As a result of the pandemic of COVID - 19 virus in countries around the world there have been significant changes in international postal operations. "Post of North Macedonia" - Skopje is in contact with international postal operators and carriers and adapts its international operations to the current situation.</p> <p>The list of countries for which postal items can be sent can be seen at the following link: <b><i>ДРЖАВИ за кои може да се праќаат поштенски пратки</i></b> and it is updated according to the circumstances in the countries. "Post of North Macedonia" - Skopje has no interruption in the delivery of shipments of international postal traffic, all shipments arriving in the country are delivered to end users or recipients.</p>	<p>All postal service providers have established protection measures, as follows:</p> <ul style="list-style-type: none"> <li>- Social distance,</li> <li>- organizational and technical changes for work,</li> <li>- protection measures - wearing masks, etc.</li> </ul> <p>"Post of North Macedonia" - Skopje, from Monday, June 15, 2020, starts with newly adjusted working hours of the postal units, in accordance with the situation with the Corona virus in our country.</p> <p>The working hours of the units will continue to be changed according to the available capacities, current measures and conditions and will be updated on a regular basis.</p> <p>Working hours of the postal units of "Post of North Macedonia" - Skopje can be seen at the following link: <b><i>Работно време на поштенски единици.</i></b></p>
<p><b>Norway</b></p>	<p>In general, limited impact on universal service provision. However, inbound and outbound cross border services are affected, cf. column c).</p> <p>Both Posten Norge (USP) and the major alternative operator (Postnord) has announced the situation to be a force majeure, so customers are prepared that the situation may quickly change (may be unable to meet all contractual and customer obligations in the time ahead).</p>	<p>Both Posten Norge (USP) and Postnord has reported record numbers for home delivery services.</p>	<p>Significant negative impact on cross border operations due to border restrictions. Major delays from overseas, but also from Europe to Norway due to lacking flights and problems with setting up truck routing. Disruptions between Norway and EU countries: Problems with air capacity, trying to pool resources together with other operators, setting up truck routes. Affects different countries and is changing.</p>	<p>Posten Norge (USP) reports that delivery of mail, parcels and goods is largely running as normal throughout the country. Postal outlets are open as usual.</p> <p>Postnord reports that their delivery services are largely running as normal throughout the country.</p>
<p><b>Poland</b></p>		<p>Increase of parcel volumes is reported, although no statistical data is available.</p>	<p>Poczta Polska temporarily suspended on 16 March the receipt of dispatches</p>	<p>The work organization of the USP's facilities is changing. The USP reduces the working time of branches on business days to six hours, with the</p>

			<p>to other countries. This was due to the suspension of air transport.</p> <p>However, changes in the services provided did not last long. Last week, the possibility of sending parcels to several countries was restored. Due to difficulties on European roads and restrictions in the work of operational services of postal operators in Poland and abroad, delays in the delivery of parcels sent to these countries are expected</p> <p>Along with unfreezing of the economy, social and cultural life, normal working hours of the designated operator's post offices are restored as well as the extension and resumption of services, including cross-border items, which were suspended in mid-March in connection with COVID 19.</p> <p>For example, from June 1 this year customers will again be able to use the Delivery on Demand service, which enables them to order re-delivery of an advised registered postal item to the address indicated on the package.</p> <p>At the beginning of June, the provision of an additional service for non-addressed printed forms was resumed, consisting of checking the delivery of non-addressed printed forms with the participation of the customer.</p> <p>Postal, banking and insurance services can be used at 99% of points of contact during standard hours. All 24-hour outlets and points in shopping malls are also open.</p>	<p>branch being open on selected days from 14-20 or alternatively for three hours on Saturday. However, customer service points in Shopping Malls are closed. There have been no reports of unusual increase in traffic.</p> <p>Post offices are open, but there is a limit of people to be allowed to enter the post office at the same time.</p> <p>Safety zones were created in the facilities. Only one person can stay at one active window, and at a safe distance. This is to prevent situations in which the distance between the customer and employee is less than a meter.</p> <p>The Polish Post has equipped employees distributing mail, i.e. in gloves and masks.</p> <p>In the case of quarantined recipients, the USP does not deliver correspondence to them, and parcels will be waiting for them at the appropriate post office.</p> <p>New procedures have been introduced for collecting parcels and letters. All registered, parcel and courier letter parcels can be picked up without receipt.</p> <p>In the case of parcels and courier items, as long as the sender has provided the recipient's phone number, the recipient will receive the courier's contact number before delivery. Thanks to this, the USP will be able to call him and find out when to expect delivery.</p> <p>Poczta Polska is introducing changes regarding customer service over 65 years of age. Between 10:00 and 12:00 all post offices will only service customers who are over 65 years old. The new solution is dictated by governmental</p>
--	--	--	--	---

			<p>Despite the air traffic restrictions, PP SA is gradually starting sending cross-border parcels to other countries, both European and non-European.</p>	<p>recommendations that aim to reduce the likelihood of the virus spreading.</p> <p>Courier companies operate domestically and internationally without major difficulties. Due to the increasing number of packages in courier networks (no data available), delays in delivery may occur.</p> <p>Delays are expected due to border controls across Europe. Parcels to EU countries are accepted normally.</p> <p>Some services are suspended due to the safety of employees, customers and legal restrictions, e.g. parcel posting points.</p> <p>Traditional courier services are still in operation, so the customers can also send packages by ordering a door-to-door courier. In a pandemic situation, the courier will pick up the package without the sender's signature and deliver it to the recipient's door without the signature to minimize the courier-customer contact.</p> <p>Parcels sent to Great Britain cannot be heavier than 30 kg. Packages that weigh above will be immediately returned to the sender at his expense. This is due to the need to eliminate additional courier-recipient contact - for parcels over 30 kg in the UK, the recipient is required to help the courier move the parcel.</p>
<b>Portugal</b>	<p>The USP has recently invoked a specific clause of the concession contract (Clause 32), requesting the beginning of the process to modify the concession contract due to the occurrence of circumstances that due to their importance and effects, should be considered as an irregular alteration of circumstances. The USP has also highlighted</p>	<p>The volumes of the parcels, according with an estimate of ANACOM, increased since the beginning of the Covid-19 pandemic and remain at levels higher than the ones observed in the previous period: comparing the week of 06 to 12 July with the</p>	<p>Restrictions in the international services due to restrictions in trucks and flights. These restrictions have been alleviating in the course of time and there are now, in general, less restrictions and more countries with no restrictions, considering the more recent update in July:</p>	<p>CTT postal establishments had a reduction in hours depending on the number of workers present, with store hours being permanently updated on the CTT website. A few postal establishments remain closed but the majority of postal establishments are now open (considering the more recent update in July less than 1% of total establishments remain closed).</p>

	that this does not prevent a further and joint application of the “Force majeure” clause (Clause 30), that provides that “Where cases of force majeure occur while the concession contract is in force which prevent compliance with obligations by either party or which require the suspension of concessionary services, the corresponding obligations or the contract shall be suspended in full or in part for the period corresponding to that of the duration of the case of force majeure, or the contract shall be revised by mutual agreement, where appropriate” (paragraph 1).	<p>period before the pandemic, total parcels increased 15%, as a result of:</p> <ul style="list-style-type: none"> <li>- 12% increase of volumes of domestic parcels;</li> <li>- 12% of the international outgoing;</li> <li>- 35% increase of the international incoming parcels.</li> </ul> <p>Even though it seems that the overall increase is deaccelerating, in some weeks there have still been significant increases. The weekly variation of volumes is therefore not constant.</p>	<ul style="list-style-type: none"> <li>- Flows guaranteed to all European countries;</li> <li>- Outside Europe to 86 countries.</li> </ul>	Disruptions in the logistics and distribution centers, due to the segmentation and rotation of workers, a safety measure for the CTT workers, are still present but have continued to decrease in the more recent weeks. Considering the more recent update in July, around 47% of logistics and distribution centers are affected in some way). Restrictions in the services to Madeira and Azores islands are still present, due to the lack of capacity in the existing flights.
<b>Romania</b>		<p>Significant increases of traffic are seen as a result of the growth of ecommerce orders. These dynamics are also seen in terms of income.</p> <p>Some small and medium-sized companies providing distribution services on the territory of Romania for international parcels shipped from Italy and Spain, faced massive decreases in traffic and suspended their business and registered their employees for technical unemployment.</p>		
<b>Serbia</b>	In accordance with the Decision on Declaration of Emergency, the Serbian USP, starting on 21.03.2020. suspends the provision of express services.	There has been a steady increase in the number of postal items generated by e-commerce (express and courier services).	Restrictions in air transport were affecting international flows of postal items during April and the first half of May.	<p>Starting from March 23, Serbian USO organized the work of the post offices as follows:</p> <ul style="list-style-type: none"> <li>• in post offices that worked all day until the state of emergency, working hours are organized</li> </ul>

	<p>The Post of Serbia provided only universal postal services:</p> <ul style="list-style-type: none"> <li>• letter-post items weighing up to 2 kg.</li> <li>• packages weighing up to 10 kg;</li> <li>• postal money orders (in domestic and international traffic);</li> </ul> <p>Ten days later USP started again provision of express services.</p>	<p>The volume of letters is constant during the pandemic.</p>	<p>After that, there are, in general, fewer restrictions and more countries with no restrictions.</p> <p>The main problem is the quality of service (D+x=?) in international postal traffic.</p>	<p>between 9am and 2pm on weekdays and Saturdays.</p> <ul style="list-style-type: none"> <li>• in post offices that work on Sundays, working hours are organized between 9am and 2pm.</li> <li>• in some smaller post offices that worked less than 14 hours before the state of emergency, working hours do not change.</li> </ul> <p>Some smaller capacity post offices are temporarily closed from 23.03.2020.</p> <p>Ten days later, USP started to work normally. In general, the situation is gradually improving and progressively normalizing.</p> <p>Postal operators USP and others are working normally, and respecting safety measures ordered by the Government of the Republic of Serbia.</p>
<p><b>Spain</b></p>	<p>According to Correos press releases, the universal postal service was provided since the beginning of the decree of state of alarm by around 22% of its staff.</p> <p>CNMC followed up on the provision of the US, requesting updated information to Correos on its provision, analysing particular complaints submitted to the CNMC and monitoring related complaints in the media.</p> <p>Once the state of alarm was withdrawn on 21 June, Correos returned to its normal activity.</p>	<p>No unusual increase of traffic detected in US parcels. The US parcels volumes are usually quite smaller compared to the non US parcels volumes delivered by Correos.</p> <p>The e-commerce parcel deliveries have increased remarkably during these pandemic months. Therefore, the Spanish parcel delivery service providers continue investing in new logistic centres for their regional distribution.</p>	<p>Restrictions in air transport affected international flows of postal items since the declaration of the state of alarm on 14 March 2020 until the first half of April 2020.</p> <p>Nevertheless, during the second half of April 2020 onwards the air traffic to the major part of destinations of the designated operator representing in practice the majority of shipments has been gradually restored.</p>	<p>At the beginning of the decree of state of alarm Correos only opened the post offices 3 hours per day and limited its staff to the strictly necessary means to render the universal postal service.</p> <p>According to the de-escalation plan presented by Correos on 27 April:</p> <ul style="list-style-type: none"> <li>- The 1<sup>st</sup> phase involved expanding customer service from 9:30 am to 12:30 pm to 8:30 am to 2:30 pm.</li> <li>- In the 2<sup>nd</sup> phase the main/strategic offices would extend their hours to the usual morning and afternoon hours, i.e. from Monday to Friday from 8 am to 9 pm, with customer service from 8:30 am to 2:30 pm and from 3:30 pm to 8:30 pm, also opening on Saturday.</li> </ul> <p>In the 3<sup>rd</sup> phase (the current situation), the offices network is opening during the usual hours, always guaranteeing all the security measures and protocols implemented.</p> <p>On the other hand, Correos deployed the necessary resources (post offices and postmen) to guarantee</p>

				the postal vote for the electoral processes on 12 July in Euskadi and Galicia.
<b>Slovakia</b>		There have been small indications for increase from some of the parcel delivery providers.	The USP has suspended collecting of postal items to some countries due to the significant decrease in transport and human resources.	
<b>Switzerland</b>	The restrictions of the legal provisions concerning the US ended by 21 <sup>st</sup> June. The current situation is considered by PostCom as Force Majeure (until end of July).	Online retail (food and non-food) has experienced an enormous increase throughout Switzerland. Swiss Post reported an increase of parcel volume of 40 %. The high volume persists, despite the reopening of shops.	<p><u>Export:</u> The situation is gradually improving. The main part of the volume can be consigned. Export to a some countries outside Europe is still not possible for the moment, mainly due to the lack of transportation capacities (by air). <u>Import:</u> no restrictions. The duration of import shipments to Switzerland depends on the situation in the country of origin and the transport capacities available there. Small goods consignments from Asia are particularly affected by fluctuating transport capacities due to the high volumes involved, so that major delays can occur here.</p>	The organization in sorting and delivery centres had to be adapted (splitting of teams, more shifts, etc.). The measures taken are maintained for the time being. Provisions for social distancing (> 1,5 m) and staff shortage lead to reduced capacities in sorting centres. Processing and delivery can take longer than usual. In general, the situation is gradually improving and progressively normalizing.
<b>Slovenia</b>	Since the date of the end of the epidemic (1 June), there are no changes in the US provisions.	USP reported increase in traffic for parcels, whereas some other operators and e-retailers reported significant increase in traffic due to covid-19 outbreak.	On the USP's webpage, there is a daily updated list of the countries with which postal traffic is stopped or disrupted.	No major disruptions have been identified.
<b>Sweden</b>		The USP reports a dramatic increase in e-commerce deliveries and that the number of packets (small parcels delivered to the recipient's mailbox) have increased substantially.	The USP have on their website informed the users that mail traffic between Sweden and some other countries such as Indonesia, and some other parts of Asia and Africa, is closed down for the moment. The service for	Some postal outlets have restricted opening hours due to lack of personnel.

		For heavier parcels, the number of parcels that is distributed to the home of the recipient also has increased substantially (note that the standard delivery mode for parcels in Sweden is to a postal outlet).	China is functioning again. The current transports could be delayed as they now are made by boat or train.	
<b>UK</b>	Royal Mail is able to continue providing its USO services with some modifications.	In its financial results for the first two months of 2020-21, Royal Mail reported parcel volume and revenue growth of 37% and 28% respectively.	There are significant delays to a number of countries due to lack of available transport links and suspension of postal operations in other countries. Royal Mail provides country by country updates in its International Incidents Bulletin: <a href="https://personal.help.royalmail.com/app/answers/detail/a_id/5317/~international-incident-bulletin">https://personal.help.royalmail.com/app/answers/detail/a_id/5317/~international-incident-bulletin</a>	Possibility of reduced service levels in some areas due to staff absences, temporary changes in opening times for customer service points. <a href="https://www.royalmail.com/d8/coronavirus-changes-service">https://www.royalmail.com/d8/coronavirus-changes-service</a> Royal Mail resumed the six-day-a-week delivery of letters and parcels from 13 June.
<b>Turkey</b>				