

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

Report 1 - 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 21 April 2020).

Table 1: Measures

Country	1. Measures Implemented by:		
	Government	NRA	USP and Providers
Austria	<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"> 1) urgent work 2) urgent things to shop (food, medication, etc.) 3) to help others in need. 		<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>
Belgium	<p>Ministerial Decision of 24 March 2020 containing urgent measures to control the spread of the coronavirus COVID-19 obliges companies - irrespective</p>	<p>The BIPT monitors the continuity of the postal services delivery as the USP is</p>	<p>These are the measures taken by the USP (bpost) that BIPT is informed:</p>

	<p>of their size - to organise working from home for every position where this is possible, without exception.</p> <ul style="list-style-type: none"> - 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. - 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. - 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. <p>Postal services are included in the list of annexed to the Ministerial Decision of 24th March 2020 and considered as essential services necessary to protect the vital interests of the Nation and population needs.</p>	<p>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>	<ul style="list-style-type: none"> • Several changes are implemented for the delivery of pensions, registered mail and parcels: <ol style="list-style-type: none"> 1. The post woman or man will remain at a distance of at least one meter from the customer. 2. The objective is to avoid physical contact wherever possible. 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. • 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"> 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. 2. Setting up of teleworking facilities. 3. Organisation of shared spaces on bpost sites to ensure a minimum distance between people of one meter (cafeterias, meeting rooms, workstations, etc.)
<p>Bulgaria</p>	<p>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 by a Decision of 13 March 2020 of the National Parliament (https://dv.parliament.bg/DVWeb/showMaterialDV.jsp?idMat=147150).</p> <p>Due to 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.</p>	<p>CRC enacts a Coordination Centre for Operational Interaction to support the measures of the Government and the National Crisis Headquarters facing the 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>	<p>All postal operators are compliant with specific measures.</p> <p>The USP: Since 13 OF March Bulgarian Posts' s have been taken the following measures:</p> <ul style="list-style-type: none"> • 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. • Various health recommendations and safety instructions have been provided to members of staff. • Special instructions have been published and circulated via media as to the payment of pensions at post offices. 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.

		<ul style="list-style-type: none"> - 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; - 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; - 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 purchased remotely to comply with basic recommendations for social distancing, home staying and home-office working; - Prompt exchange of information with Licensed Postal Operators and opportunities for assistance from the regulator and reception of emergency phone signals. <p>According to a publication on our website, CRC encourages the citizens to use the ensured electronic portals and</p>	<ul style="list-style-type: none"> • Employees have been provided with disinfectants, face masks, gloves and helmets. • Partitions have been installed at the counters at some post office and the distance between counters has been increased where possible. • Premises and buses that provide transportation for employees are regularly disinfected. • Work has been organized in a way that prevents the concentration of too many employees (home office where possible, paid annual leave, working in shifts, teleconferences). All face-to-face meetings and trainings have been cancelled. Business trips have been suspended. • Services are provided all over the country. A number of post offices have been temporarily closed, and others have reduced working hours. • To avoid the concentration of customers at post offices only few of them are allowed to come in at a time, and recommendations as to physical distance are followed. • Due to the cancellation of flights and the closure of borders with neighbouring countries, the acceptance of outbound international registered letter-post items, parcels and EMS items to all destinations has been temporarily suspended. Only outbound non-registered items are accepted with some exceptions (the list of destinations is regularly updated). • Due to the lack of face masks for the general public, Bulgarian Posts Plc has signed an annex with one of its business partners according to which reusable face masks will be sold at post offices at a reasonable price. <p>Main alternative postal operators: No significant changes within the provided services (UPS and non-UPS) at the national level.</p>
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		the licensed postal operators. All payments can be made online by bank transfer, via the electronic payment system, without the need for on-site visit.	
Czech Republic	<p>The government declared the State of emergency from 12th 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 sales of services on the spot is forbidden with some necessary exceptions) – all restrictions are available on the web: https://www.vlada.cz/en/media-centrum/aktualne/measures-adopted-by-the-czech-government-against-coronavirus-180545/.</p> <p>There are no specific measures regarding postal services at this stage.</p>	<p>The CTU continuously monitors the situation how the universal service obligation is fulfilled in accordance with the postal law.</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.</p>	<p>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).</p> <p>The Czech Post delivers all postal items to addressees in general without substantial restrictions. One measure regarding the delivery was set by registered items without supplementary services like advice on delivery, necessity of this measures is now proved by the NRA.</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>
Croatia	<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>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 is carried out according measures of the Crisis Headquarter and the decisions of the Government. Also, Croatian Post unofficial reports us that letter traffic</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.</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 (which are almost non-existent), while the all postal items which arriving to Croatia will be deliver as well as all domestic items without exception.</p> <p>Croatian Post (CP) notified the public on 17 March that:</p> <p>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.</p> <p>Delivery of registered mail or parcel will be without signature. In short, postman will ring on the bell and ask receiver what he/she wants, to put</p>

	<p>Government passed second economic measures at April 2 to help citizens and entrepreneurs victims of earthquake and COVID 19. Crisis Headquarters announce that no further restrictive measures are expected.</p> <p>On April 20, the Crisis Headquarters announced the first loosening of measures regarding local movement of people, opening of certain shops and factories, extension of working hours, etc.</p>	<p>dropped more than 50% but parcel traffic less than 50%.</p>	<p>registered mail in mailbox (or leave parcel at front of the door) with notice "COVID 19" instead signature, or postal item return to the sender. Users have also opportunity to use free of charge service for sending mail to new address.</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.</p>
<p>Cyprus</p>	<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 asked the USP how the universal service is affected by the closure of some post offices.</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) 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. The suspension of operations can be effected with short notice. Also it has suspended the postal services for all countries (due to flights suspension) for two weeks except Greece and courier service to other countries (it has cooperation with DHL for these services). Now the services have resumed for Belgium, Germany, USA and UK.</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.</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.</p> <p>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>

Denmark		<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.</p> <p>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>
Estonia	<p>Official website related to decisions of the Government (updated daily). https://www.kriis.ee/en/emergency-situation</p>	<p>NRA has not adopted any measures yet.</p>	<p>Website of the USP with all the information about emergency situation (updated daily). https://www.omniva.ee/private/coronavirus</p>
Finland		<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 https://www.posti.fi/business-news/tiedotteet/2020/20200401_posti_varautunut_koronan_leviamiseen.html 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>
France	<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 that postal services delivery shall guarantee the safety of users and postal workers. And in case of exceptional circumstances beyond La Poste control, La Poste has to inform Arcep and the government of the measures that are being taken.</p>	<p>1000 priority post offices initially opened. This number has since then progressively risen up (1850 were open on April 8th). La Poste's aim is that 5000 post offices are open by the end of the month (10 000 contact points in total including partners contact points).</p> <p>In terms of sorting, La Poste industrial system is working. It has been asked that postal workers respect the basic health requirements.</p> <p>La Poste also implemented a specific procedure to ensure distribution without having to hand parcels directly to the receiver.</p> <p>La Poste first reduced the number of days of postal deliveries from 6 to 4 the second week and 3 the third week (Wednesday, Thursday and Friday) The</p>

			frequency of mail delivery will progressively increase: postal deliveries will be ensured 4 days a week from April 21 st onwards. Several mailboxes are now closed, however La Poste is maintaining a network of mailboxes in order to assure the collection of mail.
Germany	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.
Greece	Nation-wide strict restrictions on public movement apply since 23 rd March. Only movements that serve specific needs or for work are allowed and a permit is required. People must stay at home and try to reduce any outdoor contact to a minimum, and not stay close to other persons. Some small regions have been set in quarantine. In these regions nobody may move out or in, except emergency services and food delivery. For the whole country all shops are closed down except for food stores, super markets, pharmacies, health care, postal offices, banks, gas stations. The restrictions will apply until 27 th April at least. Special measures for employees apply: <ol style="list-style-type: none"> 1. Employees are entitled to special leave (ex if they have children up to 15 years old, or take care of elderly people in their family or they themselves have chronic health problems. 2. Employees should work from home when possible and/or in shifts in order to avoid crowding. Official governmental website regarding measures because of COVID-19 has been established: https://covid19.gov.gr/	NRA has issued an 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, the operator must confirm the delivery by sending an e-mail or SMS to the recipient. NRA has issued a second announcement, on 7.4.2020, with recommendations for both postal operators and consumers due to the restriction measures NRA has also sent a questionnaire to Greek postal operators, on 31.3.2020, in order to investigate the impact of measures to postal operators and postal services and has informed the competent ministries about the results	There are no measures taken by the government to close down postal operators. However, the postal offices are closed in the areas which are in quarantine. Generally, the business has been altered due to many changes. Here are listed some of them: <ol style="list-style-type: none"> 1. Offices are open to public fewer hours per day. 2. The limit of customers allowed to enter a store is one customer/15 m2. 3. 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. 4. Personnel has to use personal means of protection such as gloves, masks and antiseptic gels, all provided by the business. 5. Disinfection of offices, vehicles and necessary equipment is performed regularly. 6. Personnel in offices works in shifts in order to comply with safety rules and because some employees make use of the special leave they are entitled to or they work from home (see points 1 and 2 in left column) 7. The postal operators advise strongly customers to ship items only when the acceptance by receivers is guaranteed, as the items will be returned otherwise and the capacity for storage is limited. 8. Customers are all informed that there will probably be delays especially for delivery to the islands. 9. The post woman or man will remain at a distance of at least two meter from the customer. 10. The goal is to avoid physical contact wherever possible.

			<p>11. 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.</p> <p>12. Some companies complain that their work has been dramatically reduced especially those that undertake international postal items, whereas others claim that their work load has increased due to high demand for home delivery and reduction in personnel according to 6 and 7 above which causes delivery delays, storage space insufficiency, etc.</p> <p>In particular, for USP provider (ELTA) the following also apply:</p> <ol style="list-style-type: none"> 1. Opening times of all offices are announced in the web site www.elta.gr, or relevant information can be given through the telephone center. Very few offices, some of them in areas that are in quarantine, have closed temporarily. 2. Deliveries abroad use cargo flights but it is all together more difficult to deliver on time and of course it is more expensive. 3. There are problems in delivering international mail which are presented more analytically in table 2. 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 5. The quality target for letter mail (domestic and international) may not be met by the USP for the period that restriction measures apply.
<p>Hungary</p>	<p>The government announced restriction of movement on the 28th of March and updates it weekly. 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. Only costumers older than 65 can visit shops or pharmacies between 9-12 o'clock, others may visit earlier or later.</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 information and advices on its webpage to help customers and service providers. http://nmhh.hu/cikk/210995/Postara_cs</p>	<p>USP (Hungarian Post) introduced the following measures:</p> <ul style="list-style-type: none"> - 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. - Post offices in shopping malls and in government offices are closed permanently. - It is recommended for customers older than 65 to visit post offices between 8-9 in the morning. - 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 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

	<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><u>ak akkor menjunk ha muszaj hasznos tanacsok a hatosagtol</u> (only in Hungarian)</p>	<p>up or delivery. There is no change in the delivery of non- registered items or ordinary letters.</p> <ul style="list-style-type: none"> -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. -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)
Ireland	<p>The Irish government has decided that everyone should stay at home until 5 May 2020, except for certain limited situations. The Irish government has decided that postal and courier services are essential and can continue.</p>		<p>The USP keeps its website updated for any issues arising as a result of Covid-19 – see https://www.anpost.com/Coronavirus.</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 have been suspended until further notice – see https://www.anpost.com/Coronavirus/Mails-Parcels-services</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>
Italy	<p>The Italian Government on 17.03.2020 adopted an urgent decree for covid-19.</p> <p>Art. 108 contains urgent measures for carrying out postal services:</p> <ul style="list-style-type: none"> - Until 30 June 2020 for the protection of postal service workers and of postal items recipients, for registered mails, insured mails and parcels, as well as for the notification of judicial items, the postman verifies the presence of the recipient or of the 	<p>Agcom has started an ad hoc working group with postal operators to provide guidelines for the emergency period.</p> <p>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.</p>	<p>All postal operators are compliant with Government measures.</p> <p>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"> - reduced PO opening hours and recommends users to visit postal offices only if necessary. - suspended services to the premises through postmen. - restricted the access to the PO for the payment of pensions in April. - extended deposit terms for registered items (doubled)

	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.	Agcom has published a dedicated web page containing useful information for both postal consumers and operators. Agcom promoted 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.	<ul style="list-style-type: none"> - suspended the delivery of direct mail - suspended delivery on Saturday. - activated a partnership with the Army of Carabinieri for delivering pensions to elderlies. <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>
Latvia	The Latvian government 07.04.2020 approved support for the costs of delivering the subscribed press delivery by the USP “Latvijas Pasts”.		<p>USP (Latvijas Pasts) public statements:</p> <ul style="list-style-type: none"> • 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/5545-restrictions-and-delays-in-delivery-of-cross-border-postal-items • 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 <p>Public information of major private express mail operators:</p> <ul style="list-style-type: none"> • https://www.dhl.lv/exp-en/important_information/covid_19.html • https://www.dpd.com/lv_en/sakums/koronaviruss • https://omniva.sendsmaily.net/template/preview/id/441 • https://www.tnt.com/express/en_gb/site/alerts.html <p>Many private operators are announcing declines in quality, delivery disruptions and increases in tariffs.</p>
Lithuania			<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"> • 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.

			<ul style="list-style-type: none"> • 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. • 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).
Liechtenstein			<p>Liechtenstein Post AG (USP) has taken the following measures:</p> <ul style="list-style-type: none"> - 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. - 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. - 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. - 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. - 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.
Luxembourg	The government relies on the USP to assist in delivering food and items of primary necessity to vulnerable persons. Furthermore, face masks provided by the government to the citizens and professionals,	NRA has received and accepted request by the USP to consider the COVID-19 pandemic as exceptional circumstances. Individual measures restricting services	<ul style="list-style-type: none"> - Mail to government, ministries, administrations, medical facilities, certain corporations are delivered with priority.

	are distributed by the USP (certain municipalities or groups).	nevertheless need to be notified and authorised by the NRA. So far there had been only one request for a single one time reduction of distribution from 5 to 4 days in a specific week.	<ul style="list-style-type: none"> - Advertisement mail without an addressed (bulk non-addressed mail) will be delayed or not delivered if capacities are not sufficient. Service has been resumed mid-April and is again operational. - Documents that need to be signed by the recipient are signed by the postal agent in presence of the recipient and put in the mailbox in order to limit physical contact. - Reorganisations of delivery due to illness related absences. In general, distribution of postal items is well assured. - Closures of certain offices due to illness related absent personnel. - Reorganisation of international postal transfers. Difficulties to transfer mail to several countries due to limited air traffic. Other countries limit incoming mail quantities which causes delays due to mail held back.
Malta	The Superintendent of Public Health has published 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 were not included in these orders as they have been considered 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.	<p>At an operational level the following measures are being implemented:</p> <ol style="list-style-type: none"> 1. Customers are to maintain the minimum social distancing of at least two meters. 2. MaltaPost will not be asking customers to sign for mail that requires a signature when they deliver to their address. The employees will instead log the name and Identity Card Number of the person accepting the item. 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.
Montenegro	<p>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.</p> <p>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.</p>	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	<p>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:</p> <p>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>

	<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>
The Netherlands	<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>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>
North Macedonia	<p>Official website related to decisions of the Government (updated daily). https://koronavirus.gov.mk/</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 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</p>	<p>JSC "Post of North Macedonia" - Skopje, designated operator, depending on the emerging situation, adjusted the working hours of the post offices and the users are directed to other post offices, and some offices are closed for a shorter or longer period.</p> <p>Post of North Macedonia urges all users in the interests of employees' and users' health to adhere strictly to the prescribed regime of entry into the post offices. The post offices can accommodate only as many users as there are operational counters, i.e. counters in operation. In doing so, users should respect the recommended distance between them.</p>

		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.	
Norway	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: https://www.posten.no/en/ (including list of countries to which it can be sent mail, updated every Friday). Measures taken include;</p> <ul style="list-style-type: none"> - Packages and goods delivery; new digital signing solutions or allowing the drivers to sign themselves - Cleaning and hygiene measures for e.g. terminals, post reception centres, drivers and delivery - Employees in administrative functions are working from home - High emergency preparedness and establishment of a crisis response team <p>Postnord, the other major postal operator in Norway, has also published some information: http://www.postnord.no/nb/nyheter/postnord-folger-corona-situasjonen. Measures taken include;</p> <ul style="list-style-type: none"> - 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. <p>Travelling restrictions for employees in administrative functions, new meeting policy, and stricter cleaning and hygiene measures.</p>
Poland	<p>On 19 April 2020, the provisions of the Covid Act regarding the postal market entered into force. Changes in the postal law relate to:</p> <ul style="list-style-type: none"> • the possibility of delivering a letter-post item which is a registered item to a delivery mailbox, • suspension of the obligation to obtain a receipt for courier items, • establishing derogations from the universal service obligation. <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</p>	The situation is dynamic, but so far, no additional measures have been undertaken to ensure distribution of mail and parcels.	<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</p>

	<p>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"> 1) Courts and tribunals; 2) the prosecutor's office and other law enforcement agencies; 3) court bailiff. <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> <ul style="list-style-type: none"> • the obligation not to return the parcel to the sender, • the effectiveness of deliveries of uncollected letters after the epidemic, • authorizes the designated operator to obtain data from the PESEL (Personal Identity Number) database for election purposes, • the so-called. "Short delivery" e-delivery services for scanned documents for citizens with a trusted profile. 		<p>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>.</p>
<p>Portugal</p>	<p>The Government requested the opening in a conditioned form of the CTT post offices (postal agencies managed by 3rd 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</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 will be 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>guarantee that those post offices will be open from 09:00 to 12:00.</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.</p> <p>A colored signaling tape will also be placed on the floor in order to maintain the safety distance between the employee and the customer.</p> <p>In the scope of Operations, the subscription at the postman terminals during the process of delivering Mail, Express and Cargo products will be suspended. This measure will be applied to all services except for registered mail service used in the course of judicial or administrative procedures and the “Self-Delivery” services.</p> <p>CTT postmen will adopt 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.</p> <p>CTT implemented measures to facilitate delivering mail to users (e.g. implementing discounts to redirection services).</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>
Romania	<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</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"> - in the front part of the office there will not wait more than 2 persons; - the users should keep the distance between them and between them and the officiants; - the users should make use of the credit/debit cards as much as possible; - the users should use the personal pencils when completing the postal forms at the office; - the officiants should keep distance (2 meters minimum) when distributing the postal items to the isolated persons. <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"> - teleworking for personnel who can work remotely; - limit or prohibit access to their offices for other persons then staff (users wait outside), - limit or eliminate the physical contact between the office staff and the couriers,

	during a working shift, at least by clearing the surfaces of possible contact with the personnel's hands.		<ul style="list-style-type: none"> - the operational personnel were equipped with medical protective materials (masks, gloves, disinfectant). - ensure periodic disinfection of postal items. - some big companies provide medical consultancy for operational personnel daily.
Serbia			<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"> • letter-post items weighing up to 2 kg; • packages weighing up to 10 kg; • postal money orders (in domestic and international traffic); <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>
Spain	<p>The Ministry of Transport has confirmed the transport and logistics lobby (UNO) that the police forces will guarantee the transport of goods. UNO has requested the Ministry a harmonized protocol with guidelines about the delivery, upload and download activities as the security distance of 1 metre is not always possible in such operations. UNO requests the local administration some flexibility during this alarm period regarding the trucks and vans traffic, facilitate the night delivery and the supply to supermarkets. UNO also requests the government the provision of masks, gloves and gels to guarantee the health safety of the drivers and the delivery people. http://www.unologica.org/ministerio-transportes-confirma-uno-policiales-garantizar-libertad-transporte-mercancias/ All the stakeholders are acting according to the Royal Decree 463/2020 of 14 March declaring the alarm status in Spain. This Royal Decree allows the transport</p>	<p>CNMC deems that Correos is currently acting according to the Spanish Postal Act (Act 43/2010: https://www.boe.es/buscar/doc.php?id=BOE-A-2010-20139) in a context of force majeure.</p> <p>In particular, 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 Correos will previously communicate it to CNMC, that can deny it.</p> <p>Therefore, the designated operator informs the NRA and CNMC is following closely all the measures adopted by Correos and urges Correos to reestablish</p>	<p>Correos is only opening the post offices 3hours per day and limits its staff to the strictly necessary means to render the universal postal service: https://www.lavanguardia.com/vida/20200316/474193535873/medidas-coronavirus-espana-correos.html Seur is operating in order to guarantee the delivery of basic goods: https://www.expansion.com/empresas/distribucion/2020/03/16/5e6f5771468aebc3658b4590.html Both companies have published press releases to inform about these operational decisions. Amazon is continuing its activity in its logistics centres in Spain despite 3 positive COVID-19 cases were detected. Amazon is adopting prevention activities to secure the health of its workers. Amazon is applying a more exhaustive cleaning protocol in its logistics centres: https://www.expansion.com/economia-digital/companias/2020/03/15/5e6e62a6e5fdea9d488b462f.html Services are provided by employees with protective masks and gloves. Meanwhile, measures are taken for a period of 2 weeks.</p>

	<p>of goods and the e-commerce activities. Furthermore, it temporarily suspends all the procedural and administrative deadlines until the normal situation is restored:</p> <p>https://www.boe.es/buscar/act.php?id=BOE-A-2020-3692</p> <p>The validity period of the Royal Decree was originally 2 weeks, but it has prolonged at least until 26 April.</p> <p>The companies active in the transport of passengers and/or goods are picking masks purchased by the government at Correos' post offices according to the Decision of 2 April 2020, of the General Directorate of Land Transport:</p> <p>www.boe.es/buscar/act.php?id=BOE-A-2020-4262</p>	<p>the continuity of service and the quality requested as designated operator as soon as the normal situation is restored.</p>	
<p>Slovakia</p>	<p>The Government has declared the state of emergency (from 12. 3. 2020) and has been adopting various measures. For the whole country all shops and restaurants are closed down, but exemptions are made for certain areas including postal offices. There is also the necessity to cover ones face (nose and mouth) with face mask or adequate substitute when going outside.</p> <p>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, in particular, for the necessary time period, it may:</p>	<p>At the request of the USP the NRA has taken according to the Postal Act some measures in the delivery to the address of postal items to ensure the minimum contact between delivery persons and addressees:</p> <ul style="list-style-type: none"> - registered items are delivered to the letter boxes without signature of the addressee, - recorded delivery mail/official documents, mail with receipt of delivery and cash on delivery, and oversized items are kept at the post office and the addressee receives the information/delivery notification (to their letter box or e-mail address) to collect the item at the post office, - the storage period for postal items at the post office has been extended from 18 to 32 days, 	<p>Only certain number of customers is allowed in the premises of the postal office of the USP at the same time. All postal offices are closed on weekends. The USP has suspended collecting of postal items to some countries.</p> <p>Other postal providers have been taken measures to minimise and shortened the time of contact with addresses, some of them have recommended their customers to use bankcards instead of cash, made changes for items/parcels that require signature (courier sign for delivery rather than the addressee).</p>

	<p>a) exclude providing of postal services and decide that these services will only be provided by the authorised postal company,</p> <p>b) exclude some types of postal items from clearance and distribution,</p> <p>c) restrict or suspend provision of postal payment service, or</p> <p>ensure clearance and distribution of some postal items in a special way.</p>	<p>- parcels are delivered to the address, but outside/in front of the building of the addressee with necessary safety measures,</p> <p>the opening hours of postal offices are shortened (usually no longer than 17:00 per one day a week).</p>	
<p>Switzerland</p>	<p>The Federal Council (government) proclaimed an extraordinary situation on March 16th. He has therefore special powers to take extraordinary measures in the postal sector. In the COVID-19 Ordinance 2, the Federal Council took the following measures:</p> <ul style="list-style-type: none"> - The Swiss Federal Department of the Environment, Transport, Energy and Communications (DETEC; =Ministry) is authorised to approve temporary restriction or temporary selective suspension of the US upon request of Swiss Post. - Postal service providers are authorised to deliver also on Sundays food and articles for daily needs ordered online. - Postal service providers are exempt from driving bans and other traffic restrictions, especially in city centres and pedestrian zones, for the delivery of food and articles for daily needs. <p>The federal council also ordered the shutdown of publicly accessible establishments. Exempted from the shutdown are namely food stores and other shops offering food and/or everyday household articles, pharmacies, petrol stations, post offices, etc. However, postal agencies operated by third parties in establishments affected by the shutdown also had to</p>	<p>PostCom has no special competence in extraordinary situations. However, we maintain regular contacts with the Swiss Federal Department of the Environment, Transport, Energy and Communications (DETEC), the Swiss Post and with others postal providers and the trade Unions on an informal basis.</p> <p>PostCom has set up a special section on its website, compiling relevant information regarding the Coronavirus and the postal service.</p>	<p>Based on the Federal Council's COVID ordinance, Swiss Post has obtained authorization from the Swiss Federal Department of the Environment, Transport, Energy and Communications (DETEC) to temporarily suspend the legal provisions relating to letter and parcel transport and delivery times as well as the provisions regarding the availability and accessibility of its branches. The relaxing of these universal service provisions will remain in force until the extraordinary situation is lifted.</p> <p>Import and export of items (parcels and mail) are restricted.</p> <p>During one week, Swiss Post was allowed to fix quotas of parcels taken over from the biggest senders.</p> <p>As the Swiss Post was no longer able to cope with the current flood of packages, a round table was organized on behalf of DETEC, with leading trade and logistics representatives, as well as the social partners on April 7th. They agreed on a package of measures.</p> <p>Bulky goods (not part of the US): in order to comply with the social distancing regulations and to ensure that a single Swiss Post employee can handle bulky goods, Swiss Post reduced the maximum dimensions of bulky goods.</p> <p>Registered items: The delivery staff can sign the reception of a registered item themselves (if the addressee allows).</p> <p>Swiss Post has taken measures regarding work organisation: splitting of teams, staggered working hours, more shifts in sorting centers, etc.</p> <p>Swiss Post has locally restricted the opening hours of post offices.</p>

	close. Access points of other postal providers are closed, too.		
Slovenia	Government was considering adoption of decree regulating, first, frequency of collection and deliveries for USO and, second, contactless delivery for all postal items for the duration of the epidemic state. At the moment, it seems most likely that governmental decree will not be adopted since measures for controlling epidemic state at the national level are being loosened.	<p>Slovenia has declared epidemic and the NRA informed the USP that epidemic state is <i>vis maior</i>. Consequently, USO can be stopped or interrupted during the epidemic state. However, NRA made a statement that USP is allowed to continue with providing of US in a modified way in order to protect public health. For the duration of the epidemic state, US provisions on minimum number of points of contact, working hours, frequency of letter boxes clearing, and transit times for parcels and letters are being kept, but it is tolerated to partially derogate from them due to the epidemic state. However, USP is obliged to notify NRA about any derogations from the abovementioned elements of the quality of service.</p> <p>NRA also made a statement that delivery of unaddressed mails can be prohibited with the simple and clear statement of the mailbox holder that is put on the mailbox (and not necessary with the formal sticker prohibiting delivery of unaddressed mails). In order to reach as many citizens as possible, NRA informed all municipalities about the simplified measure to prohibit delivery of unaddressed mails and asked them to notify all their inhabitants about this new simplified and temporary possibility.</p>	USP advises not to visit post office unless necessary. USP has changed clearing and delivery procedures (in order to reduce physical contacts between the postmen and postal users), shortened working hours or temporary closed some post offices. Furthermore, USP promotes usage of parcel lockers and has introduced many other measures to prevent spread of the virus (limited number of persons in the post office, waiting in the line in front of the post office and not inside etc.). All measures are published on the USP's webpage and are updated on a daily basis. Measures are adopting according to the rapidly changing situation. Similar measures have been implemented by other postal services providers as well.

Sweden	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. (Only senior high schools and higher education have been closed so far.)	So far 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. So far no specific measure to ensure the distribution of mail and parcels has been taken by the USP. Even though the number of employees on sick leave and staying home to take care of children is rising, the service is functioning relatively well given the circumstances. To reduce the risk of the virus spreading, direct delivery to homes for elderly or to people in hospitals has been stopped. The mail is then instead handed over to personnel from the home/hospital at a safe location.
UK		So far, no need to adopt any measures to ensure the delivery of letters and parcels in this new situation.	Royal Mail published on 20.04.2020 its latest advice to its customers regarding coronavirus, 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. https://www.royalmail.com/coronavirus 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. For now, Royal Mail is able to continue providing its USO services with the above modifications.
Turkey		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. In this context, service providers authorized in the postal sector must take all precautions about risks listed below: • 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	

		<p>increasing domestic e-commerce shipping volume</p> <ul style="list-style-type: none"> • 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 • 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. Some precautions should be taken during the epidemic as follows; <ul style="list-style-type: none"> • 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. • 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 • 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 	
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		<p>developing conditions, to take all necessary measures including informing of employees about health measures to follow</p> <ul style="list-style-type: none"> • Continuously checking the health status of the employees (for example, distribution warehouses/branches/agents, etc.) <p>Checking the general health status of the personnel entering/leaving by the warehouse authorities at the entrance and exit, measuring the fever with the thermometer, asking if they have any complaints, etc.</p> <ul style="list-style-type: none"> • in case of quarantine, certain materials decided by Authorities should be considered as priority products in delivery, <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"> • 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. 	
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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)
Austria		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.
Belgium			Since 19 March suspension by bpost of sending letters and basic parcels to destinations outside the EU due to the suspension of most international flights. Express parcels can still be sent outside EU	<p>Bpost informed BIPT about a series of services adjustments needed following the measures imposed by the Federal government to prevent the spread of the COVID-19 virus:</p> <ul style="list-style-type: none"> • From Monday to Friday: <ul style="list-style-type: none"> - Everything possible will be done to ensure the delivery of all products (newspapers, magazines, pensions, registered mail, parcels, letters). Adapted rules on social distancing have been applied specifically for the delivery of parcels, registered mail and pensions (including signing by the postman himself instead of the addressee); - Generalized closure of the post offices after 5 pm and during noon between 12:30 pm and 1:30 pm. - contact centers are open from 8 a.m. until 5 p.m. from Monday to Friday • Weekends <ul style="list-style-type: none"> - Closure of some post offices on Saturdays. <p>Furthermore, bpost post points will be open in line with the opening times of the shops in which they are located. Around 100 Post Points have been closed as located in closed shop. Also, automatic parcel lockers will remain operational. 6 parcel</p>

				lockers are not available due to temporary closure of the site
Bulgaria	Bulgarian Posts informed UPU and users that can no longer guarantee service delivery standards (including delivery times and other quality parameters) applicable under 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.	Bulgarian Posts declare decrease from 15-20 % in the volume of domestic parcels and expected decrease in cross-border volumes.	Bulgarian Posts reported that due to the cancellation of flights and the closure of borders with neighboring countries, the acceptance of outbound international registered letter-post items, parcels and EMS items to all destinations has been temporarily suspended. Only outbound non-registered items are accepted with some exceptions (the list of destinations is regularly updated). Owing to the lack of transport capacity, Bulgarian Posts is currently not able to send mail (letter-post, parcel post or EMS items) to many countries inside and outside the European Union, with the list changing daily s. For this reason, as of 18 March 2020, Bulgarian Posts is ceasing to accept any EMS items. The company will continue to accept letters and parcels items sent to destinations for which transport capacity is still available. 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.	Postal services are provided all over the country. Several post offices have been temporarily closed, and others have reduced working hours. Some of the private postal operators have announced that they have reduced staff.
Croatia	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			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.

	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.			
Cyprus	No changes in the universal service have been requested from USP to be approved by the NRA.	Due to general lockdown the business and other activities have slowed down and we have not have any indications of any increased activity in parcels.	It has suspended the postal services for all countries (due to flights suspension) for two weeks except Greece and courier service to other countries (it has cooperation with DHL for these services). Now the services have resumed for Belgium, Germany, USA and UK.	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. 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. 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. 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.
Czech Republic	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	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 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

		(with in-house delivery networks) have grown rapidly.		users), four post offices have been closed totally from this reason. The Czech Post also reduced opening hours of its post offices (all close at the latest at 16 pm and all are closed at weekends).
Denmark		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.	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.	
Estonia	Please see the USP link in table 1.	After the decision to close the shopping centers the volume of parcels has grown rapidly (mainly parcel locker service).	International services might be disrupted or delayed due to fewer air connections.	Please see the USP link in table 1.
Finland		Increase in parcel volume has been reported by the USP Posyti Oy, due to recent increase in e-commerce.	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	So far offices and contact points with only a few exceptions are open as normal and the traffic is carried out as normal.
France				1600 priority post offices initially opened. This number has since then progressively risen up. La Poste's aim is that 5000 post offices are open by the end of the month (10 000 contact points in total including partners contact points). In terms of sorting, La Poste industrial system is working.
Germany	Deutsche Post has not yet announced any significant restrictions on services in Germany.	Parcel operators, especially Deutsche Post, have reported an extraordinary increase in parcel volumes in the B2C-segment, due	With regard to international shipments major problems have been reported. Deutsche Post provides information on its website on delays due to the COVID	Postal operators have not yet announced any significant restrictions on services in Germany despite the closure of numerous parcel shops and some postal agencies.

		to an increase in e-commerce transactions. In other segments, unusual increase in traffic has not been reported to BNetzA.	19 pandemic. Delays may be caused by changes in the transport process (e.g. 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.	
Greece	The quality target for letter mail (domestic and international) may not be met by the USP for the period that restriction measures apply	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. Other companies: complain that their work has been dramatically reduced especially those that undertake international postal items, while others claim that their work load has increased due to high demand for home delivery.	Impact on USP: 1. Deliveries abroad use cargo flights but it is all together more difficult to deliver on time and of course it is more expensive. 2. At the moment it is impossible to serve areas abroad such as Asia (except for Japan, Qatar, China, Singapore), Africa (except for South Africa), America (except for Canada) . 3. The European destinations that are still in operation are Albania, Austria, Belgium, Bulgaria, Cyprus (only first priority) France, North Macedonia, Germany, Denmark, Switzerland, UK, Island, Italy, Latvia, Lithuania, Luxemburg, Norway, Netherlands, Hungary, Poland, Portugal, Romania, Slovenia, Slovakia, Sweden, Czech Republic and Finland. 4. Inability to forward parcels to their final destination due to abrupt cut down of flights in several countries	Opening times of USP offices have been altered. They are announced in the web site www.elta.gr , or relevant information can be given through the telephone center. Staff has been reduced due to the special measures described in table 1. USP offices in areas that are in quarantine have temporarily closed. Very few shops have also closed due to personnel reduction. Other companies experienced problems due to personnel reduction and they have altered their opening times. The increased demand for home delivery, especially B2C, in combination with personnel reduction cause delays in delivery, insufficiency of storage capacity, etc. Some small courier companies have temporarily suspended their activities.

<p>Hungary</p>	<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. (UPU expects a significant drop of international mail but the effects of the corona virus on domestic e-commerce and mail is not known yet).</p>	<p>The provision of international services is interrupted as USPs in several countries suspended or limited their services. The USP updates daily its webpage about the restrictions.. (www.posta.hu) /only Hungarian./</p>	<p>No interruption in domestic services, no closure of sorting centers or Office of exchange. Hungarian Post (USP) reduced the opening hours of post offices and reserved the first hour of its opening for elderly people. Queuing is possible only outside; limited number of customers can enter in the post office. Posts in shopping malls and governmental offices are generally closed. Non USPs changed their terms and conditions allowing contactless delivery and delivery of parcels without signature.</p>
<p>Ireland</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 https://www.anpost.com/Coronavirus</p> <p>Mail services to several destinations have been suspended until further notice - See: https://www.anpost.com/Coronavirus/Mails-Parcels-services</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 holding steady/slight increase because people are shopping online – see https://www.anpost.com/Media-Centre/News/An-Post-2019-Results and https://www.thejournal.ie/an-post-hand-sanitiser-5049763-Mar2020/</p>	<p>See: https://www.anpost.com/Coronavirus/Mails-Parcels-services According to An Post website, due to international flight and local suspensions An Post cannot currently send mail to many destinations and the following is the only destinations it is sending international mail to:</p> <ul style="list-style-type: none"> • Belgium Internal delays • 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 • Italy Max item weight 25kgs, max length 120cm, max of all three dimensions 150cm 	<p>USP website states “all An Post collection and delivery services are operating as normal within Ireland.” See https://www.anpost.com/Coronavirus</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>

			<ul style="list-style-type: none"> • Netherlands No restrictions • Portugal Delays to Madeira and Azores • Spain Internal delays • Switzerland Internal delays • United Kingdom No restrictions • USA No parcels service. Letters, large envelopes and packets only 	
Italy			<p>Poste Italiane has suspended the delivery of some postal services for some destinations specified on PI web site.</p>	<p>Poste Italiane has closed some sorting centres and/or sensibly reduced their staff; consequently, in some localities clearance and delivery operations are not guaranteed or are delayed.</p> <p>Poste Italiane has reduced PO opening hours and recommends users to visit postal offices only if necessary.</p> <p>Poste Italiane has restricted the access to the PO for the payment of pensions in April.</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 have also closed the administrative offices using smart working for their employees.</p>
Latvia	<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</p>	<p>Increasing number of items in internet supply segment.</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>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>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 place of residence, by registering the necessary service in advance on the telephone.</p>			
Lithuania	<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"> • 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. 		<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. USP will also report on developments to the Universal Postal Union.</p>

Liechtenstein	<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"> - 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. - 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. 	Due to the corona pandemic, there has been a marked increase in packages since March 23.		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.
Luxembourg			Reorganisation of international postal transfers.	Reorganisations of delivery tours due to more frequent absences. Closures of certain offices due to absent personnel.
Malta	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.	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.	Number of workers in closed environments has been reorganized in order to observe physical distancing rules.
Montenegro				

The Netherlands	<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>There is no requirement for postal operators to notify a sudden increase in traffic to notify that to ACM.</p>	<p>There are disruptions for sending postal items to certain countries.</p>	<p>Some shop-in-shop service points are temporary closed.</p> <p>For the island in the north of the country, the number of ferries connecting the islands have been reduced, therefore delivery on these islands may be delayed.</p>
North Macedonia			<p>Due to the closure of the Skopje International Airport on March 18, 2020, an international exchange of items that JSC "Post of North Macedonia" – Skopje, as a universal service provider, with the other designated postal operators in the world by air, is not possible. For these reasons, there is a temporary interruption in the clearance of international traffic items to all countries by air, with the exception of neighboring countries. Namely, for Albania, Greece, Serbia, Bulgaria and Kosovo there is a possibility to receive and clear items, as the exchange of mail with these countries is by land.</p> <p>JSC "Post of North Macedonia" - Skopje, is working on finding new channels for shipping o cargoes in international postal traffic. It is therefore in constant contact with neighboring countries, and has asked the International Bureau of the Universal Postal Union for assistance.</p>	<p>JSC "Post of North Macedonia" - Skopje, designated operator, depending on the emerging situation, adjusted the working hours of the post offices and the users are directed to other post offices, and some offices are closed for a shorter or longer period.</p>
Norway	<p>In general, limited impact on universal service provision. However, inbound and</p>	<p>Both Posten Norge (USP) and Postnord has reported record</p>	<p>Significant negative impact on cross border operations due to border</p>	<p>Posten Norge (USP) reports that delivery of mail, parcels and goods is largely running as normal</p>

	<p>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>numbers for home delivery services.</p>	<p>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>throughout the country. Postal outlets are open as usual.</p> <p>Postnord reports that their subcontractor for home delivery services has experienced some technical challenges in handling the high volumes, which leads to 2-3 days delay of delivery.</p>
Poland		<p>No unusual increase in traffic (parcels) reported to UKE.</p>	<p>Poczta Polska temporarily suspended on 16 March the receipt of dispatches to other countries. This was due to the suspension of air transport. 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>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 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.a. 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</p>

				<p>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 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</p>
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				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.
Portugal	The USP did not invoke the exception situation as foreseen in the PSD.	The USP predicts for the following months: <ul style="list-style-type: none"> - Resilience in the parcel segment, as the reduction in the B2B volumes are being compensated by the increase of the B2C volume due to the growth in the e-commerce. - More affected segments due to the economic and operational restrictions: international flows, registered mail and direct mail. 	High restrictions in the international services due to restrictions in trucks and flights: <ul style="list-style-type: none"> - No TAP international operational flights; - Flows guaranteed in 39 European countries; - Outside Europe to 12 countries. 	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 closed, a number that is smaller than in the beginning of the emergence state declaration. Regarding CTT Post Offices, there were changes in the opening hours and some closed (but the number of closed post offices is also smaller than in the beginning of the emergence state). Several disruptions in the logistics and distribution centers, due to the segmentation and rotation of workers, a safety measure for the CTT workers. Restrictions in the services to Madeira and Azores islands, due to the lack of flights.
Romania		Significant increases of traffic are seen as a result of the growth of ecommerce orders. These dynamics are also seen in terms of income. 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.		

Serbia	<p>In accordance with the Decision on Declaration of Emergency, the Serbian USP, starting on 21.03.2020. suspends the provision of express services.</p> <p>The Post of Serbia will provide universal postal services:</p> <ul style="list-style-type: none"> • letter-post items weighing up to 2 kg; • packages weighing up to 10 kg; • postal money orders (in domestic and international traffic); 	<p>There has been a steady increase in the number of postal items</p>		<p>Starting from March 23, Serbian USO organized the work of the post offices as follows:</p> <ul style="list-style-type: none"> • in post offices that worked all day until the state of emergency, working hours are organized between 9am and 2pm on weekdays and Saturdays; • in post offices that work on Sundays, working hours are organized between 9am and 2pm; • in some smaller post offices that worked less than 14 hours before the state of emergency, working hours do not change. <p>Some smaller capacity post offices are temporarily closed from 23.03.2020.</p>
Spain	<p>According to Correos press releases, the US would be currently served by around 22% of its staff. The measures adopted can be consulted at:</p> <p>www.correos.com/sala-prensa/correos-solo-presta-el-servicio-postal-publico-obligatorio-con-el-personal-minimo-imprescindible/</p> <p>According to complaints written in some media or communicated to CNMC, Correos might currently fail to serve the US in some local areas. CNMC will request Correos to verify those situations and correct immediately in case of any operational flaw.</p>	<p>No unusual increase of traffic detected. The US parcels volumes are usually quite smaller compared to the non US parcels volumes delivered by Correos.</p>	<p>The restrictions in the air transport is affecting the international flows of postal items.</p>	<p>Correos is only opening the post offices 3hours per day and limits its staff to the strictly necessary means to render the universal postal service.</p>
Slovakia	<p>There have been changes in delivery of registered and official items.</p> <p>The NRA, upon submission of request of the USP, accepts various regional (local) restrictions on US provision (limitation of opening hours, due to quarantine some post offices are closed).</p>	<p>There have been small indications for increase from some of the parcel delivery providers.</p>	<p>The USP has suspended collecting of postal items to some countries due to the significant decrease in transport and human resources.</p>	<p>The opening hours of postal offices are shortened. Some post offices are closed.</p>

<p>Switzerland</p>	<p>Swiss Post has obtained authorization from the Swiss Federal Department of the Environment, Transport, Energy and Communications (DETEC) to temporarily suspend the legal provisions relating to letter and parcel transport and delivery times as well as the provisions regarding the availability and accessibility of its branches.</p> <p>During one week, Swiss Post was allowed to fix quotas of parcels taken over from the biggest senders.</p> <p>Certain Post offices or postal agencies operated by third parties are closed or working with limited hours.</p>	<p>Due to the shutdown of most shops, online retail has experienced an enormous increase in orders throughout Switzerland.</p> <p>These numbers are presenting everyone with serious challenges, not least Swiss Post logistics. As the Swiss Post was no longer able to cope with the current flood of packages, a round table was organized on behalf of DETEC.</p> <p>After a round table on April 7th, Swiss Post, retail, logistics and social partners work together to maintain parcel provision in Switzerland</p>	<p>Export: is still possible to most European countries and USA (with restrictions in certain countries). However, delivery times cannot be met.</p> <p>Registered mail is possible, but delivery is temporarily made without a signature.</p> <p>Export to other countries is not possible for the moment, mainly due to the lack of transport capacities.</p> <p>Import: is still possible.</p>	<p>Provisions for social distancing, staff shortages and reduced capacities in sorting centers have had the following consequences:</p> <p>Certain Post offices or postal agencies operated by third parties are closed or working with limited hours.</p> <p>Organisation of work in sorting and delivery centers had to be adapted (splitting of teams, more shifts, etc.).</p> <p>Processing and delivery can take longer than usual.</p>
<p>Slovenia</p>	<p>Slovenia has declared coronavirus epidemic and the NRA informed the USP that epidemic state is <i>vis maior</i>. Therefore, USO can be interrupted or stopped during this state of epidemic. In practice, major changes in the US provisions are the following:</p> <ul style="list-style-type: none"> - reduced number of deliveries from 5 to 3 days per week in some parts of the country, - changed clearing and delivery procedures (in order to reduce physical contacts between the postmen and postal users), - shortened working hours or temporary closure of some post offices, - lower quality standard (time limits). 	<p>USP reported modest increase in traffic for parcels, whereas some other operators and e-retailers reported significant increase in traffic due to covid-19 outbreak.</p>	<p>On the USP's webpage, there is a daily updated list of the countries with which postal traffic is stopped or disrupted. Clearing of EMS is completely stopped.</p>	<p>Main operational disruptions are the following: shortened working hours or temporary closure of some post offices, modified notification procedure of an addressee about the registered mail and measures to limit physical contact between the postmen and addressee during the delivery of the registered and judicial mails.</p> <p>There are other measures to prevent spread of the virus as well, for instance waiting in the line outside (and not inside) the post office, prohibited entry without wearing a masks and gloves, etc.</p>
<p>Sweden</p>		<p>The USP reports that the number of packets (small parcels delivered</p>	<p>The USP have on their website informed the users that mail traffic between Sweden and some other</p>	<p>Some postal outlets have restricted opening hours due to lack of personnel.</p>

		to the recipient's mailbox) have increased. For heavier parcels, the number of parcels that is distributed to the home of the recipient has increased substantially (note that the standard delivery mode for parcels in Sweden is to a postal outlet).	countries such as China, other parts of Asia and Africa is closed down for the moment. The current transports could be delayed as they now are made by boat or train.	
UK	Royal Mail is able to continue providing its USO services with some modifications.		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: https://personal.help.royalmail.com/app/answers/detail/a_id/5317/~international-incident-bulletin	Possibility of reduced service levels in some areas due to staff absences, temporary changes in opening times for service points. https://www.royalmail.com/d8/coronavirus-changes-service
Turkey				