

# Logistics Barometer

The effect of COVID-19 on logistic activities

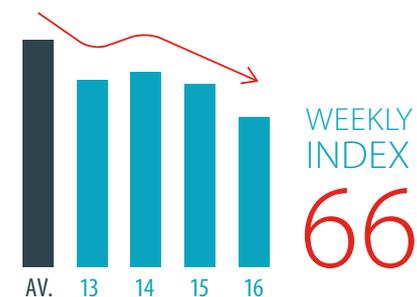


24 April 2020 | Base Logistics keeps a close eye on the logistical situation in Europe, whereby we can draw on the large amount of data that our own logistics application Klairy provides us. Our Logistics Barometer is our interpretation of these figures and is published weekly.

As the amount of logistic activities is dropping in Europe, we are also seeing a dramatic decrease in inbound and outbound telephone traffic through our IP-based phone system. Therefore, this week we are zooming in on the weekly telephone figures that we have extracted from our database.



## Telephone traffic



- AV = Weekly average level of activities (weeks 5-10 2020, N=51.198), index = 100.
- 13-16 = Weekly index (week 13-16) based on weekly average.

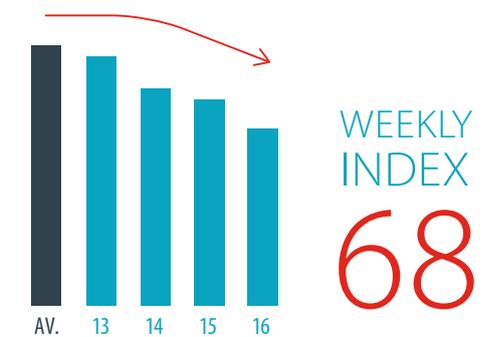
Since the outbreak of COVID-19, our data has shown a sharp decline in call volumes, compared to the average amount of inbound and outbound telephone traffic earlier this year. This is mainly caused by a decrease of up to 58% in telephone activities at our general Transport Management department. There are, however, departments that show an impressive increase in call volumes. Except for last week, which was the week including Easter, the Service Parts Logistics and Special Services departments have shown a volume increase of up to 300%.



- AV = Weekly average level of activities (weeks 2-7 2020, N=70,265).
- 13-16 = Weekly index (week 13-16) based on weekly average.

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## Trends in Europe



The stats shown zoom into logistic activities of the Netherlands and its top 12 largest business partners. Due to Easter Monday, week 16 shows an unusual decline of activities, even during the current pandemic. Of all the European countries, 22% experienced a drop of more than 25%. In 15% of the countries in Europe, there was an increase of activities.

**Klairy** Clarifies more... Data is extracted from Klairy, the smart logistics application developed by Base Logistics. Through Klairy, Base Logistics collects valuable logistics data from across the globe every day.