

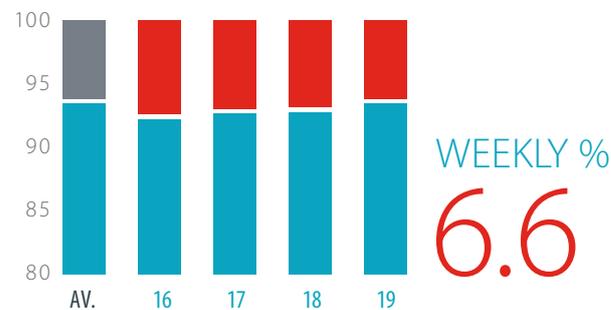
# Logistics Barometer

The effect of COVID-19 on logistic activities



15 May 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.

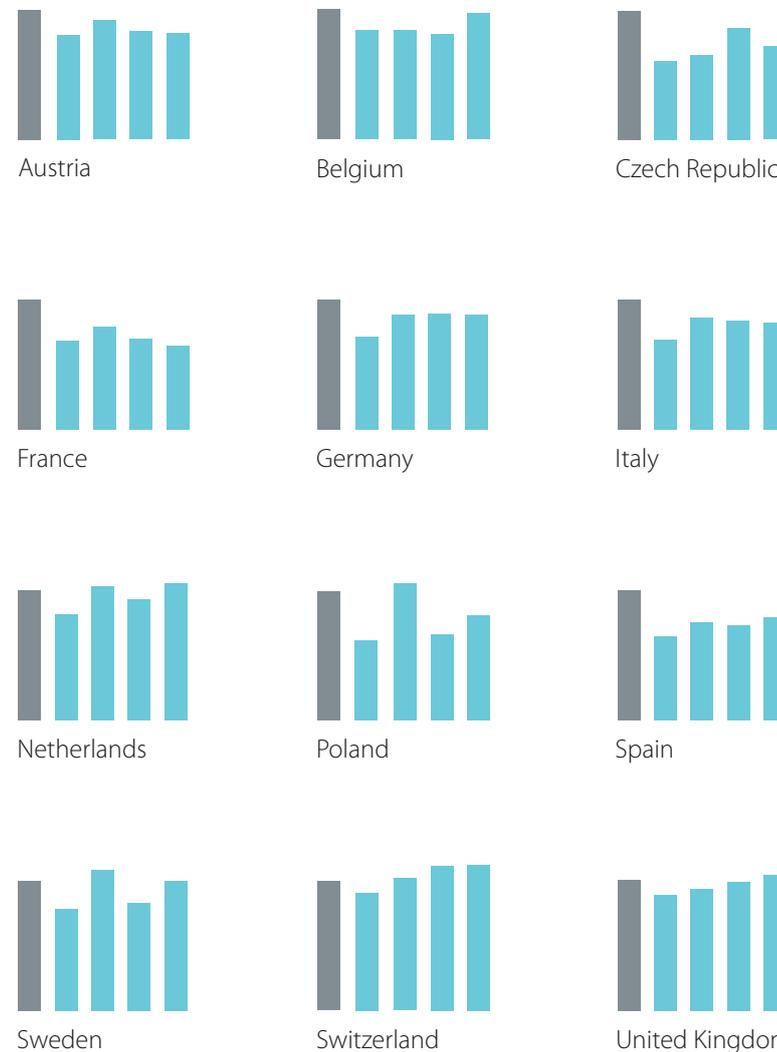
In Klairy, any issues concerning a shipment are sent to our agents via the integrated and actively monitored Support Ticket System. All the correspondence and appendices are linked with the relevant order. Since COVID-19 started to spread across the globe, we have seen an increase in the number of questions about shipments. To see the current effect of the pandemic on the amount of Support Tickets, we are zooming in on Support Ticket data this week.



## Support Tickets

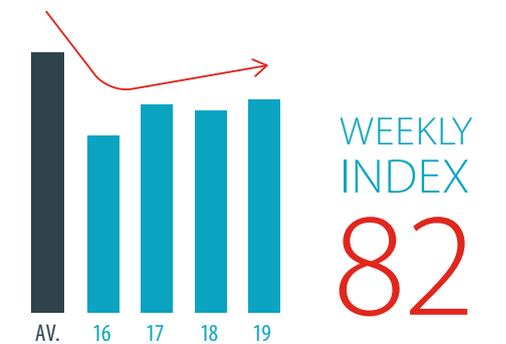
In the first weeks of March, when COVID-19 first hit the European market in a significant way, the percentage of Support Tickets per order went up to nearly 8.5%, while the average was 6.2%. Now that in many countries service suspensions are being lifted, the average has been declining as well. The percentage is now even getting close to 'normal' again.

- AV = Average Support Tickets (weeks 2-7 2020, N=26,278).
- 16-19 = Weekly Support Tickets (week 16-19).



■ AV = Weekly average level of activities (weeks 2-7 2020, N=70,265).  
■ 16-19 = Weekly index (week 16-19) based on weekly average.

## Trends in Europe



The stats shown zoom into logistic activities of the Netherlands and its top 12 largest business partners. Like last week, in 40% of the countries in Europe there was a slight decline in activities. However, in 26% of the countries the index is now above 100. After the modest drop last of the index last week, the numbers are going up again in Europe.

**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.