

EVA Report on the Covid-19 impact on vending & OCS – Contents

The EVA Covid-19 impact report is based on survey responses from both vending operators and suppliers (e.g. manufacturers, ingredient suppliers, payment solution providers, etc.) in 13 European countries to a range of business-related questions in relation to the restrictions in place from March to May. The report is published as a European combined report of all the responses, as well as 7 individual country reports (Austria, France, Germany, Italy, Romania, Spain and the UK) with responses from those markets specifically.

The report includes the following information:

- Overview of key restrictions/timeline.
- Suppliers: Reduction in overall turnover as reported for March, April and May compared to the same period in 2019.
- Operators: Reduction in overall turnover as reported for March, April and May compared to the same period in 2019. Also specific turnover reductions in Public and Private vending locations, as well as in OCS.
- Suppliers and Operators: Expected turnover change forecast for June, July, December 2020 and in Spring 2021, compared to 2019.
- Operators: Stated reasons for the turnover reduction.
- Operators: Sales change expected due to increase of employees working from home on a more permanent basis.
- Suppliers and Operators: Actions taken during the restrictions in relation to employees e.g. furloughing staff, etc.
- Suppliers and Operators: Views on the aids and business support measures offered by national governments.
- Suppliers and Operators: Changes to planned investments in 2020.
- Suppliers and Operators: views on higher demand for cashless payments.
- Suppliers and Operators: Views on new potential in public vending.
- Operators: Views on higher demand for personal protective equipment e.g. masks.
- Suppliers and Operators: Views on whether consumption habits will change at vending as a result of the crisis.

