

COVID-19 impact for retail operations and supply chain

Between March 16 - 18, 2020, NRF surveyed member companies to understand the evolving nature of the challenges posed by the coronavirus, also known as COVID-19, and the specific implications for the retail supply chain and store operations.

[Visit NRF's resources page](#) for more information and updates.

Key findings

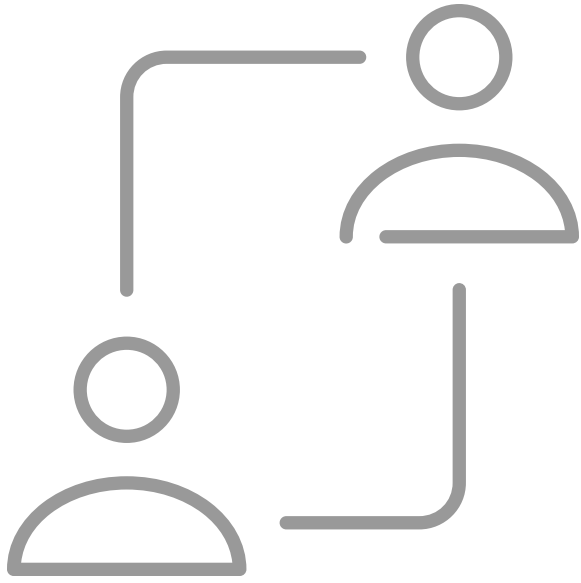
Over 90 NRF retail and associate member companies provided their perspective.

01 Respondents face challenges on a number of fronts from ensuring the safety of their employees and customers to keeping on top of the rapidly evolving nature of the situation

02 The majority of respondents have already seen an impact for their retail store operations. Declining foot traffic has been the most prevalent issue to date but many anticipate they will see staffing shortages and the need to close doors.

03 Sixty-five percent have either already experienced an impact to their supply chain or expect an impact within the next 30 days.

04 Strategies to mitigate the supply chain impact vary considerably. The most popular tactics are identifying secondary suppliers and alternate delivery options.



Concerns and challenges posed by COVID-19



Challenges facing the industry

Respondents are dealing with challenges on a number of fronts. Simply keeping up with the rapidly evolving situation is a key issue for many. Others mention the need to keep their employees and customers safe and understanding how to prevent the spread of disease. And, many are also dealing with the potential implications from store closures and the loss of sales.

”

“Managing the ever changing situation. Constant information updates.”

– Retailer

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“Doing what’s best for both our team members and our customer to keep them safe.”

– Retailer

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“Store closure/foot traffic reduction and supply chain implications.”

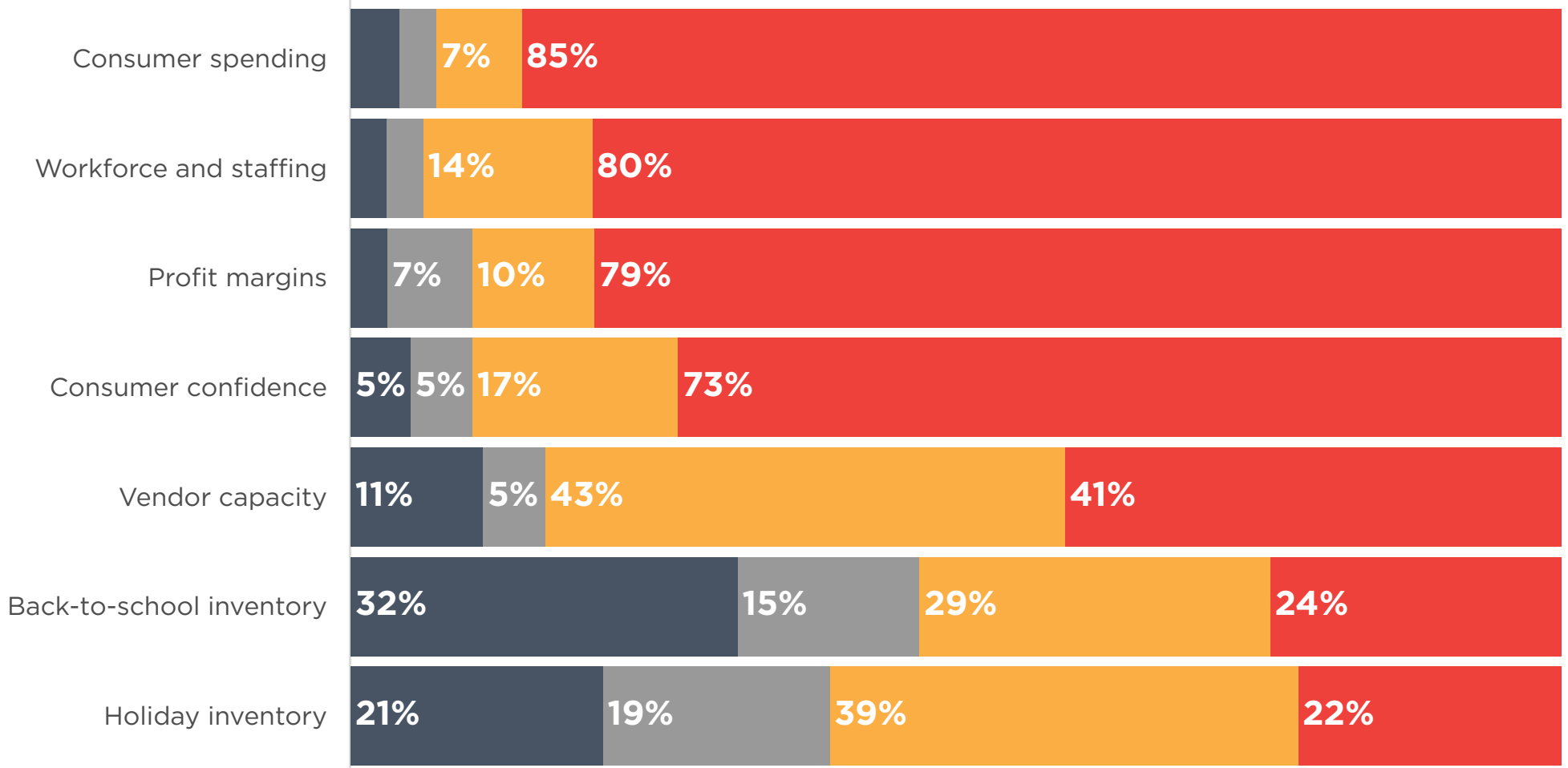
– Retailer



Key areas of concern

Where are you experiencing or expecting to experience an impact to your retail store operations?

● Not at all ● Slightly ● Moderately ● Extremely/Very



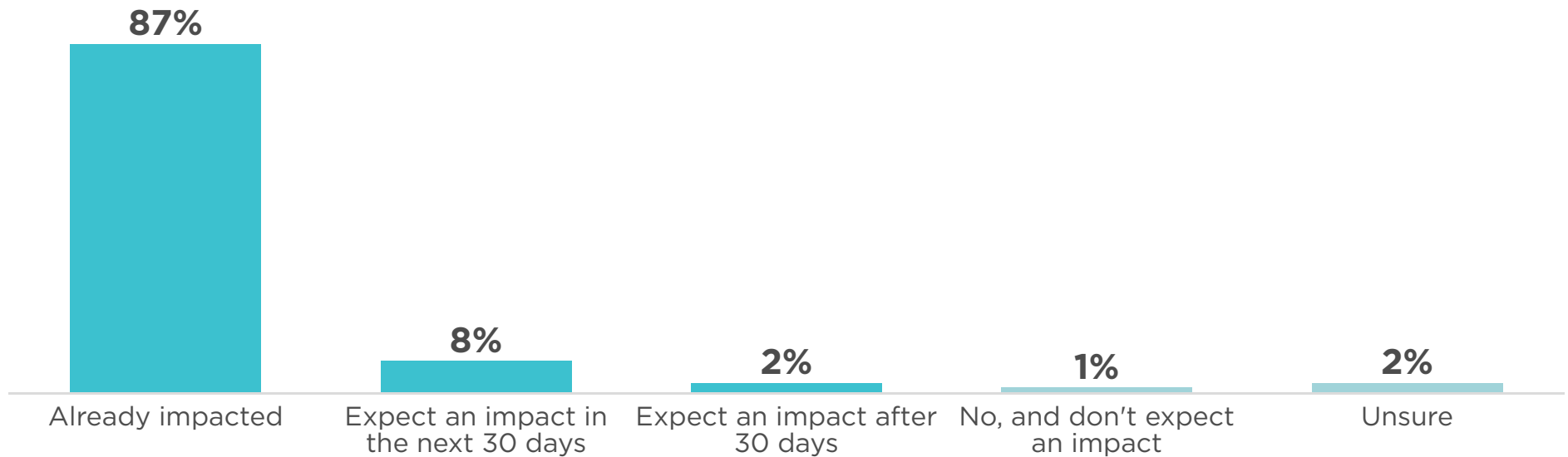


Impact on retail store operations



Current extent of the store impact

Is the coronavirus already impacting or expected to have an impact on your retail store operations?

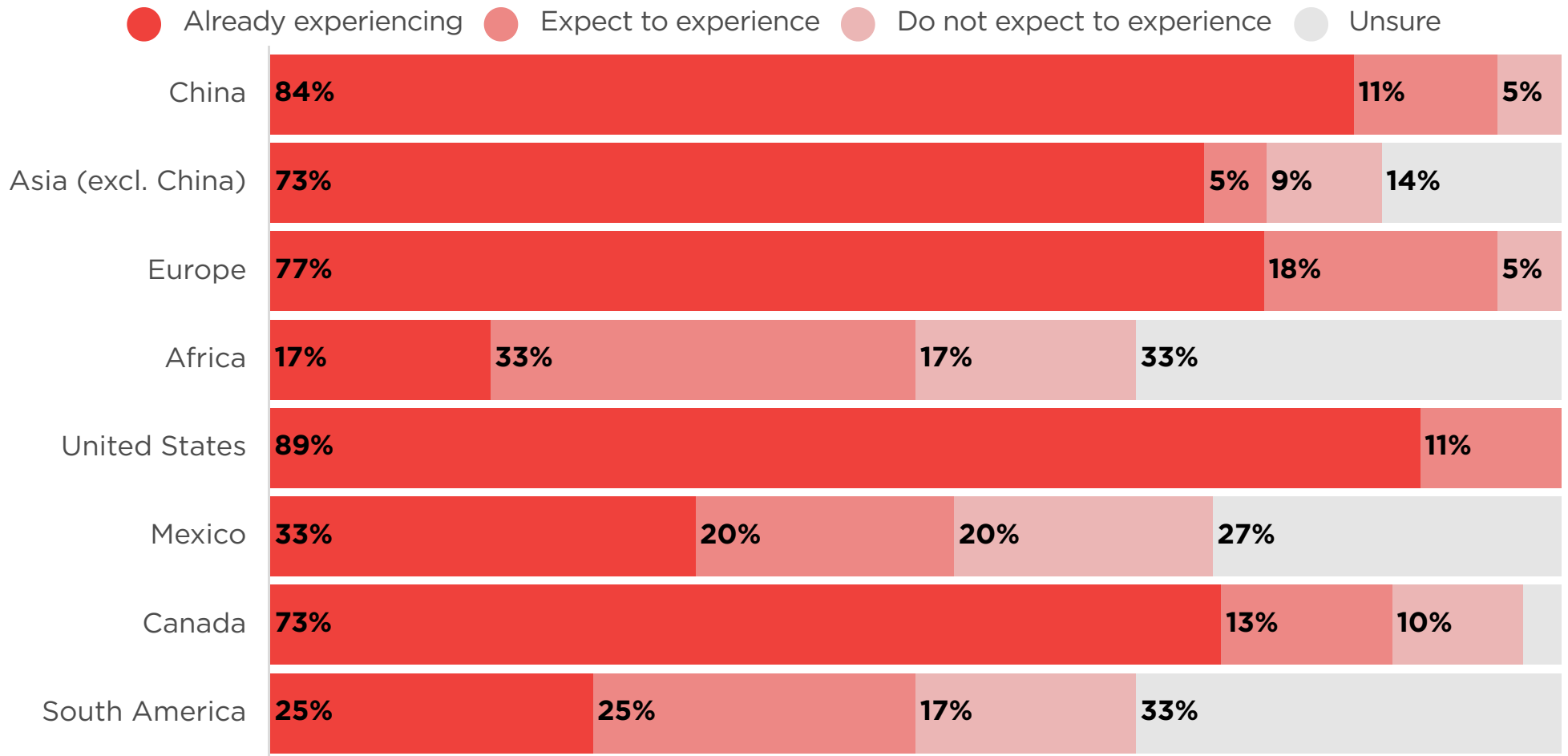


The majority of respondents have already seen an impact on their retail store operations at this point.



Store impact by country

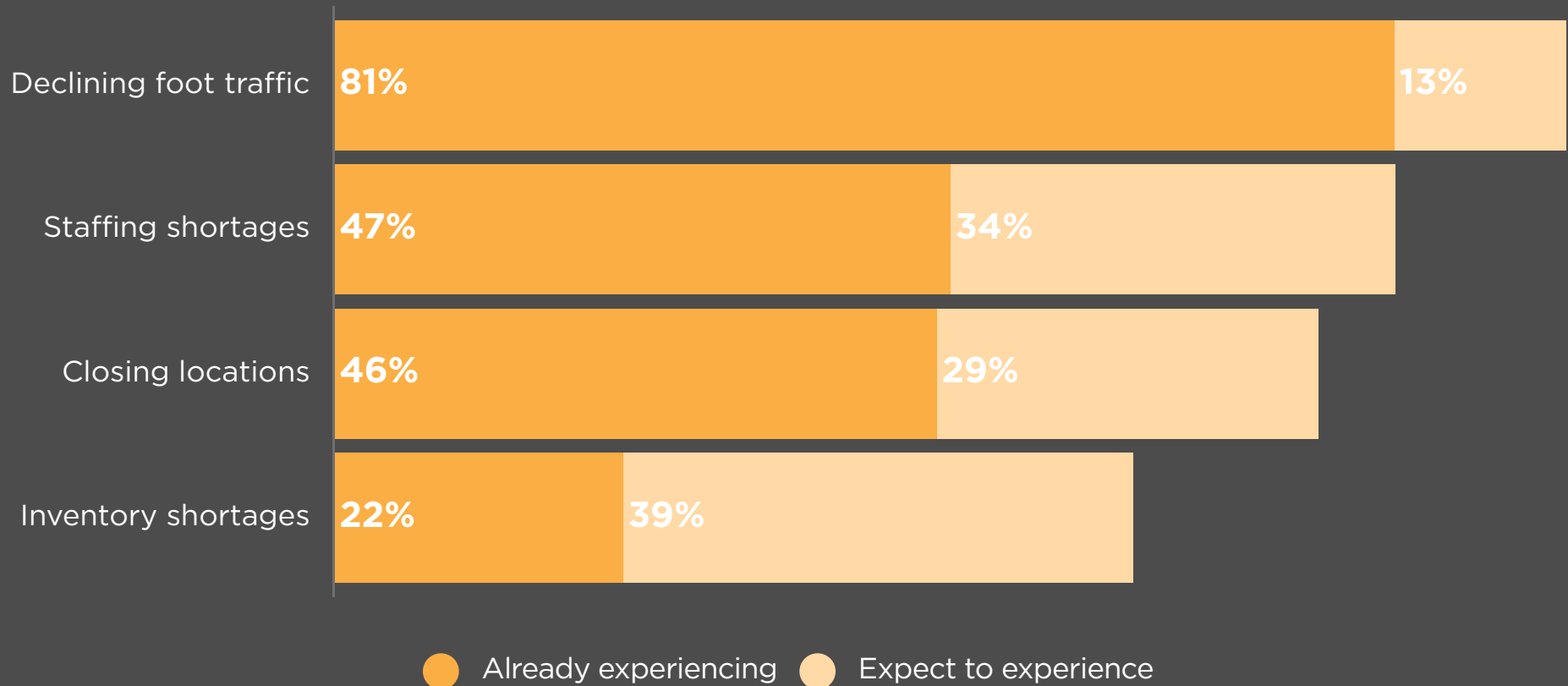
Where are you already experiencing or expecting to experience an impact to your retail store operations? (Among those with stores in the country/region)





Nature of store impacts

What type of impact are you currently experiencing or expecting to experience on your store operations?



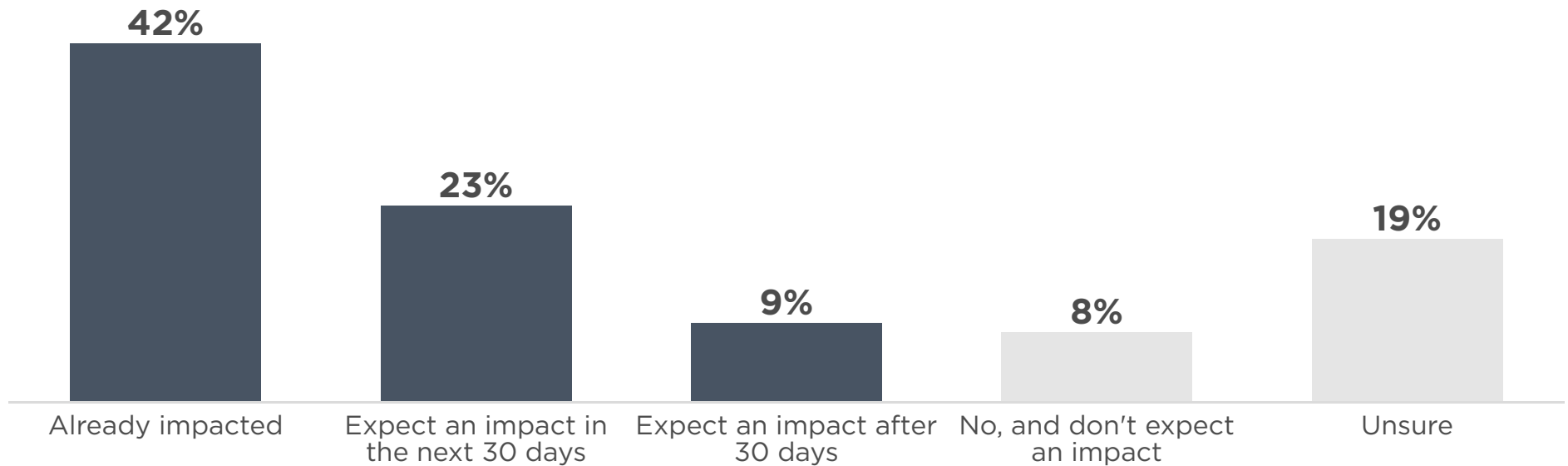


Supply chain implications



Current extent of supply chain impacts

Percent already experiencing or expecting to experience supply chain impacts as a result of COVID-19

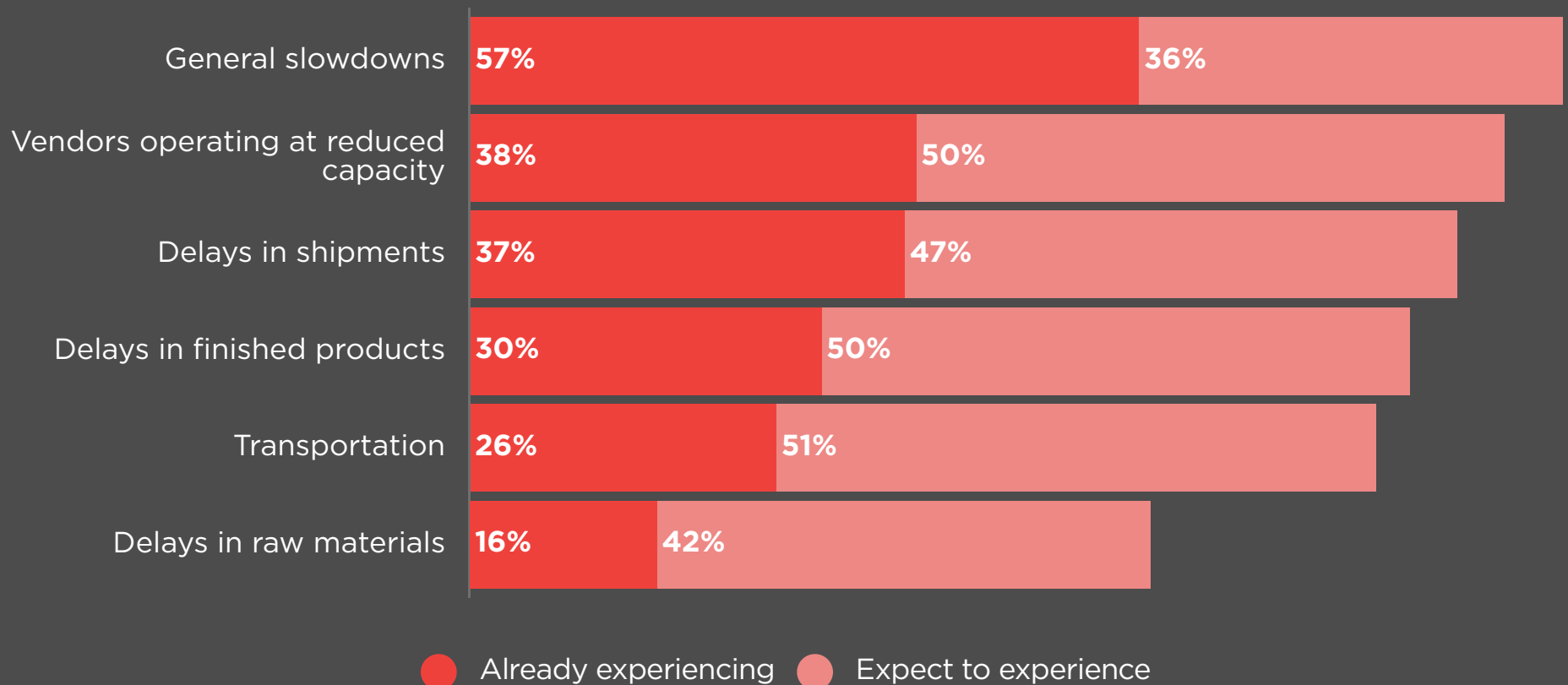


Forty-two percent of respondents have already seen an impact to their supply chains as a result of the coronavirus. Another 23 percent are expecting an impact in the near future.



Types of supply chain impacts

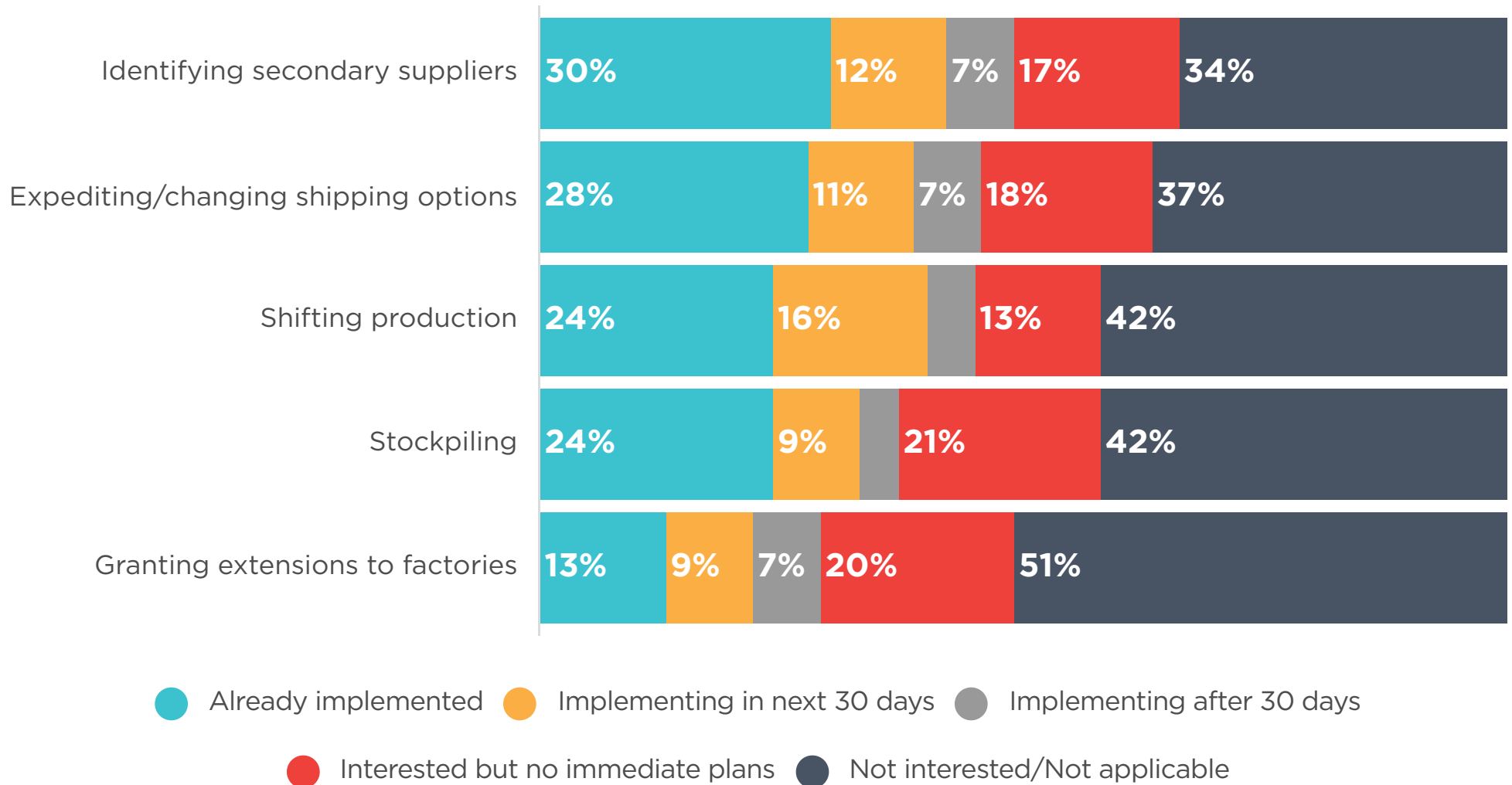
What type of impact are you currently experiencing or expecting to experience on your supply chain?





Strategies to address supply chain impacts

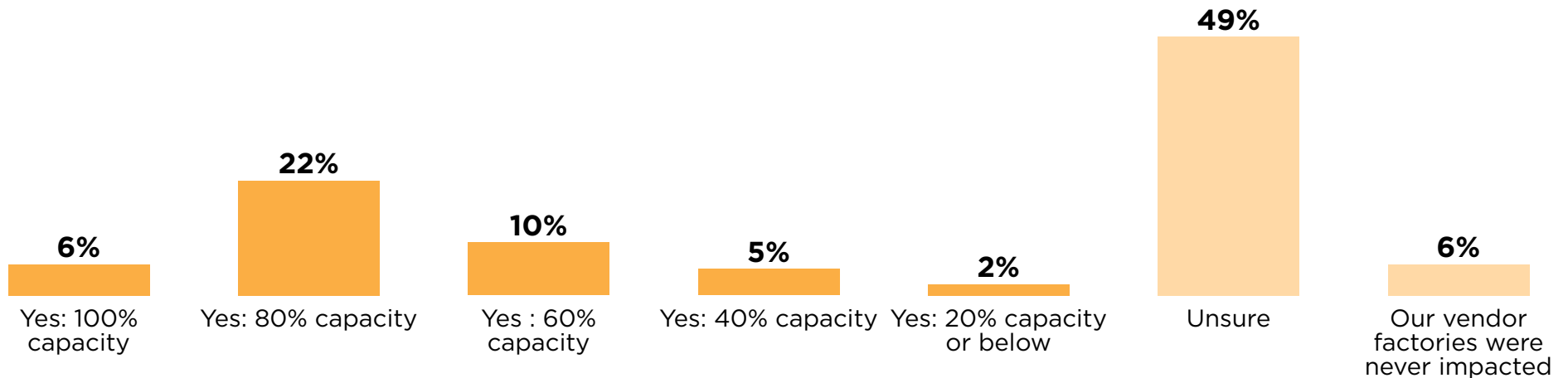
Which of the following actions are you implementing or considering?





Current status of vendor factories

Are your vendor factories back up and running?

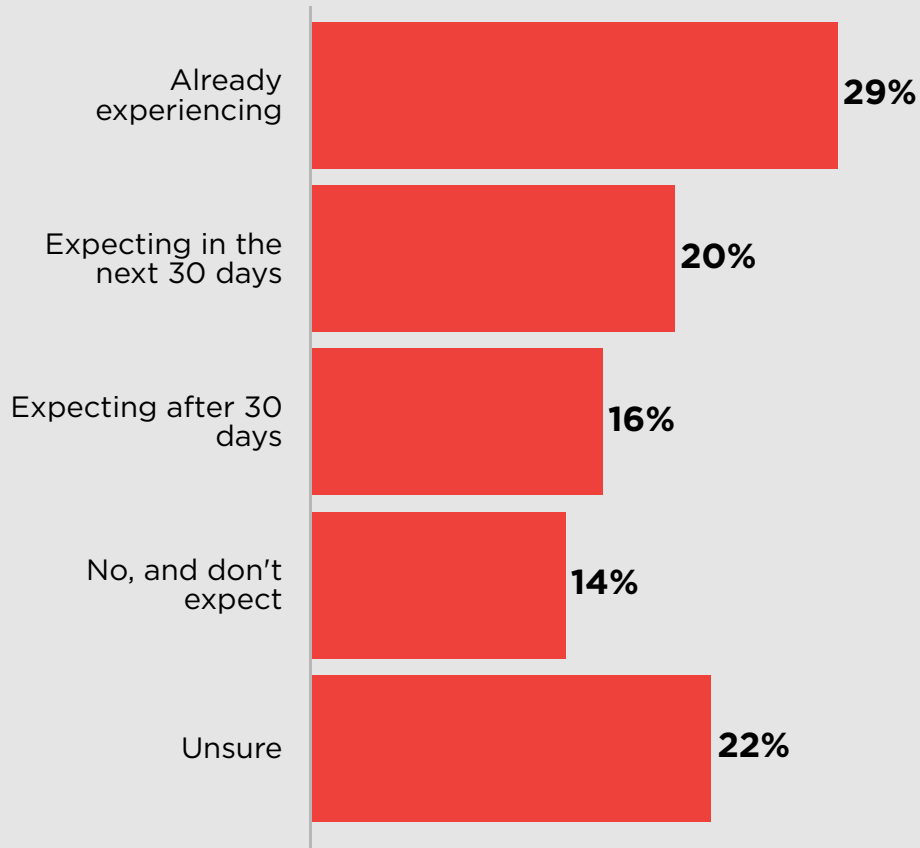


Sixteen percent of impacted respondents expect that their vendor factories will be running full capacity within the next 30 days. Nearly half (45%) expect that they will be back at full capacity in the next 31 to 90 days.



Shortages and out-of-stocks

Are you experiencing or expecting shortages as a result of COVID-19?



Are you experiencing an impact from consumers stocking up on items?

