

16th November 2021 (Tuesday) 13.30-15.30 CET

# E-commerce during the pandemic

## Agenda

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Help and advice  
for consumers  
in Europe  
ECC-Net  
European Consumer Centres Network

13.30  
Open for log-in

14.00  
Introduction by the  
moderator

14.05  
*Question:* Who has benefited from  
the pandemic? It seems  
indisputable that the e-commerce  
industry, but what about  
consumers? Is it easier and safer for  
them to shop online now?

### FIRST ROUND OF ANSWERS

14.30  
*Question:* What were the biggest  
challenges for the industry, but also for  
the consumers, in particular, the senior  
consumers?

### SECOND ROUND OF ANSWERS

14.55  
*Question:* Have any new consumer  
trends emerged - greater environmental  
awareness, increased purchases from  
foreign companies?

### THIRD ROUND OF ANSWERS

15.20  
Closing remarks by the  
moderator

### Panelists:

1. Augustin Reyna, *BEUC*
2. Jolanda Girzl, *Svensk Handel and Vice-Chair of BusinessEurope Consumer Marketing Working Group*
3. Patrick Oppelt, *German e-commerce directive contact point*
4. James Waterworth, *Amazon Director of EU Public Policy*
5. Wojciech Szczerba, *ECC Poland (Moderator)*

The language of the event will be English.

