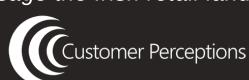
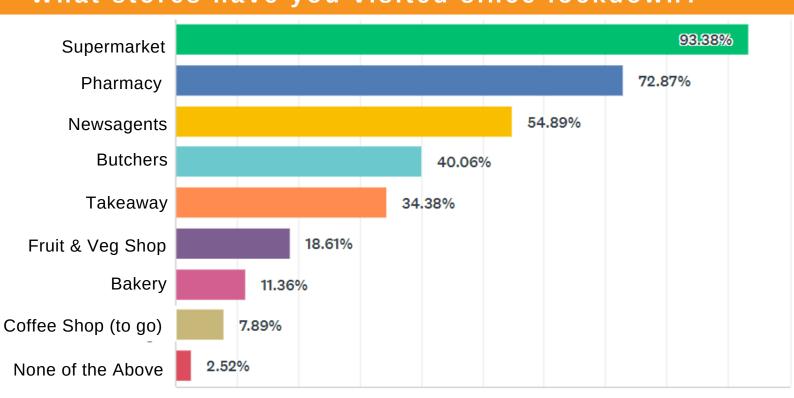
POST LOCKDOWN SHOPPING HABITS

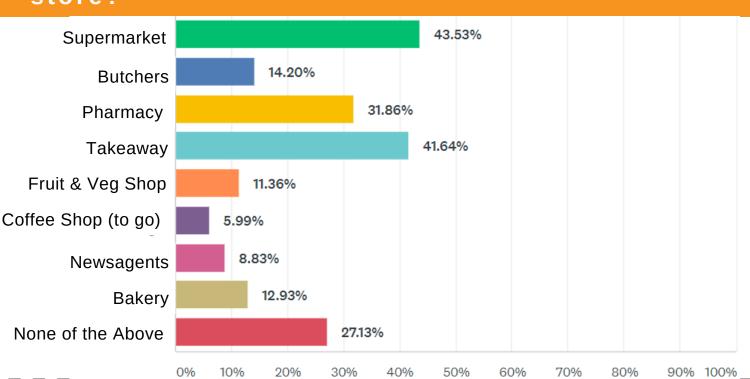
How consumers envisage the Irish retail landscape post covid-19.



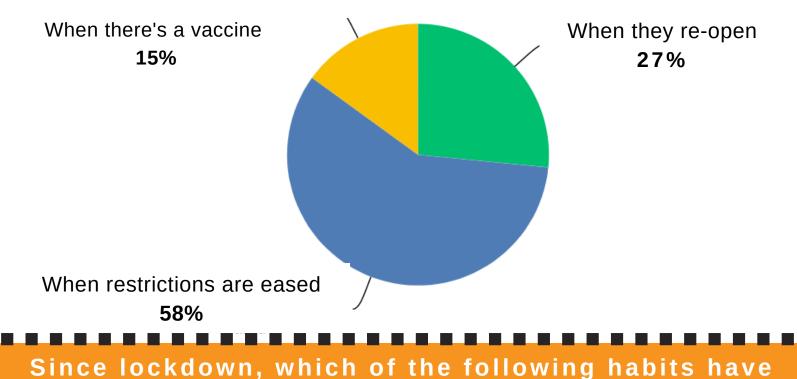
What stores have you visited since lockdown?



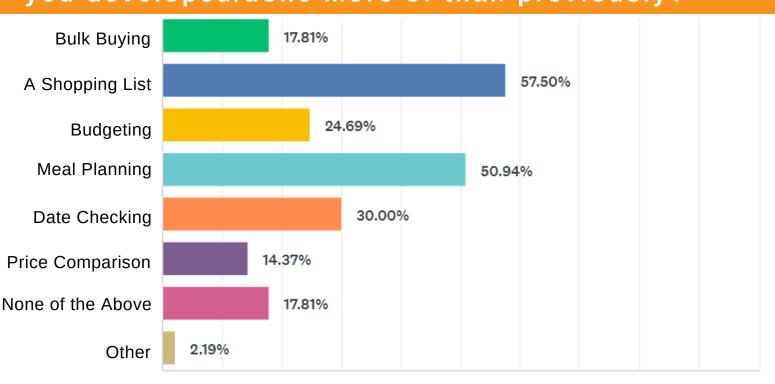
What stores would you rather visit online than instore?



When will you feel comfortable going into nonessential retail outlets?



you developed/done more of than previously?



40%

50%

60%

70%

80%

90% 100%

0%

10%

20%

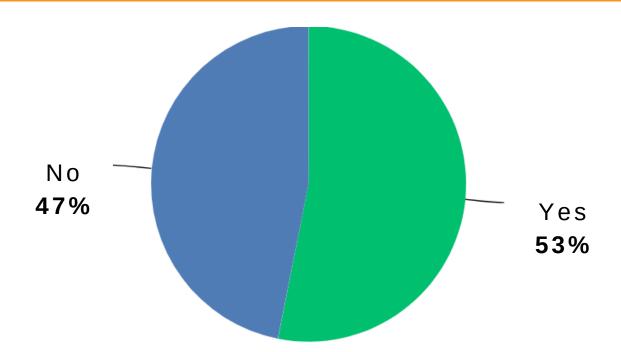
30%

POST LOCKDOWN SHOPPING HABITS

How consumers envisage the Irish retail landscape post covid-19.



Will your shopping patterns/habits return to normal when the restrictions are lifted?



Which measures would make you feel more secure/comfortable when shopping instore?

- 1. Limiting Customer Numbers (45%)
- 2. Hygiene Practices on Entry (35%)
- 3. Wide Aisle Layout (7%)
- 4. Queue Management (6%)
- 5. One way store plan (5%)
- 6. Restricted staff engagement (3%)



What other actions do you think retailers could consider for post-lockdown instore safety?

"Restrict the ability to touch items."

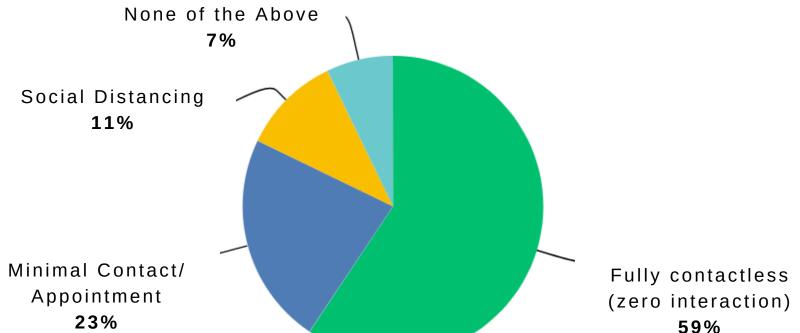
"Having staff available to ensure shoppers keep their distance."

"Time slots for the vulnerable."

"The provision the masks for everyone."

"A closely monitored and well managed one way system."

What is your preferred method for food collection?

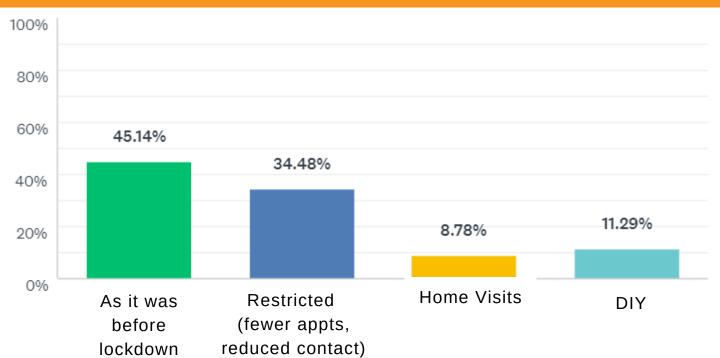


POST LOCKDOWN SHOPPING HABITS

How consumers envisage the Irish retail landscape post covid-19.

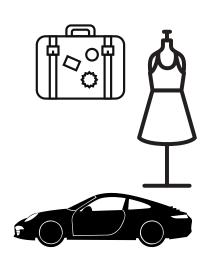


When restrictions are lifted, which option would you prefer for hair/beauty treatments?

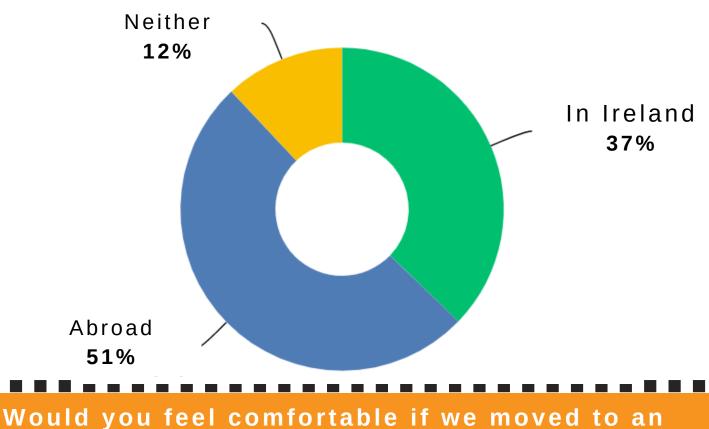


Which purchases had you intended making prior to Covid-19 that you will no longer proceed with?

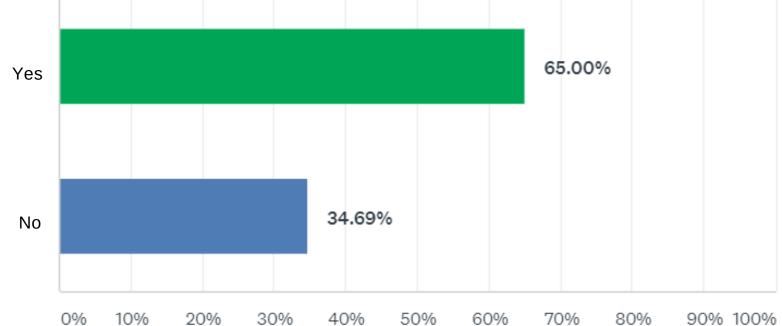
- 1. Holiday **(63%)**
- 2. Clothing (15%)
- 3. Home Décor (14%)
- 4. Home Improvements (13%)
- 5. Car **(13%)**



If there were no restrictions and it was safe to travel, would you holiday in Ireland or abroad?



entirely cashless society?



www.customerperceptions.ie