



## Measures taken by the national association/ Chamber

<b>COUNTRY</b>	<b>LIMIT</b>	<b>NO LIMIT</b>	<b>SPECIFICITIES</b>
<b>ALBANIA</b>	X		- Chamber has delivered some unique paperwork models indicating on how to suspend the effect of service contracts with creditors and how to argue legitimately procedural decisions of suspension by bailiffs.
<b>ARMENIA</b>	X		- Decree stating that the Compulsory Enforcement Service of the Republic of Armenia is switching to an emergency mode of working, thus suspending the execution of those enforcement proceedings which call for communication with the participants of those proceedings and assume the presence of officers at debtor's place. - The Enforcement Service has provided some of its workers with an opportunity to work remotely while others who are pregnant, have underage children or are over sixty have been exempted from work while maintaining their salaries. - Only the management personnel are required to work from office, and all necessary precautions have been taken to create a safe environment in the workplace.
<b>BELGIUM</b>	X		- Homework / conference call - Not physical meetings - Access to offices are limited - Decision of suspension / limitation of service of documents and enforcement - Respect of the social distancing
<b>BULGARIA</b>	X		- The appeal of Bulgarian Chamber to our members and to the citizens, published on our website: <a href="https://www.bcpea.org/bg/news/59-prensaobshtenie-na-kamarata-na-chsi">https://www.bcpea.org/bg/news/59-prensaobshtenie-na-kamarata-na-chsi</a>



<b>ESTONIA</b>	X		<ul style="list-style-type: none"> <li>- Estonian Chamber of Bailiffs and Trustees in Bankruptcy suggested bailiffs to close customer service in their office</li> <li>- Where the customer service is safely organized, there offices are not closed for customer service.</li> </ul>
<b>FINLAND</b>	X		<ul style="list-style-type: none"> <li>- The National Administrative Office for Enforcement has recommended the enforcement districts to instruct its personnel to work from home and reduce the amount of personnel present at the offices.</li> <li>- It is recognized that some tasks can be prioritized during this time, however, the ICT-solutions in the Finnish enforcement do allow a certain portion of the work to be conducted from home.</li> <li>- The bailiff as head of its unit is responsible for both the result of his unit as well as its wellbeing during this challenging time.</li> <li>- The enforcement offices have remained open and citizens can still be in contact by visiting the offices however it's recommended that contacts should be made through electronically means such as email or electronically self-service solutions as much as possible.</li> </ul>
<b>FRANCE</b>	X		<ul style="list-style-type: none"> <li>- Practical guide to the "contactless" service of documents</li> <li>- The National Chamber, via its subsidiary ADEC, has created a secure platform for electronic service of documents: SECURACT. This platform, which has been in operation for several years, enables service to be affected on legal persons. Now with the crisis the doors are open to serve to natural persons.</li> <li>- Insofar as the suspensions of time limits decided by the order referred to above also concern enforcement procedures and in particular all forced recovery procedures, the National Chamber has launched, via its MEDICYS mediation platform, an emergency mediation offer in order to enable creditors to act as soon as possible and to avoid, when business resumes, an explosion of litigation procedures.</li> <li>- An extension of our digital offer allowing us to use dematerialized solutions to overcome the impossibility of being in the field.</li> <li>- The setting up of a dedicated e-mail address ("infos.covid") allowing bailiffs to ask all their questions of a legal, economic, social and health nature. An answer is given to them during the day.</li> </ul>



			<ul style="list-style-type: none"> <li>- Promoting Howe work</li> <li>- The National Chamber announced the deferral of all assessments and amounts due from the Boards. The National Chamber also requested that the profession be eligible for the support fund implemented under the aegis of the Ministry of the Economy, as well as for measures to support short time working.</li> </ul>
<b>GERMANY</b>			
<b>GEORGIA</b>	X		<ul style="list-style-type: none"> <li>- Call-center, E-mail, Social Networks with the National bureau of Enforcement</li> <li>- Online submission-registration of any kind of statements: about enforcement proceedings, demanding of services, complaints and other documentations.</li> <li>- In the process of enforcement proceedings has increasingly got involved the Parties' Interests Protection Office and social-workers.</li> <li>- Online-negotiations between parties due to the created situation for settlement and alleviation of debtor burden.</li> <li>- Bailiffs and the whole staff of NBE moved to the online-work for their safety and prevention of the spread of virus</li> <li>- Via social media and the webpage of NBE, greatly increased publishing of informative press-releases and posters for the purpose of informing the citizens.</li> </ul>
<b>GREECE</b>	X		<ul style="list-style-type: none"> <li>- The eight (8) Associations of Judicial Officers, supported by the National Chamber, have decided to abstain completely from their functions, except in cases of provisional judicial protection and service of documents where there are problems of legal prescription, as provided for by the applicable legislation. In the field of forced execution, the suspension decision of the country's authorities applies.</li> </ul>
<b>HUNGARY</b>	X		<ul style="list-style-type: none"> <li>- A summary of the government decrees was published by the National Order of Judicial Officers of Hungary on his official website.</li> <li>- The judicial officer will suspend his personal customer reception until the day after the end of the emergency, but the bailiff will still be available by electronic means or in writing using a closed collection box at the entrance of the bailiff's office.</li> </ul>
<b>ITALY</b>			<ul style="list-style-type: none"> <li>- Decree obligates court presidents to adopt organizational measures to ensure access to the bailiff's office. This office could not be closed to the public also in</li> </ul>



			this period of emergency. So, for example, only the opening hours could be limited and/or public access could be regulated to require a prior reservation.
<b>KOSOVO*</b>	X		<ul style="list-style-type: none"> <li>- Majority of private businesses have ceased their operations for now, the public institutions are working with very limited number of staff, the enforcement offices have also reduced their staff number as well as their activities!</li> <li>- Our Chamber and the Ministry of Justice, produced a document - Guidance to the Free Professions, guiding our profession (and a few others) on how to best cope with the current situation and its effects, and this document was signed by the Minister of Justice</li> </ul>
<b>LATVIA</b>			<ul style="list-style-type: none"> <li>- To discontinue to receive clients at their offices. Communication with the clients shall be ensured by all accessible communication means e.g. email, telephone, skype, WhatsApp. In urgent occasions bailiff shall receive client in person if the client submits a written certification to the bailiff that he or she has not been abroad within the period of the last 14 days and has not come into contact with persons who have contracted COVID-19 or contact persons.</li> <li>- To decide on suspension of the official activities which involves direct contacts with other persons unless there is a risk of significant violation of the rights or an objective urgency.</li> <li>- When considering on imposition of such enforcement measures as seizure of money in debtor's bank account, to take into consideration also the impact of such measure on debtor's subsistence in the emergency.</li> <li>- However all bailiffs are reminded that they shall continue their work using all the IT tools that are provided for enforcement (electronic record-keeping, online information exchange with other state information systems, electronic registration of the prohibitions and restrictions, e-seizure of money in debtor's bank account, transfer of recovered sums etc.)</li> </ul>
<b>LUXEMBURG</b>	X		<ul style="list-style-type: none"> <li>- The Council of the Chamber of Judicial Officers communicates regularly (circulars) with all the judicial officers of the country in order to inform them of the evolution of the situation and the legislative modifications. No recommendation has been made to the judicial officers who have to self-discipline themselves.</li> </ul>



<b>MOLDOVA</b>	X		<ul style="list-style-type: none"><li>- The judicial officers will ensure the continuity of the activity, keeping the communication with the parties of the priority execution procedure by telephone, email and other ways that allow the physical contact to be minimized.</li><li>- In carrying out the enforcement actions priority will be given to those that have an immediate character and which objective can be achieved under the restrictions imposed by the competent bodies and the specific work program of the institutions with which the enforcement officers interact.</li><li>- The incoming correspondence addressed to the office of the court executor on paper will be retrieved no less than once a week and processed accordingly.</li><li>- In the case of the existence of any reason or reasonable suspicion of the necessity of self-isolation of the judicial officer or of the intervention of other situations, which obstruct objectively the continuation of the activity, the judicial executors will inform NUJO about the situation.</li><li>- At the office of the of judicial officer will be displayed the telephone numbers to which the parties can receive information and the email address to which they can send documents</li><li>- If is necessary, the physical interaction with the parts of the enforcement procedure will be carried out only when it is possible to comply with the judicial officer, on the one hand, and the persons with whom the sanitary-epidemiological regulations interact, on the other.</li><li>- The green line <a href="mailto:covid19unej@gmail.com">covid19unej@gmail.com</a> is set up for communication by the parties of the execution procedure of the difficulties identified by them in the interaction with the judicial executors</li><li>- The public authorities did not take, at this moment, any action in order to help judicial officers and their staff members. NUJO set a 50% reduction (ie 1.5% of the fees, but not less than 350 lei (15.5 euros)) for the payment of the monthly contributions to the NUJO budget for March 2020 and a 100% reduction for the payment of the monthly contributions to the NUJO budget for March 2020 for the judicial executors who keep up-to-date the files in execution in the information system of records and management of the enforcement proceedings, elaborated by NUJO.</li></ul>
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<b>MONTENEGRO</b>	X		<ul style="list-style-type: none"> <li>- The national chamber has informed all members to work without personal contact and to service all documents by post. All judicial officers have been adapting their work on this recommendation.</li> </ul>
<b>QUEBEC</b>	X		<ul style="list-style-type: none"> <li>- The creation of a crisis unit composed of the General Management and the Presidency of the Chamber reporting and making recommendations to the members of the Board of Directors.</li> <li>- A one-month deferral of the annual fee.</li> <li>- The end of professional inspections and compulsory further training</li> </ul>
<b>ROMANIA</b>	X		<ul style="list-style-type: none"> <li>- In these circumstances, the National Chamber has only a few recommendations regarding the direct executions, that these should not be carried out during the period of emergency, and the activities in the offices should work in compliance with all measures imposed by the specific health discipline of this pandemic.</li> <li>- Given the continuation of most of the specific activities, no concrete measures were taken to help the judicial officers.</li> </ul>
<b>RUSSIA</b>	X		<ul style="list-style-type: none"> <li>- All official trips of the Service employees within the territory of the Russian Federation and abroad have been cancelled.</li> <li>- The part of the employees of the Service has been transferred to remote work.</li> <li>- In the central and regional departments of the Service the personal reception of citizens is suspended. We also introduced a limited access for visitors to the administrative buildings.</li> <li>- For providing citizens with access to information about the activities of the FBS of Russia (its regional departments) the Call Center is operating. The support information to parties of enforcement proceedings and other citizens is provided by telephone as well.</li> </ul>
<b>SLOVAKIA</b>	X		<ul style="list-style-type: none"> <li>- Strengthen capacity at each office for telephone communication so that we can instruct the parties to communicate via e-mail and use cashless payments</li> <li>- Enhance hygiene measures when receiving letter-post, wear face masks, gloves and use disinfectants</li> <li>- However, the situation of our members is extremely difficult because, as of 1 January 2020, almost all enforcement proceedings older than five years have been suspended by Act No. 233/2019 Coll. The task of stay of these proceedings has been entrusted to our members, who are to do so within 180 days. This is a highly</li> </ul>



			demanding task to be carried out by our members, in addition without an adequate remuneration.
<b>SPAIN</b>	X		<ul style="list-style-type: none"> <li>- As independent professionals, there are not many measures that have been applied to us, only regarding the possibility of applying for assistance, with these requirements</li> <li>- If its activity is not directly suspended by virtue of the provisions of Decree 463/2020 of 14 March, accredits the reduction of its invoicing by at least 75% in relation to the previous half-year.</li> <li>- This does not necessarily mean that there is a stoppage, but that the workload has been significantly reduced.</li> </ul>
<b>THAILAND</b>	X		<ul style="list-style-type: none"> <li>- The LED kindly asks a cooperation from the people to avoid, or to suspend coming to the LED physically during this time if it is not urgently necessary, meanwhile, those in necessary are alternatively able to use electronic platform provided by the LED to communicate with the LED's staffs and to access our services.</li> <li>- Social Distancing Measures have been adopted to all LED's staffs still working at the office, for example, before entering the building, everyone is required to take temperature test and washing hands with alcohol, limiting the number of people using elevators, asking everyone wearing masks all the time, encouraging everyone to keep at least 1 meter distance from each other.</li> <li>- Work from Home (WFH) is the key and effective policy during this crisis, the LED thus allows some staffs who are not needed to physically appear at the office to work from their home with the work performance plan and closely directors' advice.</li> <li>- Overlapping Shifts for Working Hours is also implemented in order to decrease the density of people in specific of time so that the risk of spreading virus and/or being infected likely be low.</li> </ul>
<b>THE NETHERLANDS</b>	X		<ul style="list-style-type: none"> <li>- There has been created a Corona-crisis team which consist of the daily bureau (president, vice president, head of finance and the director) which is monitoring all the steps taken by our local government. Each day they are sending an update to all the members of the KBvG with the latest information and the measures taken.</li> </ul>



			<ul style="list-style-type: none"><li>- For now the main objective is that we follow the instructions and advice of the RIVM (which is the National Health Inspection department of the government), which include to keep distance for at least 1.5 meter, no unnecessary contact, working from home as much as possible and washing hands.</li><li>- In addition, there has been a national radio, and online, campaign started for people who are suffering from late payments and debt. This campaign is advising anyone to directly call with the enforcement officers in order to make any settlements and/or preventing of costs. This campaign may be found on the following website: <a href="https://bellenisoplossen.nl">https://bellenisoplossen.nl</a></li><li>- There are no specific help measures for the Enforcement Officers by the authorities. We fall under the national help plan of the government.</li><li>- If there is a decrease of revenue due to the crisis, the offices may ask the government for temporary relieve of staff (under which the staff will be eligible to receive money from the state). Also, there is the possibility to suspend the payment of taxes for a period of time (including interest). Finally, banks are more and more lifting the obligation to pay back loans for a period, also in the event this is not requested. Additional loans for companies are made easier.</li></ul>