**IPPC Observatory E-commerce Study**

Dear Survey Participant,

On behalf of the Implementation and Capacity Development Committee, I am extending an invitation to you to participate in our e-commerce survey, which is conducted under the framework of the International Plant Protection Convention (IPPC) Observatory E-commerce study. E-commerce, or online trading of goods, has significantly increased over the past decade, presenting escalating challenges to phytosanitary systems globally. In 2022, an astounding 161 billion parcels were shipped, with an estimated 256 billion parcels projected for 2027. Some of these packages contain plants, plant products, and regulated articles, creating a significant pathway for pest introduction and spread.

To support national plant protection organizations (NPPOs) in addressing these challenges, the Commission on Phytosanitary Measures (CPM) published a recommendation on *Internet trade (e-commerce) in plants and other regulated articles* in 2017. Managing the pest risk associated with goods purchased online and distributed via postal and courier pathways is also highlighted as a priority within the IPPC Strategic Framework 2020-2030. Additionally, in 2023, an *IPPC E-commerce Guide on managing the pest risk posed by goods ordered online and distributed through postal and courier pathways* was published.

This IPPC Observatory E-commerce study aims to understand the extent to which the CPM recommendations have been implemented by IPPC Contracting Parties and will provide baseline data which will be used to monitor the global evolution of phytosanitary e-commerce strategies. The study is expected to highlight both challenges and successes in managing the pest risks associated with e-commerce at a national level. The results of the study will also be critical in informing the IPPC workplan by identifying key capacity development needs of NPPOs.

This survey collects information related to: (i) national regulatory and non-regulatory frameworks; (ii) the implementation of phytosanitary measures, and (iii) monitoring of e-commerce.  The results will be analysed, and a report will be published summarising the main findings and providing recommendations for the consideration of CPM about how best to support NPPOs at both national and global levels.

**Your willingness to share your expertise and knowledge are vital to the success of this study.** Every response you provide is valuable, and there are no wrong answers. Your input will help us understand the implementation of CPM recommendations related to e-commerce. This understanding will guide the IPPC Secretariat in creating future capacity development materials on e-commerce that address the needs of contracting parties and support them in overcoming challenges. Additionally, the results of this study may inform enhanced policymaking in your country and may provide valuable insights to other nations.

When responding to the survey, please note the following:

* Before completing the survey, please read the survey instructions at the start of each section and associated with each question.
* The answers provided should be accurate as of December 31, 2023.
* Please provide us with your full contact information and, if deemed appropriate, of contributors to the survey, so we can send you a certificate of participation and the link to the report when available.
* All your responses are held in strict confidentiality. The final report is based on the aggregation and analysis of all survey responses, no country names will be identified.
* We would like to acknowledge you and other contributors to this survey at the end of the report. Kindly specify if you would like your NPPO and country name to be listed by checking the appropriate box at the end of the survey

Please complete and submit the survey no later than **31 October 2024**. If you have any questions or require assistance with the survey, please do not hesitate to contact the IPPC Secretariat ([ippc@fao.org](mailto:ippc@fao.org)), keeping [Barbara.Peterson@fao.org](mailto:Barbara.Peterson@fao.org) and [Rokhila.Madaminova@fao.org](mailto:Rokhila.Madaminova@fao.org) in copy.

The team is also happy to schedule a phone call to walk you through it. A dedicated session will be organized to present and review the survey during 2024 IPPC Regional Workshops.

I thank you again for your invaluable contribution to this study.

Sincerely,

**A signature of a person

Description automatically generated**

Osama El-Lissy, IPPC Secretary

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| **Survey Completion notes** |

Deadline for survey response: Please complete and submit the survey by **31 October 2024.**  
  
Confidentiality of collected information: All the responses provided are held in strict confidentiality. The final report is based on the aggregation and analysis of all survey responses; no country names will be identified.  
  
Downloadable survey file: A downloadable Word version of the survey is provided to assist with its completion and facilitate collaboration with other stakeholders. We ask that your final responses to the survey be submitted online. The Word document can be downloaded from using this [link](https://www.ippc.int/en/publications/93564/).  
  
Glossary: A glossary is provided with definitions and examples of key terms used throughout the survey. The glossary can be downloaded using this [link](https://www.ippc.int/en/publications/93562/)   
  
Survey completion instructions: Before completing the survey, please read the survey instructions carefully at the start of each section and associated with each question. The answers provided in the survey should be accurate as of 31 December 2023.

Acknowledgement: Please provide us with your complete contact information at the end of the survey and, if deemed appropriate, the contact information of contributors, so we can send a certificate of participation and the link to the report. You may choose to have your organisation’s name published in a section of the report dedicated to acknowledging the input of survey respondents. Kindly specify if you want your organisation’s and country’s name to be listed by checking the appropriate box at the end of this survey.

Support available to you: If you have any questions or require assistance with the survey, please do not hesitate to contact us at ippc@fao.org. We are also happy to schedule a phone call to guide you through the survey.

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| **A. General information** |

Section A collects information that will support the IPPC Secretariat in assessing whether to intensify and target efforts to raise awareness of the key documents that form the foundation of this study.

Terms defined in the glossary are underlined if they appear for the first time in the survey. Please consult the glossary for definitions and examples.

1. Please indicate the name of your country.

[     ]

1. Before receiving this survey, were you aware of the Commission on Phytosanitary Measures (CPM) Recommendation**:** *Internet trade (*[***e-commerce***](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf)*) in* [***plants***](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) *and other* [***regulated article****s*](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) *(**R-05)*?You can access the document with this [link](https://www.ippc.int/en/publications/84232/).

Yes

No

1. Before receiving the survey, were you aware of the IPPC’s *E-commerce – A guide**to managing the pest risk posed by goods ordered online and distributed through postal and* [***courier***](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) *pathways*? You can access the document with this [link](https://www.ippc.int/en/publications/92722/).

Yes

No

|  |
| --- |
| **B. National regulatory and non-regulatory phytosanitary framework(s)** |

Section B collects information on whether countries have established regulatory or non-regulatory frameworks that address e-commerce (B.1) and their coverage (B.2).  
  
Frameworks relevant to this section can be either specific to e-commerce or part of a general framework that can be applied to e-commerce.

Instructions: For the questions below, if you select ‘Yes,’ please provide the following details about the relevant regulatory and non-regulatory basis: (i) the name of the document, (ii) the year of enactment or publication, and (iii) the relevant article(s) or section(s).  
  
Terms defined in the glossary are underlined if they appear for the first time in the survey. Please consult the glossary for definitions and examples.

**B.1. Existence of regulatory and non-regulatory framework**

Frameworks relevant to this sub-section B.1 can either be specific to e-commerce or part of a general framework that can be applied to e-commerce.

1. Does your country have a [**regulatory framework**](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) that is applicable to phytosanitary measures associated with e-commerce?

Yes – Regulatory basis if the answer is “Yes”: [     ]

No à *Skip to question* ***6***

1. Is the document detailing the framework accessible on the IPPC Countries webpage available at this [link](https://www.ippc.int/en/countries/all/list-countries/)?

Yes

No àIf the answer is “No,” please provide the website link or upload the document at the end of the survey: [     ]

1. Does your country have a [**non-regulatory framework**](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) applicable to phytosanitary measures associated with e-commerce?

Yes – Non-regulatory basis if the answer is “Yes”: [     ] à *Skip to question* ***8***

No – If the answer is “No” and there is also no regulatory framework à *Proceed to question* ***7****.*

If the answer is “No” but there is a regulatory framework à *Skip to question* ***8***

1. If your country does not currently have a regulatory or non-regulatory framework applicable to phytosanitary risks associated with e-commerce, please provide information on if there are any ongoing efforts to develop frameworks:

[     ] à *Skip to* ***Section C***

**B.2. Coverage of regulatory and non-regulatory frameworks**

Sub-section B.2 collects information on whether the regulatory and non-regulatory frameworks address aspects relating to imports and exports; the authority of the NPPO; requirements of customs, postal services, and other courier services; the identification of e-commerce operators; and repercussions for non-compliance with phytosanitary measures.

1. Which e-commerce trade of plants, [**plant products**](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf), or regulated articles are controlled?*Please select the relevant boxes.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Import only | Export only | Both import and export | N/A, not controlled |
| Plants |  |  |  |  |
| Plant products |  |  |  |  |
| Regulated articles |  |  |  |  |

Regulatory or non-regulatory basis if plants, plant products, or regulated articles are controlled: [     ]

1. Does the NPPO in your country have the authority to inspect[**parcels**](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) containing plants, plant products, or regulated articles? *Please select the relevant boxes.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | N/A, not controlled |
| Plants |  |  |  |
| Plant products |  |  |  |
| Regulated articles |  |  |  |

Regulatory or non-regulatory basis if the answer is "Yes": [     ]

1. Does the NPPO in your country have the authority to implement phytosanitary measures in cases of non-compliant parcels containing plants, plant products or regulated articles? *Please select the relevant boxes.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | N/A, not controlled |
| Plants |  |  |  |
| Plant products |  |  |  |
| Regulated articles |  |  |  |

Regulatory or non-regulatory basis if the answer is "Yes": [     ]

1. Are customs, [**postal services**](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf), or [**other courier services**](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) in your country required to informthe NPPO of the arrival of parcels containing plants, plant products, or other regulated articles prior to their entry into the country?

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Customs |  |  |
| Postal services |  |  |
| Other courier services |  |  |

Regulatory or non-regulatory basis if the answer is "Yes": [     ]

1. Are customs, postal services, or other courier servicesin your country required to store parcels containing plants, plant products, or other regulated articles until phytosanitary inspectors can inspect them?

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Customs |  |  |
| Postal services |  |  |
| Other courier services |  |  |

Regulatory or non-regulatory basis if the answer is "Yes": [     ]

1. Must e-commerce importers and exporters dealing with plants, plant products, and other regulated articles declarethemselves to the NPPO prior to the start of operations?

* *Declaration could be registration, notification, or other means to ensure that the NPPO is made aware of e-commerce traders operating in the country.*
* *If “yes” is selected, please provide a brief description of the type of declaration required.*

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Importers |  |  |
| Exporters |  |  |

Description of type of declaration required and regulatory framework if the answer is "Yes": [     ]

1. Are there repercussionsfor non-compliance with phytosanitary requirements for importers and exporters (e.g., destruction of the parcel, backlisting of repeat offenders, etc.)?*If “yes” is selected, please briefly describe the repercussions.*

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Importers |  |  |
| Exporters |  |  |

Description of repercussions and regulatory or non-regulatory basis if the answer is "Yes": [     ]

|  |
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| **C. Implementation of phytosanitary measures** |

Section C collects information on the mechanisms, systems, and processes that have been implemented or are currently in place.

Information is collected on the existence and accessibility of a list of prohibited and regulated articles (C.1), pre-border arrival risk management systems and processes (C.2), at border risk management systems and processes (C.3), and awareness building (C.4).

Terms defined in the glossary are underlined if they appear for the first time in the survey. Please consult the glossary for definitions and examples.

**C.1. List of prohibited and regulated articles**

1. Is there a listof prohibited and regulated articles associated with phytosanitary risks for e-commerce publicly available in your country?

Yes

No à *Skip to question* ***18***

1. Does the list provide information on phytosanitary measures for regulated articles (including plants and plant products)?

Yes

No

1. Is the list accessible online to the public on the customs, postal services, and NPPO websites? *If “Yes” is selected, please provide a link to the webpage.*

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Customs |  |  |
| NPPO |  |  |
| Postal services |  |  |

Webpage link if the answer is "Yes": [     ]

**C.2. Pre-border arrival risk management**

1. Is there a system in your country for advance sharing of information with the NPPO concerning parcels with plants, plant products, or regulated articles arriving in the country?

Yes

No – *Skip to question* ***21***

1. What advance information sharing system exists in your country that the NPPO receives information from? *Select all that apply.* [*See glossary for definition*](https://assets.ippc.int/static/media/files/publication/en/2024/08/En_Glossary_2024-08-08_NlH1Rzy.pdf) *on “****single window****” and for “****electronic advance data****”.*

Single Window

Electronic advance data

Other (please specify)

Webpage link if there is a "single window" or "EAD" system, and specify if "Other" is selected:

[     ]

1. How effective do you find inter-agency collaboration on advance information sharing to support the identification of phytosanitary risks?

Highly effective

Effective

Moderately effective

Slightly effective

Not effective at all

Unknown

Please expand on why the answer option was chosen. This will help in understanding the context of the chosen answer: [     ] à *Skip to question* ***22***

1. If there isno system for advance information sharing with the NPPO, please explain why. This will help in understanding the context of the chosen answer: [     ]

**C.3. At border risk management**

1. Are non-intrusive screening technologies (e.g., X-rays) or approaches (e.g., dogs) used at airports, postal sorting facilities, or other entry points in your country? *Select all that apply.*

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Airports |  |  |
| Postal sorting facilities |  |  |
| Other entry points |  |  |

If “Yes” is selected, please describe the screening mechanism(s) used: [     ]

1. Is the NPPO notifiedby customs, postal services, and other courier services when parcels containing plants and plant products are identified for inspection?

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Customs |  |  |
| Postal services |  |  |
| Other Courier services |  |  |

1. If parcels are identified for inspection, are they heldby customs, postal services, and other courier services, until the NPPO can inspect them? *If yes, please describe what happens.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Always | Usually | Sometimes | Rarely | Never | N/A, NPPO not notified |
| Customs |  |  |  |  |  |  |
| Postal services |  |  |  |  |  |  |
| Other courier services |  |  |  |  |  |  |

Description of what happens when parcels are held. Please specify whether information provided pertains to customs, postal services, or other courier services. This will help in understanding the context of the chosen options: [     ]

**C.4. Awareness building**

1. Has the NPPO developed and distributed educational materials on phytosanitary compliance for e-commerce to the general public, customs, postal services, and NPPO staff? *If yes, please specify the year the materials were developed or last updated.*

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Public |  |  |
| Customs |  |  |
| Postal services |  |  |
| NPPO staff |  |  |

Year: [     ]

1. Has the NPPO implemented training sessions or workshops on phytosanitary compliance for e-commerce for customs, postal services, and NPPO staff? *If yes, please specify the year the latest training or workshop occurred.*

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Customs |  |  |
| Postal Services |  |  |
| NPPO staff |  |  |

Year: [     ]

1. How many public awareness campaigns on phytosanitary risk associated with e-commerce has the NPPO conducted within the last five years? [     ]

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| **D. Monitoring of e-commerce** |

Section D collects information on mechanisms in place to monitor phytosanitary risks related to e-commerce. Information is collected on the existence of reporting systems for the public (D.1), availability of risk profiles (D.2), and data analysis (D.3).  
  
Terms defined in the glossary are underlined if they appear for the first time in the survey. Please consult the glossary for definitions and examples.

**D.1. Reporting systems**

1. Is there an online reporting platform, accessible to everyone for reporting suspicious plant products or pests that are prohibited or regulated?

Yes

No à Skip to question **31**

Link if answer is “Yes”: [     ]

1. Is the reporting platform managed by the NPPO?

Yes à Skip to question **31**

No

1. If the reporting platform is not managed by the NPPO, please specify the responsible entity managing it: [     ]

**D.2. Risk profiles**

1. Does the NPPO have access to data from customs, postal services or other courier services about parcels containing plants, plant products, and other regulated articles that enter the country?

Yes

No à *Skip to question* ***36***

1. Which type(s) of data does the NPPO have? *Select all that apply.*

Number or volume of parcels

Inspected parcels

Information on importers

Importing trends

Non-compliance data

Information on exporters

Other (please specify) [     ]

1. Does the NPPO utilise data from customs, postal services or other courier services for risk profiling of imports?

Yes

No à *Skip to question* ***36***

1. How often are the risk profiles updated?

Quarterly

Annually

As needed based on emerging risks

Never

Other (please specify) [     ]

1. Please rate **how effective you find** risk profiling in managing border risk?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Not effective at all | Slightly effective | Moderately effective | Effective | Highly effective |
|  |  |  |  |  |

Please elaborate on the rationale behind your assessment of the effectiveness of risk profiling in managing border risk. This will help in understanding the context of the chosen answer: [     ]

**D.3. Data analysis**

1. Does the NPPO analyse data from inspections, non-compliance notices, or automated or manual internet searches?

Yes

No à Skip to question **38**

1. What type of analysis is performed? [     ]

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| **E. End of survey questions** |

1. You have answered all the questions, are there any additional comments, recommendations or suggestions you would like to convey? *If yes, please use the text box below to include the information*: [     ]
2. **Is permission given** to IPPC for the name of your country or the organisation of the primary survey contributor to be mentioned in the acknowledgement page of the report that will be published? Select all that apply.

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Name of country |  |  |
| Name of Organisation |  |  |

1. Please **upload any documents** requested for which there are no link(s) provided.

Please note that the file limit is 16MB. If the file is larger, reach out to [ippc@fao.org](mailto:ippc@fao.org) to determine how best to send the file.

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| **F. Demographic information** |

1. Please provide the following information of **the individual IPPC should contact if there are any questions:**

Suffix (e.g., Mr, Ms, Dr): [     ]

First name: [     ]

Last name: [     ]

Title (e.g., manager): [     ]

Organisation: [     ]

Website: [     ]

E-mail address: [     ]

Phone: [     ]

1. If applicable, please complete and upload the names and contact information of contributors using the Survey Contributors Form available at this [link](https://www.ippc.int/en/publications/93563/) . These individuals will receive the final report and certificate of participation. The file cannot be larger than 16 MB.

**Thank you very much for completing the survey!**

Please verify that you have answered all the questions before submitting your survey.

We appreciate your contribution to theIPPC Observatory E-commerce Study.