



Co-financed by the European Regional Development Fund

Inspire Policy Making with Territorial Evidence

## **CASE STUDIES REPORT //**

# **Territorial impacts of COVID-19 and policy answers in European regions and cities**

Best practices from 14 case studies

Final report // June 2022

This Case studies report is conducted within the framework of the ESPON 2020 Cooperation Programme, partly financed by the European Regional Development Fund.

The ESPON EGTC is the single beneficiary of the ESPON 2020 Cooperation Programme. The single operation within the programme is implemented by the ESPON EGTC and co-financed by the European Regional Development Fund, the EU Member States and the Partner States, Iceland, Liechtenstein, Norway and Switzerland.

This delivery does not necessarily reflect the opinions of members of the ESPON 2020 Monitoring Committee.

#### **Coordination**

Michaela Gensheimer, Andreea China, Stefania Rigillo, ESPON EGTC (Luxembourg)  
Sebasti n Bourdin, Mohamed Hachaichi, EM Normandie Business School (France)

#### **Authors**

S bastien Bourdin, Mohamed Hachaichi, EM Normandie Business School (France)  
John Moodie, Nora S nchez Gassen, Nordregio (Sweden)

#### **Advisory group**

Luisa Pedrazzini, ESPON Monitoring Committee member (Italy), Ter zia Somhegyi, ESPON Monitoring Committee member (Hungary), Francesco Molica, Conference of Peripheral Maritime Regions – CPMR, Igor Caldeira, Committee of the Regions – COR, Nicolas Reynes, European Confederation of Local Intermediate Authorities – CEPLI, Quentin Delhaye, CEPLI, Association des Provinces Wallonnes – APW (Belgium), Andreas Listing, CEPLI, Region Hannover (Germany)

#### **Acknowledgements**

Durmish Guri and Nathalie Noupadja for promoting this study, EURO CITIES, Council of European Municipalities and Regions (CEMR), European Confederation of Local Intermediate Authorities (CEPLI), ESPON contact points across Europe, European Centre for Disease Prevention and Control (ECDC)

All the partners of the project

#### **Information on ESPON and its projects can be found at [www.espon.eu](http://www.espon.eu).**

The website provides the possibility of downloading and examining the most recent documents pertaining to finalised and ongoing ESPON projects.

ISBN: 978-2-919816-38-5

  ESPON, 2020

Published June 2022

Graphic design by BGRAPHIC, Denmark

Printing, reproduction or quotation is authorised provided the source is acknowledged and a copy is forwarded to the ESPON EGTC in Luxembourg.

Contact: [info@espon.eu](mailto:info@espon.eu)

**CASE STUDIES REPORT //**

**Territorial impacts of COVID-19 and policy answers in European regions and cities**

Best practices from 14 case studies

Final report // June 2022

**Disclaimer**

This document is a final report.

The information contained herein is subject to change and does not commit the ESPON EGTC or the countries participating in the ESPON 2020 Cooperation Programme.

The final version of the report will be published as soon as it is approved.

## Green, just and smart transition policies: Best practices from 14 case study regions

### Just transition policies

Case study	Policy area(s)	Focus area(s)	Policy description	Target group/ Beneficiaries	Responsible level of governance/ Financing	Timing of policy	Duration
Amsterdam	Just transition	Business support	The NOW scheme ( <i>Noodmaatregel Overbrugging Werkgelegenheid</i> ) compensates employers suffering at least 20% lost income due to Covid-19. The subsidy covers salaries of all employees with a fixed or temporary contract. The scheme is budgeted at €27b for the 2020-2022 period and is thereby the most significant national policy in terms of expenditure.	Businesses	National level	Pandemic	Medium/ Long term
Amsterdam	Just transition	Business support	TOGS ( <i>Tegemoetkoming schade COVID-19</i> ) provided a one-time payment of € 4,000 to businesses in sectors impacted by the Covid-19 measures for fixed costs.	Businesses	National level	Pandemic	Short term
Amsterdam	Just transition	Business support	TVL ( <i>Tegemoetkoming Vaste Lasten</i> ) compensates businesses suffering over 30% lost income due to covid. On 1 Dec 2021, 353,136 applications have been filed, of which most (313,005) have been accepted. The subsidy compensates 80% of the losses, and if the paperwork is accepted by the tax authority, the remaining 20% is paid. So far € 6.7b has been paid out by this scheme and almost €10b budgeted for the 2020-2022 period.	Businesses	National level	Pandemic	Medium/ Long term
Amsterdam	Just transition	Income support	TOFA ( <i>Tijdelijke overbruggingsregeling voor flexibele arbeidskrachten</i> ) provides € 550 gross support to those on flexible contracts who do not normally qualify for unemployment benefits.	Employees and self-employed people	National level	Pandemic	Short term

Amsterdam	Just transition	Income support	TOZO ( <i>Tijdelijke overbruggingsregeling zelfstandig ondernemers</i> ) provided financial assistance to self-employed people. Amsterdam had more claims than the next four large cities combined because so many of its citizens fall into this category in sectors like art and culture, tourism, taxi drivers and hospitality. Almost €5b have been paid via this scheme. As of 1 January 2021 this scheme was changed to guiding self-employed people to reinvent themselves. Amsterdam decided to double capacity to help self-employed dealing with debt, allowed them to get a business coach and support for them to orient themselves on the labour market. Introduced in spring 2020 and discontinued in October 2021. Now self-employed people can apply for specialized support (e.g. loans) under the welfare rule (Bbz) if eligible (at the welfare level), otherwise they will have to apply for general welfare. Will need to specifically apply for this (Amsterdam, 2021b). The municipal variant will run until 2022	Employees and self-employed people	National level	Pandemic	Short term
Amsterdam	Just transition	Business support Income support	TONK ( <i>Tijdelijk ondersteuning noodzakelijke kosten</i> ) grants temporary support for fixed costs to businesses and individuals suffering income losses due to Covid-19.	Businesses General population	National level	Pandemic	Short term
Amsterdam	Just transition	Business support	KKC ( <i>Kleine Krediet Corona</i> ) gives small businesses a line of credit up to €50,000; the government guarantees 95% of this. Budget is € 250m. Started in May 2020 and ended in 2021.	Businesses	National level	Pandemic	Short term
Amsterdam	Just transition Green transition	Business support Climate mitigation and adaptation	KLM: The government assembled a € 3.4b additional support package for the national airline KLM; €1b comes from taxpayers, and the rest from banks. It takes the form of a loan to be repaid within 5½ years. A few conditions were set, such as salary caps, no dividend payments, fewer night flights, 50% reduction in CO2 per passenger km by 2030 and 14% biofuel by 2030.	Businesses	National level	Pandemic	Medium/ Long term
Amsterdam	Just transition	Education and training	NPO ( <i>Nationaal Programma Onderwijs</i> ) seeks to keep vulnerable students from falling further behind during and after Covid-19. It	Children and youth	National level	Pandemic	Medium/ Long term

		Social support	has been given a budget of € 8,5b. The money is disbursed to schools and municipalities (for providing other services.				
Amsterdam	Just transition	Social support	MSP ( <i>Maatschappelijk Steun Pakket</i> ): a social support package to combat the effects of Covid-19. The three pillars are: intensifying initiatives for youth, vulnerable groups and promoting a healthy lifestyle. Most of the € 200m budget will be used to finance municipal initiatives.	Vulnerable groups Children and youth General population	National level	Pandemic	Short term
Amsterdam	Just transition	Social support Education and training	KKT ( <i>Kwetbare Kinderen Thuis</i> ): Emergency fund for children in dire need, often in a foster parent situation or where parents are under observation. Social workers can apply for money to alleviate the situation, such as buying school materials or laptops. Approximately 30,000 children were helped by this fund.	Children and youth	National level	Pandemic	Short term
Amsterdam	Just transition	Business support	Municipal tax relief offered to various parties. Businesses can request a postponement of payment. Targeted businesses were taxis and car-sharing companies, who received a postponement of dues. This was introduced in the first wave and ended on 1 July 2020. Afterwards, the city offered its support to those with financial problems on an ad hoc basis.	Businesses	Municipal level	Pandemic	Short term
Amsterdam	Just transition	Business support	Advertisement tax will be introduced 2 years later than announced due to Covid-19.	Businesses	Municipal level	Pandemic	Medium/Long term
Amsterdam	Just transition	Business support Food, medical and housing support	For three years (2020-2022) no fees for using public land will be collected for sidewalk cafes, and owners of houseboats and caravans will receive a 30% discount in the first year.	Businesses Other groups	Municipal level	Pandemic	Medium/Long term
Amsterdam	Just transition	Business support	Taxes on events bigger than 500 people is delayed to 2023.	Businesses	Municipal level	Pandemic	Medium/Long term
Amsterdam	Just transition	Business support	Businesses with significantly less waste due to Covid-19 can request a waste tax deduction for 2021.	Businesses	Municipal level	Pandemic	Short term

		Waste management and circular economy					
Amsterdam	Just transition	Social support	Social policies are dealt with at the neighbourhood level. Residents can contact 'buurteams' (neighbourhood teams) that can help them with finances, health and social contact.	General population	Municipal level	Pre-pandemic	Medium/Long term
Amsterdam	Just transition	Social support Education and training	Young people can contact the 'jongerenpunt' for advice about work, education and finances. There are many programmes such as a job vacancy app and a website to contact employers or with various vocational training programs. Probably most of these existed before Covid-19.	Children and youth Students	Municipal level	Pre-pandemic	Medium/Long term
Amsterdam	Just transition	Education and training	Helping hands: This project funded by the national educational programme (NPO, see above) had older pupils tutor younger pupils falling behind in their schoolwork as a result of Covid-19. A small company facilitates this by training the older students and matching them with the younger students. This is a relatively new initiative, but it seems to have a positive effect. On the other hand, also the older students are disadvantaged by Covid-19 and have more social-skill difficulties so it is unclear how long it will continue or expand.	Children and youth	Municipal level	Pandemic	Unclear
Amsterdam	Just transition	Social support Education and training	In order to give disadvantaged children and youth (0-32 years) the opportunity to catch up, educational programmes were launched for the summer (MidZomer Mokum) and winter (Midwinter Mokum) vacations. This consisted of various activities such as sports, theatre, coaching and tutorials. The implementation was carried out at the district level, with varying budgets between €90k for the city centre to €400k for West Amsterdam, which financed individual grassroots initiatives. This was an integrated approach where various sectors of municipal policy were simultaneously deployed to address to the combined problems of vulnerable young people such as falling behind in school, loneliness, fear and	Children and youth Public stakeholders	Municipal level	Pandemic	Short term

			depression, identity problems, lack of space for games and sports. It was viewed as a new way of collaborating in the municipal apparatus. Manage directly at the front with early involvement of all relevant parts of the policy machine.				
Amsterdam	Just transition	Business support	Open city initiative – Allowing parts of the pavements to be used for other functions. Either by residents or businesses. The latter included expanding room for sidewalk cafes and terraces given the limited indoor capacity due to the 1.5m distance rule. This was popular with businesses: 1900 requests were received and 75% of these approved. It was found that this required good communication between the central city government and the district authorities. The advice of the Ombudsman for a ‘solution oriented’ approach was followed with good results. The expansion of terraces and moving cycles to the street could be coordinated better. Very few citizen initiatives were requested, so ‘open city’ was primarily commercial.	Businesses	Municipal level	Pandemic	Short term
Amsterdam	Just transition	Research	Amsterdam has an open call for project ideas that promote sustainability in order to offer opportunities in the Covid-19 period. Projects can receive up to €100k-500k (equal co-financing) under a number of conditions. Sustainability in this sense is broad, including the economic dimension (recovery with retaining jobs) and the social dimension (helping migrants with digital transition).	Researchers, universities and research institutes Public stakeholders	Municipal level	Pandemic	Medium/ Long term
Amsterdam	Just transition	Investment in infrastructure	Proactive investment in recovery by speeding up infrastructure projects and maintenance and taking advantage of the ‘window of opportunity’ of less people on the street to carry out works. This already fits in with the new budget which had accelerated this to provide low-skilled jobs.	General population	Municipal level	Pandemic	Short term
Amsterdam	Just transition	Food, medical and housing support	Increase of personal budget for medical expenses.	General population	Municipal level	Pandemic	Short term



Amsterdam	Just transition	Research Mental health services	A study on the impact of the 1.5m distance rule on the psychological health of people with visual and visual/audial handicaps and seeks solutions via Human-Centered design principles.	People with special needs	Municipal level	Pandemic	Medium/ Long term
Amsterdam	Just transition	Social support Cultural offers	Amsterdam organized a series of guest lectures and workshops where role models (professional athletes, DJs, entrepreneurs and 'de masters' artists) share their experiences in order to show how young people can stay positive in challenging times.	Children and youth	Municipal level	Pandemic	Short term
Amsterdam	Just transition Smart transition	Digital access and competencies Social support	'Everyone connected' is an initiative that supplied 3,500 refurbished laptops to poor and computer illiterate residents in Amsterdam. It also gave 2,364 people Internet access via a USB stick. About 97% of the Dutch population has internet access, so this is not a large group and mainly went to asylum seekers, welfare recipients and lonely elderly people. The recipients were found by using intermediaries from 68 different organizations.	Vulnerable groups Immigrants Elderly people	Municipal level	Pandemic	Short term
Athens	Just transition	Business support	Professionals and companies that have ceased their activities due to the Covid-19 pandemic are eligible for exemption from cleaning and lighting fees and / or the reduction of utility fees.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Extension for the payment of VAT amounts (as assessed in VAT returns) and instalments of other assessed tax liabilities.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Eligibility for a deduction of 25% on instalments of assessed tax liabilities (excluding withholding taxes and VAT), on condition that these payments are timely settled.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Eligibility for offsetting 25% of the VAT amount which will be timely settled, against assessed tax liabilities.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Financing scheme by means of a returnable advance payment (for companies with 1-500 employees).	Businesses	National level	Pandemic	Short term

Athens	Just transition	Business support	Suspension of the payment of capital instalments regarding the loans and credits that were properly performed.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	One-time financial support for tour bus companies.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	The date of payment of securities of companies (cheques, bills of exchange and promissory notes) was suspended by 75 days.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Enterprises are exempted from paying 40% of the rental for their commercial premises or payment for financial leases.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Extension for the payment of social security contributions (both for employers and employees).	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Extension for 3 months for the payment to Unified Social Security Fund of installments of assessed liabilities under special settlement regime.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Eligibility for temporary suspension of employees contracts for 45 days without payment of their contractual salary and social security contributions.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Eligibility to extend payment of Easter Allowance.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Program "CO-OPERATION" - SURE that aims to protect jobs at risk amid the coronavirus (Covid-19) outbreak.	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Greece 2.0, National Recovery and Resilience Plan	Businesses	National level	Pandemic	Medium/ Long term

Athens	Just transition	Business support	Support for catering professionals with legislation that allows them to extend their table seating in public space	Businesses	National level	Pandemic	Short term
Athens	Just transition	Business support	Financial support of Small and Very Small Businesses that were affected by Covid-19.	Businesses	Regional level	Pandemic	Short term
Athens	Just transition	Income support	Extension of the unemployment benefit (for two months 4/2020, for one month 4/2021).	Unemployed people	National level	Pandemic	Short term
Athens	Just transition	Income support	One-time financial assistance (special purpose allowance) for those who have resigned or are dismissed, and do not receive unemployment benefits (€ 800).	Unemployed people	National level	Pandemic	Short term
Athens	Just transition	Income support	One-time financial assistance to non-subsidized long-term unemployed (400 €).	Unemployed people	National level	Pandemic	Short term
Athens	Just transition	Business support Income support	Provision of monthly financial support to seasonally unemployed in the tourism sector (until September 2020) and coverage of employers' insurance contributions of seasonal part-time workers.	Unemployed people Businesses	National level	Pandemic	Short term
Athens	Just transition	Income support	Provision of monthly financial support for employees, self-employed, and to companies, which do not have employees or employ up to twenty (20) employees (800€).	Employees and self-employed people Businesses	National level	Pandemic	Short term
Athens	Just transition	Income support	Special financial support for the medical & nursing staff as well as to the employees in the General Secretariat of Civil Protection.	Key workers	National level	Pandemic	Short term
Athens	Just transition	Income support	Financial support-compensation of special purpose (600 €) to scientists-freelancers (engineers, economists / accountants, lawyers and notaries, freelancers or salaried professionals, doctors, educators and researchers).	Employees and self-employed people	National level	Pandemic	Short term

Athens	Just transition	Income support	Measures to support employees of special categories and in the tourism sector.	Employees and self-employed people	National level	Pandemic	Short term
Athens	Just transition	Income support	Payment of a subsidy for the unemployed seafarers whose unemployment subsidy has expired in the first quarter of 2020, while the duration of the insurance protection provided by the Sailor House and which expired in the first quarter of 2020 was extended until 31.5.2020.	Unemployed people	National level	Pandemic	Short term
Athens	Just transition	Income support	Implementation of the measure for the provision of special purpose compensation due to the suspension of seafarers' contracts.	Unemployed people	National level	Pandemic	Short term
Athens	Just transition	Income support	Participation in the coverage of the special purpose leave for the eligible employees due to the suspension of the operation of school units.	Employees and self-employed people	National level	Pandemic	Short term
Athens	Just transition	Income support	Insurance coverage of employees with suspended contracts (45 days).	Employees and self-employed people	National level	Pandemic	Short term
Athens	Just transition	Food, medical and housing support	Payment of 60% of the rent of the first residence for the months March & April 2020 with a corresponding deferral of tax liabilities of the property owners for 4 months.	General population	National level	Pandemic	Short term
Athens	Just transition	Food, medical and housing support	Reduction by 40% of the rent of professional housing, main residence, student housing and main residence of sailors (until September 2020).	General population Students	National level	Pandemic	Short term
Athens	Just transition	Income support	Suspension, extension and deduction of payments of tax obligations (certified debts of the Tax Office and installments for the settlement of certified debts) for 4 months to employees who are in a status of suspension of the employment contract.	Employees and self-employed people	National level	Pandemic	Short term
Athens	Just transition	Income support	Suspension of loan arrears until September 2020 for consistent borrowers.	General population	National level	Pandemic	Short term

Athens	Just transition	Income support Business support	Extension of the deadline for payment of tax debts and suspension of their collection, to companies and employees who were financially affected due to the Covid-19 virus.	Employees and self-employed people Businesses	National level	Pandemic	Short term
Athens	Just transition	Food, medical and housing support	VAT reduction on antiseptics, masks and soaps from 23% to 6%.	General population	National level	Pandemic	Short term
Athens	Just transition	Investment in infrastructure	Establishment of Mobile Health Groups (KOMY) Special Purpose for in-home nursing and reception services biological material.	General population	National level	Pandemic	Medium/ Long term
Athens	Just transition	Income support	One-time increase of the support of the Program "Minimum Guaranteed Income" for large households having minor members.	General population Children and youth	National level	Pandemic	Short term
Athens	Just transition	Multi-locality working	Provision of special purpose licenses and teleworking for meeting the needs of public servants	Public servants	National level	Pandemic	Short term
Athens	Just transition	Social support	The "Aid at Home" program was reinforced with staff and offered more activities and social services	Elderly people Vulnerable groups	National level	Pandemic	Short term
Athens	Just transition	Social support	"Aid at Home Plus" program for the elderly and other vulnerable people.	Elderly people Vulnerable groups	Municipal level	Pandemic	Medium/ Long term
Athens	Just transition	Food, medical and housing support	Support of the feeding programs for 60,000 vulnerable citizens in the Attica Region (and Central Macedonia), which due to the quarantine the Greek Church program was unable to support.	Elderly people Vulnerable groups	National level	Pandemic	Short term
Athens	Just transition	Social support	Voluntary support groups.	Public stakeholders	National level	Pandemic	Medium/ Long term
Athens	Just transition	Food, medical and housing support	Temporary shelter structures for the homeless and other vulnerable people.	Homeless people Vulnerable groups	Municipal level	Pandemic	Short term

Athens	Just transition	Communication and knowledge sharing	Telephone service providing medical advice on Covid-19 (EOPYY).	General population	National level/Regional level	Pandemic	Short term
Athens	Just transition	Mental health services	Telephone service providing psychological support during the pandemic.	General population	Regional level	Pandemic	Short term
Athens	Just transition	Investment in infrastructure	Purchase of a patrol vessel for the Coast Guard, suitably equipped with health care equipment for the immediate and safe transfer of patients with Covid-19.	General population	Regional level	Pandemic	Medium/Long term
Athens	Just transition	Investment in infrastructure	Supply of 20 fast response motorcycles for the National Emergency Center with (budget: 300,000€)	General population	Regional level	Pandemic	Medium/Long term
Barcelona	Just transition	Social support	As a social support practice, the program <i>FEM TEC! ¡REINICIEMOS!</i> (Let's Tech! Restart!) proposes dynamics designed to help young people and adolescents to recognize COVID-19 crisis as a challenge and an opportunity to gain new perspectives, skills, and maturity. To do so, the program proposed several activities focused on various aspects of the learning and growth process, especially in recognizing what we have lost and valuing the personal strengths that we have mobilized in adapting to confinement. With this proposal, the Barcelona Provincial Council aimed to provide to all municipalities in the region with a set of materials for professionals and volunteers who work with young people. This policy will be maintained after the crisis and could be adapted and applied to other regions.	Children and youth Public stakeholders	Regional and local levels	Pandemic	Medium/Long term
Barcelona	Just transition	Physical activities	The policy "UN, DOS, TRES, JA!" had the goal to ensure the access to sports and leisure activities for the general population. In the province of Barcelona there are 4,420 municipal sports facilities,	General population	Regional and local levels	Pandemic	Short term

			<p>excluding those in the city of Barcelona, that were among the first facilities to close to the public due to the COVID-19 pandemic. Now, in the post pandemic context, the Provincial Council has offered its support to the municipal councils for the safe reopening of all these facilities and, also, the use of outdoor itineraries, which allow practising sports and enjoying nature. To implement this policy, the Barcelona Provincial Council worked hand in hand with the City Councils of the different municipalities of the province to adapt the equipment and sports practice to the pandemic context and sanitary requirements. Even if the policy had a short-term nature, its application to long term and other regions would be useful to be considered.</p>				
Barcelona	Just transition Smart transition	Cultural offers Digitalisation of public services	<p>The program <i>Las bibliotecas seguimos cerca de ti</i> (Libraries keep being close to you) proposed a series of virtual activities like talks, reading clubs, storytelling with the aim of guaranteeing the reading and cultural participation to all society, so that the days of confinement were more enjoyable. The program was proposed by the Virtual Library of the Network of Municipal Libraries of the Barcelona Provincial Council. Even if the policy had a short-term nature, its application to long term and other regions would be useful to be considered.</p>	General population	Regional and local levels	Pandemic	Short term
Barcelona	Just transition	Cultural offers Social support	<p>On 23<sup>rd</sup> April, the day of the patron of Catalonia (<i>Sant Jordi</i>), library buses distributed in all municipalities of the province a selection of books and magazines for people at risk of vulnerability, such as families who are victims of gender violence or homeless people. It was a cultural and social practice organised by the Municipal Libraries Network of the Barcelona Provincial Council. Even if the policy had a short-term nature, its application to long term.</p>	Vulnerable groups Homeless people	Regional and local levels	Pandemic	Short term

Barcelona	Just transition  Smart transition	Digitalisation of public services  Social support	<p>The confinement pointed to neighbourhood and family coexistence as a central item for local administrations. The digitalisation and social support program “Citizen mediation adapted to COVID-19: phone and online attention” provided 48 local mediation services and an itinerant citizen mediation service for municipalities that did not have their own mediation service. The mediation services have responded to COVID by adapting their ways of working and they currently helped to solve coexistence conflicts by telephone and online. A professional mediator helps the citizens to manage their own coexistence conflicts with their neighbours or family members and helps them to reduce tensions. This action was led by the Barcelona Provincial Council in collaboration with all municipalities of the region during the first waves of the pandemics. A useful practice to apply in other regions in a similar context.</p>	General population	Regional and local levels	Pandemic	Short term
Barcelona	Just transition	Communication and knowledge sharing	<p>With the program "Support for the professionals of the local women's services" the Area of Social Cohesion, Citizenship and Welfare of the Barcelona Provincial Council offered support to local professionals working in the information and care services for women. These services had to be restructured and deal with more complex cases due to the COVID-19 context, within the framework of new resolutions and regulations that the State government has launched in response to Covid-19. This support includes monitoring cases (professionals that share doubts about cases they are dealing with), as well as reviewing cases or work processes with the team. There is also a legal advice support for all kinds of requests from municipal professionals coming from the Covid-19 situation (custody, social assistance, work or housing situations, resources on gender violence, among others). It has a short-term application, but it is expected to be adapted to the current context and be maintained.</p>	Key workers  Women	Regional and local levels	Pandemic	Unclear



Barcelona	Just transition	Social support	The "Community campaign against gender violence" aimed at informing potential victims, as well as to raise awareness of population so that they can collaborate in detecting and warning of any suspicion of gender violence. The programme consisted of the elaboration of dissemination material in different languages (Catalan, Spanish, English, French, Arabic, Urdu and Chinese) about the public services available to deal with gender violence, and their contact numbers and WhatsApp contact. Indeed, a decalogue of recommendations was distributed to the local police forces with the aim of providing homogeneous recommendations and strategies in the municipalities of the province of Barcelona. The campaign was disseminated on social networks by local governments as well as supermarkets or pharmacies. The campaign was designed by the Area of Social Cohesion, Citizenship and Welfare of the Barcelona Provincial Council with the collaboration of two large supermarket companies. Even if the policy had a short-term nature, its application to long term.	Women General population	Regional and local levels	Pandemic	Unclear
Barcelona	Just transition	Mental health services	The situation of exceptionality has an emotional cost for the municipal staff that provides direct services to the citizens. The Barcelona Provincial Council, through the Social Cohesion, Citizenship and Welfare Area, has set up a Psychological Assistance Service for municipal staff, provided by telephone, through a contract with the Official College of Psychology of Catalonia. The service, targeted at municipal professionals who work in direct contact with population (e.g., local police, cleaning brigades, home care service professionals, funeral, and civil protection staff) and were supposed to be overwhelmed on an emotional level due to the COVID-19 context, had the aim to listen, accompany and reduce the stress derived from the management of services in the sanitary emergency context. The service was provided through a telephone centre by	Municipal staff Key workers	Regional and local levels	Pandemic	Short term

			Barcelona Provincial Council with the capacity to distribute up to nine simultaneous calls each day of the week, uninterruptedly from 9 am to 8 pm. It was a short-term practice.				
Barcelona	Just transition	Social support Communication and knowledge sharing	Due to the Covid-19 crisis, the Barcelona Provincial Council's Local Telecare Service has set up a free telephone helpline for all people over 65 who were not previously users and who are in a situation of vulnerability, isolation or risk, identified by the local social services. It is a free telephone line for the users and for the local governments, which is activated by a fix or mobile phone so that it is not necessary to install any device. Until 8th May 2020, 147 municipalities requested access to a new line, with a total of 3,212 new registrations for this service and 370,280 calls, most of them related to questions, follow-ups or emergencies caused by the COVID-19. Concretely, telephone attention was provided to requests related to Covid-19 and gives responses to situations of distress or stress. The 29 Mobile Units of the Telecare Service have not stopped their activity and continue to provide assistance to the whole province, following up users with illness or with symptoms of having it.	Elderly people	Regional and local levels	Pandemic	Medium/ Long term
Barcelona	Just transition	Communication and knowledge sharing	With the aim of ensuring that local authorities take into account religious diversity, the Area of Social Cohesion, Citizenship and Welfare of the Provincial Council of Barcelona introduced the campaign "Recommendations on religious freedom and COVID-19". The campaign provided guidelines to local governments to guarantee the right to freedom of religion of its citizens and the adjustment to the measures of prevention and health protection and to the regulations coming from the declaration of the state of alarm. Specifically, it provided information on how to proceed with burials from the diversity of beliefs in accordance with the indications of	Municipal staff General population	Regional and local levels	Pandemic	Medium/ Long term

			the health authorities, recommendations regarding religious celebrations, and the impact of Covid-19 on the celebration of Ramadan. It is a medium/long term measure that could easily be applied by other regions.				
Barcelona	Just transition	Food, medical and housing support	As a housing support areas policy, this action aimed to accommodate vulnerable families whose homes did not meet the conditions to endure confinement and homeless people in temporary stays spaces and care services in Barcelona and in other municipalities of its Metropolitan Area. Based on a need's diagnosis in the territory, the Provincial Council of Barcelona as well as the Barcelona City Council collaborated with local stakeholders like the Catalan Agency of Tourism or Caritas. Only considering the city of Barcelona, 200 tourist apartments were used as temporary housing and a pavilion of <i>Fira de Barcelona</i> , a public trade fair venue holding industrial and professional fairs, was offered to 150 homeless people to help them find shelter during the pandemic. They received economic and management support, or the provision of social professionals, such as psychologists and social educators. Even if the policy had a short-term nature, its application to long term and other regions would be useful to be considered.	Homeless people Vulnerable groups	Regional and local levels	Pandemic	Short term
Barcelona	Just transition Smart transition	Education and training	The impact of Covid-19 required the implementation of self-isolation measures, including the closure of educational centres and the initiation of distance learning. Given this context, the Barcelona City council provided guidance and accompaniment for young people who are going through phases of educational transition, with special attention being paid to the jump from obligatory to non-obligatory education, as well as to those who wish to re-enter the educational system. This focus is especially pertinent in Catalonia, which has a 19% rate of early school dropout, one of the highest in	Children and youth Students Teachers	Regional and local levels	Pandemic	Medium/ Long term

			<p>Europe. By means of a Virtualization Plan, the program provided public schools by services and resources for educational accompaniment such as online chats and personalized guidance, personalized online consultations addressed to students at municipal schools and adults who are re-entering education, personalized online tutorials aimed at families with children who need to make the jump to non-obligatory education, video sequences for training, online courses, webinars and info graphic documents aimed at teachers and educators, among others. It is a policy that is maintained and reinforced after the pandemics. It could be applied to other regions.</p>				
Barcelona	Just transition	Business support	<p>With the aim to provide financial support to local firms, Barcelona's city council create an initial budget of €25 million in their recovery after the COVID-19 crisis. With the same vain, the deadline for paying most municipal taxes has been extended.</p>	Businesses	Municipal level	Pandemic	Unclear
Barcelona	Just transition	Food, medical and housing support Business support	<p>The Metropolitan Area of Barcelona in collaboration with city councils set a series of measures during the COVID-19 pandemic to mitigate its effects in the economy and society. Concretely, the areas of Housing and Public work applied a moratorium for rents payment of apartments and commercial premises during April and May of 2020. Once this situation was overcome, vulnerable families were attended to guarantee housing in case they were not able to pay the rent totally or partially. To do so, a letter was sent to all tenants of apartments or commercial premises owned by the Metropolitan Institute for Land Promotion and Asset Management (IMPSOL) to explain this decision. It was a short-term practice that could be redesigned and expanded.</p>	Businesses People living in municipality-owned housing	Regional and local levels	Pandemic	Short term

Barcelona	Just transition	Social support	The <i>Barcelona Cuida Space</i> aimed to provide citizens with information about all the available services and resources of the territory, and to promote the exchange and networking of the devices to inform and advise domestic and care workers passed to be a telematic service during the COVID-19 pandemic. These initiatives, of telephone and email attention, were deployed after confirming their concern about the different situations they experience during the pandemic context in relation to the personal attention services they perform at home, their well-being, and their labour rights. It was an action promoted by the Barcelona City Council that will be expanded after COVID-19.	Key workers Other groups	Municipal level	Pandemic	Medium/ Long term
Barcelona	Just transition	Social support	The Assistance, Recovery and Shelter Service (SARA) was a citywide municipal ambulatory service that offers specific ambulatory care to victims of male violence (women, children, and adolescents, and LGBTI people, or people from their close circle directly affected by this violence). It also offered advice to professionals and people from the victims' circle. Concretely, it was the gateway to public and private emergency accommodation and long-stay resources for people experiencing situations of gender violence. This service already provided before the pandemics by the Barcelona City Council was adapted to the COVID-19 context to ensure remote assistance through telephone and e-mail. This service is maintained and re-adapted to face-to-face assistance after the pandemics.	Women Children and youth	Municipal level	Pandemic	Unclear
Barcelona	Just transition	Business support Food, medical and housing support	Barcelona City Council announced a moratorium on rents for properties managed by the Barcelona Municipal Housing and Rehabilitation Institute (IMHAB), for both housing and commercial premises. For three months at the beginning of the pandemics, a total of 12,000 tenants did not have to pay for their accommodation or commercial premises. Tenants compensated these months by paying slightly more rent each month until December 2020. To tackle this package of measures, the City Council enabled an	Businesses People living in municipality-owned housing	Municipal level	Pandemic	Short term

			<p>extraordinary item of €3.5 million in the municipal budget, which was extended up to €5.5 million. It has a short-term application that really helped their recipients.</p>				
Barcelona	<p>Just transition</p> <p>Smart transition</p>	<p>Communication and knowledge sharing</p> <p>Social support</p>	<p>VinclesBCN is a service of the Social Rights Area of the Barcelona City Council that wants to strengthen the social relationships of older people who feel lonely and improve their well-being through technology and the support of social revitalization teams. The City Council lends older people who are users of the service a tablet with the application installed and with an internet connection to be able to use the Vincles BCN application.</p> <p>The Vincles application is accessible and very intuitive: it has been designed with the elderly in mind. This application allows the user to communicate and interact through video calls and video or voice messages both with their family and friends and with the elderly who are part of the Vincles user group. Family and friends of the user will have to download the Vincles application on their smartphone, available for Android and iOS.</p> <p>With VinclesBCN, users can manage their social relationships by using a simple application installed on a tablet or smartphone. This practice will be extended and its application to other cities should definitely be useful.</p>	Elderly people	Municipal level	Pandemic	Short term
Barcelona	Just transition	Business support	<p>The creation of the Tax Support and Advice Office of the Barcelona City Council was one of the shock plans being implemented to reduce the effects the COVID-19 pandemic is having on the city. The plan will allow for the postponement and compensation of municipal taxes for the use of public space. Once it is up and running, one of the goals of the office is to offer personalised plans providing payment terms for municipal taxes. The plans will adapt to the reality of each company, to entrepreneurs and individuals.</p>	Businesses	Municipal level	Pandemic	Unclear

			This first package of measures has been developed through constant dialogue with the city's social and economic stakeholders like the Third Sector Board (Taula del Tercer Sector) and will be expanded as the situation evolves.				
Barcelona	Just transition	Business support	The Mayoral decree on disruptions to municipal public procurement, approved by the Barcelona City Council when the national state of emergency was declared in Spain, ensured the continuity of public contracts, the liquidity of providers, particularly for SMEs, and strives to maintain jobs. All contracts relating to essential services and those which can be provided remotely under the same conditions were maintained. The rest of contracts remained valid, even though their execution is totally or partially suspended. While that suspension lasts, the payment of hardware, machinery and human resources was guaranteed, to reactivate them as soon as this became possible. At the end of the state of emergency, contract execution periods were extended accordingly.	Businesses	Municipal level	Pandemic	Short term
Barcelona	Just transition Smart transition	Business support Communication and knowledge sharing	The Labour Rights Defence were strengthened to respond to the COVID-19 crisis. They were discussed by the Barcelona City Council in partnership with several stakeholders (la Taula del Tercer Sector, CCOO, UGT, etc.) and were intended to answer questions about occupational risks or job losses. To facilitate its diffusion, the public agency <i>Barcelona Activa</i> created a website ( <a href="https://barcelonactiva.barcelona/Covid-19/es/">https://barcelonactiva.barcelona/Covid-19/es/</a> ) which includes tools and resources from all administrations specifically designed to support companies, SMEs, entities, freelancers, and workers. It has also put to work a toll-free helpline that aims to guide citizens and to resolve questions about their employment situation.	Businesses Employees and self-employed people Public stakeholders	Municipal level	Pandemic	Short term

			As an additional measure to help businesses, Barcelona Activa will not charge the rent for all companies housed in their business incubators until the state of alarm is called off.				
Barcelona	Just transition	Social support Communication and knowledge sharing	The Barcelona City Council Municipal Telecare Service is a permanent home care service provided 24 hours a day, 365 days a year. This enables its users, mainly elderly and dependent people, to be connected with a care centre that manages the necessary services for attending to an emergency situation. The service was reorganised its telephone home care service to contact 3,000 users, mainly elderly and dependent persons, daily, to inform them, advise them and answer any queries about Covid-19. They also receive recommendations on how to organise their time and activities and exercises they can do while they are confined to their homes. This daily contact means the City Council Telecare Service ensures their users' basic needs are covered.	Elderly people	Municipal level	Pandemic	Short term
Barcelona	Just transition	Food, medical and housing support	New plans to offer tourist apartments to vulnerable families whose current accommodation does not meet conditions to endure confinement. Further housing measures are focussed on helping homeless people through the crisis. The first measure is to have 200 tourist apartments to accommodate vulnerable families whose homes do not meet the conditions to endure confinement. The second is to accommodate one pavilion of Fira de Barcelona in Montjuïc for homeless people and emergencies, which can initially accommodate 150 people. And the third, to reinforce the equipment for the homeless with three new centres.	Vulnerable groups Homeless people	Municipal level	Pandemic	Short term
Barcelona	Just transition	Cultural offers	The crisis generated by COVID-19 also affected the city's cultural network. The City Council has undertaken 10 city measures to mitigate the effects and keep culture alive, with the Catalan and Spanish governments also being urged to implement others. These measures were intended to give an opportunity to arts companies,	Employees and self-employed people Businesses	Municipal level	Pandemic	Short term



			cultural programmes and shows which were cancelled and to mitigate the effects of the crisis in the cultural sector, and include advance payments for artists whose shows have been postponed, subsidies for cultural festivals such as the <i>Grec 2020</i> as many other productions proposed by local companies..				
Barcelona	Just transition	Digitalisation of public services	Between March and June 2020, the Barcelona City Council opened a device for collecting the needs, uncertainties, and challenges of the local authorities in the municipalities of the province to face the COVID-19 crisis.	Public stakeholders	Regional level	Pandemic	Short term
Barcelona	Just transition	Business support	With the campaign <i>Ahora te toca a ti, gracias!</i> (It's your turn, thanks!), the Barcelona Provincial Council aimed to reinforce its commitment to local economic development and offered direct aid to the commercial sector by giving value to the local food supply and the municipal markets that during the pandemics were crucial actors in the commercial fabric of the towns and cities. It consisted in a campaign to make citizens aware of the vital importance of buying in local shops and helping the local economy.	Businesses	Regional level	Pandemic	Short term
Barcelona	Just transition	Business support Food, medical and housing support	The Metropolitan Area of Barcelona introduced a set of measures during COVID-19 to mitigate its effects in the areas of Water and Energy. To do so, firms with less than 50 employees and an annual business income below EUR 8 million and self-employed workers were dispensed to pay their water bills and postpone their payment. The same action was also offered to families that have difficulties to pay their water bill due to the crisis. At the end of the crisis, the deferred amount has been charged in six equal instalments financed without interest. The action was a result of the collaboration with the metropolitan public electricity operator, <i>Barcelona Energia</i> .	Vulnerable groups Businesses Employees and self-employed people	Regional level	Pandemic	Short term

Corsica	Just transition	Business support	Component “Salvezza” of the PLAN SALVEZZA E RILANCIU DI A CORSICA. The “Salvezza” component is a list of emergency actions aiming at safeguarding companies and economical activities, job preservation, and mitigation of the social consequences of the crisis.	Businesses	Regional level	Pandemic	Short term
Corsica	Just transition Smart transition	Digital access and competencies Social support	The Corsican local authority turned to Emmaus Connect to develop the initiative #Emergency Connection, created by the association. The objective is to respond to the needs of vulnerable people facing confinement and deprived of means of connection and equipment. Indeed, many social services are only available on the internet and COVID has made access even more complicated. With this policy, they want to enable the population to access their services, which until now have been physically and technically cut off. In a concrete way, SFR has a partnership with Emmaüs connect to offer SIM card. Then the association and the community take over and distribute mobile phones with SIM cards to people who have no digital resources.	Vulnerable groups	Municipal level	Pandemic	Medium/ Long term
Corsica	Just transition Green transition	Business support	Develop the knowledge for Corsicans of local producers, develop local food systems. Creation of a directory of agricultural producers. Support to local producers, Creation of a platform that creates the link between consumers and producers. Covid 19 raised the awareness of the necessity of sustainable food and food autonomy of cities. Food conference organised by the local authority, pleaded for a food democracy and a universal access to sustainable food for all. Work on access to sustainable food for families with low budgets / social security of food is needed with monthly allowances on the model of family allowances.	Businesses	Municipal/ Regional level	Pre-pandemic	Medium/ Long term
Corsica	Just transition	Business support	The SALVEZZA Fund, which is a territorial economic safeguard fund, intended to complete the range of measures previously	Businesses	Regional level	Pandemic	Medium/ Long term

			<p>implemented by the State, in order to expand and strengthen economic support for the island's economic base and employment. Solidarity fund for very small businesses, partial activity and exemptions from social charges (€620 million in direct subsidies paid to companies in Corsica)</p> <p>1 billion were also granted by banks to Corsican companies in the form of cash flow loans guaranteed by the State (PGE). These loans are spread over 5 to 6 years.</p>				
Corsica	Just transition	Food, medical and housing support	<p>Protect Corsicans from energy insecurity. Supporting households in high poverty to carry out the work necessary to improve their energy situation.</p> <p>Energy vouchers: 31,970 households in Corsica will receive assistance in paying their energy bills.</p> <p>Help to finance work related to housing insulation.</p>	Vulnerable groups	Municipal/ Regional level	Pandemic	Medium/ Long term
Corsica	Just transition	Business support	<p>This communication plan aims to promote local consumption. This allows for a quicker post-confinement economic recovery for local actors. Moreover, this support of local structures based on the local food systems is more respectful of the environment.</p> <p>The action was carried out by the Regional Council of Corsica. Indeed, when the assembly adopts its recovery plan, the community wishes to share with its inhabitants' certain axes of its strategy. The communication campaign "Campu è compru in Corsica" aims to promote this strategy. In this communication, several aspects stand out: solidarity and mutual aid values, local consumption, resilience.</p>	Businesses	Regional level	Pandemic	Short term
Elvas	Just transition	Business support	<p>Alongside the national government approved measures to support job retention during the COVID-19 pandemic times, the Elvas municipality provided additional support to several economic activities, like the commerce by, for instance, the elimination, or drastic reduction, of municipality fees and taxes.</p>	Businesses	Municipal level	Pandemic	Unclear

Elvas	Just transition	Food, medical and housing support Income support	Delivery of meals by the municipality to socioeconomically deprived families. Eliminate the payment of the water for the poorest families. Home support services. Payment of medicines. Increasing the amount of monthly income. Payment of pensions. Rent payment retention.	Vulnerable groups	Municipal level	Pandemic	Unclear
Elvas	Just transition	Education and training	A protocol with the Employment Institute (Instituto de Emprego e Formação Profissional) was established to train around 50 employees capable to supporting nursing homes and the Red Cross during the pandemic. Elvas municipality contributed with 10% and the rest (90%) was provided by the Employment Institute.	Key workers	Municipal level	Pandemic	Unclear
Elvas	Just transition	Business support	Tax reduction/elimination for all economic activities. The new companies do not pay any fees or taxes. Existing companies saw a reduction or elimination of municipal fees and taxes.	Businesses	Municipal level	Pandemic	Unclear
Hannover	Just transition	Social support	City of Hannover granted financial support for youth welfare organizations to secure their existence (such that they can continue deliver free services to those in need): full payment of the expense allowances for trainers, non-disposable cost shares of the facilities, support for cancellation costs for events that cannot be carried out during the pandemic. Link here. Outside the city, but within the Region of Hannover, the regional authorities granted similar financial support for welfare organizations to secure their existence.	Children and youth Public stakeholders	Municipal level	Pandemic	Short term
Hannover	Just transition	Business support	City of Hannover granted financial aid for freelancers and small and medium companies (one-time grants going from 3000 EUR for the smallest up to 30.000 EUR for the largest companies, depending on the number of employees).	Businesses Employees and self-employed people	Municipal level	Pandemic	Short term
Hannover	Just transition	Income support Cultural offers	Financial support from the State of Lower Saxony for self-employed individuals in culture (affected by the pandemic)	Employees and self-employed people	Regional level	Pandemic	Short term

Hannover	Just transition	Business support	Loans from the State of Lower Saxony (via Nbank) for non-profit organizations who have run into a liquidity shortage due to the pandemic.	Public stakeholders	Regional level	Pandemic	Short term
Hannover	Just transition	Income support	The Region of Hannover granted compensation for loss of earnings for employees, self-employed or freelancers due to quarantine (isolation) issued by the Regions' Health Department.	Employees and self-employed people	Regional level	Pandemic	Short term
Hannover	Just transition	Travel and mobility	From October 1st to March 31st from 7pm to 6am and from April 1st to September 30th from 9pm to 5am, women can have the drivers call a taxi to every tram stop and also to Üstra bus stops. This measure was part of the city's efforts to avoid crowding in public transport while simultaneously ensuring the safety of citizens.	Women	Municipal level	Pandemic	Medium/ Long term
Helsinki	Just transition	Social support	'Helsinki Aid' home check-ups for elderly. Helsinki city branches, local parishes and other NGOs came together to make sure all over 70s in the city are contacted by phone to make sure their needs are met even when shielding. Support has since been extended to families with children.	Elderly people Children and youth Vulnerable groups	Municipal level	Pandemic	Medium/ Long term
Helsinki	Just transition	Social support	New child and youth support services and counselling services have been expanded to cope with rising demand and rising diversity of challenges to address in children's health and wellbeing.	Children and youth	Municipal level	Pandemic	Medium/ Long term
Helsinki	Just transition	Communication and knowledge sharing	City employees left without work by the pandemic have been placed in a range of new, mostly temporary, positions. These include contact tracing and many other phone-based services for citizens.	General population	Municipal level	Pandemic	Short term
Helsinki	Just transition	Food, medical and housing support	Additional pandemic recovery funds have been earmarked for improving shelter, council estate and other support functions such as soup kitchens. In spring 2021, approximately 900-1,000 meals were distributed to homeless people each day in Helsinki.	Homeless people Vulnerable groups	Municipal level	Pandemic	Medium/ Long term

Helsinki	Just transition	Mental health services	Implementation of mental healthcare guarantee by 2022, whereby all citizens are guaranteed free and quick mental healthcare services (aiming for max. 2 weeks' wait in non-urgent cases).	General population	Municipal level	Pandemic	Medium/ Long term
Helsinki	Just transition	Investment in infrastructure	Increased focus on urban planning and social initiatives given signs of persistent and worsening inequality gap between richer and poorer areas.	General population Vulnerable groups	Municipal level	Pandemic	Medium/ Long term
Helsinki	Just transition	Education and training	Additional budgetary means are aimed at recovery for the education sector where remote teaching adaptation challenges and staff shortages exacerbated by the pandemic are inhibiting planned development.	Children and youth Students General population	Municipal level	Pandemic	Short term
Helsinki	Just transition	Education and training Social support	'Walking beside'. Project based in Vantaa (municipality next to Helsinki) that targets young people between the ages of 18 and 25 who became unemployed during the pandemic. The target group is adults whose possibilities of finding new employment are weaker despite the improving economic situation. Participants are assigned a mentor who works with them several times per week in order to ensure a fast transition to either working life or studies. The service model is a hybrid between youth work and public employment services.	Unemployed people	Municipal level	Pandemic	Medium/ Long term
Helsinki	Just transition	Cultural offers	All employees within the City of Helsinki organisation are rewarded with an annual culture or sports voucher, partly for increasing employee welfare and partly for supporting Helsinki's culture sector.	Municipal staff Businesses	Municipal level	Pandemic	Medium/ Long term
Helsinki	Just transition	Business support Cultural offers	New grant funding available for sectors badly hit by the pandemic, such as culture providers. Grants already awarded before the pandemic do not need to be returned.	Businesses	Municipal level	Pandemic	Short term
Helsinki	Just transition	Business support	New initiatives to support entrepreneurship and innovation to mitigate the challenges placed on small businesses and recent graduates by the pandemic.	Businesses Students	Municipal level	Pandemic	Medium/ Long term

Helsinki	Just transition	Business support	One of the earliest efforts to support struggling businesses when the pandemic started was to relieve rent payments for business localities owned by the City.	Businesses	Municipal level	Pandemic	Short term
Iasi	Just transition	Protective equipment Social support	Iasi City Hall has set up a solidarity fund (bank account for those interested to donate) for 1) helping hospitals in Iasi to meet special requirements during COVID-19, and 2) implementing social assistance measures for people in need. Around half of the locally elected officials donated their salaries immediately after the creation of the fund.	Key workers Vulnerable groups	Municipal level	Pandemic	Short term
Iasi	Just transition	Mental health services Food, medical and housing support	A “Social Emergency Center” created at the initiative of the Federation of Non-Governmental Organizations for Social Services (a federation of 40 local and regional NGOs) as a point of contact and humanitarian assistance for citizens from Iasi County during the situation generated by the pandemic COVID 19. The center offers both psychological support (including by phone) and urgent material assistance (including food, medical services and medicines) for people in need: homeless people, people suffering from domestic violence, isolated elders.	Vulnerable groups Homeless people Elderly people	Municipal level/ Regional level	Pandemic	Medium/ Long term
Iasi	Just transition	Food, medical and housing support	Emergency aid (shelter, food, medicine, personal hygiene materials) granted temporarily by Iasi Municipality to vulnerable populations (homeless, elderly people).	Vulnerable groups Homeless people Elderly people	Municipal level	Pandemic	Short term
Iasi	Just transition	Social support Travel and mobility	Dedicated bus/trams for vulnerable people between specific hours (morning/evening). The measure was adopted by the City Hall of Iasi, the main stakeholder involved being the Public Transport Company. The financing is provided by the City Hall. The effects are positive for elders given the pressure on public transport at certain times of the day.	Vulnerable groups Elderly people	Municipal level	Pandemic	Short term

Iasi	Just transition	Communication and knowledge sharing	Iasi County authorities have created the COVID-19 Medical Communication Center. It functions as a volunteer association between public stakeholders involved in managing the pandemic and, also, as a communication centre from the authorities to citizens regarding the status of COVID-19 measures, and vaccination information.	Public stakeholders General population	Regional level	Pandemic	Short term
Iasi	Just transition Smart transition	Education and training Digital access and competencies	An EU funded project (Smart Village) implemented in the region by one local association, one tourism agency and the North-East Regional Development Agency. The project aims at creating a new educational curriculum for economically disadvantaged, low-skilled adults affected by the COVID-19 pandemic crisis. It only targeted adults and elders from rural areas, aiming at helping them to acquire new basic digital skills and competencies, as well as entrepreneurial skills.	Vulnerable groups Elderly people	Regional level	Pandemic	Medium/ Long term
Iasi	Just transition Smart transition	Education and training Digital access and competencies	An ERAMUS+ funded project (“No1behind”) implemented as lead partner by the North-East Regional Development Agency. It aims at creating “an innovative methodology for educating and training adults from rural areas to improve their digital skills”, by elaborating a “training manual including 5 modules for digital skills” as well as an online game dedicated to the same purpose.	Other groups	Regional level	Pandemic	Short term
Malmö	Just transition Smart transition	Communication and knowledge sharing	Creation of a digital platform to promote dialogue between 35 non-profit organisations within social work to handle common challenges that came to light during the pandemic. It was coordinated by the municipality since they saw the need to collaborate more to reach vulnerable groups.	Civil organisations Vulnerable groups	Municipal level	Pandemic	Short term
Malmö	Just transition Smart transition	Social support	Digital activities have been arranged at several youth centres in Malmö. The youth centres have been open with restrictions during the pandemic to still reach out to young people.	Children and youth	Municipal level	Pandemic	Short term



Malmö	Just transition	Education and training	Additional educational activities were introduced during holiday breaks for pupils that were struggling with digital education. The aim of this activity was to reduce the risk of these children falling behind.	Children and youth	Municipal level	Pandemic	Short term
Malmö	Just transition	Communication and knowledge sharing	An information centre was opened at Lindängen. This centre had multilingual people employed so citizens could come and receive information about Covid-19 in different languages.	General population Immigrants	Municipal level	Pandemic	Short term
Malmö	Just transition	Social support	Civil organizations received extra funding from the municipality to be able to continue their work during the Pandemic. According to interviewees the pandemic highlighted the extra vulnerability of vulnerable groups during a crisis. It also emphasized that civil organisations have expert knowledge on how to reach these groups and could therefore work as a complement to the Municipality in supporting these groups during the pandemic.	Public stakeholders Vulnerable groups	Municipal level	Pandemic	Unclear
Malmö	Just transition Smart transition	Digital access and competencies Social support	IT support was introduced for people over 70 years old, in their homes. Since many physical social meeting places were closed during the Pandemic, it was important that people had the possibility to attend the digital calls or meetings that were offered instead.	Elderly people	Municipal level	Pre-pandemic	Medium/ Long term
Malmö	Just transition	Mental health services	The regional development board delivered approx. 150 000 euro (1,5 million SEK) to civil organisations to work with mental health during the pandemic.	Civil organisations General population	Regional level	Pandemic	Unclear
Malmö	Just transition Smart transition	Physical activities Social support	Extra funding to sports and leisure organisations to keep them staying open and to start digital activities. These organisations play an important role in reducing unwanted isolation of people. Pandemic many, especially teenage boys, left organisations, and the region want to draw the people back.	Sports and leisure organisations General population	Regional level	Pandemic	Unclear

Malmö	Just transition	Business support	Funding for municipalities to work more with local businesses in the municipality during the pandemic. This policy also included strengthening the network with municipal representatives in the Region.	Businesses Municipalities	Regional level	Pandemic	Unclear
Malmö	Just transition	Communication and knowledge sharing	The action was implemented to increase multilingual informants in Skåne. The purpose is to provide information in selected languages to increase the vaccination level and reach out with information.	Immigrants General population	Regional level	Pandemic	Medium/ Long term
Malmö	Just transition	Education and training	The start of a technical college in Region Skåne. The aim of the initiative was to reduce the competence gap in the region. The background is based in the growing unemployment during the Pandemic and the need to increase education within the population.	Children and youth Businesses	Regional level	Pre-pandemic	Medium/ Long term
Mayotte	Just transition	Food, medical and housing support	Installation of water ramps and new fire hydrants. This policy was put in place by the ARS during the different waves of COVID-19. The pandemic allowed for the installation of new standpipes on the island. These are installed on a permanent basis. The water ramps were an urgent policy response to allow the population to have better access to water during a health crisis. Some of the ramps have been dismantled, but the facilities remain operational. The water ramps could be quickly reinstalled in the event of a new health crisis.	General population	Regional level	Pandemic	Medium/ Long term
Mayotte	Just transition	Food, medical and housing support	Distribution of food vouchers to the poorest inhabitants. This policy was put in place by the prefecture during the different waves of COVID-19. The state released 7.4 M euros for food distribution. According to the Regional Directorate of Economy, Employment, Labor and Solidarity 2020 Monitoring and Evaluation Report, this policy was intended to serve as a response to food stress resulting from the deprivation of informal resources due to the lockdown. The provision of unconditional emergency food aid was intended to: (1) avoid human tragedies due to undernutrition during the acute phase of the crisis; (2) ensure that the most vulnerable	Vulnerable groups	Regional level	Pandemic	Short term

			people, as identified during the acute phase, were protected during the chronic phase of the crisis (from May to July 2020); and (3) support the most vulnerable during the recovery phase (from August to December 2020), which saw a very gradual and partial resumption of informal activities, albeit under the constraint of curfews and barrier gestures. The unconditional emergency food aid consisted of distributing to the most vulnerable families either books of ten service vouchers worth €3.5 each or food vouchers worth €10, €20 or €40. These two types of vouchers made it possible to buy food and hygiene products from the majority of shops in the area.				
Milan	Just transition	Investment in infrastructure	Decree-Law no. 34 of 19 May 2020 ('Relaunch Decree') introduced the figure of the family or community nurse into the legal system to strengthen nursing services and to enhance the care of people with COVID-19 in the territory, also by supporting the special Continuity Care Units and the services offered by primary care. Decree-Law no. 34 of 19 May 2020 specifies that the figure of the family nurse was active until 31 December 2020. However, this expiry is offset by the fact that the companies and entities of the National Health Service can proceed with the recruitment of nurses through open-ended recruitment as of 1 January 2021.	Vulnerable groups	National level	Pandemic	Medium/Long term
Milan	Just transition Smart transition	Business support	In order to support family-owned and under-capitalised SMEs, a partnership was set up between the Municipality of Bergamo, Banca Intesa Sanpaolo and Cesvi (a Bergamo-based NGO) called the Programma Rinascimento, which provided non-repayable loans and forms of loans on favourable terms for their re-launch by changing their business profile, digitising their activities, or transforming their commercial focus.	Businesses	Municipal level	Pandemic	Short term
Milan	Just transition	Business support	The Municipality of Bergamo, together with the VisitBergamo tourist promotion company and the Ascom traders' association, has also introduced a series of measures to respond to economic problems. The Prenota Bergamo app has been developed to facilitate	Businesses	Municipal level	Pandemic	Medium/Long term

	Smart transition		home transport and restaurant reservations to avoid queues and crowds.				
Milan	Just transition Smart transition	Business support Food, medical and housing support	Design and development of a web platform during the COVID-19 emergency in the area most affected by the virus, Clusù to provide economic support to the merchants of the Municipality of Clusone (province of Bergamo) through the purchase of vouchers that can be used by customers at the end of the lockdown. In addition, the site was also used for the disbursement and use of food solidarity spending vouchers to support the citizens most exposed to the economic effects of the COVID-19 epidemiological emergency (Pursuant to Article 53, paragraph 1 of Decree Law No. 73 of 25/05/2021).	Businesses Vulnerable groups	Municipal level	Pandemic	Medium/ Long term
Milan	Just transition	Business support	The initiative aims to outsource the spaces of catering activities by expanding them into public space, through its free occupation by catering activities.	Businesses	National level	Pandemic	Short term
Milan	Just transition	Investment in infrastructure	Regional Law no. 22 of 14 December 2021 provides for the preparation of a regional pandemic plan and the establishment of the Centre for the Prevention and Control of Infectious Diseases. In addition, particular importance is attached to the creation of Primary Care Hospitals and Case della Comunità, facilities aimed at providing outpatient health and social-health services directly on the territory, as support outside the hospital. Finally, the creation of Territorial Operating Centres has been planned, with the function of coordinating home health services using the support of digital medicine or telemedicine. The strengthening of the institutional territorial network must be realised and completed by 2024. At the moment, it is still in serious crisis and is worsening due to the lack of doctors and nurses in the territorial service. Most of the community hospitals and community houses (envisaged in the PNRR) must be implemented by 2022, as well as the Centres for the Prevention and Control of Infectious Diseases. Primary care departments and	General population	Regional level	Pandemic	Medium/ Long term

			functional prevention departments in ASSTs must be established by February 2022.				
Milan	Just transition	Communication and knowledge sharing Food, medical and housing support	The Centri Operativi Comunali (Municipal Operations Centres) (C.O.C.), managed by Civil Protection personnel, were a point of reference in the early stages of the epidemic. These operations centres tried to overcome the difficulties and respond immediately to the needs of the inhabitants by providing up-to-date information and delivering oxygen and groceries to people in difficulty. Among the various activities carried out by the C.O.C., it is worth mentioning the sanitisation of public areas to protect the inhabitants.	General population	Regional level	Pandemic	Short term
Réunion	Just transition	Food, medical and housing support	Distribution of food vouchers and parcels to the most deprived inhabitants and students as well as fresh food baskets to the elderly by the General Council. This policy has been implemented by the Regional Council and the General Council, as well as during the different waves of COVID-19. This policy has mobilised municipal levels, such as the Communal Social Action Center (Centre Communal d'Actions Sociales- CCAS). The context of the municipal elections was not neutral in the voluntarism of certain communities.	Vulnerable groups Students Elderly people	Municipal level/Regional level	Pandemic	Short term
Réunion	Just transition Smart transition	Education and training Digital access and competencies	Distribution of computers and 4G kits to students and high school students. Implementation during the months of March-June 2020 of a device allowing students identified by the university and high school students identified by the high schools to have a computer and a connection in order to avoid the digital break and to be able to participate in distance learning.	Children and youth Students	Regional level	Pandemic	Short term
Réunion	Just transition	Business support Income support	Maintaining activity and safeguarding employment. (1) Implement the part-time financing scheme to compensate the wages of employees put on part-time or total unemployment. (2) Petrel Plan - a plan of 20 measures for employment entitled priorities and gathering for local employment in Réunion. This plan aims to set up an ecosystem favorable to the economic and social development of La Réunion in order to cause a shock of employment). (3) Social	Businesses Employees and self-employed people Unemployed people	Regional level	Pandemic	Short term

			security exemption scheme. (4) Authorisation given by the European Commission to the French State to extend the application of exemptions or reductions in dock dues for specific products for which local production exists. (5) Implementation of solidarity funds: FSN (national solidarity fund) and FSR (regional solidarity fund), then recovery plan from August 2020. (6) BPI rebound loan. (7) Tourism vouchers to boost local consumers' consumption of tourism products and services during periods of travel restrictions. Measures for the emergency spread over the period March 2020-2021 and then over the period September 2020-December 2022. And for React-EU until 2023.				
Réunion	Just transition	Education and training	Implementation of the state's apprenticeship plan to prevent mass unemployment from hitting students and young people in training hard hit by the crisis.	Students Children and youth	Regional level	Pandemic	Medium/ Long term
Terceira Island (Azores)	Just transition	Food, medical and housing support	Some households with old persons received food packages from the municipality.	Elderly people	Municipal level	Pandemic	Short term
Terceira Island (Azores)	Just transition	Food, medical and housing support	The municipality provided the distribution of medicines to some households with old and ill persons	Elderly people	Municipal level	Pandemic	Short term
Terceira Island (Azores)	Just transition	Business support Income support	The municipality reduced, and many times eliminated the need to pay fees and taxes both for the economic activities and inhabitants.	Businesses General population	Municipal level	Pandemic	Short term
Terceira Island (Azores)	Just transition	Business support Food, medical and housing support	The municipality supported the payment for water both for some economic activities and inhabitants.	Businesses Vulnerable groups	Municipal level	Pandemic	Short term
Terceira Island (Azores)	Just transition	Food, medical and housing support	Removal from the streets of all the homeless via resettlement processes, the payment of hostels, and the provision of meal tickets.	Homeless people	Municipal level	Pandemic	Short term

Terceira Island (Azores)	Just transition	Education and training	An exceptional university student scholarship regime was implemented with increasing funding.	Students	Municipal level	Pandemic	Short term
Terceira Island (Azores)	Just transition	Income support	The unemployed could apply to social support for income. The ones that lost their income were able to apply to a simplified layoff scheme	Unemployed people	Regional level	Pandemic	Short term
Veszprém	Just transition	Social support Business support	Local government coordinated and encouraged public cultural and sport institutions to organize as many programs and activities as possible, to provide daily care and entertainment for children throughout the whole summer. Tender have also been launched for NGOs to organize camps for children. (Since many employees had to take compulsory holiday during the spring closure, many working parents would not have been able to manage and afford daily childcare for the entire summer closure of kindergartens and schools, which last in Hungary 2-2,5 months normally.)	Children and youth Public stakeholders Employees and self-employed people	Municipal level	Pandemic	Medium/ Long term
Veszprém	Just transition	Social support	Encouraging voluntary networks to help people in need and reallocation of the network of volunteers under construction in connection with the European Capital of Culture 2023 programme to perform the tasks of the pandemic period.	Public stakeholders	Municipal level	Pandemic	Short term
Veszprém	Just transition	Social support	The local government, with the help of volunteers, supported the elderly or quarantined residents during the pandemic.	Elderly people General population	Municipal level	Pandemic	Short term
Veszprém	Just transition	Business support	Public space reservation fees for catering establishments are waived until the end of 2021. This measure was designed to help safeguard jobs and reducing the fall in incomes.	Businesses	Municipal level	Pandemic	Short term
Veszprém	Just transition	Business support	No rent was charged for premises rented from the municipality or from Public Utility Service of Veszprém (VKSZ JSc) at the time of the lockdown. This measure was designed to ensure the survival of	Businesses	Municipal level	Pandemic	Short term

			small businesses and to help safeguard jobs and reducing the fall in incomes.				
Veszprém	Just transition	Business support	<p>The city's foundation provided a grant, which was awarded through a grant application. The aim was to help businesses retain workers and maintain local small business capacity. In particular it was available for hospitality businesses and those who have had to suspend services due to restrictive measures. Businesses could apply for a non-refundable grant of HUF 30 million for a one-off amount of up to HUF 300,000:</p> <ul style="list-style-type: none"> <li>- to maintain existing staff</li> <li>- to contribute to operating costs</li> <li>- investment in or renovation of equipment</li> <li>- to contribute to start-up costs.</li> </ul>	Businesses	Municipal level	Pandemic	Short term
Veszprém	Just transition	Business support	The municipality's foundation has made HUF 30 million available to entrepreneurs as a soft loan.	Businesses	Municipal level	Pandemic	Short term
Veszprém	Just transition	Communication and knowledge sharing	The city operated a direct non-stop telephone line to ensure a reliable source of information. This ensured that everyone had access to credible information and that residents were properly informed and assisted in managing the outbreak.	General population	Municipal level	Pandemic	Short term
Veszprém	Just transition	Income support	During the pandemic, a temporary emergency allowance was introduced, for a maximum of 3 months, as a supplement to unemployment benefit, capped at HUF 30,000 per month.	Unemployed people	Municipal level	Pandemic	Short term
Veszprém	Just transition	Protective equipment	A donation account was set up to which anyone could transfer money. The funds raised were used for purchasing equipment for protection and prevention, masks, protective equipment and cell phones for the combined social services.	Key workers	Municipal level	Pandemic	Medium/Long term



Veszprém	Just transition	Cultural offers	The theatre and puppet theatre artists entertained the locals with outdoor performances in neighbourhoods, parks, and public spaces, since theatres were closed.	General population	Municipal level	Pandemic	Short term
----------	-----------------	-----------------	--	--------------------	-----------------	----------	------------

## Green transition policies

Case study	Policy area(s)	Focus area(s)	Policy description	Target group/ Beneficiaries	Responsible level of governance/ Financing	Timing of policy	Duration
Amsterdam	Green transition	Travel and mobility	The regional traffic authority invested an additional € 235 million in mainly traffic safety projects, public transport and travelling outside of rush hour. The idea is to use the crisis to make adaptations to the transport system.	General population	Regional level	Pandemic	Short term
Amsterdam	Green transition Just transition	Investment in infrastructure Green spaces	The municipality is investing € 78m from the climate change fund to accelerate the city's sustainability ambitions. The municipality hopes this policy package will trigger an additional €2,7b investment from the private sector. The measures include the installation of 32,000 solar panels, heating for 10,000 homes as well as insulation and renovation. 100 new green spaces will be realized and SMEs will receive assistance in environmentally retrofitting their buildings and developing sustainable products. Training will be given to unemployed to help them participate in these projects. This will also make the city less dependent on tourism and freelance work.	General population Businesses Unemployed people	Municipal level	Pandemic	Short term
Amsterdam	Green transition	Travel and mobility	Moving bicycles to the street to give pedestrians more walking space on the cycle paths. This should only be implemented in certain cases (no freight traffic, trams) and only after other obstacles on the pavement have been cleared like parked scooters and advertisements. As pedestrians are accustomed to avoid (also by law) the red cycle paths in Amsterdam, this required clear communication.	General population	Municipal level	Pandemic	Short term
Amsterdam	Green transition	Travel and mobility	Expanding loading and unloading times to reduce congestion.	General population	Municipal level	Pandemic	Short term

Amsterdam	Green transition	Travel and mobility	Reduced rates at P&Rs and scooter/bike sharing.	General population	Municipal level	Pandemic	Short term
Amsterdam	Green transition	Research	A grant was awarded to the Hogeschool van Amsterdam to investigate public space Covid-19 measures and sustainability under the title "From Prevention to Resilience." The research found, for example, that if walls need to be built to physically separate people, this can be done using recycled or recyclable materials for the same cost. In addition, involving at-risk youth in the process can contribute to social goals (Suurenbroek and Meys, 2021). Another goal of the project is to design a toolbox, which can be applied in times of pandemic, but also in anticipation of future shocks and stressors related to climate change and biodiversity loss.	Researchers, universities and research institutes General population	Municipal level	Pandemic	Medium/ Long term
Amsterdam	Green transition	Waste management and circular economy	Waste management – less pickups for businesses and more for residences due to increased online deliveries.	General population Businesses	Municipal level	Pandemic	Short term
Athens	Green transition	Travel and mobility	Through the "E-mobility" programme, the purchase/rental of electric cars (private use and taxis), bicycles and motorcycles will be subsidized.	General population Businesses	National level	Pre-pandemic	Medium/ Long term
Athens	Green transition	Travel and mobility Investment in infrastructure	Electrification of transport, including the building of charging infrastructure and boosting entrepreneurship in the field of batteries and chargers	General population Businesses	National level	Pre-pandemic	Medium/ Long term
Athens	Green transition	Travel and mobility Investment in infrastructure	Increase bike lanes, smart bikes and pedestrian areas - is at an early stage	General population	Municipal level	Pre-pandemic	Medium/ Long term
Athens	Green transition	Business support	Policies and funding to support businesses with green transition processes - at an early stage.	Businesses	National level	Pre-pandemic	Medium/ Long term

Athens	Green transition	Green spaces	Protect nature, upgrade protected areas and design a national plan for reforestation.	General population	National level	Pre-pandemic	Medium/Long term
Athens	Green transition	Tourism	Support for local green tourism businesses - is at an early stage.	Businesses Other groups	National level	Pre-pandemic	Medium/Long term
Athens	Green transition	Business support	Raise citizen awareness of local and sustainable food products - at an early stage.	Businesses General population	Municipal level	Pre-pandemic	Medium/Long term
Athens	Green transition	Waste management and circular economy	Building 17 new waste treatment plants.	Businesses General population	National level	Pre-pandemic	Medium/Long term
Athens	Green transition	Waste management and circular economy  Communication and knowledge sharing	Educate citizens on how to separate domestic waste - at an early stage	General population	Municipal level	Pre-pandemic	Medium/Long term
Athens	Green transition	Climate mitigation and adaptation	A target set for more than 42% reduction over 1990 Greenhouse Gas (GHG) Emissions and more than 56% over 2005 emissions by 2030 in order to achieve a climate-neutral economy by 2050.	General population Businesses	National level	Pre-pandemic	Medium/Long term
Athens	Green transition	Climate mitigation and adaptation  Investment in infrastructure	The programme "Saving energy/Energy autonomous buildings" aims at energy saving and energy autonomy of households, with new incentives and interventions that encourage the production and storage of energy from RES and the installation of "smart" energy systems.	General population	National level	Pre-pandemic	Medium/Long term

Athens	Green transition	Climate mitigation and adaptation Investment in infrastructure	The programme "Electra" intends to improve the energy efficiency of the public buildings through interventions related to heating, cooling, ventilating, lighting etc.	General population	National level	Pre-pandemic	Medium/Long term
Athens	Green transition	Climate mitigation and adaptation Investment in infrastructure	Build renewable energy plants and electrical interconnectors, linking the islands with the mainland.	General population	National level	Pre-pandemic	Medium/Long term
Athens	Green transition	Communication and knowledge sharing	Advice to low-income households on how to save energy - at an early stage.	Other groups	Municipal level	Pre-pandemic	Medium/Long term
Barcelona	Green transition	Education and training	The Metropolitan Area of Barcelona (MAB) shares educational material for children to learn about biodiversity in the metropolitan territory. To do so, they provide colouring sheets to show some of the species and natural areas that can be found in the metropolitan parks and beaches such as butterflies, frogs, snails, bees, insect hotels or beach dunes. Cut out illustrations of different bird species living in nest boxes were distributed in the parks of municipalities of the MAB for the purpose of fostering biodiversity across the young population groups. This action can be maintained after the COVID-19 crisis.	Children and youth	Regional level	Pandemic	Unclear
Barcelona	Green transition	Green spaces	The Equipment and Public Space Service (SEEP) of the Management of Equipment, Urban Infrastructures and Architectural Heritage (GSEIUPA) of the Barcelona City Council incorporated the urban green master plans and the strategies for renaturalization of cities as one of the best tools to influence the quality of life in cities within the program "Renaturing cities". The greening of urban areas has become an essential infrastructure for improving the quality of	General population	Regional level	Pre-pandemic	Medium/Long term

			life of towns and cities to address the COVID crisis. Ecosystem green infrastructures are now a structural tool, from the perspective of sustainability, of the Sustainable Development Goals (SDGs), to improve the habitability of urban areas and reduce the environmental footprint and a key strategy to be applied even after the pandemics.				
Barcelona	Green transition	Tourism	The "Zero Strategy" is a tourism marketing strategy led by the Barcelona Provincial Council that responds to the current needs of the sector. The strategy maintains the spirit of empowerment of tourism that values the destination, that consumes local and respects the environment, guaranteeing its social, economic, and cultural sustainability. It focused on supporting the tourism sector in the Barcelona region and carrying out communication and inspiration actions for the final customer, especially in the local market (Catalan, Spanish), always in collaboration with other public institutions such as the Catalan Tourism Agency, <i>Turisme de Barcelona</i> and local and regional tourism management agencies. During the pandemics, the first phase was dedicated to the local market: the city of Barcelona, its metropolitan area, but also the rest of Catalonia region, trying to transform the need for short trips into opportunities for overnight stays. A second phase targeted nearby markets (Spain, southern France), focused on family tourism that can be done by car during short periods. A third stage, more commercially intense, is dedicated to short vacations in Europe. However, it is attentive to the recovery of other international markets.	Businesses Public stakeholders	Regional level	Pandemic	Medium/ Long term
Barcelona	Green transition	Waste management and circular economy	With the program "How to separate domestic waste during COVID-19?" the MAB shares visual and useful information about how to separate domestic waste during COVID-19 situation: Households in quarantine or affected by a COVID-19 positive case must deposit waste generated by the sick person and by the caregiver (masks, gloves and other health supplies) in a specific bag that must be deposited in the rest-waste container.	General population	Regional level	Pandemic	Short term

			Other types of waste in the household must follow the regular separate collection system. Households not affected by the COVID-19 nor the quarantine must correctly separate waste in order to reduce the rest-waste amount.				
Barcelona	Green transition	Green spaces	Due to the pandemic, the Metropolitan Area of Barcelona decided to close the metropolitan parks and children's and sports facilities in the metropolitan beaches. However, the cleaning and maintenance of metropolitan parks and beaches was guaranteed.	General population	Regional level	Pandemic	Short term
Corsica	Green transition Just transition	Business support	Measure to safeguard the agricultural economy. With regard to the agricultural sector specifically, the "senior bank guarantee" scheme proposed by the Office for Agricultural and Rural Development (ODARC) is extended to all farmers who request cash flow financing from their banks. This action should enable the guarantee of almost €2.5 million.	Businesses	Regional level	Pandemic	Medium/ Long term
Elvas	Green transition	Green spaces	Some of the municipality public green spaces were renovated. This resulted from increasing number of citizens interested in using such public spaces during the pandemic.	General population	Municipal level	Pandemic	Short term
Hannover	Green transition	Travel and mobility	Park & Ride parking spaces with connection to the Hannover State Capital's light rail network for car and train travel to reduce vehicle traffic in Hannover.  The promoters of this initiative are the transport companies, alongside the local and regional administration from the transportation departments	General population	Municipal level/Regional level	Pandemic	Medium/ Long term
Hannover	Green transition	Travel and mobility	Convenient reservation of a vehicle of your choice non-stop via application, website or telephone at over 200 stations in the Hannover region. The fleet is modern and low emission. The GVH (The Großraum-Verkehr Hannover - Transport Association of Greater Hanover) is the main actor behind this initiative and this measure is part of larger set of initiatives (see above and below) regarding travel and mobility sector in Hannover.	General population	Municipal level/Regional level	Pandemic	Medium/ Long term

Hannover	Green transition	Travel and mobility	<p>Encourage the use of bicycles by providing special parking spaces for GVH buses and trains.</p> <p>GVH (The Großraum-Verkehr Hannover - Transport Association of Greater Hanover) is covering the big centres Hanover, Garbsen and Langenhagen as well as the surroundings areas. The eight transport companies (ÜSTRA, regiobus, DB Regio, Transdev, metronom, erixx, WestfalenBahn and start Niedersachsen Mitte) forming GVH engaged actively in the promotion of bicycle use as well.</p>	General population	Municipal level/Regional level	Pandemic	Medium/Long term
Hannover	Green transition	Travel and mobility	<p>Transport companies in the Hannover region offer passengers an additional timetable at certain times and on bus lines. Regular taxis, minibuses and on-demand services, such as the on-call bus or the on-call taxi, replace regular buses when there are fewer people on the road and bring passengers safely to their destination.</p>	General population	Municipal level/Regional level	Pandemic	Short term
Hannover	Green transition Just transition	Travel and mobility	<p>Escort service for passengers "Mobile together" (Gemeinsam mobil). The purpose is to help passengers with reduced mobility when using public transport. Transport companies apply this special service. Available throughout the Hannover region.</p>	People with special needs	Municipal level/Regional level	Pandemic	Medium/Long term
Hannover	Green transition Just transition	Travel and mobility Social support	<p>Cycle Rickshaw Project for Seniors. Sustainable and long-term cooperation with old people's homes and nursing homes, associations and initiatives and, of course, with volunteers. The project was implemented in the city of Hannover together with the municipal initiative "Hannover - Lust auf Fahrrad".</p>	Elderly people	Municipal level	Pandemic	Medium/Long term
Helsinki	Green transition	Waste management and circular economy Business support	<p>Starting of new cluster programme for circular economy.</p>	Businesses	Municipal level	Pandemic	Medium/Long term



Helsinki	Green transition	Green spaces	Earlier planned construction work has been called off in some valuable natural areas in different parts of the city. These areas include patches of wild-grown forest in Helsinki's archipelago.	General population	Municipal level	Pandemic	Medium/Long term
Helsinki	Green transition Just transition	Business support	Urban planning regulations in Helsinki have been restrictive in terms of outdoor seating permits for restaurants and bars. During the pandemic, these regulations were made more lenient, e.g. in summertime a restaurant can apply to set up outdoor dining on top of up to three streetside parking spaces or in a public square, thus enabling a more vibrant and sustainable city centre. Was already continued and extended from 2020 to 2021.	Businesses General population	Municipal level	Pandemic	Medium/Long term
Helsinki	Green transition	Communication and knowledge sharing	A new platform gathers information and statistics on sustainability and SDG progress, as well as SDG alignment of policies and strategy documents of the City of Helsinki. The pandemic has exacerbated the need for holistic policy analysis and prioritisation of social, economic and environmental sustainability.	General population	Municipal level	Pandemic	Medium/Long term
Iasi	Green transition	Travel and mobility	Bike-sharing system VeloCity. Through the project, 50 boarding and rental stations for bicycles will be arranged and will be purchased 813 mechanical smart bicycles, 37 electric smart bicycles and 80 tri-cycles for seniors and people with disabilities. The project also involves the implementation of an intelligent, energy-independent alternative urban mobility system using smart bicycles, to which are added docking systems and smart terminals. The promoter of the project is the City Hall of Iasi. Finance is provided through Regional Operational Programme 2014-2020.	General population Elderly people People with special needs	Municipal level	Pre-pandemic	Medium/Long term
Malmö	Green transition	Travel and mobility	A meeting and Travel Policy was introduced before the pandemic and it is stated that the implementation was facilitated by the pandemic. The policy states that travel in the municipality should be reduced and that the digital meeting should be considered before travelling to a physical one.	Municipal staff	Municipal level	Pre-pandemic	Medium/Long term

Malmö	Green transition	Climate mitigation and adaptation	Climate City Contract 2030 – Viable Cities. It is an agreement between cities, public authorities, and Viable Cities where all parties sign a contract where they state their intention to increase the pace of climate mitigation. The process was underway Pre-pandemic, but the contract was signed in December 2020.	Municipal staff General population	Municipal level	Pre-pandemic	Medium/ Long term
Malmö	Green transition	Travel and mobility	An initiative to extend and protect the bicycle- and walking paths because of an extended pressure in these areas. This was implemented during the Pandemic as a result of the increase of people using the paths and the extended pressure on the environment.	General population	Regional level	Pandemic	Medium/ Long term
Malmö	Green transition Smart transition	Business support	A Transition Crisis Package to support the businesses transition to become more climate friendly and digitally competent. It also included support for export to new markets and financing and local crisis coaching which includes business development, networks, seminars, and outreach activities.	Businesses	Regional level	Pandemic	Medium/ Long term
Milan	Green transition	Travel and mobility	Encouraging the use of soft mobility means (bicycles and scooters) by expanding cycling. Provision of investment to increase bicycle parking facilities and an appropriate awareness campaign.	General population	Municipal level	Pandemic	Medium/ Long term
Veszprém	Green transition	Travel and mobility	An electric scooter service has been set up in the city as an alternative form of transport, first of all for young people.	General population	Municipal level	Pandemic	Medium/ Long term
Veszprém	Green transition	Green spaces	Recognizing the demand from residents, the municipality is increasing the green spaces in the city center, creating parks and green lanes. Green spaces of University Campus will be open and made walkable for the public, providing even more green space for local residents.	General population	Municipal level	Pre-pandemic	Medium/ Long term
Veszprém	Green transition	Travel and mobility Investment in infrastructure	The municipality is trying to make public transport more attractive again with a new, modern bus fleet and the purchase of electric buses, as car use has increased during the pandemic.	General population	Municipal level	Pandemic	Medium/ Long term

Veszprém	Green transition	Green spaces	Recognizing the growing need for safe and diverse natural environment in the city centre, an initiative promotes to plant fruit-bearing trees in wooded parks to attract birds to wooded areas.	General population	Municipal level	Pandemic	Medium/Long term
Veszprém	Green transition	Green spaces Climate mitigation and adaptation	Large scale housing estates (built in socialist era) can apply for raised beds for community gardening.	General population	Municipal level	Pandemic	Medium/Long term
Veszprém	Green transition	Green spaces	Creating parks and green spaces in walking distance, or increasing access without using public transport to parks, concentrating on areas of the city that are under-resourced and where residents are living further than a walk to a park.	General population	Municipal level	Pre-pandemic	Medium/Long term
Veszprém	Green transition	Green spaces Climate mitigation and adaptation	Replace the surface of previously hard-surfaced running tracks with a special innovative type of turf surface that drains rainwater, so it remains eco-friendly and durable.	General population	Municipal level	Pre-pandemic	Medium/Long term
Veszprém	Green transition	Green spaces	Converting the car park between the university and the theatre into a park.	General population	Municipal level	Pre-pandemic	Medium/Long term
Veszprém	Green transition	Business support	In the European Capital of Culture 2023 Programme, specific financial and knowledge support is used to help entrepreneurs apply truly green solutions (e.g., further training, contact capital) and set up local companies that contribute to the green transition (e.g., encouraging food composting business).	Businesses	Regional level	Pre-pandemic	Medium/Long term
Réunion	Green transition	Business support	The mobilisation of the React-EU programme and its green dimension. These dimensions were taken into account by the Prefecture of La Réunion and by the Réunion Region when reallocating the actions to be financed by REACT-EU. The environmental dimension was incorporated into the schemes set up in order to comply with the REACT-EU funding criteria. The other measures affecting the green dimension are incorporated	Businesses Employees and self-employed people	Regional level	Pandemic	Medium/Long term

			into the evolution of the 2021-2027 programming of the European OPs in order to orient them towards strengthening resilience. The Commission's proposal to mobilise the REACT-EU fund on the condition that it respects several dimensions, particularly that it supports actions contributing to the ecological transition. Funding covering the period 2020-2023 and allowing the extension of the 2014-2020 OPs.				
Réunion	Green transition		Plan linked to the mechanism launched by the State: France 2030 - France Relance. The aim is to finance major projects that consolidate the strengths of the territories and make them part of the ecological transition.				Medium/ Long term

## Smart transition policies

Case study	Policy area(s)	Focus area(s)	Policy description	Target group/ Beneficiaries	Responsible level of governance/ Financing	Timing of policy	Duration
Amsterdam	Smart transition	Communication and knowledge sharing	As part of the ongoing programme Gezond Leven (healthy life), the national health institute has created a web portal to assist Dutch policymakers to improve their health policies. They provide tailor made advice to municipalities, but also information on how to: (1) make an overview of health needs, (2) set priorities and goals (3) implement policy and (4) evaluate and adapt policy. It contains a repository of studies and case study practices.	Municipal staff	National level	Pre-pandemic	Medium/Long term
Amsterdam	Smart transition	Big data	The Crowd Monitoring System Amsterdam (CMSA) uses counting cameras and Wi-Fi sensors to give insight into numbers and densities of pedestrians. An algorithm on the server analyses how many people are on the images. The information about the number of detected people is converted into anonymous statistics and forwarded to municipal officials to regulate traffic. The public are informed about the level of crowdedness via signs or online. It was originally used in 2015 during the international event SAIL Amsterdam and is used permanently at the Dam, Arena boulevard and in the Red Light District.	General population Municipal staff	Municipal level	Pre-pandemic	Medium/Long term
Amsterdam	Smart transition	Digitalisation of public services Research	A research project was initiated to investigate the ethics of e-health, which has been accelerated by the pandemic. During Covid-19 many meetings were moved online. On the one hand, it raises issues of whether patients should always have the right to choose between physical and virtual consultations. In some cases, anonymous online appointments with healthcare professionals may be preferred, such as in cases of psychological issues. It is however unclear whether creates a doctor-patient relationship in a legal sense. It	General population	National level	Pandemic	Medium/Long term

			also raises issues of accessibility as some groups find physical meetings more difficult and others online.				
Amsterdam	Smart transition Just transition	Digitalisation of public services Mental health services	The national fund earmarked for youth policy was used to temporarily expand outpatient psychological help and other preventative measures to improve the mental health and resilience of young people in Amsterdam. The project @ease provides an informal and safe space for teens to talk to others, usually student volunteers, about their problems.	Children and youth	Municipal level	Pandemic	Medium/Long term
Amsterdam	Smart transition	Digitalisation of public services Research	Many court hearings were delayed or abandoned due to Covid-19 or placed online. This has spawned many innovations which could change future practices. This research project surveys the problems posed by Covid-19 for the legal system in the areas of criminal law, immigration law and civil youth law, and whether these were successfully overcome. It will focus on the impact on vulnerable groups seeking legal recourse and whether this affected their trust in the legal system.	Vulnerable groups	National level	Pandemic	Medium/Long term
Athens	Smart transition	E-governance	Digitalisation of local governance administrative services such as online taxes and citizen registration, online platforms for citizens to express views on pricing of products, digital signature, remote citizen service, Online application for enrolment in primary education, Issuance of digital certificates, diplomas or excerpts from diplomas, Issuance of digital excerpts of civil registration deeds and certificates of municipal registration.	General population	National level	Pre-pandemic	Medium/Long term
Athens	Smart transition Just transition	Digital access and competencies	Government-issued vouchers of 200 euros addressed to low income families for equipment (tablets).	Vulnerable groups	National level	Pandemic	Short term

Athens	Smart transition	Multi-locality working	Compensation for home-office (max. 28 euros/month for power usage), mandatory percentage of employees work from home, no equipment provision.	Employees and self-employed people	National level	Pandemic	Short term
Athens	Smart transition	Digitalisation of public services	Establishment and operation of the archiving system of the National Registry of patients with Covid-19 virus. Operation of the emvlio.gov.gr platform for the scheduling of vaccination by the citizen. Operation of the self-testing.gov.gr platform.	General population	National level	Pandemic	Medium/Long term
Athens	Smart transition	Digitalisation of public services Cultural offers	Intangible prescription in Health Care. Digitalisation of theatrical performances. The digital start-up of a sole proprietorship (freelancers) and later the electronic business file are expected. Digitalisation in the field of Justice is limited.	General population Businesses	National level	Pandemic	Medium/Long term
Athens	Smart transition	Big data	Government is due to increase use of big data for municipal admin and healthcare purposes.	General population Municipal staff	National level	Pandemic	Medium/Long term
Athens	Smart transition	E-governance	Electronic issuance of unemployment card.	Unemployed people	National level	Pandemic	Medium/Long term
Athens	Smart transition Just transition	Education and training	Distance training for the unemployed and employees.	Unemployed people Employees and self-employed people	National level	Pandemic	Unclear
Athens	Smart transition	Digitalisation of public services	Online Prescribing Services.	General population	National level	Pandemic	Medium/Long term
Athens	Smart transition	Digitalisation of public services	At home or remotely provided medical services by PHC units doctors.	General population	National level	Pandemic	Medium/Long term
Athens	Smart transition	Education and training	Distance learning at all three levels of education (pandemic waves 1 & 2).	Children and youth	National level	Pandemic	Short term

				Students			
Athens	Smart transition	Business support	Launching of an online platform “agoradelivery” through which retail stores and small and medium-sized enterprises are given the possibility to create e-shops for free.	Businesses	Regional level	Pandemic	Short term
Athens	Smart transition	Cultural offers	Organisation of online concerts and cultural events.	General population	Regional level	Pandemic	Short term
Barcelona	Smart transition	E-governance	With the intention of helping local governments faced by the problems derived from COVID-19, a new Funeral Services management module coordinated by the Barcelona City Council, allowed them to control the number of niches, columbarium, and tombs, existing and that were empty. In addition, municipalities had also access to the same information for the different cemeteries of the province, to find possible alternatives to the neighbours. This practice has been extended and should be useful for other regions.	Municipal staff	Regional level	Pandemic	Medium/Long term
Barcelona	Smart transition	Big data	The Barcelona City Council developed a COVID-19 Tracking website to monitor the impact of the pandemic on the city through real-time data and daily follow health, pollution, transport and mobility, economic issues arriving in the city. This tool will certainly be used after the pandemic.	Municipal staff General population	Municipal level	Pandemic	Unclear
Barcelona	Smart transition	Research	Considering the COVID-19 crisis, SciTech DiploHub, the Barcelona Science and Technology Diplomacy Hub, developed a service that connected the actors of Barcelona's innovation ecosystem and the rest of the world, leading international cooperation against COVID-19. In this scenario of border shutdowns, travel restrictions, and unilateral national responses, global cities play a decisive role in bringing inclusive solutions to global challenges. This is the case of Barcelona and its science and technology ecosystem, which has taken the lead in the fight against Covid-19 virus. SciTech DiploHub is a pioneering non-profit public-private partnership backed by leading research centres, universities, non-profits, start-ups,	Public stakeholders Researchers, universities and research institutes	Municipal level	Pandemic	Unclear



			corporations and public institutions that positions Barcelona as a global lab in science diplomacy for cities around the world.				
Barcelona	Smart transition	Digital access and competencies Education and training	The project TTT ( <i>Treball, Talent i Tecnologia – Jobs, Talent and Technology</i> ) is a local public policy based on the promotion of technology and the support for the digital transition of populations, companies and institutions towards a sustainable, inclusive, supportive and egalitarian socio-economic model. The aim of this project is to address the employment opportunities involved in technological developments and the digital transition in the labour market, which have become even more apparent given the current circumstances resulting from the effects of COVID-19. In this line, the Barcelona Provincial Council contribute to the digital transition of companies to ensure their survival and future development by considering into four lines of work for its territorial development: Analysis and diagnosis, strategic alliances, competence development of population, boosting productive capacity and transforming the business fabric. The direct recipients of the project's budget are the 310 municipalities in the province (excluding the municipality of Barcelona).	Businesses Employees and self-employed people Unemployed people	Municipal level/Regional level	Pre-pandemic	Medium/Long term
Barcelona	Smart transition	Digital access and competencies Business support	To strengthen the role of municipal markets as suppliers of fresh produce close to the population and to increase its supply and digital presence, the need for which has become especially evident since the health crisis of the COVID-19, support for the digitization of municipal markets was provided by the Barcelona Provincial Council. The program helped municipalities and local markets with support, preferably, for the implementation of digital platforms for online sales and home service, support for technological capacity control systems and, support for equipment health control systems.	Businesses General population	Municipal level/Regional level	Pandemic	Short term

Corsica	Smart transition	Business support	Creation of a digital “city center“ for the region of Bastia by an association. It consists of 150 shopkeepers. The main goal is to help all the shops. Once created, they had the support of the region of Bastia. 25 restaurant owners and 40 shopkeepers now have the opportunity to offer their products online. This solidarity marketplace aims to support local initiatives for traders and craftsmen in the town centre of Bastia and the surrounding area in order to better serve our customers.	Businesses	Regional level	Pandemic	Medium/Long term
Corsica	Smart transition	Communication and knowledge sharing	Digital online map in order to identify the many initiatives that have been taken in Corsica to deal with the Covid pandemic. Nearly 10 types of initiatives are listed to allow citizens to propose their initiative and to know those of others.	General population	Regional level	Pandemic	Medium/Long term
Elvas	Smart transition	Digital access and competencies Multi-locality working	The city acquired and distributed 300 routers for all municipality residents which had a personal computer in their homes. The goal was to provide conditions for all to work directly from home during the lockdown. Free school transport and meals and grands support.	General population	Municipal level	Pandemic	Unclear
Hannover	Smart transition	Communication and knowledge sharing	COVID-19 Dashboard The measure (a national initiative adopted and adapted by each land and county) aimed to inform the citizen about the evolution of the pandemic (cases, deaths, recoveries) by age, locality, etc.	General population	National level/Regional level	Pandemic	Short term
Hannover	Smart transition	Cultural offers	Online cultural events During the pandemic a series of cultural events were transposed into a digital form (such as the Virtual Remembrance Day for the victims of displacement / International World Refugee Day). Similar initiatives were taken for other cultural events.  The financing of these initiatives was covered by the county councils.	General population	Municipal level/Regional level	Pandemic	Short term

Hannover	Smart transition	Communication and knowledge sharing	Vaccination Portal An online portal dedicated to the vaccination process. Vital information and useful functions related to appointment, consultation, and similar aspects were provided.	General population	National level/Regional level	Pandemic	Short term
Hannover	Smart transition	E-governance	Citizens Registration Office Online An online registration office dealing with passports, parking permits, central business information, civil registry documents, etc was put in place during the first pandemic wave. The measure was part of a larger process of digitalisation, accelerated by the pandemic context.	General population	Municipal level/Regional level	Pandemic	Medium/Long term
Helsinki	Smart transition	Business support	Increased funding and measures targeted at sustainable business incubator activities, especially with regards to young people. City of Helsinki funding has been targeted at collaborations with education providers and industry.	Students	Municipal level	Pandemic	Medium/Long term
Helsinki	Smart transition	E-governance Digitalisation of public services	New kinds of service offerings are trialled and implemented with a view to evolving as a city administration and being able to provide accessible and equal services.	General population Vulnerable groups	Municipal level	Pandemic	Medium/Long term
Helsinki	Smart transition	Communication and knowledge sharing	Tackling grand challenges and global problems with consortium measures and shared leadership across sectors has increased in Helsinki because of the pandemic. Involved stakeholders include think tanks, consultancies, universities and other education providers, etc.	General population Researchers, universities and research institutes Businesses	Municipal level	Pandemic	Medium/Long term
Helsinki	Smart transition	Big data Communication and knowledge sharing	Special personnel put in place to work on increasing data applications and effective governance. Any proceedings from effectiveness are earmarked for services spending.	General population	Municipal level	Pandemic	Medium/Long term

Helsinki	Smart transition	Big data Communication and knowledge sharing	New data sharing structures and routines have been put in place to harmonise healthcare data and make patient care smoother.	General population Key workers	Municipal level	Pandemic	Medium/Long term
Helsinki	Smart transition	Research	A number of new data analysis projects and report commissions put in place to increase dialogue and connection to research and use of data-driven research and digital platforms in governance.	Researchers, universities and research institutes General population Public stakeholders	Municipal level	Pandemic	Medium/Long term
Helsinki	Smart transition	Research	Situation Room'. Collaboration between Helsinki Graduate School of Economics , the national VATT centre for economic research, and other stakeholders. Gathers and publishes analysis reports on labour and economic statistics related to the pandemic-induced recession.	Researchers, universities and research institutes General population Public stakeholders	Municipal level	Pandemic	Short term
Iasi	Smart transition	Tourism	Following the adoption of a new Regional Action Plan for Culture and Tourism (2021-2027), a new strategic direction has been added, aiming at “supporting the digitalization of the cultural and tourism sector”, through the following “four measures: i) digitization of the cultural resources of libraries and museums”; ii) digitization of the tourist objectives of the cultural routes that cross the territory of the region, through a digital platform; iii) developed e-tourism applications: promoting tourist products and services; iv) setting up digital platforms for entry and control of visitors' access at various tourist / recreational / cultural attractions, which would allow the online reservation of visiting / access time intervals.”	Other groups Businesses	Regional level	Pandemic	Medium/Long term
Iasi	Smart transition	Big data Smart transport	Smart apps with real-time updates about Public Transport. A forerunner application (created by a local entrepreneur) was already in use before the pandemic. Nevertheless, the new app integrates	General population	Municipal level	Pre-pandemic	Medium/Long term

			new functionalities, including real time notification related to the pandemic.				
Iasi	Smart transition Green transition	Smart transport	E-ticketing inside Public Transport (QR, apps, SMS, contactless payments). The measure was adopted by the City Hall of Iași and the Public Transport Company. Funding is provided by the EU. E-ticketing was already functioning (QR, apps, SMS, contactless payments), but not in an integrated manner. The effects are expected to be positive in terms of increasing the attractiveness of public transportation.	General population	Municipal level	Pre-pandemic	Medium/Long term
Iasi	Smart transition	E-governance	Online system for tax payment implemented by the Iasi City Hall. The system allows taxpayers (individuals or legal entities) to get information and to pay local taxes through electronic payment instruments. Therefore, the operations could be made without going to the physical office.	General population Businesses	Municipal level	Pre-pandemic	Medium/Long term
Iasi	Smart transition	Digitalisation of public services	Online health services. Several hospitals from Iasi (especially the Clinical Recovery Hospital) introduced on-line and on the phone programming, online medical letters.	General population	Municipal level	Pandemic	Medium/Long term
Iasi	Smart transition	Education and training Digital access and competencies	As a response to the pandemic conditions, Iași City Hall has made significant investments in digital equipment for local schools.	Children and youth	Municipal level	Pandemic	Medium/Long term
Iasi	Smart transition	Cultural offers	Some local cultural institutions live-streamed cultural performances. While live-streaming some cultural activities did not constitute a premiere during the pandemic, their frequencies increased.	General population	Municipal level	Pandemic	Medium/Long term
Iasi	Smart transition	Business support	An online platform (gustdeiasi.ro, literally “taste of Iași”) has been created by a local association and funded by the City Hall. The platform “aims at promoting the local food producers from the peri-urban area of Iași city. It is also focused on raising the consumers’	Businesses General population	Municipal level	Pandemic	Medium/Long term

	Just transition		level of trust in short food supply chains and healthy food products as well. The platform engages knowledge transfer and public information and, at the same time, does not embrace a commercial approach”.				
Iasi	Smart transition	Communication and knowledge sharing	Iasi City Hall and the County Council have moved to on-line council meetings and public consultations. In order to keep the population connected to the decisional forum and to involve the local population into the consultations, the local and county councils used online platforms such as YouTube and Facebook for live transmissions and interaction with the population. While on-line council meetings predate the pandemic, online public consultations have been introduced for the first time in 2020.	General population Municipal staff	Municipal level/ Regional level	Pandemic	Unclear
Malmö	Smart transition	Digitalisation of public services	Digitalisation of social services. Social services used digital meetings and phone calls instead of physical meetings and group meetings. This was an immediate response to the Covid-19 restrictions. The digital meetings will however continue after the pandemic for those that request it.	General population	Municipal level	Pre-pandemic	Medium/ Long term
Malmö	Smart transition Just transition	Digitalisation of public services Social support	Several different digital support services have been implemented. Such as: web site to facilitate for families who have questions about sick family members, digital support for people exposed to violence.	General population	Municipal level	Pandemic	Medium/ Long term
Malmö	Smart transition	Digital access and competencies Education and training	Education package for teachers to increase competence in digital education. The pandemic high-lighted the need for teachers to receive more knowledge about digital education. The package was aimed at teachers in high school and adult education.	Teachers	Municipal level	Pandemic	Medium/ Long term
Malmö	Smart transition	Digital access and competencies	Introduction of digital platform for digital education called “Nät-baserad 2.0”. The aim of the platform is that teachers can use it to	Teachers	Municipal level	Pandemic	Medium/ Long term

		Communication and knowledge sharing	communicate and inspire each other in their work with digital education.				
Malmö	Smart transition	Education and training	Introduction of digital education for primary school, high school and upper secondary school in the municipality.	Children and youth Teachers	Municipal level	Pandemic	Medium/ Long term
Malmö	Smart transition	Multi-locality working Research	New project that will investigate the aspects of “the future workplace”. This was started during the pandemic and includes discussions about work space, insurance, contracts, taxes etc.	Municipal staff	Municipal level	Pandemic	Medium/ Long term
Malmö	Smart transition	Business support Digital access and competencies	Almi Digital Score Card was used for businesses in the region. The tool is for businesses to measure their own digital maturity and to understand where they are lacking in competence.	Businesses	Regional level	Pre-pandemic	Medium/ Long term
Mayotte	Smart transition	Digital access and competencies	Funding of mobile digital access points and opening of many Maison France services. The aim is for the whole population to have access to internet connection points and places where they can perform their administrative procedures online. Short, medium or long term  These measures were greatly accelerated during the COVID-19 crisis. They are still ongoing, with the aim of reducing the very strong digital divide in Mayotte.	General population		Pandemic	Medium/ Long term
Milan	Smart transition	Big data Smart transport	The TPL (Local Public Transport) was equipped with an app to provide real-time information on timetables and transport capacity.	General population	Municipal level	Pandemic	Medium/ Long term
Milan	Smart transition	Multi-locality working	Major changes are currently taking place in the organisation of work and travel to reconcile the demands of life and work times, the use of resources that respect environmental sustainability and collective well-being. Smart working encourages cost savings and a positive impact on productivity. Technological innovation facilitates	Employees and self-employed people Public stakeholders	National level	Pandemic	Medium/ Long term

			<p>this. The first smart working initiatives were activated during the first pandemic wave and continued in subsequent waves. On 7 December 2021, the Ministry of Labour and Social Policy reached an agreement with the social partners on the first <i>Protocollo Nazionale sul lavoro in modalità agile</i> (National Protocol on Smart Working) in the private sector.</p>				
Milan	Smart transition	Digital access and competencies Education and training	<p>The school system and universities have adopted tools and technologies to counter the advance of contagion such as, for example, sanitary devices for personal protection, sanitizers for the disinfection of work areas and digital equipment to allow teachers and students to continue their activities at a distance. The introduction of new software and digital portals ensuring steady connections and interactions between participants has made it possible to conduct all scheduled school and university activities (such as, lessons, exams, and meetings) related to education and training.</p>	<p>Researchers, universities and research institutes</p> <p>Students</p> <p>Teachers</p>	National level	Pandemic	Medium/Long term
Milan	Smart transition	Digitalisation of public services E-governance	<p>Transfer, in some municipalities, of the IT system to the e-cloud, adhering to national and European regulatory provisions. Improving the digital information of the Public Administration and remote access to municipal services. Acceleration of the digital decentralisation process, municipal structures, and services in neighbourhoods.</p>	<p>General population</p> <p>Municipal staff</p>	Municipal level	Pandemic	Medium/Long term
Milan	Smart transition	Digital access and competencies	<p>Diffusion of the wi-fi network in the main public spaces.</p>	<p>General population</p>	Municipal level	Pre-pandemic	Medium/Long term
Réunion	Smart transition	Business support	<p>Aid schemes for the digitalization of training actors to prepare them for new waves of distance learning. Continued funding of the digital voucher for companies. These measures were either initiated during the crisis, or their implementation was reinforced or accelerated to meet the demands: the objective of reducing the very strong digital divide, the competitiveness of companies, and the emergence of new distribution methods.</p>	<p>Businesses</p>	Regional level	Pandemic	Medium/Long term



Terceira Island (Azores)	Smart transition Just transition	Digital access and competencies Education and training	Offering of computers to school students (via schools) from socioeconomically deprived households to provide them possibility to study from home.	Children and youth	Municipal level	Pandemic	Short term
Terceira Island (Azores)	Smart transition	E-governance	The municipality implemented the possibility for the inhabitants to access to the municipality services (e.g. payments) online.	General population	Municipal level	Pandemic	Medium/Long term
Veszprém	Smart transition	Cultural offers	Local cultural institutions have started to digitalize their own content.	Public stakeholders General population	Municipal level	Pandemic	Medium/Long term
Veszprém	Smart transition	Multi-locality working	The use of e-government in the local government system has been promoted. The technical conditions for home access must be created in order to let staff working for the local authority/local administration to work from home.	Municipal staff	Municipal level	Pandemic	Short term
Veszprém	Smart transition	Cultural offers	Create a pandemic-proof version of the European Capital of Culture 2023 Programme. Create online and hybrid events. Covering the whole period of the pandemic, the extended online offer will be maintained for certain events to ensure that it is available for those who are absent.	General population	Regional level	Pandemic	Medium/Long term
Veszprém	Smart transition	Communication and knowledge sharing	Veszprém-Balaton 2023 JSc, the planner, organiser, and executor of project development encourages organizations involved in European Capital of Culture 2023 Programme (NGOs, municipalities, business organizations) to share knowledge and exchange experiences.	Businesses Public stakeholders	Regional level	Pandemic	Medium/Long term
Veszprém	Smart transition	Multi-locality working	Contacts, exchange of experience and conferences with ECoC 2023 title holders from other countries were held online.	Other groups	Regional level	Pandemic	Medium/Long term







Co-financed by the European Regional Development Fund

Inspire Policy Making with Territorial Evidence

espon.eu   

## **ESPON 2020**

ESPON EGTC  
4 rue Erasme, L-1468 Luxembourg  
Grand Duchy of Luxembourg  
Phone: +352 20 600 280  
Email: [info@espon.eu](mailto:info@espon.eu)  
[www.espon.eu](http://www.espon.eu)

The Single Operation within the programme is implemented by the ESPON EGTC and co-financed by the European Regional Development Fund, the EU Member States, the United Kingdom and the Partner States, Iceland, Liechtenstein, Norway and Switzerland.

### Disclaimer

This delivery does not necessarily reflect the opinion of the members of the ESPON 2020 Monitoring Committee.