



Imaging equipment

(copiers, faxes, printers, scanners, multifunctional devices)

Consumer Behaviour and Local Infrastructure:

**Identification of possible barriers to eco-design innovations
and quantification of user defined parameters**

Draft Document (**Confidential**)

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PURPOSE OF THIS DOCUMENT

This document first provides a brief **background** regarding the aspects of consumer behaviour in the framework of Lot 4 (**Imaging equipment**) of the EuP Preparatory Studies. The second part provides a **questionnaire** to gather specific information on consumer behaviour and data on user defined parameters. In particular, we would like to gather information on the following aspects:

- > **Consumer Behaviour** – to understand the general attitude and possible barriers of consumers towards environmental friendly products, their buying decisions and specific usage parameters.
- > **Channels of Information** – to be able to evaluate the existing supply of information for consumers provided by producers.

By filling out the questionnaire and – if possible – providing us further information or **available studies on consumer behaviour**, you greatly help us to get an overview on the present situation and on how to improve the awareness of consumers on eco-design.

Use of provided information:

The EuP preparation studies are intended to be published. We can only use the information you give us, if we are allowed to publish them. We hereby assure a sensitive use of your provided data.

Please let us know if there are any information to remain confidential or to be used anonymous.

Thank you very much in advance for taking the time to answer our questions.

An early response to this document will be deeply appreciated. We recommend sending your **reply by 25th of September 2006**. Please contact us if you need further time delay.

BACKGROUND

EuP-Directive and Preparatory Studies

Directive 2005/32/EC provides for the setting of eco-design requirements for energy-using products (EuP). Several preparatory studies on various product groups are the first step to identify important aspects and products for which should be set up eco-design requirements. The preparatory studies shall recommend ways to improve the environmental performance of products falling into the respective category and provide necessary information to prepare for the next phases (carried out by the European Commission). These are, in particular, a consultation forum with stakeholders, an impact assessment, and possible draft implementing measures.

The project consortium mentioned in the headline is commissioned to carry out the following Preparatory Studies:

- **Lot 4: Imaging equipment: copiers, faxes, printers, scanners, multifunctional devices**
- Lot 5: Consumer Electronics: televisions
- Lot 6: Stand-by and off-mode losses
- Lot 7: Battery chargers and external power supplies

One of the tasks – task 3 – of the studies is to identify possible barriers to eco-design innovations and to quantify user defined parameters.

Task 3 of the Preparatory Studies: Identification of possible barriers to eco-design innovations and quantification of user defined parameters

Consumer behaviour can – in part – be influenced by product-design but overall it is a very relevant input for the assessment of the environmental impact and the Life Cycle Costs of a product. One aim of the Preparatory studies is to identify barriers and restrictions to possible eco-design measures, due to social, cultural or infra-structural factors. This could be, for example, due to a lack of knowledge, convenience or force of habits as well as costs. A second aim is to quantify relevant user parameters that influence the environmental impact during product life and that are different from present Standard test conditions for the products. Indeed, there is a huge potential to improve the use of eco-designed products and to reduce energy consumption by influencing the consumer behaviour.

QUESTIONNAIRE ON CONSUMER BEHAVIOUR

The intention of this questionnaire is to collect available data or studies concerning how the companies take into account consumer behaviour and requirement on environment and energy efficiency in the design of their products. It also attempts to explore how the consumer behaviour during the use phase of these products affect their performance from energy consumption and environmental impact point of view.

The questionnaire is subdivided into three parts:

A Consumer behaviour: The objective of this section is threefold: to understand the level of environmental consciousness of an European consumer, to analyse the manner in which an average consumer uses an energy using product, and to identify the potential and means to influence such behaviour in order to improve the energy efficiency and reduce the environmental impacts during the life-cycle of the product. Some example questions can be:

Which environmental aspects influence consumers while making their buying decisions? Which information do you have on the every day usage of your products by an average user? Are there any differences between private and business users? Are you aware of differences in the user behaviours among different European countries? Have you conducted studies (or are you aware of studies conducted by others) and any other source of information on consumer behaviour which could be useful for our analysis and you could provide us?

B Information for consumers: The environmentally friendly consumer behaviour is also related to the state of information they receive from the manufacturers. We would like to identify which information and to which extent the sales staff and consumers are already aware concerning eco-design and energy efficiency. This section tries to identify the kind and level of information communicated to the consumer by the companies, during advertising, marketing, and/or in product brochures, user manuals, and other technical documentation. Some questions can be:

Which information (material) regarding eco-design and efficiency features does your company provide to your sales team and to the consumers? Do consumers contact you for seeking such specific information? Does the use of environmental issues in marketing has influenced the sale of certain products?

C Further relevant comments and aspects you would like to provide to us

Thank you very much for your participation!

A. CONSUMER BEHAVIOUR

A.1 Available information and studies on consumer behaviour

A.1.1 Did your company carry out or subcontract certain studies or surveys concerning private and/or business consumers' behaviour? Or do you have other sources of information on consumer behaviour in this context?

<input type="checkbox"/> No ¹	<input type="checkbox"/> Yes ⇒ Please specify these studies:
Do these above-mentioned studies consider any aspects of eco-design?	
<input type="checkbox"/> No	<input type="checkbox"/> Yes ⇒ Please specify:
Do these above-mentioned studies consider any aspects of energy efficiency?	
<input type="checkbox"/> No	<input type="checkbox"/> Yes ⇒ Please specify:
Which of these studies could you make available to us as a whole or in part?	


Remark:

Lot 4 covers printer, copiers, scanner, fax machines and multifunctional devices. In order to keep the following questionnaire as simple as possible, we don't differentiate between those devices. So please answer the questions looking from devices, where it makes sense and help us with clarifications, where it is necessary.

¹ please click on the small-box to tick the corresponding option


A.2 Consumers' Buying Decision

A.2.1 To what extent do the following aspects play a decisive role in business/private consumers' buying decision?


General aspects						NIA ²
		low			high	
Technology / Performance	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Functionality	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design / Aesthetic Appeal	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase price	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costs for Consumables	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify)	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:						

² NIA = No Information Available

... Continuation of question A.2.1:

Environmental aspects						NIA
		low			high	
Relevance of Eco-Labels	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments on this issue: Do you know, which labels play a major role for business/private consumers (e.g. "international" label like EnergyStar, "regional" label like EU-Flower or "national" label like Nordic Swan and Blue Angel), what are the reasons if they don't, etc.:						
Energy consumption	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power saving functions (e.g. power switch)	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of recycled materials	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ecologic relevance of consumables (e.g. particular matters of laser printer cartridges)	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emissions	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proven longer life cycle	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reuse and recycling options	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify)	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:						

A.2.2 Which information channels do consumers preferably use to inform themselves about environmental features?

						NIA
		low			high	
Point of sale	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User manual	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information hotlines	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your company website	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On the Internet e.g.:	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent test magazines	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify)	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:						

A.2.3 Do you see any relationship between environmental features of products and their market success, for example for eco-labelled products?

No Yes ⇒ Please specify your experiences, positive and negative ones:

business market:

private market:


A.3 Consumers' Usage Behaviour

A.3.1 What information do you have on the “real life” usage of your products?

Average time of use (hours / day):	Printer	Scanner	Fax	Copier	MFD
♦ on mode	business				
	private				
♦ standby mode ³	business				
	private				
♦ off mode (hard switch “off”)	business				
	private				
Energy Efficiency Index:	business				
	private				
Average life time (years):	business				
	private				
Comments:					

³ Standby mode: The condition that exists when product is not producing hard copy output or receiving hard copy input and is consuming less power than when producing or receiving such in- or output. Other names could be Idle, Ready, Sleep, Low Power, etc.

...Continuation of question A.3.1:

							NIA
By installing presets, do consumers care about energy efficiency, e.g.		not at all				intensively	
♦ energy saving modes	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do consumer use the hard switch "off mode"	business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usage of consumables							
♦ Average number of pages printed	business	/ week					
	private	/ week					
♦ Average number of pages copied	business	/ week					
	private	/ week					
♦ Average number of pages scanned	business	/ week					
	private	/ week					
Ink mileage of cartridges							
♦ ink printer cartridges		papers					
♦ laser printer cartridges		papers					
Comments:							

A.4 Additional Questions Concerning Consumers' Buying Decision and Behaviour

We do not expect you to have an answer to all the following questions, but every answer – even if it is a “no” – helps us to come to more concrete information concerning the consumers' behaviour.

Please, use the differentiation business/private users where applicable.

A.4.1 Are you aware of how different lifestyles influence the buying decision or the usage pattern regarding environmental aspects?

<input type="checkbox"/> No <input type="checkbox"/> Yes ⇒ Please specify:
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A.4.2 Are you aware of any differences in buying decisions or consumer behaviour between the different countries of EU25 or EU15?

<input type="checkbox"/> No <input type="checkbox"/> Yes ⇒ Please specify:
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A.4.3 Do you have any information whether local infrastructure – e.g. the reliability of the electric grid, or the availability of special tariffs has an influence on the consumers' behaviour?

<input type="checkbox"/> No <input type="checkbox"/> Yes ⇒ Please specify:
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A.4.4 Do you have any information on the second-hand-market?

(Do customers consider buying second hand products; does your company offer used products to customers; how do you judge the relevance of second-hand-markets in the different countries of EU25 or EU15?)

<input type="checkbox"/> No <input type="checkbox"/> Yes ⇒ Please specify:
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A.4.5 Further comments concerning the consumers buying decision or real life use?

B. INFORMATION FOR THE CONSUMER

B.1. Direct information

B.1.1 How is the consumer informed about environmental features of your products?


Channel \ Environmental feature	Channel										
	Advertisement	Point of sale	Sales people	Packaging	User manual	Telephone hotline	Company website	Company report	Product sheet	Others:	Others:
Eco-labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy consumption during on-mode, standby, off-mode	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average annual energy consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy optimised presetting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy saving potentials (e.g. use of hard-switch)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Re-use options for consumables (e.g. toner cartridges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duplex function / duplex units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usage of recycling paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency of consumables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ecologic relevance of consumables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

...Continuation of question B.1.1:

Channel \ Environmental feature	Channel											
	Advertisement	Point of sale	Sales people	Packaging	User manual	Telephone hotline	Company website	Company report	Product sheet	Others:	Others:	
Life time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of upgrade and repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.2 Information for sales people

B.2.1 How do you provide the sales people with environmental relevant information on your product?

					
	not at all				intensively
Part of general training for sales people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special trainings on environmental topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product sheets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional information on environmental topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

B.3 Additional Questions on Information for the Consumer

Again we like to ask some more subsidiary questions concerning the information for the consumer:

B.3.1 Do environmental aspects play a significant role in your marketing when launching a new product in the trade?

<input type="checkbox"/> No <input type="checkbox"/> Yes ⇒ Please specify: Marketing for business users: Marketing for private users:

B.3.2 Against the background of oil-price and lack of resources, do you plan to set a stronger focus on energy-efficiency and environmental performance?

<input type="checkbox"/> No <input type="checkbox"/> Yes ⇒ Please specify:
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B.3.3 Are there any differences in your marketing activities concerning environmental aspects between the countries of EU25 or EU 15?

<input type="checkbox"/> No <input type="checkbox"/> Yes ⇒ Please specify:
--

B.3.4 What could your company do / what is your company planning to do to optimise business or private users' behaviour regarding environmental aspects?

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C Further comments and aspects

If you have any other comments or available information relating to these aspects of the EuP studies, please provide them here.

Thank you very much for taking the time to fill in this questionnaire!

If you have any questions please do not hesitate to send an e-mail to the above mentioned contact persons or call us.

Please send the completed WORD-document as e-mail-attachment to:

Deutsche Umwelthilfe e.V.
Eva Leonhardt
E-mail: leonhardt@duh.de