ANEC position on services standards in response to the CEN survey undertaken under the framework of the implementation of the Mandate (M/517) on horizontal service standards

The text of the CEN survey on standards for services is referred in this document with answers from the perspective of ANEC, the European Consumer Voice in Standardisation, in red font.

BACKGROUND TO THIS SURVEY

This survey is part of the work undertaken by the European Committee for Standardization (CEN) under the framework of a *Mandate* (M/517) on horizontal service standards and is financed by the European Commission and EFTA. The aim is to identify areas for the development of standards for services and their prioritization taking into account the needs of the different stakeholders in the service sector.
The work is being carried out by six CEN national members (AENOR, AFNOR, BSI, DIN, DS and NEN). This survey is being conducted with the support of *Ecorys*, an independent research company.

Here you can read a recommendation letter from the European Commission.

DEFINITIONS
In this survey, the following definition is used to describe standards:

A standard is a document that sets out requirements or recommendations for a specific item, material, component, system, process or service, or describes in detail a particular method or procedure. Standards are documents of voluntary application that are developed by a recognized standardization body. Read more about what a standard is *here.*

WHO SHOULD COMPLETE THIS SURVEY?

Organizations and professionals, who are ACTIVE in ANY SERVICE SECTOR, at ANY POINT IN THE SERVICE VALUE CHAIN.

You are invited to complete this survey if you or your organisation is:
- a service provider, whether public, private or mix, of any size; also when a service is combined with a product,
- a customer of a service, as individual customer or as an organisation purchasing a service,
- a supplier of a service company,
- a regulator of an administration at any level, acting in the service sector,
- an academic organization with knowledge in the service sector,
- a consultant professionally advising service organisations, or
- any other type of economic agent having an interest in or being affected by a service activity,

OBJECTIVE OF THE SURVEY

The global objective of the survey is to gather information on areas and activities where standards can support organizations and professionals to better perform in the European market, taking into account the public interest.

This is to be achieved by:

- finding out which existing standards for services are widely known and used,
- identifying in which service areas there is most need or demand for new standards
- identifying areas in which standards are most likely to have a beneficial effect
- defining the criteria for a methodology that will help to ensure that the needs of all stakeholders are met by the new standards,
- understanding the potential benefits of standards for services,
- understanding any negative implications and barriers to the greater use of standards.

WHY SHOULD I ANSWER THIS SURVEY?

By filling in this survey you will be helping to:
- influence coming policies/measures relevant to your sector of activity,
- share your experiences and views of standardization in services,
- guide future stages of the *mandate* and help to ensure that this work is carried out in line with the needs and expectations of the organizations most directly affected.

DATA PROTECTION

All information will be processed and held in accordance with data protection requirements, including Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the institutions and bodies of the Community and on the free movement of such data.

The survey is hosted by NEBU *http://www.nebu.com*. All data collected is stored in their secure data centres in compliance with ISO 9001 and ISO 27001, as well as with applicable national laws regarding the confidentiality of personal data.

All responses will be analysed and reported anonymously and no personal data will be published or shared with third parties by the institutions and bodies of the Community, its contractors or suppliers.

If you wish to move back through the survey at any time please use the back button at the bottom of each page **not** the back button on your browser.

Please submit your completed survey by the **28th of May 2014**.

Q1 **SECTION 1 – YOUR INVOLVEMENT IN STANDARDISATION**

What type of involvement does your organisation have in standardisation for services? (Select all that apply)

☑ The development or writing of standards
☐ Assessment, testing or certification against standards
☐ Using standards in the design or provision of services
☐ Taking account of standards when buying or procuring services
☐ None of the above

Q2

Are you aware of any of the following standards of services that can be used in your organisation's areas of activity? Please, choose from the list below. (Select all that apply)

☐ CEN/TS 99001:2008 Business support - Support services provided to small enterprises - Terminology, quality and performance
☐ CWA 15581:2006 Guidelines for e-Invoicing service providers
☐ CWA 15847:2008 Innovation, coordination and collaboration in service driven manufacturing supply chains. Reference model for industrial services
☐ CWA 16026:2009 Standardisation of online dispute resolution tools
☐ CWA 16050:2009 A framework for the emerging network infrastructure of e-invoice service providers throughout Europe
☐ EN 31010 Risk management - Risk assessment techniques
☑ ISO 10001:2007 Codes of conduct – guidelines
☑ ISO 10002:2004 Complaints handling – guidelines
☑ ISO 10003:2007 Dispute resolution – guidelines
☐ ISO 10377:2013 Consumer product safety - Guidelines for suppliers
☐ ISO 10393:2013 Consumer product recall - Guidelines for suppliers
☐ ISO 10667-2:2011 Assessment service delivery. Procedures and methods to assess people in work and organizational settings. Requirements for service providers
☑ ISO 14452:2012 Network services billing - Requirements
☐ ISO 21500 Guidance on project management
☐ BP X50-745 Quality information services for young people
☐ BP X50-762 Training and tailor-made services for adults - Service commitments
☐ BS 11000-1 Collaborative business relationships - specification
☑ BS 18477:2010 Inclusive service provision – requirements
☐ BS 7000-3:1994 Design management systems. Guide to managing service design
☐ BS 11000-2 Collaborative business relationships – specification
☐ BS 8477:2007 Code of practice – Customer service
☑ DIN SPEC 77224:2011 Achieving customer delight through service excellence
☐ NF X50-002 Presentation of texts for guarantee and after-sales service contracts for general domestic and electronic equipment.
☐ NF X50-003 After-sales service. After-sales service performed by the distribution networks, relative to household appliances and consumer electronics.
☐ NF X50-004 After-sales service - Independent repair engineers and service providers operating on behalf of the distribution networks

☐ NF X50-700:2006 Service quality - Approach for improving service quality - The reference and service commitments - Recommendations

☐ NF X50-720:2004 Quality of services - Recommendations for conceiving and improving the welcome – Guidelines.

☐ NS 11030:2013 Universal design - Equal access to services and requirements to service providing

☐ NS 11040:2013 Universal design - User participation and ICT

☐ NQ 9700-010/2001 Customer service. Guidelines for quality standards

☐ OENORM A 2050 Procurement of works, services and supplies - Notices, tenders and award of contract - Procedural standard

☐ ONR 12010 Standardized specifications for delivery of labour

☐ UNI 10600:2001 Lodgement and management of complaints for public services

☐ None of these

Q3. Do you know of any other standards for services that can be used in your organisation's areas of activity?

Please list up to five of the most important standards for your organisation. For each one, indicate the reference number or code (if known) OR provide a brief description of the standard (if you do not know the corresponding reference number or code).

Reference number or code

1. ISO 22222:2005
2. ISO 26000:2010
3. ISO 10004: 2012
4.
5.

☐ Don't know

Description of standard

1. *'Personal financial planning -- Requirements for personal financial planners'* - useful reference regarding: integrity and privacy
2. *'Guidance on social responsibility'* – useful reference for ethics
3. *'Guidelines for monitoring and measuring'* – Best practice requires constant improvement
4.
5.

Q4 Has your organisation used these standards?

	Yes, when designing or providing services	Yes, when buying or procuring services	Yes, in another context	No	Don't know or not relevant
Standard 1	○	○	◉	○	○
Standard 2	○	○	◉	○	○
Standard 3	○	○	◉	○	○

Please now evaluate one or more standards that you use from the list below. Please make sure you choose at least one of the standards you <u>selected from the list</u> (if any) and at least one of the standards <u>you inputted directly</u> (if any).

Standard 1 ISO 10002 – Complaints Handling
Standard 2 ISO 10004 – 'Guidelines for monitoring and measuring'
Standard 3

Q6

For the standard listed below, in which of the following areas has its the use of this standard impacted on your organization? (select all that apply)

standard: ISO 10002 – Complaints Handling

☑ Market functioning (general)
☐ Market functioning (Single Market)
☐ Internal business performance (of service providers)
☐ Internal business assets and capabilities (of service providers)
☐ Market position (of service provider)
☐ Supplier-client relations (service provider ↔ suppliers/partners)
☑ Supplier-client relations (service provider ↔ customer/consumer)
☑ Consumer/customer welfare
☑ Other 'Societal' objectives
☐ Other, please specify
[   ]

q6a

For the standard listed below, please indicate whether the use of this standard has impacted your organisation in a positive or negative way?

<_ Standard **ISO 10002 – Complaints Handling** _>

	Very negative	Negative	Neutral	Positive	Very positive
Market functioning (general)	○	○	○	○	○
Market functioning (Single Market)	○	○	○	○	○
Internal business performance (of service providers)	○	○	○	○	○
Internal business assets and capabilities (of service providers)	○	○	○	○	○
Market position (of service provider)	○	○	○	○	○

Supplier-client relations (service provider ↔ suppliers/partners)	○	○	○	○	○
Supplier-client relations (service provider ↔ customer/consumer)	○	○	○	●	○
Consumer/customer welfare	○	○	○	●	○
Other 'Societal' objectives	○	○	○	●	○
Other, please specify	○	○	○	○	○

For the standard listed below, in each of the areas in which you reported an impact, please indicate the reasons for that impact. (select all that apply)

Q6bA
< Standard **ISO 10002 – Complaints Handling** >

Market functioning (general)

☐ Market transparency / market information provision / comparison of service offers/providers
☐ Administrative burden
☐ Barriers to market entry (and exit)
☐ Procurement procedures (general)
☐ Public procurement procedures
☐ Demonstration of compliance with regulations etc.

Q6bB
Market functioning (Single Market)

☐ Barriers to cross border provision of services
☐ Mutual recognition between European Member States
☐ Facilitate compatibility/interoperability between services provided in different European Member States
☐ Reduce / remove differences in national requirements across European Member States
☐ Facilitate access of service providers to foreign clients
☐ Facilitate access of clients to foreign service provision

Q6bC1
Internal business performance (of service providers)

☐ Efficiency of business operations
☐ Quality and effectiveness of service provision
☐ Innovation in service processes and provision
☐ Measurement of internal business performance

☐ Engagement of service providers in international markets
☐ Internal health and safety and working conditions
☐ Demonstration of compliance with regulations etc.

Q6bC2
Internal business assets and capabilities (of service providers)

☐ Human resources (e.g. knowledge and skills)
☐ Staff engagement and involvement in business improvement
☐ Ability to recruit and retain staff
☐ Management and decision making competences and capabilities
☐ Take-up and utilisation of technologies

Q6bC3
Market position (of service provider)

☐ Market introduction of new service products
☐ Service quality to customers (actual or potential)
☐ Ability to differentiate company/service proposition within the market

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Q6bD1
Supplier-client relations (service provider ↔ suppliers/partners)

☐ Contractual relationships
☐ Collaboration processes with business partners
☐ Organisation and coordination of supply chains
☐ Interoperability and compatibility of products, services and processes (within supply chain)

Q6bD2
Supplier-client relations (service provider ↔ customer/consumer)

☐ Contractual relationships
☐ Collaboration processes between service providers and clients
☑ Information provision to clients from service provider
☑ Information provision from client to service provider
☑ Measurement of service provision performance
☐ Complaints and redress procedures

Q6bE
Consumer/customer welfare

☑ Choice on the part of consumers
☑ Ability to compare service offers / providers
☑ Confidence in (choice of) service provider
☑ Consumer inclusivity and accessibility

☐ Interoperability and compatibility of products, services and processes (for consumers)
☑ Consumer protection
☐ Consumer health, safety and well-being
☐ Consumer security, privacy and protection of identity

Q6bF
Other 'Societal' objectives

☐ Environment / Energy / Sustainability
☑ Social inclusion
☐ Safety and security

Q6bG
Other, please specify reasons ...

Q7

For each of the standards used by your organization, what would you say have been the most significant challenges of using it? (Select all that apply)

<%~_ Standard X_>

☐ Difficulty in identifying the most relevant standards
☐ The level of complexity, difficulty in understanding or interpreting the standard
☐ Cost of purchasing the standard
☐ Certification costs
☐ Cost of implementing or complying with the standard
☐ Cost of adapting products and processes
☐ The training implications or cost of training
☐ Frequent changes in standards, uncertainty
☐ Loss of flexibility, adaptability or room for manoeuvre
☐ Loss of freedom to innovate
☐ Standard has not been helpful in ensuring compliance with regulations
☐ Standard does not take into account market trends or conditions
☑ Others (please specify):

Lack of promotion

Q8
Part of BK1

On balance, with reference to the standard listed below, would you say that ... ?

Please select the statement which most closely sums up your opinion.

<%~_ Standard X_%>

○ The advantages have *significantly* outweighed the disadvantages
○ The advantages have *slightly* outweighed the disadvantages
○ The advantages have been *roughly equivalent* to disadvantages
○ The disadvantages have *slightly* outweighed the advantages
○ The disadvantages have *significantly* outweighed the advantages
☑ Don't know

Q5a

For the standard below, please indicate why you or your organisation have not used it. (Select all that apply)

<%~_ Standard X_%> Not used

☐ Level of complexity, difficulty in understanding or interpreting the standards
☐ Cost of purchasing the standard
☐ Cost of implementing or complying with the standard
☐ Cost of adapting products and processes
☐ Loss of flexibility
☐ Loss of freedom to innovate
☐ Standard does not take into account market trends or conditions
☐ Standard has not been helpful to fulfil regulations
☑ Other
☐ Don't know

Q9   **SECTION 2 – DEVELOPMENT OF NEW STANDARDS FOR SERVICE ACTIVITIES**

What are the main challenges currently facing your organisation? (select all that apply)

- ☐ Improving market functioning (general)
- ☑ Improving market functioning (Single Market)
- ☐ Improving internal business performance (of service providers)
- ☐ Improving internal business assets and capabilities (of service providers)
- ☐ Improving market position (of service provider)
- ☐ Improving supplier-client relations (service provider ↔ suppliers/partners)
- ☑ Supplier-client relations (service provider ↔ customer/consumer)
- ☑ Consumer/customer welfare
  Other 'Societal' objectives
  Other, please specify
- ☐
  [   ]

For each of the areas you selected please indicate any specific challenges from the list(s) below.

q9A
Improving market functioning (general)

- ☐ Improving market transparency / market information provision / comparison of service offers/providers
- ☐ Reducing administrative burden
- ☐ Reducing barriers to market entry (and exit)
- ☐ Improving procurement procedures (general)
- ☐ Improving public procurement procedures
- ☐ Demonstration of compliance with regulations etc.

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q9B
Improving market functioning (Single Market)

- ☑ Reducing barriers to cross border provision of services
- ☑ Improve mutual recognition between Member States
- ☑ Facilitate compatibility/interoperability between services provided in different Member States
- ☐ Reduce / remove differences in national requirements across Member States
- ☐ Facilitate access of service providers to foreign clients
- ☑ Facilitate access of clients to foreign service provision

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q9C1
Improving internal business performance (of service providers)

- ☐ Improving efficiency of business operations

☐ Improving quality and effectiveness of service provision
☐ Improving innovation in service processes and provision
☐ Improving measurement of internal business performance
☐ Improving engagement of service providers in international markets
☐ Improving internal health and safety and working conditions
☐ Demonstration of compliance with regulations etc.

q9C2

Improving internal business assets and capabilities (of service providers)

☐ Improving human resources (e.g. knowledge and skills)
☐ Improving staff engagement and involvement in business improvement
☐ Improving ability to recruit and retain staff
☐ Improving management and decision making competences and capabilities
☐ Improving take-up and utilisation of technologies

q9C3

Improving market position (of service provider)

☐ Facilitating market introduction of new service products
☐ Improving service quality to customers (actual or potential)
☐ Improving ability to differentiate company/service proposition within the market

q9D1

Improving supplier-client relations (service provider ↔ suppliers/partners)

☐ Improving contractual relationships
☐ Improving collaboration processes with business partners
☐ Improving organisation and coordination of supply chains
☐ Improving interoperability and compatibility of products, services and processes (within supply chain)

q9D2

Supplier-client relations (service provider ↔ customer/consumer)

☑ Improving Contractual relationships
☑ Improving Collaboration processes between service providers and clients
☑ Improving Information provision to clients from service provider
☑ Improving Information provision from client to service provider
☑ Improving Measurement of service provision performance
☑ Improving Complaints and redress procedures

q9E
Consumer/customer welfare

☐ Increasing choice on the part of consumers
☑ Improving Ability to compare service offers / providers
☐ Improving Confidence in (choice of) service provider
☑ Improving Consumer inclusivity and accessibility
☑ Improving Interoperability and compatibility of products, services and processes (for consumers)
☑ Improving Consumer protection
☑ Improving Consumer health, safety and well-being
☑ Improving Consumer security, privacy and protection of identity

q9F
Other 'Societal' objectives

☑ Environment / Energy / Sustainability
☑ Social inclusion
☑ Safety and security

q9G
Other, please specify reasons...

In which of the following areas do you think it would be most useful to have a standard to address the challenges your organization is currently facing? (Select all that apply).
Q10a1

SUBJECT AREA : BASIC INFORMATION ON SERVICES and SERVICE PROVIDERS

- ☑ Services terminology
- ☑ Information provision to customers about service
- ☑ Service provider characteristics, description and supporting information
- ☑ Service measurement and monitoring
- ☐ Other (please type in)

Which if any of the following topics could be covered in a standard addressing this issue? (Select all that apply)
BASIC INFORMATION ON SERVICES and SERVICE PROVIDERS

q10b2

Information provision to customers about service
- ☑ Information before and after agreement; at the sales point; during and after service provision
- ☑ Description of core and additional services
- ☑ Restrictions of use
- ☑ Accessibility information
- ☑ Indications of use
- ☑ Safety risks
- ☑ Security risks (e.g. customer data protection)
- ☑ Price / pricing / full disclosure of price (e.g. no hidden charges) and billing and payment methods.
- ☑ Customer involvement (e.g. customer cooperation in service conception and delivery; use of customer facilities and goods)
- ☑ Compliance of service with legislation
- ☑ Compliance of service with standards and industry codes of practice etc.
- ☑ Notifications of changes to service

q10b3

Service provider characteristics, description and supporting information
- ☑ Notifications of changes to service
- ☑ Competence of staff
- ☑ Adequacy and suitability of facilities and equipment
- ☑ Contact points and customer communication channels
- ☑ Service provider code of conduct and observance of 'best' practice
- ☐ Subcontracting (by service provider)
- ☑ Compliance of service provider with standards and industry codes of practice etc.
- ☑ Service measurement and monitoring

q10b4

Service measurement and monitoring
☑ Service performance monitoring and measurement
☑ Customer experience design, measurement and innovation
☑ Customer satisfaction monitoring and measurement

Q10bot1
Other (please type in...)

[ ]

q10a2

In which of the following areas do you think it would be most useful to have a standard to address the challenges your organization is currently facing? (Select all that apply).

SUBJECT AREA : SERVICE LIFE-CYCLE ELEMENTS (BUSINESS ACTIVITIES)

☑ Service design
☑ Service innovation & improvement
☑ Service planning
☑ Marketing, awareness and pre-contract advice
☐ Procurement procedures
☑ Agreement and contracting
☑ Billing & payment
☑ Service review
☑ After sale services and guarantee
☑ Service termination
☑ Complaint & redress
☑ Dispute resolution
　Other (Please type in)
☑
[ ]　Underpin law enforcement (also valid for the above)

Which if any of the following topics could be covered in a standard addressing this issue? (Select all that apply)

SERVICE LIFE-CYCLE ELEMENTS (BUSINESS ACTIVITIES)

q10b5

Service design
- ☑ Strategy for customer centricity
- ☑ Service excellence
- ☑ Identifying and integrating customer requirements and expectations
- ☑ Inclusivity (non-discrimination) in service design
- ☑ Risk assessment of services
- ☑ Client cooperation/collaboration in service design
- ☑ Identification of applicable compliance requirements
- ☑ Service customization

q10b6

Service innovation & improvement
- ☑ Service innovation processes and review
- ☑ Continuous improvement programmes
- ☑ Service quality improvement

q10b7

Service planning
- ☐ Enterprise resource planning
- ☑ Customer contact planning
- ☑ Customer notification plans
- ☑ Service continuity plans

q10b8

Marketing, awareness and pre-contract advice
- ☑ Honest and transparent marketing
- ☑ Inclusivity (non-discrimination) in service marketing
- ☑ Advice to client (prior to contacting)

q10b9

Procurement procedures
- ☐ Service procurement terminology
- ☐ Procurement information requirements
- ☐ 'Green' procurement procedures
- ☐ Procurement decision criteria
- ☐ Assessment of innovative service offers

q10b10

Agreement and contracting

- ☑ Information to be included in service contracts
- ☑ Terms and conditions
- ☑ Customer confirmation of agreement
- ☑ Provider confirmation of agreement
- ☑ Contract forms

q10bot2
Other (please type in...)

Which if any of the following topics could be covered in a standard addressing this issue? (Select all that apply)
SERVICE LIFE-CYCLE ELEMENTS (BUSINESS ACTIVITIES)

q10b11
Billing & payment

- ☑ Conditions for billing and payment
- ☑ Compliance with billing standards

q10b12
Service review

- ☑ Customer feedback and periodic improvement plans
- ☑ Periodic risk assessment
- ☑ Periodic review of compliance requirements

q10b14
Service termination

- ☑ Processes for terminating or concluding service provision
- ☑ Return of client's goods, documents or information furnished during period of service provision
- ☑ Transfer of client to another service provider

q10b15
Complaint & redress

- ☑ Processes for handling complaints and redress
- ☑ Compliance with complaint and redress standards

q10b16
Dispute resolution

- ☑ Dispute resolution methods, channels and response times
- ☑ Online dispute resolution

q10bot3
Other (please type in...)

In which of the following areas do you think it would be most useful to have a standard to address the challenges your organization is currently facing? (Select all that apply).

SUBJECT AREA : OTHER (CROSS-CUTTING) THEMES

☐ Energy, environment & resource use
☑ Social Responsibility
☐ Quality management
☑ Other (please type in)

> Inclusivity, privacy and security

Q11

**Can you think of any potential negative implications of new standards for services?
(Please write in below)**

Risk of delegating decision making from legislators to standardisers on essential aspects such as safety. In specific cases standards may instead support existing legislation to enhance its enforcement.

Q12
Do you have any further comments to make about standards for services?

Q13

SECTION 3 – ADDITIONAL INFORMATION

Now we would like to collect some information about your organisation. This information will be stored and analysed anonymously. It will help us to interpret the results further.

In which sector(s) does your organisation operate? (Select all that apply)

Agriculture, forestry and fishing
☐ Crop and animal production, hunting and related service activities
☐ Forestry and logging
Fishing and aquaculture
☐

Mining and quarrying
☐ Mining of coal and lignite
☐ Extraction of crude petroleum and natural gas
☐ Mining of metal ores
☐ Other mining and quarrying
Mining support service activities
☐

Manufacturing
☐ Manufacture of food products
☐ Manufacture of beverages
☐ Manufacture of tobacco products
☐ Manufacture of textiles
☐ Manufacture of wearing apparel
☐ Manufacture of leather and related products
☐ Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials
☐ Manufacture of paper and paper products
☐ Printing and reproduction of recorded media
☐ Manufacture of coke and refined petroleum products
☐ Manufacture of chemicals and chemical products
☐ Manufacture of basic pharmaceutical products and pharmaceutical preparations
☐ Manufacture of rubber and plastic products
☐ Manufacture of other non-metallic mineral products
☐ Manufacture of basic metals
☐ Manufacture of fabricated metal products, except machinery and equipment
☐ Manufacture of computer, electronic and optical products
☐ Manufacture of electrical equipment
☐ Manufacture of machinery and equipment n.e.c.
☐ Manufacture of motor vehicles, trailers and semi-trailers
☐ Manufacture of other transport equipment
☐ Manufacture of furniture
☐ Other manufacturing
Repair and installation of machinery and equipment
☐

Electricity, gas, steam and air conditioning supply
Electricity, gas, steam and air conditioning supply
☐

Water supply; sewerage, waste management and remediation activities
☐ Water collection, treatment and supply
☐ Sewerage
☐ Waste collection, treatment and disposal activities; materials recovery
Remediation activities and other waste management services
☐

Construction
☐ Construction of buildings

☐ Civil engineering
Specialised construction activities
☐

Wholesale and retail trade; repair of motor vehicles and motorcycles
☐ Wholesale and retail trade and repair of motor vehicles and motorcycles
☐ Wholesale trade, except of motor vehicles and motorcycles
Retail trade, except of motor vehicles and motorcycles
☐

Transportation and storage
☐ Land transport and transport via pipelines
☐ Water transport
☐ Air transport
☐ Warehousing and support activities for transportation
Postal and courier activities
☐

Accommodation and food service activities
☐ Accommodation
Food and beverage service activities
☐

Information and communication
☐ Publishing activities
☐ Motion picture, video and television programme production, sound recording and music publishing activities
☐ Programming and broadcasting activities
☐ Telecommunications
☐ Computer programming, consultancy and related activities
Information service activities
☐

Financial and insurance activities
☐ Financial service activities, except insurance and pension funding
☐ Insurance, reinsurance and pension funding, except compulsorysocial security
Activities auxiliary to financial services and insurance activities
☐

Real estate activities
Real estate activities
☐

Professional, scientific and technical activities
☐ Legal and accounting activities
☐ Activities of head offices; management consultancy activities
☐ Architectural and engineering activities; technical testing and analysis
☐ Scientific research and development
☐ Advertising and market research
☐ Other professional, scientific and technical activities

Veterinary activities
☐

Administrative and support service activities
☐ Rental and leasing activities
☐ Employment activities
☐ Travel agency, tour operator reservation service and related activities
☐ Security and investigation activities
☐ Services to buildings and landscape activities
Office administrative, office support and other business support activities
☐

Public administration and defence; compulsory social security
Public administration and defence; compulsory social security
☐

Education
Education
☐

Human health and social work activities
☐ Human health activities
☐ Residential care activities
Social work activities without accommodation
☐

Arts, entertainment and recreation
☐ Creative, arts and entertainment activities
☐ Libraries, archives, museums and other cultural activities
☐ Gambling and betting activities
Sports activities and amusement and recreation activities
☐

Other service activities
☑ Activities of membership organisations
☐ Repair of computers and personal and household goods
☐ Other personal service activities
☐ Don't know

Q14   **In which of the following categories does your organisation fall in?**
○ European [or international] trade/industry association
○ National trade/industry association
◉ Non-governmental (NGO), civil society or consumers' association
○ Private company
○ Public body or government agency
○ University or research institution
○ Other – please specify

Q15 Please indicate the size of your organization.

○ Micro – 0 to 9 employees
○ Small – 10 to 49 employees
○ Medium – 50-249 employees
○ Large - 250-499 employees
○ Very large - 500 or more employees
○ Don't know

Q16 How would you classify your organisation's activities? (Select all that apply)

☐ B to B (Business to business)
☐ B to C (Business to consumer)
☐ B to G (Business to government)
☐ G to B (Government to business)
☐ G to C (Government to consumer)
☑ Not relevant
☐ Don't know

Q17 In which country is your organisation based? If your organisation has facilities in multiple countries, please select the location you work from.

☐ Austria	☐ Greece	☐ Poland
☑ Belgium	☐ Hungary	☐ Portugal
☐ Bulgaria	☐ Iceland	☐ Romania
☐ Croatia	☐ Ireland	☐ Slovakia
☐ Cyprus	☐ Italy	☐ Slovenia
☐ Czech Republic	☐ Latvia	☐ Spain
☐ Denmark	☐ Liechtenstein	☐ Sweden
☐ Estonia	☐ Lithuania	☐ Switzerland
☐ Finland	☐ Luxembourg	☐ United Kingdom
☐ France	☐ Malta	☐ Don't know
☐ Germany	☐ Netherlands	☐ Prefer not to say
☐ Other, non European countries	☐ Norway	

Q18 Which of the following national markets does your organisation operate in? (Select all that apply)

☑ Austria	☐ Greece	☑ Poland
☑ Belgium	☑ Hungary	☐ Portugal
☑ Bulgaria	☑ Iceland	☑ Romania
☑ Croatia	☑ Ireland	☑ Slovakia
☐ Cyprus	☑ Italy	☑ Slovenia
☑ Czech Republic	☑ Latvia	☑ Spain
☑ Denmark	☐ Liechtenstein	☑ Sweden
☑ Estonia	☑ Lithuania	☑ Switzerland
☑ Finland	☐ Luxembourg	☑ United Kingdom
☑ France	☑ Malta	☐ Don't know
☑ Germany	☑ Netherlands	☐ Prefer not to say

☑ **Other, non European countries**

| FYROM, Turkey | ☑ Norway

Q19   **Final Section - Your details**

Please supply the following contact details. We will not contact you for anything other than research purposes.

Name of organisation | ANEC |
Your name | |
Position or job title | |
Phone number | |
Email address | |

Q20
Would you be willing to take part in future research on this subject?
⦿ Yes
○ No

Q21
Would you like to be kept informed of forthcoming events linked this project?

⦿ Yes
○ No

This is your last screen before submission. If you have any comments please use the text box below.

Please click on NEXT to SUBMIT the survey.

end1
THANK YOU FOR YOUR CONTRIBUTION. YOUR ANSWERS ARE SAVED NOW. YOU CAN CLOSE THIS WINDOW NOW.