

NetRegs

For Northern Ireland and Scotland

www.netregs.org.uk

Guiding small businesses
through environmental regulations

NetRegs Survey of Environmental Awareness 2013

For Northern Ireland and Scotland



www.netregs.org.uk

Executive Summary

The NetRegs – www.netregs.org.uk - website provides web based sector specific advice for Small and Medium-Sized Enterprises (SMEs) to help them understand their environmental responsibilities adhere to regulations and encourage good general environmental practice. NetRegs.gov.uk was formerly operated by a partnership between the Environment Agency (EA), Scottish Environment Protection Agency (SEPA) and the Northern Ireland Environment Agency (NIEA) which ceased in 2010. In 2012 SEPA and the NIEA formed a new partnership and launched the new website NetRegs.org.uk.

This document reports the findings of a survey carried out to assess the environmental awareness and activities of SMEs in Scotland and Northern Ireland. It follows a similar structure to previous surveys carried out for the former NetRegs partners, the EA, SEPA and the NIEA, allowing comparisons to be made.

The 2013 survey was conducted using a random sample of SMEs across Scotland and Northern Ireland stratified by country and where possible by business sector. The business sectors surveyed included: Agriculture; Forestry; Fishing; Construction; Metal Production, Processing and Fabricated Metal Products; Healthcare and Scientific Activities; Hotels and Restaurants; Machinery and Electrical incl. Manufacturing; Mineral products incl. Manufacturing; Printing and Publishing; Retail and Wholesale; Leather, Textiles and Clothing incl. Manufacturing; Wood and Wood Products incl. Manufacturing; Other Manufacturing; Offices; Transport; Postal and Courier Services (Table 1.1).

The main findings from the survey are briefly summarised below:

It was identified during the 2013 survey that the majority of businesses were not environmentally aware. Over 85% of businesses surveyed thought that their business activities did not cause harm to the environment and 81% of SMEs were not aware of one piece of legislation that applied to their business. However, once prompted these figures improved significantly.

The low level of environmental awareness is in line with a low awareness of the NetRegs website with only 8% of businesses being aware of it. Of this number around 68% had used the website.

With regards to the environmental performance of businesses the survey found that 87% of businesses surveyed had introduced at least one practical environmental measure which most commonly was recycling business waste. It was also identified that 41% of SMEs interviewed had an Environmental Policy in place a percentage increase of 16% compared to 2009. Of the businesses who had an Environmental Policy 21% had a functioning Environmental Management System.

Businesses were then asked to discuss the sources that they use or are likely to use to discuss or find out information on environmental advice. The majority of businesses had previously contacted their Environmental Regulator (61%) to discuss environmental practice, however when asked the preferred methods of finding information, 79% answered that they are more likely to use the internet.

To conclude it is evident when comparing to the 2009 survey that although there remains a low level awareness of the environmental impact caused by businesses and of NetRegs there has been an increase of 5% in the number of businesses that show awareness of their environmental impacts and 3% in the number of businesses aware of NetRegs. With the majority of SMEs choosing to use the internet to find information on environmental advice, this highlights the importance of having an online advice platform such as NetRegs, however more should be done to raise the awareness of NetRegs within businesses.

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1.0 Introduction

NetRegs is a web-based electronic tool; offering SMEs in Scotland and Northern Ireland plain English guidance on how to comply with environmental legislation and reduce their environmental impact. The NetRegs.org.uk website is maintained and operated by funding pooled from a partnership between the NIEA and SEPA.

Over the past decade there have been a series of surveys carried out to establish the environmental awareness and activity of SMEs in the UK. This survey followed a similar structure to those previously carried out in 2005, 2007 and 2009, with many of the 2013 survey questions based around those included in the 2009 survey (a copy of the telephone survey script can be found in the Appendix – Figure 4.1). However one main difference is that the 2013 survey focuses on only Scottish and Northern Irish businesses. SMEs in Scotland and Northern Ireland were initially contacted only by telephone, however in order to improve the response rate, an online survey was created (Figure 4.2 in the appendix) and SMEs were able to complete at their leisure.

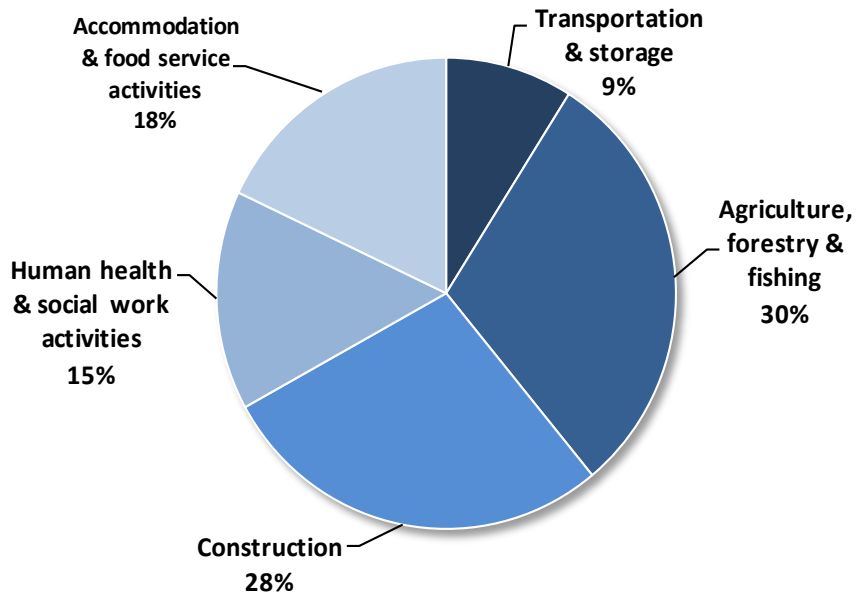
Response to the survey was reasonable with a total of 412 responses received across a variety of sectors, however not all respondents answered all of the questions and therefore the number of responses to each question may differ. The samples were divided by country and sector and weighting of the data was applied in some cases to allow for more targeted and accurate data analysis. See the weightings used per sector in Table 4.1 in the appendix.

The industry sectors interviewed in this study are listed in Table 1.1. The sectors were split in to two groups (Groups 1 and 2), Group 1 sectors are represented by the larger business sectors and correlate with the Group 1 sectors of the 2009 survey, therefore allowing for comparisons to be drawn throughout the study. Group 2 sectors, although representing businesses from smaller sectors remain of importance for this study and where relevant were included in the analysis. The breakdown of the interviews carried out per sector within Group 1 can be seen in Figure 1.1.

Table 1.1: Sectors Interviewed

GROUP 1 SECTORS	GROUP 2 SECTORS
Agriculture, Forestry and Fishing	Manufacturing
Construction	Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles
Human Health and Social Work Activities	Financial and Insurance Activities
Accommodation and Food Service Activities	Professional, Scientific and Technical Activities
Transportation and Storage	Administration and Support Services Activities

Figure 1.1: Percentage of interviews carried out by sector – Group 1 sectors.



N = 67

Base: All group 1 businesses interviewed.

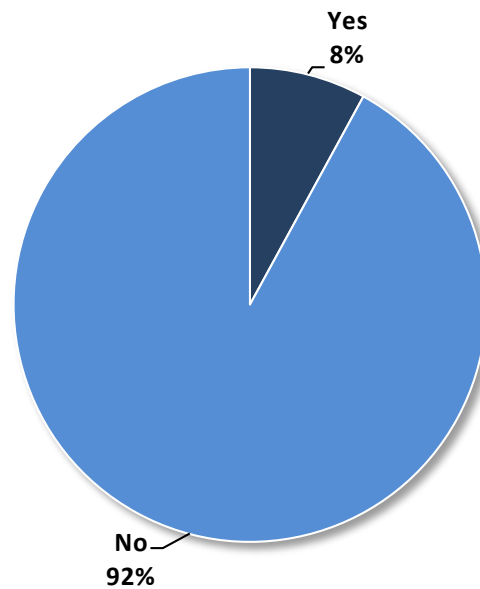
2.0 Main Findings

2.1 NetRegs Awareness and Usage

The survey opened by asking businesses a variety of questions to identify their awareness and usage of the NetRegs website.

Of all of the businesses interviewed 8% had heard of the NetRegs website (Figure 1.1), an increase of around 3% compared with the 2009 survey (see graph in appendix – Figure 4.3).

Figure 2.1: Businesses who have heard of NetRegs



N = 412.

Base: All Businesses (Scotland and Northern Ireland).

Businesses that answered yes to hearing about NetRegs were then asked to identify where they had heard of NetRegs and if they had any experience using the website. The responses identified that the most businesses had heard about NetRegs either through word of mouth or business support organisations (Figure 2.2). 68% of businesses who had heard of NetRegs had experience using the website, showing a respectable increase when compared to the 2009 survey figures when only 40% of the business who had heard of the website had used it.

Businesses that had not heard of NetRegs were given an overview of the website and its features and were instructed on how to find it.

Table 2.1: How businesses had heard of NetRegs

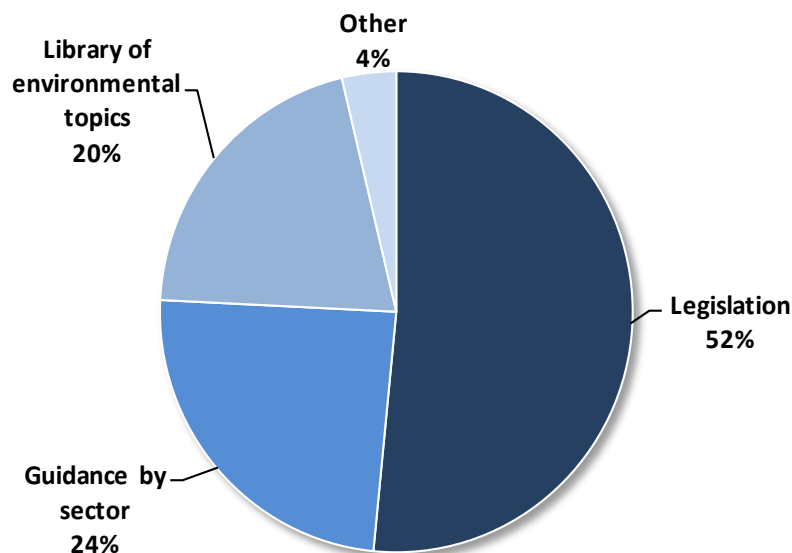
Where Businesses Heard of NetRegs	Percentage of Businesses
Business Support Organisations	24%
Word of Mouth	24%
Internet Search	18%
Linked In	13%
Other (e.g. SEPA Website, ISO 14001 Training)	21%

N = 38

Base: Businesses that had heard of NetRegs (Scotland and Northern Ireland)

Businesses that had experience using NetRegs were then asked to provide feedback on which sections of the website they found most useful. The outcome, as identified in Figure 2.2 was that the majority found the guidance on legislation most useful.

Figure 2.2: Sections of the website that businesses found most useful



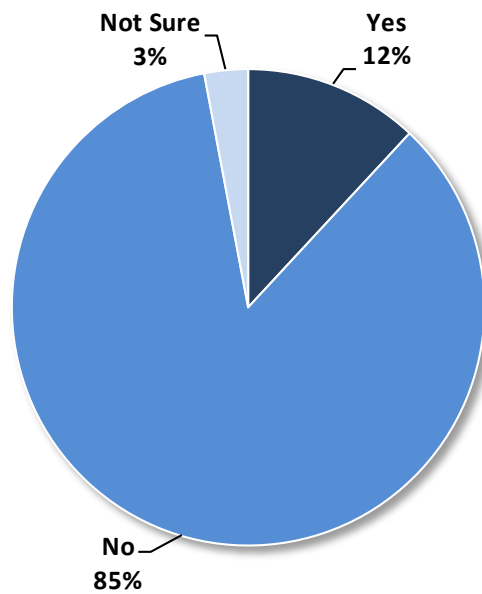
N = 18

Base: Business that had used the NetRegs website (Scotland and Northern Ireland) – Multiple answers allowed

2.2 Environmental Awareness and Legislation

In order to identify the awareness levels of SMEs in Scotland and Northern Ireland with regards to activities carried out by them that may cause harm to the environment, businesses were asked if they undertook any activities that they felt may be harmful to the environment. The majority (85%) felt that they did not carry out any activities that may cause harm to the environment, a reduction of 6% when compared to the previous survey in 2009 when 91% provided the same answer. However once prompted over half (54%) of the businesses accepted that their activities may cause harm (Figure 2.3) compared to 46% in 2009. Although this identifies that prior to prompting the environmental awareness of businesses is low, when compared to the figures in the 2009 report, a subtle improvement can be seen in businesses in 2013 compared to 2009.

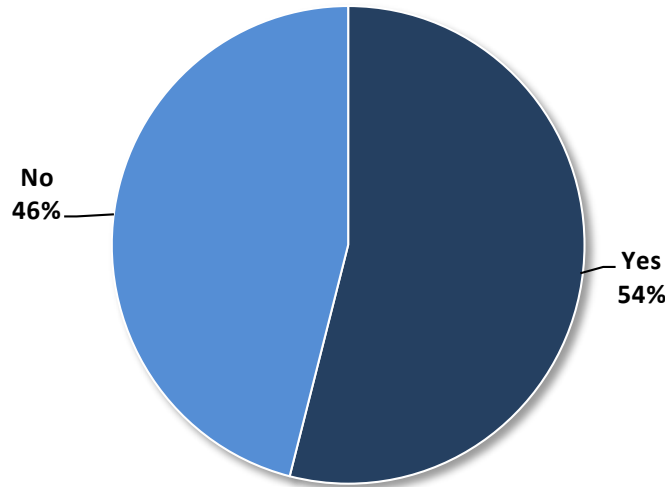
Figure 2.3: Businesses that thought their activities may be harmful to the environment (un-prompted)



N = 158

Base: All businesses (Scotland and Northern Ireland)

Figure 2.4: Businesses that thought their activities may be harmful to the environment (prompted)



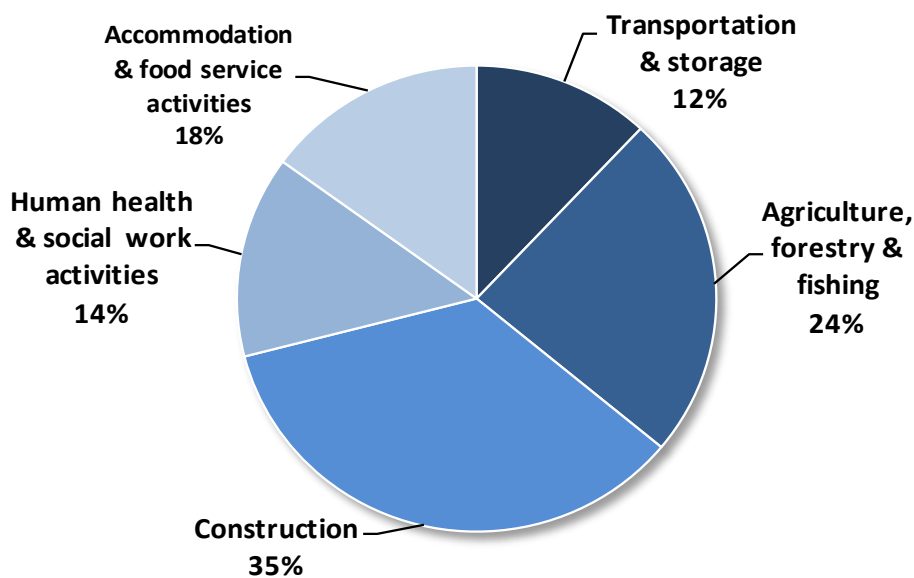
N = 158

Base: All businesses (Scotland and Northern Ireland)

The harmful activities carried out most frequently by businesses included dealing with packaging or using packaging on a daily basis, storing chemicals fuel and oil and the storage of waste (A graph containing the data can be found in the appendix – Figure 4.4).

Closer analysis of the Group 1 sectors (Figure 2.5) identifies that of the five sectors, Construction are most aware that they carry out an activity that may cause harm to the environment (post prompting), followed by businesses within the Agriculture, Forestry and Fishing sectors.

Figure 2.5: Percentage of businesses interviewed that carry out at least 1 activity that could be harmful to the environment - Group 1 sectors



N = 43

Base: All group 1 sector businesses that carry out at least 1 harmful activity (Scotland and Northern Ireland) - Data weighted.

Of the businesses who were interviewed, 19% could name (un-prompted) at least one piece of legislation that applied to their business, once prompted the figure rose to 84% (Figure 2.6). Although the unprompted figure is low, when compared with the data from the 2009 survey, it is evident that the figures are inline (Figure 4.5 - appendix). The three most commonly recognised pieces of legislation (when prompted) were the Duty of Care Regulations, recognised by 66% of respondents, followed by the Climate Change Act (61%) and the Waste Electrical and Electronic Equipment Regulations which was recognised by 60% of the respondents (Table 2.2).

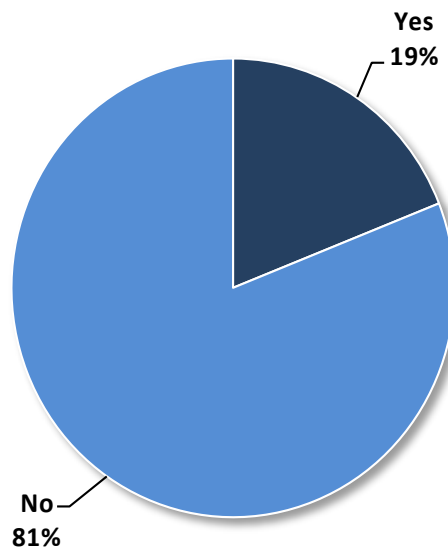
Table 2.2: Percentage of businesses that recognised at least one piece of environmental legislation (Only legislation relevant to both Scotland and Northern Ireland)

Legislation	Percentage of Businesses
Duty of Care Regulations	66%
Climate Change Act	61%
WEEE	60%
End-of-Life-Vehicle Regulations	43%

N = 131

Base: All businesses (Scotland and Northern Ireland) – Multiple answers allowed.

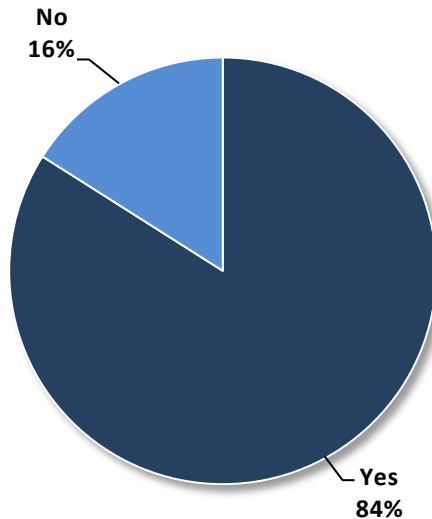
Figure 2.6: SME awareness of environmental legislation (un-prompted)



N = 145

Base: All businesses (Scotland and Northern Ireland)

Figure 2.7: SME awareness of environmental legislation (prompted)



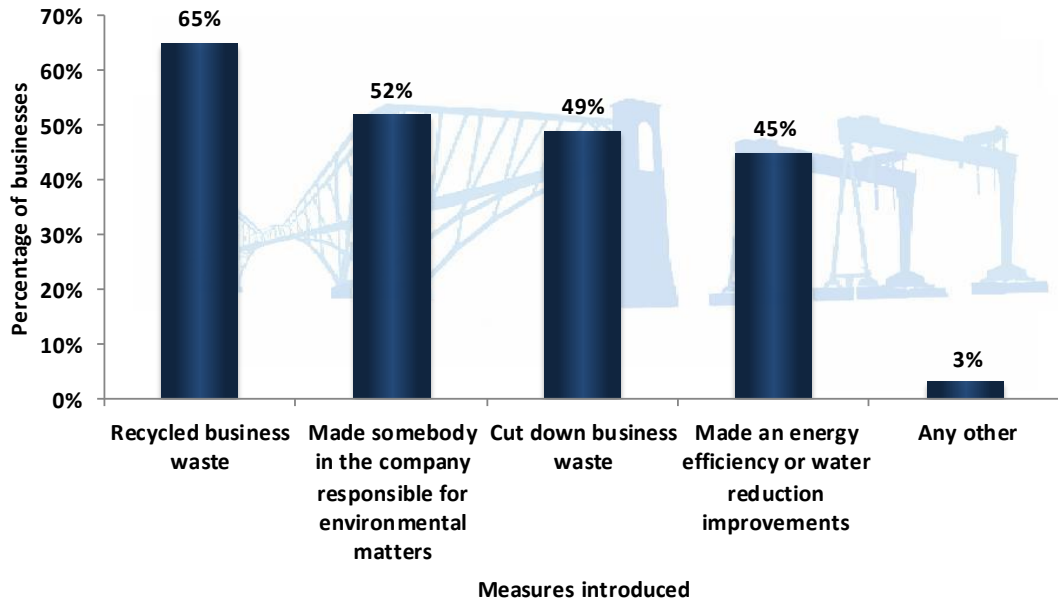
N = 145

Base: All businesses (Scotland and Northern Ireland)

2.3 Environmental Performance

Businesses were prompted with a list of possible practical environmental measures and asked if any of them had been introduced by themselves, the results of which can be seen in Figure 2.8. An impressive 87% of SMEs interviewed stated that they had introduced at least one practical environmental measure. The most popular measure introduced or carried out by businesses was the recycling of business waste, which was undertaken by 65% of the respondents. Making somebody within the company responsible for environmental matters was the second most popular measure undertaken with 52% of businesses carrying out this action. When comparing these results with the 2009 survey the recycling of business waste continues to be the most popular practical environmental measure introduced, however in the 2009 survey only 6% of businesses had made somebody within the company responsible for environmental matters whereas in the 2013 survey this had become the second most popular measure introduced, undertaken by 52% of businesses.

Figure 2.8: Measures introduced by business to monitor or improve environmental performance.



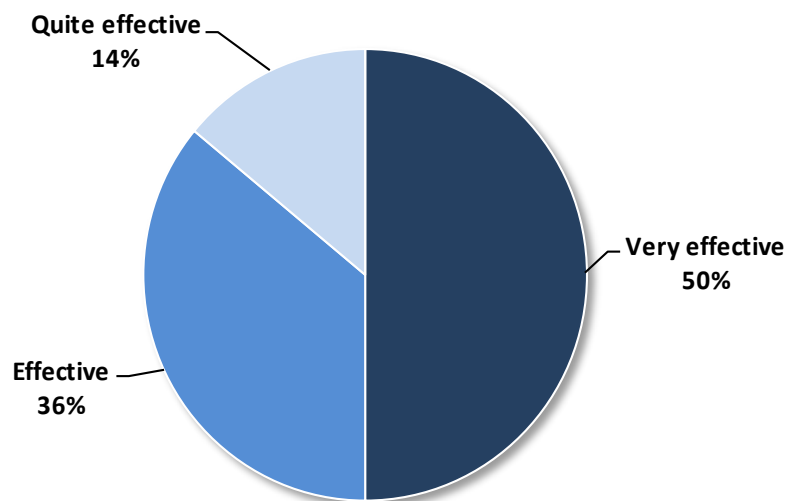
N = 130

Base: All businesses (Scotland and Northern Ireland) – Multiple answers allowed.

All businesses were asked if they had an Environmental Policy, 41% of businesses answered yes, which compared to the 2009 survey shows a 6% increase (Figure 4.5 in appendix).

Of the companies who answered yes to having an environmental policy, only 21% had an Environmental Management System (EMS) in place. However, the vast majority (86%) of business with an EMS thought that it was either effective or very effective. (Figure 2.9)

Figure 2.9: Effectiveness of Environmental Management System

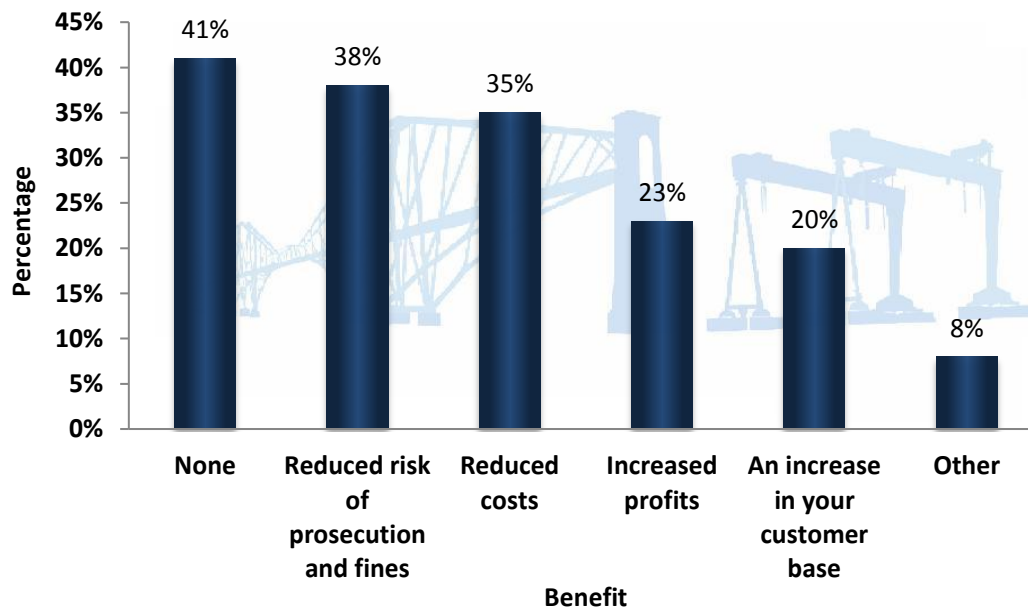


N = 22

Base: Businesses that answered yes to having an EMS (Scotland and Northern Ireland)

41% of the SMEs surveyed, who have made attempts to improve their environmental performance through the implementation of an Environmental Management System or creation of an Environmental Policy felt no benefit. However, 38% felt that there was a reduced risk of receiving fines and prosecution, and 35% of respondents had seen reduced costs, as shown in Figure 2.10.

Figure 2.10: Benefits experienced by improving environmental practice/performance



N = 66

Base: Businesses who answered yes to having either an Environmental Policy or EMS or both (Scotland and Northern Ireland) – Multiple answers allowed

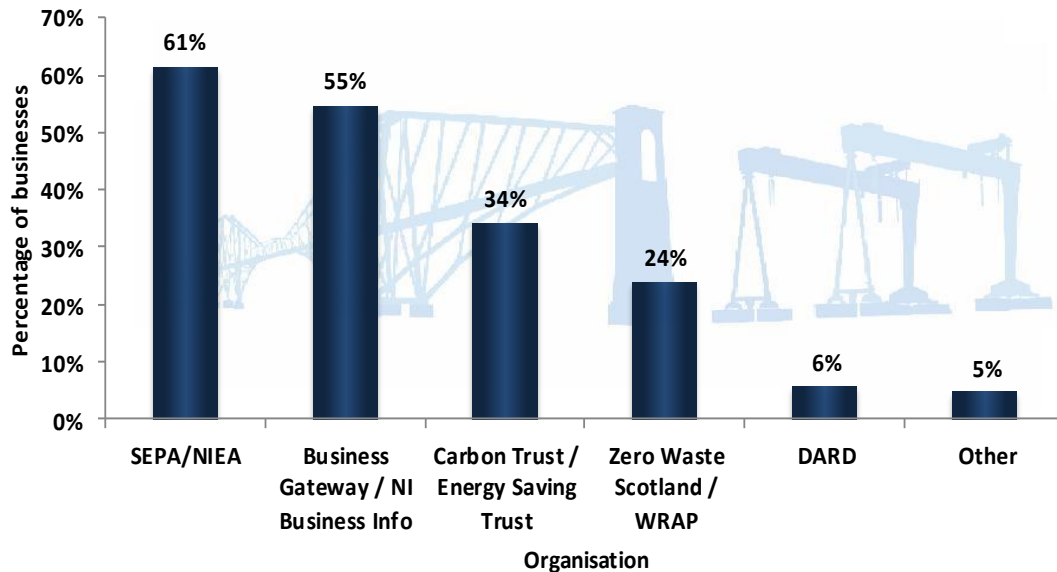
2.4 Sources of Environmental Advice

The final stage of the survey was designed to establish the sources that business use (or plan to use in the future) to gain environmental advice. Firstly business were prompted with a list of business support organisations and asked if they have contacted any of these in the past to discuss environmental practice. According to the survey figures shown in Figure 2.11, the most popular contact for businesses to discuss or gain information on environmental practice is their environmental regulator (SEPA / NIEA), chosen by 61% of SMEs surveyed. Business Gateway or NI Business Information also proved to be popular points of contact for businesses with 55% of SMEs choosing these business support organisations. Although the figures show that Zero Waste Scotland and WRAP had been chosen by just under a quarter of businesses, WRAP accounted for 0% of the total with no businesses choosing to contact it.

When comparing these results with the previous survey carried out in 2009 it is clear that there has been a change in behaviour when contacting business support organisations to gain environmental advice. Previously in the 2009 survey the majority of respondents (58%) chosen to contact their local authority and only 24%

made contact with their environmental regulator, whereas now the results suggest that businesses are more likely to contact their environmental regulator. Of all of the Group 1 sectors, businesses within the Construction sector are most likely to contact their environmental regulator (Figure 4.8 in the Appendix).

Figure 2.11: Organisations contacted by businesses to discuss environmental practice (prompted) - all sectors

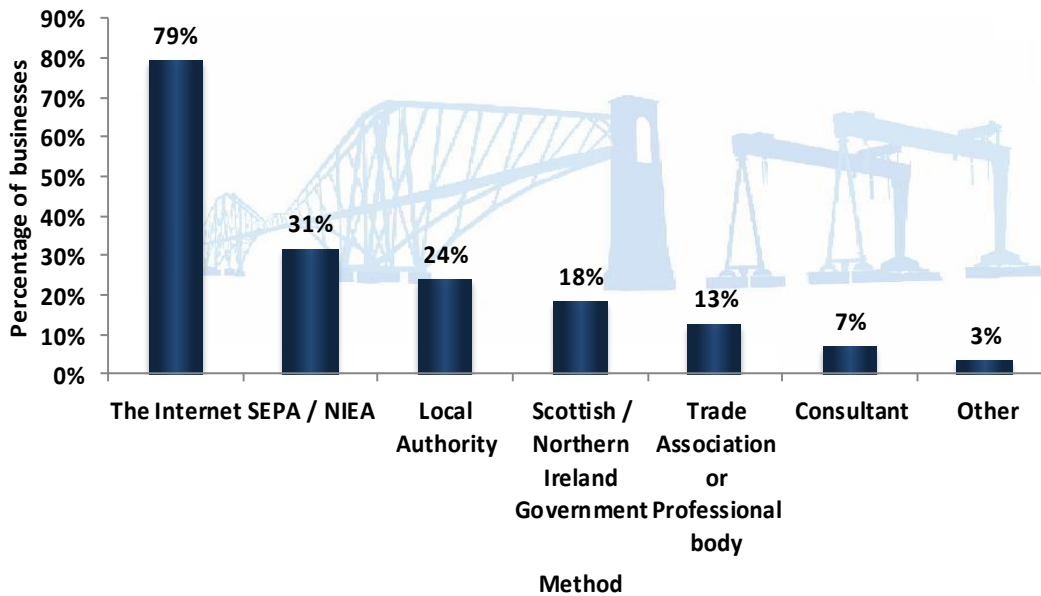


N = 88

Base: All businesses (Scotland and Northern Ireland) – Multiple answers allowed.

To follow on from the previous question, the survey asked business to provide information on the sources that they are likely to use when finding out about environmental issues. By far the most popular choice, chosen by 79% of businesses, was to use the internet. 31% of SMEs stated that they would contact either SEPA or the NIEA. The least popular source of environmental information was a consultant, with only 7% of businesses choosing this option (Figure 2.12).

Figure 2.12: Preferred methods of sourcing information on environmental issues



N = 143

Base: All businesses (Scotland and Northern Ireland) – Multiple responses allowed

Finally Businesses were asked for the most preferred methods of receiving environmental advice or updates on changes in legislation. Most agreed (66%) that they would prefer to receive information via email, followed by through the post (32%). The third most popular method (chosen by 14% of businesses) was to receive the information face to face. The main reasoning given by SMEs over their choice of face to face communication was that the topics discussed are often quite complex and therefore it would be preferred to have the information explained in full and in detail.

3.0 Conclusions and Recommendations

3.1 Conclusions

This report has highlighted that the environmental awareness of SMEs within Scotland and Northern Ireland remains low, with only 12% of SMEs (before prompting) believing that the actions carried out by their business may cause harm to the environment. However this figure shows a significant increase in awareness when compared to the results of the previous survey carried out in 2009. The low figure of awareness also falls in line with the low level awareness of the NetRegs website, with only 8% of businesses stating that they were aware of NetRegs, again once compared to the 2009 survey this figure indicates that the awareness of the NetRegs website has increased. Further analysis using data gathered from a similar survey, revealed that the majority of users (64%) represented larger businesses of 50 or more employees, with micro businesses accounting for only 15% of the users (Figure 4.7 in the Appendix). Since 83% of UK SME employers are micro businesses¹ it is reasonable to assume that this group forms the largest number of businesses contacted within this survey, therefore it would be acceptable to suggest that there will be increased awareness of NetRegs in businesses with more than 10 employees.

Although most of the businesses contacted during this survey seem to be lacking in environmental awareness it was found that a large proportion of businesses (87%) had made improvements that could help reduce their negative impact on the environment, the most common of which was to recycle business waste.

When searching for environmental advice, the majority of businesses stated that they would use the internet, however according to the results only 18% of businesses had heard of NetRegs through the internet. Businesses also stated that they would prefer to receive information regarding environmental issues and changes to future legislation via email, indicating a change in the businesses preferred methods of communication (when compared to 2009) from through the post to email. This confirms that the NetRegs monthly e-update, which is sent via email, is using the best and most preferred method of communication for businesses to receive information.

3.1 Recommendations

Since most businesses are choosing the internet to search for environmental advice, it is imperative to have an online advice / information platform, such as NetRegs. However focus should be placed on improving NetRegs searchability on the internet in order to optimise its search engine ranking to attempt to capture as many of the businesses using the internet to search for environmental advice. This could partly be improved by introducing good metadata to the NetRegs website. Metadata provides a background description of the website or webpage and allows for easier more

¹ DEPARTMENT FOR BUSINESS, INNOVATION AND SKILLS, (April 2013) *2012 Small Business Survey – Employers Report*, London, Department for Business Innovation and Skills, p 1.

accurate searches. Also with the majority of businesses opting for information to be received by email, through the post and face to face it may be worthwhile carrying out marketing or advertising campaigns combining these methods of communication.

Appendix

Figure 4.1: 2013 telephone survey script.

II. Final Script for Survey

Good Morning or Good Afternoon (as appropriate)

My name is ____ I'm calling on behalf of NetRegs, a government website that gives advice to business on environmental regulations. We are carrying out a survey with small businesses to help improve our service. Do you have 10 minutes to spare?

[If Yes]

Do you wish to answer the questions yourself?

[If not, ask to be transferred to appropriate person:

If they are not available ask for name and number to call back later:]

[if No]

Ask if you are able to phone back at a better time [Record time and date and hang up]

[If they say no to be able to phone back as if they would interested in doing it online instead]

Q1 – Have you heard of NetRegs?

If Yes proceed to Q2

If No say: NetRegs is a free website that provides guidance about environmental regulations and good practice to small and medium-sized businesses. The guidance is in plain English and avoids legal jargon. The website, would you like to write it down, is WWW.NETREGS.ORG.UK [Proceed to Q5]

Q2 – Where did you hear about NetRegs?

A - Linked-In

B - Internet Search

C - Word of Mouth

D - Business Support Organisations, like Zero Waste Scotland

E - Any other way? Which?

Q3 – Have you used NetRegs?

If Yes proceed to Q4

If No proceed to Q5

Q4 - Which section did you find most useful on the NetRegs website? Choose one.

[Read out all of them and then let the person reply. Tick where applicable]

- Guidance by Business Sectors
- Library of Environmental Topics
- Legislation
- Other – which?

Q5 – The NetRegs website provides a free monthly email newsletter about changes in environmental regulations and news. Would you be interested in signing up?

[If Yes] May I have your email address? And the name for that email address? And postcode (optional)

Q6. Does your company undertake any activities which you think could be harmful to the environment?

- Yes
 [if Yes] Which activities?
- No
- Don't know

Q7. Does your organisation carry out any of the following:

[read out those not mentioned in Q1]

- A - Store waste?
- B - Store chemicals, fuel or oil?
- C - Deals with packaging or use packaging on a daily basis?
- D - Use water pumped from lakes, rivers, boreholes etc?
- E - Discharge to sewer or watercourses?
- F - Emit smoke or fumes to air?
- G - Anything that could create a local nuisance (noise, smell, dust etc)?

Q8. Can you name any environmental legislation that applies to your business?

[if Yes] Which? [write any]
No

Q9 Have you heard of any of the following?

[include all those from the lists below that they have not mentioned in the previous question]

[For Scotland and NI]

- A - Duty of Care Regulations
- B - End-of-Life-Vehicles Regulations
- C - Waste electrical and electronic equipment (WEEE) regulations
- D - Climate Change Act

[Scotland Only]

- E - Zero Waste Scotland Regulations (or Waste (Scotland) Regulation 2012)

[Northern Ireland Only]

- F - Control of Pollution (Oil Storage) Regulations
- G - Waste (NI) Regulations
- H - Clean Neighbourhoods and Environment Act
- I - Groundwater Regulations

Q10 – Have you ever undertaken any of the following to prevent or reduce environmental harm?:

- A - Made someone in the company responsible for environmental matters?
- B - Made any energy efficiency or water reduction improvements or cut down your business waste?
- C - Cut down your business waste?
- D - Recycled your business waste?
- E - Any other actions?
 [If yes] Which?

Q11 – Does your company have an environmental policy?

If Yes proceed to Q12
If No proceed to Q15
If Don't Know go to Q15

Q12 – Does your company have any Environmental Management System? [if required prompt with “such as an ISO 14001 or BS8triple 5”]

If Yes –Proceed to Q13

If No Proceed to Q15

If Don't Know Proceed to Q15

Q13 – (If yes in 12) How effective is your environmental system?

- a. Very effective
- b. Effective
- c. Quite effective
- d. Not effective

Q14 – *[only for those who replied:*

- *yes in Q10, or*
- *any yes in Q11, or*
- *yes in Q12 or*

That is those that did anything to improve their environmental practice]

Since taking steps to improve your environmental practice/performance, Have you experienced any of the following benefits:

A - Reduced your costs?

B - Increased profits?

C - An increase in your customer base [number of customers]?

D - Reduced risk of prosecution or fines?

E - Any other benefits?

[if yes] Which?

Q15 – Have you ever contacted any of the following business support organisations to discuss environmental practice?

[Scotland]

A - Zero Waste Scotland

B - Carbon Trust or Energy Saving Trust

C - SEPA

D - Business Gateway

E - Any other?

[Northern Ireland]

F - Northern Ireland Environment Agency (NIEA)

G - WRAP

H - NI business info

I - Department of Agriculture and Rural Development (DARD)

K - Carbon Trust or Energy Saving Trust

Q16 – Of the following, which are you most likely to use to find out about environmental issues? Choose one.

- The Internet
- Scottish Government [or Northern Ireland Government]
- SEPA [or Northern Ireland Environment Agency]
- Local Authority or Local Council
- Trade association or professional body
- Consultant
- Other – which?

Q17 – How would you prefer to hear about environmental advice or future legislation? There are 5 options, choose one:

- Through the Post
- Via Email
- Telephone calls to your company
- Conferences
- Face-to-face visits
- Any others? Which?

Q18

[in Scotland only]

Are your business premises located in a flood risk area?

- Yes

[if yes] SEPA provides a free flood warning service sent directly to your phone. You can sign up at the SEPA website which is WWW.SEPA.ORG.UK, on the flooding section.

- No

This is the end of the Survey. Thank you very much for your time.

Figure 4.2: 2013 online questionnaire / survey.

NetRegs Environmental Awareness Survey

1. Where is your business located?

Scotland

Northern Ireland

2. Which of the sectors below best describes your company?

<input type="radio"/> Agriculture	<input type="radio"/> Hunting, Shooting & Game	<input type="radio"/> Recorded Media
<input type="radio"/> Animal boarding & care	<input type="radio"/> Landscaping	<input type="radio"/> Recycling & Reprocessing
<input type="radio"/> Chemicals Manufacturing	<input type="radio"/> Leather	<input type="radio"/> Retail & Wholesale
<input type="radio"/> Construction	<input type="radio"/> Machinery & Electrical	<input type="radio"/> Rubber & Plastic Products
<input type="radio"/> Education	<input type="radio"/> Metals Production & Processing	<input type="radio"/> Surface Treatment of Metals
<input type="radio"/> Fabricated Metal Products	<input type="radio"/> Mineral Products	<input type="radio"/> Textiles & Clothing
<input type="radio"/> Fishing & Aquaculture	<input type="radio"/> Mining & Quarrying	<input type="radio"/> Transport by road
<input type="radio"/> Food & Drink Processing	<input type="radio"/> Offices	<input type="radio"/> Vehicle Repair & Maintenance
<input type="radio"/> Forestry	<input type="radio"/> Pest Control	<input type="radio"/> Waste & Sewage
<input type="radio"/> Healthcare	<input type="radio"/> Printing & Publishing	<input type="radio"/> Wood & Wood Products
<input type="radio"/> Hospitality, Leisure & Tourism	<input type="radio"/> Paper & Cardboard	

Other

***3. Is your business part of an organisation that employs 250 people or more?**

Yes

No

***4. Have you heard of the NetRegs Website?**

Yes

No

NetRegs Environmental Awareness Survey

5. Where did you hear about the NetRegs website?

***6. Have you used the NetRegs website before?**

- Yes
- No

***7. Which sections did you find useful on the NetRegs website?**

- Guidance by Business Sectors
- Library of Environmental Topics
- Legislation
- Other

If Other, which section(s)?

8. NetRegs is a website run by the Northern Ireland Environment Agency (NIEA) and the Scottish Environment Protection Agency (SEPA) giving free easy-to-understand guidance to small and medium enterprises, to comply with environmental regulations and follow good environmental practice. It is at www.netregs.org.uk

- Proceed to next question

***9. Would you be interested in signing up for the NetRegs monthly newsletter? It gives information about new environmental legislation and other useful environmental news.**

- Yes
- No

If Yes, please provide your email address



NetRegs Environmental Awareness Survey

***10. Have you heard of the NetRegs website?**

- Yes
 No

11. Where did you hear about NetRegs?

- Linked-In
 Internet Search
 Word of Mouth
 Support Organisations, like Zero Waste Scotland

Other

***12. Have you used the NetRegs website before?**

- Yes
 No

***13. Which sections did you find useful on the NetRegs website?**

- Guidance by Business Sectors
 Library of Environmental Topics
 Legislation
 Other

If Other, which section(s)?

NetRegs Environmental Awareness Survey

14. NetRegs is a website run by the Northern Ireland Environment Agency (NIEA) and the Scottish Environment Protection Agency (SEPA) giving free easy-to-understand guidance to small and medium enterprise, to comply with environmental regulations and follow good environmental practice. It is at www.netregs.org.uk

Proceed to next question

15. Would you be interested in signing up for the NetRegs monthly newsletter? It gives information about new environmental legislation and other useful environmental news.

Please type in your email address and we will add you to the mailing list.

16. Does your company do any activities which you think are harmful to the environment?

- Yes
- No
- Do not know

If Yes, which activities?

17. Does your organisation do any of the following?

- Store waste
- Store chemicals, fuel or oil
- Deal with packaging or use packaging on a daily basis
- Use water pumped from lakes, rivers, boreholes etc
- Discharge to sewer or watercourses
- Emit smoke or fumes to air
- Anything that could create a local nuisance (noise, smell, dust etc)
- None of the above

NetRegs Environmental Awareness Survey

18. Have you heard of any of the following?

- Duty of Care Regulations
- End of Life Vehicles Regulations
- Waste Electrical and Electronic Equipment (WEEE) Regulations
- Climate Change Act
- Waste (Scotland) Regulations 2012
- None of the above

19. Have you ever undertaken any of the following actions?

- Made someone in the company responsible for environmental matters
- Made any energy efficiency or water reduction improvements or cut down your business waste
- Recycled your business waste
- None of the above

Other

*20. Does your company have an environmental policy?

- Yes
- No
- Do not know

*21. Does your company have any Environmental Management System, such as an ISO 14001, BS8555 or the Green Ticks scheme?

- Yes
- No
- Do not know

If YES, which one?

NetRegs Environmental Awareness Survey

22. How effective is your Environmental Management System?

Very Effective
Effective
Quite Effective
Not Effective

23. Since improving your environmental practice, have you experienced any of the following benefits?

- Reduced your overall costs
- Increased profits
- An increase in customer base
- Reduced risk of prosecution or fines
- None of the above

Other

24. Have you ever contacted any of the following business support organisations to discuss environmental practice?

- Zero Waste Scotland
- Carbon Trust or Energy Saving Trust
- Scottish Environment Protection Agency (SEPA)
- Business Gateway
- None of the above

Other

25. Of the following, which are you most likely to use to find out about environmental issues?

- The Internet
- Scottish Government
- Scottish Environment Protection Agency (SEPA)
- Local Authority or Local Council
- Trade Association / Professional Body
- Consultant
- None of the above

Other

NetRegs Environmental Awareness Survey**26. How would you like to hear about environmental advice or future legislation?**

- Through the post
- Via email
- Telephone calls to your company
- Conference
- Face to face visits

Other

27. How many employees, both full-time and part-time, do you have in your company?
***28. Final Question: Are your business premises located in a flood risk area?**

- Yes
- No

29. SEPA provides a free flood warning service sent directly to your phone. You can sign up at the SEPA website which is WWW.SEPA.ORG.UK, on the flooding section.

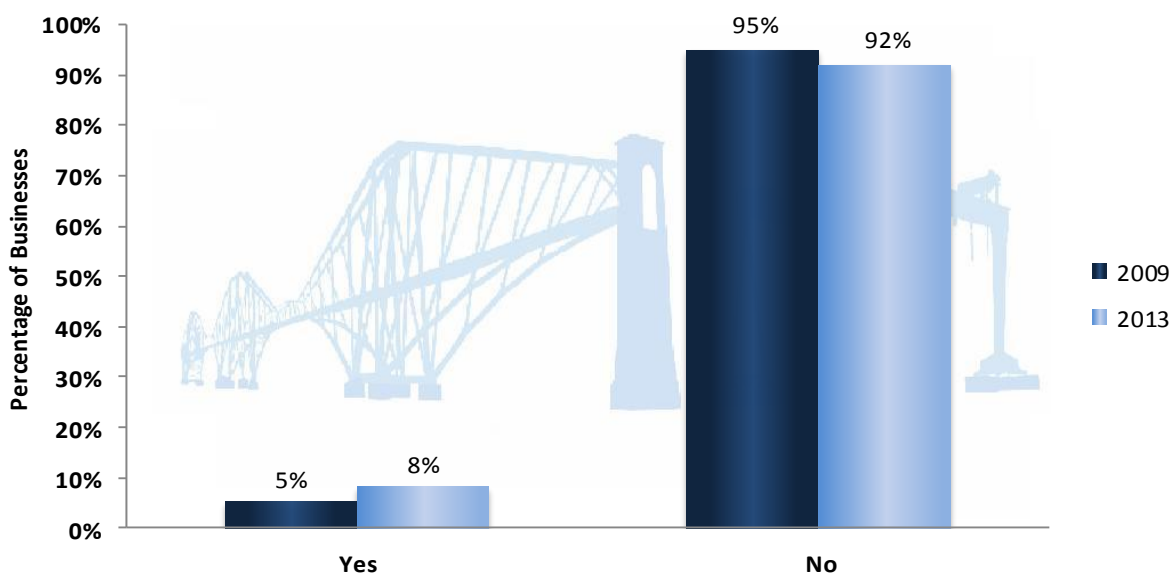
- Thank you for taking part in this survey. This is the end of the questions.

Table 4.1: Weightings used for Group 1 sectors during 2013 survey.

Sector	Population		Total Interviews Achieved		Weighting
	Number	%	Number	%	
Agriculture, Forestry and Fishing	36,495	8%	20	14%	0.59563612
Construction	73,405	17%	19	13%	1.2611005
Human Health and Social Work Activities	30,385	7%	10	7%	0.99182921
Accommodation and Food Service Activities	20,300	5%	12	8%	0.55219497
Transportation and Storage	27,500	6%	6	4%	1.49609475

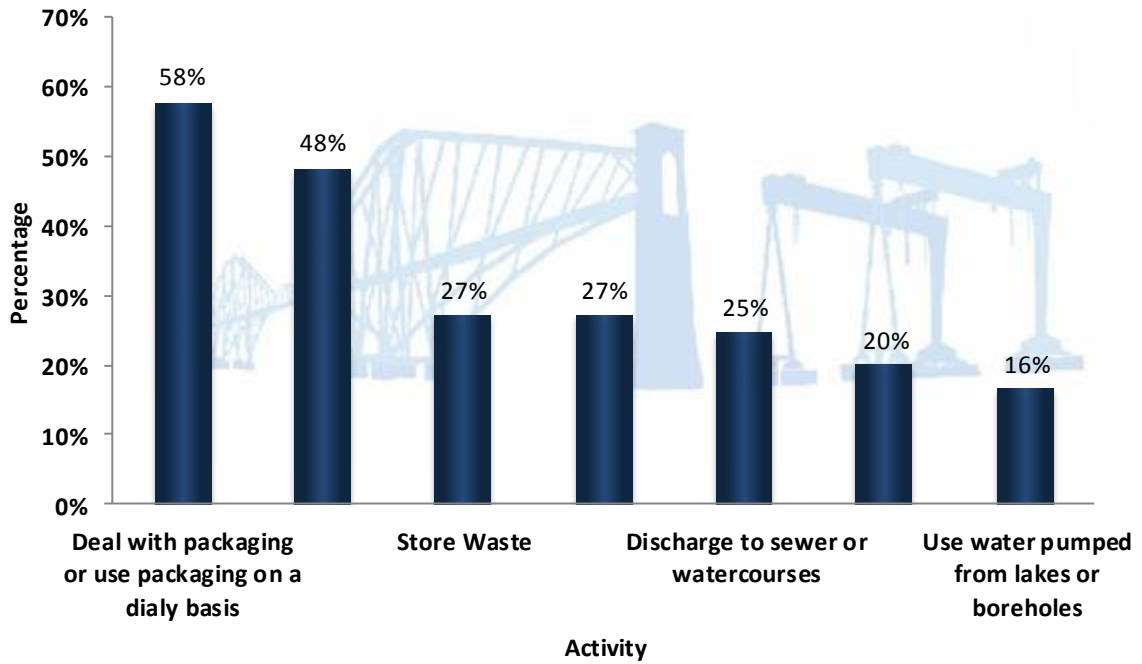
Population figures gathered from the Business Population Estimates for the UK and Regions 2013 (Scotland and Northern Ireland.).

Figure 4.3: Businesses that had heard of the NetRegs website – Comparison between the 2009 and 2013 survey data.



N = 2009 - Unknown, 2013 – 412
Base: All business from 2009 and 2013

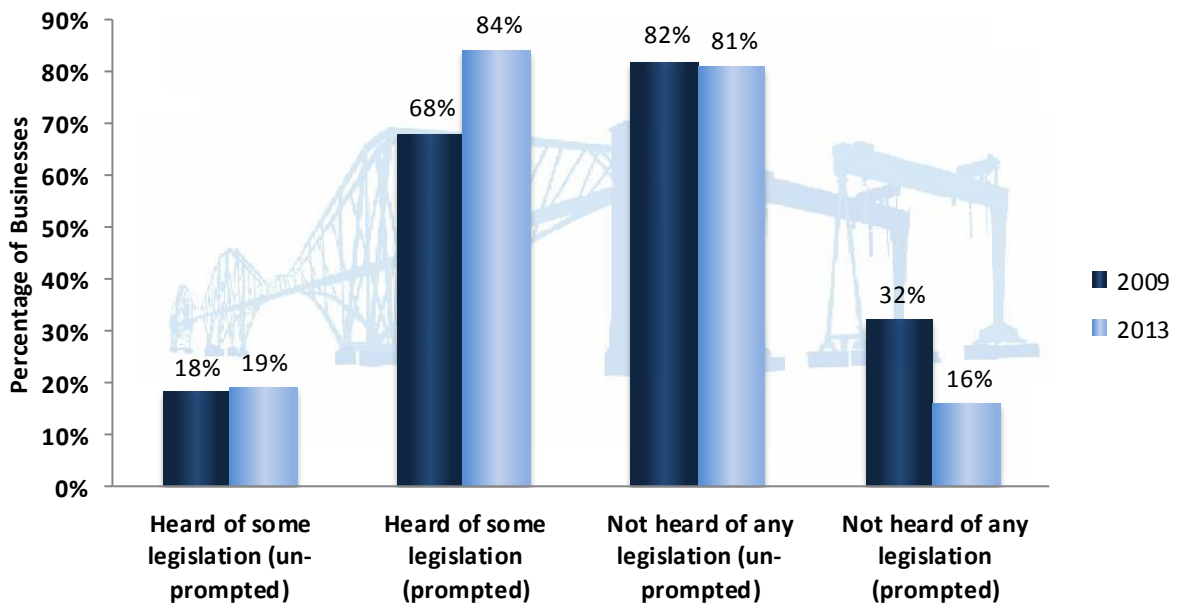
Figure 4.4: Potentially harmful activities carried out by businesses (prompted)



N = 85

Base: All businesses who undertook at least one harmful activity (Scotland and Northern Ireland) – Multiple answers allowed

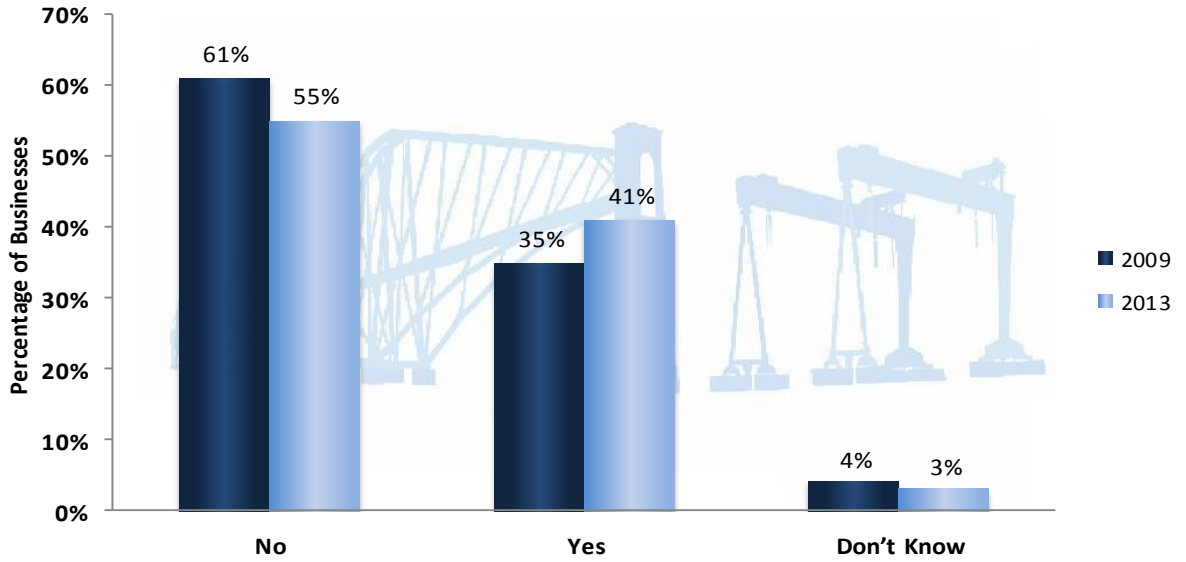
Figure 4.5: Businesses awareness of legislation (un-prompted and prompted) – Comparison between 2009 and 2013 survey figures.



N = 2009 - 6545, 2013 – 145

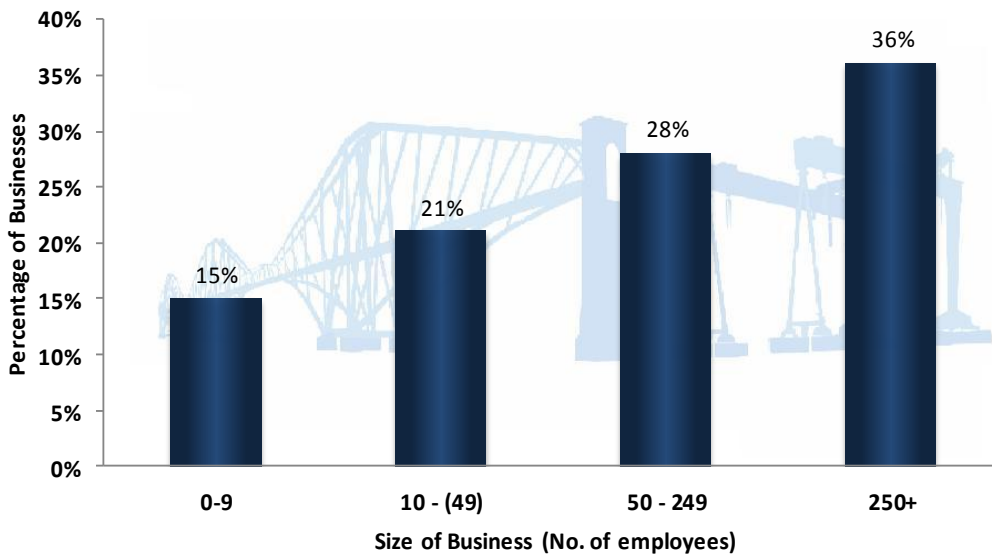
Base: All businesses from 2009 and 2013.

Figure 4.6: Businesses with an Environmental Policy - Comparison between 2009 and 2013 survey figures.



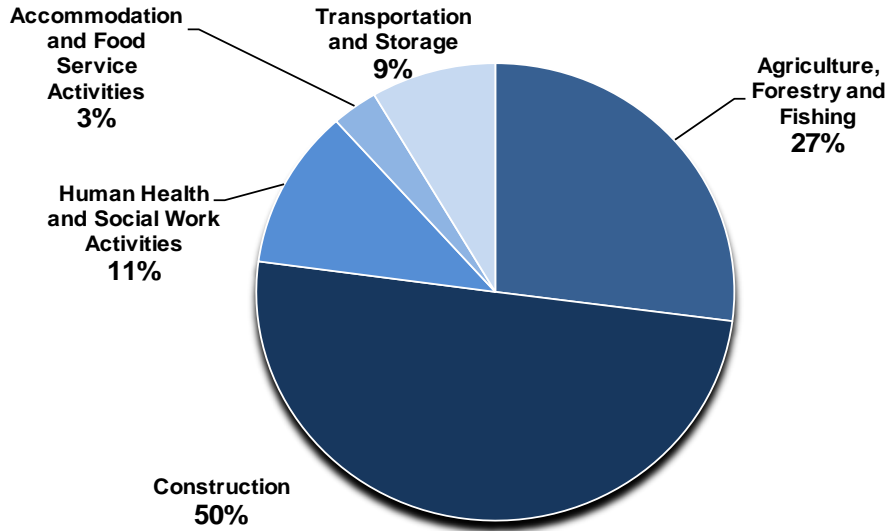
N = 2009 – 5068, 2013 - 157
Base: 2009 - All business who had not set up an EMS, 2013 – All businesses (Scotland and Northern Ireland)

Figure 4.7: NetRegs users by business size. (Source: Data from the NetRegs User Evaluation Survey 2013.)



N = 81

Figure 4.8: Sectors most likely to contact their environmental regulator for environmental advice (Group 1 sectors only).



N = 19
 Base: All Group 1 sectors who had contacted their environmental regulator (Scotland and Northern Ireland)
Data Weighted