

Questionnaire

Use of sustainability tools to answer environmental questions from customers

<i>Topics</i>	<i>Questions</i>
Information on respondent	Name of the company Name and position of the respondent Please explain your role and responsibilities at the company Date of interview
Environmental questions received from customers	How often do you receive environmental questions from customers? Please give some examples of questions received.
Handling of environmental questions received from customers	How do you handle these questions? Where and how do you usually find information to answer the question (contact person)?

Have you experienced any difficulties in finding product's environmental info (what kind of environmental support do you have → need for support)?

Environmental information provided and education of customers

What environmental issues are the customers most concerned about?

What environmental information about products do you provide customers with?

What information do you think is necessary to provide?

Do you provide customers with information on the environmental issues the products address best (are you proactive)? If yes, how do you let the customer know that the product for example save water or energy or helps cut down on waste that must be landfilled, or contains fewer toxics that can harm human and wildlife?

Do you educate customers on environmental issues? Please list business benefits/success stories from the conducted education on environmental issues.

Use of environmental tools and methods	What type of tools (EPD, LCA, LCC, etc) and methods do you use (or want to use) to facilitate handling and communication of environmental information? Specify!