

# The Community Innovation Survey 2014

THE HARMONISED SURVEY QUESTIONNAIRE, 23 July 2014

## The Community Innovation Survey 2014

## Final Version v13 of 23 July 2014

This survey collects information on your enterprise's **innovations and innovation activities** during the three years 2012 to 2014 inclusive.

An **innovation** is the introduction of a new or significantly improved product, process, organisational method, or marketing method by your enterprise.

An innovation must have characteristics or intended uses that are new or which provide a significant improvement over what was previously used or sold by your enterprise. However, an innovation can fail or take time to prove itself.

An innovation need only be new or significantly improved for your enterprise. It could have been originally developed or used by other enterprises or organisations.

**Innovation activities** include the acquisition of machinery, equipment, buildings, software, and licenses; engineering and development work, feasibility studies, design, training, R&D and marketing when they are specifically undertaken to develop and/or implement a product or process innovation. This includes also all types of R&D consisting of research and development activities to create new knowledge or solve scientific or technical problems.

Sections 2 to 7 cover product and process innovations. Organisational and marketing innovations are covered in sections 8 and 9.

Please complete **all** questions, unless otherwise instructed.

Person we should contact if there are any queries regarding the form:

Name: \_\_\_\_\_  
Job title: \_\_\_\_\_  
Organisation: \_\_\_\_\_  
Phone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

## 1. General information about the enterprise

Name of enterprise \_\_\_\_\_

Address<sup>1</sup> \_\_\_\_\_

Postal code \_\_\_\_\_ Main activity<sup>2</sup> \_\_\_\_\_

**1.1 In 2014, was your enterprise part of an enterprise group?** (A group consists of two or more legally defined enterprises under common ownership. Each enterprise in the group can serve different markets, as with national or regional subsidiaries, or serve different product markets. The head office is also part of an enterprise group.)

Yes  In which country is the head office of your group located?<sup>3</sup> \_\_\_\_\_  
No

**If your enterprise is part of an enterprise group:** Please answer all further questions about your enterprise only for its own activities in [your country]. Exclude all subsidiaries or parent enterprises.

### 1.2 During the three years 2012 to 2014, did your enterprise:

	Yes	No
Merge with or take over another enterprise or a part of another enterprise	<input type="checkbox"/>	<input type="checkbox"/>
Sell, close or contract out some of the tasks or functions of your enterprise	<input type="checkbox"/>	<input type="checkbox"/>

### 1.3 In which geographic markets did your enterprise sell goods and/or services during the three years 2012 to 2014?

	Yes	No
A. Local / regional within [your country]	<input type="checkbox"/>	<input type="checkbox"/>
B. National (other regions of [your country])	<input type="checkbox"/>	<input type="checkbox"/>
C. Other European Union or associated countries* <sup>4</sup>	<input type="checkbox"/>	<input type="checkbox"/>
D. All other countries	<input type="checkbox"/>	<input type="checkbox"/>

**Which of these geographic areas was your largest market in terms of turnover during the three years 2012 to 2014? (Give corresponding letter)** \_\_\_\_\_

\*: Include the following European Union (EU) and associated countries: Albania, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, FYR Macedonia, Malta, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Slovakia, Switzerland, Turkey, Spain, Sweden and the United Kingdom.

<sup>1</sup> NUTS 2 code

<sup>2</sup> NACE 4 digit code

<sup>3</sup> Country code according to ISO standard

<sup>4</sup> Each NSO needs to remove their own country from the list of European countries.

## 2. Product innovation (good or service)

A product innovation is the market introduction of a **new or significantly improved good or service** with respect to its capabilities, user friendliness, components or sub-systems.

- Product innovations (new or improved) **must be new to your enterprise**, but they **do not need to be new to your market**.
- Product innovations could have been originally developed by your enterprise or by other enterprises or organisations.

A **good** is usually a tangible object such as a smartphone, furniture, or packaged software, but downloadable software, music and film are also goods. A **service** is usually intangible, such as retailing, insurance, educational courses, air travel, consulting, etc.

### 2.1 During the three years 2012 to 2014, did your enterprise introduce:

	Yes	No
<b>Goods innovations:</b> New or significantly improved goods (exclude the simple resale of new goods and changes of a solely aesthetic nature)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service innovations:</b> New or significantly improved services	<input type="checkbox"/>	<input type="checkbox"/>

**If no to all options, go to section 3**

**Otherwise go to question 2.2**

### 2.2 Who developed these product innovations?

*Tick all that apply*

	Goods innovations	Service innovations
Your enterprise by itself	<input type="checkbox"/>	<input type="checkbox"/>
Your enterprise together with other enterprises or organisations*	<input type="checkbox"/>	<input type="checkbox"/>
Your enterprise by adapting or modifying goods or services originally developed by other enterprises or organisations*	<input type="checkbox"/>	<input type="checkbox"/>
Other enterprises or organisations*	<input type="checkbox"/>	<input type="checkbox"/>

*\*: Include independent enterprises plus other parts of your enterprise group (subsidiaries, sister enterprises, head office, etc). Organisations include universities, research institutes, non-profits, etc.*

**2.3 Were any of your product innovations (goods or services) during the three years 2012 to 2014:**

		Yes	No
New to your market?	Your enterprise introduced a new or significantly improved product onto your market before your competitors (it may have already been available in other markets)	<input type="checkbox"/>	<input type="checkbox"/>
Only new to your enterprise?	Your enterprise introduced a new or significantly improved product that was already available from your competitors in your market	<input type="checkbox"/>	<input type="checkbox"/>

**Using the definitions above, please give the percent of your total turnover<sup>5</sup> in 2014 from:**

New or significantly improved products introduced during the three years 2012 to 2014 that were **new to your market**

<input type="text"/>	<input type="text"/>	<input type="text"/>
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%

New or significantly improved products introduced during the three years 2012 to 2014 that were **only new to your enterprise**

<input type="text"/>	<input type="text"/>	<input type="text"/>
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%

Products that were **unchanged or only marginally modified** during the three years 2012 to 2014  
(include the resale of new products purchased from other enterprises)

<input type="text"/>	<input type="text"/>	<input type="text"/>
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%

**Total turnover in 2014**

<b>1</b>	<b>0</b>	<b>0</b>
----------	----------	----------

 %

**2.4 To the best of your knowledge, were any of your product innovations during the three years 2012 to 2014:**

(Please tick one option in every row)

	Yes	No	Don't know
A first in [your country]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A first in Europe*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A world first	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*: Include the following European Union (EU) and associated countries: Albania, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, FYR Macedonia, Malta, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Slovakia, Switzerland, Turkey, Spain, Sweden and the United Kingdom.<sup>6</sup>

**If no world-first innovation, go to section 3,**

**Otherwise go to question 2.5**

**2.5 What percent of your total turnover in 2014 was from world first product innovations introduced between 2012 and 2014? (This should be a subset of your new-to-market turnover share in question 2.3 above)**

0% to less than 1%	<input type="checkbox"/>
1% to less than 5%	<input type="checkbox"/>
5% to less than 10%	<input type="checkbox"/>
10% to less than 25%	<input type="checkbox"/>
25% or more	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

<sup>5</sup> For Credit institutions: Interests receivable and similar income, for insurance services: Gross premiums written

<sup>6</sup> Each NSO needs to remove their own country from the list of European countries.

### 3. Process innovation

A process innovation is the implementation of a **new** or **significantly** improved production process, distribution method, or supporting activity.

- Process innovations **must be new to your enterprise**, but they **do not need to be new to your market**.
- The innovation could have been originally developed by your enterprise or by other enterprises or organisations.
- Exclude purely organisational innovations – these are covered in section 8.

#### 3.1 During the three years 2012 to 2014, did your enterprise introduce:

Yes	No
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New or significantly improved methods of manufacturing for producing goods or services

New or significantly improved logistics, delivery or distribution methods for your inputs, goods or services

New or significantly improved supporting activities for your processes, such as maintenance systems or operations for purchasing, accounting, or computing

**If no to all options, go to section 4**

**Otherwise go to question 3.2**

#### 3.2 Who developed these process innovations?

*Tick all that apply*

Your enterprise by itself

Your enterprise together with other enterprises or organisations\*

Your enterprise by adapting or modifying processes originally developed by other enterprises or organisations\*

Other enterprises or organisations\*

*\*: Include independent enterprises plus other parts of your enterprise group (subsidiaries, sister enterprises, head office, etc). Organisations include universities, research institutes, non-profits, etc.*

#### 3.3 Were any of your process innovations introduced during the three years 2012 to 2014 new to your market?

Yes	<input type="checkbox"/>
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No	<input type="checkbox"/>
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Don't know	<input type="checkbox"/>
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#### **4. Ongoing or abandoned innovation activities for product or process innovations**

Innovation activities include the acquisition of machinery, equipment, buildings, software, and licenses; engineering and development work, feasibility studies, design, training, R&D and marketing when they are specifically undertaken to develop and/or implement a product or process innovation. This includes also all types of R&D consisting of research and development activities to create new knowledge or solve scientific or technical problems.

##### **4.1 During the three years 2012 to 2014, did your enterprise have any innovation activities that did not result in a product or process innovation because the activities were:**

	<b>Yes</b>	<b>No</b>
Abandoned or suspended before completion	<input type="checkbox"/>	<input type="checkbox"/>
Still ongoing at the end of the 2014	<input type="checkbox"/>	<input type="checkbox"/>

**If no to all options in questions 2.1, 3.1 and 4.1, go to section 8**

**Otherwise go to section 5**

## 5. Innovation activities and expenditures for product and process innovations

### 5.1 During the three years 2012 to 2014, did your enterprise engage in the following innovation activities:

		Yes	No
<b>In-house R&amp;D</b>	Research and development activities undertaken by your enterprise to create new knowledge or solve scientific or technical problems (include software development that meets this requirement)	<input type="checkbox"/>	<input type="checkbox"/>
	If yes, did your enterprise perform R&D during the three years 2012 to 2014:		
	Continuously (your enterprise had permanent R&D staff in-house)	<input type="checkbox"/>	
	Occasionally (as needed only)	<input type="checkbox"/>	
<b>External R&amp;D</b>	Your enterprise contracted-out R&D to other enterprises (include enterprises in your own group) or to public or private research organisations	<input type="checkbox"/>	<input type="checkbox"/>
<b>Acquisition of machinery, equipment, software &amp; buildings</b>	Acquisition of advanced machinery, equipment, software and buildings to be used for new or significantly improved products or processes	<input type="checkbox"/>	<input type="checkbox"/>
<b>Acquisition of existing knowledge from other enterprises or organisations</b>	Acquisition of existing know-how, copyrighted works, patented and non-patented inventions, etc. from other enterprises or organisations for the development of new or significantly improved products and processes	<input type="checkbox"/>	<input type="checkbox"/>
<b>Training for innovative activities</b>	In-house or contracted out training for your personnel specifically for the development and/or introduction of new or significantly improved products and processes	<input type="checkbox"/>	<input type="checkbox"/>
<b>Market introduction of innovations</b>	In-house or contracted out activities for the market introduction of your new or significantly improved goods or services, including market research and launch advertising	<input type="checkbox"/>	<input type="checkbox"/>
<b>Design</b>	In-house or contracted out activities to alter the shape, appearance or usability of goods or services	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other</b>	Other in-house or contracted out activities to implement new or significantly improved products and processes such as feasibility studies, testing, tooling up, industrial engineering, etc	<input type="checkbox"/>	<input type="checkbox"/>

**5.2 How much did your enterprise spend on each of the following innovation activities in 2014 only?** Innovation activities are defined in question 5.1 above. Include current expenditures (including labour costs, contracted-out activities, and other related costs) as well as capital expenditures on buildings and equipment.<sup>7</sup>

*Please fill in '0' if your enterprise had no expenditures for an activity in 2014*

*Please estimate if you lack precise accounting data*

**In-house R&D** (Include current expenditures including labour costs and capital expenditures on buildings and equipment specifically for R&D)

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**External R&D**

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**Acquisition of machinery, equipment, software & buildings**

(Exclude expenditures on these items that are for R&D)

--	--	--	--	--	--	--	--

**Acquisition of existing knowledge from other enterprises or organisations**

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**All other innovation activities including design, training, marketing, and other relevant activities**

--	--	--	--	--	--	--	--

**Total of the above innovation activities**

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## 6. Public financial support for innovation activities

**6.1 During the three years 2012 to 2014, did your enterprise receive any public financial support for innovation activities from the following levels of government?** Include financial support via tax credits or deductions, grants, subsidised loans, and loan guarantees. Exclude R&D and other innovation activities conducted entirely for the public sector\* under contract.

	Yes	No
Local or regional authorities	<input type="checkbox"/>	<input type="checkbox"/>
Central government (including central government agencies or ministries)	<input type="checkbox"/>	<input type="checkbox"/>
The European Union (EU)	<input type="checkbox"/>	<input type="checkbox"/>
If yes, did your enterprise participate in the EU 7 <sup>th</sup> Framework Programme for Research and Technical Development or in the Horizon 2020 Programme for Research and Innovation?	<input type="checkbox"/>	<input type="checkbox"/>

\*The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of services such as security, transport, housing, energy, etc.

<sup>7</sup> Give expenditure data in 000's of national currency units to eight digits.

## 7. Co-operation for product and process innovations

**7.1 During the three years 2012 to 2014, did your enterprise co-operate on any of your innovation activities with other enterprises or organisations?** Innovation co-operation is active participation with other enterprises or organisations on innovation activities. Both partners do not need to commercially benefit. Exclude pure contracting out of work with no active co-operation.

No  (Go to section 8)  
Yes  (Go to question 7.2)

### 7.2 Please indicate the type of innovation co-operation partner by location

(Tick all that apply)

Type of co-operation partner	[Your country]	Other Europe**	United States	China or India	All other countries
A. Other enterprises within your enterprise group	<input type="checkbox"/>				
B. Suppliers of equipment, materials, components, or software	<input type="checkbox"/>				
C. Clients or customers from the private sector	<input type="checkbox"/>				
D. Clients or customers from the public sector*	<input type="checkbox"/>				
E. Competitors or other enterprises in your sector	<input type="checkbox"/>				
F. Consultants or commercial labs	<input type="checkbox"/>				
G. Universities or other higher education institutes	<input type="checkbox"/>				
H. Government, public or private research institutes	<input type="checkbox"/>				

### 7.3 Which type of co-operation partner was the most valuable for your enterprise's innovation activities? (Give corresponding letter) \_\_\_\_\_

\*The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of services such as security, transport, housing, energy, etc.

\*\*: Include the following European Union (EU) and associated countries: Albania, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Ireland, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, FYR Macedonia, Malta, Montenegro, the Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovenia, Slovakia, Switzerland, Turkey, Spain, Sweden and the United Kingdom.

## 8. Organisational innovation

An organisational innovation is a new organisational method in your enterprise's business practices (including knowledge management), workplace organisation or external relations that has not been previously used by your enterprise.

- It must be the result of strategic decisions taken by management.
- Exclude mergers or acquisitions, even if for the first time.

### 8.1 During the three years 2012 to 2014, did your enterprise introduce:

	Yes	No
New <b>business practices</b> for organising procedures (i.e. first time use of supply chain management, business re-engineering, knowledge management, lean production, quality management, etc)	<input type="checkbox"/>	<input type="checkbox"/>
New methods of <b>organising work responsibilities and decision making</b> (i.e. first time use of a new system of employee responsibilities, team work, decentralisation, integration or de-integration of departments, education/training systems, etc)	<input type="checkbox"/>	<input type="checkbox"/>
New methods of <b>organising external relations</b> with other enterprises or public organisations (i.e. first time use of alliances, partnerships, outsourcing or sub-contracting, etc)	<input type="checkbox"/>	<input type="checkbox"/>

## 9. Marketing innovation

A marketing innovation is the implementation of a new marketing concept or strategy that differs significantly from your enterprise's existing marketing methods and which has not been used before.

- It requires significant changes in product design or packaging, product placement, product promotion or pricing.
- Exclude seasonal, regular and other routine changes in marketing methods.

### 9.1 During the three years 2012 to 2014, did your enterprise introduce:

	Yes	No
Significant changes to the aesthetic <b>design or packaging</b> of a good or service ( <i>exclude changes that alter the product's functional or user characteristics – these are product innovations</i> )	<input type="checkbox"/>	<input type="checkbox"/>
New media or techniques for <b>product promotion</b> ( <i>i.e. first time use of a new advertising media, a new brand image, introduction of loyalty cards, etc</i> )	<input type="checkbox"/>	<input type="checkbox"/>
New methods for <b>product placement</b> or sales channels ( <i>i.e. first time use of franchising or distribution licenses, direct selling, exclusive retailing, new concepts for product presentation, etc</i> )	<input type="checkbox"/>	<input type="checkbox"/>
New methods of <b>pricing</b> goods or services ( <i>i.e. first time use of variable pricing by demand, discount systems, etc</i> )	<input type="checkbox"/>	<input type="checkbox"/>

## 10. Public sector contracts and innovation

### 10.1 During the three years 2012 to 2014, did your enterprise have any contracts to provide goods or services for:

	Yes	No
Domestic public sector organisations*	<input type="checkbox"/>	<input type="checkbox"/>
Foreign public sector organisations*	<input type="checkbox"/>	<input type="checkbox"/>

\*The public sector includes government owned organisations such as local, regional and national administrations and agencies, schools, hospitals, and government providers of services such as security, transport, housing, energy, etc.

If no to both options, go to section 11

Otherwise go to question 10.2

### 10.2 Did your enterprise undertake any innovation activities as part of a contract to provide goods or services to a public sector organisation? (*Include activities for product, process, organisational and marketing innovations*)

No  (Go to section 11)  
Yes

If yes, did one or more of your public sector contracts:

(*If your enterprise had several contracts, tick all that apply*)

Specifically require innovation as part of the contract   
Not require innovation as part of the contract

## 11. Intellectual property rights and licensing

### 11.1 During the three years 2012 to 2014, did your enterprise:

	Yes	No
Apply for a patent	<input type="checkbox"/>	<input type="checkbox"/>
Apply for a European utility model	<input type="checkbox"/>	<input type="checkbox"/>
Register an industrial design right	<input type="checkbox"/>	<input type="checkbox"/>
Register a trademark	<input type="checkbox"/>	<input type="checkbox"/>

### 11.2 During the three years 2012 to 2014, did your enterprise:

	Yes	No
License out or sell a patent, industrial design right, copyright or trademark to another enterprise, university or research institute	<input type="checkbox"/>	<input type="checkbox"/>
License in* or buy a patent, industrial design right, copyright or trademark owned by another enterprise, university or research institute	<input type="checkbox"/>	<input type="checkbox"/>

\*Exclude the acquisition of licenses for common software for desktop and laptop computers such as operating systems, word processing, spreadsheets, etc.)

**Only answer section 12 if your enterprise did not introduce an innovation and did not have ongoing/abandoned innovation activities during the three years 2012 to 2014 ('no' to all options in questions 2.1, 3.1, 4.1, 8.1 and 9.1).**

**Otherwise go to section 13.**

## **12. Non-innovators**

### **12.1 Which of the following best describes why your enterprise had no innovation activities during the three years from 2012 to 2014:**

*Tick one only*

No compelling reason to innovate	<input type="checkbox"/>	<b>Go to 12.2</b>
Considered innovating, but barriers to innovation too large	<input type="checkbox"/>	<b>Go to 12.3</b>

### **12.2 How important were the following reasons for your enterprise not to conduct innovation activities during 2012 to 2014?**

	Degree of importance			
	High	Medium	Low	Not important
Low demand for innovations in your market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No need to innovate due to previous innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No need to innovate due to very little competition in your enterprise's market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of good ideas for innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Go to question 13.4**

### **12.3 How important to your enterprise were the following barriers to innovation during 2012 to 2014?**

	Degree of importance			
	High	Medium	Low	Not important
Lack of internal finance for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of credit or private equity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of skilled employees within your enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulties in obtaining government grants or subsidies for innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of collaboration partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uncertain market demand for your ideas for innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much competition in your market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Go to question 13.4**

### 13. Innovations with environmental benefits

An innovation with environmental benefits is a new or significantly improved product (good or service), process, organisational method or marketing method that creates environmental benefits compared to alternatives.

- The environmental benefits can be the primary objective of the innovation or a by-product of other objectives.
- The environmental benefits of an innovation can occur during the production of a good or service, or during its consumption or use by the end user of a product. The end user can be an individual, another enterprise, the Government, etc.

#### 13.1 During the three years 2012 to 2014, did your enterprise introduce a product (good or service), process, organisational or marketing innovation with any of the following environmental benefits?

	Yes	No
<b><u>Environmental benefits obtained within your enterprise</u></b>		
Reduced material or water use per unit of output	<input type="checkbox"/>	<input type="checkbox"/>
Reduced energy use or CO <sub>2</sub> 'footprint' (reduce total CO <sub>2</sub> production)	<input type="checkbox"/>	<input type="checkbox"/>
Reduced air, water, noise or soil pollution	<input type="checkbox"/>	<input type="checkbox"/>
Replaced a share of materials with less polluting or hazardous substitutes	<input type="checkbox"/>	<input type="checkbox"/>
Replaced a share of fossil energy with renewable energy sources	<input type="checkbox"/>	<input type="checkbox"/>
Recycled waste, water, or materials for own use or sale	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Environmental benefits obtained during the consumption or use of a good or service by the end user</u></b>		
Reduced energy use or CO <sub>2</sub> 'footprint'	<input type="checkbox"/>	<input type="checkbox"/>
Reduced air, water, noise or soil pollution	<input type="checkbox"/>	<input type="checkbox"/>
Facilitated recycling of product after use	<input type="checkbox"/>	<input type="checkbox"/>
Extended product life through longer-lasting, more durable products	<input type="checkbox"/>	<input type="checkbox"/>

If no to all options, go to question 13.4

Otherwise go to question 13.2

#### 13.2 Were any of these environmental benefits due to the following types of your enterprise's innovations?

	Yes	No
Product (goods or services) innovations	<input type="checkbox"/>	<input type="checkbox"/>
Process innovations	<input type="checkbox"/>	<input type="checkbox"/>
Organisational innovations	<input type="checkbox"/>	<input type="checkbox"/>
Marketing innovations	<input type="checkbox"/>	<input type="checkbox"/>

**13.3 During 2012 to 2014, how important were the following factors in driving your enterprise's decisions to introduce innovations with environmental benefits?**

	Degree of importance			
	High	Medium	Low	Not relevant
Existing environmental regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing environmental taxes, charges or fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental regulations or taxes expected in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government grants, subsidies or other financial incentives for environmental innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current or expected market demand for environmental innovations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving your enterprise's reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary actions or initiatives for environmental good practice within your sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High cost of energy, water or materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to meet requirements for public procurement contracts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13.4 Does your enterprise have procedures in place to regularly identify and reduce your enterprise's environmental impacts? (For example preparing environmental audits, setting environmental performance goals, ISO 14001 certification, ISO 50001 certification, etc).**

No  (Go to section 14)  
Yes

If your enterprise had any procedures in place, when were they implemented?

*(Tick all that apply)*

Some procedures were implemented before 2012

Some procedures were implemented or significantly changed between 2012 and 2014

## 14. Basic economic information on your enterprise

14.1 What was your enterprise's total turnover for 2012 and 2014?<sup>8</sup> Turnover is defined as the market sales of goods and services (Include all taxes except VAT<sup>9</sup>)

2012	2014
<input type="text"/>	<input type="text"/>

14.2 What was the percent of your total turnover from sales to clients outside your country?

*Please insert '0' if your enterprise had no sales outside your country*

2012	2014
<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %

14.3 What was your enterprise's average number of employees in 2012 and 2014?<sup>10</sup>

2012	2014
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

14.4 Approximately what percent of your enterprise's employees in 2014 had a tertiary degree?<sup>11</sup>

0%	<input type="checkbox"/>
1% to less than 5%	<input type="checkbox"/>
5% to less than 10%	<input type="checkbox"/>
10% to less than 25%	<input type="checkbox"/>
25% to less than 50%	<input type="checkbox"/>
50% to less than 75%	<input type="checkbox"/>
75% or more	<input type="checkbox"/>

<sup>8</sup> Give turnover in '000 of national currency units. Leave space for up to nine digits.

<sup>9</sup> For Credit institutions: Interests receivable and similar income; for Insurance services give gross premiums written.

<sup>10</sup> If administrative data are used and the annual average is not available, give results for the end of each year. Leave space for up to six digits for question 14.3.

<sup>11</sup> ISCED 2011 levels 5 to 8.