

EAM Questionnaire for RETAIL SHOPS (adapted version, after running the previous version in 5 shops)

Name

Address.....

Contact person

Telephone.....

Surface.....

Food Market

Run. No.	Indicators and parameters	Answers and Notes
I	ENERGY	
1	<i>Electrical energy consumption</i>	
1.1	Annual electrical energy consumption in kWh;	
1.2	Specific electrical energy consumption per total surface kWh/m ² ;	
2	<i>Thermal energy consumption</i>	
2.1	Annual thermal energy consumption in kWh, m ³ or kg;	
2.2	Type of source used:	
2.2.1	Electrical energy;	
2.2.2	Liquid fuel;	
2.2.3	Natural gas;	

Run. No.	Indicators and parameters	Answers and Notes
2.2.4	District heating;	
2.2.5	Coal or wood;	
2.2.6	Waste.	
3	<i>Lighting</i>	
3.1	Percentage of light sources with energy mark A or B?	
4	<i>Ventilation, heating and cooling</i>	
II	WATER	
1	<i>Water consumption</i>	
1.1	Is the annual water consumption measured in m ³ ?	
1.2	Specific water consumption per total surface in m ³ /m ² .	
1.3	Does the shop have its own water supply network?	
1.4	Percentages of annual leakage on the drinking water supply network?	
1.5	Does the shop have its own water supply source (water wells)?	
1.5.1	Is there a monitoring system for the quality of water supplied from the shop's own source?	
1.5.2	Has the shop obtained all the authorisations necessary for their own water sources' operation?	
1.5.3	Percentage of drinking water supply from the shop's own source?	
1.5.4	Is there a programme for maintenance/repair of the water source?	
1.6	Has the shop concluded a contract for water supply/sewer services with the water supplier?	
2	<i>Installations</i>	

Run. No.	Indicators and parameters	Answers and Notes
2.1	Percentage of toilets with differentiated flush (3 or 6 litres pr. Flush)?	
3	<i>Wastewater discharge</i>	
3.1	Does the shop have its own sewer?	
3.2	Percentage of the sewer made of asbestos cement?	
3.3	Percentage of the sewer which is damaged?	
3.4	Is there a programme for sewer maintenance and repair?	
3.5	Wastewater quality	
3.5.1	Does the shop have its own system for monitoring of the wastewater quality indicators?	
3.5.2	Percentage of CBO5 in wastewater?	
3.6	Has the shop concluded a contract for taking over the wastewater with an authorised company?	
3.7	Is there a system for the wastewater treatment or pre-treatment prior to discharging wastewater in the municipal sewer?	
III	WASTE	
1.	Percentage of waste sent to recycling?	
1.1	Percentage of PVC and plastic wrapping foil in the total waste sent to recycling?	
1.2	Percentage of cardboard or semi-cardboard in the total waste sent to recycling?	
2	Percentage of waste sent to incineration?	
3	Which fractions is the waste sorted into?	

Run. No.	Indicators and parameters	Answers and Notes
4	Can the customers return used items or parts of for recycling?	
5	Can the customers return other items for recycling, i.e. containers?	
6	Sorting of waste in the fractions stated by the local government, or as a minimum sorting at source and recycling of cardboard?	
7	Are there buffer areas for temporary waste disposal?	
7.1	Are these buffer areas for waste temporary disposal equipped with protection against soil and groundwater contamination and wastewater spillage	
8	Is waste disposed of in dedicated bins?	
8.1	Are the bins appropriate for the type of waste disposed of in them?	
8.2	Are the bins labelled and easily identifiable/localisable to facilitate their appropriate use?	
8.3	Are the bins appropriately used?	
8.4	Are the bins replaced /maintained appropriately?	
8.5	Are the bins emptied on time?	
9	Has the shop concluded a contract for waste disposal with an authorised company?	
9.1	For non-recyclable waste	
9.2	For recyclable waste	

Run. No.	Indicators and parameters	Answers and Notes
IV	NOISE – SMELL	
1	<i>Noise</i>	
1.1	Generated by products' supplying activities	
1.2	Others	
2	<i>Smell</i>	
2.1	Generated by production activities (baking, etc.)	
2.2	Generated by waste collection or the sewer (mainly during summer)	
2.3	Generated by vehicles (supplying, customers)	
2.4	Others	
V	ASSORTMENT	
1	<i>Organic products</i>	
1.1	Fresh or dried vegetables and fruits	
1.2	Coffee and tea	
1.3	Candy, chocolate, sugar	
1.4	Dairy products and eggs	
1.5	Bread products	
1.6	Fresh meat	
1.7	Corn products, incl. flour, rice and pasta	
1.8	Fresh fish	
1.9	Frozen meat and fish	
1.10	Products in cans or jars	

Run. No.	Indicators and parameters	Answers and Notes
1.11	Syrup, juice and soda	
1.12	Other ecological products	
2	<i>Which of the following product groups is in the assortment? Specification by number of items that are certified organic, or that holds a recognised eco-label or energy-label in each group.</i>	
2.1	Food	
2.2	Others	
3	<i>Supplementary questions</i>	
3.1	Are all the ecological items in the assortment clearly marked as being environmentally friendly?	
3.2	Are customers provided with information on the environmentally friendly products?	
3.3	Are differentiated the GMOs through a label applied by the FM/shop?	
3.4	Does the store sell products that contain rechargeable batteries with cadmium?	
3.5	Does the store sell products that contain PVC?	
3.6	Does the store sell products that contain chlorine?	
3.7	Do customers receive information on the products' environmental impact and how the products are correctly used and disposed of?	
3.8	Does the shop sell pesticides?	
3.9	Are more than 25% of the items in the assortment produced in the national area?	
VI	INTERNAL CONSUMPTION	
1.	Are there requirements for the contractors/ regarding environmentally production and introduction of environmental control?	

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2.	Are products that do not contain environmentally harmful substances selected?	
2.1	Are products produced preferred?	
2.2	Are products with low energy consumption preferred?	
2.3	Are products with long life expectancy and good durability preferred?	
2.4	Are recyclable products selected?	
3	Is there a list of products that the shop does not sell for environmental reasons?	
4	Does the shop use eco-labelled office equipment:	
4.1	Writing materials?	
4.2	Paper?	
4.3	Office machinery?	
5	Does the shop use eco-labelled cleaning agents?	
6	Does the shop sell products that contain chlorine?	
VII	TRANSPORT	
1.	Does the shop have its own fleet of cars?	
1.1	For deliveries?	
1.2	Transport of people (salesmen, managers or others)?	
1.3	Transport of goods from warehouses to the shop?	

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2	The fleet of cars	
2.1	Are own drivers instructed in fuel economic driving and how to avoid the engine running idle?	
2.2	Are own vehicles regularly serviced?	
2.3	Is fuel efficiency in focus when purchasing new vehicles?	
2.4	Is transport planned ahead to avoid unnecessary driving?	
3	How are the goods delivered to the shop?	
3.1	Directly from supplier to the shop?	
3.2	From supplier to central storage and then to the store?	
3.3	By an EMS (ISO 14001 or EMAS) certified conveyer/shipping agent?	
3.4	By vehicles that are equipped with particle filter?	
4	Does the shop offer direct delivery of goods to the customers?	
5	What kinds of fuel do vehicles that transport goods use?	
6	Does the shop inform customers about public transport?	
VIII	OCCUPATIONAL HEALTH AND SAFETY	
1.	Is a security organisation with security representatives for the employees and management established?	

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2	Have the security representatives received the compulsory occupational health and safety education?	
3	Has the shop stated objectives/goals for occupational health and safety?	
4	Has a Working Place Evaluation been completed in accordance with the guidelines from the Factories Inspectorate (Public Authority on the Occupational Health and Safety area)?	
5	Does the shop management conduct annual appraisal interviews?	
6	Has the shop received any commands for improvement from the Factories Inspectorate?	
7	Has the shop formulated a smoking and alcohol policy?	
8	Is there a plan/programme of action for reducing the number of days lost through illness?	
IX	ENVIRONMENTAL MANAGEMENT	
1	Environmental Management related questions	
1.1	Does the store or chain have an EMS certificate with reference to ISO 14001 or EMAS (Eco Management and Audit Scheme – the Official EMS system of the EU)?	
1.2	Does the shop keep a systematic archive with all EMS relevant documents?	
1.3	Is an environmental policy formulated in writing?	
1.4	Are environmental objectives formulated in writing?	
1.5	Does the shop have records on:	

Run. No.	Indicators and parameters	Answers and Notes
1.5.1	Consumption of electricity and heating	
1.5.2	Water consumption	
1.5.3	The amount of refuse/waste in the different fractions	
1.5.4	Consumption of cleaning agents	
1.5.5	Own vehicles' consumption of fuel	
1.6	Are employees kept informed on:	
1.6.1	Consumption of electricity, heating and water	
1.6.2	The amount of waste in the different fractions	
1.6.3	Consumption of cleaning agents	
1.7	Has the shop developed a plan of action for environmental initiatives and improvements?	
1.8	Has the shop manager appointed an environmental co-ordinator?	
1.9	Are there any written guidelines for:	
1.9.1	How the refuse/waste is to be sorted into fractions?	
1.9.2	How energy can be saved?	

Run. No.	Indicators and parameters	Answers and Notes
1.9.3	A waste management plan?	
1.9.4	Operation and maintenance of electrical installations?	
1.9.5	Control and maintenance of water installations?	
1.10	Are there written guidelines for on employees' knowledge of environmental issues and abilities to co-operate in reducing the shop's environmental impact?	
1.11	Are there any routines for operation and maintenance for	
1.11.1	Energy consuming devices and installations?	
1.11.2.	Water installations	
1.11.3.	Waste sorted into fractions	
2	Public relations	
2.1	Environmental knowledge	
2.2	Are there any guidelines on the employees' level of knowledge of these subjects?	
2.2	Customer service	
2.2.1	How does the management prioritise the employees' general environmental inputs in the customer-related services?	
2.2.2.	Are there any written guidelines for this?	
2.3	Environmental alternatives	
2.3.1	Are employees obliged to provide information on alternatives there is more environmentally friendly to the products in demand?	
2.3.1.1	Are there any written guidelines for this?	

Run. No.	Indicators and parameters	Answers and Notes
2.4	Return system	
2.4.1	Are employees obliged to inform the customer on return systems for packing/refuse/used products?	
2.4.1.1	Are there any written guidelines for this?	
3	Has the shop received any commands of improvement or complaints from the authorities in the environmental area or from the customers? If yes, related to what issues.	