

6. D.5 Citizens have access to an adequate system of plastic packaging waste management

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Totally disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Totally agree

CONSUMER'S PRIVACY

7. D.6 Number of consumer complaints related to breach of privacy or loss of data within 6 months period

FEEDBACK MECHANISM

8. D.7 Number of communication channels with the citizen (Email, phone number, incident sheets, fax, technical service, etc.)

Tick all that apply.

- Phone number (general)
- Email
- Incident sheets
- Technical service phone number
- Other: _____

9. D.8 Existence of consumer satisfaction questionnaires

Mark only one oval.

- Yes
- No

TRANSPARENCY

10. D.9 Number of consumer complaints regarding transparency within 6 months period

11. D.10 The results of social and environmental life cycle impact assessment have been communicated

Mark only one oval.

- Yes
- No
- Some

END OF LIFE RESPONSIBILITY

12. D.11 Internal management systems ensure that clear information is provided to consumers on end-of-life options

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Totally disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Totally agree

13. D.12 Number of meetings with community stakeholders regarding waste management

14. D.13 Number of community education initiatives regarding waste management or environment (last 6 months period)

15. D.14 I believe that citizens are committed with sustainability issues

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. C.15 I believe that plastic recycling can contribute to economic development of the municipality

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. C.16 I believe that the waste management system in my municipality boosts economic development

Mark only one oval.

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Additional Comments

19. Describe any complaints you have

20. Gender

Mark only one oval.

- Male
- Female

21. Age

Mark only one oval.

- 18 - 25
- 25 - 35
- 35 - 45
- 45 - 55
- 55 - 65
- Over 65

22. Working conditions

Mark only one oval.

- Employed full-time
- Employed part-time
- Unemployed
- Student
- Other

23. Level of studies

Mark only one oval.

- No studies
- Elementary school
- High school
- College
- PhD
- Other