

PLASTICIRCLE - Social Life Cycle Assessment: Stakeholder: WASTE MANAGER

In order to compile information about the Social Impact that implementing PLASTICIRCLE is going to have in a municipality, we would be very grateful if you could answer the following questions. You will have to answer these questions again, once the pilot has been implemented in your municipality.

1. ORGANISATION'S NAME

HEALTH AND SAFETY

2. C.2 Number of complaints identified regarding waste management service within 6 months period

3. C.3 Which legal requirements / standards regarding environment are being accomplished (ISO 14000, EMAS...)?

CONSUMER'S PRIVACY

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

FEEDBACK MECHANISM

5. C.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: _____

6. C.8 Existence of consumer satisfaction questionnaires

Mark only one oval.

Yes

No

TRANSPARENCY

7. C.9 Number of consumer complaints regarding transparency within 6 months period

8. C.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

9. C.12 Number of jobs created in the last 6 months

10. C.13 Number of jobs lost during the lasts 6 months

11. C.14 Number of meetings with community stakeholders regarding waste management

12. C.15 Number of community education initiatives regarding waste management or environment (last 6 months period)

13. Additional Comments

14. Describe any complaints you have

15. Gender

Mark only one oval.

- Male
- Female

16. Age

Mark only one oval.

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

17. Role in the organisation

18. Level of studies

Mark only one oval.

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