

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

Uptake of Corporate Social Responsibility by European SMEs and start-ups

Introduction

We invite you to participate in this survey on the uptake of **Corporate Social Responsibility (CSR) by European SMEs and start-ups**. CSR relates to the responsibility of enterprises for their impacts on society. This involves sustainability practices and integration of social, environmental, ethical, human rights and consumer concerns into business operations.

The results of this survey will be used to support the European Commission and national authorities in better understanding the needs of businesses in terms of CSR and sustainability. The final study will be complemented by **tools for SMEs to facilitate CSR activities**. Your company's successful implementation of CSR or sustainability activities may be selected as a good practice example to be promoted by the European Commission.

Please note that the survey is particularly aimed at **small and medium-sized enterprises** that operate in the following industries:

- Agro-food industry
- Textile and garment industry
- Transport and logistics
- Retail trade
- Pharmaceuticals
- Mining and quarrying
- Tourism and hospitality
- Banking, finance and insurance

Completing the survey should take approximately **20 minutes**. Please provide your answers by **April 30th, 2021**.

The survey is being implemented by "Visionary Analytics" on behalf of the European Commission's Executive Agency for Small and Medium-sized Enterprises (EASME).

The survey is anonymous unless you choose to provide your personal details. In any case, the answers that you will provide will not be linked to your name or the organisation that you represent. We will present only the aggregated results of the survey, thus ensuring your and your organisation's anonymity. The information regarding data protection is provided [here](#).

Should you have any questions or would like to unsubscribe from any further emails, please contact **csr@visionary.it**

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

1. SME and start-up identification questions

Q1.1. What is the size of your company?

- 1-9 employees
- 10-49 employees
- 50-249 employees
- 250 employees and over
- I am self-employed

Q1.2. Where is your company located?

If the company is an international branch, please indicate the location of the branch.

- Austria
- Croatia
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Greece
- Ireland
- Italy
- Lithuania
- North Macedonia
- Poland
- Romania
- Serbia
- Slovenia
- Spain
- Turkey
- Other

Q1.3. In which economic sector does your company operate?

- Agro-food industry
- Textile and garment industry
- Transport and logistics
- Retail trade
- Pharmaceuticals
- Mining and quarrying
- Tourism and hospitality
- Banking, finance and insurance
- Other

Q1.4. What is the age of your company?

- 0 to 5 years
- 6 to 10 years
- 11 to 20 years
- Over 21 years

Q1.5. Does your company conduct any business activity abroad? (e.g. production, sales, etc.)

- Yes, inside the EU
- Yes, outside the EU
- Yes, both inside and outside the EU
- No

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

Q1.6. Which of the following concepts are you familiar with?

- Corporate social responsibility (CSR)
- Responsible business conduct (RBC)
- Sustainable development
- Sustainable Development Goals (SDGs)
- Business and Human Rights
- Sustainability reporting/Non-financial reporting
- Due diligence (Supply chain due diligence)
- None of the above

2. Sustainable business model and sustainability strategy questions

Q2.1. Does your company have a sustainability or a corporate social responsibility strategy?

- The company's entire business model is based on sustainability¹
- Yes
- Not yet, but planning to have one
- No
- Do not know/ cannot answer

Q2.2. Which of the following sustainability or CSR activity areas does your company's business model **directly** benefit (income is generated from activities in this area)?

- Labour practices²
- Consumer Issues³
- Environment⁴
- Human rights⁵
- Community involvement and development⁶
- Responsible business relations⁷
- Organisational governance⁸
- Other. Please explain [...]

Q2.3. Provide a short explanation of how your business model benefits the sustainability/ CSR activity areas selected.

Q2.4. Do you conduct any additional CSR activities that are not covered by your business model?

This refers to any activities that are not directly linked to the company's source of income.

¹ The company receives income mainly from activities that have a positive impact on societal issues or the environment

² This refers to fair treatment of all workers, decent employment conditions and engagement in social dialogue. It includes respect for freedom of association (incl. the right to collective bargaining), elimination of all forms of forced labour, and elimination of discriminatory practices.

³ This refers to business relationships with their consumers. It means providing customers with accurate and helpful information (incl. truthful advertising), minimizing risks when using enterprise products, providing support services and recall procedures and most importantly, encouraging sustainable consumption.

⁴ This refers to impact caused by enterprise activities to the natural environment. It includes reducing environmental risk, bearing the cost of pollution, not harming the local ecosystems and, if possible, improving air, water and soil conditions.

⁵ This refers to respectful treatment of all individuals, regardless of their personal characteristics. It includes actively respecting and protecting human rights, as well as ensuring that businesses are not passively complicit in human rights abuses of any kind.

⁶ This refers to business responsiveness and positive contribution ranging from the local community to the wider international society.

⁷ This refers to business relationships with other businesses, and especially their suppliers. It means that businesses should respect the rule of law when dealing with other enterprises down or up the value chain, honour agreements, ensure fair compensation for services/ products and select socially and environmentally responsible suppliers.

⁸ This refers to any of the ways a business is run on a daily basis. Ideally, business management should be accountable, transparent, ethical and take into consideration stakeholder interests.

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

- Yes
- No (skip to section 3C)
- Do not know (skip to section 3C)

3. Questions on activity areas

In the following questions, we are going to ask whether your company carries out any activities within seven CSR activity areas:

- **Labour practices** (fair treatment of all workers, employment conditions, collective bargaining, etc.)
- **Consumer issues** (business relationships with consumers)
- **Environment**
- **Community involvement and development**
- **Human rights**
- **Responsible business relations** (fair relationships with other businesses)
- **Organisational governance** (accountability to stakeholders, transparent business management, sustainability/non-financial reporting etc.)

Please note that these areas are highly-interrelated and the same activity performed by your company may fall under several categories.

Labour practices

This refers to fair treatment of all workers, decent employment conditions and engagement in social dialogue. It includes respect for freedom of association (incl. the right to collective bargaining), elimination of all forms of forced labour, and elimination of discriminatory practices.

Q3.1. Does your company sustainability/ CSR strategy include efforts to ensure decent work practices?

- Yes
- No
- Do not know/ cannot answer

Q3.1.1. Which of the following themes, specific to the area of labour practices, are included in your company's strategy?

- Guarantee to job security and legal employment
- Decent working conditions and social protection (e.g. paying more than a statutory minimum wage for low-skilled workers, extra pay for overtime, etc.)
- Social dialogue (e.g. collective bargaining)
- Work-life balance (e.g. flexible working hours, parental leave, sabbatical, etc.)
- Measures to ensure occupational health and safety
- Extra efforts to ensure occupational health and safety, extending beyond legal requirements (e.g. during the COVID-19 pandemic)
- Opportunities for employee development (e.g. training, job-rotation)
- Other (please specify) [...]

Q3.2. Does your company carry out any activities to ensure decent work practices?

- Yes
- No
- Do not know/ cannot answer

Q3.2.1. Which of the following themes, specific to the area of labour practices, are covered by your company's activities?

- Guarantee to job security and legal employment

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

- Decent working conditions and social protection (e.g. paying more than a statutory minimum wage for low-skilled workers, extra pay for overtime, etc.)
- Social dialogue (e.g. collective bargaining)
- Work-life balance (e.g. flexible working hours, parental leave, sabbatical, etc.)
- Measures to ensure occupational health and safety
- Extra efforts to ensure occupational health and safety, extending beyond legal requirements (e.g. during the COVID-19 pandemic)
- Opportunities for employee development (e.g. training, job-rotation)
- Other (please specify) [...]

Consumer issues

This refers to business relationships with their consumers. It means providing customers with accurate and helpful information (incl. truthful advertising), minimizing risks when using enterprise products, providing support services and recall procedures and most importantly, encouraging sustainable consumption.

Q3.3. Does your company sustainability/ CSR strategy include efforts to ensure **consumer satisfaction and benefit**?

- Yes
- No
- Do not know/ cannot answer

Q3.3.1. Which of the following themes, specific to the area of consumer benefit, are included in your company's strategy?

Fair marketing: providing clear, accurate and credible information about products or services
 Adapted accessibility to products, services and/or distribution premises (e.g. for persons with disabilities)
 Protection of vulnerable or disadvantaged consumers (e.g. taking into account the needs of a elders or children)
 Promotion of sustainable consumption (e.g. by offering recycling services)
 Customer support services and/or recall procedures (e.g. a clear and easy process for returning goods or cancelling services)
 Consumer health and safety protection (e.g. zero-contact during the COVID-19 pandemic)
 Protection of consumer privacy and data security
 Other (please specify) [...]

Q3.4. Does your company carry out any activities to ensure **consumer satisfaction and benefit**?

- Yes
- No
- Do not know/ cannot answer

Q3.4.1. Which of the following themes, specific to the area of consumer benefit, are covered by your company's activities?

- Fair marketing: providing clear, accurate and credible information about products or services
- Adapted accessibility to products, services and/or distribution premises (e.g. for persons with disabilities)
- Protection of vulnerable or disadvantaged consumers (e.g. taking into account the needs of a elders or children)
- Promotion of sustainable consumption (e.g. by offering recycling services)
- Customer support services and/or recall procedures (e.g. a clear and easy process for returning goods or cancelling services)
- Consumer health and safety protection (e.g. zero-contact during the COVID-19 pandemic)
- Protection of consumer privacy and data security
- Other (please specify) [...]

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

Environment

This refers to impact caused by enterprise activities to the natural environment. It includes reducing environmental risk, bearing the cost of pollution, not harming the local ecosystems and, if possible, improving air, water and soil conditions.

Q3.5. Does your company sustainability/ CSR strategy include efforts to reduce its **negative impact on the environment**?

- Yes
- No
- Do not know/ cannot answer

Q3.5.1. Which of the following themes, specific to the area of environment, are included in your company's strategy?

- Prevention of air pollution (dust, chemicals, various gases, etc.)
- Prevention of water pollution
- Climate protection by use of renewable energy sources
- Climate protection by use of energy efficient technologies or other means
- Reduction of waste in the production process
- Efficient and sustainable use of water in the production process
- Recycling
- Protection of animal rights (e.g. preventing animal cruelty)
- Protection of biodiversity, natural habitats and wildlife, fight against deforestation
- Consideration of the environmental aspect in product development
- Sustainable procurement practices (e.g. purchasing eco-certified products)
- Sustainable packaging (e.g. use of recyclable/recycled materials for packaging etc.)
- Other (please specify) [...]

Q3.6. Does your company carry out any activities to reduce its **negative impact on the environment**?

- Yes
- No
- Do not know/ cannot answer

Q3.6.1. Which of the following themes, specific to the area of environment, are covered by your company's activities?

- Prevention of air pollution (dust, chemicals, various gases, etc.)
- Prevention of water pollution
- Climate protection by use of renewable energy sources
- Climate protection by use of energy efficient technologies or other means
- Reduction of waste in the production process
- Efficient and sustainable use of water in the production process
- Recycling
- Protection of animal rights (e.g. preventing animal cruelty)
- Protection of biodiversity, natural habitats and wildlife, fight against deforestation
- Consideration of the environmental aspect in product development
- Sustainable procurement practices (e.g. purchasing eco-certified products)
- Sustainable packaging (e.g. use of recyclable/recycled materials for packaging etc.)
- Other (please specify) [...]

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

Community involvement and development

This refers to business responsiveness and positive contribution ranging from the local community to the wider international society.

Q3.7. Does your company sustainability/ CSR strategy include efforts to the local community or wider international society?

- Yes
- No
- Do not know/ cannot answer

Q3.7.1. Which of the following themes, specific to the area of community development, are included in your company's strategy?

- Support to programmes or initiatives in areas such as education, culture, health or environment
- Support to economic development of local communities (e.g. purchasing local products)
- Respect of local community's needs and values (e.g. partnering with locals to protect culturally valued sites, limiting valuable resource use, etc.)
- Due diligence in areas (potentially) affected by armed conflicts
- Direct help to communities in need (e.g. affected by natural disasters or specific diseases)
- Responsible social investment (e.g. providing job opportunities to migrants or persons with disabilities)
- Mentorship and knowledge-sharing activities (e.g. assistance to young persons in starting their own business)
- Education or awareness-raising campaigns on the use of specific products or services
- Other (please specify) [...]

Q3.8. Does your company carry out any activities that positively contribute to the local community or wider international society?

- Yes
- No
- Do not know/ cannot answer

Q3.8.1. Which of the following themes, specific to the area of community development, are covered by your company's activities?

- Support to programmes or initiatives in areas such as education, culture, health or environment
- Support to economic development of local communities (e.g. purchasing local products)
- Respect of local community's needs and values (e.g. partnering with locals to protect culturally valued sites, limiting valuable resource use, etc.)
- Due diligence in areas (potentially) affected by armed conflicts
- Direct help to communities in need (e.g. affected by natural disasters or specific diseases)
- Responsible social investment (e.g. providing job opportunities to migrants or persons with disabilities)
- Mentorship and knowledge-sharing activities (e.g. assistance to young persons in starting their own business)
- Education or awareness-raising campaigns on the use of specific products or services
- Other (please specify) [...]

Human rights

This refers to respectful treatment of all individuals, regardless of their personal characteristics. It includes actively respecting and protecting human rights, as well as ensuring that businesses are not passively complicit in human rights abuses of any kind.

Q3.9. Does your company sustainability/ CSR strategy include efforts to protect human rights?

- Yes
- No
- Do not know/ cannot answer

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

Q3.9.1. Which of the following themes, specific to the area of human rights, are included in your company's strategy?

- Respect for human rights at the workplace (e.g. freedom of association)
- Integration of disadvantaged groups (e.g. refugees, ethnic minorities, etc.)
- Practices against discrimination and harassment (e.g. discrimination against women, the LGBTQ+ community, etc.)
- Screening suppliers/ business partners for human rights abuses (e.g. child labour)
- Human rights due diligence: assessing potential human rights' abuses in company operations and preventing them
- Human rights grievance/ complaint mechanism through which any abuse can be reported and remedied by the company
- Inclusion of human rights clauses in company contracts or agreements
- Other (please specify) [...]

Q3.10. Does your company carry out any activities to protect human rights?

- Yes
- No
- Do not know/ cannot answer

Q3.10.1. Which of the following themes, specific to the area of human rights, are covered by your company's activities?

- Respect for human rights at the workplace (e.g. freedom of association)
- Integration of disadvantaged groups (e.g. refugees, ethnic minorities, etc.)
- Practices against discrimination and harassment (e.g. discrimination against women, the LGBTQ+ community, etc.)
- Screening suppliers/ business partners for human rights abuses (e.g. child labour)
- Human rights due diligence: assessing potential human rights' abuses in company operations and preventing them
- Human rights grievance/ complaint mechanism through which any abuse can be reported and remedied by the company
- Inclusion of human rights clauses in company contracts or agreements
- Other (please specify) [...]

Responsible business relations (supply chains)

This refers to business relationships with other businesses, and especially their suppliers. It means that businesses should respect the rule of law when dealing with other enterprises down or up the value chain, honour agreements, ensure fair compensation for services/ products and select socially and environmentally responsible suppliers.

Q3.11. Does your company sustainability/ CSR strategy include efforts to ensure fair business relationships with other businesses, such as suppliers, logistics contractors or similar?

- Yes
- No
- Do not know/ cannot answer

Q3.11.1. Which of the following themes, specific to the area of responsible business relations, are included in your company's strategy?

- Supply chain due diligence (e.g. screening suppliers for environmental or human rights' violations)
- Sustainable business services, such as logistics, warehousing, distribution and/ or customer service
- Sustainable procurement practices (e.g. purchasing eco-certified products)

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

- Fair competition (e.g. avoiding unethical business practices against competitors)
- Anti-corruption in purchasing practices
- Other (please specify) [...]

Q3.12. Does your company carry out any activities to ensure fair business relationships with other businesses, such as suppliers, logistics contractors or similar?

- Yes
- No
- Do not know/ cannot answer

Q3.12.1. Which of the following themes, specific to the area of responsible business relations, are covered by your company's activities?

- Supply chain due diligence (e.g. screening suppliers for environmental or human rights' violations)
- Sustainable business services, such as logistics, warehousing, distribution and/ or customer service
- Sustainable procurement practices (e.g. purchasing eco-certified products)
- Fair competition (e.g. avoiding unethical business practices against competitors)
- Anti-corruption in purchasing practices
- Other (please specify) [...]

Organisational governance

This refers to any of the ways a business is run on a daily basis. Ideally, business management should be accountable, transparent, ethical and take into consideration stakeholder interests.

Q3.13. Does your company sustainability/ CSR strategy include efforts to ensure transparent and fair company organisational governance?

- Yes
- No
- Do not know/ cannot answer

Q3.13.1. Which of the following themes, specific to the area of fair operating practices, are included in your company's strategy?

- Clear and transparent process of decision-making in the company (e.g. formal governance procedures)
- Prevention of illegal activities of any kind (e. g. mechanisms against tax avoidance, money laundering, bribery, etc.) and protection of whistle-blowers
- Clear procedures to ensure follow-through of company commitments (e.g. a CSR strategy)
- Transparency about financial and/ or other company performance indicators to employees and shareholders (e.g. delivery of annual financial and non-financial reporting on company's business activities)
- Regular employee participation in decision making
- Internal commitment to investing in green/sustainable solutions for company operations
- Management systems in accordance to ISO or other standard [...]
- Other (please specify) [...]

Q3.14. Does your company sustainability/ CSR strategy carry out any activities to ensure transparent and fair company organisational governance?

- Yes
- No
- Do not know/ cannot answer

Q3.14.1. Which of the following themes, specific to the area of organisational governance, are covered by your company's activities?

- Clear and transparent process of decision-making in the company (e.g. formal governance procedures)

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

- Prevention of illegal activities of any kind (e. g. mechanisms against tax avoidance, money laundering, bribery, etc.) and protection of whistle-blowers
- Clear procedures to ensure follow-through of company commitments (e.g. a CSR strategy)
- Transparency about financial and/ or other company performance indicators to employees and shareholders (e.g. delivery of annual financial and non-financial reporting on company's business activities)
- Regular employee participation in decision making
- Internal commitment to investing in green/sustainable solutions for company operations
- Management systems in accordance to ISO or other standard [...]
- Other (please specify) [...]

3.A. Specific details on activities included in the strategy and evaluation of their benefits

*The following questions are identical and appear each time when a respondent responds positively about **each** particular activity area.*

Q3.A.1. How much attention is given to the selected themes in your company's strategy?

- Themes are covered in detail
- Themes are covered, but not in detail
- Themes are mentioned
- Other (please specify) [...]

Q3.A.2. Does the strategy include targets or key performance indicators (KPIs) to measure progress for your selected themes?

- Yes (please specify) [...]
- No
- Do not know/ cannot answer

Q3.A.3. If you can, please provide a short description of your company's commitments and activities in this area.

3.B. Specific details on activities carried out by the company and evaluation of their benefits

*The following questions are identical and appear each time when a respondent responds positively about **each** particular activity area.*

Q3.B.1. What is your company's level of engagement in activities under this area?

- There is a code of conduct, policy or similar
- There is an internal action plan or another formal procedure
- Activities are informal, but regular
- Activities are informal and irregular
- Other (please specify) [...]
- Do not know/ cannot answer

Q3.B.2. If you can, please provide a short description of your company's activities in this area.

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

3.C. Public disclosure of information on company operations

Q3.C.1. Does your company publicly share any information about the sustainability/CSR aspects of its business operations on a regular basis?

- Yes
- No
- Do not know/ cannot answer

Q3.C.2. Which information sharing practices does your company follow?

- Formal reporting of economic, environmental, and social performance in accordance to international reporting standards (e.g. UN Global Compact)
- Environmental or sustainability reporting in accordance to the company's own template (e.g. pages in the company's website, other formats)
- Selective reporting of specific company impacts (e.g. greenhouse gas emissions)
- Use of labels and/ or other certification for company products (e.g. cruelty-free labels)
- Sustainability/ social responsibility is included in organisational identity (e.g. company mission and vision statements)
- Publishing information on social media channels (e.g. Facebook, Twitter, Instagram)
- Information is provided on other company communication channels (e.g. brochures, company profile descriptions, regular newsletters, etc.)
- Other (please specify) [...]

Q3.C.3. Why does your company not publicly share information about its sustainability/ CSR business practices?

- Company stakeholders (e.g., customers, suppliers, investors) are personally informed about all business practices
- Publicly presenting these activities seems inappropriate and/or unnecessary (e.g. it feels arrogant or pretentious)
- Collecting and reporting information requires too many resources or takes too much time
- Activities involve private (e.g. personal) data
- Lack of knowledge on how to report and disclose such information
- Clients and/or investors would not care, they are not interested
- Other (please specify) [...]

4. Barriers and drivers to CSR uptake

Q4.1. Why does your company not carry out any activities to make its business operations more sustainable/socially responsible?

- Activities would not result in economic benefits to the company
- Activities would put a risk on current business success (e.g. loss of customers)
- The concept of sustainability/ corporate social responsibility is not clear
- Lack of practical knowledge on how to integrate sustainability into business operations
- Lack of time in top management and/or lack of human resources
- Lack of financial resources
- Lack of leverage and control over the company's external environment
- Lack of awareness on available support programmes for such activities
- Other (please specify) [...]
- Do not know/ cannot answer

Q4.2. What support does your company need to make its business operations more sustainable/socially responsible?

- Information and knowledge on how to integrate sustainability into business operations (trainings, webinars, etc.)
- Good practice examples from other companies or organisations
- Free initial consulting on how to integrate sustainability into business operations

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

- Additional finances
- Additional human resources or training programmes for employees
- Networking opportunities with businesses, organisations and experts
- A better business environment, where sustainability is prioritised by suppliers, investors, or customers, and the overall business environment is favourable (e.g. illegal business practices are prevented before they can outcompete others)
- Measures tailored to specific business needs (e.g. company size or specific industry)
- Digital tools for reporting of sustainability and non-financial information, assessing the impact on society and environment, conducting due diligence, etc.
- Please elaborate or indicate other factors [...]

Q4.3. Evaluate the benefits of these sustainability/ CSR activities to your company on a scale of 1 to 5, where 1 is not beneficial at all, and 5 – highly beneficial.

- 1 (not beneficial at all)
- 2 (the benefits are insignificant)
- 3 (mildly beneficial)
- 4 (beneficial)
- 5 (highly beneficial)
- Do not know/ cannot answer

Q4.4. Why does your company carry out these activities?

- Ethical motivation to reduce negative impact on society and/or the environment
- Contribute to the UN's Sustainable Development Goals (SDGs)
- Meet the requirements and expectations set by buyers
- Meet the requirements and expectations set by suppliers
- Meet the requirements and expectations set by investors or lenders (e.g. banks)
- Meet the requirements set by law/regulations (e.g. environmental regulations)
- Improve image and reputation before customers or local communities
- Improve image and reputation before (potential) investors
- Increase employee motivation and retention
- Improve innovation performance
- Increase cost savings and efficiency
- Increase revenue and market share (including access to public procurement.)
- Gain access to new foreign markets
- Increase company resilience to external shocks (e.g. the COVID-19 pandemic)
- Reduce pressure from Non-Governmental Organisations/Civil Society Organisations
- Please elaborate or indicate other factors [...]

Q4.5. Evaluate, how significant were the following barriers for introducing sustainability practices/ CSR into your business operations on a scale of 1 to 5, where 1 is not significant at all and 5 – very significant.

| | 1 - Not significant at all | 2 - Not significant | 3 – Somewhat significant | 4 - Significant | 5 - Very significant | Do not know/ cannot answer |
|---|----------------------------|---------------------|--------------------------|-----------------|----------------------|----------------------------|
| No economic benefit to the company | | | | | | |
| Risk on business success (e.g. loss of customers) | | | | | | |
| Limited understanding of sustainability/ corporate social responsibility | | | | | | |
| Lack of practical knowledge on how to integrate sustainability into business operations | | | | | | |
| Lack of time in top management and/ or human resources | | | | | | |

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

| | | | | | | |
|---|--|--|--|--|--|--|
| Lack of financial resources | | | | | | |
| Lack of leverage and control over the company's external environment | | | | | | |
| Lack of awareness on available support programmes for such activities | | | | | | |
| Other (please specify) | | | | | | |

Q4.6. Did you receive any EU, national or other support for overcoming these barriers and/ or starting sustainability/ CSR activities in your company?

- Yes
- No
- Do not know/ cannot answer

Q4.7. If you can, please describe what made you overcome these barriers and start sustainability/ CSR activities in your company.

5. Policy and support measures

Q5.1. What level of support did you receive for starting sustainability/ CSR activities in your company?

- EU-level support
- National- or regional-level support
- Other kind of support (please specify) [...]
- Do not know/ cannot answer

Q5.2. What kind of EU-level support did you receive?

- Information, e.g. guidelines, trainings, toolkits or similar. Please provide more details: [...]
- Financial support, e.g. subsidies, awards or similar. Please provide more details: [...]
- Networking or partnership support, e.g. stakeholder forums, partnership networks or similar. Please provide more details: [...]
- A combination of the above, e.g. support for introducing sustainability reporting, labelling or certification. Please provide more details: [...]
- Other (please specify) [...]

Q5.3. What kind of national- or regional-level support did you receive?

- Information, e.g. guidelines, trainings, toolkits or similar. Please provide more details: [...]
- Financial support, e.g. subsidies, awards or similar. Please provide more details: [...]
- Networking or partnership support, e.g. stakeholder forums, partnership networks or similar. Please provide more details: [...]
- A combination of the above, e.g. support for introducing sustainability reporting, labelling or certification. Please provide more details: [...]
- Other (please specify) [...]

Q5.4. What support would have been helpful for your company to make its business operations more sustainable and socially responsible?

- Information and knowledge on how to integrate sustainability into business operations (trainings, webinars, etc.)
- Good practice examples from other companies or organisations
- Free initial consulting on how to integrate sustainability into business operations
- Additional finances
- Additional human resources or training programmes for employees
- Networking opportunities with businesses, organisations and experts

The project was funded by the European Union under the service contract EASME/2020/OP/0004 and implemented by "Visionary Analytics", in cooperation with the Executive Agency for Small and Medium-sized Enterprises

- A better business environment, where sustainability is prioritised by suppliers, investors, or customers, and the overall business environment is favourable (e.g. illegal business practices are prevented before they can outcompete others)
- Measures tailored to specific business needs (e.g. company size or specific industry)
- Digital tools for reporting of sustainability and non-financial information, assessing the impact on society and environment, conducting due diligence, etc.
- Please elaborate or indicate other factors [...]

6. Closing questions for getting in touch

Q6. If you agree to be contacted again to showcase your company as a good practice example across Europe or to personally receive the tools and results obtained during it, please leave your contact details below. If you do not agree, press "Next".

The information regarding personal data protection is provided [here](#).

- Name and surname: [...]
- Company name: [...]
- E-mail: [...]
- Phone number: [...]

Thank you for your time and effort!

End of survey