

## SPECIAL EUROBAROMETER 360

### Consumer understanding of labels and the safe use of chemicals

## REPORT

Fieldwork: November – December 2010

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This survey was requested by the Directorate General JRC (Joint Research Centre of the European Commission) on behalf of European Chemicals Agency (ECHA). JRC's Institute for Health and Consumer Protection (IHCP) coordinated the preparation of the questionnaire in co-operation with ECHA. The survey was coordinated by the Directorate General Communication.

[http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

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## INTRODUCTION

As part of the European Union's mission to improve the well-being of the citizens in its 27 member states, in particular the quality of life by ensuring the safe use of chemicals, it was decided in December to perform a wide-ranging **overhaul of the legislation governing the use of chemicals in the EU.**

One of the most significant regulatory measures governing the use of chemicals in the EU, is the Regulation, Evaluation and Authorisation of Chemicals (REACH) Regulation (EC/1907/2006) which came into force four years ago on 1 June 2007. This legislation, which was developed over a legislative process lasting 10 years, paved the way for the establishment of the **European Chemicals Agency (ECHA)**<sup>1</sup> on 1 June 2008.

REACH was introduced to address a clear need that emerged for both Member State Competent Authorities and industry: to improve the protection of human health and the environment, to enhance the competitiveness of European chemicals industry and to promote alternative methods for the assessment and the testing of chemicals, with the aim of gradually replacing the most dangerous chemicals with safer substances. REACH ensures that all chemicals used within the EU (barring those which pose virtually no risk to health) must be registered and approved.

As well as managing REACH, ECHA administers the **Regulation on classification, labelling and packaging of substances and mixtures (CLP Regulation)**<sup>2</sup>. The CLP Regulation entered into force on 20<sup>th</sup> January 2009. It introduces the criteria of the **United Nations Globally Harmonised System (UN GHS)** for classification and labelling in the EU. The aim of CLP regulation is to introduce the globally harmonised criteria in the EU without reducing the level of environmental and health hazard protection provided by the previous existing legislation. The CLP Regulation requires industry to inform about the potential hazards of chemicals. The labels consist of a set of harmonised elements that are determined by CLP, e.g. hazard pictograms or hazard statements. These are mandatory for all labels of hazardous chemicals that are put onto the market in the European Union.

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<sup>1</sup> Further information on the ECHA can be found at <http://echa.europa.eu>. Details on the agency's establishment under EU law, as well as information on REACH, are available at [http://europa.eu/legislation\\_summaries/internal\\_market/single\\_market\\_for\\_goods/chemical\\_products/l21282\\_en.htm](http://europa.eu/legislation_summaries/internal_market/single_market_for_goods/chemical_products/l21282_en.htm).

<sup>2</sup> An overview of the CLP regulations and of their implementation can be viewed at [http://europa.eu/legislation\\_summaries/internal\\_market/single\\_market\\_for\\_goods/chemical\\_products/ev0013\\_en.htm](http://europa.eu/legislation_summaries/internal_market/single_market_for_goods/chemical_products/ev0013_en.htm).

In relation to hazard communication, the CLP Regulation requires ECHA **to carry out a study** on *the communication of information to the general public on the safe use of substances and mixtures and the potential need for additional information on labels* **by the end of 2011**. The current Eurobarometer survey is an important step in this process. This survey assesses consumer understanding of labels and how consumer understanding affects the safe use of chemicals. It also assesses how well-informed people are of hazards.

In the course of this Eurobarometer survey, **26,574 European citizens** in all 27 European Union Member States<sup>3</sup> were interviewed between **25<sup>th</sup> November and 17<sup>th</sup> December 2010** about chemical products by the TNS Opinion & Social Network. The methodology used for the survey is in line with the surveys carried out by the Directorate General for Communication ("Research and Speechwriting" Unit)<sup>4</sup>. A technical note on the methodology for interviews conducted by the institutes within the TNS Opinion & Social network is annexed to this report.

The study provides detailed information of the way in which the various categories of chemical products are viewed in the EU as a whole and in individual member states. It assesses people's **perceptions of chemical products**, and judges how those perceptions differ when people are in regular contact with them. It also looks at people's **attitudes in dealing with safety instructions**, and illustrates their **understanding of the hazard symbols and safety language** – standardised by the CLP Regulation. Finally, the survey discloses **impressions voiced or felt in the public related to information on the hazards and safe use of chemicals currently available**. The survey has been conducted for the first time in the EU. A comparison with earlier results is therefore not possible.

The survey also provides **detailed demographic analysis** to shape the understanding on how European citizens may perceive chemical products differently from one another. The statistical breakdowns include: male/female; age range; the impact of education levels and household income; and a range of other socio-economic factors.

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<sup>3</sup> Further information on the methodology used can be found in the technical note which specifies the interview methods as well as the intervals of confidence.

<sup>4</sup> [http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

*The Eurobarometer web site can be consulted at the following address:*

*[http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)*

*We would like to take this opportunity to thank all the respondents throughout the European Union member states who gave their time to take part in this survey. Without their active participation, this survey would quite simply not have been possible.*

In this report, the countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

#### ABBREVIATIONS

EU27	European Union – 27 Member States
BE	Belgium
BG	Bulgaria
CZ	Czech Republic
DK	Denmark
DE	Germany
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus
LT	Lithuania
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	United Kingdom

Full details of the methodology, sample design and confidence intervals can be found appended to this report.

## EXECUTIVE SUMMARY

- The respondents are generally more inclined to characterise chemical products as 'dangerous' or 'harmful to the environment', rather than 'useful' or 'innovative'.
- Over half (52%) of EU respondents say they have used chemical products at work.
- A large number of respondents are unable to identify everyday household chemicals as chemical products.
- Levels of understanding about chemical products differ considerably from one member state to another.
- Two-thirds (66%) of respondents read the safety instructions before using a chemical product, but attention to the instructions is much higher for certain types of products, such as pesticides, compared with others, such as detergents.
- 7% of respondents who read the instructions follow them fully.
- Beyond reading the instructions, there is generally little understanding about the safety measures that need to be taken when using chemical products.
- Awareness of the safety issues associated with chemical products tends to be much higher among respondents who actually use those products.
- The term "danger" is widely seen as carrying a more forceful message than the term "warning", although it is the opposite in certain member states due to reasons that require further investigation.
- While some CLP hazard symbols are widely recognised, there is a low level of understanding of the meaning of Symbol C with only 11% recognising that it warns of possible skin irritation.
- Most respondents feel only moderately informed or not well informed, about the risks associated with chemical products.

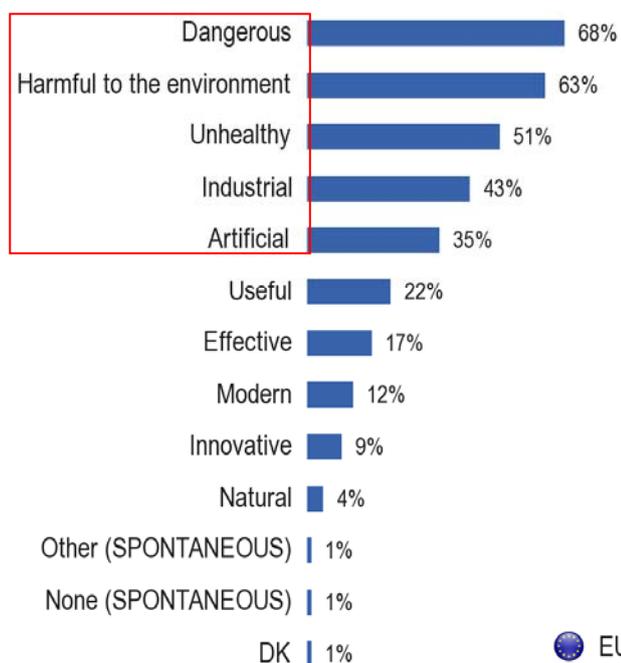
## 1. USE AND PERCEPTIONS

### 1.1 The image of chemicals

-- EU citizens are more likely to perceive chemicals as 'dangerous', rather than 'useful' --

Chemical products have worrying connotations for a majority of EU citizens, with 68% of respondents saying that they regard them as 'dangerous'<sup>5</sup>. 'Harmful to the environment' is the second most common response (63%), while 51% say they consider chemical products to be 'unhealthy'. Large numbers of respondents also view chemical products as 'industrial' (43%) and 'artificial' (35%).

QC1. If you think of "chemical products", which of the following words come to mind?



Only a minority of EU citizens automatically associate chemical products with their benefits. Just over a fifth (22%) of respondents consider them to be 'useful', while 17% view them as being 'effective'. Fewer still regard chemical products as being 'modern' (12%) or 'innovative' (9%). 4% of respondents think of them as 'natural' products.

Looking at the results from the individual EU members, it can be seen that **the perception of chemical products varies widely** from one member state to another. At least half of respondents perceive chemical products to be 'dangerous' in all EU member states. 'Dangerous' is also the most common answer in 12 of the 27 EU member states. A particularly high proportion of people view them this way in Cyprus (85%), Greece (81%) and France (81%), compared with around half in Poland (50%), Finland (53%) and 54% in Malta.

<sup>5</sup> QC1: 'When you think of "chemical products", which of the following words come to mind?' Possible answers: useful; effective; modern; natural; unhealthy; industrial; artificial; harmful to the environment; dangerous; other; none; don't know. (MULTIPLE ANSWERS POSSIBLE)

QC1 If you think of "chemical products", which of the following words come to mind?

		Dangerous	Harmful to the environment	Unhealthy	Industrial	Artificial	Useful	Effective	Modern	Innovative	Natural
	EU27	68%	63%	51%	43%	35%	22%	17%	12%	9%	4%
	BE	76%	72%	56%	49%	35%	24%	15%	13%	12%	6%
	BG	68%	74%	44%	35%	53%	11%	14%	13%	7%	0%
	CZ	61%	65%	50%	43%	34%	18%	27%	15%	4%	3%
	DK	79%	90%	70%	48%	50%	33%	35%	10%	8%	5%
	DE	71%	72%	62%	56%	52%	36%	20%	19%	15%	3%
	EE	72%	78%	73%	47%	47%	15%	23%	20%	13%	16%
	IE	61%	59%	41%	32%	23%	32%	23%	13%	6%	2%
	EL	81%	66%	70%	41%	30%	10%	10%	10%	4%	1%
	ES	73%	49%	38%	35%	28%	18%	13%	8%	5%	1%
	FR	81%	73%	73%	43%	20%	16%	10%	8%	5%	1%
	IT	67%	61%	41%	38%	33%	9%	12%	10%	9%	4%
	CY	85%	88%	72%	31%	28%	21%	17%	7%	5%	6%
	LV	59%	58%	56%	28%	38%	8%	8%	7%	3%	3%
	LT	71%	65%	56%	23%	37%	11%	10%	10%	6%	1%
	LU	66%	68%	75%	47%	34%	30%	17%	13%	10%	6%
	HU	75%	64%	57%	35%	37%	19%	24%	11%	6%	6%
	MT	54%	63%	63%	20%	25%	26%	26%	9%	7%	8%
	NL	65%	74%	61%	62%	51%	30%	20%	17%	24%	4%
	AT	72%	74%	61%	62%	57%	35%	32%	25%	20%	4%
	PL	50%	58%	45%	30%	41%	25%	23%	13%	7%	4%
	PT	69%	34%	46%	18%	12%	14%	9%	6%	4%	2%
	RO	57%	47%	44%	30%	23%	30%	16%	12%	5%	4%
	SI	62%	78%	58%	46%	49%	18%	15%	9%	5%	5%
	SK	66%	70%	54%	48%	42%	19%	20%	15%	6%	3%
	FI	53%	62%	54%	52%	43%	37%	29%	23%	8%	7%
	SE	67%	84%	75%	57%	41%	40%	36%	15%	10%	8%
	UK	66%	52%	33%	46%	26%	20%	15%	7%	5%	6%
		<b>Highest percentage per country</b>				<b>Lowest percentage per country</b>					
		Highest percentage per item				Lowest percentage per item					

The most notable difference between individual member states is in the perception of chemical products as being 'harmful to the environment'. An overwhelming 90% of people in Denmark hold the view that they are environmentally harmful, as do 88% in Cyprus and 84% in Sweden. At least half of respondents in every member state think that chemical products are 'harmful to the environment', with three exceptions: Portugal (34%), Romania (47%) and Spain (49%). 'Harmful to the environment' is the most common answer in 14 of the 27 EU member states.

Perceptions of chemical products as being 'unhealthy' also vary. Large numbers of respondents in Luxembourg (75%) and Sweden (75%) agree that they are unhealthy, and at least half of citizens also see them this way in 19 of the member states.

However, only 33% of people in the UK and 38% in Spain share this view. 'Unhealthy' is the most common answer in two member states, Luxembourg and Malta<sup>6</sup>.

Chemical products are widely viewed as being '**industrial**', especially by respondents in Austria (62%), the Netherlands (62%), Sweden (57%), Germany (56%) and Finland (52%) – the only five member states in which a majority of respondents select 'industrial' as a response. This differs sharply from the results in Portugal (18%) and Malta (20%).

The picture is very similar for the number of respondents who regard chemical products as being '**artificial**'. A majority of people in Austria (57%), Bulgaria (53%) and Germany (52%) perceive chemical products as 'artificial', with over half of people choosing this response in five member states. Only 12% of those in Portugal and 20% of those in France describe chemicals as 'artificial'.

Over a third of respondents in Sweden (40%), Finland (37%) and Germany (36%) think that chemical products are '**useful**' – at least 30% of people choose this answer in nine member states – but very few people in Latvia (8%), Italy (9%) and Greece (10%) think they are. Clearly, people in some EU member states are far more aware of the impact that chemical products have on their everyday lives than those in other member states.

The variation in respondents who view chemical products as being '**effective**' is similarly broad. 36% of people in Sweden think of them as effective, followed by 35% in Denmark and 32% in Austria – the only three member states in which at least 30% of respondents choose this response. However, only 8% of respondents in Latvia and 9% in Portugal see chemical products this way.

The pattern is much the same when considering whether chemical products are '**modern**' or '**innovative**'.

Across the EU, with the exception of Estonia (16%), very few people see chemical products as being '**natural**'.

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<sup>6</sup> Equal numbers in Malta (63%) select 'harmful to the environment' and 'unhealthy'.

An analysis of the **socio-demographic data** reveals a slight variation in the way that men and women perceive chemical products. **Men are more likely than women to have positive associations with chemical products:** 24% of male respondents view them as useful, compared with 20% of women; 10% consider them to be innovative (7% for women); 19% consider them effective (15% for women); and 46% see them as industrial (40% for women).

**Age** also plays a part, with those aged 15-24 less likely to see chemical products negatively compared with older citizens.

QC1 If you think of "chemical products", which of the following words come to mind? (MULTIPLE ANSWERS POSSIBLE)

	Dangerous	Harmful to the environment	Unhealthy	Industrial	Artificial	Useful	Effective	Modern	Innovative	Natural
EU27	68%	63%	51%	43%	35%	22%	17%	12%	9%	4%
<b>Sex</b>										
Male	67%	62%	50%	46%	35%	24%	19%	12%	10%	4%
Female	69%	64%	53%	40%	35%	20%	15%	11%	7%	3%
<b>Age</b>										
15-24	64%	63%	49%	45%	38%	20%	18%	14%	10%	4%
25-39	69%	63%	51%	48%	36%	22%	18%	13%	10%	4%
40-54	72%	66%	54%	46%	37%	23%	17%	11%	9%	4%
55 +	68%	60%	50%	36%	31%	22%	15%	11%	7%	3%
<b>Education (End of)</b>										
15-	70%	56%	49%	32%	28%	18%	13%	10%	4%	3%
16-19	71%	65%	54%	43%	35%	22%	17%	12%	8%	4%
20+	65%	67%	51%	52%	39%	27%	19%	13%	13%	4%
Still studying	61%	64%	48%	48%	41%	21%	20%	16%	12%	4%
<b>Respondent occupation scale</b>										
Self-employed	67%	62%	49%	46%	39%	24%	18%	12%	11%	3%
Managers	67%	69%	52%	54%	42%	29%	21%	12%	15%	4%
Other white collars	69%	65%	51%	48%	38%	22%	19%	14%	10%	4%
Manual workers	74%	64%	55%	45%	33%	23%	17%	12%	8%	4%
House persons	71%	61%	51%	37%	31%	15%	13%	10%	5%	2%
Unemployed	66%	62%	48%	41%	35%	18%	16%	11%	7%	3%
Retired	68%	60%	51%	35%	30%	23%	15%	11%	7%	3%
Students	61%	64%	48%	48%	41%	21%	20%	16%	12%	4%
<b>Difficulties paying bills</b>										
Most of the time	72%	61%	52%	38%	29%	17%	12%	10%	6%	3%
From time to time	70%	62%	51%	40%	34%	18%	16%	11%	7%	3%
Almost never	67%	64%	52%	46%	37%	25%	18%	13%	10%	4%

The respondent's level of education is also a factor, with better educated citizens being more positive about chemical products. While 27% of people who finished their education aged 20+ see chemical products as being useful, this falls to 22% for the 16-19 category and to 18% among those who finished their education at 15 or under. People in the 20+ group are also much more likely to see the industrial aspect of chemical products, with 52% describing them as industrial compared with 43% in the 16-19 category and 32% in the 15-or-under group.

Level of affluence and occupation show a similar pattern. A quarter (25%) of respondents who 'almost never' have difficulties paying their bills regard chemical products as being useful, but this falls to 17% among people who have difficulties paying their bills 'most of the time'. Similarly, by occupation, 29% of managers consider chemical products to be useful but only 15% of house persons and 18% of unemployed respondents say the same.

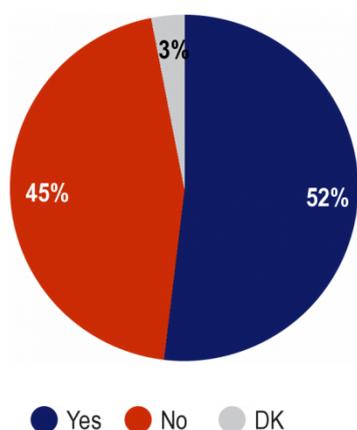
There was little difference between those who did and did not have children in overall perceptions although those with children were more likely to think of chemicals as being industrial (46% cf. 42%) and harmful to the environment (65% cf. 62%).

## 1.2 The use of chemicals at work

-- Over half of EU citizens have used chemical products at work, --

A majority of respondents (52%) across the EU say that they use, or have used, chemical products in the workplace<sup>7</sup>. While 45% of EU citizens report not using, or having never used, chemical products at work, 3% of respondents are unsure whether they have used them or not.

QC2. Personally, do you use or have you ever used chemical products at work?



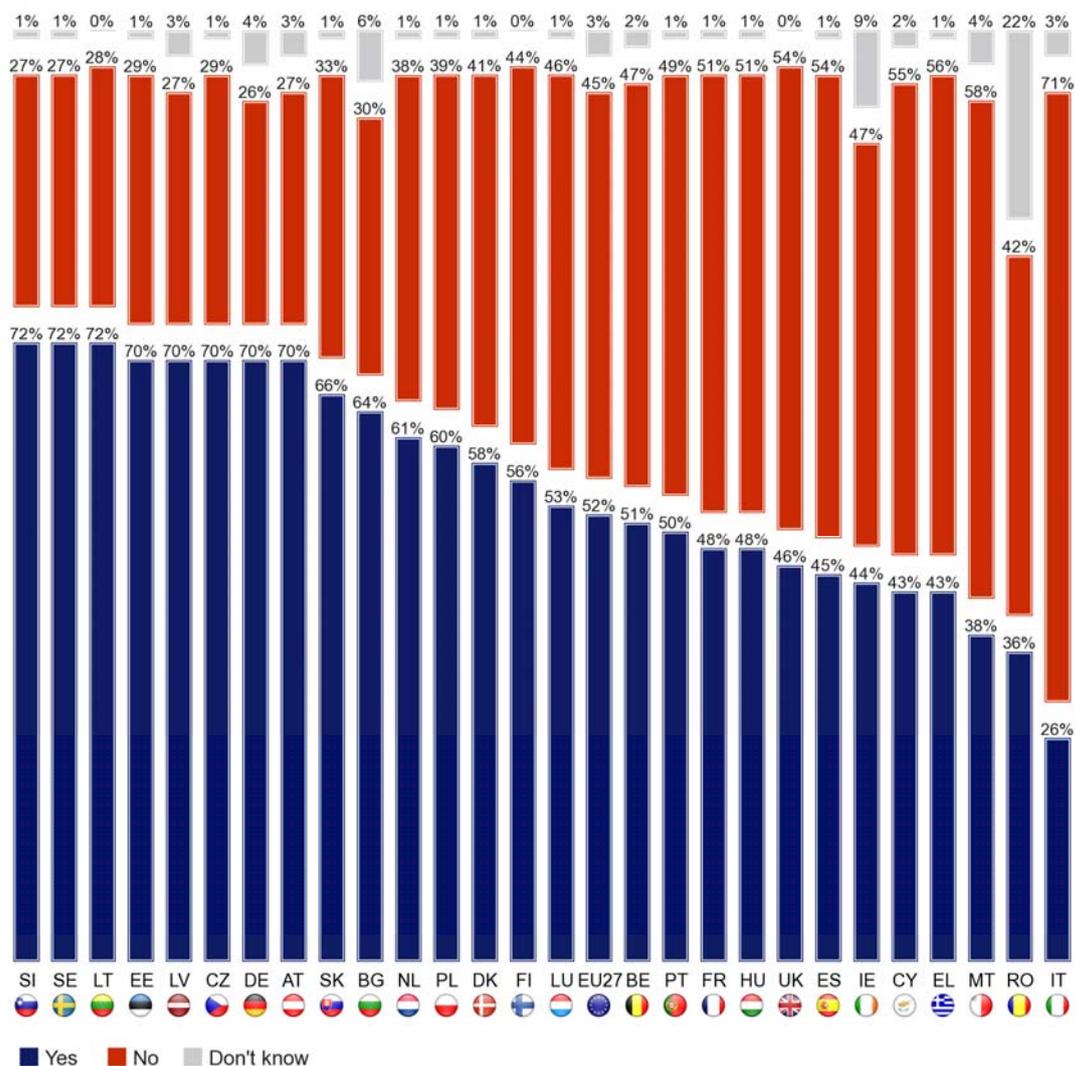
With these results it is important to note that some respondents may have been unclear as to what constitutes a 'chemical product'. As such, some respondents may have been mistaken in judging whether or not they have used these products themselves.

Comparing individual member states, an exceptionally high proportion of respondents report using or having used chemical products at work in **Slovenia (72%), Sweden (72%), Lithuania (72%), Latvia, Austria,**

**Estonia, Germany and Czech Republic (70%)**. In eight member states, a majority of respondents say that they have never used chemical products at work. This is especially true in Italy (71%), followed by Malta (58%), Greece (56%) and Cyprus (55%). The number of EU citizens who say they do not know whether or not they have used them, is relatively high in Romania (22%), Ireland (9%) and Bulgaria (6%).

<sup>7</sup> QC2: 'Personally, do you use or have you ever used chemical products at work?' Possible answers: yes; no; don't know.

QC2. Personally, do you use or have you ever used chemical products at work?



By examining the socio-demographic data it emerges that **male respondents are more likely to say that they have used chemical products at work than female respondents** - 55% of men report having used them, as opposed to 48% of women.

**Urbanisation also influences people’s chances of using chemical products at work.** Only 48% of people who say they live in a ‘large town’ report having used them in a work-related capacity, but this rises to 50% among those living in a ‘small or mid-sized town’ and again to 56% among those living in a ‘rural village’. Occupation is also a factor. Only 39% of ‘other white collar’ workers and 45% of house persons say they have used chemical products at work, compared with 63% of manual workers and 59% of self-employed respondents.

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**QC2 Personally, do you use or have you ever used chemical products at work?**

	Yes	No	DK
EU27	52%	45%	3%
<b>Sex</b>			
Male	55%	43%	2%
Female	48%	49%	3%
<b>Age</b>			
15-24	53%	43%	4%
25-39	51%	47%	2%
40-54	55%	43%	2%
55 +	49%	47%	4%
<b>Subjective urbanisation</b>			
Rural village	56%	41%	3%
Small/ Mid-size town	50%	47%	3%
Large town	48%	49%	3%
<b>Respondent occupation scale</b>			
Self-employed	59%	39%	2%
Managers	49%	50%	1%
Other white collars	39%	59%	2%
Manual workers	63%	35%	2%
House persons	45%	50%	5%
Unemployed	50%	46%	4%
Retired	48%	48%	4%
Students	49%	45%	6%

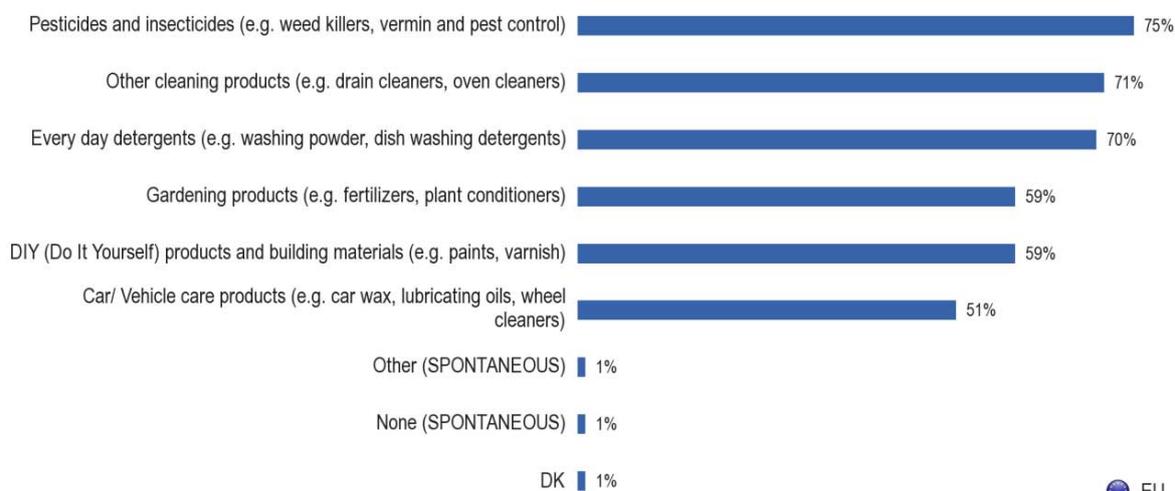
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### 1.3 Awareness of chemical products

-- Many EU citizens do not think of everyday chemical-based items as being chemical products. However, the more people use chemical products the more they understand what they actually are --

Results from across the EU demonstrate that many people do not regard items defined as 'chemical products' by the EU as being chemicals.<sup>8</sup> Pesticides and insecticides are most likely to be considered chemical products, with 75% of respondents seeing them this way. Seven in ten (71%) regard 'other cleaning products' as chemical products, followed by 70% who describe 'everyday detergents' as being chemical products. Six in ten EU citizens (59%) put DIY products, such as paints, in the 'chemical products' bracket, with the same number describing gardening products, such as fertilizers, in this way. Car/vehicle products, including oils, are considered to be chemical products by 51% of respondents.

QC3. And still thinking of "chemical products", which of the following products come to mind?



Variations are seen at individual country level. Very high numbers of people think that pesticides and insecticides are chemical products in Denmark (93%), Cyprus (92%) and Greece (91%).

<sup>8</sup> QC3: 'And still thinking of "chemical products", which of the following products come to mind?' Possible answers: DIY (Do It Yourself) products and building materials (e.g. paints, varnish); everyday detergents (e.g. washing powder, dish washing detergents); other cleaning products (e.g. drain cleaners, oven cleaners); car/vehicle care products (e.g. car wax, lubricating oils, wheel cleaners); gardening products (e.g. fertilizers, plant conditioners); pesticides and insecticides (e.g. weed killers, vermin and pest control); other; none; don't know. (MULTIPLE ANSWERS POSSIBLE)

A majority of respondents shares this view in every member state, and 'pesticides and insecticides' is the most common response in 14 member states<sup>9</sup>. However, opinions are mixed, especially in the Czech Republic, where only 59% of respondents view pesticides and insecticides as being chemical products, as well as in Romania (63%), Latvia (65%) and Poland (65%). Only in seven member states do less than 70% of respondents view pesticides and insecticides as chemical products.

**'Other cleaning products'** are chemical products according to 87% of people in Denmark, and 83% of those in Estonia and Finland. By contrast, only 49% of those in Portugal and 50% of those in Romania regard everyday detergents as chemicals. This is the most common response in eight member states.

When discussing **'everyday detergents'**, respondents in Estonia (94%) are the most likely to equate these with chemical products, with Latvia (86%) and Sweden (84%) also high. Only 44% of respondents in Estonia and 49% of those in Ireland say the same thing. 'Everyday detergents' is the most popular response in eight member states.

**'Gardening products'** are considered chemicals by large numbers of respondents Estonia (73%), Bulgaria (71%) and Denmark (70%) but under half of citizens in four Member States - Portugal (43%), Malta (46%), Italy (49%) and Romania (49%).

**DIY products** are most likely to be regarded as chemicals in Estonia (78%), Germany (74%) and Denmark (71%), compared to only 37% of respondents in Portugal, 46% in Italy and Malta, and 48% in the Czech Republic.

**Variation between different member states is particularly wide on the subject of 'car/vehicle products'**. A clear majority of people in Estonia (74%), Finland (71%) and Sweden (66%) see these as being chemical products, and yet only 28% of those in Portugal, 33% of those in Ireland and 35% of those in Romania view these products in the same light. **A minority of respondents see 'car/vehicle products' as chemical products in 10 member states.**

In this part of the study, Estonia and Portugal represent the two extremes of EU opinion. **Respondents in Portugal are particularly unlikely to see the products under discussion as being chemical products.**

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<sup>9</sup> In three member states, two different responses receive equal numbers of answers.

QC3 And still thinking of "chemical products", which of the following products come to mind?

		Pesticides and insecticides (e.g. weed killers, vermin and pest control)	Other cleaning products (e.g. drain cleaners, oven cleaners)	Every day detergents (e.g. washing powder, dish washing detergents)	Gardening products (e.g. fertilizers, plant conditioners)	DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)
	EU27	75%	71%	70%	59%	59%	51%
	BE	79%	76%	62%	55%	52%	43%
	BG	76%	77%	70%	71%	65%	55%
	CZ	59%	66%	65%	53%	48%	43%
	DK	93%	87%	69%	70%	71%	59%
	DE	76%	77%	77%	69%	74%	65%
	EE	73%	83%	94%	73%	78%	74%
	IE	80%	64%	49%	58%	52%	33%
	EL	91%	66%	65%	64%	60%	49%
	ES	77%	73%	63%	56%	58%	54%
	FR	84%	76%	76%	61%	55%	52%
	IT	70%	59%	57%	49%	46%	39%
	CY	92%	67%	70%	69%	62%	50%
	LV	65%	70%	86%	58%	70%	65%
	LT	70%	74%	79%	62%	65%	61%
	LU	75%	79%	75%	55%	61%	51%
	HU	71%	74%	74%	59%	50%	40%
	MT	70%	56%	63%	46%	46%	38%
	NL	80%	82%	72%	51%	68%	57%
	AT	68%	71%	66%	55%	66%	56%
	PL	65%	67%	80%	61%	58%	51%
	PT	69%	49%	44%	43%	37%	28%
	RO	63%	50%	68%	49%	54%	35%
	SI	81%	75%	76%	60%	66%	58%
	SK	68%	58%	65%	65%	55%	47%
	FI	85%	83%	78%	65%	69%	71%
	SE	84%	79%	84%	59%	63%	66%
	UK	74%	75%	69%	62%	57%	52%
		<b>Highest percentage per country</b>			<i>Lowest percentage per country</i>		
		Highest percentage per item			Lowest percentage per item		

Analysis of the socio-demographic data reveals that **men and women often have different perceptions of whether products are chemical in nature**. While 62% of men say that DIY products and building materials are chemical products, only 55% of women agree. Male respondents (58%) are also more likely to regard car/vehicle care products as chemicals than female respondents (45%). Conversely, more women (72%) view everyday detergents as chemical products than do men (67%), with the same outcome seen for 'other cleaning products' (73% for women, 68% for men).

There was little difference between those who have children in the household and those who do not – although those with children were more likely to recognise 'other cleaning products' as chemicals (73% cf. 70%).

**Age also has an impact on whether respondents view the various products under discussion as chemicals.** The 15-24 age group is the least likely to see all the products being considered here as chemicals.

QC3 And still thinking of "chemical products", which of the following products come to mind? (MULTIPLE ANSWERS POSSIBLE)						
	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	Other cleaning products (e.g. drain cleaners, oven cleaners)	Every day detergents (e.g. washing powder, dish washing detergents)	Gardening products (e.g. fertilizers, plant conditioners)	DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)
EU27	75%	71%	70%	59%	59%	51%
<b>Sex</b>						
Male	75%	68%	67%	60%	62%	58%
Female	74%	73%	72%	58%	55%	45%
<b>Age</b>						
15-24	71%	65%	65%	48%	51%	47%
25-39	73%	72%	71%	57%	60%	53%
40-54	76%	74%	72%	62%	63%	56%
55 +	76%	69%	68%	63%	57%	48%
<b>Education (End of)</b>						
15-	73%	67%	62%	57%	54%	44%
16-19	75%	71%	70%	60%	60%	52%
20+	78%	77%	77%	65%	65%	60%
Still studying	73%	64%	63%	49%	49%	47%
<b>Respondent occupation scale</b>						
Self-employed	77%	70%	71%	62%	61%	54%
Managers	79%	78%	78%	65%	68%	65%
Other white collars	75%	70%	71%	58%	58%	53%
Manual workers	73%	74%	71%	59%	62%	55%
House persons	73%	69%	65%	54%	53%	41%
Unemployed	73%	71%	67%	57%	60%	53%
Retired	75%	69%	68%	63%	57%	46%
Students	73%	64%	63%	49%	49%	47%
<b>Difficulties paying bills</b>						
Most of the time	71%	69%	67%	56%	54%	45%
From time to time	73%	69%	67%	56%	57%	48%
Almost never	77%	72%	72%	62%	61%	54%
<b>Use chemical products at work</b>						
Yes	75%	77%	79%	65%	68%	61%
No	76%	67%	63%	56%	52%	44%

The respondent's **level of education** also has an influence. While 65% of people who finished their education at 20 or over see **DIY products** as chemicals, this falls to 60% for the 16-19 group and 54% among those whose education ended at 15 or under. This pattern is repeated for all other product categories, with **car/vehicle products showing the most marked difference**: 60% of those who finished their education at 20 or over regard these as chemical products, but only 52% of those on the 16-19 groups and 44% in the 15 and under group say the same thing.

A respondent's **occupation** naturally has an impact on whether he or she recognises these products as being chemicals. **Students, who most likely come into contact with chemical products less often than those in other occupations, have a relatively low level of understanding:** only 49% regard DIY products as chemical products, as opposed to 68% of managers and 62% of manual workers. Similarly, just 63% of students regard everyday detergents as chemical products, whereas 78% of managers recognise them as such. This pattern is largely repeated for the other product categories.

**The respondent's level of affluence is also a factor.** 61% of respondents who 'almost never' have difficulties paying their bills consider DIY products to be chemicals, but this falls to 54% among people who have difficulties paying their bills 'most of the time'. The pattern again recurs throughout the product groups, and is seen most strongly for car/vehicle care products, which 54% of those who 'almost never' have trouble with their bills recognise as chemical products, compared with 45% who have trouble 'most of the time'.

It is unsurprising to find that **the level of recognition is far higher for all categories of products among those respondents who use chemical products at work.** Seven in ten (68%) of those who use chemical products at work regard DIY products as chemicals, as opposed to 52% who do not use them in the workplace. Eight in ten (79%) of those who use chemical products at work consider everyday detergents to be chemicals, while only 63% of respondents who do not use chemical products in the workplace say the same. The pattern is repeated in all responses related to products, except pesticides and insecticides where perception levels are similar across both groups.

## 2. SAFETY BEHAVIOUR

### 2.1 Information on safety

-- Most EU citizens rely on safety instructions and warning symbols to inform them about the possible hazards of chemical products --

In the EU as a whole, the most common means of finding out whether a chemical product is hazardous is to read the safety instructions<sup>10</sup>. Two thirds (66%) of respondents say they do this, followed closely by 65% who say they consult the **warning symbols**. The **packaging** is a good way to assess a product's hazards according to 43% of respondents, while 32% of people say that they rely on their **previous experience with the product**. A quarter (25%) of respondents use **information they get in the shop** to help them determine the potential risks, while 21% use the product's **smell** as a guide. A smaller proportion (13%) say they use **information passed on by friends and family** to help them judge whether a product is hazardous, while 11% consider **the type of shop** that the product comes from and 6% rely on the colour of the product.

A product's **safety instructions are used by an overwhelming majority of people** in some member states, notably Denmark (85%), Sweden (82%) and Estonia (81%). In 12 member states, at least 70% of respondents say they refer to the safety instructions. Yet the safety instructions are not referred to so widely in Italy (55%), Portugal (55%) and Spain (56%). 'The safety instructions' was the most common means of assessing a product in 18 member states.

QC4. Which of the following do you use to find out whether a chemical product is hazardous or not?



<sup>10</sup> QC4: 'Which of the following do you use to find out whether a chemical product is hazardous or not?' Possible answers: your previous experience of the product; the smell; the colour; the packaging; the safety instructions; the warning symbols; information you get in the shop; the type of shop where you can buy the product; information from friends and family members or friends; other; none; don't know. (MULTIPLE ANSWERS POSSIBLE)

In Denmark, 91% of respondents say that they use a product's **warning symbols** in order to find information about potential hazards, followed closely by 90% of respondents in Sweden and 83% of those in the Netherlands. However, warning symbols are considered much less useful in Romania (35%), Greece (45%) and Portugal (46%) – the only three member states in which less than half of respondents choose this response. The outcome suggests that the overall understanding of labels differs widely within the EU and further research would be needed to determine possible reasons to this. This was the most common response in 10 member states<sup>11</sup>.

**Relatively high numbers of people use the packaging** to tell them about a product's potential hazards in some member states. Six in ten (61%) respondents in Denmark say they use this method, followed by 58% in the Netherlands, 57% in Estonia and 55% in Belgium. At least half of respondents say they refer to the packing in nine EU countries.<sup>12</sup> However, in Cyprus only 18% of people say they consult the packaging, as do just 22% in Malta and 27% in the Czech Republic.

**Relying on one's previous experience** of a product is a common way of establishing whether a chemical product is potentially hazardous in some EU member states. Around half (52%) of people in Bulgaria, 49% of those in Austria and 46% of those in Estonia say they use past experience. However, just 20% of respondents in the UK, 21% of those in Italy, 29% in Cyprus and 29% in France – the only four member states in which less than 30% of people choose this option – find that past experience is relevant.

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<sup>11</sup> BE, DK, FR, IT (equal with safety instructions), LU, HU, NL, FI, SE, UK.

<sup>12</sup> BE, DK, EE, LU, NL, AT, FI, SE, UK.

QC4 Which of the following do you use to find out whether a chemical product is hazardous or not?

	The safety instructions	The warning symbols	The packaging	Your previous experience with the product	Information you get in the shop	The smell	Information from family members or friends	The type of shop where you can buy the product	The colour
EU27	66%	65%	43%	32%	25%	21%	13%	11%	6%
BE	68%	75%	55%	33%	34%	25%	17%	12%	6%
BG	64%	51%	31%	52%	31%	25%	25%	13%	5%
CZ	73%	55%	27%	42%	38%	11%	17%	9%	4%
DK	85%	91%	61%	43%	31%	24%	22%	17%	6%
DE	79%	72%	44%	35%	34%	22%	14%	11%	3%
EE	81%	72%	57%	46%	34%	26%	27%	13%	9%
IE	66%	57%	32%	42%	20%	27%	12%	18%	7%
EL	71%	45%	41%	34%	32%	23%	18%	12%	6%
ES	56%	55%	46%	33%	24%	19%	12%	10%	3%
FR	67%	81%	42%	29%	18%	24%	11%	9%	5%
IT	55%	55%	30%	21%	17%	22%	10%	10%	10%
CY	80%	55%	18%	29%	20%	58%	19%	10%	7%
LV	63%	62%	36%	40%	27%	22%	17%	12%	10%
LT	65%	57%	38%	35%	23%	13%	22%	8%	4%
LU	69%	82%	51%	31%	27%	33%	19%	17%	7%
HU	64%	67%	44%	43%	35%	21%	21%	14%	6%
MT	60%	55%	22%	41%	15%	26%	17%	9%	5%
NL	75%	83%	58%	31%	30%	17%	17%	10%	4%
AT	75%	71%	52%	49%	48%	24%	25%	22%	8%
PL	59%	54%	38%	34%	22%	16%	12%	13%	5%
PT	55%	46%	40%	32%	29%	17%	16%	13%	4%
RO	57%	35%	33%	45%	22%	33%	19%	10%	9%
SI	72%	65%	46%	43%	31%	18%	24%	17%	7%
SK	74%	71%	31%	37%	40%	25%	16%	13%	3%
FI	76%	77%	50%	37%	32%	11%	17%	11%	4%
SE	82%	90%	52%	44%	35%	20%	22%	15%	5%
UK	66%	68%	53%	20%	12%	14%	6%	7%	7%
<b>Highest percentage per country</b>					<b>Lowest percentage per country</b>				
Highest percentage per item					Lowest percentage per item				

**Information you get in the shop** is regarded as useful in judging potential hazards by 48% of respondents in Austria, 40% of those in Slovakia and 38% in the Czech Republic. Yet this source of information is thought of as helpful by only 12% of people in the UK, 15% in Malta and 17% in Italy. In ten member states, less than 25% of respondents say they rely on information obtained in the shop.

**Smell** guides a remarkably high proportion of people in Cyprus (58%) as to a product's potential hazards as well as a relatively high 33% in Luxembourg and Romania. But elsewhere a product's smell is not deemed helpful, notably in the Czech Republic (11%) and Finland (11%). In nine member states, less than 20% of respondents say they use smell to judge a product's potential hazards.

Information about a chemical product passed on by **friends or family** is found useful by 27% of respondents in Estonia, and by 25% of people in Bulgaria and Austria. Elsewhere it is considered less valuable, however. The type of shop a product is purchased from and the colour of the product are also generally not seen as useful.

There is **very little gender variation** when it comes to the approaches to evaluating whether a chemical product is hazardous, but **age does have more of an impact** on the methods that people use. Only 27% of those in the 15-24 age group say that they rely on previous experience with the product, but this rises to 34% among the 40-54 category and 33% in the 55+ group. This is unsurprising, given that young people are less likely to have experience with some of the chemical products than their older counterparts. Young people are also less likely to rely on the safety instructions, with 62% of 15-24 year-olds saying they use these, as opposed to 71% in the 40-54 brackets. However, **older respondents are less likely to depend on the warning symbols**, with 59% of over-55s consulting these compared with 67-68% for the other three age groups. This may suggest that older people in the EU either have a poorer understanding of what the symbols mean, or that some may have trouble reading the symbols. Those in the over-55 group are also least likely to look at the packaging: only 40% do this, compared with 46% in the 25-39 group.

The respondent's **level of education has a clear impact** on his or her ability to interpret the various kinds of **safety information** provided. Three quarters (74%) of those who left education at the age of 20 or over say that they consider the warning symbols when evaluating a chemical product's potential hazards, but this falls to 65% for the 16-19 group and again to 55% for the 15 and under group. Similarly, 73% of those who finished their education at an age of 20 or over say that they use the safety instruction. This is 67% for the 16-19 group and 59% for the 15 and under group.

QC4 Which of the following do you use to find out whether a chemical product is hazardous or not? (MULTIPLE ANSWERS POSSIBLE)

	The safety instructions	The warning symbols	The packaging	Your previous experience with the product	Information you get in the shop	The smell	Information from family members or friends	The type of shop where you can buy the product	The colour
EU27	66%	65%	43%	32%	25%	21%	13%	11%	6%
 Age									
15-24	62%	67%	42%	27%	21%	21%	18%	10%	7%
25-39	67%	68%	46%	31%	24%	21%	13%	11%	6%
40-54	71%	67%	43%	34%	28%	21%	11%	12%	5%
55+	63%	59%	40%	33%	24%	21%	13%	9%	5%
 Education (End of)									
15-	59%	55%	40%	31%	23%	23%	12%	9%	6%
16-19	67%	65%	43%	32%	26%	21%	12%	11%	6%
20+	73%	74%	45%	34%	25%	17%	13%	12%	4%
Still studying	65%	67%	41%	27%	23%	22%	19%	12%	8%
 Respondent occupation scale									
Self-employed	69%	68%	42%	32%	24%	19%	11%	12%	6%
Managers	75%	78%	48%	34%	26%	16%	11%	11%	5%
Other white collars	67%	67%	43%	29%	26%	19%	13%	10%	6%
Manual workers	69%	67%	46%	33%	26%	22%	12%	12%	5%
House persons	61%	58%	39%	30%	22%	23%	13%	8%	5%
Unemployed	64%	63%	42%	31%	22%	22%	13%	12%	6%
Retired	62%	57%	40%	33%	25%	21%	13%	10%	5%
Students	65%	67%	41%	27%	23%	22%	19%	12%	8%
<b>Use chemical products at work</b>									
Yes	73%	71%	45%	39%	28%	22%	14%	12%	6%
No	62%	61%	42%	26%	22%	19%	11%	9%	5%

Looking at **occupation also reveals wide variations** in people's comprehension of warning symbols and other safety information. Only 57% of retired people and 58% of house persons say they rely on the warning symbols, as opposed to 78% of managers. The results are very similar for safety instructions: 61% of house persons and 62% of retired people use these, far lower than the 75% of managers who do the same.

There are some differences between those who live in a household with children and those who do not. Those with children are more likely to use the warning symbols (68% cf. 63%) and the packaging (45% cf. 42%).

Once again the data demonstrates that those who come into contact with chemical products are more likely to understand them, including the ways of detecting potential hazards. People who use chemical products at work are more likely to use all nine of the ways of determining potential hazardousness under consideration here than those who do not use chemical products at work.

## 2.2 Actions to ensure safety

-- A clear majority of EU citizens think that following the instructions will help them to use a chemical product safely --

Across the EU there is widespread acceptance that reading and following the instructions can help you use a chemical product safely<sup>13</sup>: 78% of people say that they do this. However, there is not this level of consensus when it comes to other potential ways of using chemical products in safety. **Wearing protective clothing** is necessary according to only 45% of people, while 33% think that **storing the product correctly** is an important measure. A third (32%) of respondents say that it is important to **use only the recommended amount** of the product, while 28% say that people should **adhere to the recommended frequency** of use. 28% also say that it is necessary to **dispose of the product correctly**. Only 2% think that there is no way of using a chemical product with complete safety.

QC5. Which things do you need to do to use a chemical product safely?



<sup>13</sup> QC5: 'Which things do you need to do to use a chemical product safely?' Possible answers: read/ follow the instructions of the chemical product; wear protective clothing (e.g. gloves, mask); adhere to recommended frequency of use of the chemical product; use only the recommended amount of the chemical product; store the product correctly; dispose of the product correctly; other; there is no safe use of a chemical product; don't know. (MULTIPLE ANSWERS POSSIBLE)

**At individual country level**, it emerges that there is little consensus on the question of whether it is necessary to **read or follow the instructions** in order to use a chemical product safely. Nine in ten (92%) respondents in Denmark say that this is important, as do 90% in the Netherlands and 89% in Germany. More than 80% of people say they do this in eight EU member states. However, only 51% of respondents in Latvia say that following the instructions is necessary, as do 62% of people in Estonia and Poland. Despite this, 'reading/following the safety instructions' is the most popular response in all 27 EU member states.

**Wearing protective clothing** is considered a necessary safety measure by 63% of respondents in Ireland, with 62% of those in Cyprus and Slovenia agreeing. In 11 countries<sup>14</sup>, more than half of respondents say that wearing protective clothing is important. Protective clothing is seen as important by only 31% of people in Finland and 32% of those in Poland.

**Storing the product correctly** is widely understood to be an important safety measure in Belgium (57%), Germany (56%) and Slovenia (51%) – the only three member states where a majority of respondents think that storage is important. However, only 12% of people in Latvia and 14% of respondents in Poland regard storage as a significant factor.

A relatively high 57% of respondents in Austria, as well as 53% in Belgium and 50% in Germany, say that **using only the recommended amount** of a chemical product is a necessary step. This compares with only 9% of people in Latvia and 10% of people in the UK. In only seven member states do over 40% of people think that this is an important safety measure.

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<sup>14</sup> BE, EE, IE, EL, FR, CY, LU, MT, NL, SI, SK

## QC5 Which things do you need to do to use a chemical product safely?

		Read/follow the instructions of the chemical product	Wear protective clothing (e.g. gloves, mask)	Store the product correctly	Use only the recommended amount of the chemical product	Adhere to recommended frequency of use of the chemical product	Dispose of the product correctly	Other
	EU27	78%	45%	33%	32%	28%	28%	5%
	BE	84%	57%	57%	53%	44%	45%	3%
	BG	76%	38%	42%	33%	26%	23%	1%
	CZ	87%	43%	34%	41%	30%	30%	1%
	DK	92%	40%	29%	32%	28%	30%	14%
	DE	89%	46%	56%	50%	47%	54%	3%
	EE	62%	53%	18%	16%	16%	11%	3%
	IE	78%	63%	38%	35%	28%	35%	2%
	EL	79%	53%	30%	29%	27%	22%	3%
	ES	81%	42%	26%	29%	24%	19%	5%
	FR	75%	51%	32%	28%	22%	26%	9%
	IT	73%	46%	28%	34%	30%	29%	2%
	CY	79%	62%	24%	17%	16%	8%	1%
	LV	51%	50%	12%	9%	6%	4%	1%
	LT	76%	49%	43%	35%	24%	27%	5%
	LU	69%	55%	30%	22%	19%	20%	11%
	HU	76%	42%	42%	37%	43%	22%	1%
	MT	66%	56%	23%	24%	18%	19%	5%
	NL	90%	58%	49%	46%	40%	44%	11%
	AT	79%	48%	46%	57%	51%	46%	2%
	PL	62%	32%	14%	16%	15%	10%	2%
	PT	72%	40%	32%	28%	15%	14%	1%
	RO	78%	47%	41%	32%	25%	25%	2%
	SI	80%	62%	51%	48%	38%	41%	5%
	SK	83%	51%	41%	41%	26%	29%	5%
	FI	72%	31%	15%	19%	19%	14%	24%
	SE	82%	42%	25%	22%	36%	33%	17%
	UK	75%	44%	16%	10%	8%	11%	12%
<b>Highest percentage per country</b>				<i>Lowest percentage per country</i>				
Highest percentage per item				Lowest percentage per item				

This divergence of opinion is seen again on the issue of whether **adhering to the recommended frequency of use** is a necessity if the chemical product is to be used safely. Relatively high numbers of people in Austria (51%), Germany (47%) and Belgium (44%) think that it is necessary. But elsewhere this is not considered at all important, particularly in Latvia (6%) and the UK (8%). In only nine member states do at least 30% of respondents think that frequency of use is important for safety.

**Disposal of the product** is regarded as necessary for safety by relatively high numbers of people in Germany (54%), Austria (46%) and Belgium (45%), but this is not the case elsewhere. Only 4% of respondents in Latvia think that proper disposal is necessary, as do just 8% of people in Cyprus.

Turning to the **socio-demographic data**, it once again emerges that there is **very little gender distinction** in terms of the safety measures that people consider important. **Safety concerns can generally be seen to peak in the middle age groups**: safety appears to be of least concern to the youngest and oldest respondents. There was little difference in safety behaviours between those with and without children in the household although those with children were more likely to believe that one should wear protective clothing (47% cf. 45%).

QC5 Which things do you need to do to use a chemical product safely? (MULTIPLE ANSWERS POSSIBLE)

	Read/ follow the instructions of the chemical product	Wear protective clothing (e.g. gloves, mask)	Store the product correctly	Use only the recommended amount of the chemical product	Adhere to recommended frequency of use of the chemical product	Dispose of the product correctly	Other
EU27	78%	45%	33%	32%	28%	28%	5%
<b>Age</b>							
15-24	78%	41%	29%	27%	24%	23%	6%
25-39	80%	46%	34%	33%	29%	28%	5%
40-54	80%	49%	36%	33%	30%	30%	6%
55 +	76%	43%	33%	31%	27%	28%	5%
<b>Education (End of)</b>							
15-	73%	42%	30%	29%	24%	24%	5%
16-19	78%	48%	35%	33%	28%	29%	4%
20+	84%	47%	36%	33%	31%	32%	8%
Still studying	77%	40%	28%	29%	25%	23%	6%
<b>Respondent occupation scale</b>							
Self-employed	83%	45%	35%	36%	30%	32%	5%
Managers	85%	48%	38%	34%	32%	33%	8%
Other white collars	81%	45%	34%	33%	28%	29%	4%
Manual workers	79%	50%	35%	33%	29%	28%	5%
House persons	73%	43%	35%	31%	26%	27%	5%
Unemployed	75%	46%	28%	28%	23%	22%	6%
Retired	75%	43%	33%	30%	27%	27%	5%
Students	77%	40%	28%	29%	25%	23%	6%
<b>Use chemical products at work</b>							
Yes	82%	51%	38%	36%	32%	34%	6%
No	75%	41%	30%	28%	24%	23%	5%

**Level of education has an impact** on whether an individual regards certain measures as necessary for a chemical product to be used safely. Over eight in ten (84%) of people who left education at 20 or over say that reading the instructions is a necessity, but this falls to 78% for the 16-19 group and again to 73% for the 15 and under group. The pattern is generally similar for the other safety measures under consideration.

**Occupation of respondents shows a similar pattern.** Over eight in ten (85%) of managers, say that following the instructions is important for safety, but this drops to 73% among house persons and 75% among the unemployed and retired people. The same outcome can be seen for other safety methods.

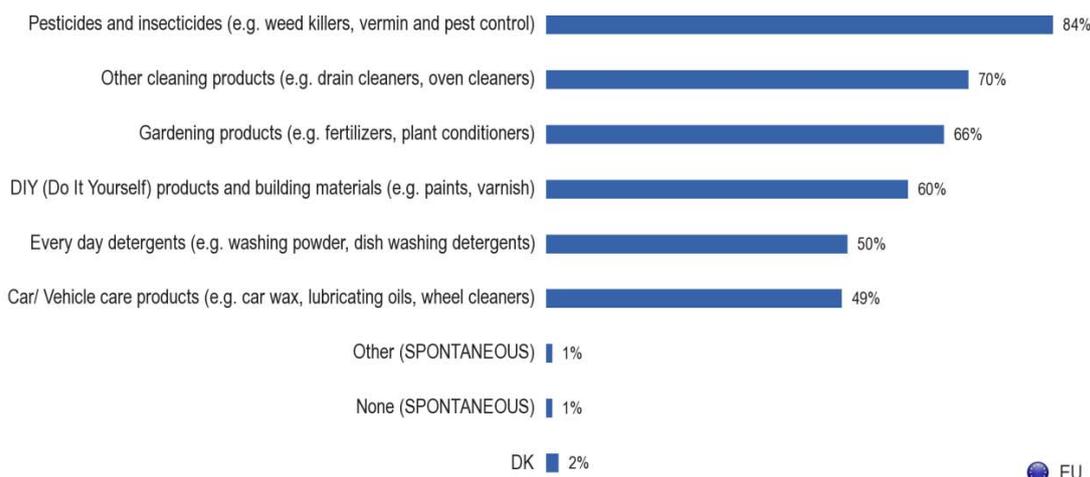
**People who say they have used chemical at work** are more likely to consider all of the practices under discussion here as important for the safe usage of chemical products. The distinction is most notable when it comes to protective clothing: 51% of people who have worked with chemical products say that protective gear is important, but only 41% of people who have never used chemical products in the workplace say the same thing.

### 2.3 Perceptions of which products need instructions

**-- The vast majority of respondents think that instructions are needed for chemical products with obvious hazardous potential, such as pesticides, but there is less of a consensus for other kinds of products --**

People in the EU are overwhelmingly supportive of the idea that pesticides and insecticides require instructions as to how to use them safely: 84% of all respondents hold this view.<sup>15</sup> Seven in ten citizens (70%) also think that 'other' cleaning products require safety instructions, followed by 66% who see instructions as a requirement for gardening products. DIY products and building materials need instructions in the view of 60% of people, while 50% say the same of everyday detergents and 49% of people think car/vehicle care products should have them.

QC6. For which of the following chemical products do you think instructions are necessary in order to use them safely?



At individual Member State level, **it emerges that pesticides and insecticides** are overwhelmingly regarded as products that demand safety instructions in many countries, most notably Denmark (97%), Cyprus (96%) and Sweden (95%). 'Pesticides and insecticides' is the most popular response in every EU member state, with only four countries<sup>16</sup> registering a response level below 80%, including Italy (73%) and Romania (73%)

<sup>15</sup> QC6: 'For which of the following chemical products do you think instructions are necessary in order to use them safely?' Possible answers: DIY (Do It Yourself) products and building materials (e.g. paints, varnish); everyday detergents (e.g. washing powder, dish washing detergents); other cleaning products (e.g. drain cleaners, oven cleaners); car/vehicle care products (e.g. car wax, lubricating oils, wheel cleaners); gardening products (e.g. fertilizers, plant conditioners); pesticides and insecticides (e.g. weed killers, vermin and pest control); other; none; don't know. (MULTIPLE ANSWERS POSSIBLE)

<sup>16</sup> IT, PL, PT, RO

**'Other' cleaning products** also need instructions, according to a clear majority of respondents in Denmark (84%), Sweden (84%) and Estonia (82%); but far fewer people think that these products need instructions in order to be used safely in Portugal (48%) and Romania (51%). At least 70% of respondents think other cleaning products need instructions in 17 member states.

**Gardening products** need instructions for safe use in the view of 82% of respondents in Estonia, 79% of those in Denmark and 78% of those in Cyprus and Slovakia. But only 51% of people in the Netherlands consider instructions to be necessary, as do just 55% of respondents in Portugal and Romania. At least 70% of respondents think gardening products must be used with instructions in 11 member states.

A wide difference of opinion between different member states emerges as to whether **DIY and building products** require safety instructions in order to be used safely. People in Estonia (80%), Denmark (79%) and Sweden (78%) are most likely to see instructions as important for DIY products, compared to only 48% of respondents Portugal and Romania. Less than 60% of people think instructions are important for these products in 11 member states.

QC6 For which of the following chemical products do you think instructions are necessary in order to use them safely?

	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	Other cleaning products (e.g. drain cleaners, oven cleaners)	Gardening products (e.g. fertilizers, plant conditioners)	DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	Every day detergents (e.g. washing powder, dish washing detergents)	Car/Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)
EU27	84%	70%	66%	60%	50%	49%
BE	86%	76%	62%	57%	47%	43%
BG	82%	71%	72%	51%	41%	44%
CZ	80%	70%	67%	53%	33%	39%
DK	97%	84%	79%	79%	52%	61%
DE	93%	74%	72%	65%	40%	49%
EE	86%	82%	82%	80%	75%	75%
IE	89%	69%	68%	56%	34%	35%
EL	92%	65%	61%	55%	44%	45%
ES	87%	73%	67%	66%	48%	58%
FR	85%	77%	67%	60%	71%	52%
IT	73%	58%	58%	53%	46%	45%
CY	96%	78%	78%	72%	60%	60%
LV	83%	74%	72%	74%	73%	69%
LT	83%	70%	74%	70%	63%	64%
LU	81%	81%	65%	62%	62%	56%
HU	80%	61%	70%	52%	43%	37%
MT	82%	61%	65%	65%	53%	49%
NL	90%	80%	51%	61%	39%	41%
AT	80%	69%	62%	65%	41%	51%
PL	74%	64%	62%	52%	50%	41%
PT	78%	48%	55%	48%	39%	38%
RO	73%	51%	55%	48%	48%	36%
SI	93%	74%	69%	69%	55%	59%
SK	91%	60%	78%	54%	26%	43%
FI	86%	81%	59%	73%	66%	62%
SE	95%	84%	71%	78%	57%	69%
UK	86%	79%	71%	67%	58%	54%
<b>Highest percentage per country</b>				<b>Lowest percentage per country</b>		
Highest percentage per item				Lowest percentage per item		

**Everyday detergent products** require instructions for safe use, according to 75% of respondents in Estonia, 73% in Latvia and 71% in France. But elsewhere this is not regarded as important, most notably in Slovakia (26%), the Czech Republic (33%) and Ireland (34%). At least half of respondents think these products require instructions for safe use in 13 member states.

The gap in opinion is similarly wide when it comes to **car/vehicle care products**. 75% of people in Estonia, followed by 69% of those in Latvia and Sweden regard instructions as necessary for these products, but far fewer people in Ireland (35%), Romania (36%) and Hungary (37%) see it this way. At least half of respondents think car/vehicle products require instructions for safe use in 13 member states.

QC6 For which of the following chemical products do you think instructions are necessary in order to use them safely? (MULTIPLE ANSWERS POSSIBLE)

	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	Other cleaning products (e.g. drain cleaners, oven cleaners)	Gardening products (e.g. fertilizers, plant conditioners)	DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	Every day detergents (e.g. washing powder, dish washing detergents)	Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)
EU27	84%	70%	66%	60%	50%	49%
 <b>Sex</b>						
Male	84%	69%	65%	62%	47%	50%
Female	84%	71%	66%	59%	52%	47%
 <b>Age</b>						
15-24	80%	66%	56%	54%	48%	46%
25-39	83%	72%	66%	62%	52%	53%
40-54	87%	73%	68%	63%	50%	51%
55 +	84%	69%	68%	59%	49%	45%
 <b>Education (End of)</b>						
15-	82%	65%	64%	56%	45%	44%
16-19	84%	70%	67%	61%	50%	49%
20+	88%	77%	71%	67%	55%	55%
Still studying	80%	67%	54%	51%	47%	43%
 <b>Subjective urbanisation</b>						
Rural village	86%	69%	66%	57%	47%	47%
Small/ Mid-size town	83%	69%	65%	59%	50%	47%
Large town	83%	73%	66%	65%	53%	53%

There are **differences between the various age groups**, with respondents in the middle two age categories generally more likely to regard instructions as a necessity than the youngest and the oldest respondents. A higher level of **education** is also likely to result in the respondent seeing the need for chemical products to be accompanied by safety instructions.

Those with children are more likely to believe that safety instructions are needed for car care products (51% cf. 48%) but otherwise there were few differences.

The **subjective urbanisation** of respondents also reveals differences in the way people regard instructions and chemical products. People who say they live in a 'large town' are generally more likely to see instructions as necessary than those who live elsewhere. For example, 65% of large town residents consider instructions to be a requirement for DIY products, but this falls to 59% of 'small/medium town' residents and again to 57% for 'rural village' residents. This outcome is mirrored in the other product categories, the exceptions being gardening products, and pesticides and insecticides.

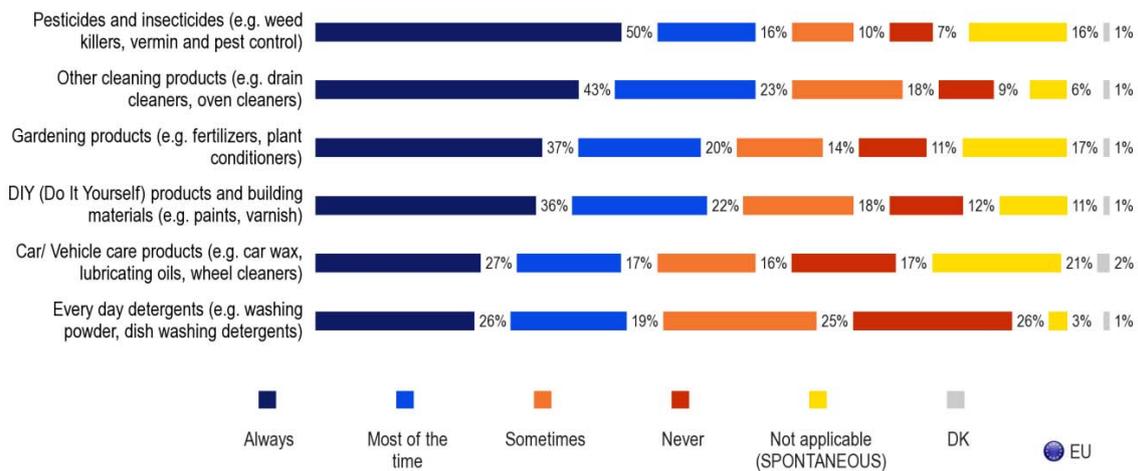
For this latter category, 86% of 'rural village' residents see instructions as important, more than the 83% of respondents in the other categories; while for gardening products 65-66% think instructions are necessary in all three groups. This reflects the fact that rural people are especially likely to use and be familiar with these products.

## 2.4 How often instructions are read

**-- More than half of EU citizens always read the instructions before using pesticides and insecticides, but reliance on the instructions is less common for other categories of chemical products --**

Across the EU, respondents are more likely to read the instructions when they use **pesticides and insecticides** for the first time than they are to read the instructions accompanying other types of chemical products. Half (50%) of people always read the instructions to pesticides and insecticides, compared with 43% who always read the instructions to 'other' cleaning products. This falls to 37% for gardening products, while 36% of respondents always read the instructions before they use DIY and building products for the first time. Only 27% of people always read car/vehicle care product instructions, while just 26% read the instructions that come with everyday detergents.

QC7. Before using any of the following products for the first time, how often do you read the safety instructions?



## Pesticides and insecticides<sup>17</sup>

Of all the product categories under consideration, citizens are most likely to **read the instructions before using pesticides and insecticides**. Half (50%) of all respondents say that they **always** read the instructions before using these products, while a further 16% say they read them **most of the time**. 10% read them only **sometimes**, and just 7% **never** read them. Finally, 16% of people say that the question **does not apply** to them.

**QC7.6 Before using any of the following products for the first time, how often do you read the safety instructions?  
Pesticides and insecticides (e.g. weed killers, vermin and pest control)**

	Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	Don't know
EU27	50%	16%	10%	7%	16%	1%
BE	59%	20%	9%	6%	6%	0%
BG	37%	13%	11%	10%	26%	3%
CZ	58%	18%	8%	5%	10%	1%
DK	68%	11%	5%	3%	12%	1%
DE	55%	15%	6%	4%	19%	1%
EE	56%	12%	7%	4%	20%	1%
IE	53%	18%	8%	8%	11%	2%
EL	43%	22%	11%	5%	19%	0%
ES	36%	16%	19%	18%	11%	0%
FR	54%	13%	8%	7%	17%	1%
IT	41%	19%	13%	9%	17%	1%
CY	53%	13%	6%	5%	22%	1%
LV	47%	16%	8%	2%	25%	2%
LT	46%	15%	12%	5%	19%	3%
LU	58%	12%	7%	5%	16%	2%
HU	58%	23%	7%	4%	7%	1%
MT	29%	13%	13%	18%	26%	1%
NL	69%	11%	4%	3%	13%	0%
AT	39%	16%	13%	6%	24%	2%
PL	39%	19%	10%	7%	24%	1%
PT	28%	23%	18%	10%	20%	1%
RO	37%	22%	17%	8%	11%	5%
SI	51%	19%	9%	6%	14%	1%
SK	52%	20%	10%	5%	12%	1%
FI	59%	22%	9%	2%	7%	1%
SE	71%	12%	7%	3%	7%	0%
UK	67%	12%	6%	4%	10%	1%
<b>Highest percentage per country</b>		<i>Lowest percentage per country</i>				
Highest percentage per item		Lowest percentage per item				

<sup>17</sup> QC7.6: Before using any of the following products for the first time, how often do you read the safety instructions? Pesticides and insecticides (e.g. weed killers, vermin and pest control). Possible answers: always; most of the time; sometimes; never; not applicable; don't know.

At individual **country level**, it emerges that people in Sweden (71%), the Netherlands (69%) and Denmark (68%) are most likely to read the instructions before using pesticides and insecticides. At least 50% of people always read the instructions in 16 of the 27 member states. But in Portugal (28%) and Malta (29%) far fewer people always read them first. Around a quarter (23%) of respondents in Hungary and Portugal say they read the instructions most of the time, compared with just 11% in the Netherlands and Denmark who say this. Never reading the instructions at all is most common in Spain (18%) and Malta (18%), but rarest in Latvia (2%) and Finland (2%). There are only four countries in which more than 10% of people say they never read the instructions<sup>18</sup>. A relatively high proportion of respondents do not use pesticides and insecticides in Bulgaria (26%) and Malta (26%). 'Always' reading the instructions is the most common response in all 27 member states.

Young respondents are much less likely to use these products, with 25% of those in the 15-24 age range saying the question does not apply to them, compared to 13-15% for the other three categories. In those other three categories, however, a majority of respondents say that they always read the instructions, with 55% in the 40-54 group, 53% in the 55+ group and 51% in the 25-39 group saying this. Only 35% of 15-24 year-olds always read the instructions first.

Those with children in the household were more likely to say they always read the instructions – 53% cf. 50% of those without children.

**Education** is once again an important factor in determining whether people read the instructions. Despite similar levels of people saying the question is not applicable, 60% of people who finished their studies aged 20 or over say they always read the instructions; but this slips to 52% among the 16-19 group and to 44% for the 15-and-under group.

The **occupation scale** shows a similar distribution; 62% of managers say that they always read the instructions, compared with just 35% of students, 45% of unemployed people and 46% of house persons.

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<sup>18</sup> BG, ES, MT, PT

**'Other' cleaning products<sup>19</sup>**

Over four in ten (43%) of respondents say they **always** read the instructions, followed by 23% who say they read them **most of them time**; 18% say they read them just **sometimes**, with only 9% claiming **never** to read them. A further 6% regard the question as **not applicable** to them.

QC7.3 Before using any of the following products for the first time, how often do you read the safety instructions?  
Other cleaning products (e.g. drain cleaners, oven cleaners)

	Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	Don't know
EU27	43%	23%	18%	9%	6%	1%
BE	54%	25%	12%	6%	3%	0%
BG	36%	24%	20%	13%	5%	2%
CZ	44%	30%	16%	6%	3%	1%
DK	54%	23%	14%	5%	3%	1%
DE	40%	26%	19%	9%	5%	1%
EE	52%	18%	13%	4%	12%	1%
IE	36%	23%	19%	13%	7%	2%
EL	30%	24%	20%	12%	14%	0%
ES	38%	16%	24%	19%	3%	0%
FR	56%	20%	11%	5%	7%	1%
IT	36%	24%	21%	12%	6%	1%
CY	44%	22%	12%	9%	12%	1%
LV	44%	23%	16%	4%	12%	1%
LT	42%	20%	21%	8%	8%	1%
LU	57%	18%	13%	5%	6%	1%
HU	40%	30%	19%	7%	3%	1%
MT	28%	17%	22%	23%	9%	1%
NL	58%	22%	11%	4%	5%	0%
AT	36%	26%	21%	7%	9%	1%
PL	37%	27%	17%	8%	9%	2%
PT	20%	26%	26%	15%	13%	0%
RO	27%	23%	22%	13%	10%	5%
SI	37%	21%	21%	11%	9%	1%
SK	33%	27%	23%	10%	7%	0%
FI	51%	26%	18%	3%	2%	0%
SE	55%	19%	16%	4%	6%	0%
UK	59%	19%	14%	6%	2%	0%
<b>Highest percentage per country</b>		<b>Lowest percentage per country</b>				
Highest percentage per item		Lowest percentage per item				

In several **EU member states**, a majority of respondents say that they always read the instructions before using 'other' cleaning products.

<sup>19</sup> QC7.3: Before using any of the following products for the first time, how often do you read the safety instructions? Other cleaning products (e.g. drain cleaners, oven cleaners). Possible answers: always; most of the time; sometimes; never; not applicable; don't know.

Six in ten (59%) of those in the UK read the instructions first, as do 58% of those in the Netherlands and 57% in Luxembourg, but this contrasts with Portugal, where only 20% of people do so, and with Romania (27%) and Malta (28%). At least 50% of people always read the instructions in nine member states. Three in ten (30%) of respondents in the Czech Republic and Hungary say they read the instructions most of the time, as opposed to just 16% of those in Spain who say this. In Malta, a relatively high number of people (23%) say that they never read the instructions, though just 3% of those in Finland say this. In 10 member states, at least 10% of people say they never read the instructions

**Socio-demographically**, women are more likely to read the instructions than men. Seven in ten (69%) women say that they read the instructions either always or most of the time, compared with 63% of men. One in ten men (11%) never read the instructions, compared with 8% of female respondents.

**Younger respondents** appear to be the least inclined to read the instructions. Only 53% of those in the 15-24 category say that they read the instructions either always or most of the time; this compares with 70% of 25-39 year-olds, 71% of 40-54 year-olds, and 66% of over-55s.

Those with children in the household were slightly more likely to read the instructions – 45% always read them compared to 43% of those without children.

The **level of education** again emerges as a significant variable. Three quarters (76%) of people who finished their studies aged 20 or over say they read the instructions always or most of the time before using 'other' cleaning products; but this goes down to 68% among the 16-19 group and to 58% for the 15-and-under band.

The **occupation** of the respondent reinforces these findings. Only 30% of students say that they always read the instructions, far fewer than the 52% of managers who always do so. But a relatively high number of students (16%) say that this question is not applicable to them – far more than in all other groups.

## Gardening products<sup>20</sup>

Over a third (37%) of respondents say that they **always** read the instructions for gardening products, and a further 20% say that they read them **most of the time**. Just 14% only read them **sometimes**, with 11% **never** reading them at all. A further 17% of people say the question **does not apply** to them.

QC7.5 Before using any of the following products for the first time, how often do you read the safety instructions?  
Gardening products (e.g. fertilizers, plant conditioners)

	Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	Don't know
EU27	37%	20%	14%	11%	17%	1%
BE	45%	24%	13%	9%	9%	0%
BG	31%	16%	13%	12%	26%	2%
CZ	48%	24%	12%	6%	9%	1%
DK	46%	20%	13%	8%	12%	1%
DE	33%	23%	14%	10%	19%	1%
EE	50%	14%	10%	3%	21%	2%
IE	39%	20%	15%	12%	12%	2%
EL	28%	23%	21%	10%	18%	0%
ES	28%	13%	18%	24%	17%	0%
FR	46%	16%	10%	9%	18%	1%
IT	30%	19%	16%	14%	20%	1%
CY	45%	13%	10%	7%	24%	1%
LV	40%	20%	13%	5%	21%	1%
LT	43%	18%	16%	6%	15%	2%
LU	44%	15%	12%	9%	18%	2%
HU	47%	23%	10%	6%	12%	2%
MT	23%	16%	16%	18%	26%	1%
NL	40%	22%	15%	10%	13%	0%
AT	29%	20%	17%	9%	24%	1%
PL	34%	24%	14%	8%	19%	1%
PT	19%	22%	22%	12%	25%	0%
RO	28%	21%	20%	12%	15%	4%
SI	38%	21%	15%	10%	15%	1%
SK	45%	24%	14%	5%	12%	0%
FI	43%	25%	18%	5%	8%	1%
SE	40%	18%	19%	11%	12%	0%
UK	52%	20%	11%	7%	9%	1%
	<b>Highest percentage per country</b>			<b>Lowest percentage per country</b>		
	Highest percentage per item			Lowest percentage per item		

At **individual country level**, a high proportion of respondents in the UK (52%), Estonia (50%) and the Czech Republic (48%) say that they always read the instructions before using gardening products. But far fewer people in Portugal (19%) and Malta (23%) say the same thing.

<sup>20</sup> QC7.5: Before using any of the following products for the first time, how often do you read the safety instructions? Gardening products (e.g. fertilizers, plant conditioners). Possible answers: always; most of the time; sometimes; never; not applicable; don't know.

At least 40% of people say they always read the instructions in 15 member states. Never reading the instructions at all is quite common in some member states, chiefly Spain (24%), but only 3% of people in Estonia never read them at all. At least 10% of people say they never read the instructions in 12 EU countries<sup>21</sup>. A high proportion of respondents do not use gardening products in Bulgaria (26%) and Malta (26%), though only 8% of people in Finland say the question does not apply to them

**Age variations** emerge much as they have done throughout. Only 40% of those in the 15-24 category say that they read the instructions either always or most of the time; this rises to 60% among the over-55s. But younger respondents are far more likely not to use these products: 27% say the question does not apply to them, compared with 12-16% for the other three age categories.

There were no notable differences between those with children in the household and those without.

**Higher education** is also a factor; 66% of those who finished their studies aged 20 or over say they read the instructions always or most of the time; but this slips to 60% among the 16-19 group and to 50% for the 15-and-under band.

Perhaps unsurprisingly, respondents who say they live in a '**large town**' are more likely to say that the question is not applicable to them: 21% say this, compared with 18% who live in a 'small/mid-sized town' and 12% who live in a 'rural village'.

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<sup>21</sup> BG, DE, IE, EL, ES, IT, MT, NL, PT, RO, SI, SE

## Do it Yourself, (DIY) and building products<sup>22</sup>

Across the EU, 36% of respondents say that they **always** read the instructions before attempting to use DIY or building products. A further 22% say they read them **most of the time**, while 18% **sometimes** read them and 12% **never** read them. Finally, 11% of respondents, who presumably have never used DIY or building products, say the question is **not applicable** to them.

QC7.1 Before using any of the following products for the first time, how often do you read the safety instructions?  
DIY (Do It Yourself) products and building materials (e.g. paints, varnish)

	Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	Don't know
EU27	36%	22%	18%	12%	11%	1%
BE	43%	27%	15%	9%	6%	0%
BG	28%	20%	20%	19%	10%	3%
CZ	37%	25%	20%	7%	10%	1%
DK	53%	21%	15%	6%	4%	1%
DE	32%	27%	20%	12%	8%	1%
EE	56%	18%	11%	3%	11%	1%
IE	28%	22%	24%	16%	8%	2%
EL	23%	21%	22%	12%	21%	1%
ES	31%	17%	21%	21%	10%	0%
FR	47%	17%	14%	10%	11%	1%
IT	31%	19%	15%	15%	18%	2%
CY	43%	18%	15%	7%	16%	1%
LV	43%	25%	17%	4%	10%	1%
LT	44%	22%	19%	6%	8%	1%
LU	45%	14%	13%	11%	15%	2%
HU	36%	27%	17%	7%	12%	1%
MT	27%	18%	19%	17%	18%	1%
NL	40%	25%	19%	10%	6%	0%
AT	27%	28%	21%	10%	13%	1%
PL	30%	25%	19%	8%	16%	2%
PT	19%	25%	21%	13%	21%	1%
RO	25%	23%	28%	10%	11%	3%
SI	38%	21%	18%	10%	12%	1%
SK	31%	26%	23%	10%	9%	1%
FI	50%	26%	15%	2%	6%	1%
SE	45%	21%	19%	7%	8%	0%
UK	47%	21%	15%	9%	7%	1%

**Highest percentage per country**      *Lowest percentage per country*  
**Highest percentage per item**      *Lowest percentage per item*

<sup>22</sup> QC7.1: Before using any of the following products for the first time, how often do you read the safety instructions? DIY (Do It Yourself) products and building materials (e.g. paints, varnish). Possible answers: always; most of the time; sometimes; never; not applicable; don't know.

At individual **country level**, 56% of respondents in Estonia say they always read the instructions, followed by 53% in Denmark and 50% in Finland who say the same thing. Only 19% of respondents in Portugal, 23% in Greece and 25% in Romania always consult the instructions. At least 40% of people say they always read the instructions in 12 member states. A fifth (21%) of people in Spain say they never read the instructions, contrasting sharply with the 2% of respondents in Finland who never read them. At least 10% of respondents in 15 EU countries<sup>23</sup> say they never read the instructions. The question is not applicable to 21% of people in Greece and Portugal, although only 4% of those in Denmark say that DIY and building products are not relevant to them. 'Always' is the most popular answer in all member states, with the exception of Austria, Portugal and Romania.

The **socio-demographic** data reveals some differences in the way **men and women** view the need for instructions to accompany DIY or building products. Six in ten men (62%) read the instructions either always or most of the time, compared with 54% of women. Women are far more likely to say that DIY and building products do not apply to them: 17%, as opposed to just 5% for men.

**Age variations** follow a familiar pattern, with young respondents most likely to say that they never read the instructions. 17% of 15-24 year-olds say this, as opposed to 10% in the 25-39 and 40-54 age groups, and 12% in the 55+ category.

Those with children in the household were more likely to always read the instructions – 38% compared to 35% of those without children.

**Better-educated respondents** also emerge as the ones most likely to read the instructions, while those who spent less time at school are the most likely never to read the instructions. 69% of those who finished their studies aged 20 or over say they read the instructions always or most of the time; but this falls to 59% among the 16-19 group and to 49% among the 15-and-under group. 16% of those who left school at 15 or less never read the instructions, as opposed to just 7% who left at 20 or over.

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<sup>23</sup> BG, DE, IE, EL, ES, FR, IT, LU, MT, NL, AT, PT, RO, SI, SK

### Car/vehicle care products<sup>24</sup>

A relatively large number of respondents (21%) say that this question is **not applicable** to them. However, of those who do use car/vehicle care products, more people (27%) say they **always** read the instructions than only read them **most of the time** (17%), **sometimes** (16%), or **never** (17%).

QC7.4 Before using any of the following products for the first time, how often do you read the safety instructions?  
Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)

	Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	Don't know
EU27	27%	17%	16%	17%	21%	2%
BE	30%	21%	18%	18%	13%	0%
BG	18%	13%	14%	17%	33%	5%
CZ	26%	23%	21%	14%	14%	2%
DK	34%	15%	14%	15%	21%	1%
DE	24%	20%	20%	18%	17%	1%
EE	42%	14%	12%	4%	26%	2%
IE	20%	13%	19%	25%	20%	3%
EL	20%	16%	16%	15%	32%	1%
ES	24%	13%	17%	29%	16%	1%
FR	31%	15%	10%	16%	26%	2%
IT	24%	18%	16%	17%	23%	2%
CY	34%	12%	11%	11%	30%	2%
LV	32%	18%	14%	5%	29%	2%
LT	31%	17%	14%	9%	24%	5%
LU	30%	10%	15%	15%	26%	4%
HU	23%	22%	14%	12%	26%	3%
MT	22%	14%	16%	24%	23%	1%
NL	26%	17%	19%	20%	18%	0%
AT	20%	23%	22%	11%	23%	1%
PL	23%	20%	16%	11%	28%	2%
PT	14%	20%	18%	15%	32%	1%
RO	20%	15%	16%	15%	27%	7%
SI	29%	16%	20%	15%	18%	2%
SK	20%	23%	21%	14%	21%	1%
FI	36%	23%	19%	6%	15%	1%
SE	33%	17%	23%	11%	16%	0%
UK	40%	15%	15%	15%	14%	1%

Highest percentage per country: EE (42%), UK (40%)  
Lowest percentage per country: PT (14%), BG (13%)  
Highest percentage per item: EE (42%), UK (40%)  
Lowest percentage per item: EE (4%), PT (1%), UK (1%)

At individual **country level**, relatively large numbers of respondents in certain member states say that they **always** read the instructions before using car/vehicle products, foremost among them Estonia (42%) and the UK (40%). But only 14% of people in Portugal and 18% of those in Bulgaria say that they always read the instructions first.

<sup>24</sup> QC7.4: Before using any of the following products for the first time, how often do you read the safety instructions? Car/vehicle care products (e.g. car wax, lubricating oils, wheel cleaners). Possible answers: always; most of the time; sometimes; never; not applicable; don't know.

At least 30% of people say they always read the instructions in 11 member states. Citizens in Spain are least likely to read the instructions (29%), whereas only 4% in Estonia say that they would never read the instructions before use. In only four member states do less than 10% of people say they never read them. The 'not applicable' response shows wide variations between different member states, again reflecting levels of vehicle ownership or of public transport usage. 33% of respondents in Bulgaria say this question is not relevant to them, compared with 13% of those in Belgium. 'Always' reading the instructions is only the most popular answer in 16 members states.

**Socio-demographically**, it emerges that male respondents are more likely to regard the instructions as something that needs to be read before using car/vehicle products. 51% of men do this always or most of the time, more than the 38% of women who do the same. However, far more women say that the use of car/vehicle products does not apply to them: 31% of women say this, compared with just 11% of men.

Those with children in the household are more likely to always read the instructions – 29% compared to 26% of those without children.

**Non-applicability** is also more of an issue for younger and older respondents than it is for the two middle age categories. 28% of over-55s and 24% of those in the 15-24 age group say that they do not use car/vehicle products, whereas only 15% of 25-39 year-olds and 17% of 40-54 year-olds say they do not use them. Those in the youngest age bracket are again the least likely to always read the instructions: 22% always read them, compare with 25% of the over-55s and 29% in the 25-39 and 40-54 age groups.

The **level of education** produces the same pattern as seen for other products. 53% of people who finished their studies at 20 or above say they read the instructions always or most of the time; but this dips to 46% among the 16-19 group and again to 34% for the 15-and-under group. Respondents in this last group are far more likely to say that this question is not applicable to them, with 29% answering in this way, more than the 19% in the 16-19 groups and the 15% in the 20 and over category who say the same.

## Everyday detergents<sup>25</sup>

The need to read instructions before using everyday detergents is not widely accepted throughout the EU, with as many people (26%) saying that they **never** read the instructions as there are saying they **always** read them. 25% of people **sometimes** read the instructions, with 19% saying they read them **most of the time**.

QC7.2 Before using any of the following products for the first time, how often do you read the safety instructions?  
Every day detergents (e.g. washing powder, dish washing detergents)

	Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	Don't know
EU27	26%	19%	25%	26%	3%	1%
BE	28%	22%	20%	29%	1%	0%
BG	16%	14%	28%	36%	3%	3%
CZ	18%	17%	32%	32%	1%	0%
DK	27%	15%	27%	29%	1%	1%
DE	19%	16%	28%	35%	1%	1%
EE	40%	19%	25%	13%	2%	1%
IE	15%	14%	26%	40%	3%	2%
EL	17%	18%	23%	32%	10%	0%
ES	25%	11%	23%	39%	2%	0%
FR	44%	23%	18%	12%	3%	0%
IT	25%	23%	25%	22%	4%	1%
CY	34%	16%	17%	21%	11%	1%
LV	36%	23%	26%	12%	2%	1%
LT	34%	21%	25%	15%	4%	1%
LU	36%	16%	25%	21%	1%	1%
HU	24%	29%	28%	16%	3%	0%
MT	22%	14%	27%	32%	4%	1%
NL	18%	12%	28%	40%	2%	0%
AT	15%	17%	35%	29%	4%	0%
PL	26%	26%	26%	18%	3%	1%
PT	16%	22%	26%	27%	9%	0%
RO	22%	20%	30%	21%	4%	3%
SI	27%	12%	29%	27%	5%	0%
SK	13%	17%	31%	36%	3%	0%
FI	33%	24%	30%	12%	1%	0%
SE	20%	13%	40%	26%	1%	0%
UK	36%	17%	19%	26%	2%	0%
<b>Highest percentage per country</b>		<b>Lowest percentage per country</b>				
Highest percentage per item		Lowest percentage per item				

At individual **country level**, a high proportion of respondents in France (44%) and Estonia (40%) say that they **always** read the instructions before using everyday detergents. But far fewer people in Slovakia (13%), Ireland (15%) and Austria (15%) do the same.

<sup>25</sup> QC7.2: Before using any of the following products for the first time, how often do you read the safety instructions? Everyday detergents (e.g. washing powder, dish washing detergents). Possible answers: always; most of the time; sometimes; never; not applicable; don't know.

At least 30% of respondents say they always read the instructions in eight member states. Never reading the instructions at all is relatively common in Ireland (40%) and the Netherlands (40%), whereas only 12% of people in France, Latvia and Finland never read the instructions at all. At least 20% of people say they never read the instructions in all but seven countries<sup>26</sup>. 11% of people in Cyprus do not see this question as applying to them, but only 1% of people in Belgium, the Czech Republic, Denmark, Germany, Luxembourg, Finland and Sweden say the same. 'Always' is only the most common answer in 10 member states – 'never' is the most common answer in 12.

The **socio-demographic** data demonstrate that **female respondents are more inclined to read the instructions** before using everyday detergents than male respondents. 50% of women say that they consult the instructions either always or most of the time, whereas only 41% of men say the same. 29% of men never read the instructions, compared with 24% of women.

48% of those with children in the household always or sometimes read the instructions compared to 45% of those without.

**Young people are once again the most likely to disregard the instructions.** Only 41% of those in the 15-24 category say that they look at the instructions either always or most of the time; this compares with 47% of 25-39 year-olds, 46% of 40-54 year-olds, and 47% of over-55s.

**The trend of higher education meaning a greater propensity to consult the instructions** is continued here. 49% of those who finished their studies aged 20 or over say they read the instructions always or most of the time; but this falls to 47% among the 16-19 group and to 41% for the 15-and-under band. 31% of this last group say they never read the instructions, whereas only 23% who studied until they were at least 20 say this.

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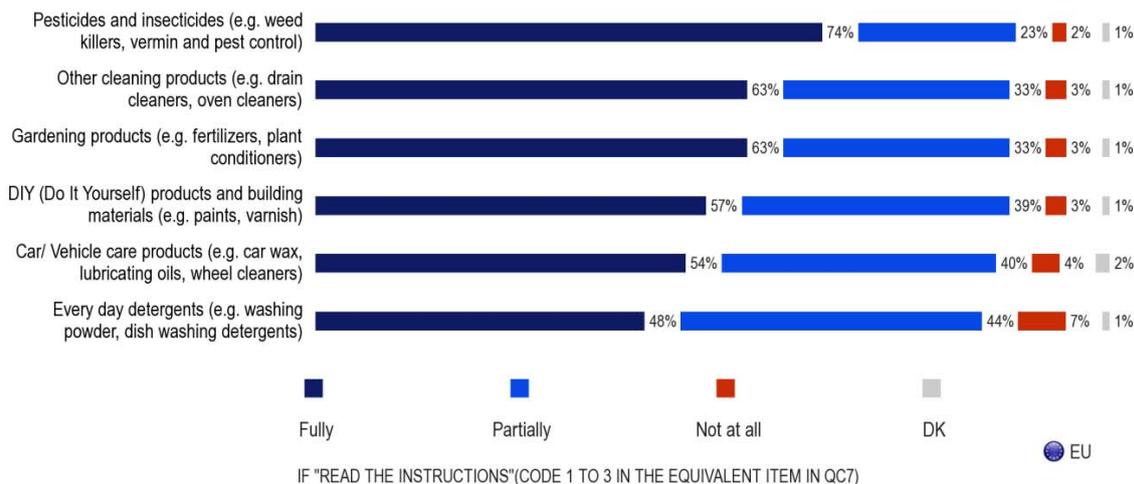
<sup>26</sup> EE, FR, LV, LT, HU, PL, FI

## 2.5 How often instructions are followed

**-- Large numbers of people who read the instructions to their chemical products go on to follow the instructions fully, but many people also read the instructions only to disregard them --**

At EU level, pesticides and insecticides again emerge as the chemical products viewed in the most serious light by the general public, with 74% of respondents saying that they follow the instructions to these products fully once they have read them. This falls to 63% for 'other' cleaning products and gardening products, while 57% of respondents fully follow the instructions to DIY and building products before using those. The instructions to car/vehicle care products are followed in full by 54% of people who read them, with just 48% of people fully following the instructions to everyday detergents.

QC8. For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

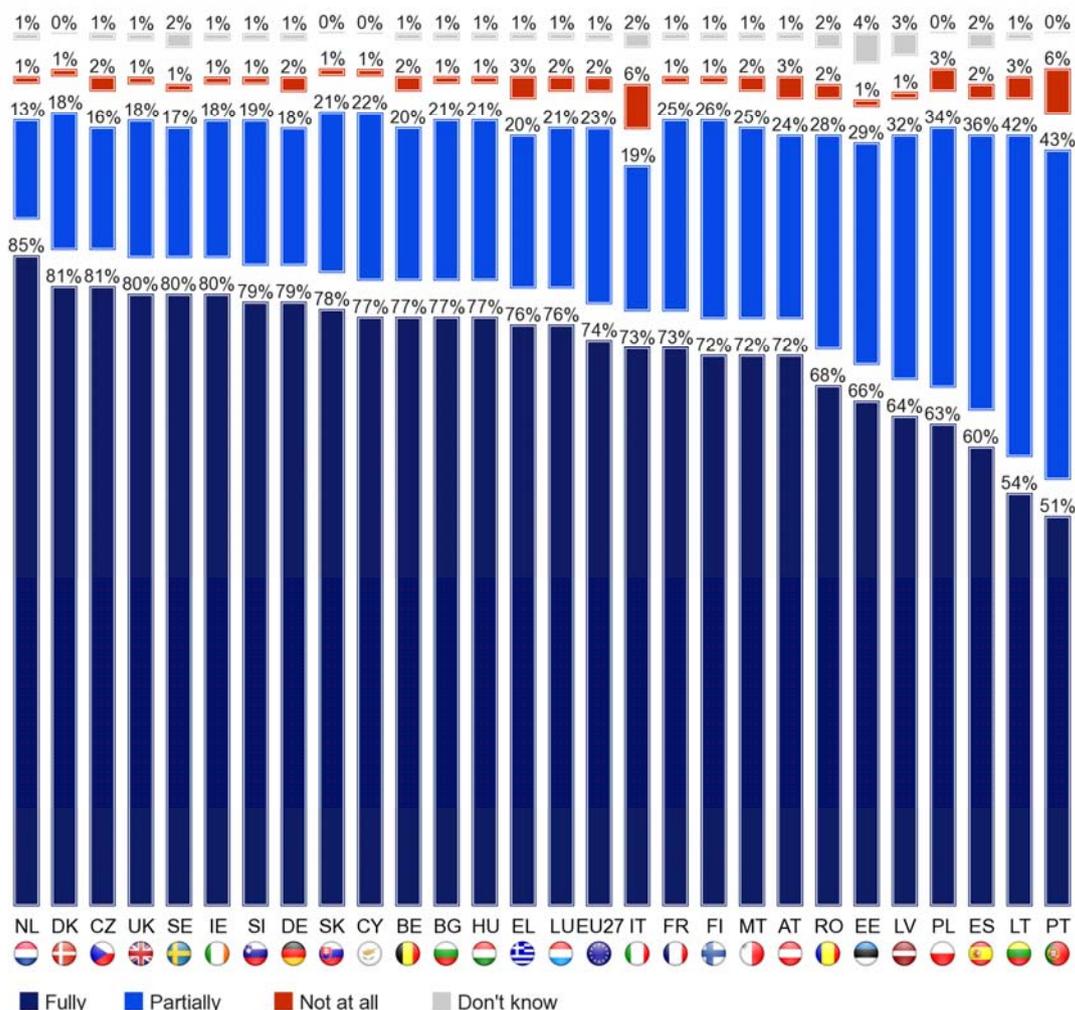


### Pesticides and insecticides<sup>27</sup>

There is a broad consensus across the EU that pesticides and insecticides are potentially hazardous and that it is therefore important to follow the instructions to these products fully after reading them. 74% of respondents say they follow the instructions fully after reading them. Only 23% of people say that they follow them only partially, with 2% not following them at all.

QC8.6. For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Pesticides and insecticides (e.g. weed killers, vermin and pest control)



At **country level**, 85% of respondents in the Netherlands say that they follow the instructions fully before using pesticides and insecticides, followed by 81% in the Czech Republic and Denmark who say the same. More than 70% of respondents say they follow the instructions fully in all but seven member states.

<sup>27</sup> QC8.6: For each of the following products, when you read the safety instructions, to what extent do you follow these instructions? Pesticides and insecticides (e.g. weed killers, vermin and pest control). Possible answers: fully; partially; not at all; don't know.

However, a much lower than average 51% of respondents in Portugal and 54% in Lithuania say the same thing. 43% of people in Portugal and 42% in Lithuania say they partially follow the instructions, far more than the 13% of those in the Netherlands who say this. 6% of respondents in both Portugal and Italy say that they do not follow the instructions at all after reading them, whereas only 1% say this in the Netherlands, Denmark, the UK, Sweden, Ireland, Slovenia, Slovakia, Cyprus, Bulgaria, Hungary, France, Finland, Estonia and Latvia.

Turning to the **socio-demographic data** 76% of women follow pesticide and insecticide product instructions in full, compared with 72% of male respondents.

There were no notable differences between those with children in the household and those without.

**Older respondents** emerge as the group most likely to follow instructions to these products in full. 64% of 15-24 year-olds say they follow the instructions completely, compared with 73% in the 25-39 group, 75% in the 40-54 group, and 77% in the over-55 bracket.

The respondent's **level of education** does have an impact, with 77% of those who studied until age 20 or above saying they follow the instructions entirely. But this drops to 74% for the 16-19 group and to 72% in the 15-and-under group.

**Occupational distinctions** are wider: only 64% of students and 68% of unemployed respondents follow the instructions to these products in full, but 79% of managers and 77% of retired people say the same.

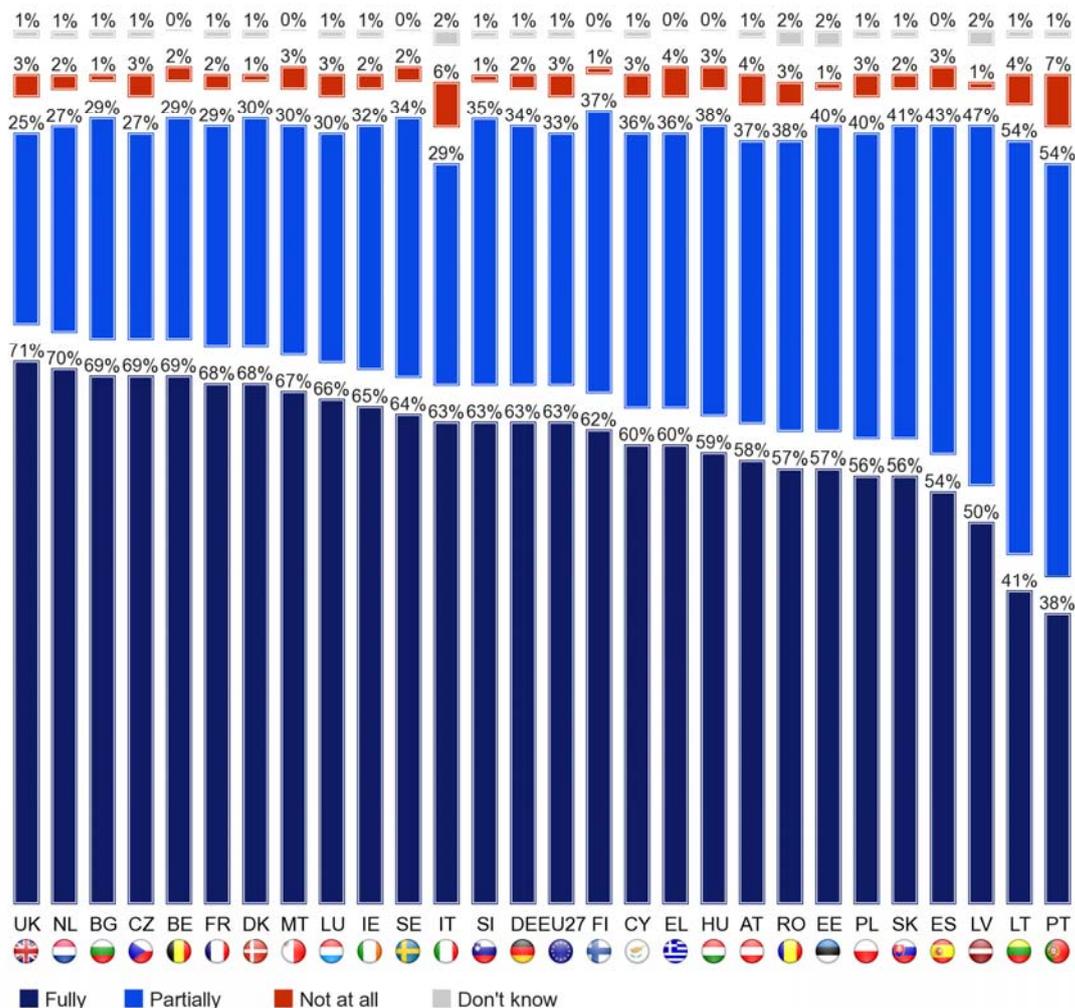
The respondent's **financial situation** also has a bearing on how closely they follow the instructions. 76% of people who almost never have trouble paying their bills say they follow the instructions when using insecticides or pesticides, but only 70% of those who have trouble from time to time and 67% who have trouble most of the time say the same thing.

**‘Other’ cleaning products<sup>28</sup>**

A clear majority of people across the EU say that they follow the instructions fully when it comes to using ‘other’ cleaning products, such as drain and oven cleaners. 63% of respondents say they do this. 33% of people say that they follow them only partially, while just 3% do not follow them at all.

QC8.3. For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Other cleaning products (e.g. drain cleaners, oven cleaners)



At individual country level, 71% of respondents in the UK say that they follow the instructions completely before using ‘other’ cleaning products, as do 70% in the Netherlands and 69% in Belgium, Bulgaria and the Czech Republic. At least 60% of respondents say they follow the instructions fully in all but 10 member states.

<sup>28</sup> QC8.3: For each of the following products, when you read the safety instructions, to what extent do you follow these instructions? Other cleaning products (e.g. drain cleaners, oven cleaners). Possible answers: fully; partially; not at all; don't know.

However, a relatively low 38% of respondents in Portugal follow the instructions fully once they have read them, as do just 41% of those in Lithuania. 54% of people in Portugal and Lithuania say they follow the instructions partially, compared with just 25% of those in the UK who say the same. A relatively large number of respondents in Portugal (7%) and Italy (6%) also say that they do not obey the instructions at all after reading them, with just 1% of people in Bulgaria, Denmark, Finland, Slovenia, Estonia and Latvia answering this way.

The **socio-demographic data** shows the same pattern of women who read the instructions being more likely to follow them fully. 67% of female respondents say they do this, whereas only 59% of male respondents follow the instructions in full. 37% of men follow the instructions only partially, compared with 30% of women who do this.

**Older respondents** are again the most likely to follow the instructions in full. Only 53% of 15-24 year-olds say they fully obey by the instructions accompanying 'other' cleaning products, as opposed to 62% in the 25-39 group, 64% in the 40-54 group, and 67% in the over-55 bracket.

There were no notable differences between those with and without children in the household.

The respondent's **level of education** does emerge as a relevant variable for this product category. 67% of those who studied until age 20 or more say they follow the instructions in full, but this falls to 63% for the 16-19 group and again to 61% for the 15-and-under category. This outcome is reflected in the fact that people in certain **occupations** are more likely to follow the instructions fully than those in others. 66% of managers who read the instructions to 'other' cleaning products follow them in full, but only 54% of students, 58% of unemployed people and 60% of manual workers say the same. However, **age appears to be more significant than education** when it comes to fully complying with the instructions, given that 68% of retired people say they follow them in full.

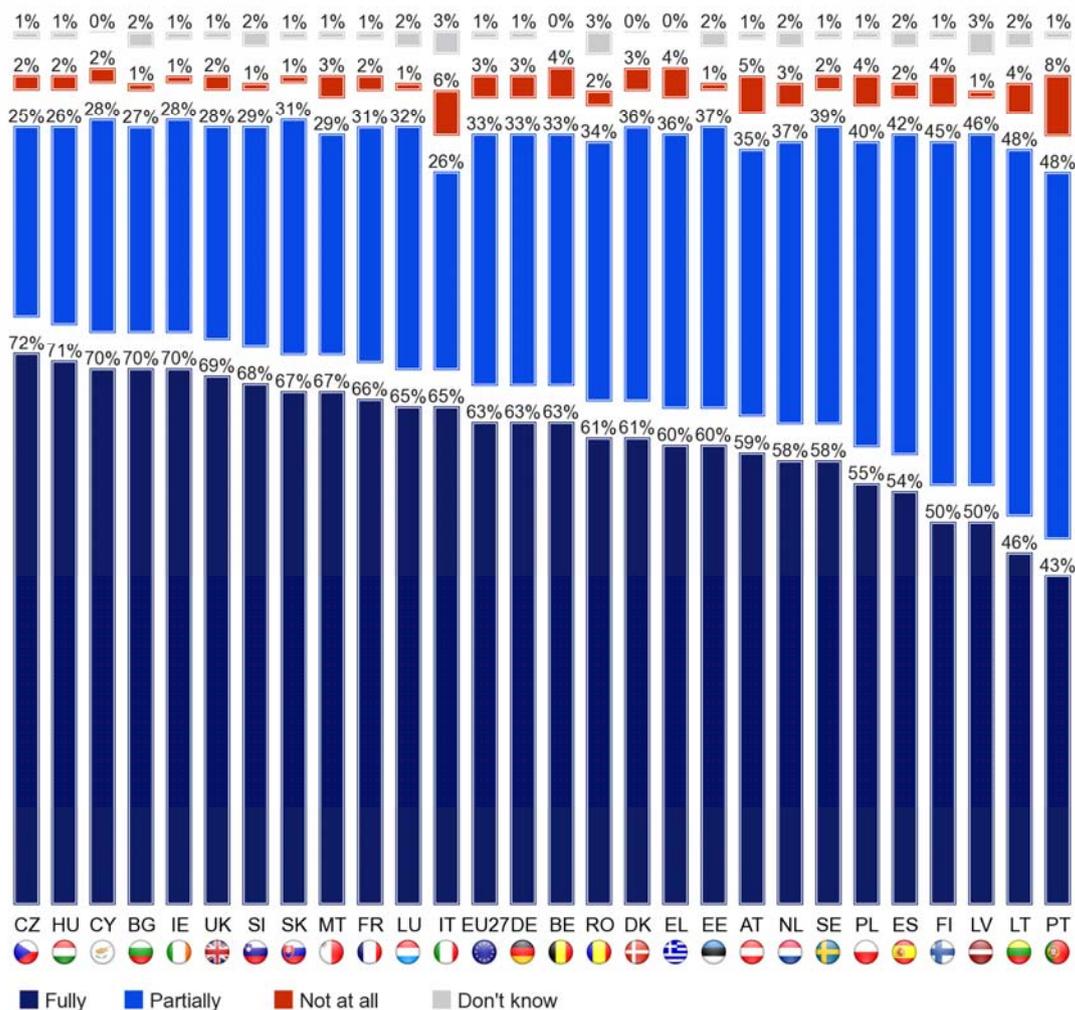
People who almost never have trouble **paying their bills** are also more likely to follow the instructions to 'other' cleaning products completely: 66% say they do this, compared with 59% who have trouble from time to time and who have trouble most of the time.

### Gardening products<sup>29</sup>

There is a broad acceptance across the EU that it is important to follow the instructions fully when using gardening products. 63% of respondents say they follow the instructions fully after reading them. 33% of people say that they follow them only partially, while just 3% do not follow them at all.

QC8.5. For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Gardening products (e.g. fertilizers, plant conditioners)



At **country level**, 72% of people in the Czech Republic say that they follow the instructions fully before using gardening products, as do 71% in Hungary and 70% in Bulgaria, Ireland and Cyprus. **A majority of respondents in all member states follows the instructions fully, with just two exceptions: Portugal, where only 43% follow them completely, and Lithuania (46%).**

<sup>29</sup> QC8.5: For each of the following products, when you read the safety instructions, to what extent do you follow these instructions? Gardening products (e.g. fertilizers, plant conditioners). Possible answers: fully; partially; not at all; don't know.

48% of respondents follow the instructions partially in Portugal and Lithuania, far more than the 25% of people in the Czech Republic who do this. 8% of respondents in Portugal and 6% of those in Italy say that they do not follow the instructions at all after reading them, although only 1% of people in Bulgaria, Ireland, Slovenia, Slovakia, Luxembourg, Estonia and Latvia say they never follow the instructions once they have read them.

According to the **socio-demographic data**, women are again more likely to follow instructions fully than men. 65% of female respondents say they follow gardening product instructions fully, compared with 60% of male respondents. 36% of men follow the instructions only partially, compared with 30% of women who do this.

There were no notable differences between those with and without children in the household.

**Older respondents** again emerge as the most likely to follow instructions in full. Only 54% of 15-24 year-olds say they fully obey the instructions when they use gardening products, as opposed to 61% in the 25-39 group, 63% in the 40-54 group, and 66% in the over-55 bracket.

The respondent's **level of education** does not emerge as a particularly relevant variable for this product category, beyond the fact that students – who are of course generally quite young – are less likely (53%) to follow the instructions fully.

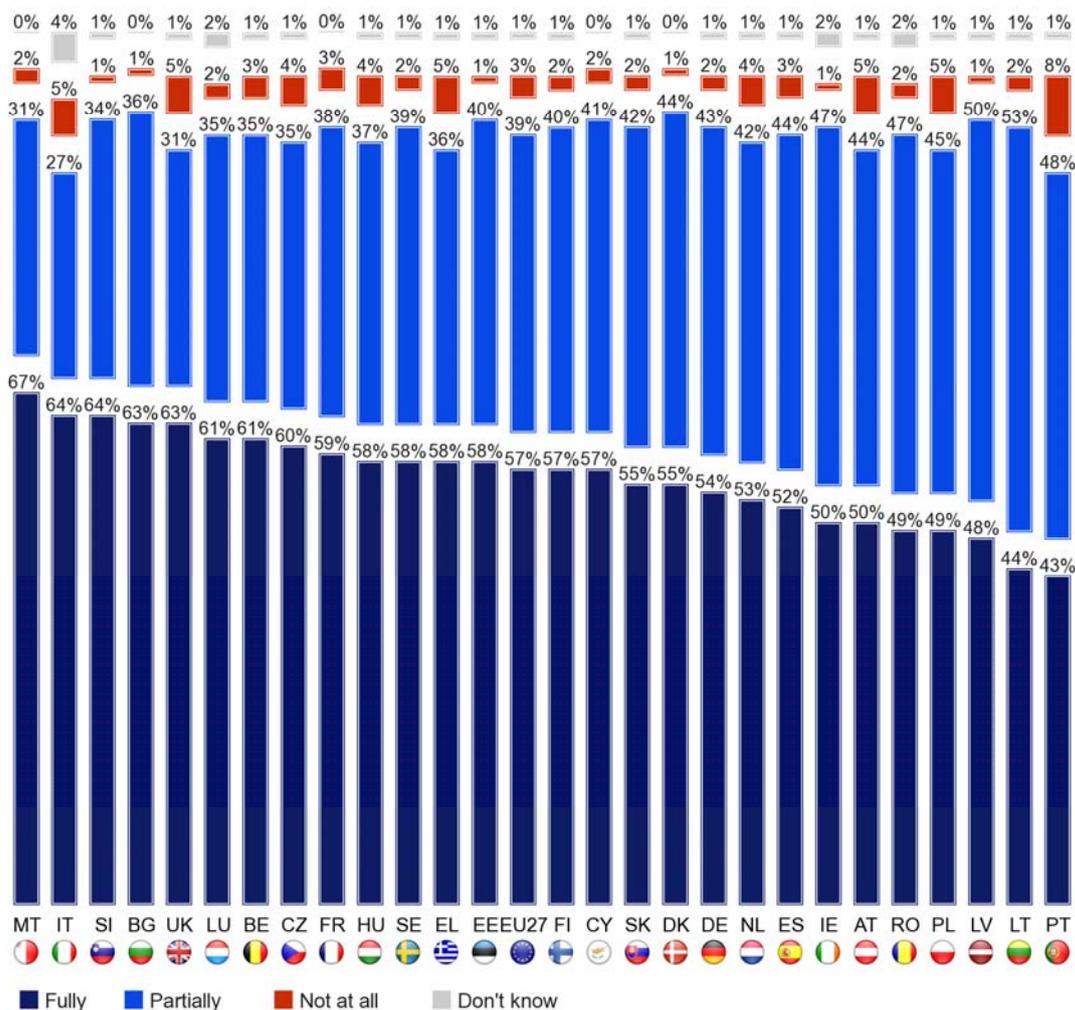
People in certain **occupations** appear more likely than others to follow gardening product instructions fully. 67% of retired (and hence older) people, 65% of managers and 64% of other white collar workers follow the instructions after reading them, but only 59% of unemployed people and manual workers say the same.

### DIY and building products<sup>30</sup>

Amongst EU respondents who said that they do read the instructions, 57% of people say that they follow them fully before using DIY or building products. 39% say they follow them only partially, while just 3% do not follow them at all.

QC8.1. For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

DIY (Do It Yourself) products and building materials (e.g. paints, varnish)



At individual **country level**, 67% of respondents in Malta say they follow the instructions fully before using DIY or building products, as do 64% in Italy and Slovenia. At least half of respondents say they fully follow the instructions in all EU member states, with five exceptions: Portugal (43%), Lithuania (44%), Latvia (48%), Poland (49%) and Romania (49%). Over 90% of respondents say that they either fully or partially read the instructions in all 27 member states.

<sup>30</sup> QC8.1: For each of the following products, when you read the safety instructions, to what extent do you follow these instructions? DIY (Do It Yourself) products and building materials (e.g. paints, varnish). Possible answers: fully; partially; not at all; don't know.

53% of people in Lithuania and 50% in Latvia only partially follow the instructions, compared with just 27% of those in Italy who say this. However, some countries have significant minorities who say they do read the instructions but then do not follow them at all. These are Portugal, where 8% read but then ignore the instructions, and Greece, Italy, Austria, Poland and the UK, where 5% say the same. But only 1% of people never follow the instructions in Slovenia, Bulgaria, Estonia, Denmark, Ireland and Latvia.

The **socio-demographic data** reveals that women who read the instructions that accompany DIY or building products are more likely to follow them in full. 60% of female respondents say they do this, compared with 53% of men. Men are more likely to follow the instructions only partially: 42%, as opposed to 34% for women.

There were no notable differences between those with and without children in the household.

**Older respondents are more likely to follow the instructions in full** than younger respondents. Only 49% of 15-24 year-olds say they fully comply with the instructions, as opposed to 57% in the 25-39 group, 56% in the 40-54 group, and 59% in the 55+ category.

While the respondent's **level of education** was shown to have an impact on whether he or she reads the instructions, level of education appears to have little effect on how comprehensively people follow instructions once they decide to read them.

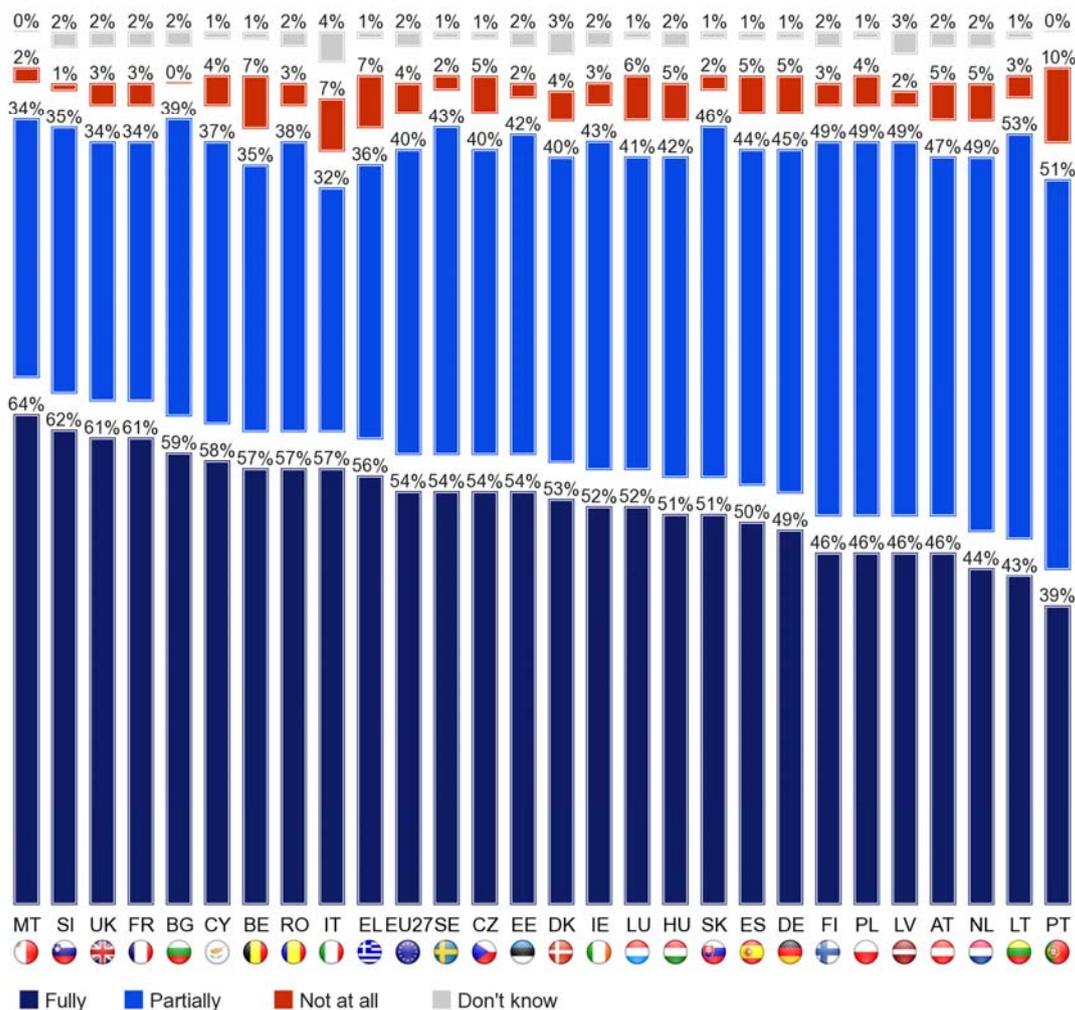
There are differences by occupation. 60% of house persons and retired people who read the instructions follow them fully, but this falls to 55% among unemployed people and 53% among manual workers. People who almost never have **trouble paying their bills** are also more likely to follow the instructions completely: 59% say they do this, compared with 54% who have trouble from time to time, and 53% who have trouble most of the time.

### Car/vehicle care products<sup>31</sup>

Most people in the EU say that they follow the instructions fully before using car/vehicle care products. 54% of respondents say they do this, while 40% of people say that they follow them only partially. Only 4% do not follow the instructions at all after reading them.

QC8.4. For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)



Turning to the **individual member states**, it emerges that 64% of respondents in Malta say that they follow the instructions completely before using these products, followed by 62% in Slovenia and 61% in France and the UK. 50% or more of respondents say they follow the instructions fully in all but eight member states.

<sup>31</sup> QC8.4: For each of the following products, when you read the safety instructions, to what extent do you follow these instructions? Car/vehicle care products (e.g. car wax, lubricating oils, wheel cleaners). Possible answers: fully; partially; not at all; don't know.

Only 39% of respondents in Portugal stick to the instructions fully once they have read them, however, as do only 43% of people in Lithuania and 44% of those in the Netherlands. 53% of people in Lithuania and 51% in Portugal partially follow the instructions, whereas only 32% of those in Italy say they partially follow them. A relatively large number of people in Portugal (10%), Belgium (7%), Greece (7%) and Italy (7%) claim that they do not obey the instructions at all after reading them.

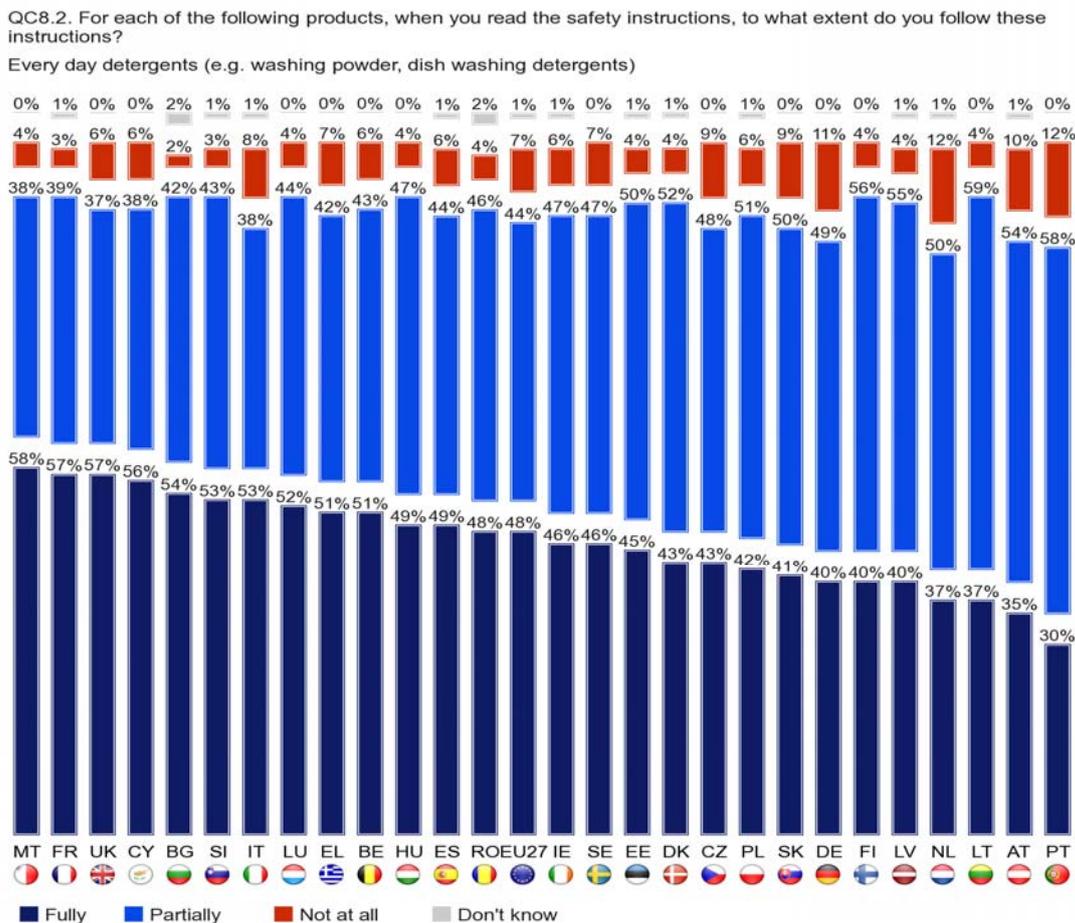
The **socio-demographic data** shows that 56% of women say they do this in the case of car/vehicle products, whereas 52% of male respondents follow the instructions completely. 43% of men follow the instructions only partially, compared with 36% of women.

Those with children in the household were more likely to follow the instructions fully – 56% compared to 53% of those without children.

There are differences by **level of education**. 57% of those who studied until age 20 or more say they follow the instructions entirely, but this drops to 52% for both the 16-19 group and the 15-and-under band. However, house persons (57%) are more likely than people in other occupations to fully comply with the instructions.

### Everyday detergents<sup>32</sup>

Across the EU, 48% of respondents who read the instructions to everyday detergent products say that they follow the instructions fully. 44% of people say that they follow them only partially, while 7% do not follow them at all. This last statistic probably reflects the fact that everyday products are not seen as being as potentially hazardous as less familiar products, and that some people therefore feel confident about ignoring the instructions even if they have read them.



At **individual country level**, 58% of respondents in Malta say they follow the instructions completely before using everyday detergents, as do 57% in France and the UK. However, only 30% of respondents in Portugal who read the instructions follow them fully, as do 35% of those in Austria and 37% of people in Lithuania and the Netherlands. More than 50% of respondents say they follow the instructions fully in just 10 member states. In several countries the number of people who say they read the instructions but then do not follow them at all is relatively high.

<sup>32</sup> QC8.2: For each of the following products, when you read the safety instructions, to what extent do you follow these instructions? Everyday detergents (e.g. washing powder, dish washing detergents). Possible answers: fully; partially; not at all; don't know.

This is especially true in the Netherlands (12%), Portugal (12%), Germany (11%) and Austria (10%). Only 2% of people in Bulgaria never follow the instructions after reading them.

The **socio-demographic** data shows that 51% of female respondents who read the instructions that accompany the products are more likely to follow them fully and 45% of male respondents.

50% of those with children in the household say they follow the instructions fully compared to 48% of those without children.

**Older respondents** are also more likely to follow the instructions in full than younger respondents. Only 42% of 15-24 year-olds say they fully abide by the instructions, as opposed to 49% in the 25-39 group, 48% in the 40-54 group, and 51% in the 55+ category.

As with DIY and building products, **level of education** is not a significant variable. The respondent's **occupation is relevant**, however. House persons, who might be expected to use everyday detergents more than people in other occupations, are the most likely to follow the instructions fully once they have read them: 53% do this, as do 52% of retired people. However, only 43% of students, 44% of self-employed people and 46% of manual workers say the same.

### 3. LABEL COMPREHENSION

#### 3.1 "Warning" vs. "danger"

-- The word "danger" is considered stronger than the word "warning" by most people in the EU, but anomalous results in a few member states point to the challenge of achieving standardisation across 27 countries with so many different languages --

QC9. Imagine that you have two chemical products, with a different word on each label. One has the word "warning". The other one the word "danger". In your opinion, which of these two chemical products is the most hazardous?



The word "danger" clearly has much more resonance for most people in the EU than the alternative "warning"<sup>33</sup>. 69% of respondents say that a product marked with "danger" strikes them as being more hazardous than one marked "warning". Only 9% of people think the opposite and say that a product marked "warning" carries the greater hazard, although 20% of people say that they see no difference between the two expressions.

The **country level results** suggest that it is important to understand the linguistic subtleties of individual member states in order to know which words to use in order to best convey the message that a product is hazardous. **In most member states, very few people think that their word for "warning" has the most force.** But this is not the case in **Estonia, where 53% say that "warning" is more powerful**, or in Slovakia (24%) and the Czech Republic (22%) – results that contrast sharply with that seen in Bulgaria, where only 3% of people think that "warning" is stronger. "Danger" is overwhelmingly seen as denoting that the product is hazardous, especially in the Netherlands and the UK, where 83% of people say that "danger" is the stronger word to use.

<sup>33</sup> QC9: Imagine that you have two chemical products, with a different word on each label. One has the word "warning", the other has the word "danger". In your opinion, which of these two chemical products is the most hazardous? Possible answers: the product with the word "warning"; the product with the word "danger"; no difference, each product is equally hazardous; don't know.

At least 70% of respondents see "danger" as the more forceful term in 11 member states. Yet only 30% of people in Estonia, 43% in Austria and 45% in Bulgaria say that "danger" is the more forceful term. In only 10 member states do more than 10% of respondents think that "warning" is the stronger term. Large numbers of respondents in Austria (48%) think that there is **no real difference** between the meaning of the two words, far more than the 7% of people in the Netherlands and the UK who say the same. "Danger" is seen as the stronger term in all but two member states: Estonia, where 'warning' is considered stronger; and Austria, where 'no difference' is the most popular response.

QC9 Imagine that you have two chemical products, with a different word on each label. One has the word "warning". The other one the word "danger". In your opinion, which of these two chemical products is the most hazardous?

		The product with the word "danger"	The product with the word "warning"	No difference, each product is equally hazardous (SPONTANEOUS)	Don't know
	EU27	69%	9%	20%	2%
	BE	74%	6%	19%	1%
	BG	45%	3%	28%	24%
	CZ	68%	22%	10%	0%
	DK	66%	16%	16%	2%
	DE	67%	6%	25%	2%
	EE	30%	53%	15%	2%
	IE	59%	16%	23%	2%
	EL	68%	5%	27%	0%
	ES	77%	5%	17%	1%
	FR	81%	5%	13%	1%
	IT	47%	12%	39%	2%
	CY	68%	5%	27%	0%
	LV	76%	8%	15%	1%
	LT	82%	7%	9%	2%
	LU	69%	5%	25%	1%
	HU	72%	8%	19%	1%
	MT	67%	8%	24%	1%
	NL	83%	9%	7%	1%
	AT	43%	7%	48%	2%
	PL	71%	19%	8%	2%
	PT	58%	7%	33%	2%
	RO	55%	7%	34%	4%
	SI	60%	14%	25%	1%
	SK	60%	24%	15%	1%
	FI	79%	12%	9%	0%
	SE	70%	18%	11%	1%
	UK	83%	9%	7%	1%
		<b>Highest percentage per country</b>	<i>Lowest percentage per country</i>		
		Highest percentage per item	Lowest percentage per item		

The **challenge** of judging which term is better at conveying a sense of hazard can be revealed by comparing the results of different member states that share the same language. In Ireland, only 59% of people think that "danger" is the stronger term, while 23% say there is no difference between the two; but in the UK, 83% find "danger" to be the stronger term, and just 7% consider the two to have equal force. In Austria, 43% of people say that "danger" is more forceful and 48% can see no difference between the two words; but in Germany, 67% think that "danger" is stronger and only 25% understand the two words to be meaningfully distinct.

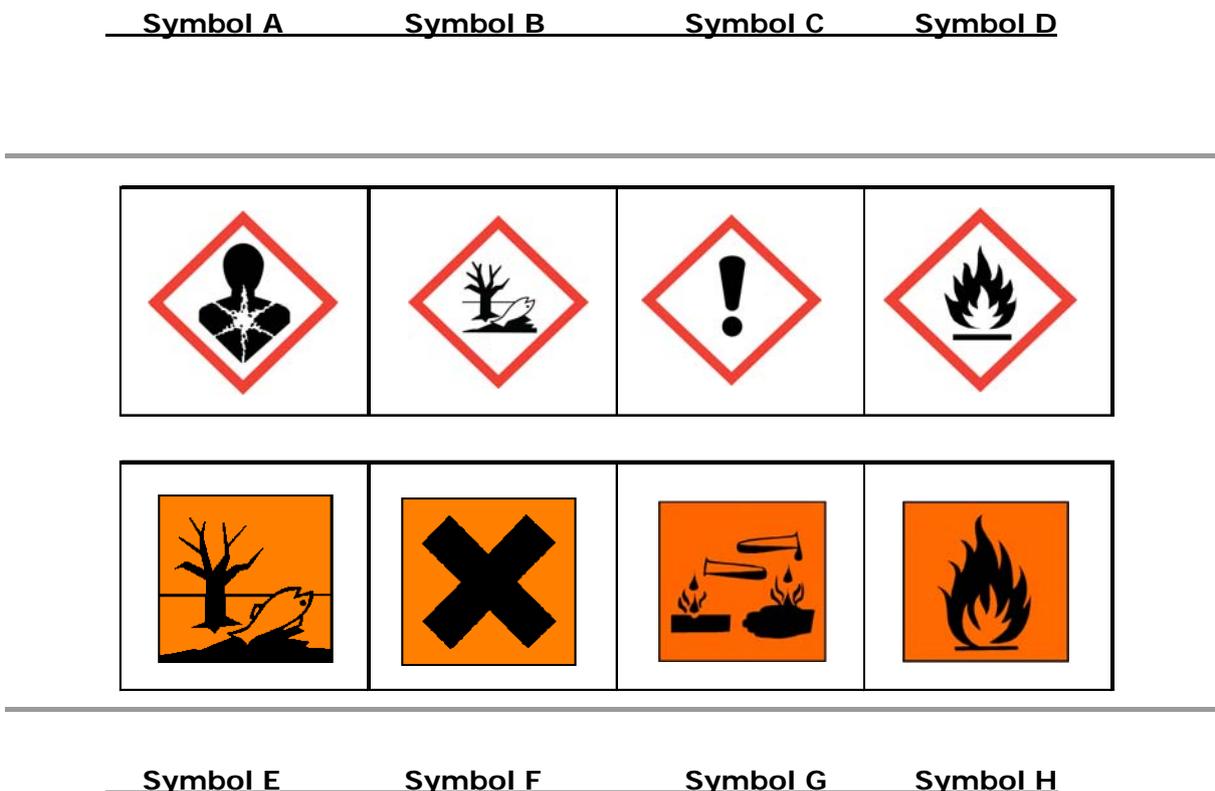
**Socio-demographically**, men and women show identical responses in their interpretation of the terms "warning" and "danger". The variations across the different age groups are also marginal, although younger respondents are slightly more likely to consider "danger" the stronger term. 73% of 15-24 year-olds say this, compared with 68-69% for the other three age categories.

There were no notable differences between those with and without children in the household.

People who have spent more time in **education** are similarly more likely to consider "danger" as the more forceful term. 74% of those who completed their education aged 20 or above say that "danger" is stronger, compared with just 66-67% for the other two groups. The respondent **occupation scale** shows a similar outcome. 74% of managers feel that "danger" conveys a stronger sense of hazard, but only 66% of house persons and 68% of manual workers say the same.

### 3.2 Awareness of the newly introduced and pre-existing symbols

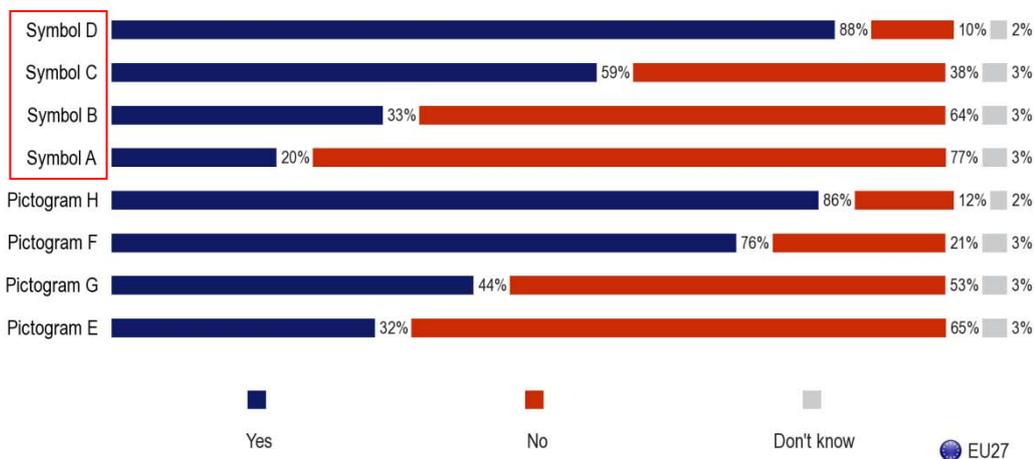
-- EU citizens generally have a very similar level of awareness of the older European chemical hazard symbols and of the newly introduced CLP hazard symbols --



The results at EU level show that there is far greater recognition of some hazard symbols than there is for others. 88% of people say they have seen Symbol D (the CLP 'flammability' symbol) before, while 86% say they have seen Pictogram H (the European flammability symbol) before. 76% have seen Pictogram F (the old EU 'harmful' symbol) before and 59% have seen Symbol C (the CLP skin irritation hazard) before. However, recognition is much lower for the other symbols. 44% say they have seen Pictogram G (the old EU 'corrosive' symbol) before, whereas 33% have seen Symbol B (the CLP environmental hazard symbol); and 32% have seen Pictogram E (the European environmental hazard symbol) before, with 20% having seen Symbol A (the CLP respiratory health hazard symbol).<sup>34</sup>

<sup>34</sup> QC10 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not. (SHOW THE FIRST 4 CLP SYMBOLS THEN SHOW THE 4 PICTOGRAMS). Possible answers: yes; no; don't know.

QC10. Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.



### **Symbol A**



Symbol A, the CLP symbol, had two potential correct answers in the survey, firstly, a chemical product that causes asthma or other respiratory hypersensitivity reactions and, secondly, a chemical product that is carcinogenic.<sup>35</sup> 77% say they have not seen it before, compared with only 20% who have.

**Recognition is relatively high** in Ireland, where 37% of people say they have seen Symbol A, and also in Hungary (36%) and Portugal (31%). At least 20% of people say they have seen this symbol before in 14 member states. However, in the Netherlands and Sweden only 11% of people claim to have seen the symbol before. A high number of respondents say they have not seen this symbol in the Netherlands (88%) and Sweden (88%), with just 58% of people in Ireland saying that they haven't seen it. A high number of respondents also answered 'don't know' in some member states – chiefly Romania (14%), Italy (8%) and Bulgaria (7%).

**Socio-demographic analysis** shows that male respondents are slightly more likely to recognise it than female respondents: 22% say they have seen it, compared with 18% of women. This distinction may come down to the fact that men are more likely to encounter this symbol in the workplace than women.

<sup>35</sup> Detailed information on the GHS symbols used by the UN is available here: [http://www.unece.org/trans/danger/publi/ghs/ghs\\_rev02/02files\\_e.html](http://www.unece.org/trans/danger/publi/ghs/ghs_rev02/02files_e.html).

There were no notable differences between those with and without children in the household.

**Age variations** are minimal: those in the two middle age groups are slightly more likely (21-22%) to have seen the symbol than those in the 15-24 group (19%) or the 55+ group (18%). Education also improves recognition: 21% of people who completed their schooling at age 16-19 or at 20+ have seen the label before, but this drops to 17% in the 15-and-under category.

The **occupation scale** shows that house persons are less likely to recognise Symbol A: only 16% are familiar with it, compared with 24% of self-employed people and 22% of managers, other white collar workers and manual workers.

**Those who use chemical products at work** are unsurprisingly more likely (23%) to have seen this symbol than those who do not (17%).

### **Symbol B**



There is generally higher recognition of this CLP symbol, which warns of properties that constitute a hazard to the environment. **33% of EU respondents** say they have seen it before, compared with 64% who have not.

**A majority of respondents** (51%) have seen Symbol B before in Ireland and Slovenia, followed by 47% in Luxembourg. At least 30% of people say they have seen this symbol before in 15 member states but recognition is much lower in Estonia (22%), Latvia (24%) and Lithuania (24%). 77% of people in Estonia say they have not seen the symbol before, whereas just 44% in Ireland say this. Once again, a high proportion of respondents in Romania (15%) say they do not know if they have seen the symbol before.

**Socio-demographic analysis** reveals a substantial gender distinction for this symbol. 39% of men say that they have seen it before compared with 27% of women.

Those with children in the household are more likely to claim to have seen it – 36% compared to 32% of those without children.

**Age variations** are also substantial. Young respondents are most likely to recognise this symbol, with 46% saying they have seen it before. But this falls to 38% for the 25-39 group, 33% for the 40-54 group, and finally to 23% for the 55+ group. Education also has an effect on recognition: 35% of people who completed their schooling at age 20 or over are familiar with this symbol, but this drops to 33% for the 16-19 group and again to 23% for the 15-and-under bracket.

The **occupation scale** reflects these discrepancies. Retired people (22%) and house persons (24%) are least likely to know Symbol B, whereas students (48%), manual workers (39%) and managers (38%) are more likely to have seen it before.

**People who use chemical products at work** are again more likely (37%) to have seen this symbol before than those who do not (28%).

### Symbol C



Symbol C, the CLP symbol denoting that a product is among other properties a skin irritant, is familiar to a majority of EU citizens. **59% of EU respondents say they have seen it before**, compared with 38% who have not.

**A large majority of respondents** have seen Symbol C before in Latvia (86%), Estonia (78%) and Denmark (76%). A majority of people recognise this symbol in every member state, with three exceptions: only 48% of people in Greece, Italy and Romania say they are familiar with it. 49% of respondents in Greece say they have not seen Symbol C before, compared with 14% in Latvia. As before, an unusually high number of respondents in Romania (14%) say they do not know if they have seen the symbol before.

**Socio-demographic analysis** shows that 62% of male respondents and 56% of women have seen the symbol.

62% of those with children claim to have seen the symbol compared with 57% of those without children.

**Older respondents** (52%) are less likely to recognise this symbol than the other three age categories (61-63%). However, for Symbol C, there are major differences in awareness based on respondent's level of education. 66% of people who completed their education at age 20 or over are familiar with this symbol, but this falls to 60% for the 16-19 group and again to 48% for the 15-and-under bracket.

The **occupation scale** reflects these outcomes. House persons (49%) and retired people (52%) are the least likely to recognise this hazard symbol, while recognition is higher among managers (67%) and students (64%).

**People who use chemical products at work** are again more liable (65%) to have seen this symbol before than those who do not (55%).

### **Symbol D**



The CLP symbol representing a product that has flammable properties is the most widely recognised by EU citizens. 88% of people say they are familiar with it, while just 10% claim never to have seen it.

**Recognition of Symbol D** is almost universal in Denmark, Latvia, Luxembourg and the Netherlands, where 97% of respondents say they have seen it before. More than 90% of people say they have seen Symbol D in 13 member states. But recognition is relatively low in Romania, where only 66% of people report having seen the symbol, and also Bulgaria (76%), and Italy and Portugal (79%). 23% of those in Romania report never having seen Symbol D, compared with just 2% of people in Denmark. Again, 'don't know' is a common answer in Romania (11%).

**Socio-demographic analysis** reveals a narrow gender distinction, with male respondents (90%) slightly more likely to say that they know Symbol D than women (87%).

Those with children in the household were more likely to claim awareness of this symbol – 91% compared to 87% of those without children.

**Older** respondents (84%) once more appear less likely to recognise this symbol than the other three age categories (90-91%). Education also has an impact on recognition. 92% of people who completed their education at age 20 or over say they have seen this symbol, compared with 89% of those in the 16-19 group and 82% of those in the 15-and-under bracket.

The **occupation scale** follows the same pattern established by the data for the other symbols. Retired people (83%) and house persons (86%) are the least likely to recognise this Symbol D, while recognition is highest among managers (92%) and manual workers (91%).

**People who use chemical products at work** are, as before, more likely (93%) to have seen this symbol before than those who do not use them in the workplace (86%).

QC10. Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

	Symbol A			Symbol B			Symbol C			Symbol D		
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know
 EU27	20%	77%	3%	33%	64%	3%	59%	38%	3%	88%	10%	2%
 BE	21%	78%	1%	36%	63%	1%	59%	40%	1%	92%	7%	1%
 BG	23%	70%	7%	30%	64%	6%	62%	34%	4%	76%	21%	3%
 CZ	21%	78%	1%	33%	66%	1%	58%	41%	1%	89%	11%	0%
 DK	14%	85%	1%	28%	70%	2%	76%	22%	2%	97%	2%	1%
 DE	21%	77%	2%	36%	62%	2%	50%	47%	3%	90%	8%	2%
 EE	16%	83%	1%	22%	77%	1%	78%	21%	1%	91%	8%	1%
 IE	37%	58%	5%	51%	44%	5%	55%	38%	7%	87%	11%	2%
 EL	22%	75%	3%	28%	69%	3%	48%	49%	3%	84%	14%	2%
 ES	13%	87%	0%	27%	73%	0%	57%	42%	1%	95%	5%	0%
 FR	17%	80%	3%	38%	60%	2%	65%	33%	2%	93%	5%	2%
 IT	26%	66%	8%	38%	57%	5%	48%	45%	7%	79%	17%	4%
 CY	21%	76%	3%	29%	69%	2%	59%	40%	1%	88%	11%	1%
 LV	13%	87%	0%	24%	75%	1%	86%	14%	0%	97%	3%	0%
 LT	13%	85%	2%	24%	74%	2%	69%	29%	2%	86%	13%	1%
 LU	13%	86%	1%	47%	53%	0%	75%	24%	1%	97%	3%	0%
 HU	36%	60%	4%	45%	51%	4%	63%	33%	4%	83%	13%	4%
 MT	16%	81%	3%	27%	69%	4%	59%	37%	4%	86%	11%	3%
 NL	11%	88%	1%	27%	72%	1%	70%	28%	2%	97%	3%	0%
 AT	30%	65%	5%	39%	57%	4%	50%	45%	5%	82%	15%	3%
 PL	19%	80%	1%	27%	72%	1%	57%	42%	1%	85%	14%	1%
 PT	31%	67%	2%	38%	60%	2%	52%	46%	2%	79%	20%	1%
 RO	27%	59%	14%	31%	54%	15%	48%	38%	14%	66%	23%	11%
 SI	22%	76%	2%	51%	48%	1%	72%	27%	1%	93%	7%	0%
 SK	26%	73%	1%	39%	59%	2%	64%	35%	1%	91%	9%	0%
 FI	15%	83%	2%	31%	67%	2%	50%	47%	3%	91%	8%	1%
 SE	11%	88%	1%	25%	74%	1%	63%	36%	1%	96%	4%	0%
 UK	14%	85%	1%	27%	72%	1%	75%	24%	1%	95%	5%	0%
	Highest percentage per item						Lowest percentage per item					

## Pictogram E



This pictogram is the older **European chemical hazard symbol** denoting that a product is hazardous to the environment. Only 32% of EU citizens say they are familiar with this symbol, while 65% claim never to have seen it. These results are almost identical to those for Symbol B, the updated CLP version of Pictogram E.

**Recognition of this symbol is relatively high** in Ireland (48%), Luxembourg (45%) and Slovenia (43%), which were also the three countries with the highest level of recognition for the CLP equivalent Symbol B. This suggests that most **people who recognise the older European environmental hazard symbol are not confused by the switch to the new universal symbol**. At least 30% of people say they have seen this symbol in 13 member states. Fewer people than average say they are familiar with Pictogram E in Latvia (22%), however, as well as in Lithuania (24%), Estonia (24%) and the Netherlands (25%). 77% of people in Latvia say they have never seen this symbol, with just 44% of those in Ireland saying that they have not seen it.

**The socio-demographic data** show that male respondents (38%) are more likely to say that they are familiar with the symbol in question than women (26%).

Those with children are more likely to recognise the symbol – 35% compared with 30% of those without children in the household.

**Older respondents** (22%) are the least likely to recognise the symbol, with young respondents in the 15-24 group by far the most likely (45%). The respondent's **level of education** also shows some differences. 33% of people who completed their education at age 20 or over say they have seen it before, compared with 32% of those in the 16-19 group and 23% of those in the 15-and-under category.

Retired people (21%) and house persons (24%) are the least likely to recognise the symbol. Recognition amongst students (47%) is particularly high.

**People who use chemical products at work** are once again more likely (35%) to have seen the symbol before than those who do not (27%).

## **Pictogram F**



This pictogram is the old European chemical hazard symbol denoting that a product is harmful. The **cross symbol** has no direct equivalent in the newer CLP system. 76% of EU citizens say they are familiar with it, while just 21% claim never to have seen it.

**Recognition of this symbol is exceptionally high** in Denmark (92%), the Netherlands (90%), Luxembourg (89%) and in Latvia and the UK (88%). A majority of respondents has seen this symbol in every member state except Romania, where only 42% say they have seen it before. Awareness is also relatively low in Bulgaria - 43% of people say they have not seen it before, compared with just 7% of those in Denmark saying this.

**The socio-demographic data** reveal that men (78%) are slightly more likely to say that they have seen the symbol than women (74%).

A notably higher proportion of those with children in the household were aware of this symbol – 82% compared to 74% of those without children in the household.

**Older respondents** in the 55+ category (67%) are the least likely to recognise the symbol; 80-82% of respondents in the other three age ranges say they have seen it before. The respondent's **level of education** also show different levels of awareness. 82% of people who completed their education at age 20 or more say they have seen it before, compared with 77% of those in the 16-19 group and 67% of people in the 15-and-under category.

As with other symbols. retired people (65%) and house persons (74%) are the least likely to know this symbol. Recognition among managers (83%), students (81%), other white collars (81%) and manual workers (81%) is highest.

**People who use chemical products at work** are more likely (81%) to have seen Pictogram F before than those who do not (73%).

## **Pictogram G**



This pictogram is the old European chemical hazard symbol denoting that a product is **corrosive**. 44% of EU citizens say they are familiar with it, but a larger number – 53% – say that they have never seen it.

This symbol is **most familiar to respondents in Denmark (71%) and in Luxembourg (70%)**. By contrast, recognition is very low in Bulgaria (26%) and Romania (26%) – two of 18 member states where less than half of citizens recall having seen this symbol. 67% of people in Spain say they have not seen this symbol.

**Socio-demographic analysis** shows that male respondents (52%) are much more likely to know this symbol than female respondents (36%).

Those with children in the household were more likely to have seen it – 50% compared to 42% of those without children.

**Younger respondents** also have greater familiarity with Pictogram G. 52% of those in the 15-24 group say that they have seen it before, but this falls slightly to 50% for the 25-39 group, to 49% for the 40-54 group, and again to 32% for the over-55s.

The respondent's **level of education also** has an impact on his or her ability to recognise the symbol in question. 52% of people who completed their education at age 20 or more say they have seen it before, compared with 44% of those in the 16-19 group and 32% of people in the 15-and-under category.

The **occupation scale** once again mirrors awareness for other symbols, with retired people (30%) and house persons (32%) the least likely to say they have seen the symbol before. Recognition among managers (54%) and students (52%) is again the highest. **People who use chemical products at work** are more likely (51%) to have seen this symbol than those who do not (39%).

## **Pictogram H**



This pictogram is the older European chemical hazard symbol denoting that a product has **flammable properties**. It closely correlates with the new CLP Symbol D. A considerable 86% of EU citizens say they have seen it before, with just 12% saying that they have never seen it.

**This symbol is very widely recognised** in Denmark (97%) and Luxembourg (97%). By contrast, recognition is relatively poor in Romania (59%) and Bulgaria (72%) – two of only five member states in which less than 80% of people recognise Pictogram H. 27% of respondents in Romania say they have never seen Pictogram H, far more than the 2% of people in Denmark who say the same.

**Socio-demographic analysis** shows that male respondents (88%) are slightly more likely to have seen this symbol before than female respondents (84%).

Whereas 90% of those with children in the household say they have seen this pictogram, this falls to only 84% of those without children.

**Younger respondents** again show higher levels of recognitions. 90% of people in the 15-24 group say that they have seen Pictogram H before, but this falls to 88% for the 25-39 group, to 89% for the 40-54 group, and then more sharply to 80% for the over-55s.

The respondent's **level of education** is also correlated with awareness. 91% of people who finished their education at 20 or over say they have seen it before, compared with 87% of those in the 16-19 group and 78% of people in the 15-and-under category.

The **occupation scale** again show significant differences, with retired people (78%) and house persons (82%) the least likely to know the symbol. Recognition is highest among managers (92%) and manual workers (90%).

**People who use chemical products at work** are more likely (91%) to have seen the symbol than those who do not (83%).

QC10. Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

	Pictogram E			Pictogram F			Pictogram G			Pictogram H		
	Yes	No	Don't know									
 EU27	32%	65%	3%	76%	21%	3%	44%	53%	3%	86%	12%	2%
 BE	39%	60%	1%	87%	12%	1%	59%	40%	1%	93%	6%	1%
 BG	27%	66%	7%	51%	43%	6%	26%	66%	8%	72%	24%	4%
 CZ	33%	66%	1%	78%	22%	0%	39%	60%	1%	90%	10%	0%
 DK	29%	69%	2%	92%	7%	1%	71%	28%	1%	97%	2%	1%
 DE	34%	63%	3%	71%	27%	2%	46%	51%	3%	91%	7%	2%
 EE	24%	75%	1%	83%	16%	1%	43%	56%	1%	89%	10%	1%
 IE	48%	44%	8%	72%	21%	7%	46%	46%	8%	82%	13%	5%
 EL	30%	67%	3%	74%	23%	3%	31%	66%	3%	81%	17%	2%
 ES	27%	72%	1%	82%	17%	1%	33%	67%	0%	93%	7%	0%
 FR	33%	64%	3%	85%	13%	2%	52%	45%	3%	88%	10%	2%
 IT	39%	55%	6%	73%	23%	4%	43%	51%	6%	76%	19%	5%
 CY	28%	68%	4%	76%	21%	3%	31%	65%	4%	82%	16%	2%
 LV	22%	77%	1%	88%	12%	0%	41%	59%	0%	95%	5%	0%
 LT	24%	74%	2%	76%	22%	2%	36%	62%	2%	86%	13%	1%
 LU	45%	54%	1%	89%	10%	1%	70%	30%	0%	97%	3%	0%
 HU	40%	55%	5%	67%	29%	4%	42%	53%	5%	79%	17%	4%
 MT	27%	67%	6%	80%	15%	5%	42%	51%	7%	80%	15%	5%
 NL	25%	75%	0%	90%	9%	1%	53%	46%	1%	95%	4%	1%
 AT	38%	58%	4%	68%	28%	4%	42%	53%	5%	81%	16%	3%
 PL	27%	72%	1%	70%	28%	2%	33%	66%	1%	82%	16%	2%
 PT	37%	61%	2%	67%	31%	2%	45%	53%	2%	77%	21%	2%
 RO	28%	55%	17%	42%	41%	17%	26%	56%	18%	59%	27%	14%
 SI	43%	55%	2%	84%	15%	1%	51%	47%	2%	90%	9%	1%
 SK	39%	60%	1%	75%	24%	1%	40%	59%	1%	90%	10%	0%
 FI	29%	67%	4%	78%	18%	4%	58%	38%	4%	81%	15%	4%
 SE	27%	72%	1%	80%	19%	1%	59%	40%	1%	95%	5%	0%
 UK	26%	73%	1%	88%	11%	1%	51%	47%	2%	92%	7%	1%

Highest percentage per item

Lowest percentage per item

### 3.3 Comprehension of the new symbols

**-- The CLP symbols warning of potential fire and environmental hazards are widely understood, but people are more confused about the meaning of other hazard symbols --**

Responses from the across the EU demonstrate that some hazard symbols are understood much better than others. 91% of people correctly interpret Symbol D as referring to the risk of flammability, with 76% recognising Symbol B as denoting a potential environmental hazard. However, while 63% of people appreciate that Symbol A refers either to a danger of respiratory irritation or that a product has carcinogenic products, only 11% of EU respondents understand that Symbol C warns of possible skin irritation.<sup>36</sup>

It is worth noting the possibility of research effect at this question, which may mean that correct comprehension is over-stated. As respondents were shown a range of possible meanings of each symbol, the level of comprehension may be higher than it would be in real life.

#### **Symbol A**



Symbol A has two meanings – the first that the product can cause asthma or other respiratory hypersensitivity reactions and the second that the product is carcinogenic.

In total, just under two thirds (63%) correctly identified the symbol as meaning either of these.

Many EU respondents (44%) recognise that Symbol A denotes that the product can cause asthma or other **respiratory** hypersensitivity reactions, while 19% understand it to mean the product may be carcinogenic.

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<sup>36</sup> QC11: "Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product..." (SHOW EACH SYMBOL ONE BY ONE). Possible answers: that is flammable; that is corrosive to metal; that is an environmental hazard; that is carcinogenic; that is a skin irritant; that causes asthma or other respiratory hypersensitivity reactions; don't know.

23% say that they **do not know** what the symbol means, with 8% believing that it points to skin irritation as the potential hazard. 2% think that it means the product is flammable, that it is corrosive and that it is an environmental hazard.

QC11.1 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...  
Symbol A

			That causes asthma or other respiratory hypersensitivity reactions	That is carcinogenic	That is a skin irritant	That is flammable	That is corrosive to metal	That is an environmental hazard	Don't know
EU27		44%	19%	8%	2%	2%	2%	2%	23%
BE		53%	22%	10%	1%	2%	1%	11%	
BG		22%	20%	7%	0%	5%	2%	44%	
CZ		55%	19%	9%	0%	1%	2%	14%	
DK		49%	25%	13%	1%	5%	0%	7%	
DE		59%	16%	11%	0%	1%	1%	12%	
EE		64%	6%	10%	1%	2%	0%	17%	
IE		45%	5%	9%	2%	2%	1%	36%	
EL		45%	20%	6%	1%	3%	1%	24%	
ES		45%	26%	6%	2%	1%	0%	20%	
FR		32%	31%	8%	4%	2%	4%	19%	
IT		41%	17%	5%	3%	7%	5%	22%	
CY		42%	28%	6%	2%	2%	1%	19%	
LV		66%	7%	12%	1%	0%	1%	13%	
LT		56%	17%	9%	2%	1%	1%	14%	
LU		61%	20%	5%	1%	1%	1%	11%	
HU		46%	10%	5%	3%	12%	3%	21%	
MT		35%	14%	7%	1%	1%	1%	41%	
NL		68%	19%	4%	0%	0%	0%	9%	
AT		44%	19%	7%	4%	4%	4%	18%	
PL		34%	15%	9%	1%	1%	1%	39%	
PT		28%	11%	5%	4%	4%	4%	44%	
RO		23%	15%	7%	3%	1%	1%	50%	
SI		50%	18%	7%	2%	3%	2%	18%	
SK		52%	22%	12%	0%	1%	1%	12%	
FI		60%	18%	6%	2%	3%	2%	9%	
SE		68%	15%	4%	1%	1%	1%	10%	
UK		43%	13%	10%	0%	1%	1%	32%	
		<b>Highest percentage per country</b>				<i>Lowest percentage per country</i>			
		Highest percentage per item				Lowest percentage per item			

Symbol A is widely understood to refer to a potential respiratory hazard in the Netherlands and Sweden (68%), but a relatively small minority of people interpret the symbol in this way in Bulgaria (22%).

Respondents were less likely to recognise it as a warning of the potential carcinogenic properties of a product although in France around three in ten respondents mention this (31% compared with 32% who mention respiratory problems). The carcinogenic interpretation is lowest in Ireland (5%), Estonia (6%) and Latvia (7%).

13% of respondents in Denmark thinks the symbol refers to potential skin irritation.

A high number of respondents in Romania (50%) say they simply do not know what the symbol means, an outcome which could point to low usage of the standard hazard symbols by product manufacturers in those particular countries. Only 7% of respondents in Denmark say they don't know what the symbol means.

Men were more likely to correctly recognise the symbol as either carcinogenic or respiratory warning – 65% compared with 61% of women.

Those with children in the household were more likely to recognise the symbol as having either meaning (67% cf. 62%).

Older respondents aged 55 and over were less likely to correctly interpret the symbol – 56% compared with 67% of those aged under 55.

Age of completing education shows a clear pattern of difference – of those who finished education at 15 or under 52% correctly recognised the symbol compared with 71% of those who finished their education at age 20 or older.

The **occupation scale** also shows variations in how people interpret this symbol. 74% of managers and 69% of other white collar workers say that it is intended to warn of respiratory hazards, but only 53% of retired people and 63% of unemployed people say the same.

Of those who use chemicals at work, 69% correctly described the symbol as either a carcinogenic or respiratory warning compared with 58% of those who do not work with chemicals.

**Symbol B**



A large majority (76%) of EU respondents correctly interpret Symbol B as denoting that the product can pose an **environmental hazard**. 19% say that they do not know what the symbol means, but **very few respondents incorrectly describe this symbol**.

**Symbol B is overwhelmingly understood to refer to a possible environmental hazard** in Denmark (92%), although just 48% of people in Romania thought this. Almost half (46%) of people in Romania admit that they do not know what the symbol means, although just 6% in Denmark and Luxembourg say that they don't know.

QC11.2 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...  
Symbol B

		That is an environmental hazard	That is flammable	That is corrosive to metal	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU27		76%	1%	1%	1%	1%	1%	19%
BE		86%	0%	2%	0%	2%	2%	8%
BG		59%	0%	1%	1%	1%	0%	38%
CZ		85%	0%	1%	2%	1%	0%	11%
DK		92%	0%	0%	1%	0%	1%	6%
DE		88%	0%	0%	1%	0%	1%	10%
EE		79%	1%	1%	1%	0%	0%	18%
IE		68%	0%	2%	0%	1%	1%	28%
EL		69%	1%	4%	2%	2%	0%	22%
ES		85%	0%	1%	0%	0%	1%	13%
FR		81%	2%	2%	2%	2%	1%	10%
IT		73%	2%	3%	3%	1%	1%	17%
CY		72%	0%	3%	2%	0%	1%	22%
LV		84%	1%	1%	3%	0%	1%	10%
LT		83%	0%	1%	1%	0%	1%	14%
LU		91%	1%	0%	1%	0%	1%	6%
HU		66%	3%	6%	2%	1%	1%	21%
MT		57%	0%	1%	1%	0%	1%	40%
NL		90%	0%	0%	2%	0%	1%	7%
AT		75%	3%	4%	3%	2%	1%	12%
PL		59%	0%	2%	1%	1%	1%	36%
PT		51%	2%	4%	3%	1%	1%	38%
RO		48%	1%	2%	2%	1%	0%	46%
SI		84%	1%	1%	1%	1%	1%	11%
SK		89%	0%	1%	1%	1%	1%	7%
FI		87%	1%	1%	1%	1%	1%	8%
SE		86%	0%	1%	1%	2%	1%	9%
UK		67%	0%	1%	1%	1%	0%	30%

**Highest percentage per country**

Highest percentage per item

*Lowest percentage per country*

Lowest percentage per item

The **socio-demographic data** show that there is a **small gender variation** for this symbol. 78% of male respondents say that it refers to a potential environmental hazard, but only 73% of women say the same thing. 21% of women say they do not know what it means compared with 16% of men.

Those with children in the household were more likely to understand the symbol – 80% compared to 74% of those without children.

**Age also shows differences in interpretation.** Only 68% of people in the over-55 group correctly interpret Symbol B, compared with 79-81% of respondents in the other three age brackets.

**QC11.2 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product... (SHOW EACH SYMBOL ONE BY ONE)**

Symbol B	
	That is an environmental hazard
EU27	76%
<b>Sex</b>	
Male	78%
Female	73%
<b>Age</b>	
15-24	81%
25-39	80%
40-54	79%
55 +	68%
<b>Education (End of)</b>	
15-	64%
16-19	76%
20+	84%
Still studying	81%
<b>Respondent occupation scale</b>	
Self-employed	80%
Managers	84%
Other white collars	83%
Manual workers	79%
House persons	72%
Unemployed	74%
Retired	65%
Students	81%
<b>Use chemical products at work</b>	
Yes	80%
No	72%

The respondent's **level of education** shows even more pronounced differences. 84% of respondents who completed their education at age 20 or over correctly understand that this symbol refers to environmental hazards, but this falls to 76% among those educated up to the age of 16-19, and again to 64% among those who left school at 15 or less.

There are differences also by **occupation**. 84% of managers and 83% of other white collar workers understand that it is designed to warn of environmental hazards, but only 65% of retired people and 72% of house persons say the same.

80% of people who **use chemical products at work** interpret Symbol B as referring to environmental hazards, as opposed to the 72% of people who do not use them at work.

**Symbol C**



There is poor understanding across the EU of what Symbol C is supposed to mean. 46% of respondents say they do not know what it means, while just 11% gave the correct interpretation – that it denotes a hazard that, among other properties, irritate the skin. More people (22%) think it refers to an environmental hazard, 8% saying that it is corrosive to metal. 7% think it warns of a possible carcinogen, while 3% say that a product carrying this symbol is flammable and that it is a respiratory hazard.

QC11.3 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...  
Symbol C

		That is an environmental hazard	That is a skin irritant	That is corrosive to metal	That is carcinogenic	That is flammable	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU27		22%	11%	8%	7%	3%	3%	46%
BE		23%	13%	13%	9%	3%	4%	35%
BG		11%	13%	6%	8%	2%	5%	55%
CZ		28%	17%	9%	14%	2%	3%	27%
DK		12%	12%	7%	8%	2%	7%	52%
DE		33%	17%	9%	7%	1%	4%	29%
EE		41%	7%	4%	11%	2%	1%	34%
IE		8%	10%	13%	5%	2%	1%	61%
EL		13%	16%	7%	16%	1%	2%	45%
ES		11%	7%	8%	3%	2%	3%	66%
FR		20%	10%	5%	5%	5%	6%	49%
IT		18%	6%	10%	11%	3%	1%	51%
CY		23%	6%	7%	5%	3%	4%	52%
LV		35%	8%	3%	17%	5%	3%	29%
LT		43%	7%	9%	4%	5%	1%	31%
LU		17%	11%	5%	7%	1%	5%	54%
HU		21%	9%	16%	6%	6%	3%	39%
MT		3%	6%	11%	6%	1%	4%	69%
NL		32%	10%	5%	6%	2%	3%	42%
AT		17%	21%	11%	9%	5%	1%	36%
PL		19%	10%	5%	6%	3%	2%	55%
PT		21%	5%	8%	4%	4%	1%	57%
RO		9%	8%	10%	6%	3%	2%	62%
SI		19%	14%	11%	9%	6%	2%	39%
SK		23%	27%	14%	12%	3%	2%	19%
FI		17%	16%	6%	8%	2%	9%	42%
SE		28%	12%	6%	7%	1%	4%	42%
UK		26%	11%	6%	5%	1%	3%	48%

**Highest percentage per country**      *Lowest percentage per country*

Highest percentage per item      Lowest percentage per item

While overall understanding of Symbol C is low, a relatively high number of respondents in some member states recognise that it refers to a possible environmental hazard, especially those in Lithuania (43%). Only 3% of people in Malta think it means this, however. 27% of people in Slovakia think it refers to potential skin irritation. 16% of people in Hungary think that it refers to the risk of corrosion. In Latvia, 17% of people think the symbol relates to carcinogenic risk. Far more people say that they do not know what kind of warning the symbol is trying to convey, especially in Malta, where 69% of respondents say they don't know.

The **socio-demographic data** point to little gender variation for Symbol C, although age distinctions are more marked. 50% of people in the over-55 group say they don't know what the symbol means, but this falls to 46% for the 40-54 group, to 44% for the 25-39 group and 42% for the 15-24 group. Only 9% of over-55s say that it refers to a danger of skin irritation, compared with 12-13% for the other three bands.

There were no notable differences between those with and those without children in the household.

**Level of education** also shows differences. Only 43% of respondents who finished their education at age 20 or over say they don't know what the symbol means; this climbs marginally to 44% among those educated up to the age of 16-19, before rising significantly to 55% of those who left school at 15 or under. But while better-educated respondents are more likely to think they know what this symbol means, they are not significantly better at identifying it correctly as referring to a product that might irritate the skin. Only 12% of those in the 20+ and 16-19 groups say it means this, compared with 8% in the 15-and-under group.

In terms of occupation, 51% of retired people and house persons say they don't know what the symbol means, compared with 42% of managers and 43% of other white collar workers. However levels of correct interpretation are similarly low for all groups.

Only 42% of people who **use chemical products at work** say they don't know what this symbol means, compared with 51% of people who do not use them at work. However only 13% of people who use them at work correctly identify Symbol C as relating to possible skin irritation compared with 9% of those who do not work with chemicals

QC11.3 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...  
(SHOW EACH SYMBOL ONE BY ONE)

## Symbol C

	That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	DK
EU27	3%	8%	22%	7%	11%	3%	46%
 <b>Age</b>							
15-24	3%	9%	19%	8%	13%	6%	42%
25-39	3%	8%	21%	8%	13%	3%	44%
40-54	3%	7%	22%	7%	12%	3%	46%
55 +	3%	7%	23%	6%	9%	2%	50%
 <b>Education (End of)</b>							
15-	2%	8%	19%	6%	8%	2%	55%
16-19	3%	8%	23%	7%	12%	3%	44%
20+	3%	8%	24%	7%	12%	3%	43%
Still studying	2%	9%	21%	9%	13%	6%	40%
 <b>Respondent occupation scale</b>							
Self-employed	3%	9%	21%	7%	11%	2%	47%
Managers	2%	7%	24%	8%	13%	4%	42%
Other white collars	3%	8%	22%	8%	13%	3%	43%
Manual workers	3%	8%	22%	7%	12%	3%	45%
House persons	2%	6%	20%	9%	9%	3%	51%
Unemployed	3%	9%	19%	4%	12%	4%	49%
Retired	2%	7%	23%	6%	9%	2%	51%
Students	2%	9%	21%	9%	13%	6%	40%
<b>Use chemical products at work</b>							
Yes	2%	8%	24%	8%	13%	3%	42%
No	3%	8%	21%	6%	9%	2%	51%

**Symbol D**



This symbol is understood much more widely across the EU. 91% of EU respondents correctly interpret Symbol D as warning that the product is **flammable**. Just 5% say that they do not know what the symbol means.

QC11.4 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...  
Symbol D

			That is flammable	That is an environmental hazard	That is corrosive to metal	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know	
	EU27		91%	2%	1%	1%	0%	0%	5%	
	BE		97%	1%	0%	0%	0%	0%	2%	
	BG		86%	0%	0%	0%	0%	0%	14%	
	CZ		98%	0%	0%	0%	0%	0%	2%	
	DK		98%	0%	1%	0%	0%	0%	1%	
	DE		95%	1%	0%	0%	0%	0%	4%	
	EE		95%	0%	1%	0%	0%	0%	4%	
	IE		89%	1%	1%	1%	0%	0%	8%	
	EL		88%	1%	1%	1%	1%	0%	8%	
	ES		97%	1%	0%	0%	0%	0%	2%	
	FR		90%	3%	1%	0%	1%	1%	4%	
	IT		83%	4%	3%	3%	1%	0%	6%	
	CY		92%	1%	1%	1%	0%	0%	5%	
	LV		98%	1%	0%	0%	0%	0%	1%	
	LT		95%	1%	0%	1%	0%	0%	3%	
	LU		97%	1%	0%	0%	0%	1%	1%	
	HU		80%	4%	3%	2%	1%	1%	9%	
	MT		90%	0%	0%	0%	0%	0%	10%	
	NL		99%	0%	0%	0%	0%	0%	1%	
	AT		82%	5%	2%	2%	2%	1%	6%	
	PL		88%	1%	1%	0%	1%	0%	9%	
	PT		80%	4%	2%	1%	1%	0%	12%	
	RO		72%	2%	0%	1%	1%	0%	24%	
	SI		91%	2%	1%	1%	0%	1%	4%	
	SK		98%	1%	0%	0%	0%	0%	1%	
	FI		92%	2%	1%	1%	1%	1%	2%	
	SE		97%	1%	1%	0%	0%	0%	1%	
	UK		96%	1%	0%	0%	0%	0%	3%	
			<b>Highest percentage per country</b>				<i>Lowest percentage per country</i>			
			Highest percentage per item				Lowest percentage per item			

There is an **almost universal understanding** that Symbol D refers to a risk of flammability in the Netherlands (99%). Awareness is lowest in Romania - just over seven in ten (72%) correctly interpret the symbol a fairly high proportion of respondents in Romania (24%) say that they do not know what the symbol means.

QC11.4 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product... (SHOW EACH SYMBOL ONE BY ONE)

Symbol D	
	That is flammable
EU27	91%
<b>Age</b>	
15-24	93%
25-39	91%
40-54	93%
55 +	88%
<b>Education (End of)</b>	
15-	86%
16-19	91%
20+	93%
Still studying	92%
<b>Respondent occupation scale</b>	
Self-employed	92%
Managers	94%
Other white collars	92%
Manual workers	93%
House persons	89%
Unemployed	91%
Retired	87%
Students	92%
<b>Use chemical products at work</b>	
Yes	94%
No	89%

The **socio-demographic data** show that there is **no significant gender variation** for this symbol, but there are some differences by age. Only 88% of those in the over-55 group interpret Symbol D as relating to a potential fire hazard, compared to 91-93% of respondents in the other three age brackets.

By **level of education**, 93% of respondents who completed their education at age 20 or above say that this symbol is related to the product being flammable, but this falls to 91% among those educated up to the age of 16-19, and further to 86% among those who left school at 15 or earlier.

In terms of **occupation**, while 94% of managers say that Symbol D relates to flammability, this compares with only 87% of retired people and 89% of house persons.

Those with children in the household were more likely to understand it correctly – 93% cf. 90%.

94% of people who use **chemical products at work** interpret Symbol D as referring to the product being flammable, compared with 89% of people who do not use them at work.

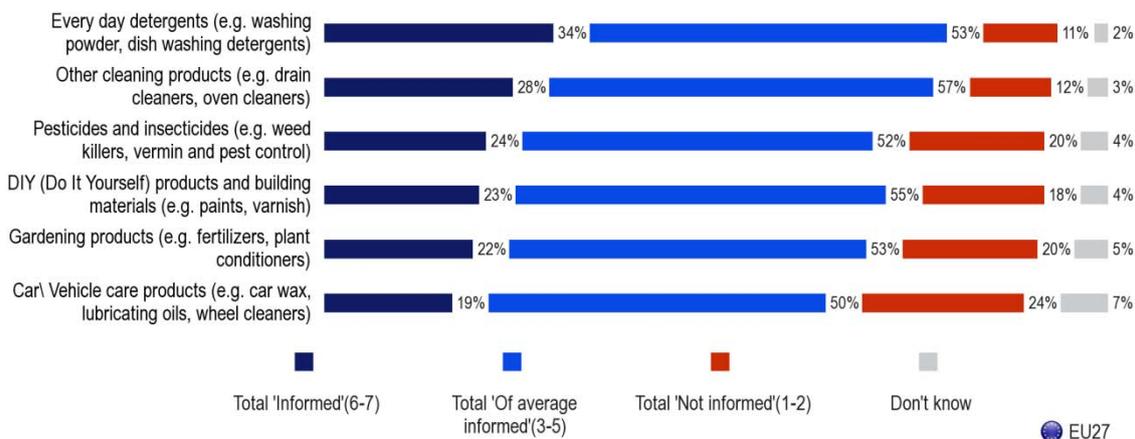
## 4. INFORMATION

### 4.1 Quality of information received

**-- For all six categories of chemical products, most people in the EU feel that they are only moderately informed as to the potential risks associated with them --**

Across the EU, at least 50% of respondents say that they are only moderately informed about the potential risks of all six product groups. 34% of people feel totally informed about the risks associated with everyday detergents, but this falls to 28% for other cleaning products and to 24% for pesticides and insecticides. 23% feel that they are totally informed about DIY and building products, with 22% saying they are totally informed about gardening products, and just 19% reckoning that they are totally informed about the risks associated with car/vehicle care products.

QC12. On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".



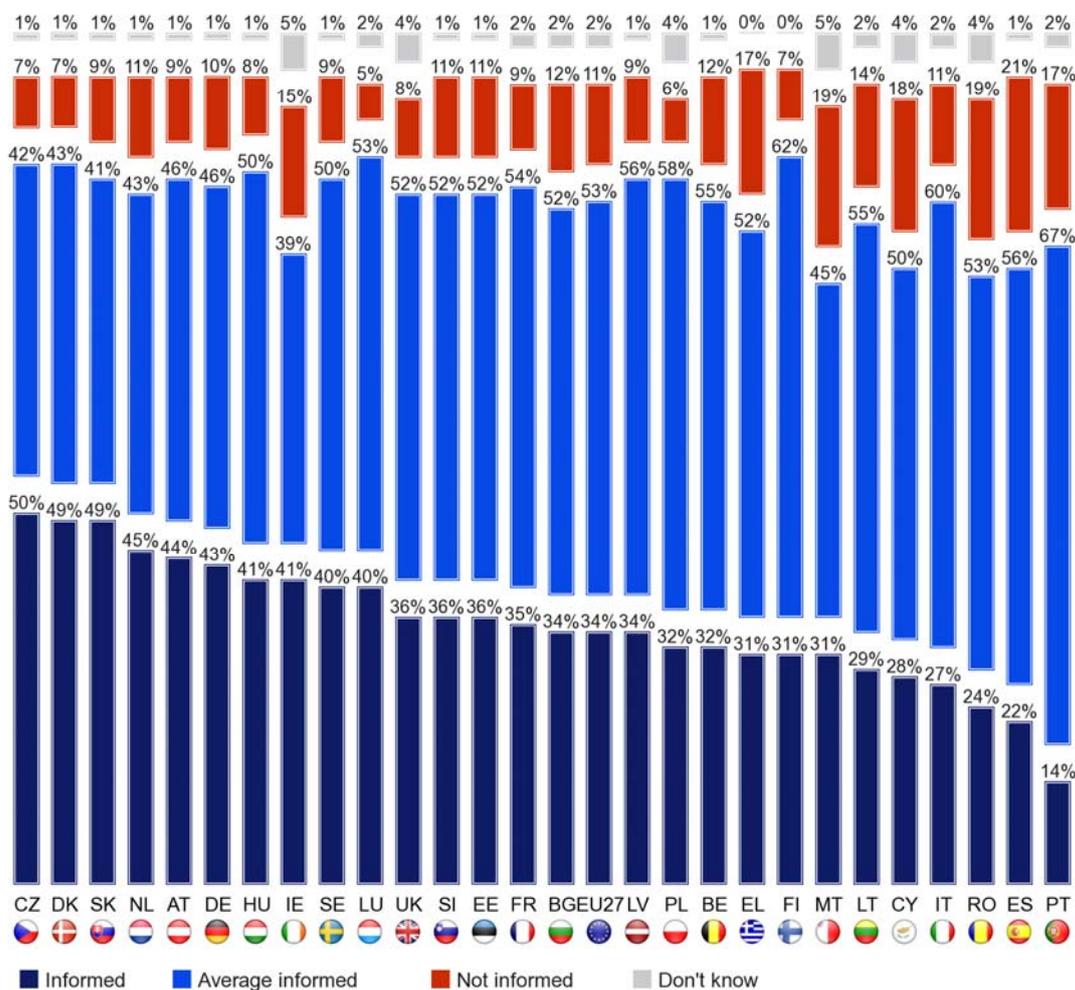
**Everyday detergents**

A majority of EU respondents again feel that they are only moderately informed about the potential risks posed by everyday detergents. 53% say this, compared with 34% who say that they are well informed and a relatively low 11% who say that they are poorly informed.

At individual country level, around half regard themselves as being **well informed** in the Czech Republic (50%), Denmark (49%) and Slovakia (49%); however, only 14% of people in Portugal and 22% in Spain feel well informed. 40% or more respondents say they feel well informed in 10 member states. In Portugal, 67% of people consider themselves to be **moderately informed**. Fairly high numbers of people consider themselves to be **poorly informed** in Spain (21%), Romania (19%), Cyprus (18%), Greece (17%), but only 6% of those in Poland.

QC12.2. On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Every day detergents (e.g. washing powder, dish washing detergents)



The **socio-demographic data** reveals **substantial gender variation** for the everyday detergents category, with women more likely than men to feel informed about these kinds of products. 39% of women say that are well informed about them, but only 29% of men say the same. More men say they are moderately informed (56%, compared with 50% for women), and also that they are poorly informed (13%, compared with 9% of women).

Those with children in the household also tend to feel better informed – 38% feel well informed compared to 34% of those without children.

Younger respondents are less well informed in general than older respondents. 27% of 15-24 year-olds feel they are well informed, compared with 36% in the 25-39 and 40-54 groups, and 34% in the over-55 group. 14% of 15-24 year-olds feel they are poorly informed, compared with 10% in the 25-39 band, 8% in the 40-54 band, and 12% in the over-55 band.

The respondent's **level of education** is also related to how well informed people feel. 39% of people who finished their education at age 20 or over claim to be well informed, but this falls to 37% among the 16-19 category and again to 30% among those who left school at 15 or less. By contrast, 14% of the latter group feel they are poorly informed, compared with just 9% for the other two groups.

**In terms of occupation**, students (25%) and unemployed people (31%) are the least likely to feel well informed about everyday detergents, while white collar workers (39%) and house persons (36%) are the most likely to see themselves as being well informed. 16% of students and 15% of unemployed respondents say they are poorly informed.

The respondent's **financial situation** also shows differences in how well informed people feel. 18% of people who have trouble paying their bills most of the time say they are poorly informed, compared with 12% who have problems from time to time and 10% who almost never have any difficulty.

**People who use chemical products at work** are more likely to consider themselves to be well informed about possible risks. 40% of people who use chemical products at work say they are well informed, compared to just 31% of people who do not use them at work. 12% of the latter group say they are poorly informed, as opposed to just 8% of people who use chemical products at work.

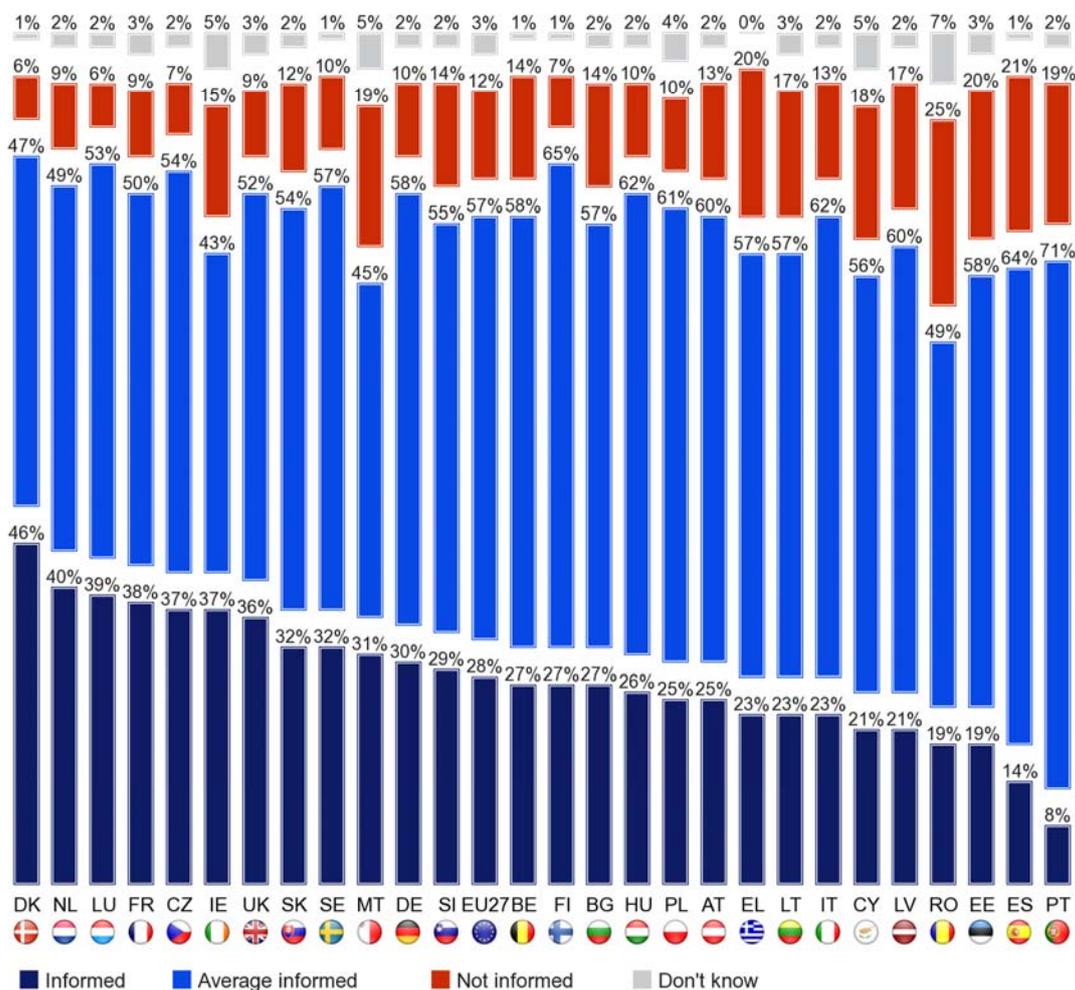
**Other cleaning products**

Across the EU, most people regard themselves as being moderately informed about the potential risks posed by ‘other’ cleaning products. 57% think they are moderately informed, while 28% that they are well informed and just 12% say they are poorly informed.

At country level, a large share of respondents say they are **well informed** in Denmark (46%), the Netherlands (40%) and Luxembourg (39%); however, only 8% of people in Portugal and 14% of those in Spain feel well informed. At least 40% of people regard themselves as being well informed in only two member states. 71% of people in Portugal view themselves as being **moderately informed**. Relatively high numbers of people consider themselves to be **poorly informed** in Romania (25%), Spain (21%), Greece (20%) and Estonia (20%), but not in Denmark (6%) or Luxembourg (6%).

QC12.3. On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Other cleaning products (e.g. drain cleaners, oven cleaners)



The **socio-demographic data** reveals **very minor gender variations** for this product group, with women (30%) more likely than men (26%) to feel well informed.

32% of those with children in the household feel well informed compared to 28% of those without.

**The age data** show that younger respondents again feel less well informed than older respondents. Only 20% of 15-24 year-olds say that they are well informed about 'other' cleaning products, compared with 29% in the 25-39 group, 31% in the 40-54 group, and 29% in the over-55 group. 20% of 15-24 year-olds say they are poorly informed, compared with 11% in the 25-39 band, just 8% in the 40-54 band, and 13% in the over-55 band.

The respondent's **level of education** is also related to how well informed people feel. 33% of people who finished their education at age 20 or over claim to be well informed, but this falls to 30% for the 16-19 bracket and again to 24% among those who left school at 15 or less. By contrast, 16% of the latter group feel they are poorly informed, compared with just 8-10% for the other two groups.

**By occupation**, students (18%) and unemployed people (24%) are the least likely to feel well informed about this product group, while managers and white collar workers (31% in both categories) are the most likely to consider themselves well informed. 23% of students and 15% of unemployed respondents say they are poorly informed.

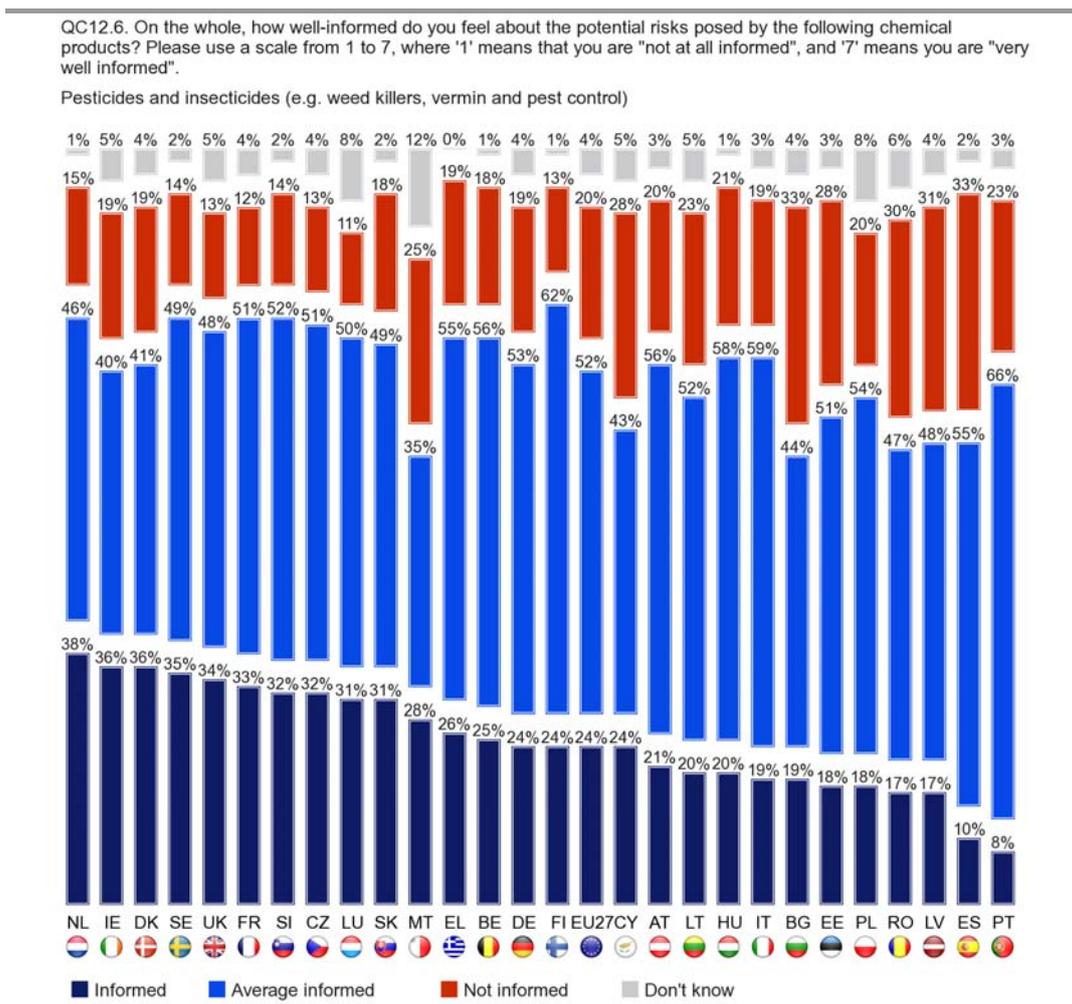
The respondent's **financial situation**, as before, shows differences in how well informed people feel. 19% of people who have trouble paying their bills most of the time say they are poorly informed, compared with 13% who have problems from time to time and 10% who almost never have any difficulty.

**People who use chemical products at work** are more likely to consider themselves to be properly informed. 34% of people who use chemical products at work say they are well informed, compared to just 26% of people who do not use them at work. 12% of the latter group say they are poorly informed, as opposed to 9% of people who use chemical products at work.

**Pesticides and insecticides**

At EU level, a majority of respondents once again describe themselves as being **moderately informed** about the potential risks of using this product group. 52% of people think they are moderately informed. 24% of people say they are well informed, compared with 20% who say they are poorly informed.

At individual country level, a relatively high number of people say they are **well informed** about pesticides and insecticides in the Netherlands (38%), Ireland (36%), and Denmark (36%); however, just 8% of people in Portugal and 10% of those in Spain say that they are well informed. At least 30% of people think they are well informed in 10 member states<sup>37</sup>; in just four countries<sup>38</sup> do the same number of people say they are poorly informed. 66% of respondents in Portugal and 62% in Finland see themselves as being **moderately informed**, but only 35% of people in Malta feel this way. A high proportion of people consider themselves to be **poorly informed** in Spain (33%) and Bulgaria (33%), with just 11% of people in Luxembourg saying the same thing.



<sup>37</sup> NL, IE, DK, SE, UK, FR, SI, CZ, LU, SK

<sup>38</sup> BG, RO, LV, ES

The **socio-demographic data** shows that 27% of men feel well informed, compared with 23% of women. 21% of women feel they are poorly informed, as opposed to 17% of men.

There were no notable differences between those with and those without children in the household (26% cf. 25% respectively felt informed).

By age, older respondents are more likely to consider themselves well informed about the risks associated with these products. 27% of people in the 40-54 and over-55 groups think they are well informed, but this falls to 22% for the 25-39 group and again to 18% for the 15-24 group. 29% of 15-24 year-olds say they are poorly informed, compared with 20% in the 25-39 group, 16% in the 40-54 group, and 18% of over-55s.

A higher level of **education** again is linked to how well informed people feel. 29% of people who finished their education at age 20 or above say they are well informed, but only 25% of people in the 16-19 group and 22% of those who left school at 15 or less say the same. 22% of people in this last group feel they are poorly informed, compared with 18% of those in the 16-19 group and 15% in the 20-and-over band.

**The occupation data** reveals that students (15%) and unemployed people (18%) are the least likely to feel well informed about this product group, while retired people (27%), managers (27%) and self-employed workers (27%) are the most likely to think themselves well informed. 30% of students and 27% of unemployed respondents say that they are poorly informed.

There are differences by **financial status**. 27% of people who have trouble paying their bills most of the time say they are poorly informed, whereas only 21% of people who have problems from time to time and 17% of those who have problems almost never say this.

**People who use chemical products at work** are also more likely to consider themselves to be well informed. 30% of people who use chemical products at work say they are well informed, compared to 22% of people who do not use them at work.

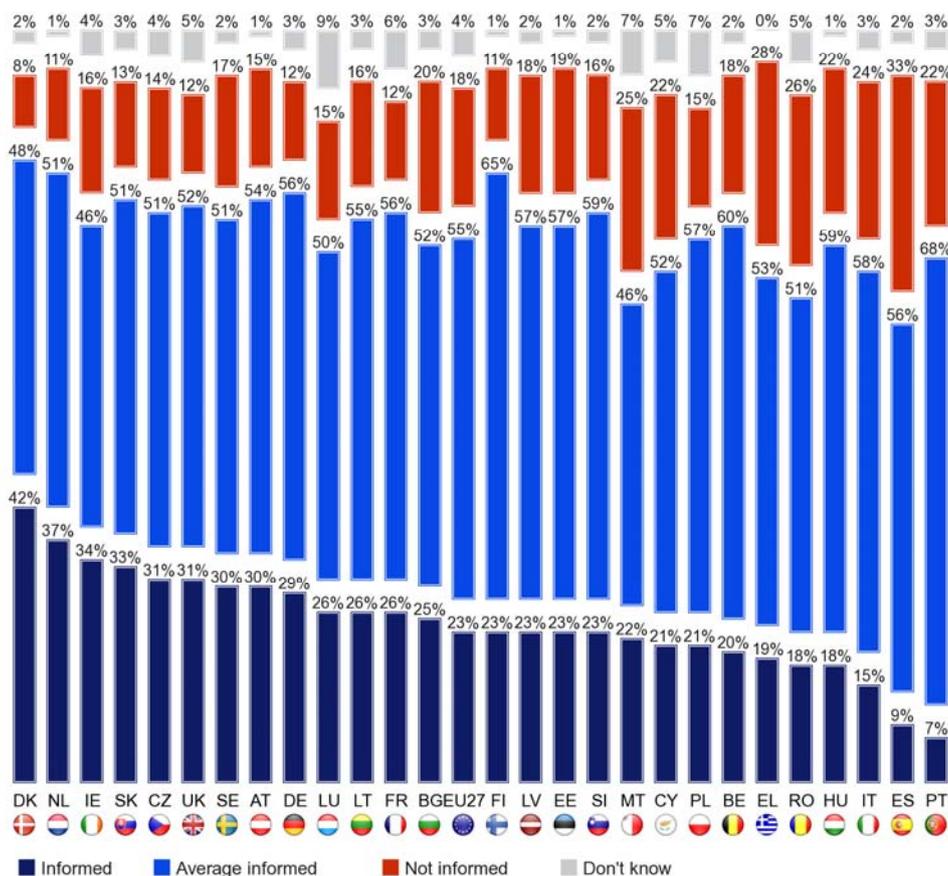
**DIY products and building materials**

Most EU respondents feel that they are moderately informed<sup>39</sup> about the potential risks posed by this class of products. 55% say this, compared with 23% who say that they are well informed and 18% who say that they are poorly informed.

At individual country level, it emerges that a high proportion of respondents consider themselves to be **well informed** in Denmark (42%), the Netherlands (37%) and Ireland (34%), while only 7% of those in Portugal and 9% of those in Spain describe themselves in these terms. In only eight member states do at least 30% of people consider themselves to be well informed. In Portugal, far more people (68%) consider themselves to be **moderately informed**, whereas only 46% in Ireland and Malta say this. And the member states with relatively large numbers of people who see themselves as **poorly informed** include Spain (33%), Greece (28%) and Romania (26%), while only 8% of respondents in Denmark think they are poorly informed.

QC12.1. On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

DIY (Do It Yourself) products and building materials (e.g. paints, varnish)



<sup>39</sup> 'Well informed' combines respondents who answered '6' or '7'; 'moderately informed' combines respondents who answered '3', '4' or '5'; 'poorly informed' combines respondents who answered '1' or '2'.

The **socio-demographic data** reveals **significant gender variation** in terms of how people perceive their own understanding of the risks associated with DIY and building products. 29% of men say that are well informed, compared with only 18% of women. 23% of women say they are poorly informed, compared with 12% of men.

26% of those with children in the household feel informed compared to 24% of those without.

Differences by **age** are less notable, but younger respondents generally feel less well informed about these particular products than their older counterparts. Only 19% of 15-24 year-olds say they feel well informed, compared with 25% in the 25-39 and 40-54 groups, and 23% in the over-55 group. 22% of 15-24 year-olds feel poorly informed, compared with 16% in the 25-39 band, 14% in the 40-54 band, and 20% in the over-55 band.

The respondent's **level of education** has a clear bearing on his or her sense of how much information they have about these products. 27% of people who finished their education at age 20 or over claim to be well informed, but this drops to 25% among the 16-19 category and again to 20% for those who left school at 15 or less. Conversely, 23% of the latter group feel they are poorly informed, more than the 15% of those in the 16-19 category and the 13% in the 20-and-over category who say the same.

**The occupation data** reveals that house persons (16%) and students (18%) are the least likely to feel well informed, while managers (28%), self-employed people (26%), other white collar workers (26%) and manual workers (26%) are the most likely to consider themselves well informed. 27% of house persons say they are poorly informed, as do 24% of students; but just 10% of managers and 13% of manual workers say the same.

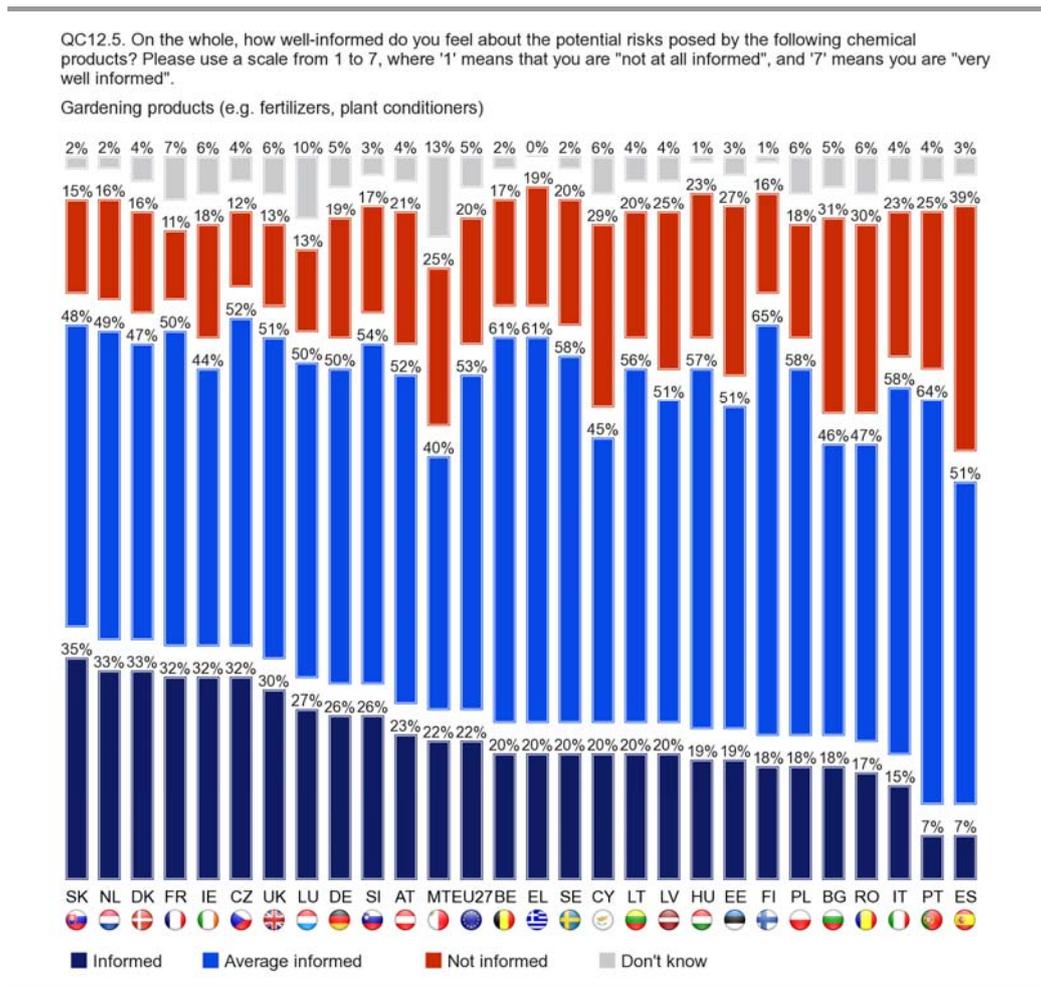
The respondent's **financial situation** is also related to how well informed he or she claims to be. 25% of people who almost never have difficulty paying their bills say they are well informed, but this falls to 21% of those who have difficulty some of the time and to 20% among those who have trouble most of the time. 26% of the latter groups say they are poorly informed, compared with 19% who have problems paying bills some of the time and 15% who almost never have any difficulty.

**People who use chemical products at work** are more likely to consider themselves to be properly informed about these products' potential risks. 30% of people who use chemical products at work say they are well informed about the risks associated with DIY and building products, as opposed to just 20% of people who do not use them at work. 19% of the second group say they are poorly informed, as opposed to just 12% of people who use chemical products at work.

**Gardening products**

At EU level, a majority of respondents consider themselves to be moderately informed about the potential risks associated with gardening products. 53% of people think they are moderately informed. 22% of people say they are well informed, compared with 20% who think they are poorly informed.

At individual country level, a high number of people say they are **well informed** about this group of products in Slovakia (35%), the Netherlands (33%) and Denmark (33%); however, just 7% of people in Portugal and Spain say the same thing. At least 20% of people say they are well informed in 18 EU member states<sup>40</sup>, while 20% or more say that they are poorly informed in 13 countries<sup>41</sup>. 65% of respondents in Finland regard themselves as being **moderately informed**, although only 40% of those in Malta describe themselves in these terms. Relatively high numbers of people consider themselves to be **poorly informed** in Spain (39%), Bulgaria (31%) and Romania (30%), but this is not the case elsewhere, especially in France (11%).



<sup>40</sup> SK, NL, DK, FR, IE, CZ, UK, LU, DE, SI, AT, MT, BE, EL, SE, CY, LT, LV

<sup>41</sup> AT, MT, SE, CY, LT, LV, HU, EE, BG, RO, IT, PT, ES

The **socio-demographic data** suggests a slight gender variation for this category of products, with 24% of men saying they are well informed, compared with only 21% of women. 22% of women feel they are poorly informed, as opposed to 18% of men.

There were no notable differences between those with and those without children in the household.

**The age data** shows that older respondents are more likely to see themselves as being well informed. 25% of people in the 40-54 and over-55 groups think they are well informed, but this falls to 21% for the 25-39 group and 14% for the 15-24 group. 30% of 15-24 year-olds say they are poorly informed, compared with 20% in the 25-39 group, 17% in the 40-54 group, and 19% of over-55s.

Looking at the **education** data shows that while 27% of people who finished their education at age 20 or over feel well informed about gardening products, only 23% of people in the 16-19 bracket and 21% of those who left school at 15 or less say the same. 23% of the latter group feel they are poorly informed, compared with 18% of those in the 16-19 group and 16% for the 20-and-over group.

**By occupation**, students (14%), house persons (18%) and unemployed people (18%) are the least likely to feel well informed about this product group, while retired people (26%), managers (25%) and manual workers (24%) are the most inclined to consider themselves well informed. 27% of unemployed respondents and 25% of house persons say they are poorly informed.

The **financial data** show that while 29% of people who have trouble paying their bills most of the time say they are poorly informed, only 21% of those who have problems from time to time and 17% who almost never have any trouble with bills feel this way.

**People who use chemical products at work** are also more likely to consider themselves to be properly informed about the risks of using gardening products. 28% of people who use chemical products at work say they are well informed, compared to just 19% of people who do not use them at work.

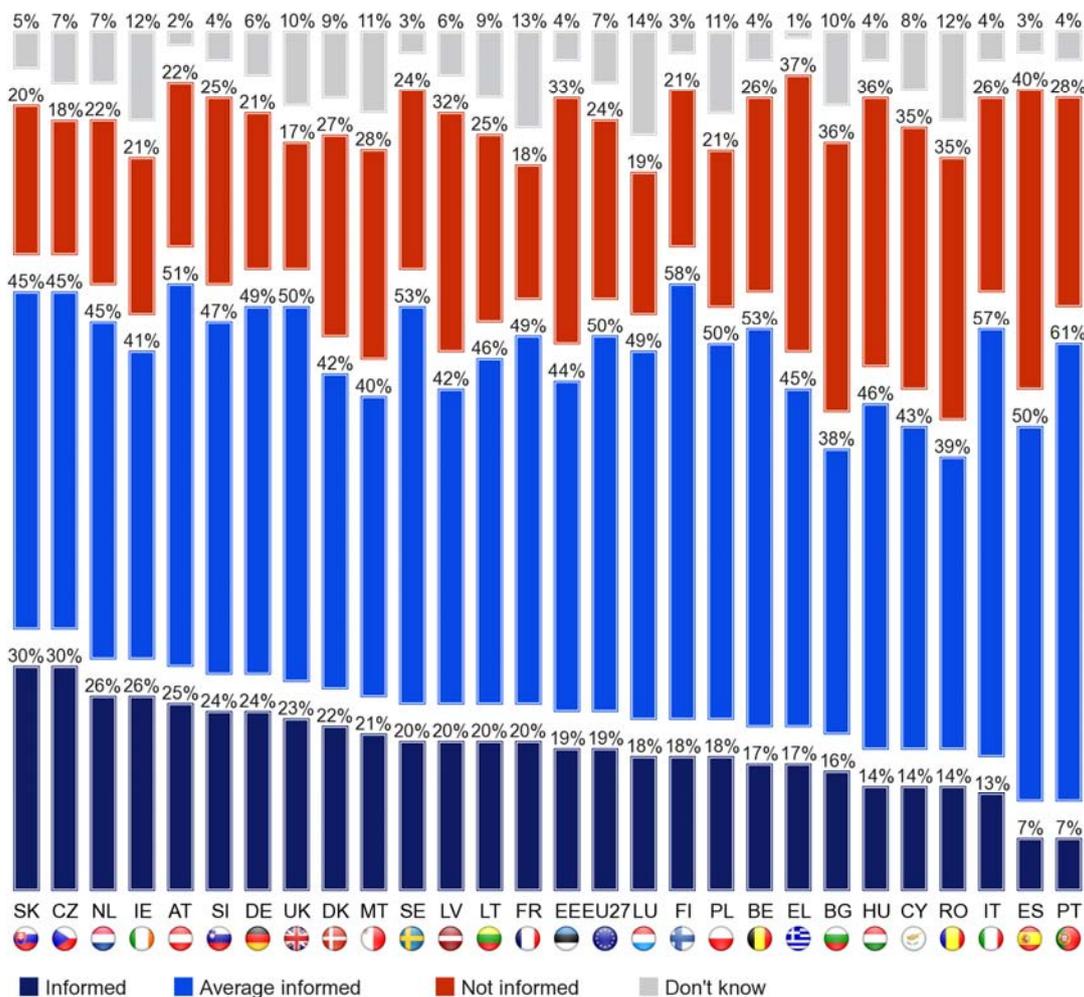
**Car/vehicle care products**

Across the EU, most people again view themselves as being moderately informed about the potential risks attached to this particular product group: 50% think they are moderately informed. However, more people - 24% - say they are poorly informed than people who say they are well informed (19%).

At country level, a relatively high proportion of respondents say they are **well informed** in the Czech Republic (30%), Slovakia (30%), the Netherlands (26%) and Ireland (26%); however, just 7% of people in Portugal and Spain feel well informed. More than 20% of people say they are poorly informed in 23 EU member states. Relatively high numbers of people consider themselves to be **poorly informed** in Greece (37%), Bulgaria (36%), Cyprus (35%) and Romania (35%), whereas only 17% of respondents in the UK feel this way.

QC12.4. On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)



The **socio-demographic data** shows that male respondents are more likely to feel well informed about car/vehicle care products. 25% of men say they are well informed, compared with only 13% of women. Men are also more likely to feel moderately informed – 55% say this compared with 45% of women. 32% of women say they are poorly informed, twice as many as the 16% of men who fell this way.

22% of those with children in the household felt informed compared with 19% of those without children.

**By age**, the youngest and the oldest respondents feel less well informed than those in the middle two age brackets. 16-17% of 15-24 year-olds and over-55s say that they are well informed, compared with 20% in the other two age bands.

28% of 15-24 year-olds and over-55s say they are poorly informed, while only 21% in the two middle bands say the same.

The respondent's **level of education** is related to how well informed they feel themselves to be. 22% of people who finished their education at age 20 or over claim to be well informed, but this falls to 20% for the 16-19 bracket and again to 14% among those who left school at 15 or less. By contrast, 32% of the latter group feel they are poorly informed, compared with just 22% for the 16-19 group and 19% for the 20-and-over group.

**By occupation**, house persons (12%) and unemployed people (14%) are the least likely to feel well informed about this product group, while managers, white collar workers and manual workers (all 22%) are the most likely to consider themselves well informed. 36% of house persons and 33% of unemployed respondents say they are poorly informed.

In terms of **financial situation**, 34% of people who have trouble paying their bills most of the time say they are poorly informed, compared with 25% who have problems from time to time and 22% who almost never have any difficulty.

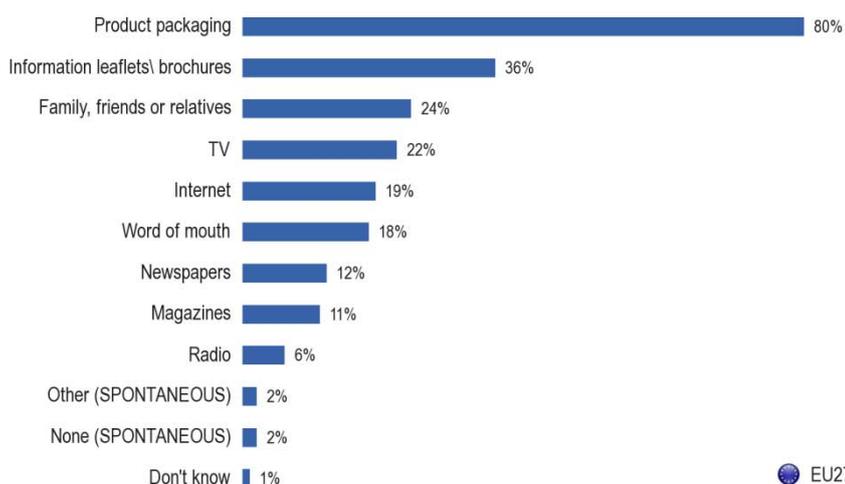
**People who use chemical products at work** are also more likely to consider themselves to be properly informed. 23% of people who use chemical products at work say they are well informed, compared to just 16% of people who do not use them at work.

## 4.2 Sources of information

-- A clear majority of people read the product packaging to find out about any potential risks, but other sources of information are popular in certain member states and in certain sections of society --

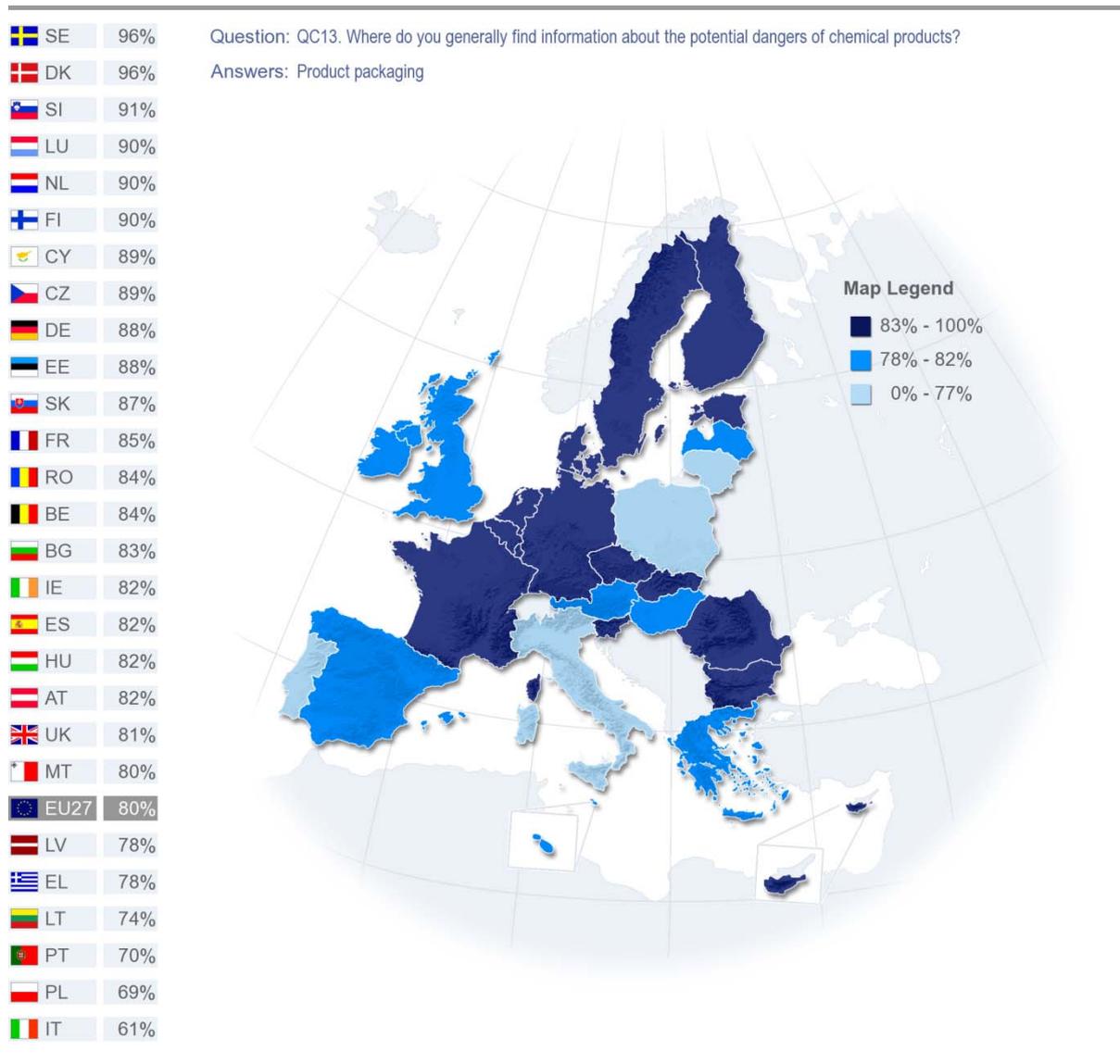
Across the EU, by far the most popular source of information about the potential dangers associated with chemical products is **the product packaging**<sup>42</sup>. 80% of respondents say they consult the packaging to find this information. 36% also say that they read information **leaflets or brochures**, while 24% rely on safety **information passed on by family and friends**. 22% get information about potential product risks from the **TV**, with 19% use the **internet** as a source. 18% rely on **word of mouth**, with 12% referring to **newspapers** and 11% to **magazines**. Finally, 6% use the **radio** as a source of information.

QC13. Where do you generally find information about the potential dangers of chemical products?



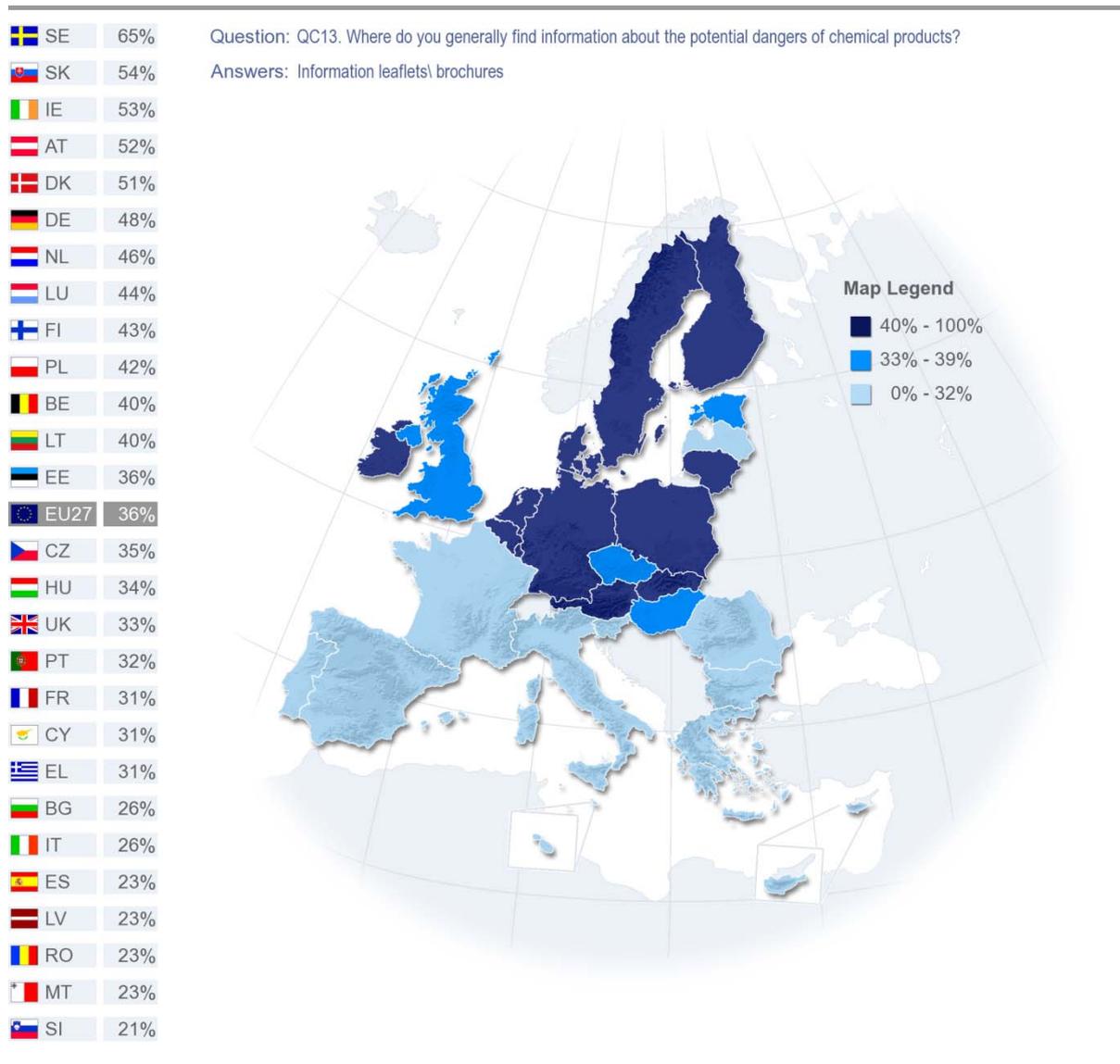
<sup>42</sup> QC13: "Where do you generally find information about the potential dangers of chemical products?" Possible answers: product packaging; newspapers; magazines; TV; radio; information leaflets/brochures; internet; word of mouth; family and friends; other; none; don't know. (MULTIPLE ANSWERS POSSIBLE)

At **individual country level**, the proportion who consult the **product packaging** is highest in Denmark (96%), Sweden (96%) and Slovenia (91%). At least 80% of people say they consult the packaging in all but six EU countries<sup>43</sup>. However, relatively low numbers of people do this in Italy (61%), Poland (69%) and Portugal (70%).



<sup>43</sup> LV, EL, LT, PT, PL, IT

Information leaflets and brochures are most commonly used by people in Sweden (65%), Slovakia (54%) and Ireland (53%) – they are much less likely to be mentioned in Slovenia (21%), and Spain, Malta, Latvia and Romania (all 23%). At least 30% of people get their information from this source in all but seven EU countries<sup>44</sup>.



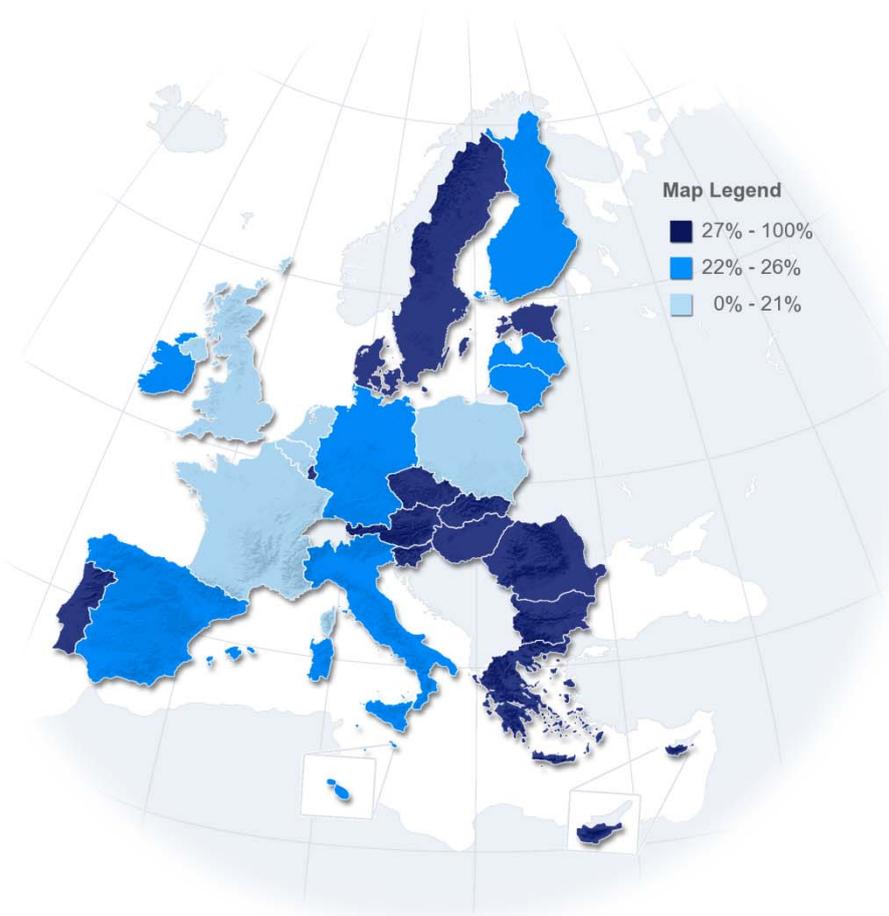
<sup>44</sup> BG, IT, ES, LV, RO, MT, SI

Friends and family are most commonly used for information in Austria (40%), Slovenia (38%) Greece and Cyprus (37%). They are less likely to be consulted in the UK (15%), the Netherlands (16%) and Poland (18%) – the only countries where less than 20% of people get their safety information from this source.

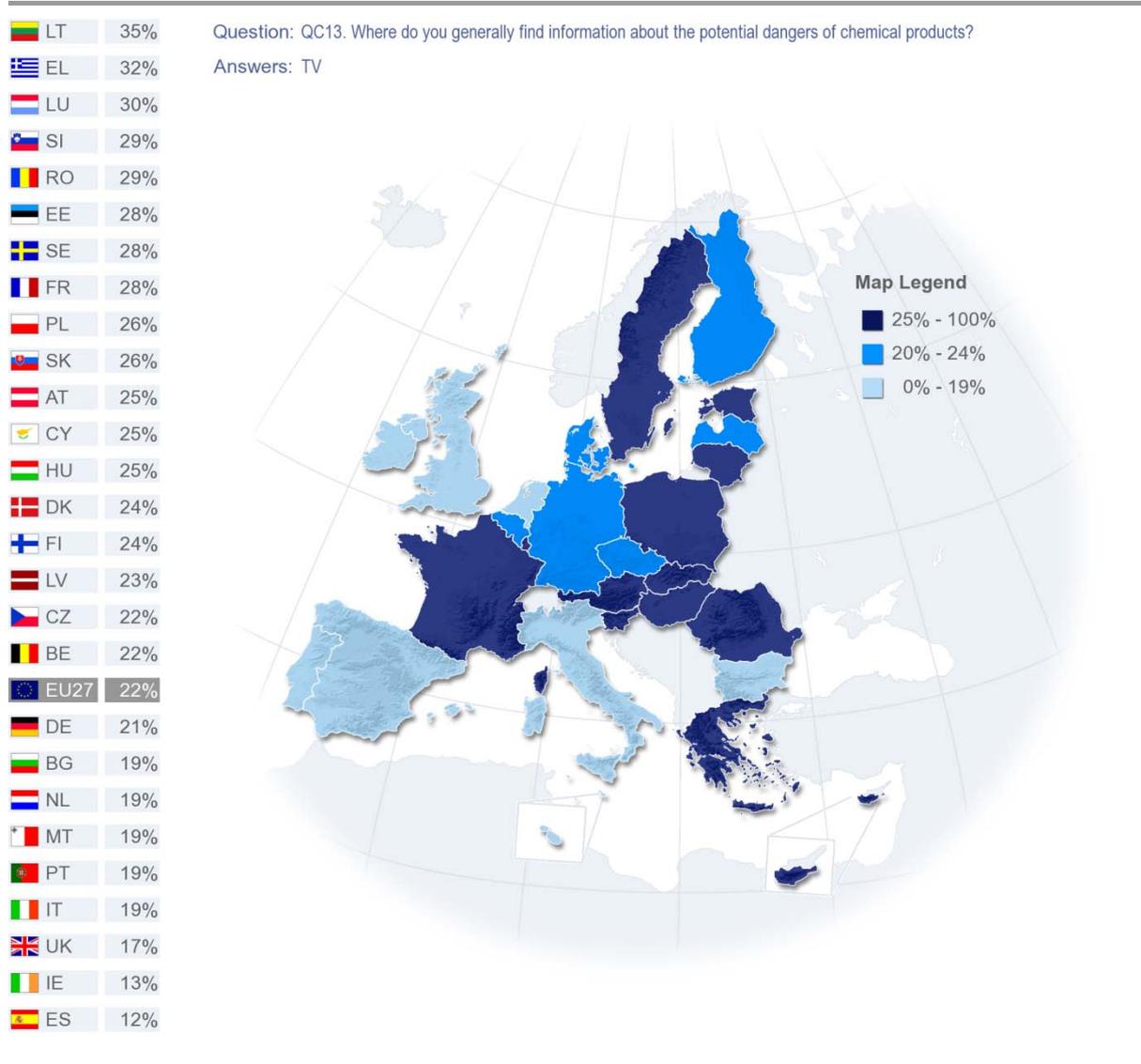
 AT	40%
 SI	38%
 EL	37%
 CY	37%
 BG	36%
 SK	35%
 EE	34%
 LU	33%
 SE	33%
 HU	32%
 RO	30%
 DK	30%
 PT	28%
 CZ	28%
 DE	26%
 LV	26%
 LT	25%
 MT	25%
 ES	24%
 EU27	24%
 IT	23%
 IE	23%
 FI	22%
 FR	21%
 BE	21%
 PL	18%
 NL	16%
 UK	15%

Question: QC13. Where do you generally find information about the potential dangers of chemical products?

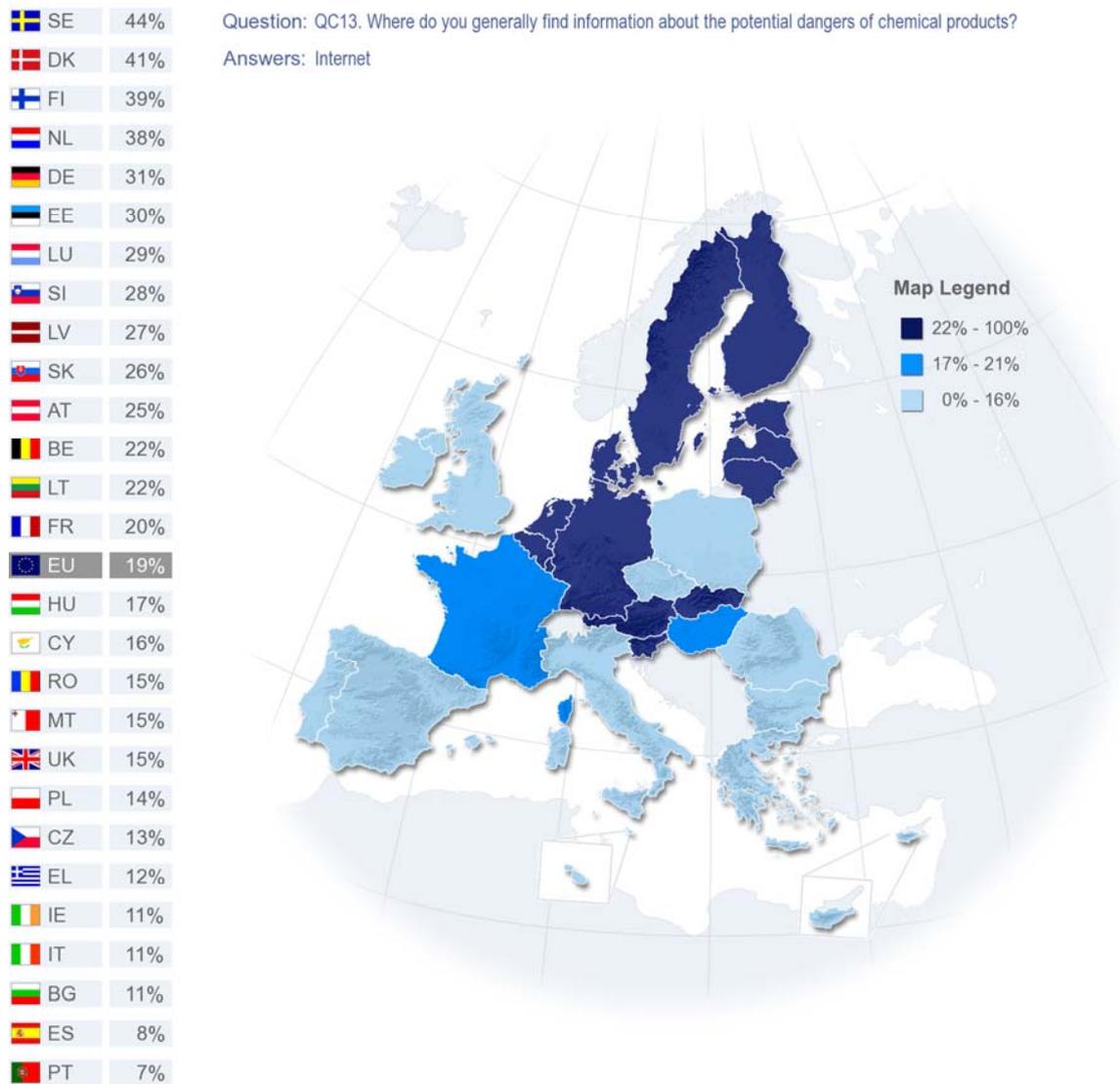
Answers: Family, friends or relatives



TV is used as a source of product information by many respondents in Lithuania (35%), Greece (32%), Luxembourg (30%), Romania (29%) and Slovenia (29%). It is less commonly used in Spain (12%), Ireland (13%) and the UK (17%). Under 20% of people rely on TV for information in eight member states.



The **internet** is favoured as a source of information in Sweden (44%), Denmark (41%), Finland (39%) and the Netherlands (38%). At least 20% of people rely on the internet in 14 member states. However, only 7% of respondents in Portugal and 8% of those in Spain turn to the internet for useful safety information.



Large numbers of respondents in Bulgaria (40%), Sweden (33%) and Slovenia (31%) say they get information about chemical products via **word of mouth**. At least 20% of people rely on word of mouth in 17 member states. Only 9% of people in Lithuania, 12% of those in Poland and 13% of those in Latvia rely on word of mouth, however.

The **socio-demographic data** suggest that there is little **difference between men and women** when it comes to finding information about chemical products. Women are slightly more likely to get information from TV (24%, compared with 20% for men), and also to get information from friends and family (26%, compared with 22% for men). But men are more inclined to rely on leaflets/brochures (38%, compared with 34% for women), and on the internet (21%, compared with 17% for women).

Those with children in the household were more likely to use the internet to find information than those without (24% cf. 17%).

Respondents aged over 55 are slightly more likely to use newspapers as a source of information than younger age groups. Younger respondents are the most likely to depend on the internet for information: 28% get information online, compared with 26% for the 25-39 group, 21% for the 40-54 group, and just 9% for the over-55 groups. Young people are also most likely to rely on friends and family for information: 31% of those in the 15-24 group do this, as opposed to just 21-23% of respondents in the other three age bands.

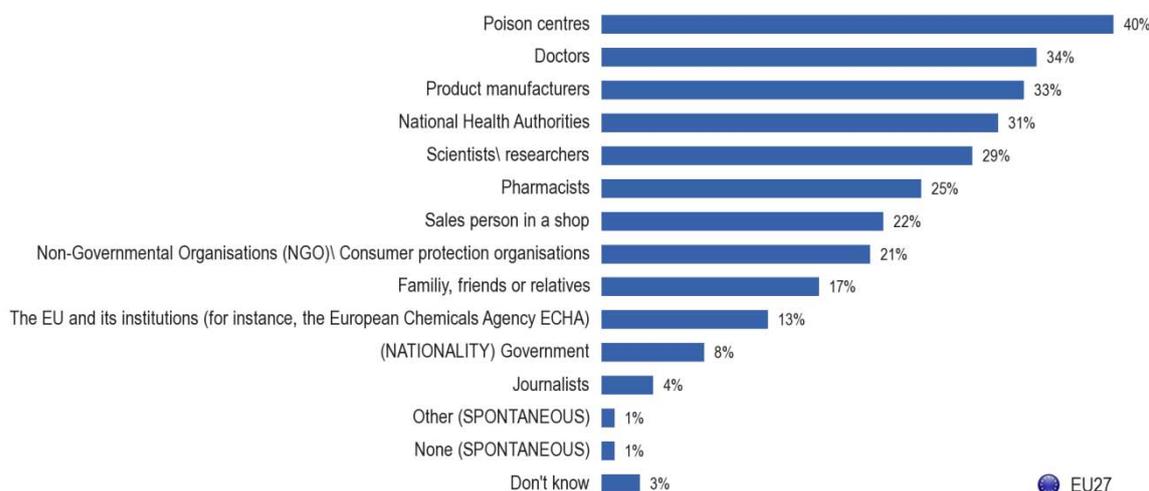
QC13 Where do you generally find information about the potential dangers of chemical products? (MULTIPLE ANSWERS POSSIBLE)									
	Product packaging	Information leaflets/brochures	Family, friends or relatives	TV	Internet	Word of mouth	Newspapers	Magazines	Radio
EU27	80%	36%	24%	22%	19%	18%	12%	11%	6%
<b>Sex</b>									
Male	81%	38%	22%	20%	21%	19%	12%	10%	5%
Female	80%	34%	26%	24%	17%	18%	12%	11%	6%
<b>Age</b>									
15-24	79%	29%	31%	20%	28%	19%	8%	8%	3%
25-39	82%	35%	23%	20%	26%	19%	10%	9%	5%
40-54	82%	41%	21%	21%	21%	19%	13%	12%	7%
55 +	78%	35%	22%	24%	9%	17%	14%	12%	6%
<b>Education (End of)</b>									
15-	75%	27%	24%	22%	6%	18%	10%	9%	5%
16-19	81%	39%	23%	23%	17%	19%	12%	11%	6%
20+	87%	42%	20%	20%	30%	17%	14%	12%	7%
Still studying	77%	28%	34%	19%	33%	19%	9%	8%	4%
<b>Respondent occupation scale</b>									
Self-employed	82%	42%	21%	18%	22%	16%	12%	12%	5%
Managers	85%	43%	20%	20%	35%	16%	13%	11%	7%
Other white collars	82%	40%	23%	21%	25%	19%	12%	13%	7%
Manual workers	85%	38%	22%	21%	20%	21%	11%	11%	6%
House persons	75%	28%	28%	22%	13%	19%	8%	8%	5%
Unemployed	80%	32%	24%	23%	16%	19%	11%	9%	5%
Retired	76%	34%	23%	25%	7%	17%	14%	12%	6%
Students	77%	28%	34%	19%	33%	19%	9%	8%	4%
<b>Difficulties paying bills</b>									
Most of the time	75%	27%	28%	24%	13%	22%	11%	8%	7%
From time to time	76%	35%	26%	22%	16%	20%	10%	11%	5%
Almost never	83%	38%	22%	22%	22%	17%	13%	11%	6%

### 4.3 Trusted sources of information

#### -- Poison centres are the most trusted sources of information --

Among the many available sources of information about the potential dangers of chemical products, **poison centres are the ones trusted by the most people** in the EU<sup>45</sup>. 40% of respondents say they trust these institutions to inform them about the potential dangers. 34% of people say they trust **doctors** on this issue, while 33% also say that they trust the **product manufacturers**. 31% say that they trust their country's **national health authorities**, and 29% of respondents trust information that comes from **scientists or researchers**. **Pharmacists** are seen as trustworthy sources of information by 25% of respondents, with **sales people in shops** trusted by 22% of those in the EU. 21% consider **NGOs** to be dependable sources of information, 17% have faith in the information passed onto them by friends and family, with 13% of respondents regarding **the EU and its agencies**, such as the ECHA, as trustworthy. Only 8% consider their **government** to be a trusted source of information and even less (4%) regard **journalists** as trustworthy sources of information on the dangers of chemical products.

QC14. Which of the following sources would you trust the most for information about the potential dangers of chemical products?



<sup>45</sup> QC14: Which of the following sources would you trust the most for information about the potential dangers of chemical products? (MAX. 4 ANSWERS). Possible answers: sales person in a shop; Non-Governmental Organisations (NGO)/consumer protection organisations; product manufacturers; poison centres; family and friends; doctors; pharmacists; journalists; scientists/researchers; national health authorities; the EU and its institutions (for instance, the European Chemicals Agency ECHA); government; other; none; don't know. (MAX.4 ANSWERS)

**At individual country level**, high numbers of people say they trust **poison centres** in Sweden (79%), Finland (67%) and Belgium (65%), but much lower numbers of people cite poison centres as trusted sources in Malta (10%), Lithuania (18%) and Romania (20%). This variation suggests while poison centres are widely available and well known in some member states, they have a lower profile in others. Poison centres are the most trusted information source in nine EU countries<sup>46</sup>, although in only six countries did more than 50% of people choose this response.

**Doctors** are very widely trusted as sources of information in some member states, chiefly France (49%), Luxembourg (48%) and Belgium (44%) but less so in Portugal (16%), Bulgaria (21%) and Slovakia (22%), with under 30% of people choosing this answer in eight countries<sup>47</sup>. Doctors are the most trusted information source in Latvia and Poland.

The **product manufacturer** is generally quite well trusted, and this is especially true in Ireland, where 51% of people say they get their information from this source, as well as people in the UK (49%) and Slovakia (48%). In six member states, more than 40% of people say they trust this source of information. However, far fewer people rely on the manufacturer in Germany (23%), Lithuania (23%) and Romania (24%). The product manufacturer is the most trusted information source in four member states<sup>48</sup>.

Levels of public trust in **national health authorities** varies considerably. Respondents in Denmark (57%), Finland (51%) and Sweden (50%) are highly likely to trust their national health authority, and in six member states more than 40% of people say they trust this source of information; but this is not the case in Poland (7%), Slovenia (17%) and Lithuania (19%). National health authorities are the most trusted information source in five EU countries<sup>49</sup>.

**Scientists and researchers** enjoy high levels of trust in Greece, where 53% of respondents say they would trust them as sources of information, as well as in Denmark (45%) and Cyprus (45%). In seven member states, more than 40% of people say they trust this source of information. But scientists and researchers do not have this kind of status in Portugal (10%), Bulgaria (16%) or Spain (16%). Scientists and researchers are the most trusted information source in six member states.

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<sup>46</sup> BE, DE, ES, FR, IT, LU, AT, FI, SE

<sup>47</sup> BG, IE, IT, HU, PT, RO, SK, UK

<sup>48</sup> CZ, IE, SK, UK

<sup>49</sup> DK, EE (equal with scientists/researchers), HU, MT, NL.

**Pharmacists** are highly favoured as sources of information in Belgium (45%) and the Netherlands (39%), but relatively few people seek information from their pharmacist in Slovakia (10%), Spain (12%) and Portugal (12%).

**Sales people in shops** emerge as being especially well trusted as sources of information in Portugal (45%), Ireland (43%) and Slovakia (42%); but in the UK (9%) and Lithuania (12%) they are not highly rated as reliable sources of information. Sales people are the most trusted information source in three EU countries<sup>50</sup>.

**NGOs** are seen as particularly trustworthy sources of information in Luxembourg (35%) and in Denmark (34%) and Sweden (34%); yet respondents in Spain (8%), Lithuania (11%) and Portugal (12%) are far less likely to turn to NGOs for their chemical product information. In only 13 countries<sup>51</sup> do more than 20% of people say they trust this source of safety information.

Many respondents go to **family and friends** for their safety information in Bulgaria (36%), Estonia (28%) and Romania (26%), with at least 20% of people saying they trust this source of safety information in 15 countries<sup>52</sup>.

**The EU and its agencies** are regarded as trusted sources of information in Denmark (29%), Finland (26%), the Netherlands (23%) and Luxembourg (20%) – the only four countries where at least 20% of people say they trust this information source. Trust in the EU is much lower in Portugal (6%), Romania (6%) and Sweden (7%).

Relatively high numbers of people see the **government** as a reliable source of information about chemical products in Sweden (21%), the UK (18%) and Denmark (14%). But elsewhere trust in government on this issue is extremely low, especially in Lithuania (1%) and Romania (1%). In only seven countries do at least 10% of people say they trust their government to deliver this kind of information<sup>53</sup>.

While there is generally a very low level of trust in **journalists** as a source of information about chemical products, an unusually high proportion of respondents in Lithuania – 14% – say they would trust journalists to convey this kind of information. But this is the only country where more than 10% of respondents say they trust journalists as a source.

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<sup>50</sup> BG, PT, RO

<sup>51</sup> CZ, DK, DE, FR, IT, CY, LU, HU, MT, NL, AT, SI, SE

<sup>52</sup> BG, CZ, EE, IE, EL, LV, LT, HU, MT, AT, PL, PT, RO, SI, SK

<sup>53</sup> BE, DK, LU, NL, AT, SE, UK

**QC14 Which of the following sources would you trust the most for information about the potential dangers of chemical products?**

	Poison centres	Doctors	Product manufacturers	National Health Authorities	Scientists\ researchers	Pharmacists	Sales person in a shop	Non-Governmental Organisations (NGO)/ Consumer protection organisations	Family, friends or relatives	The EU and its institutions (for instance, the European Chemicals Agency ECHA)	(NATIONALITY) Government	Journalists
EU27	40%	34%	33%	31%	29%	25%	22%	21%	17%	13%	8%	4%
BE	<b>65%</b>	44%	30%	31%	28%	<b>45%</b>	26%	13%	15%	13%	10%	4%
BG	30%	21%	36%	21%	16%	18%	<b>41%</b>	13%	<b>36%</b>	13%	4%	5%
CZ	39%	33%	<b>41%</b>	32%	39%	15%	21%	24%	22%	13%	2%	3%
DK	31%	37%	37%	<b>57%</b>	45%	26%	20%	27%	14%	<b>29%</b>	14%	3%
DE	<b>57%</b>	39%	23%	36%	29%	34%	15%	34%	17%	13%	4%	5%
EE	21%	34%	35%	<b>37%</b>	<b>37%</b>	22%	22%	17%	28%	11%	2%	6%
IE	23%	29%	<b>51%</b>	24%	24%	34%	43%	19%	23%	11%	4%	5%
EL	30%	43%	37%	31%	<b>53%</b>	22%	31%	13%	20%	10%	3%	3%
ES	<b>45%</b>	31%	43%	35%	16%	12%	26%	<b>8%</b>	11%	10%	8%	<b>1%</b>
FR	<b>55%</b>	<b>49%</b>	27%	33%	35%	34%	21%	25%	13%	8%	7%	4%
IT	<b>35%</b>	27%	26%	31%	23%	15%	26%	21%	14%	15%	6%	5%
CY	33%	43%	32%	35%	<b>45%</b>	27%	34%	26%	18%	19%	8%	7%
LV	26%	<b>38%</b>	27%	20%	36%	21%	17%	14%	25%	10%	3%	7%
LT	18%	31%	23%	19%	<b>40%</b>	18%	12%	11%	25%	11%	<b>1%</b>	<b>14%</b>
LU	<b>49%</b>	48%	30%	31%	34%	34%	19%	<b>35%</b>	15%	20%	11%	3%
HU	39%	24%	35%	<b>40%</b>	19%	19%	30%	27%	20%	18%	4%	2%
MT	<b>10%</b>	38%	28%	<b>49%</b>	27%	27%	20%	26%	21%	13%	4%	2%
NL	35%	41%	32%	<b>46%</b>	43%	39%	15%	28%	11%	23%	13%	6%
AT	<b>58%</b>	37%	35%	38%	25%	29%	28%	31%	20%	16%	10%	5%
PL	22%	<b>30%</b>	28%	<b>7%</b>	<b>30%</b>	17%	22%	14%	22%	12%	5%	7%
PT	25%	<b>16%</b>	40%	25%	<b>10%</b>	12%	<b>45%</b>	12%	21%	<b>6%</b>	6%	4%
RO	20%	26%	24%	20%	23%	16%	<b>41%</b>	16%	26%	<b>6%</b>	<b>1%</b>	7%
SI	26%	32%	28%	17%	<b>35%</b>	24%	25%	32%	24%	16%	2%	7%
SK	34%	22%	<b>48%</b>	36%	30%	<b>10%</b>	42%	17%	25%	17%	2%	3%
FI	<b>67%</b>	30%	34%	51%	43%	15%	18%	16%	11%	26%	6%	5%
SE	<b>79%</b>	34%	34%	50%	42%	22%	21%	34%	<b>10%</b>	7%	<b>21%</b>	2%
UK	22%	28%	<b>49%</b>	31%	30%	32%	<b>9%</b>	13%	15%	13%	18%	2%
<b>Highest percentage per country</b>						<i>Lowest percentage per country</i>						
Highest percentage per item						Lowest percentage per item						

Turning to the socio-**demographic data**, there appears to be **very little gender or age distinctions** in terms of the sources of information about chemical products that people say they trust.

Those with children in the household are more likely to trust product manufacturers than those without children (36% cf. 32%), scientists (30% cf. 28%), poison centres (43% cf. 39%) and the EU (14% cf. 12%). Those without children in the household are more likely to trust family and friends (17% cf. 15%) and pharmacists (26% cf. 22%)

The respondent's **level of education** has a bearing on how much trust he or she is likely to place in the various sources of information. Only 17% of people who finished their education at age 20 or above say they trust sales people in shops, for example, but this rises to 24% for people in the 16-19 group and again to 26% of those who left school at 15 or less. However, people who spent longer in formal education are more likely to trust other sources of information. 27% of people who completed their education at age 20 plus say they trust NGOs, but this falls to 21% of those in the 16-19 group and 16% of those who left school at 15 or under. Similarly, 46% of those educated to the age 20 or more say they trust poison centres as information sources, but this drops to 41% for the 16-19 group and again to 34% for the 15-and-under group. Trust of the EU is also much higher among respondents who spent more time in formal education. 18% of people who completed their education at age 20 or over say they trust the EU and its agencies as an information source, but only 12% of those in the 16-19 group and 6% of those who left school at 15 or under say the same.

QC14 Which of the following sources would you trust the most for information about the potential dangers of chemical products?  
(MAX. 4 ANSWERS)

	Poison centres	Doctors	Product manufacturers	National Health Authorities	Scientists/researchers	Pharmacists	Sales person in a shop	Non-Governmental Organisations (NGO)/ Consumer protection organisations	Family, friends or relatives	The EU and its institutions (for instance, the European Chemicals Agency ECHA)	(NATIONALITY) Government	Journalists
EU27	40%	34%	33%	31%	29%	25%	22%	21%	17%	13%	8%	4%
 <b>Age</b>												
15-24	38%	36%	34%	31%	34%	24%	21%	18%	22%	12%	7%	3%
25-39	42%	32%	35%	32%	29%	22%	21%	20%	17%	15%	8%	4%
40-54	44%	32%	35%	34%	29%	24%	23%	24%	13%	14%	8%	5%
55 +	37%	35%	29%	29%	26%	28%	23%	20%	17%	10%	7%	4%
 <b>Education (End of)</b>												
15-	34%	36%	30%	28%	21%	25%	26%	16%	18%	6%	7%	3%
16-19	41%	33%	35%	31%	28%	25%	24%	21%	16%	12%	7%	4%
20+	46%	32%	32%	37%	35%	26%	17%	27%	12%	18%	9%	6%
Still studying	37%	35%	30%	31%	34%	22%	19%	18%	24%	14%	8%	2%
 <b>Respondent occupation scale</b>												
Self-employed	41%	30%	35%	32%	29%	20%	24%	24%	13%	17%	7%	5%
Managers	43%	28%	34%	36%	36%	26%	15%	29%	12%	20%	9%	7%
Other white collars	45%	33%	34%	36%	31%	24%	21%	24%	14%	16%	8%	3%
Manual workers	45%	34%	37%	34%	27%	24%	24%	20%	16%	12%	8%	4%
House persons	40%	35%	29%	27%	25%	23%	23%	16%	17%	9%	7%	3%
Unemployed	36%	34%	36%	28%	28%	22%	25%	17%	17%	11%	7%	3%
Retired	35%	36%	28%	28%	26%	28%	23%	19%	18%	8%	7%	5%
Students	37%	35%	30%	31%	34%	22%	19%	18%	24%	14%	8%	2%

## CONCLUSION

There are many positive conclusions to be drawn from this first Eurobarometer survey. Many hazardous substances, such as pesticides and insecticides, are widely recognised both to be chemical products and to be dangerous. There is also widespread understanding that it is advisable to read the safety instructions before using chemical products in order to avoid the potential hazards.

However, the report shows very clearly that understanding of chemical products and people's awareness of the safety issues surrounding them vary considerably from one member state to another. Although the awareness or even the knowledge related to these issues appears to be reasonably high in some member states, in others the level of understanding isn't pronounced.

General education about chemical products and the related safety matters is therefore needed in the EU, so that more people in society know where to look for this information and how to interpret it. That such education is needed is shown by the fact that half of the people in the EU, for example, do not even consider car/vehicle products to be chemical products. People also need to be given more certainty about where they can find reliable information about chemical-related safety issues: right now, many EU citizens do not know where to turn for trustworthy information.

While making the shift from the old European chemical hazard symbols to the CLP symbols, many of the new symbols have not yet appeared widely to the general public. However, the results of this study show also that the new symbols are far from being self-explanatory, and therefore, there is a need for education as to what many of the hazard symbols mean. Even in member states where understanding of the issues surrounding chemical products is generally quite high, relatively few people know what some of the hazard symbols refer to.

Therefore, this survey does serve to highlight the areas where work needs to be done and the member states in which the most effort needs to be invested. It should hence be a useful tool in the years ahead.

## **ANNEXES**

## **TECHNICAL SPECIFICATIONS**

## SPECIAL EUROBAROMETER 360

"Chemical products"

### TECHNICAL SPECIFICATIONS

Between the 25<sup>th</sup> of November and the 17<sup>th</sup> of December 2010, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out the wave 74.3 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The SPECIAL EUROBAROMETER 360 is part of wave 74.3 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1020	25/11/2010	14/12/2010	8.866.411
BG	Bulgaria	TNS BBSS	1000	26/11/2010	08/12/2010	6.584.957
CZ	Czech Rep.	TNS Aisa	1015	26/11/2010	13/12/2010	8.987.535
DK	Denmark	TNS Gallup DK	1007	26/11/2010	15/12/2010	4.533.420
DE	Germany	TNS Infratest	1519	25/11/2010	12/12/2010	64.545.601
EE	Estonia	Emor	1000	26/11/2010	13/12/2010	916.000
IE	Ireland	MRBI	975	26/11/2010	17/12/2010	3.375.399
EL	Greece	TNS ICAP	1000	26/11/2010	13/12/2010	8.693.566
ES	Spain	TNS Demoscopia	1006	26/11/2010	14/12/2010	39.035.867
FR	France	TNS Sofres	1000	26/11/2010	14/12/2010	47.620.942
IT	Italy	TNS Infratest	1039	26/11/2010	13/12/2010	51.252.247
CY	Rep. of Cyprus	Synovate	501	26/11/2010	12/12/2010	651.400
LV	Latvia	TNS Latvia	1000	26/11/2010	13/12/2010	1.448.719
LT	Lithuania	TNS Gallup Lithuania	1026	26/11/2010	13/12/2010	2.849.359
LU	Luxembourg	TNS ILReS	501	26/11/2010	15/12/2010	404.907
HU	Hungary	TNS Hungary	1014	26/11/2010	13/12/2010	8.320.614
MT	Malta	MISCO	500	26/11/2010	12/12/2010	335.476
NL	Netherlands	TNS NIPO	1024	26/11/2010	14/12/2010	13.288.200
AT	Austria	Österreichisches Gallup-Institut	1010	26/11/2010	12/12/2010	6.973.277
PL	Poland	TNS OBOP	1000	26/11/2010	13/12/2010	32.306.436
PT	Portugal	TNS EUROTESTE	1046	26/11/2010	13/12/2010	8.080.915
RO	Romania	TNS CSOP	1013	26/11/2010	10/12/2010	18.246.731
SI	Slovenia	RM PLUS	1020	26/11/2010	13/12/2010	1.748.308
SK	Slovakia	TNS AISA SK	1034	26/11/2010	13/12/2010	4.549.954
FI	Finland	TNS Gallup Oy	1003	26/11/2010	16/12/2010	4.412.321
SE	Sweden	TNS GALLUP	1010	26/11/2010	15/12/2010	7.723.931
UK	United Kingdom	TNS UK	1291	26/11/2010	14/12/2010	51.081.866
<b>TOTAL EU27</b>			<b>26.574</b>	<b>25/11/2010</b>	<b>17/12/2010</b>	<b>406.834.359</b>

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

<b>Observed percentages</b>	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
<b>Confidence limits</b>	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points

## QUESTIONNAIRE

C. CONSUMER UNDERSTANDING OF LABELS AND ITS EFFECT ON THE SAFE USE OF CHEMICALS

QC1 If you think of "chemical products", which of the following words come to mind?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

	(496-508)
Useful	1,
Innovative	2,
Effective	3,
Modern	4,
Natural	5,
Unhealthy	6,
Industrial	7,
Artificial	8,
Harmful to the environment	9,
Dangerous	10,
Other (SPONTANEOUS)	11,
None (SPONTANEOUS)	12,
DK	13,

NEW

ASK QC2 IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a OR "WORKED IN THE PAST", CODE 5 TO 18 IN D15b - OTHERS GO TO QC3

QC2 Personally, do you use or have you ever used chemical products at work?

	(509)
Yes	1
No	2
DK	3

NEW

C. LA COMPREHENSION DES CONSOMMATEURS DES ETIQUETAGES ET SON IMPACT SUR UNE UTILISATION SÛRE DES PRODUITS CHIMIQUES

QC1 Lorsque vous pensez au terme "produits chimiques", quels mots vous viennent à l'esprit ?

(MONTRER CARTE – LIRE – ROTATION – PLUSIEURS REponses POSSIBLES)

	(496-508)
Utile	1,
Innovant	2,
Efficace	3,
Moderne	4,
Naturel	5,
Dangereux pour la santé	6,
Industriel	7,
Artificiel	8,
Nuisible pour l'environnement	9,
Dangereux	10,
Autre (SPONTANE)	11,
Aucun (SPONTANE)	12,
NSP	13,

NEW

POSER QC2 SI " TRAVAILLE ACTUELLEMENT", CODE 5 A 18 EN D15a OU "A TRAVAILLE", CODE 5 A 18 EN D15b - LES AUTRES ALLER EN QC3

QC2 Personnellement, utilisez-vous ou avez-vous déjà utilisé des produits chimiques sur votre lieu de travail ?

	(509)
Oui	1
Non	2
NSP	3

NEW

ASK ALL

QC3 And still thinking of "chemical products", which of the following products come to mind?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

	(510-518)
DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	1,
Every day detergents (e.g. washing powder, dish washing detergents)	2,
Other cleaning products (e.g. drain cleaners, oven cleaners)	3,
Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)	4,
Gardening products (e.g. fertilizers, plant conditioners)	5,
Pesticides and insecticides (e.g. weed killers, vermin and pest control)	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

A TOUS

QC3 Et toujours en pensant au terme "produits chimiques", quels sont les produits qui vous viennent à l'esprit ?

(MONTRER CARTE – LIRE – ROTATION – PLUSIEURS REPONSES POSSIBLES)

	(510-518)
Les produits de bricolage et de construction (p.ex. peintures, laques)	1,
Les détergents domestiques (p.ex. lessives, produits de nettoyage)	2,
D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)	3,
Les produits d'entretien automobile (p.ex. lustrants, huiles de vidange, nettoyeurs pour jantes)	4,
Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)	5,
Les pesticides et les insecticides (p.ex. désherbants, antiparasites)	6,
Autre (SPONTANE)	7,
Aucun (SPONTANE)	8,
NSP	9,

NEW

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QC4 Which of the following do you use to find out whether a chemical product is hazardous or not?

QC4 Parmi les éléments suivants, lesquels utilisez-vous pour savoir si un produit chimique est dangereux ou non ?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – ROTATION – PLUSIEURS REPNSES POSSIBLES)

	(519-530)
Your previous experience with the product	1,
The smell	2,
The colour	3,
The packaging	4,
The safety instructions	5,
The warning symbols	6,
Information you get in the shop	7,
The type of shop where you can buy the product	8,
Information from family members or friends	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

	(519-530)
Votre expérience passée du produit en question	1,
L'odeur	2,
La couleur	3,
L'emballage	4,
Les instructions de sécurité	5,
Les symboles d'avertissement	6,
Les informations fournies dans le magasin	7,
Le type de magasin où vous pouvez acheter le produit en question	8,
Les informations fournies par la famille ou les amis	9,
Autre (SPONTANE)	10,
Aucun (SPONTANE)	11,
NSP	12,

NEW
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NEW
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QC5 Which things do you need to do to use a chemical product safely?

QC5 Quelles choses devez-vous faire pour utiliser un produit chimique de façon sûre ?

(DO NOT READ OUT – DO NOT SHOW CARD – PRE-CODED OPEN ENDED QUESTION – MULTIPLE ANSWERS POSSIBLE)

(NE PAS LIRE – NE PAS MONTRER CARTE – QUESTION OUVERTE PRE-CODEE – PLUSIEURS REPNSES POSSIBLES)

	(531-539)
Read/ follow the instructions of the chemical product	1,
Wear protective clothing (e.g. gloves, mask)	2,
Adhere to recommended frequency of use of the chemical product	3,
Use only the recommended amount of the chemical product	4,
Store the product correctly	5,
Dispose of the product correctly	6,
Other	7,
There is no safe use of a chemical product	8,
DK	9,

	(531-539)
Lire/ suivre les instructions du produit chimique en question	1,
Porter des vêtements de protection (p. ex. des gants, masque)	2,
Respecter la fréquence conseillée d'utilisation du produit chimique en question	3,
Utiliser seulement les quantités conseillées du produit chimique en question	4,
Ranger le produit correctement	5,
Respecter les conseils de traitement des déchets du produit chimique en question	6,
Autre	7,
Il n'est pas possible d'utiliser des produits chimiques de manière sûre	8,
NSP	9,

NEW
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NEW
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QC6 For which of the following chemical products do you think instructions are necessary in order to use them safely?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

	(540-548)
DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	1,
Every day detergents (e.g. washing powder, dish washing detergents)	2,
Other cleaning products (e.g. drain cleaners, oven cleaners)	3,
Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)	4,
Gardening products (e.g. fertilizers, plant conditioners)	5,
Pesticides and insecticides (e.g. weed killers, vermin and pest control)	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

NEW
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QC6 Pour lesquels des produits chimiques suivants pensez-vous que des instructions sont nécessaires pour qu'ils soient utilisés en toute sécurité ?

(MONTRER CARTE – LIRE – ROTATION – PLUSIEURS REPONSES POSSIBLES)

	(540-548)
Les produits de bricolage et de construction (p.ex. peintures, laques)	1,
Les détergents domestiques (p.ex. lessives, produits de nettoyage)	2,
D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)	3,
Les produits d'entretien automobile (p.ex. lustrant, huiles de vidange, nettoyeurs pour jantes)	4,
Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)	5,
Les pesticides et les insecticides (p.ex. désherbants, antiparasites)	6,
Autre (SPONTANE)	7,
Aucun (SPONTANE)	8,
NSP	9,

NEW
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QC7 Before using any of the following products for the first time, how often do you read the safety instructions?

QC7 Avant d'utiliser les produits suivants pour la première fois, à quelle fréquence lisez-vous les consignes de sécurité ?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(MONTRER CARTE AVEC ECHELLE – UNE REPOSE PAR LIGNE)

(READ OUT – ROTATE)	Alwa ys	Most of the time	Som etim es	Neve r	Not appli cabl e (SP ONT ANE OUS )	DK

(LIRE – ROTATION)	Touj ours	La plu art du temp s	Parf ois	Jam ais	Pas appli cabl e (SP ONT ANE )	NSP

(549)	1	DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	1	2	3	4	5	6
(550)	2	Every day detergents (e.g. washing powder, dish washing detergents)	1	2	3	4	5	6
(551)	3	Other cleaning products (e.g. drain cleaners, oven cleaners)	1	2	3	4	5	6
(552)	4	Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)	1	2	3	4	5	6
(553)	5	Gardening products (e.g. fertilizers, plant conditioners)	1	2	3	4	5	6
(554)	6	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	1	2	3	4	5	6

(549)	1	Les produits de bricolage et de construction (p.ex. peintures, laques)	1	2	3	4	5	6
(550)	2	Les détergents domestiques (p.ex. lessives, produits de nettoyage)	1	2	3	4	5	6
(551)	3	D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)	1	2	3	4	5	6
(552)	4	Les produits d'entretien automobile (p.ex. lustrant, huiles de vidange, nettoyants pour jantes)	1	2	3	4	5	6
(553)	5	Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)	1	2	3	4	5	6
(554)	6	Les pesticides et les insecticides (p.ex. désherbants, antiparasites)	1	2	3	4	5	6

NEW
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NEW
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ASK QC8 IF "READ THE INSTRUCTIONS", CODE 1 TO 3 IN THE EQUIVALENT ITEM IN QC7 - OTHERS GO TO QC9

QC8 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Fully	Partially	Not at all	DK
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(555)	1	DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	1	2	3	4
(556)	2	Every day detergents (e.g. washing powder, dish washing detergents)	1	2	3	4
(557)	3	Other cleaning products (e.g. drain cleaners, oven cleaners)	1	2	3	4
(558)	4	Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)	1	2	3	4
(559)	5	Gardening products (e.g. fertilizers, plant conditioners)	1	2	3	4
(560)	6	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	1	2	3	4

NEW

POSER QC8 SI "LIT LES INSTRUCTIONS", CODE 1 A 3 POUR L'ITEM EQUIVALENT EN QC7 - LES AUTRES ALLER EN QC9

QC8 Et pour chacun des produits suivants, lorsque vous lisez les consignes de sécurité, dans quelle mesure suivez-vous ces consignes ?

(MONTRER CARTE AVEC ECHELLE – UNE REPOSE PAR LIGNE)

	(LIRE – ROTATION)	Complète ment	Partiellem ent	Pas du tout	NSP
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(555)	1	Les produits de bricolage et de construction (p.ex. peintures, laques)	1	2	3	4
(556)	2	Les détergents domestiques (p.ex. lessives, produits de nettoyage)	1	2	3	4
(557)	3	D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)	1	2	3	4
(558)	4	Les produits d'entretien automobile (p.ex. lustrant, huiles de vidange, nettoyeurs pour jantes)	1	2	3	4
(559)	5	Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)	1	2	3	4
(560)	6	Les pesticides et les insecticides (p.ex. désherbants, antiparasites)	1	2	3	4

NEW

ASK ALL

QC9 Imagine that you have two chemical products, with a different word on each label. One has the word "warning". The other one the word "danger". In your opinion, which of these two chemical products is the most hazardous?

(READ OUT – ONE ANSWER ONLY)

	<b>(561)</b>
The product with the word "Warning"	1
The product with the word "Danger"	2
No difference, each product is equally hazardous (SPONTANEOUS)	3
DK	4

NEW

QC10 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

(SHOW THE FIRST 4 GHS SYMBOLS ALL TOGETHER (A-D), AND ASK THE FIRST 4 ITEMS. THEN, SHOW THE 4 PICTOGRAMS ALL TOGETHER (E-H) AND ASK THE LAST 4 ITEMS – ONE ANSWER PER LINE)

		Yes	No	DK
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(562)	1	Symbol A	1	2	3
(563)	2	Symbol B	1	2	3
(564)	3	Symbol C	1	2	3
(565)	4	Symbol D	1	2	3
(566)	5	Pictogram E	1	2	3
(567)	6	Pictogram F	1	2	3
(568)	7	Pictogram G	1	2	3
(569)	8	Pictogram H	1	2	3

NEW

A TOUS

QC9 Imaginez que vous avez deux produits chimiques, avec un mot différent sur leurs étiquetages. L'un présente le mot "attention", l'autre présente le mot "danger". Selon vous, lequel de ces deux produits est le plus dangereux ?

(LIRE – UNE SEULE REPONSE)

	<b>(561)</b>
Le produit présentant le mot « attention »	1
Le produit présentant le mot « danger »	2
Pas de différence, les deux produits sont dangereux (SPONTANE)	3
NSP	4

NEW

QC10 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

(MONTRER LES 4 PREMIERS SYMBOLES GHS EN MEME TEMPS (A-D), ET DEMANDER DE REpondre AUX 4 PREMIERS ITEMS. PUIS MONTRER LES 4 PICTOGRAMMES EN MEME TEMPS (E-H) ET DEMANDER DE REpondre AUX 4 DERNIERS ITEMS – UNE REPONSE PAR LIGNE)

		Oui	Non	NSP
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(562)	1	Symbole A	1	2	3
(563)	2	Symbole B	1	2	3
(564)	3	Symbole C	1	2	3
(565)	4	Symbole D	1	2	3
(566)	5	Pictogramme E	1	2	3
(567)	6	Pictogramme F	1	2	3
(568)	7	Pictogramme G	1	2	3
(569)	8	Pictogramme H	1	2	3

NEW

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QC11 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

QC11 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

(SHOW EACH SYMBOL ONE BY ONE AND ASK THE QUESTION ONE BY ONE – SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(MONTRER CHAQUE SYMBOLE UN PAR UN ET POSER LES QUESTIONS UNE PAR UNE – MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

(ROTATE SYMBOLS)	That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	DK
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(ROTATION SYMBOLES)	Est inflammable	Est corrosif pour le métal	Est dangereux pour l'environnement	Est cancérigène	Est irritant pour la peau	Provoque de l'asthme ou d'autres réactions d'hypersensibilité respiratoire	NSP
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(570)	1	Symbol A	1	2	3	4	5	6	7	(570)
(571)	2	Symbol B	1	2	3	4	5	6	7	(571)
(572)	3	Symbol C	1	2	3	4	5	6	7	(572)
(573)	4	Symbol D	1	2	3	4	5	6	7	(573)

(570)	1	Symbole A	1	2	3	4	5	6	7	(570)
(571)	2	Symbole B	1	2	3	4	5	6	7	(571)
(572)	3	Symbole C	1	2	3	4	5	6	7	(572)
(573)	4	Symbole D	1	2	3	4	5	6	7	(573)

NEW \_\_\_\_\_

NEW \_\_\_\_\_

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QC12 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

QC12 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

(SHOW CARD WITH SCALE – ONE ANSWER ONLY)

(MONTRER CARTE – UNE REPOSE PAR LIGNE)

(ROTATE)	1 Not at all infor med	2	3	4	5	6	7 Very well infor med	DK

(ROTATION)	1 Pas du tout infor mé(e )	2	3	4	5	6	7 Très bien infor mé(e )	NSP

(574)	1	DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	1	2	3	4	5	6	7	8
(575)	2	Every day detergents (e.g. washing powder, dish washing detergents)	1	2	3	4	5	6	7	8
(576)	3	Other cleaning products (e.g. drain cleaners, oven cleaners)	1	2	3	4	5	6	7	8
(577)	4	Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)	1	2	3	4	5	6	7	8
(578)	5	Gardening products (e.g. fertilizers, plant conditioners)	1	2	3	4	5	6	7	8
(579)	6	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	1	2	3	4	5	6	7	8

(574)	1	Les produits de bricolage et de construction (p.ex. peintures, laques)	1	2	3	4	5	6	7	8
(575)	2	Les détergents domestiques (p.ex. lessives, produits de nettoyage)	1	2	3	4	5	6	7	8
(576)	3	D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)	1	2	3	4	5	6	7	8
(577)	4	Les produits d'entretien automobile (p.ex. lustrant, huiles de vidange, nettoyeurs pour jantes)	1	2	3	4	5	6	7	8
(578)	5	Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)	1	2	3	4	5	6	7	8
(579)	6	Les pesticides et les insecticides (p.ex. désherbants, antiparasites)	1	2	3	4	5	6	7	8

NEW
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NEW
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QC13 Where do you generally find information about the potential dangers of chemical products?

QC13 Où trouvez-vous en général des informations sur les dangers potentiels des produits chimiques ?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – ROTATION – PLUSIEURS REPONSES POSSIBLES)

	(580-591)
Product packaging	1,
Newspapers	2,
Magazines	3,
TV	4,
Radio	5,
Information leaflets\ brochures	6,
Internet	7,
Word of mouth	8,
Family, friends or relatives	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

	(580-591)
Les emballages des produits	1,
Les journaux	2,
Les magazines	3,
La télévision	4,
La radio	5,
Les brochures d'information\ dépliant	6,
Internet	7,
Le bouche-à-oreille	8,
La famille, les amis ou les connaissances	9,
Autre (SPONTANE)	10,
Aucun (SPONTANE)	11,
NSP	12,

NEW

NEW

QC14 Which of the following sources would you trust the most for information about the potential dangers of chemical products?

QC14 Parmi les sources suivantes, quelles sont celles auxquelles vous feriez le plus confiance pour des informations au sujet des dangers potentiels des produits chimiques ?

(SHOW CARD – READ OUT – ROTATE – MAX. 4 ANSWERS)

(MONTRER CARTE – LIRE – ROTATION – MAX. 4 REPOSES)

	<b>(592-606)</b>
Sales person in a shop	1,
Non-Governmental Organisations (NGO)\ Consumer protection organisations	2,
Product manufacturers	3,
Poison centres	4,
Family, friends or relatives	5,
Doctors	6,
Pharmacists	7,
Journalists	8,
Scientists\ researchers	9,
National Health Authorities	10,
The EU and its institutions (for instance, the European Chemicals Agency ECHA)	11,
(NATIONALITY) Government	12,
Other (SPONTANEOUS)	13,
None (SPONTANEOUS)	14,
DK	15,

	<b>(592-606)</b>
Les vendeurs dans un magasin	1,
Les organisations non gouvernementales (ONG)\ Les organisations de protection des consommateurs	2,
Les fabricants des produits	3,
Les centres antipoison	4,
La famille, les amis ou les connaissances	5,
Les médecins	6,
Les pharmaciens	7,
Les journalistes	8,
Les scientifiques\ les chercheurs	9,
Les autorités sanitaires nationales	10,
L'UE et ses institutions (en l'occurrence l'agence européenne des produits chimiques ECHA)	11,
Le Gouvernement (NATIONALITE)	12,
Autre (SPONTANE)	13,
Aucun (SPONTANE)	14,
NSP	15,

NEW

NEW

## **TABLES**

QC1 Lorsque vous pensez au terme "produits chimiques", quels mots vous viennent à l'esprit ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC1 If you think of "chemical products", which of the following words come to mind? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC1 Welche der folgenden Worte fallen Ihnen ein, wenn Sie an "chemische Produkte" denken? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Utile	Innovant	Efficace	Moderne	Naturel	Dangereux pour la santé	Industriel
		Useful	Innovative	Effective	Modern	Natural	Unhealthy	Industrial
		Nützlich	Innovativ	Effektiv	Modern	Natürlich	Ungesund	Industriell
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	22	9	17	12	4	51	43
	BE	24	12	15	13	6	56	49
	BG	11	7	14	13	0	44	35
	CZ	18	4	27	15	3	50	43
	DK	33	8	35	10	5	70	48
	DE	36	15	20	19	3	62	56
	EE	15	13	23	20	16	73	47
	IE	32	6	23	13	2	41	32
	EL	10	4	10	10	1	70	41
	ES	18	5	13	8	1	38	35
	FR	16	5	10	8	1	73	43
	IT	9	9	12	10	4	41	38
	CY	21	5	17	7	6	72	31
	LV	8	3	8	7	3	56	28
	LT	11	6	10	10	1	56	23
	LU	30	10	17	13	6	75	47
	HU	19	6	24	11	6	57	35
	MT	26	7	26	9	8	63	20
	NL	30	24	20	17	4	61	62
	AT	35	20	32	25	4	61	62
	PL	25	7	23	13	4	45	30
	PT	14	4	9	6	2	46	18
	RO	30	5	16	12	4	44	30
	SI	18	5	15	9	5	58	46
	SK	19	6	20	15	3	54	48
	FI	37	8	29	23	7	54	52
	SE	40	10	36	15	8	75	57
	UK	20	5	15	7	6	33	46

QC1 Lorsque vous pensez au terme "produits chimiques", quels mots vous viennent à l'esprit ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC1 If you think of "chemical products", which of the following words come to mind? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC1 Welche der folgenden Worte fallen Ihnen ein, wenn Sie an "chemische Produkte" denken? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Artificial	Nuisible pour l'environnement	Dangereux	Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Artificial	Harmful to the environment	Dangerous	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Künstlich	Umweltschädlich	Gefährlich	Andere (SPONTAN)	Nichts davon (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	35	63	68	1	1	1
	BE	35	72	76	1	0	0
	BG	53	74	68	0	0	2
	CZ	34	65	61	0	0	0
	DK	50	90	79	0	0	0
	DE	52	72	71	0	1	1
	EE	47	78	72	0	0	1
	IE	23	59	61	3	0	1
	EL	30	66	81	0	0	0
	ES	28	49	73	1	0	1
	FR	20	73	81	0	0	1
	IT	33	61	67	1	2	2
	CY	28	88	85	4	0	0
	LV	38	58	59	1	1	1
	LT	37	65	71	2	1	1
	LU	34	68	66	3	1	0
	HU	37	64	75	1	1	1
	MT	25	63	54	0	0	4
	NL	51	74	65	1	0	1
	AT	57	74	72	2	1	1
	PL	41	58	50	1	1	2
	PT	12	34	69	2	2	2
	RO	23	47	57	1	1	2
	SI	49	78	62	1	0	0
	SK	42	70	66	0	0	0
	FI	43	62	53	1	0	0
	SE	41	84	67	1	0	0
	UK	26	52	66	1	1	2

QC2 Personnellement, utilisez-vous ou avez-vous déjà utilisé des produits chimiques sur votre lieu de travail ?

QC2 Personally, do you use or have you ever used chemical products at work?

QC2 Verwenden Sie oder haben Sie in Ihrer Arbeit jemals persönlich chemische Produkte verwendet?

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		52	45	3
 BE		51	47	2
 BG		64	30	6
 CZ		70	29	1
 DK		58	41	1
 DE		70	26	4
 EE		70	29	1
 IE		44	47	9
 EL		43	56	1
 ES		45	54	1
 FR		48	51	1
 IT		26	71	3
 CY		43	55	2
 LV		70	27	3
 LT		72	28	0
 LU		53	46	1
 HU		48	51	1
 MT		38	58	4
 NL		61	38	1
 AT		70	27	3
 PL		60	39	1
 PT		50	49	1
 RO		36	42	22
 SI		72	27	1
 SK		66	33	1
 FI		56	44	0
 SE		72	27	1
 UK		46	54	0

QC3 Et toujours en pensant au terme "produits chimiques", quels sont les produits qui vous viennent à l'esprit ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC3 And still thinking of "chemical products", which of the following products come to mind? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC3 Und welche der folgenden Produkte fallen Ihnen ein, wenn Sie an "chemische Produkte" denken? (ROTIEREN – MEHRFACHNENNUNGEN MÖGLICH)

		Les produits de bricolage et de construction (p.ex. peintures, laques)  DIY (Do It Yourself) products and building materials (e.g. paints, varnish)  Heimwerkerprodukte und Baustoffe (z.B. Farben, Lacke)	Les détergents domestiques (p.ex. lessives, produits de nettoyage)  Every day detergents (e.g. washing powder, dish washing detergents)  Alltägliche Reinigungsmittel (z.B. Waschpulver, Spülmittel)	D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)  Other cleaning products (e.g. drain cleaners, oven cleaners)  Andere Reinigungsmittel (z.B. Abflussreiniger, Ofenreiniger)	Les produits d'entretien automobile (p.ex. lustrants, huiles de vidange, nettoyeurs pour jantes)  Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)  Pflegeprodukte für Autos/ Fahrzeuge (z.B. Autopolitur, Motorenöl, Felgenreiniger)
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	59	70	71	51
	BE	52	62	76	43
	BG	65	70	77	55
	CZ	48	65	66	43
	DK	71	69	87	59
	DE	74	77	77	65
	EE	78	94	83	74
	IE	52	49	64	33
	EL	60	65	66	49
	ES	58	63	73	54
	FR	55	76	76	52
	IT	46	57	59	39
	CY	62	70	67	50
	LV	70	86	70	65
	LT	65	79	74	61
	LU	61	75	79	51
	HU	50	74	74	40
	MT	46	63	56	38
	NL	68	72	82	57
	AT	66	66	71	56
	PL	58	80	67	51
	PT	37	44	49	28
	RO	54	68	50	35
	SI	66	76	75	58
	SK	55	65	58	47
	FI	69	78	83	71
	SE	63	84	79	66
	UK	57	69	75	52

QC3 Et toujours en pensant au terme "produits chimiques", quels sont les produits qui vous viennent à l'esprit ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC3 And still thinking of "chemical products", which of the following products come to mind? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC3 Und welche der folgenden Produkte fallen Ihnen ein, wenn Sie an "chemische Produkte" denken? (ROTIEREN – MEHRFACHNENNUNGEN MÖGLICH)

		Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)	Les pesticides et les insecticides (p.ex. désherbants, antiparasites)	Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Gardening products (e.g. fertilizers, plant conditioners)	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Produkte für die Gartenarbeit (z.B. Düngemittel)	Pestizide und Insektizide (z.B. Unkrautvernichtungsmittel, Schädlingsbekämpfungsmittel)	Andere (SPONTAN)	Nichts davon (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	59	75	1	1	1
	BE	55	79	1	1	0
	BG	71	76	2	0	2
	CZ	53	59	0	1	1
	DK	70	93	0	0	0
	DE	69	76	1	1	1
	EE	73	73	0	0	0
	IE	58	80	4	0	4
	EL	64	91	2	1	0
	ES	56	77	1	1	1
	FR	61	84	0	1	1
	IT	49	70	1	2	2
	CY	69	92	3	0	0
	LV	58	65	1	0	0
	LT	62	70	1	1	1
	LU	55	75	4	0	1
	HU	59	71	2	0	1
	MT	46	70	2	0	1
	NL	51	80	2	1	1
	AT	55	68	9	1	0
	PL	61	65	0	1	1
	PT	43	69	2	4	3
	RO	49	63	4	2	2
	SI	60	81	3	1	0
	SK	65	68	3	0	0
	FI	65	85	1	0	0
	SE	59	84	1	0	0
	UK	62	74	1	1	1

QC4 Parmi les éléments suivants, lesquels utilisez-vous pour savoir si un produit chimique est dangereux ou non ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC4 Which of the following do you use to find out whether a chemical product is hazardous or not? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC4 Woran orientieren Sie sich, um herauszufinden, ob ein chemisches Produkt gefährlich ist oder nicht? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Votre expérience passée du produit en question	L'odeur	La couleur	L'emballage	Les instructions de sécurité	Les symboles d'avertissement
		Your previous experience with the product	The smell	The colour	The packaging	The safety instructions	The warning symbols
		Ihre bisherige Erfahrung mit dem Produkt	Der Geruch	Die Farbe	Die Verpackung	Die Sicherheits-hinweise	Die Warnzeichen
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	32	21	6	43	66	65
	BE	33	25	6	55	68	75
	BG	52	25	5	31	64	51
	CZ	42	11	4	27	73	55
	DK	43	24	6	61	85	91
	DE	35	22	3	44	79	72
	EE	46	26	9	57	81	72
	IE	42	27	7	32	66	57
	EL	34	23	6	41	71	45
	ES	33	19	3	46	56	55
	FR	29	24	5	42	67	81
	IT	21	22	10	30	55	55
	CY	29	58	7	18	80	55
	LV	40	22	10	36	63	62
	LT	35	13	4	38	65	57
	LU	31	33	7	51	69	82
	HU	43	21	6	44	64	67
	MT	41	26	5	22	60	55
	NL	31	17	4	58	75	83
	AT	49	24	8	52	75	71
	PL	34	16	5	38	59	54
	PT	32	17	4	40	55	46
	RO	45	33	9	33	57	35
	SI	43	18	7	46	72	65
	SK	37	25	3	31	74	71
	FI	37	11	4	50	76	77
	SE	44	20	5	52	82	90
	UK	20	14	7	53	66	68

QC4 Parmi les éléments suivants, lesquels utilisez-vous pour savoir si un produit chimique est dangereux ou non ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC4 Which of the following do you use to find out whether a chemical product is hazardous or not? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC4 Woran orientieren Sie sich, um herauszufinden, ob ein chemisches Produkt gefährlich ist oder nicht? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Les informations fournies dans le magasin	Le type de magasin où vous pouvez acheter le produit en question	Les informations fournies par la famille ou les amis	Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Information you get in the shop	The type of shop where you can buy the product	Information from family members or friends	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Die Informationen, die Sie im Geschäft bekommen	Die Art des Geschäfts, in dem Sie das Produkt kaufen können	Informationen von Familienangehörigen oder Freunden	Andere (SPONTAN)	Nichts davon (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	25	11	13	1	2	1
	BE	34	12	17	1	1	0
	BG	31	13	25	0	1	2
	CZ	38	9	17	0	1	0
	DK	31	17	22	1	0	1
	DE	34	11	14	0	1	1
	EE	34	13	27	1	1	0
	IE	20	18	12	1	1	2
	EL	32	12	18	0	2	0
	ES	24	10	12	0	1	1
	FR	18	9	11	1	1	1
	IT	17	10	10	0	3	1
	CY	20	10	19	1	0	0
	LV	27	12	17	0	1	1
	LT	23	8	22	1	2	1
	LU	27	17	19	1	0	1
	HU	35	14	21	0	1	1
	MT	15	9	17	0	1	1
	NL	30	10	17	0	1	1
	AT	48	22	25	1	2	0
	PL	22	13	12	0	2	3
	PT	29	13	16	1	2	1
	RO	22	10	19	0	2	3
	SI	31	17	24	1	1	0
	SK	40	13	16	0	0	1
	FI	32	11	17	2	0	0
	SE	35	15	22	1	0	1
	UK	12	7	6	1	2	0

QC5 Quelles choses devez-vous faire pour utiliser un produit chimique de façon sûre ? (PLUSIEURS REPONSES POSSIBLES)

QC5 Which things do you need to do to use a chemical product safely? (MULTIPLE ANSWERS POSSIBLE)

QC5 Welche Dinge muss man tun, um ein chemisches Produkt sicher zu verwenden? (MEHRFACHNENNUNGEN MÖGLICH)

		Lire/ suivre les instructions du produit chimique en question	Porter des vêtements de protection (p. ex. des gants, masque)	Respecter la fréquence conseillée d'utilisation du produit chimique en question	Utiliser seulement les quantités conseillées du produit chimique en question
		Read/ follow the instructions of the chemical product	Wear protective clothing (e.g. gloves, mask)	Adhere to recommended frequency of use of the chemical product	Use only the recommended amount of the chemical product
		Die Gebrauchsanweisung für das chemische Produkt lesen/befolgen	Schutzkleidung tragen (z.B. Handschuhe, Maske)	Sich an die empfohlene Verwendungshäufigkeit für das chemische Produkt halten	Nur die empfohlene Menge des chemischen Produktes verwenden
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	78	45	28	32
	BE	84	57	44	53
	BG	76	38	26	33
	CZ	87	43	30	41
	DK	92	40	28	32
	DE	89	46	47	50
	EE	62	53	16	16
	IE	78	63	28	35
	EL	79	53	27	29
	ES	81	42	24	29
	FR	75	51	22	28
	IT	73	46	30	34
	CY	79	62	16	17
	LV	51	50	6	9
	LT	76	49	24	35
	LU	69	55	19	22
	HU	76	42	43	37
	MT	66	56	18	24
	NL	90	58	40	46
	AT	79	48	51	57
	PL	62	32	15	16
	PT	72	40	15	28
	RO	78	47	25	32
	SI	80	62	38	48
	SK	83	51	26	41
	FI	72	31	19	19
	SE	82	42	36	22
	UK	75	44	8	10

QC5 Quelles choses devez-vous faire pour utiliser un produit chimique de façon sûre ? (PLUSIEURS REPONSES POSSIBLES)

QC5 Which things do you need to do to use a chemical product safely? (MULTIPLE ANSWERS POSSIBLE)

QC5 Welche Dinge muss man tun, um ein chemisches Produkt sicher zu verwenden? (MEHRFACHNENNUNGEN MÖGLICH)

		Ranger le produit correctement	Respecter les conseils de traitement des déchets du produit chimique en question	Autre	Il n'est pas possible d'utiliser des produits chimiques de manière sûre	NSP
		Store the product correctly	Dispose of the product correctly	Other	There is no safe use of a chemical product	DK
		Das Produkt ordnungsgemäß lagern	Das Produkt ordnungsgemäß entsorgen	Sonstiges (SPONTAN)	Es gibt keinen sicheren Umgang mit einem chemischen Produkt	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	33	28	5	2	3
	BE	57	45	3	3	0
	BG	42	23	1	7	3
	CZ	34	30	1	2	0
	DK	29	30	14	1	1
	DE	56	54	3	4	2
	EE	18	11	3	2	4
	IE	38	35	2	0	3
	EL	30	22	3	4	1
	ES	26	19	5	1	3
	FR	32	26	9	2	3
	IT	28	29	2	4	2
	CY	24	8	1	4	0
	LV	12	4	1	5	6
	LT	43	27	5	7	1
	LU	30	20	11	2	3
	HU	42	22	1	2	1
	MT	23	19	5	1	4
	NL	49	44	11	2	1
	AT	46	46	2	3	1
	PL	14	10	2	1	10
	PT	32	14	1	2	2
	RO	41	25	2	1	4
	SI	51	41	5	4	1
	SK	41	29	5	3	1
	FI	15	14	24	1	1
	SE	25	33	17	0	2
	UK	16	11	12	1	4

QC6 Pour lesquels des produits chimiques suivants pensez-vous que des instructions sont nécessaires pour qu'ils soient utilisés en toute sécurité ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC6 For which of the following chemical products do you think instructions are necessary in order to use them safely? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC6 Für welche der folgenden chemischen Produkte sind Ihrer Meinung nach Gebrauchsanweisungen erforderlich, um diese sicher zu verwenden? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Les produits de bricolage et de construction (p.ex. peintures, laques)	Les détergents domestiques (p.ex. lessives, produits de nettoyage)	D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)	Les produits d'entretien automobile (p.ex. lustrants, huiles de vidange, nettoyeurs pour jantes)
		DIY (Do It Yourself) products and building materials (e.g. paints, varnish)	Every day detergents (e.g. washing powder, dish washing detergents)	Other cleaning products (e.g. drain cleaners, oven cleaners)	Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)
		Heimwerkerprodukte und Baustoffe (z.B. Farben, Lacke)	Alltägliche Reinigungsmittel (z.B. Waschpulver, Spülmittel)	Andere Reinigungsmittel (z.B. Abflussreiniger, Ofenreiniger)	Pflegeprodukte für Autos/ Fahrzeuge (z.B. Autopolitur, Motorenöl, Felgenreiniger)
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	60	50	70	49
	BE	57	47	76	43
	BG	51	41	71	44
	CZ	53	33	70	39
	DK	79	52	84	61
	DE	65	40	74	49
	EE	80	75	82	75
	IE	56	34	69	35
	EL	55	44	65	45
	ES	66	48	73	58
	FR	60	71	77	52
	IT	53	46	58	45
	CY	72	60	78	60
	LV	74	73	74	69
	LT	70	63	70	64
	LU	62	62	81	56
	HU	52	43	61	37
	MT	65	53	61	49
	NL	61	39	80	41
	AT	65	41	69	51
	PL	52	50	64	41
	PT	48	39	48	38
	RO	48	48	51	36
	SI	69	55	74	59
	SK	54	26	60	43
	FI	73	66	81	62
	SE	78	57	84	69
	UK	67	58	79	54

QC6 Pour lesquels des produits chimiques suivants pensez-vous que des instructions sont nécessaires pour qu'ils soient utilisés en toute sécurité ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC6 For which of the following chemical products do you think instructions are necessary in order to use them safely? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC6 Für welche der folgenden chemischen Produkte sind Ihrer Meinung nach Gebrauchsanweisungen erforderlich, um diese sicher zu verwenden? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)	Les pesticides et les insecticides (p.ex. désherbants, antiparasites)	Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Gardening products (e.g. fertilizers, plant conditioners)	Pesticides and insecticides (e.g. weed killers, vermin and pest control)	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Produkte für die Gartenarbeit (z.B. Düngemittel)	Pestizide und Insektizide (z.B. Unkrautvernichtungsmittel, Schädlingsbekämpfungsmittel)	Andere (SPONTAN)	Nichts davon (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	66	84	1	1	2
	BE	62	86	1	1	0
	BG	72	82	1	0	2
	CZ	67	80	0	1	1
	DK	79	97	0	0	1
	DE	72	93	0	0	1
	EE	82	86	0	1	1
	IE	68	89	3	0	3
	EL	61	92	2	1	0
	ES	67	87	0	1	2
	FR	67	85	0	1	2
	IT	58	73	3	2	3
	CY	78	96	3	0	0
	LV	72	83	0	1	1
	LT	74	83	1	1	2
	LU	65	81	2	1	1
	HU	70	80	1	1	1
	MT	65	82	1	0	2
	NL	51	90	1	1	1
	AT	62	80	5	3	1
	PL	62	74	0	1	3
	PT	55	78	1	2	3
	RO	55	73	3	2	6
	SI	69	93	2	1	0
	SK	78	91	1	0	0
	FI	59	86	0	0	0
	SE	71	95	1	0	0
	UK	71	86	0	1	2

QC7.1 Avant d'utiliser les produits suivants pour la première fois, à quelle fréquence lisez-vous les consignes de sécurité ?

Les produits de bricolage et de construction (p.ex. peintures, laques)

QC7.1 Before using any of the following products for the first time, how often do you read the safety instructions?

DIY (Do It Yourself) products and building materials (e.g. paints, varnish)

QC7.1 Wie häufig lesen Sie die Sicherheitshinweise, bevor Sie eines der folgenden Produkte zum ersten Mal benutzen?

Heimwerkerprodukte und Baustoffe (z.B. Farben, Lacke)

		Toujours	La plupart du temps	Parfois	Jamais	Pas applicable (SPONTANE)	NSP
		Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	DK
		Immer	Meistens	Manchmal	Niemals	Trifft nicht zu (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	36	22	18	12	11	1
	BE	43	27	15	9	6	0
	BG	28	20	20	19	10	3
	CZ	37	25	20	7	10	1
	DK	53	21	15	6	4	1
	DE	32	27	20	12	8	1
	EE	56	18	11	3	11	1
	IE	28	22	24	16	8	2
	EL	23	21	22	12	21	1
	ES	31	17	21	21	10	0
	FR	47	17	14	10	11	1
	IT	31	19	15	15	18	2
	CY	43	18	15	7	16	1
	LV	43	25	17	4	10	1
	LT	44	22	19	6	8	1
	LU	45	14	13	11	15	2
	HU	36	27	17	7	12	1
	MT	27	18	19	17	18	1
	NL	40	25	19	10	6	0
	AT	27	28	21	10	13	1
	PL	30	25	19	8	16	2
	PT	19	25	21	13	21	1
	RO	25	23	28	10	11	3
	SI	38	21	18	10	12	1
	SK	31	26	23	10	9	1
	FI	50	26	15	2	6	1
	SE	45	21	19	7	8	0
	UK	47	21	15	9	7	1

QC7.2 Avant d'utiliser les produits suivants pour la première fois, à quelle fréquence lisez-vous les consignes de sécurité ?

Les détergents domestiques (p.ex. lessives, produits de nettoyage)

QC7.2 Before using any of the following products for the first time, how often do you read the safety instructions?

Every day detergents (e.g. washing powder, dish washing detergents)

QC7.2 Wie häufig lesen Sie die Sicherheitshinweise, bevor Sie eines der folgenden Produkte zum ersten Mal benutzen?

Alltägliche Reinigungsmittel (z.B. Waschpulver, Spülmittel)

		Toujours	La plupart du temps	Parfois	Jamais	Pas applicable (SPONTANE)	NSP
		Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	DK
		Immer	Meistens	Manchmal	Niemals	Trifft nicht zu (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	26	19	25	26	3	1
	BE	28	22	20	29	1	0
	BG	16	14	28	36	3	3
	CZ	18	17	32	32	1	0
	DK	27	15	27	29	1	1
	DE	19	16	28	35	1	1
	EE	40	19	25	13	2	1
	IE	15	14	26	40	3	2
	EL	17	18	23	32	10	0
	ES	25	11	23	39	2	0
	FR	44	23	18	12	3	0
	IT	25	23	25	22	4	1
	CY	34	16	17	21	11	1
	LV	36	23	26	12	2	1
	LT	34	21	25	15	4	1
	LU	36	16	25	21	1	1
	HU	24	29	28	16	3	0
	MT	22	14	27	32	4	1
	NL	18	12	28	40	2	0
	AT	15	17	35	29	4	0
	PL	26	26	26	18	3	1
	PT	16	22	26	27	9	0
	RO	22	20	30	21	4	3
	SI	27	12	29	27	5	0
	SK	13	17	31	36	3	0
	FI	33	24	30	12	1	0
	SE	20	13	40	26	1	0
	UK	36	17	19	26	2	0

QC7.3 Avant d'utiliser les produits suivants pour la première fois, à quelle fréquence lisez-vous les consignes de sécurité ?

D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)

QC7.3 Before using any of the following products for the first time, how often do you read the safety instructions?

Other cleaning products (e.g. drain cleaners, oven cleaners)

QC7.3 Wie häufig lesen Sie die Sicherheitshinweise, bevor Sie eines der folgenden Produkte zum ersten Mal benutzen?

Andere Reinigungsmittel (z.B. Abflussreiniger, Ofenreiniger)

		Toujours	La plupart du temps	Parfois	Jamais	Pas applicable (SPONTANE)	NSP
		Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	DK
		Immer	Meistens	Manchmal	Niemals	Trifft nicht zu (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
 EU 27		43	23	18	9	6	1
 BE		54	25	12	6	3	0
 BG		36	24	20	13	5	2
 CZ		44	30	16	6	3	1
 DK		54	23	14	5	3	1
 DE		40	26	19	9	5	1
 EE		52	18	13	4	12	1
 IE		36	23	19	13	7	2
 EL		30	24	20	12	14	0
 ES		38	16	24	19	3	0
 FR		56	20	11	5	7	1
 IT		36	24	21	12	6	1
 CY		44	22	12	9	12	1
 LV		44	23	16	4	12	1
 LT		42	20	21	8	8	1
 LU		57	18	13	5	6	1
 HU		40	30	19	7	3	1
 MT		28	17	22	23	9	1
 NL		58	22	11	4	5	0
 AT		36	26	21	7	9	1
 PL		37	27	17	8	9	2
 PT		20	26	26	15	13	0
 RO		27	23	22	13	10	5
 SI		37	21	21	11	9	1
 SK		33	27	23	10	7	0
 FI		51	26	18	3	2	0
 SE		55	19	16	4	6	0
 UK		59	19	14	6	2	0

QC7.4 Avant d'utiliser les produits suivants pour la première fois, à quelle fréquence lisez-vous les consignes de sécurité ?

Les produits d'entretien automobile (p.ex. lustrants, huiles de vidange, nettoyeurs pour jantes)

QC7.4 Before using any of the following products for the first time, how often do you read the safety instructions?

Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)

QC7.4 Wie häufig lesen Sie die Sicherheitshinweise, bevor Sie eines der folgenden Produkte zum ersten Mal benutzen?

Pflegeprodukte für Autos / Fahrzeuge (z.B. Autopolitur, Motorenöl, Felgenreiniger)

		Toujours	La plupart du temps	Parfois	Jamais	Pas applicable (SPONTANE)	NSP
		Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	DK
		Immer	Meistens	Manchmal	Niemals	Trifft nicht zu (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	27	17	16	17	21	2
	BE	30	21	18	18	13	0
	BG	18	13	14	17	33	5
	CZ	26	23	21	14	14	2
	DK	34	15	14	15	21	1
	DE	24	20	20	18	17	1
	EE	42	14	12	4	26	2
	IE	20	13	19	25	20	3
	EL	20	16	16	15	32	1
	ES	24	13	17	29	16	1
	FR	31	15	10	16	26	2
	IT	24	18	16	17	23	2
	CY	34	12	11	11	30	2
	LV	32	18	14	5	29	2
	LT	31	17	14	9	24	5
	LU	30	10	15	15	26	4
	HU	23	22	14	12	26	3
	MT	22	14	16	24	23	1
	NL	26	17	19	20	18	0
	AT	20	23	22	11	23	1
	PL	23	20	16	11	28	2
	PT	14	20	18	15	32	1
	RO	20	15	16	15	27	7
	SI	29	16	20	15	18	2
	SK	20	23	21	14	21	1
	FI	36	23	19	6	15	1
	SE	33	17	23	11	16	0
	UK	40	15	15	15	14	1

QC7.5 Avant d'utiliser les produits suivants pour la première fois, à quelle fréquence lisez-vous les consignes de sécurité ?

Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)

QC7.5 Before using any of the following products for the first time, how often do you read the safety instructions?

Gardening products (e.g. fertilizers, plant conditioners)

QC7.5 Wie häufig lesen Sie die Sicherheitshinweise, bevor Sie eines der folgenden Produkte zum ersten Mal benutzen?

Produkte für die Gartenarbeit (z.B. Düngemittel)

		Toujours	La plupart du temps	Parfois	Jamais	Pas applicable (SPONTANE)	NSP
		Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	DK
		Immer	Meistens	Manchmal	Niemals	Trifft nicht zu (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	37	20	14	11	17	1
	BE	45	24	13	9	9	0
	BG	31	16	13	12	26	2
	CZ	48	24	12	6	9	1
	DK	46	20	13	8	12	1
	DE	33	23	14	10	19	1
	EE	50	14	10	3	21	2
	IE	39	20	15	12	12	2
	EL	28	23	21	10	18	0
	ES	28	13	18	24	17	0
	FR	46	16	10	9	18	1
	IT	30	19	16	14	20	1
	CY	45	13	10	7	24	1
	LV	40	20	13	5	21	1
	LT	43	18	16	6	15	2
	LU	44	15	12	9	18	2
	HU	47	23	10	6	12	2
	MT	23	16	16	18	26	1
	NL	40	22	15	10	13	0
	AT	29	20	17	9	24	1
	PL	34	24	14	8	19	1
	PT	19	22	22	12	25	0
	RO	28	21	20	12	15	4
	SI	38	21	15	10	15	1
	SK	45	24	14	5	12	0
	FI	43	25	18	5	8	1
	SE	40	18	19	11	12	0
	UK	52	20	11	7	9	1

QC7.6 Avant d'utiliser les produits suivants pour la première fois, à quelle fréquence lisez-vous les consignes de sécurité ?

Les pesticides et les insecticides (p.ex. désherbants, antiparasites)

QC7.6 Before using any of the following products for the first time, how often do you read the safety instructions?

Pesticides and insecticides (e.g. weed killers, vermin and pest control)

QC7.6 Wie häufig lesen Sie die Sicherheitshinweise, bevor Sie eines der folgenden Produkte zum ersten Mal benutzen?

Pestizide und Insektizide (z.B. Unkrautvernichtungsmittel, Schädlingsbekämpfungsmittel)

		Toujours	La plupart du temps	Parfois	Jamais	Pas applicable (SPONTANE)	NSP
		Always	Most of the time	Sometimes	Never	Not applicable (SPONTANEOUS)	DK
		Immer	Meistens	Manchmal	Niemals	Trifft nicht zu (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	50	16	10	7	16	1
	BE	59	20	9	6	6	0
	BG	37	13	11	10	26	3
	CZ	58	18	8	5	10	1
	DK	68	11	5	3	12	1
	DE	55	15	6	4	19	1
	EE	56	12	7	4	20	1
	IE	53	18	8	8	11	2
	EL	43	22	11	5	19	0
	ES	36	16	19	18	11	0
	FR	54	13	8	7	17	1
	IT	41	19	13	9	17	1
	CY	53	13	6	5	22	1
	LV	47	16	8	2	25	2
	LT	46	15	12	5	19	3
	LU	58	12	7	5	16	2
	HU	58	23	7	4	7	1
	MT	29	13	13	18	26	1
	NL	69	11	4	3	13	0
	AT	39	16	13	6	24	2
	PL	39	19	10	7	24	1
	PT	28	23	18	10	20	1
	RO	37	22	17	8	11	5
	SI	51	19	9	6	14	1
	SK	52	20	10	5	12	1
	FI	59	22	9	2	7	1
	SE	71	12	7	3	7	0
	UK	67	12	6	4	10	1

QC8.1 Et pour chacun des produits suivants, lorsque vous lisez les consignes de sécurité, dans quelle mesure suivez-vous ces consignes ?

Les produits de bricolage et de construction (p.ex. peintures, laques)

QC8.1 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

DIY (Do It Yourself) products and building materials (e.g. paints, varnish)

QC8.1 Bitte sagen Sie mir für jedes der folgenden Produkte, inwieweit Sie die Sicherheitshinweise befolgen, wenn Sie diese lesen.

Heimwerkerprodukte und Baustoffe (z.B. Farben, Lacke)

		Complètement	Partiellement	Pas du tout	NSP
		Fully	Partially	Not at all	DK
		Vollständig	Teilweise	Überhaupt nicht	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	57	39	3	1
	BE	61	35	3	1
	BG	63	36	1	0
	CZ	60	35	4	1
	DK	55	44	1	0
	DE	54	43	2	1
	EE	58	40	1	1
	IE	50	47	1	2
	EL	58	36	5	1
	ES	52	44	3	1
	FR	59	38	3	0
	IT	64	27	5	4
	CY	57	41	2	0
	LV	48	50	1	1
	LT	44	53	2	1
	LU	61	35	2	2
	HU	58	37	4	1
	MT	67	31	2	0
	NL	53	42	4	1
	AT	50	44	5	1
	PL	49	45	5	1
	PT	43	48	8	1
	RO	49	47	2	2
	SI	64	34	1	1
	SK	55	42	2	1
	FI	57	40	2	1
	SE	58	39	2	1
	UK	63	31	5	1

QC8.2 Et pour chacun des produits suivants, lorsque vous lisez les consignes de sécurité, dans quelle mesure suivez-vous ces consignes ?

Les détergents domestiques (p.ex. lessives, produits de nettoyage)

QC8.2 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Every day detergents (e.g. washing powder, dish washing detergents)

QC8.2 Bitte sagen Sie mir für jedes der folgenden Produkte, inwieweit Sie die Sicherheitshinweise befolgen, wenn Sie diese lesen.

Alltägliche Reinigungsmittel (z.B. Waschpulver, Spülmittel)

		Complètement	Partiellement	Pas du tout	NSP
		Fully	Partially	Not at all	DK
		Vollständig	Teilweise	Überhaupt nicht	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	48	44	7	1
	BE	51	43	6	0
	BG	54	42	2	2
	CZ	43	48	9	0
	DK	43	52	4	1
	DE	40	49	11	0
	EE	45	50	4	1
	IE	46	47	6	1
	EL	51	42	7	0
	ES	49	44	6	1
	FR	57	39	3	1
	IT	53	38	8	1
	CY	56	38	6	0
	LV	40	55	4	1
	LT	37	59	4	0
	LU	52	44	4	0
	HU	49	47	4	0
	MT	58	38	4	0
	NL	37	50	12	1
	AT	35	54	10	1
	PL	42	51	6	1
	PT	30	58	12	0
	RO	48	46	4	2
	SI	53	43	3	1
	SK	41	50	9	0
	FI	40	56	4	0
	SE	46	47	7	0
	UK	57	37	6	0

QC8.3 Et pour chacun des produits suivants, lorsque vous lisez les consignes de sécurité, dans quelle mesure suivez-vous ces consignes ?

D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)

QC8.3 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Other cleaning products (e.g. drain cleaners, oven cleaners)

QC8.3 Bitte sagen Sie mir für jedes der folgenden Produkte, inwieweit Sie die Sicherheitshinweise befolgen, wenn Sie diese lesen.

Andere Reinigungsmittel (z.B. Abflussreiniger, Ofenreiniger)

		Complètement	Partiellement	Pas du tout	NSP
		Fully	Partially	Not at all	DK
		Vollständig	Teilweise	Überhaupt nicht	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	63	33	3	1
	BE	69	29	2	0
	BG	69	29	1	1
	CZ	69	27	3	1
	DK	68	30	1	1
	DE	63	34	2	1
	EE	57	40	1	2
	IE	65	32	2	1
	EL	60	36	4	0
	ES	54	43	3	0
	FR	68	29	2	1
	IT	63	29	6	2
	CY	60	36	3	1
	LV	50	47	1	2
	LT	41	54	4	1
	LU	66	30	3	1
	HU	59	38	3	0
	MT	67	30	3	0
	NL	70	27	2	1
	AT	58	37	4	1
	PL	56	40	3	1
	PT	38	54	7	1
	RO	57	38	3	2
	SI	63	35	1	1
	SK	56	41	2	1
	FI	62	37	1	0
	SE	64	34	2	0
	UK	71	25	3	1

QC8.4 Et pour chacun des produits suivants, lorsque vous lisez les consignes de sécurité, dans quelle mesure suivez-vous ces consignes ?

Les produits d'entretien automobile (p.ex. lustrants, huiles de vidange, nettoyeurs pour jantes)

QC8.4 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)

QC8.4 Bitte sagen Sie mir für jedes der folgenden Produkte, inwieweit Sie die Sicherheitshinweise befolgen, wenn Sie diese lesen.

Pflegeprodukte für Autos / Fahrzeuge (z.B. Autopolitur, Motorenöl, Felgenreiniger)

		Complètement	Partiellement	Pas du tout	NSP
		Fully	Partially	Not at all	DK
		Vollständig	Teilweise	Überhaupt nicht	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	54	40	4	2
	BE	57	35	7	1
	BG	59	39	0	2
	CZ	54	40	5	1
	DK	53	40	4	3
	DE	49	45	5	1
	EE	54	42	2	2
	IE	52	43	3	2
	EL	56	36	7	1
	ES	50	44	5	1
	FR	61	34	3	2
	IT	57	32	7	4
	CY	58	37	4	1
	LV	46	49	2	3
	LT	43	53	3	1
	LU	52	41	6	1
	HU	51	42	5	2
	MT	64	34	2	0
	NL	44	49	5	2
	AT	46	47	5	2
	PL	46	49	4	1
	PT	39	51	10	0
	RO	57	38	3	2
	SI	62	35	1	2
	SK	51	46	2	1
	FI	46	49	3	2
	SE	54	43	2	1
	UK	61	34	3	2

QC8.5 Et pour chacun des produits suivants, lorsque vous lisez les consignes de sécurité, dans quelle mesure suivez-vous ces consignes ?

Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)

QC8.5 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Gardening products (e.g. fertilizers, plant conditioners)

QC8.5 Bitte sagen Sie mir für jedes der folgenden Produkte, inwieweit Sie die Sicherheitshinweise befolgen, wenn Sie diese lesen.

Produkte für die Gartenarbeit (z.B. Düngemittel)

		Complètement	Partiellement	Pas du tout	NSP
		Fully	Partially	Not at all	DK
		Vollständig	Teilweise	Überhaupt nicht	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	63	33	3	1
	BE	63	33	4	0
	BG	70	27	1	2
	CZ	72	25	2	1
	DK	61	36	3	0
	DE	63	33	3	1
	EE	60	37	1	2
	IE	70	28	1	1
	EL	60	36	4	0
	ES	54	42	2	2
	FR	66	31	2	1
	IT	65	26	6	3
	CY	70	28	2	0
	LV	50	46	1	3
	LT	46	48	4	2
	LU	65	32	1	2
	HU	71	26	2	1
	MT	67	29	3	1
	NL	58	37	3	2
	AT	59	35	5	1
	PL	55	40	4	1
	PT	43	48	8	1
	RO	61	34	2	3
	SI	68	29	1	2
	SK	67	31	1	1
	FI	50	45	4	1
	SE	58	39	2	1
	UK	69	28	2	1

QC8.6 Et pour chacun des produits suivants, lorsque vous lisez les consignes de sécurité, dans quelle mesure suivez-vous ces consignes ?

Les pesticides et les insecticides (p.ex. désherbants, antiparasites)

QC8.6 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

Pesticides and insecticides (e.g. weed killers, vermin and pest control)

QC8.6 Bitte sagen Sie mir für jedes der folgenden Produkte, inwieweit Sie die Sicherheitshinweise befolgen, wenn Sie diese lesen.

Pestizide und Insektizide (z.B. Unkrautvernichtungsmittel, Schädlingsbekämpfungsmittel)

		Complètement	Partiellement	Pas du tout	NSP
		Fully	Partially	Not at all	DK
		Vollständig	Teilweise	Überhaupt nicht	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	<b>74</b>	<b>23</b>	<b>2</b>	<b>1</b>
	BE	<b>77</b>	<b>20</b>	<b>2</b>	<b>1</b>
	BG	<b>77</b>	<b>21</b>	<b>1</b>	<b>1</b>
	CZ	<b>81</b>	<b>16</b>	<b>2</b>	<b>1</b>
	DK	<b>81</b>	<b>18</b>	<b>1</b>	<b>0</b>
	DE	<b>79</b>	<b>18</b>	<b>2</b>	<b>1</b>
	EE	<b>66</b>	<b>29</b>	<b>1</b>	<b>4</b>
	IE	<b>80</b>	<b>18</b>	<b>1</b>	<b>1</b>
	EL	<b>76</b>	<b>20</b>	<b>3</b>	<b>1</b>
	ES	<b>60</b>	<b>36</b>	<b>2</b>	<b>2</b>
	FR	<b>73</b>	<b>25</b>	<b>1</b>	<b>1</b>
	IT	<b>73</b>	<b>19</b>	<b>6</b>	<b>2</b>
	CY	<b>77</b>	<b>22</b>	<b>1</b>	<b>0</b>
	LV	<b>64</b>	<b>32</b>	<b>1</b>	<b>3</b>
	LT	<b>54</b>	<b>42</b>	<b>3</b>	<b>1</b>
	LU	<b>76</b>	<b>21</b>	<b>2</b>	<b>1</b>
	HU	<b>77</b>	<b>21</b>	<b>1</b>	<b>1</b>
	MT	<b>72</b>	<b>25</b>	<b>2</b>	<b>1</b>
	NL	<b>85</b>	<b>13</b>	<b>1</b>	<b>1</b>
	AT	<b>72</b>	<b>24</b>	<b>3</b>	<b>1</b>
	PL	<b>63</b>	<b>34</b>	<b>3</b>	<b>0</b>
	PT	<b>51</b>	<b>43</b>	<b>6</b>	<b>0</b>
	RO	<b>68</b>	<b>28</b>	<b>2</b>	<b>2</b>
	SI	<b>79</b>	<b>19</b>	<b>1</b>	<b>1</b>
	SK	<b>78</b>	<b>21</b>	<b>1</b>	<b>0</b>
	FI	<b>72</b>	<b>26</b>	<b>1</b>	<b>1</b>
	SE	<b>80</b>	<b>17</b>	<b>1</b>	<b>2</b>
	UK	<b>80</b>	<b>18</b>	<b>1</b>	<b>1</b>

QC9 Imaginez que vous avez deux produits chimiques, avec un mot différent sur leurs étiquettes. L'un présente le mot "attention", l'autre présente le mot "danger". Selon vous, lequel de ces deux produits est le plus dangereux ?

QC9 Imagine that you have two chemical products, with a different word on each label. One has the word "warning". The other one the word "danger". In your opinion, which of these two chemical products is the most hazardous?

QC9 Stellen Sie sich vor, dass Sie zwei chemische Produkte haben, auf denen sich jeweils ein Etikett mit einem anderen Wort befindet. Auf dem einen steht das Wort "Achtung". Auf dem anderen das Wort "Gefahr". Welches dieser beiden chemischen Produkte ist Ihrer Meinung nach das gefährlichste?

		Le produit présentant le mot "attention"	Le produit présentant le mot "danger"	Pas de différence, les deux produits sont dangereux (SPONTANE)	NSP
		The product with the word "Warning"	The product with the word "Danger"	No difference, each product is equally hazardous (SPONTANEOUS)	DK
		Das Produkt mit dem Wort "Achtung"	Das Produkt mit dem Wort "Gefahr"	Kein Unterschied, beide Produkte sind gleichermaßen gefährlich (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	9	69	20	2
	BE	6	74	19	1
	BG	3	45	28	24
	CZ	22	68	10	0
	DK	16	66	16	2
	DE	6	67	25	2
	EE	53	30	15	2
	IE	16	59	23	2
	EL	5	68	27	0
	ES	5	77	17	1
	FR	5	81	13	1
	IT	12	47	39	2
	CY	5	68	27	0
	LV	8	76	15	1
	LT	7	82	9	2
	LU	5	69	25	1
	HU	8	72	19	1
	MT	8	67	24	1
	NL	9	83	7	1
	AT	7	43	48	2
	PL	19	71	8	2
	PT	7	58	33	2
	RO	7	55	34	4
	SI	14	60	25	1
	SK	24	60	15	1
	FI	12	79	9	0
	SE	18	70	11	1
	UK	9	83	7	1

QC10.1 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Symbole A

QC10.1 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Symbol A

QC10.1 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Symbol A

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		<b>20</b>	<b>77</b>	<b>3</b>
 BE		<b>21</b>	<b>78</b>	<b>1</b>
 BG		<b>23</b>	<b>70</b>	<b>7</b>
 CZ		<b>21</b>	<b>78</b>	<b>1</b>
 DK		<b>14</b>	<b>85</b>	<b>1</b>
 DE		<b>21</b>	<b>77</b>	<b>2</b>
 EE		<b>16</b>	<b>83</b>	<b>1</b>
 IE		<b>37</b>	<b>58</b>	<b>5</b>
 EL		<b>22</b>	<b>75</b>	<b>3</b>
 ES		<b>13</b>	<b>87</b>	<b>0</b>
 FR		<b>17</b>	<b>80</b>	<b>3</b>
 IT		<b>26</b>	<b>66</b>	<b>8</b>
 CY		<b>21</b>	<b>76</b>	<b>3</b>
 LV		<b>13</b>	<b>87</b>	<b>0</b>
 LT		<b>13</b>	<b>85</b>	<b>2</b>
 LU		<b>13</b>	<b>86</b>	<b>1</b>
 HU		<b>36</b>	<b>60</b>	<b>4</b>
 MT		<b>16</b>	<b>81</b>	<b>3</b>
 NL		<b>11</b>	<b>88</b>	<b>1</b>
 AT		<b>30</b>	<b>65</b>	<b>5</b>
 PL		<b>19</b>	<b>80</b>	<b>1</b>
 PT		<b>31</b>	<b>67</b>	<b>2</b>
 RO		<b>27</b>	<b>59</b>	<b>14</b>
 SI		<b>22</b>	<b>76</b>	<b>2</b>
 SK		<b>26</b>	<b>73</b>	<b>1</b>
 FI		<b>15</b>	<b>83</b>	<b>2</b>
 SE		<b>11</b>	<b>88</b>	<b>1</b>
 UK		<b>14</b>	<b>85</b>	<b>1</b>

QC10.2 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Symbole B

QC10.2 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Symbol B

QC10.2 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Symbol B

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
	EU 27	33	64	3
	BE	36	63	1
	BG	30	64	6
	CZ	33	66	1
	DK	28	70	2
	DE	36	62	2
	EE	22	77	1
	IE	51	44	5
	EL	28	69	3
	ES	27	73	0
	FR	38	60	2
	IT	38	57	5
	CY	29	69	2
	LV	24	75	1
	LT	24	74	2
	LU	47	53	0
	HU	45	51	4
	MT	27	69	4
	NL	27	72	1
	AT	39	57	4
	PL	27	72	1
	PT	38	60	2
	RO	31	54	15
	SI	51	48	1
	SK	39	59	2
	FI	31	67	2
	SE	25	74	1
	UK	27	72	1

QC10.3 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Symbole C

QC10.3 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Symbol C

QC10.3 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Symbol C

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		<b>59</b>	<b>38</b>	<b>3</b>
 BE		<b>59</b>	<b>40</b>	<b>1</b>
 BG		<b>62</b>	<b>34</b>	<b>4</b>
 CZ		<b>58</b>	<b>41</b>	<b>1</b>
 DK		<b>76</b>	<b>22</b>	<b>2</b>
 DE		<b>50</b>	<b>47</b>	<b>3</b>
 EE		<b>78</b>	<b>21</b>	<b>1</b>
 IE		<b>55</b>	<b>38</b>	<b>7</b>
 EL		<b>48</b>	<b>49</b>	<b>3</b>
 ES		<b>57</b>	<b>42</b>	<b>1</b>
 FR		<b>65</b>	<b>33</b>	<b>2</b>
 IT		<b>48</b>	<b>45</b>	<b>7</b>
 CY		<b>59</b>	<b>40</b>	<b>1</b>
 LV		<b>86</b>	<b>14</b>	<b>0</b>
 LT		<b>69</b>	<b>29</b>	<b>2</b>
 LU		<b>75</b>	<b>24</b>	<b>1</b>
 HU		<b>63</b>	<b>33</b>	<b>4</b>
 MT		<b>59</b>	<b>37</b>	<b>4</b>
 NL		<b>70</b>	<b>28</b>	<b>2</b>
 AT		<b>50</b>	<b>45</b>	<b>5</b>
 PL		<b>57</b>	<b>42</b>	<b>1</b>
 PT		<b>52</b>	<b>46</b>	<b>2</b>
 RO		<b>48</b>	<b>38</b>	<b>14</b>
 SI		<b>72</b>	<b>27</b>	<b>1</b>
 SK		<b>64</b>	<b>35</b>	<b>1</b>
 FI		<b>50</b>	<b>47</b>	<b>3</b>
 SE		<b>63</b>	<b>36</b>	<b>1</b>
 UK		<b>75</b>	<b>24</b>	<b>1</b>

QC10.4 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Symbole D

QC10.4 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Symbol D

QC10.4 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Symbol D

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		<b>88</b>	<b>10</b>	<b>2</b>
 BE		<b>92</b>	<b>7</b>	<b>1</b>
 BG		<b>76</b>	<b>21</b>	<b>3</b>
 CZ		<b>89</b>	<b>11</b>	<b>0</b>
 DK		<b>97</b>	<b>2</b>	<b>1</b>
 DE		<b>90</b>	<b>8</b>	<b>2</b>
 EE		<b>91</b>	<b>8</b>	<b>1</b>
 IE		<b>87</b>	<b>11</b>	<b>2</b>
 EL		<b>84</b>	<b>14</b>	<b>2</b>
 ES		<b>95</b>	<b>5</b>	<b>0</b>
 FR		<b>93</b>	<b>5</b>	<b>2</b>
 IT		<b>79</b>	<b>17</b>	<b>4</b>
 CY		<b>88</b>	<b>11</b>	<b>1</b>
 LV		<b>97</b>	<b>3</b>	<b>0</b>
 LT		<b>86</b>	<b>13</b>	<b>1</b>
 LU		<b>97</b>	<b>3</b>	<b>0</b>
 HU		<b>83</b>	<b>13</b>	<b>4</b>
 MT		<b>86</b>	<b>11</b>	<b>3</b>
 NL		<b>97</b>	<b>3</b>	<b>0</b>
 AT		<b>82</b>	<b>15</b>	<b>3</b>
 PL		<b>85</b>	<b>14</b>	<b>1</b>
 PT		<b>79</b>	<b>20</b>	<b>1</b>
 RO		<b>66</b>	<b>23</b>	<b>11</b>
 SI		<b>93</b>	<b>7</b>	<b>0</b>
 SK		<b>91</b>	<b>9</b>	<b>0</b>
 FI		<b>91</b>	<b>8</b>	<b>1</b>
 SE		<b>96</b>	<b>4</b>	<b>0</b>
 UK		<b>95</b>	<b>5</b>	<b>0</b>

QC10.5 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Pictogramme E

QC10.5 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Pictogram E

QC10.5 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Piktogramm E

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		<b>32</b>	<b>65</b>	<b>3</b>
 BE		<b>39</b>	<b>60</b>	<b>1</b>
 BG		<b>27</b>	<b>66</b>	<b>7</b>
 CZ		<b>33</b>	<b>66</b>	<b>1</b>
 DK		<b>29</b>	<b>69</b>	<b>2</b>
 DE		<b>34</b>	<b>63</b>	<b>3</b>
 EE		<b>24</b>	<b>75</b>	<b>1</b>
 IE		<b>48</b>	<b>44</b>	<b>8</b>
 EL		<b>30</b>	<b>67</b>	<b>3</b>
 ES		<b>27</b>	<b>72</b>	<b>1</b>
 FR		<b>33</b>	<b>64</b>	<b>3</b>
 IT		<b>39</b>	<b>55</b>	<b>6</b>
 CY		<b>28</b>	<b>68</b>	<b>4</b>
 LV		<b>22</b>	<b>77</b>	<b>1</b>
 LT		<b>24</b>	<b>74</b>	<b>2</b>
 LU		<b>45</b>	<b>54</b>	<b>1</b>
 HU		<b>40</b>	<b>55</b>	<b>5</b>
 MT		<b>27</b>	<b>67</b>	<b>6</b>
 NL		<b>25</b>	<b>75</b>	<b>0</b>
 AT		<b>38</b>	<b>58</b>	<b>4</b>
 PL		<b>27</b>	<b>72</b>	<b>1</b>
 PT		<b>37</b>	<b>61</b>	<b>2</b>
 RO		<b>28</b>	<b>55</b>	<b>17</b>
 SI		<b>43</b>	<b>55</b>	<b>2</b>
 SK		<b>39</b>	<b>60</b>	<b>1</b>
 FI		<b>29</b>	<b>67</b>	<b>4</b>
 SE		<b>27</b>	<b>72</b>	<b>1</b>
 UK		<b>26</b>	<b>73</b>	<b>1</b>

QC10.6 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Pictogramme F

QC10.6 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Pictogram F

QC10.6 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Piktogramm F

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		<b>76</b>	<b>21</b>	<b>3</b>
 BE		<b>87</b>	<b>12</b>	<b>1</b>
 BG		<b>51</b>	<b>43</b>	<b>6</b>
 CZ		<b>78</b>	<b>22</b>	<b>0</b>
 DK		<b>92</b>	<b>7</b>	<b>1</b>
 DE		<b>71</b>	<b>27</b>	<b>2</b>
 EE		<b>83</b>	<b>16</b>	<b>1</b>
 IE		<b>72</b>	<b>21</b>	<b>7</b>
 EL		<b>74</b>	<b>23</b>	<b>3</b>
 ES		<b>82</b>	<b>17</b>	<b>1</b>
 FR		<b>85</b>	<b>13</b>	<b>2</b>
 IT		<b>73</b>	<b>23</b>	<b>4</b>
 CY		<b>76</b>	<b>21</b>	<b>3</b>
 LV		<b>88</b>	<b>12</b>	<b>0</b>
 LT		<b>76</b>	<b>22</b>	<b>2</b>
 LU		<b>89</b>	<b>10</b>	<b>1</b>
 HU		<b>67</b>	<b>29</b>	<b>4</b>
 MT		<b>80</b>	<b>15</b>	<b>5</b>
 NL		<b>90</b>	<b>9</b>	<b>1</b>
 AT		<b>68</b>	<b>28</b>	<b>4</b>
 PL		<b>70</b>	<b>28</b>	<b>2</b>
 PT		<b>67</b>	<b>31</b>	<b>2</b>
 RO		<b>42</b>	<b>41</b>	<b>17</b>
 SI		<b>84</b>	<b>15</b>	<b>1</b>
 SK		<b>75</b>	<b>24</b>	<b>1</b>
 FI		<b>78</b>	<b>18</b>	<b>4</b>
 SE		<b>80</b>	<b>19</b>	<b>1</b>
 UK		<b>88</b>	<b>11</b>	<b>1</b>

QC10.7 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Pictogramme G

QC10.7 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Pictogram G

QC10.7 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Piktogramm G

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		<b>44</b>	<b>53</b>	<b>3</b>
 BE		<b>59</b>	<b>40</b>	<b>1</b>
 BG		<b>26</b>	<b>66</b>	<b>8</b>
 CZ		<b>39</b>	<b>60</b>	<b>1</b>
 DK		<b>71</b>	<b>28</b>	<b>1</b>
 DE		<b>46</b>	<b>51</b>	<b>3</b>
 EE		<b>43</b>	<b>56</b>	<b>1</b>
 IE		<b>46</b>	<b>46</b>	<b>8</b>
 EL		<b>31</b>	<b>66</b>	<b>3</b>
 ES		<b>33</b>	<b>67</b>	<b>0</b>
 FR		<b>52</b>	<b>45</b>	<b>3</b>
 IT		<b>43</b>	<b>51</b>	<b>6</b>
 CY		<b>31</b>	<b>65</b>	<b>4</b>
 LV		<b>41</b>	<b>59</b>	<b>0</b>
 LT		<b>36</b>	<b>62</b>	<b>2</b>
 LU		<b>70</b>	<b>30</b>	<b>0</b>
 HU		<b>42</b>	<b>53</b>	<b>5</b>
 MT		<b>42</b>	<b>51</b>	<b>7</b>
 NL		<b>53</b>	<b>46</b>	<b>1</b>
 AT		<b>42</b>	<b>53</b>	<b>5</b>
 PL		<b>33</b>	<b>66</b>	<b>1</b>
 PT		<b>45</b>	<b>53</b>	<b>2</b>
 RO		<b>26</b>	<b>56</b>	<b>18</b>
 SI		<b>51</b>	<b>47</b>	<b>2</b>
 SK		<b>40</b>	<b>59</b>	<b>1</b>
 FI		<b>58</b>	<b>38</b>	<b>4</b>
 SE		<b>59</b>	<b>40</b>	<b>1</b>
 UK		<b>51</b>	<b>47</b>	<b>2</b>

QC10.8 Nous allons maintenant vous montrer différents symboles. Veuillez indiquer, pour chacun de ces symboles, si vous les avez déjà vus ou non auparavant.

Pictogramme H

QC10.8 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not.

Pictogram H

QC10.8 Ich werde Ihnen jetzt verschiedene Symbole zeigen. Bitte sagen Sie mir für jedes Symbol, ob Sie dieses vorher schon einmal gesehen haben oder nicht.

Piktogramm H

		Oui	Non	NSP
		Yes	No	DK
		Ja	Nein	WN
%		EB 74.3	EB 74.3	EB 74.3
	EU 27	86	12	2
	BE	93	6	1
	BG	72	24	4
	CZ	90	10	0
	DK	97	2	1
	DE	91	7	2
	EE	89	10	1
	IE	82	13	5
	EL	81	17	2
	ES	93	7	0
	FR	88	10	2
	IT	76	19	5
	CY	82	16	2
	LV	95	5	0
	LT	86	13	1
	LU	97	3	0
	HU	79	17	4
	MT	80	15	5
	NL	95	4	1
	AT	81	16	3
	PL	82	16	2
	PT	77	21	2
	RO	59	27	14
	SI	90	9	1
	SK	90	10	0
	FI	81	15	4
	SE	95	5	0
	UK	92	7	1

QC11.1 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole A

QC11.1 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol A

QC11.1 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol A

		Est inflammable	Est corrosif pour le métal	Est dangereux pour l'environnement
		That is flammable	That is corrosive to metal	That is an environmental hazard
		Das entflammbar ist	Das zersetzend auf Metalle wirkt	Das eine Gefahr für die Umwelt ist
%		EB 74.3	EB 74.3	EB 74.3
	EU 27	2	2	2
	BE	1	2	1
	BG	0	5	2
	CZ	0	1	2
	DK	1	5	0
	DE	0	1	1
	EE	1	2	0
	IE	2	2	1
	EL	1	3	1
	ES	2	1	0
	FR	4	2	4
	IT	3	7	5
	CY	2	2	1
	LV	1	0	1
	LT	2	1	1
	LU	1	1	1
	HU	3	12	3
	MT	1	1	1
	NL	0	0	0
	AT	4	4	4
	PL	1	1	1
	PT	4	4	4
	RO	3	1	1
	SI	2	3	2
	SK	0	1	1
	FI	2	3	2
	SE	1	1	1
	UK	0	1	1

QC11.1 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole A

QC11.1 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol A

QC11.1 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol A

		Est cancérigène	Est irritant pour la peau	Provoque de l'asthme ou d'autres réactions d'hypersensibilité respiratoire	NSP
		That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	DK
		Das krebserregend ist	Das zu Hautreizungen führt	Das Asthma oder eine andere Überempfindlichkeit der Atemwege hervorruft	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	19	8	44	23
	BE	22	10	53	11
	BG	20	7	22	44
	CZ	19	9	55	14
	DK	25	13	49	7
	DE	16	11	59	12
	EE	6	10	64	17
	IE	5	9	45	36
	EL	20	6	45	24
	ES	26	6	45	20
	FR	31	8	32	19
	IT	17	5	41	22
	CY	28	6	42	19
	LV	7	12	66	13
	LT	17	9	56	14
	LU	20	5	61	11
	HU	10	5	46	21
	MT	14	7	35	41
	NL	19	4	68	9
	AT	19	7	44	18
	PL	15	9	34	39
	PT	11	5	28	44
	RO	15	7	23	50
	SI	18	7	50	18
	SK	22	12	52	12
	FI	18	6	60	9
	SE	15	4	68	10
	UK	13	10	43	32

QC11.2 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole B

QC11.2 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol B

QC11.2 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol B

		Est inflammable	Est corrosif pour le métal	Est dangereux pour l'environnement
		That is flammable	That is corrosive to metal	That is an environmental hazard
		Das entflammbar ist	Das zersetzend auf Metalle wirkt	Das eine Gefahr für die Umwelt ist
%		EB 74,3	EB 74,3	EB 74,3
	EU 27	<b>1</b>	<b>1</b>	<b>76</b>
	BE	<b>0</b>	<b>2</b>	<b>86</b>
	BG	<b>0</b>	<b>1</b>	<b>59</b>
	CZ	<b>0</b>	<b>1</b>	<b>85</b>
	DK	<b>0</b>	<b>0</b>	<b>92</b>
	DE	<b>0</b>	<b>0</b>	<b>88</b>
	EE	<b>1</b>	<b>1</b>	<b>79</b>
	IE	<b>0</b>	<b>2</b>	<b>68</b>
	EL	<b>1</b>	<b>4</b>	<b>69</b>
	ES	<b>0</b>	<b>1</b>	<b>85</b>
	FR	<b>2</b>	<b>2</b>	<b>81</b>
	IT	<b>2</b>	<b>3</b>	<b>73</b>
	CY	<b>0</b>	<b>3</b>	<b>72</b>
	LV	<b>1</b>	<b>1</b>	<b>84</b>
	LT	<b>0</b>	<b>1</b>	<b>83</b>
	LU	<b>1</b>	<b>0</b>	<b>91</b>
	HU	<b>3</b>	<b>6</b>	<b>66</b>
	MT	<b>0</b>	<b>1</b>	<b>57</b>
	NL	<b>0</b>	<b>0</b>	<b>90</b>
	AT	<b>3</b>	<b>4</b>	<b>75</b>
	PL	<b>0</b>	<b>2</b>	<b>59</b>
	PT	<b>2</b>	<b>4</b>	<b>51</b>
	RO	<b>1</b>	<b>2</b>	<b>48</b>
	SI	<b>1</b>	<b>1</b>	<b>84</b>
	SK	<b>0</b>	<b>1</b>	<b>89</b>
	FI	<b>1</b>	<b>1</b>	<b>87</b>
	SE	<b>0</b>	<b>1</b>	<b>86</b>
	UK	<b>0</b>	<b>1</b>	<b>67</b>

QC11.2 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole B

QC11.2 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol B

QC11.2 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol B

		Est cancérigène	Est irritant pour la peau	Provoque de l'asthme ou d'autres réactions d'hypersensibilité respiratoire	NSP
		That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	DK
		Das krebserregend ist	Das zu Hautreizungen führt	Das Asthma oder eine andere Überempfindlichkeit der Atemwege hervorruft	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	1	1	1	19
	BE	0	2	2	8
	BG	1	1	0	38
	CZ	2	1	0	11
	DK	1	0	1	6
	DE	1	0	1	10
	EE	1	0	0	18
	IE	0	1	1	28
	EL	2	2	0	22
	ES	0	0	1	13
	FR	2	2	1	10
	IT	3	1	1	17
	CY	2	0	1	22
	LV	3	0	1	10
	LT	1	0	1	14
	LU	1	0	1	6
	HU	2	1	1	21
	MT	1	0	1	40
	NL	2	0	1	7
	AT	3	2	1	12
	PL	1	1	1	36
	PT	3	1	1	38
	RO	2	1	0	46
	SI	1	1	1	11
	SK	1	1	1	7
	FI	1	1	1	8
	SE	1	2	1	9
	UK	1	1	0	30

QC11.3 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole C

QC11.3 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol C

QC11.3 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol C

		Est inflammable	Est corrosif pour le métal	Est dangereux pour l'environnement
		That is flammable	That is corrosive to metal	That is an environmental hazard
		Das entflammbar ist	Das zersetzend auf Metalle wirkt	Das eine Gefahr für die Umwelt ist
%		EB 74.3	EB 74.3	EB 74.3
	EU 27	3	8	22
	BE	3	13	23
	BG	2	6	11
	CZ	2	9	28
	DK	2	7	12
	DE	1	9	33
	EE	2	4	41
	IE	2	13	8
	EL	1	7	13
	ES	2	8	11
	FR	5	5	20
	IT	3	10	18
	CY	3	7	23
	LV	5	3	35
	LT	5	9	43
	LU	1	5	17
	HU	6	16	21
	MT	1	11	3
	NL	2	5	32
	AT	5	11	17
	PL	3	5	19
	PT	4	8	21
	RO	3	10	9
	SI	6	11	19
	SK	3	14	23
	FI	2	6	17
	SE	1	6	28
	UK	1	6	26

QC11.3 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole C

QC11.3 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol C

QC11.3 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol C

		Est cancérigène	Est irritant pour la peau	Provoque de l'asthme ou d'autres réactions d'hypersensibilité respiratoire	NSP
		That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	DK
		Das krebserregend ist	Das zu Hautreizungen führt	Das Asthma oder eine andere Überempfindlichkeit der Atemwege hervorruft	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	7	11	3	46
	BE	9	13	4	35
	BG	8	13	5	55
	CZ	14	17	3	27
	DK	8	12	7	52
	DE	7	17	4	29
	EE	11	7	1	34
	IE	5	10	1	61
	EL	16	16	2	45
	ES	3	7	3	66
	FR	5	10	6	49
	IT	11	6	1	51
	CY	5	6	4	52
	LV	17	8	3	29
	LT	4	7	1	31
	LU	7	11	5	54
	HU	6	9	3	39
	MT	6	6	4	69
	NL	6	10	3	42
	AT	9	21	1	36
	PL	6	10	2	55
	PT	4	5	1	57
	RO	6	8	2	62
	SI	9	14	2	39
	SK	12	27	2	19
	FI	8	16	9	42
	SE	7	12	4	42
	UK	5	11	3	48

QC11.4 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole D

QC11.4 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol D

QC11.4 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol D

		Est inflammable	Est corrosif pour le métal	Est dangereux pour l'environnement
		That is flammable	That is corrosive to metal	That is an environmental hazard
		Das entflammbar ist	Das zersetzend auf Metalle wirkt	Das eine Gefahr für die Umwelt ist
%		EB 74.3	EB 74.3	EB 74.3
	EU 27	91	1	2
	BE	97	0	1
	BG	86	0	0
	CZ	98	0	0
	DK	98	1	0
	DE	95	0	1
	EE	95	1	0
	IE	89	1	1
	EL	88	1	1
	ES	97	0	1
	FR	90	1	3
	IT	83	3	4
	CY	92	1	1
	LV	98	0	1
	LT	95	0	1
	LU	97	0	1
	HU	80	3	4
	MT	90	0	0
	NL	99	0	0
	AT	82	2	5
	PL	88	1	1
	PT	80	2	4
	RO	72	0	2
	SI	91	1	2
	SK	98	0	1
	FI	92	1	2
	SE	97	1	1
	UK	96	0	1

QC11.4 Maintenant, veuillez me dire ce que signifie pour vous chacun de ces quatre symboles. Ce symbole indique que le produit chimique ...

Symbole D

QC11.4 Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product...

Symbol D

QC11.4 Sagen Sie mir jetzt bitte, wofür jedes einzelne dieser vier Symbole Ihrer Meinung nach steht. Dieses Symbol steht für ein chemisches Produkt, ...

Symbol D

		Est cancérigène	Est irritant pour la peau	Provoque de l'asthme ou d'autres réactions d'hypersensibilité respiratoire	NSP
		That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	DK
		Das krebserregend ist	Das zu Hautreizungen führt	Das Asthma oder eine andere Überempfindlichkeit der Atemwege hervorruft	WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	1	0	0	5
	BE	0	0	0	2
	BG	0	0	0	14
	CZ	0	0	0	2
	DK	0	0	0	1
	DE	0	0	0	4
	EE	0	0	0	4
	IE	1	0	0	8
	EL	1	1	0	8
	ES	0	0	0	2
	FR	0	1	1	4
	IT	3	1	0	6
	CY	1	0	0	5
	LV	0	0	0	1
	LT	1	0	0	3
	LU	0	0	1	1
	HU	2	1	1	9
	MT	0	0	0	10
	NL	0	0	0	1
	AT	2	2	1	6
	PL	0	1	0	9
	PT	1	1	0	12
	RO	1	1	0	24
	SI	1	0	1	4
	SK	0	0	0	1
	FI	1	1	1	2
	SE	0	0	0	1
	UK	0	0	0	3

QC12.1 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les produits de bricolage et de construction (p.ex. peintures, laques)

QC12.1 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

DIY (Do It Yourself) products and building materials (e.g. paints, varnish)

QC12.1 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Heimwerkerprodukte und Baustoffe (z.B. Farben, Lacke)

		1 Pas du tout informé(e)	2	3	4	5	6	7 Très bien informé(e)
		1 Not at all informed	2	3	4	5	6	7 Very well informed
		1 Überhaupt nicht informiert	2	3	4	5	6	7 Sehr gut informiert
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	10	8	13	21	21	14	9
	BE	8	10	14	23	23	12	8
	BG	10	10	13	20	19	15	10
	CZ	8	6	8	19	24	17	14
	DK	3	5	10	17	21	23	19
	DE	7	5	12	22	22	18	11
	EE	11	8	11	27	19	12	11
	IE	9	7	10	15	21	15	19
	EL	15	13	17	19	17	14	5
	ES	18	15	16	23	17	6	3
	FR	5	7	13	20	23	17	9
	IT	15	9	17	20	21	11	4
	CY	14	8	18	19	15	8	13
	LV	8	10	17	23	17	11	12
	LT	8	8	15	20	20	14	12
	LU	8	7	10	16	24	16	10
	HU	11	11	16	24	19	11	7
	MT	15	10	12	15	19	11	11
	NL	4	7	10	16	25	24	13
	AT	8	7	12	20	22	19	11
	PL	9	6	13	22	22	12	9
	PT	9	13	22	28	18	5	2
	RO	13	13	20	17	14	11	7
	SI	8	8	14	23	22	12	11
	SK	7	6	10	18	23	17	16
	FI	4	7	14	24	27	14	9
	SE	8	9	13	16	22	17	13
	UK	7	5	10	19	23	15	16

QC12.1 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les produits de bricolage et de construction (p.ex. peintures, laques)

QC12.1 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

DIY (Do It Yourself) products and building materials (e.g. paints, varnish)

QC12.1 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Heimwerkerprodukte und Baustoffe (z.B. Farben, Lacke)

		Total 'Pas informé(e)'	Total 'Moyennement informé(e)'	Total 'Informé(e)'
		Total 'Not informed'	Total 'Of average informed'	Total 'Informed'
		Gesamt 'Nicht informiert'	Gesamt 'Durchschnittlich informiert'	Gesamt 'Informiert'
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		<b>18</b>	<b>55</b>	<b>23</b>
 BE		<b>18</b>	<b>60</b>	<b>20</b>
 BG		<b>20</b>	<b>52</b>	<b>25</b>
 CZ		<b>14</b>	<b>51</b>	<b>31</b>
 DK		<b>8</b>	<b>48</b>	<b>42</b>
 DE		<b>12</b>	<b>56</b>	<b>29</b>
 EE		<b>19</b>	<b>57</b>	<b>23</b>
 IE		<b>16</b>	<b>46</b>	<b>34</b>
 EL		<b>28</b>	<b>53</b>	<b>19</b>
 ES		<b>33</b>	<b>56</b>	<b>9</b>
 FR		<b>12</b>	<b>56</b>	<b>26</b>
 IT		<b>24</b>	<b>58</b>	<b>15</b>
 CY		<b>22</b>	<b>52</b>	<b>21</b>
 LV		<b>18</b>	<b>57</b>	<b>23</b>
 LT		<b>16</b>	<b>55</b>	<b>26</b>
 LU		<b>15</b>	<b>50</b>	<b>26</b>
 HU		<b>22</b>	<b>59</b>	<b>18</b>
 MT		<b>25</b>	<b>46</b>	<b>22</b>
 NL		<b>11</b>	<b>51</b>	<b>37</b>
 AT		<b>15</b>	<b>54</b>	<b>30</b>
 PL		<b>15</b>	<b>57</b>	<b>21</b>
 PT		<b>22</b>	<b>68</b>	<b>7</b>
 RO		<b>26</b>	<b>51</b>	<b>18</b>
 SI		<b>16</b>	<b>59</b>	<b>23</b>
 SK		<b>13</b>	<b>51</b>	<b>33</b>
 FI		<b>11</b>	<b>65</b>	<b>23</b>
 SE		<b>17</b>	<b>51</b>	<b>30</b>
 UK		<b>12</b>	<b>52</b>	<b>31</b>

QC12.2 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les détergents domestiques (p.ex. lessives, produits de nettoyage)

QC12.2 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Every day detergents (e.g. washing powder, dish washing detergents)

QC12.2 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Alltägliche Reinigungsmittel (z.B. Waschpulver, Spülmittel)

		1 Pas du tout informé(e)	2	3	4	5	6	7 Très bien informé(e)
		1 Not at all informed	2	3	4	5	6	7 Very well informed
		1 Überhaupt nicht informiert	2	3	4	5	6	7 Sehr gut informiert
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	5	6	11	19	23	18	16
	BE	5	7	11	19	25	19	13
	BG	5	7	11	19	22	17	17
	CZ	4	3	7	14	21	23	27
	DK	2	5	10	12	21	23	26
	DE	5	5	9	17	20	22	21
	EE	6	5	8	22	22	18	18
	IE	8	7	8	12	19	20	21
	EL	8	9	15	16	21	21	10
	ES	10	11	14	23	19	12	10
	FR	4	5	11	17	26	22	13
	IT	6	5	14	21	25	17	10
	CY	9	9	13	20	17	15	13
	LV	4	5	13	20	23	18	16
	LT	7	7	15	21	19	14	15
	LU	2	3	11	13	29	22	18
	HU	4	4	8	19	23	21	20
	MT	10	9	11	17	17	15	16
	NL	5	6	8	15	20	25	20
	AT	5	4	9	18	19	21	23
	PL	3	3	10	21	27	17	15
	PT	6	11	18	27	22	9	5
	RO	8	11	14	19	20	12	12
	SI	5	6	11	18	23	17	19
	SK	5	4	5	13	23	20	29
	FI	2	5	14	24	24	19	12
	SE	3	6	12	16	22	21	19
	UK	5	3	9	19	24	16	20

QC12.2 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les détergents domestiques (p.ex. lessives, produits de nettoyage)

QC12.2 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Every day detergents (e.g. washing powder, dish washing detergents)

QC12.2 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Alltägliche Reinigungsmittel (z.B. Waschpulver, Spülmittel)

		Total 'Pas informé(e)'	Total 'Moyennement informé(e)'	Total 'Informé(e)'
		Total 'Not informed'	Total 'Of average informed'	Total 'Informed'
		Gesamt 'Nicht informiert'	Gesamt 'Durchschnittlich informiert'	Gesamt 'Informiert'
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		11	53	34
 BE		12	55	32
 BG		12	52	34
 CZ		7	42	50
 DK		7	43	49
 DE		10	46	43
 EE		11	52	36
 IE		15	39	41
 EL		17	52	31
 ES		21	56	22
 FR		9	54	35
 IT		11	60	27
 CY		18	50	28
 LV		9	56	34
 LT		14	55	29
 LU		5	53	40
 HU		8	50	41
 MT		19	45	31
 NL		11	43	45
 AT		9	46	44
 PL		6	58	32
 PT		17	67	14
 RO		19	53	24
 SI		11	52	36
 SK		9	41	49
 FI		7	62	31
 SE		9	50	40
 UK		8	52	36

QC12.3 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)

QC12.3 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Other cleaning products (e.g. drain cleaners, oven cleaners)

QC12.3 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Andere Reinigungsmittel (z.B. Abflussreiniger, Ofenreiniger)

		1 Pas du tout informé(e)	2	3	4	5	6	7 Très bien informé(e)
		1 Not at all informed	2	3	4	5	6	7 Very well informed
		1 Überhaupt nicht	2	3	4	5	6	7 Sehr gut informiert
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	6	6	12	21	24	16	12
	BE	5	9	12	19	27	17	10
	BG	7	7	12	22	23	16	11
	CZ	4	3	8	19	27	20	17
	DK	3	3	10	13	24	22	24
	DE	6	4	11	21	26	16	14
	EE	12	8	14	24	20	10	9
	IE	8	7	10	13	20	17	20
	EL	9	11	16	19	22	18	5
	ES	10	11	16	26	22	9	5
	FR	4	5	10	17	23	23	15
	IT	7	6	16	22	24	15	8
	CY	10	8	17	21	18	11	10
	LV	9	8	20	22	18	12	9
	LT	9	8	15	21	21	12	11
	LU	2	4	11	15	27	21	18
	HU	5	5	12	23	27	14	12
	MT	10	9	12	16	17	15	16
	NL	5	4	9	16	24	24	16
	AT	7	6	14	20	26	17	8
	PL	6	4	11	24	26	14	11
	PT	7	12	21	28	22	6	2
	RO	13	12	13	19	17	9	10
	SI	6	8	12	20	23	13	16
	SK	7	5	10	19	25	16	16
	FI	2	5	13	26	26	16	11
	SE	4	6	13	18	26	18	14
	UK	5	4	8	19	25	17	19

QC12.3 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".  
 D'autres produits de nettoyage (p.ex. déboucheurs pour canalisation, décapants pour four)

QC12.3 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Other cleaning products (e.g. drain cleaners, oven cleaners)

QC12.3 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Andere Reinigungsmittel (z.B. Abflussreiniger, Ofenreiniger)

		Total 'Pas informé(e)'	Total 'Moyennement informé(e)'	Total 'Informé(e)'
		Total 'Not informed'	Total 'Of average informed'	Total 'Informed'
		Gesamt 'Nicht informiert'	Gesamt 'Durchschnittlich informiert'	Gesamt 'Informiert'
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		12	57	28
 BE		14	58	27
 BG		14	57	27
 CZ		7	54	37
 DK		6	47	46
 DE		10	58	30
 EE		20	58	19
 IE		15	43	37
 EL		20	57	23
 ES		21	64	14
 FR		9	50	38
 IT		13	62	23
 CY		18	56	21
 LV		17	60	21
 LT		17	57	23
 LU		6	53	39
 HU		10	62	26
 MT		19	45	31
 NL		9	49	40
 AT		13	60	25
 PL		10	61	25
 PT		19	71	8
 RO		25	49	19
 SI		14	55	29
 SK		12	54	32
 FI		7	65	27
 SE		10	57	32
 UK		9	52	36

QC12.4 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les produits d'entretien automobile (p.ex. lustrants, huiles de vidange, nettoyeurs pour jantes)

QC12.4 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)

QC12.4 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Pflegeprodukte für Autos/ Fahrzeuge (z.B. Autopolitur, Motorenöl, Felgenreiniger)

		1 Pas du tout informé(e)	2	3	4	5	6	7 Très bien informé(e)
		1 Not at all informed	2	3	4	5	6	7 Very well informed
		1 Überhaupt nicht	2	3	4	5	6	7 Sehr gut informiert
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	14	10	13	19	18	11	8
	BE	13	13	13	19	21	11	6
	BG	27	9	10	14	14	9	7
	CZ	13	5	9	18	18	16	14
	DK	17	10	12	16	14	12	10
	DE	12	9	12	19	18	14	10
	EE	25	8	9	18	17	9	10
	IE	13	8	11	14	16	12	14
	EL	24	13	14	17	14	13	4
	ES	24	16	16	22	12	5	2
	FR	9	9	12	18	19	13	7
	IT	16	10	17	20	20	9	4
	CY	28	7	16	14	13	5	9
	LV	21	11	13	17	12	10	10
	LT	17	8	12	17	17	10	10
	LU	12	7	11	15	23	10	8
	HU	24	12	14	17	15	7	7
	MT	16	12	12	14	14	11	10
	NL	12	10	10	16	19	17	9
	AT	14	8	13	18	20	16	9
	PL	14	7	12	19	19	11	7
	PT	13	15	19	28	14	5	2
	RO	22	13	13	13	13	7	7
	SI	12	13	12	18	17	12	12
	SK	15	5	7	18	20	13	17
	FI	10	11	15	23	20	11	7
	SE	15	9	16	19	18	11	9
	UK	10	7	11	20	19	10	13

QC12.4 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les produits d'entretien automobile (p.ex. lustrants, huiles de vidange, nettoyeurs pour jantes)

QC12.4 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Car/ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners)

QC12.4 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Pflegeprodukte für Autos/ Fahrzeuge (z.B. Autopolitur, Motorenöl, Felgenreiniger)

		Total 'Pas informé(e)'	Total 'Moyennement informé(e)'	Total 'Informé(e)'
		Total 'Not informed'	Total 'Of average informed'	Total 'Informed'
		Gesamt 'Nicht informiert'	Gesamt 'Durchschnittlich informiert'	Gesamt 'Informiert'
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		24	50	19
 BE		26	53	17
 BG		36	38	16
 CZ		18	45	30
 DK		27	42	22
 DE		21	49	24
 EE		33	44	19
 IE		21	41	26
 EL		37	45	17
 ES		40	50	7
 FR		18	49	20
 IT		26	57	13
 CY		35	43	14
 LV		32	42	20
 LT		25	46	20
 LU		19	49	18
 HU		36	46	14
 MT		28	40	21
 NL		22	45	26
 AT		22	51	25
 PL		21	50	18
 PT		28	61	7
 RO		35	39	14
 SI		25	47	24
 SK		20	45	30
 FI		21	58	18
 SE		24	53	20
 UK		17	50	23

QC12.5 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)

QC12.5 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Gardening products (e.g. fertilizers, plant conditioners)

QC12.5 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Produkte für die Gartenarbeit (z.B. Düngemittel)

		1 Pas du tout informé(e)	2	3	4	5	6	7 Très bien informé(e)
		1 Not at all informed	2	3	4	5	6	7 Very well informed
		1 Überhaupt nicht	2	3	4	5	6	7 Sehr gut informiert
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	11	9	13	20	20	13	9
	BE	8	9	14	21	26	12	8
	BG	20	11	13	18	15	11	7
	CZ	8	4	10	17	25	18	14
	DK	7	9	11	16	20	17	16
	DE	12	7	11	19	20	14	12
	EE	18	9	12	23	16	10	9
	IE	11	7	10	16	18	13	19
	EL	8	11	18	22	21	15	5
	ES	22	17	16	23	12	4	3
	FR	5	6	11	17	22	22	10
	IT	13	10	16	21	21	11	4
	CY	22	7	14	16	15	9	11
	LV	14	11	15	22	14	11	9
	LT	11	9	16	21	19	10	10
	LU	6	7	10	16	24	16	11
	HU	14	9	17	22	18	11	8
	MT	17	8	9	14	17	10	12
	NL	9	7	10	18	21	18	15
	AT	14	7	13	18	21	15	8
	PL	11	7	14	21	23	11	7
	PT	11	14	22	26	16	5	2
	RO	15	15	17	16	14	8	9
	SI	8	9	12	21	21	13	13
	SK	9	6	9	16	23	18	17
	FI	6	10	19	24	22	13	5
	SE	9	11	17	21	20	11	9
	UK	8	5	9	19	23	14	16

QC12.5 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les produits de jardinage (p.ex. engrais, fertilisants pour plantes)

QC12.5 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Gardening products (e.g. fertilizers, plant conditioners)

QC12.5 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Produkte für die Gartenarbeit (z.B. Düngemittel)

		Total 'Pas informé(e)'	Total 'Moyennement informé(e)'	Total 'Informé(e)'
		Total 'Not informed'	Total 'Of average informed'	Total 'Informed'
		Gesamt 'Nicht informiert'	Gesamt 'Durchschnittlich informiert'	Gesamt 'Informiert'
%		EB 74.3	EB 74.3	EB 74.3
 EU 27		20	53	22
 BE		17	61	20
 BG		31	46	18
 CZ		12	52	32
 DK		16	47	33
 DE		19	50	26
 EE		27	51	19
 IE		18	44	32
 EL		19	61	20
 ES		39	51	7
 FR		11	50	32
 IT		23	58	15
 CY		29	45	20
 LV		25	51	20
 LT		20	56	20
 LU		13	50	27
 HU		23	57	19
 MT		25	40	22
 NL		16	49	33
 AT		21	52	23
 PL		18	58	18
 PT		25	64	7
 RO		30	47	17
 SI		17	54	26
 SK		15	48	35
 FI		16	65	18
 SE		20	58	20
 UK		13	51	30

QC12.6 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les pesticides et les insecticides (p.ex. désherbants, antiparasites)

QC12.6 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Pesticides and insecticides (e.g. weed killers, vermin and pest control)

QC12.6 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Pestizide und Insektizide (z.B. Unkrautvernichtungsmittel, Schädlingsbekämpfungsmittel)

		1 Pas du tout informé(e)	2	3	4	5	6	7 Très bien informé(e)
		1 Not at all informed	2	3	4	5	6	7 Very well informed
		1 Überhaupt nicht	2	3	4	5	6	7 Sehr gut informiert
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	11	9	13	19	20	14	10
	BE	8	10	12	20	24	16	9
	BG	22	11	14	16	14	11	8
	CZ	8	5	10	19	22	17	15
	DK	9	10	11	14	16	14	22
	DE	12	7	14	19	20	13	11
	EE	19	9	12	22	17	9	9
	IE	11	8	9	13	18	13	23
	EL	10	9	15	19	21	20	6
	ES	16	17	15	23	17	6	4
	FR	6	6	10	18	23	21	12
	IT	11	8	17	21	21	14	5
	CY	21	7	14	16	13	11	13
	LV	17	14	17	18	13	8	9
	LT	13	10	15	20	17	10	10
	LU	4	7	10	16	24	18	13
	HU	10	11	16	22	20	11	9
	MT	16	9	7	14	14	13	15
	NL	8	7	11	15	20	19	19
	AT	13	7	15	20	21	15	6
	PL	12	8	11	20	23	10	8
	PT	8	15	21	27	18	6	2
	RO	16	14	17	16	14	8	9
	SI	7	7	12	19	21	14	18
	SK	12	6	10	16	23	15	16
	FI	5	8	14	22	26	16	8
	SE	5	9	11	17	21	19	16
	UK	7	6	9	18	21	16	18

QC12.6 De façon générale, dans quelle mesure estimez-vous être informé(e) des risques potentiels liés aux produits chimiques suivants ? Veuillez utiliser l'échelle de 1 à 7, '1' signifiant que vous n'êtes "pas du tout informé(e)", et '7' que vous êtes "très bien informé(e)".

Les pesticides et les insecticides (p.ex. désherbants, antiparasites)

QC12.6 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

Pesticides and insecticides (e.g. weed killers, vermin and pest control)

QC12.6 Wie gut fühlen Sie sich insgesamt gesehen über die möglichen Gefahren informiert, die von den folgenden chemischen Produkten ausgehen. Bitte verwenden Sie eine Skala von 1 bis 7, auf der '1' bedeutet, dass Sie "überhaupt nicht informiert" sind und '7', dass Sie "sehr gut informiert" sind.

Pestizide und Insektizide (z.B. Unkrautvernichtungsmittel, Schädlingsbekämpfungsmittel)

		Total 'Pas informé(e)'	Total 'Moyennement informé(e)'	Total 'Informé(e)'
		Total 'Not informed'	Total 'Of average informed'	Total 'Informed'
		Gesamt 'Nicht informiert'	Gesamt 'Durchschnittlich informiert'	Gesamt 'Informiert'
		EB	EB	EB
%		74.3	74.3	74.3
 EU 27		20	52	24
 BE		18	56	25
 BG		33	44	19
 CZ		13	51	32
 DK		19	41	36
 DE		19	53	24
 EE		28	51	18
 IE		19	40	36
 EL		19	55	26
 ES		33	55	10
 FR		12	51	33
 IT		19	59	19
 CY		28	43	24
 LV		31	48	17
 LT		23	52	20
 LU		11	50	31
 HU		21	58	20
 MT		25	35	28
 NL		15	46	38
 AT		20	56	21
 PL		20	54	18
 PT		23	66	8
 RO		30	47	17
 SI		14	52	32
 SK		18	49	31
 FI		13	62	24
 SE		14	49	35
 UK		13	48	34

QC13 Où trouvez-vous en général des informations sur les dangers potentiels des produits chimiques ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC13 Where do you generally find information about the potential dangers of chemical products? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC13 Wo finden Sie in der Regel Informationen über die möglichen Gefahren chemischer Produkte? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Les emballages des produits	Les journaux	Les magazines	La télévision
		Product packaging	Newspapers	Magazines	TV
		Verpackung des Produkts	Zeitungen	Zeitschriften	Fernsehen
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	<b>80</b>	<b>12</b>	<b>11</b>	<b>22</b>
	BE	<b>84</b>	<b>14</b>	<b>13</b>	<b>22</b>
	BG	<b>83</b>	<b>9</b>	<b>5</b>	<b>19</b>
	CZ	<b>89</b>	<b>9</b>	<b>11</b>	<b>22</b>
	DK	<b>96</b>	<b>18</b>	<b>13</b>	<b>24</b>
	DE	<b>88</b>	<b>16</b>	<b>14</b>	<b>21</b>
	EE	<b>88</b>	<b>20</b>	<b>20</b>	<b>28</b>
	IE	<b>82</b>	<b>12</b>	<b>6</b>	<b>13</b>
	EL	<b>78</b>	<b>8</b>	<b>8</b>	<b>32</b>
	ES	<b>82</b>	<b>3</b>	<b>3</b>	<b>12</b>
	FR	<b>85</b>	<b>13</b>	<b>17</b>	<b>28</b>
	IT	<b>61</b>	<b>10</b>	<b>15</b>	<b>19</b>
	CY	<b>89</b>	<b>9</b>	<b>4</b>	<b>25</b>
	LV	<b>78</b>	<b>12</b>	<b>9</b>	<b>23</b>
	LT	<b>74</b>	<b>19</b>	<b>11</b>	<b>35</b>
	LU	<b>90</b>	<b>20</b>	<b>19</b>	<b>30</b>
	HU	<b>82</b>	<b>11</b>	<b>5</b>	<b>25</b>
	MT	<b>80</b>	<b>7</b>	<b>5</b>	<b>19</b>
	NL	<b>90</b>	<b>16</b>	<b>10</b>	<b>19</b>
	AT	<b>82</b>	<b>19</b>	<b>22</b>	<b>25</b>
	PL	<b>69</b>	<b>10</b>	<b>11</b>	<b>26</b>
	PT	<b>70</b>	<b>6</b>	<b>5</b>	<b>19</b>
	RO	<b>84</b>	<b>9</b>	<b>7</b>	<b>29</b>
	SI	<b>91</b>	<b>17</b>	<b>9</b>	<b>29</b>
	SK	<b>87</b>	<b>11</b>	<b>20</b>	<b>26</b>
	FI	<b>90</b>	<b>24</b>	<b>10</b>	<b>24</b>
	SE	<b>96</b>	<b>25</b>	<b>7</b>	<b>28</b>
	UK	<b>81</b>	<b>12</b>	<b>4</b>	<b>17</b>

QC13 Où trouvez-vous en général des informations sur les dangers potentiels des produits chimiques ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC13 Where do you generally find information about the potential dangers of chemical products? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC13 Wo finden Sie in der Regel Informationen über die möglichen Gefahren chemischer Produkte? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Radio	Les brochures d'information/ dépliants Information	Internet	Le bouche-à- oreille
		Radio	leaflets/ brochures	Internet	Word of mouth
		Radio	Informationsblätt er/ -broschüren	Internet	Hörensagen
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	6	36	19	18
	BE	10	40	22	21
	BG	3	26	11	40
	CZ	6	35	13	23
	DK	10	51	41	27
	DE	6	48	31	15
	EE	15	36	30	17
	IE	8	53	11	26
	EL	3	31	12	27
	ES	2	23	8	18
	FR	9	31	20	20
	IT	3	26	11	16
	CY	5	31	16	28
	LV	6	23	27	13
	LT	10	40	22	9
	LU	11	44	29	26
	HU	8	34	17	16
	MT	9	23	15	24
	NL	6	46	38	25
	AT	8	52	25	22
	PL	7	42	14	12
	PT	4	32	7	19
	RO	7	23	15	20
	SI	8	21	28	31
	SK	6	54	26	26
	FI	10	43	39	25
	SE	14	65	44	33
	UK	4	33	15	15

QC13 Où trouvez-vous en général des informations sur les dangers potentiels des produits chimiques ? (ROTATION – PLUSIEURS REPONSES POSSIBLES)

QC13 Where do you generally find information about the potential dangers of chemical products? (ROTATE – MULTIPLE ANSWERS POSSIBLE)

QC13 Wo finden Sie in der Regel Informationen über die möglichen Gefahren chemischer Produkte? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		La famille, les amis ou les connaissances Family, friends or relatives Familie, Freunde oder Verwandte	Autre (SPONTANE) Other (SPONTANEOUS) Andere (SPONTAN)	Aucun (SPONTANE) None (SPONTANEOUS) Nichts davon (SPONTAN)	NSP DK WN
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	24	2	2	1
	BE	21	1	1	0
	BG	36	0	1	1
	CZ	28	0	0	0
	DK	30	0	0	1
	DE	26	1	1	1
	EE	34	2	1	0
	IE	23	2	1	2
	EL	37	2	1	0
	ES	24	1	3	1
	FR	21	3	1	0
	IT	23	2	3	2
	CY	37	1	0	0
	LV	26	0	3	1
	LT	25	1	2	0
	LU	33	1	0	0
	HU	32	2	1	1
	MT	25	1	2	1
	NL	16	2	1	1
	AT	40	4	1	0
	PL	18	2	4	2
	PT	28	1	4	1
	RO	30	0	0	3
	SI	38	4	0	0
	SK	35	1	0	0
	FI	22	2	0	0
	SE	33	1	0	0
	UK	15	3	1	2

QC14 Parmi les sources suivantes, quelles sont celles auxquelles vous feriez le plus confiance pour des informations au sujet des dangers potentiels des produits chimiques ? (ROTATION – MAX. 4 REPONSES)

QC14 Which of the following sources would you trust the most for information about the potential dangers of chemical products? (ROTATE – MAX. 4 ANSWERS)

QC14 Welchen der folgenden Quellen würden Sie bei Informationen über die möglichen Gefahren chemischer Produkte am meisten vertrauen? (ROTIEREN - MAX. 4 NENNUNGEN)

		Les vendeurs dans un magasin	Les organisations non gouvernementales (ONG)/ Les organisations de protection des consommateurs	Les fabricants des produits	Les centres antipoison
		Sales person in a shop	Non-Governmental Organisations (NGO)/ Consumer protection organisations	Product manufacturers	Poison centres
		Verkäufer in einem Geschäft	Nichtregierungsorganisationen (NRO)/ Verbraucherschutzorganisationen	Produktherstellern	Giftzentralen
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	22	21	33	40
	BE	26	13	30	65
	BG	41	13	36	30
	CZ	21	24	41	39
	DK	20	27	37	31
	DE	15	34	23	57
	EE	22	17	35	21
	IE	43	19	51	23
	EL	31	13	37	30
	ES	26	8	43	45
	FR	21	25	27	55
	IT	26	21	26	35
	CY	34	26	32	33
	LV	17	14	27	26
	LT	12	11	23	18
	LU	19	35	30	49
	HU	30	27	35	39
	MT	20	26	28	10
	NL	15	28	32	35
	AT	28	31	35	58
	PL	22	14	28	22
	PT	45	12	40	25
	RO	41	16	24	20
	SI	25	32	28	26
	SK	42	17	48	34
	FI	18	16	34	67
	SE	21	34	34	79
	UK	9	13	49	22

QC14 Parmi les sources suivantes, quelles sont celles auxquelles vous feriez le plus confiance pour des informations au sujet des dangers potentiels des produits chimiques ? (ROTATION – MAX. 4 REPONSES)

QC14 Which of the following sources would you trust the most for information about the potential dangers of chemical products? (ROTATE – MAX. 4 ANSWERS)

QC14 Welchen der folgenden Quellen würden Sie bei Informationen über die möglichen Gefahren chemischer Produkte am meisten vertrauen? (ROTIEREN - MAX. 4 NENNUNGEN)

		La famille, les amis ou les connaissances	Les médecins	Les pharmaciens	Les journalistes
		Family, friends or relatives	Doctors	Pharmacists	Journalists
		Familie, Freunden oder Verwandten	Ärzten	Apothekern	Journalisten
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	17	34	25	4
	BE	15	44	45	4
	BG	36	21	18	5
	CZ	22	33	15	3
	DK	14	37	26	3
	DE	17	39	34	5
	EE	28	34	22	6
	IE	23	29	34	5
	EL	20	43	22	3
	ES	11	31	12	1
	FR	13	49	34	4
	IT	14	27	15	5
	CY	18	43	27	7
	LV	25	38	21	7
	LT	25	31	18	14
	LU	15	48	34	3
	HU	20	24	19	2
	MT	21	38	27	2
	NL	11	41	39	6
	AT	20	37	29	5
	PL	22	30	17	7
	PT	21	16	12	4
	RO	26	26	16	7
	SI	24	32	24	7
	SK	25	22	10	3
	FI	11	30	15	5
	SE	10	34	22	2
	UK	15	28	32	2

QC14 Parmi les sources suivantes, quelles sont celles auxquelles vous feriez le plus confiance pour des informations au sujet des dangers potentiels des produits chimiques ? (ROTATION – MAX. 4 REPONSES)

QC14 Which of the following sources would you trust the most for information about the potential dangers of chemical products? (ROTATE – MAX. 4 ANSWERS)

QC14 Welchen der folgenden Quellen würden Sie bei Informationen über die möglichen Gefahren chemischer Produkte am meisten vertrauen? (ROTIEREN - MAX. 4 NENNUNGEN)

		Les scientifiques/ les chercheurs	Les autorités sanitaires nationales	L'UE et ses institutions (en l'occurrence l'agence européenne des produits chimiques ECHA)	Le Gouvernement (NATIONALITE)
		Scientists/ researchers	National Health Authorities	The EU and its institutions (for instance, the European Chemicals Agency ECHA)	(NATIONALITY) Government
		Wissenschaftlern/ Forschern	Nationalen Gesundheitsbehörden	Der EU und ihren Institutionen (z.B. der Europäischen Chemikalienagentur ECHA)	Der (NATIONALEN) Regierung
%		EB 74.3	EB 74.3	EB 74.3	EB 74.3
	EU 27	29	31	13	8
	BE	28	31	13	10
	BG	16	21	13	4
	CZ	39	32	13	2
	DK	45	57	29	14
	DE	29	36	13	4
	EE	37	37	11	2
	IE	24	24	11	4
	EL	53	31	10	3
	ES	16	35	10	8
	FR	35	33	8	7
	IT	23	31	15	6
	CY	45	35	19	8
	LV	36	20	10	3
	LT	40	19	11	1
	LU	34	31	20	11
	HU	19	40	18	4
	MT	27	49	13	4
	NL	43	46	23	13
	AT	25	38	16	10
	PL	30	7	12	5
	PT	10	25	6	6
	RO	23	20	6	1
	SI	35	17	16	2
	SK	30	36	17	2
	FI	43	51	26	6
	SE	42	50	7	21
	UK	30	31	13	18

QC14 Parmi les sources suivantes, quelles sont celles auxquelles vous feriez le plus confiance pour des informations au sujet des dangers potentiels des produits chimiques ? (ROTATION – MAX. 4 REPOSES)

QC14 Which of the following sources would you trust the most for information about the potential dangers of chemical products? (ROTATE – MAX. 4 ANSWERS)

QC14 Welchen der folgenden Quellen würden Sie bei Informationen über die möglichen Gefahren chemischer Produkte am meisten vertrauen? (ROTIEREN - MAX. 4 NENNUNGEN)

		Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Andere (SPONTAN)	Nichts davon (SPONTAN)	WN
%		EB 74.3	EB 74.3	EB 74.3
	EU 27	1	1	3
	BE	0	0	0
	BG	0	1	3
	CZ	0	1	1
	DK	0	0	1
	DE	0	2	2
	EE	1	1	2
	IE	1	1	3
	EL	1	1	1
	ES	1	1	2
	FR	0	1	1
	IT	1	2	2
	CY	0	1	0
	LV	0	3	2
	LT	2	3	1
	LU	0	0	1
	HU	0	2	2
	MT	0	0	5
	NL	0	0	1
	AT	2	2	1
	PL	1	2	8
	PT	1	3	5
	RO	1	2	7
	SI	1	6	1
	SK	1	0	0
	FI	1	0	0
	SE	0	0	0
	UK	2	1	3