

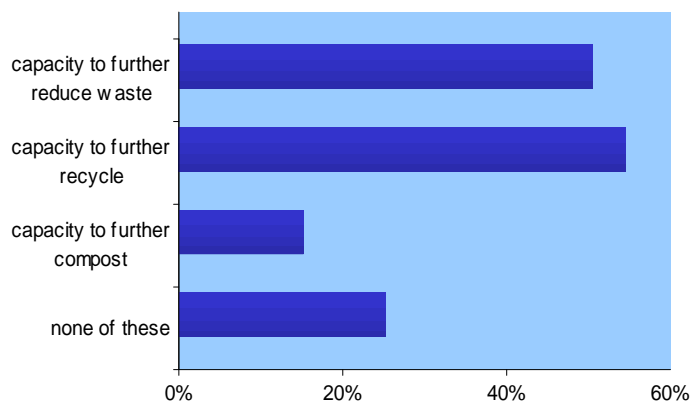
Recycling — can you do more?

Following the publication on 24 May 2007 of the Government's "Waste Strategy for England 2007", the first section of the UKBB June survey investigated panellists' capacity for further reducing commercial/industrial waste.

Do companies feel that they can reduce their landfill waste? A high percentage can - 46% of respondents said they had the capacity to further reduce their waste and 49% have the capacity to do more recycling, while 14% could treat more waste by composting. Amongst the 46% who can further reduce waste, are 11% of respondents who said that they could not only further reduce waste but could also further recycle and do more composting, and 19% who said they could further reduce waste and further recycle.

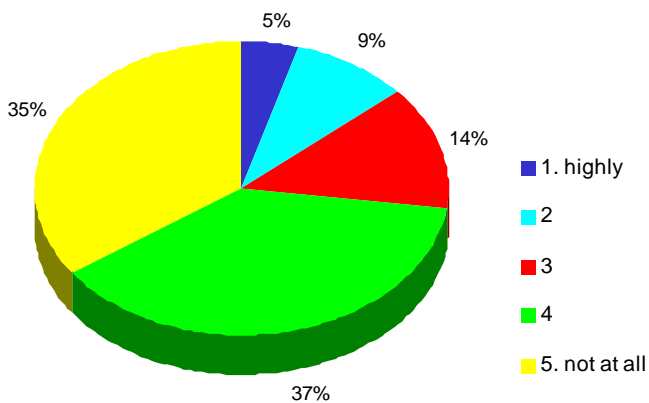
23% of respondents said that they had no capacity to further reduce waste, recycle more or compost more.

To what extent do you have the capacity to further reduce, recycle or compost the waste produced by your business?
[Please tick all that apply]



after adjusting for 'not applicable' responses:
10.0%

To what extent do you have the capacity to reduce any non-recyclable element of the packaging of your products?

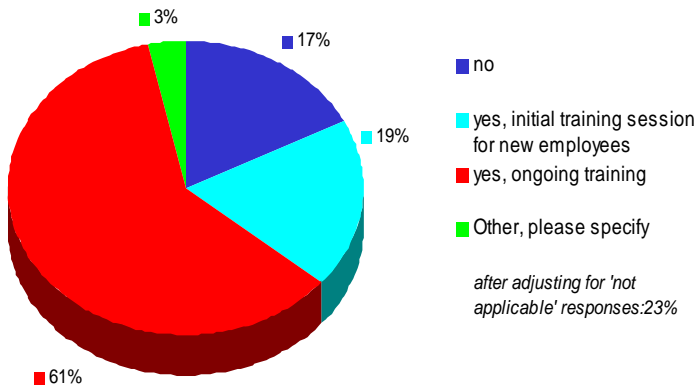


after adjusting for 'not applicable' responses: 40%

One of the producer responsibility waste stream legislation areas covers packaging waste. Among the 60% of respondents who provide packaged products, 14% say they have, to a high or reasonably high extent, the capacity to reduce non-recyclable elements of their packaging but 73% say they do not have, or only slightly have, such a capacity.

Customer service — are staff getting the message?

Do you provide staff with specific training on how you would like your customers to be treated?



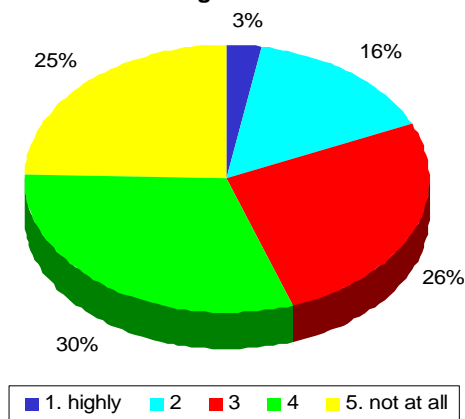
Customer service standards are frequently under scrutiny, and a recent survey by the Institute of Customer Service suggests that overall levels of customer satisfaction are at only around 66%, while the British standards Institute has found that over 70% of customers say they wouldn't go back to a company where they have experienced poor customer service. 14% of respondents say that they provide no specific training for their staff on customer service, and 15% say they only provide an initial training session for new employees.

However, 47% provide ongoing training. Other approaches made by respondents include monitoring customer satisfaction and amending customer care accordingly, reviewing monitoring with staff and also having regular discussions about customer care.

On the-spot fines for regulation breaches ? Most say 'No'

The majority of respondents to the UKBB are against on-the-spot fines for breaches of trading standards and environmental health regulations, although the introduction of these are currently under consideration as part of the Regulatory Enforcement and Sanctions Bill. 62% of UKBB respondents, drawn from smaller businesses, consider the 'parking fines' approach is inappropriate for breaches of these regulations. Only 18% consider this approach will be highly or reasonably highly successful in deterring transgressors, while 55% think it is likely to be totally or almost totally unsuccessful.

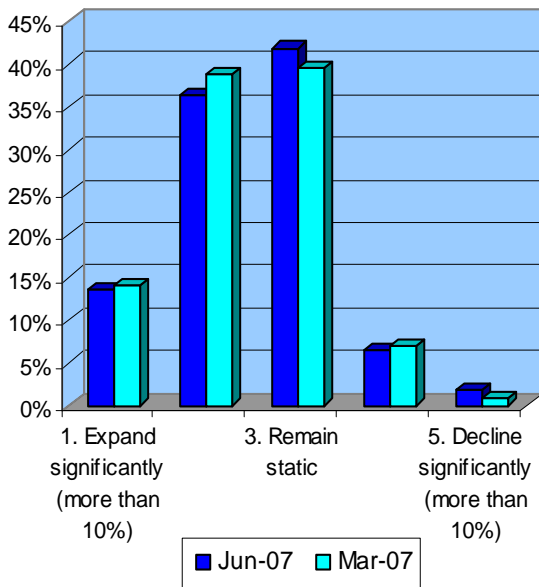
To what extent do you consider the 'parking fines' approach will be successful in deterring transgressors?



SECOND QUARTER TRENDS 2007

Overall, respondents expect the **growth** rate in the next quarter to be slightly lower, but business with turnover over £3M are expecting higher growth, as are those in the Production and Manufacturing sectors.

Over the next 3 months, do you expect your business to:



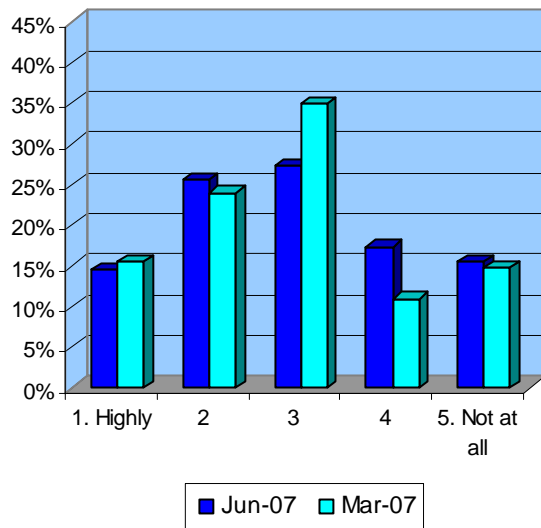
Constraints due to low market demand increased in businesses across the middle (£1M - £3M) range of turnover but decreased in the higher and lower ranges.

Constraints on business due to skill shortages increased on average during the June quarter but those due to lack of finance remained at the same level as the March quarter.

The index for businesses with turnovers of over £3M slightly decreased for constraints due to skill shortages, but this was offset by increases for both smaller and intermediate turnover businesses to produce an overall average index increase of 7% in the quarter.

By sector, production and manufacturing and the services industries increased in constraints from shortages of skills while there was a decrease in the distribution sector index.

To what extent is your business constrained by low market demand?



> THE QUESTIONS - JUNE 2007 - BB109

- Q1.** To what extent do you have the capacity to further reduce, recycle or compost the waste produced by your business?
- Q2.** To what extent do you have the capacity to reduce any non-recyclable element of the packaging of your products?
- Q3.** To what extent do you feel that government has offered sufficient support and advice on the practicalities of waste recycling?
- Q4.** British? The charity, In Kind Direct, is urging businesses to relieve the burden on the environment and work with the charity to redistribute unwanted stock. Assuming that no extra cost would be incurred by businesses, is this something in which you would actively participate?
- Q5.** Do you provide staff with specific training on how you would like your customers to be treated?
- Q6.** To what extent do you think local authorities may be given the power to issue on the spot fines to businesses that fail to comply with trading and health and safety regulations. Do you consider the 'parking fines' approach to be appropriate for breaches of regulation?

- Q7.** To what extent do you consider the 'parking fines' approach will be successful in deterring transgressors?

Quarterly Trends Questions

The following set of questions has been asked of the panel each quarter for the last six years:

- Q8.** To what extent is your business constrained by skill shortages?
- Q9.** To what extent is your business constrained by a lack of finance?
- Q10.** To what extent is your business constrained by low market demand?
- Q11.** Over the last 3 months, has your business:-
(*expanded/declined*)
- Q12.** Over the next 3 months, do you expect your business to:
(*expand/decline*)

[Click here to view the complete set of results for this and for previous surveys:](http://www.ukbb.ac/UI/surveys.aspx)

www.ukbb.ac/UI/surveys.aspx

Sector			
Production & Manufacturing	Distribution	Services	Total
24.8%	7.8%	67.4%	100.0%

About the respondents:
In the June 2007 survey
110 respondents were drawn
with the following
population characteristics:

Turnover (£)			
< 1 M	1M-3M	>3M	Total
70.5%	17.1%	12.4%	100.0%

Number of Full-time Employees					
1-10	11-20	21-50	51-100	100+	Total
62.0%	23.3%	8.5%	3.1%	3.1%	100.0%

For further information, please contact **The Barometer Project Team:**

Rick Eagles t: 0115 8466860 e: rick.eagles@nottingham.ac.uk

Liz Rose t: 0115 8466189 e: liz.rose@nottingham.ac.uk

Please feed back your thoughts via the following link: www.ukbb.ac/UI/contact.aspx