

**ZA3939**

**Eurobarometer 60.2**

**Country Specific Questionnaire  
United Kingdom**

A.	YOUR SURVEY NUMBER	C	2	9	6	3
B.	COUNTRY CODE	1	2			
C.	OUR SURVEY NUMBER	6	0	2		
D.	RESPONDENT NUMBER					
E.	SPLIT BALLOT	1	X <input type="checkbox"/>	A		

Q.1. What is your nationality? Please tell me the country(ies) that applies(y).  
(MULTIPLE ANSWERS POSSIBLE)

Belgium	1,	→ Q.2
Denmark	2,	
Germany	3,	
Greece	4,	
Spain	5,	
France	6,	
Ireland	7,	
Italy	8,	
Luxembourg	9,	
Netherlands	10,	
Portugal	11,	
United Kingdom (Great Britain, Northern Ireland)	12,	
Austria	13,	
Sweden	14,	
Finland	15,	
Other countries	16,	→ Close interview
DK	17,	

**Let's start with some questions about employment and social policies.**

**Q.2.** Have you often, sometimes or never seen, read or heard anything about the part the European Union plays in...? (SHOW CARD WITH SCALE)

	READ OUT	OFTEN	SOMETIMES	NEVER	DK
1	job creation and the fight against unemployment	1	2	3	4
2	working conditions	1	2	3	4
3	the fight against social exclusion, poverty and discrimination	1	2	3	4
4	the reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3	4
5	equality between women and men	1	2	3	4
6	the employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3	4

Q.3. Before this interview, were you aware or not that...? (SHOW CARD)

	READ OUT	YES	NO	DK
1	a considerable share of the European Union's budget is contributing to national and local projects in the areas of employment, training, the fight against social exclusion, and equality between women and men	1	2	3
2	the European Union sets guidelines for the national employment policies in the United Kingdom	1	2	3
3	best practices of employment policies are exchanged among the member states of the European Union	1	2	3
4	the European Union sets important rules in the area of labour law and health and safety at work	1	2	3
5	the European Union promotes agreements between employers and trade unions at European Union level	1	2	3
6	National policies to fight poverty and social exclusion are co-ordinated at European Union level	1	2	3
7	member states have started to discuss at European Union level how best to reform national pension systems	1	2	3
8	the European Union bans discrimination on the grounds of racial or ethnic origin, religion or belief, age, disability and sexual orientation	1	2	3
9	the European Union sets rules for equality between women and men at work	1	2	3

Q.4. From the following list, please tell me which are your main sources of information about what the European Union does in the area of employment and social policies?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Daily national newspapers ..... 1,
- Daily regional or local newspapers ..... 2,
- Other newspapers, magazines ..... 3,
- TV ..... 4,
- Radio ..... 5,
- The Internet website of the European Union, Europa ..... 6,
- Other Internet websites ..... 7,
- Books, brochures, information leaflets ..... 8,
- European Union information on notice boards, posters or in information offices  
of the European Union ..... 9,
- Employment agencies/offices ..... 10,
- Professional associations or trade unions ..... 11,
- National, regional or local government, politicians ..... 12,
- Non-governmental organisations (NGOs) ..... 13,
- At work/through employers ..... 14,
- School, university, other educational or training institutions ..... 15,
- Others (SPONTANEOUS) ..... 16,
- I am not interested in European Union employment and  
social affairs policies (SPONTANEOUS) ..... 17,
- DK ..... 18,

Q.5. And do you think that, in the future, the following sources could be useful for you to get information about European Union employment and social policies?

	READ OUT	YES	NO	DK
1	Daily national newspapers	1	2	3
2	Daily regional or local newspapers	1	2	3
3	Other newspapers, magazines	1	2	3
4	TV	1	2	3
5	Radio	1	2	3
6	The Internet website of the European Union: Europa	1	2	3
7	Other Internet websites	1	2	3
8	Books, brochures, information leaflets	1	2	3
9	European Union information on notice boards, posters or in information offices of the European Union	1	2	3
10	Employment agencies/offices	1	2	3
11	Professional associations or trade unions	1	2	3
12	National, regional or local government, politicians	1	2	3
13	Non-governmental organisations (NGOs)	1	2	3
14	At work/through employers	1	2	3
15	School, university, other educational or training institutions	1	2	3

- Q.6. In general, is it fairly important or fairly unimportant for you to have access to information about what the European Union does in the following areas?

	READ OUT	FAIRLY IMPORTANT	FAIRLY UNIMPORTANT	DK
1	Job creation and the fight against unemployment	1	2	3
2	Working conditions	1	2	3
3	The fight against social exclusion, poverty and discrimination	1	2	3
4	The reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3
5	Equality between women and men	1	2	3
6	The employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3

- Q.7. In general, would you say that what you see, read or hear about what the European Union does in the area of employment and social affairs is very positive, fairly positive, fairly negative or very negative?

Very positive .....1  
 Fairly positive .....2  
 Fairly negative .....3  
 Very negative .....4  
 DK .....5

- Q.8. After the enlargement of the European Union to include new member countries in May 2004, would you wish to receive more information, the same amount of information as today or less information about what the European Union does in the area of employment and social policies?

More information .....1  
 The same amount as today .....2  
 Less information .....3  
 DK .....4

**Let's move to another topic: financial services.**

Q.9. What are your top 3 financial priorities? (SHOW CARD - MAX. 3 ANSWERS POSSIBLE)

- Paying the bills .....1,
- Saving for retirement.....2,
- Paying off debts.....3,
- Buying a house/apartment .....4,
- Passing on money to my children/grand-children.....5,
- Protecting my family in case I am ill/unable to work.....6,
- Having some savings for emergencies.....7,
- Living as well as I can on my current income .....8,
- Starting up a business.....9,
- Other (SPONTANEOUS) .....10,
- DK.....11,

Q.10. I find thinking about my finances and financial services ...  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- enjoyable .....1,
- interesting .....2,
- comforting.....3,
- intimidating .....4,
- complicated .....5,
- dull .....6,
- depressing .....7,
- None of them (SPONTANEOUS) .....8,
- DK.....9,



Q.11. Do you personally have...?

	READ OUT	YES	NO	DK
1	a current account which comes with a payment card or a chequebook	1	2	3
2	a deposit account which pays interest but has no payment card or chequebook	1	2	3
3	a chequebook	1	2	3
4	a credit card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	1	2	3
5	another type of card (DEBIT CARD)	1	2	3
6	a life assurance policy	1	2	3
7	a private pension plan	1	2	3
8	stocks / shares	1	2	3
9	collective investments (UNIT TRUST)	1	2	3
10	bonds	1	2	3
11	a mortgage	1	2	3
12	a second mortgage	1	2	3
13	a loan lasting more than 12 months to buy a car	1	2	3
14	a loan lasting more than 12 months to buy something else (other than a house or a car)	1	2	3
15	an overdraft facility on a current account	1	2	3

IF "YES", CODE 1 IN Q.11. ITEM 12, OTHERS GO TO Q.13.a.

- Q.12. a) If you have a second mortgage, is it to..., or not?  
b) And is it to..., or not?

	READ OUT	YES	NO	DK
a	purchase another property or renovate your current property	1	2	3
b	make another purchase (e.g. purchasing a new car)	1	2	3

**ASK ALL**

- Q.13. a) Have you ever used the phone to...?

	READ OUT	YES	NO	DK
1	order a product or service	1	2	3
2	pay for something such as books, hotel or travel reservations, etc.	1	2	3
3	make a bank transaction	1	2	3
4	make use of other financial transactions	1	2	3

IF "NO", CODE 2 IN Q.13.a. ITEM 2, OTHERS GO TO Q.14.a.

- Q.13. b) Why have you never used the phone to pay for something such as books, hotel or travel reservations? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- I do not have a payment card ..... 1
- I have never had the opportunity to ..... 2
- I do not think it is safe ..... 3
- I am not interested in paying that way ..... 4
- Other (SPONTANEOUS) ..... 5
- DK ..... 6

**ASK ALL**

Q.14. a) Have you ever used the Internet to...?

	READ OUT	YES	NO	DK
1	order a product or service	1	2	3
2	pay for something such as books, hotel or travel reservations, etc.	1	2	3
3	make a bank transaction	1	2	3
4	make use of other financial transactions	1	2	3

**IF "NO", CODE 2 IN Q.14.a. ITEM 2, OTHERS GO TO Q.15.a.**

Q.14. b) Why have you never used the Internet to pay for something such as books, hotel or travel reservations? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- I do not use the Internet .....1
- I do not know where to find such things on the Internet .....2
- Paying for something on the Internet is too complicated .....3
- Paying for something on the Internet is not safe .....4
- I am not interested in paying that way .....5
- I do not have a payment card .....6
- Other reasons (SPONTANEOUS) .....7
- DK .....8

**ASK ALL**

- Q.15. a) For each of the following, can you tell me if you have ever obtained it from a firm located in another country of the European Union? (SHOW CARD - ONE ANSWER ONLY)
- b) And for each of these services, would you consider obtaining it from a firm located in another country of the European Union within the next 5 years? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT		Q.15.a			Q.15.b		
		YES	NO	DK	YES	NO	DK
1	Bank account	1	2	3	1	2	3
2	Credit card	1	2	3	1	2	3
3	A private pension plan	1	2	3	1	2	3
4	Car insurance	1	2	3	1	2	3
5	Life assurance	1	2	3	1	2	3
6	Mortgage	1	2	3	1	2	3
7	Stocks/shares	1	2	3	1	2	3
8	Collective investments (UNIT TRUST)	1	2	3	1	2	3
9	Other	1	2	3	1	2	3

- Q.15. c) Are there any obstacles, preventing you from using financial services elsewhere in the European Union?  
(IF YES) Which ones? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- No, no obstacle .....1,
- Yes, lack of information .....2,
- Yes, bad information.....3,
- Yes, too risky .....4,
- Yes, necessary to have large amounts to invest .....5,
- Yes, difficulties due to distance .....6,
- Yes, poor legal protection in the event of problems .....7,
- Yes, language problems .....8,
- Others (SPONTANEOUS).....9,
- DK .....10,

- Q.16. a) Which one of the following means of payment do you prefer to use to pay for an important purchase in the United Kingdom? By important purchase, I mean a purchase of at least £70. (SHOW CARD - ONE ANSWER ONLY)
- b) And which one would you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

	READ OUT	Q.16.a.	Q.16.b.
		IN THE UNITED KINGDOM	IN ANOTHER MEMBER COUNTRY
1	Cash	1	1
2	Cheque	2	2
3	Credit card (SUCH AS: EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or other bank card	3	3
4	Bank or postal transfer	4	4
5	Other form of payment (SPONTANEOUS)	5	5
6	Never bought anything in another member country (SPONTANEOUS)		6
7	DK	6	7

**IF CODES 1, 2, 3, 4 OR 5 IN Q.16.a.**

- Q.17. a) Why do you prefer to use this means of payment in the United Kingdom?  
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

**IF CODES 1, 2, 3, 4 OR 5 IN Q.16.b.**

- b) Why do you prefer to use this means of payment in another member country of the European Union? (SHOW SAME CARD - MULTIPLE ANSWERS POSSIBLE)

	READ OUT	Q.17.a.	Q.17.b.
		IN THE UNITED KINGDOM	IN ANOTHER MEMBER COUNTRY
1	Because it is cheap	1,	1,
2	Because it is easy	2,	2,
3	To avoid the risk of a dispute	3,	3,
4	To avoid the risk of loss or theft	4,	4,
5	To avoid being attacked	5,	5,
6	For security / safety reasons, e.g. because there is a pin code	6,	6,
7	Other (SPONTANEOUS)	7,	7,
8	DK	8,	8,

**ASK ALL**

- Q.18. a) An electronic purse is a card which the holder loads with money from his or her bank account. It can then be used for payments, in particular minor purchases such as a newspaper or a loaf of bread in shops, which accept such cards. It has the advantage of being quick and easy and does not involve a confidential code, but if you lose the card, you lose the money stored on it. Have you ever used such an electronic purse?

Yes ..... 1

No ..... 2

Does not exist in the United Kingdom (SPONTANEOUS) ..... 3

DK ..... 4

Q.18. b) Would you consider using such an electronic purse within the next few years?

Yes .....1  
 No .....2  
 DK .....3

Q.19. For each of the following statements, do you believe it is very easy, fairly easy, fairly difficult or very difficult to...?

	READ OUT	VERY EASY	FAIRLY EASY	FAIRLY DIFFICULT	VERY DIFFICULT	DK
1	compare information from banks, about bank account features and charges	1	2	3	4	5
2	win in a dispute with a bank	1	2	3	4	5
3	know beforehand how much it is going to cost to borrow money	1	2	3	4	5
4	understand the information given by financial institutions about the way their mortgages work and the risks involved	1	2	3	4	5
5	compare information about different mortgages	1	2	3	4	5
6	win in a dispute with an insurance company	1	2	3	4	5
7	change banks	1	2	3	4	5
8	know in advance how well you are covered by insurance policies	1	2	3	4	5

Q.20. For each of the following statements, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Having a bank account is expensive	1	2	3
2	Buying on credit is more useful than dangerous	1	2	3
3	You can borrow as much as you like, there are no real checks	1	2	3
4	The problem of borrowing more than you can pay back does not exist in the United Kingdom	1	2	3
5	The marketing techniques of financial institutions are aggressive	1	2	3
6	The information I get from financial institutions is clear and understandable	1	2	3
7	My rights as a consumer are adequately protected in relation to financial services	1	2	3
8	There are easy ways to settle disputes with banks and insurance companies	1	2	3
9	Financial transactions are generally secure	1	2	3
10	The confidential information I give to banks or insurance companies is adequately protected	1	2	3
11	I trust using the telephone for banking transactions	1	2	3
12	I trust using the Internet for banking transactions and payments	1	2	3
13	Transactions on the Internet are generally secure	1	2	3
14	If I make a transaction on the Internet, it is harder to sort out any problems that may arise	1	2	3

Q.21. For each of the following, please tell me if it applies to you, or not?

	READ OUT	YES	NO	DK
1	I expect financial institutions to give me advice	1	2	3
2	I make my own decisions about what to do with my money	1	2	3
3	I usually trust the advice given by financial institutions	1	2	3



- Q.22. Each European Union member country has its own consumer protection standards.  
Do you think that these standards should be harmonised in the European Union, or not?  
(IF YES) Totally or in part?
- No .....1
- Yes, totally .....2
- Yes, in part .....3
- DK .....4

**Let's move on to another topic: illegal and harmful content on the Internet.**

- Q.23. a) Do you have, in your household, any child under your responsibility in each of the following age bands? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)
- b) And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl?
- (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q.23.b. - IF TWINS, CHOOSE THE ELDEST)

	READ OUT	Q.23.a.	Q.23.b.	
			GIRL	BOY
1	Under 6	1,	1	2
2	6 - 7 years old	2,	1	2
3	8 - 9 years old	3,	1	2
4	10 - 11 years old	4,	1	2
5	12 - 13 years old	5,	1	2
6	14 - 15 years old	6,	1	2
7	16 - 17 years old	7,	1	2
8	I do not have any children under 18 in my household	8,		

**ASK Q.24. IN REFERENCE TO THE GIRL OR BOY SELECTED IN Q23.b., OTHERS (code 8 in Q.23.a.) GO TO Q.31.**

- Q.24. And does he/she use the Internet in any of the following places? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Yes, at home.....1,
- Yes, at school .....2,
- Yes, at a friend's home.....3,
- Yes, in someone else's home .....4,
- Yes, in an Internet cafe.....5,
- Yes, in a library/other public place .....6,
- Yes, somewhere else .....7,
- No, he/she does not use the Internet .....8,
- DK .....9,

**Q.25.** Have you set any rules for him/her about using any of the following either in your household or elsewhere? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, for the television .....1,
- Yes, for the mobile phone .....2,
- Yes, for electronic games consoles such as Playstation, Xbox, GameCube, Gameboy, etc.....3,
- Yes, for the Internet.....4,
- Yes, for the computer (apart from the Internet) .....5,
- Yes, there are rules, but not set by me .....6,
- No, no rules have been set .....7,
- DK .....8,

**IF CODE 4 IN Q.25., OTHERS GO TO Q.27.**

**Q.26.** What rules have you set regarding how he/she uses the Internet?  
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- He/she is not allowed to give out any personal information .....1,
- There are some websites that he/she is not allowed to visit .....2,
- He/she is to tell me/us if he/she finds something on the Internet that makes him/her feel uncomfortable .....3,
- He/she is not allowed to use rude language in e-mails or chat-rooms .....4,
- He/she is not allowed to meet in person someone he/she only met on the Internet .....5,
- He/she is not allowed to copy documents/pictures.....6,
- He/she is not allowed to go to chat-rooms/to talk to strangers in chat-rooms .....7,
- He/she is not allowed to download music or films .....8,
- He/she is not allowed to download software.....9,
- Rules regarding how much time he/she is allowed to spend on the Internet.....10,
- Keeping phone lines free at certain times of the day.....11,
- Ensuring that access to the Internet is shared fairly between family members .....12,
- Other rules.....13,
- DK .....14,

**IF CODE 1 TO 7 IN Q.23.a**

- Q.27. Do you feel that you need more information, or not, about how to protect the children from your household from illegal or harmful content and contact on the Internet?
- Yes.....1
- No .....2
- DK.....3
- 
- Q.28. Would you say that the children in your household know what to do if a situation on the Internet makes them feel uncomfortable?
- Yes.....1
- No .....2
- DK.....3
- 
- Q.29. From whom would you like to receive information about using the Internet in a safer way?  
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)
- School(s) .....1,
- Parents association / other parents groups .....2,
- Government/local authority .....3,
- The Internet service provider or the telephone company .....4,
- Software companies .....5,
- Computer retailer .....6,
- Your employer .....7,
- Associations, non-profit organisations/non-governmental organisations (NGOs) .....8,
- TV, radio, newspapers .....9,
- Police .....10,
- Other source.....11,
- I don't want to receive such information .....12,
- DK.....13,

**IF CODE 1 TO 11 IN Q.29., OTHERS GO TO Q.31.**

Q.30. How would you like to receive this information? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- By letter .....1,
- By e-mail.....2,
- From a website .....3,
- By SMS/text message .....4,
- By telephone (other than SMS/text message).....5,
- In newspapers .....6,
- In a computer magazine .....7,
- From TV .....8,
- From the radio .....9,
- In a library.....10,
- From a CD Rom .....11,
- From another medium .....12,
- DK .....13,

**ASK ALL**

Q.31. Do you know where or to whom you can report illegal or harmful content on the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, hotlines .....1,
- Yes, the police .....2,
- Yes, the Internet service provider .....3,
- Yes, school(s) .....4,
- Yes, parents association .....5,
- Yes, associations, non-profit organisations, non-governmental organisations (NGOs) .....6,
- Others .....7,
- No, I do not know where I can report illegal or harmful content on the Internet .....8,
- DK .....9,

**Let's conclude with some questions about detergents, toiletries or beauty products and paints or varnishes.**

Q.32. Do you ever buy...?

	READ OUT	YES	NO	DK
1	detergents or household cleaners	1	2	3
2	toiletries or beauty products	1	2	3
3	paints or varnishes	1	2	3

**IF CODE 1 IN Q.32. FOR ITEM 1, OTHERS GO TO Q.34.**

Q.33. a) When you are about to buy detergents or household cleaners, do you always, sometimes, rarely or never pay attention to the following on the packaging?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOME-TIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

**IF "NEVER", CODE 4 IN Q.33.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.33.c.**

- Q.33. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying detergents or household cleaners?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- I know how to use these products .....1,
  - I always buy the same brands.....2,
  - The writing is too small .....3,
  - The instructions are not understandable.....4,
  - They contain too much information .....5,
  - They do not contain enough information.....6,
  - They are too technical .....7,
  - I don't like reading instructions (SPONTANEOUS) .....8,
  - Other (SPONTANEOUS).....9,
  - DK .....10,

**IF "NEVER", CODE 4 IN Q.33.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.33.d.**

- Q.33. c) Why do you never pay attention to the safety instructions when buying detergents or household cleaners? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- I know how to use these products .....1,
  - I always buy the same brands.....2,
  - The writing is too small .....3,
  - The safety instructions are not understandable.....4,
  - They contain too much information .....5,
  - They do not contain enough information.....6,
  - The safety instructions are too technical.....7,
  - The products are supposed to be safe.....8,
  - I know what to do in case of problems .....9,
  - I don't like reading instructions (SPONTANEOUS) .....10,
  - Other (SPONTANEOUS).....11,
  - DK .....12,

**IF CODE 1 IN Q.32. FOR ITEM 1**

- Q.33. d) How important are each of the following characteristics for a detergent or household cleaner?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective (cleans/washes well)	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	It has a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	It does not contain chemicals that harm my health	1	2	3	4	5

- Q.33. e) Where do you normally keep detergents or household cleaners?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

In the kitchen ..... 1,  
 In the bathroom.....2,  
 In a workroom, storage room or garden shed.....3,  
 In the garage.....4,  
 On the balcony.....5,  
 Anywhere, no specific place .....6,  
 It depends on the product (SPONTANEOUS) .....7,  
 Other (SPONTANEOUS) .....8,  
 DK .....9,



- Q.33. f) And, more specifically, do you usually keep them...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

in a cupboard near the sink .....1,  
 in a place where you can easily reach them .....2,  
 hidden in a special place so that children cannot find them .....3,  
 in a place high enough so that the children cannot reach them .....4,  
 locked away .....5,  
 You don't have a special place for them, you keep them where you find room .....6,  
 It depends (SPONTANEOUS) .....7,  
 Other (SPONTANEOUS) .....8,  
 DK .....9,

**IF CODE 1 IN Q.32. FOR ITEM 2, OTHERS GO TO Q.35.**

- Q.34. a) When you are about to buy toiletries or beauty products, do you always, sometimes, rarely or never pay attention to the following on the packaging?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOMETIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

**IF "NEVER", CODE 4 IN Q.34.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.34.c.**

- Q.34. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying toiletries or beauty products?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products .....1,
- I always buy the same brands.....2,
- The writing is too small .....3,
- The instructions are not understandable .....4,
- They contain too much information.....5,
- They do not contain enough information.....6,
- They are too technical .....7,
- I don't like reading instructions (SPONTANEOUS) .....8,
- Other (SPONTANEOUS).....9,
- DK .....10,

**IF "NEVER", CODE 4 IN Q.34.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.34.d.**

- Q.34. c) Why do you never pay attention to the safety instructions when buying toiletries or beauty products? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products .....1,
- I always buy the same brands.....2,
- The writing is too small .....3,
- The safety instructions are not understandable .....4,
- They contain too much information.....5,
- They do not contain enough information.....6,
- The safety instructions are too technical.....7,
- These products are supposed to be safe.....8,
- I know what to do in case of problems .....9,
- I don't like reading instructions (SPONTANEOUS) .....10,
- Other (SPONTANEOUS).....11,
- DK .....12,

**IF CODE 1 IN Q.32. FOR ITEM 2**

- Q.34. d) How important are each of the following characteristics for toiletries or beauty products?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	It has a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	It does not contain chemicals that harm my health	1	2	3	4	5

- Q.34. e) Where do you normally keep toiletries or beauty products?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

In the bedroom.....1,  
In the bathroom.....2,  
In another room .....3,  
Anywhere, no specific place .....4,  
It depends on the product (SPONTANEOUS) .....5,  
Other (SPONTANEOUS) .....6,  
DK .....7,

- Q.34. f) And, more specifically, do you usually keep them...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

in a cupboard near the sink .....1,  
 in a place where you can easily reach them .....2,  
 hidden in a special place so that children cannot find them .....3,  
 in a place high enough so that the children cannot reach them .....4,  
 locked away .....5,  
 you don't have a special place for them, you keep them where you find room.....6,  
 It depends (SPONTANEOUS).....7,  
 Other (SPONTANEOUS).....8,  
 DK .....9,

**IF CODE 1 IN Q.32. FOR ITEM 3, OTHERS GO TO Q.36.a.**

- Q.35. a) When you are about to buy paints or varnishes, do you always, sometimes, rarely or never pay attention to the following on the packaging?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOMETIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

**IF "NEVER", CODE 4 IN Q.35.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.35.c.**

- Q.35. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying paints or varnishes? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
I always buy the same brands .....2,  
The writing is too small .....3,  
The instructions are not understandable .....4,  
They contain too much information .....5,  
They do not contain enough information .....6,  
They are too technical .....7,  
I don't like reading instructions (SPONTANEOUS) .....8,  
Other (SPONTANEOUS) .....9,  
DK .....10,

**IF "NEVER", CODE 4 IN Q.35.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.35.d.**

- c) Why do you never pay attention to the safety instructions when buying paints or varnishes? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
I always buy the same brands .....2,  
The writing is too small .....3,  
The safety instructions are not understandable .....4,  
They contain too much information .....5,  
They do not contain enough information .....6,  
The safety instructions are too technical .....7,  
These products are supposed to be safe .....8,  
I know what to do in case of problems .....9,  
I don't like reading instructions (SPONTANEOUS) .....10,  
Other (SPONTANEOUS) .....11,  
DK .....12,

**IF CODE 1 IN Q.32. FOR ITEM 3**

- Q.35. d) How important are each of the following characteristics for paints or varnishes?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	There is a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	The product does not contain chemicals that harm my health	1	2	3	4	5

- Q.35 e) Where do you normally keep paints and varnishes?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

In the kitchen .....1,  
 In the bathroom.....2,  
 In a workroom, storage room or garden shed.....3,  
 In the garage.....4,  
 On the balcony.....5,  
 Anywhere, no specific place.....6,  
 It depends (SPONTANEOUS).....7,  
 Other (SPONTANEOUS).....8,  
 DK .....9,

- Q.35. f) And, more specifically, do you usually keep them...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- in a cupboard near the sink .....1,  
a place where you can easily reach them.....2,  
hidden in a special place so that children cannot find them .....3,  
in a place high enough so that the children cannot reach them .....4,  
locked away .....5,  
you don't have a special place for them, you keep them where you find room.....6,  
It depends (SPONTANEOUS).....7,  
Other (SPONTANEOUS).....8,  
DK .....9,

#### ASK ALL

- Q.36. a) What do you think the following symbols say about a product?  
(SHOW EACH SYMBOL IN TURN - DO NOT READ OUT - DO NOT PROBE - ONE ANSWER ONLY)

	DO NOT READ OUT	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
1	<b>Irritant</b> (INT.: also accepted: makes my skin dry, makes my skin red, causes allergies, stings my eyes, makes me cough, etc.)	1	1	1	1	1
2	<b>Highly concentrated</b> (INT.: also accepted: strong, powerful, cleans well, etc.)	2	2	2	2	2
3	<b>Flammable</b> (INT.: also accepted: can catch fire, don't put it to close to flames, to a source of heat, etc.)	3	3	3	3	3
4	<b>Toxic</b> (INT.: also accepted: harmful, poison(ous), deadly, can kill me, etc.)	4	4	4	4	4
5	<b>Corrosive</b> (INT.: also accepted: can burn my skin, can make me blind, etc.)	5	5	5	5	5
6	<b>Dangerous for the environment/polluting/not ecologically friendly</b> (INT also accepted: polluting the air, the water, the earth, can kill fish, trees, etc.)	6	6	6	6	6
7	<b>Keep away from children</b>	7	7	7	7	7
8	Other	8	8	8	8	8
9	DK	9	9	9	9	9

- Q.36. b) Would you definitely, probably, probably not or definitely not buy a product that carries this symbol? (INT: SHOW EACH LOGO IN TURN - SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
1	Definitely	1	1	1	1	1
2	Probably	2	2	2	2	2
3	Probably not	3	3	3	3	3
4	Definitely not	4	4	4	4	4
5	DK	5	5	5	5	5



## DEMOGRAPHICS

- D.1. In political matters people talk of "the left" and "the right".  
How would you place your views on this scale? (SHOW CARD)  
(INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

LEFT									RIGHT
1	2	3	4	5	6	7	8	9	10

Refusal.....11  
DK.....12

### NO QUESTIONS D.2. TO D.6.

- D.7. Could you give me the number which corresponds best to your own current situation?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married.....1  
Remarried.....2  
Unmarried, currently living with partner.....3  
Unmarried, having never lived with a partner.....4  
Unmarried, having previously lived with a partner, but now on my own.....5  
Divorced.....6  
Separated.....7  
Widowed.....8  
Other (SPONTANEOUS).....9  
Refusal (SPONTANEOUS).....10

- D.8. How old were you when you stopped full-time education? (INT.:IF "STILL STUDYING", CODE '00')

--	--

### NO QUESTION D.9.

- D.10. Gender.

Male.....1  
Female.....2

- D.11. How old are you?

--	--

### NO QUESTION D.12. TO D.14.

D.15. a) What is your current occupation?

**IF NOT DOING ANY PAID WORK CURRENTLY – CODES 1 TO 4 IN D. 15. a.**

b) Did you do any paid work in the past? What was your last occupation?

	D.15.a. CURRENT OCCUPATION	D.15.b. LAST OCCUPATION
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		
Unemployed or temporarily not working		
Retired or unable to work through illness	4	
SELF EMPLOYED	5	1
Farmer		
Fisherman		2
Professional (lawyer, medical practitioner, accountant, architect, etc.)		3
Owner of a shop, craftsmen, other self-employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED	10	6
Employed professional (employed doctor, lawyer, accountant, architect)		
General management, director or top management (managing directors, director general, other director)		7
Middle management, other management (department head, junior manager, teacher, technician)		8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

**NO QUESTIONS D.16. TO D.18.**

D.19. Are you in your household, the person who contributes most to the household income?  
(READ OUT)

Yes .....1  
 No .....2  
 Both equally .....3  
 DK .....4

**NO QUESTION D.20.**

**IF "NO", CODE 2 IN D.19.**

D.21. a) What is the current occupation of the person who contributes most to the household income?

**IF "NOT DOING ANY PAID WORK CURRENTLY", CODE 1 TO 4 IN D.21.a.**

b) Did he/she do any paid work in the past? What was his/her last occupation?

	D.21.a. CURRENT OCCUPATION	D.21.b. LAST OCCUPATION
<b>NON-ACTIVE</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
<b>SELF EMPLOYED</b>		
Farmer	5	1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	3
Owner of a shop, craftsmen, other self-employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
<b>NEVER DID ANY PAID WORK</b>		15

**NO QUESTIONS D.22. TO D.24.**

- D.25. Would you say you live in a...? (READ OUT)
- |                                  |   |
|----------------------------------|---|
| rural area or village.....       | 1 |
| small or middle sized town ..... | 2 |
| large town .....                 | 3 |
| DK.....                          | 4 |

**NO QUESTIONS D.26. TO D.28.**

- D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD)  
Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into BEFORE tax and other deductions.
- |              |    |
|--------------|----|
| B .....      | 1  |
| T.....       | 2  |
| P .....      | 3  |
| F.....       | 4  |
| E .....      | 5  |
| H .....      | 6  |
| L.....       | 7  |
| N .....      | 8  |
| R .....      | 9  |
| M.....       | 10 |
| S .....      | 11 |
| K .....      | 12 |
| Refusal..... | 13 |
| DK.....      | 14 |

### INTERVIEW PROTOCOLE

P.1. - DATE OF INTERVIEW	DAY	MONTH

P.2. - TIME OF THE BEGINNING OF THE INTERVIEW	HOUR	MINUTES
(INT.:USE 24 HOUR CLOCK)		

P.3. - NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES

- P.4. Number of persons present during the interview, including interviewer.
- Two (interviewer and respondent) .....1
- Three .....2
- Four .....3
- Five or more .....4

- P.5. Respondent cooperation
- Excellent .....1
- Fair .....2
- Average .....3
- Bad .....4

- P.6. Size of locality (LOCAL CODES)

--	--

- P.7. Region (LOCAL CODES)

--	--

- P.8. Postal code

--	--	--	--	--	--	--	--

P.9. Sample point number

--	--	--	--	--	--	--	--

P.10. Interviewer number

--	--	--	--	--	--	--	--

P.11. Weighting factor

--	--	--	--	--	--	--	--

P.12. a) Fixed telephone available in the household?

Yes .....1

No .....2

b) Mobile telephone available in the household?

Yes .....1

No .....2

**JOB NO.**

**SERIAL NO.**

--	--

**RESPONDENT INFORMATION**

Name of Respondent: \_\_\_\_\_

Full Address: \_\_\_\_\_

\_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone Number and Extension: \_\_\_\_\_

**VOUCHER - If applicable:**

**I have received a voucher for £.....**

**Signature.....Date.....**

**INTERVIEWER INFORMATION**

Interviewers declaration:  
I have conducted this interview in accordance with my instructions and within the M.R.S.  
Code of Conduct

Interviewer's Signature: \_\_\_\_\_

Interviewer's Name: \_\_\_\_\_

Date of Interview: \_\_\_\_\_

Time of Interview: \_\_\_\_\_

Length of Interview: \_\_\_\_\_

Coded by: \_\_\_\_\_

Date: \_\_\_\_\_

A. YOUR SURVEY NUMBER

C	2	9	6	3
---	---	---	---	---

B. COUNTRY CODE

1	2
---	---

C. OUR SURVEY NUMBER

6	0	2
---	---	---

D. RESPONDENT NUMBER

--	--	--	--	--	--

E. SPLIT BALLOT

1	X		B
---	---	--	---

Q.1. What is your nationality? Please tell me the country(ies) that applies(y).  
(MULTIPLE ANSWERS POSSIBLE)

Belgium

1,

Denmark

2,

Germany

3,

Greece

4,

Spain

5,

France

6,

Ireland

7,

Italy

8,

→ Q.2

Luxembourg

9,

Netherlands

10,

Portugal

11,

United Kingdom (Great Britain, Northern Ireland)

12,

Austria

13,

Sweden

14,

Finland

15,

Other countries

16,

→ Close interview

DK

17,



**Let's start with some questions about employment and social policies.**

**Q.2.** Have you often, sometimes or never seen, read or heard anything about the part the European Union plays in...? (SHOW CARD WITH SCALE)

	READ OUT	OFTEN	SOMETIMES	NEVER	DK
1	job creation and the fight against unemployment	1	2	3	4
2	working conditions	1	2	3	4
3	the fight against social exclusion, poverty and discrimination	1	2	3	4
4	the reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3	4
5	equality between women and men	1	2	3	4
6	the employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3	4

Q.3. Before this interview, were you aware or not that...? (SHOW CARD)

	READ OUT	YES	NO	DK
1	a considerable share of the European Union's budget is contributing to national and local projects in the areas of employment, training, the fight against social exclusion, and equality between women and men	1	2	3
2	the European Union sets guidelines for the national employment policies in the United Kingdom	1	2	3
3	best practices of employment policies are exchanged among the member states of the European Union	1	2	3
4	the European Union sets important rules in the area of labour law and health and safety at work	1	2	3
5	the European Union promotes agreements between employers and trade unions at European Union level	1	2	3
6	National policies to fight poverty and social exclusion are co-ordinated at European Union level	1	2	3
7	member states have started to discuss at European Union level how best to reform national pension systems	1	2	3
8	the European Union bans discrimination on the grounds of racial or ethnic origin, religion or belief, age, disability and sexual orientation	1	2	3
9	the European Union sets rules for equality between women and men at work	1	2	3

Q.4. From the following list, please tell me which are your main sources of information about what the European Union does in the area of employment and social policies?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Daily national newspapers .....	1,
Daily regional or local newspapers .....	2,
Other newspapers, magazines .....	3,
TV .....	4,
Radio .....	5,
The Internet website of the European Union, Europa .....	6,
Other Internet websites .....	7,
Books, brochures, information leaflets .....	8,
European Union information on notice boards, posters or in information offices of the European Union .....	9,
Employment agencies/offices .....	10,
Professional associations or trade unions .....	11,
National, regional or local government, politicians .....	12,
Non-governmental organisations (NGOs) .....	13,
At work/through employers .....	14,
School, university, other educational or training institutions.....	15,
Others (SPONTANEOUS) .....	16,
I am not interested in European Union employment and social affairs policies (SPONTANEOUS).....	17,
DK .....	18,

Q.5. And do you think that, in the future, the following sources could be useful for you to get information about European Union employment and social policies?

	READ OUT	YES	NO	DK
1	Daily national newspapers	1	2	3
2	Daily regional or local newspapers	1	2	3
3	Other newspapers, magazines	1	2	3
4	TV	1	2	3
5	Radio	1	2	3
6	The Internet website of the European Union: Europa	1	2	3
7	Other Internet websites	1	2	3
8	Books, brochures, information leaflets	1	2	3
9	European Union information on notice boards, posters or in information offices of the European Union	1	2	3
10	Employment agencies/offices	1	2	3
11	Professional associations or trade unions	1	2	3
12	National, regional or local government, politicians	1	2	3
13	Non-governmental organisations (NGOs)	1	2	3
14	At work/through employers	1	2	3
15	School, university, other educational or training institutions	1	2	3

- Q.6. In general, is it fairly important or fairly unimportant for you to have access to information about what the European Union does in the following areas?

	READ OUT	FAIRLY IMPORTANT	FAIRLY UNIMPORTANT	DK
1	Job creation and the fight against unemployment	1	2	3
2	Working conditions	1	2	3
3	The fight against social exclusion, poverty and discrimination	1	2	3
4	The reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3
5	Equality between women and men	1	2	3
6	The employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3

- Q.7. In general, would you say that what you see, read or hear about what the European Union does in the area of employment and social affairs is very positive, fairly positive, fairly negative or very negative?

Very positive .....1  
 Fairly positive .....2  
 Fairly negative .....3  
 Very negative .....4  
 DK .....5

- Q.8. After the enlargement of the European Union to include new member countries in May 2004, would you wish to receive more information, the same amount of information as today or less information about what the European Union does in the area of employment and social policies?

More information .....1  
 The same amount as today .....2  
 Less information .....3  
 DK .....4

**Let's move to another topic: financial services.**

- Q.9. What are your top 3 financial priorities? (SHOW CARD - MAX. 3 ANSWERS POSSIBLE)
- |  |     |
|--|-----|
| Paying the bills .....                                     | 1,  |
| Saving for retirement .....                                | 2,  |
| Paying off debts.....                                      | 3,  |
| Buying a house/apartment .....                             | 4,  |
| Passing on money to my children/grand-children.....        | 5,  |
| Protecting my family in case I am ill/unable to work ..... | 6,  |
| Having some savings for emergencies .....                  | 7,  |
| Living as well as I can on my current income .....         | 8,  |
| Starting up a business .....                               | 9,  |
| Other (SPONTANEOUS) .....                                  | 10, |
| DK .....   | 11, |
- 
- Q.10. I find thinking about my finances and financial services ...  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- |                                  |    |
|----------------------------------|----|
| enjoyable .....                  | 1, |
| interesting .....                | 2, |
| comforting.....                  | 3, |
| intimidating .....               | 4, |
| complicated .....                | 5, |
| dull .....                       | 6, |
| depressing .....                 | 7, |
| None of them (SPONTANEOUS) ..... | 8, |
| DK .....                         | 9, |

Q.11. Do you personally have...?

	READ OUT	YES	NO	DK
1	a current account which comes with a payment card or a chequebook	1	2	3
2	a deposit account which pays interest but has no payment card or chequebook	1	2	3
3	a chequebook	1	2	3
4	a credit card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	1	2	3
5	another type of card (DEBIT CARD)	1	2	3
6	a life assurance policy	1	2	3
7	a private pension plan	1	2	3
8	stocks / shares	1	2	3
9	collective investments (UNIT TRUST)	1	2	3
10	bonds	1	2	3
11	a mortgage	1	2	3
12	a second mortgage	1	2	3
13	a loan lasting more than 12 months to buy a car	1	2	3
14	a loan lasting more than 12 months to buy something else (other than a house or a car)	1	2	3
15	an overdraft facility on a current account	1	2	3

IF "YES", CODE 1 IN Q.11. ITEM 12, OTHERS GO TO Q.13.a.

Q.12. a) If you have a second mortgage, is it to..., or not?

b) And is it to..., or not?

	READ OUT	YES	NO	DK
a	purchase another property or renovate your current property	1	2	3
b	make another purchase (e.g. purchasing a new car)	1	2	3

# ASK ALL

Q.13. a) Have you ever used the phone to...?

	READ OUT	YES	NO	DK
1	order a product or service	1	2	3
2	pay for something such as books, hotel or travel reservations, etc.	1	2	3
3	make a bank transaction	1	2	3
4	make use of other financial transactions	1	2	3

IF "NO", CODE 2 IN Q.13.a. ITEM 2, OTHERS GO TO Q.14.a.

Q.13. b) Why have you never used the phone to pay for something such as books, hotel or travel reservations? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- I do not have a payment card ..... 1
- I have never had the opportunity to.....2
- I do not think it is safe.....3
- I am not interested in paying that way .....4
- Other (SPONTANEOUS).....5
- DK .....6



**ASK ALL**

Q.14. a) Have you ever used the Internet to...?

	READ OUT	YES	NO	DK
1	order a product or service	1	2	3
2	pay for something such as books, hotel or travel reservations, etc.	1	2	3
3	make a bank transaction	1	2	3
4	make use of other financial transactions	1	2	3

**IF "NO", CODE 2 IN Q.14.a. ITEM 2, OTHERS GO TO Q.15.a.**

Q.14. b) Why have you never used the Internet to pay for something such as books, hotel or travel reservations? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- I do not use the Internet .....1
- I do not know where to find such things on the Internet .....2
- Paying for something on the Internet is too complicated .....3
- Paying for something on the Internet is not safe .....4
- I am not interested in paying that way.....5
- I do not have a payment card .....6
- Other reasons (SPONTANEOUS) .....7
- DK .....8

**ASK ALL**

- Q.15. a) For each of the following, can you tell me if you have ever obtained it from a firm located in another country of the European Union? (SHOW CARD - ONE ANSWER ONLY)
- b) And for each of these services, would you consider obtaining it from a firm located in another country of the European Union within the next 5 years? (SHOW SAME CARD – ONE ANSWER ONLY)

READ OUT		Q.15.a.			Q.15.b.		
		YES	NO	DK	YES	NO	DK
1	Bank account	1	2	3	1	2	3
2	Credit card	1	2	3	1	2	3
3	A private pension plan	1	2	3	1	2	3
4	Car insurance	1	2	3	1	2	3
5	Life assurance	1	2	3	1	2	3
6	Mortgage	1	2	3	1	2	3
7	Stocks/shares	1	2	3	1	2	3
8	Collective investments (UNIT TRUST)	1	2	3	1	2	3
9	Other	1	2	3	1	2	3

- Q.15. c) Are there any obstacles, preventing you from using financial services elsewhere in the European Union?  
(IF YES) Which ones? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

No, no obstacle.....1,

Yes, lack of information .....2,

Yes, bad information.....3,

Yes, too risky .....4,

Yes, necessary to have large amounts to invest .....5,

Yes, difficulties due to distance .....6,

Yes, poor legal protection in the event of problems .....7,

Yes, language problems .....8,

Others (SPONTANEOUS).....9,

DK .....10,

- Q.16. a) Which one of the following means of payment do you prefer to use to pay for an important purchase in the United Kingdom? By important purchase, I mean a purchase of at least £70. (SHOW CARD - ONE ANSWER ONLY)
- b) And which one would you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

	READ OUT	Q.16.a.	Q.16.b.
		IN THE UNITED KINGDOM	IN ANOTHER MEMBER COUNTRY
1	Cash	1	1
2	Cheque	2	2
3	Credit card (SUCH AS: EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or other bank card	3	3
4	Bank or postal transfer	4	4
5	Other form of payment (SPONTANEOUS)	5	5
6	Never bought anything in another member country (SPONTANEOUS)		6
7	DK	6	7

**IF CODES 1, 2, 3, 4 OR 5 IN Q.16.a.**

- Q.17. a) Why do you prefer to use this means of payment in the United Kingdom?  
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

**IF CODES 1, 2, 3, 4 OR 5 IN Q.16.b.**

- b) Why do you prefer to use this means of payment in another member country of the European Union? (SHOW SAME CARD - MULTIPLE ANSWERS POSSIBLE)

	READ OUT	Q.17.a.	Q.17.b.
		IN THE UNITED KINGDOM	IN ANOTHER MEMBER COUNTRY
1	Because it is cheap	1,	1,
2	Because it is easy	2,	2,
3	To avoid the risk of a dispute	3,	3,
4	To avoid the risk of loss or theft	4,	4,
5	To avoid being attacked	5,	5,
6	For security / safety reasons, e.g. because there is a pin code	6,	6,
7	Other (SPONTANEOUS)	7,	7,
8	DK	8,	8,

**ASK ALL**

- Q.18. a) An electronic purse is a card which the holder loads with money from his or her bank account. It can then be used for payments, in particular minor purchases such as a newspaper or a loaf of bread in shops, which accept such cards. It has the advantage of being quick and easy and does not involve a confidential code, but if you lose the card, you lose the money stored on it. Have you ever used such an electronic purse?

Yes .....1

No .....2

Does not exist in the United Kingdom (SPONTANEOUS) .....3

DK .....4

Q.18. b) Would you consider using such an electronic purse within the next few years?

Yes .....1  
 No .....2  
 DK .....3

Q.19. For each of the following statements, do you believe it is very easy, fairly easy, fairly difficult or very difficult to...?

	READ OUT	VERY EASY	FAIRLY EASY	FAIRLY DIFFICULT	VERY DIFFICULT	DK
1	compare information from banks, about bank account features and charges	1	2	3	4	5
2	win in a dispute with a bank	1	2	3	4	5
3	know beforehand how much it is going to cost to borrow money	1	2	3	4	5
4	understand the information given by financial institutions about the way their mortgages work and the risks involved	1	2	3	4	5
5	compare information about different mortgages	1	2	3	4	5
6	win in a dispute with an insurance company	1	2	3	4	5
7	change banks	1	2	3	4	5
8	know in advance how well you are covered by insurance policies	1	2	3	4	5

Q.20. For each of the following statements, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Having a bank account is expensive	1	2	3
2	Buying on credit is more useful than dangerous	1	2	3
3	You can borrow as much as you like, there are no real checks	1	2	3
4	The problem of borrowing more than you can pay back does not exist in the United Kingdom	1	2	3
5	The marketing techniques of financial institutions are aggressive	1	2	3
6	The information I get from financial institutions is clear and understandable	1	2	3
7	My rights as a consumer are adequately protected in relation to financial services	1	2	3
8	There are easy ways to settle disputes with banks and insurance companies	1	2	3
9	Financial transactions are generally secure	1	2	3
10	The confidential information I give to banks or insurance companies is adequately protected	1	2	3
11	I trust using the telephone for banking transactions	1	2	3
12	I trust using the Internet for banking transactions and payments	1	2	3
13	Transactions on the Internet are generally secure	1	2	3
14	If I make a transaction on the Internet, it is harder to sort out any problems that may arise	1	2	3

Q.21. For each of the following, please tell me if it applies to you, or not?

	READ OUT	YES	NO	DK
1	I expect financial institutions to give me advice	1	2	3
2	I make my own decisions about what to do with my money	1	2	3
3	I usually trust the advice given by financial institutions	1	2	3

- Q.22. Each European Union member country has its own consumer protection standards in relation to financial services.  
Do you think that these standards should be harmonised in the European Union, or not?  
(IF YES) Totally or in part?
- No .....1
- Yes, totally .....2
- Yes, in part .....3
- DK .....4

**Let's move on to another topic: illegal and harmful content on the Internet.**

- Q.23. a) Do you have, in your household, any child under your responsibility in each of the following age bands? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)
- b) And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl?
- (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q.23.b. - IF TWINS, CHOOSE THE ELDEST)

	READ OUT	Q.23.a.	Q.23.b.	
			GIRL	BOY
1	Under 6	1,	1	2
2	6 - 7 years old	2,	1	2
3	8 - 9 years old	3,	1	2
4	10 - 11 years old	4,	1	2
5	12 - 13 years old	5,	1	2
6	14 - 15 years old	6,	1	2
7	16 - 17 years old	7,	1	2
8	I do not have any children under 18 in my household	8,		

**ASK Q.24. IN REFERENCE TO THE GIRL OR BOY SELECTED IN Q23.b., OTHERS (code 8 in Q.23.a.) GO TO Q.31.**

- Q.24. And does he/she use the Internet in any of the following places?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yes, at home.....1,

Yes, at school .....2,

Yes, at a friend's home.....3,

Yes, in someone else's home .....4,

Yes, in an Internet cafe.....5,

Yes, in a library/other public place .....6,

Yes, somewhere else .....7,

No, he/she does not use the Internet.....8,

DK .....9,



**Q.25. Have you set any rules for him/her about using any of the following either in your household or elsewhere? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)**

- Yes, for the television ..... 1,
- Yes, for the mobile phone ..... 2,
- Yes, for electronic games consoles such as Playstation, Xbox, GameCube, Gameboy, etc. .... 3,
- Yes, for the Internet ..... 4,
- Yes, for the computer (apart from the Internet) ..... 5,
- Yes, there are rules, but not set by me ..... 6,
- No, no rules have been set ..... 7,
- DK ..... 8,

**IF CODE 4 IN Q.25., OTHERS GO TO Q.27.**

**Q.26. What rules have you set regarding how he/she uses the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)**

- He/she is not allowed to give out any personal information ..... 1,
- There are some websites that he/she is not allowed to visit ..... 2,
- He/she is to tell me/us if he/she finds something on the Internet that makes him/her feel uncomfortable ..... 3,
- He/she is not allowed to use rude language in e-mails or chat-rooms ..... 4,
- He/she is not allowed to meet in person someone he/she only met on the Internet ..... 5,
- He/she is not allowed to copy documents/pictures ..... 6,
- He/she is not allowed to go to chat-rooms/to talk to strangers in chat-rooms ..... 7,
- He/she is not allowed to download music or films ..... 8,
- He/she is not allowed to download software ..... 9,
- Rules regarding how much time he/she is allowed to spend on the Internet ..... 10,
- Keeping phone lines free at certain times of the day ..... 11,
- Ensuring that access to the Internet is shared fairly between family members ..... 12,
- Other rules ..... 13,
- DK ..... 14,

**IF CODE 1 TO 7 IN Q.23.a**

Q.27. Do you feel that you need more information, or not, about how to protect the children from your household from illegal or harmful content and contact on the Internet?

Yes.....1  
No .....2  
DK.....3

Q.28. Would you say that the children in your household know what to do if a situation on the Internet makes them feel uncomfortable?

Yes.....1  
No .....2  
DK.....3

Q.29. From whom would you like to receive information about using the Internet in a safer way?  
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

School(s) .....1,  
Parents association / other parents groups .....2,  
Government/local authority .....3,  
The Internet service provider or the telephone company .....4,  
Software companies .....5,  
Computer retailer .....6,  
Your employer .....7,  
Associations, non-profit organisations/non-governmental organisations (NGOs) .....8,  
TV, radio, newspapers .....9,  
Police .....10,  
Other source .....11,  
I don't want to receive such information .....12,  
DK.....13,

**IF CODE 1 TO 11 IN Q.29., OTHERS GO TO Q.31.**

**Q.30.** How would you like to receive this information? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- By letter .....1,
- By e-mail.....2,
- From a website .....3,
- By SMS/text message .....4,
- By telephone (other than SMS/text message).....5,
- In newspapers .....6,
- In a computer magazine.....7,
- From TV.....8,
- From the radio .....9,
- In a library .....10,
- From a CD Rom .....11,
- From another medium .....12,
- DK.....13,

**ASK ALL**

**Q.31.** Do you know where or to whom you can report illegal or harmful content on the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, hotlines .....1,
- Yes, the police.....2,
- Yes, the Internet service provider .....3,
- Yes, school(s).....4,
- Yes, parents association .....5,
- Yes, associations, non-profit organisations, non-governmental organisations (NGOs) .....6,
- Others .....7,
- No, I do not know where I can report illegal or harmful content on the Internet .....8,
- DK.....9,

**Let's conclude with some questions about detergents, toiletries or beauty products and paints or varnishes.**

Q.32. Do you ever buy...?

	READ OUT	YES	NO	DK
1	detergents or household cleaners	1	2	3
2	toiletries or beauty products	1	2	3
3	paints or varnishes	1	2	3

**IF CODE 1 IN Q.32. FOR ITEM 1, OTHERS GO TO Q.34.**

Q.33. a) When you are about to buy detergents or household cleaners, do you always, sometimes, rarely or never pay attention to the following on the packaging?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOME-TIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

**IF "NEVER", CODE 4 IN Q.33.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.33.c.**

- Q.33. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying detergents or household cleaners?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
I always buy the same brands.....2,  
The writing is too small .....3,  
The instructions are not understandable.....4,  
They contain too much information .....5,  
They do not contain enough information.....6,  
They are too technical .....7,  
I don't like reading instructions (SPONTANEOUS) .....8,  
Other (SPONTANEOUS).....9,  
DK .....10,

**IF "NEVER", CODE 4 IN Q.33.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.33.d.**

- Q.33. c) Why do you never pay attention to the safety instructions when buying detergents or household cleaners? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
I always buy the same brands.....2,  
The writing is too small .....3,  
The safety instructions are not understandable.....4,  
They contain too much information .....5,  
They do not contain enough information.....6,  
The safety instructions are too technical.....7,  
The products are supposed to be safe.....8,  
I know what to do in case of problems .....9,  
I don't like reading instructions (SPONTANEOUS) .....10,  
Other (SPONTANEOUS).....11,  
DK .....12,

**IF CODE 1 IN Q.32. FOR ITEM 1**

- Q.33. d) How important are each of the following characteristics for a detergent or household cleaner?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective (cleans/washes well)	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	It has a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	It does not contain chemicals that harm my health	1	2	3	4	5

- Q.33. e) Where do you normally keep detergents or household cleaners?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

In the kitchen .....1,  
 In the bathroom.....2,  
 In a workroom, storage room or garden shed .....3,  
 In the garage.....4,  
 On the balcony.....5,  
 Anywhere, no specific place.....6,  
 It depends on the product (SPONTANEOUS).....7,  
 Other (SPONTANEOUS).....8,  
 DK .....9,

- Q.33. f) And, more specifically, do you usually keep them...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

in a cupboard near the sink.....1,  
in a place where you can easily reach them.....2,  
hidden in a special place so that children cannot find them .....3,  
in a place high enough so that the children cannot reach them .....4,  
locked away .....5,  
You don't have a special place for them, you keep them where you find room .....6,  
It depends (SPONTANEOUS).....7,  
Other (SPONTANEOUS).....8,  
DK .....9,

**IF CODE 1 IN Q.32. FOR ITEM 2, OTHERS GO TO Q.35.**

- Q.34. a) When you are about to buy toiletries or beauty products, do you always, sometimes, rarely or never pay attention to the following on the packaging?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOMETIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

**IF "NEVER", CODE 4 IN Q.34.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.34.c.**

- Q.34. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying toiletries or beauty products?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
I always buy the same brands .....2,  
The writing is too small .....3,  
The instructions are not understandable .....4,  
They contain too much information .....5,  
They do not contain enough information .....6,  
They are too technical .....7,  
I don't like reading instructions (SPONTANEOUS) .....8,  
Other (SPONTANEOUS) .....9,  
DK .....10,

**IF "NEVER", CODE 4 IN Q.34.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.34.d.**

- Q.34. c) Why do you never pay attention to the safety instructions when buying toiletries or beauty products? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
I always buy the same brands .....2,  
The writing is too small .....3,  
The safety instructions are not understandable .....4,  
They contain too much information .....5,  
They do not contain enough information .....6,  
The safety instructions are too technical .....7,  
These products are supposed to be safe .....8,  
I know what to do in case of problems .....9,  
I don't like reading instructions (SPONTANEOUS) .....10,  
Other (SPONTANEOUS) .....11,  
DK .....12,



**IF CODE 1 IN Q.32. FOR ITEM 2**

- Q.34. d) How important are each of the following characteristics for toiletries or beauty products?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	It has a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	It does not contain chemicals that harm my health	1	2	3	4	5

- Q.34. e) Where do you normally keep toiletries or beauty products?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

In the bedroom.....1,  
 In the bathroom.....2,  
 In another room .....3,  
 Anywhere, no specific place.....4,  
 It depends on the product (SPONTANEOUS).....5,  
 Other (SPONTANEOUS).....6,  
 DK .....7,

- Q.34. f) And, more specifically, do you usually keep them...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

in a cupboard near the sink .....1,  
 in a place where you can easily reach them .....2,  
 hidden in a special place so that children cannot find them .....3,  
 in a place high enough so that the children cannot reach them .....4,  
 locked away .....5,  
 you don't have a special place for them, you keep them where you find room .....6,  
 It depends (SPONTANEOUS) .....7,  
 Other (SPONTANEOUS) .....8,  
 DK .....9,

**IF CODE 1 IN Q.32. FOR ITEM 3, OTHERS GO TO Q.36.a.**

- Q.35. a) When you are about to buy paints or varnishes, do you always, sometimes, rarely or never pay attention to the following on the packaging?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOMETIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

**IF "NEVER", CODE 4 IN Q.35.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.35.c.**

- Q.35. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying paints or varnishes? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
 I always buy the same brands .....2,  
 The writing is too small .....3,  
 The instructions are not understandable .....4,  
 They contain too much information .....5,  
 They do not contain enough information .....6,  
 They are too technical .....7,  
 I don't like reading instructions (SPONTANEOUS) .....8,  
 Other (SPONTANEOUS) .....9,  
 DK .....10,

**IF "NEVER", CODE 4 IN Q.35.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.35.d.**

- c) Why do you never pay attention to the safety instructions when buying paints or varnishes? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I know how to use these products .....1,  
 I always buy the same brands .....2,  
 The writing is too small .....3,  
 The safety instructions are not understandable .....4,  
 They contain too much information .....5,  
 They do not contain enough information .....6,  
 The safety instructions are too technical .....7,  
 These products are supposed to be safe .....8,  
 I know what to do in case of problems .....9,  
 I don't like reading instructions (SPONTANEOUS) .....10,  
 Other (SPONTANEOUS) .....11,  
 DK .....12,

**IF CODE 1 IN Q.32. FOR ITEM 3**

- Q.35. d) How important are each of the following characteristics for paints or varnishes?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	There is a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	The product does not contain chemicals that harm my health	1	2	3	4	5

- Q.35 e) Where do you normally keep paints and varnishes?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

In the kitchen .....1,  
 In the bathroom.....2,  
 In a workroom, storage room or garden shed.....3,  
 In the garage.....4,  
 On the balcony.....5,  
 Anywhere, no specific place.....6,  
 It depends (SPONTANEOUS).....7,  
 Other (SPONTANEOUS).....8,  
 DK .....9,

- Q.35. f) And, more specifically, do you usually keep them...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- in a cupboard near the sink .....1,  
a place where you can easily reach them .....2,  
hidden in a special place so that children cannot find them .....3,  
in a place high enough so that the children cannot reach them .....4,  
locked away .....5,  
you don't have a special place for them, you keep them where you find room .....6,  
It depends (SPONTANEOUS) .....7,  
Other (SPONTANEOUS) .....8,  
DK .....9,

#### ASK ALL

- Q.36. a) What do you think the following symbols say about a product?  
(SHOW EACH SYMBOL IN TURN - DO NOT READ OUT - DO NOT PROBE - ONE ANSWER ONLY)

	DO NOT READ OUT	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
1	<b>Irritant</b> (INT.: also accepted: makes my skin dry, makes my skin red, causes allergies, stings my eyes, makes me cough, etc.)	1	1	1	1	1
2	<b>Highly concentrated</b> (INT.: also accepted: strong, powerful, cleans well, etc.)	2	2	2	2	2
3	<b>Flammable</b> (INT.: also accepted: can catch fire, don't put it to close to flames, to a source of heat, etc.)	3	3	3	3	3
4	<b>Toxic</b> (INT.: also accepted: harmful, poison(ous), deadly, can kill me, etc.)	4	4	4	4	4
5	<b>Corrosive</b> (INT.: also accepted: can burn my skin, can make me blind, etc.)	5	5	5	5	5
6	<b>Dangerous for the environment/polluting/not ecologically friendly</b> (INT also accepted: polluting the air, the water, the earth, can kill fish, trees, etc.)	6	6	6	6	6
7	<b>Keep away from children</b>	7	7	7	7	7
8	Other	8	8	8	8	8
9	DK	9	9	9	9	9

- Q.36. b) Would you definitely, probably, probably not or definitely not buy a product that carries this symbol? (INT: SHOW EACH LOGO IN TURN - SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
1	Definitely	1	1	1	1	1
2	Probably	2	2	2	2	2
3	Probably not	3	3	3	3	3
4	Definitely not	4	4	4	4	4
5	DK	5	5	5	5	5

## DEMOGRAPHICS

- D.1. In political matters people talk of "the left" and "the right".  
How would you place your views on this scale? (SHOW CARD)  
(INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

LEFT									RIGHT
1	2	3	4	5	6	7	8	9	10

Refusal.....11

DK.....12

### NO QUESTIONS D.2. TO D.6.

- D.7. Could you give me the number which corresponds best to your own current situation?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married.....1

Remarried .....2

Unmarried, currently living with partner .....3

Unmarried, having never lived with a partner .....4

Unmarried, having previously lived with a partner, but now on my own .....5

Divorced .....6

Separated .....7

Widowed .....8

Other (SPONTANEOUS) .....9

Refusal (SPONTANEOUS).....10

- D.8. How old were you when you stopped full-time education? (INT.:IF "STILL STUDYING", CODE '00')

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### NO QUESTION D.9.

- D.10. Gender.

Male .....1

Female.....2

- D.11. How old are you?

--	--

### NO QUESTION D.12. TO D.14.

D.15. a) What is your current occupation?

**IF NOT DOING ANY PAID WORK CURRENTLY – CODES 1 TO 4 IN D. 15. a.**

b) Did you do any paid work in the past? What was your last occupation?

	D.15.a. CURRENT OCCUPATION	D.15.b. LAST OCCUPATION
<b>NON-ACTIVE</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
<b>SELF EMPLOYED</b>		
Farmer	5	1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	3
Owner of a shop, craftsmen, other self-employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
<b>NEVER DID ANY PAID WORK</b>		15

**NO QUESTIONS D.16. TO D.18.**

D.19. Are you in your household, the person who contributes most to the household income? (READ OUT)

Yes ..... 1  
 No ..... 2  
 Both equally ..... 3  
 DK ..... 4



**NO QUESTION D.20.**

**IF "NO", CODE 2 IN D.19.**

D.21. a) What is the current occupation of the person who contributes most to the household income?

**IF "NOT DOING ANY PAID WORK CURRENTLY", CODE 1 TO 4 IN D.21.a.**

b) Did he/she do any paid work in the past? What was his/her last occupation?

	D.21.a. CURRENT OCCUPATION	D.21.b. LAST OCCUPATION	
NON-ACTIVE	1		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working			
Student			
Unemployed or temporarily not working			
Retired or unable to work through illness	4		
SELF EMPLOYED	5		1
Farmer			
Fisherman			
Professional (lawyer, medical practitioner, accountant, architect, etc.)			
Owner of a shop, craftsmen, other self-employed person	8	4	
Business proprietors, owner (full or partner) of a company	9	5	
EMPLOYED	10	6	
Employed professional (employed doctor, lawyer, accountant, architect)			
General management, director or top management (managing directors, director general, other director)			
Middle management, other management (department head, junior manager, teacher, technician)			
Employed position, working mainly at a desk	13	9	
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	10	
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	11	
Supervisor	16	12	
Skilled manual worker	17	13	
Other (unskilled) manual worker, servant	18	14	
NEVER DID ANY PAID WORK		15	

**NO QUESTIONS D.22. TO D.24.**

- D.25. Would you say you live in a...? (READ OUT)
- |                                 |   |
|---------------------------------|---|
| rural area or village.....      | 1 |
| small or middle sized town..... | 2 |
| large town.....                 | 3 |
| DK.....                         | 4 |

**NO QUESTIONS D.26. TO D.28.**

- D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD)  
Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into BEFORE tax and other deductions.
- |              |    |
|--------------|----|
| B.....       | 1  |
| T.....       | 2  |
| P.....       | 3  |
| F.....       | 4  |
| E.....       | 5  |
| H.....       | 6  |
| L.....       | 7  |
| N.....       | 8  |
| R.....       | 9  |
| M.....       | 10 |
| S.....       | 11 |
| K.....       | 12 |
| Refusal..... | 13 |
| DK.....      | 14 |

### INTERVIEW PROTOCOLE

P.1. - DATE OF INTERVIEW	DAY	MONTH

P.2. - TIME OF THE BEGINNING OF THE INTERVIEW	HOUR	MINUTES
(INT.:USE 24 HOUR CLOCK)		

P.3. - NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES

- P.4. Number of persons present during the interview, including interviewer.
- Two (interviewer and respondent) .....1
- Three .....2
- Four .....3
- Five or more .....4

- P.5. Respondent cooperation
- Excellent .....1
- Fair .....2
- Average .....3
- Bad .....4

- P.6. Size of locality (LOCAL CODES)

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- P.7. Region (LOCAL CODES)

--	--

- P.8. Postal code

--	--	--	--	--	--	--	--

P.9. Sample point number

--	--	--	--	--	--	--	--

P.10. Interviewer number

--	--	--	--	--	--	--	--

P.11. Weighting factor

--	--	--	--	--	--	--	--

P.12. a) Fixed telephone available in the household?

Yes.....1

No .....2

b) Mobile telephone available in the household?

Yes.....1

No .....2

**JOB NO.**

**SERIAL NO.**

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**RESPONDENT INFORMATION**

Name of Respondent: \_\_\_\_\_

Full Address: \_\_\_\_\_

\_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone Number and Extension: \_\_\_\_\_

**VOUCHER - If applicable:**

I have received a voucher for £.....

Signature.....Date.....

**INTERVIEWER INFORMATION**

Interviewers declaration:

I have conducted this interview in accordance with my instructions and within the M.R.S.  
Code of Conduct

Interviewer's Signature: \_\_\_\_\_

Interviewer's Name: \_\_\_\_\_

Date of Interview: \_\_\_\_\_

Time of Interview: \_\_\_\_\_

Length of Interview: \_\_\_\_\_

Coded by: \_\_\_\_\_

Date: \_\_\_\_\_

Job Number \_\_\_\_\_

Job Name \_\_\_\_\_

Post code (first 3 or 4 digits) \_\_\_\_\_

**Your opinions are very important to us and we would like to be able to contact you in the future about this study and for different research surveys. Are you happy to be contacted in the future by the Martin Hamblin GfK group of companies for market research surveys?**

**If yes**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Post code** \_\_\_\_\_

**Phone number** \_\_\_\_\_