Survey on users' need for information on construction products

ECORYS

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1. Introduction

The Construction Products Regulation (CPR)[1] aims at ensuring the free movement of construction products in the Internal Market. To that purpose, the CPR lays down conditions for the marketing of construction products, by creating a common technical language (i.e. harmonised rules on how to express the performance of construction products in relation to their essential characteristics and on the use of CE marking on those products).

Information is at the heart of the CPR-based system. The common technical language created under the CPR defines the essential characteristics of construction products and relies on harmonised technical specifications (i.e. harmonised standards and European Assessment Documents (EADs) to assess the performance of construction products in terms of basic requirements for their use in construction works.

To place a construction product on the EU market, a declaration of performance (DoP) and CE marking are required. Manufacturers of products within the harmonised sphere must use them. These are the only means to provide information[2] on products' performance in relation to the essential characteristics[3].

Having a common technical language provides professionals, public authorities and users of construction products with reliable information to compare the performance of products. Further advantages include:

- products have to be tested only once according to a harmonised standard or an EAD;
- national authorities can set their performance requirements using harmonised standards or EADs;
- users of construction products can better determine their performance demands;
- market surveillance can rely on one common information structure.

Following the implementation report of July 2016[4], and in the perspective of a potential review of the CPR announced in November 2016[5], it appears appropriate to assess the extent to which the CPR actually meets the information needs of stakeholders.

This study focusses on construction products users. The costs and burdens related to the CE marking have indeed been identified as the main impact of the CPR incurred by economic operators in the supporting study for the fitness check on the construction sector[6]. This report describes the outcomes of the "Survey on users' need for information on construction products" implemented by Ecorys for the European Commission.

[1] Regulation (EU) No 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC: http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32011R0305

[2] Following adoption of Commission Delegated Regulation (EU) No 157/2014 of 30 October 2013 on the conditions for making a declaration of performance on construction products available on a website, manufacturers can make the DoP available electronically. There is evidence that this approach is used and viewed positively by industry.

[3] Cf. Article 4(2) of the CPR.

[4] http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52016DC0445

[5] http://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX:52016DC0860

[6] Supporting study for the fitness check on construction : EU Internal Market and energy efficiency legislation, Economisti Associati, CEPS, Milieu and BPIE (Oct. 2016), https://ec.europa.eu/growth/sectors/construction/fitness-check_en

The purpose of the survey is to enable a better understanding of the information needed by European construction contractors and construction services professionals, as well as to collect their views on the exhaustiveness and usefulness of the information provided by construction products manufacturers in application of the CPR (i.e. with the declaration of performance and CE marking).

Thus, the survey aims to analyse users' information needs concerning construction products and to collect evidence for assessing the extent to which the information system established under the CPR has achieved its objectives in meeting users' needs.

This chapter provides a brief overview of the background to the survey. Chapter 2 outlines the survey methodology, and Chapter 3 describes the main survey outcomes. Additional details on the survey and sample composition are provided in Annex A, additional information on survey responses are given in Annex B and the English version of the survey questionnaire is provided in Annex C.

2. Survey methodology

This chapter gives a brief overview of the specification of the 'target' sample for the "Survey on users' needs for information on construction products", the implementation approach, and description of the achieved survey sample composition.

2.1. Determination of the target sample composition

To develop a survey that reflects the variety of types of professional users of construction products, the geographical diversity of the EU construction sector, and the composition of the sector in terms of firm size, three criteria have been used:

- **Sectoral coverage:** for which three main professional categories of construction product users were identified, defined according to the NACE classification[7], as follows:
  - Construction and renovation (Sector 1): firms and craftsmen involved in the construction or renovation of buildings and specialised construction activities (corresponding to NACE 41[8], 43.1, 43.3, 43.9);
  - Installation services (Sector 2): firms and craftsmen providing installation services (corresponding to NACE 43.2);
  - Architects and engineers (Sector 3): professionals providing construction-related architectural and engineering services (corresponding to NACE 71.1);
- **Geographical coverage:** for which 10 Member States were initially selected: Belgium, Denmark, France, Germany, Ireland, Italy, Poland, Romania, Spain and the United Kingdom. Collectively, these countries account for more than 80% of the EU turnover in the sector (based on Eurostat SBS data for 2013) and are considered representative of the main construction business systems in the EU. Further, they cover the various EU geographical sub-regions, and both large and small Member States. During implementation of the survey, to ensure that targets were reached, two additional countries were added, namely: Austria and the Netherlands;
- **Firm size coverage:** for which it was recognised that the construction sector is dominated by SMEs, in particular micro and smaller enterprises, with an estimate of 94% of firms with fewer than 10 employees. When implementing the survey, the EU typology has been used to ensure the sample would reflect the composition of the sector in Europe.:
  - micro (< 10 employees)[9];
  - small (10-49 employees);
  - medium (50-249 employees), and
  - large (250+ employees) companies.

Size of the sample: applying the criteria outlined above, it was determined that for the survey to give results that could be considered statistically representative at an EU level, a minimum of **2000 replies** from construction professionals across the EU should be obtained. Information on the 'target' sample composition is provided in Annex A.

[7] NACE is the acronym for Nomenclature statistique des activités économiques dans la Communauté européenne (Statistical classification of economic activities in the European Community).
[8] NACE Groups 43.1 includes "Demolition and site preparation". As this activity is not covered in harmonised standards, responses from this sector are not seen as relevant for the study. Accordingly, respondents identifying themselves as exclusively engaged in demolition and site preparation activities were excluded from the analysis of the survey responses.
[9] Including single persons (i.e. self-employed/ independent)

2.2. Survey implementation

After refining the survey questionnaire (attached in Annex C), the "Survey on user's needs for information on construction products" was launched online on October 23, 2017 and closed on December 2, 2017. The survey was made available in 9 languages (English, Danish, Dutch, French, German, Italian, Polish, Romanian, and Spanish), in order to secure easier participation in the countries targeted, in particular of small and micro-enterprises.

Initially, to reach professional users of construction products, two channels of contact were used:

1. **Email contact with companies using data extracted from a companies' database**. Information on companies engaged in construction related activities was extracted from the Amadeus database (Bureau Van Dijk)[10]. This source, supplemented by additional research to complete missing contact information, yielded approximately 240 thousand email addresses for businesses falling within the sectoral and geographical scope set for the survey. Email requests to participate in the survey – with a web link to the survey – were sent to all the identified email addresses, together with follow-up reminder emails[11];
2. **Requests to European and national associations** active in the construction industry, to disseminate a link to the survey to their members; requests were sent to 4 European and 15 national associations.
   The response rates achieved from the above channels was very low. For email requests sent directly to companies, the response rate was less than 0.25%. While under 100 responses coming via industry associations. As it was quickly apparent that the survey would not reach the target of 2000 replies, a third channel was used:
3. **Email contact with companies, using a pre-established panel of enterprises** from CheckMarket[12], a survey company. CheckMarket sent emails to enterprises on a pre-established panel, requesting their participation to the online survey. Respondents from the 'online panel' were selected to comply with the defined sectoral coverage required by the survey. In addition, country targets were set, to balance the geographical coverage considering already received responses from the first two channels described above.

In combination with the use of a third channel, the geographical scope of the survey was extended to include also the Netherlands and Austria. This choice was based primarily on practical reasons, specifically the availability of an existing translated version of the questionnaire in the national language (Dutch and German). Also, the inclusion of the Netherlands and Austria was considered reasonable given presumed similarities in the business environment with those of Belgium and Germany, respectively.

[10] https://www.bvdinfo.com/en-us/our-products/company-information/international-products/amadeus
[11] Of the 240 thousand email requests to participate in the survey that were sent out, approximately 80% are believed to have reached the intended recipient (i.e. the 'bounce rate' of non-valid email addresses was approximately 20%).
[12] https://www.checkmarket.com

2.3. Sample composition

Using the three channels described above, the combined total of received replies was 2921. Of these, 2053 met the selection criteria and were sufficiently complete to be included in the survey analysis[13].

The composition of the retained survey sample in terms of the channel through which the replies were received is shown in Table 2.1. As can be seen, nearly three-quarters of the retained replies were obtained through email contact with enterprises on the pre-established panel ('Online panel'). As noted earlier, the response rate from companies contacted by email was extremely low, yielding only 472 replies from the 240 thousand initially identified companies. Using associations as intermediaries yielded only 86 retained replies, though it is difficult to evaluate this number, as it is not known what follow-up actions were taken by the associations that were requested to disseminate a link to the survey to their members.

Table 2.1: Final survey sample by channel

Channel	Number of responses
Company information database (e-mail & web-link)	472
Associations (web-link)	86
Online panel (e-mail & web-link)	1 495
Total	**2 053**

Source: CPR Survey results (2017), Ecorys calculations

The composition of retained survey responses by country and firm size is shown in Table 2.2. Compared to the 'target' sample composition, the total number of responses received for each country broadly correspond their target levels. However, for the sample as a whole, there is some overrepresentation of large and medium sized firms and a corresponding underrepresentation of smaller firms, mainly concerning micro-enterprises. This is unsurprising, since micro-enterprises are less likely to be included in the underlying company database (Amadeus) and dedicated enterprise panel (CheckMarket) used for the survey. Also, micro-enterprises are probably less likely to be contacted via professional associations, but this cannot be verified. Nonetheless, micro-enterprises still make up the largest size class of retained respondents. As can also be seen from Table 2.2, among medium and large enterprise size categories, there are some countries for which there were no responses (e.g. Romania) or very few responses (e.g. Poland and Denmark). Compared to information from the Eurostat Structural Business Statistics (SBS), these low numbers of responses are consistent with the low numbers of larger firms in the population of construction enterprises. Further information on the composition of the sample is provided in the 'Analysis of survey response' (Chapter 3; Q1 to Q3) A more detailed assessment of the country, company size and sector composition of the sample is provided in Annex A.

[13] Out of the 2921 replies received, 373 were automatically screened-out as the respondents did not perform any professional activities falling within the scope of the defined sectoral coverage or came from outside the geographical scope of the survey. In addition,16 replies from respondents conducting only demolition and site preparation activities were excluded (see footnote 8). Finally, a further 466 replies were excluded, as they did not provide sufficiently complete responses to the full survey questionnaire.

Table 2.2: Survey sample composition by country and firm size

Country	Total	Micro (< 10)	Small (10-49)	Medium (50-249)	Large (>=250)
AT	47	15	13	9	10
BE	90	36	29	17	8
DK	84	64	18	1	1
DE	316	135	103	47	31
IE	77	28	20	17	12
ES	233	55	57	57	64
FR	361	98	95	72	96
IT	301	150	67	57	27
NL	79	13	18	23	25
PL	97	85	8	3	1
RO	48	38	10	0	0
UK	320	118	68	80	54
Total	2053	835	506	383	329

Source: CPR Survey results (2017), Ecorys calculations

In terms of sector of activity, the survey questionnaire allowed respondents to indicate multiple construction-related activities, meaning that a single respondent may be counted as active in more than one of the defined sector categories (sectors). Consequently, direct comparison with the 'target' sample composition is not possible. Nonetheless, it appears that achieved response levels were generally low in Poland and Romania, except for micro-enterprises in 'Installation Services' and 'Architectural and Engineering Services'. For France, achieved response levels were low for micro and small firms for all sectors. For the UK, achieved response rates were also low for micro and small firms, except for small enterprises in 'Installation Services'. By contrast, response rates for Denmark were low for medium and large firms in all sectors. Further information on the composition of the sample is provided in the 'Analysis of survey response' (Chapter 3; Q1 to Q3) A more detailed assessment of the country, company size and sector composition of the sample is provided in Annex A.

In terms of difference in the underlying characteristics of the survey sample for different channels, it should be noted Channel 3 ('Online Panel') was instigated mid-way between opening and closing the survey, and that specific targets were set that took account of the country-level responses already received using the other channels. Notably, in relative terms, overall high response rates using direct contacts by email (Channel 1) and via associations (Channels 2) were achieved from Romania and Poland. Consequently, these countries were not covered using the Channel 3 approach. On the contrary, Channel 1 and Channel 2 were largely unsuccessful for Spain, Italy, and the UK. Consequently, a higher proportion of the survey responses received for these countries were obtained through Channel 3. Notwithstanding these country specific adjustments, the responses achieved using Channel 3 tended to contain a higher proportion of medium and large enterprises compared to the other two channels. However, a comparison of the answers to the survey obtained from the three channels did not reveal any discernible difference that would suggest that overall survey responses are in some way biased by the high share of Channel 3 respondents in the retained survey sample.

As outlined above, the composition of the final (retained) sample of survey responses indicates some short-comings when compared to the target composition established using the three sample criteria (see Section 2.1) and based on population estimates derived from Eurostat Structural Business Statistics (SBS). These short-comings relate mostly to the overall share of micro and small enterprises, and for some countries the small number of responses from large, and occasionally medium-sized, companies. Although, in most countries where it occurs, the low number of responses from larger companies is unsurprising given that the corresponding SBS data indicate that there are very few large companies in the total population construction enterprises.

To check for potential bias in survey responses, weighting factors were derived to adjust the survey responses for differences between the 'target' sample composition and the composition of the final (retained) survey sample. A comparison between the unweighted and weighted survey results did not reveal any difference that were considered sufficiently important as to significantly alter findings derived based on the unweighted sample (see Annex A).

The absence of important differences between the weighted and unweighted survey results, suggests that overall results derived from the full (unweighted) survey sample do not suffer from any significant bias due to systematic differences between the 'target' survey composition and the achieved survey composition. Moreover, the total number of replies, together with the numbers of individual respondents (observations) for each sub-category used in the disaggregation of findings (e.g. by country, firm size, and sector) are considered sufficient to draw meaningful conclusions, in that they could be considered statistically representative at an EU level.

2.4. Test for the statistical significance of findings.

For the reporting of survey findings (Chapter 3), where results are presented with a breakdown by sub-groups (e.g. by company size of the respondent, or sector of activity), the statistical significance of differences in the observed proportion of particular responses for different sub groups has been evaluated using a chi-square (χ^2) test for nominal data (Pearson's n-1 chi-square test using 2-tailed p-values). This is a test of independence (association) between variables, that allows to accept or reject the hypothesis that there is no relationship between, for example, company size of the respondent and frequency of need for obtaining technical information. When presenting results, differences across sub-groups are treated as significant if the null hypothesis of independence (no relationship) can be rejected at a 0.05 level (i.e. 5% or less); which is referred to in the text as '*significant at a 95% confidence level*'. In the presented analysis, pairwise tests of independence have been conducted across all sub-group categories (e.g. micro, small, medium, and large companies) for each possible response to individual questions (e.g. frequently, regularly, occasionally, no/very occasionally).

3. Analysis of survey responses

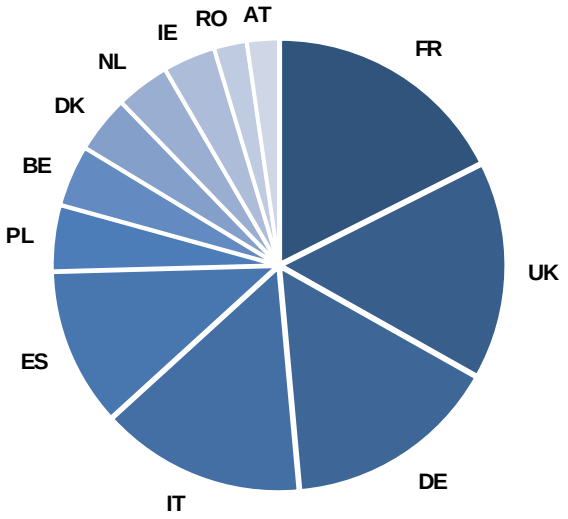
This Chapter gives an overview of the main quantitative results of the "Survey on users' needs for information on construction products". The presentation of the analysed questions follows the order of those in the questionnaire and is divided in 4 sub-chapters. These are: sub-section 3.1 presenting the '*Sample characteristics*', sub-section 3.2 on construction professionals' '*Experience of obtaining technical information or data on construction products*', sub-section 3.3 presenting the '*Analysis on requirements and preferences for technical information and information sources for construction products*' and lastly sub-section 3.5 on the '*Procedures for checking product performance declarations for construction products'*.

3.1. Sample characteristics

This section provides an overview of the composition of survey respondents in terms of country coverage (Q1), firm size (Q2) and sector of activity (Q3). These being the three main criteria used in the determination of a representative sample of professional users of construction products as described in Chapter 2. In addition, the breakdown of survey respondents by the main tasks performed in their professional work (Q4) is described.

Question 1: In which country is your company / business located?

Figure 1: Country of respondents (share of total)



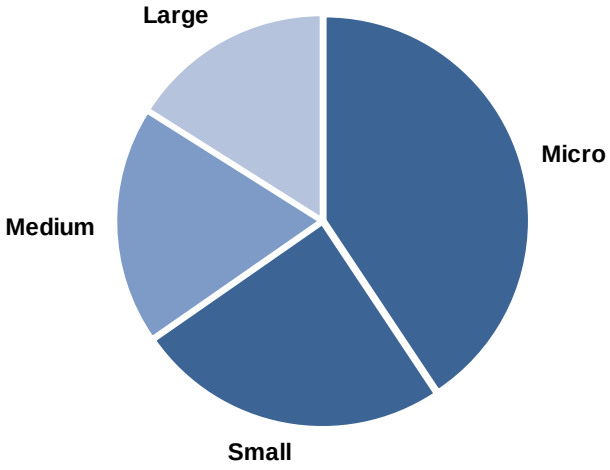
Country	Number of Respondents	Share of total
France	361	18%
United Kingdom	320	16%
Germany	316	15%
Italy	301	15%
Spain	233	11%
Poland	97	5%
Belgium	90	4%
Denmark	84	4%
Netherlands (added to initial sample)	79	4%
Ireland	77	4%
Romania	48	2%
Austria (added to initial sample)	47	2%
TOTAL	**2053**	**100%**

Source: CPR Survey results (2017), Ecorys calculations

Figure 1 shows the distribution of respondents by their country of location, among the 12 Member States covered. Overall, the breakdown of the 2053 responses is broadly in line with the economic size of countries and the estimated population of construction enterprises as indicated by available data on industry structure (i.e. Eurostat SBS). The largest number of responses are from France (18%), UK (16%), Germany (15%), Italy (15%) and Spain (11%).

Question 2: How many persons are employed in your company / business?

Figure 2: Size of company/business of respondents (share of total)



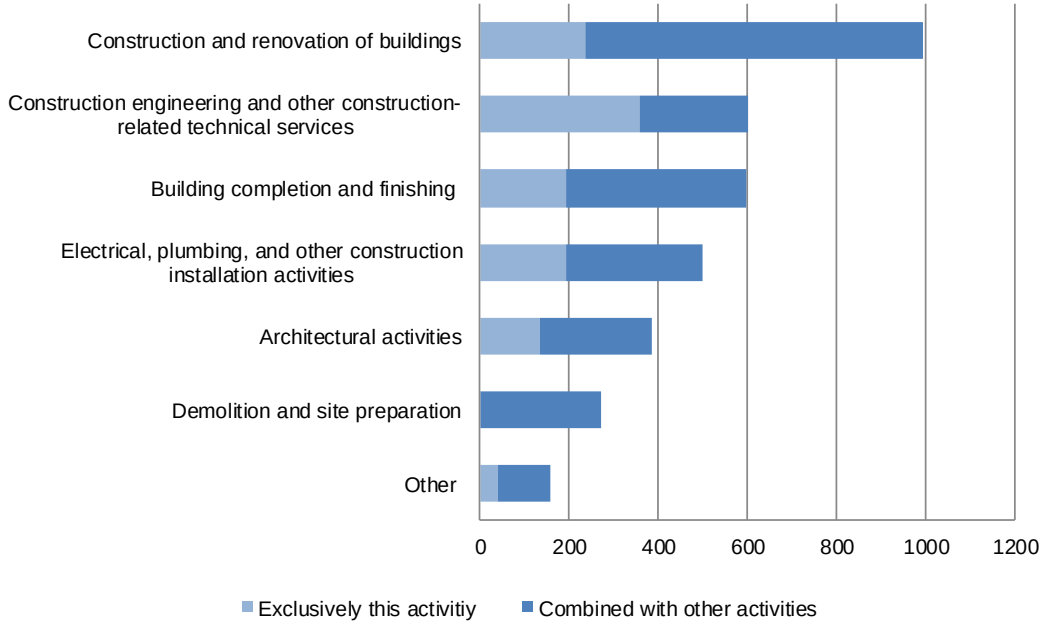
Size of company		Number of respondents	Share of total
Micro	1 person (i.e. self-employed / independent)	308	41%
	2 to 9 persons	527	
Small	10 to 49 persons	506	25%
Medium	50 to 249 persons	383	19%
Large	250 or more persons	329	16%
TOTAL		**2053**	**100%**

Source: CPR Survey results (2017), Ecorys calculations

Figure 2 shows the breakdown of responses by the size of their company/businesses. Respondents from micro companies account for 41% of the sample (compared to a 'target' of 53%), followed by small companies with 25% (compared to a 'target' of 28%). For both these categories, their share within the survey sample is below their estimated share in the population of construction-related enterprises derived from industry structure data (i.e. Eurostat SBS). Conversely, there is an overrepresentation of medium-size and large companies which, respectively, account for 19% and 16% of survey responses (compared to 'targets' of 11%, and 8%).

Question 3: What types of construction activities are conducted by your company/ business?
Multiple replies possible

Figure 3: Sector of activity (number of responses)



Sector of activity (n=2053)	Number of responses	Share of total responses	Share of respondents	Number exclusively undertaking activity	Share of exclusive in all responses
Construction and renovation of buildings	995	28%	48%	358	36%
Construction engineering and other construction-related technical services	603	17%	29%	237	39%
Building completion and finishing	599	17%	29%	195	33%
Electrical, plumbing, and other construction installation activities	499	14%	24%	195	39%
Architectural activities	386	11%	19%	136	35%
Demolition and site preparation	272	8%	13%	0*	n.a.
Other	159	5%	8%	41	26%
TOTAL	**3513**	**100%**		**1162**	

* Respondents exclusively undertaking demolition and site preparation are excluded from the sample, see footnote 8

Source: CPR Survey results (2017), Ecorys calculations

Figure 3 shows the breakdown of activities conducted by the respondent's company. The figure shows both the overall distribution of activities indicated by respondents (i.e. allowing for multiple activities) and, within these, the proportion

exclusively engaged in a single construction activity. Overall, of the total sample of 2053 respondents, 1162 (57%) respondents selected exclusively one sector, while the remaining 43% indicated that their companies are active in multiple construction-related activities.

The most frequently indicated activity is '*Construction and renovation of buildings*', with 28% of responses (equating to 48% of respondents). Breaking this number further down, among respondents that conduct '*Construction and renovation of buildings*' activities, 36% indicate that they are exclusively engaged in this activity while 64% indicated that they also conduct other activities. This is followed by companies which engage in '*Construction engineering and other construction-related technical services*', 17% of responses (equating to 29% of respondents, among which 39% exclusively engage in this activity) and '*Building completion and finishing*' also with 17% of responses (equating to 29% of respondents, among which 33% active exclusively in that activity). Further, '*Demolition and site preparation*' accounts for 8% of responses (equating to 13% of respondents), with no respondents exclusively engaged in this activity since such respondents are excluded from the retained survey sample.[14]

The category '*Other'* represented 5% of responses (equating to 8% of respondents), of which slightly more than a quarter (26%) selected only this option. Half of the respondents that selected this option did not specify the activities that their companies conduct. The remaining respondents are distributed through different construction related activities, some popular answers are: research and consulting related to construction, construction of non-building (e.g. roads and other infrastructure), as well as manufacturing and distribution of construction products.

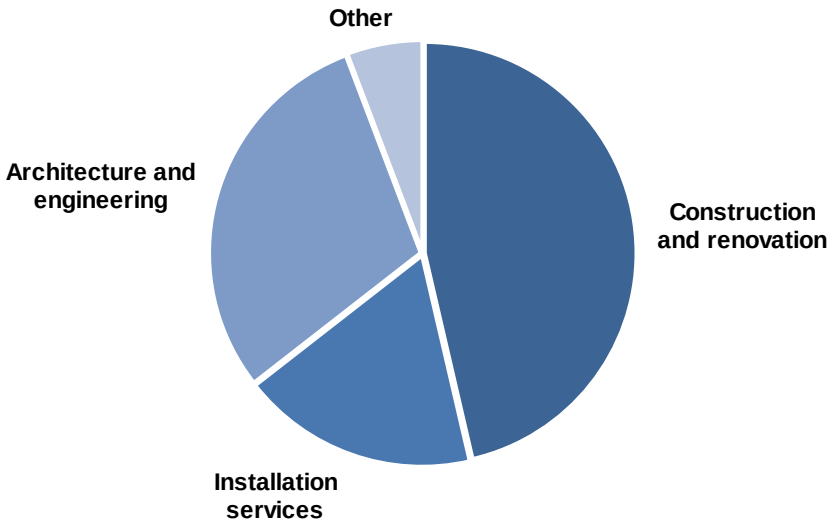
Figure 4 shows the regrouped breakdown of activities conducted by the respondent's company using the sector grouping described in Section 2.1, as follows:

- **Construction and renovation,** which combines the activities of '*Construction and renovation of buildings'* and '*Building completion and finishing'*;
- **Architecture and engineering,** which combines the activities '*Architectural activities*' and '*Construction engineering and other construction-related technical servi*ces';
- **Installation services,** which covers '*Electrical, plumbing and other construction installation activities';*
- **Other,** which covers responses under the category '*Other'* for this question. These constitute other construction-related activities conducted by the respondents' company that could not be grouped into one of the above sectors but that are still considered to fall within the scope of desired survey coverage, such as research and consulting.

The most frequently indicated sector of activity is '*Construction and renovation*', which accounts for 46% of all responses (equating to 62% of respondents), followed by '*Architecture and engineering services*' with 30% of responses (equating to 40% of respondents).

[14] See the methodology - section 2 for more information

Figure 4: Grouped sector of activity (share of total responses)



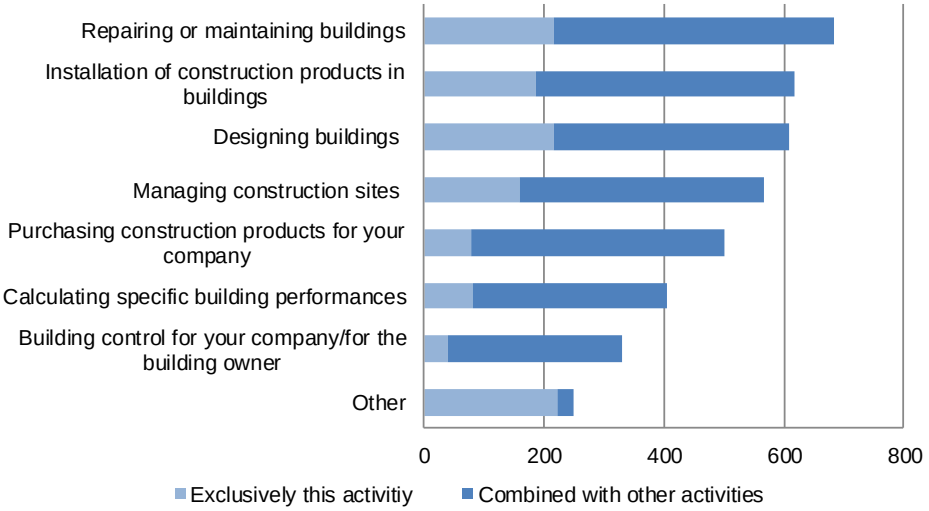
Grouped sector of activity (n=2053)	Number of grouped responses	Share of total grouped responses	Share of respondents	Number exclusively undertaking activity	Share of exclusive in number of responses
Construction and renovation	1280	46%	62%	778	61%
Installation services	499	18%	24%	199	40%
Architecture and engineering	822	30%	40%	418	51%
Other	159	6%	8%	82	52%
TOTAL	**2760**	**100%**		**1477**	

Source: CPR Survey results (2017), Ecorys calculations

The sector groupings outlined above are used in the analysis of later questions that provide a breakdown by '*sector of activity*'. For these analyses, values for individual sector groups are calculated using responses from all respondents whose company conducts activities within the scope of the sector group, whether exclusively or in combination with other activities. For respondents whose company conducts activities in multiple sector groups, their responses are included in the corresponding calculations for each sector group (i.e. their responses are included in the calculations for more than one sector group). Consequently, where responses to a question are broken down by '*sector of activity*', the total sum of responses across all sector groups will exceed the total number of respondents that answered the question.

Question 4: What are your main tasks in your professional work?
Multiple replies possible.

Figure 5: Main tasks of respondents (number of responses)



Main tasks of respondents (n=2053)	Number of responses	Share of total responses	Share of respondents	Number exclusively undertaking activity	Share of exclusive in number of responses
Repairing or maintaining buildings	682	17%	33%	215	32%
Installation of construction products in buildings	616	16%	30%	185	30%
Designing buildings	609	15%	30%	217	36%
Managing construction sites	568	14%	28%	159	28%
Purchasing construction products for your company	501	13%	24%	80	16%
Calculating specific building performances (e.g. structural integrity, fire safety)	406	10%	20%	83	20%
Building control for your company/for the building owner	330	8%	16%	40	12%
Other	248	6%	12%	222	90%
TOTAL	3960	100%		1201	

Source: CPR Survey results (2017), Ecorys calculations

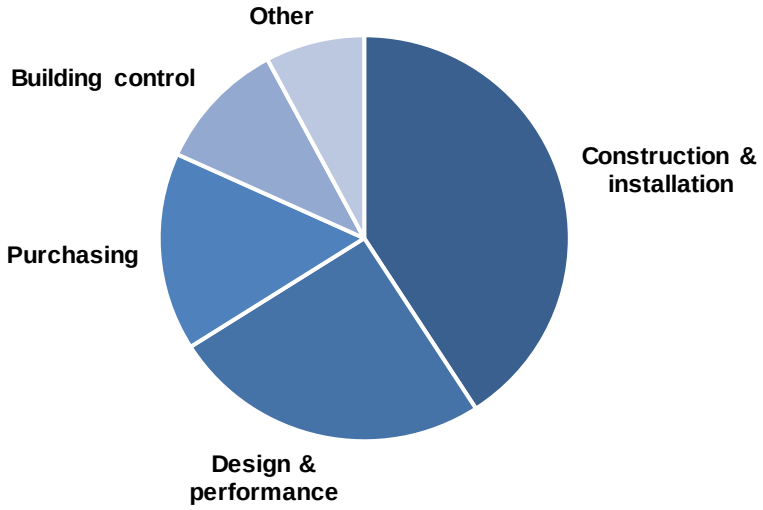
Figure 5 shows the breakdown of main tasks performed by respondents within their professional work, allowing for multiple responses from a single respondent. The most commonly selected professional tasks are '*Repairing and maintaining buildings*' (17% of responses, equating to 33% of respondents), '*Installation of*

construction products in buildings' (16% of responses, equating to 30% of respondents), '*Designing buildings*' (15% of responses, equating to 30% of respondents), and '*Managing construction sites*' (14% of responses, equating to 28% of respondents).

Within the overall numbers shown in Figure 5, 1201 respondents (58% of total respondents) indicate that they perform exclusively one type of task. Among all responses per task, the share of respondents engaged exclusively in the specified task are as follows: *'Repairing and maintaining buildings'* 32%, '*Designing buildings'* 36%, '*Installation of construction products in buildings*' 30%, '*Managing construction sites'* 28%, *'Purchasing construction products for their companies*' 16%, *'Calculating specific building performances'* 20%, and *'Building control for their company/for the building owner*' 12%.

Figure 5 shows that 6% of responses (equating to 12% of respondents) were under the category '*Other*' tasks. More than half of these responses related to financial and administrative tasks for construction companies; other commonly indicated responses include: being the owner or manager of a company, dealing with quality and regulatory affairs, or engaging in research and development activities. The remaining respondents who selected the option '*other'* either did not specify their type of activities or mentioned other unique tasks.

Figure 6: Grouped tasks of respondents (share of total responses)



Grouped tasks of respondents (n=2053)	Number of grouped responses	Share of total grouped responses	Share of respondents	Number exclusively undertaking activity	Share of exclusive in number of responses
Construction & installation	1297	41%	63%	647	50%
Design & performance	799	25%	39%	338	42%
Purchasing	501	16%	24%	80	16%
Building control	330	10%	16%	40	12%
Other	248	8%	12%	222	90%
TOTAL	**3175**	**100%**		**1327**	

Source: CPR Survey results (2017), Ecorys calculations

Figure 6 shows the regrouped breakdown of main tasks performed by respondents within their professional work – allowing for multiple responses from a single respondent – regrouped by following tasks categories:

- **Construction & installation,** combines the tasks of '*Managing construction sites'*, '*Installation of construction products in buildings'* and '*Repairing or maintaining buildings'*;
- **Design & performance,** combines '*Designing of buildings*' and '*Calculating specific building performances*';
- **Purchasing,** which covers '*Purchasing construction products for their company*';
- **Building control,** which covers '*Building control for their company/for the building owner*';
- **Other**, which covers responses under the category '*Other'* for this question. These constitute other specified construction-related tasks that could not be grouped into one of the above task categories including, for example, administrative, financial and managerial tasks.

The most often indicated task is '*Construction & installation*', which accounts for 41% of all responses (equating to 63% of respondents), followed by '*Design & performance*' with 25% of responses, '*Purchasing*' with 16% of responses, and '*Building control*' with 10% of responses.

The task groupings outlined above are used in the analysis of later questions that provide a breakdown by '*main tasks of respondents*'. For these analyses, values for individual task groups are calculated using responses from all respondents who perform tasks within the scope of the task group, whether exclusively or in combination with other tasks. For respondents who perform tasks in multiple task groups, their responses are included in the corresponding calculations for each task group (i.e. their responses are included in the calculations for more than one task group). Consequently, where responses to a question are broken down by '*main tasks of respondents*', the total sum of responses across all task groups will exceed the total number of respondents that answered the question.

3.2. Experience of obtaining technical information on construction products

This section gives an overview of survey responses to questions that address respondents' experience in obtaining information and data on construction products in the past 5 years.

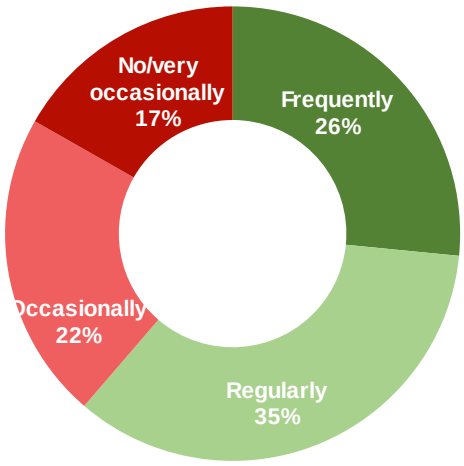
Respondents were first requested to provide information on the frequency with which they needed to obtain technical information on construction products (Q5). Those respondents who did not need to obtain technical information, or required it only very occasionally were directed to the second part of the questionnaire, thereby not answering the subsequent questions on: the types of products for which technical information was needed (Q6), the types of information required (Q7), the sources used (Q8), the ease of obtaining information (Q9), and whether the information obtained was sufficient (Q10).

This section presents overall responses of each question as well as the responses per sector and size. When considered insightful, overviews of responses per task or country are also presented.

Question 5: During the past 5 years, have you needed to obtain technical information on construction products; for example, because you have not used the product before or because of a different intended use of an already known product?

Indicate the response that best corresponds to your situation

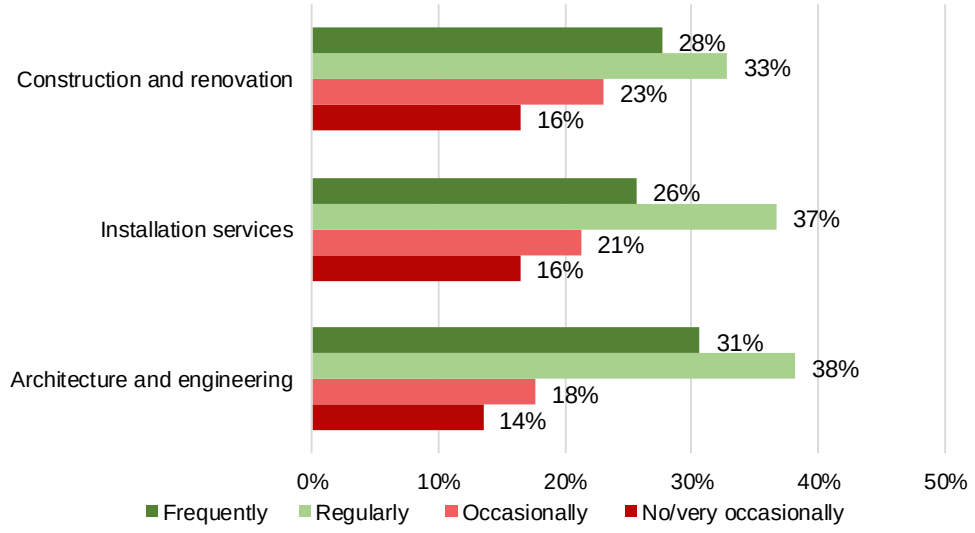
Figure 7: Frequency of need for obtaining technical information on construction products



Source: CPR Survey results (2017), Ecorys calculations

Figure 7 shows that in the last 5 years, **61% of construction professionals needed to obtain technical information on construction products on a regular basis** (i.e. at least on a monthly basis, or several times a year)**, while 22% of users indicate that they need to obtain information occasionally** (i.e. a few times throughout a year). The 83% of respondents who selected these options were also requested to reply Questions 6 to12 before continuing with Question 13**. Only 17% of construction professionals did not need to obtain technical information on construction products or needed it only very occasionally** during the past 5 years.

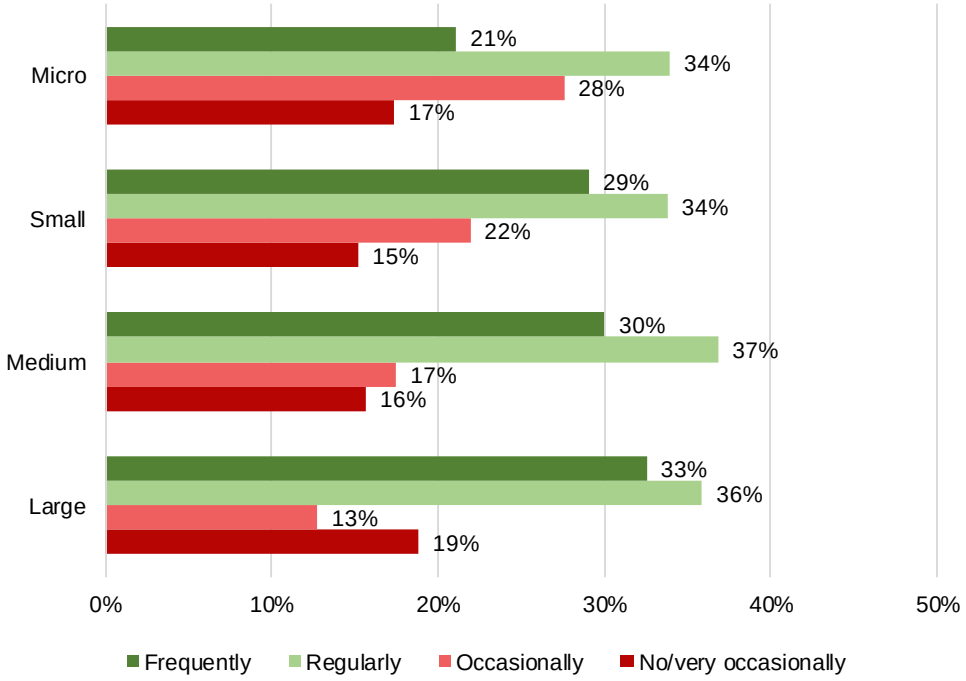
Figure 8: Frequency of need for obtaining technical information on construction products (per sector)



Source: CPR Survey results (2017), Ecorys calculations

Figure 8 shows frequency of need for obtaining technical information, broken down by sector of activity. Of professionals from '*Architecture and engineering*', 69% indicate that they need to obtain information on construction products at least monthly or several times per year, exceeding the 63% of professionals from '*Installation services*' and the 61% from '*Construction and renovation*' professionals; the need of '*Architecture and engineering*' professionals is statistically significantly higher (at a 95% confidence level) than that of the other two sectors.

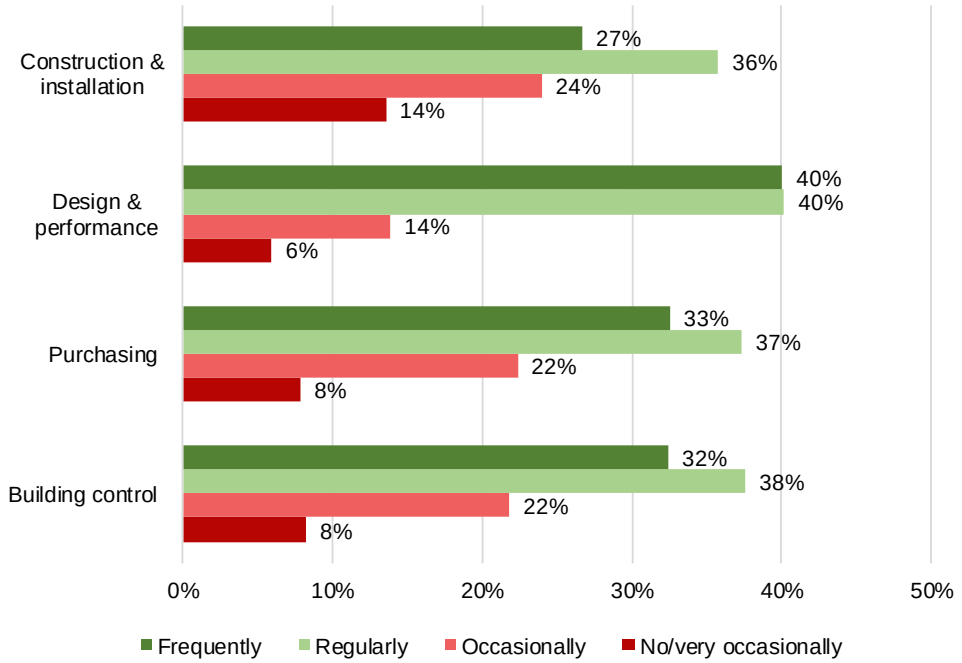
Figure 9: Frequency of need for obtaining technical information on construction products (per size)



Source: CPR Survey results (2017), Ecorys calculations

Figure 9 shows frequency of need for obtaining technical information, broken down by company size. Respondents from larger companies tend to need to obtain information on construction products more frequently than respondents from smaller companies. More precisely, the figure shows that 69% or respondents working in large firms needed to obtain technical information about construction products at least monthly or a few times a year. For medium-sized companies, the percentage is 67%, compared to 63% for small companies and 55% for micro companies. The need of construction professionals from micro-companies is statistically significantly lower (at a 95% confidence level) than that of other company size categories, which can be attributed to the low share (21%) of professionals from micro firms that report needing information on a frequent basis (i.e. on a daily or weekly basis).

Figure 10: Frequency of need for obtaining technical information on construction products (per respondents' tasks)



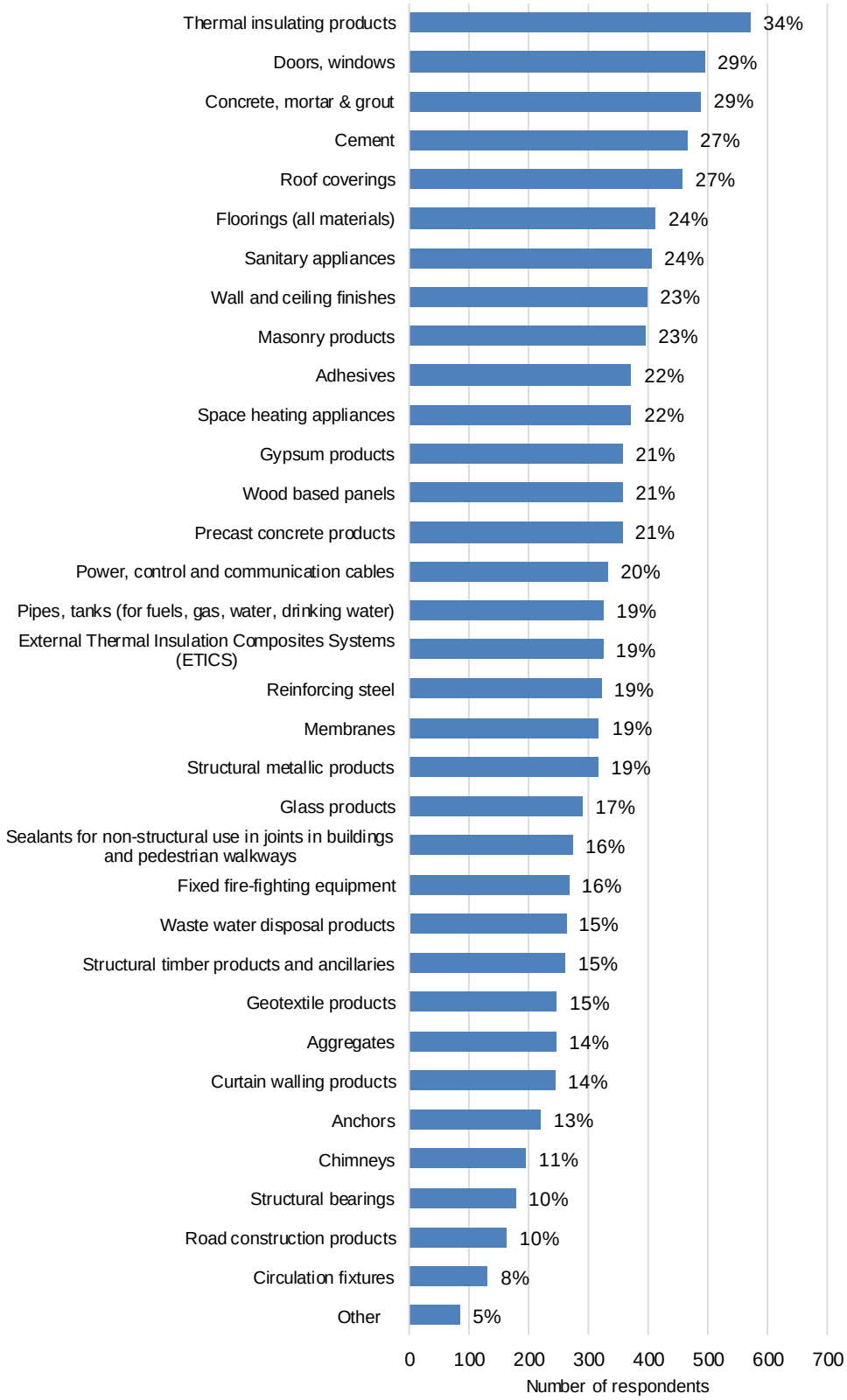
Source: CPR Survey results (2017), Ecorys calculations

Figure 10 shows frequency of need for obtaining technical information, broken down by the main tasks of respondents. Of professionals who are occupied in '*Design & performance'* related tasks, 80% indicate that they need to obtain information on construction products at least monthly or several times per year, which is statistically significantly higher (at a 95% confidence level) than for the other task categories. For professionals who engage in '*Building control'* and '*Purchasing'* tasks, the corresponding shares are 70%, and for professionals who are occupied in '*Construction & installation'* tasks the share is only 63%; the share for '*Construction & installation'* is statistically significantly lower (at a 95% confidence level) than for the other three task categories.

Question 6: For which types of construction products (or product groups) have you needed to obtain technical information?

Multiple replies possible - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Figure 11: Types of construction products for which technical information is needed

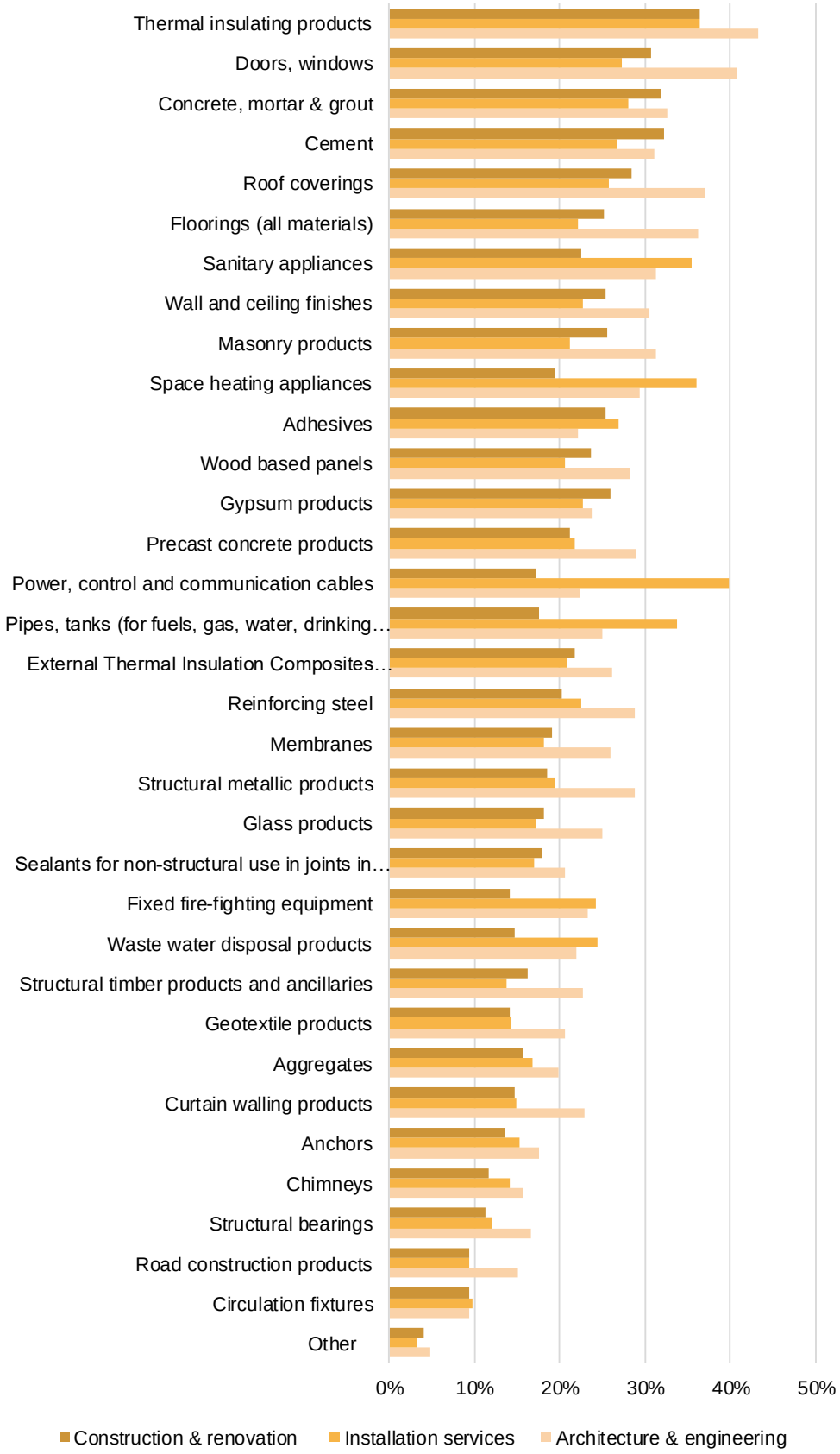


Source: CPR Survey results (2017), Ecorys calculations

Figure 11 shows the different types of construction products (or product groups) for which information is needed, for construction professionals who needed to obtain technical information on construction products in the past 5 years. The most frequently mentioned product category is '*Thermal insulating products*' (by 34% of these construction professionals). The next highest category is '*Doors & windows*', followed by '*Concrete, mortar & grout*', '*Cement*'', '*Roof coverings*', and '*Floorings*', which were selected by at least 25% of construction professionals who needed product information in the past 5 years. The construction products (or product groups) that are least frequently indicated are '*Structural bearings*', '*Road construction products*', and '*Circulation fixtures*', which are indicated by 10% or less of construction professionals.

The option '*Other'* was selected by 5% of respondents. Among these respondents, 39% did not specify the other products for which they need information. Of those respondents that specified the products for which they needed technical information, the most commonly mentioned product categories were: closures (13% of that gave information on the product), paints & coating (12%), electrical products (7%). Other mentioned products include: other construction material, ventilation, energy products, composites, safety devices and plastics.

Figure 12: Types of construction products for which technical information is needed (per sector)

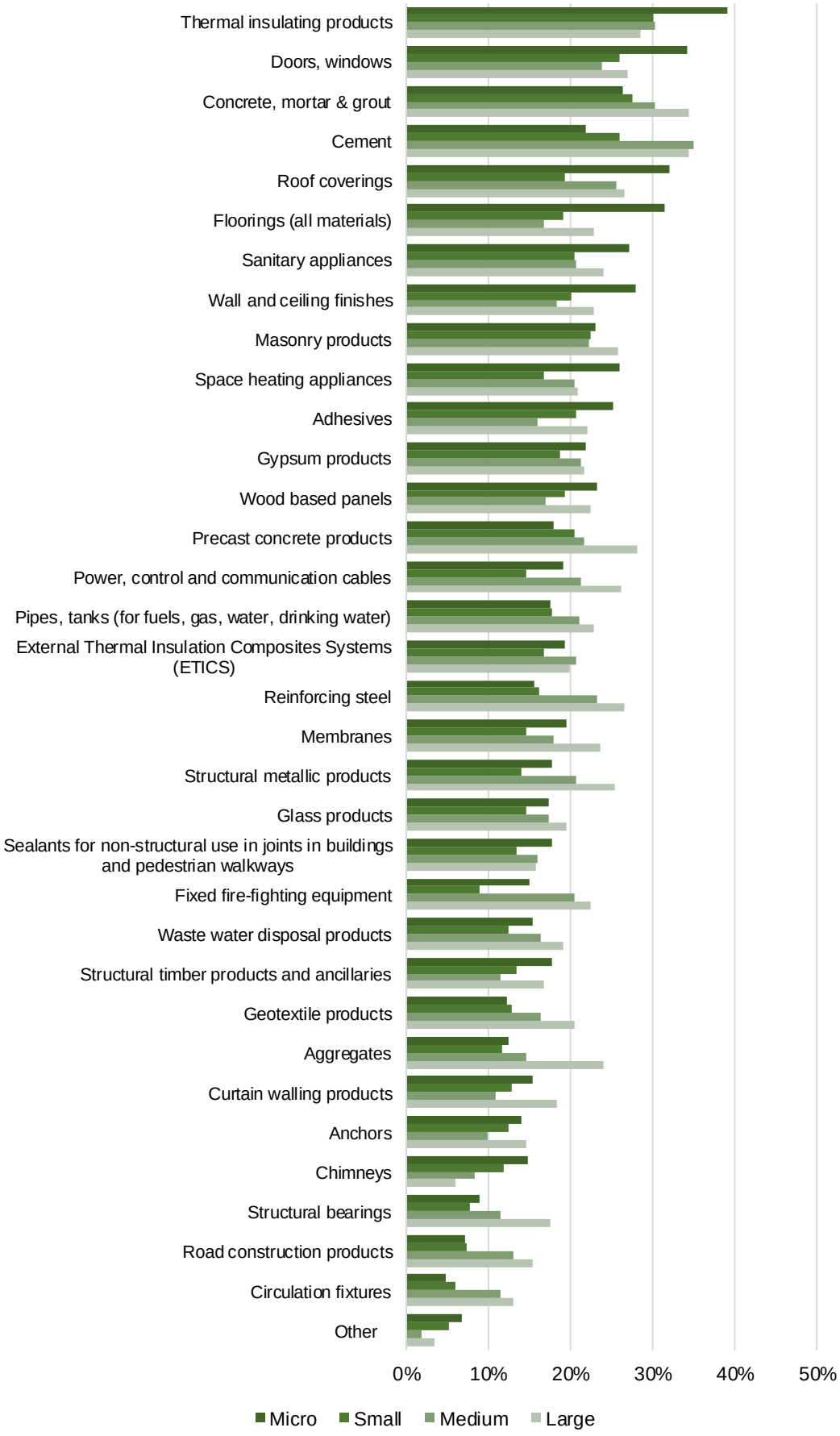


Source: CPR Survey results (2017), Ecorys calculations

Figure 12 shows the need to obtain technical information on construction products, broken down by sector of activity. In some cases, respondents from one sector indicate a higher (or lower) need for information on some specific products or product categories than is the case for other sectors. For example:

- Professionals working in the Architecture and engineering sector have statistically significantly higher need (at 95% confidence level) for information for 21 of the 33 construction product categories (excluding '*Other*'), notably: '*Thermal insulating products*' (43%), '*Doors and windows'* (41%),'*Roof coverings'* (37%) and '*Floorings*' (36%); only 31% or less of respondents from the other two sectors selected these products;
- Professionals working in Installation services have statistically higher needs (at 95% confidence level) for information on '*Power, control and communication cables'* '*Space heating appliances'* and '*Pipes, tanks (for fuels, gas, water, drinking water)*' with shares of 40%, 36% and 34% respectively, while less than 30% of respondents from the Architecture and engineering and less than 20% from the Construction and renovation sectors selected these products;
- Professional working in the Construction and renovation sector have statistically significantly lower need (at 95% confidence level) for information on '*Sanitary appliances*' (22%), '*Space heating appliances*' (19%), '*Pipes, tanks (for fuels, gas, water, drinking water)*' (18%), '*Power, control and communication cables*' (17%), '*Waste water disposal products*' (15%), '*Fixed fire-fighting equipment*' (14%) than is the case for the other two sectors.

Figure 13: Types of construction products for which technical information is needed (per size)

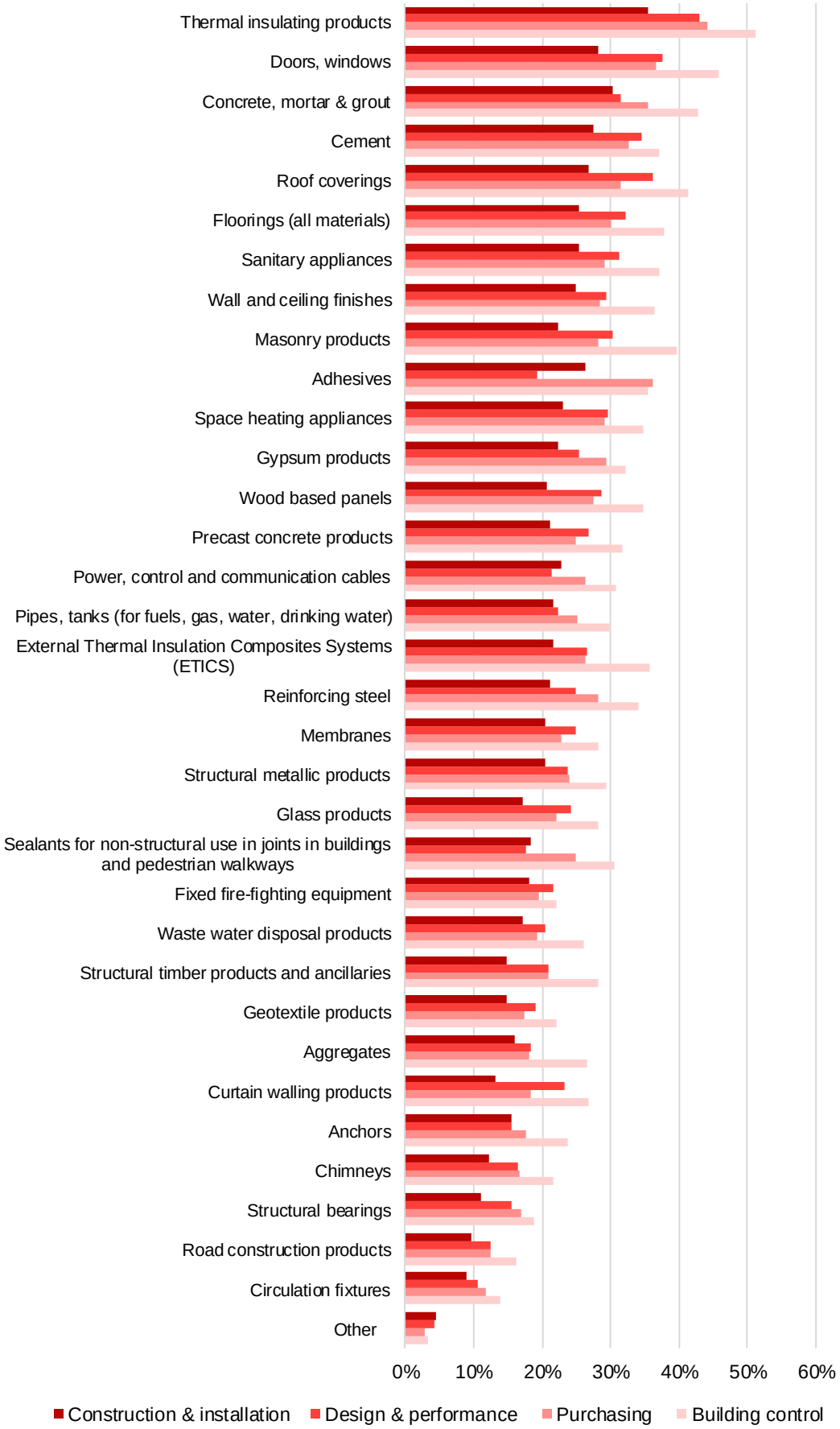


Source: CPR Survey results (2017), Ecorys calculations

Figure 13 shows the need to obtain technical information on construction products, broken down by company size. Among the features that stand-out from the figure can be noted the following:

- Professionals working in micro companies have a statistically higher share (at a 95% confidence level) of professionals reporting the need for information on '*Thermal insulating products*' (39%, compared to 30% or less for the other company size categories), '*Doors, windows*' (34% compared to 27% or less), '*Floorings'* (31% compared to 23% or less);
- Professionals working in small companies, have a statistically significant (at a 95% confidence level) lower need for information on '*Fixed fire-fighting equipment'* (9%) compared to all other company size categories, while professionals in micro-companies (15%) have a statistically significant lower level of need than those in medium sized companies (20%) and large companies (23%);
- Professionals working in large companies have a statistically higher (at a 95% confidence level) need for information on '*Aggregates*' (24% compared to 15% or less for the other company size categories) and '*Structural bearings*' (18% compared to 11% or less). They also have relatively high shares for '*Concrete, mortar & grout*', '*Precast concrete products*', '*Masonry products*', '*Reinforcing steel'*, '*Structural metallic products*', '*Membranes*', and '*Power, control and communication cables'*, which were more commonly selected by medium and large companies as well as in '*Roof coverings'*, which to a lesser extent tend to also be more frequently mentioned by medium companies that by smaller and micro companies.

Figure 14: Types of construction products for which technical information is needed (per employees' tasks)



Source: CPR Survey results (2017), Ecorys calculations

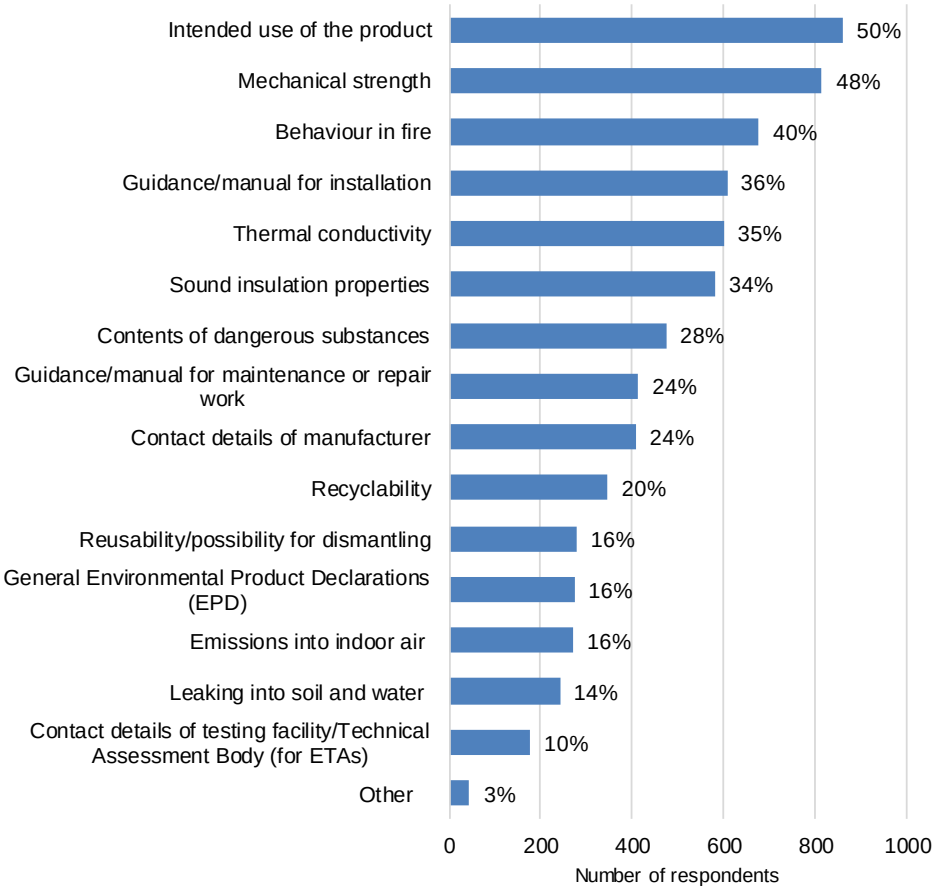
Figure 14 shows the need to obtain technical information on construction products, broken down by the main tasks of respondents. The data show systematically higher shares of construction professionals engaged in Building control tasks needing technical information than professional performing other tasks for all product categories, except for '*Other*' products. Conversely, professionals engaged in Construction and installation tasks have lower shares compared to other professionals, with the exception of '*Adhesives*', '*Precast concrete products*' and '*Other*' products, for which professionals engaged in Design & performance have the lowest shares.

Specific example of statistically significant (at a 95% confidence level) difference include:

- Professional engaged in Building control tasks have statistically significant higher need for technical information than the other three task groups for: '*Doors, windows*', '*Concrete, mortar & grout*', '*Wall and ceiling finishes*', *Masonry products*', '*External Thermal Insulation Composites Systems (ETICS)*', '*Waste water disposal products*', '*Structural timber products and ancillaries*', '*Aggregates*' and '*Anchors*';
- Professional engaged in Design & performance, have statistically significant higher need than all other task groups only for '*Adhesives*', while the same applies for Purchasing professionals for '*Curtain walling products*';
- Professionals engaged in Construction and installation have statistically significant lower need than the other three task groups for 13 of the 33 listed product categories, notably: '*Thermal insulating products*', '*Doors, windows*', '*Roof coverings*', '*Masonry products*', '*Space heating appliances*', '*Adhesives*' and '*Wood based panels*'.

Question 7: For the construction products (or product groups) for which you have needed technical information, which of the following types of information were you looking for?
Multiple replies possible - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Figure 15: Need for technical information on construction products by information type

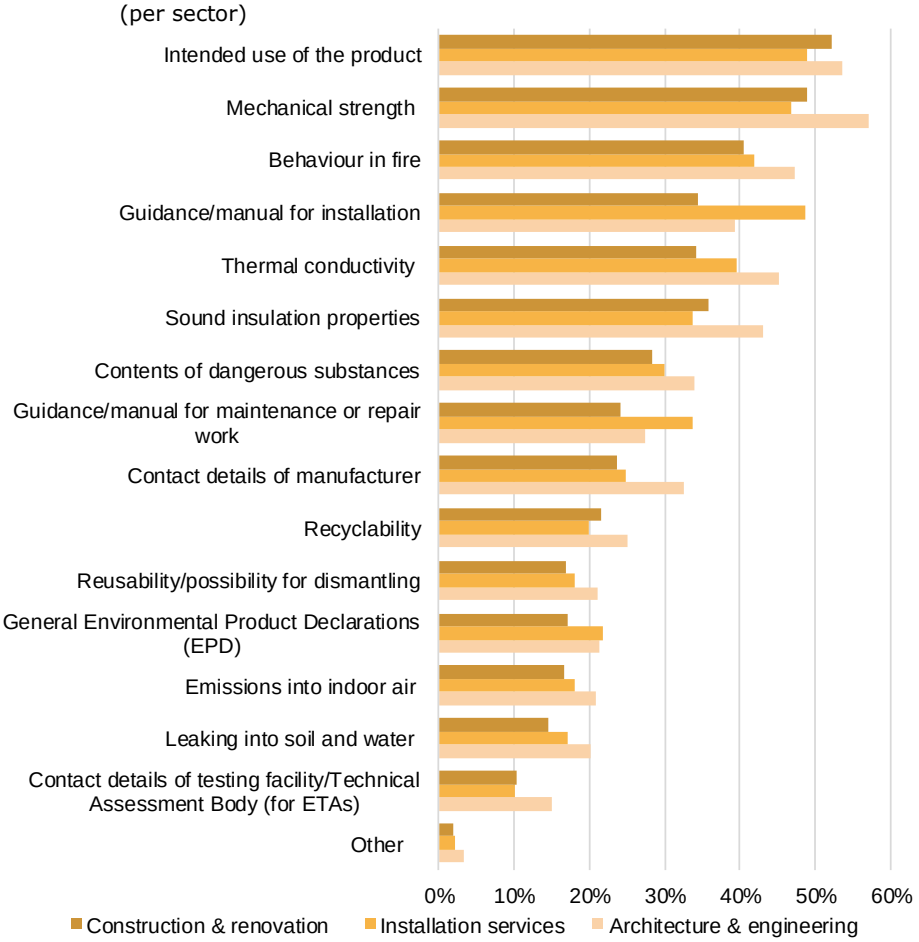


Source: CPR Survey results (2017), Ecorys calculations

Figure 15 shows the different types of technical information on construction products needed by construction professionals who needed to obtain such information in the past five years. The most frequently indicated type of information is the '*Intended use of the product*', which is needed by 50% of construction professionals, followed by information on '*Mechanical strength (data or class)*'(48%), information on '*Behaviour in fire*', '*Guidance/manual for installation*', '*Thermal conductivity*' and '*Sound insulation properties*', which are all mentioned by more than one third of construction professionals that need to obtain technical information over the past 5 years.

Only 3% of respondents selected the category '*Other*' for the type of technical information needed. Types of information mentioned by these respondents included: the price of products, certifications and test reports, as well as miscellaneous technical information (i.e. durability, basis of calculation, viscosities, densities, reaction time, thermal insulation, permeability and other).

Figure 16: Need for technical information on construction products by information type (per sector)

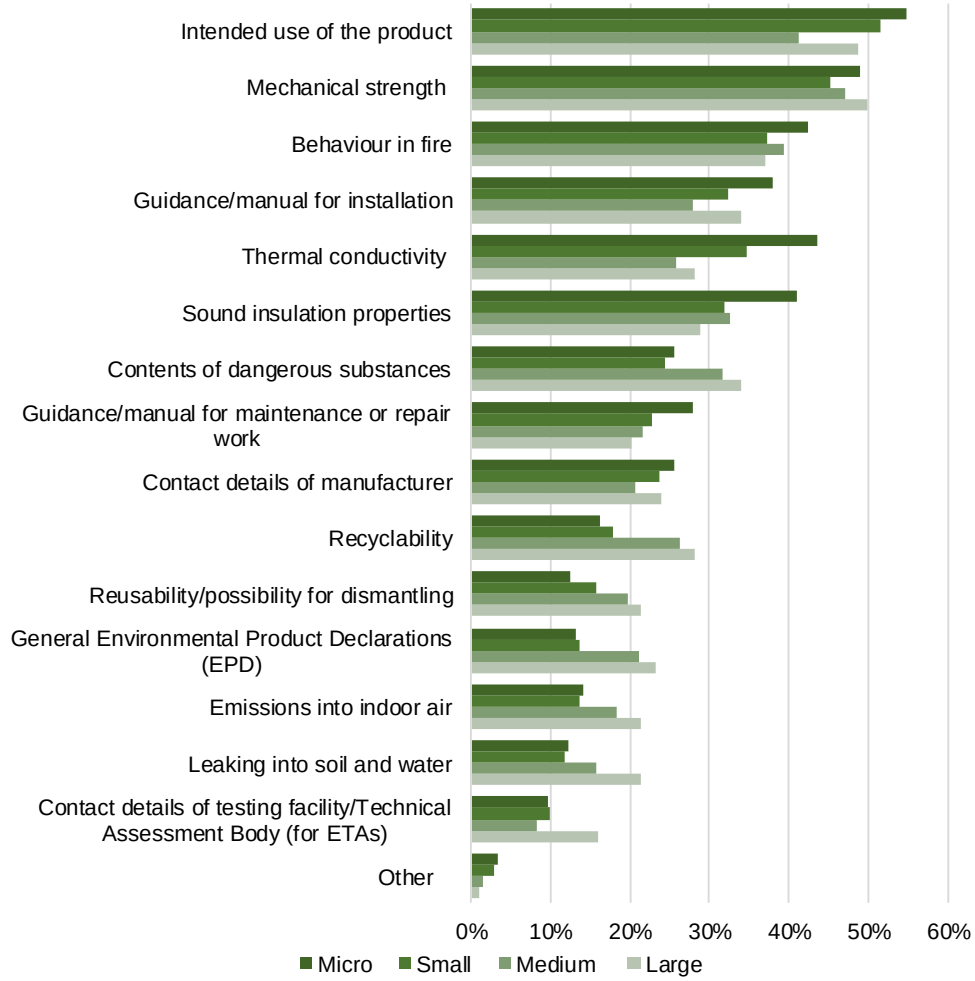


Source: CPR Survey results (2017), Ecorys calculations

Figure 16 shows the different types of information needed, broken down by sector of activity. '*Intended use of the product'* is the most frequently indicated type of information for professionals in Construction and renovation (52%) as well as for professionals in Installation services (49%), together with '*Guidance/manual for installation'* (49%). For professionals in Architecture and engineering, the most frequently selected option was '*Mechanical strength'* (57%), which is statistically significantly higher (at a 95% confidence level) than for professionals in the other two sectors. Other statistically significant differences (at a 95% confidence level) are as follows:

- Professional engaged in Installation services have higher needs for '*Guidance/manual for installation*' and '*Guidance/manual for maintenance or repair work*' than the other two sectors;
- Professional engaged in Construction & renovation have lower needs for '*Guidance/manual for installation*' and '*General Environmental Product Declarations (EPD)*' than the other two sectors;
- In addition to '*Mechanical strength',* professionals in Architecture and engineering have higher shares of professionals reporting needs for '*Sound insulation properties*', '*Contact details of manufacturer*' and '*Contact details of testing facility/Technical Assessment Body (for ETAs)*'.

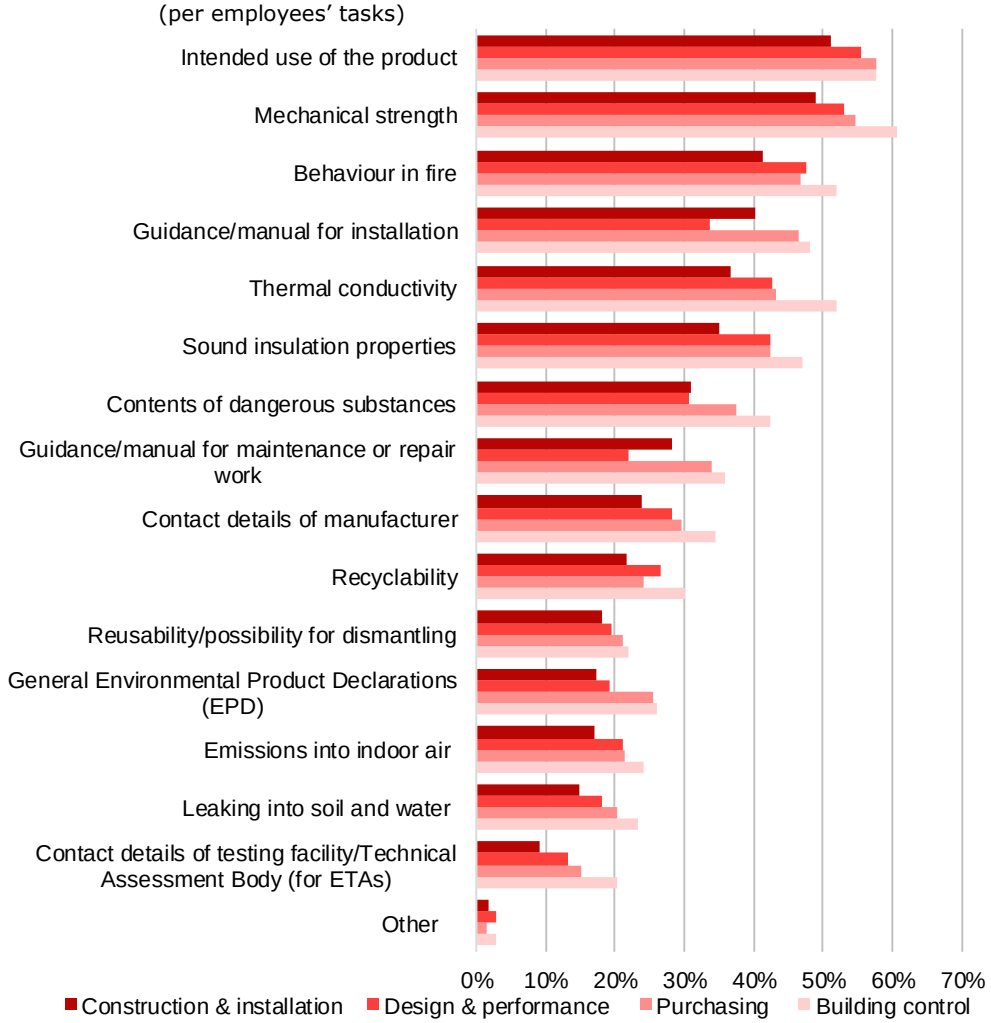
Figure 17: Need for technical information on construction products by information type (per size)



Source: CPR Survey results (2017), Ecorys calculations

Figure 17 shows the different types of information needed, broken down by company size. '*Intended use of the product'* is the most frequently indicated type of information for professionals in micro and small companies followed by '*Mechanical strength*'. These are also the two most selected options for medium and large companies, but in the reverse order. The share of professionals needing information on '*Thermal conductivity'* amongst micro companies was 44%, which is statistically significantly higher (at a 95% confidence level) than the 35% for professionals from small companies, the 28% for large companies and the 26% amongst medium companies. Micro enterprises also show a statistically significant higher share of professionals needing information on '*Sound insulation properties*' (41% compared to less than 33% for the other three firm size categories). Some variation between respondents from different company sizes is also noted for '*Recyclability'*, which is more frequently mentioned by respondents from large and medium sized companies, and '*Sound insulation properties*', which is more frequently mentioned by micro companies.

Figure 18: Need for technical information on construction products by information type (per employees' tasks)



Source: CPR Survey results (2017), Ecorys calculations

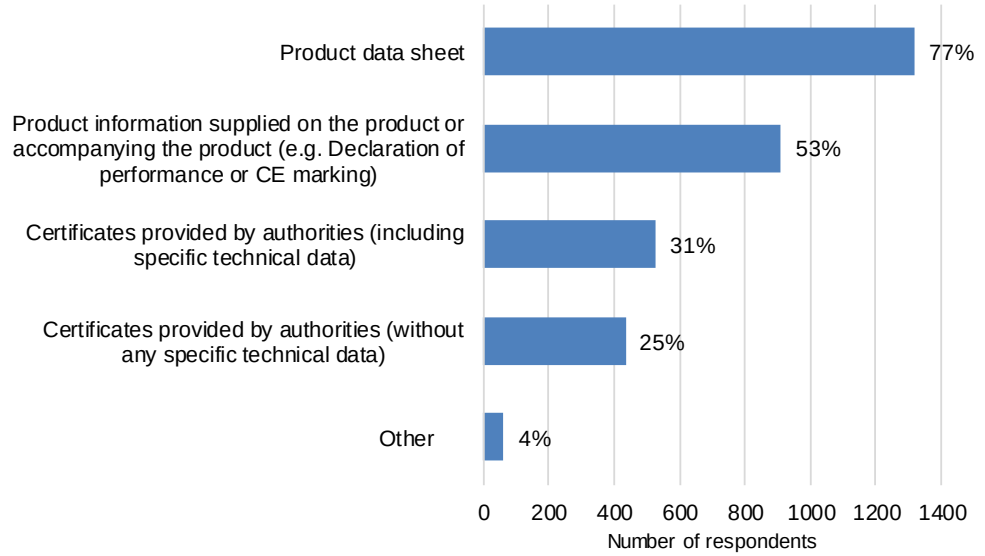
Figure 18 shows the different types of information needed, broken down by the main task of respondents. For all four categories, the three most frequently selected options are the same i.e. '*Intended use of the product', 'Mechanical strength'* and '*Behaviour in fire',* in this order, with exception professionals engaging in Building control, who selected more frequently '*Mechanical strength'* than '*Intended use of the products'.* Professionals engaging in design and performance also selected less frequently the options '*Guidance/manual for installation'* and '*Guidance/manual for maintenance or repair work*' compared to professionals in the other task categories.

Except from '*Intended use of the product*', the responses from professionals engaged in Building control tasks indicate that they have a greater need for different types of technical information compared to the other task categories; although the difference is statistically significant (at a 95% confidence level) from the other three task groups only for '*Thermal conductivity (data or class)*'. Nonetheless, it appears that the range (variety) of technical information required by professionals engaged in Building control tasks is wider than for other task categories. By contrast, professionals engaged in Construction & installation have statistically significantly lower needs than the other three task groups for '*Behaviour in fire (e.g. resistance or reaction to fire -performance class)*', '*Thermal conductivity (data or class)*', '*Sound insulation properties*', '*Contact details of manufacturer*', '*Emissions into indoor air (values or classes)*' and '*Contact details of testing facility/Technical Assessment Body (for ETAs)*'.

Question 8: For the construction products (or product groups) for which you have needed technical information, which of the following sources did you use to obtain the needed information?

Multiple replies possible - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Figure 19: Sources used to obtain technical information on construction products

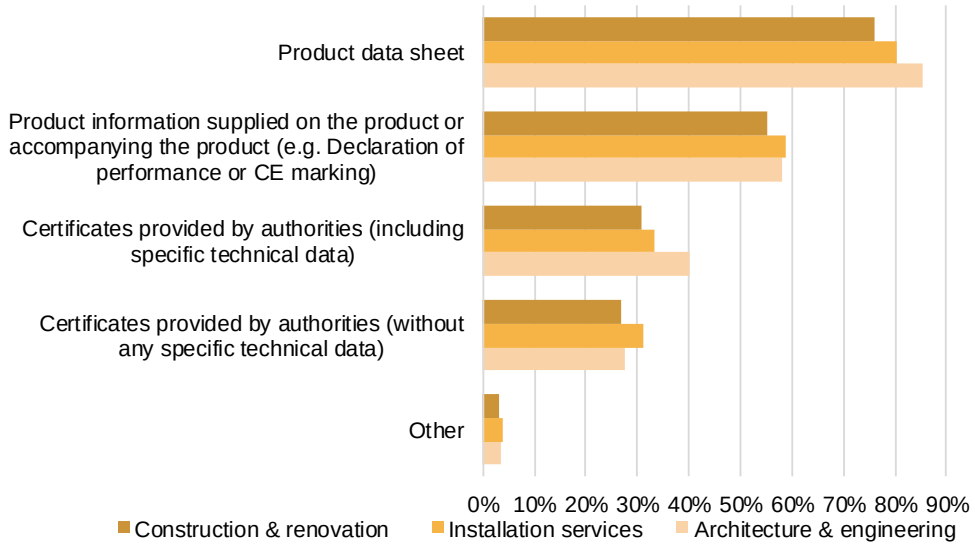


Source: CPR Survey results (2017), Ecorys calculations

Figure 19 shows the sources of information used by construction professionals who needed to obtain technical information on construction products in the past 5 years. More than three-quarters (77%) of these construction professionals indicate using '*Product data sheet*', while more than half (53%) use '*Product information supplied on the product or accompanying the product*'. Certificates are a much less frequently mentioned source of information, with '*Certificates provided by authorities*' achieving a frequency of 31% if they include specific technical data, and only 25% if they are without specific technical data.

Only 4% of respondents indicated using '*Other*' sources of information. Of these, around a third indicated that they obtain technical information from the internet and over a quarter from the manufacturer; other sources mentioned are: authorities (but not certificates), experts, or other undefined third parties.

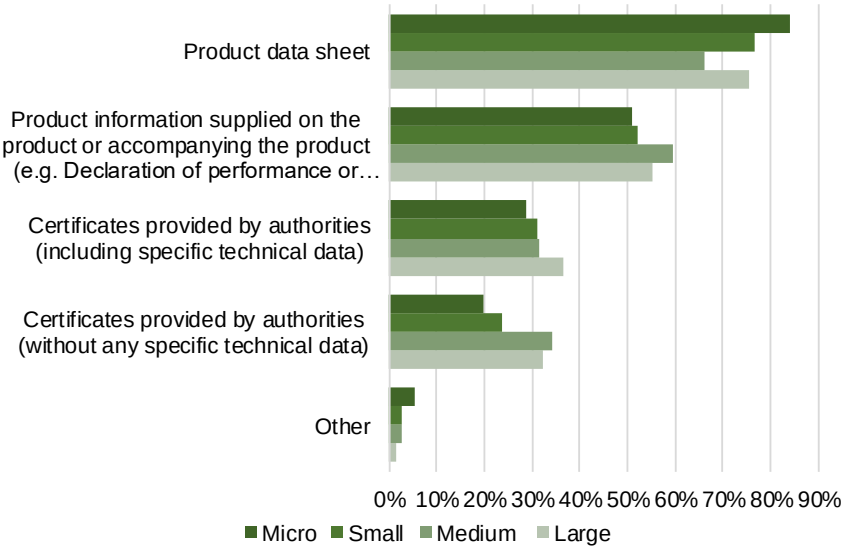
Figure 20: Sources used to obtain technical information on construction products (per sector)



Source: CPR Survey results (2017), Ecorys calculations

Figure 20 illustrates the sources of information used broken down by sector of activity. The ranking of sources is the same for all the sectors. Overall, there do not seem to be major differences in the sources of information needed per sector. Although the shares of Architecture & engineering professionals using information from '*Product data sheet*' and '*Certificates provided by authorities (including specific technical data)*' are statistically significantly higher (at a 95% confidence level) than for both the two other sectors.

Figure 21: Sources used to obtain technical information on construction products (per size)



Source: CPR Survey results (2017), Ecorys calculations

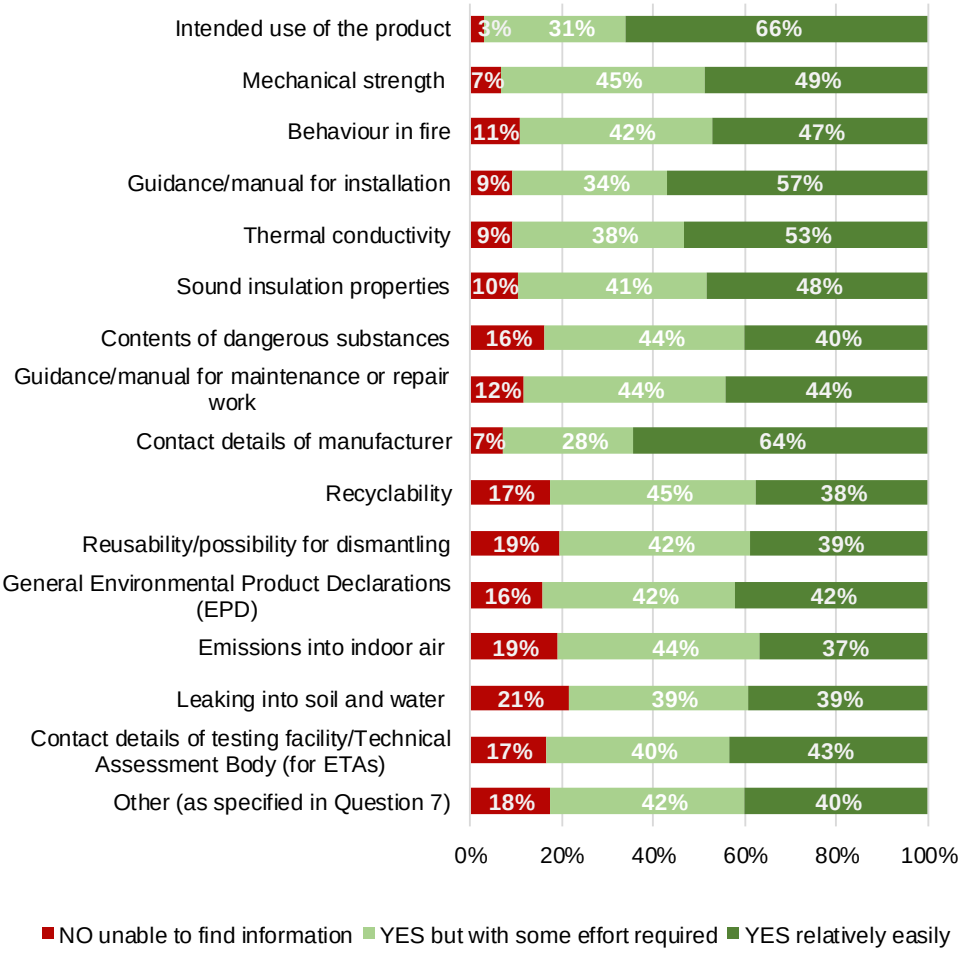
Figure 21 shows the sources of information used broken down by company size. In this case some differences appear. '*Product data sheet*' are used as a source of information by 84% of professionals working in micro companies, which is statistically significantly higher (at a 95% confidence level) than the 77% for small companies, 76% for large companies and 66% for medium companies. Professionals from medium companies show a higher utilisation of '*Certificates provided by authorities (without any specific technical data)'*, with 34% of respondents indicating

that they use this source, compared to 32% for respondents from large companies, 24% for small companies, and 20% for micro companies.

Question 9: For the construction products (or product groups) for which you have needed technical information, were you able to obtain the information that you were looking for?

Indicate the response that best corresponds to your situation - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Figure 22: Ability and ease of obtaining technical information on construction products by information type (excluding '*Not relevant*')



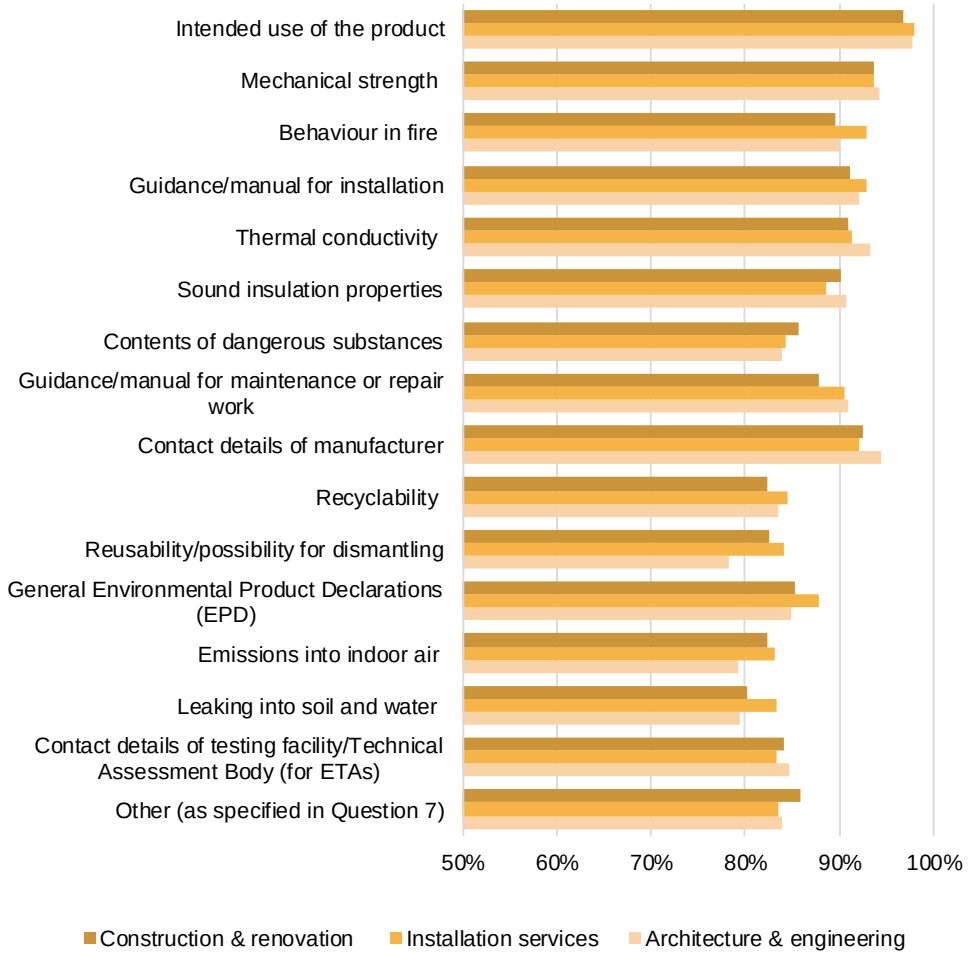
Source: CPR Survey results (2017), Ecorys calculations

Figure 22 shows the ease of obtaining technical information by information type, for construction professionals who needed to obtain technical information on construction products in the past five years. Figure 22 excludes those respondents that indicated a particular type of information was not relevant for them.

The information that was most easy for construction professionals to obtain is the '*Intended use of the product*' and the '*Contact details of the manufacturer*' which, together with '*Mechanical strength*', also have the lowest rates of responses by construction professionals indicating they were 'unable to find information'. Similarly, but to a lower extent, it appeared easy for construction professionals to obtain information in the form of '*Guidance/manuals for installation*' and '*Guidance/manuals for maintenance or repair*', or information on '*Thermal conductivity*'.

Conversely, it appears relatively more difficult to obtain information on '*Leaking into soil and water*', '*Reusability/possibility for dismantling*', '*Emissions into indoor air*', '*Recyclability*', and '*Contact details of testing facility/Technical Assessment Body (for ETAs)*', For these information types, 17% or more of construction professionals indicate being unable to find the information they need.

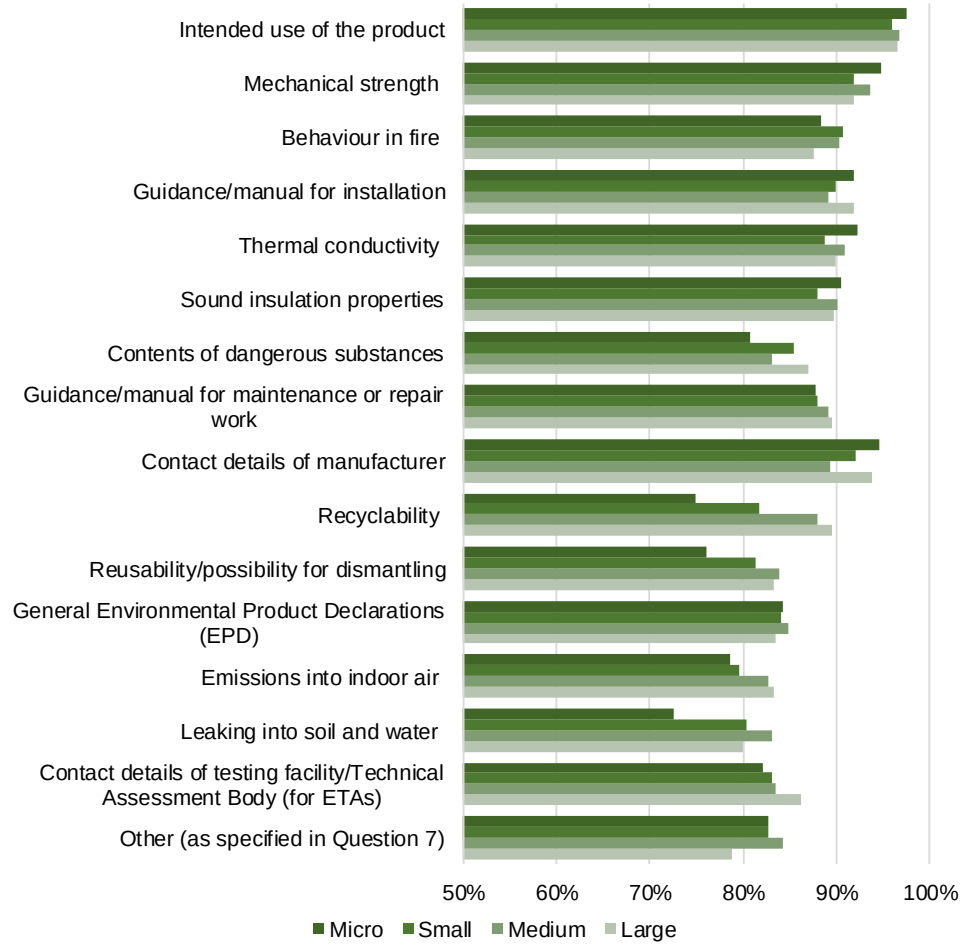
Figure 23: Ability and ease of obtaining technical information on construction products by information type (per sector) - Sum of 'YES relatively easily' and 'YES but with some effort required' as a share of total responses (excluding 'Not relevant')



Source: CPR Survey results (2017), Ecorys calculations

Figure 23 shows the ease of obtaining technical information by information type, broken down by sector of activity. The figure shows the sum of the responses '*YES relatively easily*' and '*YES but with some effort required*' and, accordingly, a high value indicates that it is relatively easy for construction professionals to obtain the information. Overall, there do not seem to be major differences across sectors; there are no systematic statistically different shares (at a 95% confidence level) across the sectors for any of the information types. The highest variation is noted for the '*Reusability/possibility for dismantling'*, for which professionals engaging in Architecture and engineering indicate having more difficulties obtaining this information compared to professionals in the other sectors.

Figure 24: Ability and ease of obtaining technical information on construction products by information type (per size) - Sum of 'YES relatively easily' and 'YES but with some effort required' as a share of total responses (excluding 'Not relevant')

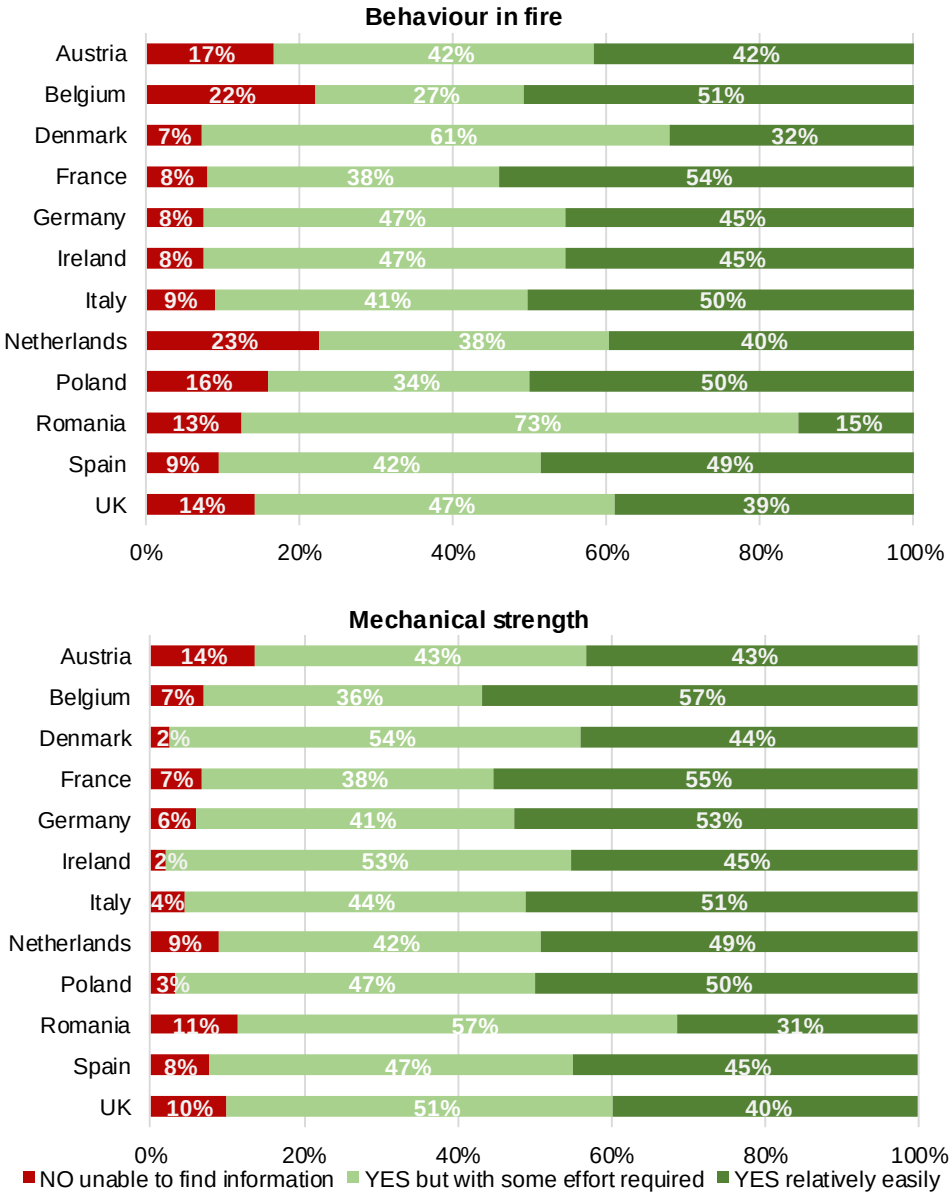


Source: CPR Survey results (2017), Ecorys calculations

Figure 24 shows the ease of obtaining technical information by information type, broken down by company size. The figure shows the sum of the responses '*YES relatively easily*' and '*YES but with some effort required*', such that a high value indicates that it is easy for construction professional to obtain information. '*Intended use of the product'* is identified by all size categories as the easiest type of information to be obtained. The perception of ease of obtaining information on '*Recyclability*' as well as '*Leaking into soil and water*' varies considerably among users from different company sizes. For '*Recyclability*', medium and large companies perceive this type of information as relatively easy compared to small and micro companies, with micro companies having a statistically significantly lower share (at a 95% confidence level) that report being able to obtain this information '*relatively easily*' or '*with some effort required*'.

For Question 9, to check for possible country differences in the ease of obtaining information, a breakdown has been made by Member State for certain types of information ('*Behaviour in fire*', '*Mechanical strength'*, '*Recyclability'*, '*Reusability/possibility for dismantling*'). The results are shown in Figures 25 & 26.

Figure 25: Ability and ease of obtaining technical information on construction products for '*Behaviour in fire*' and '*Mechanical strength'* (per country - excluding '*Not relevant'*)



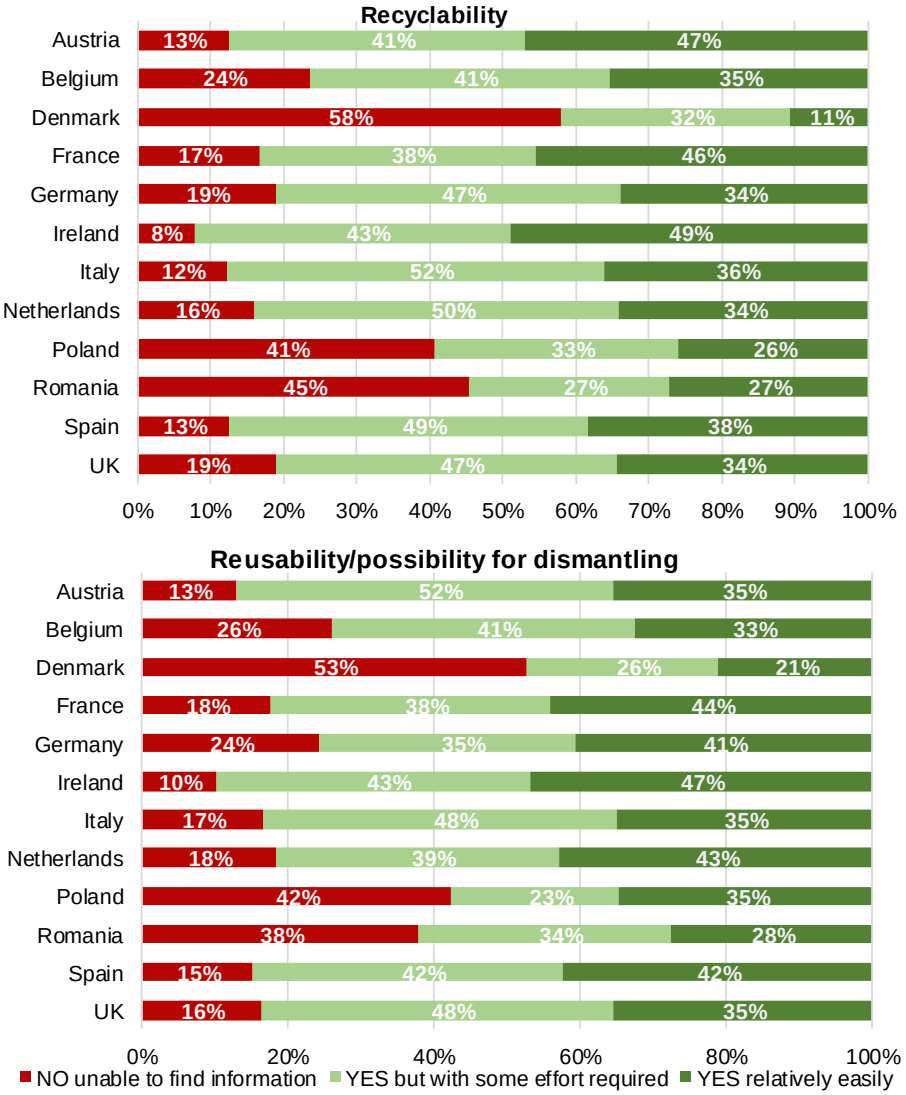
Source: CPR Survey results (2017), Ecorys calculations

Figure 25 shows the ease of obtaining technical information for '*Behaviour in fire'* and '*Mechanical strength*' by country of the respondent. For information on '*Behaviour in fire*', more than 85% of respondents in 8 countries were able to find this information, relatively easily or with some effort. Conversely, construction professionals were statistically significantly less likely (at a 95% confidence level) to be able to find information on '*Behaviour in fire*' in the Netherlands (23% report being unable to find this information) compared to the average across all other countries; Belgium (22%); Austria (17%) and Poland (16%) also have relatively high shares of respondents reporting being unable to find this type of information.

For '*Mechanical strength*' the share of respondents who were able to find information '*relatively easily*' or '*with some efforts required*' is above 85% in all countries, with 95% or higher reporting being able to find this information in Denmark, Ireland, Poland and Italy. The highest shares of users unable to obtain such information are in Austria,

Romania and the UK (14%, 11% and 10% respectively) but their shares are not statistically significantly different (at a 95% confidence level) from the averages for all other countries.

Figure 26: Ability and ease of obtaining technical information on construction products for '*Behaviour in fire*' and '*Mechanical strength*' (per country - excluding '*Not relevant*')



Source: CPR Survey results (2017), Ecorys calculations

Figure 26 shows the ease of obtaining technical information for '*Recyclability*' and '*Reusability/possibility for dismantling*' by country of respondents. For both information types, the situation appears more contrasted, with large variations across countries. The share of professionals reporting that they were unable to find both types of information is statistically significantly higher (at a 95% confidence level) for Denmark, Romania and Poland when compared to other countries. The country with the lowest share of respondents unable to obtain information for '*Recyclability*' and '*Reusability/possibility for dismantling*' is Ireland, which also has the highest share of respondents indicating that they are able to find this type of information relatively easily.

Question 10: In your opinion, what could be done to make technical information on construction products more easily available for your work?
Open text answers - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Construction professionals who needed to obtain technical information in the past five years were requested to provide their opinion on how construction products' information would be made more easily available to them. Of the respondents to which this question was addressed, 56 respondents indicated that they are satisfied with the current information available, 221 indicated that they had no suggestion, and a further 385 left the question blank. Nonetheless, 1044 construction professionals expressed some opinion on possible improvements. After grouping of responses, the main types of suggestions are summarised below.

Availability of information on the internet

Of the 1044 construction professionals who provided some suggestions, over half (53%) referred to the availability of information on the internet. The inputs of these respondents were further grouped in 4 sub-categories:

- **Online construction products database(s):** around **20%** of all respondents that shared an opinion, indicated that online database(s) with information on construction products from different manufacturers would facilitate their access to technical information. Some respondents indicated specific characteristics and features that such a database should have; examples of mentioned characteristics are: independence, reliable, transparent, exhaustive, free of charge, easily accessible, including a strong search engine, enabling users to share/review information, frequently updated, dividing products into groups and maintaining historical data of construction products. Some respondents also envisaged the types of information such a database should contain; for example: all technical information, data sheets, certificates, standards, contact details as well as links to key documents and approvals. Finally, some respondents indicated other specificities regarding the scope of such a database; for example, geographical scope (i.e. EU level, national) or sectoral focus;
- **Upload information or improve manufacturers' websites:** around **17%** of all respondents that shared an opinion referred to manufacturers' websites. Some respondents indicated that information should be made available for all products should be made available of manufacturers' websites or commented on the structure and functionality of manufacturers' websites. In some cases, reference was made to specific information requirements (e.g. data sheets, manuals, certificates, other technical information). Some also mentioned the need to be able to download the information from the websites in convenient formats (e.g. pdf, cad). Other issues concerning of manufacturers' websites included, for example: the need for clear and simple structure, good organisation of information, functional search function, improved download areas as well as interactive chat functions;
- **Availability of information online:** **14%** of all respondents that shared an opinion stressed the need to have access to information online, without specifying if it should be through databases or on specific websites (e.g. manufacturers' website). Certain respondents indicated the type of data they would like to have online access to; for example: technical data, manuals, data sheets as well as video tutorials and more. Additionally, a few respondents indicated the need for areas to review and discuss with the manufacturers and other users (e.g. forums and platforms);

- **Access to digital information:** **2%** of all respondents that shared an opinion indicated ideas on ways to access online data about products. Some examples mentioned by multiple respondents include: scanning of QR codes or barcodes for instant access to product information such as data sheets. Others indicated that a phone application would be convenient way to access information on construction products.

Improving provided information

Approximately, one-in-three construction professionals who provided some suggestions, referred to the information provided with remarks on their sufficiency, structure, quality etc. The inputs of these respondents were further grouped in 5 sub-categories, which are the following:

- **Make more information available:** **9%** of all respondents that shared an opinion indicated more information is needed to facilitate their work with construction products. Some professionals indicated specific examples of information that they would like to be able to access; for example: technical data sheet, substances, contents list, recyclability, environmental impact, manuals, contacts of manufacturer, safety file, design data, original manufacturer, country of origin, price list, regulations, certificates. A few respondents also indicated that they would like to have access to more detailed technical information, such as more complete technical sheets;
- **Accessibility of information:** **7%** of all respondents that shared an opinion stressed that access to information is essential. Some respondents indicated the need for free access to the full information and documentation related to construction products, as well as to databases compiling data, standards and national technical assessments. A few respondents indicated that information should be provided directly by the manufacturer with the acquisition of a construction product (e.g. by e-mail or in paper), without a request being necessary. Additionally, some respondents also indicated that access to information should be made as easy as possible without registrations being required;
- **Quality of information:** **5%** of all respondents that shared an opinion indicated the importance of the quality of provided information. For example, some respondents indicated that information, should be clear, accurate, concise, understandable, presented in an appropriate way (with figures in certain cases), including all details in a structured way as well as presenting information in a practical way;
- **Standardisation of information:** **5%** of respondents that shared an opinion mentioned standardisation as an essential issue for improving the provided information. Professionals raised issues such as standardising the collection and presentation of information, as well as adopting standardised structures of data sheets, product summaries etc.;
- **Availability and quality of data sheets:** several responses indicated the importance of always making data sheets available, while other indicated that data sheets could be sufficient as a single source of technical information if properly completed and providing in depth information.

Other issues

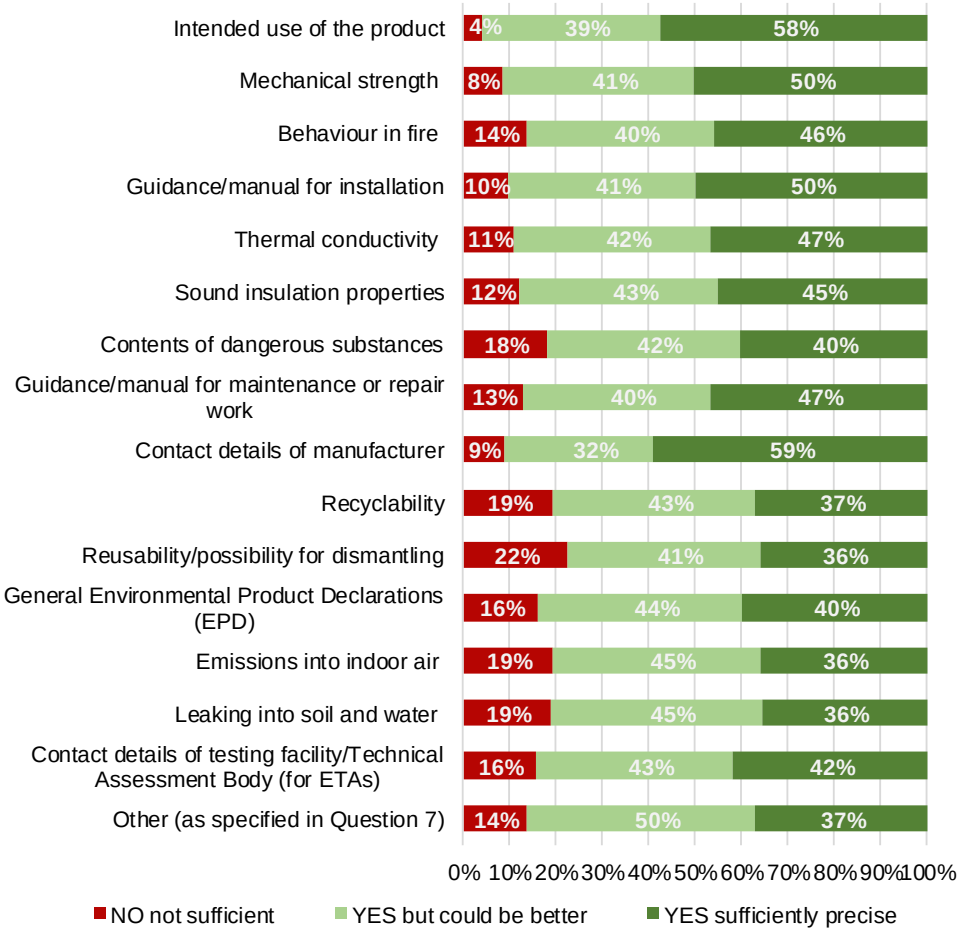
Approximately 20% of respondents that shared an opinion could not be grouped into the aforementioned categories. Among the areas covered by these other responses are the following:

- **Regulatory considerations: 2%** of all respondents that shared an opinion indicated the need for regulatory actions. Some examples of inputs mentioned by several respondents are the following: clear rules and standards, making the provision of information obligatory requirement for manufacturers as well as adoption of clear guidelines for providing information. However, a few respondents indicated that actions should be taken to reduce existing restrictions and regulations;
- **Trainings: 1%** of all respondents that shared an opinion stressed the need for the provision of trainings and seminars for both users and providers of construction products;
- **Language: 1%** of all respondents that shared an opinion indicated that information should be provided also in the local languages;
- **Customer service:** several respondents indicated that high-level customer service with technical knowledge is essential for enhancing communication with users of construction products;
- **Classification:** several respondents indicated that a more efficient classification (by an authority or independent body) of construction products is necessary amongst other for comparability of products.

Question 11: For the construction products (or product groups) for which you have obtained technical information, was the information sufficiently precise for the purposes of your work?

Indicate the response that best corresponds to your situation - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Figure 27: Sufficiency of technical information on construction products by information type (excluding '*Not relevant*')



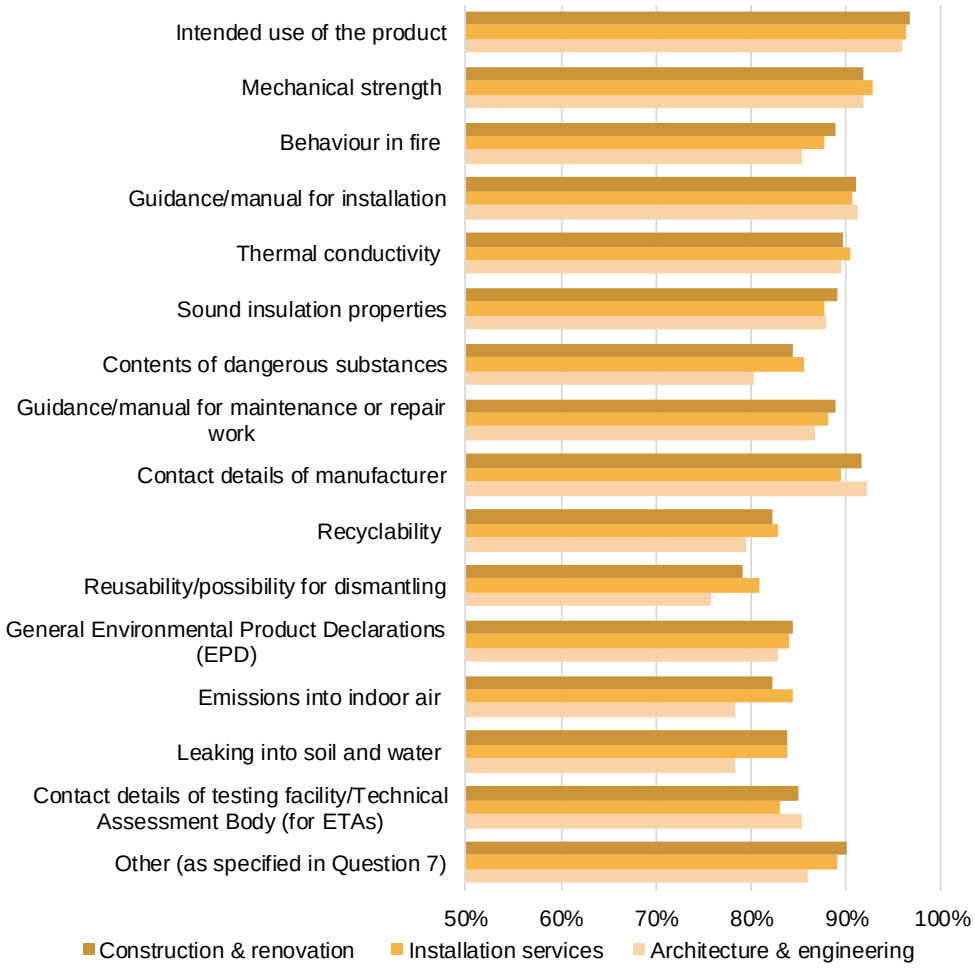
Source: CPR Survey results (2017), Ecorys calculations

Figure 27 shows a breakdown according to whether information obtained was judged sufficiently precise for the requirements of those construction professionals who needed to obtain technical information on construction products. The breakdown excludes information from respondents that indicated a particular type of information was not relevant for them.

Overall, between 78% to 96% (depending of the type of information) of respondents consider the information as precise (i.e. options 'Yes sufficiently precise' and 'Yes but could be better'). The general pattern of responses shown in figure 27 reveals some similarities with that for the relative ease of obtaining information (figure 22). The information that is most often considered sufficiently precise concerns the '*Contact details of the manufacturer*' and the '*Intended use of the product*' which, together with information on '*Mechanical strength*', which have the lowest rates of responses by

construction professionals indicating the information is 'not sufficient'. Information types for which there is a high relative share of responses indicating that the information was '*not sufficient'* and a low share for information was '*sufficiently precise'* are: '*Reusability/possibility for dismantling*', '*Recyclability*', '*Emissions into indoor air*', '*Leaking into soil and water*' and '*Contents of dangerous substances'* with 18% or more of respondents indicating that the information available was '*not sufficient'*.

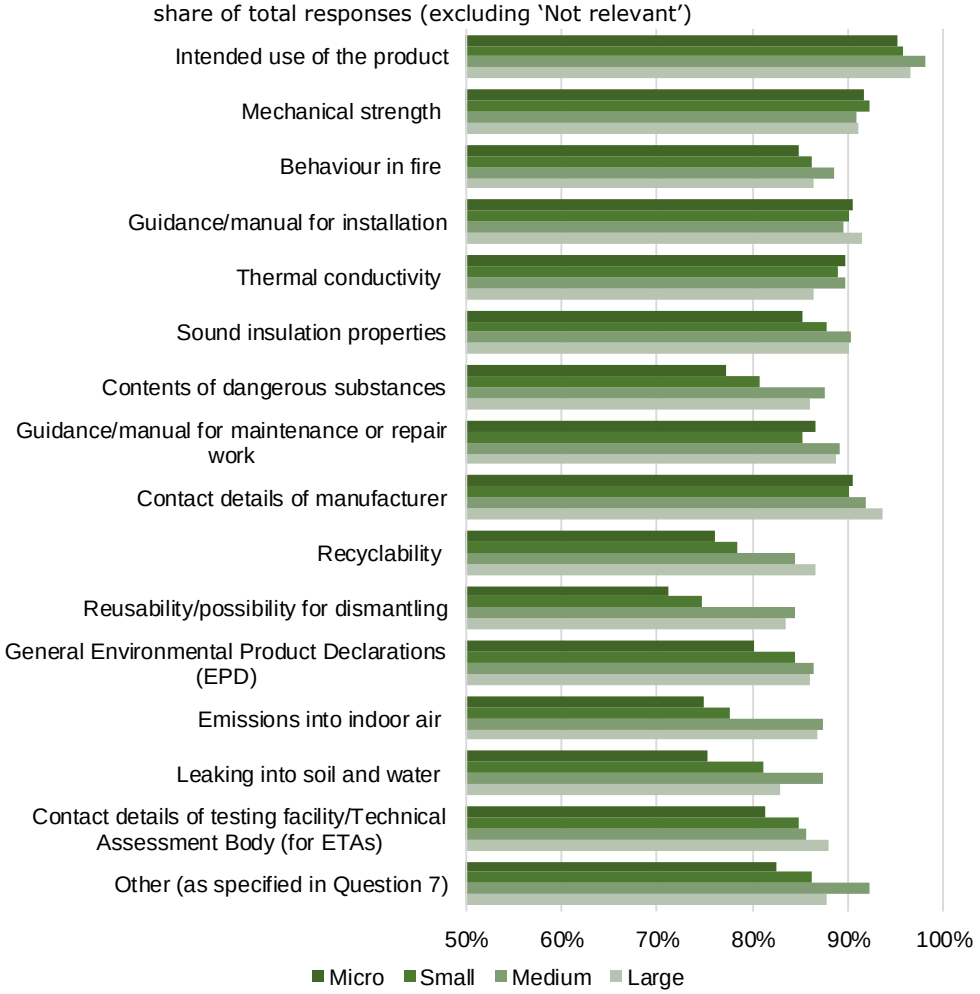
Figure 28: Sufficiency of technical information on construction products by information type (per sector) - Sum of '*Yes, sufficiently precise'* and '*YES but could be better*' as a share of total responses (excluding 'Not relevant')



Source: CPR Survey results (2017), Ecorys calculations

Figure 28 shows the sufficiency of technical information on construction products by information type, broken down sector of activity. The figure illustrates the sum of the responses '*YES sufficiently precise'* and '*YES but could be better',* thereby showing the share of construction professionals considering the information provided as sufficiently precise. Overall, there do not seem to be major differences across sectors for different information types. However, the proportion of Architecture and engineering professionals that indicate that information is sufficiently precise tends to be lower than for other sectors, but the observed differences are not statistically significant.

Figure 29: Sufficiency of technical information on construction products by information type (per size) - Sum of 'Yes, sufficiently precise' and '*YES but could be better*' as a share of total responses (excluding 'Not relevant')

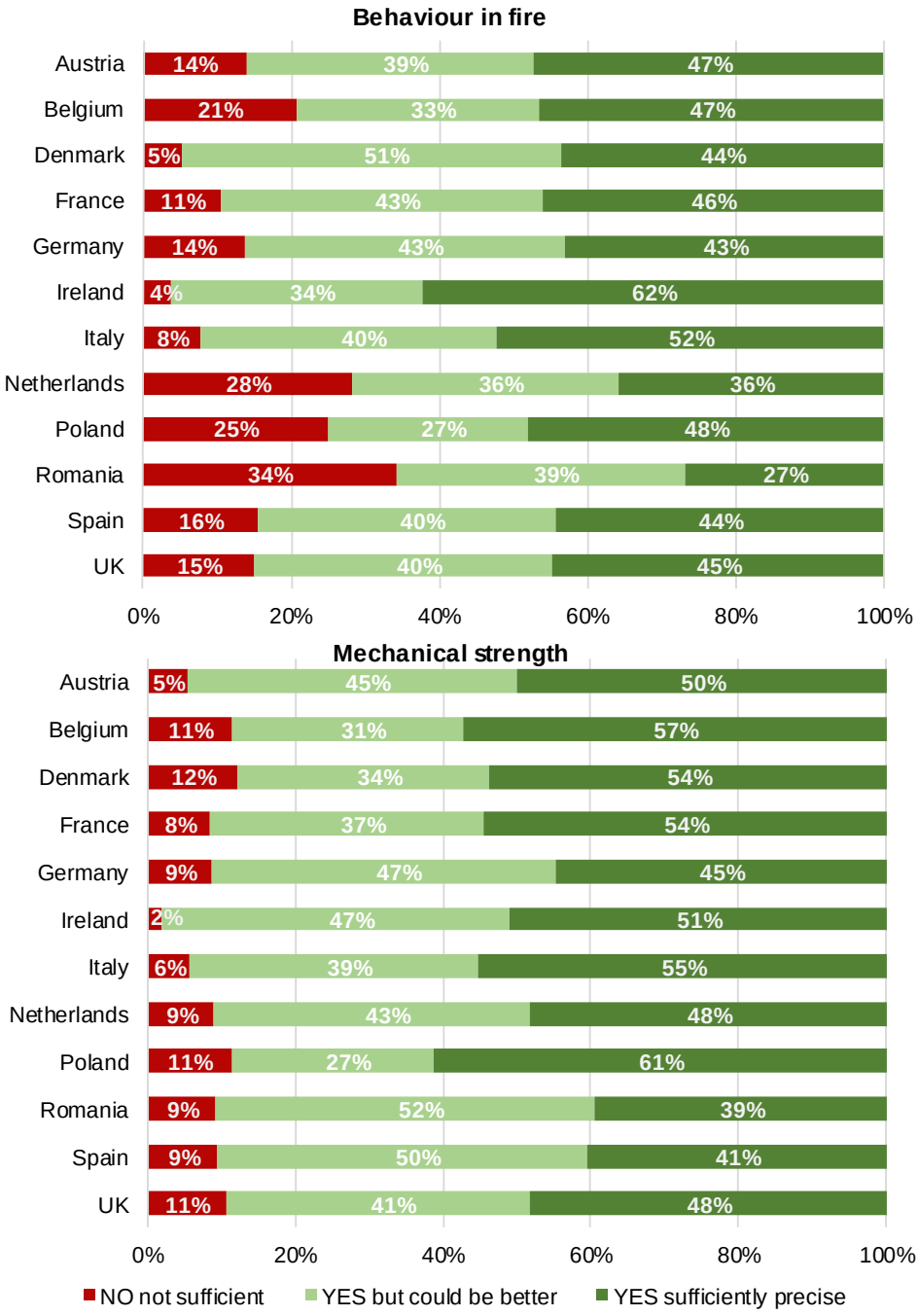


Source: CPR Survey results (2017), Ecorys calculations

Figure 29 shows the sufficiency of technical information on construction products by information type, broken down by company size. Again, the figures illustrate the sum of the responses '*YES sufficiently precise'* and '*YES but could be better'*. '*Intended use of the product'* receives the highest frequency of responses for all size categories. On average, the share of professionals working for large and medium sized companies that indicate that information is sufficiently precise is higher than for smaller companies; although there are no systematic statistically significant differences observed across size groups.

For question 11 it was seen as interesting to analyse the ease of obtaining technical information for certain type of information ('*Behaviour in fire*', '*Mechanical strength'*, '*Recyclability'*, '*Reusability/possibility for dismantling*') per country of respondents. Figures 30 and 31 illustrate this information.

Figure 30: Sufficiency of technical information on construction products for '*Behaviour in fire*' and '*Mechanical strength*' (per country - excluding '*Not relevant*')

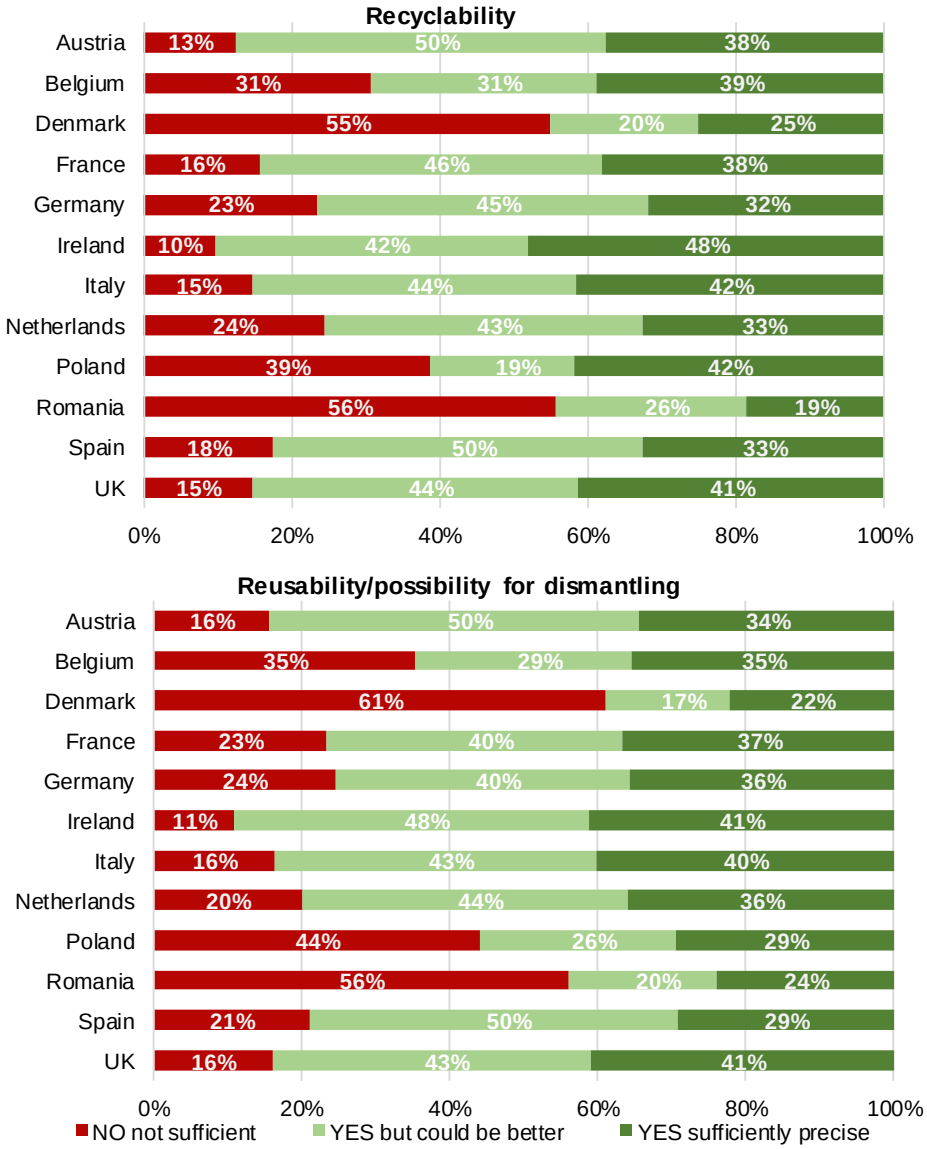


Source: CPR Survey results (2017), Ecorys calculations

Figure 30 shows the degree of precision of technical information for '*Behaviour in fire*' and '*Mechanical strength*', broken down by country of respondents. Regarding '*Behaviour in fire*', in 7 countries more than 85% of respondents consider the information available sufficient to some extent, in particular in Denmark and Ireland the percentage is higher than 95%. The countries with the highest percentage of respondents perceiving the information obtained as not sufficient are Romania (34%), Netherlands (28%) and Poland (25%); for each of these countries the share of respondents indicating that information is not sufficient is statistically significantly higher (at a 95% confidence level) than the average for all other countries.

For '*Mechanical strength*', overall 88% of respondents or more consider the information they obtained sufficiently precise, with the highest rates being 98% in the case of Ireland and 95% for Austria.

Figure 31: Sufficiency of technical information on construction products for '*Behaviour in fire*' and '*Mechanical strength*' (per country - excluding '*Not relevant*')



Source: CPR Survey results (2017), Ecorys calculations

Figure 31 shows the degree of precision of technical information for '*Recyclability*' and '*Reusability/possibility for dismantling*' by country of respondents. Regarding '*Recyclability*' some variations are noted among users from different countries. For example, more than half of respondents from Romania (56%) and Denmark (55%) consider the information obtained as not sufficient, followed by Poland (39%); the shares for these countries are statistically significantly higher (at a 95% confidence level) than the average for all other countries. By contrast, in Austria, Ireland and the United Kingdom, more than 85% of respondents considered the information available to them as precise to some extent (i.e. '*sufficiently precise*' or '*could be better*').

Regarding *'Reusability/possibility for dismantling'*, variations among countries are similar to *'Recyclability'.* Indeed, 61% of the respondents from Denmark consider the information obtained as not sufficient, followed by Romania (56%) and Poland (44%); the shares for these countries are statistically significantly higher (at a 95% confidence level) than the average for all other countries. Ireland has the highest percentage of respondents (89%) considering the information obtained as sufficient to some extent, followed by Austria (84%), Italy (84%) and UK (84%).

Question 12: Please describe and give any specific details or examples of your experience of product information that is not sufficiently precise and/or could be improved.

Open text answers - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Construction professionals who needed to obtain technical information in the past five years were requested to provide specific details or examples of their experience of product information that is not sufficiently precise or could be improved.

In response to this question, out of 1708 respondents that were asked this question, 442 (26%) left the question blank, 429 (25%) stated that they had no suggestions, and 75 professionals (4%) indicated that they are satisfied with the current available information for the products they are using.

762 construction professionals (44% out of all respondents to whom this question was addressed) indicated some aspects of construction products' information that could be improved.

This information is presented below clustered in main types of examples or areas for improvement.

Insufficient details on types of technical information: 23% of the 755 respondents who provided details or examples indicated that they have experienced missing technical information for construction products. For example, the information provided may have been too general or data sheets may have not been provided or may have been incomplete. Construction professionals in some cases mentioned specific technical characteristics about the appearance, performance, or specific values of construction products that they were unable to find. Specific examples mentioned by multiple professionals include: thermal capacity, thermal or sound insulation, composites of products, compatibility between materials, dimensions, weights, fire resistance and fireproofing information.

Insufficient (technical) information for specific products: 9% of respondents who provided details or examples mentioned specific examples of products they for which they were unable or had difficulties to find technical information. The examples of products or product categories mentioned by multiple professionals include: windows and doors, plasters, cement and concrete, wood, metallic material, bricks, wool, insulation products. In some cases, professionals mentioned specific information they were looking for specific products, such as resistance information for plastic, or acoustic parameters for wool.

Other types of insufficient information: 25% of respondents who provided details or examples indicated other types of information they were not able or had difficulties to acquire. The most common of these were as follows:

- **Insufficient information on manuals/instructions/maintenance: 6%** of respondents who provided details or examples indicated that construction products are often not accompanied by appropriate manuals and instructions for assembling/installation/maintenance, or these exist but are lacking information. For example, instructions may not contain images or text, or installation images may be unclear;

- **Insufficient information on safety: 4%** of respondents who provided details or examples stressed the lack of sufficient safety information linked with the use of construction products. Some professionals mentioned the need to provide information on chemical substances or toxic contents, while others indicated the need for explanation of the hazards, and suggested precaution measures (e.g. gloves, masks);
- **Insufficient information on environmental characteristics and recyclability: 3%**of respondents who provided details or examples indicated there is a lack of environmental characteristics as well as information on recycling of construction products;
- **Insufficient information on testing, certificates and markings: 3%** of respondents who provided details or examples mentioned that either this information is not provided at all or lacks key information on testing such as specific values of tests and exact focus of certificates;
- **Insufficient information on contact details: 1%** of respondents who provided details or examples indicated that even though contact details are provided, in most cases, only a generic contact is available, meaning that they are often unable to reach a contact with the appropriate expertise to reply their questions on specific characteristics of construction products.

Examples of other types of information that are not provided at all or missing include: information on prices of specific products (or versions of products), information on real environment use cases, and alternative uses. Additionally, a few respondents indicated that in some cases the information may be too generic and missing specific data or not updated to the latest product characteristics.

Availability and accessibility of information: 8% of respondents who provided details or examples indicated issues related to access to information. Certain professionals mentioned that information was not available on manufacturers' websites or not sent with the products, others have been able to find the information, but some additional effort was required. For instance, certain professionals had to contact directly the manufacturer, conduct time-consuming data searches and, in some cases, register to databases or pay phone charges to obtain the desired information.

Clarity and complexity of information: 8% of respondents who provided details or examples indicated that information provided was either unclear or complex. For example, certain professionals mention that information was too generic to be useful for them, visualisations such as diagrams were missing, too much information was provided making it difficult to identify relevant information. Additionally, others stressed that the language used in some cases was too technical and not accessible for non-experts.

Comparability of information: 4% of respondents who provided details or examples raised issues of comparability and the need for standardisation of information. They mentioned both issues of comparability between products of different manufacturers (e.g. using different units of measurement or different interpretations of data) and comparability issues between products from different countries of manufacturing.

Language of information: 4% of respondents who provided details or examples mentioned linguistic issues as an area that impacts the precision of information provided. Many of those referred to the fact that information in some cases is either not translated or poorly translated into their local language(s), while others mentioned the fact that

the language usage in various sources of information is rather too technical and not accessible for non-experts.

Reliability of information: **4%** of respondents who provided details or examples indicated that the information available is not always reliable. This according to them may include mistakes in data sheets or other pieces of information, or misleading descriptions and information. Few respondents mention that they have received contradictory information about certain products.

Other issues: **16%** of respondents who provided details or examples mentioned other issues that could not fit in any of the aforementioned categories. These responses refer to several aspects related to information on construction products. For example, respondents mentioned communication issues (e.g. with the manufacturer), issues of digitisation of information (e.g. use of QR codes, databases, web structures, uploading information online), presentation of information (e.g. tutorial videos), examples of national or other databases they use to identify information, training and education issues as well as difficulties to access useful information due to the large amount of available information.

3.3. Requirements and preferences for technical information and information sources for construction products

While the preceding part of the questionnaire focussed on the respondents' experience in the past, this second part aimed at exploring their expectations and preferences in terms of information.

This section provides an overview of survey responses to questions that address their information requirements for construction products in terms of level of detail (Q13), type of information (Q14), and preferred source (Q15).

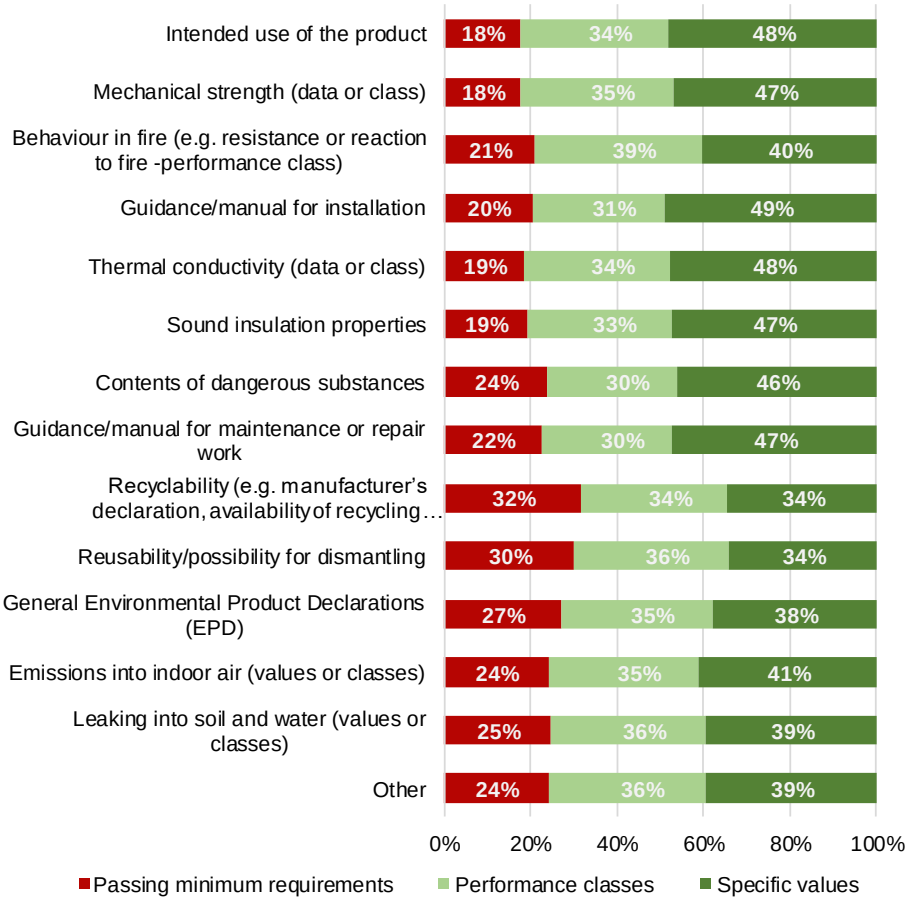
The questions covered in this section were asked to all survey respondents, including those who indicated (Q5) that did not need technical information, or required it only very occasionally in the past five years.

The analysis performed under this section is presented in figures of the overall responses of each question as well as the responses per sector and size. When it is considered insightful, an overview of responses per task or country is also presented.

Question 13: What level of detail of information on construction products is necessary for it to be useful for your work?

Indicate the response that best corresponds to your situation

Figure 32: Level of detail of technical information necessary by information type



Source: CPR Survey results (2017), Ecorys calculations

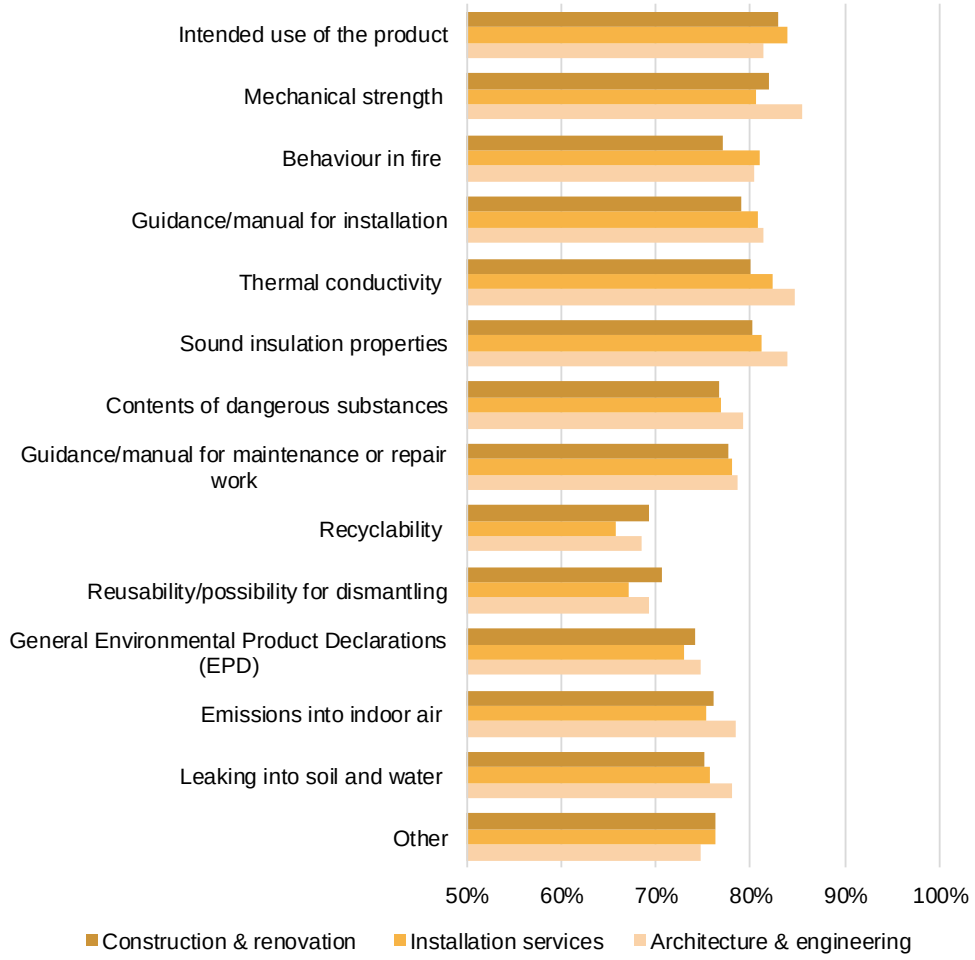
Figure 32 shows the preference of respondents on the level of detail of technical information that is useful for their work, i.e. specific values, performances classes or minimum requirements. Figure 32 excludes those respondents that indicated a particular type of information was not relevant for them. Across all types of information, '*Specific values'* is the most commonly selected response (43% of respondents), followed by 'Performance classes' (selected by 34% of respondents) and 'Passing minimum requirements' (selected by 23% of respondents).

Relatively high shares of need for 'Specific values' and low shares for '*Passing minimum requirements*' are found for '*Intended use of the product'*, '*Mechanical strength'*, '*Guidance/manual for installation*', '*Guidance/manual for maintenance or repair*', '*Thermal conductivity*' and '*Sound insulation properties*'. By comparison, '*Passing minimum requirements*' is relatively more relevant for information on '*Recyclability*' and '*Reusability/possibility for dismantling*'.

The option 'Other' was selected by approximately 46% of respondents to this question who privileged specific values (39%), followed by performances classes (36%). The type of information concerned was specified by a few respondents (less than 1%), who

specified: factory production control, weight, price, reliability, type of material, lighting bodies, waterproofing, integrity, repairs, speed, handling & storage, corrosion resistance, security norms, test certificates & reports and water usage rates. Other respondents mentioned to include informal registration next to the product class or norm.

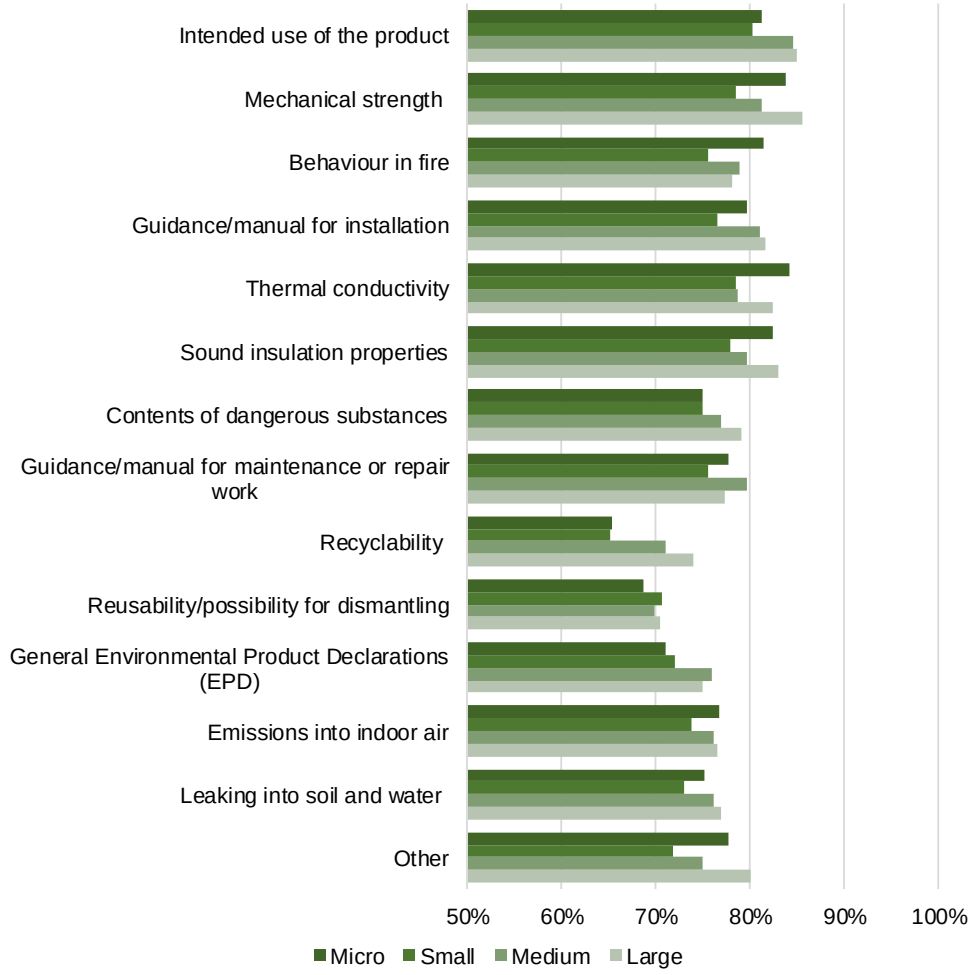
Figure 33: Level of detail of technical information necessary by information type (per sector) - Sum of '*Specific values'* and '*Performance classes'* as a share of total responses (excluding 'Not relevant')



Source: CPR Survey results (2017), Ecorys calculations

Figure 33 shows a breakdown of replies choosing specific value and performances classes by sector of activity. The figure shows the sum of the responses '*Specific values*' and '*Performance classes'; a* high value indicates a higher proportion of professionals that need information exceeding '*Passing minimum requirements*'. Overall, there do not seem to be major differences across sectors; there are no statistically significant differences observed across sectors. The highest variation is noted for the '*Mechanical strength''* for which professionals engaging in Architecture and engineering indicate that '*Specific values*' and '*Performance classes'* are more relevant compared to the other two sectors.

Figure 34: Level of detail of technical information necessary by information type (per size) Sum of '*Specific values'* and '*Performance classes'* as a share of total responses (excluding 'Not relevant')

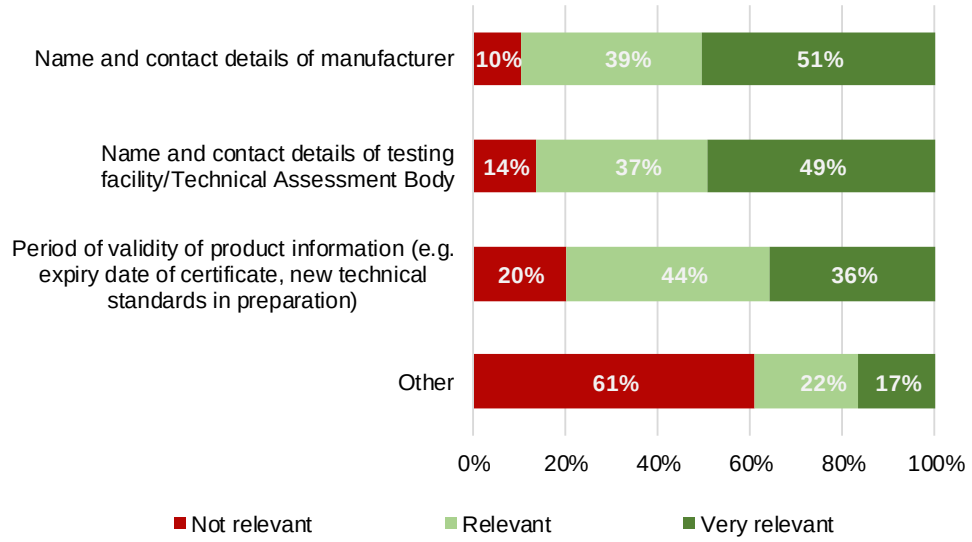


Source: CPR Survey results (2017), Ecorys calculations

Figure 34 shows a breakdown of replies choosing specific values and performances classes, broken down by company size. The figure shows the sum of the responses '*Specific values*' and '*Performance classes'.* Overall, there do not seem to be major differences in the level of detail of technical information required by different company size classes; there are no statistically significant differences observed across company size categories.

Question 14: How relevant for your work are the following types of information?
Indicate the response that best corresponds to your situation

Figure 35: Relevance of other information on construction products: contacts and validity



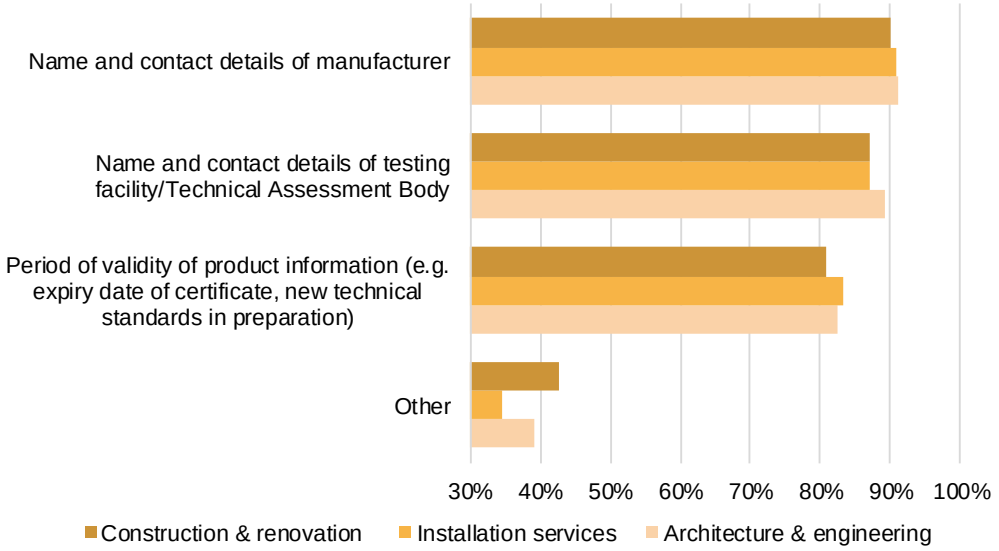
Source: CPR Survey results (2017), Ecorys calculations

Figure 35 shows that approximately half of construction professionals consider that information on '*Name and contact details of manufacturer'* and '*Name and contact details of testing facility/technical assessment body'* is very relevant to their work with, respectively, 90% and 86% of respondents indicating that such information is '*Very relevant'* or '*Relevant'*. Information on the '*Period of validity of product information*' is '*Very relevant'* or '*Relevant'* for 80% of construction professionals; though only 36% indicate that is very relevant.

Out of all the respondents 36% provided an answer to the option '*Other'* although of these 61% said it was '*Not relevant'* with 39% indicating that other information was either '*Relevant*' or '*Very relevant'*, corresponding to 14% of the total respondents to question 14.

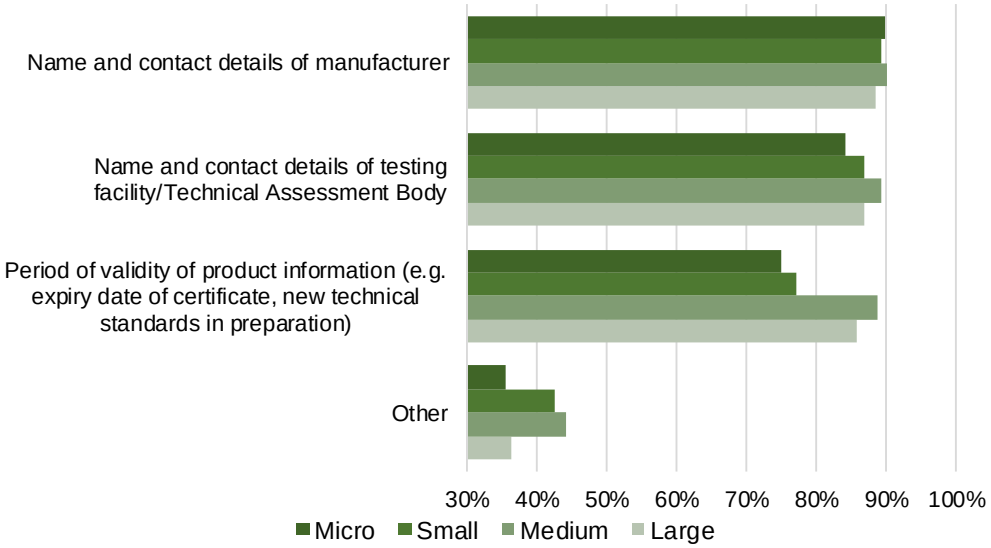
Under the option 'Other', 47 respondents specified the type of information. Examples of the types of other information considered relevant include: more information on the product itself (e.g. technical data properties and environmental performance), certificates and other testing results as well as, manuals and specifications on the use of the product.

Figure 36: Relevance of other information on construction products: contacts and validity (per sector) – Percentage of the sum of responses 'Very relevant' and 'Relevant' out of total responses



Source: CPR Survey results (2017), Ecorys calculations

Figure 37: Relevance of other information on construction products: contacts and validity (per size) - Percentage of the sum of responses 'Very relevant' and 'Relevant' out of total *responses*

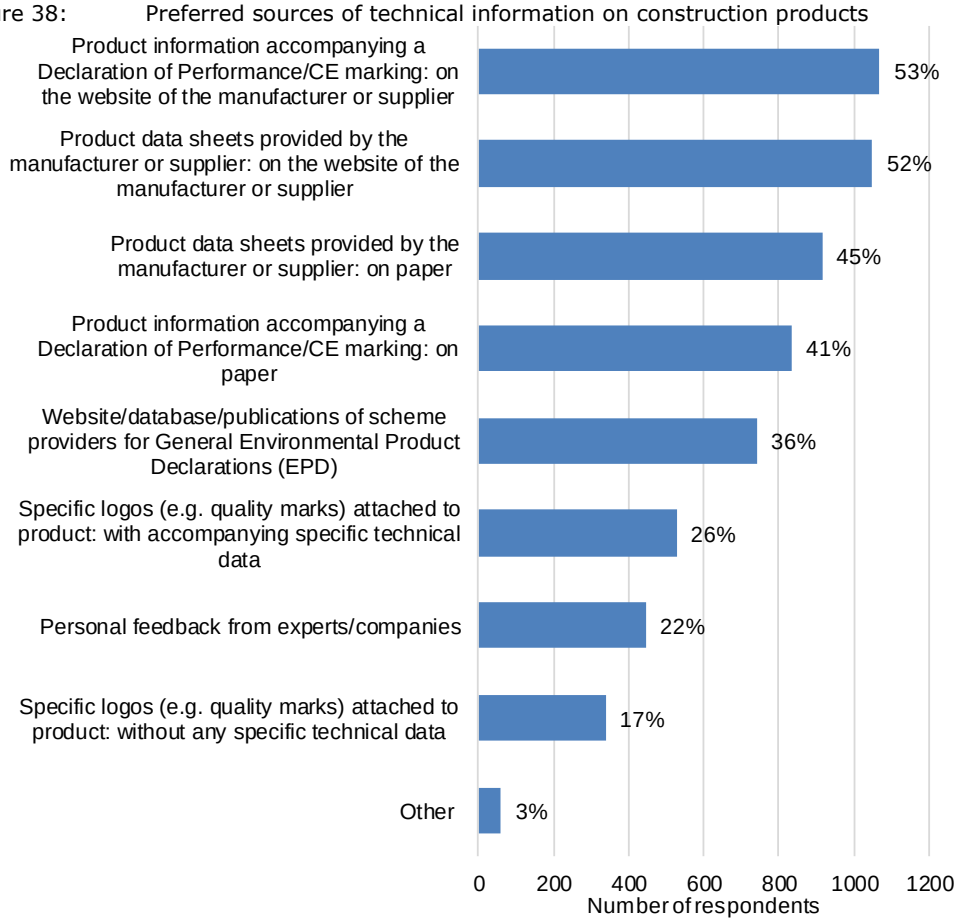


Source: CPR Survey results (2017), Ecorys calculations

Figures 36 and 37 present the relevance of information respectively, broken down by sector of activity and company size. Overall, there are no major variations observed, with the exception of the '*Period of validity of product information',* which is perceived as more relevant by large (89%) and medium sized (86%) companies compared to small (77%) and micro (75%) companies; the difference between larger (large and medium) and smaller (small and micro) companies is statistically significant (at a 95% confidence interval).

Question 15: From which source(s) would you prefer to get technical information on construction products?
Multiple replies possible

Figure 38: Preferred sources of technical information on construction products

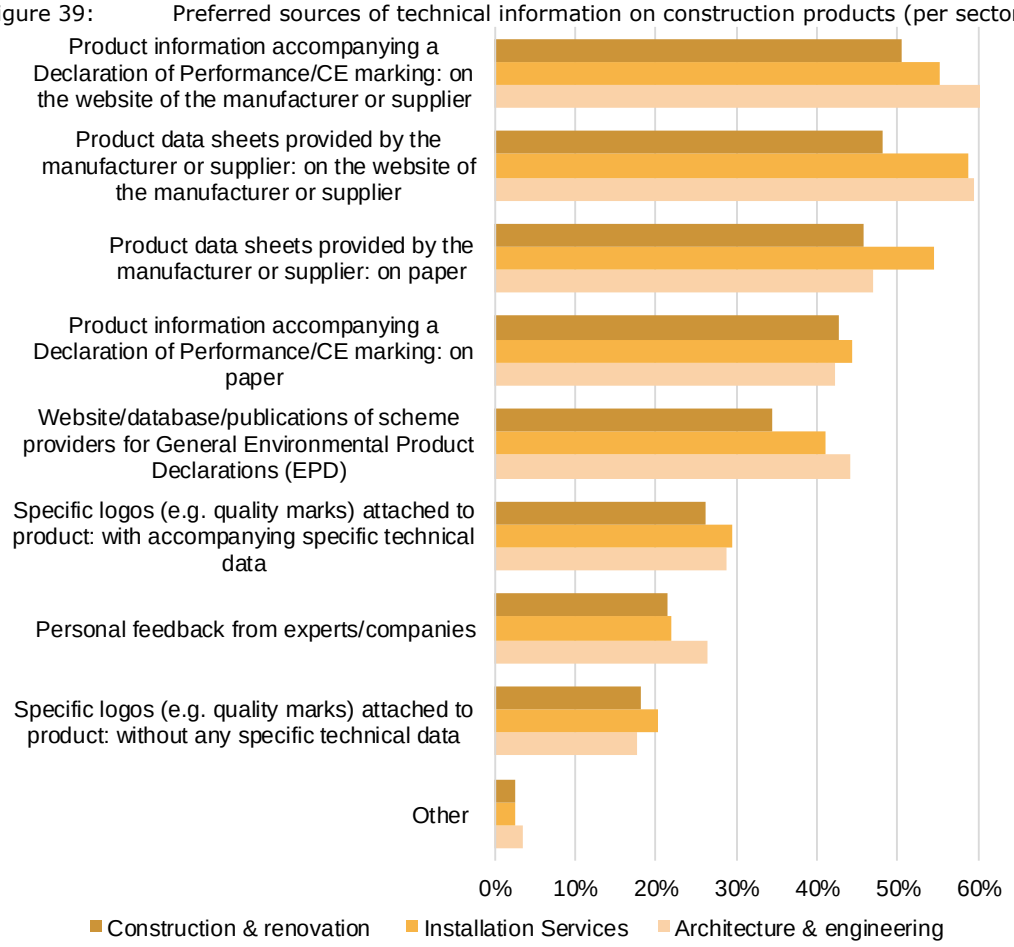


Source: CPR Survey results (2017), Ecorys calculations

As shown in Figure 38, more than half of construction professionals indicate that '*Product information accompanying a declaration of performance/CE marking, on the website of the manufacturer or supplier*' and '*Product data sheets provided by the manufacturer or supplier, either on the website of the manufacturer or supplier*' are among their preferred source(s) of technical information on construction products. The same information on paper instead of the website was selected by 7% fewer respondents in the case of product data sheets and 12% fewer in the case of information accompanying a declaration of performance/CE marking. Specific logos or quality marks receive a much lower level of preference, particularly when not accompanied with technical data (22% and 17%), as well as '*Personal feedback from experts/companies*' (17%).

Additionally, 3% of respondents selected the option '*Other'*. Some examples of responses include third party testing and reviews, certificates and databases of products.

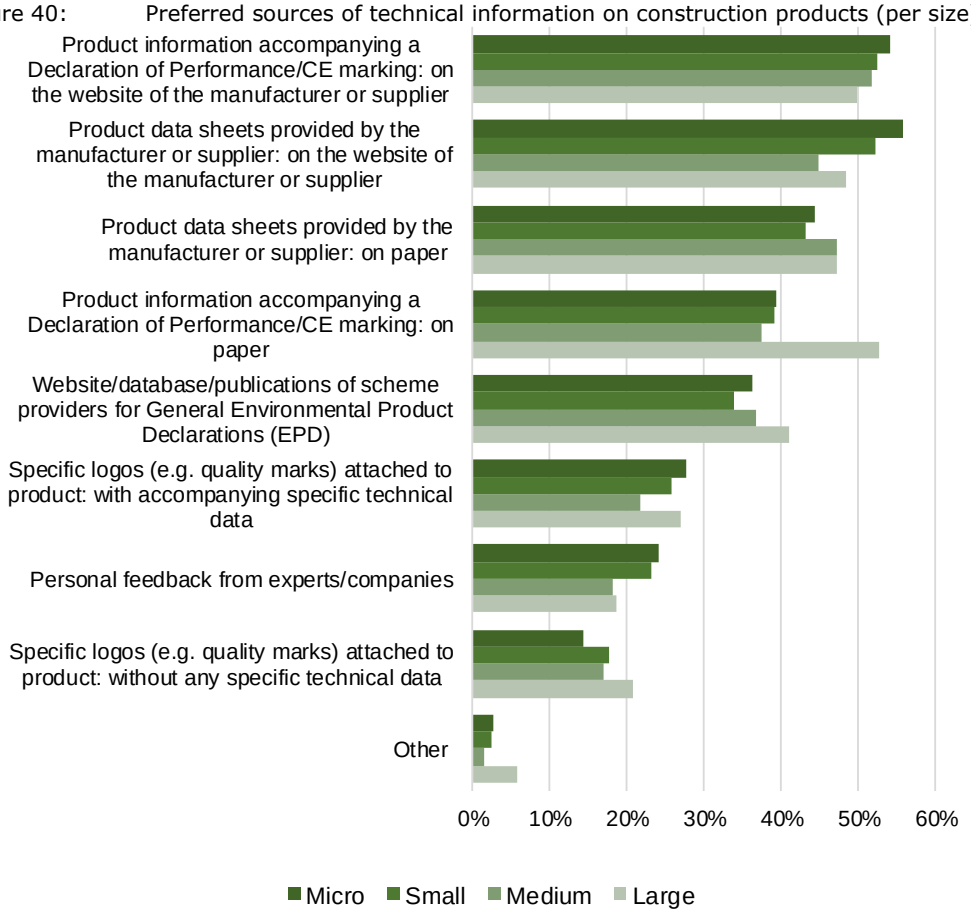
Figure 39: Preferred sources of technical information on construction products (per sector)



Source: CPR Survey results (2017), Ecorys calculations

Figure 39 illustrates the preferred information sources, broken down by sector of activity. On average professionals in construction and renovation selected fewer different sources, this explains why in most cases this sector has a lower percentage. For example, for '*Product data sheets provided by the manufacturer or supplier: on the website of the manufacturer or supplier'* was selected by 48% of professionals working in Construction and renovation, which is statistically significantly lower (at a 95 % confidence level) than for Installation services (59%) and Architecture and engineering (60%). Similar variations are noted for '*Product information accompanying a Declaration of Performance/CE marking: on the website of the manufacturer or supplier'* and '*Website/database/publications of scheme providers for General Environmental Product Declarations (EPD)'*; for the latter, the share for Construction and renovation is statistically significantly lower than for the other two sectors. The expressed preference of professionals in Installation services for '*Product data sheets provided by the manufacturer or supplier: on paper*' is statistically significantly higher than for the other two sectors.

Figure 40: Preferred sources of technical information on construction products (per size)



Source: CPR Survey results (2017), Ecorys calculations

Figure 40 illustrates the preferred information sources, broken down by company size. Overall, all size categories follow a similar ranking of information sources. Large companies stand out for their statistically significant (at a 95% confidence level) higher preference for *'Product information accompanying a Declaration of Performance/CE marking: on paper'* which was selected by 53% of professionals from large companies compared to 37%-39% for the other size categories.

3.4. Procedures for checking product performance declarations for construction products

This last part of the questionnaire, after exploring respondents' experience and preferences regarding information on construction products, focussed on how they check performance declaration.

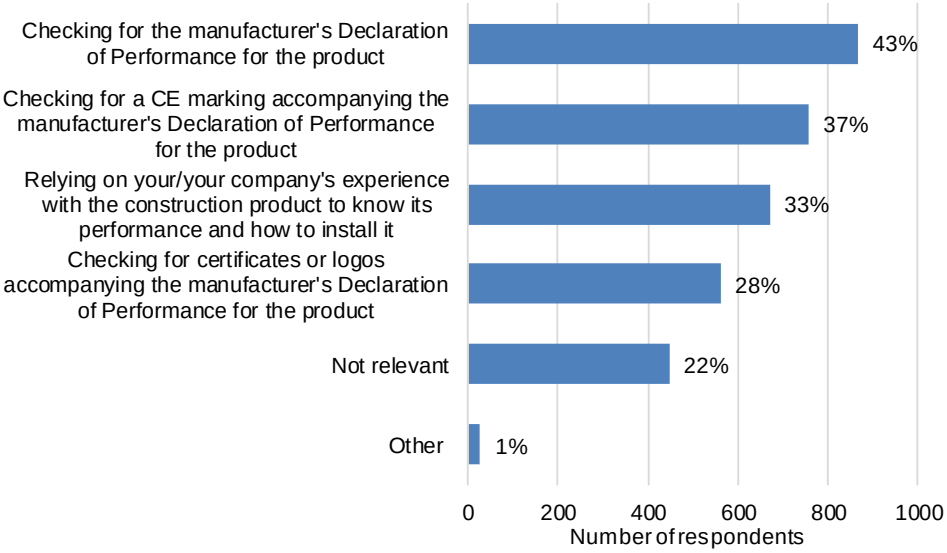
This section provides an overview of the survey responses to questions that address respondents' practices for checking information on product performance for familiar (Q16) and new/unfamiliar (Q17) construction products and for checking the validity of such information (Q18). Also covered are responses on the preferred source of product performance information (Q19).
The questions covered in this section were asked to all survey respondents, including those that indicated (Q5) that did not need technical information, or required it only very occasionally in the past five years.

The analysis performed under this section is presented in figures of the overall responses of each question as well as the responses per sector and size. When is considered insightful, an overview of responses per task or country are also presented.

Question 16: For construction products that you have been using for more than five years, which of the following are you still usually doing to check on product performance?

Multiple replies possible

Figure 41: Product performance check for products used for more than five years



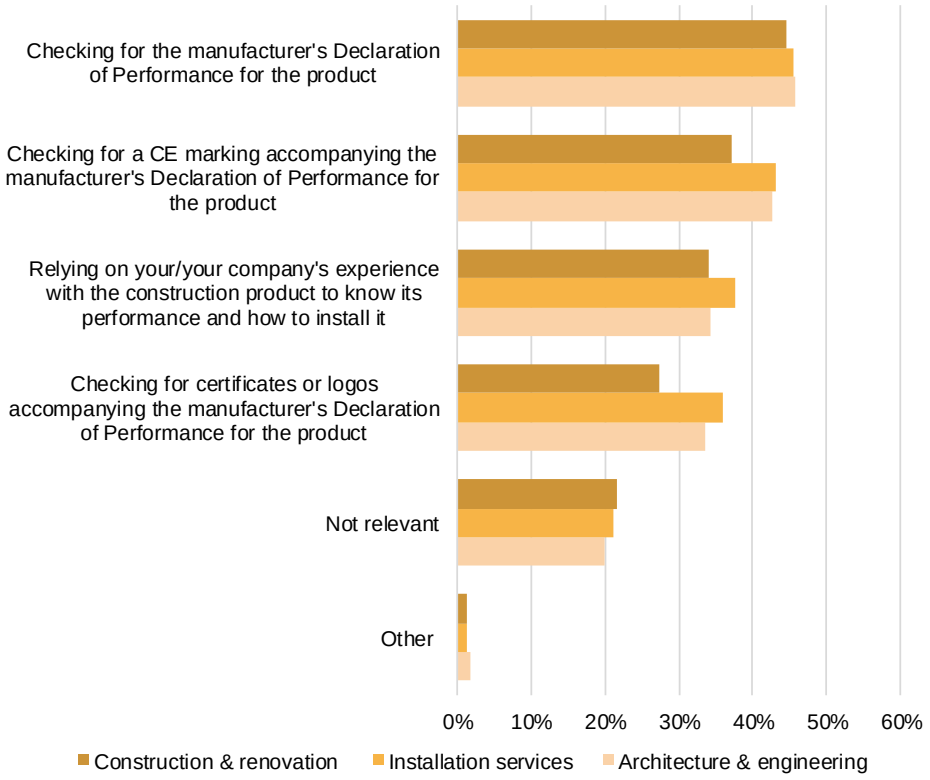
Source: CPR Survey results (2017), Ecorys calculations

Figure 41 shows whether construction professional usually check product performance when using construction products with which they are familiar. The results indicate that around 40% of construction professionals usually perform '*Checking for the manufacturer's declaration of performance for the product*' (43%) and '*Checking for a CE marking accompanying the manufacturer's Declaration of Performance*' (37%), for products with which they are familiar (i.e. have more than 5 years of experience of using the product). At the same time, 33% of construction professionals are '*Relying on their company's experience with the construction product*' (35%).

The option '*Not relevant'* was selected by 22% of professionals. These could either be respondents who do not have responsibility for checking products or that do not have experience of more than five years with specific construction products.

Additionally, 1% of respondents selected the option '*Other'.* Some examples of the checks specified include: periodic testing of other products, other markings (i.e. other than CE marking), self-testing, results of testing from independent entities (e.g. laboratories).

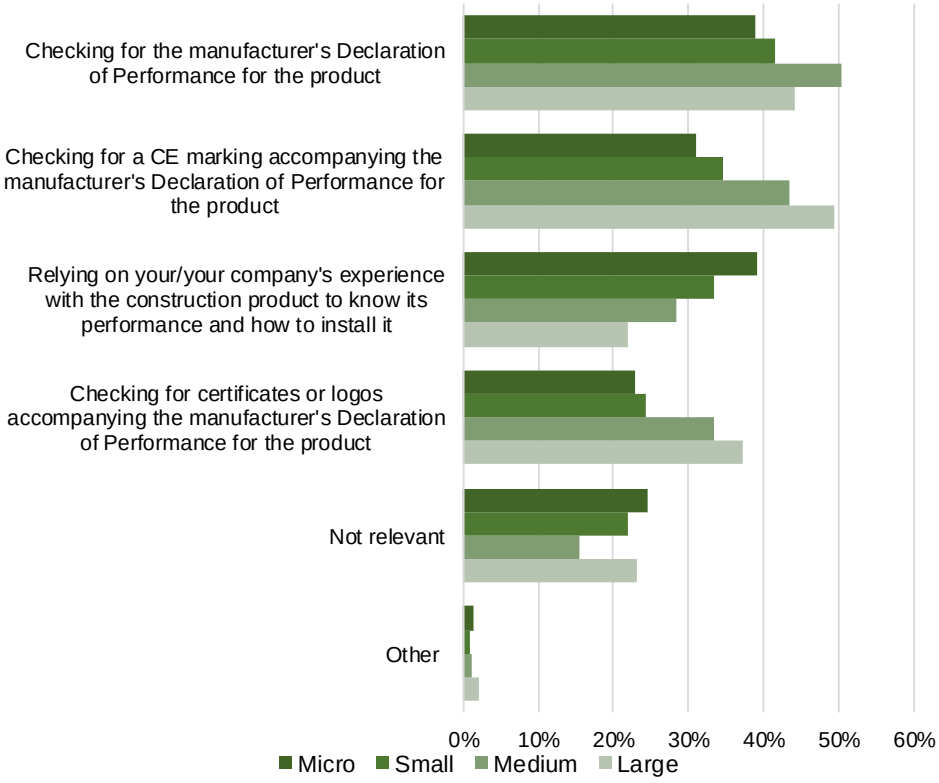
Figure 42: Product performance check for products used for more than five years (per sector)



Source: CPR Survey results (2017), Ecorys calculations

Figure 42 shows the breakdown of performance check for familiar products by sector of activity. Overall, all sectors follow a similar ranking of information sources; although respondents from Construction & renovation have a statistically significant lower share (at a 95% confidence level) for '*Checking for a CE marking accompanying the manufacturer's Declaration of Performance for the product*' and '*Checking for certificates or logos accompanying the manufacturer's Declaration of Performance for the product*'.

Figure 43: Product performance check for products used for more than five years (per size)

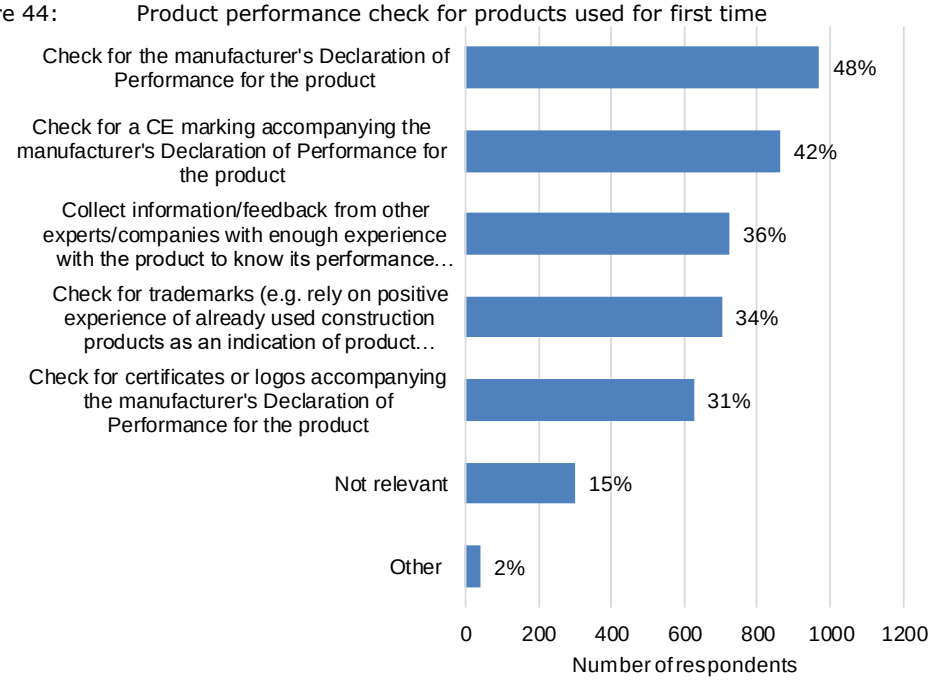


Source: CPR Survey results (2017), Ecorys calculations

Figure 43 illustrates the ways professionals check the performance of products (with 5 years of experience), broken down by company size. There seems to be a relationship between size of companies and the ways to conduct a performance check. Respondent from large and medium sized companies more frequently select the options '*Checking for the manufacturer's Declaration of Performance for the product'*, '*Checking for a CE marking accompanying the manufacturer's Declaration of Performance for the product'* and '*Checking for certificates or logos accompanying the manufacturer's Declaration of Performance for the product*'. Conversely, micro companies report a statistically significant (at a 95% confidence level) higher share of construction professionals that indicate '*Relying on your/your company's experience with the construction product to know its performance and how to install it'.*

Question 17: If you were using construction products for the first time, which of the following would you usually do to check on product performance?
Multiple replies possible

Figure 44: Product performance check for products used for first time



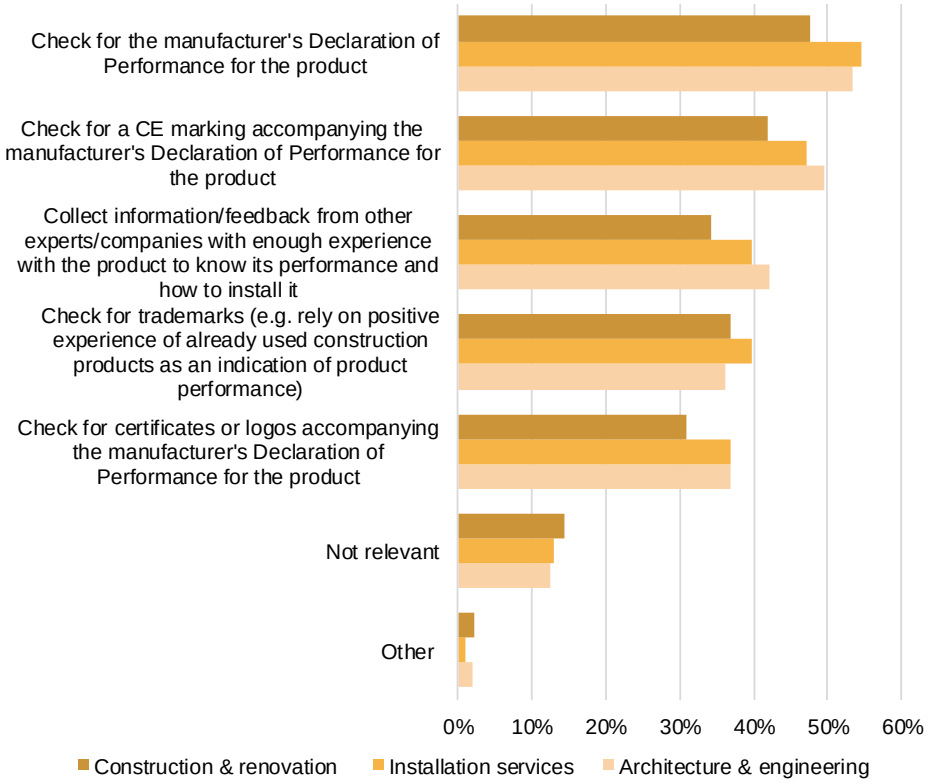
Source: CPR Survey results (2017), Ecorys calculations

Figure 44 shows whether and how construction professionals check product performance when using a product for the first time. The general pattern of the share of construction professionals who check different sources of information for new products is similar to that for more familiar products (figure 41) but with higher overall rates. Nearly half of construction professionals report that they would usually '*Check for the manufacturer's Declaration of Performance*' (48%), while 42% report that they 'Chec*k for a CE marking accompanying the manufacturer's Declaration of Performance*'. Nonetheless, a quite substantial proportion of construction professionals indicate that they would also make use of experience of others (i.e. '*Collection of information/feedback from other experts/companies…*', 36%) or experience of other products from the manufacturer/supplier (i.e. '*Check for trademarks'*, 34%).

The option '*Not relevant'* was selected by 15% of respondents. This may reflect responses from professionals that are not responsible for checking products, or that do not use new products.

Additionally, 2% of respondents selected the option '*Other'.* Some examples of responses include: manufacturer's performance in personal conversation, product data sheet, technical samples on site, product reviews, third party testing and reports, as well as self-testing.

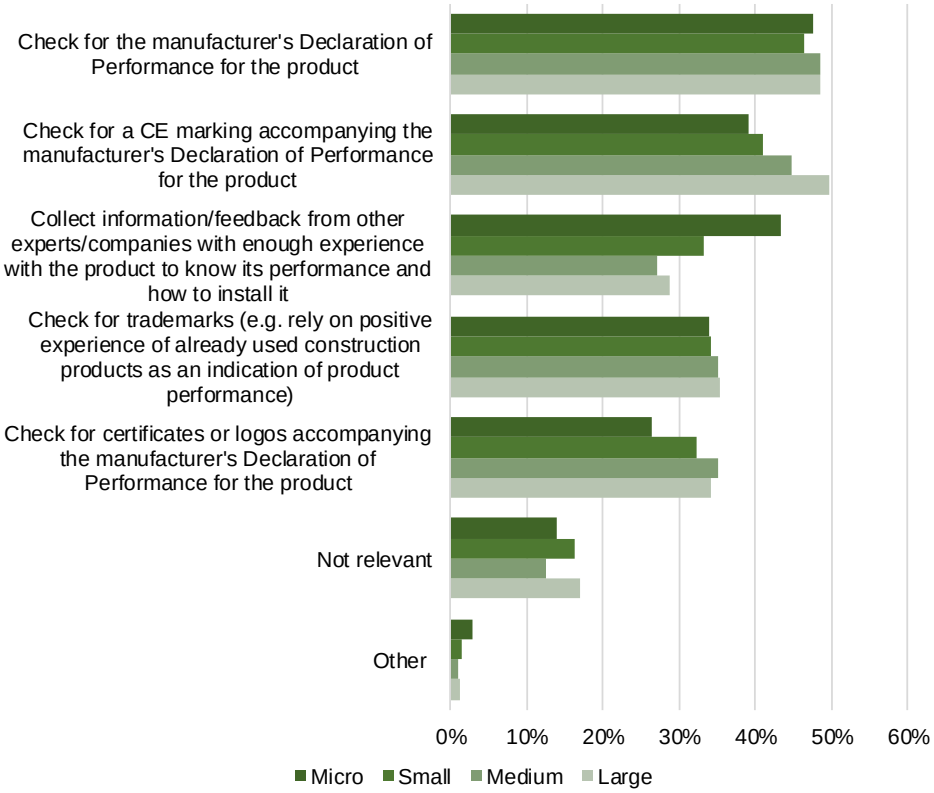
Figure 45: Product performance check for products used for first time (per sector)



Source: CPR Survey results (2017), Ecorys calculations

Figure 45 illustrates the ways professionals check the performance of products used for first time, broken down by sector of activity. The ranking of responses is similar for all three sectors, apart from the indication that professionals in Architecture and engineering rank '*Collect information/feedback from other experts/companies…'* as third option for checking product performance, while it is the fourth option for the other two sectors. Professionals from the Construction & renovation sector have statistically significant lower shares than for the other two sectors for all of the individual types of checks, except '*Check for trademarks (e.g. rely on positive experience of already used construction products as an indication of product performance)*'.

Figure 46: Product performance check for products used for first time (per size)



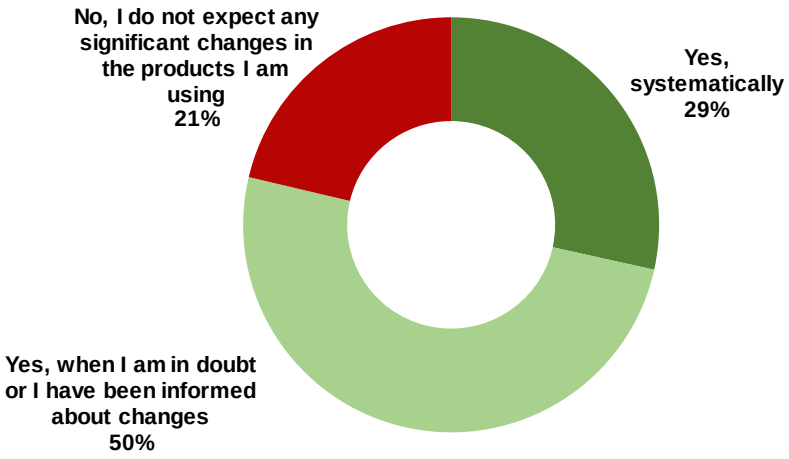
Source: CPR Survey results (2017), Ecorys calculations

Figure 46 illustrates the ways professionals check the performance of products used for first time, broken down by company size. Professionals working for smaller companies (micro and small) indicated that they '*Collect information/feedback from other experts/companies…'* to a greater extent compared to larger companies. The share of 43% for micro companies is statistically significantly higher (at a 95% confidence level) than for small (33%), medium (27%) and large (29%) companies. Conversely, '*Check for a CE marking accompanying the manufacturer's Declaration of Performance for the product*', is more popular among larger companies, as half of the professionals working in large companies (50%) selected this option, followed by medium (45%), small (41%) and micro (39%) companies. Professionals from micro companies also have a statistically significant lower share than the other size categories for '*Check for certificates or logos accompanying…*'.

Question 18: For construction products for which you have obtained performance information in the past, the information may become outdated (e.g. new test methods, expiry of certificates). Do you normally check the validity of previously obtained information?

Indicate the response that best corresponds to your situation

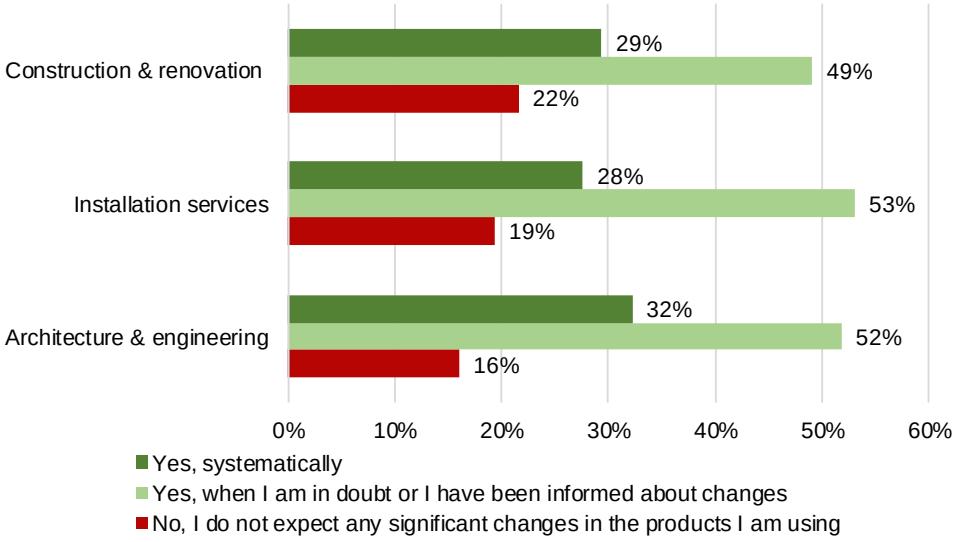
Figure 47: Checking the validity of previously obtained product performance information



Source: CPR Survey results (2017), Ecorys calculations

Figure 47 indicates that 29% of construction professionals systematically check the validity of previously obtained information on the performance of construction products, while 50% will check such information when they are in doubt or have been informed of a change. The remaining 21% of construction professionals do not check the validity of previously obtained information, as they do not expect changes in the products they use.

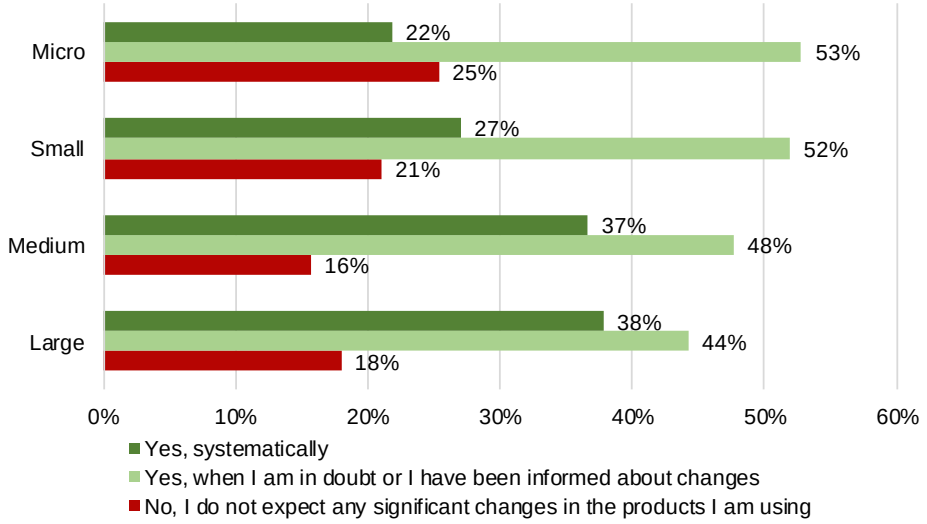
Figure 48: Checking the validity of previously obtained product performance information (per sector)



Source: CPR Survey results (2017), Ecorys calculations

Figure 48 shows whether professionals check the validity of previously obtained product performance information broken down by sector. The figure shows that 84% of professionals in Architecture and engineering are checking previously obtained information systematically or when in doubt, whereas the shares for professionals in Installation services and in Construction and renovation are 81% and 78% respectively. The differences across sectors are not statistically significant, however.

Figure 49: Checking the validity of previously obtained product performance information (per size)

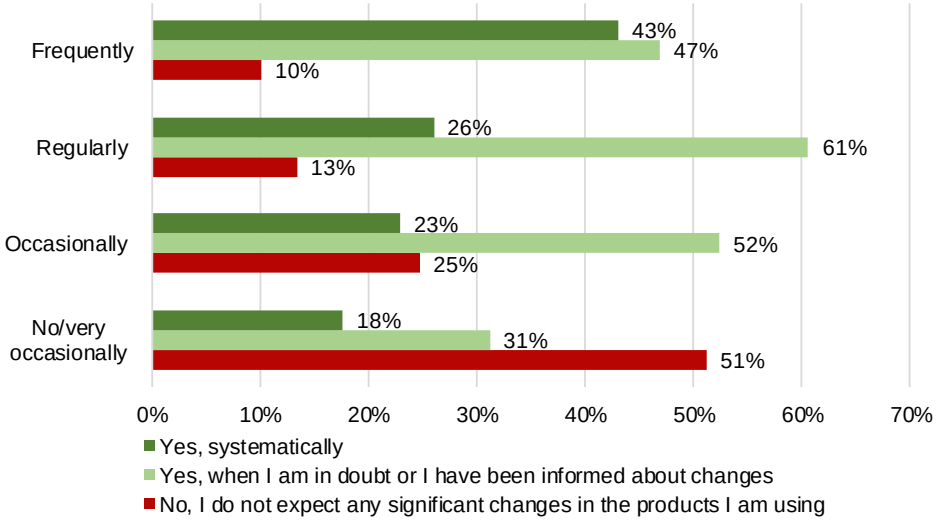


Source: CPR Survey results (2017), Ecorys calculations

Figure 49 shows whether professionals check the validity of previously obtained product performance information, broken down by company size. The figure indicates that a higher share of professionals in medium (84%) and large (82%) companies are checking previously obtained information systematically than professionals working for small (79%) and micro companies (75%). Professionals from micro-enterprises have a statistically significant lower share (at a 95% confidence level) for '*Yes, systematically*' (22%) than the other three categories, while the share for small companies (27%) is statistically significantly lower than for medium (37%) and large (38%) companies.

The following tables (50 to 53) aim at further investigating which specific information is requested at a regular basis (complementary to questions 5,7,15 and 16 of the survey).

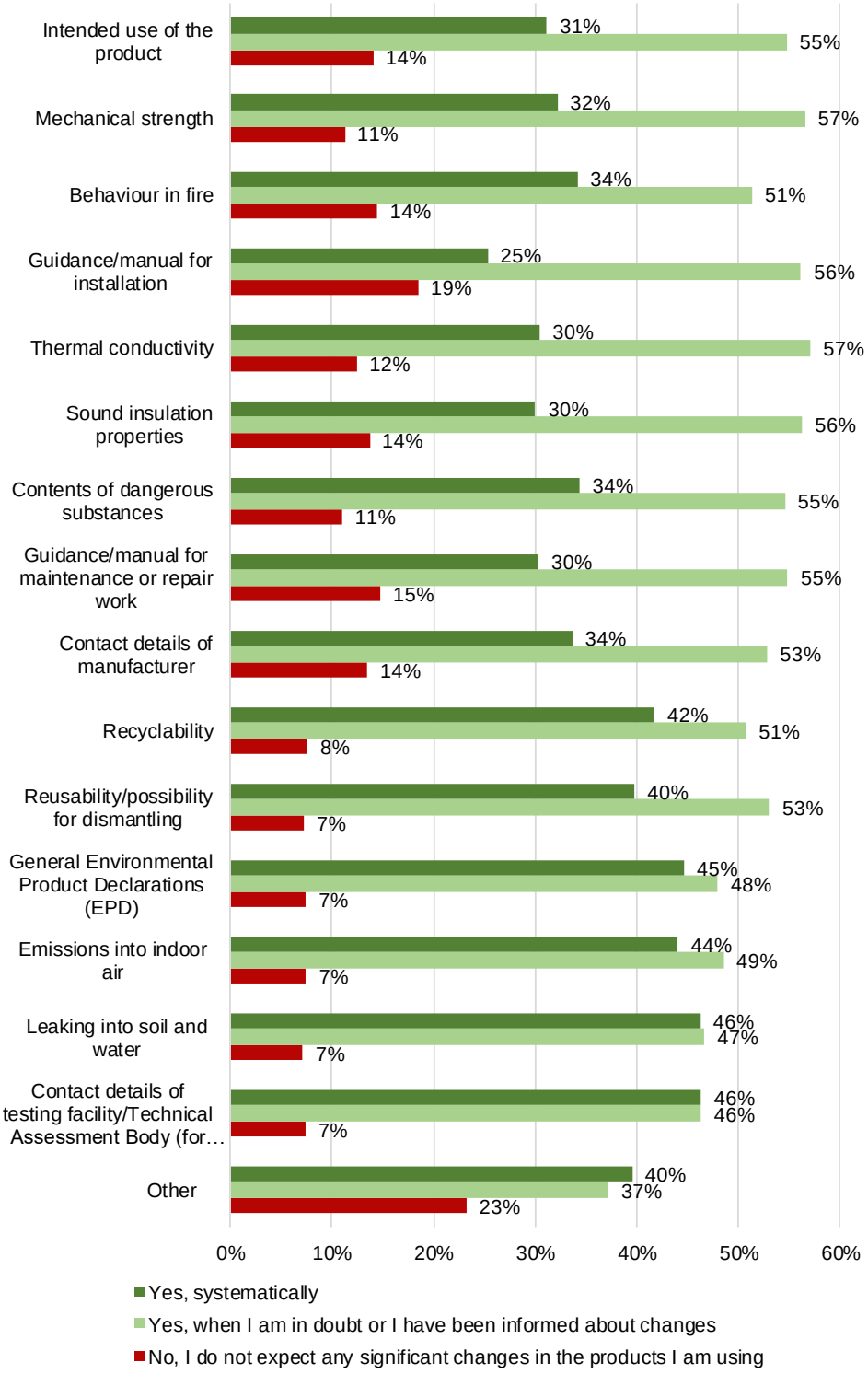
Figure 50: Checking the validity of previously obtained product performance information (per frequency of need to obtain information – Q5)



Source: CPR Survey results (2017), Ecorys calculations

Figure 50 shows the outcome of the cross-tabulation of whether and how systematically respondents check the validity of previously obtained information (Question 18) with the frequency with which respondents need to obtain technical information (Question 5). The figure shows a strong relationship between the responses to the two questions. Respondents that indicate that they need technical information frequently or regularly are more likely to systematically check the validity of previously obtained information, or to check it when they are in doubt. For example, among respondents that frequently require technical information, 43% indicate that they systematically check the validity of previously obtained performance information, which is statistically significantly higher (at a 95% confidence level) than for all other groups. Similarly, among respondents regularly needing technical information, 61% report that they check the validity of information '*when in doubt or I have been informed about changes*', which is statistically higher than for all other groups. Conversely, among respondents needing technical information only very occasionally (or not at all), the 51% share that select '*No, I do not expect any significant changes in the products I am using*' is statistically significantly higher than for all other groups, and the 25% share for respondents needing technical information only occasionally is statistically significantly higher than for the respondents that require technical information either frequently or regularly.

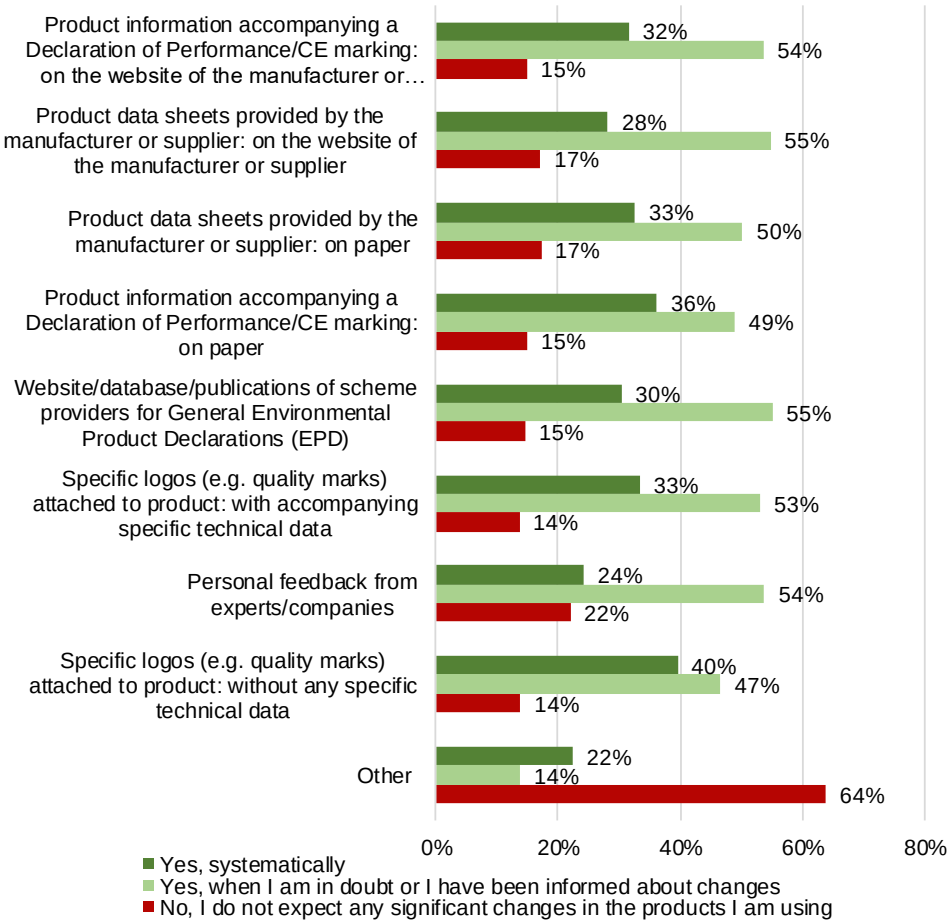
Figure 51: Checking the validity of previously obtained product performance information (per types of information – Q7)



Source: CPR Survey results (2017), Ecorys calculations

Figure 51 shows the outcome of the cross-tabulation of whether and how systematically respondents check the validity of previously obtained information (Question 18) with the type of technical information that they need (Question 7). The figure shows, for example, that among respondents needing information on the '*Intended use of the product*', 31% indicate that they systematically check the validity of previously obtained product performance information, while 55% indicate that they do so when in doubt or if they have been informed of a change. Looking across the named information types, the survey results show that for certain 'environmental-related' technical information (i.e. '*Recyclability*', '*Reusability/possibility for dismantling*', '*General Environment Product Declarations (EPD)*', '*Emissions into indoor air*', and '*Leaking into soil and water*'), the shares of respondents that indicate that they systematically check the validity of previously obtained performance information is higher than for most other information types; the shares of respondents that systematically check the validity of these 'environmental-related' technical information categories are in all cases statistically significantly higher (at a 95% confidence level) than the corresponding shares for the categories '*Intended use of the product*' '*Guidance/manual for installation*', '*Guidance/manual for maintenance or repair work*', *'Mechanical strength*', '*Thermal conductivity*', and '*Sound insulation properties*' and, with the exception of '*Reusability/possibility for dismantling*', are statistically significantly higher than for the categories of '*Behaviour in fire*' and '*Contents of dangerous materials*' and '*Contact details of the manufacturer*'. Conversely, the shares of respondents indicating that they do not check the validity of previously obtained information (answer: '*No, I do not expect any significant changes in the products I am using*') is generally statistically significantly lower – although sometimes only at a 90% confidence level – among respondents requiring information on 'environmental-related' technical information (i.e. '*Recyclability*', '*Reusability/possibility for dismantling*', '*General Environment Product Declarations (EPD)*', '*Emissions into indoor air*', and '*Leaking into soil and water*') than for other information categories, with the exception '*Contact details of testing facility/Technical Assessment Body …*', '*Contents of dangerous substances*', and the category '*Other*'.

Figure 52: Checking the validity of previously obtained product performance information (per information sources – Q15)

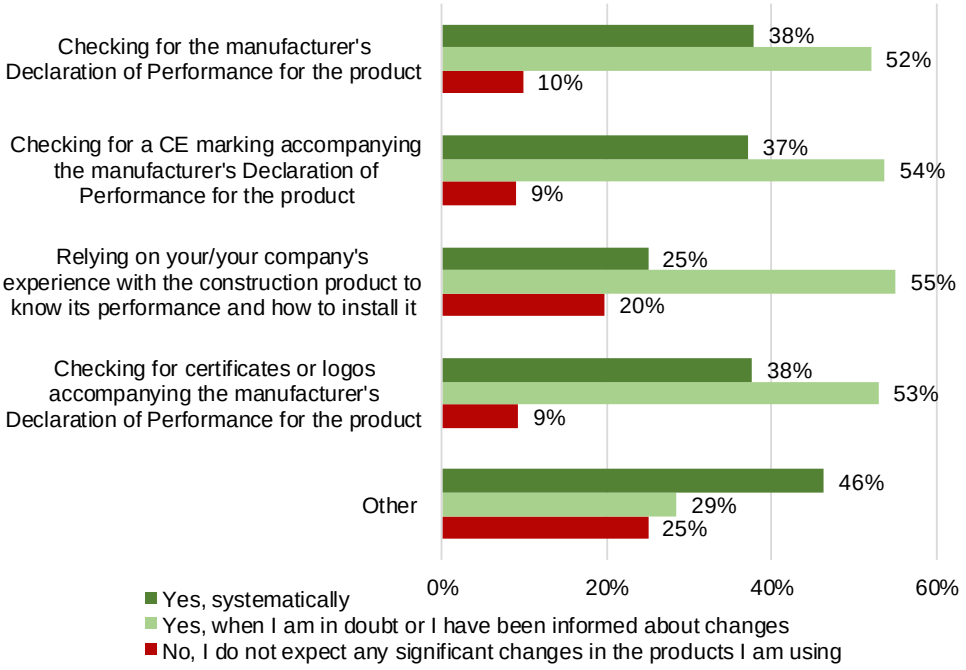


Source: CPR Survey results (2017), Ecorys calculations

Figure 52 shows the outcome of the cross-tabulation of whether and how systematically respondents check the validity of previously obtained information (Question 18) with the preferred source of technical information on construction products (Question 15). The figure shows, for example, that for respondents that identify '*Product data sheets provided by the manufacturer or supplier: on the website of the manufacturer or supplier*' among their preferred sources of technical information, 32% also report that they systematically check the validity of previously obtained product information, while 55% check such information when they are in doubt or have been informed of changes. The data provide little evidence of significant differences in reported behaviour for checking previously obtained information that can be linked to the respondent's preferred sources of technical information, except in the cases of '*Personal feedback from experts/companies*' and the category of '*Other*' preferred sources. For respondents that select '*Personal feedback from experts/companies*' among their preferred sources, the share of those that report '*Yes, systematically*' for checking previously obtained data is statistically significantly lower (at a 95% confidence level) than for other preferred information sources, except for the category '*Other*'. Conversely, their share of respondents that select '*No, I do not expect any significant changes in the products I am using*' is statistically significantly higher for respondents using personal feedback as a preferred source than the corresponding shares for all other preferred information sources. For respondents that indicate using '*Other*' preferred sources of information, which represent around 3% of the total sample, the share of respondents reporting '*Yes, when I am in doubt or I have*

been informed about changes' is statistically significantly lower than for other preferred source categories, while the share reporting '*No, I do not expect any significant changes in the products I am using*' is statistically significantly higher.

Figure 53: Checking the validity of previously obtained product performance information (per ways of checking product performance – Q16 – excluding 'Not Relevant')



Source: CPR Survey results (2017), Ecorys calculations

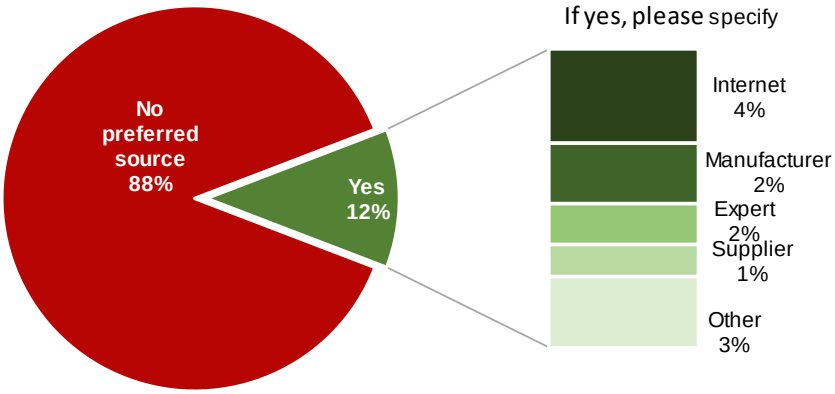
Figure 53 shows the outcome of the cross-tabulation of whether and how systematically respondents check the validity of previously obtained information (Question 18) with the ways used to check product performance (Question 16). The figure shows, for example, that for respondents that identify '*Checking for the manufacturer's Declaration of Performance of the product*' among their ways that they check product performance, 38% also report that they systematically check the validity of previously obtained product information, while 52% check such information when they are in doubt or have been informed of changes. Looking across the four main categories of ways of checking data (i.e. excluding the category '*Other*'), the shares of respondents that indicate that they check data when they are in doubt or have been informed about changes are similar, within the range 52% to 55%, and are not statistically significantly different from each other. However, for respondents that select '*Relying on your/your company's experience with construction products to know its performance and how to install it*' as a way to check product performance, the share of respondents that select '*Yes, systematically*' for checking the validity of previously obtained product information is statistically significantly lower (at a 95% confidence level) than for the other 3 main categories, while the share reporting '*No, I do not expect any significant changes in the products I am using*' is statistically significantly higher. The category '*Other*' for the ways used to check product performance has been selected by only 28 respondents that also provided information on how systematically they check the validity of previously obtained data. For this category, the share of respondents that selected '*Yes, when I am in doubt or I have been informed about changes*' is statistically significantly lower than for all the other categories, while the shares for '*Yes, systematically*' and '*No, I do not expect any significant changes in the products I am using*' are statistically higher than for the other categories, except the category '*Relying*

on your/your company's experience with construction products to know its performance and how to install it'. Nonetheless, despite the apparent statistical significance, given the small number of responses in the category 'Other', caution should be applied when assessing these findings.

Question 19: Do you have a preferred source for obtaining information on construction product performance?

Indicate the response that best corresponds to your situation

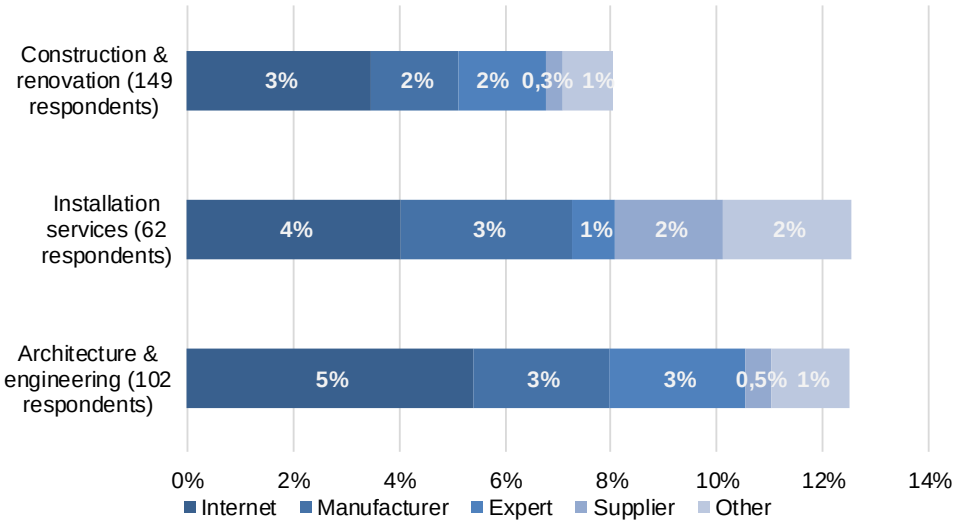
Figure 54: Preferred source for information on construction product performance



Source: CPR Survey results (2017), Ecorys calculations

Figure 54 indicates that most construction professionals do not have a preferred source for obtaining information on construction product performance. From the 12% of respondents that indicated preferred source(s) (237 respondents).The main categories of preferred information sources that could be identified from the details entered by respondents, are: the internet in general (4%), the manufacturer of the construction product (3%), the supplier or distributor of the construction product (2%), other experts such as public bodies or testing facilities (1%). Other miscellaneous options that could not be grouped in categories amounted to 3% of responses (or roughly a quarter of the sources from those respondents that indicated a preferred information source).

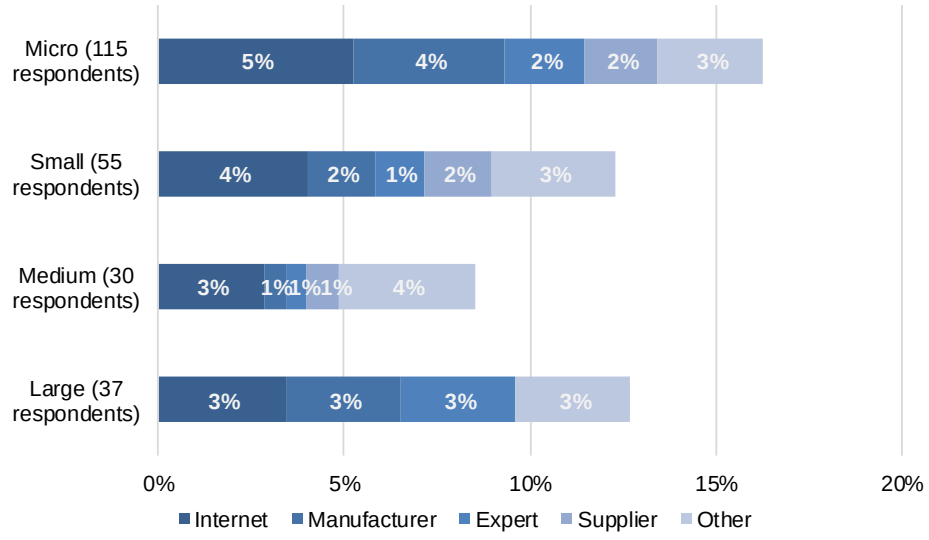
Figure 55: Preferred source for information on construction product performance (per sector) – Detailed yes responses out of total



Source: CPR Survey results (2017), Ecorys calculations

Figure 55 shows the proportion and split of professionals who selected a preferred information based on their sector of activity. Only 8% of professionals in Construction and renovation (from 1268 that answered this question) indicated a preferred source of information, which is lower than the 13% for the other two sectors (from 495 respondents for installation services and 816 for the Architecture & engineering). There are no major variations in the split between different information source categories.

Figure 56 Preferred source for information on construction product performance (per size)
Detailed yes responses out of total



Source: CPR Survey results (2017), Ecorys calculations

Figure 56 shows the proportion and split of professionals who selected a preferred information source based on their company size. For micro companies, 16% of professionals (out of 822 who responded this question) indicated a preferred source, compared to 13% for large companies (from 502 responses), 12% for small companies (from 382 responses) and 9% for medium companies (from 328 responses). There are no major variations in the split between different sources identified.

Question 20: Are there any other issues concerning information availability and data quality for construction products that are not addressed so far in this survey but that you consider as relevant?
If yes, please specify below

95% of respondents did not have any additional issues to mention, which could be because they considered the questionnaire to be sufficiently comprehensive.
98 specific answers to this question were given, i.e. 5% of respondents.

The responses can be grouped in the following broad categories:

- **Need for additional information:** This need was indicated by **33** respondents. Many of the responses referred to their need for additional types of information (i.e. appearance, suitability, packaging units) or information for additional products/product categories (i.e. finishing products, electrical products) that are relevant to them. Other responses indicated the importance in regular updates of the information available (e.g. ISO) as well as the presentation of the information (i.e. presentation of data in figures instead of text);
- **Standardisation of information:** The need for standardisation was the second most common response, selected by **10** respondents. Construction professionals who selected this option indicated that standardisation would contribute to objectivity and comparability of information and would allow direct comparison between the actual performance and requirements. A few respondents mentioned BIM as a useful tool for standardisation;
- **Information through the manufacturers:** **8** respondents to this question indicated the importance of the manufacturers' role for providing the necessary information. Construction professionals indicated that manufacturers should make technical information available in a clear and transparent way. A few respondents mentioned the need to provide information through the manufacturers' websites, while other stressed the need for direct contact with manufacturers (instead of distributors);
- **Construction products database:** **8** respondents referred to the importance of a global construction products database (at EU or national level). Respondents indicated that such a database for construction products (which could also include notified bodies), in a structured and comparable manner, could be essential given the massive availability of information;
- **Lack of transparency/Verification of information:** **9** respondents mentioned the need for verification of information or the lack of clarity and transparency of information available to them. These respondents stressed that a public authority or another third party should verify the accuracy of information provided by the manufacturers;
- **Other:** A number of other inputs as a response to this question could not be grouped. Examples are: the lack of availability of (specific) information, the large amount of information, the need for free provision of standards, the high regulatory burden, and the need for availability of information in local languages.

Annex A: Detailed survey methodology

Project assignment overview

The intention of the "Survey on user's needs for information on construction products" was to provide statistically representative results on EU construction professionals' needs for information on construction products. The initial targets set for the survey, subsequently verified, was to achieve a minimum of 2 000 replies across 10 given Member States (Belgium, Denmark, France, Germany, Ireland, Italy, Poland, Romania, Spain and the United Kingdom), reflecting *inter alia* the size composition of the population of construction enterprises.

To implement the "Survey on user's needs for information on construction products", the following main tasks were performed:

- **Task 1: Questionnaire preparation and translation.** *Review of the draft questionnaire prepared in English by the Commission Services to ensure clarity and readability, as well as propose and apply any necessary content changes.* After completion of the review, undertaken in collaboration with the Commission Services, the questionnaire has been translated into the 8 languages of the target non-English speaking countries: Danish, Dutch, French, German, Italian, Polish, Romanian and Spanish;
- **Task 2: Sample definition.** *Definition and construction of an appropriately stratified sample, targeting a wide range of users from different company sizes, sectors and across 10 countries.* The 'target' representative sample composition was developed using information from Eurostat Structural Business Statistics (SBS), taken to be representative of the population of relevant construction enterprises. The 'target' representative sample composition was used to guide implementation of the survey, by providing a tool for monitoring the representativeness of received replies throughout the period when the survey was open and, where necessary, to initiate actions where the numbers of responses received were unbalanced. Subsequently, it was used to evaluate the overall representativeness of the final retained sample of survey replies;
- **Task 3: Survey implementation.** *Implementation of the online interviews (survey), with continuous monitoring of responses and implementation of any mitigating measures needed to reach the target of a balanced sample of 2,000 responses.*
    - The initial proposed approach for survey implementation was based on direct electronic mailing sent to over 200 000 firms based on the sample definition, in combination with an invitation to European and national associations to disseminate the survey to their relevant members;
    - As response rates from these approaches proved extremely low, an additional approach using emails sent to a pre-established panel of enterprises was used to supplement the initial approach;

  The survey was launched online on October 23, 2017 and closed on December 2, 2017. Initially, the survey was addressed to construction professional in the 10 initially selected countries. Due to concerns about the low response rate, the use if the pre-established panel of enterprises was instigated, with the sending of emails launched on 20 November 2017 (with the survey closed also on December 2, 2017).

For this approach, the country coverage was extended to include 2 additional countries: Austria and the Netherlands. In total over 2,900 replies were received, of which 2,053 were retained for the subsequent data analysis;

- **Task 4: Data analysis.** *Translation of responses to open survey questions, data preparation and analysis.* The data preparation work and data analysis were implemented in December 2017 and January 2018. Translation of open survey responses was undertaken in January 2018;
- **Task 5: Reporting.** *Reporting of survey results 'question by question' with their presentation using appropriate graphical figures and diagrams*. The reporting of survey results is documented in this report.

Estimation of target sample composition

Data from the Eurostat Structural Business Statistics (SBS)[15] have been used to define a 'target' representative sample composition for the survey, based on three criteria:

- **Sectoral coverage:** for which three main professional categories of construction product users were identified, defined according to the NACE classification[16], as follows:
  - Construction and renovation: firms and craftsmen involved in the construction or renovation of buildings and specialised construction activities (corresponding to NACE 41[17], 43.1, 43.3, 43.9);
  - Installation services: firms and craftsmen providing installation services (corresponding to NACE 43.2);
  - Architects and engineers: professionals providing construction-related architectural and engineering services (corresponding to NACE 71.1);
- **Geographical coverage:** for which 10 Member States were initially selected: Belgium, Denmark, France, Germany, Ireland, Italy, Poland, Romania, Spain and the United Kingdom. Collectively, these countries account for more than 80% of the EU turnover in the sector (based on Eurostat SBS data for 2013) and are considered representative of the main construction business systems in the EU. Further, they cover the various EU geographical sub-regions, and both large and small Member States. During implementation of the survey, to ensure that targets by EU geographical sub-regions were reached, two additional countries were added, namely: Austria and the Netherlands;
- **Firm size coverage:** for which it was recognised that the construction sector is dominated by SMEs, in particular micro and smaller enterprises, with an estimate of 94% of firms with fewer than 10 employees. When implementing the survey, the following firm size categories have been used:
  - micro (< 10 employees)[18];
  - small (10-49 employees);
  - medium (50-249 employees), and
  - large (250+ employees) companies.

[15] http://ec.europa.eu/eurostat/web/structural-business-statistics
[16] NACE is the abbreviation used for the 'Statistical classification of economic activities in the European Community'.
[17] NACE Groups 43.1 includes "Demolition and site preparation" as this falls under NACE Groups 43.1. As this activity is still not covered in harmonised standards, responses from this sector are not seen as relevant for the study. Accordingly, respondents identifying themselves as exclusively engaged in demolition and site preparation were excluded from the analysis of survey responses
[18] Including single persons (i.e. self-employed/ independent)

The SBS data have been used to estimate the ideally required number of respondents per sub-population (stratum), based on a combination of indicators of number of enterprises and turnover per country, and assuming a total of 2000 survey replies. The initial estimates of the number of respondents per sub-population (stratum) derived from SBS data were further adjusted to ensure a minimum target size of 5 respondents per stratum (table cell), considered as the least number possible at which data can be meaningfully analysed.[19] The final 'target' sample composition for the survey is shown in Table 0.1.

Table 0.1: Target representative sample composition

		Micro (< 10)			Small (10-49)			Medium (50-249)			Large (250+)		
Country	Total	Sector			Sector			Sector			Sector		
		1	2	3	1	2	3	1	2	3	1	2	3
BE	107	35	10	9	13	5	5	5	5	5	5	5	5
DK	69	11	6	5	7	5	5	5	5	5	5	5	5
DE	383	86	56	49	66	43	36	16	9	7	5	5	5
IE	63	8	5	5	5	5	5	5	5	5	5	5	5
ES	231	82	32	32	30	11	11	8	5	5	5	5	5
FR	367	101	56	52	62	23	22	19	6	5	11	5	5
IT	289	98	42	27	51	22	12	12	5	5	5	5	5
PL	132	49	15	9	18	5	5	6	5	5	5	5	5
RO	65	9	5	5	6	5	5	5	5	5	5	5	5
UK	294	85	36	44	43	14	19	21	6	7	9	5	5
Total	2000	564	263	237	301	138	125	102	56	54	60	50	50
		1064			564			212			160		

Sector 1: Construction and renovation
Sector 2: Installation services
Sector 3: Architectural and engineering services
Source: Ecorys based on Eurostat SBS data

Composition of survey responses

In total, 2921 respondents took part in the survey. Of these, 373 were automatically screened out as they did not perform any professional activities falling within the scope of the defined sectoral coverage, and 16 replies from respondents conducting only demolition and site preparation activities were excluded.[20] A further 13 replies that came from respondents from outside the geographical scope of the survey were also excluded. Finally, a further 466 replies were excluded, where the information provided was insufficiently complete.

[19] This adjustment primarily had the effect of raising the target number of responses for smaller countries; in particular, Ireland and Romania. To balance these increases, while keeping the overall (minimum) target of 2000 respondents, the weighting of individual countries has been recalibrated by reducing the target number of responses for larger countries; in particular Germany, France and UK; although still maintaining the minimum target size of 5 respondents per stratum (table cell).

[20] NACE Groups 43.1 includes "Demolition and site preparation". As this activity is not covered in harmonised standards, responses from this sector are not seen as relevant for the study. Accordingly, respondents identifying themselves as exclusively engaged in demolition and site preparation activities were excluded from the analysis of the survey responses.

Table 0.2: Screening of overall survey replies

Responses	Number
Total responses	**2921**
Screened out responses – outside sectoral scope	373
Screened out responses – demolition and site preparation only	16
Screened out responses – outside geographical scope	13
Incomplete responses	466
Final sample	**2053**

Source: CPR Survey results (2017)

Table 0.3 presents the composition of survey responses for the final (retained) sample, by country and firm size. In terms of the sample distribution per country, the number of responses from Germany, Poland, and Romania are somewhat below the 'target' levels, while the numbers of responses for the UK, Denmark and Ireland are above appreciably above the target levels. The overall number of responses from medium and large companies are well above their target levels; by a factor of 2 for large companies, and by a factor of 1.8 for medium sized companies. Conversely, the number of responses from small and micro companies are below the target level. However, the overall number of retained replies corresponds to 78% of the target number for micro companies and 90% for small enterprises.

Table 0.3: Final survey sample composition by country and firm size

Country	Total	Micro (< 10)	Small 10-49)	Medium (50-249)	Large (250+)
BE	**90**	36	29	17	8
DK	**84**	64	18	1	1
DE	**316**	135	103	47	31
IE	**77**	28	20	17	12
ES	**233**	55	57	57	64
FR	**361**	98	95	72	96
IT	**301**	150	67	57	27
PL	**97**	85	8	3	1
RO	**48**	38	10	0	0
UK	**320**	118	68	80	54
*AT**	***47***	*15*	*13*	*9*	*10*
*NL**	***79***	*13*	*18*	*23*	*25*
Total	**2053**	**835**	**506**	**383**	**329**

Source: CPR Survey results (2017), Ecorys calculations

For the sector of activity, the survey questionnaire allowed respondents to indicate multiple construction-related activities[21], such that a single respondent can be counted as active in more than one of the three sector categories. Table 0.4 shows the final sample composition of survey responses, including the breakdown by sector of activity and allowing for multiple responses; note, due to multiple responses, the sum of individual cells do not match the total number of responses for each country. Further, Table 0.5 shows the ratio between the sample composition and the target composition; i.e. comparing cells in Table 0.4 with their counterparts in Table 0.1, excluding Austria and the Netherlands that were not included in the original estimation of the target composition. A direct comparison with the target composition is not possible due to multiple responses. However, the information suggests that response rates from micro enterprises, for all sectors, are low for Spain, and France. By contrast, response rates

[21] See Annex B, Question 3.

for this size class are well above the targets for Denmark for all sectors. Further, Denmark, Poland, and Romania, appear to have low response rates for large and medium-sized companies for all sectors.

Table 0.4: Final survey sample composition by country, firm size, and sector of activity

		Micro (< 10)			Small (10-49)			Medium (50-249)			Large (250+)		
Country	Total	Sector			Sector			Sector			Sector		
		1	2	3	1	2	3	1	2	3	1	2	3
BE	90	30	7	13	29	9	14	24	4	11	20	10	21
DK	84	42	12	23	13	3	5	1	0	0	1	0	0
DE	316	90	29	58	74	21	46	38	12	23	25	10	28
IE	77	22	6	2	14	7	9	9	5	5	7	1	7
ES	233	34	11	25	39	23	15	41	16	17	42	26	38
FR	361	59	27	31	67	20	19	46	20	30	57	13	47
IT	301	72	30	87	45	13	23	37	19	34	15	11	15
PL	97	48	27	30	5	4	1	2	1	0	1	0	0
RO	48	7	10	28	5	4	4	0	0	0	0	0	0
UK	320	79	28	36	47	27	17	59	20	34	34	13	26
*AT**	*47*	*6*	*4*	*9*	*8*	*3*	*6*	*4*	*0*	*4*	*6*	*0*	*7*
*NL**	*79*	*13*	*10*	*1*	*18*	*13*	*6*	*23*	*14*	*7*	*25*	*15*	*18*
Total	2053	496	197	334	356	144	159	280	111	161	227	99	200

Sector 1: Construction and renovation
Sector 2: Installation services
Sector 3: Architectural and engineering services
Source: CPR Survey results (2017), Ecorys calculations

Table 0.5: Ratio of final survey sample composition to target sample composition by country, firm size and sector of activity (in %)

		Micro (< 10)			Small (10-49)			Medium (50-249)			Large (250+)		
Country	Total	Sector			Sector			Sector			Sector		
		1	2	3	1	2	3	1	2	3	1	2	3
BE	158	86	70	144	123	100	160	200	40	80	100	40	60
DK	122	382	200	460	186	60	100	20	0	0	20	0	0
DE	95	105	52	118	100	42	111	213	133	271	380	200	420
IE	122	275	120	40	280	140	180	180	100	100	140	20	140
ES	101	41	34	78	130	209	136	513	320	340	840	520	760
FR	98	58	48	55	108	87	86	242	333	600	518	260	940
IT	104	73	71	207	88	59	192	308	380	680	300	220	300
PL	73	98	180	333	28	80	20	33	20	0	20	0	0
RO	74	78	200	560	83	80	80	0	0	0	0	0	0
UK	109	93	78	82	109	193	89	281	333	486	378	260	520
Total	94	86	138	271	105	90	122	234	170	265	302	152	314
		78			90			181			206		

Source: CPR Survey results (2017), Ecorys calculations

Check for composition bias

To check for possible bias in the survey results due to difference between the composition of final sample responses and the target composition, a comparison has been made between the survey outcomes (unweighted) and adjusted outcomes, using weighting factors based on differences between the survey sample and the target sample, adjusted for the difference between total retained survey sample size (2053) compared to the target of 2000 responses.
The weighting factors, which are based on the ratio between the target number of responses per sub-population (stratum) and the number of received responses, are shown in table 0.6. For this exercise, the survey responses for Austria were grouped with those from Germany, and the response from the Netherlands grouped with those from Belgium, thus permitting weighting factors to be calculated for the entire sample based on the original estimates of the 'target' composition. A weighting factor above 1 indicates that the number of retained survey responses is below the 'target' number for the sub-population (stratum) and, conversely, a weighting factor below 1 indicates that the number of retained survey responses is above the 'target' number for the sub-population (stratum).

Weighting factors are calculated and used only for those sub-populations (stratum) with a minimum of 5 received responses. Otherwise, for sub-populations (stratum) with less than five received responses, the weighting factor has been set to 1, or is not applicable (NA) for sub-populations (stratum) with no received responses.

Table 0.6: Survey weighting factors

	Micro (< 10)			Small (< 50)			Medium (< 250)			Large (250+)		
Country	Sector			Sector			Sector			Sector		
	1	2	3	1	2	3	1	2	3	1	2	3
BE & NL	1,17	1,43	0,69	0,45	0,56	0,36	0,21	1,00	0,45	0,25	0,50	0,24
DK	0,27	0,50	0,22	0,54	1,00	1,00	1,00	NA	NA	NA	NA	NA
DE & AT	0,96	1,93	0,84	0,89	2,05	0,78	0,42	0,75	0,30	0,20	0,50	0,18
IE	0,40	0,83	1,00	0,45	0,71	0,56	0,56	1,00	1,00	0,83	1,00	0,71
ES	2,73	2,91	1,28	0,83	0,48	0,73	0,21	0,31	0,29	0,12	0,19	0,13
FR	1,98	2,07	1,68	1,03	1,15	1,16	0,48	0,30	0,17	0,22	0,38	0,11
IT	1,46	1,40	0,31	1,28	1,69	0,52	0,33	0,26	0,15	0,36	0,45	0,33
PL	1,02	0,56	0,30	1,00	1,00	1,00	1,00	1,00	NA	1,00	NA	NA
RO	1,29	0,50	0,18	1,00	1,00	1,00	NA	NA	NA	NA	NA	NA
UK	1,12	1,29	1,22	1,08	0,52	1,12	0,39	0,30	0,21	0,30	0,38	0,19

NA = not available (zero responses)
Sector 1: Construction and renovation
Sector 2: Installation services
Sector 3: Architectural and engineering services
Source: CPR Survey results (2017), Ecorys calculations

A comparison of the unweighted and weighted survey results did not reveal any systematic differences that would significantly alter findings derived on the basis of the unweighted sample. For instance, Tables 0.7, 0.8 and 0.9 illustrate the results for weighted and unweighted responses of questions 5, 6 and 7. With respect to questions 5 and 7 there are no statistically significant differences between the unweighted and weighted sample percentages shown. For question 6 (Table 0.8), statistically significant differences are observed for only 6 out of the 33 product categories. Based on this

analysis, and a fuller assessment of the statistical significance of differences for other questions (not reported here), it has been determined that the presentation of survey results in the main body of this report would been undertaken using the unweighted survey data.

Table 0.7: Comparison of unweighted and weighted responses to Question 5

Question 5: During the past 5 years, have you needed to obtain technical information on construction products; for example, because you have not used the product before or because of a different intended use of an already known product?	Unweighted responses	Weighted responses
Frequently	26,6%	25,3%
Regularly	34,7%	34,1%
Occasionally	21,9%	23,2%
No/very occasionally	16,8%	17,4%

Source: CPR Survey results (2017), Ecorys calculations

Table 0.8: Comparison of unweighted and weighted responses to Question 6

Question 8: For the construction products (or product groups) for which you have needed technical information, which of the following sources did you use to obtain the needed information?	Unweighted responses	Weighted responses
Thermal insulating products*	34%	37%
Doors, windows	29%	31%
Concrete, mortar & grout	29%	28%
Cement	27%	28%
Roof coverings	27%	27%
Floorings (all materials)	24%	26%
Sanitary appliances	24%	26%
Wall and ceiling finishes	23%	24%
Masonry products	23%	23%
Space heating appliances*	22%	25%
Adhesives*	22%	25%
Wood based panels	21%	22%
Gypsum products	21%	22%
Precast concrete products	21%	21%
Power, control and communication cables	20%	22%
Pipes, tanks (for fuels, gas, water, drinking water)	19%	20%
External Thermal Insulation Composites Systems (ETICS)	19%	21%
Reinforcing steel	19%	20%
Membranes	19%	17%
Structural metallic products	19%	19%
Glass products	17%	18%
Sealants for non-structural use in joints in buildings and pedestrian walkways	16%	18%
Fixed fire-fighting equipment	16%	17%
Waste water disposal products	15%	16%
Structural timber products and ancillaries**	15%	19%
Geotextile products	15%	14%
Aggregates	14%	15%
Curtain walling products	14%	14%
Anchors	13%	14%
Chimneys**	11%	14%
Structural bearings	10%	10%
Road construction products*	10%	8%
Circulation fixtures	8%	7%

Other	5%	5%
* Statistically significantly different at 95% confidence level ** Statistically significantly different at 99% confidence level		

Source: CPR Survey results (2017), Ecorys calculations

Table 0.9: Comparison of unweighted and weighted responses to Question 7

Question 7: For the construction products (or product groups) for which you have needed technical information, which of the following types of information were you looking for?	**Unweighted responses**	**Weighted responses**
Intended use of the product	50%	52%
Mechanical strength	48%	49%
Behaviour in fire	40%	41%
Guidance/manual for installation	36%	39%
Thermal conductivity	35%	37%
Sound insulation properties	34%	36%
Contents of dangerous substances	28%	28%
Guidance/manual for maintenance or repair work	24%	26%
Contact details of manufacturer	24%	26%
Recyclability	20%	19%
Reusability/possibility for dismantling	16%	15%
General Environmental Product Declarations (EPD)	16%	16%
Emissions into indoor air	16%	17%
Leaking into soil and water	14%	15%
Contact details of testing facility/Technical Assessment Body (for ETAs)	10%	11%
Other	3%	3%

Source: CPR Survey results (2017), Ecorys calculations

Annex B: Detailed Survey Results

RESPONDENT INFORMATION

Question 1: In which country is your company / business located?

Country (n=2053)	Number	%
France	361	18
United Kingdom	320	16
Germany	316	15
Italy	301	15
Spain	233	11
Poland	97	5
Belgium	90	4
Denmark	84	4
Netherlands (added to initial sample)	79	4
Ireland	77	4
Romania	48	2
Austria (added to initial sample)	47	2
TOTAL	**2053**	**100**

Question 2: How many persons are employed in your company / business?

Company size (n=2053)		Number	%
Micro	1 person (i.e. self-employed / independent)	308	41
	2 to 9 persons	527	
Small	10 to 49 persons	506	25
Medium	50 to 249 persons	383	19
Large	250 or more persons	329	16
TOTAL		**2053**	**100**

Question 3: What types of construction activities are conducted by your company/ business?
Multiple replies possible

Sector of activity (n=2053)	Number of responses	Share of total responses	Share of respondents	Number exclusively undertaking activity	Share of exclusive in all responses
Construction and renovation of buildings	995	28%	48%	358	36%

Construction engineering and other construction-related technical services	603	17%	29%	237	39%
Building completion and finishing	599	17%	29%	195	33%
Electrical, plumbing, and other construction installation activities	499	14%	24%	195	39%
Architectural activities	386	11%	19%	136	35%
Demolition and site preparation	272	8%	13%	0*	n.a.
Other	159	5%	8%	41	26%
TOTAL	**3513**	**100%**		**1162**	

Grouped sector of activity (n=2053)	Number of grouped responses	Share of total grouped responses	Share of respondents	Number exclusively undertaking activity	Share of exclusive in number of responses
Construction and renovation	1280	46%	62%	778	61%
Installation services	499	18%	24%	199	40%
Architecture and engineering	822	30%	40%	418	51%
Other	159	6%	8%	82	52%
TOTAL	**2760**	**100%**		**1477**	

Question 4: What are your main tasks in your professional work?
Multiple replies possible.

Main tasks of respondents (n=2053)	Number of responses	Share of total responses	Share of respondents	Number exclusively undertaking activity	Share of exclusive in number of responses
Repairing or maintaining buildings	682	17%	33%	215	32%
Installation of construction products in buildings	616	16%	30%	185	30%
Designing buildings	609	15%	30%	217	36%

Managing construction sites	568	14%	28%	159	28%
Purchasing construction products for your company	501	13%	24%	80	16%
Calculating specific building performances (e.g. structural integrity, fire safety)	406	10%	20%	83	20%
Building control for your company/for the building owner	330	8%	16%	40	12%
Other	248	6%	12%	222	90%
TOTAL	3960	100%		1201	

Grouped tasks of respondents (n=2053)	**Number of grouped responses**	**Share of total grouped responses**	**Share of respondents**	**Number exclusively undertaking activity**	**Share of exclusive in number of responses**
Construction & installation	1297	41%	63%	647	50%
Design & performance	799	25%	39%	338	42%
Purchasing	501	16%	24%	80	16%
Building control	330	10%	16%	40	12%
Other	248	8%	12%	222	90%
TOTAL	**3175**	**100%**		**1327**	

PART I: ABOUT YOUR EXPERIENCE OF OBTAINING TECHNICAL INFORMATION (OR DATA) ON CONSTRUCTION PRODUCTS

Question 5: During the past 5 years, have you needed to obtain technical information on construction products; for example, because you have not used the product before or because of a different intended use of an already known product?
Indicate the response that best corresponds to your situation

All respondents (n=2052)	Responses
Yes, frequently (e.g. on a daily or weekly basis)	545
Yes, regularly (e.g. monthly or multiple times in a year)	713
Yes, occasionally (e.g. a few times throughout a year)	450
No, or only very occasionally	344
Total	**2052**

Per sector	Construction & renovation	Installation services	Architecture & engineering
Number of respondents	**1280**	**499**	**822**
Yes, frequently (e.g. on a daily or weekly basis)	354	128	252
Yes, regularly (e.g. monthly or multiple times in a year)	420	183	314
Yes, occasionally (e.g. a few times throughout a year)	295	106	145
No, or only very occasionally	211	82	111

Per size	Micro	Small	Medium	Large
Number of respondents	**834**	**506**	**383**	**329**
Yes, frequently (e.g. on a daily or weekly basis)	176	147	115	107
Yes, regularly (e.g. monthly or multiple times in a year)	283	171	141	118
Yes, occasionally (e.g. a few times throughout a year)	230	111	67	42
No, or only very occasionally	145	77	60	62

Per task	Construction & installation	Design & performance	Purchasing	Building control
Number of respondents	**1297**	**799**	**501**	**330**
Yes, frequently (e.g. on a daily or weekly basis)	346	320	163	107
Yes, regularly (e.g. monthly or multiple times in a year)	464	321	187	124
Yes, occasionally (e.g. a few times throughout a year)	311	111	112	72
No, or only very occasionally	176	47	39	27

Question 6: For which types of construction products (or product groups) have you needed to obtain technical information?
Multiple replies possible - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Number of selected construction products	Responses
1 product	266
2-4 products	602
5-9 products	493
10-19 products	260
20-29 products	24
30-34 products	61

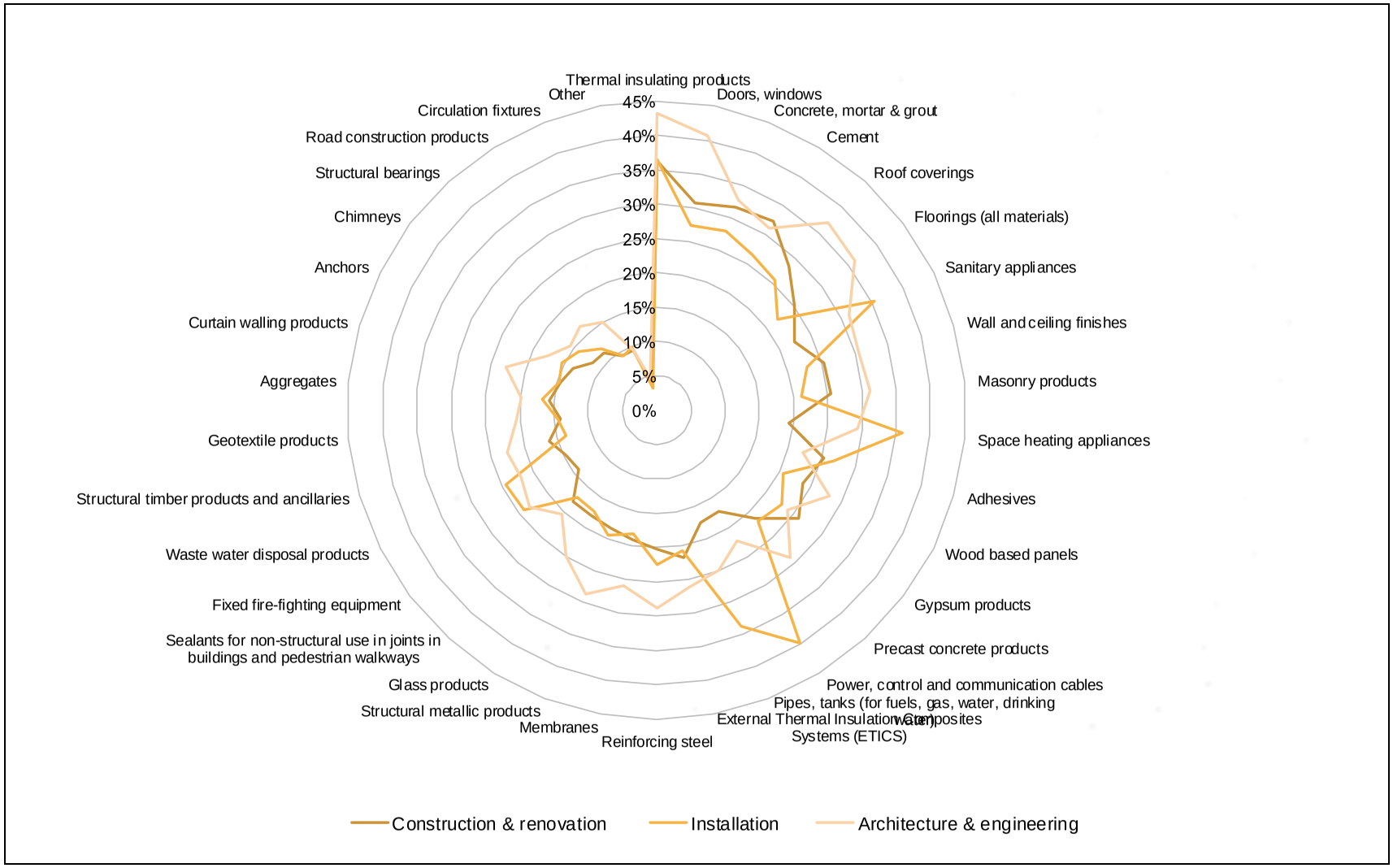
All respondents (n=1706)	Responses
Thermal insulating products	572
Doors, windows	495
Concrete, mortar & grout	489
Cement	466
Roof coverings	458
Floorings (all materials)	413
Sanitary appliances	406
Wall and ceiling finishes	399
Masonry products	396
Space heating appliances	373
Adhesives	373
Wood based panels	358
Gypsum products	358
Precast concrete products	357
Power, control and communication cables	333
Pipes, tanks (for fuels, gas, water, drinking water)	326
External Thermal Insulation Composites Systems (ETICS)	325
Reinforcing steel	322
Membranes	319
Structural metallic products	317
Glass products	291
Sealants for non-structural use in joints in buildings and pedestrian walkways	274
Fixed fire-fighting equipment	268
Waste water disposal products	263
Structural timber products and ancillaries	262
Geotextile products	248
Aggregates	247
Curtain walling products	245
Anchors	221
Chimneys	196
Structural bearings	179
Road construction products	164
Circulation fixtures	131
Other*	84
Total	**10928**

*If other, please specify

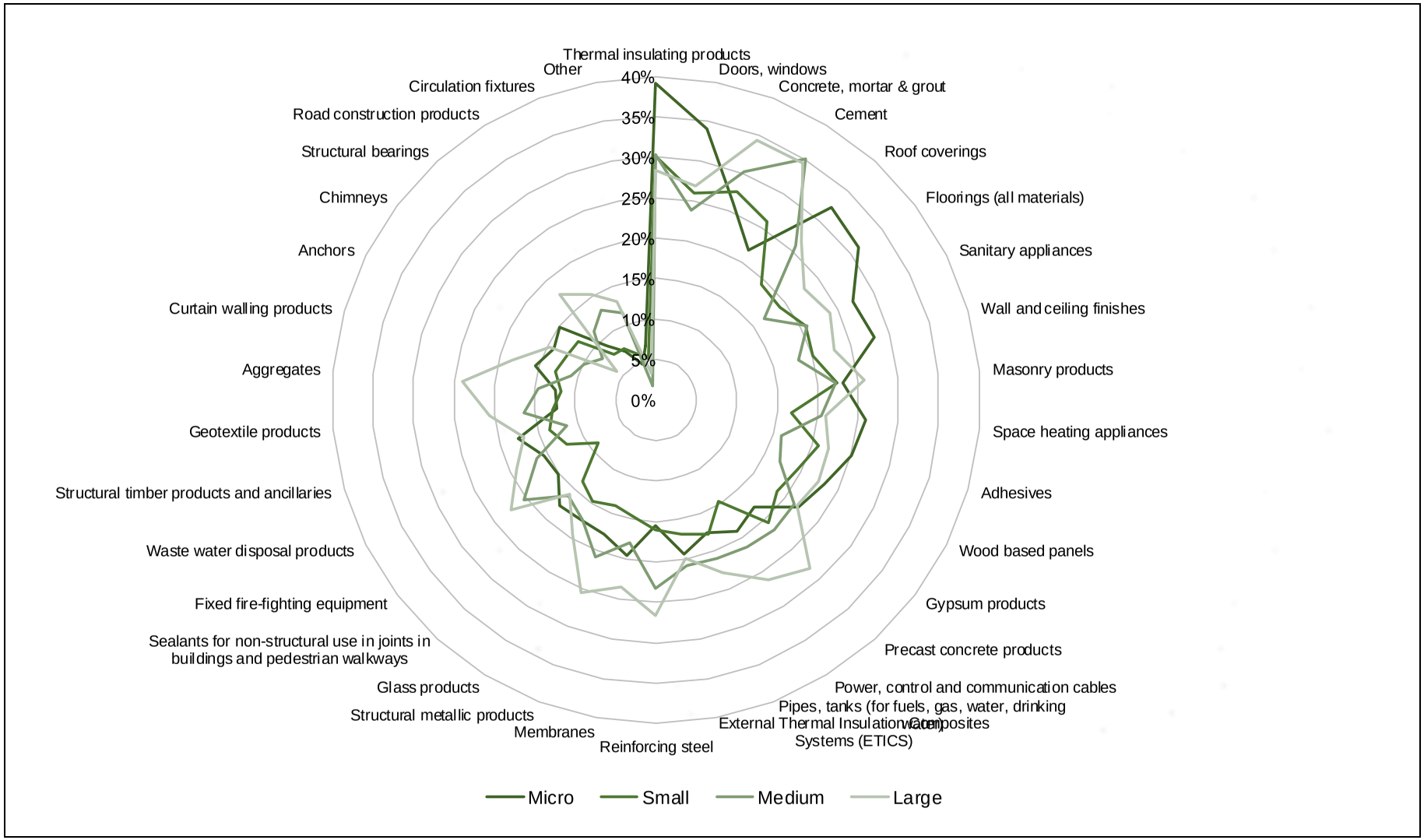
Out of the 84 replies (5%, of total respondents), 33 respondents did not specify any specific product. Therefore 3% of respondents actually quoted other specific products.

These include closures (mentioned by 11 respondents), paints and paintings (mentioned by 10 respondents), electrical products (mentioned by 6 respondents). Less quoted responses included ventilation, energy products, composites, safety devices, plastics and miscellaneous construction material.

Per sector	Construction & renovation	Installation services	Architecture & engineering
Number of respondents	**1067**	**417**	**710**
Thermal insulating products	388	152	307
Doors, windows	327	114	289
Concrete, mortar & grout	339	117	232
Cement	344	111	221
Roof coverings	304	107	262
Floorings (all materials)	269	92	257
Sanitary appliances	240	148	222
Wall and ceiling finishes	271	95	217
Masonry products	272	88	222
Space heating appliances	207	150	208
Adhesives	270	112	157
Wood based panels	253	86	200
Gypsum products	277	95	170
Precast concrete products	226	91	206
Power, control and communication cables	184	166	159
Pipes, tanks (for fuels, gas, water, drinking water)	187	141	177
External Thermal Insulation Composites Systems (ETICS)	233	87	186
Reinforcing steel	215	94	204
Membranes	203	76	184
Structural metallic products	197	81	204
Glass products	193	72	177
Sealants for non-structural use in joints in buildings and pedestrian walkways	192	71	146
Fixed fire-fighting equipment	151	101	165
Waste water disposal products	157	102	156
Structural timber products and ancillaries	173	57	161
Geotextile products	151	60	147
Aggregates	168	70	141
Curtain walling products	156	62	162
Anchors	145	64	125
Chimneys	124	59	111
Structural bearings	120	50	118
Road construction products	100	39	107
Circulation fixtures	101	41	67
Other	44	14	34


Thermal insulating products
Doors, windows
Concrete, mortar & grout
Cement
Roof coverings
Floorings (all materials)
Sanitary appliances
Wall and ceiling finishes
Masonry products
Space heating appliances
Adhesives
Wood based panels
Gypsum products
Precast concrete products
Power, control and communication cables
Pipes, tanks (for fuels, gas, water, drinking water)
Composites
External Thermal Insulation Composite Systems (ETICS)
Reinforcing steel
Membranes
Structural metallic products
Glass products
Sealants for non-structural use in joints in buildings and pedestrian walkways
Fixed fire-fighting equipment
Waste water disposal products
Structural timber products and ancillaries
Geotextile products
Aggregates
Curtain walling products
Anchors
Chimneys
Structural bearings
Road construction products
Circulation fixtures
Other
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
Construction & renovation
Installation
Architecture & engineering

Per size	Micro	Small	Medium	Large
Number of respondents	**688**	**428**	**323**	**267**
Thermal insulating products	269	129	98	76
Doors, windows	235	111	77	72
Concrete, mortar & grout	181	118	98	92
Cement	150	111	113	92
Roof coverings	221	83	83	71
Floorings (all materials)	216	82	54	61
Sanitary appliances	187	88	67	64
Wall and ceiling finishes	193	86	59	61
Masonry products	159	96	72	69
Space heating appliances	179	72	66	56
Adhesives	173	89	52	59
Wood based panels	160	83	55	60
Gypsum products	151	80	69	58
Precast concrete products	124	88	70	75
Power, control and communication cables	131	63	69	70
Pipes, tanks (for fuels, gas, water, drinking water)	121	76	68	61
External Thermal Insulation Composites Systems (ETICS)	133	72	67	53
Reinforcing steel	107	69	75	71
Membranes	135	63	58	63
Structural metallic products	122	60	67	68
Glass products	120	63	56	52
Sealants for non-structural use in joints in buildings and pedestrian walkways	122	58	52	42
Fixed fire-fighting equipment	104	38	66	60
Waste water disposal products	106	53	53	51
Structural timber products and ancillaries	122	58	37	45
Geotextile products	85	55	53	55
Aggregates	86	50	47	64
Curtain walling products	106	55	35	49
Anchors	97	53	32	39
Chimneys	102	51	27	16
Structural bearings	62	33	37	47
Road construction products	49	32	42	41
Circulation fixtures	33	26	37	35
Other	47	22	6	9


Thermal insulating products
Doors, windows
Concrete, mortar & grout
Cement
Roof coverings
Floorings (all materials)
Sanitary appliances
Wall and ceiling finishes
Masonry products
Space heating appliances
Adhesives
Wood based panels
Gypsum products
Precast concrete products
Power, control and communication cables
Pipes, tanks (for fuels, gas, water, drinking
External Thermal Insulation Composites
Systems (ETICS)
Reinforcing steel
Membranes
Structural metallic products
Glass products
Sealants for non-structural use in joints in
buildings and pedestrian walkways
Fixed fire-fighting equipment
Waste water disposal products
Structural timber products and ancillaries
Geotextile products
Aggregates
Curtain walling products
Anchors
Chimneys
Structural bearings
Road construction products
Circulation fixtures
Other
40%
35%
30%
25%
20%
15%
10%
5%
0%
Micro
Small
Medium
Large

Per task	Construction & installation	Design & performance	Purchasing	Building control
Number of respondents	**1119**	**751**	**461**	**302**
Thermal insulating products	397	322	204	155
Doors, windows	315	282	169	138
Concrete, mortar & grout	339	236	164	129
Cement	308	259	151	112
Roof coverings	300	271	145	125
Floorings (all materials)	284	242	139	114
Sanitary appliances	283	234	134	112
Wall and ceiling finishes	279	221	131	110
Masonry products	251	228	130	120
Space heating appliances	259	222	134	105
Adhesives	295	145	167	107
Wood based panels	232	215	127	105
Gypsum products	249	190	135	97
Precast concrete products	238	201	115	96
Power, control and communication cables	256	160	121	93
Pipes, tanks (for fuels, gas, water, drinking water)	243	168	116	90
External Thermal Insulation Composites Systems (ETICS)	242	199	121	108
Reinforcing steel	236	187	130	103
Membranes	229	187	105	85
Structural metallic products	228	179	110	89
Glass products	193	182	102	85
Sealants for non-structural use in joints in buildings and pedestrian walkways	204	133	115	92
Fixed fire-fighting equipment	202	162	90	67
Waste water disposal products	193	153	89	79
Structural timber products and ancillaries	165	157	96	85
Geotextile products	165	143	80	67
Aggregates	180	137	83	80
Curtain walling products	147	174	84	81
Anchors	174	116	81	72
Chimneys	136	123	77	65
Structural bearings	123	117	78	57
Road construction products	107	94	57	49
Circulation fixtures	100	80	54	42
Other	50	32	13	10

Question 7: For the construction products (or product groups) for which you have needed technical information, which of the following types of information were you looking for?
Multiple replies possible - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

All respondents (n=1706)	Responses
Intended use of the product	860
Mechanical strength (data or class)	815
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	677
Guidance/manual for installation	607
Thermal conductivity (data or class)	600
Sound insulation properties	581
Contents of dangerous substances	474
Guidance/manual for maintenance or repair work	414
Contact details of manufacturer	408
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	347
Reusability/possibility for dismantling	279
General Environmental Product Declarations (EPD)	274
Emissions into indoor air (values or classes)	271
Leaking into soil and water (values or classes)	242
Contact details of testing facility/Technical Assessment Body (for ETAs)	178
Other*	44
Total	**7071**

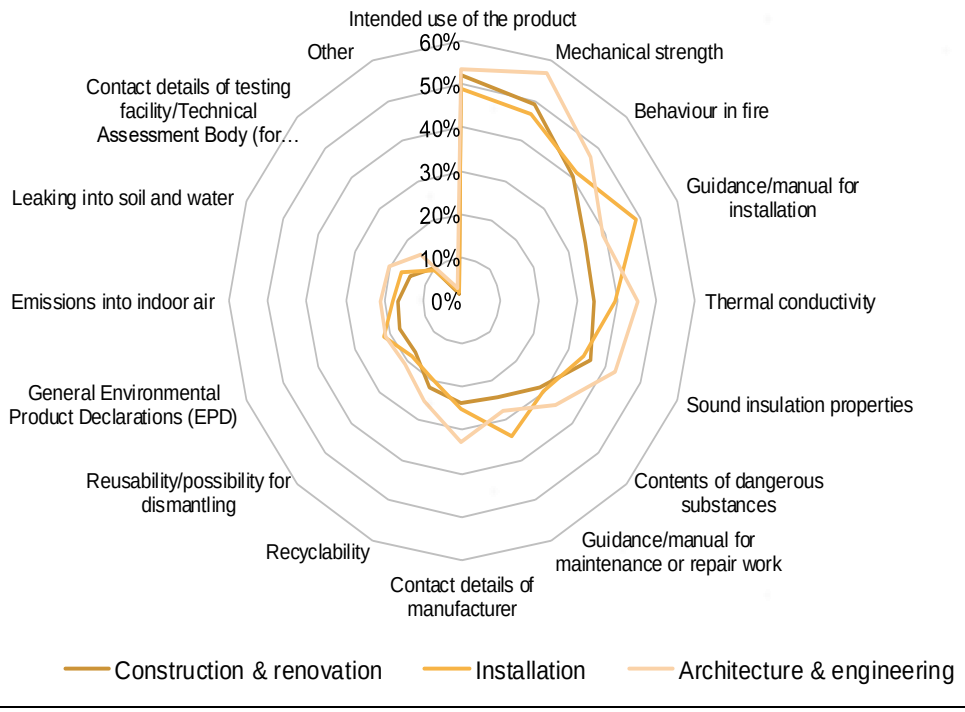
*If other, please specify

Out of the 44 replies (3%, of total respondents), 6 respondents did not specify any specific type of information. Therefore 2% of respondents actually quoted other specific types of information.

These include the price of products (mentioned by 5 respondents) and miscellaneous types of technical information (mentioned by less than 5 respondents) such as certifications, test reports, durability, basis of calculation, viscosities, densities, reaction time, thermal insulation and permeability.

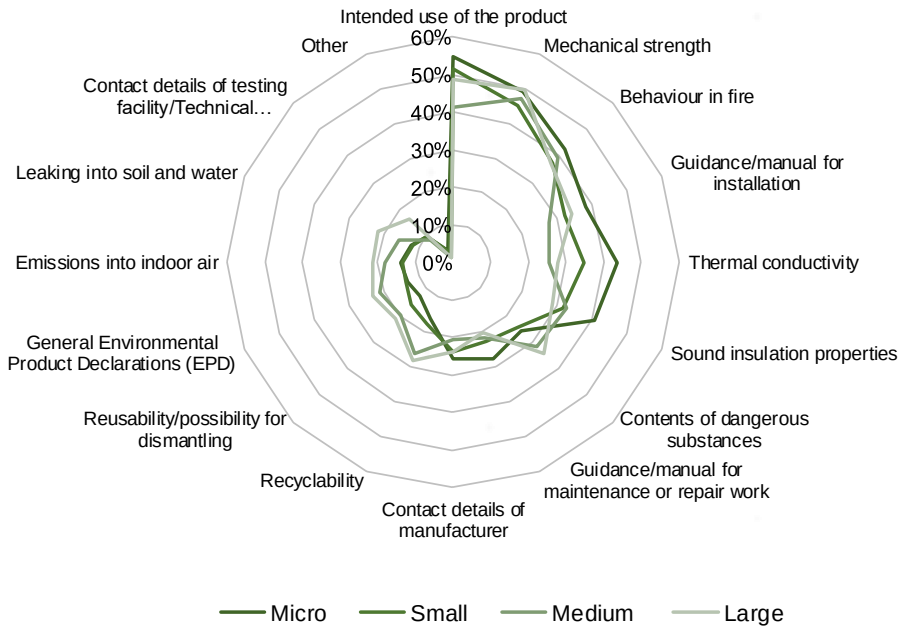
Per sector	Construction & renovation	Installation services	Architecture & engineering
Number of respondents	**1067**	**417**	**710**
Intended use of the product	556	204	380
Mechanical strength (data or class)	523	195	405
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	433	175	335
Guidance/manual for installation	367	203	279
Thermal conductivity (data or class)	365	165	321
Sound insulation properties	382	141	305
Contents of dangerous substances	302	125	241

Guidance/manual for maintenance or repair work	257	141	195
Contact details of manufacturer	252	104	231
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	230	83	178
Reusability/possibility for dismantling	179	75	149
General Environmental Product Declarations (EPD)	183	91	151
Emissions into indoor air (values or classes)	177	75	148
Leaking into soil and water (values or classes)	154	71	143
Contact details of testing facility/Technical Assessment Body (for ETAs)	110	42	107
Other	20	9	23



Per size	Micro	Small	Medium	Large
Number of respondents	**689**	**427**	**323**	**267**
Intended use of the product	377	220	133	130
Mechanical strength (data or class)	337	193	152	133
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	292	159	127	99
Guidance/manual for installation	262	138	90	91
Thermal conductivity (data or class)	301	148	83	75
Sound insulation properties	282	136	105	77
Contents of dangerous substances	177	104	102	91
Guidance/manual for maintenance or repair work	193	97	70	54
Contact details of manufacturer	176	101	67	64

Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	111	76	85	75
Reusability/possibility for dismantling	86	67	64	57
General Environmental Product Declarations (EPD)	91	58	68	62
Emissions into indoor air (values or classes)	97	58	59	57
Leaking into soil and water (values or classes)	84	50	51	57
Contact details of testing facility/Technical Assessment Body (for ETAs)	66	42	27	43
Other	24	12	5	3



Per task	Construction & installation	Design & performance	Purchasing	Building control
Number of respondents	**1119**	**751**	**461**	**302**
Intended use of the product	572	417	266	174
Mechanical strength (data or class)	548	398	252	183
Behaviour in fire (e.g. resistance or reaction to fire - performance class)	461	358	216	157
Guidance/manual for installation	450	252	214	145
Thermal conductivity (data or class)	410	320	199	157
Sound insulation properties	391	319	195	142
Contents of dangerous substances	345	231	173	128
Guidance/manual for maintenance or repair work	316	165	157	108
Contact details of manufacturer	267	212	136	104

Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	243	200	111	91
Reusability/possibility for dismantling	203	146	97	66
General Environmental Product Declarations (EPD)	194	145	117	79
Emissions into indoor air (values or classes)	192	159	99	73
Leaking into soil and water (values or classes)	166	137	94	70
Contact details of testing facility/Technical Assessment Body (for ETAs)	103	99	70	61
Other	21	22	7	9

Question 8: For the construction products (or product groups) for which you have needed technical information, which of the following sources did you use to obtain the needed information?
Multiple replies possible - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

All respondents (n=1704)	Responses
Product data sheet	1318
Product information supplied on the product or accompanying the product (e.g. Declaration of performance or CE marking)	911
Certificates provided by authorities (including specific technical data)	528
Certificates provided by authorities (without any specific technical data)	434
Other*	62
Total	**3253**

*If other, please specify

Out of the 62 replies (4%, of total respondents), 8 respondents did not provide any specific sources of information. Therefore 3% of respondents actually quoted other specific source of information.

These include the internet (mentioned by 22 respondents), the manufacturer (mentioned by 17 respondents), and miscellaneous sources (mentioned by less than 5 respondents) such as authorities (but not certificates) or other undefined third parties.

Per sector	Construction & renovation (n=1066)	Installation services (n=416)	Architecture & engineering (n=710)
Number of respondents	**1066**	**416**	**710**
Product data sheet	811	334	607
Product information supplied on the product or accompanying the product (e.g. Declaration of performance or CE marking)	587	244	413
Certificates provided by authorities (including specific technical data)	327	139	285
Certificates provided by authorities (without any specific technical data)	287	130	196

Other	32	16	24

Per size	Micro	Small	Medium	Large
Number of respondents	**687**	**428**	**323**	**266**
Product data sheet	576	328	213	201
Product information supplied on the product or accompanying the product (e.g. Declaration of performance or CE marking)	349	223	192	147
Certificates provided by authorities (including specific technical data)	197	133	101	97
Certificates provided by authorities (without any specific technical data)	135	102	111	86
Other	38	11	9	4

Question 9: For the construction products (or product groups) for which you have needed technical information, were you able to obtain the information that you were looking for?

Indicate the response that best corresponds to your situation - Question open to respondents who signalled they needed to obtain product information in the past

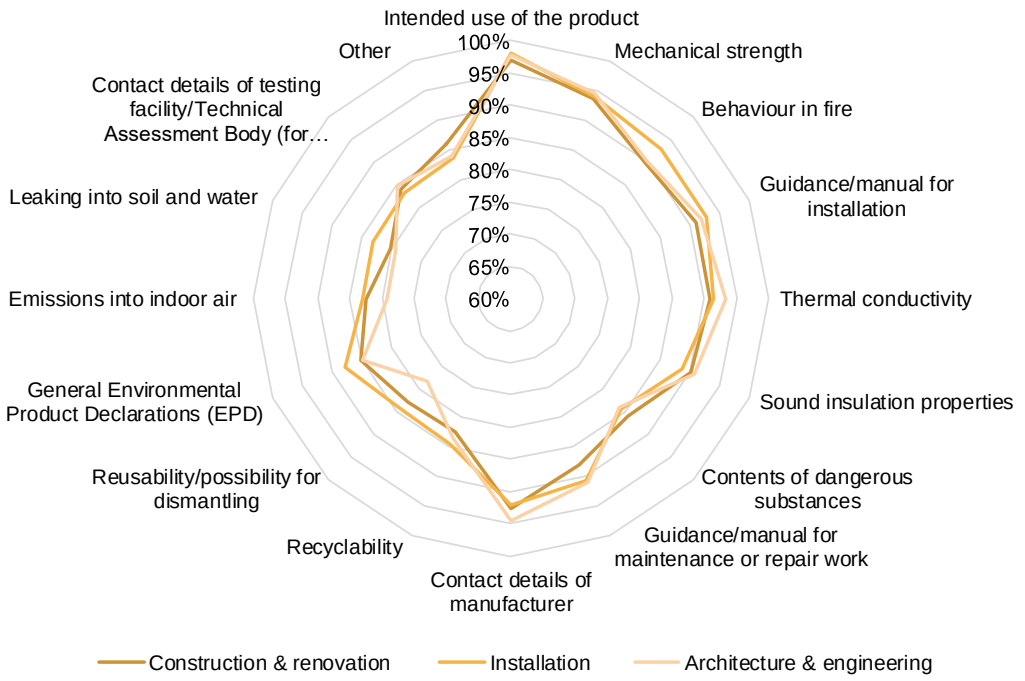
All respondents				n=1706
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	1058	495	50	68
Mechanical strength (data or class)	702	640	95	201
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	650	578	148	253
Guidance/manual for installation	803	481	129	215
Thermal conductivity (data or class)	693	490	120	317
Sound insulation properties	623	533	133	328
Contents of dangerous substances	499	545	204	355
Guidance/manual for maintenance or repair work	509	509	133	310
Contact details of manufacturer	902	397	102	212
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	429	513	199	448
Reusability/possibility for dismantling	430	462	215	479
General Environmental Product Declarations (EPD)	472	472	177	450
Emissions into indoor air (values or classes)	399	474	208	496
Leaking into soil and water (values or classes)	406	403	221	539
Contact details of testing facility/Technical Assessment Body (for ETAs)	499	462	190	431
Other (as specified in Q7)	125	133	55	413

Construction & renovation				n=1067
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	695	284	31	39
Mechanical strength (data or class)	467	395	58	106
Behaviour in fire (e.g. resistance or reaction to fire - performance class)	447	345	91	140
Guidance/manual for installation	521	299	79	126
hermal conductivity (data or class)	467	301	76	178
Sound insulation properties	425	334	82	179
Contents of dangerous substances	349	339	115	206
Guidance/manual for maintenance or repair work	319	319	88	172
Contact details of manufacturer	572	254	66	125
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	295	313	130	262
Reusability/possibility for dismantling	304	287	124	282
General Environmental Product Declarations (EPD)	303	303	105	256
Emissions into indoor air (values or classes)	287	306	126	276
Leaking into soil and water (values or classes)	286	249	131	324
Contact details of testing facility/Technical Assessment Body (for ETAs)	340	287	119	252
Other (as specified in Q7)	85	93	29	250
Installation services				**n=417**
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	251	133	8	13
Mechanical strength (data or class)	170	146	21	60
Behaviour in fire (e.g. resistance or reaction to fire - performance class)	151	162	24	58
Guidance/manual for installation	229	113	26	38
Thermal conductivity (data or class)	170	127	28	71
Sound insulation properties	152	123	35	80

Contents of dangerous substances	113	130	45	102
Guidance/manual for maintenance or repair work	130	130	27	57
Contact details of manufacturer	220	96	27	50
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	106	134	44	105
Reusability/possibility for dismantling	108	121	43	115
General Environmental Product Declarations (EPD)	133	133	37	102
Emissions into indoor air (values or classes)	97	124	45	120
Leaking into soil and water (values or classes)	108	101	42	131
Contact details of testing facility/Technical Assessment Body (for ETAs)	122	113	47	103
Other (as specified in Q7)	30	26	11	106
Architecture & engineering				**n=710**
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	433	221	15	29
Mechanical strength (data or class)	294	290	35	71
Behaviour in fire (e.g. resistance or reaction to fire - performance class)	279	264	60	91
Guidance/manual for installation	332	213	47	85
Thermal conductivity (data or class)	310	215	38	117
Sound insulation properties	277	231	52	122
Contents of dangerous substances	192	259	86	143
Guidance/manual for maintenance or repair work	229	229	45	132
Contact details of manufacturer	402	171	33	77
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	171	242	81	182
Reusability/possibility for dismantling	164	214	105	190
General Environmental Product Declarations (EPD)	209	209	74	181
Emissions into indoor air (values or classes)	152	211	95	208
Leaking into soil and water (values or classes)	170	184	92	216

Contact details of testing facility/Technical Assessment Body (for ETAs)	210	215	77	168
Other(as specified in Q7)	59	51	21	162

Sum of '*YES relatively easily'* and *'YES but with some effort* required' out of total respondents (excluding *'Not relevant')*



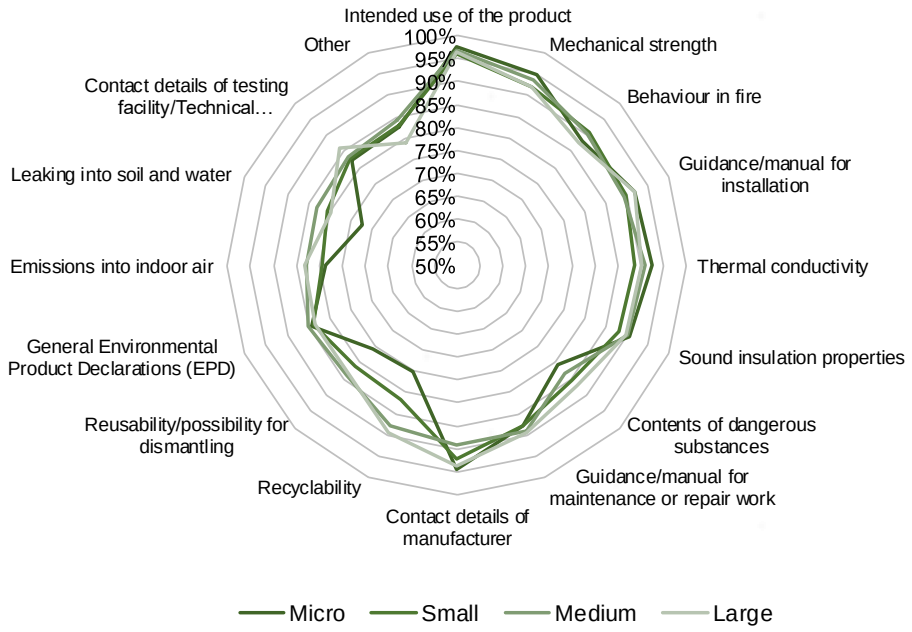
Micro				**n=688**
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	433	179	15	36
Mechanical strength (data or class)	260	243	27	113
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	228	223	59	131
Guidance/manual for installation	320	190	45	92
Thermal conductivity (data or class)	271	188	38	140
Sound insulation properties	226	213	46	148
Contents of dangerous substances	152	190	81	202
Guidance/manual for maintenance or repair work	190	190	53	149
Contact details of manufacturer	353	135	28	111
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	105	165	90	259

Reusability/possibility for dismantling	109	167	87	255
General Environmental Product Declarations (EPD)	171	171	64	237
Emissions into indoor air (values or classes)	112	164	75	262
Leaking into soil and water (values or classes)	97	135	88	286
Contact details of testing facility/Technical Assessment Body (for ETAs)	139	180	69	225
Other (as specified in Q7)	40	51	19	182
Small				**n=428**
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	272	114	16	18
Mechanical strength (data or class)	183	147	29	46
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	182	129	32	61
Guidance/manual for installation	215	96	35	54
Thermal conductivity (data or class)	184	110	37	69
Sound insulation properties	179	107	39	77
Contents of dangerous substances	146	124	46	80
Guidance/manual for maintenance or repair work	113	113	31	80
Contact details of manufacturer	229	94	28	50
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	119	122	54	94
Reusability/possibility for dismantling	115	108	51	114
General Environmental Product Declarations (EPD)	113	113	43	105
Emissions into indoor air (values or classes)	111	99	54	119
Leaking into soil and water (values or classes)	116	90	50	125
Contact details of testing facility/Technical Assessment Body (for ETAs)	130	100	47	111
Other (as specified in Q7)	37	35	15	101
Medium				**n=323**
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	186	118	10	7

Mechanical strength (data or class)	132	148	19	24
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	120	135	27	37
Guidance/manual for installation	143	106	30	36
Thermal conductivity (data or class)	136	105	24	53
Sound insulation properties	113	124	26	55
Contents of dangerous substances	109	121	47	39
Guidance/manual for maintenance or repair work	120	120	29	40
Contact details of manufacturer	160	99	31	29
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	107	128	32	49
Reusability/possibility for dismantling	107	107	41	60
General Environmental Product Declarations (EPD)	107	107	38	54
Emissions into indoor air (values or classes)	92	120	44	60
Leaking into soil and water (values or classes)	103	105	42	66
Contact details of testing facility/Technical Assessment Body (for ETAs)	123	96	43	53
Other (as specified in Q7)	30	24	10	60
Large				**n=267**
Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Intended use of the product	167	84	9	7
Mechanical strength (data or class)	127	102	20	18
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	120	91	30	24
Guidance/manual for installation	125	89	19	33
Thermal conductivity (data or class)	102	87	21	55
Sound insulation properties	105	89	22	48
Contents of dangerous substances	92	110	30	34
Guidance/manual for maintenance or repair work	86	86	20	41
Contact details of manufacturer	160	69	15	22
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	98	98	23	46

Reusability/possibility for dismantling	99	80	36	50
General Environmental Product Declarations (EPD)	81	81	32	54
Emissions into indoor air (values or classes)	84	91	35	55
Leaking into soil and water (values or classes)	90	73	41	62
Contact details of testing facility/Technical Assessment Body (for ETAs)	107	86	31	42
Other (as specified in Q7)	18	23	11	70

Sum of '*YES relatively easily*' and '*YES but with some effort* required' out of total respondents (excluding '*Not relevant*')



Behaviour in fire (e.g. resistance or reaction to fire -performance class)				**n=1629**
Country	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Austria	15	15	6	5
Belgium	30	16	13	7
Denmark	13	25	3	19
France	130	92	19	35
Germany	112	87	16	35
Ireland	24	25	4	8
Italy	125	101	22	31
Netherlands	21	20	12	11
Poland	25	17	8	12
Romania	6	29	5	2
Spain	83	72	16	24
United Kingdom	66	79	24	64

Mechanical strength (data or class)				N=1638
Country	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Austria	16	16	5	4
Belgium	33	21	4	9
Denmark	18	22	1	20
France	142	98	17	27
Germany	114	90	13	33
Ireland	24	28	1	8
Italy	130	113	11	25
Netherlands	28	24	5	7
Poland	31	29	2	5
Romania	11	20	4	3
Spain	82	86	14	12
United Kingdom	73	93	18	48
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)				**n=1589**
Country	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Austria	15	13	4	9
Belgium	18	21	12	15
Denmark	2	6	11	39
France	98	81	36	57
Germany	52	72	29	78
Ireland	25	22	4	10
Italy	80	115	27	57
Netherlands	17	25	8	13
Poland	7	9	11	34
Romania	6	6	10	12
Spain	58	74	19	43
United Kingdom	51	69	28	81
Reusability/possibility for dismantling				**n=1586**
Country	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
Austria	11	16	4	10
Belgium	15	19	12	19
Denmark	4	5	10	40
France	92	80	37	63

Germany	57	49	34	88
Ireland	23	21	5	12
Italy	76	105	36	62
Netherlands	21	19	9	14
Poland	9	6	11	35
Romania	8	10	11	9
Spain	64	64	23	43
United Kingdom	50	68	23	84

Question 10: In your opinion, what could be done to make technical information on construction products more easily available for your work?

Open text answers - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

Full sample	**Total Responses n=1321**
Responded, indicating they are satisfied	56
Responded, without providing a suggestion	221
Provided a suggestion	1044

More specifically responses providing suggestions (1044) were grouped in suggestions for:

- Online construction products databases (214 respondents – 20%);
- Uploading information or improve manufacturers' websites (174 respondents – 17%);
- Improving availability of information online (146 respondents – 14%);
- Making more information available (121 respondents – 12%);
- Improving accessibility of information (50 respondents – 5%) ;
- Improving quality of information (48 respondents – 5%) ;
- Standardisation of information (37 respondents – 4%) ;
- Improving availability and quality of data sheets (31 respondents – 3%) ;
- Improving access to digital information (22 respondents – 2%).

Other suggestions (201 respondents – 20%), included regulatory considerations (quoted by 21 respondents – 2%), suggestions related to trainings (quoted by 12 respondents – 1%), suggestions related to availability of information in local language (quoted by 7 respondents – 1%) and miscellaneous suggestions (mentioned by less than 5 respondents).

Question 11: For the construction products (or product groups) for which you have obtained technical information, was the information sufficiently precise for the purposes of your work?
Indicate the response that best corresponds to your situation - Question open to respondents who signalled they needed to obtain product information in the past

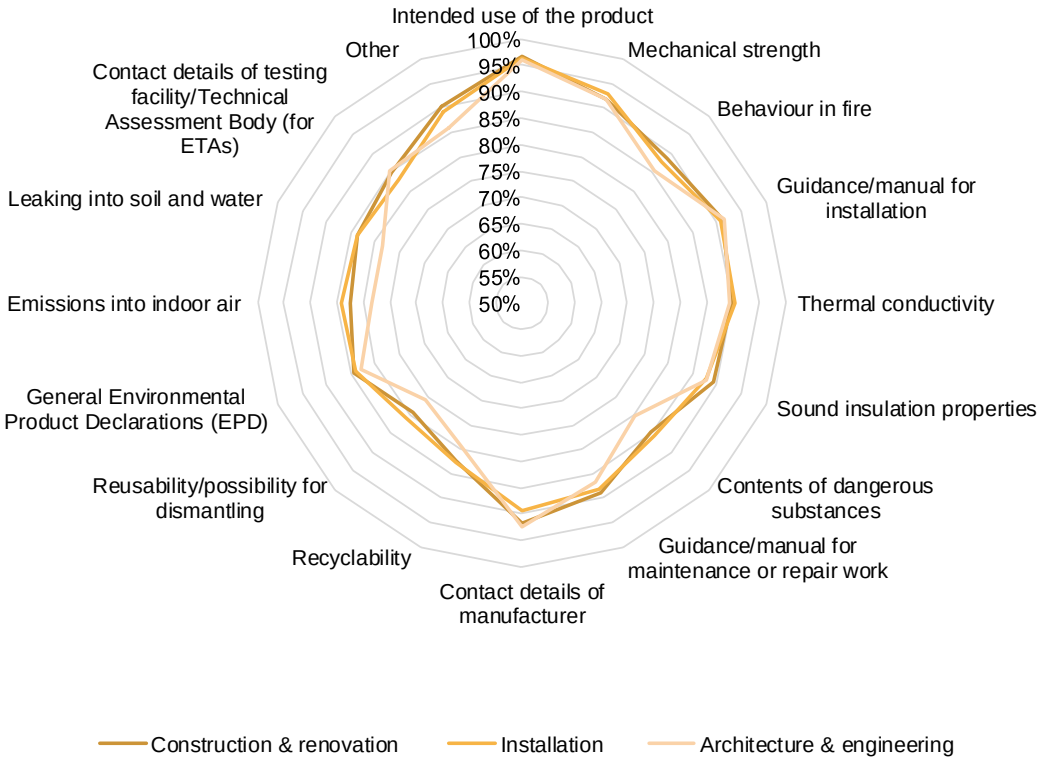
All respondents				n=1691
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	911	611	61	77
Mechanical strength (data or class)	720	595	121	192
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	633	553	189	248
Guidance/manual for installation	699	567	134	212
Thermal conductivity (data or class)	621	559	146	288
Sound insulation properties	580	550	157	323
Contents of dangerous substances	500	516	222	354
Guidance/manual for maintenance or repair work	614	530	169	282
Contact details of manufacturer	818	448	122	448
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	435	506	227	414
Reusability/possibility for dismantling	407	468	253	449
General Environmental Product Declarations (EPD)	468	517	190	396
Emissions into indoor air (values or classes)	397	494	212	468
Leaking into soil and water (values or classes)	380	484	201	505
Contact details of testing facility/Technical Assessment Body (for ETAs)	489	500	182	398
Other (as specified in Q7)	115	154	42	402

Construction & renovation				n=1057
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	588	377	32	41
Mechanical strength (data or class)	463	388	76	94
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	423	363	98	135
Guidance/manual for installation	457	358	80	113
Thermal conductivity (data or class)	406	360	88	159

Sound insulation properties	388	359	91	175
Contents of dangerous substances	341	336	125	199
Guidance/manual for maintenance or repair work	409	335	93	164
Contact details of manufacturer	526	280	74	280
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	293	328	134	241
Reusability/possibility for dismantling	288	295	154	258
General Environmental Product Declarations (EPD)	316	330	119	222
Emissions into indoor air (values or classes)	276	325	129	260
Leaking into soil and water (values or classes)	260	321	113	294
Contact details of testing facility/Technical Assessment Body (for ETAs)	333	318	115	222
Other (as specified in Q7)	86	96	20	245
Installation services				**n=414**
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	235	140	14	17
Mechanical strength (data or class)	174	139	24	59
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	156	142	42	56
Guidance/manual for installation	183	146	34	39
Thermal conductivity (data or class)	152	141	31	70
Sound insulation properties	139	131	38	82
Contents of dangerous substances	120	135	43	90
Guidance/manual for maintenance or repair work	171	138	42	46
Contact details of manufacturer	203	111	37	111
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	110	130	50	97
Reusability/possibility for dismantling	101	123	53	110
General Environmental Product Declarations (EPD)	114	128	46	96
Emissions into indoor air (values or classes)	103	128	43	113
Leaking into soil and water (values or classes)	99	117	42	127
Contact details of testing facility/Technical Assessment Body (for ETAs)	118	122	49	96
Other (as specified in Q7)	27	38	8	106

Architecture & engineering				n=703
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	368	263	27	33
Mechanical strength (data or class)	324	244	50	67
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	275	232	87	92
Guidance/manual for installation	286	251	51	89
Thermal conductivity (data or class)	288	229	61	103
Sound insulation properties	255	236	67	122
Contents of dangerous substances	203	223	104	142
Guidance/manual for maintenance or repair work	255	219	73	124
Contact details of manufacturer	358	192	46	192
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	173	227	103	167
Reusability/possibility for dismantling	166	202	118	179
General Environmental Product Declarations (EPD)	198	226	88	154
Emissions into indoor air (values or classes)	163	204	101	196
Leaking into soil and water (values or classes)	157	206	100	203
Contact details of testing facility/Technical Assessment Body (for ETAs)	208	227	74	157
Other (as specified in Q7)	49	61	18	155

Sum of 'Yes, *sufficiently precise'* and *'YES but could be better'* out of total respondents (excluding *'Not relevant')*



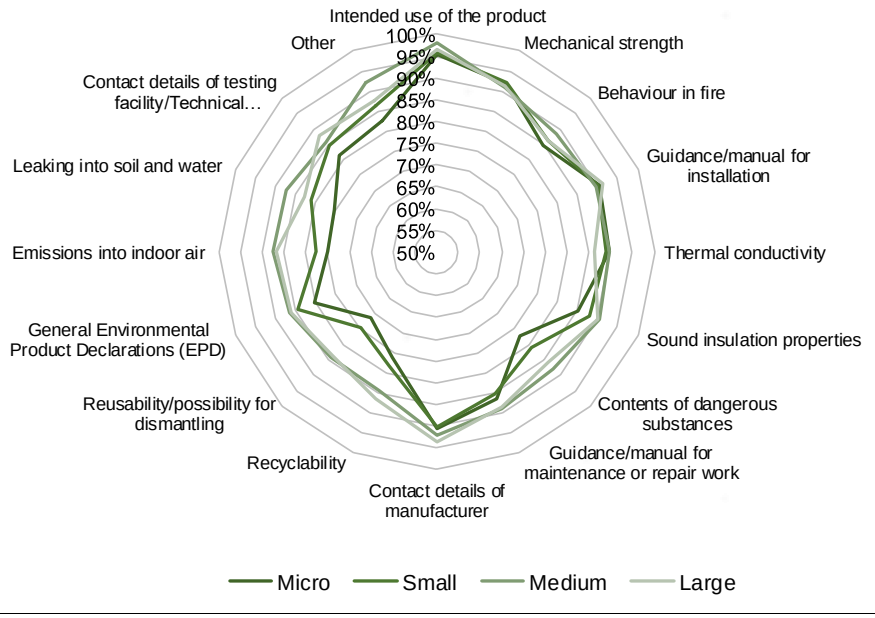
Micro				**n=678**
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	381	208	29	38
Mechanical strength (data or class)	273	211	44	108
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	233	199	77	125
Guidance/manual for installation	274	216	51	93
Thermal conductivity (data or class)	252	202	52	129
Sound insulation properties	210	196	70	153
Contents of dangerous substances	153	176	97	190
Guidance/manual for maintenance or repair work	220	198	65	140
Contact details of manufacturer	315	151	49	151
Recyclability (e.g. manufacturer's declaration, availability	124	167	92	231

of recycling infrastructures)				
Reusability/possibility for dismantling	119	144	106	240
General Environmental Product Declarations (EPD)	146	167	77	217
Emissions into indoor air (values or classes)	119	155	92	241
Leaking into soil and water (values or classes)	103	150	83	269
Contact details of testing facility/Technical Assessment Body (for ETAs)	146	169	72	215
Other (as specified in Q7)	35	50	18	173
Small				**n=424**
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	221	159	17	21
Mechanical strength (data or class)	178	153	28	45
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	174	126	48	59
Guidance/manual for installation	183	130	34	51
Thermal conductivity (data or class)	152	138	36	71
Sound insulation properties	148	141	40	72
Contents of dangerous substances	128	120	59	90
Guidance/manual for maintenance or repair work	163	114	48	68
Contact details of manufacturer	210	99	34	99
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	124	104	63	99
Reusability/possibility for dismantling	107	100	70	112
General Environmental Product Declarations (EPD)	124	121	45	97
Emissions into indoor air (values or classes)	103	106	60	116
Leaking into soil and water (values or classes)	103	112	50	120
Contact details of testing facility/Technical Assessment Body (for ETAs)	127	118	44	97

Other (as specified in Q7)	33	42	12	103
Medium				**n=323**
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	160	144	6	11
Mechanical strength (data or class)	144	129	27	22
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	118	132	32	37
Guidance/manual for installation	130	119	29	37
Thermal conductivity (data or class)	121	124	28	45
Sound insulation properties	120	122	26	49
Contents of dangerous substances	118	124	34	39
Guidance/manual for maintenance or repair work	123	122	30	40
Contact details of manufacturer	162	110	24	110
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	103	126	42	44
Reusability/possibility for dismantling	102	125	42	47
General Environmental Product Declarations (EPD)	111	124	37	41
Emissions into indoor air (values or classes)	93	136	33	54
Leaking into soil and water (values or classes)	94	128	32	62
Contact details of testing facility/Technical Assessment Body (for ETAs)	116	121	40	39
Other (as specified in Q7)	25	34	5	60
Large				**n=266**
Type of information	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Intended use of the product	149	100	9	7
Mechanical strength (data or class)	125	102	22	17
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	108	96	32	27
Guidance/manual for installation	112	102	20	31
Thermal conductivity (data or class)	96	95	30	43

Sound insulation properties	102	91	21	49
Contents of dangerous substances	101	96	32	35
Guidance/manual for maintenance or repair work	108	96	26	34
Contact details of manufacturer	131	88	15	88
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	84	109	30	40
Reusability/possibility for dismantling	79	99	35	50
General Environmental Product Declarations (EPD)	87	105	31	41
Emissions into indoor air (values or classes)	82	97	27	57
Leaking into soil and water (values or classes)	80	94	36	54
Contact details of testing facility/Technical Assessment Body (for ETAs)	100	92	26	47
Other (as specified in Q7)	22	28	7	66

Sum of 'Yes, sufficiently precise' and 'YES but could be better' out of total respondents (excluding 'Not relevant')



Behaviour in fire (e.g. resistance or reaction to fire -performance class)				n=1623
Country	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Austria	17	14	5	5
Belgium	27	19	12	8

Denmark	17	20	2	20
France	113	106	26	32
Germany	88	89	28	43
Ireland	33	18	2	8
Italy	129	99	19	32
Netherlands	19	19	15	10
Poland	25	14	13	10
Romania	11	16	14	2
Spain	77	70	27	21
United Kingdom	77	69	26	57
Mechanical strength (data or class)				**N=1628**
Country	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Austria	19	17	2	3
Belgium	35	19	7	4
Denmark	22	14	5	17
France	141	96	22	23
Germany	100	104	19	28
Ireland	26	24	1	10
Italy	139	99	14	27
Netherlands	27	24	5	7
Poland	38	17	7	4
Romania	13	17	3	3
Spain	73	90	17	14
United Kingdom	87	74	19	52
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)				**n=1582**
Country	**YES sufficiently precise**	**YES but could be better**	**NO not sufficient**	**Not relevant**
Austria	12	16	4	9
Belgium	19	15	15	16
Denmark	5	4	11	35
France	83	101	34	55
Germany	49	69	36	77
Ireland	25	22	5	9
Italy	94	99	33	53
Netherlands	16	21	12	13
Poland	13	6	12	30
Romania	5	7	15	6
Spain	52	80	28	34
United Kingdom	62	66	22	77
Reusability/possibility for dismantling				**n=1577**

Country	YES sufficiently precise	YES but could be better	NO not sufficient	Not relevant
Austria	11	16	5	9
Belgium	17	14	17	16
Denmark	4	3	11	37
France	75	82	48	65
Germany	51	57	35	89
Ireland	19	22	5	15
Italy	91	98	37	53
Netherlands	18	22	10	12
Poland	10	9	15	28
Romania	6	5	14	8
Spain	46	78	33	37
United Kingdom	59	62	23	80

Question 12: Please describe and give any specific details or examples of your experience of product information that is not sufficiently precise and/or could be improved.

Open text answers - Question open to respondents who signalled they needed to obtain product information in the past 5 years (Question 5)

All respondents (n=1266)	Responses
Responded, indicating they are satisfied	75
Responded, without providing a suggestion	429
Provided a suggestion	762

More specifically responses providing suggestions (762) were grouped in suggestions for/related to:

- Insufficient details on types of technical information (178 respondents – 23%);
- Insufficient (technical) information for specific products (66 respondents – 9%);
- Availability and accessibility of information (61 respondents – 8%);
- Clarity and complexity of information (61 respondents – 8%);
- Insufficient information on manuals/instructions/maintenance (42 respondents – 6%);
- Comparability of information (31 respondents – 4%);
- Language of information (30 respondents – 4%);
- Reliability of information (30 respondents – 4%);
- Insufficient information on safety (27 respondents – 4%);
- Insufficient information on environmental characteristics and recyclability (26 respondents – 3%);
- Insufficient information on testing, certificates and markings (21 respondents – 3%);
- Insufficient information on contact details (10 respondents – 1%);
- Miscellaneous types of insufficient information (60 respondents – 8%), mentioned by less than 5 respondents;

Miscellaneous issues (119 respondents – 16%), mentioned by less than 5 respondents.

PART II: ABOUT YOUR OPINIONS ON THE TECHNICAL INFORMATION (OR DATA) ON CONSTRUCTION PRODUCTS THAT YOU WOULD LIKE TO GET FROM MANUFACTURERS. AND WHERE (OR HOW) THIS INFORMATION SHOULD BE AVAILABLE

Question 13: What level of detail of information on construction products is necessary for it to be useful for your work?
Indicate the response that best corresponds to your situation

All respondents				n=2024
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	832	596	307	248
Mechanical strength (data or class)	774	583	293	309
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	647	617	338	354
Guidance/manual for installation	766	478	320	386
Thermal conductivity (data or class)	738	523	288	402
Sound insulation properties	729	512	294	417
Contents of dangerous substances	691	449	357	441
Guidance/manual for maintenance or repair work	714	460	340	423
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	478	470	443	528
Reusability/possibility for dismantling	467	487	413	556
General Environmental Product Declarations (EPD)	541	505	387	487
Emissions into indoor air (values or classes)	563	478	331	584
Leaking into soil and water (values or classes)	525	478	331	584
Other	169	156	103	503

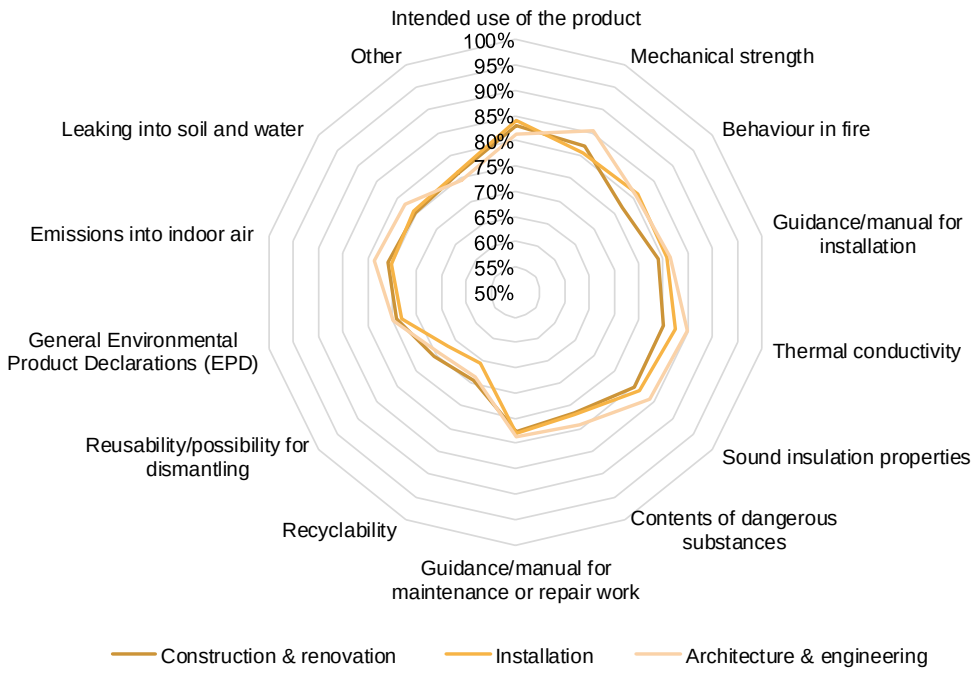
If other, please specify

Out of the 931 replies (46%, of total respondents), 915 respondents did not specify any specific types of information. Therefore 1% of respondents (16 respondents) actually quoted other specific type of information. These include miscellaneous types of information (mentioned by less than 5 respondents).

Construction & renovation				n=1262
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	537	369	186	150
Mechanical strength (data or class)	462	401	190	170
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	397	394	235	197
Guidance/manual for installation	455	325	206	229
Thermal conductivity (data or class)	455	345	200	222
Sound insulation properties	468	335	197	225
Contents of dangerous substances	447	294	225	249
Guidance/manual for maintenance or repair work	439	307	214	250
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	315	304	274	308
Reusability/possibility for dismantling	304	317	258	326
General Environmental Product Declarations (EPD)	368	312	238	286
Emissions into indoor air (values or classes)	366	307	212	345
Leaking into soil and water (values or classes)	337	307	212	345
Other	110	105	67	314
Installation				**n=492**
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	212	139	67	58
Mechanical strength (data or class)	188	121	74	90
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	155	156	73	88
Guidance/manual for installation	224	108	79	69
Thermal conductivity (data or class)	186	126	67	95
Sound insulation properties	178	121	69	103
Contents of dangerous substances	171	103	82	113
Guidance/manual for maintenance or repair work	214	97	87	75

Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	130	93	116	125
Reusability/possibility for dismantling	126	99	110	132
General Environmental Product Declarations (EPD)	135	114	92	122
Emissions into indoor air (values or classes)	145	89	77	146
Leaking into soil and water (values or classes)	152	89	77	146
Other	41	30	22	126
Architecture & engineering				**n=813**
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	320	258	133	88
Mechanical strength (data or class)	383	216	102	96
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	309	238	133	117
Guidance/manual for installation	313	203	118	158
Thermal conductivity (data or class)	356	201	100	135
Sound insulation properties	345	191	103	152
Contents of dangerous substances	317	183	131	159
Guidance/manual for maintenance or repair work	317	166	131	178
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	204	200	186	196
Reusability/possibility for dismantling	196	200	175	214
General Environmental Product Declarations (EPD)	232	225	154	171
Emissions into indoor air (values or classes)	260	208	128	201
Leaking into soil and water (values or classes)	248	208	128	201
Other	73	60	45	188

Sum of 'Specific values' and *'Performance classes'* out of total respondents (excluding *'Not relevant'*)

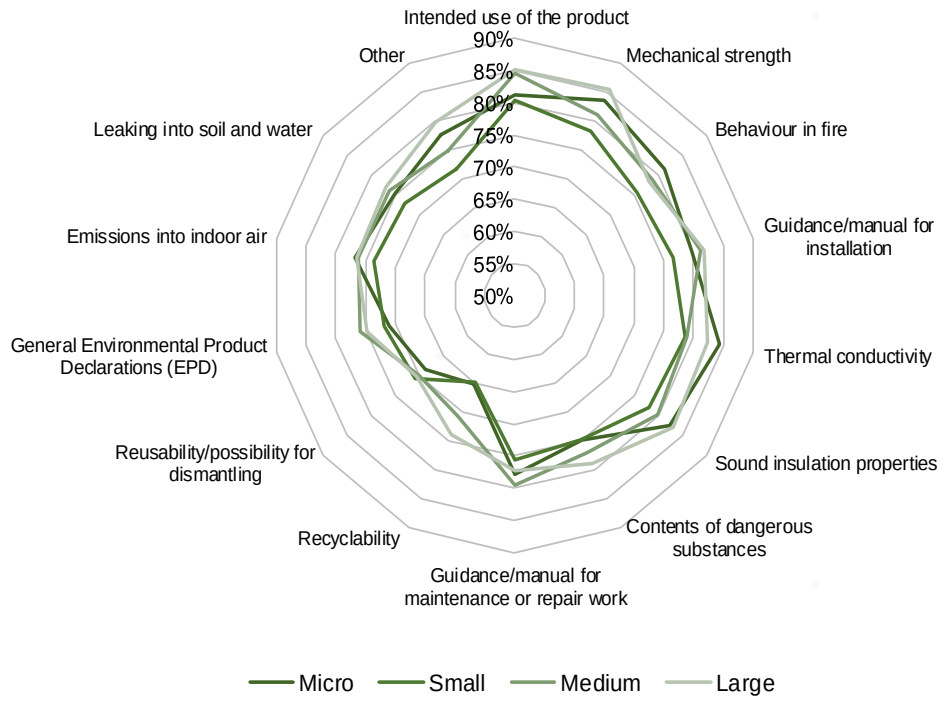


Micro				**n=818**
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	347	206	128	107
Mechanical strength (data or class)	331	198	103	144
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	262	240	115	158
Guidance/manual for installation	349	139	124	166
Thermal conductivity (data or class)	326	171	93	185
Sound insulation properties	310	168	102	193
Contents of dangerous substances	276	139	138	215
Guidance/manual for maintenance or repair work	297	149	128	194
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	169	145	166	276
Reusability/possibility for dismantling	184	145	150	282
General Environmental Product Declarations (EPD)	203	168	152	234
Emissions into indoor air (values or classes)	225	159	116	291

Leaking into soil and water (values or classes)	191	159	116	291
Other	82	57	40	213
Small				**n=497**
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	207	132	83	67
Mechanical strength (data or class)	168	146	86	75
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	163	136	97	85
Guidance/manual for installation	170	116	88	96
Thermal conductivity (data or class)	169	123	80	99
Sound insulation properties	175	118	83	98
Contents of dangerous substances	164	105	90	110
Guidance/manual for maintenance or repair work	178	95	88	107
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	121	105	121	117
Reusability/possibility for dismantling	108	126	97	132
General Environmental Product Declarations (EPD)	128	114	94	126
Emissions into indoor air (values or classes)	130	109	85	148
Leaking into soil and water (values or classes)	121	109	85	148
Other	41	43	33	113
Medium				**n=382**
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	136	155	53	36
Mechanical strength (data or class)	146	126	63	46
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	116	139	68	53
Guidance/manual for installation	134	123	60	59
Thermal conductivity (data or class)	134	118	68	59
Sound insulation properties	124	131	65	60
Contents of dangerous substances	129	119	74	54
Guidance/manual for maintenance or repair work	131	123	65	57

Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	106	115	90	64
Reusability/possibility for dismantling	91	123	92	69
General Environmental Product Declarations (EPD)	120	119	76	62
Emissions into indoor air (values or classes)	111	118	72	72
Leaking into soil and water (values or classes)	112	118	72	72
Other	21	33	18	84
Large				**n=327**
Type of information	**Specific values**	**Performance classes**	**Passing minimum requirements**	**Not relevant**
Intended use of the product	142	103	43	38
Mechanical strength (data or class)	129	113	41	44
Behaviour in fire (e.g. resistance or reaction to fire -performance class)	106	102	58	58
Guidance/manual for installation	113	100	48	65
Thermal conductivity (data or class)	109	111	47	59
Sound insulation properties	120	95	44	66
Contents of dangerous substances	122	86	55	62
Guidance/manual for maintenance or repair work	108	93	59	65
Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	82	105	66	71
Reusability/possibility for dismantling	84	93	74	73
General Environmental Product Declarations (EPD)	90	104	65	65
Emissions into indoor air (values or classes)	97	92	58	73
Leaking into soil and water (values or classes)	101	92	58	73
Other	25	23	12	93

Sum of 'Specific values' and 'Performance classes' out of total respondents (excluding 'Not relevant')



Question 14: How relevant for your work are the following types of information?

All respondents (n=2027)	Responses		
Type of information	**Very relevant**	**Relevant**	**Not relevant**
Name and contact details of manufacturer	1023	787	210
Name and contact details of testing facility/Technical Assessment Body	998	742	277
Period of validity of product information (e.g. expiry date of certificate, new technical standards in preparation)	720	884	402
Other*	123	162	446

*If other, please specify

Out of the 731 replies (36%, of total respondents), 684 respondents did not specify any specific type of information. Therefore 2% of respondents actually quoted other specific types of information (47 respondents). These include miscellaneous types of information (mentioned by less than 5 respondents).

Per Sector	Construction & renovation			Installation services			Architecture & engineering		
Number of respondents	**1263**			**491**			**818**		
	VR	**R**	**NR**	**VR**	**R**	**NR**	**VR**	**R**	**NR**
Name and contact details of manufacturer	639	493	126	259	184	44	425	318	73
Name and contact details of testing facility/Technical Assessment Body	620	475	163	250	176	63	445	283	87

Period of validity of product information (e.g. expiry date of certificate, new technical standards in preparation)	454	554	241	162	240	81	312	358	143
Other	89	118	279	31	30	115	42	58	155

Per Size	**Micro**			**Small**			**Medium**			**Large**		
Number of respondents	**821**			**498**			**382**			**326**		
	VR	**R**	**NR**	**VR**	**R**	**NR**	**VR**	**R**	**NR**	**VR**	**R**	**NR**
Name and contact details of manufacturer	429	305	82	238	205	53	192	152	38	164	125	37
Name and contact details of testing facility/Technical Assessment Body	384	304	128	227	201	65	210	131	41	177	106	43
Period of validity of product information (e.g. expiry date of certificate, new technical standards in preparation)	228	378	201	161	218	112	173	166	43	158	122	46
Other	46	57	188	36	41	104	22	41	80	19	23	74

Question 15: From which source(s) would you prefer to get technical information on construction products?
Multiple replies possible

All responses (n=2035)	**Responses**
Product information accompanying a Declaration of Performance/CE marking: on the website of the manufacturer or supplier	1070
Product data sheets provided by the manufacturer or supplier: on the website of the manufacturer or supplier	1050
Product data sheets provided by the manufacturer or supplier: on paper	915
Product information accompanying a Declaration of Performance/CE marking: on paper	835
Website/database/publications of scheme providers for General Environmental Product Declarations (EPD)	742
Specific logos (e.g. quality marks) attached to product: with accompanying specific technical data	528
Personal feedback from experts/companies	446
Specific logos (e.g. quality marks) attached to product: without any specific technical data	339
Other*	59
Total	**5984**
*If other, please specify Out of the 59 replies (3%, of total respondents), 12 respondents did not specify any specific source of information. Therefore 2% of respondents actually quoted other specific sources of information (47 respondents). These include miscellaneous types of information (mentioned by less than 5 respondents).	

Per sector	**Construction & renovation**	**Installation services**	**Architecture & engineering**

Number of respondents	**1268**	**493**	**818**
Product information accompanying a Declaration of Performance/CE marking: on the website of the manufacturer or supplier	641	272	494
Product data sheets provided by the manufacturer or supplier: on the website of the manufacturer or supplier	612	290	487
Product data sheets provided by the manufacturer or supplier: on paper	581	269	384
Product information accompanying a Declaration of Performance/CE marking: on paper	543	219	345
Website/database/publications of scheme providers for General Environmental Product Declarations (EPD)	438	203	362
Specific logos (e.g. quality marks) attached to product: with accompanying specific technical data	333	145	236
Personal feedback from experts/companies	271	108	217
Specific logos (e.g. quality marks) attached to product: without any specific technical data	229	100	144
Other	34	13	29

Per size	**Micro**	**Small**	**Medium**	**Large**
Number of respondents	**823**	**503**	**382**	**327**
Product information accompanying a Declaration of Performance/CE marking: on the website of the manufacturer or supplier	445	264	198	163
Product data sheets provided by the manufacturer or supplier: on the website of the manufacturer or supplier	459	262	171	158
Product data sheets provided by the manufacturer or supplier: on paper	364	217	180	154
Product information accompanying a Declaration of Performance/CE marking: on paper	323	197	143	172
Website/database/publications of scheme providers for General Environmental Product Declarations (EPD)	298	170	140	134
Specific logos (e.g. quality marks) attached to product: with accompanying specific technical data	227	130	83	88
Personal feedback from experts/companies	199	117	69	61
Specific logos (e.g. quality marks) attached to product: without any specific technical data	117	89	65	68
Other	22	12	6	19

PART III: ABOUT YOUR PROCEDURES FOR CHECKING PRODUCT PERFORMANCE DECLARATIONS FOR CONSTRUCTION PRODUCTS.

Question 16: For construction products that you have been using for more than five years, which of the following are you still usually doing to check on product performance?
Multiple replies possible

All respondents (n=2039)	Responses
Checking for the manufacturer's Declaration of Performance for the product	867
Checking for a CE marking accompanying the manufacturer's Declaration of Performance for the product	758
Relying on your/your company's experience with the construction product to know its performance and how to install it	671
Checking for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	562
Not relevant	448
Other*	28
Total	**3334**

*If other, please specify

Out of the 28 replies (1%, of total respondents), 20 respondents did not specify any specific action. Therefore 0.5% of respondents actually quoted other actions (8 respondents). These include miscellaneous types of information (mentioned by less than 5 respondents).

Per sector	Construction & renovation	Installation services	Architecture & engineering
Number of respondents	**1269**	**495**	**818**
Checking for the manufacturer's Declaration of Performance for the product	566	225	374
Checking for a CE marking accompanying the manufacturer's Declaration of Performance for the product	471	213	348
Relying on your/your company's experience with the construction product to know its performance and how to install it	432	186	281
Checking for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	348	178	275
Not relevant	273	105	163
Other	15	6	15

Per size	Micro	Small	Medium	Large
Number of respondents	**826**	**504**	**381**	**328**
Checking for the manufacturer's Declaration of Performance for the product	321	209	192	145
Checking for a CE marking accompanying the manufacturer's	256	174	166	162

Declaration of Performance for the product				
Relying on your/your company's experience with the construction product to know its performance and how to install it	323	168	108	72
Checking for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	190	123	127	122
Not relevant	203	110	59	76
Other	12	5	4	7

Question 17: If you were using construction products for the first time, which of the following would you usually do to check on product performance?

All respondents (n=2036)	Responses
Check for the manufacturer's Declaration of Performance for the product	970
Check for a CE marking accompanying the manufacturer's Declaration of Performance for the product	862
Collect information/feedback from other experts/companies with enough experience with the product to know its performance and how to install it	723
Check for trademarks (e.g. rely on positive experience of already used construction products as an indication of product performance)	702
Check for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	626
Not relevant	301
Other*	39
Total	**4223**

*If other, please specify

Out of the 39 replies (2%, of total respondents), 26 respondents did not specify any specific action. Therefore 1% of respondents actually quoted other specific actions (13 respondents). These include miscellaneous types of information (mentioned by less than 5 respondents).

Per sector	Construction & renovation	Installation services	Architecture & engineering
Number of respondents	**1270**	**496**	**817**
Check for the manufacturer's Declaration of Performance for the product	605	271	436
Check for a CE marking accompanying the manufacturer's Declaration of Performance for the product	531	234	404
Collect information/feedback from other experts/companies with enough experience with the product to know its performance and how to install it	436	197	344
Check for trademarks (e.g. rely on positive experience of already used construction products as an indication of product performance)	467	197	295
Check for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	391	183	302

Not relevant	183	64	103

Per size	Micro	Small	Medium	Large
Number of respondents	**824**	**502**	**382**	**328**
Check for the manufacturer's Declaration of Performance for the product	393	233	185	159
Check for a CE marking accompanying the manufacturer's Declaration of Performance for the product	322	206	171	163
Collect information/feedback from other experts/companies with enough experience with the product to know its performance and how to install it	358	167	104	94
Check for trademarks (e.g. rely on positive experience of already used construction products as an indication of product performance)	280	172	134	116
Check for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	218	162	134	112
Not relevant	115	82	48	56

Question 18: For construction products for which you have obtained performance information in the past, the information may become outdated (e.g. new test methods, expiry of certificates). Do you normally check the validity of previously obtained information?
Indicate the response that best corresponds to your situation

All responses (n=2037)	Responses
Yes, systematically	580
Yes, when I am in doubt or I have been informed about changes	1023
No, I do not expect any significant changes in the products I am using	434
Total	**2037**

Per Sector	Construction & renovation	Installation services	Architecture & engineering
Number of respondents	**1270**	**496**	**817**
Yes, systematically	373	137	263
Yes, when I am in doubt or I have been informed about changes	623	263	423
No, I do not expect any significant changes in the products I am using	274	96	131

Per Size	Micro	Small	Medium	Large
Number of respondents	**824**	**503**	**382**	**328**
Yes, systematically	180	136	140	124

Yes, when I am in doubt or I have been informed about changes	435	261	182	145
No, I do not expect any significant changes in the products I am using	209	106	60	59

With Question 5	Frequently	Regularly	Occasionally	No/very occasionally
Yes, systematically	234	184	102	60
Yes, when I am in doubt or I have been informed about changes	255	429	233	106
No, I do not expect any significant changes in the products I am using	234	184	102	60

With Question 7	Yes, systematically	Yes, when I am in doubt or I have been informed about changes	No, I do not expect any significant changes in the products I am using
Intended use of the product	266	467	120
Mechanical strength	260	457	91
Behaviour in fire	229	344	97
Guidance/manual for installation	152	337	111
Thermal conductivity	181	339	74
Sound insulation properties	173	324	79
Contents of dangerous substances	162	257	52
Guidance/manual for maintenance or repair work	125	226	61
Contact details of manufacturer	137	215	55
Recyclability	144	175	26
Reusability/possibility for dismantling	111	148	20
General Environmental Product Declarations (EPD)	121	130	20
Emissions into indoor air	119	131	20
Leaking into soil and water	111	112	17
Contact details of testing facility/Technical Assessment Body (for ETAs)	82	82	13
Other	17	16	10

With Question 15	Yes, systematically	Yes, when I am in doubt or I have been informed about changes	No, I do not expect any significant changes in the products I am using
Product information accompanying a Declaration of Performance/CE marking: on the website of the manufacturer or supplier	337	572	159

Product data sheets provided by the manufacturer or supplier: on the website of the manufacturer or supplier	295	573	179
Product data sheets provided by the manufacturer or supplier: on paper	297	458	157
Product information accompanying a Declaration of Performance/CE marking: on paper	301	407	124
Website/database/publications of scheme providers for General Environmental Product Declarations (EPD)	225	408	108
Specific logos (e.g. quality marks) attached to product: with accompanying specific technical data	176	280	72
Personal feedback from experts/companies	108	240	98
Specific logos (e.g. quality marks) attached to product: without any specific technical data	134	158	47
Other	13	8	37

With Question 16	Yes, systematically	Yes, when I am in doubt or I have been informed about changes	No, I do not expect any significant changes in the products I am using
Checking for the manufacturer's Declaration of Performance for the product	329	452	86
Checking for a CE marking accompanying the manufacturer's Declaration of Performance for the product	282	408	68
Relying on your/your company's experience with the construction product to know its performance and how to install it	168	370	133
Checking for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	212	298	52
Not relevant	83	155	204
Other	13	8	7

Question 19: Do you have a preferred source for obtaining information on construction product performance?
Indicate the response that best corresponds to your situation

All respondents (n=2034)		Responses
No preferred source		1797
Yes*		237
*If yes, please specify	Internet	75
	Manufacturer	48
	Expert	32

	Supplier	25
	Other	57

Per Sector		Construction & renovation	Installation services	Architecture & engineering
Number of respondents		**1268**	**495**	**816**
No preferred source		1119	433	714
Yes*		149	62	102
*If Yes, please specify:	Internet	46	20	44
	Manufacturer	28	16	21
	Expert	21	4	21
	Supplier	19	10	4
	Other	35	12	12

Per Size		Micro	Small	Medium	Large
Number of respondents		**822**	**502**	**382**	**328**
No preferred source		707	447	352	291
Yes*		115	55	30	37
*If Yes, please specify	Internet	37	18	10	10
	Manufacturer	29	8	2	9
	Expert	15	6	2	9
	Supplier	14	8	3	0
	Other	20	15	13	9

Question 20: Are there any other issues concerning information availability and data quality for construction products that are not addressed so far in this survey but that you consider as relevant?

If yes, please specify below

All respondents (n=615)	Responses
Responded, without specifying any issues	517
Provided additional inputs	98

More specifically responses quoting additional issues (98) were grouped in issues related to:

- Need for additional information (33 respondents – 5%);
- Standardisation of information (10 respondents – 2%)
- Information through the manufacturers (8 respondents – 1%) ;
- Construction products database(s) (8 respondents – 1%);
- Lack of transparency/Verification of information: (9 respondents – 1%);
- Miscellaneous issues (30 respondents – 5%), mentioned by less than 5 respondents.

Annex C: Survey questionnaire, EN version

Questionnaire on information needs

The aim of this survey is to examine the technical information (or data) on construction products that is needed by construction professionals when working on design, calculation and installation. And, to identify where (or how) such information is available, or is lacking.

The survey is being undertaken by Ecorys on behalf of the European Commission.

The survey findings will support a review of the Construction Products Regulation (CPR).

The survey consists of a maximum of 20 questions and should take around 10 minutes to complete

RESPONDENT INFORMATION

1.	**In which country is your company / business located?**
	[Drop down menu with list of EU countries]

2.	**How many persons are employed in your company / business?**	
	1 person (i.e. self-employed / independent)	○
	2 to 9 persons	○
	10 to 49 persons	○
	50 to 249 persons	○
	250 or more persons	○

3.	**What types of construction activities are conducted by your company/ business?** **Multiple replies possible**	
	Construction and renovation of (residential & non-residential) buildings	○
	Demolition and site preparation	○
	Electrical, plumbing, and other construction installation activities	○
	Building completion and finishing (e.g. plastering, joinery, floor covering, painting, glazing, roofing, etc.)	○
	Architectural activities	○
	Construction engineering and other construction-related technical services	○
	Other (please specify):	[Open text answers]

4.	**What are your main tasks in <u>your</u> professional work?** **Multiple replies possible**		
	Designing buildings (e.g. residential, offices)		○
	Calculating specific building performances (e.g. structural integrity, fire safety)		○
	Repairing or maintaining buildings		○
	Managing construction sites (e.g. engineer, foreman)		○
	Installation of construction products in buildings		○
	Purchasing construction products for your company		○
	Building control for your company/for the building owner		○
	Other (please specify):	[Open text answers]	

PART I: ABOUT YOUR EXPERIENCE OF OBTAINING TECHNICAL INFORMATION (OR DATA) ON CONSTRUCTION PRODUCTS

5.	**During the past 5 years, have you needed to obtain technical information on construction products; for example, because you have not used the product before or because of a different intended use of an already known product?** **Indicate the response that best corresponds to your situation**	
	Yes, frequently (e.g. on a daily or weekly basis)	○
	Yes, regularly (e.g. monthly or multiple times in a year)	○
	Yes, occasionally (e.g. a few times throughout a year)	○
	No, or only very occasionally (e.g. you are generally familiar with all the construction products that you work with and do no need to obtain new information about them)	○

If Yes, frequently, regularly or occasionally: go to Question 6

If No: go to Question 13

6.	**For which types of construction products (or product groups) have you needed to obtain technical information?** **Multiple replies possible**	
	Cement	◯
	Gypsum products	◯
	Concrete, mortar & grout	◯
	Precast concrete products	◯
	Masonry products	◯
	Aggregates	◯
	Road construction products	◯
	Circulation fixtures	◯
	Reinforcing steel	◯
	Structural metallic products	◯
	Structural bearings	◯
	Structural timber products and ancillaries	◯
	Wood based panels	◯
	Roof coverings	◯
	External Thermal Insulation Composites Systems (ETICS)	◯
	Thermal insulating products	◯
	Geotextile products	◯
	Membranes	◯
	Wall and ceiling finishes	◯
	Curtain walling products	◯
	Floorings (all materials)	◯
	Glass products	◯
	Doors, windows	◯
	Chimneys	◯
	Pipes, tanks (for fuels, gas, water, drinking water)	◯
	Fixed fire-fighting equipment	◯
	Sanitary appliances	◯
	Space heating appliances	◯
	Waste water disposal products	◯
	Power, control and communication cables	◯
	Anchors	◯
	Adhesives	◯
	Sealants for non-structural use in joints in buildings and pedestrian walkways	◯
	Other (please specify): [Open text answers]	

7.	**For the construction products (or product groups) for which you have needed technical information, which of the following types of information were you looking for?** **Multiple replies possible**	
	Intended use of the product	◯
	Mechanical strength (data or class)	◯
	Behaviour in fire (e.g. resistance or reaction to fire -performance class)	◯
	Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	◯
	Reusability/possibility for dismantling	◯
	Contents of dangerous substances	◯
	Emissions into indoor air (values or classes)	◯
	Leaking into soil and water (values or classes)	◯
	Sound insulation properties	◯
	Thermal conductivity (data or class)	◯
	General Environmental Product Declarations (EPD)	◯
	Guidance/manual for installation	◯
	Guidance/manual for maintenance or repair work	◯
	Contact details of manufacturer	◯
	Contact details of testing facility/Technical Assessment Body (for ETAs)	◯
	Other (please specify): [Open text answers]	

8.	**For the construction products (or product groups) for which you have needed technical information, which of the following sources did you use to obtain the needed information?** **Multiple replies possible**	
	Product data sheet	◯
	Product information supplied on the product or accompanying the product (e.g. Declaration of performance or CE marking)	◯
	Certificates provided by authorities (without any specific technical data)	◯
	Certificates provided by authorities (including specific technical data)	◯
	Other (please specify): [Open text answers]	

9.	**For the construction products (or product groups) for which you have needed technical information, were you able to obtain the information that you were looking for?** **Indicate the response that best corresponds to your situation**				
	Type of information	**YES relatively easily**	**YES but with some effort required**	**NO unable to find information**	**Not relevant**
	Intended use of the product	○	○	○	○
	Mechanical strength (data or class)	○	○	○	○
	Behaviour in fire (e.g. resistance or reaction to fire -performance class)	○	○	○	○
	Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	○	○	○	○
	Reusability/possibility for dismantling	○	○	○	○
	Contents of dangerous substances	○	○	○	○
	Emissions into indoor air (values or classes)	○	○	○	○
	Leaking into soil and water (values or classes)	○	○	○	○
	Sound insulation properties	○	○	○	○
	Thermal conductivity (data or class)	○	○	○	○
	General Environmental Product Declarations (EPD)	○	○	○	○
	Guidance/manual for installation	○	○	○	○
	Guidance/manual for maintenance or repair work	○	○	○	○
	Contact details of manufacturer	○	○	○	○
	Contact details of testing facility/Technical Assessment Body (for ETAs)	○	○	○	○
	Other (as specified in Question 7):	○	○	○	

If any answer is "YES but with some effort required" or "NO unable to find information", go to Question 10

Otherwise go to Question 11

10.	**In your opinion, what could be done to make technical information on construction products more easily available for your work?**
	[Open text answers]

11.	**For the construction products (or product groups) for which you have obtained technical information, was the information sufficiently precise for the purposes of your work?** **Indicate the response that best corresponds to your situation**				
	Type of information	**YES** **sufficiently precise**	**YES** **but could be better**	**NO** **not sufficient**	**Not relevant**
	Intended use of the product	○	○	○	○
	Mechanical strength (data or class)	○	○	○	○
	Behaviour in fire (e.g. resistance or reaction to fire -performance class)	○	○	○	○
	Recyclability (e.g. manufacturer's declaration, availability of recycling infrastructures)	○	○	○	○
	Reusability/possibility for dismantling	○	○	○	○
	Contents of dangerous substances	○	○	○	○
	Emissions into indoor air (values or classes)	○	○	○	○
	Leaking into soil and water (values or classes)	○	○	○	○
	Sound insulation properties	○	○	○	○
	Thermal conductivity (data or class)	○	○	○	○
	General Environmental Product Declarations (EPD)	○	○	○	○
	Guidance/manual for installation	○	○	○	○
	Guidance/manual for maintenance or repair work	○	○	○	○
	Contact details of manufacturer	○	○	○	○
	Contact details of testing facility/Technical Assessment Body (for ETAs)	○	○	○	○
	Other (as specified in Question 7):	○	○	○	

If any answer is "YES but could be better" or "NO not sufficient", go to Question 12

Otherwise go to Question 13

12.	**Please describe and give any specific details or examples of your experience of product information that is not sufficiently precise and/or could be improved.**
	[Open text answers]

PART II: ABOUT YOUR OPINIONS ON THE TECHNICAL INFORMATION (OR DATA) ON CONSTRUCTION PRODUCTS THAT YOU WOULD LIKE TO GET FROM MANUFACTURERS. AND WHERE (OR HOW) THIS INFORMATION SHOULD BE AVAILABLE

13.	**What level of detail of information on construction products is necessary for it to be useful for your work?** **Indicate the response that best corresponds to your situation**				
	Type of information	**Specific values**	**Performance class**	**Satisfies minimum requirements**	**Not relevant**
	Intended use of the product	○	○	○	○
	Mechanical strength (data or class)	○	○	○	○
	Behaviour in fire (e.g. resistance or reaction to fire -performance class)	○	○	○	○
	Recyclability (e.g. manufacturer's declaration, availability of recycling structures)	○	○	○	○
	Reusability/possibility for dismantling	○	○	○	○
	Contents of dangerous substances	○	○	○	○
	Emissions into indoor air (values or classes)	○	○	○	○
	Leaking into soil and water (values or classes)	○	○	○	○
	Sound insulation properties	○	○	○	○
	Thermal conductivity (data or class)	○	○	○	○
	General Environmental Product Declarations (EPD)	○	○	○	○
	Guidance/manual for installation	○	○	○	○
	Guidance/manual for maintenance or repair work	○	○	○	○
	Other (please specify): [Open text answers]	○	○	○	

14.	**How relevant for your work are the following types of information?** **Indicate the response that best corresponds to your situation**			
	Type of information	**Very relevant**	**Relevant**	**Not relevant**
	Name and contact details of manufacturer	○	○	○
	Name and contact details of testing facility/Technical Assessment Body	○	○	○
	Period of validity of product information (e.g. expiry date of certificate, new technical standards in preparation)	○	○	○
	Other (please specify): [Open text answers]	○	○	○

15.	**From which source(s) would you prefer to get technical information on construction products?** **Multiple replies possible**	
	Product information accompanying a Declaration of Performance/CE marking: **on paper**	○
	Product information accompanying a Declaration of Performance/CE marking: **on the website of the manufacturer or supplier**	○
	Product data sheets provided by the manufacturer or supplier: **on paper**	○
	Product data sheets provided by the manufacturer or supplier: **on the website of the manufacturer or supplier**	○
	Website/database/publications of scheme providers for General Environmental Product Declarations (EPD)	○
	Specific logos (e.g. quality marks) attached to product: **without any specific technical data**	○
	Specific logos (e.g. quality marks) attached to product: **with accompanying specific technical data**	○
	Personal feedback from experts/companies	○
	Other (please specify): [Open text answers]	

PART III: ABOUT YOUR PROCEDURES FOR CHECKING PRODUCT PERFORMANCE DECLARATIONS FOR CONSTRUCTION PRODUCTS.

16.	**For construction products that you have been using for more than five years, which of the following are you still usually doing to check on product performance?** **Multiple replies possible**	
	Not relevant	◯
	Checking for the manufacturer's Declaration of Performance for the product	◯
	Checking for a CE marking accompanying the manufacturer's Declaration of Performance for the product	◯
	Checking for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	◯
	Relying on your/your company's experience with the construction product to know its performance and how to install it	◯
	Other (please specify): [Open text answers]	

17.	**If you were using construction products for the first time, which of the following would you usually do to check on product performance?** **Multiple replies possible**	
	Not relevant	◯
	Check for trademarks (e.g. rely on positive experience of already used construction products as an indication of product performance)	◯
	Check for the manufacturer's Declaration of Performance for the product	◯
	Check for a CE marking accompanying the manufacturer's Declaration of Performance for the product	◯
	Check for certificates or logos accompanying the manufacturer's Declaration of Performance for the product	◯
	Collect information/feedback from other experts/companies with enough experience with the product to know its performance and how to install it	◯
	Other (please specify): [Open text answers]	

18.	**For construction products for which you have obtained performance information in the past, the information may become outdated (e.g. new test methods, expiry of certificates). Do you normally check the validity of previously obtained information?** **Indicate the response that best corresponds to your situation**	
	Yes, systematically	◯
	Yes, when I am in doubt or I have been informed about changes	◯
	No, I do not expect any significant changes in the products I am using	◯

19.	**Do you have a preferred source for obtaining information on construction product performance?** **Indicate the response that best corresponds to your situation**	
	No preferred source	◯
	Yes preferred source/s	0
	If Yes please specify: [Open text answers]	

20.	**Are there any other issues concerning information availability and data quality for construction products that are not addressed so far in this survey but that you consider as relevant?** **If yes, please specify below**
	[Open text answers]

YOU HAVE NOW COMPLETED THE SURVEY.

WE WOULD LIKE TO THANK YOU FOR PARTICIPATION

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