

ESOS Evaluation – Survey of ESOS eligible firms
REVISIONS POST PILOT SURVEY, 8th August 2016

Advance email



Department for
Business, Energy
& Industrial Strategy



Dear <Contact>,

As per our recent telephone conversation with you or one of your colleagues, please find below further details relating to the survey being conducted by Ipsos MORI as requested:

Yours Sincerely
Ipsos MORI

Business Energy Survey

Ipsos MORI, the independent research company, are currently carrying out some research on behalf of the Department for Business, Energy and Industrial Strategy (formerly, the Department of Energy and Climate Change (DECC)). We will be speaking to organisations across the UK about how they manage their energy use. We'll be focussing on steps taken or considered recently to improve energy efficiency and the factors influencing decision making in this area.

We would therefore like to invite you to take part in a 20-30-minute interview. The interview will be scheduled to take place by telephone at a date and time that is convenient for you. I would like to assure you that everything you tell us will be treated as strictly confidential unless you give us permission otherwise, and used for research purposes only. Your answers will only be reported at the aggregate level, with all the other organisations taking part in this survey; it will not be possible to identify any individual or organisation in the published findings.

The results will be used by the Department to inform decisions regarding future energy efficiency policy, so this is an opportunity for your organisation to feed into their decision making. You may have also heard about a consultation being conducted by the Government collecting views on the new energy and carbon reporting framework. **Please note this survey is not part of this formal consultation.**

We hope that you will be able to take part in this important study. However, if you do not want to be contacted, or if you would like to find out more about the research, please email: businessenergysurvey@ipsos.com. Please remember to give your name and the reference number at the bottom of this letter.

If you would like to verify the authenticity of this research please contact the Department via email to NDEEvaluation@beis.gov.uk.

Your participation will be important in helping the Department to understand how businesses like yours manage their energy use, and I do hope you will be able to take part in this survey.

Thank you in advance for your help,
Antonia Dickman, Associate Director, Ipsos MORI

Good morning/afternoon. My name is X and I am calling from the independent research company, Ipsos MORI, on behalf of the Department for Business, Energy and Industrial Strategy (formerly, the Department of Energy and Climate Change (DECC)). I would like to speak to: [use named contact first – or their replacement if the person has left]

IF NOT AND COMPLIANT ORG: ASK FOR ANY OTHER CONTACT NAMED ON NOTIFICATION.

IF NOT AND NON-COMPLIANT, OR COMPLIANT WITH NO OTHER CONTACTS: ASK TO SPEAK TO THE PERSON RESPONSIBLE FOR ENERGY MANAGEMENT (WHO MAY OR MAY NOT HAVE ENERGY AS A PRIMARY RESPONSIBILITY (E.G. IT MAY BE HANDLED BY FINANCE)). N.B. WE MAY BE REFERRED TO AN EXTERNAL PARTY WHERE ENERGY MANAGEMENT OR ASPECTS THEREOF ARE OUTSOURCED. WHERE THE ORGANISATION INDICATES THIS IS THE MOST APPROPRIATE PERSON TO SPEAK TO FOR THE 'ENERGY MANAGER' INTERVIEW, IT IS OK TO PROCEED ON THIS BASIS.

NEW SCREEN

Good morning/afternoon. My name is X and I am calling from the independent research company, Ipsos MORI, on behalf of the Department for Business, Energy and Industrial Strategy (formerly, the Department of Energy and Climate Change (DECC)). We are currently carrying out some work for the Department, speaking to organisations across the UK about how they manage their energy use. We're particularly interested to discuss steps taken or considered recently to improve your energy efficiency and the factors influencing your decision making.

The results will be used by the Department to inform decisions regarding future energy efficiency policy, so this is an opportunity for your organisation to feed into their decision making. You may have also heard about a consultation being conducted by the Government collecting views on the new energy and carbon reporting framework. I'd like to make you aware that this survey is not part of this formal consultation.

A1. Could I book an appointment to talk to you about energy use in your organisation? The survey should take around 20 minutes

Yes, happy to book an appointment	1
Can interview now	2
I'm not the best person to speak to	3 (ASK FOR REPLACEMENT)
Unwilling to participate	4 (RECORD REASON - THANK AND CLOSE)

IF CODE 1 at A1 READ OUT

Thank you, I'll email you confirmation of our appointment and also some background information that it would be helpful for you to have a quick look over before our call. It may also be helpful for you to have any recent reports about your organisation's energy use to hand during the call as it may make some of the questions quicker and easier to answer.

ASK IF CODE 2 AT A1

A2. Just before we go through the interview, I'd like to email you an online link to a short information sheet about some of the questions we would like to ask. You don't need to send the sheet back to us, but it will help to considerably speed up the call if you have it to hand during the interview.

Would you be happy to take a look at it beforehand?

Yes	1 (CALL BACK WITHIN 10 MINUTES)
No – don't want it	2 (CONTINUE)
No – already seen it	3 (CONTINUE)

ALL AT A2 – READ OUT:

You may also find it helpful to have any recent reports about your organisation's energy use to hand during the call as it may make some of the questions quicker and easier to answer.

ASK IF CODE 1 AT A1 OR CODE 1 AT A3

A4. I have your email as <contact_email>. Is that right?

Yes	1 (SEND DATASHEET)
No	2 (CONFIRM NEW EMAIL AND SEND DATASHEET)

IF REQUIRED TO CONVINCING THE RESPONDENT TO PARTICIPATE:

- It's important that as many organisations as possible agree to participate to ensure that Government's decisions are based on sound evidence

- All your answers will be treated in confidence; only anonymised information will be shared with the Department, unless otherwise agreed with you

- Your details were provided to us by: (if you are speaking to the named contact); the Environment Agency

(IF YOU ARE SPEAKING TO A PERSON NOMINATED BY THE NAMED CONTACT): <NAME OF PERSON WHO REFERRED YOU TO THIS INDIVIDUAL>

Email to send Advance Datasheet



Business Energy Survey by Ipsos MORI on behalf of the Department for Business, Energy and Industrial Strategy

Dear <Contact>

Thank you for helping us with this important research for the Department for Business, Energy and Industrial Strategy (formerly, the Department of Energy and Climate Change) which will be used to help inform decisions regarding future energy efficiency policy.

As explained, please find a link to some further information [here](#), which outlines some of the key questions we will be asking in the survey. You may also find it helpful to have any recent reports about your organisation's energy use to hand during the call as it may make some of the questions quicker and easier to answer.

Please do not fax or email your responses to us – we will collect your responses when we call you to conduct the interview. The purpose of the information sheet is to help make your interview with us much quicker.

Please be assured that everything you tell us in the interview will be kept **confidential** unless you give us permission otherwise. It will not be possible to identify any individual or organisation in the final report; we will combine the responses for different types of organisations and report on the overall results only.

If you have any questions about this research, please contact me on 0207 347 3147 or by email: businessenergysurvey@ipsos.com. Please remember to give your name and the reference number at the bottom of this letter.

If you would like to verify the authenticity of this research please contact the Department via email to NDEEvaluation@beis.gov.uk.

Many thanks again for your help.

Yours sincerely,

Antonia Dickman
Associate Director, *Ipsos MORI*

This e-mail and all attachments it may contain is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of Ipsos MORI and its associated companies. If you are not the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, printing, forwarding or copying of this e-mail is strictly prohibited. Please contact the sender if you have received this e-mail in error.

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(Reference Number: 15-015049-01, SMS No.: ID1)

Advance Datasheet

Business Energy Survey – key questions

Thank you for agreeing to take part in this important survey that Ipsos MORI is conducting on behalf of the Department for Business, Energy and Industrial Strategy (formerly DECC). In the interview we will ask you for information about your organisation’s energy use and steps you may have taken to improve energy efficiency. This will help inform the Department’s future energy efficiency policies.

Below are some of the questions the Ipsos MORI interviewer will ask over the phone. Other participants have told us it is helpful to see these questions in advance, so they can **talk to relevant colleagues and consider the answers before the call.**

- This helps **make the interview shorter and easier for you.**
- It will not be possible to identify any particular organisation in the aggregated research results that are published. Unless you give us permission otherwise, the answers you give are totally **confidential and anonymous.**
- We will discuss your answers when we call you. You **do not need to send them to us.**

The answers to some of the below questions, and others we will ask during the survey, might be easily obtainable via **any recent energy related audits or reports which have been carried out.** You may find it **helpful to have these to hand during the interview.**

1.	<p><u>Capital spend on energy efficiency measures</u></p> <p>Q. Thinking about your own organisation, rather than any subsidiaries or other group members, what was your company's actual capital spend on energy efficiency measures for your accounting period ending in 2015?</p> <p><i>By energy efficiency measures we mean any improvements or enhancements to areas of the business (e.g. infrastructure, process operations etc.) which were made with the principle aim of reducing energy consumption and/or saving money through reduced bills.</i></p> <p><i>If you can, please record the capital spend overall across the whole organisation, or your best estimate. We are interested in actual, rather than committed, spend.</i></p> <p><i>If you aren't sure for your organisation as a whole, can you say for the site or sites you are responsible for?</i></p>	<p>Actual capital spend on energy efficiency measures: £ _____</p> <p>Whole organisation OR Site(s) responsible for</p> <p>If specific sites: What share (as an approximate percentage) of all your organisation’s sites do these sites represent in terms of their:</p> <ol style="list-style-type: none"> 1. Energy spend (excluding transport fuel) 2. Overall floor area 3. Annual turnover 4. Number of UK employees
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2.	Did your accounting period in 2015 end in April or December or at some other time?	April OR December OR Other: _____
3.	<p><u>Total energy consumption</u></p> <p>Q. Thinking about this same accounting period ending in 2015, what was the total energy consumption by your organisation (excluding transport fuel)?</p> <p><i>If you aren't sure about 2015, please give details for another accounting period.</i></p> <p><i>And if you aren't sure for your organisation as a whole, can you say for the site or sites you are aware of?</i></p>	<p>£ _____ OR _____ kWh</p> <p>Year: 2015 OR Other: 20__</p> <p>Whole organisation OR Site(s) responsible for</p>
4.	<p><i>If your organisation owns or leases vehicles for commercial use please consider your answers to these question about transport</i></p> <p><u>Types of vehicle</u></p> <p>Q. Thinking back to early 2015, approximately how many of each of the following types of vehicle did your company own or lease? <i>(please do not include any vehicles that are used by subcontractors, even if this is core to your business)</i></p>	<p>Cars: _____</p> <p>LGVs: _____</p> <p>HGVs: _____</p> <p>Minibuses: _____</p> <p>Coaches: _____</p> <p>Other: number: _____ type: _____</p>
5.	<p><u>Fuel efficiency of vehicles</u></p> <p>And thinking about the vehicle types above that your company owned or leased at the start of 2015, approximately what proportion of these, if any, were either electric or low carbon? This could include, for example, vehicles subject to a reduced level of Vehicle Excise Duty due to their fuel efficiency? Please give your best estimate.</p>	<p>Cars: __%</p> <p>LGVs: __%</p>
6.	<p><u>Energy efficiency measures installed or planned</u></p> <p>Below is a list of detailed energy efficiency measures that your business may have implemented or considered implementing. The measures are grouped by category.</p> <p>For each measure, please record whether it is: something your business had done before 2015, but less than five years ago; or has done since early 2015, or is planning to do in the near future.</p>	

For measures that your organisation has implemented since early 2015, please let us know in what proportion of sites across your organisation it has been installed or upgraded (for example, whether this was at one main site or at a few, many or all sites).

At this question we are interested in energy efficiency measures that have been implemented or considered at your own organisation, rather than at any subsidiaries or other group members.

		Done before 2015, but less than five years ago	Done since early 2015	If done since early 2015, installed or upgraded: a. at one main site b. at a few sites (<25%) c. at some sites (25–50%) d. at many sites (50-75%) e. at nearly all sites (75-99%) f. at all sites (if more than one)	Planning to do in near future/ being considered
	Heating and boilers			<i>Please consider letter that applies</i>	
1	New more efficient boiler or burner				
2	Building management system				
3	Connect to existing district heating				
4	Local controls e.g. TRVs, zone control				
	Cooling			<i>Please consider letter that applies</i>	
5	Plant replacement /upgrade				
6	Control system				
7	Replacement of air conditioning with free / evaporative cooling				
	Hot water			<i>Please consider letter that applies</i>	
8	Distribution improvements				
9	Point of use heaters				
	Lighting			<i>Please consider letter that applies</i>	
10	Lighting controls, time switches, discrete or centralised controls				
11	Replace internal lighting with T5 fluorescent				
12	Replace internal fluorescent lighting with LED				
13	Replace internal incandescent / tungsten halogen lighting with LED				
14	Replace external lighting with LED				
	Computers & IT solutions			<i>Please consider letter that applies</i>	
15	PC power management				

16	Upgrade to more efficient screens				
17	Energy efficient file storage or server replacement				
	Building fabric, including windows			<i>Please consider letter that applies</i>	
18	Wall insulation				
19	Roof / loft insulation				
20	Draught-proofing				
21	Replacement with double/triple glazing				
22	Automatic / revolving doors				
	Ventilation			<i>Please consider letter that applies</i>	
23	Variable Speed Drivers (VSDs)				
24	Addition of heat recovery				
	Processes			<i>Please consider letter that applies</i>	
25	Process re-engineering				
26	Changes to equipment such as fans, drivers, pumps				

Thank you for your help with this research.

If you have any queries about the research please email businessenergysurvey@ipsos.com

To contact the Department about this research please email NDEEvaluation@beis.gov.uk

MAIN SURVEY

ASK ALL

I'd like to start by finding out a bit more about your organisation and your role.

RESEARCHER TO RECORD IF OBVIOUS; CLARIFY IF NECESSARY

S1. Are you:

1	Internal to the organisation (e.g. an employee, manager, director)	
2	An external party nominated to respond on behalf of the organisation	

IF CODE 2 AT S1

S1b. For the purposes of this interview, we would like to speak with someone internal to the organisation – ideally an employee, manager or director who is responsible for decisions around energy use and energy management. Are you able to provide me with the name and contact details of someone suitable within the business? This is likely to be someone within a facilities team, but could also be someone in a finance or procurement team.

1	Yes	RECORD AS MUCH OF FOLLOWING INFORMATION AS POSSIBLE: NAME, EMAIL, PHONE NUMBER
2	No / Refused	THANK AND CLOSE

ASK ALL

S2. Which department within your organisation do you work in and what is your job title?

[CAPTURE VERBATIM] CODE BELOW TO DISTINGUISH BETWEEN:

	Department	
1	Energy	
2	Facilities	
3	Finance	

4	Compliance
5	Procurement
6	Health and safety
7	Organisational board-level (no department)
8	Other
Job title	
1	Board member
2	Director / senior management (non-Board member)
3	Other employee of the organisation

ASK ALL

S3. Which region is your organisation's head office based in? By this I mean the head office of the organisational entity for which you work, rather than the head office of any higher parent organisation.

Scotland	1
Wales	2
Northern Ireland	3
England – North East	4
England – North West	5
England – Yorkshire and the Humber	6
England – East Midlands	7
England – West Midlands	8
England – East of England	9
England – London	10
England – South East	11
South West	12
Outside UK	13
Other (SPECIFY)	14
Don't know	15

ASK ALL

S4. Can you tell me if your organisation operates on a single site or has multiple sites? By this I mean the number of geographical locations it operates from. If your organisation is part of a wider business group, please consider the number of sites your part of the business operates from, rather than the number of group members there are or the number of sites you have at a parent level.

1	Single
2	Multiple
3	Don't know

IF CODE 2 AT S4

S5. And which of the following best describes the scope of your responsibility for, or knowledge about, energy management and energy efficiency? Do you have responsibility for energy management and energy efficiency as at least part of your role at...

1	...a single site in a multi-site organisation	
2	...some, but not all sites in a multi-site organisation	
3	...all sites in a multi-site organisation	
4	Don't know / Refused	

IF CODE 1 or 2 AT S5

S6. .

I'd like you to think about the relative size of the site(s) at which you have responsibility for energy management and energy efficiency compared to all the sites across your organisation. What is your best estimate for what percentage of your organisation's total [energy spend / floor area / annual turnover within Britain / number of UK employees] is represented by just the sites you have responsibility for?

1. Energy spend (excluding transport fuel)
2. Overall floor area
3. Annual turnover
4. Number of UK employees

- A. Less than 10%
- B. 10-20%
- C. Around a fifth (20%)
- D. Around a quarter (25%)
- E. Around a third (33%)
- F. 40-50%
- G. Around a half (50%)
- H. Around two thirds (66%)
- I. Around three quarters (75%)
- J. More than 75%
- K. Don't know / Refused

ASK ALL

I'm now going to ask you a few questions about the way in which your organisation deals with energy efficiency issues. During this section of the survey I'll ask you to think back to the situation in your organisation in early 2015, as well as now in 2016. At all these questions, I'd like you to answer on behalf of the organisation for which you work, rather than on behalf of any wider corporate group you may be part of. For example, if you are a parent organisation, please just answer about the situation at your own organisation rather than at any of your subsidiaries.

Q1. Can I start by asking you about the number of employees involved in managing energy efficiency or energy use and costs within your organisation, currently in 2016?

1	1	
2	2-3	
3	4-5	
4	6-10	
5	11-20	
6	More than 20	
7	Don't know/refused	

IF CODE 1 OR 2 AT S5 AND IF CODE 1-6 AT Q1

Q2. And is that the number of employees involved in energy efficiency at all your organization's sites or just at the sites at which you have responsibility for energy management and energy efficiency?

1	For all sites	
2	For sites I'm responsible for	
3	Don't know	

ASK ALL

Q3a. I'd now like you to think about how energy efficiency investment decisions are made within your organisation. Is board level approval ever required for energy investment spend? Please answer based on your organisation's current process in 2016.

1. Yes	
2. No	
3. Don't know	

IF YES (CODE 1) AT Q3a

Q3b. Which, if any, of the following best describes when board level approval for energy efficiency investment spend is needed? Is board level approval needed...

READ OUT. SINGLE CODE.

1	for any energy efficiency investment spend	
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3	=...only if proposed energy efficiency investment spend is over an agreed minimum financial value	
4	...in certain circumstances, not linked to the proposed amount of investment	
5	Don't know	

ASK ALL

Q4.Thinking back to the start of 2015, what level of priority would you say energy efficiency had at board level in your organisation at that time? Please use a scale of 1 to 10 where 1 means a very low level and 10 means a very high level

1 - Very low priority 10 - very high priority

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

Don't know |

ASK ALL

Q5.And now thinking about your organisation currently in 2016, has this level of priority increased or decreased since early 2015, and has this been significantly or slightly, or has the level of priority stayed the same?

1	Increased significantly since early 2015	
	Increased slightly since early 2015	
2	Decreased significantly since early 2015	
	Decreased slightly since early 2015	
3	Stayed the same	
4	Don't know	

ASK ALL

Q6.Thinking back again to early 2015, what level of priority would you say your organisation as a whole placed on energy efficiency at that time? Remember that we are interested in your own organization, rather than any subsidiaries or other group members. Please use a scale of 1 to 10 where 1 means a very low level and 10 means a very high level.

1 - Very low priority 10 - very high priority

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Don't know |

ASK ALL

Q7. And now thinking about your organisation currently in 2016, has this level of priority increased or decreased since early 2015, and has this been significantly or slightly, or has the level of priority stayed the same?

1	Increased significantly since early 2015	
	Increased slightly since early 2015	
2	Decreased significantly since early 2015	
	Decreased slightly since early 2015	
3	Stayed the same	
4	Don't know	

ASK ALL

Q8. I'm now going to read out a number of policies that your organisation may or may not have in place. For each one please tell me whether this is something your organisation either has or doesn't have, and whether it was introduced or updated since early 2015. READ OUT. MULTICODE OK FOR STATEMENT A AND B, BUT OTHEWISE SINGLE CODE

		A	B	C	D
		Introduced or updated since early 2015	In place before 2015, and unchanged since then	This does not apply to our organisation	DK
1	We have a set goal for a reduction in our energy use as a business				
2	We have an agreed action plan/strategy in place to meet our energy reduction or efficiency goal				
3	We have certification to ISO14001				
4	We have certification / are working towards certification to ISO 50001				
5	We have training or other processes to encourage and support staff in reducing energy consumption				

ASK ALL

Q9. Still thinking about your own organisation, rather than any subsidiaries or other group members, I'd now like to ask you about any energy efficiency improvements that have been made to your organisation's sites in the last five years, or which are planned in the near future. For each of the categories I read out, please tell me whether energy-related improvements in these areas have either been implemented: before 2015, but less than five years ago; or implemented since early 2015, or are currently under consideration.'

At this stage, please answer in relation to any improvements made or planned at any scale across your business i.e. this might apply to just one or a few sites, or to all sites. MULTICODE OK . ALLOW DON'T KNOW AT EACH STATEMENT

		1	2	3
		Yes – done before 2015, but less than five years ago	Yes – done since early 2015	Yes - being considered
1	Heating system (including changes to boilers, pumps, controls, insulation or fuels)			
2	Cooling system (including changes to chillers, pumps or controls)			
3	Hot water system			
4	Lighting (including changes to fittings, lamps or controls)			
5	Computers & IT solutions			
6	Building fabric, including windows and doors			
7	Ventilation system (including changes to fans or addition of heat recovery)			
8	Processes (including process re-engineering or changes to equipment such as fans, drives, pumps etc.)			

IF 2 OR FEWER CATEGORIES CODED 2 OR 3 AT Q9, READ OUT THE CORRESPONDING LIST OF MEASURES BELOW. IF MORE THAN 2 CATEGORIES CODED, ASK ABOUT ONLY 2 OF THESE CATEGORIES, AT RANDOM

Q10. (AD) I'm now going to read out a list of more detailed measures that your organisation may have done or considered since early 2015 (CODE 2 AT Q9). For each one, please tell me whether this has already been done or is being planned for any site within your business.

ALLOW MULTICODE. READ OUT HEADING BEFORE ASKING EACH SECTION.

1	_____ has done this at any site since early 2015
2	_____ is planning to do this at any site in the near future
3	_____ Don't know

	Heating and boilers
1	New more efficient boiler or burner
2	Building management system
3	Connect to existing district heating
4	Local controls e.g. Thermostatic Radiator Valves (TRVs), zone control
	Cooling
5	Plant replacement /upgrade
6	Control system
7	Replacement of air conditioning with free / evaporative cooling
	Hot water
8	Distribution improvements
9	Point of use heaters
	Lighting
10	Lighting controls, time switches, discrete or centralised controls
11	Replace internal lighting with T5 fluorescent
12	Replace internal fluorescent lighting with LED
13	Replace internal incandescent/tungsten halogen lighting with LED
14	Replace external lighting with LED
	Computers & IT solutions
15	PC power management
16	Upgrade to more efficient screens
17	Energy efficient file storage or server replacement
	Building fabric, including windows
18	Wall insulation
19	Roof / loft insulation
20	Draught-proofing
21	Replacement with double/triple glazing
22	Automatic / revolving doors
	Ventilation
23	Variable Speed Drivers (VSDs)
24	Addition of heat recovery
	Processes
25	Process re-engineering
26	Changes to equipment such as fans, drives, pumps

IF S4 CODE 2 OR 3, FOR EACH MEASURE CODED 1 ATQ10, ASK:

Q11. (AD) And which of the following best describes at how many sites across your business this measure has been installed or upgraded in the since early 2015? Remembering that we would like to understand this for just your own organisation, rather than any subsidiaries or other group members, has it been installed or upgraded...

1	... at one main site	
2	... at a few sites (less than a quarter)	
3	... at some sites (between a quarter and a half)	
4	...at many sites (between a half and three quarters)	
5	...at nearly all sites (more than three quarters but not all)	
6	...at all sites across your company	
7	Don't know	

ASK ALL

Q12. (AD) Again, thinking about your own organisation, rather than any subsidiaries or other group members, what was your company's actual capital spend on energy efficiency measures for your accounting period ending in 2015? If you can, please tell me the capital spend overall across the whole organisation, or your best estimate. We are interested in actual, rather than committed, spend. IF NECESSARY - By energy efficiency measures we mean any improvements or enhancements to areas of the business (e.g. infrastructure, process operations etc.) which were made with the principal aim of reducing energy consumption and/or saving money through reduced energy bills

IF DON'T KNOW - If you can't tell me for your organisation as a whole, can you tell me for the site or sites you are aware of?

WRITE IN EXACT FIGURE AND CODE RELEVANT BAND / OR JUST USE BANDS IF EXACT FIGURE NOT GIVEN, OR CODE 'don't know']

	WRITE IN
--	----------

1	£0 – no investment	
2	Less than £10,000	
3	£10,000 - £24,999	
4	£25,000 - £49,000	
5	£50,000 - £99,000	
6	£100,000 - £499,000	
7	£500,000 - £999,000	
8	£1,000,000 or more	
9	Don't know	

IF CODE 1-8 at Q12AND CODE 1OR 2 AT S5

Q13. And is that the capital spend on energy efficiency across all your organization's sites or just for the sites at which you have responsibility for energy management and energy efficiency?

1	For all sites	
2	For sites I'm responsible for	
3	Don't know	

ASK ALL

Q14. (AD) And did your accounting period in 2015 end in April or December or at some other time?

3	April	
4	December	
5	Other, please specify	

ASK ALL

Q15. (AD) Thinking about this same accounting period, what was the total energy consumption by your organisation (excluding transport fuel)? WRITE IN, RECORD VALUE GIVEN AND UNITS, either kWh or SPEND

IF DON'T KNOW:

If you can't tell me for 2015, can you tell me for a different time period?

If you can't tell me for your organisation as a whole, can you tell me for the site or sites you are aware of?

1	WRITE IN: VALUE UNITS YEAR	
2	Don't know	

IF CODE 1 AT Q15AND CODE 1 OR 2 AT S5

Q16. And is that the energy consumption for all your organization's sites or just for the sites at which you have responsibility for energy management and energy efficiency?

1	For all sites	
2	For sites I'm responsible for	
3	Don't know	

ASK ALL

Q17. As far as you are aware, does your company own or lease vehicles which are used, at least some of the time, for commercial use? This might include cars driven by employees, vans used for deliveries or other types of journey related to your business. For the purposes of this survey we are not interested in transport that is used by subcontractors, even if this is core to your business. NOTE TO INTERVIEWER: if all of the

respondent's company vehicle use is via subcontractors, then code 2 ('No') here. SINGLE CODE

1	Yes (and this is not all through subcontractors)	
2	No	
3	Don't know	

IF CODE 1 AT Q17

Q18. (AD) Thinking back to early 2015 again, approximately how many of each of the following types of vehicle did your company own or lease?

SINGLE CODE EACH INTO BANDS. IF UNSURE PROBE FOR BEST ESTIMATE

	A	B	C	D	E	F	G	H
	0	1	2-10	11-19	20-49	50-99	100+	DK
1	Cars							
2	LGVs							
3	HGVs							
4	Minibuses							
5	Coaches							
6	Other (please specify if code 2-7)							

ON SAME SCREEN ASQ18, IF ANSWER IS NOT ZERO FOR CARS OR LGVs, THEN ASK Q19

Q19. [AD] And what proportion of these [IF CODE 1 AT Q18'cars', [or] IF CODE 2 AT Q18'LGVs'], if any, were either electric or low carbon? This could include, for example, vehicles subject to a reduced level of Vehicle Excise Duty due to their fuel efficiency. SINGLE CODE. IF UNSURE PROBE FOR BEST ESTIMATE

If code 2 at Q18 (i.e. a response of 1 vehicle) then suppress codes 2 to 5 at Q19 i.e. so only code 1 (All), code 6 (None) or code 7 (DK) show

	A	B	C	D	E	F	G
	All	75% - 50%	50%	50%-25%	Less than 25%	None	DK
1	Cars						
2	LGVs						

IF CODE 1 at Q17AND CODE 1 OR 2 AT S5

Q22b. And have these been the number of vehicles owned or leased across all your organization's sites, or just those owned or leased by your organization at sites at which you have responsibility for energy management and energy efficiency?

1	For all sites	
2	For sites I'm responsible for	
3	Don't know	

IF CODE 1 AT Q17

Q20. I'm going to read out a list and I'd like you to tell me if your organisation has done this at any of its sites since early 2015, and if not, if it's something your organisation has considered at any point since early 2015

NOTE TO INTERVIEWER: If respondent from multi-site organisation says that the answer differs for different sites, and if code A is applicable to any of its sites then code A as the single response. If code A is not applicable at any sites, but code B is applicable for at least one site, code B as the single response

		A	B	C	D	E
		Done since early 2015	Considered since early 2015	Neither done nor considered	Don't know/Refused	Not applicable
1	Adjustments to journeys or loading practices, to reduce mileage, time spent on the road, or load weights					
2	Switching freight operations from HGVs to more efficient modes of transport, or from air to sea, or from road to rail.					
3	Adjustments to existing fleet vehicles, e.g. improving aerodynamics, adjusting tyre pressure, speed restrictors or driver monitoring technology					
4	Driver awareness training (eco-driving training, idling practices, etc.)					
5	Switching some or all vehicles to lower fuel consumption, electric, hybrids, or alternatively fuelled vehicles					
6	Installation of infrastructure or policies that support alternative or reduced journeys e.g. better cycling facilities, vehicle charging points, car sharing policy, video conferencing, home working					

ASK ALL

IF CODE 1 AT Q17 READ OUT: **I'd now like you to think again about your organisation's overall use of energy, including transport as well as all other sources.**

Q21. Since early 2015, overall would you say that the amount of action your organisation takes on energy efficiency has increased, decreased or stayed the same?

1	Increased since early 2015	
2	Decreased since early 2015	
3	Stayed the same since early 2015	
4	Don't know	

IF CODES 1 OR 2 AT Q21

Q22. What do you think has motivated this [INCREASE/DECREASE] in action on energy and/or fuel efficiency? DO NOT READ OUT, PRECODE FROM APPROPRIATE LIST. ALLOW DK/REF. DO NOT PROMPT

INCREASED ACTION		
1	To reduce energy expenditure	
2	Increasing energy prices	
3	Carbon footprint /sustainability/climate change/ environmental concerns/reduce carbon emissions	
4	Shift in corporate ethos	
5	Response to Climate Change Levy	
6	Response to climate change agreements (CCAs)	
7	Response to EU ETS	
8	Improve Energy Performance Certificate (EPC) rating	
9	Improve Display Energy Certificates (DEC) rating	
10	ESOS requirements (e.g. to implement an energy audit)	
11	ESOS requirements - In response to ESOS audit recommendations	
12	ESOS requirements - To help gather information needed for ESOS audits	
13	ESOS requirements - To help meet requirements of ISO 50001 for ESOS compliance	
14	Reduce costs for tenants (landlords)	
15	Other environmental/energy efficiency agreements – what?	
16	To improve / protect reputation	
17	To show leadership on energy efficiency	
18	To assist in meeting internal targets	
19	Reduce cost/make savings	
20	CRC requirements	
21	Legislation/regulation/government targets	
22	Don't know	
23	Other, please specify	
DECREASED ACTION		
1	Lack of finance	
2	Lack of staff time	
3	Have done all the obvious things	
4	Lack of information on other options	
5	Other business priorities	
6	Fall in oil price	

7	Energy has become a smaller proportion of our costs	
8	Have dropped out of CRC	
9	Don't think qualify for ESOS	
10	Don't know	
11	Other, please specify	

ASK ALL

I'd now like to move on to ask you some questions about a specific policy that aims to improve energy efficiency of large businesses. This is the Energy Savings Opportunity Scheme, or ESOS. We are speaking with lots of businesses about any experience they have of this scheme and attitudes towards it. This is likely to include businesses which have complied with this scheme as well as those who have not, or who have not yet. I'd like to re-iterate that this survey is being conducted by Ipsos MORI, an independent market research company, and that your responses will be kept anonymous and not passed on to either the new Department for Business, Energy and Industrial Strategy or your environmental regulator, unless you give us permission otherwise. Responses to this survey also do not form part of the wider consultation that is taking place on the new energy and carbon reporting framework.

ASK ALL

Q23. Which of the following best describes your organisation's current status with respect to the ESOS scheme? SINGLE CODE

1	ESOS is not applicable to my organisation	
2	ESOS is applicable to my organisation, and my organisation has complied	
3	ESOS is applicable to my organisation, and my organisation has not yet complied with ESOS, but intends to in future	
4	ESOS is applicable to my organisation. My organisation has not complied with ESOS, and does not intend to	
5	[DO NOT PROMPT] - I have not heard of ESOS	SKIP TO DEMOGRAPHICS
6	Don't know	

IF CODE 5 AT Q23 AND IF FROM COMPLIANT SAMPLE, SCRIPT TO PROMPT INTERVIEWER TO RE-CHECK THAT CODE 5 (Not heard of ESOS) IS CORRECT RESPONSE.

IF CODE 3 AT Q23

Q24. When do you expect your organisation to submit a compliance notification for ESOS?

1	Within the next month	
2	Within the next 3 months	
3	By the end of 2016	
4	In 2017	

5	Don't know / Refused
---	----------------------

IF CODE 3 AT Q23

Q25. You said that your organisation was working towards compliance. What are the main reasons that mean your organisation has not yet been able to comply? DO NOT PROMPT. OPEN RESPONSE, INTERVIEWER TO CODE, MULTICODE OK

1	My organisation recently found out we were eligible for ESOS
2	Compliance process took longer than anticipated
3	External auditors were not available to conduct the audit
4	There were delays in certification of an internal auditor
5	Costs associated with compliance e.g. appointing a lead assessor
6	There were delays in delivery of the audit report from an external auditor
7	Complying through ISO50001 route - which has taken a long time
8	Asked to do further compliance work by the scheme regulator / EA / Environment Agency / Northern Ireland Environment Agency / SEPA / Scottish Environmental Protection Agency / NRW / Natural Resource Wales
9	Other (write in)
10	Don't know

IF CODE 1 AT Q23

Q26. You said that ESOS is not applicable to your organisation. Can you tell me why this is the case? DO NOT PROMPT. OPEN RESPONSE, INTERVIEWER TO CODE, MULTICODE OK

1	My organisation has too small a turnover
2	My organisation has too few employees
3	We have charity status
4	My organisation has no private funding
5	My organisation has low / no energy use
6	My organisation is self-sufficient in energy (e.g. renewable sources)
7	Other parts of the business are submitting compliance on our behalf, so we don't have to.
8	Already have ISO50001 so do not need to comply with ESOS
9	The landlord for the property/properties will undertake the audit
10	Not aware of ESOS
11	Other (write in)
12	Don't know

IF CODE 4 AT Q23

Q27. You said that your organisation does not intend to comply with ESOS. Please can you tell me the main reasons for this? As previously mentioned, your responses around compliance will be kept confidential and will not be shared with the Department or your environmental regulator. OPEN RESPONSE, INTERVIEWER TO CODE, MULTICODE OK

1	Don't agree that we qualify	
2	It is not mandatory that we comply / We don't have to / We thought it was optional	
3	Don't agree with the ESOS policy	
4	My organisation does not have time to comply with ESOS	
5	My organisation cannot afford to comply with ESOS	
6	Do not believe ESOS penalties will be enforced	
7	The cost of a lead assessor exceeds my annual energy bill	
8	Cost of compliance (general mention)	
9	Other parts of the business are submitting compliance on our behalf, so we don't have to.	
10	Do not think the scheme would be of benefit to my organisation / it would not have told us anything new / would not have led to energy saving	
11	No reputational reason to comply / don't think there are any reputational impacts from not complying	
12	Already have ISO50001 so do not need to comply with ESOS	
13	Other (write in)	
14	Don't know /Refused	

ASK IF CODES 2 OR 3 OR 6 AT Q23

Q28. Can I confirm in which of the following ways your organisation is complying (IF WORKING TOWARDS COMPLIANCE, INSERT 'planning to comply') with ESOS? MULTICODE OK		
1	Audits through a Lead Assessor external to your organisation	
2	Audits through a Lead Assessor internal to your organisation	

3	ISO50001 compliance route, via an existing/planned ISO50001 certification	
4	ISO50001 compliance route , with certification process prompted by ESOS	
5	Display Energy Certificates	
6	Green Deal Assessments	
7	Other, please specify	
8	Don't know	

ASK IF CODE 2 AT Q28

Q28b. Did you undertake your organisation's ESOS audits?		
1	Yes	
2	No	
3	Don't know/Not sure	

ASK ALL

ASK ALL

Q29. We'd like to understand the time spent by organisations responding to the ESOS requirements at different stages of the audit and compliance process.

[IF CODES 1, 3, OR 4 AT Q23] We'd like to understand the time spent by organisations considering whether and how to respond to ESOS, even if this process was not completed for any reason.

Approximately how many hours or days of staff time, at any level, did the following elements of ESOS take for your organisation? The government are keen to understand what *additional* time was required for ESOS – so please only include any time that was spent only because of this policy and which wouldn't have been spent anyway. Please also only include time spent by your own organisation on ESOS and not any time spent by any other members of your group.

ALLOW DK / REFUSED AT EACH STATEMENT. Allow half days up to 10 days.

1	Finding out about, and understanding the scheme requirements, including whether your organisation was eligible	
2	Deciding whether, and through what route, to comply with ESOS	
3	Procuring or training an auditor / assessor	
4	Supporting auditor / assessor in compliance activity (e.g. collating of organisational data)	
5 ONLY IF Q23CODE 2, 3 or 6	Submitting notification of compliance	
6 ONLY IF Q23CODE 2, 3 or 6	Reviewing and signing off audit report	
7 ONLY IF Q23CODE 2, 3 or 6	Considering whether, and how, to implement recommendations from the ESOS process	

ASK IF DON'T KNOW RESPONSE GIVEN AT ANY OF STATEMENTS AT Q29

Q30. Are you able instead to provide an estimate for the total number of days spent on ESOS by your organization? Remembering to only include time your organisation would not have spent in the absence of the ESOS policy, and also only time spent by your own organization and not any subsidiaries or other group members.

		Staff time (at any level)
1	RECORD NUMBER OF DAYS (allow half days up to 10 days)	
2	Don't know	

ASK ALL

Q31. Did your organisation incur any external costs as a direct result of ESOS, that would not have been incurred anyway (this could include, for example, the cost of commissioning an external assessor, or purchasing energy monitoring equipment or software)?		
1		Yes
2		No
3		Don't know

IF CODE 1 AT Q31

Q32. Please can you tell me what type of external costs you incurred and provide an approximate cost (in £) for each external expenditure? NOTE TO INTERVIEWER: If respondent unsure an approximation is fine, or record Don't Know. Respondents are not expected to check for accurate figures.		
		RECORD, ALLOW DK and N/A
1	External consultant / assessor services	
2	Training internal assessor	
3	Software	
4	Energy monitoring equipment / hardware	
5	Other (specify)	

ASK IF CODE 1 OR 2 AT Q28

Q33. Have you received your audit report from your ESOS Lead Assessor?		
1		Yes - a final version
2		Yes - a draft version
3		No
4		Don't know

IF CODE 1 OR 2 AT Q33

DO NOT ASK IF CODE 1 AT Q28B

Q34. Please tell me how satisfied or dissatisfied you are with each of the following aspects of your audit report.		
---	--	--

		A Extremely satisfied	B Quite satisfied	C Neither satisfied nor dissatisfied	D Quite dissatisfied	E Extremely dissatisfied	F Don't know
1	The level of detail included						
2	The range of recommendations provided						
3	The suitability of the recommendations for your organisation						
4	The clarity of the information provided about the cost of implementing recommendations against the potential savings						
5	The value for money it represented to you						

IF CODE 1 OR 2 AT Q33

Q35. How confident or not were you in the accuracy of the following aspects of your audit report?						
		A Very confident	B Fairly confident	C Not very confident	D Not at all confident	E Don't know
1	The estimated costs of implementing the recommendations					
2	The predicted benefits of implementing the recommendations					

IF CODE 1 OR 2 AT Q33

Q36. Have you commissioned any further services from your ESOS assessor?		
1	Yes	
2	No	
3	Don't know	

IF CODE 2 OR 3 OR 6 AT Q23

Q37. I now want to understand some of the impacts which ESOS might have had on your organisation. To what extent do you agree or disagree with each of the following statements? For each statement please say whether you strongly agree, tend to agree, neither agree nor disagree, tend to disagree or strongly disagree.

		A Strongly agree	B Tend to agree	C Neither agree nor disagree	D Tend to disagree	E Strongly disagree	F Don't know
1	ESOS has increased the level of interest in the issue of energy efficiency within the organisation overall						
2	ESOS has increased the level of interest in the issue of energy efficiency at the Board-level within the organisation						
3	The number of people working in the area of energy efficiency has increased within the organisation as a result of ESOS						
4	Changes made as a result of ESOS have already led to net cost savings in the organisation						
5	Staff productivity has increased as a result of energy saving measures recommended by ESOS being implemented						
6	Complying with ESOS has enhanced our reputation with clients/customers [ASK OF COMPLIERS ONLY]						

IF CODE 2, 3 OR 6 at Q23 AND (IF CODE 1 OR 2 at Q10, IF CODE 1 or 2 AT Q20)

Q38. I'd now like to review the energy efficiency improvements that you previously mentioned your business has made recently. Please can you tell me, for each measure, whether this was influenced by ESOS or not? REPEAT FOR EACH CODE 1 or 2 GIVEN AT Q10 OR Q20. ALLOW DON'T KNOW		
1	This was a result of going through the ESOS process	
2	This was influenced by both the ESOS process and other factors outside of the scheme	
3	This was not influenced by ESOS	

IF CODE 1 OR 2 AT Q38

Q39. Were there any other additional energy related improvements, which include those which could've been mentioned in your ESOS report, that have not already been mentioned during this interview? IF YES – And for each of these recommendations have you already implemented them since receiving your report, are considering implementing or are not currently considering? RECORD FOR EACH ADDITIONAL MEASURE MENTIONED		
1	No	
2	Yes – already implemented	
3	Yes – being considered	
4	Yes but not currently being considered	
5	Don't know	

IF CODE 2 OR 3 OR 6 AT Q23

Q40. What barriers, if any, do you think your organisation might face in implementing recommendations you received through ESOS which aim to improve your firm's energy efficiency? DO NOT PROMPT. PRE-CODE. MULTICODE OK		
1	Lack of information – We don't know what's possible	
2	Lack of trusted information – We are aware of options, but advice isn't sufficiently tailored or we get conflicting advice	
3	Too much uncertainty about long term benefits and costs	
4	Reluctance to take action in market that isn't well established – don't want to take action yet in case new and better (cheaper or more effective) options will be available in future	
5	We don't stand to benefit from taking action	
6	Lack of funding/finance	
7	Personnel resources not available to take forward	
8	Lack of support from the workforce	
9	Energy efficiency not an organisational priority	
10	Limitations of the premises	
11	There are no further cost effective technologies available to us at the moment	

12	Lack of support from board/senior management	
13	Impacts on quality of our goods and services/ ability to meet customers' expectations	
14	They would require action on the part of the landlord / landlord won't be willing to make the changes	
15	No	
16	Other, please specify	
17	Don't know	

ASK IF CODE 2 OR 3 OR 6 AT Q23

Q41. Will the budget for any energy efficiency improvements, including changes to transport, be entirely new investment or will it fully or partially displace other intended investments?		
SINGLE CODE		
1	Entirely new investment	
2	Partially displace other intended investments	
3	Fully replace other intended investments	
4	Don't know	

ASK ALL CODE 2 OR 3 at Q41

Q42. And will this displacement be from investment intended for other energy efficiency projects, or from investment intended for other types of project, not related to energy efficiency?		
SINGLE CODE		
1	Displace investment intended for other energy efficiency projects	
2	Displace investment intended for other types of project, not related to energy efficiency	
3	Don't know	

IF CODE 6 AT Q23

Q43. Would you be able to provide contact details for a colleague who would be best placed to speak about ESOS? RECORD CONTACT DETAILS. ORIGINAL RESPONDENT INTERVIEW CONTINUES TO D1.

WHEN INTERVIEWING REPLACEMENT RESPONDENT, READ SURVEY INTRO BELOW BEFORE ASKING Q23

Good morning/afternoon. My name is X and I am calling from the independent research company, Ipsos MORI, on behalf of the Department for Business, Energy and Industrial Strategy (formerly, the Department of Energy and Climate Change (DECC)). We are currently carrying out some work for the Department, speaking to organisations across the UK about how they manage their energy use and about any experience they have of the Energy Savings Opportunity Scheme (ESOS). We are speaking with businesses who are eligible for this scheme as well as those who are not, and this is likely to include some businesses that have already complied with the scheme, as well as some who have not, or who have not yet. I'd like to re-iterate that this survey is being conducted by Ipsos MORI, an independent market research

company, and that your responses will be kept anonymous and not passed on to either the Department for Business, Energy and Industrial Strategy or the Environment Agency, unless you give us permission. Responses to this survey also do not form part of the wider consultation that is taking place on the new energy and carbon reporting framework.

ASK IF PROVIDE CONTACT DETAILS AT Q43

Q44. Is now a convenient time? The conversation will take around 20 minutes. SINGLE CODE		
1	Yes	GO TO Q23 AND COMPLETE INTERVIEW WITH NEW RESPONDENT
2	No	MAKE AN APPOINTMENT FOR A CONVENIENT TIME
3	I'm not the best person to speak to	RECORD NAME AND NUMBER AND REPEAT INTRO ABOVE AND Q44 FOR NEW CONTACT
4	Unwilling to participate	PLEASE TRY TO CONVINCING THE RESPONDENT TO PARTICIPATE USING THESE ARGUMENTS – IF SUCCESSFUL RECODE AS 1 OR 2 AS APPROPRIATE, OTHERWISE GO TO Q45 - It's important that as many organisations as possible agree to participate to ensure that Government's decisions are based on sound evidence - all your answers will be treated in confidence; only anonymised information will be shared with the Department, unless otherwise agreed with you - Your details were provided to us by: (if you are speaking to the named contact); the Environment Agency (if you are speaking to a person nominated by the named contact): <name of person who referred you to this individual>

Q45. Record reason for not participating:

NOTE TO SCRIPTER - WHERE A REFERRAL IS TAKEN AT Q43, THE ORIGINAL RESPONDENT SHOULD BE ASKED ALL DEMOGRAPHIC Qs. THE REPLACEMENT RESPONDENT SHOULD ONLY BE ASKED D5 THEN SKIP TO DATA PRIVACY NOTICES.

ASK IF FROM COMPLIANT SAMPLE

D1. Finally I'd like to ask a few questions in order to classify your answers. As with the rest of this survey, please answer these questions on behalf of the organisation for which you work, and do not include any subsidiary or other group members in your responses.

I have [READ OUT SECTOR DESCRIPTION FROM SAMPLE] as a general classification of your organisation's principal activity. Bearing in mind this is a general classification only, does this sound about right?		
1	Yes	
2	No	
	IF NO: What is the principal activity of your organisation?	
	PROBE AS NECESSARY:	
	What is the main product or service of this organisation?	WRITE IN
	What exactly is made or done at this organisation?	
	What material or machinery does that involve using?	

ASK IF NOT FROM COMPLIANT SAMPLE OR FROM COMPLIANT SAMPLE 6

D1b. I'd now like to ask a few questions in order to classify your answers. As with the rest of this survey, please answer these questions on behalf of the organisation for which you work, and do not include any subsidiary or other group members in your responses.

Please can you tell me the principle area of activity for your organisation? INTERVIEWER CODE BUSINESS SECTOR FROM LIST BELOW. PROBE AS NECESSARY: What is the main product or service of this organisation? What exactly is made or done at this organisation? What material or machinery does that involve using?

- A - Agriculture, forestry and fishing
- B - Mining and quarrying
- C - Manufacturing
- D - Electricity, gas, steam and air conditioning supply
- E - Water supply; sewerage, waste management and remediation activities
- F - Construction
- G - Wholesale and retail trade; repair of motor vehicles and motorcycles
- H - Transportation and storage
- I - Accommodation and food service activities
- J - Information and communication
- K - Financial and insurance activities
- L - Real estate activities
- M - Professional, scientific and technical activities
- N - Administrative and support service activities
- O - Public administration and defence; compulsory social security
- P - Education
- Q - Human health and social work activities
- R - Arts, entertainment and recreation
- S - Other service activities
- T - Other, please specify
- Don't know / Refused

ASK ALL

D2. Which of the following best describes how your organisation typically pays for its premises?		
1	Rented	
2	Leased	
3	Lease Purchase	
4	Owned - Outright	
5	Owned - Mortgage	
6	Other (SPECIFY)	
7	Mixture IF SO RECORD WHICH	
8	Not sure DON'T READ OUT	
9	Don't want to say DON'T READ OUT	

ASK ALL

D3. Approximately how many people are employed by your organisation overall, not including any subsidiaries or other group members?		
1	Less than 250	
2	250 - 499	
3	450 - 999	
4	1,000 - 4,999	
5	5,000 - 9,999	
6	10,000+	
7	Don't know/ Refused	

ASK ALL

D4. Approximately what is your company's annual turnover within Britain? If you are not sure, please give me your best estimate.		
1	Up to £250,000	
2	£250,000-£499,999	
3	£500,000-£749,999	
4	£750,000-£999,999	
5	£1m-£1.25m	
6	£1.25m-£1.5m	
7	£1.5m-£2m	
8	£2m-£5m	
9	£5m-£25m	
10	£25m-£50m	
11	More than £50m	
12	Refused	

NOTE TO SCRIPTER – IF REFERRAL, REPLACEMENT RESPONDENT'S ANSWER AT D5 SHOULD OVERWRITE ORIGINAL RESPONSE AT D5 IF GIVEN

ASK ALL

MULTICODE OK

D5. Which, if any, of the following schemes does your organisation participate in?		
1	CRC Energy Efficiency Scheme	
2	EU Emissions Trading Scheme	
3	Climate Change Agreement	
4	Climate Change Levy	
5	Mandatory greenhouse gas reporting	
6	Energy Performance Certificate (EPC)	
7	Display Energy Certificates (DEC)	
8	None of these	
9	Don't know	

ASK ALL

D6. Is your organisation part of a wider corporate group? i.e. one of two or more active organisations working as a collection of parent and subsidiary firms		
1	Yes	
2	No	
3	Don't know	

IF CODE 1 at D6

D7. Thinking about the relative size of your own organisation within this wider corporate group, please can you tell me what proportion of the group's total [number of UK based sites / annual turnover within Britain / number of UK employees] is represented by your own organisation?		
RECORD EXACT PERCENTAGE FOR EACH OF 1-3. IF CANNOT ANSWER, PROVIDE OPTIONS BELOW AND ASK FOR BEST ESTIMATE		

1	Energy use
2	Annual turnover within the UK
3	Number of UK employees
4	Number of UK based sites

- A. Less than 10%
- B. 10-20%
- C. Around a fifth (20%)
- D. Around a quarter (25%)
- E. Around a third (33%)
- F. 40-50%
- G. Around a half (50%)
- H. Around two thirds (66%)
- I. Around three quarters (75%)
- J. More than 75%
- K. Don't know / Refused

ASK ALL

D8. Many thanks for your time in completing this questionnaire. As part of our quality procedures a research manager may be in contact with you to verify/clarify some of your responses, is this ok?

1	Yes	
2	No	

JN15-01504901

NOTE TO SCRIPTER – ALL THE FOLLOWING TO BE REPEATED FOR BOTH ORIGINAL AND REPLACEMENT RESPONDENTS WHERE REFERRAL TAKEN AT Q43

COLLECTING RESPONDENT PERMISSIONS AT END OF ESOS SURVEY

FOR TELEPHONE SCRIPT

1. Following this survey, Ipsos MORI would like to re-contact some organisations during September. We'd like to find out, in more depth, about their approach to energy management and their experiences of ESOS. An Ipsos MORI researcher would visit your organisation at a convenient time to speak with a few different people about these issues. A £100 charity donation would then be made on your behalf. Would you be willing to be re-contacted in the next few weeks to discuss this in more detail? If you agree now, you are still free to change your mind and decline at a later date.

RECORD RESPONSE IN SCRIPT:

- 1. Yes would be willing to be re-contacted to discuss a follow-up visit to my organisation**
- 2. No would not be willing to be re-contacted to discuss a follow-up visit to my organisation**

2. Thank you for taking part in this survey. I will now explain one of the ways in which we would like to use your answers from today's survey if you give us permission to do so.

We would like to link your answers to other information held by the UK Government about UK businesses. This could be, for example, energy use or company ownership information. This would be for research and statistics purposes only. Data will not be sold or used for commercial purposes. Any research findings will also be anonymised before being published.

If you agree to this, your answers to this survey, together with your organisation's address, would be seen and held securely by the Department for Business, Energy and Industrial Strategy and only used for the purposes of this research.

Your name and contact details will not be passed on to any other parties beyond the research team which includes researchers from the Department as well as at Ipsos MORI and University College London (unless you give permission otherwise, for example for the purpose of follow-up research).

Whether or not you agree to this data sharing and linking, under no circumstances will Ipsos MORI pass on any information you have given about your organisation's compliance status in relation to ESOS to either the Department for Business, Energy and Industrial Strategy or the Environment Agency. It will never be used in any decisions around the issuing of compliance, enforcement or penalty notices.

You will be sent an email that confirms this information and provides more detail. Please read it carefully and contact us if you have any further questions. You can withdraw your permission at any time and do not have to give your consent at all if you don't want to.

Declaration: Based on the information provided to me during this interview, I confirm that I consent to the answers I have given in this interview being linked by the Department for Business, Energy and Industrial Strategy to other administrative databases they hold, for research and statistics.

I understand that after my answers have been linked with other administrative datasets, my organisation's details will not be held with this information. I also understand that on reading the full Privacy Notice following this interview, or at any time in the future, I will be able to withdraw my consent.

RECORD RESPONSE IN SCRIPT on same page as this declaration text:

1. Yes willing to have survey answers linked to other information
2. No not willing to have survey answers linked to other information

And please can I take your email address to send you the full Privacy Notice?

ENTER EMAIL ADDRESS

3. And finally, speaking with organisations about energy policy issues is extremely helpful for the Department for Business, Energy and Industrial Strategy. They would like to know, therefore, whether you would be willing to be contacted again over the next couple of years to be invited to take part in further follow-up research. Should you agree to this, your contact details and survey responses would be held securely by Ipsos MORI and passed on securely to the Department only for the purposes of the follow-up research. If you agree to this now you would still be under no obligation to take part at a future date. Would you be willing for your details to be stored so that you can be invited to take part in any further research on this topic?

RECORD RESPONSE IN SCRIPT:

1. Yes would be willing for my contact details and survey responses to be securely stored to be re-contacted to be invited to participate in future research
2. No would not be willing to be re-contacted to be invited to participate in future research

Data Privacy Notice sent by email



Department for
Business, Energy
& Industrial Strategy



Thank you for your time. Confirmation of how your survey data will be used.

Dear <Contact>

Thank you

Thank you for your recent participation in the Ipsos MORI survey about business energy efficiency practices.

Your help with this important research conducted on behalf of the Department for Business, Energy and Industrial Strategy (formerly, the Department of Energy and Climate Change (DECC)) is much appreciated.

This email provides confirmation of the way in which Ipsos MORI and the Department would like to use the data collected through this survey. This will ensure that you fully understand how any confidential or personal data collected will be handled.

Please do read this Privacy Notice carefully and contact businessenergysurvey@ipsos.com if you have any further questions or if you would like to opt-out of data linking.

Who will be able to access your data?

For the purposes of the Data Protection Act, the Department for Business, Energy and Industrial Strategy is the data controller for this research. This means that the Department is responsible for deciding why and how any personal data collected will be used and who will have access to it. The Department is also responsible for ensuring that all personal data collected as part of the evaluation is processed fairly and in compliance with the Data Protection Act.

Please note, the exception to this is any information you provided in the survey about your organisation's compliance status in relation to the Energy Savings Opportunity Scheme (ESOS). Under no circumstances will Ipsos MORI pass on this information to either the Department for Business, Energy and Industrial Strategy or the Environment Agency and it will never be used in any decisions around the issuing of compliance, enforcement or penalty notices.

How will your information be used?

The survey data will be analysed and processed on behalf of the Department by Ipsos MORI and University College London.

If you have given permission, it may be possible to link your responses with other administrative datasets held by the Government (for example, energy use information and company ownership and performance information) for statistical analysis and policy formulation. Your confidentiality will be maintained through the exclusion of your contact information, and linked data will only be used for research and statistical purposes by researchers authorised by the Department. Data will not be sold or used for commercial purposes.

Summarised research and analysis may be published, but it will not be possible to identify any person, organisation or address from any published analysis.

Your contact details will not be linked to your responses to this survey or shared with anyone outside of Ipsos MORI and University College London. This is **unless otherwise agreed by you** (for example, if you have agreed to be re-contacted for future research on this topic).

How will your information be stored?

Information collected during the research will be stored securely under restricted access with contact information removed and held separately.

Withdrawing your consent

At any time, you may withdraw your permission for information you provided during the survey to be linked to other datasets that the Department, or other parts of government, already hold.

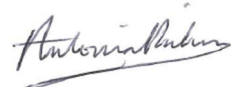
At any time, you can also withdraw your permission to be re-contacted to be invited to participate in future research.

In either case, please contact Ipsos MORI by email to businessenergysurvey@ipsos.com

For further information

Please contact the new Department by email at NDEEvaluation@beis.gov.uk

With best wishes,



Antonia Dickman,
Associate Director, Ipsos MORI

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