



Special Eurobarometer 456

Report

Chemical safety

Fieldwork
November-December 2016
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Survey requested by the European Commission,
Directorate-General for Internal Market, Industry, Entrepreneurship and SME's
and co-ordinated by the Directorate-General for Communication

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Special Eurobarometer 456 – Wave EB86.3 – TNS opinion & social

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Survey co-ordinated by the European Commission, Directorate-General for Communication
(DG COMM "Strategic Communication" Unit)

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INTRODUCTION

Part of the European Union's mission is to improve well-being of its citizens, among others by ensuring safe use of chemicals. One of the most significant regulatory measures governing the use of chemicals in the EU, is the Registration, Evaluation and Authorisation of and Restriction Chemicals (REACH) Regulation (No 1907/2006) which came into force on 1 June 2007. REACH aims to improve the protection of human health and the environment through the better and earlier identification of the intrinsic properties of chemical substances. REACH also aims to ensure the free circulation of substances in the internal market and to enhance innovation and competitiveness¹.

REACH is built on the principle that producers and importers should take responsibility for managing chemical risks and have to prove that their substances are safe before they can be placed on the market. Another key characteristic of the legislation is the Precautionary Principle to ensure risk prevention and prevent damage to human health and the environment.

In addition to REACH, the Regulation on the Classification, Labelling and Packaging of substances and mixtures (the 'CLP Regulation', No 1272/2008), which entered into force in January 2009, forms another cornerstone of the EU chemicals framework by governing the identification and classification of the hazards of chemicals and their communication to workers and consumers through labelling.

REACH and CLP are part of the broader EU chemicals acquis, a comprehensive framework of legislation that comprises both chemicals legislation in the strict sense of the word –directly regulating chemical substances and mixtures– and related legislation, e.g. regulating conditions, under which chemicals are manufactured treated or used or regulating products, in which chemicals are used. Together, these pieces of legislation form a framework that balances three main objectives: ensuring a high level of protection of human health and the environment, ensuring the efficient functioning of the internal market and enhancing competitiveness and innovation.

Finally, REACH aims to increase consumer and investor confidence, as well as employee and community trust therefore creating a more positive business environment and a more competitive, innovative, and economically sustainable chemical industry.

This report brings together the results of the Eurobarometer survey on public opinion on chemicals in the 28 EU Member States. The aim of the survey is to understand EU citizens' awareness and perceptions of chemical products, including comparisons (where appropriate) with similar surveys conducted in 2012 and 2010.

In particular, the survey covers the following areas:

- Public awareness and information about chemicals.
- Public perceptions about the safety of chemicals; whether this has improved in recent years; and the relative safety of chemical products manufactured both within and outside of the EU.
- Perceptions of who is currently responsible for the safety of chemicals in the EU and who ought to be responsible for such activity.
- Awareness and understanding of chemical hazard pictograms.

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union between the 26th of November and 5th of December 2016. Some 27,929 EU citizens from different social and demographic categories were interviewed face-to-face at home and in their native language on behalf of the Directorate-General for Internal Market, Industry, Entrepreneurship and SME's. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategic Communication" Unit)². A technical note concerning the

¹ http://ec.europa.eu/environment/chemicals/index_en.htm

² <http://ec.europa.eu/commfrontoffice/publicopinion/>

interviews conducted by the member institutes of the TNS Opinion & Social network is annexed to this report. It also specifies the interview methods and the confidence intervals³.

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

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

* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

*We wish to thank the people throughout the European Union
who have given their time to take part in this survey.*

Without their active participation, this study would not have been possible.

³ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when a respondent has the possibility of giving several answers to the question.

MAIN FINDINGS

The majority are concerned about being exposed to hazardous chemicals, although less than half feel well informed

- Around two-thirds of EU citizens (65%) are at least a little concerned about being exposed to hazardous chemicals in their daily life, and this includes 26% who are 'very much' concerned. At least half in every Member State are concerned.
- Less than half of respondents (45%) feel well informed about the potential dangers of the chemicals contained in consumer products. This proportion varies considerably by Member State.
- The main sources of information on the potential dangers of chemicals are product labels (used by 70%) and the media (53%).
- Two-thirds (66%) say they are aware that, "if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information".

Views are divided over the safety of chemical products, and half of respondents think that the current level of regulations and standards should be increased

- EU citizens are divided when asked whether available consumer products containing chemicals are safe for human health and for the environment: 49% tend to agree, at least to some extent, while almost half disagrees, answering either 'not really' (33%) or 'not at all' (13%). Perceptions of safety of consumer products containing chemicals also vary considerably between Member States.
- More than two in five respondents (44%) think that the safety of products containing chemicals has improved in the last 10-15 years, while one in six (16%) think it has deteriorated. One in three (32%) say that it has stayed about the same.
- Just under half (47%) say that products manufactured in the EU contain safer chemicals than those imported from outside the EU, whereas only 5% think that the opposite is the case. Three in ten (30%) say that none of the products are safe (30%). Very similar findings were seen in a previous Eurobarometer Survey (EB Flash 361) in 2012.
- Half (50%) say that the current level of regulation and standards in the EU is not high enough and should be increased, while one in three (32%) think that the current level is right. Just 7% think that the current level is sufficiently high and could be even lower. In 13 Member States, a majority say that the current level should be increased.

There is no consensus on who is – and who should be – responsible for ensuring the safety of chemicals in the EU

- When asked who they think is responsible for ensuring the safety of chemicals contained in consumer products in the EU, one in five mention that responsibility lies only with the manufacturers themselves (22%), only the authorities of the EU (18%) and only the national authorities (15%). Three in ten (30%) think this responsibility is ensured by multiple actors (30%).
- Almost half agrees that responsibility for the safety of chemicals should lie with the multiple actors (42%), while 23% say it should lie only with manufacturers themselves, 17% only with the EU authorities and 13% only with national authorities. These findings are similar to those obtained in a 2012 Eurobarometer survey (EB Flash 361), although respondents are now slightly less likely to mention only that the EU authorities should be responsible.
- Some respondents think that responsibility for ensuring the safety of chemical products should lie with just one type of organisation or authority (52%), while some respondents think it should

lie with two (19%) and others that all three organisations/authorities (manufacturers, EU authorities and national authorities) should have responsibility (22%).

There are varying levels of awareness and comprehension of the four chemical hazard pictograms

- When asked about four chemical hazard pictograms, the vast majority (92%) say that they have seen the 'flammability' pictogram before, while more than six in ten (63%) say they have seen the exclamation mark pictogram. Just under half (47%) recognise the environmental hazard pictogram, while one in five (20%) say that they have seen the respiratory health hazard pictogram.
- Almost all respondents (96%) correctly state the meaning of the flammability pictogram, while the majority give a correct answer for the meaning of the environmental hazard pictogram (83%) and the respiratory health hazard pictogram (69%). However, only one in six respondents (17%) correctly state the meaning of the exclamation mark pictogram.
- When they see this type of pictogram on an unfamiliar product, more than half (57%) say they read the safety instructions on the product label, while 19% say they go further by reading the safety instructions on the product label and then trying to find further information from other sources. One in ten (10%) say that they just use the product as they would any other product, whereas 9% say spontaneously that they would not use the product.

I. AWARENESS AND INFORMATION ABOUT CHEMICALS

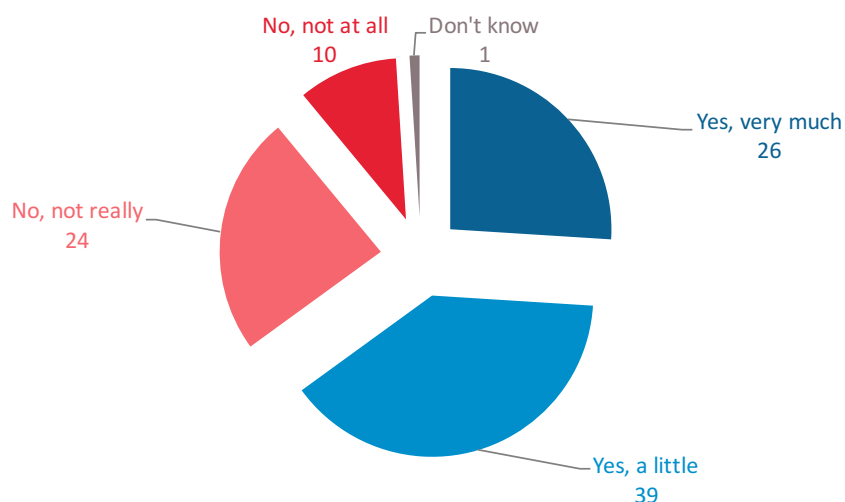
This chapter examines the public's awareness, knowledge and concerns about chemicals contained in daily products. It starts by assessing EU citizens' levels of concern about being exposed to hazardous chemicals, and then looks at how well informed they feel about the potential dangers of chemicals, as well as the sources of information that they use to find out about potential dangers. The chapter also examines the public's knowledge of their rights as a consumer in relation to hazardous chemicals.

1 Concerns about being exposed to chemicals

One in four EU citizens are very concerned about being exposed to hazardous chemicals

Over one in four EU citizens (26%) say that they are 'very much' concerned about being exposed to hazardous chemicals in their daily life, while 39% are 'a little' concerned. Overall, this means that around two in three EU citizens (65%) are concerned about exposure to hazardous chemicals. Around one in three respondents say that they are not concerned, either 'not really' (24%) or 'not at all' (10%)⁴.

QD1 In general, would you say that you are concerned about being exposed to hazardous chemicals in your daily life? (% - EU)

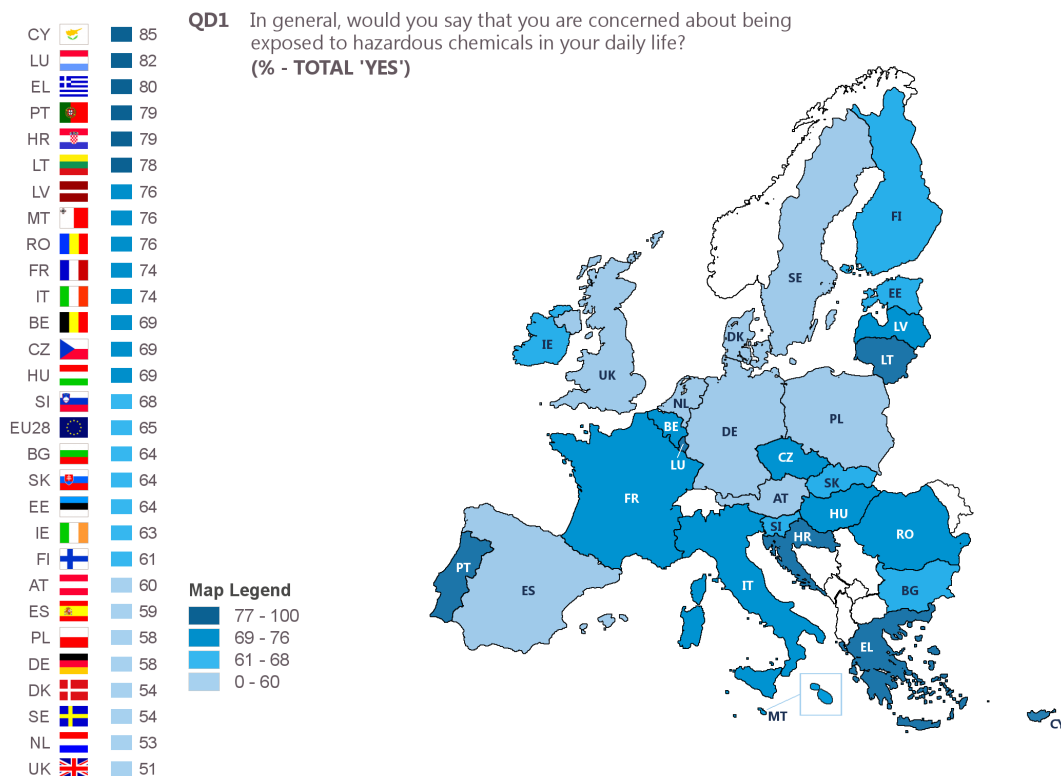


Base: 27,929 respondents

⁴ QD1: In general, would you say that you are concerned about being exposed to hazardous chemicals in your daily life? (READ OUT – ONE ANSWER ONLY) Yes, very much; Yes, a little; No, not really; No, not at all; Don't know.

In every Member State, at least half of respondents say that they are concerned about being exposed to hazardous chemicals in their daily life. The proportion of respondents that are concerned (either 'very much' or 'a little') is highest in Cyprus (85%), Luxembourg (82%), Greece (80%), Portugal (79%), Croatia (79%) and Lithuania (78%). Respondents in the UK (51%), the Netherlands (53%), Sweden and Denmark (both 54%) are the least likely to be concerned.

In general, levels of concern appear to be somewhat lower in northern Europe than in other parts of the EU.

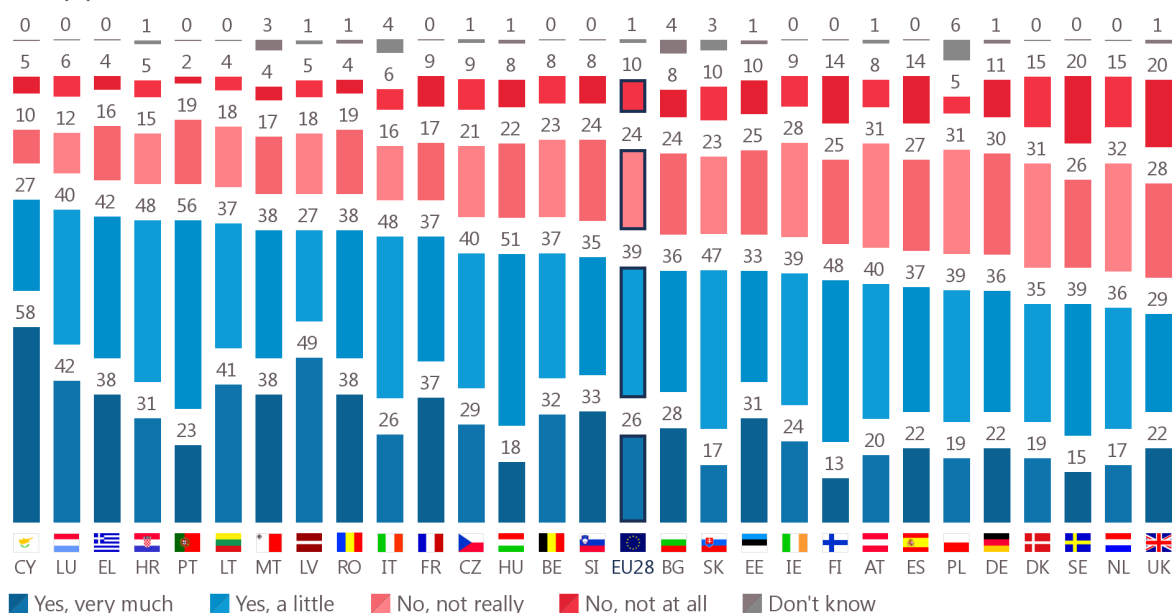


Base: 27,929 respondents

The chart below looks in more detail at levels of concern in individual Member States. As noted above, respondents in Cyprus are most likely to be concerned about being exposed to hazardous chemicals, and they are also the most likely to say they are ‘very much’ concerned (58%). The proportions that say they are ‘very much’ concerned are also high in Latvia (49%), Luxembourg (42%) and Lithuania (41%). Respondents in Finland (13%) are least likely to say they are ‘very much’ concerned, followed by respondents in Sweden (15%), Slovakia (17%) and the Netherlands (17%).

The proportion saying they are ‘not at all’ concerned is highest in the UK and Sweden (both 20%).

QD1 In general, would you say that you are concerned about being exposed to hazardous chemicals in your daily life? (%)







Base: 27,929 respondents

Analysis of **socio-demographic groups** shows only small variations between different groups. However, some patterns can be observed. Women are slightly more likely than men to be concerned about being exposed to hazardous chemicals (66% compared with 61%), while levels of concern are lower among younger people and among those aged 75 or over. (56%-57% compared with 66%-67% among those in all intermediate age groups).

There is a difference by level of education: respondents who finished their education at the age of 20 or above are most likely to be concerned (68%), compared with those who left education between the age of 16 and 19 (65%), while the lowest levels of concern are among those who ended education at the age of 15 or below (60%).

Analysis by the ‘political interest index’ also shows a clear variation. Respondents who have a strong political interest are most likely to be concerned (70%); the proportion then falls steadily among those with a ‘medium’ interest (66%), ‘low’ interest (62%) and ‘no interest at all’ (58%).

QD1 In general, would you say that you are concerned about being exposed to hazardous chemicals in your daily life?
(% - EU)

	Total 'Yes'	Total 'No'	Don't know
EU28	65	34	1
 Gender			
Man	61	38	1
Woman	66	32	2
 Age			
15-24	57	42	1
25-39	68	31	1
40-54	65	34	1
55 +	64	34	2
 Education (End of)			
15-	60	38	2
16-19	65	34	1
20+	68	31	1
Still studying	59	40	1
 Political interest index			
Strong	70	29	1
Medium	66	33	1
Low	62	37	1
Not at all	58	40	2

Base: 27,929 respondents

2 Information about the potential dangers

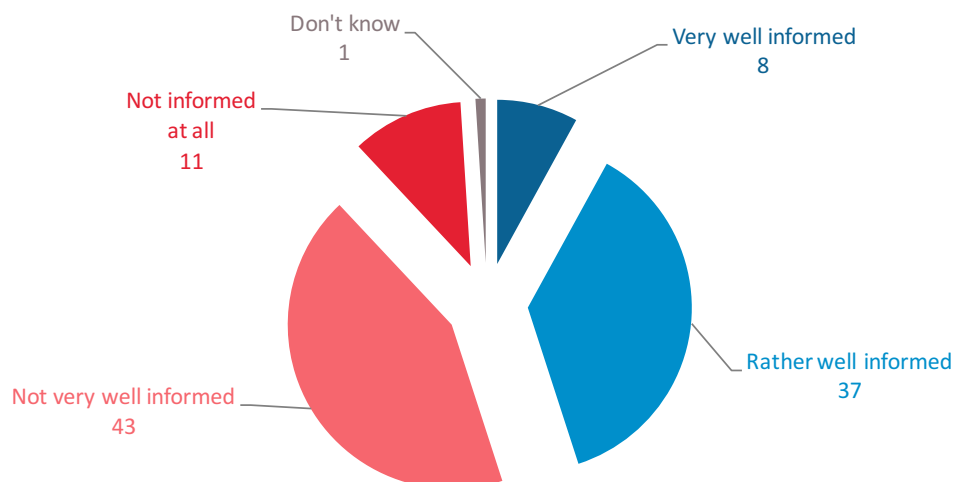
a. Awareness of the potential dangers

Slightly less than half of EU citizens feel well informed about the potential dangers of chemicals

Slightly less than half of EU citizens (45%) feel well informed about the potential dangers of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics. This includes just 8% who say they feel 'very well' informed, and 37% who say they feel 'rather well' informed. Just over half of respondents say that they either feel 'not very well' informed (43%) or 'not informed at all' (11%)⁵.

In general, most respondents give an answer in the middle of the scale ('rather well informed' or 'not very well informed') rather than at the extremes ('very well informed' or 'not informed at all'). This indicates that most EU citizens feel they know something about the potential dangers of chemicals.

QD2 How informed do you feel about the potential dangers of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?
(% - EU)



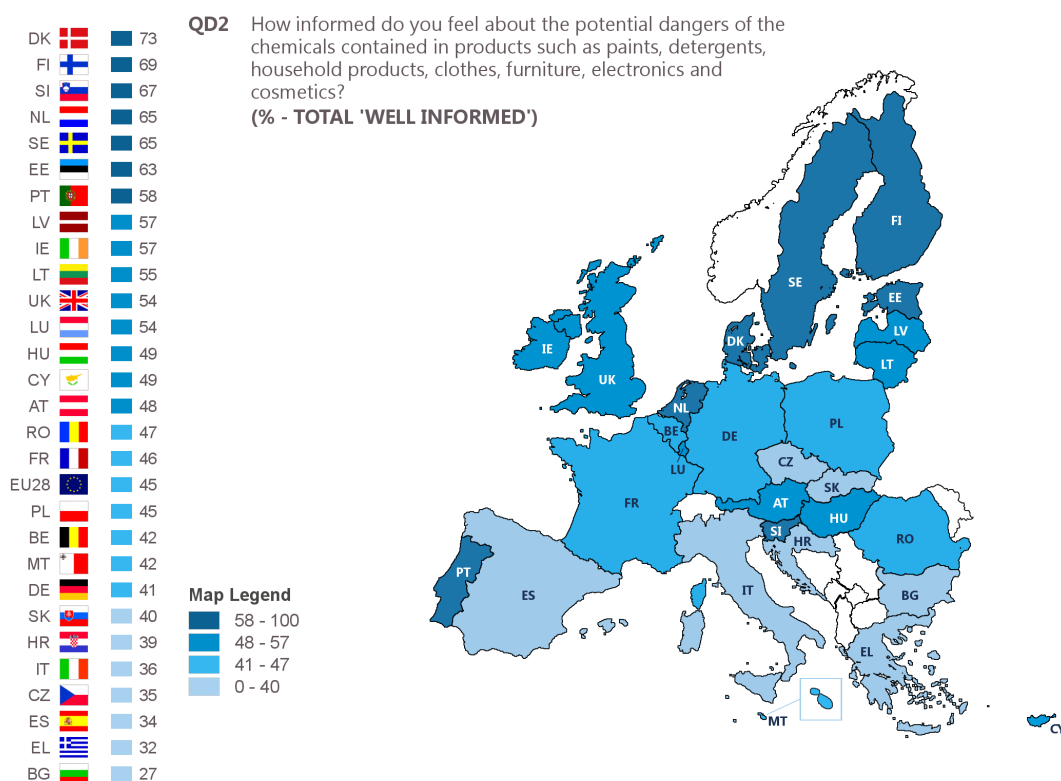
Base: 27,929 respondents

⁵ QD2: How informed do you feel about the potential dangers of the chemicals contained in household products, clothes, furniture, electronics and cosmetics? (READ OUT – ONE ANSWER ONLY) Very well informed; rather well informed; Not very well informed; Not informed at all; Don't know.

There is substantial variation between countries in the proportions that feel they are well informed about the potential dangers of chemicals contained in different products. In some countries, a clear majority feel well informed (either 'very well' informed or 'rather well' informed), most notably Denmark (73%), Finland (69%), Slovenia (67%), the Netherlands (65%), Sweden (65%) and Estonia (63%).

By contrast, only 27% of respondents in Bulgaria feel well informed, with respondents in Greece (32%), Spain (34%), the Czech Republic (35%) and Italy (36%) also expressing low levels of knowledge.

In general, respondents in northern Europe tend to feel better informed, especially in the Nordic countries, while those in southern Europe tend to feel less well informed.

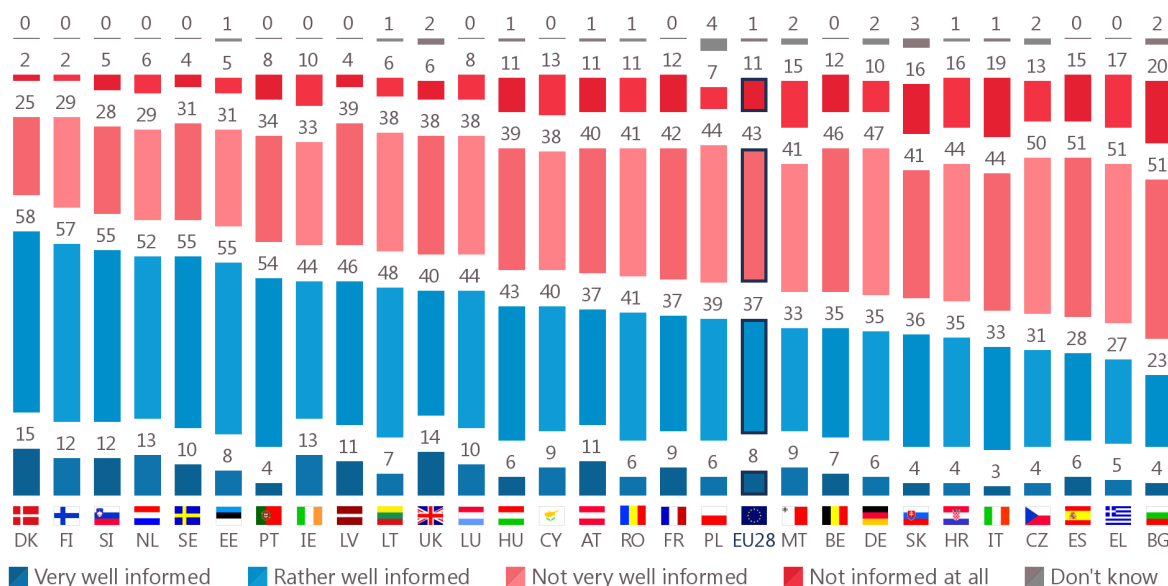


Base: 27,929 respondents

The chart below looks in more detail at the perceived levels knowledge about the potential dangers of chemicals in Member States. As stated before, only a small minority of EU citizens say they feel 'very well' informed about the potential dangers of the chemicals contained in various products. The highest proportions can be seen in Denmark (15%), the UK (14%), the Netherlands and Ireland (both 13%).

Respondents in Bulgaria (20%) and Italy (19%) are most likely to say that they do not feel 'informed at all' about the potential dangers of chemicals.

QD2 How informed do you feel about the potential dangers of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics? (%)



Base: 27,929 respondents

Looking at the differences between **socio-demographic groups**, there is a considerable variation according to respondents' level of education. Respondents who finished their education at the age of 20 or above are most likely to feel either 'very well' or 'rather well' informed (53%), while the proportion is lower among those who left education between the age of 16 and 19 (44%), and lower still among those who ended education at the age of 15 or below (35%).






There is also a difference in relation to respondents' financial situation. Those who never or almost never have difficulties paying their bills are most likely to feel well informed (48%), while the proportion is lower among those who have difficulties 'from time to time' (41%) and those who have difficulties 'most of the time' (36%).

Once again, there is a difference in relation to the political interest index. Respondents who have a 'strong' political interest are most likely to feel well informed (53%), while the lowest proportion is among those with 'no interest at all' (38%).

Levels of awareness also vary according to use of the Internet. Respondents who use the Internet every day are more likely to feel well informed (50%) than those who use it often or sometimes (44%), while the proportion is much lower among those who never use the Internet (33%).

Findings are consistent by gender and age group, although detailed analysis indicates that those in the oldest age group (75 or over) are less likely to feel well informed than other respondents (34% compared with at least 42% in other age groups).

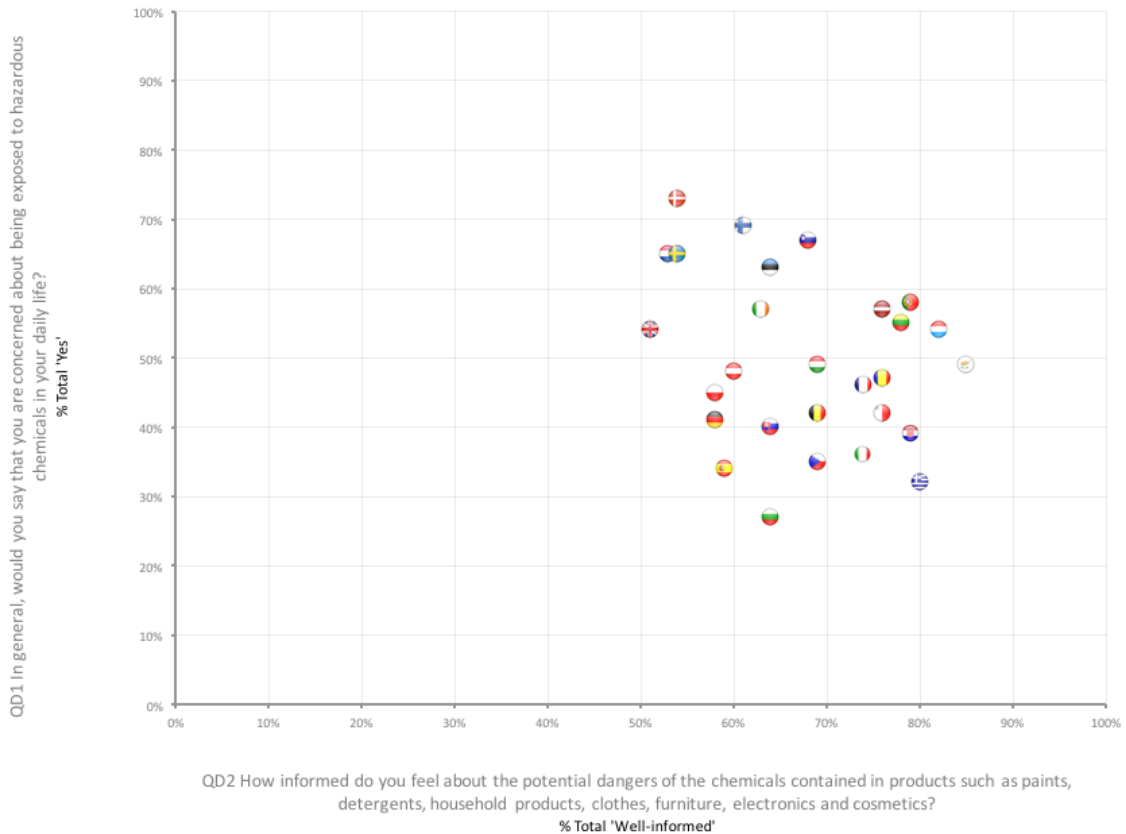
QD2 How informed do you feel about the potential dangers of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?
(% - EU)

	Total 'Well informed'	Total 'Not well informed'	Don't know
EU28	45	54	1
 Age			
15-24	45	54	1
25-34	47	52	1
35-44	48	51	1
45-54	46	53	1
55-64	47	52	1
65-74	42	57	1
75+	34	64	2
 Education (End of)			
15-	35	64	1
16-19	44	55	1
20+	53	46	1
Still studying	44	55	1
 Difficulties paying bills			
Most of the time	36	63	1
From time to time	41	58	1
Almost never/ Never	48	51	1
 Use of the Internet			
Everyday	50	49	1
Often/ Sometimes	44	54	2
Never	33	65	2
 Political interest index			
Strong	53	46	1
Medium	47	52	1
Low	40	59	1
Not at all	38	61	1
Concerned about being exposed to hazardous chemicals in daily life			
Yes	46	54	0
No	45	53	2

Base: 27,929 respondents

There is no difference in the findings in relation to the levels of concern felt by respondents. Those who feel concerned about being exposed to hazardous chemicals express the same levels of knowledge as those who are not concerned (46% and 45% respectively say they feel well informed).

A chart below looks in more detail at the correlation between level of concern about safety of chemicals and being well-informed about dangers of chemicals. At the country level, there seems to be no clear link between these two factors.



Base: 27,929 respondents

b. Sources of information

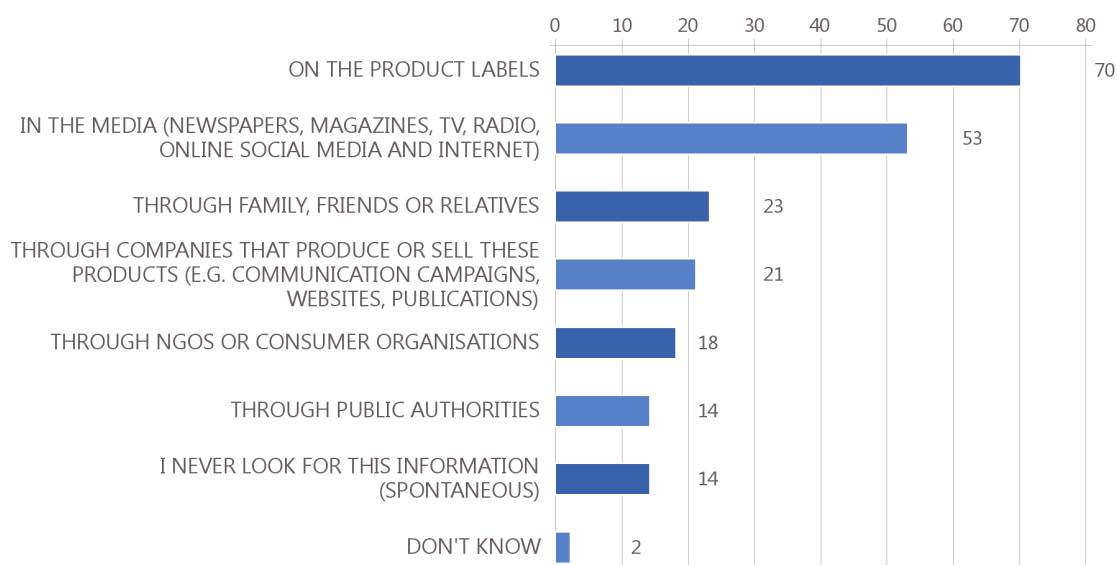
The main sources of information on the potential dangers of chemicals are product labels and the media

Respondents were asked where they generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics. They were able to give more than one answer from a list of six possible sources.

EU citizens are most likely to say that they find information about the potential dangers of chemicals on the product labels (70%), while just over half (53%) say they get information from the media.

Respondents are less likely to say that they get information from the other sources: family, friends or relatives (23%), companies that produce or sell these products (21%), NGOs or consumer organisations (18%) and public authorities (14%). One in seven respondents (14%) say spontaneously that they never look for this type of information⁶.

QD9T Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly? And then? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: 27,929 respondents

⁶ QD9: Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly? And then? (SHOW CARD - READ OUT - ROTATE - MULTIPLE ANSWERS POSSIBLE) On the product labels; In the media (newspapers, magazines, TV, radio, online social media and Internet); Through NGOs or consumer organisations; Through public authorities; Through companies that produce or sell these products (e.g. communication campaigns, websites, publications); Through family, friends or relatives; I never look for this information (SPONTANEOUS); Don't know.

In all but three Member States, respondents are most likely to say that they find information about the potential dangers of chemicals from the product labels. The exceptions are Lithuania, Sweden and Germany, where respondents are more likely to say that they get this type of information from the media.

The proportions that say they get information from product labels are highest in Estonia (83%), Portugal (83%) and Luxembourg (81%), while the lowest proportions are found in Sweden (61%), Germany (62%), Austria and Romania (both 65%).

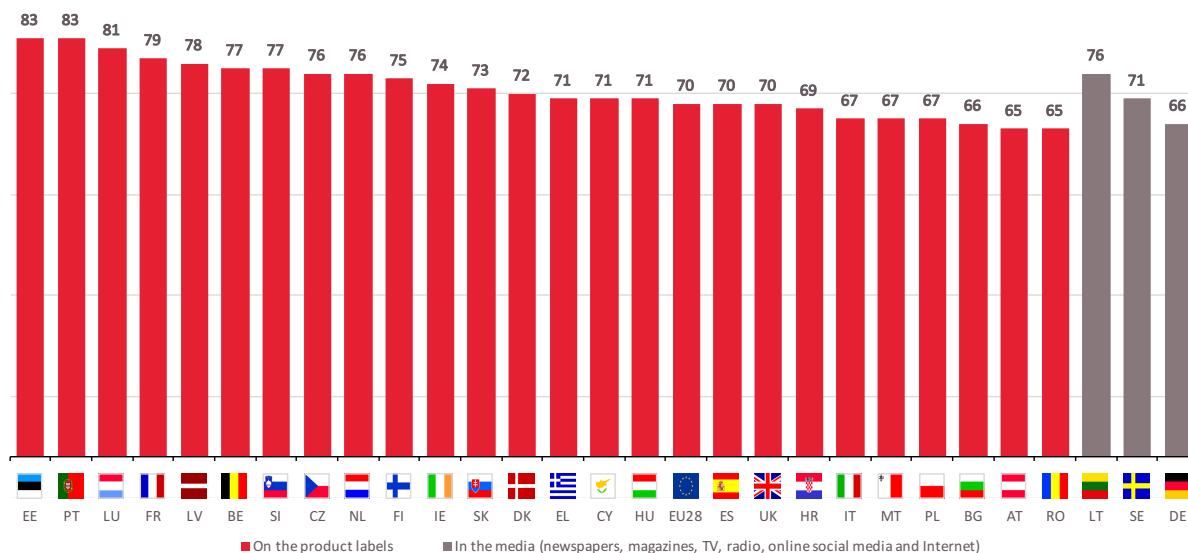
The highest proportions saying they get information from the media can be seen in Lithuania (76%), the Netherlands (72%), Sweden (71%), Latvia (71%) and Luxembourg (70%). Relatively small proportions of respondents say they get information from the media in Hungary (36%), Spain (40%), Poland (43%) and Italy (44%).

Respondents are most likely to use the other sources of information in the following countries:

- Family, friends or relatives: Lithuania (44%), Croatia (40%) and Bulgaria (40%);
- Companies that produce or sell the products: Finland (42%) and Austria (33%);
- NGOs or consumer organisations: Austria (37%), Sweden (35%) and the Netherlands (33%);
- Public authorities: Sweden (40%), a much higher proportion than any other country.

A relatively high proportion of respondents say that they never look for this type of information in Spain (25%), Bulgaria (22%) and Hungary (21%), while the lowest proportions can be seen in Finland (1%), Belgium, Luxembourg and Sweden (all 3%).

QD9T Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly? And then? (MULTIPLE ANSWERS POSSIBLE)
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: 27,929 respondents

QD9T Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly? And then? (MULTIPLE ANSWERS POSSIBLE)
(%)

	On the product labels	In the media (newspapers, magazines, TV, radio, online social media and Internet)	Through family, friends or relatives	Through companies that produce or sell these products (e.g. communication campaigns, websites, publications)	Through NGOs or consumer organisations	Through public authorities	I never look for this information (SPONTANEOUS)	Don't know
EU28	70	53	23	21	18	14	14	2
BE	77	57	27	29	29	23	3	0
BG	66	51	40	14	10	12	22	2
CZ	76	50	35	25	14	10	11	1
DK	72	58	21	27	20	19	7	1
DE	62	66	25	21	25	18	12	2
EE	83	57	34	24	5	6	9	2
IE	74	59	26	27	13	21	9	2
EL	71	54	38	24	10	11	17	0
ES	70	40	23	19	7	10	25	1
FR	79	56	22	12	18	9	11	1
HR	69	59	40	18	12	7	10	1
IT	67	44	18	23	21	13	15	3
CY	71	62	30	16	7	7	17	0
LV	78	71	35	12	6	6	9	1
LT	74	76	44	15	5	8	11	1
LU	81	70	20	21	18	11	3	1
HU	71	36	32	16	14	16	21	1
MT	67	62	19	15	9	14	8	2
NL	76	72	17	22	33	14	6	0
AT	65	50	35	33	37	25	12	1
PL	67	43	19	29	15	13	17	3
PT	83	52	26	22	7	18	11	1
RO	65	46	36	28	15	19	15	2
SI	77	68	27	21	15	9	9	0
SK	73	49	30	21	20	16	11	2
FI	75	64	21	42	22	25	1	0
SE	61	71	24	27	35	40	3	0
UK	70	53	15	18	9	13	15	4

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item




Base: 27,929 respondents

Analysis by **socio-demographic groups** shows that the sources of information used by respondents are consistent by gender and age.

The main difference is by level of education. Respondents who ended their education at the age of 20 or above are more likely to use the various sources, particularly the media (61% compared with 44% of those who left education at the age of 15 or below) and NGOs or consumer organisations (24% compared with 10%). The one exception is family, friends or relatives, where the figures show little variation according to the age at which respondents left education.

A similar pattern can be seen according to Internet use and the political interest index. Respondents who use the Internet more frequently are more likely to use the various sources, as are those with a higher level of political interest. This can be seen from the proportions that say they never look for this information, which is higher among those who never use the Internet (22%) than those who use it often or sometimes (14%) or every day (10%). In terms of the political interest index, 24% of those with 'no interest at all' in politics say they never look for this information, falling to 8% of those with a 'strong' interest.

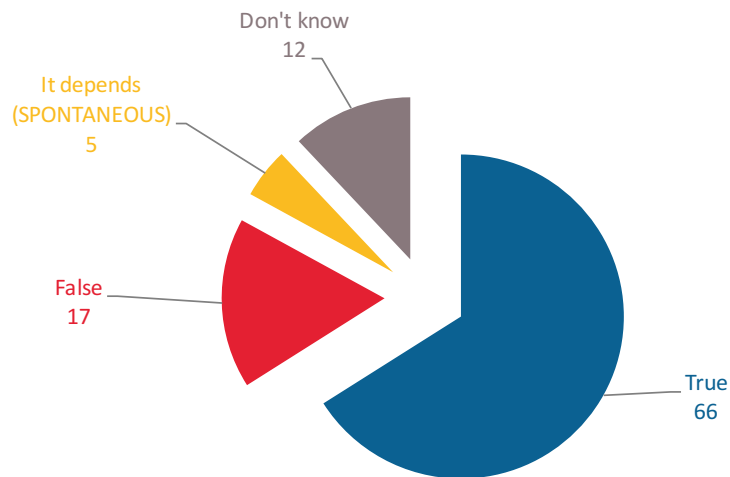
QD9T Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly? And then? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	On the product labels	In the media (newspapers, magazines, TV, radio, online social media and Internet)	Through family, friends or relatives	Through companies that produce or sell these products (e.g. communication campaigns, websites,	Through NGOs or consumer organisations	Through public authorities	I never look for this information (SPONTANEOUS)	Don't know
EU28	70	53	23	21	18	14	14	2
 Education (End of)								
15-	64	44	24	15	10	12	23	3
16-19	72	52	24	22	16	14	14	2
20+	71	61	21	24	24	16	8	1
Still studying	67	56	27	21	18	14	12	1
 Use of the Internet								
Everyday	72	57	23	24	20	15	10	2
Often/ Sometimes	70	52	24	21	17	14	14	2
Never	64	44	26	14	11	12	22	2
 Political interest index								
Strong	68	63	22	23	26	18	8	1
Medium	73	55	25	24	19	16	11	2
Low	71	53	23	20	14	12	15	2
Not at all	65	42	22	14	10	11	24	3

Base: 27,929 respondents

In order to assess respondents' knowledge of their rights as a consumer, they were asked whether they think it is true or false that, in their country, "if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information". Two in three EU citizens (66%) state that this is true, while one in six (17%) think that it is false. The remainder either answer spontaneously that 'it depends' (5%) or do not know (12%)⁷.

QD10 Can you tell me if you think this statement is 'True or 'False: in (OUR COUNTRY), if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information. (% - EU)



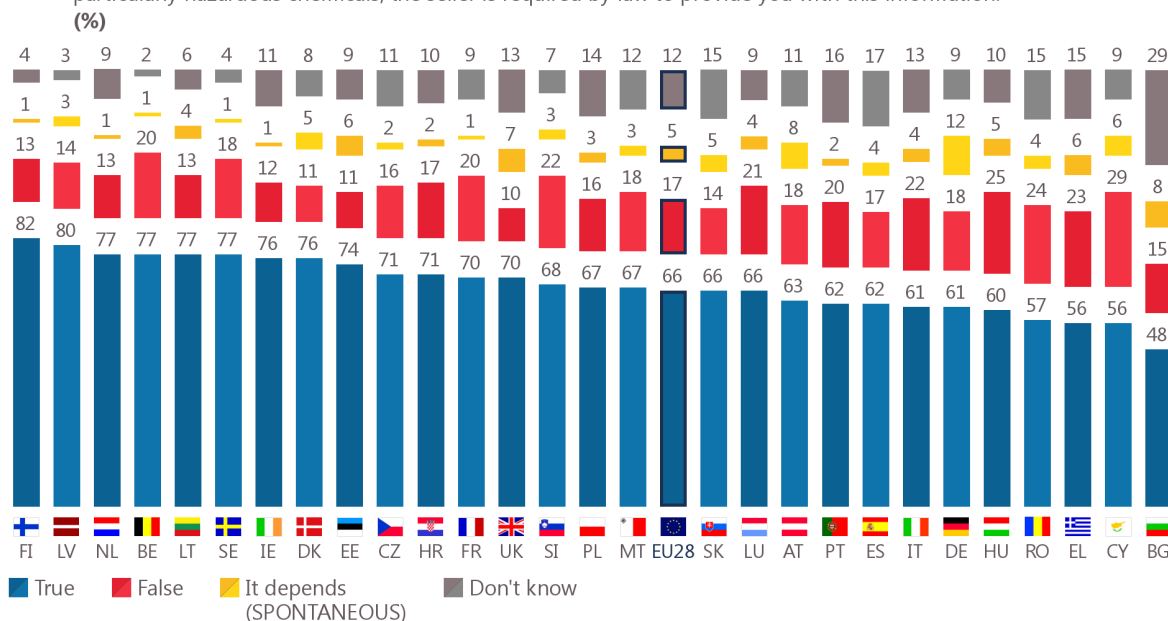
Base: 27,929 respondents

⁷ QD10: Can you tell me if you think this statement is true or false: in (OUR COUNTRY), if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information. (READ OUT – ONE ANSWER ONLY) True; False; It depends (SPONTANEOUS); Don't know.

There is variation by Member State in the proportion that say it is true that “if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information.” The proportion ranges from 82% in Finland to 48% in Bulgaria.

More detailed analysis shows that respondents in Cyprus (29%) and Hungary (25%) are most likely to think the statement is false, while those in Bulgaria are most likely to say they don't know (29%). The figures for Germany include a relatively high proportion of respondents who say that ‘it depends’ (12%).





QD10 Can you tell me if you think this statement is true or false: in (OUR COUNTRY), if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information.



Base: 27,929 respondents

There are some variations by **socio-demographic** groups, in terms of the proportions that say correctly that “if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information.” The differences are fairly small in percentage terms, but are generally consistent with earlier findings on how well informed respondents feel about the potential dangers of chemicals.

QD10 Can you tell me if you think this statement is true or false: in (OUR COUNTRY), if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information
(% - EU)

	True	False	It depends (SPONTANEOUS)	Don't know
EU28	66	17	5	12
 Age				
15-24	68	16	5	11
25-39	68	17	5	10
40-54	68	17	5	10
55 +	62	19	5	14
 Education (End of)				
15-	60	19	5	16
16-19	65	18	5	12
20+	69	17	4	10
Still studying	68	16	6	10
 Use of the Internet				
Everyday	69	16	5	10
Often/ Sometimes	62	20	6	12
Never	60	18	5	17
 Political interest index				
Strong	70	16	5	9
Medium	67	18	5	10
Low	65	18	5	12
Not at all	62	16	5	17
The safety of products containing chemicals				
Improved	75	13	3	9
Stayed about the same	62	21	6	11
Deteriorated	56	27	7	10

Base: 27,929 respondents

II. PERCEPTIONS ABOUT SAFETY OF CHEMICALS

This chapter examines public perceptions about the safety of products containing chemicals that are available. It starts by looking at how safe respondents think these products are for human health and for the environment; it then examines perceptions of whether the safety of products containing chemicals has improved or not in the last 10 to 15 years. The chapter then focuses on the EU: whether products manufactured in the EU are safer than those imported from outside the EU; and whether the current level of regulation and standards in the EU is at the right level.

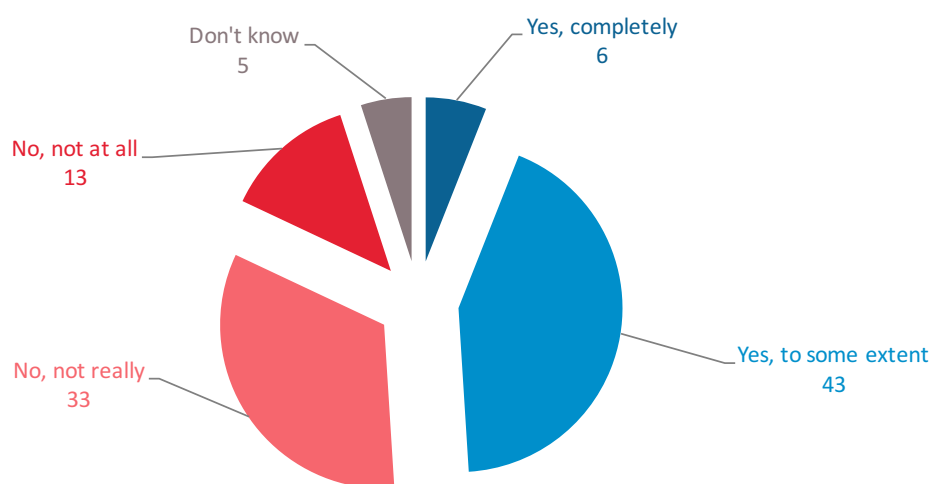
1 Perceived safety of chemicals

a. Perceived human health and environmental safety of chemicals

EU citizens' views are divided over the safety of the products containing chemicals available in their country for human health and the environment

EU citizens are divided in their views on the safety of products containing chemicals that are available in their country. Almost half (49%) think that these products are safe at least to some extent for human health and for the environment; specifically, 6% say they are completely safe and 43% say they are safe 'to some extent'. However, also almost half (46%) do not think they are safe, either 'not really' (33%) or 'not at all' (13%). The remainder (5%) do not give an opinion⁸.

QD3 Do you think that the products containing chemicals that you can buy in (OUR COUNTRY) are safe for human health and for the environment?
(% - EU)

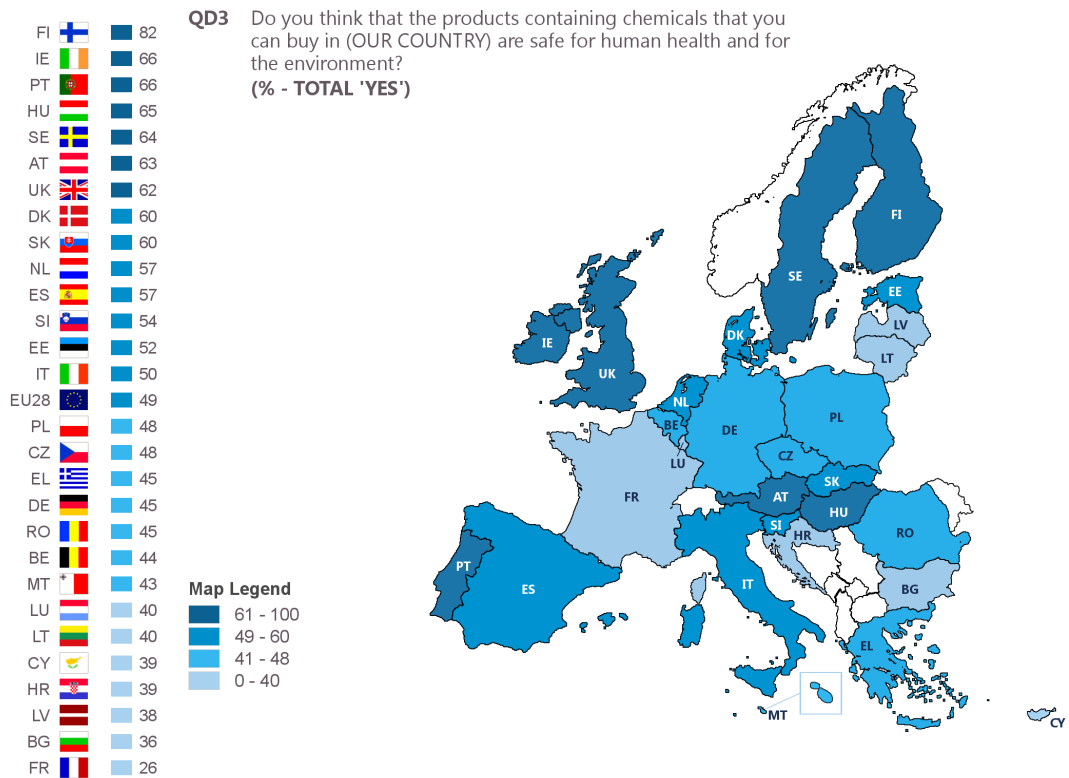


Base: 27,929 respondents

⁸ QD3: Do you think that the products containing chemicals that you can buy in (OUR COUNTRY) are safe for human health and for the environment? (READ OUT – ONE ANSWER ONLY) Yes, completely; Yes, to some extent; No, not really; No, not at all; Don't know.

There is considerable variation between Member States in the proportions of those who think that the products containing chemicals available in their country are safe for human health and the environment. Respondents in Finland (82%) are much more likely than those in other countries to think that these products are safe, either 'completely' or 'to some extent'. The proportions are also relatively high in Ireland (66%), Portugal (66%), Hungary (65%), Sweden (64%), Austria (63%) and the UK (62%).

By contrast, respondents in France (26%) are much less likely than those in other countries to think that these products are safe. Low proportions are also found in Bulgaria (36%), Latvia (38%), Croatia and Cyprus (both 39%).



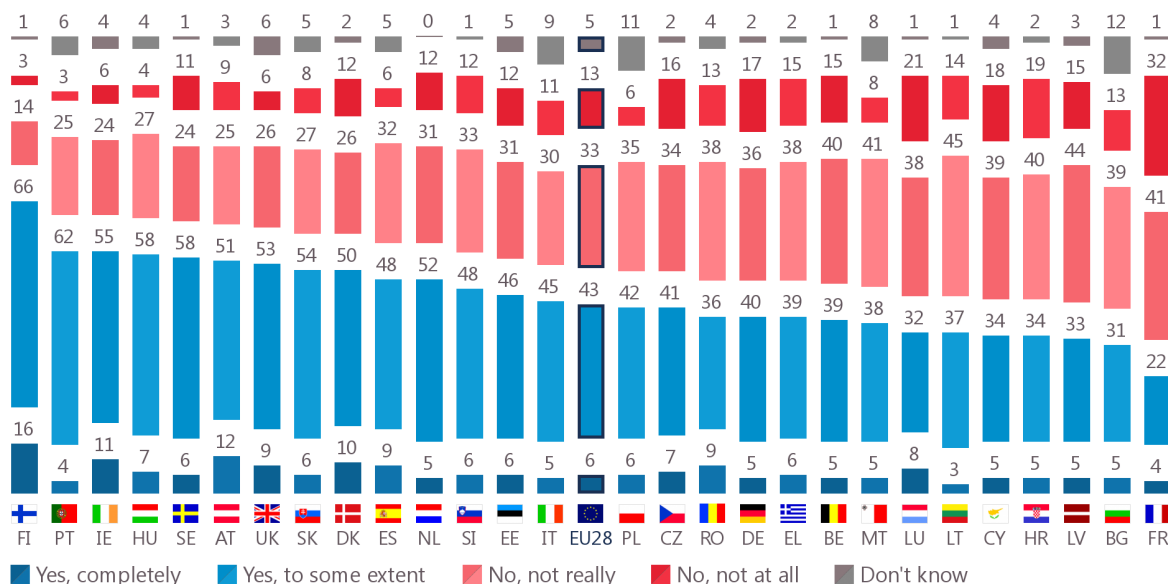
Base: 27,929 respondents

The chart below shows the detailed findings by Member State. In general, respondents tend to give an answer in the middle of the scale (either 'yes, to some extent' or 'no, not really') rather than at either extreme ('yes, completely' or 'no, not at all'). The main exception to this rule is France, where perceptions of product safety are the most negative: around one in three respondents in France (32%) say that products are 'not safe at all'. The perception that products are not safe at all is also relatively strong among respondents in Luxembourg (21%) and Croatia (19%).

In every country, no more than one in six respondents think that products containing chemicals are 'completely safe'. The proportion is highest in Finland (16%), where views are generally the most positive about product safety (82% think products are safe at least to some extent).

Respondents in Bulgaria (12%) and Poland (11%) are more likely than those in other countries to give a 'don't know' response to this question.

QD3 Do you think that the products containing chemicals that you can buy in (OUR COUNTRY) are safe for human health and for the environment? (%)




Base: 27,929 respondents

Attitudes towards the safety of chemical products are generally consistent across **socio-demographic** groups. The main difference is in relation to respondents' financial situation: those who never or almost never have difficulties paying bills are most likely to think that chemical products are safe, either 'completely' or 'to some extent' (52%).

This proportion is lower among those who have difficulties paying bills from time to time (47%) and is much lower among those who have difficulties most of the time (37%). This last group is also much more likely to say that products are not safe at all (24%, compared with 13% of respondents overall).

QD3 Do you think that the products containing chemicals that you can buy in (OUR COUNTRY) are safe for human health and for the environment?
(% - EU)

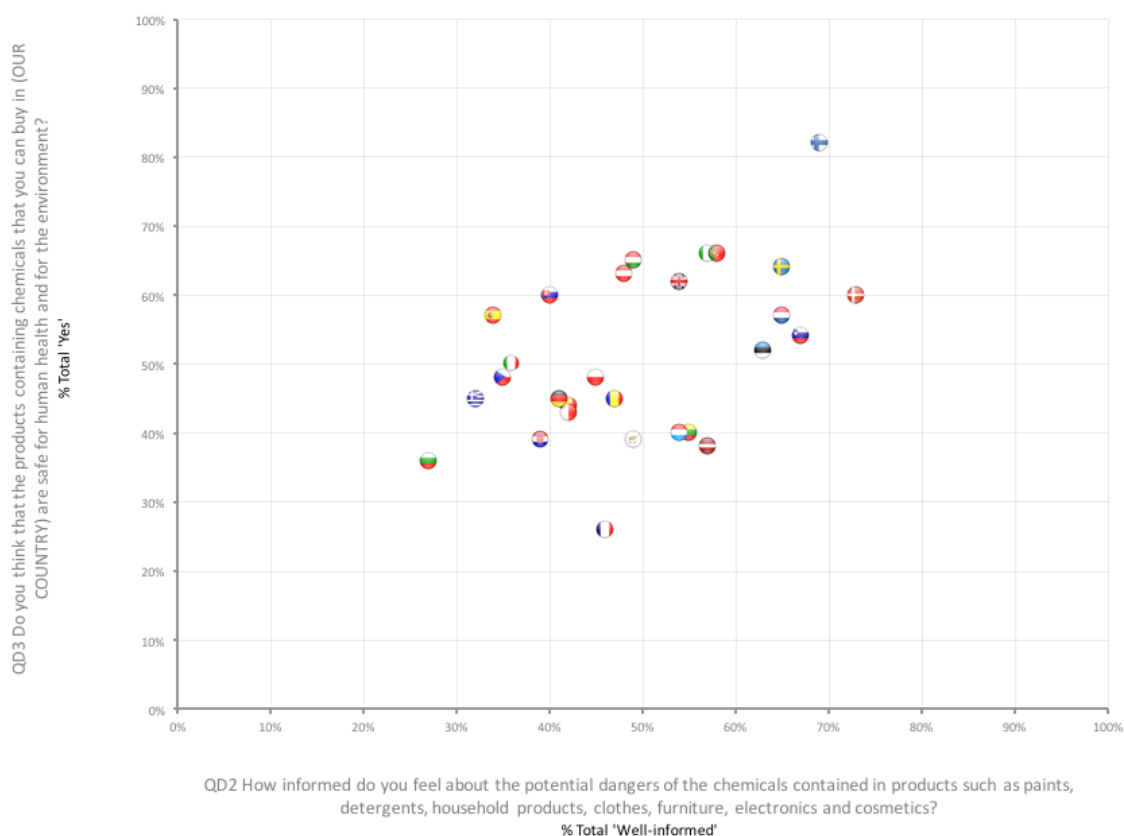
	Yes, completely	Yes, to some extent	No, not really	No, not at all	Don't know	Total 'Yes'	Total 'No'
EU28	6	43	33	13	5	49	46
 Difficulties paying bills							
Most of the time	7	30	34	24	5	37	58
From time to time	6	41	35	13	5	47	48
Almost never/ Never	7	45	32	12	4	52	44
Informed about the dangers of chemicals							
Well informed	9	52	27	11	1	61	38
Not well informed	5	36	38	15	6	41	53

Base: 27,929 respondents

There is also a link between attitudes towards product safety and feeling well informed about the potential dangers of the chemicals contained in products. Respondents who feel well informed are much more likely to think that chemical products are safe (61%) than those who do not feel well informed (41%).

The chart below shows a country level correlation between perceived level of knowledge about potential dangers of the chemicals contained in products and a view that the products containing chemicals available in a given country are safe. Indeed, countries with highest percentages of persons that consider themselves as well-informed, are also the ones with the highest level of agreement to the view that products containing chemicals available in their country are safe.

For instance, in Finland almost seven in ten (69%) respondents perceive themselves as well-informed and over eight in ten (82%) think that products containing chemicals in their country are safe. On the other extreme of the scale, in Bulgaria only 27% of respondents consider themselves well-informed and 36% view products containing chemicals available in their country as safe.



Base: 27,929 respondents

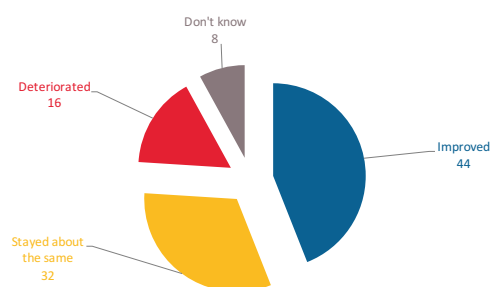
b. Perceived change in safety of chemicals

EU citizens are more likely to say that the safety of the products containing chemicals has improved rather than deteriorated

Respondents were asked whether they thought the safety of products containing chemicals has improved, stayed about the same or deteriorated, compared with 10 to 15 years ago. More than two in five EU citizens (44%) think that product safety has improved over this time, while one in six (16%) think it has deteriorated. One in three (32%) say that it has stayed about the same⁹.

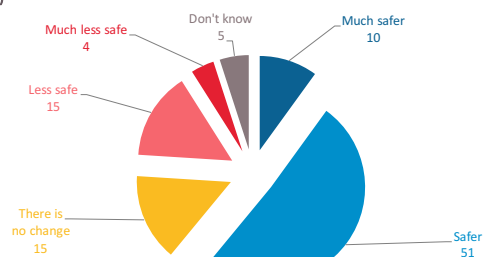
A similar question was asked in the previous Eurobarometer survey about chemicals in 2012 (EB Flash 361), with some differences in question wording and in survey methodology¹⁰. Therefore, some caution should be used when comparing the two sets of findings. Despite the differences between the two surveys, the findings from 2012 show a similar pattern to the current survey, with a perception that product safety has improved, rather than deteriorated, in recent years.

QD4 Compared with 10 to 15 years ago, do you think that the safety of products containing chemicals that you can buy in (OUR COUNTRY) has... (% - EU)



Base: 27,929 respondents
Results from November-December 2016
(SP456)

Q5 Would you say that the chemical substances on the EU market today are safer or less safe than they were 10 years ago? (% - EU)



Base: 25,557 EU27 respondents
Results from October 2012
(FL361)

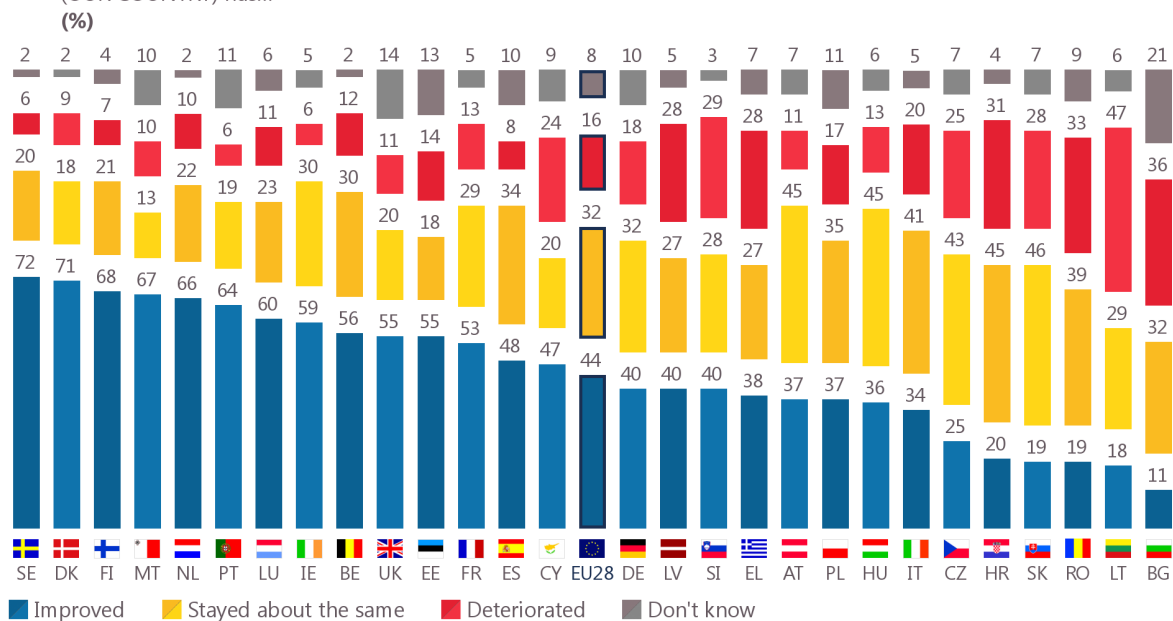
⁹ QD4: Compared with 10 to 15 years ago, do you think that the safety of products containing chemicals that you can buy in (OUR COUNTRY) has... (READ OUT – ONE ANSWER ONLY) Improved; Stayed about the same; Deteriorated; Don't know.

¹⁰ The question of the 2012 survey referred to 'chemical substances' rather than 'chemicals contained in household products': "Q5 (EB Flash 361): Would you say that the chemical substances on the EU market today are safer or less safe than they were 10 years ago? (READ OUT – ONE ANSWER ONLY) Much safer; Safer; There is no change, Less safe, Much less safe; Don't know."; The 2012 surveys used telephone interviewing, while the current survey used face-to-face interviewing

There are large differences between Member States in perceptions of whether product safety has improved in the last 10 to 15 years. In some countries, a clear majority of respondents think that the safety of products containing chemicals has improved, most notably in Sweden (72%), Denmark (71%), Finland (68%), Malta (67%) and the Netherlands (66%).

However, in five countries respondents are more likely to say that product safety has deteriorated rather than improved: Lithuania (where 47% say that safety has deteriorated), Bulgaria (36%), Romania (33%), Croatia (31%) and Slovakia (28%).

QD4 Compared with 10 to 15 years ago, do you think that the safety of products containing chemicals that you can buy in (OUR COUNTRY) has...






Base: 27,929 respondents

Looking at variations by **socio-demographic groups**, there is a difference by level of education. Respondents who ended their education at the age of 20 or above are more likely to say that safety has improved (52%), compared with those who ended education at the age of 16-19 (41%) and those who left education at the age of 15 or below (38%).

Daily Internet users are more likely to think safety has improved (50%) than those who use the Internet often or sometimes (39%) or not at all (34%).

QD4 Compared with 10 to 15 years ago, do you think that the safety of products containing chemicals that you can buy in (OUR COUNTRY) has...
(% - EU)

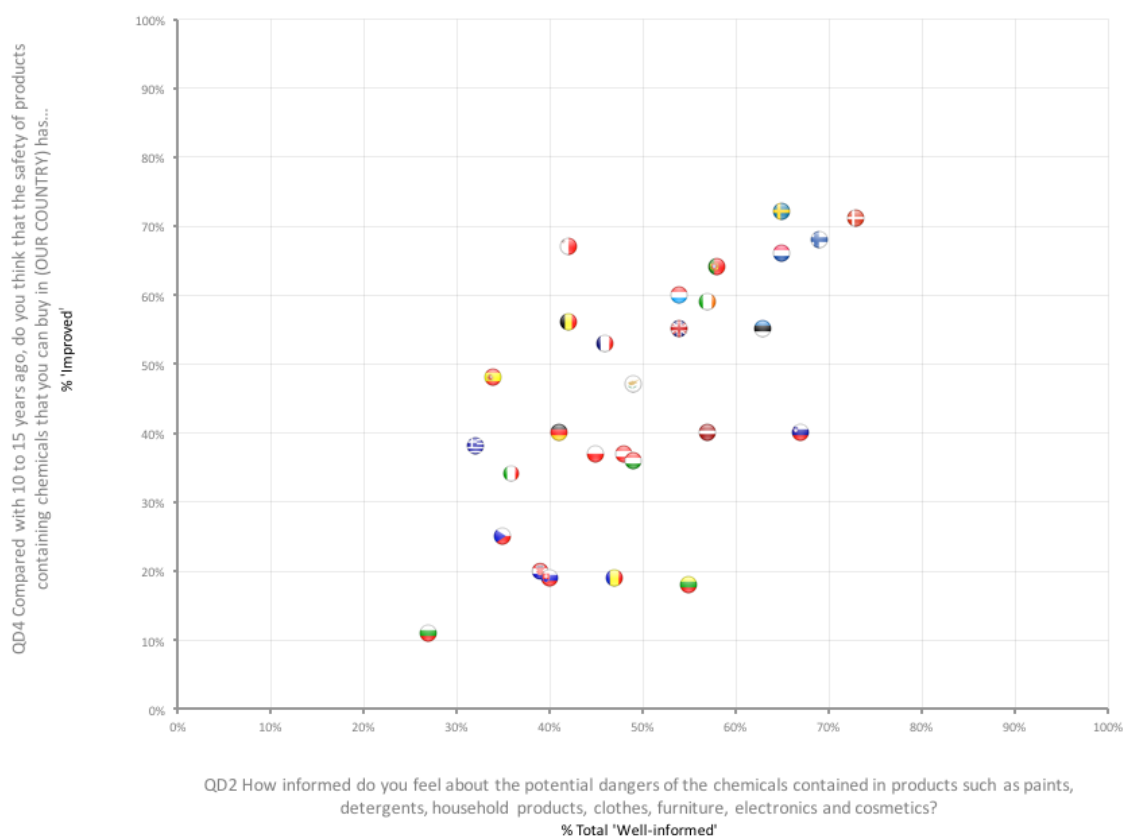
	Improved	Stayed about the same	Deteriorated	Don't know
EU28	44	32	16	8
 Gender				
Man	47	32	14	7
Woman	42	31	18	9
 Education (End of)				
15-	38	34	18	10
16-19	41	34	17	8
20+	52	28	14	6
Still studying	47	28	13	12
 Use of the Internet				
Everyday	50	29	14	7
Often/ Sometimes	39	36	18	7
Never	34	35	21	10
Informed about the dangers of chemicals				
Well informed	53	31	12	4
Not well informed	38	32	19	11

Base: 27,929 respondents

There is also a difference in relation to whether respondents feel well informed about the potential dangers of chemicals. Those who feel well informed are more likely to say that safety has improved (53%) than those who do not feel well informed (38%).

The correlation between perceived level of knowledge about potential dangers of chemicals and the view that the safety of products containing chemicals has improved compared to 10-15 years ago is even more evident on a country level. The countries with higher levels of perceived knowledge are also the ones in which people rate the change in the safety of products containing chemicals most positively.

The examples of such countries are Denmark (73%), Finland (69%) and Sweden (65%) where around seven in ten perceive themselves as well-informed and similar percentage thinks that the safety has improved (71%, 72% and 68%, respectively). In Bulgaria on the other hand, the perceived level of sufficient knowledge (27%) as well as the agreement to the view that the safety of products containing chemicals has improved (11%) are the lowest.



2 Perceived safety of chemical products in the EU

a. Consumer view on safety of chemicals in products manufactured in the EU and imported

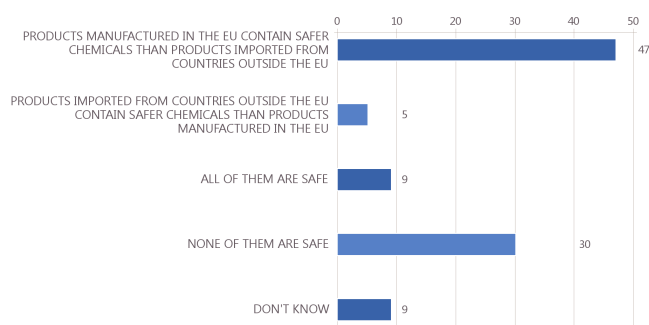
Around half think that EU products contain safer chemicals than those imported from outside the EU

Respondents were asked for their views on the safety of chemicals in products manufactured in the EU, compared with those imported from countries outside the EU. Just under half of respondents (47%) say that products manufactured in the EU contain safer chemicals than those imported from countries outside the EU, whereas only 5% think that the opposite is the case – that products from outside the EU contain safer chemicals than those manufactured in the EU. Although 9% of respondents say that all products (from the EU or outside) contain safe chemicals safe, a larger proportion say that neither products from the EU or outside the EU contain safe chemicals (30%)¹¹.

A similar question was included in the 2012 Eurobarometer survey (EB Flash 361), with a slight difference in question wording and on survey methodology¹². Therefore, some caution should be used when comparing findings from the two surveys.

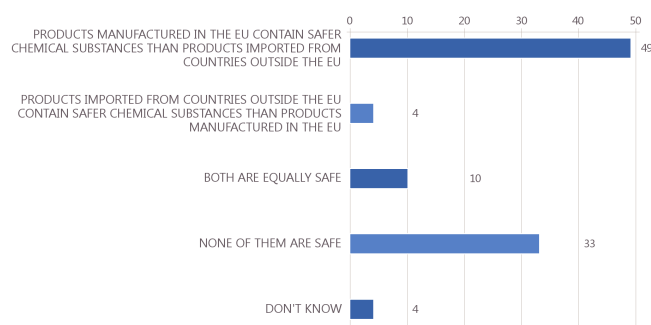
However, despite these differences, the findings from 2012 are very similar to those obtained in the current survey, suggesting that attitudes have not changed substantially since the 2012 survey.

QD5 Which of the following statements best reflects your opinion...? (% - EU)



Base: 27,929 respondents
Results from November-December 2016
(SP456)

Q4 Which of the following statements best reflects your opinion...? (% - EU)



Base: 25,557 EU27 respondents
Results from October 2012
(FL361)

¹¹ QD5: Which of the following statements best reflects your opinion? (SHOW CARD – READ OUT – ONE ANSWER ONLY) Products imported from countries outside the EU contain safer chemicals than products manufactured in the EU; Products manufactured in the EU contain safer chemicals than products imported from countries outside the EU; All of them are safe; None of them are safe; Don't know.

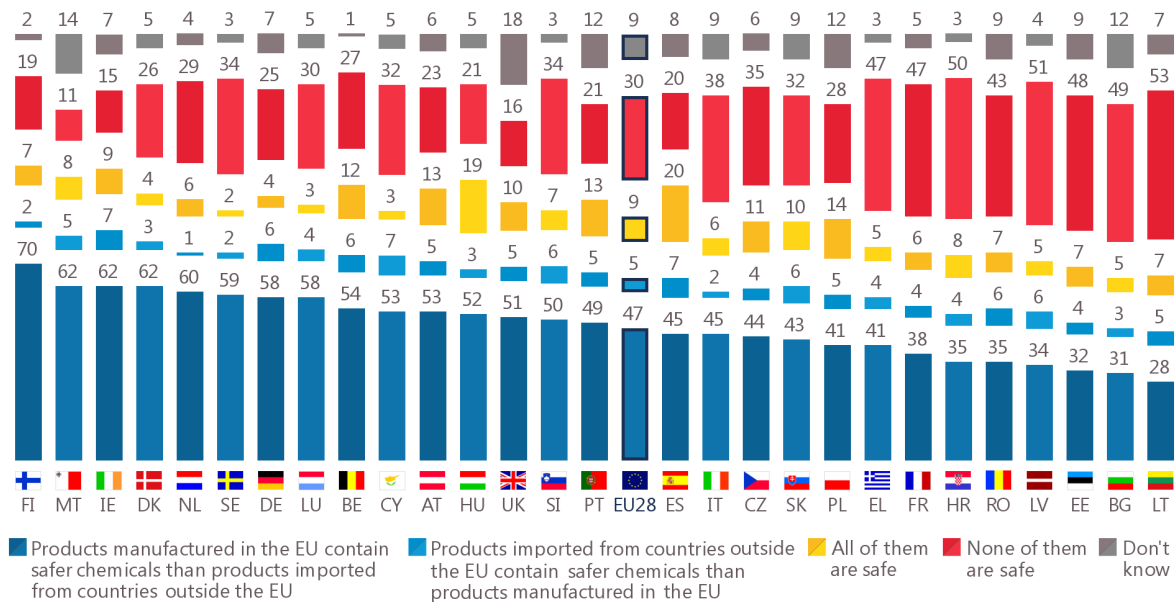
¹² The question of the 2012 survey referred to 'chemical substances' rather than 'chemicals': "Q4 (EB Flash 361): Which of the following statements best reflects your opinion? (SHOW CARD – READ OUT – ONE ANSWER ONLY) Products imported from countries outside the EU contain safer chemical substances than products manufactured in the EU; Products manufactured in the EU contain safer chemical substances than products imported from countries outside the EU; All of them are safe; None of them are safe; Don't know"; The 2012 surveys used telephone interviewing the current survey used face-to-face interviewing

There are large differences between countries, in the proportions that think that products manufactured in the EU contain safer chemicals than those imported from outside the EU. Respondents in Finland (70%) are most likely to think that this is the case, followed by those in Denmark, Ireland, Malta (all 62%) and the Netherlands (60%).

However, respondents are much less likely to think that EU products are safer in the following countries: Lithuania (28%), Bulgaria (31%), Estonia (32%), Latvia (34%), Croatia and Romania (both 35%). In fact, in these countries, as well as in France and Greece, respondents are more likely to say that ‘none of them are safe’ than to say that EU products are safer.

Respondents in Spain (20%) and Hungary (19%) are most likely to say that all products are safe, while a consistently small proportion of respondents think that products from outside the EU are safer than those manufactured in the EU – this is no higher than 7% in any Member State.

QD5 Which of the following statements best reflects your opinion...? (%)








Base: 27,929 respondents

Looking at the differences between **socio-demographic** groups, some differences are found depending on gender and level of education.

However, the most significant differences found were those depending on respondents' financial situation, the Internet use and on the political interest index. Respondents who never or almost never have difficulties paying bills are more likely to say that EU products are safer (51%), compared with those who have difficulties most of the time (36%). In terms of the Internet use, the proportion that says that EU products are safer is higher among daily Internet users (52%) compared to those who use it often or sometimes (43%) or never (37%). Respondents with a strong political interest index (57%) are more likely to think that EU products are safer than those with no interest at all (35%).

QD5 Which of the following statements best reflects your opinion...?
(% - EU)

	Products manufactured in the EU contain safer chemicals than products imported from countries outside the EU	Products imported from countries outside the EU contain safer chemicals than products manufactured in the EU	All of them are safe	None of them are safe	Don't know
EU28	47	5	9	30	9
 Gender					
Man	50	5	10	28	7
Woman	44	5	8	33	10
 Education (End of)					
15-	42	4	8	34	12
16-19	45	5	9	32	9
20+	53	5	8	28	6
Still studying	51	4	10	27	8
 Difficulties paying bills					
Most of the time	36	5	8	44	7
From time to time	43	4	10	35	8
Almost never/ Never	51	5	8	27	9
 Use of the Internet					
Everyday	52	5	9	27	7
Often/ Sometimes	43	4	9	35	9
Never	37	5	9	36	13
 Political interest index					
Strong	57	5	6	27	5
Medium	51	4	9	29	7
Low	44	4	9	33	10
Not at all	35	6	10	34	15

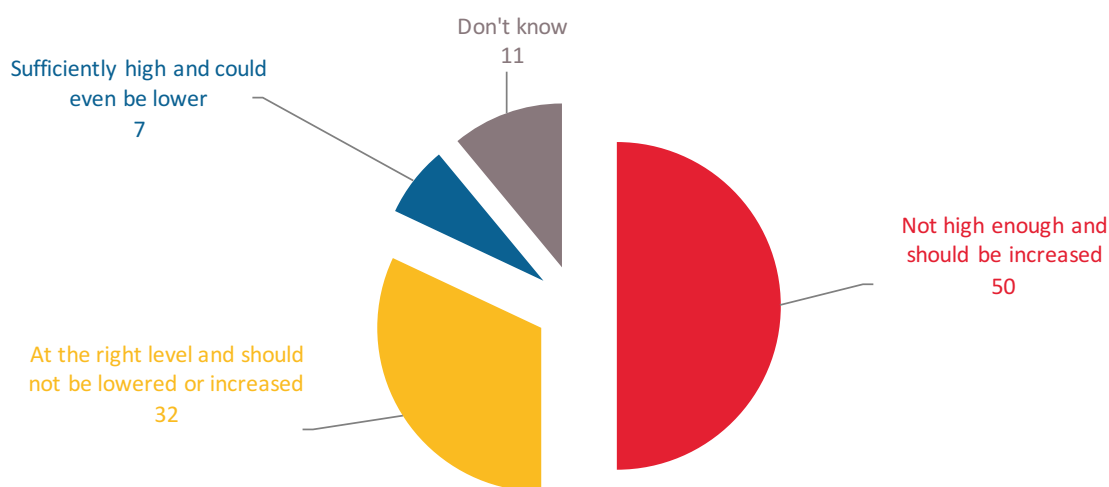
Base: 27,929 respondents

b. Consumer view on level of regulation and standards regarding chemicals in the EU

Half of EU citizens think that the current level of regulations and standards should be increased

Respondents were asked whether, in order to protect human health and the environment from hazardous chemicals, there should be a change in the current level of regulation and standards in the EU. Half of respondents (50%) say that the current level of regulation and standards in the EU is not high enough and should be increased, while one in three (32%) think that the current level is right. Just 7% think that the current level is sufficiently high and could be even lower, while 11% do not know¹³.

QD8 In order to protect human health and the environment from hazardous chemicals, do you think that the current level of regulation and standards in the EU is...
(% - EU)



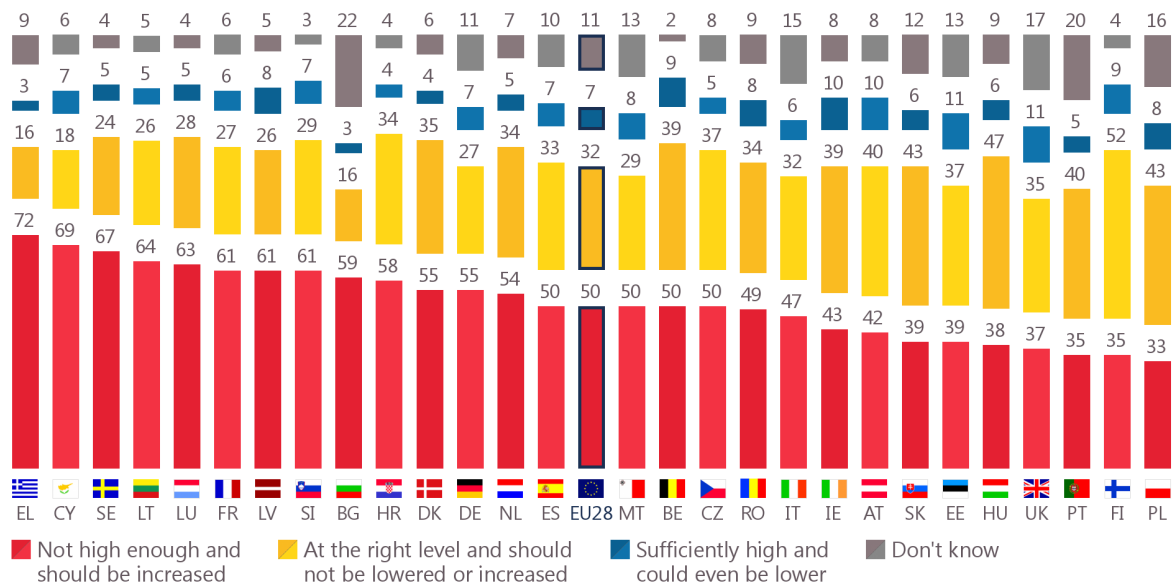
Base: 27,929 respondents

¹³ QD8: In order to protect human health and the environment from hazardous chemicals, do you think that the current level of regulation and standards in the EU is... (SHOW CARD – READ OUT – ONE ANSWER ONLY) Sufficiently high and could even be lower; At the right level and should not be lowered or increased; Not high enough and should be increased; Don't know.

There is considerable variation between Member States in attitudes to the current level of regulation and standards in the EU. Respondents in Greece (72%), Cyprus (69%), Sweden (67%), Lithuania (64%) and Luxembourg (63%) are most likely to say that the level is not high enough and should be increased. By contrast, in five countries, respondents are more likely to say that the current level is right rather than not high enough: Finland (where 52% say that the current level is right), Hungary (47%), Poland (43%), Slovakia (43%) and Portugal (40%).

The proportion that say that the current level is sufficiently high and could be even lower is consistent across Member States; it is no higher than 11% in any country. The proportion of 'don't know' responses is particularly high in Bulgaria (22%) and Portugal (20%).

QD8 In order to protect human health and the environment from hazardous chemicals, do you think that the current level of regulation and standards in the EU is... (%)






Base: 27,929 respondents

The **socio-demographic** analysis shows variations by gender, age and financial situation. Women are more likely than men to say that the current level of regulation and standards in the EU should be increased (52% compared with 47%), while younger respondents (aged 15-24) are less likely than older respondents to think that the current level should be increased (45% compared with 50% in each of the other age groups).

However, the most significant variation seen is the one linked to respondents' financial situation. Those who have difficulties paying bills most of the time are more likely to think that the current level should be increased (60%), compared with those who have difficulties from time to time (50%) or never or almost never (48%).

QD8 In order to protect human health and the environment from hazardous chemicals, do you think that the current level of regulation and standards in the EU is...
(% - EU)

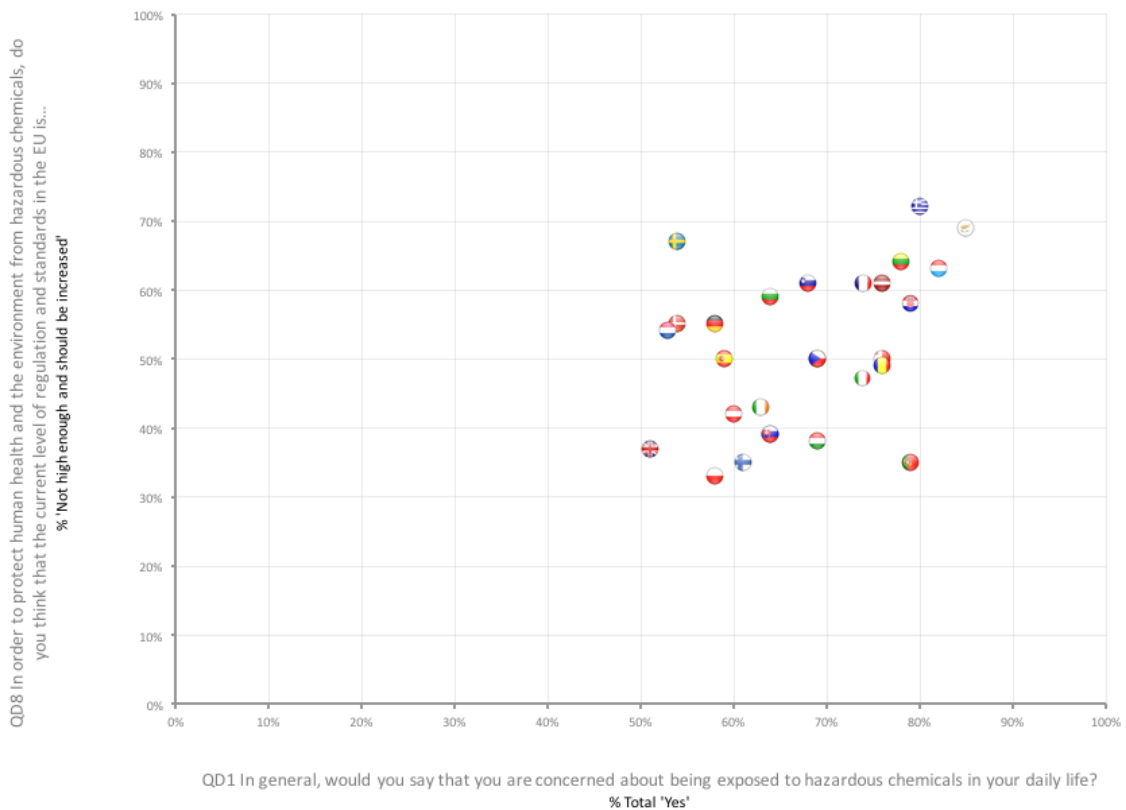
	Sufficiently high and could even be lower	At the right level and should not be lowered or increased	Not high enough and should be increased	Don't know
EU28	7	32	50	11
 Gender				
Man	8	35	47	10
Woman	6	30	52	12
 Age				
15-24	9	36	45	10
25-39	7	34	50	9
40-54	7	33	50	10
55 +	6	30	50	14
 Difficulties paying bills				
Most of the time	5	23	60	12
From time to time	7	33	50	10
Almost never/ Never	7	34	48	11
Concerned about being exposed to hazardous chemicals in daily life				
Yes	7	27	57	9
No	8	42	35	15

Base: 27,929 respondents

As might be expected, respondents who are concerned about being exposed to hazardous chemicals are more likely to say that the current level of regulation and standards in the EU should be increased (57% compared with 35% of those who are not concerned).

The chart below shows the country level correlation between feeling concerned about being exposed to hazardous chemicals in daily life and the view that the current level of regulation in the EU is not high enough. In most countries the higher percentage of concerned respondents, the higher the agreement that the regulation should be increased.

However, in Sweden the level of concern is relatively low (54%), whereas the view that regulation should be increased is widely spread (67%). On the other hand, in Portugal almost eight in ten (79%) respondents feel concerned about being exposed to hazardous chemicals in daily life, but only 35% thinks that the current level of regulation should be increased.



Base: 27,929 respondents

III. CONSUMER VIEW ON RESPONSIBILITY FOR ENSURING THE SAFETY OF CHEMICALS IN THE EU

This chapter focuses on public perceptions of who is, and who should be, responsible for ensuring the safety of chemicals in the EU.

1 Consumer view on the current responsibility for ensuring the safety of chemicals in the EU

Views are divided on who has responsibility for ensuring the chemical safety in the EU

Respondents were asked who they think is responsible for ensuring the safety of chemicals contained in products in the EU. The question was designed to allow for multiple answers. The charts below examine the responses by looking at the combinations of answers given by respondents. In general terms, they show that some respondents think that responsibility for ensuring the safety of chemical products lies with just one type of organisation or authority (55%), while some respondents think it lies with multiple actors (i.e. EU authorities, national authorities or manufacturers) (30%).

Where respondents think that responsibility lies with just one type of organisation or authority, they are most likely to say this is the manufacturers themselves (22%), ahead of the EU authorities (18%) and national authorities (15%).

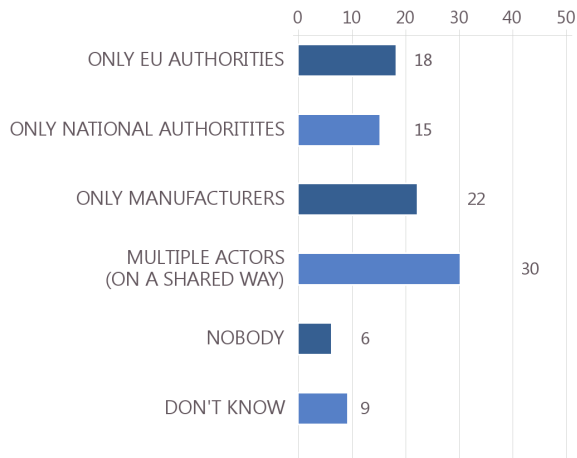
A similar question was asked in the 2012 Eurobarometer survey (EB Flash 361), with a slight difference in question wording and on survey methodology¹⁴. As a result, some caution should be taken when comparing findings from the two surveys.

The largest difference compared with results from 2012, is the decrease in number of respondents considering safety of chemicals in products only the EU authorities' responsibility (18% compared with 24%).

¹⁴ The question of the 2012 survey referred to 'chemical substances' rather than 'chemicals contained in household products': "Q7T (EB Flash 361): Today, in the EU, do you think that the safety of the chemicals substances is ensured by...? (SHOW CARD - READ OUT - ROTATE - MAXIMUM 4 ANSWERS POSSIBLE) Authorities of the European Union; National authorities; Manufacturers themselves; Other (SPONTANEOUS); Nobody (SPONTANEOUS); Don't know";

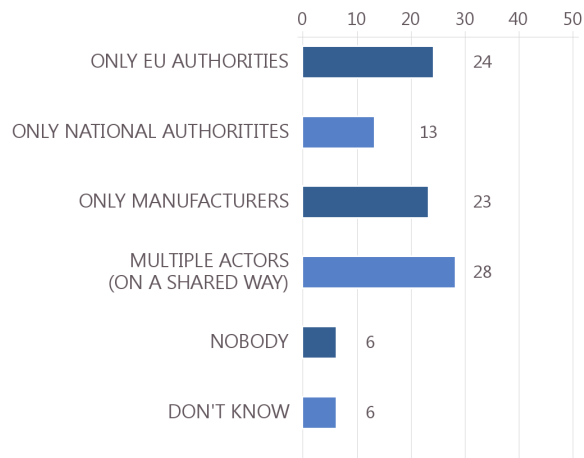
The 2012 surveys used telephone interviewing the current survey used face-to-face interviewing

QD6TT Today, in the EU, do you think that the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics is ensured by...?
(% - EU)



Base: 27,929 respondents
Results from November-December 2016
(SP456)

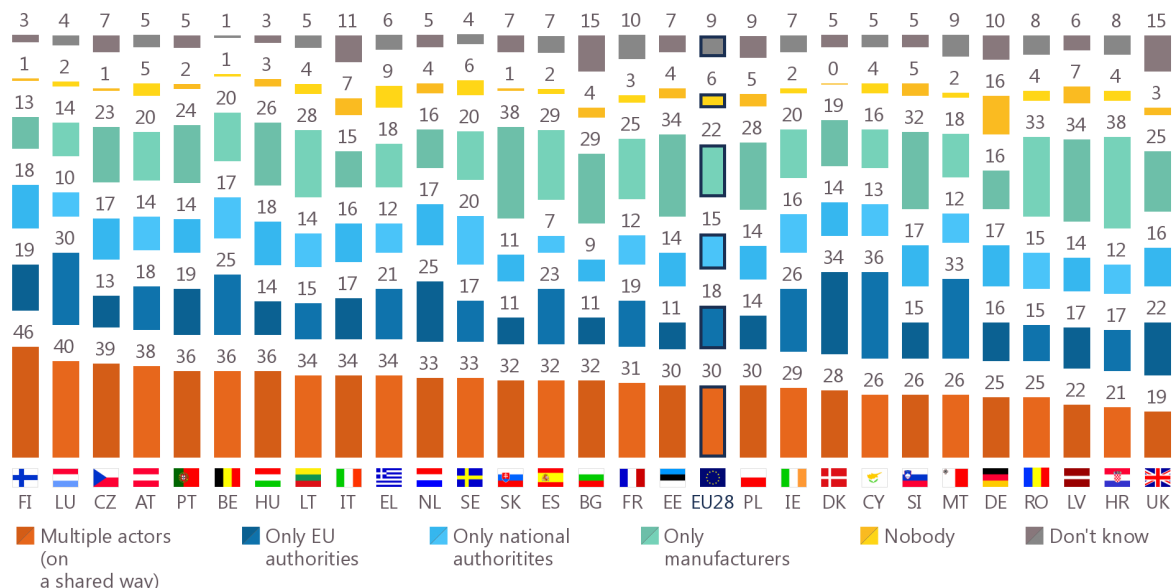
Q7TT Today, in the EU, do you think that the safety of chemical substances is ensured by...?
(% - EU)



Base: 25,557 EU27 respondents
Results from October 2012
(FL361)

Looking at the combinations of responses at the country level, there are some Member States where a high proportion of respondents think that responsibility for the safety of chemical products lies only with the EU authorities: Cyprus (36%), Denmark (34%), Malta (33%) and Luxemborg (30%). In other countries, respondents are particularly likely to say that it is only the manufacturers who ensure the safety of chemical products: Slovakia, Croatia (both 38%), Estonia and Latvia (both 34%). The other notable differences are that respondents in Finland are most likely to say that responsibility lies with multiple actors (i.e. EU authorities, national authorities or manufacturers) (46%), while respondents in Germany are most likely to say that only national authorities have this responsibility (17%). Otherwise, findings are generally consistent across Member States.

QD6TT Today, in the EU, do you think that the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics is ensured by...?
(%)






Base: 27,929 respondents

Findings are generally consistent across **socio-demographic** groups. There are some differences in the proportion of respondents who say that the EU authorities have responsibility for ensuring the safety of chemical products. Respondents who finished education at the age of 20 or above are more likely to say that either only the EU authorities have this responsibility (21%) compared with those who ended education at the age of 16-19 (17%) or at the age of 15 or below (15%). Those who finished education at the age of 20 or above are also more likely to say that this responsibility is shared by multiple actors (i.e. EU authorities, national authorities or manufacturers) (33%), compared to respondents who finished education earlier (26%-29%).

There is also a difference by Internet use. Daily Internet users are more likely to say that only the EU authorities have this responsibility (21%) than those who use it often or sometimes (18%) or not at all (12%). Respondents who have a strong political interest are also more likely to say that only the EU authorities have this responsibility (22%, falling to 14% of those who no political interest at all).

In addition, respondents who have a generally positive image of the EU are more likely to say that only the EU authorities have responsibility for ensuring the safety of chemical products (22%, compared with 15% of those who have a negative image of the EU).

QD6TT Today, in the EU, do you think that the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics is ensured by...?
(% - EU)

	Only EU authorities	Only national authorities	Only manufacturers	Multiple actors (on a shared way)	Nobody	Don't know
EU28	18	15	22	30	6	9
 Education (End of)						
15-	15	15	24	26	6	14
16-19	17	15	24	29	6	9
20+	21	15	19	33	6	6
Still studying	22	15	22	30	3	8
 Use of the Internet						
Everyday	21	14	22	31	5	7
Often/ Sometimes	18	15	23	28	7	9
Never	12	15	27	27	5	14
 Political interest index						
Strong	22	17	16	31	8	6
Medium	20	15	21	31	6	7
Low	18	13	26	29	5	9
Not at all	14	13	27	25	5	16
Image of EU						
Positive	22	14	21	33	4	6
Neutral	17	15	24	28	6	10
Negative	15	17	23	28	8	9

Base: 27,929 respondents

2 Consumer view on who should be responsible for ensuring the safety of chemicals in the EU

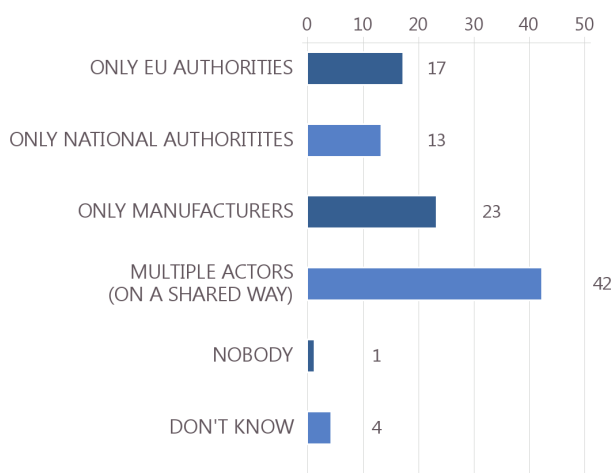
There are multiple views on who should be responsible for ensuring the safety of chemicals

Respondents were asked who they think should be responsible for ensuring the safety of chemicals contained in consumer products in the EU. Respondents were able to give multiple answers. The charts below examine the responses by looking at the combinations of answers given by respondents. In general terms, this shows that some respondents think that responsibility for ensuring the safety of chemical products should lie with just one type of organisation or authority (53%), while some respondents think it should lie with multiple actors (i.e. EU authorities, national authorities or manufacturers) (42%)¹⁵.

Where respondents think that responsibility should lie with just one type of organisation or authority, they are most likely to say this should be with the manufacturers themselves (22%), ahead of the EU authorities (17%) and national authorities (13%).

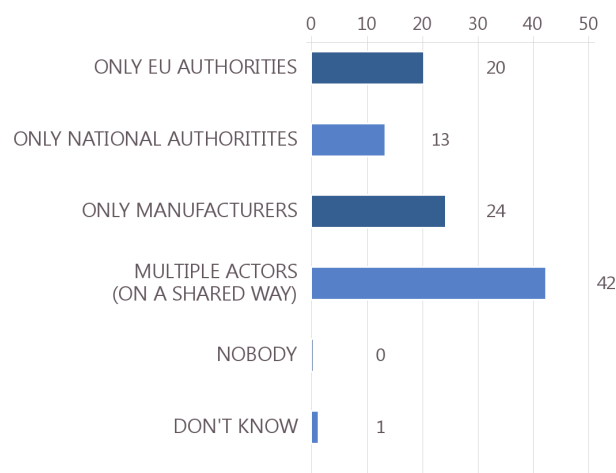
A similar question was asked in the 2012 Eurobarometer survey (EB Flash 361), with a slight difference in the question wording and on survey methodology¹⁶. Therefore, some caution should be used when comparing findings from the two surveys. However, despite these differences, the findings from 2012 are very similar to those obtained in the current survey.

QD7TT And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?
(% - EU)



Base: 27,929 respondents
Results from November-December 2016
(SP456)

Q8TT And who do you think should be responsible for ensuring the safety of chemical substances on the EU market?
(% - EU)



Base: 25,557 EU27 respondents
Results from October 2012
(FL361)

¹⁵ QD7: And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in household products, clothes, furniture, electronics and cosmetics? (SHOW CARD - READ OUT - ROTATE - MAXIMUM 4 ANSWERS POSSIBLE) Authorities of the European Union; National authorities; Manufacturers themselves; Other (SPONTANEOUS); Nobody (SPONTANEOUS); Don't know.

¹⁶ The question of the 2012 survey referred to 'chemical substances' rather than 'chemicals contained in household products': "Q8T:(insert identification of the survey) And who do you think should be responsible for ensuring the safety of the chemicals substances in the EU market? (SHOW CARD - READ OUT - ROTATE - MAXIMUM 4 ANSWERS POSSIBLE) Authorities of the European Union; National authorities; Manufacturers themselves; Other (SPONTANEOUS); Nobody (SPONTANEOUS); Don't know.";

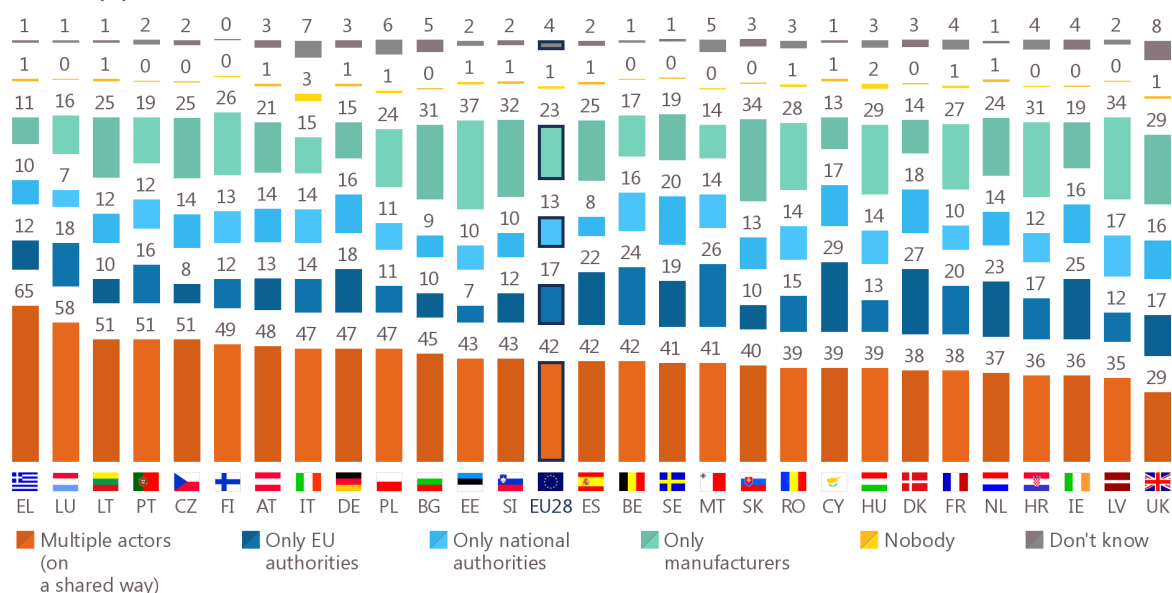
The 2012 surveys used telephone interviewing the current survey used face-to-face interviewing

If these responses are compared with the previous question (asking where respondents think the responsibility currently does lie), the main difference is that respondents are more likely to mention multiple authorities in this question. This indicates that EU citizens are more likely to think that multiple authorities/organisations should be responsible than to think this is what is happening at present.

Looking at the combinations of responses at the country level, there are some Member States where a high proportion of respondents think that responsibility for the safety of chemical products should lie only with the manufacturers themselves: Estonia (37%), Latvia (35%) and Slovakia (34%). In other countries, respondents are particularly likely to say that it is only the EU authorities who should be responsible: Cyprus (29%), Denmark (27%) and Malta (26%).

Respondents in Greece (65%) are by far the most likely to say that multiple actors (i.e. EU authorities, national authorities or manufacturers) should be responsible, followed by respondents in Luxembourg (58%) and Lithuania (51%).

QD7TT And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics? (%)





Base: 27,929 respondents

Findings are generally consistent across **socio-demographic** groups. There are some differences in the proportion of respondents who say that the EU authorities should have responsibility for ensuring the safety of chemical products (either alone or in conjunction with other authorities/organisations). Respondents who finished education at the age of 20 or above are more likely to say that only the EU authorities should have this responsibility (19%), compared with those who ended education at the age of 16-19 (16%) or at the age of 15 or below (15%). They are also more likely to say that multiple actors (i.e. EU authorities, national authorities or manufacturers) should be responsible for chemical safety (45%) compared to those who finished education at the age of 15 or below (38%).

Respondents who have a strong political interest are also more likely to say that only the EU authorities should have this responsibility (21%, falling to 15% of those who low political interest or no political interest at all). They are also more likely to see multiple actors (i.e. EU authorities, national authorities or manufacturers) as responsible for the chemical safety (45% compared to 36% of those with no political interest).

In addition, respondents who have a generally positive image of the EU are more likely to say that only the EU authorities should have responsibility for ensuring the safety of chemical products (19%, compared with 14% of those who have a negative image of the EU).

QD7TT And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?
(% - EU)

	Only EU authorities	Only national authorities	Only manufacturers	Multiple actors (on a shared way)	Nobody	Don't know
EU28	17	13	23	42	1	4
 Education (End of)						
15-	15	14	24	38	2	7
16-19	16	14	22	43	1	4
20+	19	12	21	45	1	2
Still studying	17	13	22	42	1	5
 Political interest index						
Strong	21	14	17	45	1	2
Medium	17	13	22	44	1	3
Low	15	13	25	42	1	4
Not at all	15	12	26	36	2	9
Image of EU						
Positive	19	11	22	45	0	3
Neutral	16	13	24	41	1	5
Negative	14	17	22	41	2	4

Base: 27,929 respondents

IV. UNDERSTANDING AND USE OF INFORMATION AVAILABLE ON LABELS

This chapter focuses on chemical hazard pictograms that are used in the EU. It starts by assessing public awareness of these pictograms, and then looks at levels of understanding of what the pictograms mean. The four presented pictograms were introduced together with five other pictograms as part of the Regulation on the Classification, Labelling and Packaging of substances and mixtures (the CLP Regulation)¹⁷, which entered into force in 2009. Finally, the chapter examines the actions taken by the public when they see these pictograms on unfamiliar products.

1 Awareness of the hazard pictograms

There are varying levels of awareness of the four chemical hazard pictograms

Respondents were shown four chemical hazard pictograms and were asked whether they had seen each one before or not. The vast majority of EU citizens (92%) say that they have seen the 'flammability' pictogram, while more than six in ten (63%) say they have seen the exclamation mark hazard pictogram. Just under half (47%) recognise the environmental hazard pictogram, while one in five (20%) say that they have seen the serious health hazard pictogram¹⁸.

A similar question was asked in the previous Eurobarometer survey about chemicals in 2010 (EB Special 360), with minor differences in question wording and occurring shortly after the introduction of the new hazard pictograms under the CLP Regulation in 2009. Also, in the survey from 2010, respondents were asked about the old hazard pictograms¹⁹.

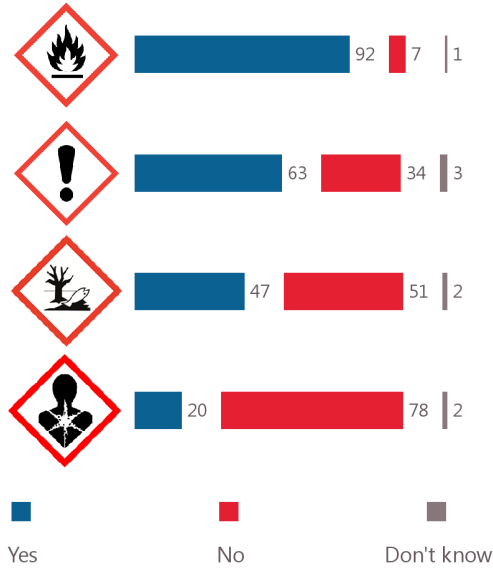
The results show that from that time, the awareness of one hazard pictogram remained the same (serious health hazard pictogram, remaining at 20%), two experienced a mild increase of 4 pp (flammability at 92% compared to 88% in 2010; exclamation mark at 63% compared to 59% in 2010), and one increased considerably by 14 pp (environmental hazard pictogram at 47% compared with 33% in 2010).

¹⁷ The Regulation on the Classification, Labelling and Packaging of substances and mixtures (the 'CLP Regulation', No 1272/2008, <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=URISERV:ev0013>) governs the identification and classification of the hazards of chemicals and their communication to workers and consumers through labelling.

¹⁸ QD11 (SP456): I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not. (SHOW CARD- ROTATE - ONE ANSWER PER LINE) Symbol C; Symbol A; Symbol B; Symbol D. Yes/No/Don't know for each symbol.

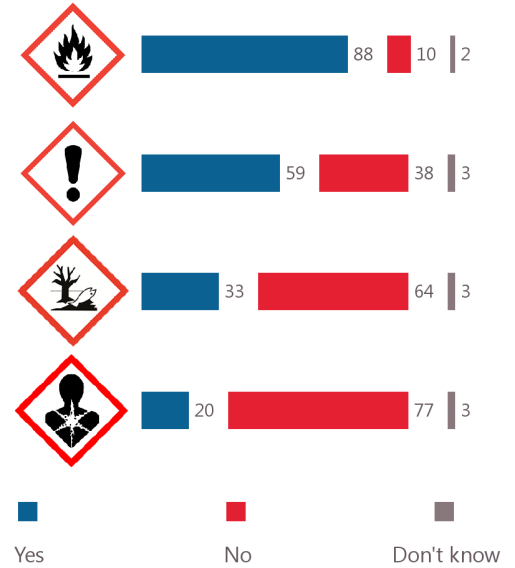
¹⁹ QC10 (SP360) Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not. SHOW THE FIRST 4 GHS SYMBOLS ALL TOGETHER (A-D), AND ASK THE FIRST 4 ITEMS. THEN, SHOW THE 4 PICTOGRAMS ALL TOGETHER (E-H) AND ASK THE LAST 4 ITEMS - ONE ANSWER PER LINE) Symbol A Symbol B Symbol C Symbol D Pictogram E Pictogram F Pictogram G Pictogram H. Yes/No/Don't know for each symbol.

QD11 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not. (% - EU)



Base: 27,929 respondents
Results from November-December 2016
(SP456)

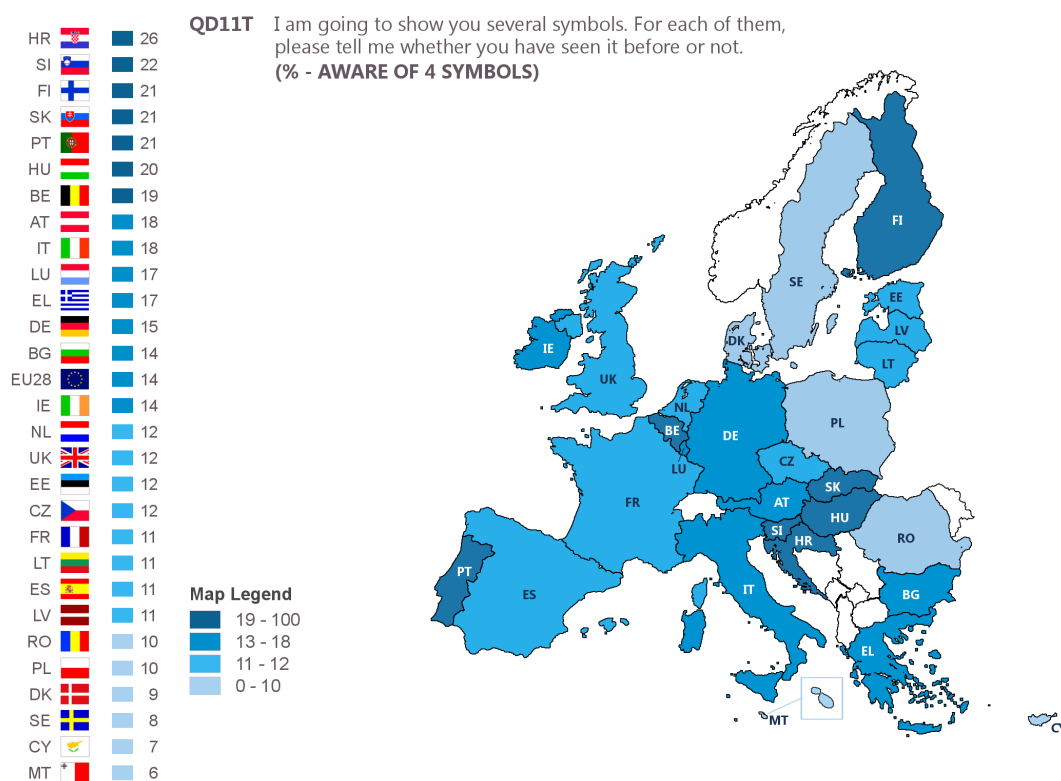
QC10 Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not. (% - EU)



Base: 26,574 EU27 respondents
Results from November-December 2010
(SP360)

Across the EU as a whole, one in seven respondents (14%) say that they have seen all four of the pictograms that were included in the survey. Respondents in Croatia (26%) are most likely to say they have seen all four pictograms, followed by those in Slovenia (22%), Finland, Slovakia, Portugal (all 21%) and Hungary (20%).

Respondents are least likely to have seen all four pictograms before in Malta (6%), Cyprus (7%), Sweden (8%) and Denmark (9%).



Base: 27,929 respondents

The chart below examines recognition of each of the four pictograms at the country level. Large proportions of respondents in each country say that they have seen the 'flammability' pictogram, and this is highest in Sweden (99%), France and Luxembourg (both 98%). The lowest levels of recognition are seen in Romania (74%), Bulgaria (81%), Slovakia (83%) and Poland (85%).


































Respondents are most likely to say they have seen the exclamation mark pictogram in Slovenia (81%), Latvia (80%), Luxembourg (80%) and Estonia (79%). Recognition of this pictogram is the lowest in Poland (52%), followed by Romania (54%).

Recognition of the environmental hazard pictogram is highest in Luxembourg (63%), Spain (61%), Portugal (61%) and Slovenia (59%), while respondents are least likely to have seen this pictogram before in Bulgaria (33%), Poland (34%), Malta (35%), Estonia and Romania (both 36%).

Respondents in Croatia are the most likely to have seen the serious health hazard pictogram (34%) followed by Portugal (30%) and Slovenia (29%), while recognition of this pictogram is lowest in Malta (12%), Cyprus (14%), Denmark and Sweden (both 15%).

QD11 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not.

(% - YES)

					
EU28		92	63	47	20
BE		93	60	50	27
BG		81	57	33	19
CZ		87	58	40	18
DK		97	75	42	15
DE		92	57	48	21
EE		92	79	36	18
IE		93	73	47	23
EL		86	58	41	25
ES		93	56	61	17
FR		98	69	54	17
HR		94	76	50	34
IT		89	58	48	24
CY		90	75	41	14
LV		94	80	42	16
LT		89	75	41	16
LU		98	80	63	22
HU		91	70	51	25
MT		91	73	35	12
NL		98	74	46	17
AT		90	65	49	28
PL		85	52	34	16
PT		97	64	61	30
RO		74	54	36	17
SI		96	81	59	29
SK		83	67	46	26
FI		96	76	49	27
SE		99	62	37	15
UK		97	77	43	18








Base: 27,929 respondents

Analysis of **socio-demographic** groups shows differences by gender, age and education. Men are more likely than women to say that they have seen all four pictograms before (17% compared with 11%). In particular, men are more likely than women to say they have seen the environmental hazard pictogram (54% compared with 41%) and the serious health hazard pictogram (23% compared with 17%).

Younger respondents are more likely than older respondents to say they have seen all four pictograms before (21% of 15-24 year olds, falling to 8% of those aged 55 or over). The difference is most pronounced in relation to the environmental hazard pictogram (65% of 15-24 year olds, falling to 33% of those aged 55 or over).

In terms of education level, there is little difference in the proportions that say they have seen all four pictograms before. However, there are variations for individual pictograms: respondents who finished their education at the age of 20 or above are more likely to have seen the exclamation mark pictogram (69%) than those who ended education at the age of 16-19 (62%) or at the age of 15 or below (52%). A similar pattern applies to recognition of the environmental hazard pictogram (51% of those who finished education at the age of 20 or above, falling to 36% of those who ended education at the age of 15 or below).

QD11 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not.
(% - EU)

					Aware of 4 pictograms
EU28	63	20	47	92	14
 Gender					
Man	65	23	54	93	17
Woman	61	17	41	91	11
 Age					
15-24	71	27	65	93	21
25-39	69	25	59	95	19
40-54	63	20	50	94	14
55 +	57	15	33	89	8
 Education (End of)					
15-	52	16	36	88	10
16-19	62	20	45	92	14
20+	69	20	51	96	14
Still studying	73	29	69	93	23

Base: 27,929 respondents

2 Comprehension of the hazard pictograms

Most respondents correctly state the meaning of the hazard pictograms, but comprehension of the exclamation mark pictogram is low

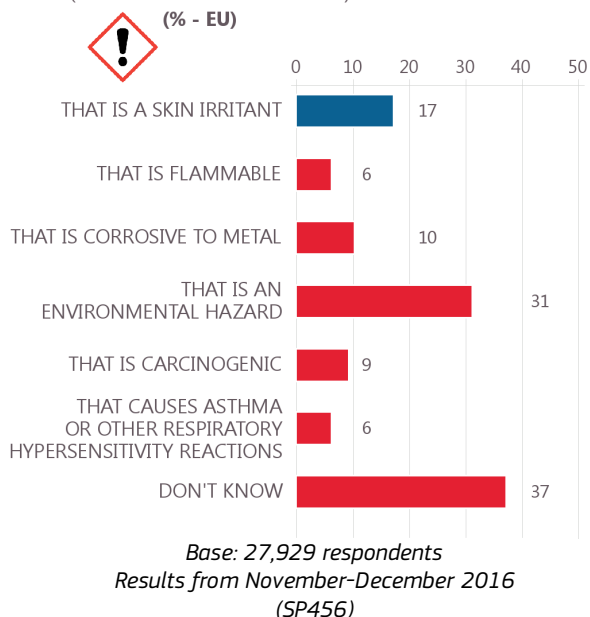
Respondents were asked what they thought each of the four pictograms stands for, choosing as many answers as they thought applied from a list of six possible answers²⁰.

One in six respondents (17%) correctly state the meaning of the exclamation mark pictogram, but respondents are more likely to think that this stands for an environmental hazard (31%), while more than one in three (37%) do not know²¹.

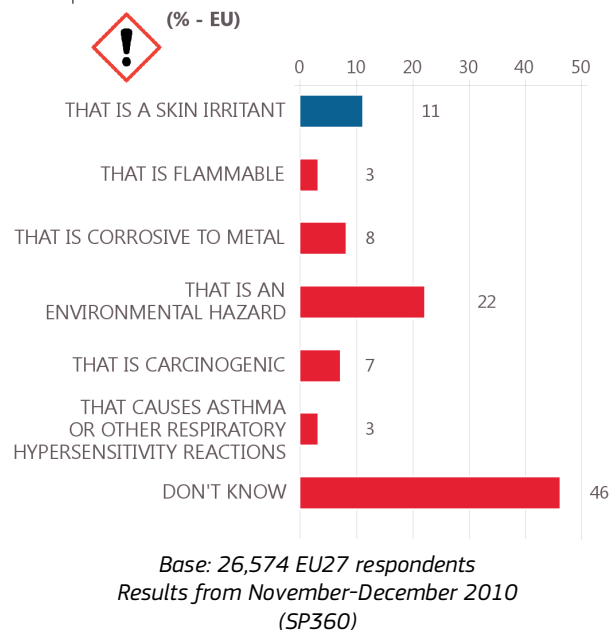
A similar question was asked in the previous Eurobarometer survey about chemicals in 2010 (EB Special 360)²². However, in the previous survey, respondents were allowed to choose only one from the available answers. As a result, some caution should be taken when comparing findings from the two surveys.

In the present survey, more respondents correctly state the meaning of the exclamation mark pictogram (17% compared with 11%). However, at the same time, higher percentage of respondents mentioned each of the incorrect answers, most notable the environmental hazard (31% compared with 22%).

QD12.1 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)



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



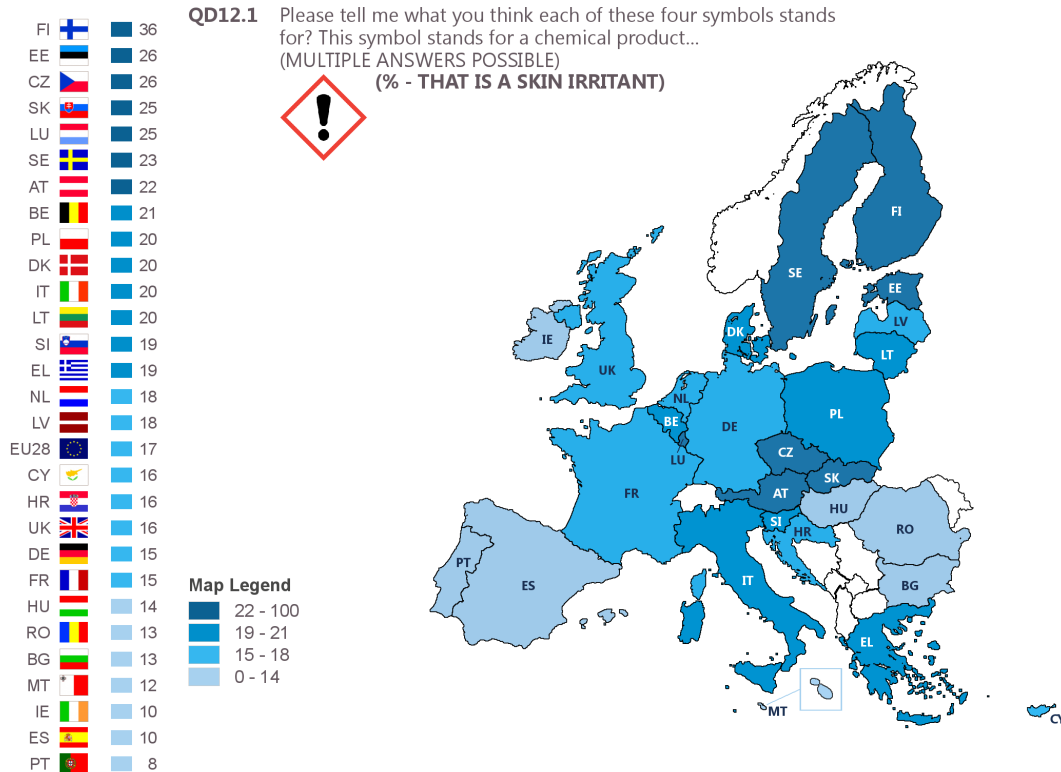
²⁰ QD12 (SP456) Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product (SHOW CARD WITH SCALE – ROTATE MULTIPLE ANSWERS PER LINE POSSIBLE) Symbol C; Symbol A; Symbol B; Symbol D. READ OUT: That is flammable; That is corrosive to metal; That is an environmental hazard; That is carcinogenic; That is a skin irritant; That causes asthma or other respiratory hypersensitivity reactions; Don't know.

²¹ The percentages add up to more than 100%, as respondents were allowed to mark more than one answer.

²² QC11 (SP360) Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product... (SHOW EACH SYMBOL ONE BY ONE). Symbol C; Symbol A; Symbol B; Symbol D. Possible answers: That is flammable; That is corrosive to metal; That is an environmental hazard; That is carcinogenic; That is a skin irritant; That causes asthma or other respiratory hypersensitivity reactions; Don't know.

The proportion that correctly give the meaning of exclamation mark pictogram varies by Member State. It is by far the highest in Finland (36%), followed by Estonia, the Czech Republic (both 26%), Slovakia and Luxembourg (both 25%).

Respondents are least likely to know the correct meaning of the exclamation mark pictogram in Portugal (8%), Ireland, Spain (both 10%) and Malta (12%).




Base: 27,929 respondents

In all except two countries, the most common (and incorrect) answer given by respondents is that the exclamation mark pictogram stands for an environmental hazard. Respondents are most likely to give this answer in Latvia (49%), Sweden (47%), Croatia (46%) and Germany (45%). The two exceptions are Finland and Poland, where respondents give the correct answer more frequently than any of the other answers: 36% and 20% respectively say that it stands for a chemical product that is a skin irritant (although in Poland a large proportion say they don't know).

More than half of respondents say they don't know what the pictogram stands for in Spain (57%), Malta (56%) and Portugal (55%).

QD12.1 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)
(%)



		That is a skin irritant (Correct answer)	That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28		17	6	10	31	9	6	37
BE		21	7	15	38	18	12	18
BG		13	5	14	24	11	7	46
CZ		26	8	10	36	17	7	29
DK		20	4	7	34	7	10	36
DE		15	4	9	45	8	5	31
EE		26	9	14	38	19	10	29
IE		10	7	19	25	6	2	40
EL		19	4	14	36	21	5	30
ES		10	8	9	18	6	6	57
FR		15	4	9	27	8	11	42
HR		16	13	15	46	14	5	22
IT		20	4	12	30	10	4	34
CY		16	5	6	43	15	8	34
LV		18	11	10	49	21	10	22
LT		20	6	12	52	8	8	26
LU		25	6	13	34	10	10	34
HU		14	10	20	31	9	4	32
MT		12	4	9	23	7	5	56
NL		18	4	8	34	8	7	32
AT		22	15	14	42	16	10	21
PL		20	5	7	15	11	5	49
PT		8	8	7	26	4	4	55
RO		13	15	23	35	13	5	26
SI		19	12	10	43	9	4	35
SK		25	10	12	36	13	6	25
FI		36	5	7	35	8	11	20
SE		23	3	6	47	9	9	18
UK		16	4	9	26	5	3	42

1st MOST FREQUENTLY MENTIONED ITEM	2nd MOST FREQUENTLY MENTIONED ITEM	3rd MOST FREQUENTLY MENTIONED ITEM
That is a skin irritant (Correct answer)	That is an environmental hazard	That causes asthma or other respiratory hypersensitivity reactions

Base: 27,929 respondents

Findings are generally consistent across the various **socio-demographic groups**. The main differences are by age and level of education.

Older respondents are slightly less likely than younger respondents to state correctly that the pictogram stands for a chemical product that is a skin irritant (13% of those aged 55 or over, compared with 18-20% in the younger age groups).

Respondents who finished their education at the age of 20 or above (18%) are more likely to give the correct answer than those who ended their education at the age of 16-19 (16%) or by the age of 15 (12%).

QD12.1 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE PER LINE)
(% - EU)



	That is a skin irritant	That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28	17	6	10	31	9	6	37
Age							
15-24	20	6	13	27	11	8	31
25-39	20	6	11	29	10	5	34
40-54	18	6	12	32	9	7	35
55 +	13	6	9	33	8	5	43
Education (End of)							
15-	12	6	9	27	7	5	49
16-19	16	6	11	33	9	6	37
20+	18	6	10	34	10	7	33
Still studying	22	5	14	26	11	7	31

Base: 27,929 respondents

The majority of respondents (69%) give a correct answer for the meaning of the serious health hazard pictogram. Specifically, almost half (45%) say that this stands for a chemical product that causes asthma or other respiratory hypersensitivity reactions, while one in three (33%) say that it stands for a product that is carcinogenic²³.

The most common incorrect answer is that this pictogram stands for a product that is a skin irritant (17%), while 20% give a 'don't know' answer.

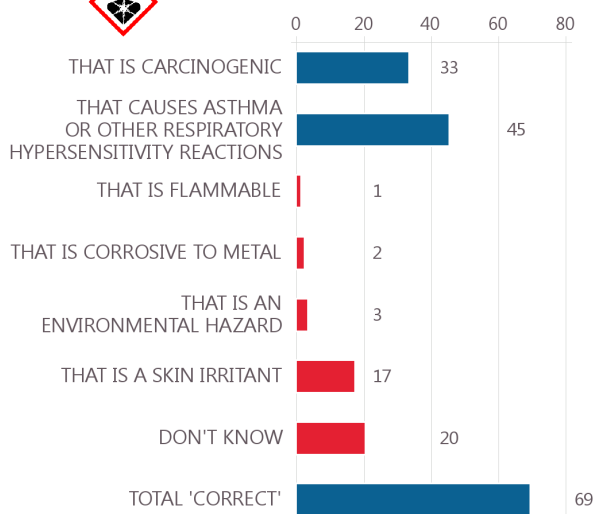
A similar question was asked in the previous Eurobarometer survey about chemicals in 2010 (EB Special 360)²⁴. However, in the previous survey, respondents were allowed to choose only one from the available answers. As a result, some caution should be taken when comparing findings from the two surveys.

In the present survey considerably more respondents correctly say that the pictogram stands for a product that is carcinogenic (33% compared with 19%) and similar percentage of respondents think that the products with this pictogram cause asthma or other respiratory hypersensitivity reactions (45% compared with 44%). At the same time, higher percentage of respondents gives an incorrect answer, that the pictogram stands for a skin irritant (20% compared with 8%).

QD12.2 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)



(% - EU)

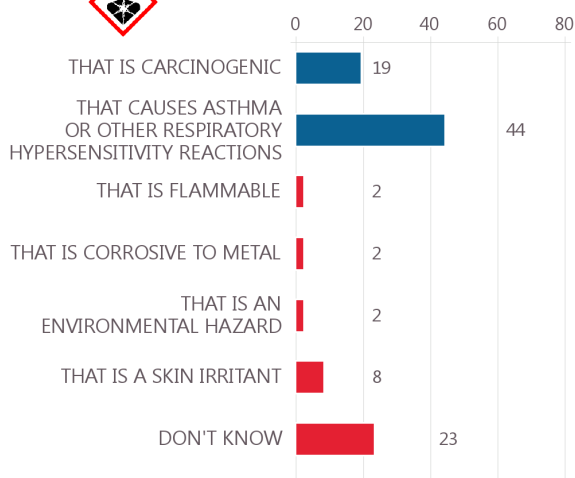


Base: 27,929 respondents
Results from November-December 2016
(SP456)

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



(% - EU)



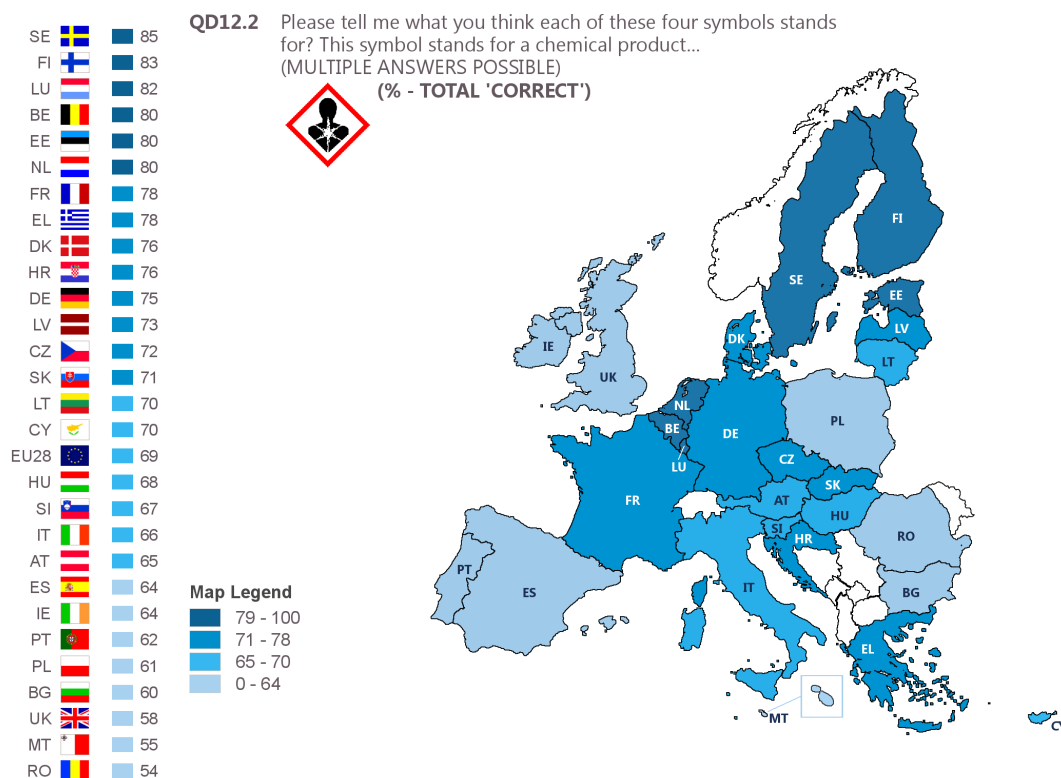
Base: 26,574 EU27 respondents
Results from November-December 2010
(SP360)

²³ The percentages add up to more than 100%, as respondents were allowed to mark more than one answer.

²⁴ QC11 (SP360) Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product... (SHOW EACH SYMBOL ONE BY ONE). Symbol C; Symbol A; Symbol B; Symbol D. Possible answers: That is flammable; That is corrosive to metal; That is an environmental hazard; That is carcinogenic; That is a skin irritant; That causes asthma or other respiratory hypersensitivity reactions; Don't know

In each Member State, more than half of respondents give the correct answer for the meaning of the serious health hazard pictogram – both that it stands for a chemical product that causes asthma or other respiratory hypersensitivity reactions and for a product that is carcinogenic.

Respondents are most likely to give a correct answer in Sweden (85%), Finland (83%), Luxembourg (82%), Belgium, Estonia and the Netherlands (all 80%). The lowest proportions giving a correct answer are found in Romania (54%), Malta (55%), the UK (58%), Bulgaria (60%), Poland (61%) and Portugal (62%).



Base: 27,929 respondents

In nearly all Member States, the most common answer given by respondents is that the serious health hazard pictogram stands for a chemical product that causes asthma or other respiratory hypersensitivity reactions. Respondents are most likely to give this answer in Estonia (70%), Sweden (65%), Latvia (63%), Luxembourg (62%) and Greece (60%).

In three countries, respondents are more likely to say that the pictogram stands for a chemical product that is carcinogenic: France (51%), Slovakia (42%) and Romania (33%). The proportion giving this answer is also relatively high in Cyprus (42%).

The most common incorrect answer across the EU is that this pictogram stands for a chemical product that is a skin irritant. This is the second most popular response (i.e. more frequent than one of the correct answers) in Latvia (30%) and Ireland (24%). The proportion giving this answer is also relatively high in Austria (29%), Croatia and Romania (both 26%).

Respondents are most likely to say that they don't know what the pictogram stands for in Malta (37%), Bulgaria and Portugal (both 31%).

QD12.2 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)
(%)



		That is carcinogenic (Correct answer)	That causes asthma or other respiratory hypersensitivity reactions (Correct answer)	That is flammable	That is corrosive to metal	That is an environmental hazard	That is a skin irritant	Don't know	Total 'Correct'
EU28		33	45	1	2	3	17	20	69
BE		37	59	3	4	5	22	6	80
BG		34	41	1	2	2	22	31	60
CZ		31	53	1	1	4	22	18	72
DK		37	46	0	4	2	18	12	76
DE		36	48	0	2	3	19	13	75
EE		17	70	0	2	2	16	13	80
IE		18	50	2	2	4	24	18	64
EL		37	60	0	2	2	22	17	78
ES		35	37	0	1	1	11	29	64
FR		51	42	1	2	3	18	12	78
HR		34	56	3	2	7	26	12	76
IT		29	46	1	3	3	12	26	66
CY		42	51	2	1	6	25	20	70
LV		16	63	1	1	4	30	12	73
LT		32	52	1	2	3	25	18	70
LU		36	62	0	1	1	10	13	82
HU		25	52	2	3	3	16	20	68
MT		18	39	1	1	2	11	37	55
NL		29	57	0	1	1	13	11	80
AT		37	46	5	6	5	29	20	65
PL		24	45	1	1	3	17	29	61
PT		26	45	2	2	3	14	31	62
RO		33	30	3	7	13	26	22	54
SI		31	46	1	1	3	14	25	67
SK		42	40	1	1	4	14	20	71
FI		39	58	1	5	5	15	6	83
SE		28	65	0	2	3	14	5	85
UK		21	39	1	2	1	15	26	58
		1st MOST FREQUENTLY MENTIONED ITEM	2nd MOST FREQUENTLY MENTIONED ITEM	3rd MOST FREQUENTLY MENTIONED ITEM					



Base: 27,929 respondents

Findings are generally consistent across the various **socio-demographic groups**. As was the case for the previous pictogram, the main differences are by age and level of education.

Older respondents are less likely than younger respondents to give the correct answer for the meaning of the serious health hazard pictogram (63% of those aged 55 or over, compared with 71-73% in the younger age groups).

Respondents who finished their education at the age of 20 or above (76%) are more likely to give the correct answer than those who ended their education at the age of 16-19 (69%) or by the age of 15 (57%).

QD12.2 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE PER LINE)
(% - EU)

		That is carcinogenic	That causes asthma or other respiratory hypersensitivity reactions	That is flammable	That is corrosive to metal	That is an environmental hazard	That is a skin irritant	Don't know	Total 'Correct'
EU28		33	45	1	2	3	17	20	69
 Age									
15-24		36	45	1	3	3	18	15	71
25-39		32	50	1	2	3	16	16	73
40-54		36	48	1	2	3	18	17	73
55 +		31	40	1	3	3	17	26	63
 Education (End of)									
15-		28	36	1	3	3	18	30	57
16-19		33	45	1	2	3	17	20	69
20+		35	52	1	2	2	16	14	76
Still studying		40	45	2	4	2	17	14	74

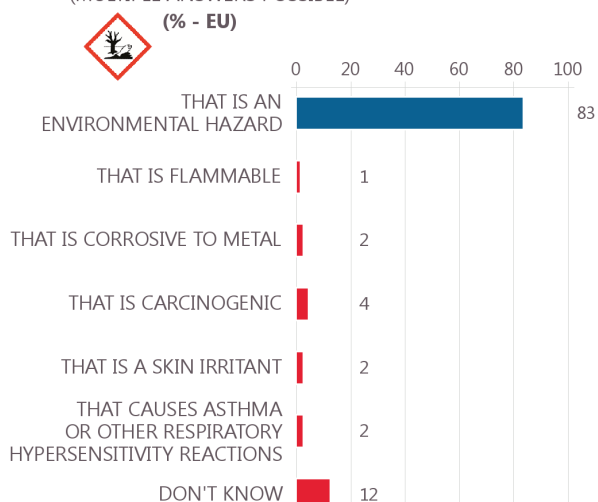
Base: 27,929 respondents

More than four in five respondents (83%) give a correct answer for the meaning of the environmental hazard pictogram. Incorrect answers are given by a small minority of respondents; the most common incorrect answer is that the pictogram stands for a chemical product that is carcinogenic (4%). One in eight respondents (12%) do not know what the pictogram stands for²⁵.

A similar question to this was asked in the previous Eurobarometer survey about chemicals in 2010 (EB Special 360)²⁶. As well as in the case of previous questions, in 2010 respondents could only choose one of the answers. As a result, some caution should be taken when comparing findings from the two surveys.

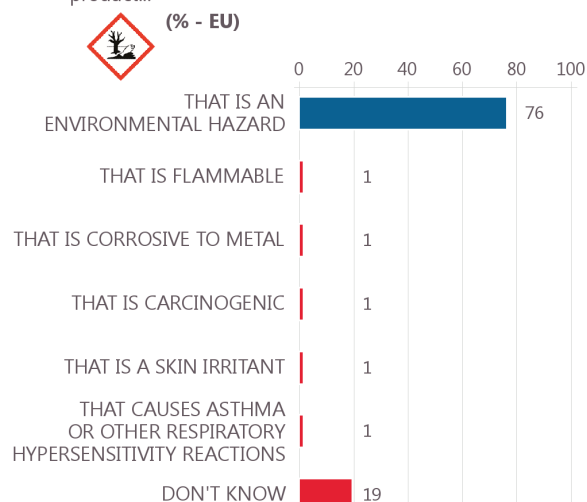
Although already in 2010 a big majority (76%) of respondents correctly recognized the meaning of the environmental hazard pictogram, the percentage of persons giving the right answer grew by further seven percentage points. On the other hand, the number of respondents saying they do not know the answer decreased by seven percentage points.

QD12.3 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)



Base: 27,929 respondents
Results from November-December 2016
(SP456)

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



Base: 26,574 EU27 respondents
Results from November-December 2010
(SP360)

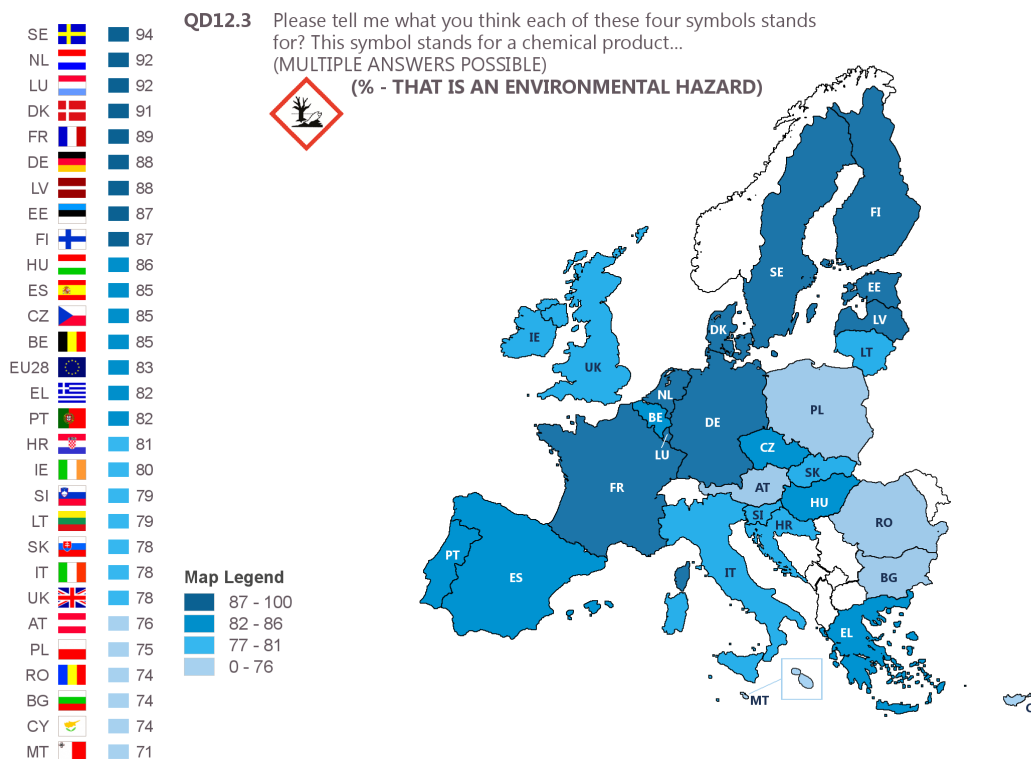
²⁵ The percentages add up to more than 100%, as respondents were allowed to mark more than one answer.

²⁶ QC11 (SP360) Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product..." (SHOW EACH SYMBOL ONE BY ONE). Symbol C; Symbol A; Symbol B; Symbol D. Possible answers: That is flammable; That is corrosive to metal; That is an environmental hazard; That is carcinogenic; That is a skin irritant; That causes asthma or other respiratory hypersensitivity reactions; Don't know

In each Member State, at least seven in ten respondents are able to give the correct meaning for the environmental hazard pictogram. The highest proportions can be seen in Sweden (94%), the Netherlands, Luxembourg (both 92%), Denmark (91%) and France (89%).

Respondents are least likely to know the correct meaning of this pictogram in Malta (71%), Cyprus, Bulgaria, Romania (all 74%) and Poland (75%).

In general, respondents in the northern part of Europe are more likely to know the correct meaning of the pictogram than those in southern Europe.



Base: 27,929 respondents

Across the EU, the majority of respondents give the correct meaning for the environmental hazard pictogram, and very few respondents give incorrect answers. The one exception to this pattern in Austria: although three in four respondents in Austria (76%) give the correct meaning for the pictogram, relatively high proportions give incorrect answers: that it stands for a chemical product that is carcinogenic (16%) and that is corrosive to metal (10%).

Respondents are most likely to give a 'don't know' response in Malta (26%), Bulgaria (23%), Cyprus and Poland (both 20%).

QD12.3 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)
(%)



		That is an environmental hazard (Correct answer)	That is flammable	That is corrosive to metal	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28		83	1	2	4	2	2	12
BE		85	3	4	6	4	4	4
BG		74	1	2	2	1	1	23
CZ		85	1	2	5	2	2	10
DK		91	1	1	2	1	1	7
DE		88	0	2	3	3	1	8
EE		87	1	1	4	2	2	10
IE		80	2	3	2	1	1	13
EL		82	1	3	9	2	2	14
ES		85	1	1	1	1	2	12
FR		89	1	1	3	3	2	8
HR		81	2	5	5	5	3	10
IT		78	1	1	6	1	2	16
CY		74	2	4	8	5	4	20
LV		88	1	1	5	1	1	8
LT		79	1	4	4	3	3	14
LU		92	1	0	2	1	2	7
HU		86	2	2	3	2	1	9
MT		71	0	1	1	1	1	26
NL		92	0	1	2	2	1	5
AT		76	4	10	16	9	7	11
PL		75	1	1	4	2	1	20
PT		82	2	1	2	3	3	15
RO		74	4	8	9	4	3	14
SI		79	1	2	4	2	1	18
SK		78	0	1	4	1	3	15
FI		87	1	2	2	3	2	9
SE		94	0	0	4	2	1	4
UK		78	1	2	1	1	1	18
		1st MOST FREQUENTLY MENTIONED ITEM	2nd MOST FREQUENTLY MENTIONED ITEM		3rd MOST FREQUENTLY MENTIONED ITEM			

Base: 27,929 respondents

The findings for the various **socio-demographic groups** show differences by gender, age and level of education.

Men are more likely than women to give a correct answer for the meaning of the environmental hazard pictogram (85% compared with 81%), while older respondents are less likely than younger respondents to give a correct answer (75% of those aged 55 or over, compared with 87-89% in the younger age groups).

Respondents who finished their education at the age of 20 or above (90%) are more likely to give the correct answer than those who ended their education at the age of 16-19 (83%) or by the age of 15 (70%).

QD12.3 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE PER LINE)
(% - EU)



	That is an environmental hazard	That is flammable	That is corrosive to metal	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28	83	1	2	4	2	2	12
Gender							
Man	85	1	2	4	3	1	11
Woman	81	1	2	4	2	2	14
Age							
15-24	88	1	3	4	2	2	7
25-39	89	1	2	3	2	2	7
40-54	87	1	2	3	2	2	9
55 +	75	1	2	4	2	2	19
Education (End of)							
15-	70	1	2	5	3	2	24
16-19	83	1	2	4	3	2	12
20+	90	1	1	3	2	1	7
Still studying	90	1	2	4	2	1	5

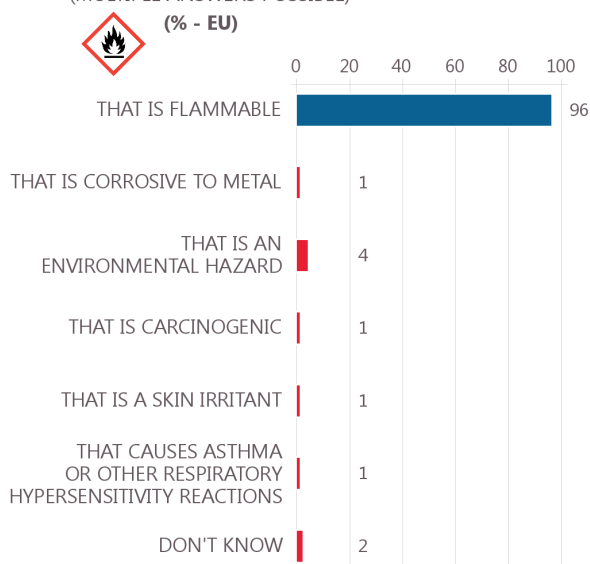
Base: 27,929 respondents

Almost all respondents (96%) correctly state the meaning of the flammability pictogram. Incorrect answers are given by a small minority of respondents, most commonly that the pictogram stands for a chemical product that is an environmental hazard (4%). Just 2% of respondents do not know what the pictogram stands for²⁷.

A similar question to this was asked in the previous Eurobarometer survey about chemicals in 2010 (EB Special 360)²⁸. As well as in the case of previous questions, in 2010 respondents could only choose one of the answers. As a result, some caution should be taken when comparing findings from the two surveys.

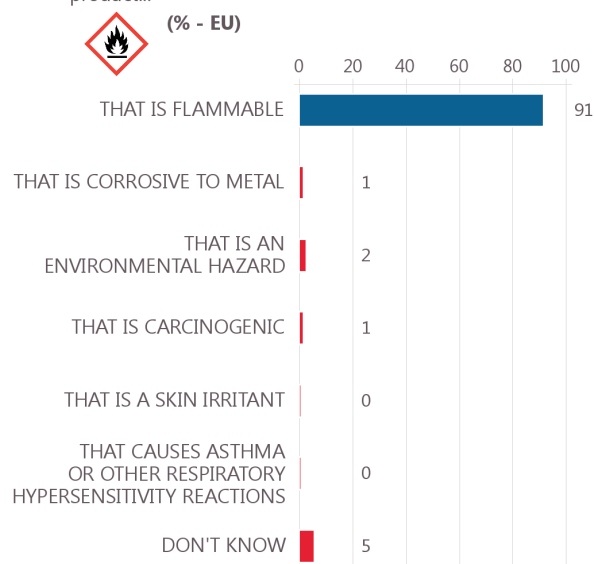
Since 2010, the correct identification of the meaning of flammability pictogram grew by six percentage points (from 91% to 96%). In present survey also less respondents state they do not know the meaning of the pictogram (2% compared to 5% in 2010).

QD12.4 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)



Base: 27,929 respondents
Results from November-December 2016
(SP456)

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



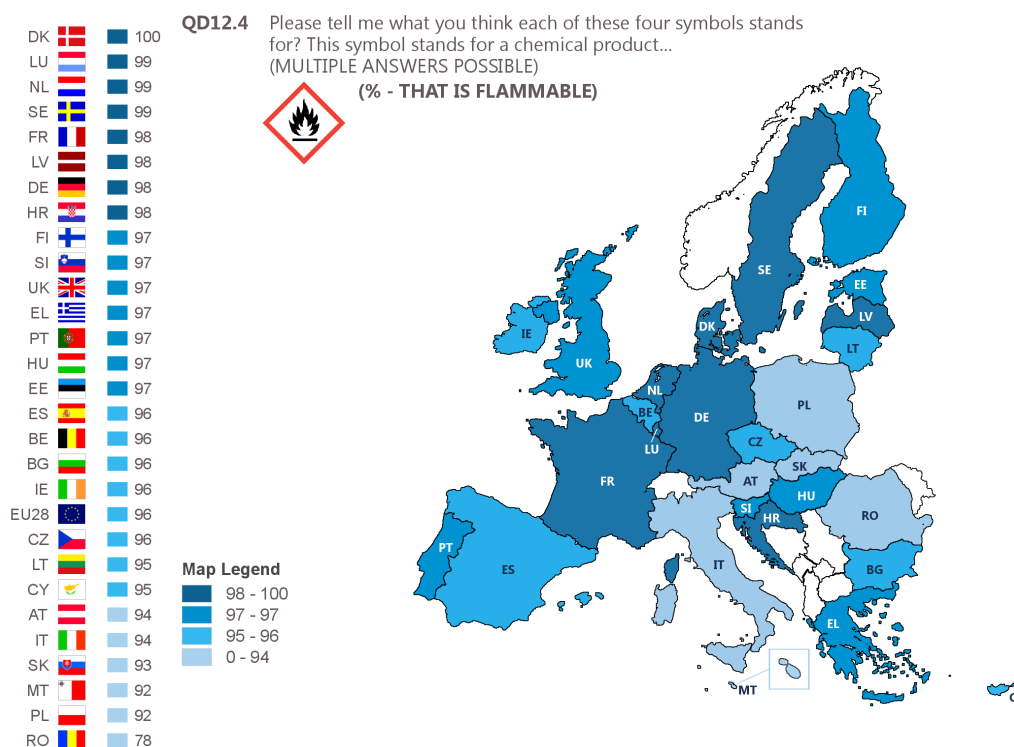
Base: 26,574 EU27 respondents
Results from November-December 2010
(SP360)

²⁷ The percentages add up to more than 100%, as respondents were allowed to mark more than one answer.

²⁸ QC11 (SP360) Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product..." (SHOW EACH SYMBOL ONE BY ONE). Symbol C; Symbol A; Symbol B; Symbol D. Possible answers: That is flammable; That is corrosive to metal; That is an environmental hazard; That is carcinogenic; That is a skin irritant; That causes asthma or other respiratory hypersensitivity reactions; Don't know

In most countries, at least 95% of respondents give the correct meaning of the flammability pictogram. This applies to 100% of respondents in Denmark, and 99% of those in Luxembourg, the Netherlands and Sweden.

The proportion that gives the correct response is much lower in Romania (78%) than in other countries, and is also relatively low in Malta, Poland (both 92%) and Slovakia (93%).



Base: 27,929 respondents

As noted above, Romania has by far the lowest proportion of respondents who give the correct meaning of the flammability pictogram (78%). Incorrect responses given by respondents in Romania include the pictogram standing for an environmental hazard (13%), being corrosive to metal (7%) and carcinogenic (6%).

Although the vast majority of respondents in Cyprus (95%) and Austria (94%) give the correct answer, some respondents give incorrect responses (either in combination with a correct answer, or as a completely incorrect answer). In Austria, 9% say that the pictogram stands for a chemical product that is an environmental hazard, and 8% that is stands for something corrosive to metal. In Cyprus, 9% say that the pictogram stands for a chemical product that is an environmental hazard, and 6% that is stands for a skin irritant.

Respondents in Malta are most likely to say that they don't know (7%).

QD12.4 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE)
(%)







		That is flammable (Correct answer)	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28		96	1	4	1	1	1	2
BE		96	4	6	2	3	2	1
BG		96	1	2	0	1	0	4
CZ		96	1	4	2	1	0	1
DK		100	1	1	1	0	0	0
DE		98	1	3	0	0	1	1
EE		97	1	4	1	1	1	2
IE		96	2	2	0	1	0	2
EL		97	2	5	1	1	0	2
ES		96	1	4	0	0	1	2
FR		98	0	5	2	3	2	1
HR		98	3	8	0	1	0	1
IT		94	3	2	1	1	1	3
CY		95	2	9	5	6	5	4
LV		98	0	5	0	1	1	1
LT		95	1	7	1	1	0	4
LU		99	1	2	0	1	1	1
HU		97	1	1	0	0	0	1
MT		92	2	3	1	1	1	7
NL		99	0	3	1	0	1	0
AT		94	8	9	4	6	4	2
PL		92	2	2	1	1	0	5
PT		97	1	5	1	2	1	2
RO		78	7	13	6	4	2	5
SI		97	1	6	2	3	1	2
SK		93	1	2	1	1	0	5
FI		97	2	4	1	1	1	1
SE		99	0	5	1	1	1	0
UK		97	1	1	0	0	0	2
		1st MOST FREQUENTLY MENTIONED ITEM	2nd MOST FREQUENTLY MENTIONED ITEM	3rd MOST FREQUENTLY MENTIONED ITEM				

Base: 27,929 respondents

Looking at the differences by **socio-demographic groups**, there is a consistently high proportion of respondents who give the correct meaning of the flammability pictogram. The proportion that give the correct answer is slightly lower among:

- People aged 55 or over (94% compared with 96-97% in the younger age groups);
- Respondents who left education at the age of 15 or below (93% compared with 96-97% of other respondents);
- Respondents who never use the Internet (91%).

QD12.4 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product... (MULTIPLE ANSWERS POSSIBLE PER LINE)
(% - EU)

		That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28		96	1	4	1	1	1	2
 Age								
15-24		96	1	3	1	1	1	1
25-39		96	2	3	1	1	1	1
40-54		97	1	4	1	1	1	1
55 +		94	2	4	1	1	1	4
 Education (End of)								
15-		93	2	4	1	1	1	4
16-19		96	1	4	1	1	1	2
20+		97	1	3	1	1	1	1
Still studying		96	2	3	1	1	1	1
 Use of the Internet								
Everyday		97	1	3	1	1	1	1
Often/ Sometimes		95	2	5	2	2	1	2
Never		91	1	5	1	2	1	6

Base: 27,929 respondents

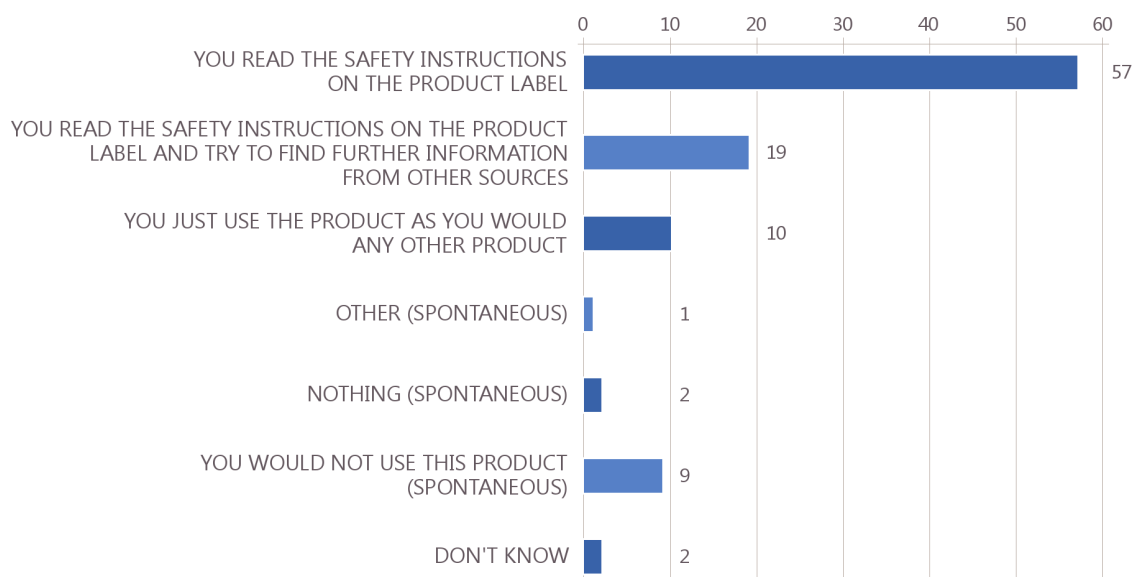
3 Use of safety instructions on labelling

Most respondents read the safety instructions if they see a chemical hazard pictogram

After the questions on awareness and understanding of the four pictograms, respondents were asked what they usually do when they see this type of pictogram on an unfamiliar product that they are about to use. Respondents were able to give one answer only.

Most respondents (76%) read the safety instructions, of which 57% read the safety instructions on the product label (57%), while 19% say they go further by reading the safety instructions on the product label and then trying to find further information from other sources. One in ten (10%) say that they just use the product as they would any other product, whereas 9% say spontaneously that they would not use the product²⁹.

QD13 When you see this type of symbols on an unfamiliar product that you are about to use, what do you usually do? (% - EU)



Base: 27,929 respondents

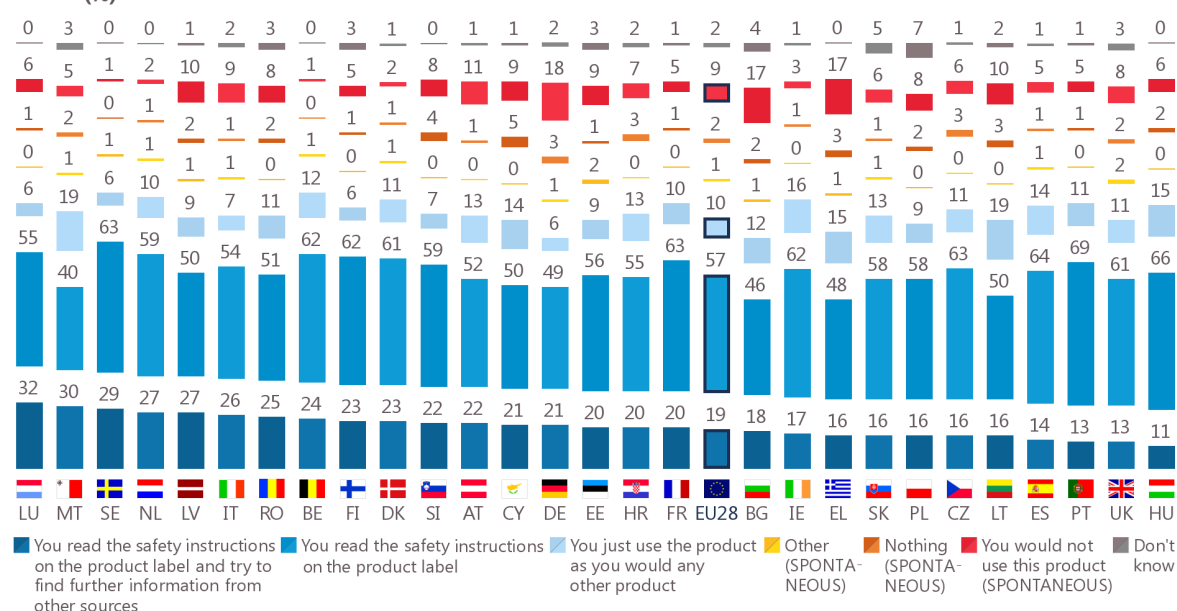
²⁹ When you see this type of symbols on an unfamiliar product that you are about to use, what do you usually do? (READ OUT – ONE ANSWER ONLY) You just use the product as you would any other product; You read the safety instructions on the product label; You read the safety instructions on the product label and try to find further information from other sources; Other (SPONTANEOUS); None (SPONTANEOUS); You would not use this product (SPONTANEOUS); Don't know.

Respondents in Portugal (69%) are the most likely to say that they usually read the safety instructions on the product label if they see a chemical hazard pictogram on an unfamiliar product. The lowest proportions are seen in Malta (40%) and Bulgaria (46%). However, Malta has one of the highest proportions of respondents saying that they read the safety instructions on the product label and then try to find further information from other sources (30%), along with Luxembourg (32%).

Respondents are most likely to say that they just use the product as they would any other product in Lithuania and Malta (both 19%), while respondents in Germany, Finland, Sweden and Luxembourg (all 6%) are least likely to say this.

The proportion that says spontaneously that they would not use the product is highest in Germany (18%), Greece and Bulgaria (both 17%), while respondents in Sweden and Belgium (both 1%) are least likely to say this.

QD13 When you see this type of symbols on an unfamiliar product that you are about to use, what do you usually do? (%)







Base: 27,929 respondents

Responses are generally consistent across the various **socio-demographic groups**, although some differences can be seen. Respondents who left education at the age of 20 or above are more likely to say that they read the safety instructions on the product label and then try to find further information from other sources (24% compared with 19% of those who left education at the age of 16-19, and 14% of those who ended education by the age of 15). Similarly, those who use the Internet every day are more likely to say they do this (22%) than those who never use the Internet (12%).

Women are more likely than men to say that they would not use the product (10% compared with 7%), and older respondents are also more likely to say this (11% of those aged 55 or over). By contrast, younger respondents (aged 15-24) are most likely to say that they would just use it as they would any other product (13%).

As might be expected, respondents who are concerned about being exposed to hazardous chemicals in daily life are more likely to say that they read the safety instructions on the product label and then try to find further information from other sources (22% compared with 15% of those who are not concerned). These respondents are also less likely to say they would just use it as they would any other product (7% compared with 14% of those who are not concerned).

QD13 When you see this type of symbols on an unfamiliar product that you are about to use, what do you usually do?
(% - EU)

	You read the safety instructions on the product label	You read the safety instructions on the product label and try to find further information from other sources	You just use the product as you would any other product	Other (SPONTANEOUS)	Nothing (SPONTANEOUS)	You would not use this product (SPONTANEOUS)	Don't know
EU28	57	19	10	1	2	9	2
 Gender							
Man	59	19	10	1	2	7	2
Woman	56	20	10	1	1	10	2
 Age							
15-24	57	18	13	0	2	8	2
25-39	58	22	9	1	1	7	2
40-54	59	21	8	1	1	8	2
55 +	56	17	10	1	2	11	3
 Education (End of)							
15-	55	14	12	1	3	12	3
16-19	57	19	10	1	1	10	2
20+	59	24	7	1	1	7	1
Still studying	58	20	12	0	2	6	2
 Use of the Internet							
Everyday	59	22	9	1	1	7	1
Often/ Sometimes	58	18	10	1	1	10	2
Never	54	12	13	1	3	13	4
Concerned about being exposed to hazardous chemicals in daily life							
Yes	58	22	7	1	1	9	2
No	58	15	14	1	2	8	2

Base: 27,929 respondents

CONCLUSION

The results of this survey paint a mixed picture of public awareness of, and confidence in, the safety of chemical products.

Around **two-thirds of EU citizens are, to different extent, concerned about being exposed to hazardous chemicals** in their daily life, and this includes a quarter who are 'very much' concerned. At least half in every Member State are concerned.

Less than half of respondents say they feel well informed about the potential dangers of the chemicals contained in consumer products, although there is considerable variation by Member State. In general, respondents in northern Europe tend to feel better informed, especially in the Nordic countries, while those in southern Europe tend to feel less well informed.

There are two main sources of information used by the public on the potential dangers of chemicals: product labels and the media. This indicates that the media has an important role to play in providing accurate information about chemical products.

Two in three respondents say that if they ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide them with this information. Only a small minority does not think this is the case.

Awareness and comprehension of four (out of nine) hazard pictograms was tested. Awareness and comprehension is quite high for certain pictograms, especially for 'flammability' pictogram. However, only one in five say that they have seen the serious health hazard pictogram before, and just one in six know the meaning of the exclamation mark pictogram.

Almost half think that chemical products are safe for human health and the environment, although perceptions of safety vary considerably between Member States. At the same time half of respondents say that the current level of regulation and standards in the EU is not high enough and should be increased.

At the same time, **respondents are more likely to think that product safety has improved in the last 10-15 years than say it has deteriorated.** They are also inclined to think that products manufactured in the EU contain safer chemicals than those imported from outside the EU, although three in ten say that none of the products are safe.

There are varying perceptions of who currently has responsibility for ensuring the safety of chemicals contained in consumer products in the EU. There are also different views on who should have this responsibility. Three in ten respondents think this responsibility currently lies among multiple actors (i.e. EU authorities, national authorities or manufacturers), while more than four in ten respondents think that this responsibility should lie with more than one actor.

Overall, the survey findings indicate the need to better inform EU citizens about the safety of chemical products, and to clarify the concerns that many of them have.

TECHNICAL SPECIFICATIONS

Between the 26th November and the 05th December 2016, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 86.3 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategic Communication" Unit.

The wave 86.3 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	1.009	26/11/16	05/12/16	9.693.779	2,25%
BG	Bulgaria	TNS BBSS	1.038	26/11/16	04/12/16	6.537.535	1,52%
CZ	Czech Rep.	TNS Aisa	1.027	26/11/16	05/12/16	9.238.431	2,14%
DK	Denmark	TNS Gallup DK	1.028	26/11/16	05/12/16	4.838.729	1,12%
DE	Germany	TNS Infratest	1.610	26/11/16	05/12/16	70.160.634	16,26%
EE	Estonia	TNS Emor	1.019	26/11/16	05/12/16	1.160.064	0,27%
IE	Ireland	Behaviour & Attitudes	1.008	26/11/16	05/12/16	3.592.162	0,83%
EL	Greece	TNS ICAP	1.000	26/11/16	04/12/16	9.937.810	2,30%
ES	Spain	TNS Spain	1.012	26/11/16	05/12/16	39.445.245	9,14%
FR	France	TNS Sofres	1.009	26/11/16	05/12/16	54.097.255	12,54%
HR	Croatia	HENDAL	1.020	26/11/16	05/12/16	3.796.476	0,88%
IT	Italy	TNS Italia	1.018	26/11/16	05/12/16	52.334.536	12,13%
CY	Rep. Of Cyprus	CYMAR	500	26/11/16	04/12/16	741.308	0,17%
LV	Latvia	TNS Latvia	1.005	26/11/16	04/12/16	1.707.082	0,40%
LT	Lithuania	TNS LT	1.003	26/11/16	05/12/16	2.513.384	0,58%
LU	Luxembourg	TNS ILReS	504	26/11/16	05/12/16	457.127	0,11%
HU	Hungary	TNS Hoffmann	1.028	26/11/16	05/12/16	8.781.161	2,04%
MT	Malta	MISCO	532	26/11/16	05/12/16	364.171	0,08%
NL	Netherlands	TNS NIPO	1.052	26/11/16	05/12/16	13.979.215	3,24%
AT	Austria	ipr Umfrageforschung	1.013	26/11/16	04/12/16	7.554.711	1,75%
PL	Poland	TNS Polska	1.018	26/11/16	05/12/16	33.444.171	7,75%
PT	Portugal	TNS Portugal	1.028	26/11/16	04/12/16	8.480.126	1,97%
RO	Romania	TNS CSOP	1.003	26/11/16	05/12/16	16.852.701	3,91%
SI	Slovenia	Mediana	1.029	26/11/16	05/12/16	1.760.032	0,41%
SK	Slovakia	TNS Slovakia	1.033	26/11/16	05/12/16	4.586.024	1,06%
FI	Finland	TNS Gallup Oy	1.001	26/11/16	05/12/16	4.747.810	1,10%
SE	Sweden	TNS Sifo	1.063	26/11/16	05/12/16	7.998.763	1,85%
UK	United Kingdom	TNS UK	1.319	26/11/16	05/12/16	52.651.777	12,20%
	TOTAL EU28		27.929	26/11/16	16/11/16	431.452.219	100%*

* It should be noted that the total percentage shown in this table may exceed 100% due to rounding

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II¹ (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas.

In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

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

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

Statistical Margins due to the sampling process
(at the 95% level of confidence)

various sample sizes are in rows *various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9	N=50
N=500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4	N=500
N=1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1	N=1000
N=1500	1.1	1.5	1.8	2.0	2.2	2.3	2.4	2.5	2.5	2.5	N=1500
N=2000	1.0	1.3	1.6	1.8	1.9	2.0	2.1	2.1	2.2	2.2	N=2000
N=3000	0.8	1.1	1.3	1.4	1.5	1.6	1.7	1.8	1.8	1.8	N=3000
N=4000	0.7	0.9	1.1	1.2	1.3	1.4	1.5	1.5	1.5	1.5	N=4000
N=5000	0.6	0.8	1.0	1.1	1.2	1.3	1.3	1.4	1.4	1.4	N=5000
N=6000	0.6	0.8	0.9	1.0	1.1	1.2	1.2	1.2	1.3	1.3	N=6000
N=7000	0.5	0.7	0.8	0.9	1.0	1.1	1.1	1.1	1.2	1.2	N=7000
N=7500	0.5	0.7	0.8	0.9	1.0	1.0	1.1	1.1	1.1	1.1	N=7500
N=8000	0.5	0.7	0.8	0.9	0.9	1.0	1.0	1.1	1.1	1.1	N=8000
N=9000	0.5	0.6	0.7	0.8	0.9	0.9	1.0	1.0	1.0	1.0	N=9000
N=10000	0.4	0.6	0.7	0.8	0.8	0.9	0.9	1.0	1.0	1.0	N=10000
N=11000	0.4	0.6	0.7	0.7	0.8	0.9	0.9	0.9	0.9	0.9	N=11000
N=12000	0.4	0.5	0.6	0.7	0.8	0.8	0.9	0.9	0.9	0.9	N=12000
N=13000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.9	0.9	N=13000
N=14000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.8	0.8	N=14000
N=15000	0.3	0.5	0.6	0.6	0.7	0.7	0.8	0.8	0.8	0.8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

¹ Figures updated in August 2015

ASK ALL**QD1 In general, would you say that you are concerned about being exposed to hazardous chemicals in your daily life?***(READ OUT – ONE ANSWER ONLY)*

Yes, very much	1
Yes, a little	2
No, not really	3
No, not at all	4
Don't know	5

NEW

QD2 How informed do you feel about the potential dangers of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?*(READ OUT – ONE ANSWER ONLY)*

Very well informed	1
Rather well informed	2
Not very well informed	3
Not informed at all	4
Don't know	5

NEW

QD3 Do you think that the products containing chemicals that you can buy in (OUR COUNTRY) are safe for human health and for the environment?*(READ OUT – ONE ANSWER ONLY)*

Yes, completely	1
Yes, to some extent	2
No, not really	3
No, not at all	4
Don't know	5

NEW

QD4 Compared with 10 to 15 years ago, do you think that the safety of products containing chemicals that you can buy in (OUR COUNTRY) has...*(READ OUT – ONE ANSWER ONLY)*

Improved	1
Stayed about the same	2
Deteriorated	3
Don't know	4

NEW

QD5 Which of the following statements best reflects your opinion...?*(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)*

Products imported from countries outside the EU contain safer chemicals than products manufactured in the EU	1
Products manufactured in the EU contain safer chemicals than products imported from countries outside the EU	2
All of them are safe	3
None of them are safe	4
Don't know	5

FL361 Q4 MODIFIED

QD6 Today, in the EU, do you think that the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics is ensured by...?*(READ OUT - MULTIPLE ANSWERS POSSIBLE)*

Authorities of the European Union	1
National authorities	2
Manufacturers themselves	3
Other (SPONTANEOUS)	4
Nobody (SPONTANEOUS)	5
Don't know	6

FL361 Q7 MODIFIED

QD7 And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?*(READ OUT - MULTIPLE ANSWERS POSSIBLE)*

Authorities of the European Union	1
National authorities	2
Manufacturers themselves	3
Other (SPONTANEOUS)	4
Nobody (SPONTANEOUS)	5
Don't know	6

FL361 Q8 MODIFIED

QD8 In order to protect human health and the environment from hazardous chemicals, do you think that the current level of regulation and standards in the EU is...*(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)*

Sufficiently high and could even be lower	1
At the right level and should not be lowered or increased	2
Not high enough and should be increased	3
Don't know	4

NEW

QD9a Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

On the product labels	1
In the media (newspapers, magazines, TV, radio, online social media and Internet)	2
Through NGOs or consumer organisations	3
Through public authorities	4
Through companies that produce or sell these products (e.g. communication campaigns, websites, publications)	5
Through family, friends or relatives	6
I never look for this information (SPONTANEOUS)	7
Don't know	8

NEW

ASK QD9b IF QD9a=1,2,3,4,5,6

QD9b And then?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

On the product labels	1
In the media (newspapers, magazines, TV, radio, online social media and Internet)	2
Through NGOs or consumer organisations	3
Through public authorities	4
Through companies that produce or sell these products (e.g. communication campaigns, websites, publications)	5
Through family, friends or relatives	6
I never look for this information (SPONTANEOUS)	7
Don't know	8

NEW

ASK ALL

QD10 Can you tell me if you think this statement is true or false: in (OUR COUNTRY), if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information?

(READ OUT – ONE ANSWER ONLY)

True	1
False	2
It depends (SPONTANEOUS)	3
Don't know	4

NEW

QD11 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not.

(SHOW SCREEN – ONE ANSWER PER LINE)

		Yes	No	Don't know
1	Symbol C	1	2	3
2	Symbol A	1	2	3
3	Symbol B	1	2	3
4	Symbol D	1	2	3

EB74.3 QC10 MODIFIED

QD12 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product...

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE PER LINE)

		That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
1	Symbol C	1	2	3	4	5	6	7
2	Symbol A	1	2	3	4	5	6	7
3	Symbol B	1	2	3	4	5	6	7
4	Symbol D	1	2	3	4	5	6	7

EB74.3 QC11 MODIFIED






























QD13 When you see this type of symbols on an unfamiliar product that you are about to use, what do you usually do?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

You just use the product as you would any other product	1
You read the safety instructions on the product label	2
You read the safety instructions on the product label and try to find further information from other sources	3
Other (SPONTANEOUS)	4
Nothing (SPONTANEOUS)	5
You would not use this product (SPONTANEOUS)	6
Don't know	7






























NEW

QD1 In general, would you say that you are concerned about being exposed to hazardous chemicals in your daily life?
(%)

		Yes, very much	Yes, a little	No, not really	No, not at all	Don't know	Total 'Yes'	Total 'No'
EU28		26	39	24	10	1	65	34
BE		32	37	23	8	0	69	31
BG		28	36	24	8	4	64	32
CZ		29	40	21	9	1	69	30
DK		19	35	31	15	0	54	46
DE		22	36	30	11	1	58	41
EE		31	33	25	10	1	64	35
IE		24	39	28	9	0	63	37
EL		38	42	16	4	0	80	20
ES		22	37	27	14	0	59	41
FR		37	37	17	9	0	74	26
HR		31	48	15	5	1	79	20
IT		26	48	16	6	4	74	22
CY		58	27	10	5	0	85	15
LV		49	27	18	5	1	76	23
LT		41	37	18	4	0	78	22
LU		42	40	12	6	0	82	18
HU		18	51	22	8	1	69	30
MT		38	38	17	4	3	76	21
NL		17	36	32	15	0	53	47
AT		20	40	31	8	1	60	39
PL		19	39	31	5	6	58	36
PT		23	56	19	2	0	79	21
RO		38	38	19	4	1	76	23
SI		33	35	24	8	0	68	32
SK		17	47	23	10	3	64	33
FI		13	48	25	14	0	61	39
SE		15	39	26	20	0	54	46
UK		22	29	28	20	1	51	48






























QD2 How informed do you feel about the potential dangers of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?

(%)

		Very well informed	Rather well informed	Not very well informed	Not informed at all	Don't know	Total 'Well informed'	Total 'Not well informed'
EU28		8	37	43	11	1	45	54
BE		7	35	46	12	0	42	58
BG		4	23	51	20	2	27	71
CZ		4	31	50	13	2	35	63
DK		15	58	25	2	0	73	27
DE		6	35	47	10	2	41	57
EE		8	55	31	5	1	63	36
IE		13	44	33	10	0	57	43
EL		5	27	51	17	0	32	68
ES		6	28	51	15	0	34	66
FR		9	37	42	12	0	46	54
HR		4	35	44	16	1	39	60
IT		3	33	44	19	1	36	63
CY		9	40	38	13	0	49	51
LV		11	46	39	4	0	57	43
LT		7	48	38	6	1	55	44
LU		10	44	38	8	0	54	46
HU		6	43	39	11	1	49	50
MT		9	33	41	15	2	42	56
NL		13	52	29	6	0	65	35
AT		11	37	40	11	1	48	51
PL		6	39	44	7	4	45	51
PT		4	54	34	8	0	58	42
RO		6	41	41	11	1	47	52
SI		12	55	28	5	0	67	33
SK		4	36	41	16	3	40	57
FI		12	57	29	2	0	69	31
SE		10	55	31	4	0	65	35
UK		14	40	38	6	2	54	44






























QD3 Do you think that the products containing chemicals that you can buy in (OUR COUNTRY) are safe for human health and for the environment?

(%)






























		Yes, completely	Yes, to some extent	No, not really	No, not at all	Don't know	Total 'Yes'	Total 'No'
EU28		6	43	33	13	5	49	46
BE		5	39	40	15	1	44	55
BG		5	31	39	13	12	36	52
CZ		7	41	34	16	2	48	50
DK		10	50	26	12	2	60	38
DE		5	40	36	17	2	45	53
EE		6	46	31	12	5	52	43
IE		11	55	24	6	4	66	30
EL		6	39	38	15	2	45	53
ES		9	48	32	6	5	57	38
FR		4	22	41	32	1	26	73
HR		5	34	40	19	2	39	59
IT		5	45	30	11	9	50	41
CY		5	34	39	18	4	39	57
LV		5	33	44	15	3	38	59
LT		3	37	45	14	1	40	59
LU		8	32	38	21	1	40	59
HU		7	58	27	4	4	65	31
MT		5	38	41	8	8	43	49
NL		5	52	31	12	0	57	43
AT		12	51	25	9	3	63	34
PL		6	42	35	6	11	48	41
PT		4	62	25	3	6	66	28
RO		9	36	38	13	4	45	51
SI		6	48	33	12	1	54	45
SK		6	54	27	8	5	60	35
FI		16	66	14	3	1	82	17
SE		6	58	24	11	1	64	35
UK		9	53	26	6	6	62	32

QD4 Compared with 10 to 15 years ago, do you think that the safety of products containing chemicals that you can buy in (OUR COUNTRY) has...

(%)

		Improved	Stayed about the same	Deteriorated	Don't know
EU28		44	32	16	8
BE		56	30	12	2
BG		11	32	36	21
CZ		25	43	25	7
DK		71	18	9	2
DE		40	32	18	10
EE		55	18	14	13
IE		59	30	6	5
EL		38	27	28	7
ES		48	34	8	10
FR		53	29	13	5
HR		20	45	31	4
IT		34	41	20	5
CY		47	20	24	9
LV		40	27	28	5
LT		18	29	47	6
LU		60	23	11	6
HU		36	45	13	6
MT		67	13	10	10
NL		66	22	10	2
AT		37	45	11	7
PL		37	35	17	11
PT		64	19	6	11
RO		19	39	33	9
SI		40	28	29	3
SK		19	46	28	7
FI		68	21	7	4
SE		72	20	6	2
UK		55	20	11	14






























QD5 Which of the following statements best reflects your opinion...?
(%)

		Products imported from countries outside the EU contain safer chemicals than products manufactured in the EU	Products manufactured in the EU contain safer chemicals than products imported from countries outside the EU	All of them are safe	None of them are safe	Don't know
EU28		5	47	9	30	9
BE		6	54	12	27	1
BG		3	31	5	49	12
CZ		4	44	11	35	6
DK		3	62	4	26	5
DE		6	58	4	25	7
EE		4	32	7	48	9
IE		7	62	9	15	7
EL		4	41	5	47	3
ES		7	45	20	20	8
FR		4	38	6	47	5
HR		4	35	8	50	3
IT		2	45	6	38	9
CY		7	53	3	32	5
LV		6	34	5	51	4
LT		5	28	7	53	7
LU		4	58	3	30	5
HU		3	52	19	21	5
MT		5	62	8	11	14
NL		1	60	6	29	4
AT		5	53	13	23	6
PL		5	41	14	28	12
PT		5	49	13	21	12
RO		6	35	7	43	9
SI		6	50	7	34	3
SK		6	43	10	32	9
FI		2	70	7	19	2
SE		2	59	2	34	3
UK		5	51	10	16	18






























QD6 Today, in the EU, do you think that the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics is ensured by...?

(%)

(MULTIPLE ANSWERS POSSIBLE)

		Authorities of the European Union	National authorities	Manufacturers themselves	Other (SPONTANEOUS)	Nobody (SPONTANEOUS)	Don't know
EU28		40	37	42	3	6	9
BE		53	44	41	5	1	1
BG		36	35	54	3	4	15
CZ		40	49	53	4	1	7
DK		57	36	35	3	1	5
DE		36	39	32	2	16	10
EE		32	35	55	3	4	7
IE		48	38	40	4	2	7
EL		49	38	40	3	9	6
ES		50	33	51	2	2	7
FR		44	33	42	4	3	10
HR		30	25	54	3	4	8
IT		37	41	37	5	7	11
CY		56	30	30	4	4	6
LV		31	28	50	3	7	6
LT		41	40	54	4	4	5
LU		64	40	40	3	2	4
HU		38	45	53	4	3	3
MT	* 	55	31	35	3	2	9
NL		52	41	33	4	4	5
AT		47	46	47	2	5	5
PL		33	34	51	5	5	9
PT		47	40	54	1	2	5
RO		31	36	52	4	4	8
SI		35	37	52	3	5	5
SK		34	37	64	3	1	7
FI		60	57	39	1	1	3
SE		44	47	36	3	6	3
UK		37	32	40	0	3	15






























QD6T Today, in the EU, do you think that the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics is ensured by...?
(%)

		Only EU authorities	Only national authorities	Only manufacturers	EU and national authorities	EU authorities and manufacturers	National authorities and manufacturers	All three	Other (SPONTANEOUS)	Nobody	Don't know
EU28		18	15	22	7	4	5	11	3	6	9
BE		25	17	20	10	4	4	14	4	1	1
BG		11	9	29	3	4	5	17	3	4	15
CZ		13	17	23	6	3	9	17	4	1	7
DK		34	14	19	10	4	2	9	2	1	5
DE		16	17	16	8	3	4	9	1	16	10
EE		12	14	34	5	5	6	10	3	4	7
IE		26	16	20	5	3	4	13	4	2	7
EL		21	12	18	9	5	5	13	2	9	6
ES		23	7	29	7	4	3	16	2	2	7
FR		19	12	25	11	7	3	7	3	3	10
HR		17	12	38	2	5	5	6	3	4	8
IT		17	16	15	7	4	8	10	5	7	11
CY		36	13	16	7	4	2	9	4	4	5
LV		17	14	34	3	5	5	6	3	7	6
LT		15	14	28	5	5	4	17	3	4	5
LU		30	10	14	11	8	3	15	3	2	4
HU		14	18	26	5	5	9	14	3	3	3
MT		33	11	18	7	4	2	11	3	2	9
NL		25	17	16	13	6	3	8	3	4	5
AT		18	14	20	9	5	7	15	2	5	5
PL		14	14	28	3	5	5	12	5	5	9
PT		19	14	24	5	8	7	15	1	2	5
RO		15	15	32	3	2	7	11	3	4	8
SI		15	17	32	4	4	3	13	3	5	4
SK		11	11	38	3	3	6	17	3	1	7
FI		19	18	12	20	7	5	15	0	1	3
SE		17	20	20	14	4	3	9	3	6	4
UK		22	16	25	4	3	4	8	0	3	15

QD6TT Today, in the EU, do you think that the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics is ensured by...?

(MULTIPLE ANSWERS POSSIBLE)






























(%)

		Only EU authorities	Only national authorities	Only manufacturers	Multiple authorities (on a shared way)	Nobody	Don't know
EU28		18	15	22	30	6	9
BE		25	17	20	36	1	1
BG		11	9	29	32	4	15
CZ		13	17	23	39	1	7
DK		34	14	19	28	0	5
DE		16	17	16	25	16	10
EE		11	14	34	30	4	7
IE		26	16	20	29	2	7
EL		21	12	18	34	9	6
ES		23	7	29	32	2	7
FR		19	12	25	31	3	10
HR		17	12	38	21	4	8
IT		17	16	15	34	7	11
CY		36	13	16	26	4	5
LV		17	14	34	22	7	6
LT		15	14	28	34	4	5
LU		30	10	14	40	2	4
HU		14	18	26	36	3	3
MT		33	12	18	26	2	9
NL		25	17	16	33	4	5
AT		18	14	20	38	5	5
PL		14	14	28	30	5	9
PT		19	14	24	36	2	5
RO		15	15	33	25	4	8
SI		15	17	32	26	5	5
SK		11	11	38	32	1	7
FI		19	18	13	46	1	3
SE		17	20	20	33	6	4
UK		22	16	25	19	3	15






























QD7 And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?

(%)






























(MULTIPLE ANSWERS POSSIBLE)

		Authorities of the European Union	National authorities	Manufacturers themselves	Other (SPONTANEOUS)	Nobody (SPONTANEOUS)	Don't know
EU28		50	48	57	2	1	4
BE		59	52	50	2	0	1
BG		45	49	71	2	0	5
CZ		43	59	71	1	0	2
DK		58	51	42	1	0	3
DE		56	55	54	1	1	3
EE		38	47	75	2	1	2
IE		54	47	47	3	0	4
EL		69	69	66	3	1	1
ES		60	43	59	2	1	2
FR		52	39	57	2	1	3
HR		45	38	63	3	0	4
IT		47	53	52	4	3	7
CY		61	49	42	4	0	1
LV		37	45	65	1	0	2
LT		53	56	69	1	0	1
LU		67	54	65	1	0	1
HU		43	47	63	2	2	3
MT		60	48	45	2	0	5
NL		52	42	54	1	1	1
AT		51	55	61	1	1	3
PL		48	49	65	3	1	6
PT		53	53	64	1	0	2
RO		42	47	60	3	1	3
SI		49	48	69	2	1	1
SK		41	49	70	3	0	3
FI		53	54	66	0	0	0
SE		55	54	49	0	0	1
UK		37	40	55	0	1	8






























QD7T And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?
(%)

		Only EU authorities	Only national authorities	Only manufacturers	EU and national authorities	EU authorities and manufacturers	National authorities and manufacturers	All three	Other (SPONTANEOUS)	Nobody	Don't know
EU28		17	13	23	6	6	7	22	1	1	4
BE		24	16	17	7	5	5	23	2	0	1
BG		10	9	31	3	4	8	29	1	0	5
CZ		8	14	24	4	5	16	26	1	0	2
DK		27	18	14	9	5	5	18	1	0	3
DE		18	16	16	7	7	8	24	0	1	3
EE		7	10	37	3	5	11	23	1	1	2
IE		25	16	19	5	2	4	22	3	0	4
EL		12	10	11	10	6	8	41	0	1	1
ES		22	8	24	6	6	3	26	2	1	2
FR		20	10	27	7	8	5	17	1	1	4
HR		17	12	31	3	8	5	18	2	0	4
IT		14	14	15	8	5	10	21	3	3	7
CY		29	17	13	7	4	4	21	4	0	1
LV		12	17	35	3	6	8	16	1	0	2
LT		10	12	25	6	6	7	31	1	1	1
LU		18	7	16	8	10	8	31	1	0	1
HU		13	14	29	3	5	8	22	1	2	3
MT		26	14	15	8	4	4	22	2	0	5
NL		23	14	24	6	8	7	15	1	1	1
AT		13	13	21	8	7	10	24	0	1	3
PL		11	11	24	3	6	7	28	3	1	6
PT		16	12	19	5	9	13	23	1	0	2
RO		15	14	28	3	3	10	20	3	1	3
SI		12	10	32	5	3	5	29	2	1	1
SK		10	13	34	3	3	8	25	1	0	3
FI		12	13	26	8	7	7	26	0	0	1
SE		19	20	19	12	7	5	17	0	0	1
UK		17	16	29	3	5	8	13	0	1	8

QD7TT And in the EU, who do you think should be responsible for ensuring the safety of the chemicals contained in products such as paints, detergents, household products, clothes, furniture, electronics and cosmetics?
(MULTIPLE ANSWERS POSSIBLE)
(%)






























		Only EU authorities	Only national authorities	Only manufacturers	Multiple authorities (on a shared way)	Nobody	Don't know
EU28		17	13	23	42	1	4
BE		24	16	17	42	0	1
BG		10	9	31	45	0	5
CZ		8	14	25	51	0	2
DK		27	18	14	38	0	3
DE		18	16	15	47	1	3
EE		7	10	37	43	1	2
IE		25	16	19	36	0	4
EL		12	10	11	65	1	1
ES		22	8	25	42	1	2
FR		20	10	27	38	1	4
HR		17	12	31	36	0	4
IT		14	14	15	47	3	7
CY		29	17	13	39	1	1
LV		12	17	34	35	0	2
LT		10	12	25	51	1	1
LU		18	7	16	58	0	1
HU		13	14	29	39	2	3
MT		26	14	14	41	0	5
NL		23	14	24	37	1	1
AT		13	14	21	48	1	3
PL		11	11	24	47	1	6
PT		16	12	19	51	0	2
RO		15	14	28	39	1	3
SI		12	10	32	43	1	2
SK		10	13	34	40	0	3
FI		12	13	26	49	0	0
SE		19	20	19	41	0	1
UK		17	16	29	29	1	8

QD8 In order to protect human health and the environment from hazardous chemicals, do you think that the current level of regulation and standards in the EU is...
(%)

		Sufficiently high and could even be lower	At the right level and should not be lowered or increased	Not high enough and should be increased	Don't know
EU28		7	32	50	11
BE		9	39	50	2
BG		3	16	59	22
CZ		5	37	50	8
DK		4	35	55	6
DE		7	27	55	11
EE		11	37	39	13
IE		10	39	43	8
EL		3	16	72	9
ES		7	33	50	10
FR		6	27	61	6
HR		4	34	58	4
IT		6	32	47	15
CY		7	18	69	6
LV		8	26	61	5
LT		5	26	64	5
LU		5	28	63	4
HU		6	47	38	9
MT		8	29	50	13
NL		5	34	54	7
AT		10	40	42	8
PL		8	43	33	16
PT		5	40	35	20
RO		8	34	49	9
SI		7	29	61	3
SK		6	43	39	12
FI		9	52	35	4
SE		5	24	67	4
UK		11	35	37	17

QD9a Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly?






























(%)

		On the product labels	In the media (newspapers, magazines, TV, radio, online social media and Internet)	Through NGOs or consumer organisations	Through public authorities	Through companies that produce or sell these products (e.g. communication campaigns, websites, publications)	Through family, friends or relatives	I never look for this information (SPONTANEOUS)	Don't know
EU28		49	23	5	3	5	5	8	2
BE		57	20	7	4	5	5	2	0
BG		45	19	1	2	2	11	18	2
CZ		55	18	2	2	5	10	7	1
DK		50	27	5	3	4	5	5	1
DE		35	36	8	4	5	4	6	2
EE		66	20	1	0	3	4	4	2
IE		51	23	2	6	6	5	5	2
EL		48	24	2	2	3	8	13	0
ES		53	16	4	2	5	3	16	1
FR		59	24	5	1	3	3	4	1
HR		42	26	3	2	5	13	8	1
IT		49	16	7	4	4	4	13	3
CY		48	31	1	2	3	4	11	0
LV		55	32	1	1	2	5	3	1
LT		41	40	1	2	3	6	6	1
LU		58	25	7	1	4	2	2	1
HU		53	13	4	4	4	8	14	0
MT		51	28	2	3	3	5	6	2
NL		49	34	7	2	3	3	2	0
AT		39	19	11	6	10	7	7	1
PL		49	18	4	3	8	4	11	3
PT		64	17	1	3	4	4	6	1
RO		45	18	5	5	7	8	10	2
SI		53	31	3	1	4	4	4	0
SK		55	15	4	3	5	7	9	2
FI		46	32	4	5	9	3	1	0
SE		32	38	11	10	5	3	1	0
UK		52	23	3	3	4	3	8	4






























QD9T Where do you generally find information about the potential dangers of chemicals contained in household products, clothes, furniture, electronics and cosmetics? Firstly? And then?

(%)

(MULTIPLE ANSWERS POSSIBLE)

		On the product labels	In the media (newspapers, magazines, TV, radio, online social media and Internet)	Through NGOs or consumer organisations	Through public authorities	Through companies that produce or sell these products (e.g. communication campaigns, websites, publications)	Through family, friends or relatives	I never look for this information (SPONTANEOUS)	Don't know
EU28		70	53	18	14	21	23	14	2
BE		77	57	29	23	29	27	3	0
BG		66	51	10	12	14	40	22	2
CZ		76	50	14	10	25	35	11	1
DK		72	58	20	19	27	21	7	1
DE		62	66	25	18	21	25	12	2
EE		83	57	5	6	24	34	9	2
IE		74	59	13	21	27	26	9	2
EL		71	54	10	11	24	38	17	0
ES		70	40	7	10	19	23	25	1
FR		79	56	18	9	12	22	11	1
HR		69	59	12	7	18	40	10	1
IT		67	44	21	13	23	18	15	3
CY		71	62	7	7	16	30	17	0
LV		78	71	6	6	12	35	9	1
LT		74	76	5	8	15	44	11	1
LU		81	70	18	11	21	20	3	1
HU		71	36	14	16	16	32	21	1
MT		67	62	9	14	15	19	8	2
NL		76	72	33	14	22	17	6	0
AT		65	50	37	25	33	35	12	1
PL		67	43	15	13	29	19	17	3
PT		83	52	7	18	22	26	11	1
RO		65	46	15	19	28	36	15	2
SI		77	68	15	9	21	27	9	0
SK		73	49	20	16	21	30	11	2
FI		75	64	22	25	42	21	1	0
SE		61	71	35	40	27	24	3	0
UK		70	53	9	13	18	15	15	4

QD10 Can you tell me if you think this statement is true or false: in (OUR COUNTRY), if you ask whether a product contains particularly hazardous chemicals, the seller is required by law to provide you with this information.
(%)

		TRUE	FALSE	It depends (SPONTANEOUS)	Don't know
EU28		66	17	5	12
BE		77	20	1	2
BG		48	15	8	29
CZ		71	16	2	11
DK		76	11	5	8
DE		61	18	12	9
EE		74	11	6	9
IE		76	12	1	11
EL		56	23	6	15
ES		62	17	4	17
FR		70	20	1	9
HR		71	17	2	10
IT		61	22	4	13
CY		56	29	6	9
LV		80	14	3	3
LT		77	13	4	6
LU		66	21	4	9
HU		60	25	5	10
MT		67	18	3	12
NL		77	13	1	9
AT		63	18	8	11
PL		67	16	3	14
PT		62	20	2	16
RO		57	24	4	15
SI		68	22	3	7
SK		66	14	5	15
FI		82	13	1	4
SE		77	18	1	4
UK		70	10	7	13

QD11.1 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not.

Symbol C (%)



		Yes	No	Don't know
EU28		63	34	3
BE		60	39	1
BG		57	40	3
CZ		58	38	4
DK		75	22	3
DE		57	40	3
EE		79	18	3
IE		73	23	4
EL		58	41	1
ES		56	43	1
FR		69	29	2
HR		76	22	2
IT		58	37	5
CY		75	24	1
LV		80	18	2
LT		75	22	3
LU		80	18	2
HU		70	28	2
MT		73	24	3
NL		74	24	2
AT		65	34	1
PL		52	43	5
PT		64	32	4
RO		54	43	3
SI		81	18	1
SK		67	29	4
FI		76	22	2
SE		62	35	3
UK		77	20	3

QD11.2 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not.

Symbol A (%)



		Yes	No	Don't know
EU28		20	78	2
BE		27	72	1
BG		19	78	3
CZ		18	79	3
DK		15	83	2
DE		21	77	2
EE		18	79	3
IE		23	73	4
EL		25	74	1
ES		17	81	2
FR		17	82	1
HR		34	63	3
IT		24	71	5
CY		14	84	2
LV		16	82	2
LT		16	81	3
LU		22	77	1
HU		25	72	3
MT		12	85	3
NL		17	82	1
AT		28	70	2
PL		16	80	4
PT		30	68	2
RO		17	80	3
SI		29	69	2
SK		26	71	3
FI		27	72	1
SE		15	84	1
UK		18	80	2

QD11.3 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not.

Symbol B (%)



		Yes	No	Don't know
EU28		47	51	2
BE		50	49	1
BG		33	64	3
CZ		40	58	2
DK		42	56	2
DE		48	50	2
EE		36	61	3
IE		47	50	3
EL		41	58	1
ES		61	37	2
FR		54	45	1
HR		50	47	3
IT		48	47	5
CY		41	58	1
LV		42	57	1
LT		41	56	3
LU		63	36	1
HU		51	47	2
MT		35	63	2
NL		46	53	1
AT		49	49	2
PL		34	64	2
PT		61	37	2
RO		36	61	3
SI		59	40	1
SK		46	52	2
FI		49	50	1
SE		37	63	0
UK		43	55	2






























QD11.4 I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not.

Symbol D (%)



		Yes	No	Don't know
EU28		92	7	1
BE		93	6	1
BG		81	18	1
CZ		87	12	1
DK		97	3	0
DE		92	8	0
EE		92	7	1
IE		93	5	2
EL		86	14	0
ES		93	6	1
FR		98	2	0
HR		94	6	0
IT		89	8	3
CY		90	10	0
LV		94	5	1
LT		89	10	1
LU		98	2	0
HU		91	8	1
MT		91	8	1
NL		98	2	0
AT		90	9	1
PL		85	14	1
PT		97	3	0
RO		74	24	2
SI		96	4	0
SK		83	15	2
FI		96	4	0
SE		99	1	0
UK		97	2	1

QD11T I am going to show you several symbols. For each of them, please tell me whether you have seen it before or not. (%)

		Aware of no symbol	Aware of 1 symbol	Aware of 2 symbols	Aware of 3 symbols	Aware of 4 symbols	Aware of at least one symbol
EU28		6	19	36	26	14	94
BE		5	19	37	21	19	95
BG		16	23	30	17	14	84
CZ		11	21	36	21	12	89
DK		2	15	44	30	9	98
DE		7	21	34	24	15	93
EE		5	14	45	24	12	95
IE		4	16	36	31	14	96
EL		11	21	32	18	17	89
ES		5	16	36	31	11	95
FR		1	15	40	33	11	99
HR		4	13	33	24	26	96
IT		8	22	31	21	18	92
CY		7	13	38	34	7	93
LV		3	12	45	29	11	97
LT		8	13	40	27	11	92
LU		1	9	33	41	17	99
HU		7	15	32	26	20	93
MT		6	17	44	27	6	94
NL		2	15	42	29	12	98
AT		7	18	31	26	18	93
PL		12	26	34	19	10	88
PT		3	16	30	30	21	97
RO		19	22	27	21	10	81
SI		1	12	29	36	22	99
SK		14	13	30	22	21	86
FI		3	14	38	25	21	97
SE		1	26	40	24	8	99
UK		2	15	41	30	12	98

QD12.1 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product...

Symbol C (%)

(MULTIPLE ANSWERS POSSIBLE)



		That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28		6	10	31	9	17	6	37
BE		7	15	38	18	21	12	18
BG		5	14	24	11	13	7	46
CZ		8	10	36	17	26	7	29
DK		4	7	34	7	20	10	36
DE		4	9	45	8	15	5	31
EE		9	14	38	19	26	10	29
IE		7	19	25	6	10	2	40
EL		4	14	36	21	19	5	30
ES		8	9	18	6	10	6	57
FR		4	9	27	8	15	11	42
HR		13	15	46	14	16	5	22
IT		4	12	30	10	20	4	34
CY		5	6	43	15	16	8	34
LV		11	10	49	21	18	10	22
LT		6	12	52	8	20	8	26
LU		6	13	34	10	25	10	34
HU		10	20	31	9	14	4	32
MT		4	9	23	7	12	5	56
NL		4	8	34	8	18	7	32
AT		15	14	42	16	22	10	21
PL		5	7	15	11	20	5	49
PT		8	7	26	4	8	4	55
RO		15	23	35	13	13	5	26
SI		12	10	43	9	19	4	35
SK		10	12	36	13	25	6	25
FI		5	7	35	8	36	11	20
SE		3	6	47	9	23	9	18
UK		4	9	26	5	16	3	42

QD12.2 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product...

Symbol A (%)

(MULTIPLE ANSWERS POSSIBLE)



		That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know	Total 'Correct'
EU28		1	2	3	33	17	45	20	69
BE		3	4	5	37	22	59	6	80
BG		1	2	2	34	22	41	31	60
CZ		1	1	4	31	22	53	18	72
DK		0	4	2	37	18	46	12	76
DE		0	2	3	36	19	48	13	75
EE		0	2	2	17	16	70	13	80
IE		2	2	4	18	24	50	18	64
EL		0	2	2	37	22	60	17	78
ES		0	1	1	35	11	37	29	64
FR		1	2	3	51	18	42	12	78
HR		3	2	7	34	26	56	12	76
IT		1	3	3	29	12	46	26	66
CY		2	1	6	42	25	51	20	70
LV		1	1	4	16	30	63	12	73
LT		1	2	3	32	25	52	18	70
LU		0	1	1	36	10	62	13	82
HU		2	3	3	25	16	52	20	68
MT		1	1	2	18	11	39	37	55
NL		0	1	1	29	13	57	11	80
AT		5	6	5	37	29	46	20	65
PL		1	1	3	24	17	45	29	61
PT		2	2	3	26	14	45	31	62
RO		3	7	13	33	26	30	22	54
SI		1	1	3	31	14	46	25	67
SK		1	1	4	42	14	40	20	71
FI		1	5	5	39	15	58	6	83
SE		0	2	3	28	14	65	5	85
UK		1	2	1	21	15	39	26	58

QD12.3 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product...

Symbol B (%)

(MULTIPLE ANSWERS POSSIBLE)



		That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28		1	2	83	4	2	2	12
BE		3	4	85	6	4	4	4
BG		1	2	74	2	1	1	23
CZ		1	2	85	5	2	2	10
DK		1	1	91	2	1	1	7
DE		0	2	88	3	3	1	8
EE		1	1	87	4	2	2	10
IE		2	3	80	2	1	1	13
EL		1	3	82	9	2	2	14
ES		1	1	85	1	1	2	12
FR		1	1	89	3	3	2	8
HR		2	5	81	5	5	3	10
IT		1	1	78	6	1	2	16
CY		2	4	74	8	5	4	20
LV		1	1	88	5	1	1	8
LT		1	4	79	4	3	3	14
LU		1	0	92	2	1	2	7
HU		2	2	86	3	2	1	9
MT		0	1	71	1	1	1	26
NL		0	1	92	2	2	1	5
AT		4	10	76	16	9	7	11
PL		1	1	75	4	2	1	20
PT		2	1	82	2	3	3	15
RO		4	8	74	9	4	3	14
SI		1	2	79	4	2	1	18
SK		0	1	78	4	1	3	15
FI		1	2	87	2	3	2	9
SE		0	0	94	4	2	1	4
UK		1	2	78	1	1	1	18

QD12.4 Please tell me what you think each of these four symbols stands for? This symbol stands for a chemical product...






























Symbol D (%)

(MULTIPLE ANSWERS POSSIBLE)



		That is flammable	That is corrosive to metal	That is an environmental hazard	That is carcinogenic	That is a skin irritant	That causes asthma or other respiratory hypersensitivity reactions	Don't know
EU28		96	1	4	1	1	1	2
BE		96	4	6	2	3	2	1
BG		96	1	2	0	1	0	4
CZ		96	1	4	2	1	0	1
DK		100	1	1	1	0	0	0
DE		98	1	3	0	0	1	1
EE		97	1	4	1	1	1	2
IE		96	2	2	0	1	0	2
EL		97	2	5	1	1	0	2
ES		96	1	4	0	0	1	2
FR		98	0	5	2	3	2	1
HR		98	3	8	0	1	0	1
IT		94	3	2	1	1	1	3
CY		95	2	9	5	6	5	4
LV		98	0	5	0	1	1	1
LT		95	1	7	1	1	0	4
LU		99	1	2	0	1	1	1
HU		97	1	1	0	0	0	1
MT		92	2	3	1	1	1	7
NL		99	0	3	1	0	1	0
AT		94	8	9	4	6	4	2
PL		92	2	2	1	1	0	5
PT		97	1	5	1	2	1	2
RO		78	7	13	6	4	2	5
SI		97	1	6	2	3	1	2
SK		93	1	2	1	1	0	5
FI		97	2	4	1	1	1	1
SE		99	0	5	1	1	1	0
UK		97	1	1	0	0	0	2

QD13 When you see this type of symbols on an unfamiliar product that you are about to use, what do you usually do?
(%)

		You just use the product as you would any other product	You read the safety instructions on the product label	You read the safety instructions on the product label and try to find further information from other sources	Other (SPONTANEOUS)	None (SPONTANEOUS)	You would not use this product (SPONTANEOUS)	Don't know
EU28		10	57	19	1	2	9	2
BE		12	62	24	1	0	1	0
BG		12	46	18	1	2	17	4
CZ		11	63	16	0	3	6	1
DK		11	61	23	1	1	2	1
DE		6	49	21	1	3	18	2
EE		9	56	20	2	1	9	3
IE		16	62	17	0	1	3	1
EL		15	48	16	1	3	17	0
ES		14	64	14	1	1	5	1
FR		10	63	20	0	1	5	1
HR		13	55	20	0	3	7	2
IT		7	54	26	1	1	9	2
CY		14	50	21	0	5	9	1
LV		9	50	27	1	2	10	1
LT		19	50	16	0	3	10	2
LU		6	55	32	0	1	6	0
HU		15	66	11	0	2	6	0
MT		19	40	30	1	2	5	3
NL		10	59	27	1	1	2	0
AT		13	52	22	0	1	11	1
PL		9	58	16	0	2	8	7
PT		11	69	13	0	1	5	1
RO		11	51	25	0	2	8	3
SI		7	59	22	0	4	8	0
SK		13	58	16	1	1	6	5
FI		6	62	23	0	1	5	3
SE		6	63	29	1	0	1	0
UK		11	61	13	2	2	8	3