



**ENHANCE**  
Interreg Europe

 European Union  
European Regional  
Development Fund

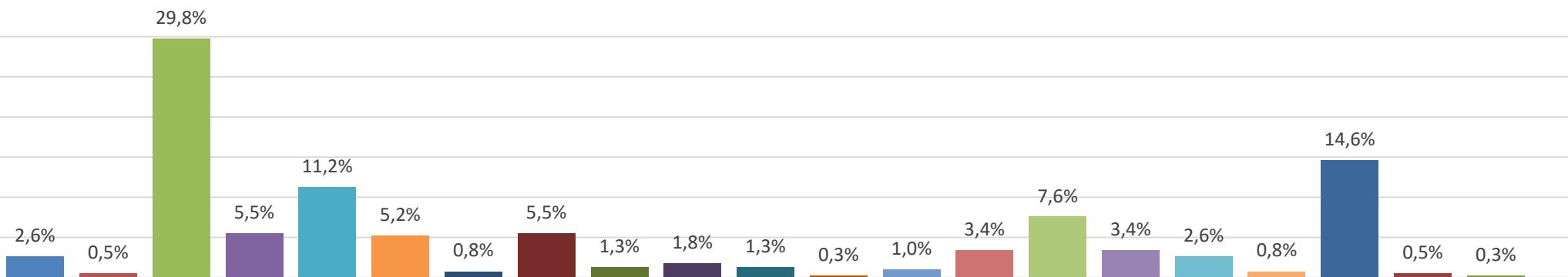
# **ENHANCE II – Results from the survey on EMAS-registered organisations**

Tiberio Daddi, Alessio Novi, Fabio Iannone

# SECTION I – Demographics

## 1.2 NACE category (n=383)

	Austria	Estonia	Italy	Catalunya	Rest of Europe	TOTAL
Number of Respondents	80	12	136	71	84	<b>383</b>
Completion rate*	78%	83%	77%	73%	60%	<b>73%</b>



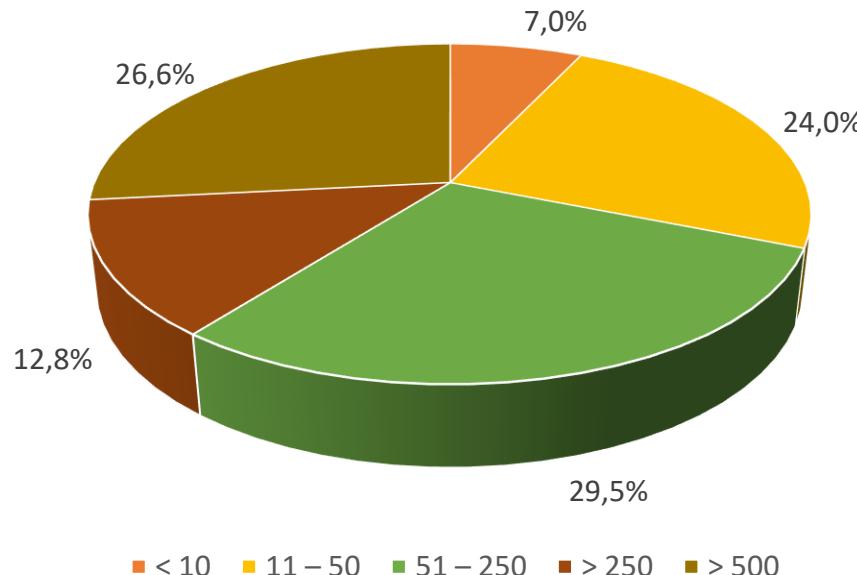
- A. Agriculture, Forestry and Fishing
- B. Mining and Quarrying
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- D. Electricity, Gas, Steam and Air Conditioning Supply
- E. Water Supply; Sewerage, Waste Management and Remediation Activities
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- N. Administrative and Support Service Activities
- O. Public Administration and Defence; Compulsory Social Security
- P. Education
- Q. Human Health and Social Work Activities
- R. Arts, Entertainment and Recreation
- S. Other Service Activities

\* number of surveys filled out completely till the last question and submitted divided by the number of surveys started by respondents

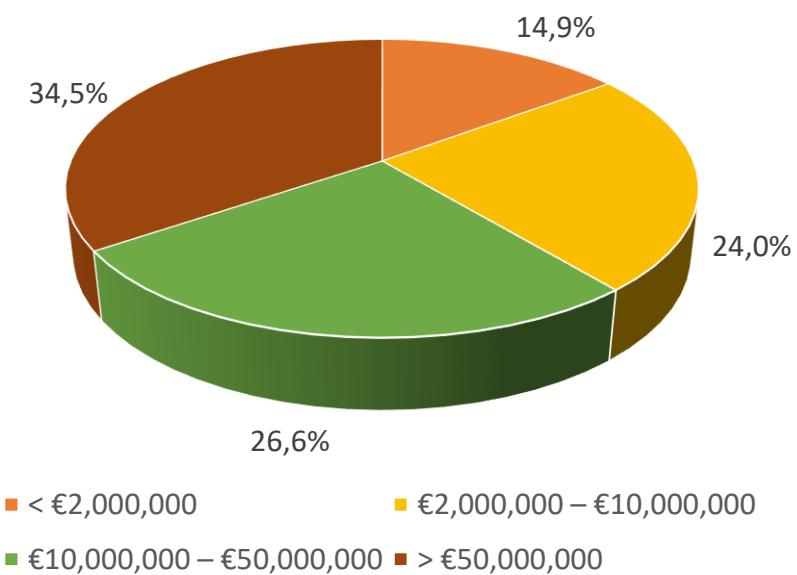
## SECTION I – Demographics

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**1.3 Number of employees  
(n=383)**



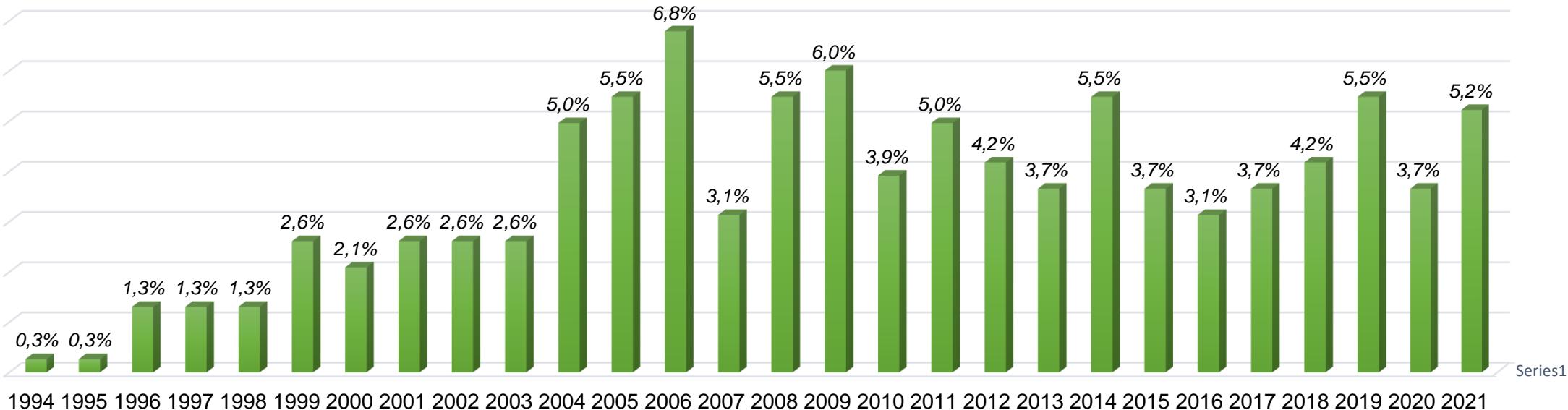
**1.4 Annual turnover  
(n=383)**



# SECTION I – Demographics

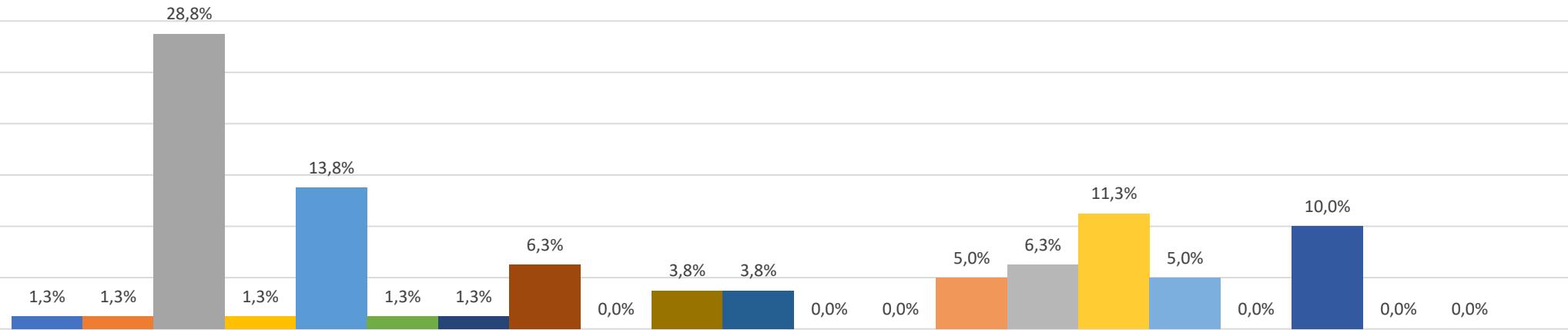
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1.5 EMAS registration year  
(n=383)



# SECTION I – Demographics

## 1.2 NACE category (n=80)

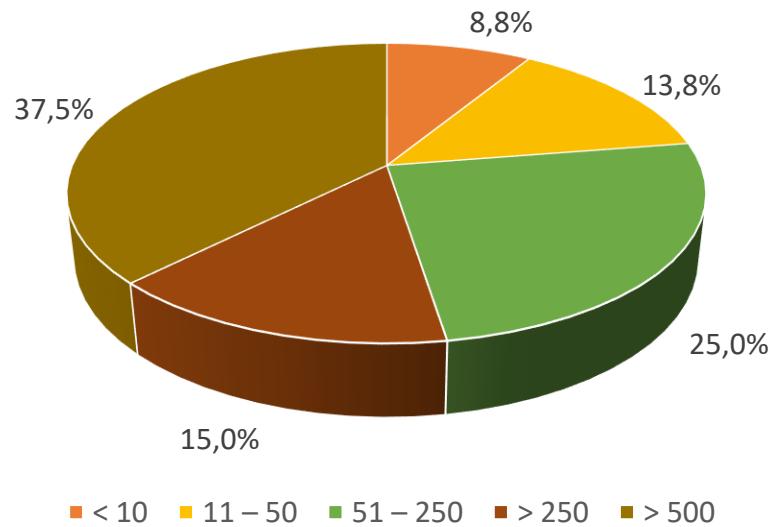


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- U. Activities of Extraterritorial Organisations and Bodies

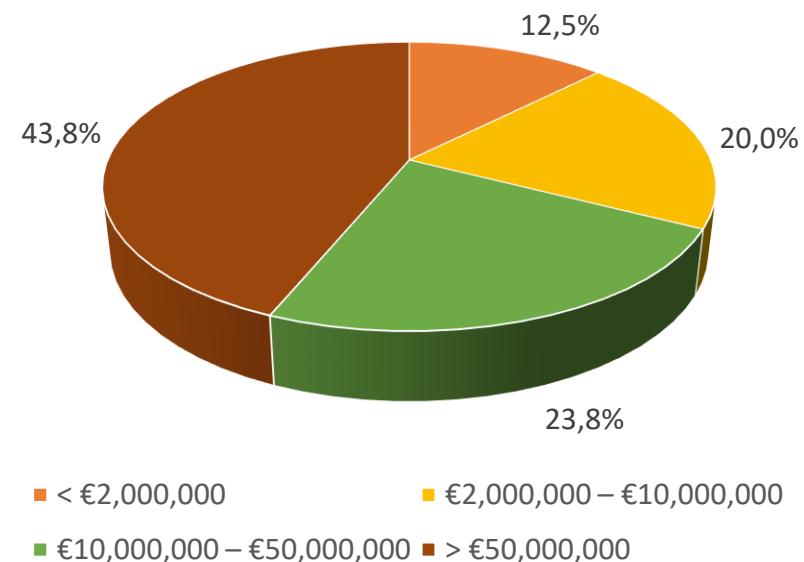
## SECTION I – Demographics



**1.3 Number of employees  
(n=80)**



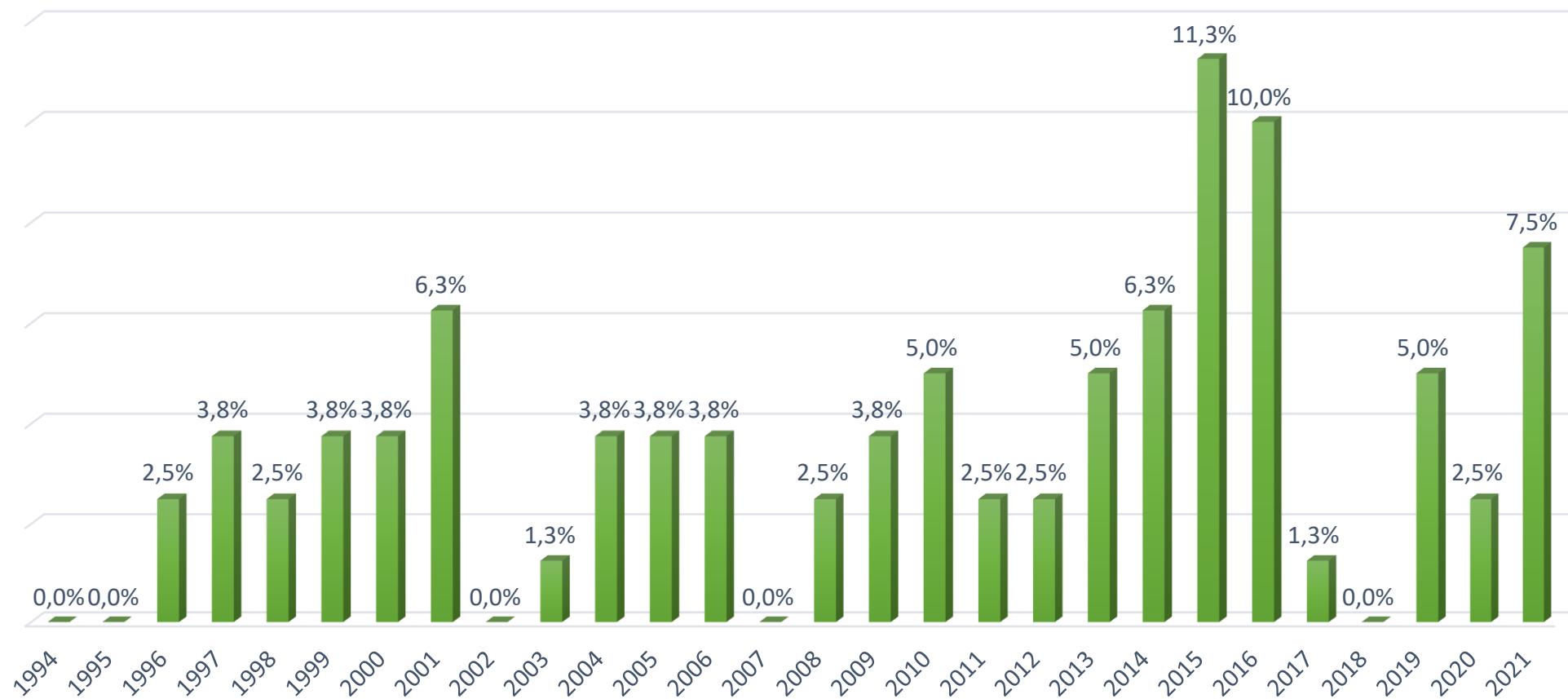
**1.4 Annual turnover  
(n=80)**



## SECTION I – Demographics



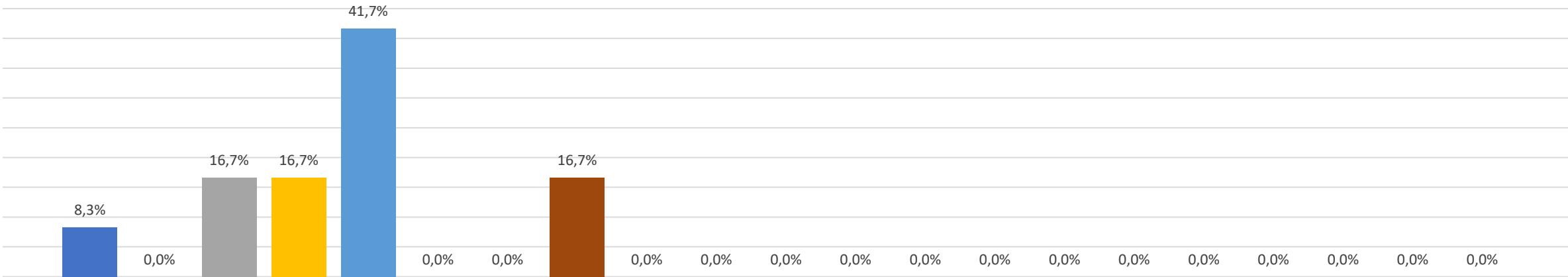
1.5 EMAS registration year  
(n=80)



# SECTION I – Demographics



## 1.2 NACE category (n=11)

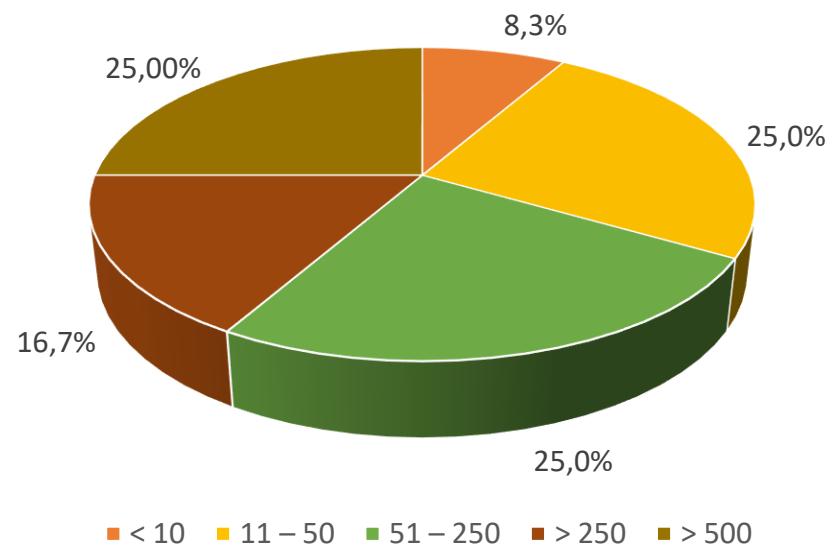


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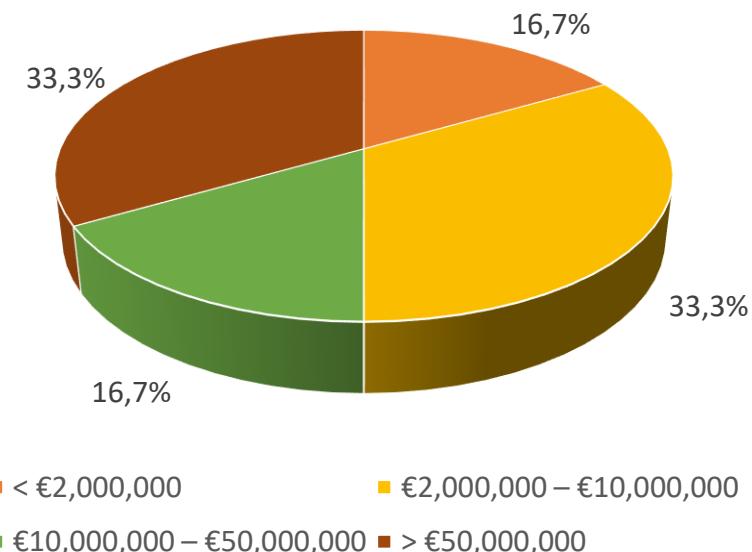
## SECTION I – Demographics



**1.3 Number of employees  
(n=11)**



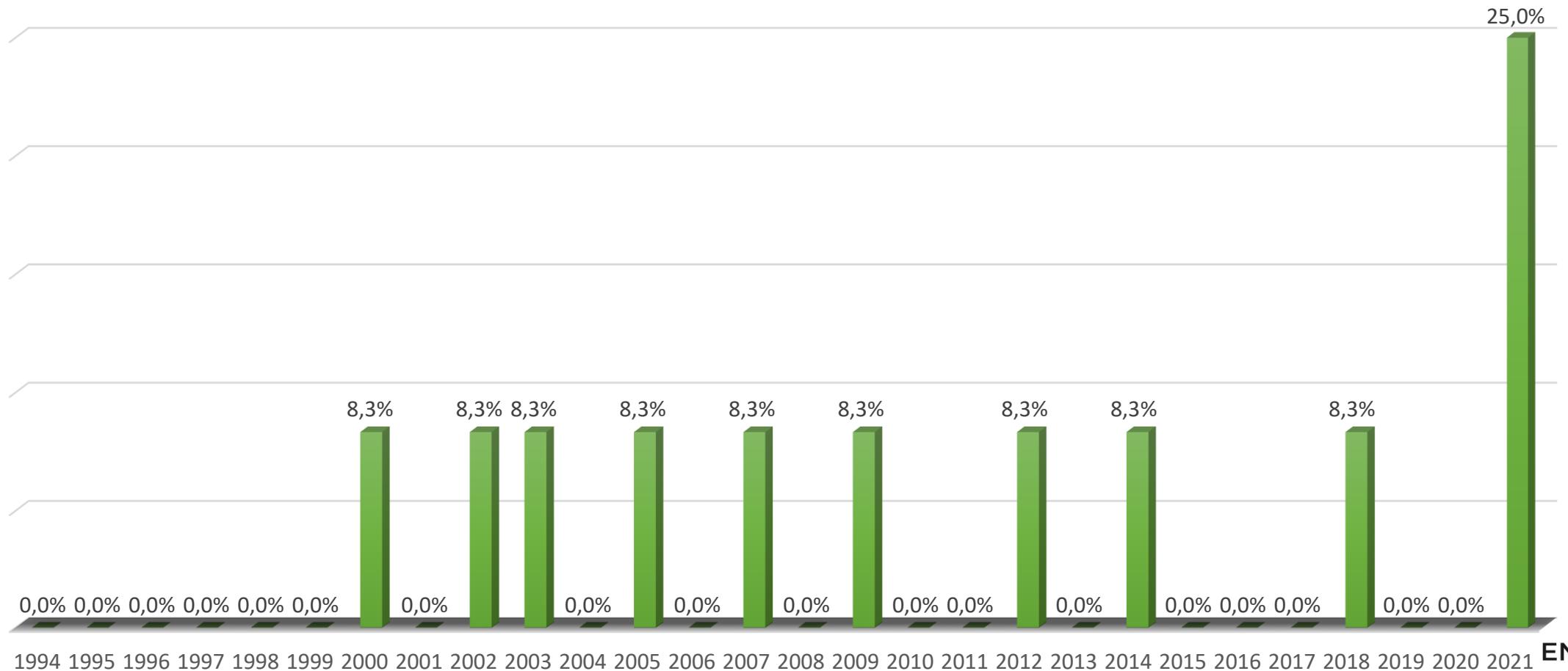
**1.4 Annual turnover  
(n=11)**



# SECTION I – Demographics

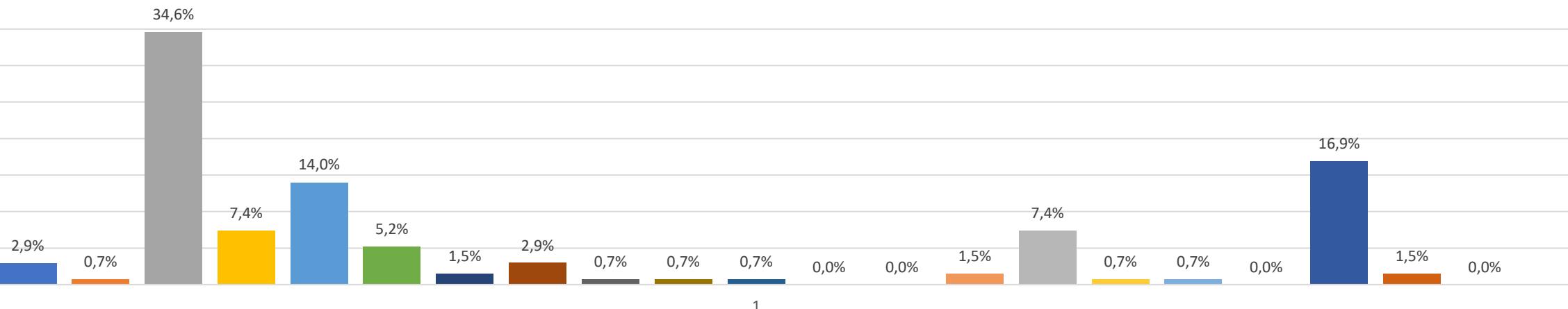


## 1.5 EMAS registration year (n=11)



# SECTION I – Demographics

## 1.2 NACE category (n=136)

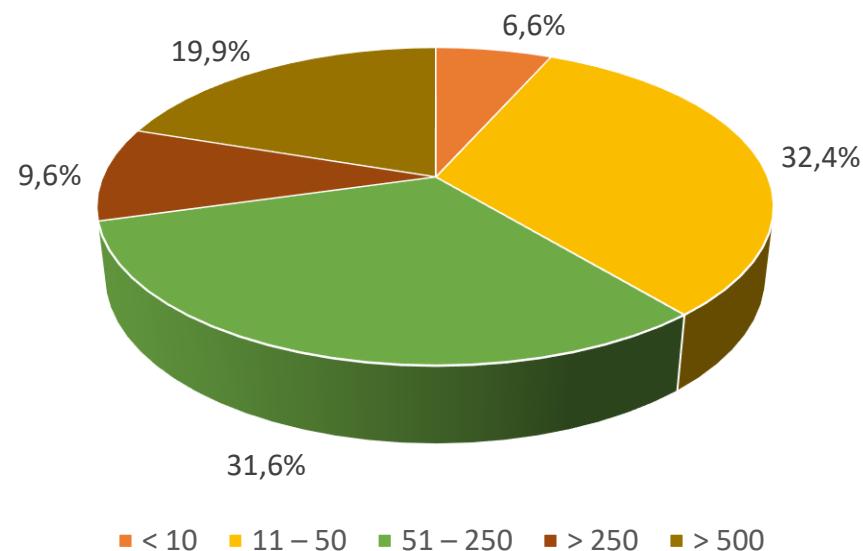


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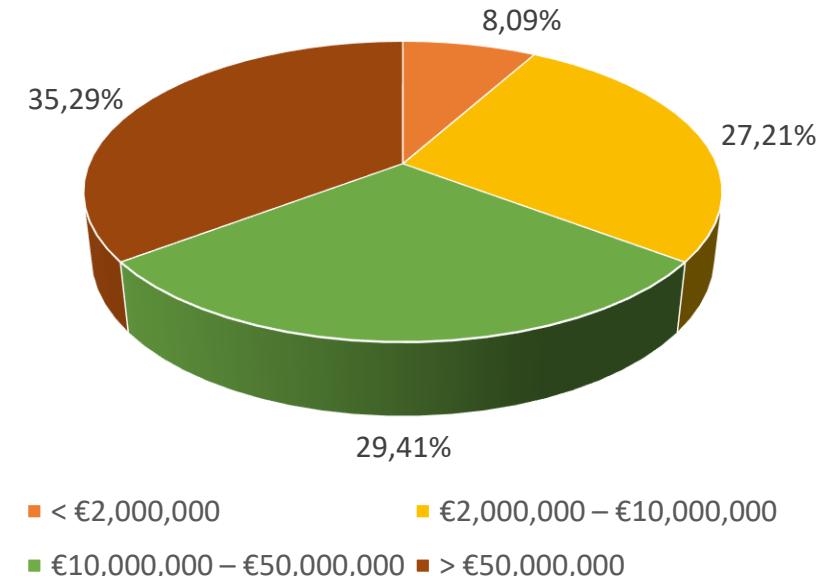
## SECTION I – Demographics



**1.3 Number of employees  
(n=136)**



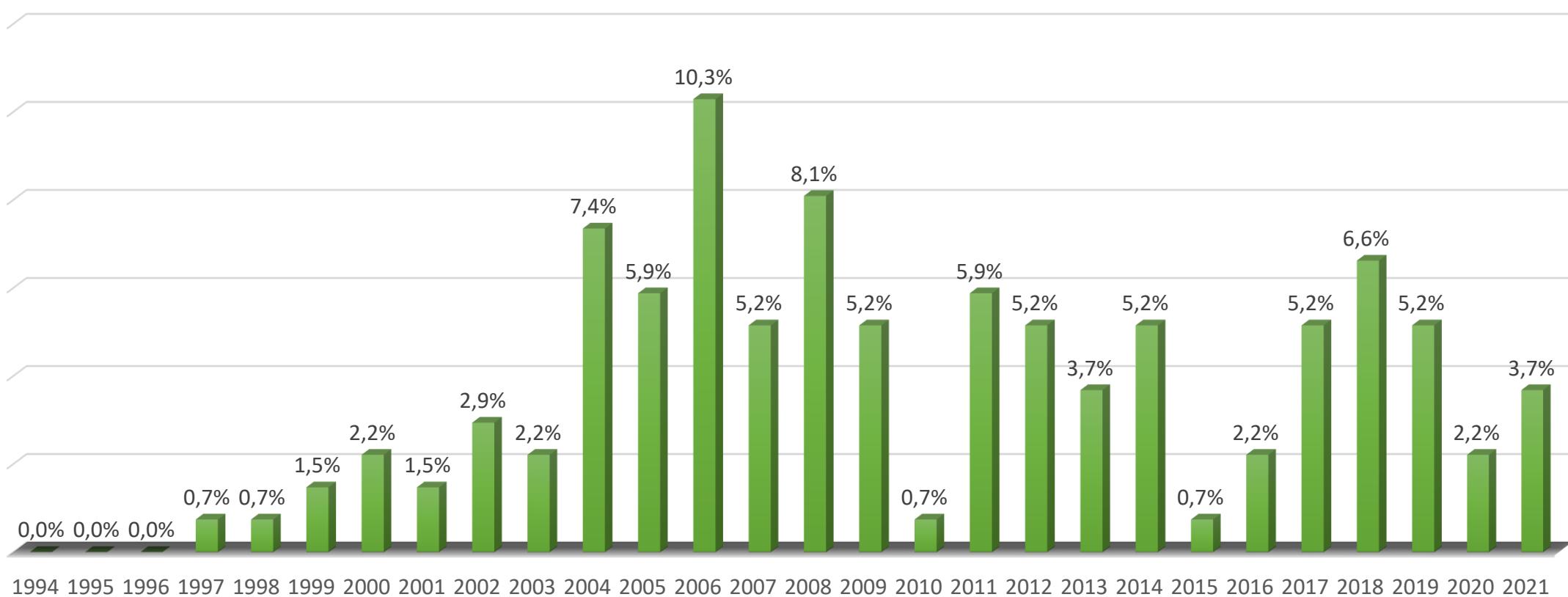
**1.4 Annual turnover  
(n=136)**



## SECTION I – Demographics

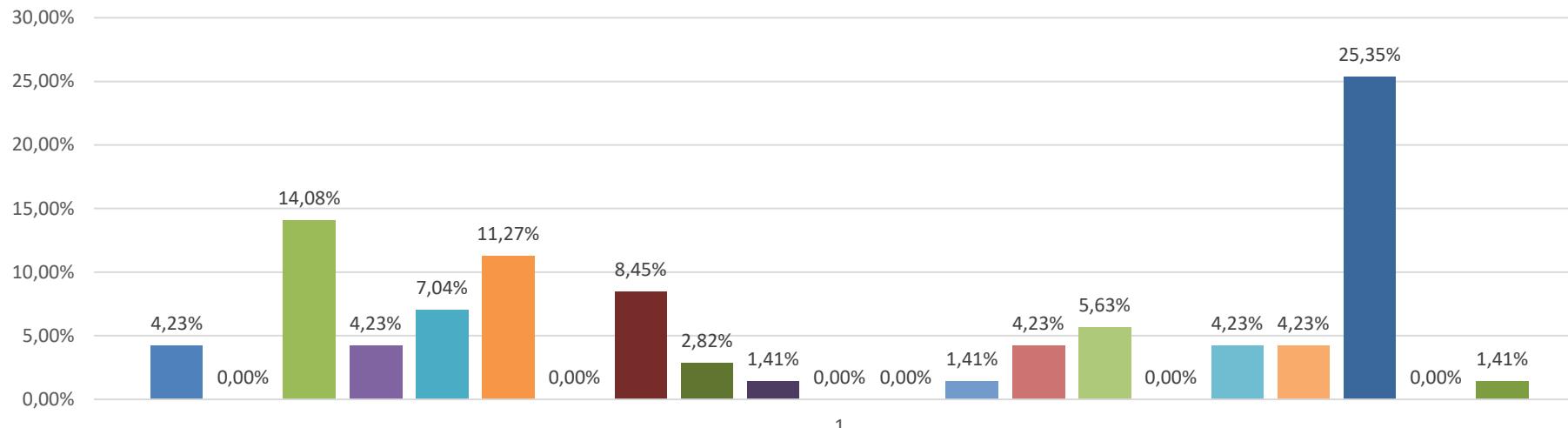


1.5 EMAS registration year  
(n=136)



# SECTION I – Demographics

## 1.2 NACE category (n=71)



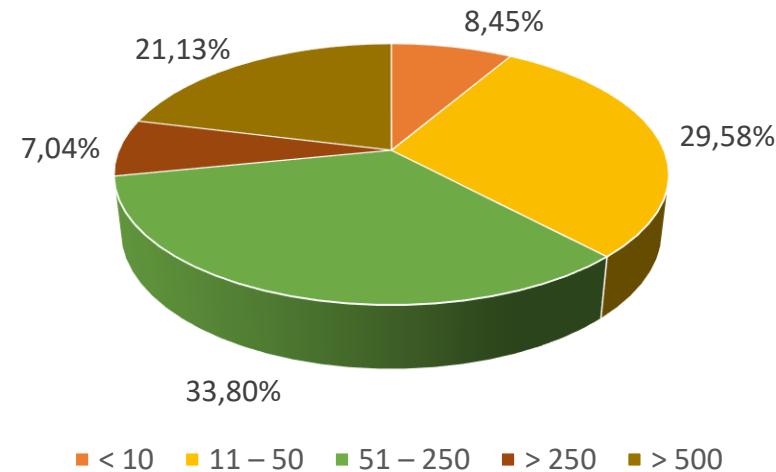
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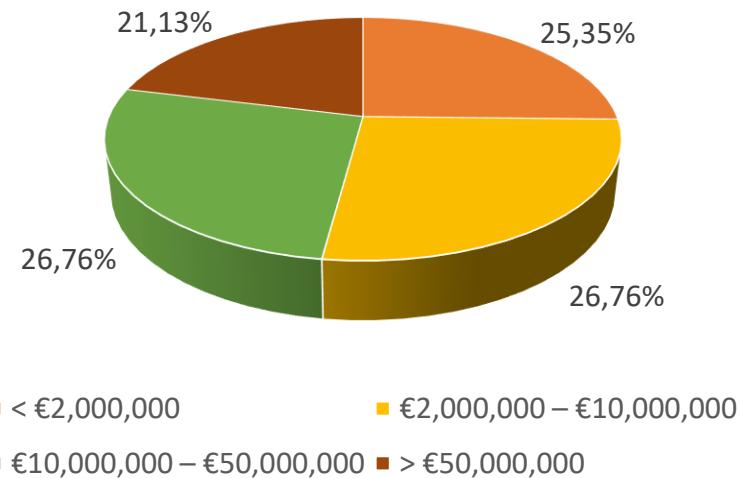
# SECTION I – Demographics



**1.3 Number of employees  
(n=71)**

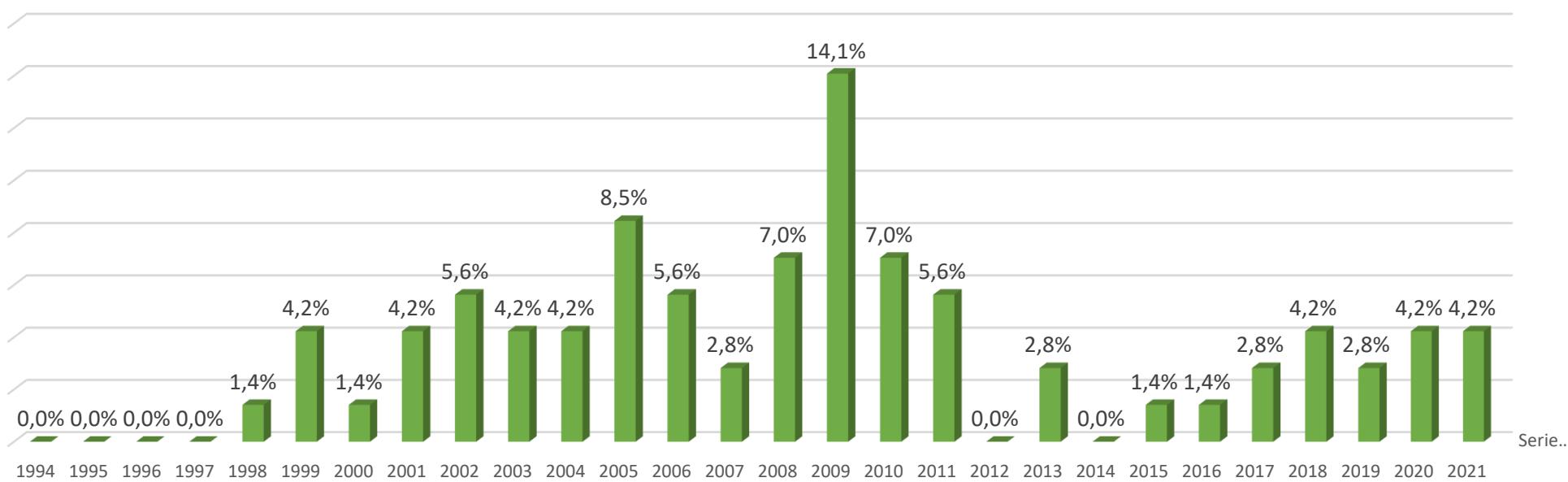


**1.4 Annual turnover  
(n=71)**



# SECTION I – Demographics

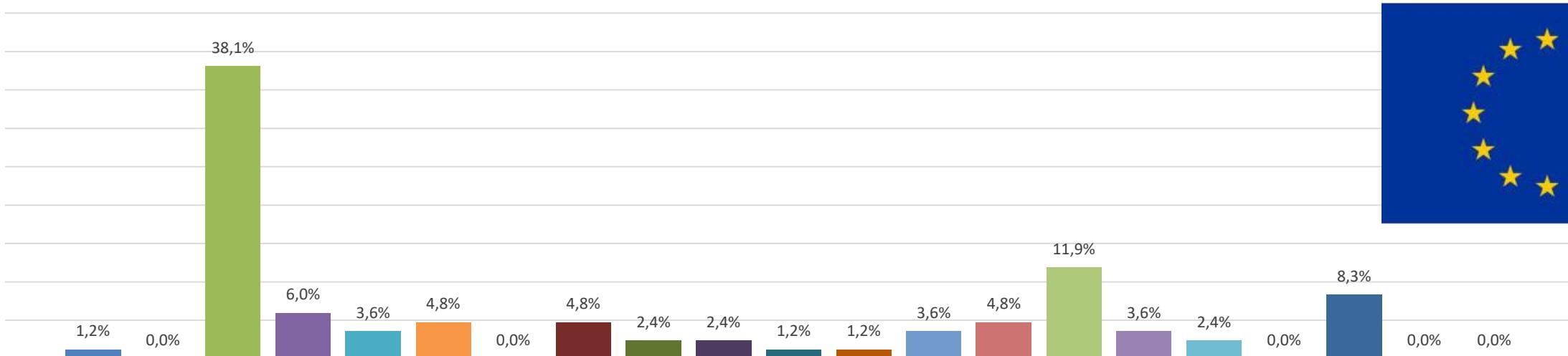
## 1.5 EMAS registration year (n=71)



# SECTION I – Demographics

## 1.2 NACE category (n=84)

Rest of Europe



- A. Agriculture, Forestry and Fishing
- B. Mining and Quarrying
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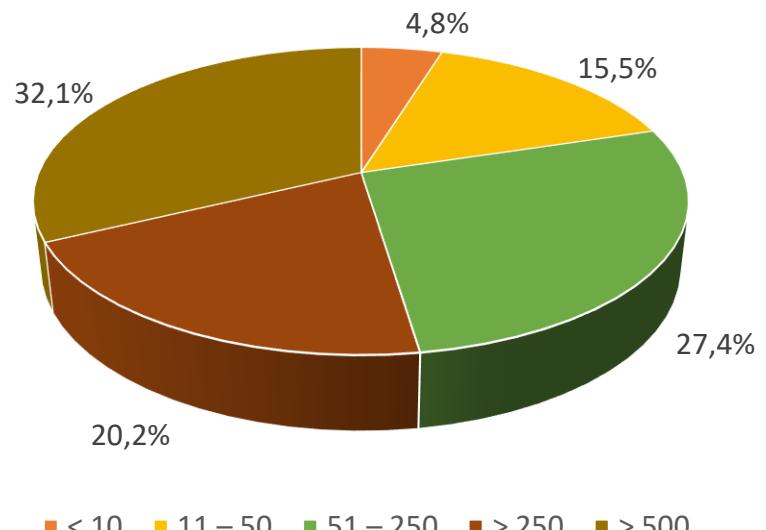


## SECTION I – Demographics

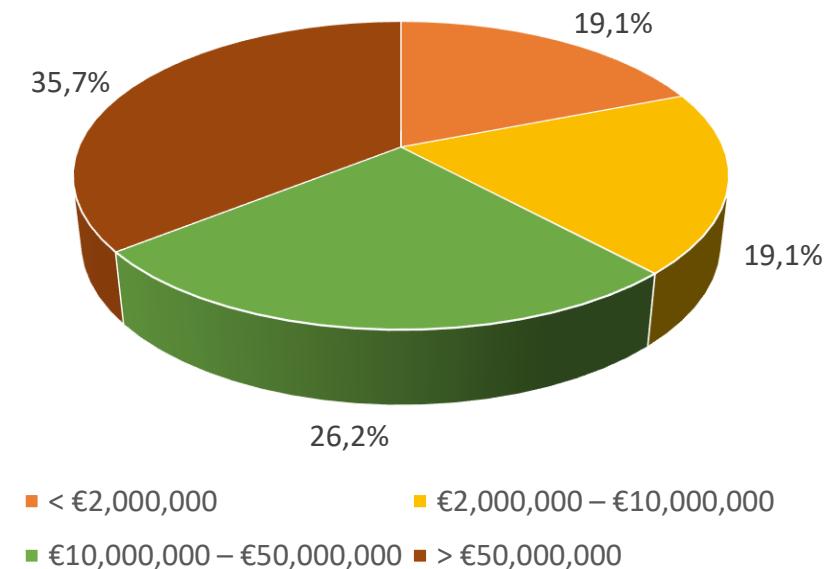
### Rest of Europe



**1.3 Number of employees  
(n=84)**

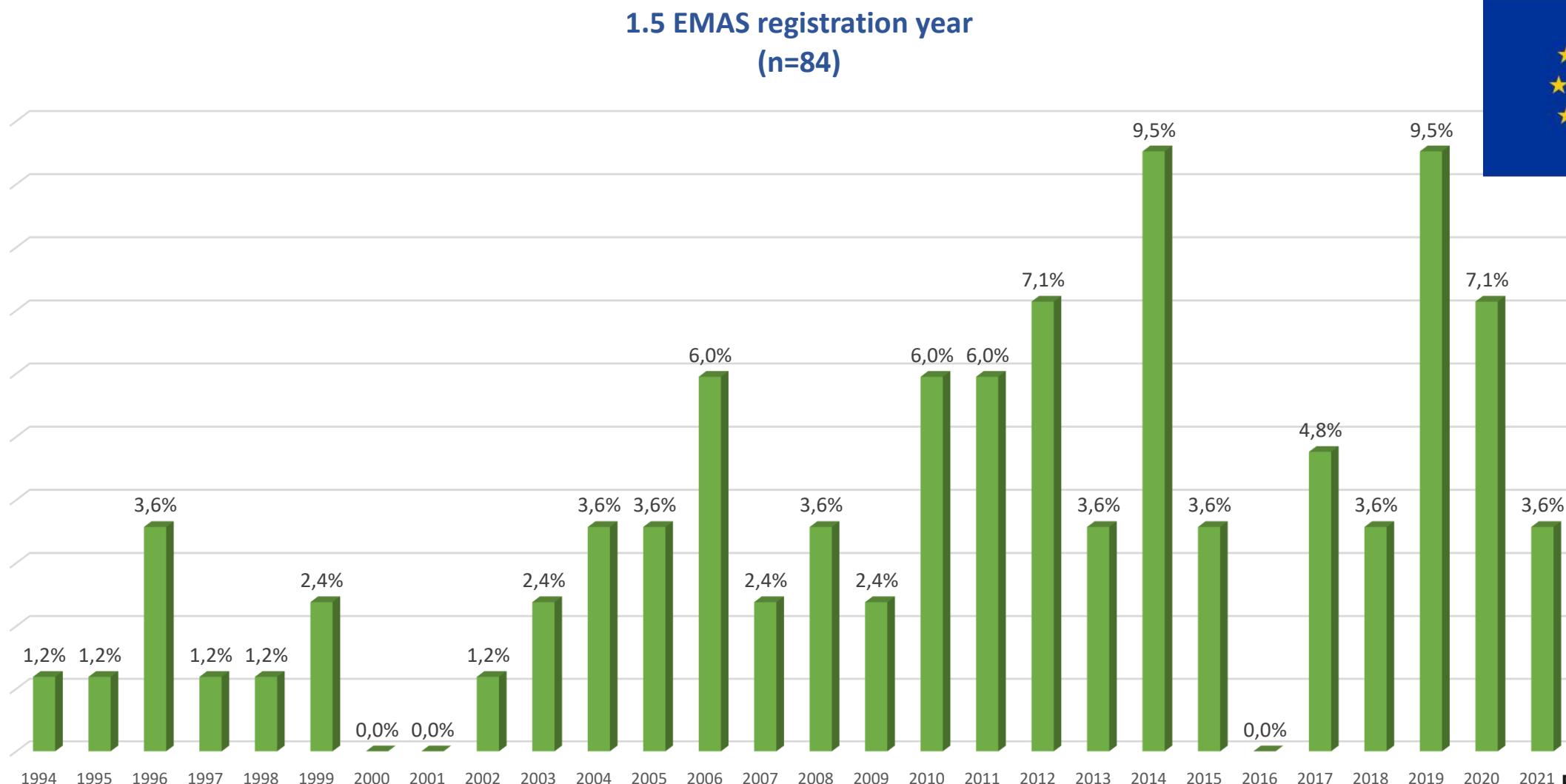


**1.4 Annual turnover  
(n=84)**



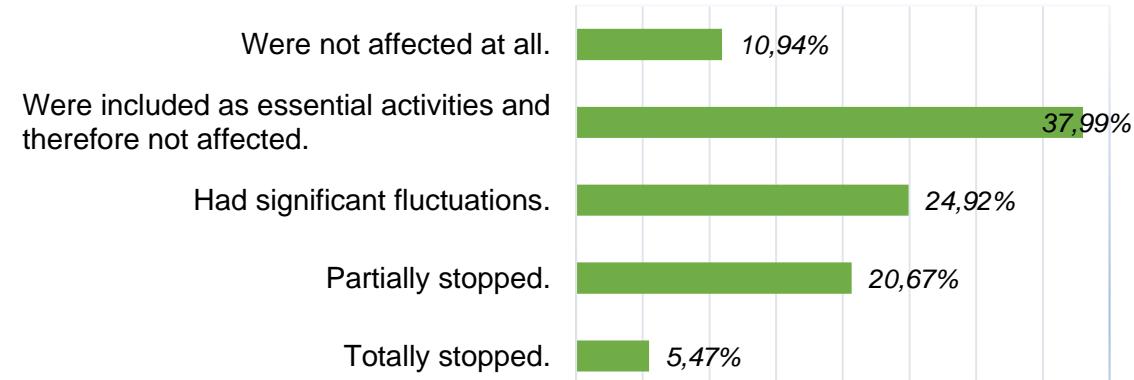
## SECTION I – Demographics

Rest of Europe

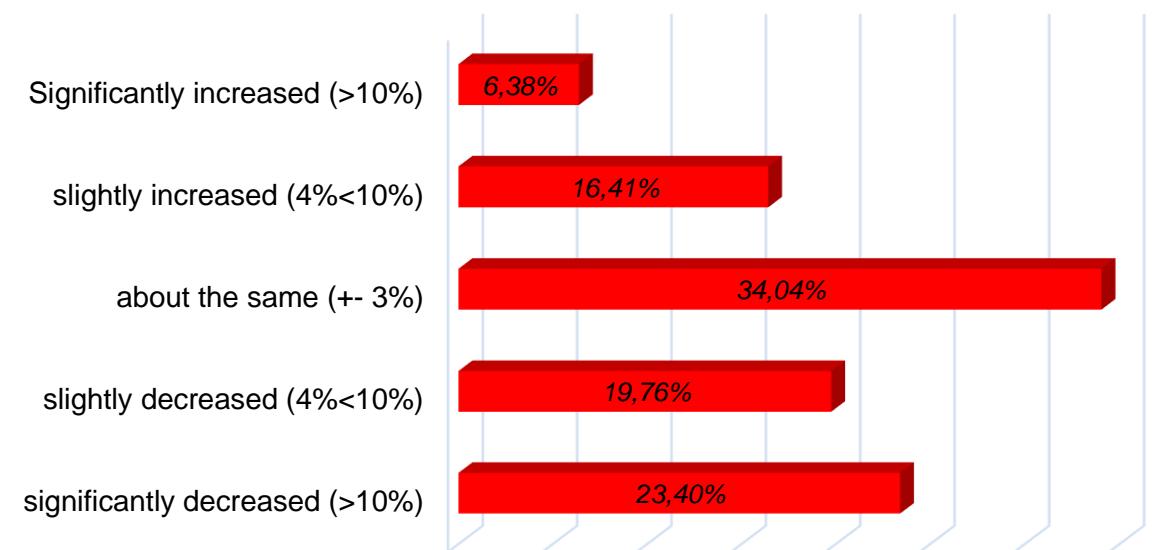


## SECTION II – Covid impact on the organisation

### During the weeks of strict lockdown and the peak of covid-19 in your region, the activities of your organisation: (n=329)



### 2.2 In the pandemic period your turnover (2020 vs 2019): (n=329)



## SECTION II – Covid impact on the organisation

### 2.3 Please indicate your level of agreement with the following statements. During the pandemic peak... (n=329)

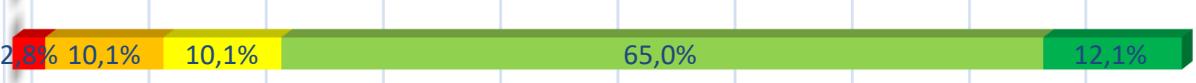
EMAS allowed us to better manage the environmental aspects in an anomalous / emergency situation.



EMAS was properly maintained.



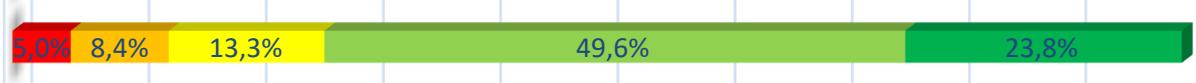
During the pandemic peak, the EMS workload to keep it functioning was adequate.



Our attention to the EMAS system dwindled due to other priorities.



We did not observe an increase in our environmental impacts.



The EMAS institutions (EMAS CB, Verifiers) have proven to be willing to support us in overcoming the impact of covid on the EMAS system.



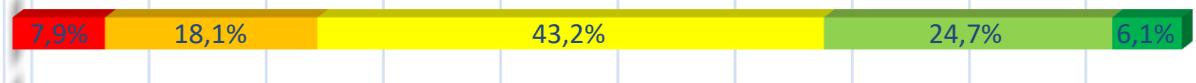
The Control Authorities bodies have supported us in overcoming the impact of covid on regulatory compliance.



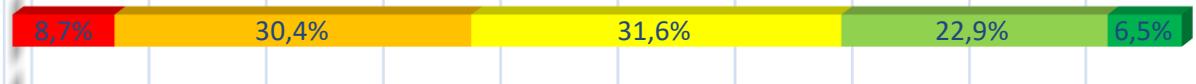
The covid has made our green actions on supply-chain management more unsuccessful.



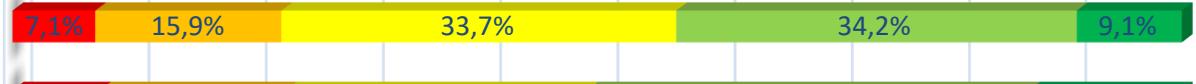
After covid-19 pandemic, we consider EMS a more valuable tool than before.



Stakeholder interest in our green initiatives (including EMAS) increased in the post-covid period.



The pandemic has made us understand how the commitment to environmental protection and environmental certification tools are important.



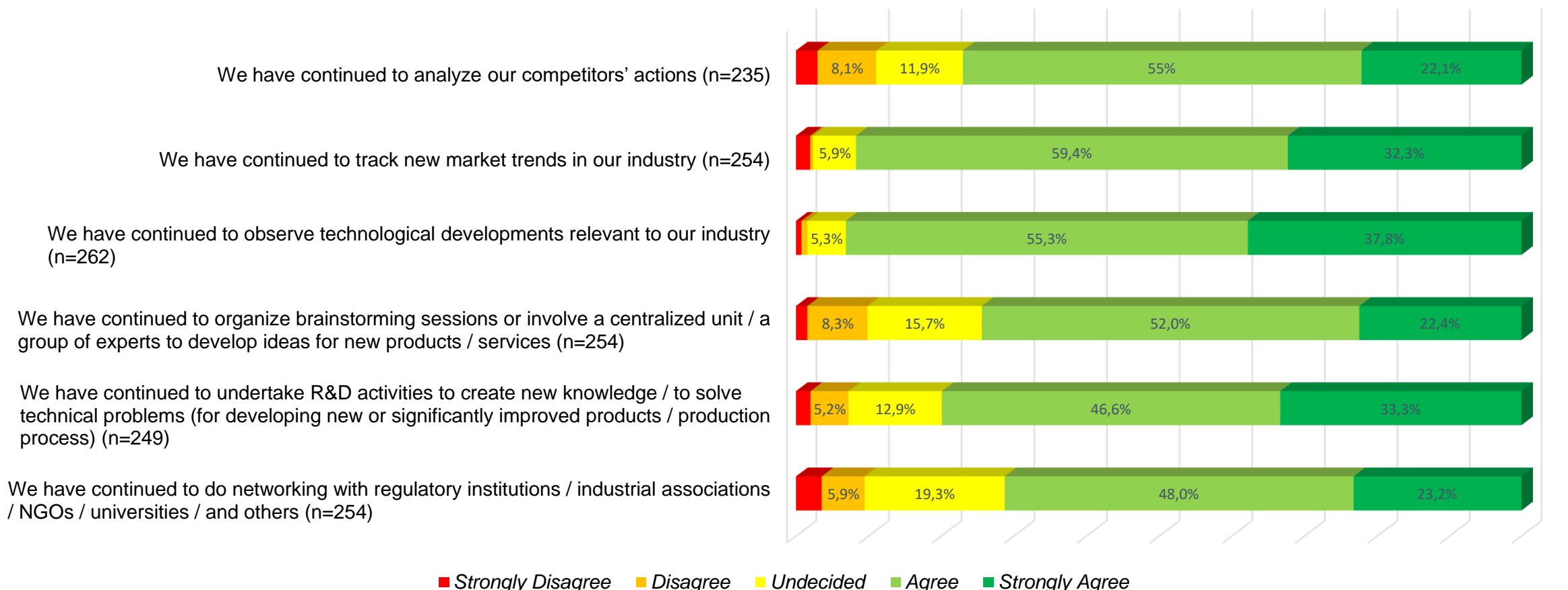
The pandemic has increased our general interest in sustainability matters.



## **SECTION III – Management of the organisation to face covid-19 impacts**

### **3.1 Research and Development capacities.**

**In the context of covid-19 pandemic, please rate your agreement with the following activities in the management of your organisation:**



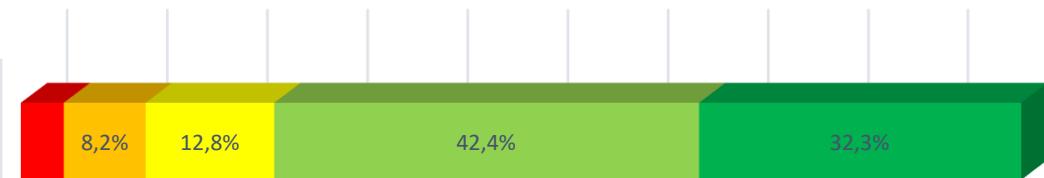
■ *Strongly Disagree* ■ *Disagree* ■ *Undecided* ■ *Agree* ■ *Strongly Agree*

## **SECTION III – Management of the organisation to face covid-19 impacts**

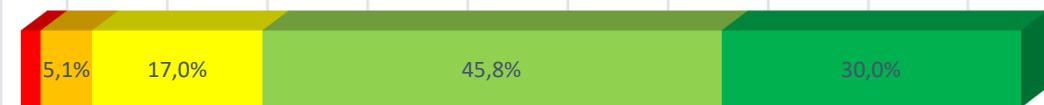
### **3.2 Human Resources (HR) and external collaboration.**

**In the context of covid-19 pandemic, please rate your agreement with the following activities in your organisation:**

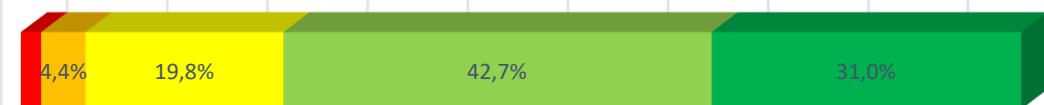
We have continued to formulate a strategy for the development of new products / services (n=257)



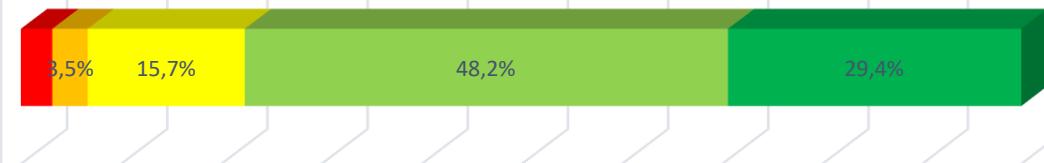
We have continued to plan investments related to R&D / collaborative activity for the development of new products / services (n=253)



We have continued to redesigning / transforming our existing business models whenever necessary for the development of new products / services (n=248)



We have continued to engage our employees in interdepartmental cooperation for the development of new products / services (n=255)



■ Strongly disagree ■ Disagree ■ Undecided ■ Agree ■ Strongly Agree

## **SECTION III – Management of the organisation to face covid-19 impacts**

### **3.3 Changes in the organisation.**

**In the context of covid-19 pandemic, please indicate your level of agreement with the following statements related to the changes that the organisation might have faced:**

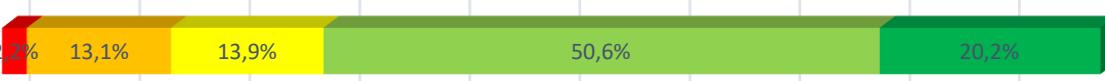
We have adopted new or significantly improved technology / production process (n=232)



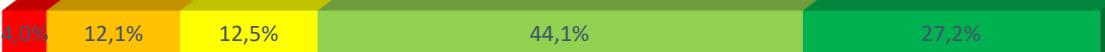
We have adopted new business practices for organizing procedures (e.g. supply chain management, business re-engineering, knowledge management, lean production, and quality management etc.) (n=245)



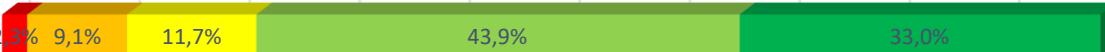
We have adopted new methods of organizing work responsibilities and decision making (e.g. teamwork, decentralization etc.) (n=267)



We have changed internal behaviour (n=272)



We started new digital collaborations (n=264)



We have adopted new or significantly improved logistics, delivery or distribution methods for inputs / products / services (n=235)



We have acquired of existing know-how, copyrighted works, patented and non-patented inventions etc. from other organizations (for the development of new or significantly improved products / productions process) (n=160)

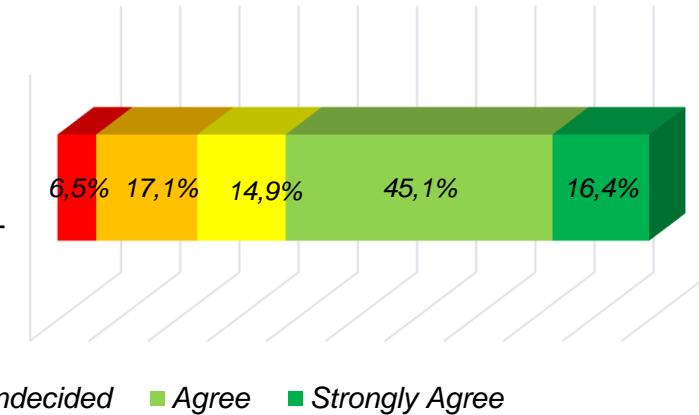


■ *Strongly disagree* ■ *Disagree* ■ *Undecided* ■ *Agree* ■ *Strongly Agree*

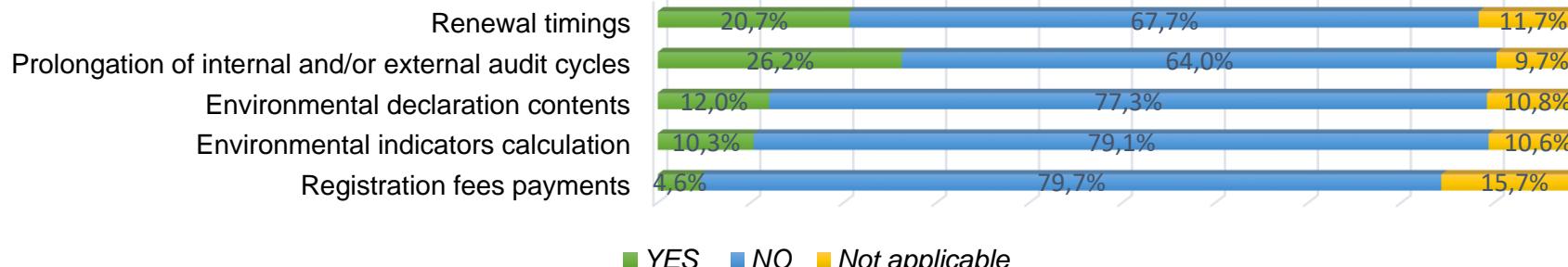
## SECTION IV – COVID Impact on Environmental Management System (EMS)

4.1 Please, indicate your level of agreement with the following statement on the environmental declaration:  
(n=275)

The environmental declaration of our organisation has incorporated references to the environmental impacts modifications due to Covid-19/crisis related aspects (2019-2020 and/or 2020-2021).

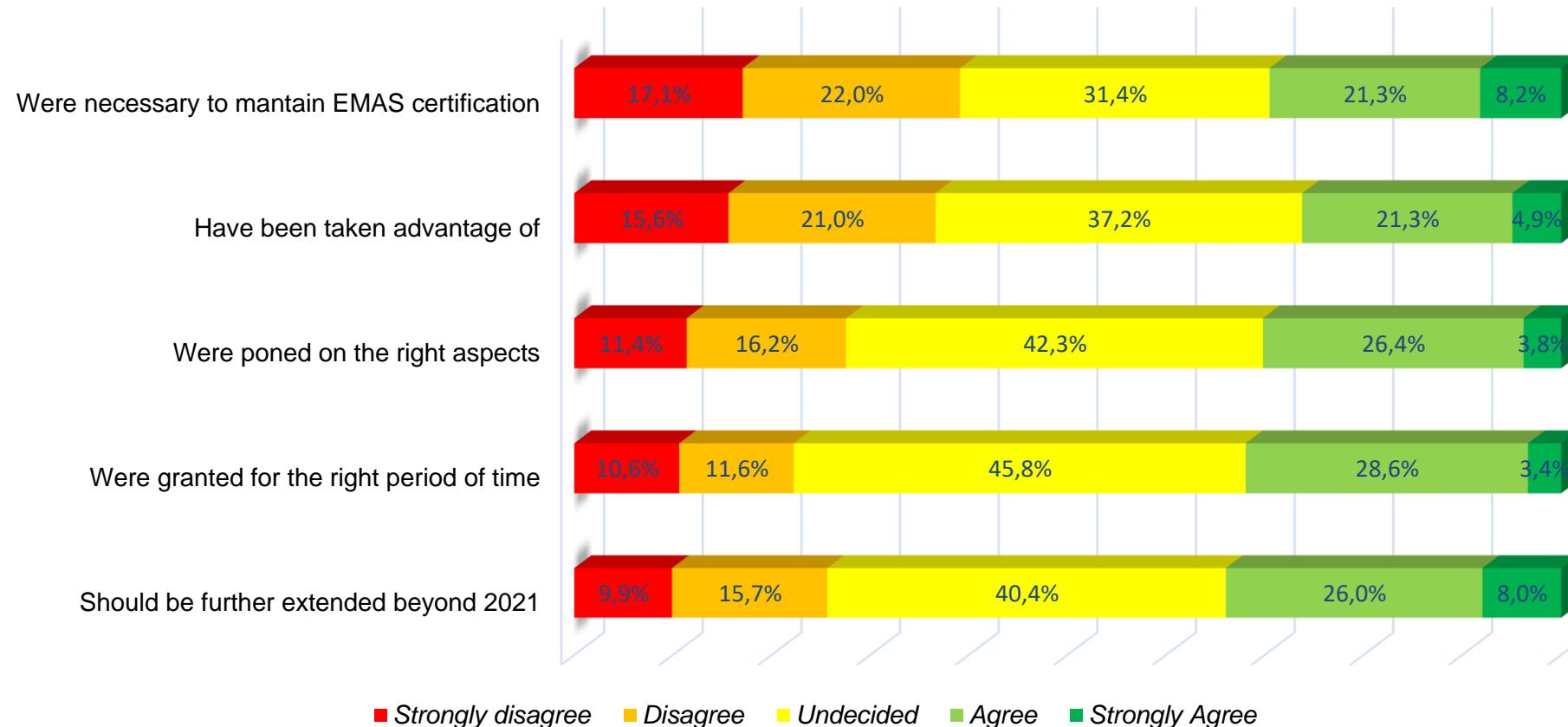


4.2 Please, indicate which of the following EMAS exemptions were applied due to Covid-19 (2019-2020 and/or 2020-2021):  
(n=284)



## SECTION IV – COVID Impact on Environmental Management System (EMS)

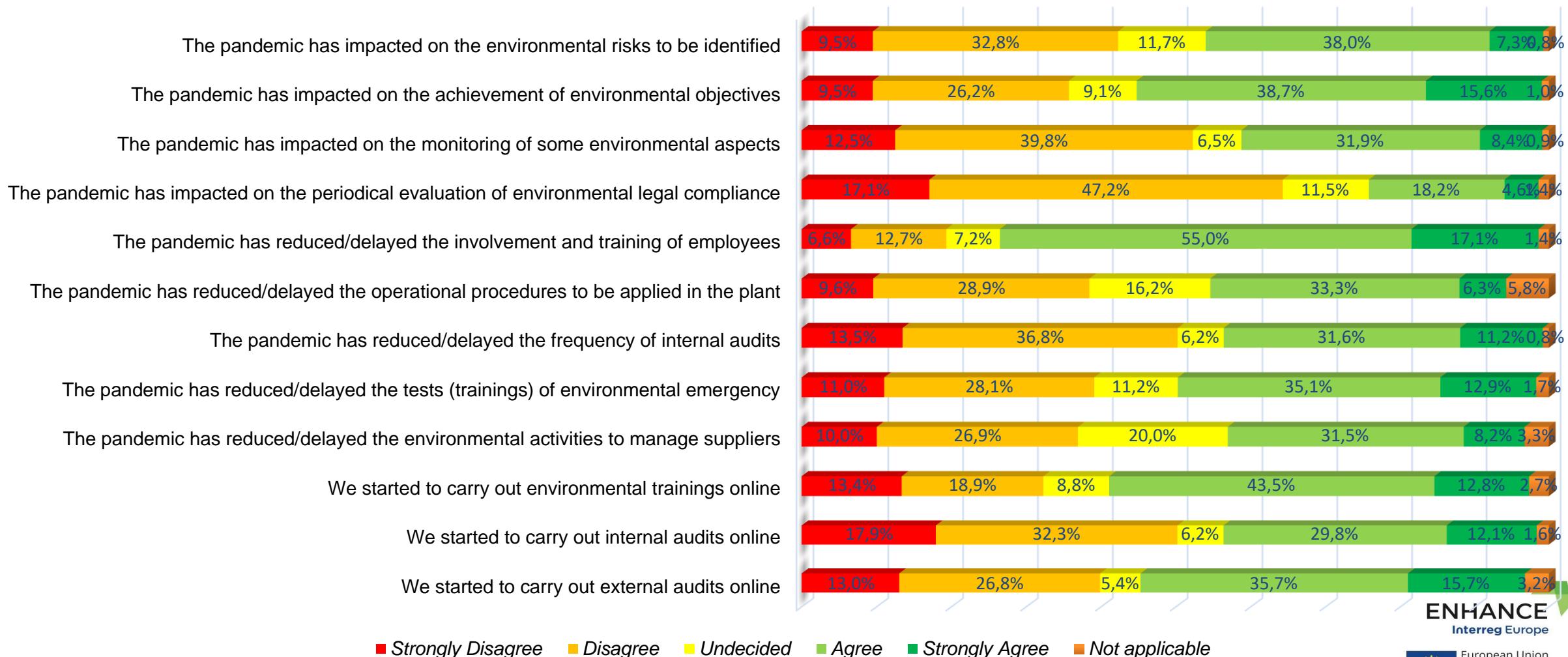
4.3 Please, indicate your level of agreement with the following statements on the EMAS exemptions due to Covid-19 (2019/2020 and/or 2020/2021):  
(n=284)



■ Strongly disagree ■ Disagree ■ Undecided ■ Agree ■ Strongly Agree

## SECTION IV – COVID Impact on Environmental Management System (EMS)

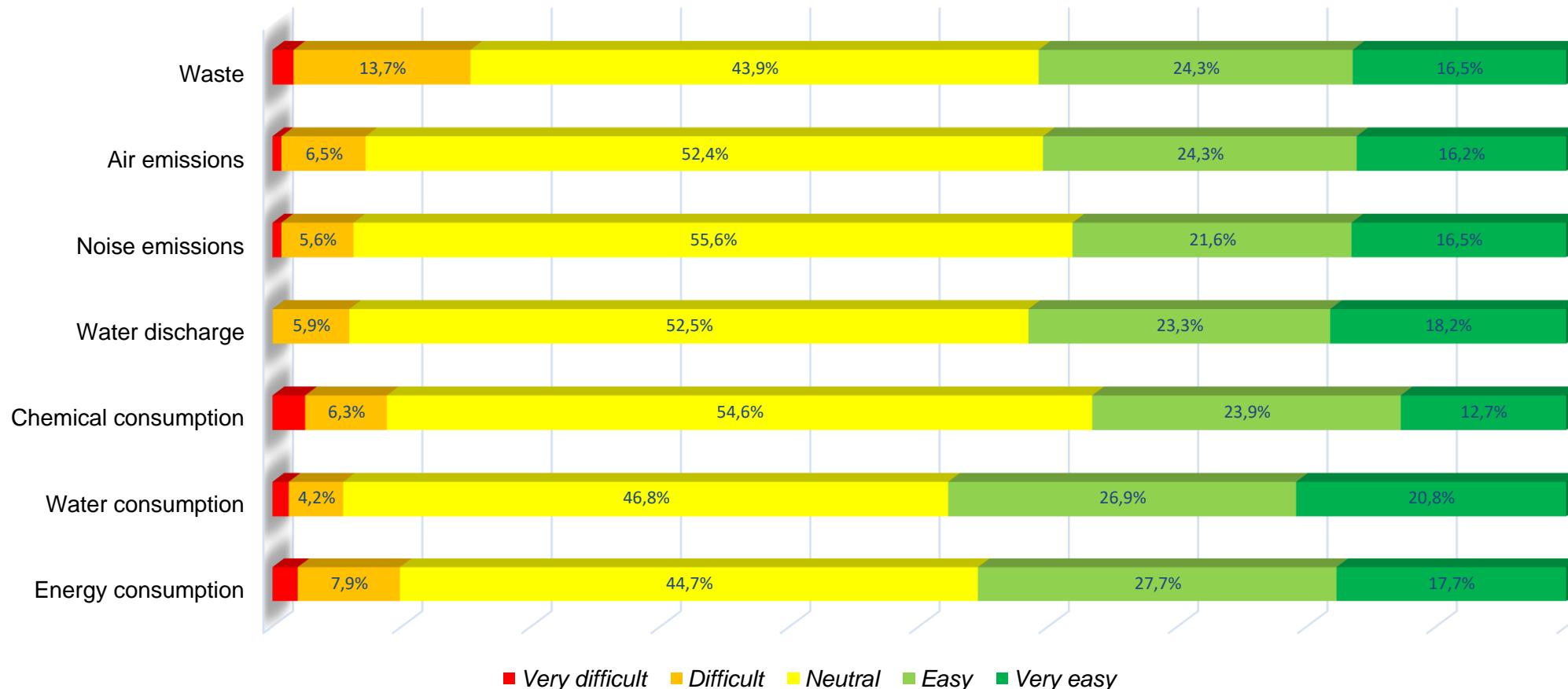
4.4 About activities linked with the EMS during the peak of pandemic period, please state your agreement with the following sentences:  
(n=284)



■ Strongly Disagree ■ Disagree ■ Undecided ■ Agree ■ Strongly Agree ■ Not applicable

## SECTION IV – COVID Impact on Environmental Management System (EMS)

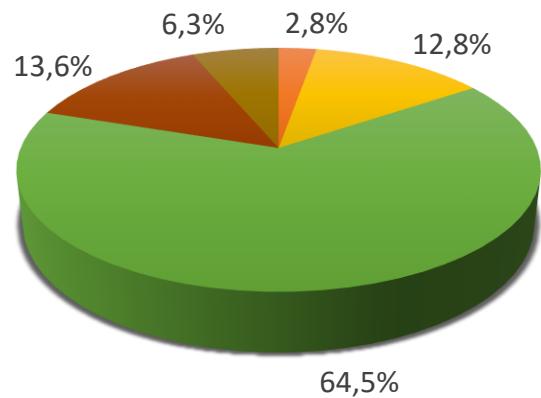
4.5 Regarding the difficulties you experienced in the management (eg. Monitoring, data collection, application of procedures as drafted in non-pandemic period, etc.) of some environmental aspects during the pandemic peak, please indicate the level of diffi



■ Very difficult ■ Difficult ■ Neutral ■ Easy ■ Very easy

## **SECTION IV – COVID Impact on Environmental Management System (EMS)**

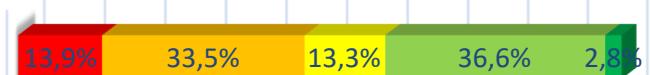
### **4.6 Have the resources for the environmental management system changed due to the pandemic (2020-2021)? (n=284)**



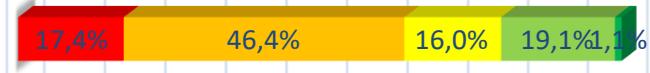
- they have significantly increased   ■ they have slightly increased
- they have not changed   ■ they have slightly decreased
- they have significantly decreased

### **4.7 Concerning the modifications occurred to your EMS after the pandemic period: (n=284)**

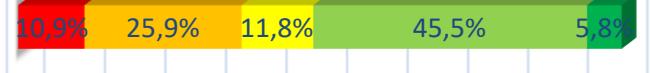
We have modified some operational procedures (e.g. waste management, etc.)



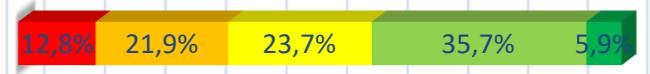
We have modified our criteria for evaluating environmental aspects and impacts



We have increased the digitalisation of our EMS



We have maintained some practices of the peak of the pandemic period also after that period (e.g....)



- Strongly Disagree   ■ Disagree   ■ Undecided   ■ Agree   ■ Strongly Agree

## **SECTION IV – COVID Impact on Environmental Management System (EMS)**

**4.8 Open Question: Have there been any other aspects of how COVID pandemic has affected your activities, given the nature and specific requirements for your field of activity (such as hygienic requirements, risks, safety etc.)?**



### **Most significant answers..**

- hygienic requirements, risks, safety was very strict
- hygienic requirements at office /plant level
- Higher quantities of waste due to mandatory use of surgical masks (not demand before COVID), selftesting demand on the job,....
- Equipment and reflexes concerning hand hygiene and wearing a mask have changed considerably
- Hygienic requirements at office/plant level
- Due to the requirements imposed by the authorities, the documentation effort has increased significantly
- WFH is something we are planning to continue doing it after the end of the pandemic
- new risks and stakeholders were discussed

## **SECTION IV – COVID Impact on Environmental Management System (EMS)**

**4.8 Open Question: Have there been any other aspects of how COVID pandemic has affected your activities, given the nature and specific requirements for your field of activity (such as hygienic requirements, risks, safety etc.)?**



### **Most significant answers..**

- Major gestió de residus generats per l'aplicació de les mesures preventives front la COVID-19
- Augment molt considerable del consum d'energia elèctrica, a causa de les ventilacions forçades. Augment de residus de grup I (rebuig) i grup II (sanitari no perillós). Augment en el consum de mascaretes quirúrgiques i de gel hidroalcohòlic.
- Implementació de recursos addicionals per minimitzar els riscos per a la protecció de les persones i assegurar el servei als clients
- Requisits higiènics i organitzatius
- Realització dels simulacres ambientals
- Ha suposat un esforç extraordinari mantenir els standars dels sistemes tenint en compte sobretot les mesures restrictives i de seguretat necessàries per tal de garantir la qualitat, els criteris ambientals i la seguretat de les persones en el desenvolupament de l'activitat nàutica del port.
- La gestió dels controls COVID, falta de personal, i adaptació dels nostre SGA per obtenir també una certificació COVID com a garantia pels nostres treballadors i clients
- Augment de consum energètic per increment de ventilació.
- no concretament a part del teletreball
- La pandèmia ha generat nous procediments per a l'aplicació de mesures preventives de la COVID en l'abast del SGA, la gestió dels riscos, la digitalització de les activitats formatives i d'auditoria. També, com a conseqüència de la implantació total o parcial del teletreball, s'han modificat i/o transformat alguns objectius dels SGA

## **SECTION IV – COVID Impact on Environmental Management System (EMS)**

**4.8 Open Question: Have there been any other aspects of how COVID pandemic has affected your activities, given the nature and specific requirements for your field of activity (such as hygienic requirements, risks, safety etc.)?**

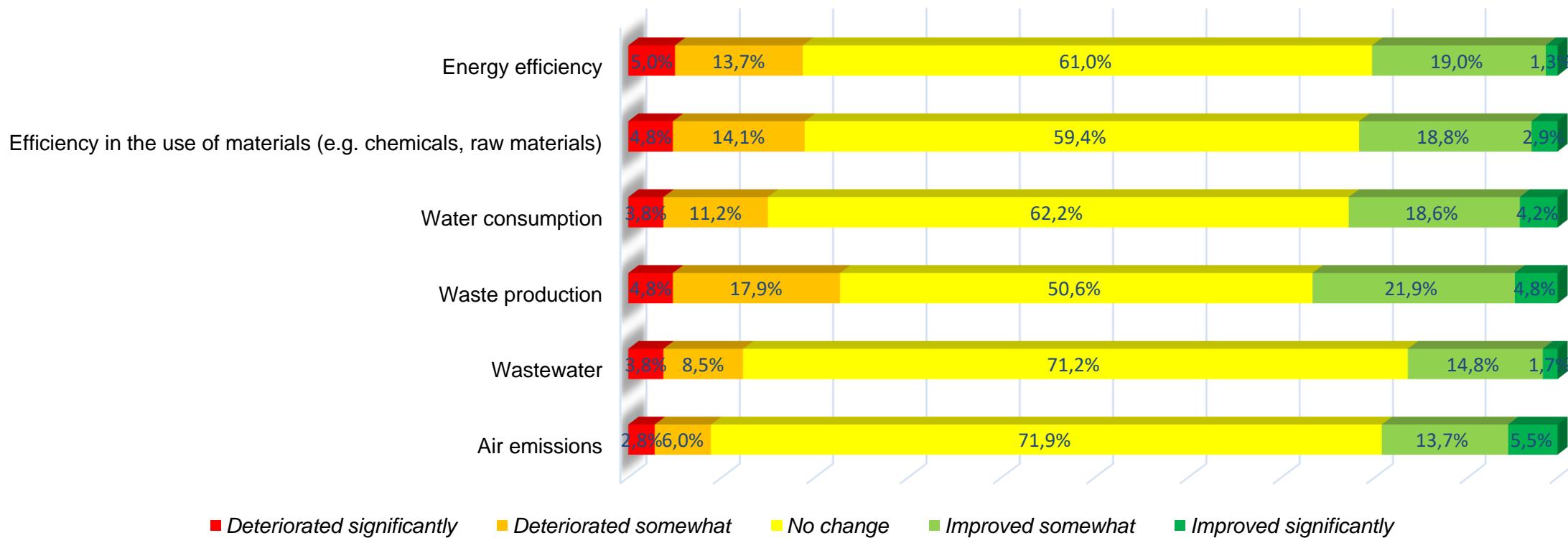


### **Most significant answers..**

- Hygienemassnahmen verschärft
- Sitzungen vermehrt als Videokonferenz
- Schutzmassnahmen erschweren vor Ort Termine
- Starker Rückgang an Dienstreisen, dauerhafte Zunahme von Homeoffice
- deutlich weniger Dienstreisen, mehr online meetings etc.
- Anforderungen sind stark gestiegen - Schulungsaufwand für Mitarbeiter hat sich dadurch erhöht
- weniger Vor-Ort Gespräche
- Risikomanagement wurde noch wichtiger
- Im Unternehmen mussten alle lernen online zu Arbeiten und internationale Meetings wurden online abgehalten; dadurch massive Reduzierung der Flugreisen
- Die gesetzlichen Maßnahmen werden ernster genommen. Es wurden in vielen Bereichen Prozessdarstellungen erstellt um die Notfallvorsorge und Risiken besser handhaben zu können.
- Fokus auf erforderliche organisatorische Maßnahmen zur Bewältigung der Pandemie, erhöhte Flexibilität aller Mitarbeiter\_innen, Prozesse wurden umgestellt.
- Regelmäßiges Screening von neuen Verordnungen, Abstimmung mit Arbeitsmedizin für innerbetriebliche Cov-19 Tests und Impfungen, Laufende Evaluierung der Maßnahmen, Laufende Schulungen und Unterweisungen zum Thema CoV-19
- Recycling von Kunststoffen ist komplett zusammengebrochen
- Kaum direkte Auswirkungen (abgesehen von Personalschwierigkeiten sowie enormen Herausforderungen am Rohstoffmarkt)
- die Risikobetrachtung kommt stärker in den Fokus. Die Geschäftsführung ist offener im Umgang mit Homeoffice.
- Die Frage der Ressourcen bzw. nach einer Verlängerung von Fristen stellt sich nicht - sie werden bereits wieder eingefordert! EMAS hat in unserem Bereich (Sozialbereich) einfach derzeit keine Priorität....

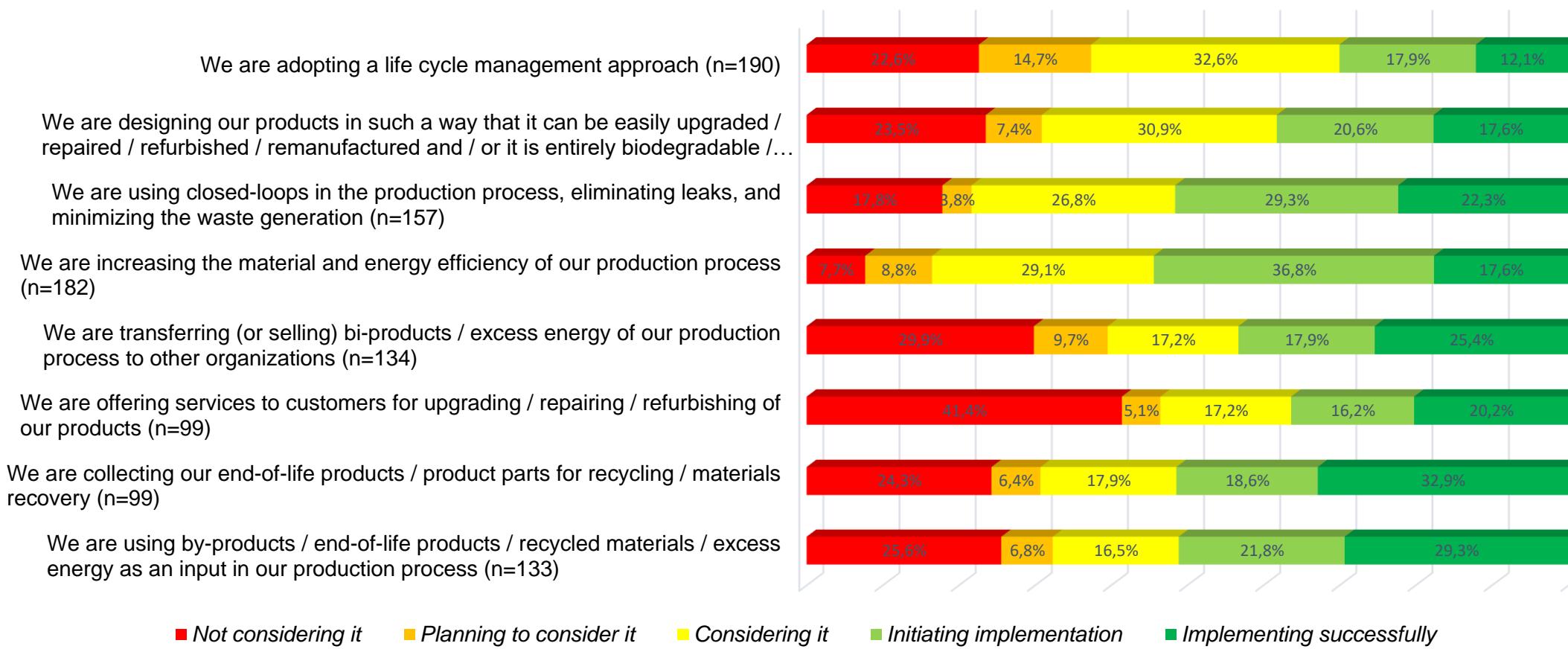
## SECTION V – COVID Impact on Environmental performances

5.1 Please provide your opinion about the impact of covid pandemic on the environmental performance of your organisation.  
(n=283)



## SECTION VI – COVID Impact on circular economy practices

### 6.1 In the context of Covid pandemic (2019-2020 and/or 2020/2021), has your organisation been considering or implementing the following practices?

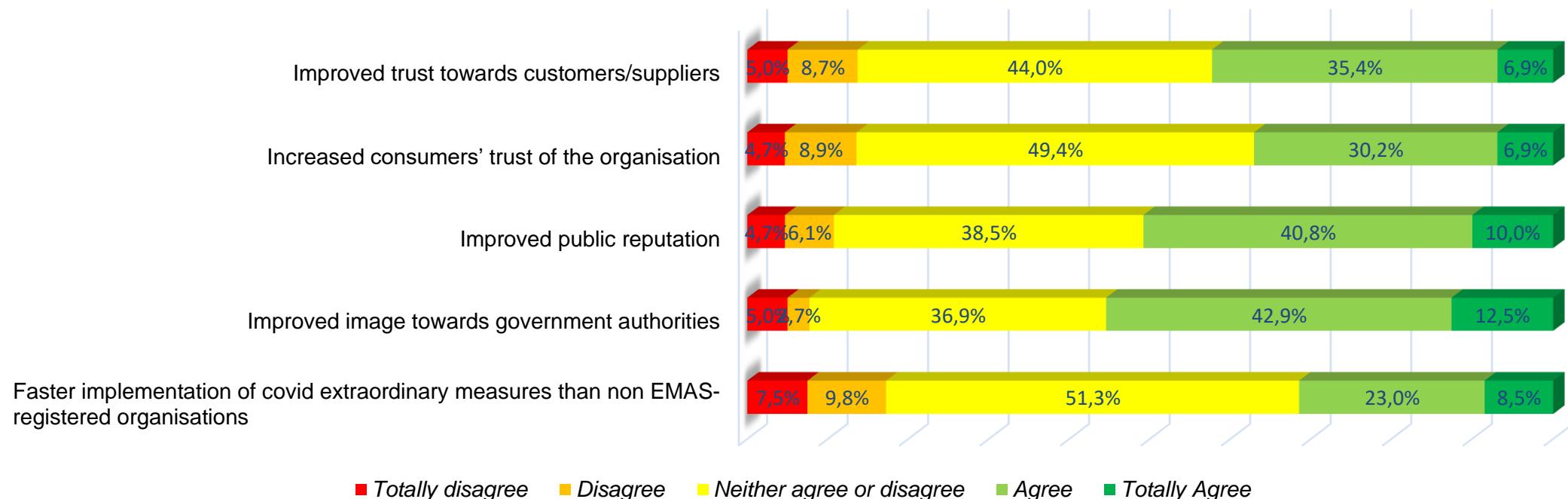


■ Not considering it   ■ Planning to consider it   ■ Considering it   ■ Initiating implementation   ■ Implementing successfully

## SECTION VII – COVID Impact on Environmental reputation

**7.1 Please indicate your level of agreement with the following statements on what kind of competitive advantage your organisation has experienced by participating in EMAS in the framework of Covid-19 pandemic, when compared with non-EMAS organisations.**

(n=



## **SECTION VII – COVID Impact on Environmental reputation**

**2. Open Question: What did EMAS bring to your organisation in terms of innovation and reputation during the Covid crisis?**



**Most significant answers..**

- Security of consumption data
- EMAS has enabled us to maintain essential activities for the environment despite the reduction in staff
- By regularly determine the use of materials, we implemented a risk management with the regard of security of supply.
- Reputation increased during the Covid crisis. We got some new costumers.
- safety inside and reporting
- We have gained a significant number of new customers

## **SECTION VII – COVID Impact on Environmental reputation**

### **2. Open Question: What did EMAS bring to your organisation in terms of innovation and reputation during the Covid crisis?**

#### **Most significant answers..**

- Millora de la imatge davant els organismes governamentals
- MILLORES EN LA IMPLANTACIO DE MESURES A CAUSA DE LA COVID
- El fet de disposar d'EMAS dóna solidesa i confiança en l'organització
- Digitalització
- Degut a la millora contínua no hem deixat a banda els temes ambientals, tot el contrari hem seguit millorant
- Sistemàtica
- Robustessa al nostre SGA
- implementació de recursos digitals
- Referma que l'empresa té un sistema que li permet respondre amb seguretat a les adversitats i superar-les
- Millora confiança clients
- En línia amb la millora contínua, no s'ha relaxat l'aposta en innovació i noves eines o procediments per a realitzar les tasques diàries
- Ens ha permès mantenir la visió global del context ambiental, no perdre les línies de treball, que sense la certificació s'haurien deixat de banda per gestionar únicament els efectes de la pandèmia
- Facilitat per adequar-se al nou sistema de gestió sanitari que s'hagut d'implementar
- Millora de la imatge
- Capacitat de reacció a nivell ambiental gràcies a l'estructura i la forma de treball establerta prèviament
- La comunicació del comportament ambiental de l'organització i el manteniment d'un sistema de gestió que garanteix aquest comportament favorable tot i l'escenari de pandèmia
- Millora de la imatge davant els organismes governamentals
- Ens ha permès accedir a licitacions del nostre nou producte
- És com un segell de qualitat sobretot de cara a les platges



## **SECTION VII – COVID Impact on Environmental reputation**

**2. Open Question: What did EMAS bring to your organisation in terms of innovation and reputation during the Covid crisis?**



### **Most significant answers..**

- digitalisierung
- keine Änderungen
- stetig verbesserte Reputation
- keinen Vorteil
- wird vom Kunden noch nicht wahrgenommen.
- Bessere Akzeptanz am Markt
- Möglichkeit zur Interaktion mit den Stakeholdern mit der Umwelterklärung kann als Wettbewerbsvorteil gesehen werden.
- Emas bringt generell Vertrauengewinn, ob gerade Covid-Krise oder nicht verändert das nicht spürbar
- Gutes Image auch bei Behörden, wurde aber leider schnell wieder vergessen.
- Reputation nach außen gestärkt. Vertrauen in Umsetzungsstärke betr. Coronamaßnahmen gestärkt
- Wir sind schon vorbereitet auf die Diskussion Lieferketten. Wir sind schon glaubwürdig, wenn wir neue nachhaltige Themen präsentieren.
- EMAS Inhalte werden im Zuge des Nachhaltigkeitsthemas wichtiger
- Krisensituationen sind beschrieben und Lösungen sind vorbereitet - daher schneller handlungsfähig
- Bin nicht sicher, aber gefühlt einen Reputationsschub
- Durch die Anforderungen von EMAS wurde das Thema Umwelt trotz schwierigster Rahmenbedingungen am Leben gehalten.

# Thank you!

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Scuola Superiore  
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