

UK Wood Packaging Material Marking Programme Survey		
Country of premises completing this questionnaire? (tick one)		
Answer Options	Response Frequency	Response Count
England	81.7%	125
Scotland	9.8%	15
Wales	5.2%	8
Northern Ireland	3.3%	5
<i>answered question</i>		153
<i>skipped question</i>		0

Pink denotes the most frequent response

Respondents gave one answer

UK Wood Packaging Material Marking Programme Survey		
How many people are employed by your business at this site (including sub		
Answer Options	Response Frequency	Response Count
1-9	32.5%	49
10-49	45.0%	68
50-249	17.9%	27
250 or more	4.6%	7
<i>answered question</i>		151
<i>skipped question</i>		2

Respondents gave one answer

UK Wood Packaging Material Marking Programme Survey		
Is your business accredited to any of the following? (tick all that apply)		
Answer Options	Response Frequency	Response Count
ISO9001	46.0%	69
ISO14001	10.0%	15
OHSAS18001	4.0%	6
None	47.3%	71
Don't know	4.0%	6
<i>answered question</i>		150
<i>skipped question</i>		3

Respondents were able to give more than one answer

UK Wood Packaging Material Marking Programme Survey		
Manufacturer services Does your company provide any of the following		
Answer Options	Response Frequency	Response Count
Cable Reel Manufacturer	0.8%	1
Pallet Manufacturer	62.6%	82
Pallet Repairer	18.2%	24
Pallet Recycler	8.3%	11
Pallet Remanufacturer	4.5%	6
Packing Case/ Crate Manufacturer	84.1%	111
Armed Forces Unit	3.0%	4
Manufacturer of other types of wood packaging (e.g.	21.2%	28
<i>answered question</i>		131
<i>skipped question</i>		20

Respondents were able to give more than one answer

UK Wood Packaging Material Marking Programme Survey		
Supplier and Service Provider Does your company provide any of the following		
Answer Options	Response Frequency	Response Count
Timber Supplier	67.7%	42
Heat Treatment Facility	54.8%	34
Fumigation Treatment Facility	8.1%	5
<i>answered question</i>		62
<i>skipped question</i>		91

Respondents were able to give more than one answer

UK Wood Packaging Material Marking Programme Survey

How would you rate the service provided by TIMCON? Please indicate your views on the following aspects of TIMCON's service by ticking one box in each row.

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Response Count
TIMCON staff are courteous and helpful	22%	57%	12%	1%	0%	8%	138
Telephone, e-mail, letter and fax enquiries are	16%	54%	15%	1%	1%	13%	137
ISPM15 certificates are issued promptly following	32%	56%	4%	0%	0%	7%	139
My company details are kept up to date on the TIMCON	22%	58%	13%	2%	0%	4%	134
I am kept up to date with ISPM15 developments	32%	64%	1%	1%	0%	1%	137
I know who to contact for advice on UKWPMMP and	20%	56%	15%	8%	0%	1%	136
TIMCON's invoicing arrangements work well	15%	69%	12%	3%	0%	1%	135
I am aware that I do not have to be a member of	19%	52%	18%	7%	3%	1%	135
The TIMCON website is informative about UKWPMMP	23%	66%	10%	0%	0%	1%	137
The overall performance from TIMCON on UKWPMMP	19%	72%	7%	1%	0%	1%	137
<i>answered question</i>							139
<i>skipped question</i>							14

UK Wood Packaging Material Marking Programme Survey		
Which Assessment Agency performed your last UKWPMMP assessment?		
Answer Options	Response Frequency	Response Count
BM TRADA	9.3%	12
European Business Network	22.5%	29
Q A Audits	67.4%	87
Don't know	0.8%	1
<i>answered question</i>		129
<i>skipped question</i>		24

Respondents gave one answer

UK Wood Packaging Material Marking Programme Survey							
How would you rate the service provided by the Assessment Agency that performed your last UKWPMMP assessment? Please indicate your views on the following aspects of the Assessment Agency's service by ticking one box in each row.							
Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Response Count
Assessment Agencies repond quickly to requests for	57%	40%	3%	0%	0%	0%	135
Assessors identify themselves by name	59%	41%	0%	0%	0%	0%	135
Assessors are courteous and helpful	64%	36%	0%	0%	0%	0%	134
Assessors are knowledgeable about UKWPMMP and	61%	37%	1%	0%	0%	0%	135
The assessment agency keeps my business affairs	46%	39%	14%	0%	0%	1%	134
The assessment agency performs thorough checks of	59%	41%	1%	0%	0%	0%	135
I tend to use the same assessment agency every year	60%	39%	0%	0%	0%	1%	134
The overall performance from the assessment agency	57%	42%	1%	0%	0%	0%	135
<i>answered question</i>							135
<i>skipped question</i>							18

UK Wood Packaging Material Marking Programme Survey

How would you rate the service provided by the Forestry Commission's Plant Health Service? Please indicate your views on the following aspects of the Forestry Commission's service by ticking one box in each row.

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Response Count
Plant Health staff are courteous and helpful	18%	35%	20%	0%	0%	27%	127
Telephone, email, letter and fax enquiries are answered	16%	35%	23%	1%	0%	26%	129
I am kept up to date with ISPM15 developments	18%	44%	17%	3%	0%	17%	126
I know who to contact for advice on UKWPMMP and	17%	41%	19%	4%	1%	18%	128
Plant Health staff are knowledgeable about UKWPMMP	21%	34%	20%	1%	0%	24%	128
Plant Health staff treat reports of fraudulent practices	10%	24%	35%	1%	0%	31%	126
Plant Health staff treat reports of fraudulent practices	7%	25%	35%	0%	0%	33%	126
The overall performance from Plant Health staff on	16%	38%	22%	0%	0%	24%	128
Plant Health staff ensure that Assessment Agencies	14%	31%	28%	0%	0%	26%	127
<i>answered question</i>							129
<i>skipped question</i>							24

UK Wood Packaging Material Marking Programme Survey

How would you rate the following in relation to the UKWPMMP? Please indicate your views on the following aspects by ticking one box in each row.

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Response Count
The UKWPMMP is a credible programme	24%	60%	10%	4%	1%	2%	129
I am concerned about fraudulent practices concerning	24%	33%	33%	4%	0%	5%	129
Heat treated sawn timber is readily available	23%	55%	14%	2%	2%	5%	128
The UKWPMMP Guidance leaflet and Information Notes	23%	60%	12%	0%	0%	4%	129
<i>answered question</i>							130
<i>skipped question</i>							23

Company	100.0%	21
	<i>answered question</i>	21
	<i>skipped question</i>	132

Number	Response Date	Contact name	Telephone number	Company
1	12/12/2008 12:52:00			
2	12/12/2008 13:59:00			
3	12/12/2008 14:03:00			
4	12/12/2008 14:21:00			
5	12/12/2008 15:55:00			
6	12/12/2008 20:26:00			
7	12/13/2008 06:05:00			
8	12/15/2008 08:20:00			
9	12/15/2008 11:46:00			
10	12/15/2008 14:50:00			
11	12/17/2008 12:21:00			
12	01/05/2009 14:52:00			
13	01/06/2009 14:08:00			
14	01/06/2009 14:23:00			
15	01/06/2009 15:22:00			
16	01/06/2009 15:36:00			
17	01/06/2009 18:37:00			
18	01/07/2009 10:13:00			
19	01/07/2009 11:19:00			
20	01/09/2009 13:15:00			
21	01/10/2009 08:31:00			