



ΕΝΕΡΓΕΙΑΚΟ ΓΡΑΦΕΙΟ  
— ΚΥΠΡΙΩΝ ΠΟΛΙΤΩΝ —

# ENERGY EFFICIENCY IN CYPRIOT BUSINESSES – STATUS QUO AND EXPECTATIONS

Results of the survey and interviews with businesses in Cyprus

26/07/2018



ΥΠΟΥΡΓΕΙΟ  
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ΕΜΠΟΡΙΟΥ  
ΒΙΟΜΗΧΑΝΙΑΣ  
& ΤΟΥΡΙΣΜΟΥ



ΕΞΟΙΚΟΝΟΜΗΣΗ ΕΝΕΡΓΕΙΑ  
ΕΞΟΙΚΟΝΟΜΗΣΗ ΧΡΗΜΑΤΑ

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PERSPEKTIVEN FÜR UMWELT & GESELLSCHAFT



EU STRUCTURAL REFORM  
SUPPORT SERVICE

## Introduction

The Cyprus Energy Agency has conducted a survey on the status quo of energy efficiency in Cypriot businesses and expectations for the future. Furthermore, opportunities for businesses in Cyprus to save energy were reflected. Following the survey, a number of the interested businesses were interviewed further on the issue.

These activities were undertaken on behalf of the Cyprus Ministry of Energy, Commerce, Industry and Tourism. They are part of a project conducted by the Environment Agency Austria to strengthen the efforts in implementing the Energy Efficiency Directive and the Directive on the Energy Performance of Buildings. The project is funded by the Structural Reform Support Service of the European Commission.

The survey took place from the 27/02/18 until the 31/05/18. The total number of completed questionnaires is seventy-five (75), covering businesses from Cyprus across the industry. Questionnaires were collected both online and in person. Ten (10) in-depth interviews with businesses were also conducted. The businesses interviewed were selected from those that had filled in the questionnaire.

The outcome of the survey and interviews enables to pinpoint the interest, needs, and emerging opportunities in energy saving for businesses in Cyprus.

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## Survey

### Methodology

A questionnaire was created in order to attain information from the respondents that could help fulfil the expected outcomes of these activities. The survey included a mixture of closed and open questions. The questionnaire included questions about the size and industry of the businesses, their perception in terms of energy efficiency in their operations, their energy consumption and potential areas of savings, their willingness to collaborate on different areas to minimise energy consumption, and the communication they receive on the subject of energy efficiency. The completed questionnaire (in EL) can be found in Annex 1. The survey was shared online with the 290 members of the Industrialists and Employers Association (OEB), and with around 200 businesses from the mailing list of the Cyprus Energy Agency. A reminder email was sent after a few weeks to urge more businesses to complete the survey. Some businesses were also contacted via phone and others were visited in person to complete the questionnaire and meet the set target for the number of completed surveys needed.

## Results

The survey results were analysed and are presented in this section. None of the questions were made mandatory, therefore total responses for each question may vary.

The survey aimed to cover the businesses of Cyprus as accurately as possible. Therefore, participants were asked to report on their NACE code (Nomenclature of Economic Activities) and size. Figure 1 shows the actual dispersion of Cypriot business according to the NACE Code (top) and the NACE Code of the businesses that took part in the survey (bottom). The match between the two figures is very high. The main differences occur regarding companies with “Activities of households as employers” and “Agricultural activities” as they are underrepresented in the survey. the survey. For companies with “Professional and technical activities” it is vice versa.

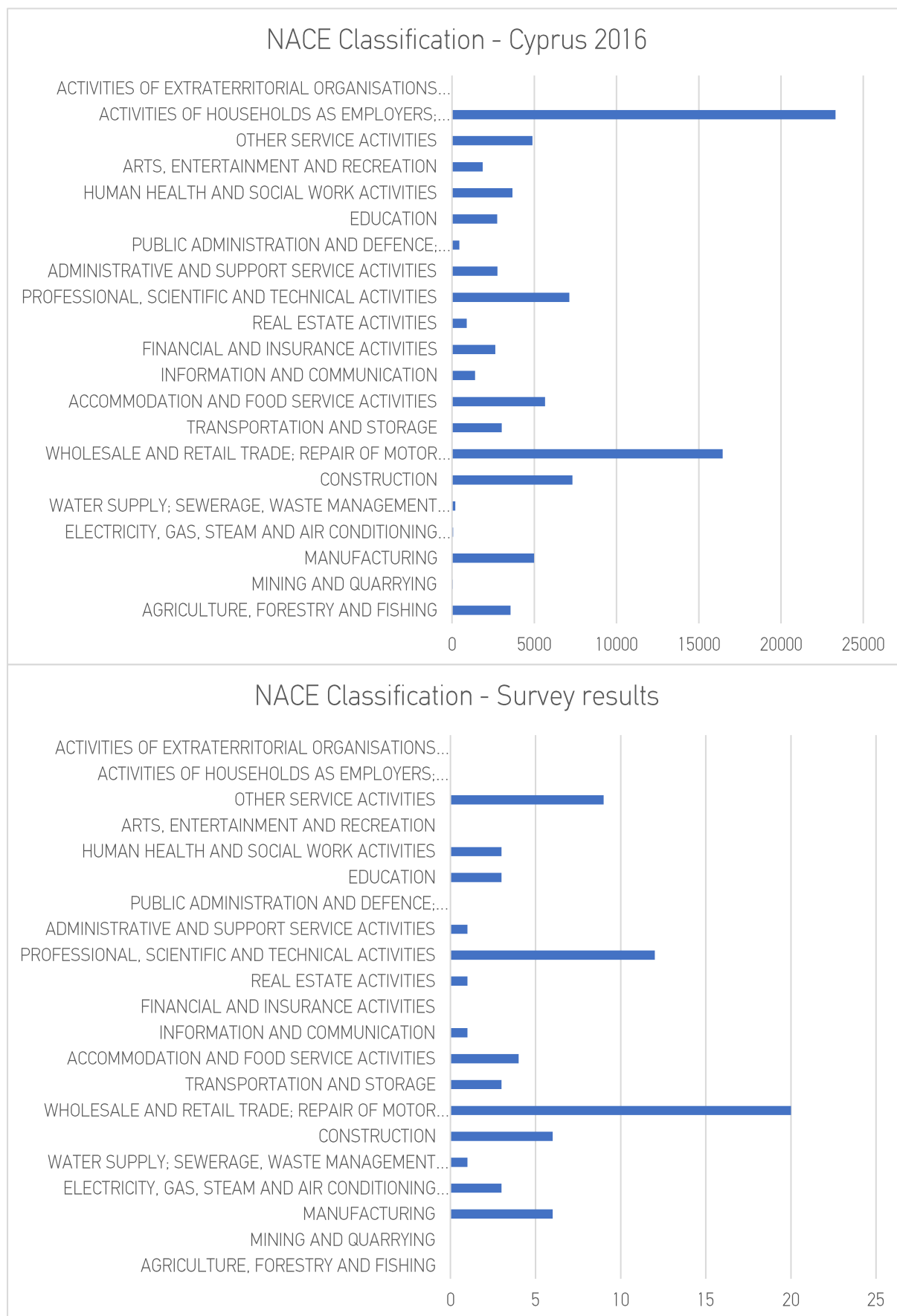


Figure 1: NACE Code classification

In terms of the size of the companies, the correlation was at an acceptable level with 85% of the businesses that answered being small (compared to 99% in reality), 11% medium (compared to 1%), and 4% large (compared to <1%). Due to the fact that less than 100 companies completed the questionnaire, the statistical differences are therefore within limit. Figure 2 shows the real (top) and survey (bottom) percentage of the size of Cypriot businesses.

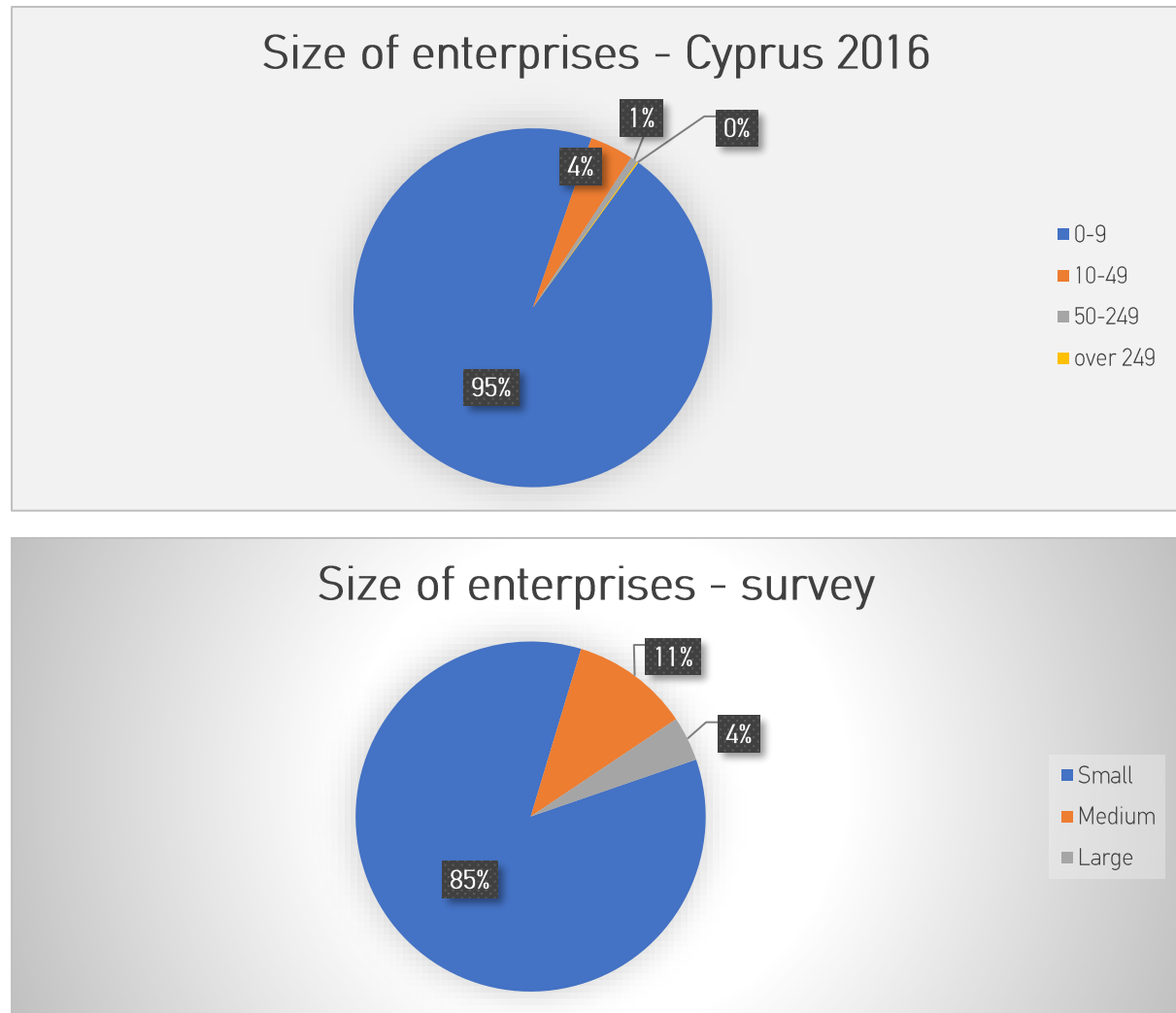


Figure 2: Size of enterprises

### Interest in Energy Efficiency high, knowledge about energy saving opportunities lower

The companies were asked to rate the interest of their business in Energy Efficiency. The results show an astounding average of 4.40/5.00 (1 being the lowest interest and 5 being the highest), which illustrates that energy efficiency is of extreme interest in the majority of businesses in Cyprus. However, when asked about the opportunities to save energy in their business, the average dropped to 3.51/5.00. It is, also, important to note the higher standard deviation for this question, signifying less homogeneity in the given answers. Nevertheless, the average number is still significantly greater than average, showing a trend of the interest of enterprises to implement energy efficiency measures.

## Lighting replacement, management systems and staff education are the main measures implemented

To better understand how many of these businesses have taken energy efficiency measures, and which a question was related to this issue. As it can be seen in Figure 3, the more than 45% of the companies specified that the lighting was replaced as a measure in order to achieve an energy efficiency effect. The second most frequently measure named – by more than 40% of the companies – is the implementation of a management system on energy use. This might be a standardized system such as ISO5001, or, more often a simple structure to ensure wasted energy is minimised (e.g. appointing energy saving tasks, such as turning off appliances at the end of the day, to specific people). Still, more than 30% of the companies indicated educating and/or training staff to raise awareness about energy efficiency as a measure. This also ranges from simple tips shared within the company, to inviting external experts to train staff on energy efficiency. Other measures included upgrading HVAC systems/equipment/appliances and fleet management. Less than 5% of the companies made an energy upgrade of the building envelope.

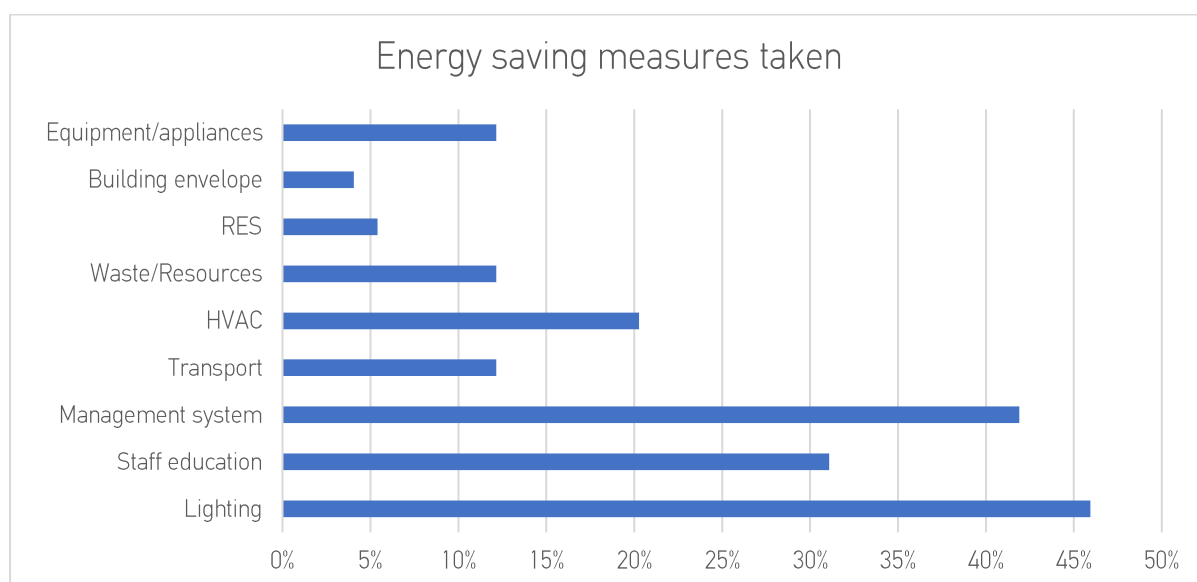


Figure 3: Reported energy saving measures

## Interest in energy efficient lighting and HVAC systems is high

One of the goals of this survey was to understand the needs of businesses regarding energy efficiency, in order to accordingly align the support by the government and to better develop the energy efficiency network. The participants were, thus, asked which energy efficiency measures interest them the most. Measures such as replacing lighting and Heating, Ventilation and Air-Conditioning (HVAC) systems with ones with higher energy efficiency were the most frequent answers – with more than 50% of the companies being interested (Figure 4). Installation of Renewable Energy Sources (RES) was still indicated by around 38% of the participants, followed by envelope insulation and replacing inefficient electrical appliances.

These priorities differentiate by sector and activities of each business, hence those sectors with statistically significant entries in the survey were further analysed. For professional, scientific, and technical activities, the highest interest is in renewables, followed by all three insulation, HVAC upgrades, and replacement of lighting. For the construction industry, optimisation for transport was the most important energy saving measure, while in manufacturing, priorities shift to lighting replacement, followed by installation of more

efficient systems/equipment, and renewables. Finally, in wholesale and retail sale, the main interest is in lighting replacement, followed by HVAC system upgrade. Renewable energy, insulation, and efficient electrical appliances rank 3<sup>rd</sup>.

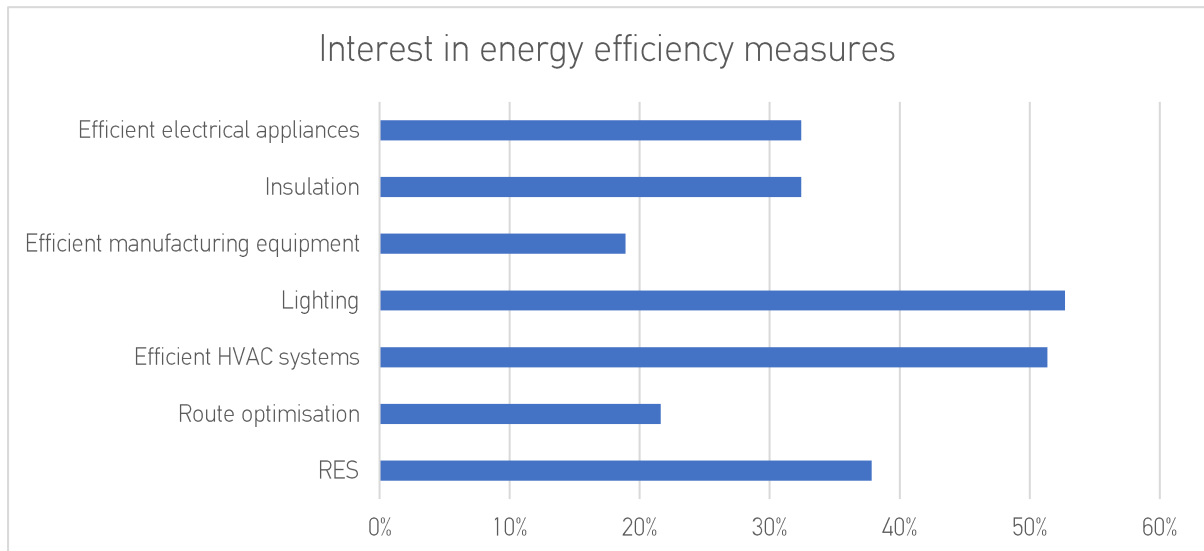


Figure 4: Energy efficiency measures which businesses are interested in

### Electricity and fuel as main type of energy used

Another way to determine the needs of business owners in regard to energy, is to understand their energy consumption. The participants were asked on the types of energy used in their operations. The replies can be seen in Figure 5. As expected, all businesses are using electricity. Around 50% of the companies have a fleet and, therefore, need motor fuel. Solar thermal, and heating fuel (e.g. for boilers) are used by more than 20%.

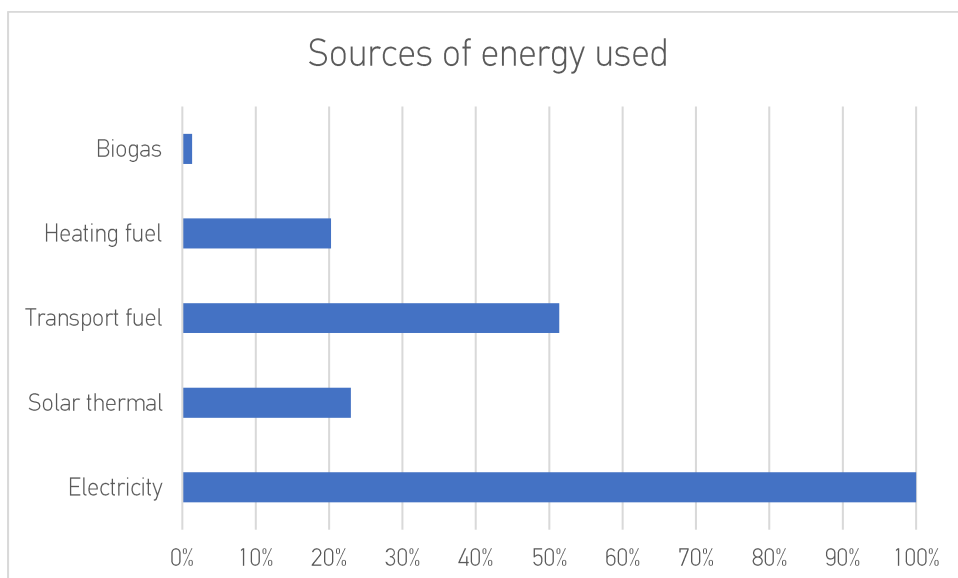


Figure 5: Sources of energy used by businesses

Asked to rate their energy bill (1 being very low and 5 being very high), business owners gave an average answer of 3.05/5.00. Many small businesses that only have electricity costs from running a small office rated their energy bills as quite low, while bigger companies, especially those in the manufacturing sector, have much higher electricity and fuel bills.

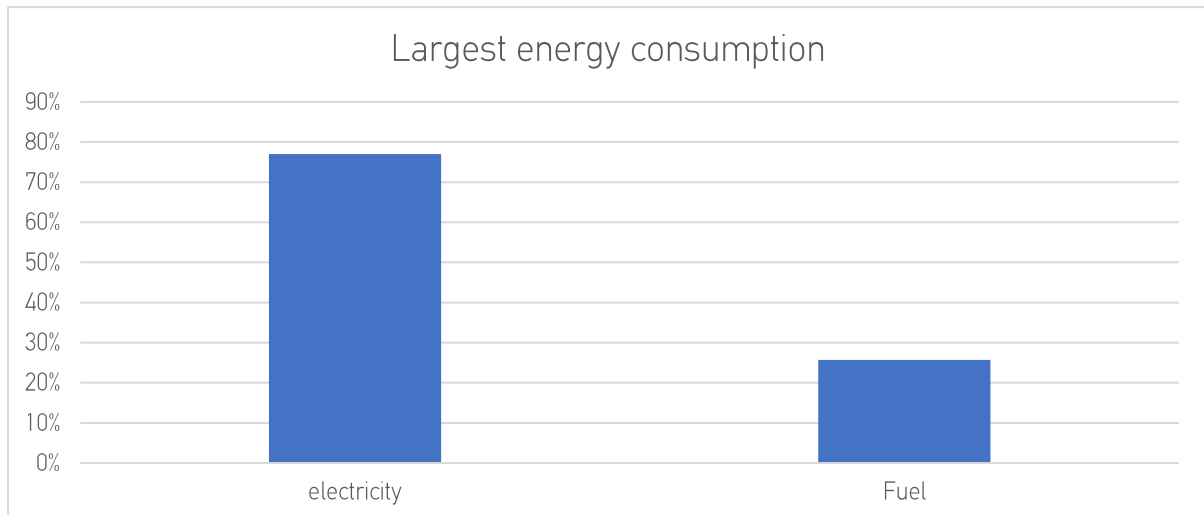


Figure 6: Largest source of energy consumption in businesses

That does not necessarily reveal any information on energy efficiency and wasted energy, since the actual numbers were not asked from the participants. 77% of the participants indicated electricity as the source of the highest consumption, while 26% stated that fuel was the one for them (Figure 6).

The following question, on which area has the most opportunity for potential energy saving, mimicked the previous question. The answers were more specific, with electricity, as a general area, taking up the majority with 39%, followed by heating and cooling, fuel, electrical appliances, and lighting and renewable energy as the least frequent options. Adding up the subcategories, the distribution between electricity and fuel is nearly identical to the question above (Figure 7).

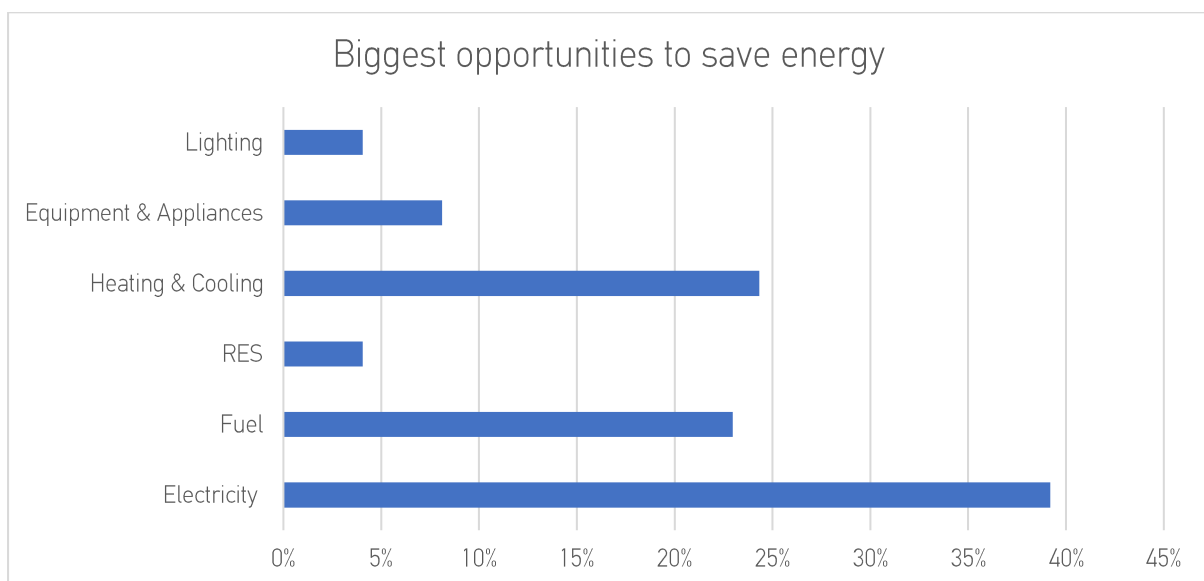


Figure 7: Areas with the biggest opportunities to save energy in businesses



## Funding as most popular option for implementing measures

A set of measures that can lead to reducing energy consumption in businesses was presented to the participants. Their preferences are presented in Figure 8 below. The, by far, most popular option is, as expected, funding opportunities to implement energy efficiency measures.

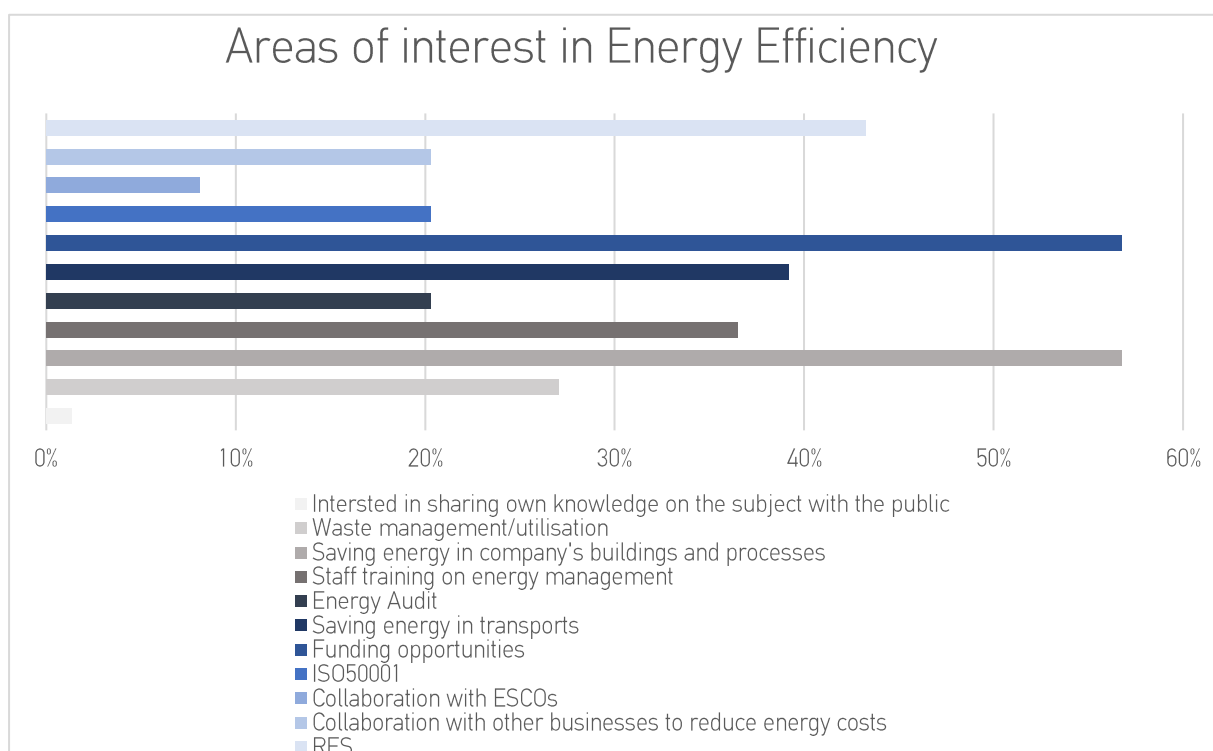


Figure 8: Interest of businesses in energy efficiency measures

Apart from funding, the most common practical measures that businesses would be interested to apply are energy saving measures in building envelope and business processes, RES installations, and energy saving measures in transport. RES installations, although very important, would not lead to a reduction of the overall energy consumption but would reduce the share of fossil fuels in the energy mix. The other two reflect the trend on the priorities of businesses in energy saving. Staff training on energy management, as well as waste management/utilisation also rank high in priorities for 20% of the companies.

## Businesses are looking for collaboration on investments

Lastly, the participants were questioned on their interest in collaborating with other businesses to reduce energy consumption. As one of the aims of the project is to create a network of businesses in Cyprus that are interested in energy efficiency and, through this network, promote collaboration and cooperation, it is important to see if there is interest in this area. Figure 9 shows the areas in which the participating businesses are interested to collaborate. In total 65% of the companies are interested in collaboration: within this commitment more than 25% see common ventures/investment as an option. Second on the list is the joint supply of products which could, additional to the energy savings, create economies of scale to benefit small businesses.

Utilisation of waste and common supply/transport of good and services rank a bit lower, while the lowest interest is shown for the utilisation of waste energy, which is an expected outcome since not many industries have the ability to take advantage of it. However, more than one third of the companies are not interested in collaborating with other companies.

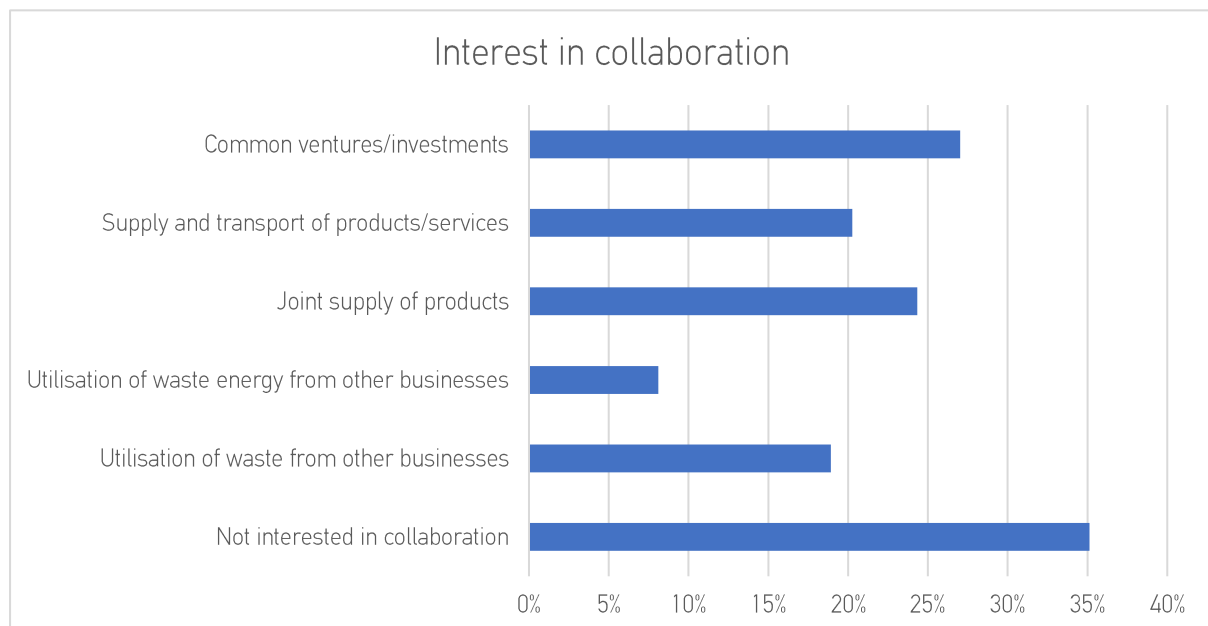


Figure 9: Areas in which businesses are interested to collaborate to save energy

When asked to explain why that is, most of the participants stated that there are no opportunities for them to save energy from collaborating with other businesses. Other reasons for not wanting to collaborate were concerns on competitiveness, the possibility of disagreements arising, and the increase in administrative cost that a collaboration could bring. Figure 10 shows the responses given for this question.

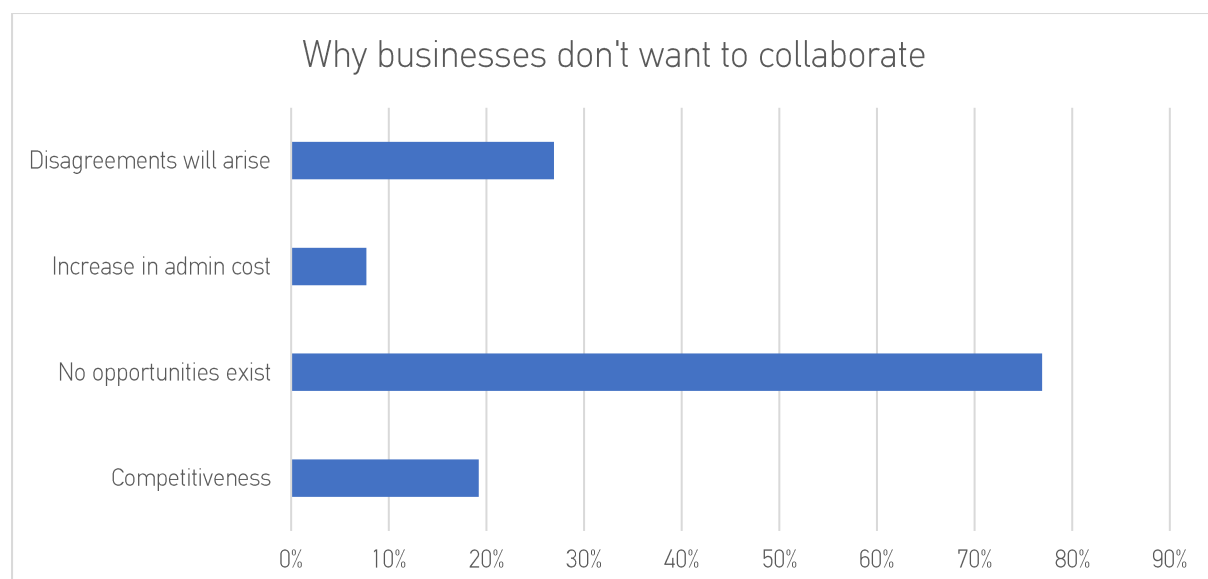


Figure 10: Reasons businesses give for not wanting to collaborate to save energy

## Electronic information requested

Additional to the questions on energy efficiency, businesses were also asked on how they would like to be contacted by the governmental body responsible for energy efficiency issues in Cyprus, a.k.a. the Energy Service of the Ministry of Energy, Commerce, Industry and Tourism. Overall, businesses don't feel that there is adequate communication from the ministry towards them about issues of energy efficiency. The average answer they gave was 2.8/5 with this number being even lower for the majority of businesses that do not work in the sector and therefore are not affiliated with any organisations or networks informing them about the issue. Businesses were asked on the specific communication streams they prefer. The results can be seen in Figure 11. By far the most common reply is communication via email. Electronic newsletters and social media are the second most preferred communication streams with half the popularity of the first option.

Participation in lectures on relevant matters and having all the information concentrated in one website follow closely. Information via post and through associations are the two least preferred options.

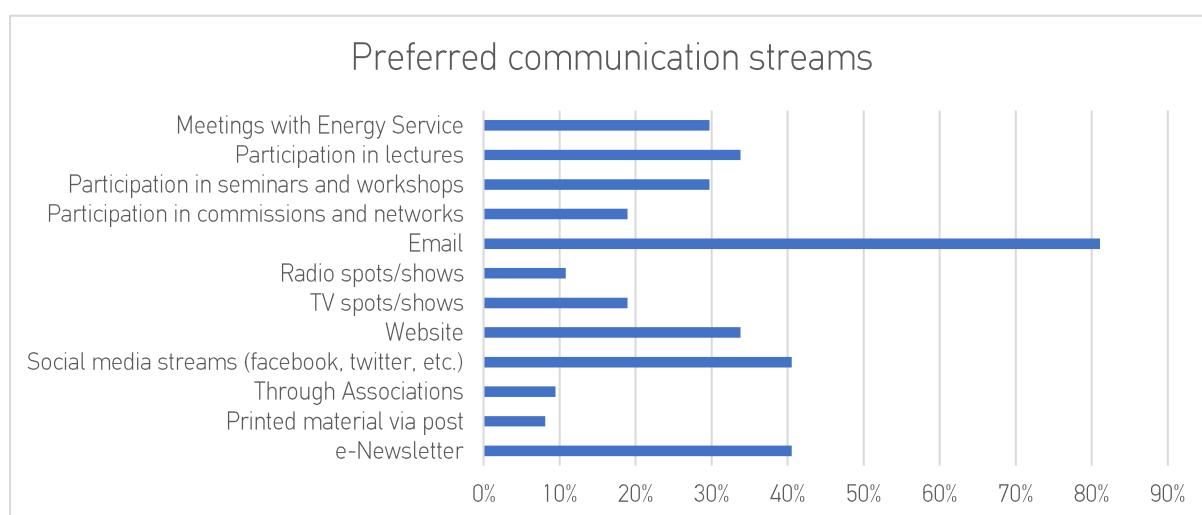


Figure 11: Communication streams on energy efficiency issues for businesses

## Interviews

### Methodology

As part of the questionnaire, participating businesses were asked if they would be interested in being contacted again for further questions and information on the subject of Energy Efficiency.

The interviews were conducted in a semi-structured manner, with some questions being identical for all interviewees, while others varied according to their replies in the questionnaire. Examples of the questions asked during the interviews can be found in Annex 2 (in EL). The ten (10) interviewed companies are:

1. CYTA: Telecommunications company
2. DIMCO: Lighting and electrical equipment
3. Phanos N. Epiphaniou Public Ltd: Products and services in the construction industry
4. K.S. Fumeco Services Ltd: Fleet management
5. Hermes Airports Ltd: Operates the two airports in Cyprus
6. ICF Specialized Construction Solutions Ltd: Polystyrene packaging and insulation production

7. KEO plc: Beverage importer and producer
8. Photos Photiades Breweries: Beverage importer and producer
9. St. Raphael Hotel: Hotel
10. Trikkis Energy Ltd: Solar panel installations

The selected companies were chosen from the pool of interested participants in the survey, with respect to the outline of the Cypriot market in mind. Therefore, the 10 interviewees are of different size, area of work, and level of commitment in energy efficiency issues.

## Results

All interviewees were very open and willing to share the inner workings of their business in order to identify potential areas of improvement. All of them realise the potential benefits for their company from implementing energy saving measures, however each one of them faces different obstacles in achieving this. The vast majority of the interviewed businesses has already taken some energy efficiency steps and are looking to improve even further.

Similar to the survey the outcomes of the interviews show, the simplest and less costly measures are the ones taken first by companies. These measures are especially the replacement of light bulbs with ones with higher energy efficiency (usually swap from older technologies to LED), as well as some educational training for the staff. The training could either be internal and focused on some easy behavioural changes that can be applied by all staff members, or more specialised training by certified experts for some professionals within the company. Even though simple, these two measures were chosen because they can have the quickest return on investment and, therefore, are preferred when no funding is available. Many of the companies interviewed are, also, planning works for building renovations/refurbishments, or are already in the middle of it. These measures are not specifically focusing on energy upgrades, but nevertheless achieving energy savings to a certain degree, due to the stricter regulations on energy efficiency for buildings.

Interviewees from the manufacturing industry are more focused on the energy efficiency of their equipment and processes, as the energy costs linked to these activities are much higher compared to energy costs from consumption in office spaces. There are, nevertheless, areas of improvement that the business representatives had not yet considered. This outcome was more prominent in smaller businesses that had no expert staff working on energy-related topics. In regard to waste management, many companies have developed informal connections to reuse or recycle their waste. For example, organic waste is often given to farmers for the feedstock. Waste streams that hold high value are nevertheless often downcycled instead of utilised for the financial benefit of the companies, due to lack of information about the available options.

In terms of collaboration with other companies to reduce energy consumption, some of the interviewees have already some systems set up at a basic level. Some examples are collaborating for the transport of goods between the subsidiaries of a group of companies or giving treated water from the industry to nearby agricultural areas. In some cases, such efforts were made but were unsuccessful. One example is a company with a large fleet that offered low-cost transport of goods for other companies in an effort to utilise the space of their fleet to the maximum. Unfortunately, this was not taken up by any other business.

The options for financial mechanisms to implement energy efficiency measures were also discussed. The vast majority of businesses were negative about receiving loans to apply such measures. This is either because there is no need to (in the case of larger companies) or that there is a feeling of mistrust or fear of mistreatment by financial institutions (in the case of smaller companies).

The interviewees elaborated on which governmental funding mechanisms would be useful. The majority stated that funding for energy upgrade of buildings (similar to “I save – I upgrade”) would be beneficial. Larger businesses interviewed had already taken advantage of this kind of funding a few years ago but said that they could benefit again. Smaller companies also indicated that such funding would be helpful but thought that the process is too bureaucratic for them to apply and therefore would find it difficult to benefit from the fund in the end.

Funding for renewable energy projects was also frequently named – as it is relevant for energy but not for energy efficiency, regardless of the environmental benefits. Fleet upgrade was the third measure companies would appreciate, with a funding structure similar to the one that was available for private cars (turn in old vehicle for a grant to buy a new vehicle with specific emission standards). Businesses with large fleets recognise the possibilities of energy savings from energy efficient vehicles but capital investment for this measure is relatively high. Furthermore, businesses with heavy industrial processes identify these as the major area for improvement and funding directed to either equipment upgrade or implementation of smart meters/Internet of Things for monitoring could greatly increase energy efficiency.

## Conclusions

The analysis of both the surveys and interviews has unspooled many insights on the current situation and the potential of energy efficiency in businesses in Cyprus.

Firstly, business appear to regard energy efficiency of high importance. At the same time, they don't believe that there is much room for improvement for them. That could either signify that businesses already take or took actions based on the importance they give to energy efficiency, or a lack of knowledge in opportunities to save energy. The second possibility is more prominent as when asked to explain why some businesses would not want to collaborate with other businesses to save energy, most of the participants stated that there are no opportunities for them. The dissonance between how important businesses perceive energy efficiency to be and their perception about the possibilities they have to save reveals the lack of information for many, especially smaller businesses in the country, on the opportunities to save energy. It is crucial to increase awareness within the industry so that businesses realise these opportunities and start implementing available measures.

In terms of the available energy efficiency measures, and comparing the ones implemented and the ones businesses are interested in, there are some discrepancies that may indicate that the high initial capital of some measures (such as HVAC system replacement and building envelope insulation), possibly deters business owners from implementing them. Especially for SMEs, it is difficult to find the necessary funds to undertake energy efficiency projects, other than small swaps. This is, also, the reason that the majority of energy saving measures already taken are on lighting, that requires small initial capital and has quick return. For larger project, such as energy upgrade of buildings and equipment, financial incentives are necessary to make the investment viable. Therefore, funding schemes should focus on measures with high interest but low implementation rates, since those are recognised by the industry as the most important ones, but the cost is dissuasive for many SMEs. The preferred measures would tackle the most energy-intensive areas in businesses, as reported by them (mainly heating and cooling). The measures for which businesses could benefit from if funding was available are predominantly energy renovations of buildings, energy upgrades of process equipment, and modernisation of fleet. Another observation made from the survey is that energy efficiency and renewable energy are inextricably linked for business owners. This, most possibly, is due to the fact that businesses are concerned

with the final energy cost and not the actual energy consumption. The connection is, also, made clear in the new EU energy efficiency Directive.

Even with the introduction of financial aid, it is clear that smaller businesses are not as able to take advantage of the available funding, due to bureaucratic processes that require administrative work, as well as lack of expertise within the company. To overcome this issue, the following options can be considered: (1) simplify application process, (2) set specific limitations on size of the beneficiary companies (this needs to be more specific than SMEs, as the vast majority of companies fall within this group, while companies of 100-200 people are relatively big in the scale of the Cypriot market), and (3) provide personal assistance to small businesses to fill in the gap due to the lack of internal expertise.

Regarding the areas of collaboration, there is interest and potential opportunities but, at the same time, there are very few applications and good practices in Cyprus. Both from the surveys and interviews, it is clear that many businesses see opportunities in common ventures (a large number of them also in renewables) but find financial or administrative hurdles which stop the process. The relatively unknown function of ESCOs appeared to be a good option for a number of interviewed businesses for attempting to invest in energy efficiency and/or RES projects but the examples of successful collaboration with ESCOs in the Cypriot market are far and few between. The area of collaboration in the transport of goods and services can, also, develop, but there is a need for innovation in the sector to create the services and tools to connect the interested parties.

Some contradictory responses were identified in the survey in respect to the establishment of an energy efficiency network. Even though 53% of respondents said they would be interested and 32% that they would possibly be interested in partaking in the network (leaving only 15% who would not take part in it), 30% of those 53% interested, would not consider collaborating with other businesses in order to save energy, which is one of the main intentions in the establishment of the network. Therefore, a large number of the businesses that could potentially take part in the network will have to be given other incentives and benefits in order to do so. As shown from the interview responses, businesses are, in the majority, interested in partaking at a network on energy efficiency, as well as a kick-off event as long as it is well-structured, and they get value out of it. The main interest in partaking in a kick-off event would be to learn about best practices on energy efficiency in their sector, especially from abroad, in order to research the possibility to implement it in their businesses.

In terms of communication, emails appear to be by far the best way to share updates on energy efficiency. There needs to be an update of the mailing lists of the Energy Service/MECIT to maximise the reach to interested parties. More focus should be given to newsletters and social media streams, while TV and radio spots are less preferred streams of communication for businesses. To address the obstacles faced by smaller businesses in terms of accessing funding, more personalised, one-to-one help should be considered. Summing up the observations made above, it emerges that businesses feel the need for better communication between them and the responsible governmental bodies first and would need to see success stories and good practices of collaborations applied in third countries, as well as in Cyprus in order to be convinced to attempt something similar.

## Annexes

### Annex 1

## Ευκαιρίες για εξοικονόμηση ενέργειας στις επιχειρήσεις

Το παρόν ερωτηματολόγιο δημιουργήθηκε από το Ενεργειακό Γραφείο Κυπρίων Πολιτών (ΕΓΚΠ) σε συνεργασία με το Περιβαλλοντικό Γραφείο της Αυστρίας, ως μέρος της επικοινωνιακής εκστρατείας της Υπηρεσίας Ενέργειας του Υπουργείου Ενέργειας, Εμπορίου, Βιομηχανίας και Τουρισμού με θέμα την Ενεργειακή Απόδοση. Τα αποτελέσματα του ερωτηματολογίου θα αναλυθούν από το ΕΓΚΠ με σκοπό την καλύτερη επικοινωνία/πληροφόρηση μεταξύ των επιχειρήσεων και τον εντοπισμό ευκαιριών για συνεργασίες στον τομέα της Ενεργειακής Απόδοσης. Η δράση αυτή χρηματοδοτείται από την Υπηρεσία Στήριξης Διαρθρωτικών Μεταρρυθμίσεων της Ευρωπαϊκής Επιτροπής. Σας ενημερώνουμε ότι, οι απαντήσεις που θα δώσετε είναι εμπιστευτικές και θα χρησιμοποιηθούν μόνο για σκοπούς ανάλυσης των αποτελεσμάτων.

### 1. Επωνυμία επιχείρησης (συμπληρώνεται προαιρετικά)

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### 2. Κύρια δραστηριότητα της επιχείρησης (κατά κώδικα οικονομικής δραστηριότητας NACE)

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### 3. Ποιο είναι το μέγεθος της επιχείρησής σας;

- ☐ Μικρή (<50 υπαλλήλους)
- ☐ Μεσαία (50-250 υπαλλήλους)
- ☐ Μεγάλη (>= 250 υπαλλήλους)

### 4. Πόσο σημαντική είναι η εξοικονόμηση ενέργειας για την επιχείρησή σας; (1 - καθόλου σημαντική, 5 - εξαιρετικά σημαντική)

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

### 5. Πιστεύετε ότι η επιχείρησή σας έχει δυνατότητες εξοικονόμησης ενέργειας (σε ηλεκτρισμό, καύσιμα θέρμανσης/ψύξης/μεταφορών κ.τ.λ.) (1 - καθόλου, 5 - εξαιρετικά μεγάλες)

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

### 6. Ποια μέτρα λαμβάνετε στις εργασίες σας για να εξοικονομήσετε ενέργεια στην επιχείρησή σας (καλές πρακτικές όπως εφαρμογή συστήματος περιβαλλοντικής ή ενεργειακής διαχείρισης, εκπαίδευση προσωπικού, έξυπνα συστήματα κ.α.);

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**7. Ποια από τα πιο κάτω μέτρα σας ενδιαφέρουν για να εφαρμόσετε στην επιχείρησή σας;**

- ☐ Θερμομόνωση
- ☐ Αξιοποίηση συστημάτων Ανανεώσιμων Πηγών Ενέργειας
- ☐ Εγκατάσταση αποδοτικότερων συστημάτων θέρμανσης/ψύξης
- ☐ Χρήση αποδοτικότερων συστημάτων φωτισμού
- ☐ Βελτιστοποίηση δρομολογίων για παραδόσεις/μεταφορές
- ☐ Εγκατάσταση αποδοτικότερων συστημάτων/μηχανημάτων για τη βελτίωση της παραγωγικής διαδικασίας
- ☐ Χρήση αποδοτικότερων ηλεκτρικών συσκευών
- ☐ Άλλο: \_\_\_\_\_

**8. Ποιες μορφές ενέργειας χρησιμοποιείτε στην επιχείρησή σας;**

- ☐ Καύσιμα για τον στόλο οχημάτων της επιχείρησης
- ☐ Καύσιμα για παραγωγή θερμότητας (π.χ σε Λέβητα)
- ☐ Ηλεκτρισμός
- ☐ Βιομάζα (π.χ. καυσόξυλα)
- ☐ Ηλιακή ενέργεια (π.χ. για παραγωγή ζεστού νερού ή ηλεκτρισμού)
- ☐ Άλλο: \_\_\_\_\_

**9. Κατά την άποψή σας, πώς θα αξιολογούσατε την κατανάλωση ενέργειας στην επιχείρησή σας; (1-πολύ χαμηλή, 5-πολύ ψηλή)**

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

**10. Ποια χρήση ενέργειας επιφέρει τις μεγαλύτερες δαπάνες για την επιχείρησή σας;**

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**11. Σε ποιους τομείς της επιχείρησής σας εκτιμάτε ότι υπάρχουν οι μεγαλύτερες ευκαιρίες εξοικονόμησης ενέργειας;**

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**12. Θεωρείτε ότι λαμβάνετε ικανοποιητική ενημέρωση για θέματα ενεργειακής απόδοσης στις επιχειρήσεις; (1 - καθόλου ικανοποιητική, 5 - πολύ ικανοποιητική)**

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

**13. Ποια μέσα/τρόπους επικοινωνίας θεωρείτε κατάλληλα ώστε να λαμβάνετε την ενημέρωση που επιθυμείτε για θέματα ενεργειακής απόδοσης;**

- ☐ Έντυπο υλικό μέσω ταχυδρομείου
- ☐ Πληροφόρηση με μηνύματα μέσω email
- ☐ Μέσα κοινωνικής δικτύωσης (facebook, twitter κ.α.)
- ☐ Αποστολής ηλεκτρονικών ενημερωτικών δελτίων
- ☐ Μέσω ιστοσελίδας η οποία θα έχει συγκεντρωμένη πληροφορία
- ☐ Μηνύματα ή εκπομπές στην τηλεόραση
- ☐ Μηνύματα ή εκπομπές στο ραδιόφωνο
- ☐ Συναντήσεις με αρμόδιους φορείς
- ☐ Συμμετοχή σε επιτροπές και δίκτυα
- ☐ Ενημέρωση μέσω συνδέσμων
- ☐ Συμμετοχή σε ημερίδες και εκπαιδευτικά εργαστήρια
- ☐ Συμμετοχή σε διαλέξεις
- ☐ Άλλο: \_\_\_\_\_

**14. Θα σας ενδιέφερε να συμμετέχετε σε ένα δίκτυο επιχειρήσεων και άλλων οργανισμών όπου θα συζητούνται και θα προβάλλονται θέματα που αφορούν την Ενεργειακή Απόδοση και την εξοικονόμηση ενέργειας στις επιχειρήσεις; (χωρίς οποιαδήποτε οικονομική επιβάρυνση)**

- ☐ Ναι
- ☐ Όχι
- ☐ Ίσως

**15. Ποια από τα πιο κάτω θέματα ενδιαφέρουν την επιχείρησή σας;**

- ☐ Δυνατότητες εξοικονόμησης ενέργειας στα κτίρια και τις διεργασίες της επιχείρησής
- ☐ Τρόποι αξιοποίησης των Ανανεώσιμων Πηγών Ενέργειας

- ☐ Εξοικονόμηση ενέργειας στις μεταφορές
- ☐ Ευκαιρίες χρηματοδότησης για έργα εξοικονόμησης ενέργειας
- ☐ Διαχείριση ή/και αξιοποίηση αποβλήτων
- ☐ Συνεργασία με άλλες επιχειρήσεις για τη μείωση των ενεργειακών δαπανών της επιχείρησης
- ☐ Εκπαίδευση του προσωπικού της επιχείρησης για θέματα διαχείρισης ενέργειας
- ☐ Ενεργειακός έλεγχος
- ☐ Εφαρμογή συστήματος ενεργειακής διαχείρισης ISO50001
- ☐ Συμβάσεις Ενεργειακής Απόδοσης και τρόποι συνεργασίας με Εταιρείες Παροχής Ενεργειακών Υπηρεσιών (ESCO)
- ☐ Άλλο: \_\_\_\_\_

**16. Με ποιους από τους πιο κάτω τρόπους θα σας ενδιέφερε να συνεργαστείτε με άλλες επιχειρήσεις προκειμένου να μειώσετε τις δαπάνες της επιχείρησής σας;**

- ☐ Στην προμήθεια και διακίνηση αγαθών και προϊόντων
- ☐ Στην αξιοποίηση απορριπτόμενης ενέργειας από διεργασίες άλλων επιχειρήσεων
- ☐ Στην αξιοποίηση αποβλήτων - απορριπτόμενων πρώτων υλών άλλων επιχειρήσεων
- ☐ Στην υλοποίηση κοινών επενδύσεων (π.χ. για παραγωγή ενέργειας από Ανανεώσιμες Πηγές Ενέργειας, τη διαχείριση αποβλήτων)
- ☐ Στην κοινή προμήθεια προϊόντων ή υπηρεσιών ώστε να δημιουργούνται οικονομίες κλίμακας
- ☐ ΔΕ με ενδιαφέρει η οποιαδήποτε συνεργασία με άλλη επιχείρηση
- ☐ Άλλο: \_\_\_\_\_

**17. Σε περίπτωση που ΔΕ σας ενδιαφέρει η οποιαδήποτε συνεργασία με άλλες επιχειρήσεις, ποιοι είναι οι κύριοι λόγοι;**

- ☐ Για λόγους ανταγωνισμού
- ☐ Δεν υπάρχουν προοπτικές εξοικονομήσεων από τη συνεργασία με άλλες επιχειρήσεις
- ☐ Θα αυξηθεί το διαχειριστικό κόστος της επιχείρησης
- ☐ Θα προκύψουν διαφωνίες
- ☐ Συνεργαζόμαστε ήδη με άλλες επιχειρήσεις γι' αυτούς τους σκοπούς
- ☐ Άλλο: \_\_\_\_\_

**18. Θα σας ενδιέφερε να επικοινωνήσουμε μαζί σας για να μάθετε περισσότερα για το πώς μπορείτε να επωφεληθείτε από τη συμμετοχή σας σε ένα δίκτυο επιχειρήσεων;**

- ☐ Ναι
- ☐ Όχι

**19. Σε περίπτωση που απαντήσατε ναι στην προηγούμενη ερώτηση, παρακαλούμε όπως ορίσετε το άτομο και το τηλέφωνο επικοινωνίας.**

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Annex 2

Δείγμα ερωτήσεων συνέντευξης:

1. Ποιες είναι οι δραστηριότητες της επιχείρησής σας;
2. Παρακαλώ περιγράψτε περαιτέρω τις καλές πρακτικές που εφαρμόζετε στον οργανισμό σας (σύστημα ενεργειακής διαχείρισης, εκπαίδευση προσωπικού, απόβλητα);
3. Σημειώσατε ότι θα σας ενδιέφερε να εφαρμόσετε όλα τα μέτρα που αναφέρουμε στο ερωτηματολόγιο. Έχετε κάποια από αυτά προγραμματισμένα; Τι σχέδια έχετε για την υλοποίηση των μέτρων αυτών στο μέλλον;
4. Παρακαλώ εξηγήστε τη χρήση ενέργειας και των καυσίμων.
5. Περιγράψτε κατά μέσο όρο τις αποστάσεις/αριθμό διαδρομών της επιχείρησης.
6. Τι είδους απόβλητα έχει ο οργανισμός σας;
7. Ποιες ευκαιρίες χρηματοδότησης για ΕΞΕ σε επιχειρήσεις θα σας ενδιέφερε να δείτε από τον αρμόδιο φορέα;
8. Σημειώσατε ότι σας ενδιαφέρουν τα πιο κάτω θέματα (α) δυνατότητες ΕΗΕ στα κτίρια και τις διεργασίες της επιχείρησης, (β) τρόποι αξιοποίησης ΑΠΕ, (γ) εξοικονόμηση ενέργειας στις μεταφορές, (δ) διαχείριση/αξιοποίηση αποβλήτων, (ε) συνεργασία με άλλες επιχειρήσεις, (δ) εκπαίδευση προσωπικού, (ε) ενεργειακός έλεγχος, (στ) ISO50001. Παρακαλώ περιγράψτε. Έχετε σκοπό να εφαρμόσετε κάποια από αυτά; Αν όχι, γιατί; Ποια βοήθεια/κίνητρα θα ζητούσατε για να μπορέσετε να τα εφαρμόσετε;
9. Σημειώσατε ότι θα σας ενδιέφερε να συνεργαστείτε με επιχειρήσεις για την υλοποίηση κοινών επενδύσεων (π.χ. ΑΠΕ, διαχείριση αποβλήτων). Ποιου είδους επενδύσεις και ποιος θα θέλατε να είναι ο ρόλος σας; Έχετε προσπαθήσει να προσεγγίσετε επιχειρήσεις γι' αυτό το σκοπό;
10. Ενδιαφέρον για δίκτυο: