

SME FEEDBACK DATABASE

I. Identification of the Enterprise Europe Network partner

Contact person within the Enterprise Europe Network partner  (compulsory)

E-mail of the Enterprise Europe Network partner  (compulsory)

II. Identification of the company

The case relates to a company of:  (compulsory)

- Self-employed
- 1-9 employees
- 10-49 employees
- 50-249 employees
- Other / Unknown

The client is based in / resident in the following country  (compulsory)

- | | |
|--|---|
| <input type="checkbox"/> BE - Belgium | <input type="checkbox"/> DK - Denmark |
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- SK - Slovak Republic
- TR - Turkey
- ACP country
- Other

- SL- Slovenia
- CH - Switzerland
- Unknown

The company belongs to the following NACE sector  (compulsory)

- A. Agriculture, hunting and forestry
- B. Fishing
- C. Mining and quarrying
- D. Manufacturing
- E. Electricity, gas and water supply
- F. Construction
- G. Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods
- H. Hotels and restaurants
- I. Transport, storage and communication
- J. Financial intermediation
- K. Real estate, renting and business activities
- L. Public administration and defence; compulsory social security
- M. Education
- N. Health and social work
- O. Other community, social and personal service activities
- Q. Extra-territorial organisations and bodies

- CA. Mining and quarrying of energy-producing materials
- CB. Mining and quarrying, except of energy-producing materials
- DA. Manufacture of food products, beverages and tobacco
- DB. Manufacture of textiles and textile products
- DC. Manufacture of leather and leather products
- DD. Manufacture of wood and wood products
- DE. Manufacture of pulp, paper and paper products; publishing and printing
- DF. Manufacture of coke, refined petroleum products and nuclear fuel
- DG. Manufacture of chemicals, chemical products and man-made fibres
- DH. Manufacture of rubber and plastic products
- DI. Manufacture of other non-metallic mineral products
- DJ. Manufacture of basic metals and fabricated metal products

- DK. Manufacture of machinery and equipment n.e.c.
- DM. Manufacture of transport equipment
- 50. Sale, maintenance and repair of motor vehicles and motorcycles; retail sale of automotive fuel
- 51. Wholesale trade and commission trade, except of motor vehicles and motorcycles
- 52. Retail trade, except of motor vehicles and motorcycles; repair of personal and household goods
- 60. Land transport; transport via pipelines
- 61. Water transport
- 62. Air transport
- 63. Supporting and auxiliary transport activities; activities of travel agencies
- 64. Post and telecommunications
- 65. Financial intermediation, except insurance and pension funding
- 66. Insurance and pension funding, except compulsory social security
- 67. Activities auxiliary to financial intermediation
- 70. Real estate activities
- 71. Renting of machinery and equipment without operator and of personal and household goods
- 72. Computer and related activities
- 73. Research and development
- 74. Other business activities
- 90. Sewage and refuse disposal, sanitation and similar activities
- 91. Activities of membership organisations n.e.c.
- 92. Recreational, cultural and sporting activities
- 93. Other service activities

- DL. Manufacture of electrical and optical equipment
- DN. Manufacturing n.e.c.

Case is linked to the following business phase  (compulsory)

- Business start-up / Creation of enterprise
- Enterprise development
- Business co-operation
- Restructuring / Major reorganisation
- End of operations / Business transfer
- Not specifically known

The case involves the following functional activity:  (compulsory)

- Research and development
- Financing
- Buying/selling of goods
- Production/Marketing
- Provision of services
- Not specifically known
- Other

III. Identification of the case

The case occurred on:  (compulsory)

Day Month

Is the case related to cross-border activities?  (compulsory)

- Yes
- Non

- | | | |
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| <input type="checkbox"/> TR - Turkey | <input type="checkbox"/> CH - Switzerland | <input type="checkbox"/> ACP |
| <input type="checkbox"/> Unknown | <input type="checkbox"/> Other | |

Please indicate the main policy field (first level):  (compulsory)

- Competition
- Relation with consumers

- European financial activities and programmes for enterprises
- Customs
- Employment and Social Affairs (incl. Free movement of workers)
- Environment
- External Trade
- Internal Market: Movement of goods
- Internal Market: Provision of services
- Internal Market: Business environment
- Research and Innovation
- Taxation
- Transport
- Other

- Antitrust cases
- Abuse of dominant positions
- Control of concentration / Mergers
- Liberalisation of formally state-controlled sectors
- State aids and other subsidies
- Other
- Safety of products (GPSD, Liability, etc)
- Safety of Services
- Safe shopping (contractual aspects, timeshare, distance selling)
- E-commerce
- Other
- Customs procedures : import, export and transit
- Customs tariff : classification of goods
- Customs tariff : input duty rates
- Tariff preferences
- Customs value
- Rules of origin
- Quotas

- Other
- Corporate Social Responsibility aspects
- Health & Safety at work
- Social security schemes
- Mobility (free movement of workers, co-ordination and transferability of social rights, professional recognition, posting of workers)
- Other
- Air (Air quality, Air pollutants, Transport and Environment)
- Biotechnology (GMOs)
- Chemicals (Reach)
- Industry (Eco-label, EMAS)
- Noise
- Waste
- Other
- Tariffs/duties (import duties, clearance fees, excise duties...)
- Trade defence instruments (antidumping, anti-subsidy measures...)
- Competition related trade barriers (distribution agreements, abuse of dominant position, cartels...)
- Non-tariff barriers (import licensing, certification, registration, sanitary measures, labelling...)
- Investment related barriers (shareholding thresholds...)
- Intellectual property rights related barriers (patent law, product piracy, geographical specifications...)
- Other
- Agricultural products
- Bicycles
- Cableway installations
- Cars and motor vehicles
- Chemical products
- Construction products
- Cosmetics
- Defence
- Electrical equipment - Low voltage products
- Legal metrology and units of measurements
- Lifts
- Machines
- Medical devices
- Personal protective equipment
- Pharmaceuticals: Medical products for human use
- Pharmaceuticals: Veterinary medicines
- Pressure equipment
- Railway products

- Electrical equipment for use in explosive atmospheres
- Electronic equipment
- Foodstuff
- Forest-based and related products
- Furniture
- Gas applications
- Information and Communication Technologies products
- Recreational crafts ships
- Steel, non-ferrous metal, non metallic mineral products, non-energy extractive products
- Textiles and footwear
- Toys
- Tele terminal equipment
- Other

- Public procurement
- Company law
- Intellectual and industrial property
- Data protection
- Other
- Indirect taxes - VAT
- Indirect taxes - excise duties
- Indirect taxes - taxes on security transactions
- Direct taxes (income, capital, double taxation)
- Evasion/avoidance of direct taxes
- Evasion/avoidance of VAT and/or excise duties
- Other
- Transport of goods (incl. dangerous goods)
- Transport of passengers
- Road transport
- Rail transport
- Combined transport
- Maritime transport
- Inland waterway

Air transport

Other

Please indicate if there is secondary policy field you consider relevant to mention (second level) 
(optional)

Competition

Relation with consumers

European financial activities and programmes for enterprises

Customs

Employment and Social Affairs (incl. Free movement of workers)

Environment

External Trade

Internal Market: Movement of goods

Internal Market: Provision of services

Internal Market: Business environment

Taxation

Transport

Other

IV. Description of difficulties and handling of the case

How does the problem relates directly or indirectly to EU policies? (compulsory)

Rules

Programmes

Initiatives

Procedures

Others

Regulation

Directive

Decision

Other (Treaties, case-law, recommendation, opinion)

- Regulation
- Directive
- Decision
- Other (Treaties, case-law, recommendation, opinion)

How does the client contact you? (compulsory)

- Phone call
- Visit to Enterprise Europe Network partner/host organisation
- Trade fair
- Seminar/conference
- Others

If there are special circumstances regarding the context of the contact (like need of an urgent reply, the conference or the seminar was aimed at identifying feedback cases, etc) that you consider worthy to mention, please describe them briefly (maximum 800 characters): (optional)

In your view which of the following cases better fits in the type of problem encountered by your client? If several, please just indicate the case you consider is more relevant, you can provide further details in the free text part. (compulsory)

- The wording of the European legislation/programme or the procedure negatively affects in particular SMEs
- Lack of detail in the text of the European legislation/programme
- Wrong interpretation at national level of a European text
- National requirements in a cross border activity avoid correct functioning of the Internal Market
- Severe difficulties to find European information needed to carry out the activity.
- Others

Please provide further details on the type of problem encountered by your client (maximum 1000 characters): (compulsory)

- | | |
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- Other

Although the problem described in this case may have affected your client on multiple areas of the company, please identify what is in your view the main impact of this particular case on your client

(compulsory)

- Wasted/loss time
- Negative economic effects on the company/entity

- Negative social and/or effects on individual(s) or general public
- Negative environmental effects
- Others

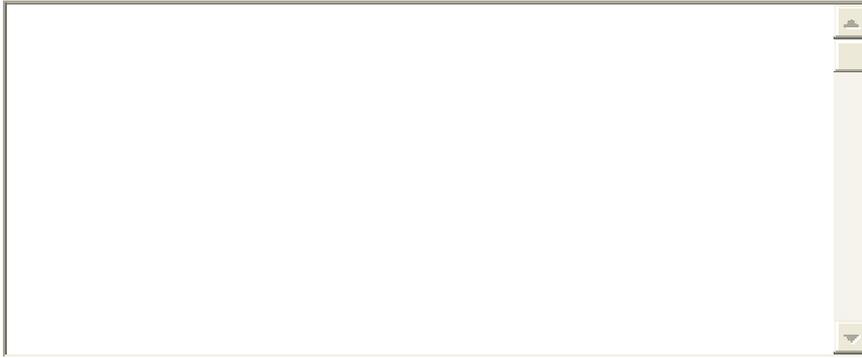
- Up to 1 month
- 2-6 months
- Over 6 months
- Unknown

- 1 to 1000 €
- 1001 to 10 000 €
- 10 001 to 50 000 €
- More than 50 000 €
- Unknown

- Loss of job(s)
- Negative effects on health
- Negative effects on safety
- Negative effects on consumers
- Other social negative effect

- Increase of emission of green-house gases (CO2)
- Negative effects on air quality
- Negative effects on water quality
- Negative effects on soil quality / increase of soil pollution
- Loss of bio-diversity
- Negative effects on animal health and welfare
- Negative effects on waste generation and/or recycling
- Other environmental negative effects

Please provide further details on the negative impacts on your client (particular appraisal referred to this case, risks for the future, etc) (maximum 800 characters): (compulsory)



In your view, this kind of problem could be solved by (please select just the more relevant solution)? (compulsory)

- Modifying and better adapting the EU programme/legislation to SMEs characteristics
- Modifying the national legislation implementing EU rules/programme in a certain country
- A more homogeneous interpretation of EU rule/programme across Europe (national responsibility)
- Providing more detailed information on implementing rules in the EU rule/programme (EU responsibility)
- Making available the information through more accessible means (internet, in the language of the SME, etc)
- Others

Please provide further details on how do you consider that the problem could have been solved (maximum 800 characters): (compulsory)



How did you handle your client's request? If several replies possible, please just indicate the one you consider more relevant, you can provide further details in the free text part. (compulsory)

- Provision of basic information
- Specialised advice
- Intermediary between companies or bodies
- Assistance in looking for external support / Signposting
- Others

- Brochure
- Copy of EU legislation

- Others
- Written
- Verbal
- Others
- Contact with the other company involved
- Contact with the national/local body involved
- Contact with European body/institution
- Other
- Transferred to national expert
- Transferred to national/European public body
- Transferred to ADR (Alternative Dispute Resolution)
- Transfer to Solvit
- Other

Please provide further details, if needed, on the way you handle the problem (maximum 500 characters): (optional)

In your experience, is this a case which occurs regularly? (compulsory)

- Yes
- No
- Don't know

The case was transferred or are you transferring to Solvit? If you need to transfer it, please click on the following SOLVIT LINK. (compulsory)

- Yes
- No
- Don't know

Il/La sottoscritto/a _____ nel trasmettere i propri dati a Unioncamere Emilia-Romagna, partner del progetto Simpler – Enterprise Europe Network, acconsente al loro trattamento da parte della medesima e all'inserimento dei dati in forma anonima nello **SME feedback mechanism**.

Il/La sottoscritta dichiara inoltre che è a conoscenza di quanto previsto all'art. 13 del D.Lgs. 196/2003 e dei diritti che, in relazione al trattamento cui acconsente, gli derivano ai sensi dell'art. 7 del suddetto decreto.

Luogo e data _____

Firma _____