

SURVEY QUESTIONNAIRE

Project study on the availability and efficacy of Mercury-free / convention compliant products in Mauritius.

Target groups: Traders / Distributors of medical and laboratory measuring devices

Introduction:

Mercury is toxic to human health and the environment. However it is still used in various products for specific applications even though Mercury-free alternative products have been produced for many of these same applications. Since 2013, more than 120 countries including Mauritius have signed the Minamata Convention on Mercury, a global treaty which aims to protect human health and the environment from anthropogenic emissions and releases of mercury and mercury compounds. In the above context, the NGO Pesticide Action Network of Mauritius (PANeM) in collaboration with its international partners, the European Environmental Bureau (EEB) and the Zero Mercury Working Group (ZMWG), is assisting the Ministry of Environment, Sustainable Development, Disaster and Beach Management, the United Nations Development Programme (UNDP) Mauritius and other stakeholders to progress towards the future ratification and implementation of the Minamata Convention by Mauritius.

Rationale:

As part of current activities on the Minamata Convention being undertaken by the Government of Mauritius, PANeM is conducting a project pertaining to the phasing out / phasing down of Mercury-added products in Mauritius by the year 2020, in accordance with the Minamata Convention. The latter products include medical and laboratory measuring devices such as Thermometers and Sphygmomanometers.

Accordingly, PANeM would be most grateful for your kind participation in contributing to the gathering of information on Mercury-free alternative products to replace mercury-added measuring devices that are currently imported, distributed and sold in Mauritius. When required by PANeM and its partners, the aggregated data will be presented to government and stakeholders prior to inclusion in a consultancy report.

Should you be agreeable to participate in this survey, please read the questionnaire below and provide the most appropriate answers to the questions by typing, writing or checking the appropriate boxes. Once completed, please mail back the completed questionnaire to Mr. Shailand Gunnoo, Project Consultant (shailandg@gmail.com) and Mr. Hemsing Hurrinag, Project Director (dionet@intnet.mu). Kindly note that the deadline for returning the filled questionnaires is Wednesday 27th April 2016.

Thanking you in advance and looking forward for your participation.



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SECTION A : PRELIMINARY INFORMATION

Qu. 1 : Name of respondent and position in company.....

Qu. 2 : Company name and location.....

Qu. 3 : Number of years the company is in the business of imports, sales, distribution of medical/laboratory measuring devices.....

Qu. 4 : Please specify which of the following activities, your company, is involved in :

Imports for own use Imports and distribution Wholesales Retail sales After-sales services

SECTION B: TRADING INFORMATION

Qu. 5 : Please fill up the table below with the required details on the categories of measuring devices imported and traded by your company over the past three years, where applicable:

Category I : <u>Mercury-added Medical Thermometer</u>						
Year	Amount imported	*Country / countries of origin	**Approx. import value	***Product types and applications	Amount sold / distributed	****Compliance of products
2013						
2014						
2015						
Category II : <u>Mercury-free Medical Thermometer</u>						
Year	Amount imported	*Country / countries of origin	**Approx. import value	***Product types and applications	Amount sold / distributed	****Compliance of products
2013						
2014						
2015						

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Category III : <u>Mercury-added Laboratory Thermometer (Non-Medical)</u>						
Year	Amount imported	*Country / countries of origin	**Approx. import value	***Product types and applications	Amount sold / distributed	****Compliance of products
2013						
2014						
2015						
Category IV : <u>Mercury-free Laboratory Thermometer (Non-Medical)</u>						
Year	Amount imported	*Country / countries of origin	**Approx. import value	***Product types and applications	Amount sold / distributed	****Compliance of products
2013						
2014						
2015						
Category V : <u>Mercury-added Sphygmomanometer</u>						
Year	Amount imported	*Country / countries of origin	**Approx. import value	***Product types and applications	Amount sold / distributed	****Compliance of products
2013						
2014						
2015						
Category VI : <u>Mercury-free Sphygmomanometer</u>						
Year	Amount imported	*Country / countries of origin	**Approx. import value	***Product types and applications	Amount sold / distributed	****Compliance of products
2013						
2014						
2015						

* Please specify all that apply.

** Please provide a yearly total in Mauritian Rupees, inclusive of all charges and taxes.

*** For each category, please be precise on the type for e.g. Medical Thermometers can be Digital, Alcohol-type and the applications for e.g. Body temperature (Fever) measurement, and provide any other specifications.

**** Please state any Norms / Standards for e.g. CE, BS, ISO, ASTM, etc. that the measuring devices are compliant with, otherwise state 'N/A' if not applicable.

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Qu.6 : Please indicate In the table below the number of customers to which your company has sold / distributed the above-mentioned measuring devices over the past three years. For customers not applicable in your case, please state 'N/A'.

Product-type \ Customer-type	Mercury-added measuring devices			Mercury-free measuring devices		
	Medical Thermometers	Laboratory Thermometers (non-Medical)	Sphygmo-manometers	Medical Thermometers	Laboratory Thermometers (non-Medical)	Sphygmo-manometers
Public health-care facilities						
Private health-care facilities						
Governmental / para-statal laboratories						
Private medical testing laboratories						
Private testing laboratories (non-medical)						
Academic / training institutions						
Wholesalers of measuring devices						
Retailers of measuring devices e.g. Pharmacies						
Private medical practitioners						
Private dentists						
Private veterinarians						
Any other(s), please specify :						
TOTAL						

Qu. 7 : Please indicate the estimated amount of time needed for your company to currently fill an order of Mercury-free measuring devices :

Less than 2 weeks Less than 1 month Less than 2 months Any other period of time

For 'any other period of time', please specify and give a reason for the answer:

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Qu. 8 : Would your company be able to fill all orders of Mercury-free measuring devices in Mauritius by the year 2020?

Yes

No

Don't know

If 'No', please state by when your company would be able to import these (different dates may apply for each category) and give a reason for your respective answer:

(i) Medical Thermometers

(ii) Laboratory Thermometers (non-Medical),.....

(iii) Sphygmomanometers

Qu. 9 : Has your company faced challenges in the trade/distribution of Mercury-free measuring devices like import restrictions, lack of assistance from manufacturers/ original suppliers, lengthy delivery times, delayed orders, etc.?

Yes

No

If 'Yes' briefly describe the nature of such challenges for the specific devices in question, and how these challenges were overcome :

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Qu. 10 : Has your company stopped trading/distribution activities on any of the above-mentioned measuring devices for any reason/s?

Yes

No

If 'Yes', briefly state the reason(s) why and the specific devices in question.....

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Qu. 11 : For the last three years, has your company ever received customer complaints for any supplied Mercury-free measuring devices mentioned above?

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Yes

No

If 'Yes' briefly describe the nature of such complaints for the specific devices in question.....

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SECTION C: PROVISION OF SERVICES

Qu. 12 : In case your company has also provided after-sales services for the supplied measuring devices, please indicate which of these is/are applicable, specifying for which of the measuring devices:

After sales services	Indicate with check mark	Device(s) for which these services are meant for (if applicable)
Advice / demonstration on use		
Request for technical assistance from original supplier / manufacturer on behalf of end-users		
Repairs of devices		
Take-back of end-of-life devices		
Training of end-users		
Calibration of devices		
Take-back of faulty/broken devices		
Advice on new/alternative products		
Changing of spare parts		
Any other(s), please specify :		

Qu. 13 : Based on your actual experience on the performance and characteristics of the Mercury-added and Mercury-free measuring devices, please indicate with a tick mark, which type is better for the specified criterion in the next table. In case that both types are considered as equally good, please tick the column labeled 'Equivalent' for that criterion:

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Product Criterion	<u>Medical Thermometers</u>			<u>Laboratory Thermometers (Non-Medical)</u>			<u>Sphygmomanometers</u>		
	Mercury-free	Mercury added	Equivalent	Mercury-free	Mercury added	Equivalent	Mercury-free	Mercury added	Equivalent
Response time									
Ease of use									
Reliability of results									
Accuracy of results									
Measuring range									
Market availability									
Ease of calibration									
Shorter duration for calibration									
Shorter duration for repair									
Technical Assistance from manufacturer / original supplier									
Longer life-time									

Qu. 14 : In case repairs and/or calibrations (as stated above) are arranged by your company, please specify whether these are done locally or abroad, and if there are any differences between Mercury-added and Mercury free devices in this regard (e.g. easiness, time needed) ?

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Qu. 15 : What have been challenges (if any) to your company with regards to services offered for Mercury-free measuring devices? (e.g. difficulties in obtaining changeable parts etc). Please explain the nature of such challenges, for the specific devices in question and how those challenges can be addressed:

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Qu. 16 : In case a Mercury-added measuring device is considered better (at any of the above criteria under Qu.13) based on your opinion, what would be needed for the Government and/or the private sector to facilitate the transition to Mercury-free measuring devices in Mauritius?

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Qu. 17 : How may your company eventually assist the Government of Mauritius for the transition to Mercury-free measuring devices for example via conducting any product seminar / conference / training to the benefit of customers ? Please explain :

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Qu. 18 : Any final remarks /comments/suggestions on this survey.....

THANK YOU FOR YOUR TIME AND COLLABORATION