QUESTIONS TO THE LOGISTICS SERVICE PROVIDERS

The respondent
- What is your position at the company?
- How long have you been working at the company?
- Who do you report to?
- Who reports to you?

The company in general
- What is the strategy of the company/relevant division?

The company with regard to environmental issues
- How are environmental issues taken into account at the company?
- What environmental competences exist in the company?
- What are the driving forces for the environmental work?
- Who is responsible for environmental issues?
- Who is the environmental work driven by at the company?

The relationship with a specific shipper
- How much of your transports are represented by the shipper?
- How and when do you interact with the shipper?
- How long has the shipper been a customer to the company?
- What are the characteristics of your relationship?

The environmental relationship with a specific shipper
- What are the environmental aspects of your relationship with the shipper?
- What is your perception of the shipper’s green demands?
- What can your company offer in regards to what the shipper demands?
- Which actor is the driver of the environmental work in the relationship?
QUESTIONS TO THE SHIPPERS

The respondent
• What is your position at the company?
• How long have you been working at the company?
• Who do you report to?
• Who reports to you?

The company in general
• What is the strategy of the company/relevant division?
• What role does logistics have for the company?

The company with regard to environmental issues
• How are environmental issues taken into account at the company?
• What environmental competences are found in the company?
• What are the driving forces for the environmental work?
• Who is responsible for environmental issues?
• Who is the environmental work driven by at the company?

The relationship with a specific LSP
• How large portion of your transport needs is represented by the LSP?
• How and when do you interact with the shipper?
• How long has the company been a customer to the LSP?
• What are the characteristics of your relationship?

The environmental relationship with a specific LSP
• What are the environmental aspects of your relationship with the LSP?
• What is your perception of the LSP’s green offering?
• What does the company demand in regards to what the LSP offers?
• Which actor is the driver of the environmental work in the relationship?