Social Aspects Survey
Training Material
A product is sustainable when it considers social, environmental, and economic aspects.

In this survey, we will focus only on **social** aspects in product reviews.
While reading reviews look for the following social aspects:

**Societal Aspects**
- Health and safety
- Family and culture
- Education
- Community support
- Human rights

This diagram will be provided to you when highlighting reviews.
In the following sections you will see product reviews from Amazon that have been highlighted to identify social aspects of sustainability. Read the examples carefully, there will be a short quiz afterwards that you must pass to proceed to your task.
Example 1

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify social aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Water filter pitcher
- **Rating:** 2/5 stars
- **Review:**

It's beautifully designed and looks great on the living room table but it has a pretty bad design flaw. Its [hard to clean the wooden handle and mould has been growing on it](#). The sellers should provide complimentary hand sanitizer to keep the germs at bay. It's great that this pitcher is made from recycled natural materials and marketed as sustainable but I don't feel safe drinking from it anymore. Not worth it for me.

**Justification:**
The phrases above were highlighted because they refer to health concerns from the mold. This is relevant to social aspects.
Example 2

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify **social** aspects. If you are unsure, click [here](#) for a reminder on what to look for in reviews.

- **Product:** Sweater
- **Rating:** 5/5 stars
- **Review:**

Feels so warm and comfy. It can only be handwashed which is a hassle but it is affordable and makes me happy to know that the company maintains a net zero carbon footprint in making these sweaters as well as **promotes high living standards for the workers making them.**

**Justification:**

*The phrase above was highlighted because it refers to human rights of workers. This is relevant to social aspects.*
Example 3

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify social aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Coffee Maker
- **Rating:** 3/5 stars
- **Review:**

I want to love this coffee maker, it brews quickly and to the right temperature, but I can’t help but notice the excessive plastic use in the product, I can almost taste it in my coffee. **Who knows what kind of carcinogens I’m consuming.** They did a good job of making it look nice but it feels cheaply made and likely won’t last long, not worth the money.

**Justification:**

*The phrase above was highlighted because it mentions potential carcinogens from the product. This is relevant to social aspects.*
Example 4

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify **social** aspects. If you are unsure, click [here](#) for a reminder on what to look for in reviews.

- **Product:** Scarf
- **Rating:** 4/5 stars
- **Review:**

  This scarf is expensive but worth the money. The embroidery on it is so beautiful and made from recycled fabric, it reminds me of my extended family's fashion style back home.

**Justification:**

The phrase above was highlighted because it mentions extended family. This is relevant to **social aspects**.
Environmental Aspects Survey Training Material
A product is sustainable when it considers social, environmental, and economic aspects.

In this survey, we will focus only on environmental aspects in product reviews.
While reading reviews look for the following environmental aspects:

- Material use
- Energy and water consumption
- Product durability
- Air and water emissions
- Waste and recycling

This diagram will be provided to you when highlighting reviews.
In the following sections you will see **product reviews** from Amazon that have been highlighted to identify **environmental** aspects of sustainability. Read the examples carefully, there will be a short quiz afterwards that you must pass to proceed to your task.
Example 1

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify environmental aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Water filter pitcher
- **Rating:** 2/5 stars
- **Review:**

Its beautifully designed and looks great on the living room table but it has a pretty bad design flaw. Its hard to clean the wooden handle and mold has been growing on it. Its great that this [pitcher is made from recycled natural materials](https://example.com) and [marketed as sustainable](https://example.com) but I don’t feel safe drinking from it anymore.

**Justification:**

The phrases above were highlighted because they refer to natural materials and the sustainable marketing of the product. This is relevant to environmental aspects.
Example 2

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify environmental aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Sweater
- **Rating:** 5/5 stars
- **Review:**

Feels so warm and comfy. It can only be handwashed which is a hassle but it is affordable and makes me happy to know that the company maintains a net zero carbon footprint in making these sweaters as well as promotes high living standards for the workers making them.

**Justification:**
The phrase above was highlighted because it mentions the net zero carbon footprint of the sweater. This is relevant to environmental aspects.
Example 3

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify **environmental** aspects. If you are unsure, click [here](#) for a reminder on what to look for in reviews.

- **Product:** Coffee Maker
- **Rating:** 3/5 stars
- **Review:**

I want to love this coffee maker, it brews quickly and to the right temperature, but I can’t help but notice the **excessive plastic use in the product.** I can almost taste it in my coffee. Who knows what kind of carcinogens I’m consuming. They did a good job of making it look nice but it feels cheaply made and **likely won’t last long,** not worth the money.

**Justification:**
The phrases above were highlighted because they mention the use of plastic and the limited durability of the product. This is relevant to **environmental aspects.**
Example 4

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify environmental aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Scarf
- **Rating:** 4/5 stars
- **Review:**

  This scarf is expensive but worth the money. The embroidery on it is so beautiful and made from recycled fabric, it reminds me of my extended family’s fashion style back home.

**Justification:**

The phrase above was highlighted because it mentions use of recycled fabric. This is relevant to environmental aspects.
Economic Aspects Survey
Training Material
A product is sustainable when it considers social, environmental, and economic aspects.

In this survey, we will focus only on **ECONOMIC** aspects in product reviews.
While reading reviews look for the following economic aspects:

**Economic Aspects**
- Product price
- Cost saving
- Brand and marketing
- Profit and business growth
- Job creation

This diagram will be provided to you when highlighting reviews.
In the following sections you will see **product reviews** from Amazon that have been highlighted to identify **economic** aspects of sustainability. Read the examples carefully, there will be a short quiz afterwards that you must pass to proceed to your task.
Example 1

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify economic aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Water filter pitcher
- **Rating:** 2/5 stars
- **Review:**

Its beautifully designed and looks great on the living room table but it has a pretty bad design flaw. Its hard to clean the wooden handle and mold has been growing on it. Its great that this pitcher is made from recycled natural materials and marketed as sustainable but I don't feel safe drinking from it anymore.

**Justification:**
The phrase above was highlighted because it mentions how the product is marketed as sustainable. This is relevant to economic aspects.
Example 2

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify economic aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Sweater
- **Rating:** 5/5 stars
- **Review:**

Feels so warm and comfy. **It can only be handwashed which is a hassle but it is affordable** and makes me happy to know that the company maintains a net zero carbon footprint in making these sweaters as well as promotes high living standards for the workers making them.

**Justification:**
The phrase above was highlighted because it mentions that the product is affordable. This is relevant to economic aspects.
Example 3

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify economic aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Coffee Maker
- **Rating:** 3/5 stars
- **Review:**

I want to love this coffee maker, it brews quickly and to the right temperature, but I can't help but notice the excessive plastic use in the product, I can almost taste it in my coffee. Who knows what kind of carcinogens I'm consuming. They did a good job of making it look nice but it feels cheaply made and likely won't last long, not worth the money.

**Justification:**
The phrase above was highlighted because it mentions that the product is not worth the money. This is relevant to economic aspects.
Example 4

Please read the highlighted phrases in the review below. Then read the justification to understand why the highlights identify economic aspects. If you are unsure, click here for a reminder on what to look for in reviews.

- **Product:** Scarf
- **Rating:** 4/5 stars
- **Review:**

This scarf is expensive but worth the money. The embroidery on it is so beautiful and made from recycled fabric, it reminds me of my extended family's fashion style back home.

**Justification:**
The phrase above was highlighted because it mentions that the product is worth the money despite the high cost. This is relevant to economic aspects.