



ECHA-12-L-03-EN

# National Helpdesks

## AT YOUR SERVICE | IN YOUR LANGUAGE

The countries of the European Union and Norway, Iceland and Liechtenstein, have established national REACH and CLP helpdesks to provide information on REACH and CLP obligations. In many cases they are located in national Competent Authorities. These national helpdesks are the first point of contact for companies based within those countries.

ECHA has established a network of national REACH and CLP helpdesks (HelpNet). The network consists of the national helpdesks, observers from stakeholder helpdesks and from candidate countries. One of the objectives of the network is to promote harmonisation of the advice given by the REACH and CLP helpdesks. Further information about the national helpdesks can be found at:  
[echa.europa.eu/web/guest/support](http://echa.europa.eu/web/guest/support)

### WHAT KIND OF ADVICE CAN I GET FROM THE NATIONAL HELPDESK?

National REACH and CLP helpdesks will provide you with wide ranging information on the provisions of REACH/CLP. They will also advise on the responsibilities you may have under these Regulations. They will not, however, focus on providing tailor-made information on how you should meet those obligations; this remains your responsibility.

### WHEN SHOULD I CONTACT THE NATIONAL REACH AND CLP HELPDESK?

In most cases the national helpdesks should be your first point of contact seeking advice on your REACH/CLP obligations. You should also remember that the quickest way to get an answer might be the information on their website. The REACH/CLP FAQs on the ECHA website have been agreed by the national helpdesks:

[echa.europa.eu/web/guest/support/faqs](http://echa.europa.eu/web/guest/support/faqs)

### WHY SHOULD I CONTACT MY NATIONAL HELPDESK?

Because it provides you with a service in your local language(s) and has a good understanding of national conditions. The national helpdesk may also provide information on certain aspects of enforcement.

### HOW CAN I CONTACT THE ECHA HELPDESK?

If your question is outside the scope of your national helpdesk, you can ask ECHA about REACH and CLP obligations, REACH-IT, IUCLID 5, Chesar and Dossier submissions by using the request form at:

[echa.europa.eu/contact](http://echa.europa.eu/contact)

# National Helpdesks

## AUSTRIA

- Austrian REACH Helpdesk

## BELGIUM

- FPS Economy – REACH Helpdesk
- FPS Health, Food Chain Safety and Environment – CLP Helpdesk

## BULGARIA

- Ministry of Environment and Water

## CYPRUS

- Department of Labour Inspection

## CZECH REPUBLIC

- Czech Environmental Information Agency (CENIA)

## DENMARK

- Danish Environmental Protection Agency

## ESTONIA

- Health Board

## FINLAND

- Finnish Safety and Chemicals Agency (Tukes)

## FRANCE

- French National Institute for Industrial Environment and Risks (INERIS)

## GERMANY

- Federal Institute for Occupational Safety and Health (BAuA)

## GREECE

- General Chemical State Laboratory

## HUNGARY

- National Institute of Chemical Safety

## ICELAND

- Environment Agency of Iceland

## IRELAND

- Health and Safety Authority

## ITALY

- Ministry of Economic Development - REACH Helpdesk
- National Centre for Chemical Substances - CLP Helpdesk

## LATVIA

- Latvian Environment, Geology and Meteorology Centre (LEGMC)

## LICHTENSTEIN

- Office of Environmental Protection

## LITHUANIA

- Environmental Protection Agency

## LUXEMBOURG

- Public Research Centre Henri Tudor/Resource Centre for Environmental Technologies

## MALTA

- Malta Competition and Consumer Affairs Authority (MCCA)

## NETHERLANDS

- Ministry of Infrastructure and Environment (I&M) – REACH Helpdesk
- Ministry of Health, Welfare and Sport (VWS) – CLP Helpdesk

## NORWAY

- Climate and Pollution Agency

## POLAND

- Bureau for Chemical Substances

## PORTUGAL

- Directorate General for Economic Activities

## ROMANIA

- National Environmental Protection Agency (NEPA)

## SLOVAKIA

- Centre for Chemical Substances and Preparations

## SLOVENIA

- Chemicals Office of the Republic of Slovenia

## SPAIN

- Ministry of Agriculture, Food and Environment

## SWEDEN

- Swedish Chemicals Agency

## UK

- Health and Safety Executive