ECHA
EUROPEAN CHEMICALS AGENCY

ECHA's Annual Stakeholder Survey 2015

Overview of results

DISCLAIMER
The report includes survey results presented in a manner in which the personal information of respondents is not revealed. The document is intended for information purposes only. The European Chemicals Agency does not accept any liability with regard to the contents of this document.

ECHA's Annual Stakeholder Survey 2015 - Overview of Results

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ECHA's Annual Stakeholder Survey 2015 - overview of results

Summary

ECHA's annual Work Programmes outline the Agency's objectives for each year. Each Work Programme follows ECHA's activity based management approach, and in 2015 it was divided into 17 activities. Each activity has a set of objectives and outputs, as well as performance indicators, through which achievements can be followed up. Many of the performance indicators set in the annual Work Programme are evaluated with the help of statistical data and a number of non-numerical indicators are evaluated through a stakeholder survey. This survey consists of a number of audience-specific sub-surveys.

The annual stakeholder survey provides ECHA with valuable input on how its stakeholders perceive the Agency's work. The survey gives an indication on whether ECHA is on the right track and in which areas it could improve. It also provides valuable input for the planning of future activities.

One important part of the survey is the possibility for stakeholders to provide feedback in the form of free text. Although these texts are not published, ECHA analyses both these and the entire survey throughout, using the detailed information internally to improve its processes. At the end of the survey, the respondents were also requested to provide feedback on the survey itself. ECHA is also using this information as well as the lessons learnt to constantly improve the validity of the questions, the structure and the design of the survey.

This report contains an overview of the results of the 2015 survey. The results are used to gauge stakeholders' satisfaction with ECHA's work in 2015 and appear in ECHA's General Report.

The survey was conducted in November 2015. The sub-survey conducted with "Bodies and Networks" as well as the "Registrants, applicants and notifiers" sections of the survey were open for respondents between 13 October 2015 and 6 November 2015. The "News Readership" survey link was sent to the respondents on 7 September 2015 and remained open until 28 September 2014.

The average response rate of all of the sub-surveys in 2015 was 9.6%.

The breakdown of the response rate was as follows:

- Registrants, applicants and notifiers 8 % (633 responses from 7 941 recipients)
- Bodies and Networks 11.7% (313 responses from 2 685 recipients)
- News subscribers 9 % (1 662 responses from 18 514 recipients)

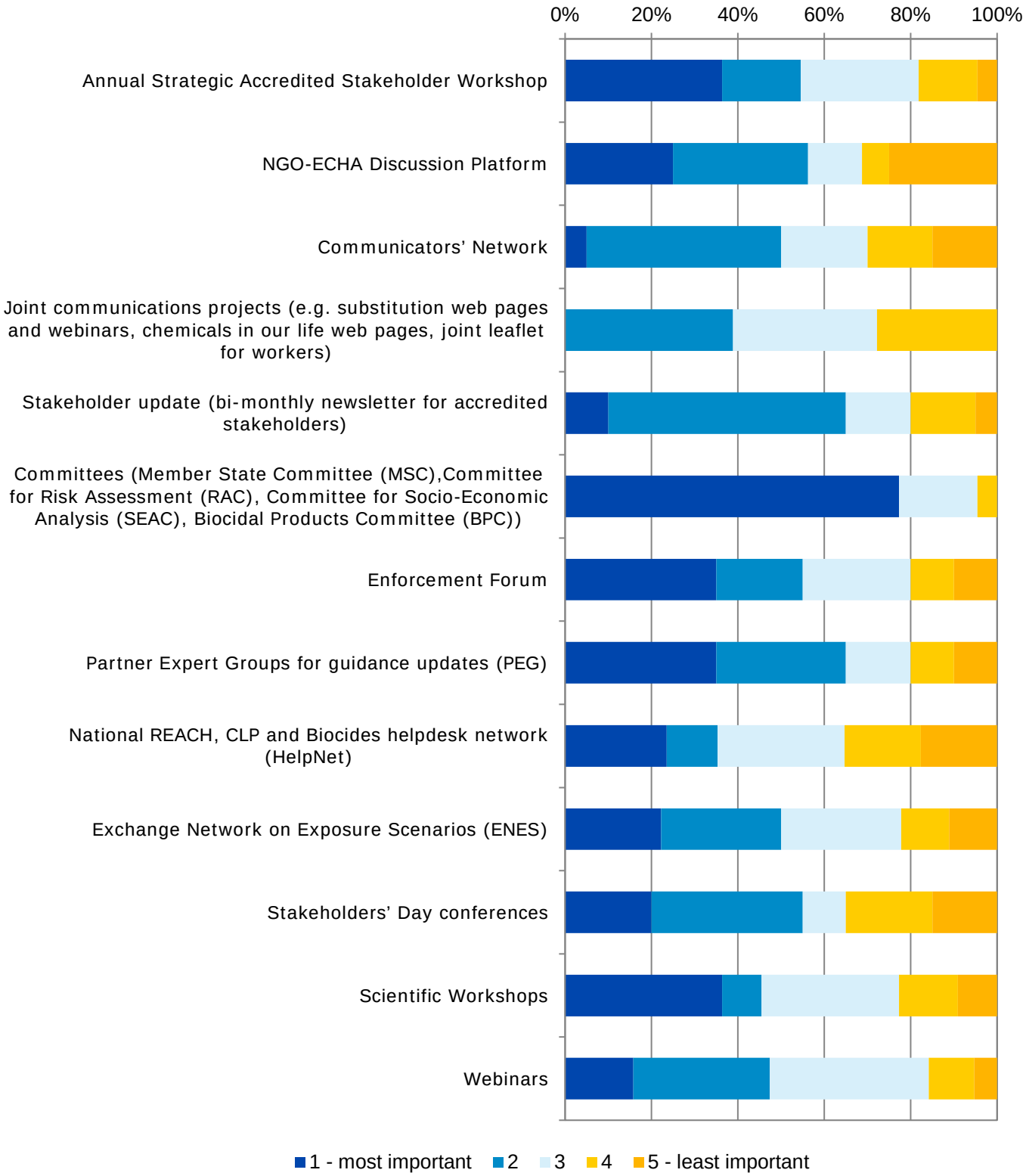
ECHA would like to take this opportunity to thank all those who took their time to answer the survey.

ECHA Stakeholder Survey 2015 - Report

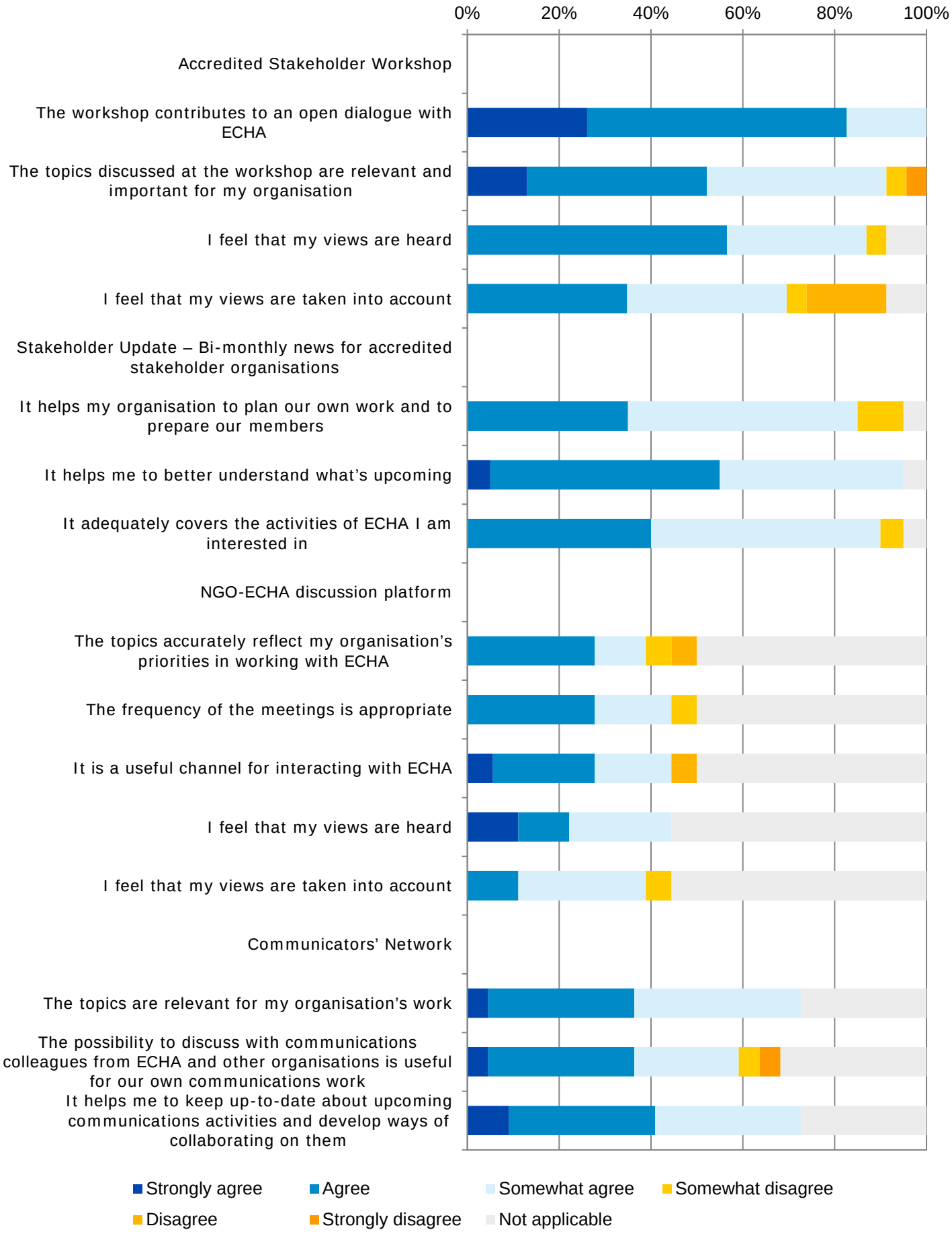
Bodies and Networks sub-survey

Questions asked to ECHA's Accredited Stakeholder Organisations about their involvement in ECHA's activities

Accredited stakeholders are involved in ECHA's work in many ways. Which of the following are the most important for your organisation? (rank them: 1 for the most important to 5 for the least important)

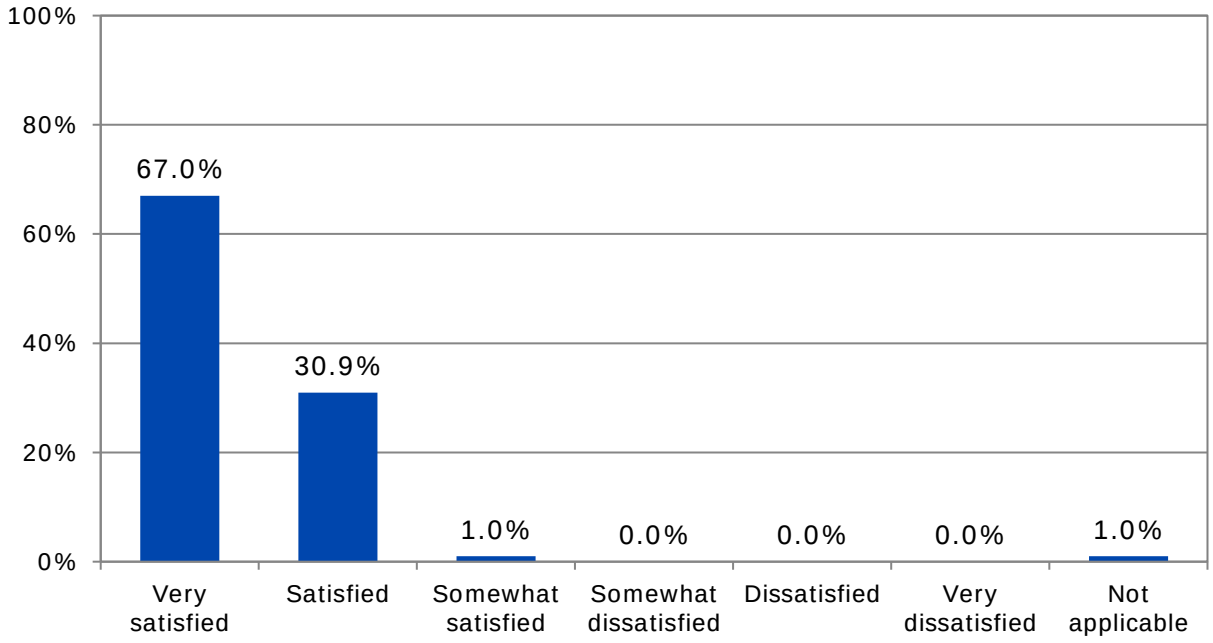


Please rate the following statements. (If a statement is not relevant for your organisation, choose "Not applicable")

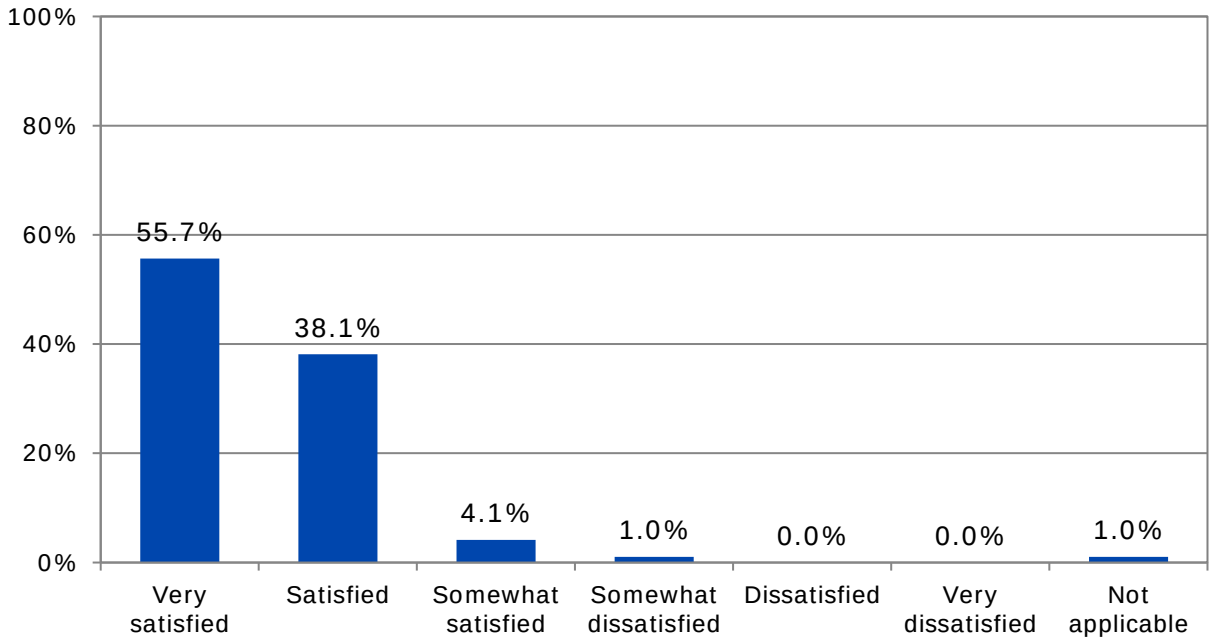


Questions to Forum, Committee and Management Board members about ECHA's event and conference services

How satisfied are you with the services of the Event Assistants (staff at the reception desk in the conference centre)?



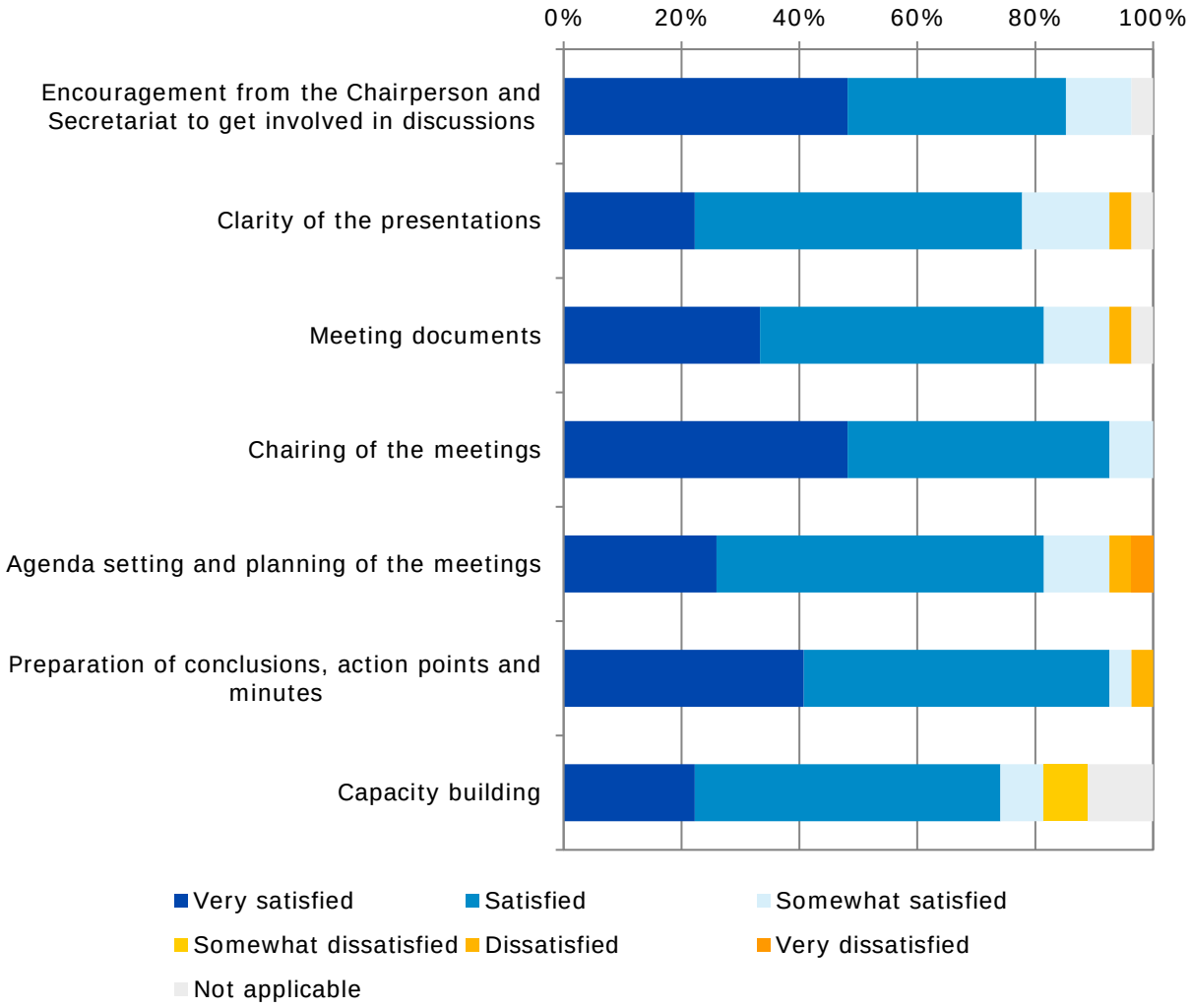
How satisfied are you with the services of the Conference and Audiovisual team?



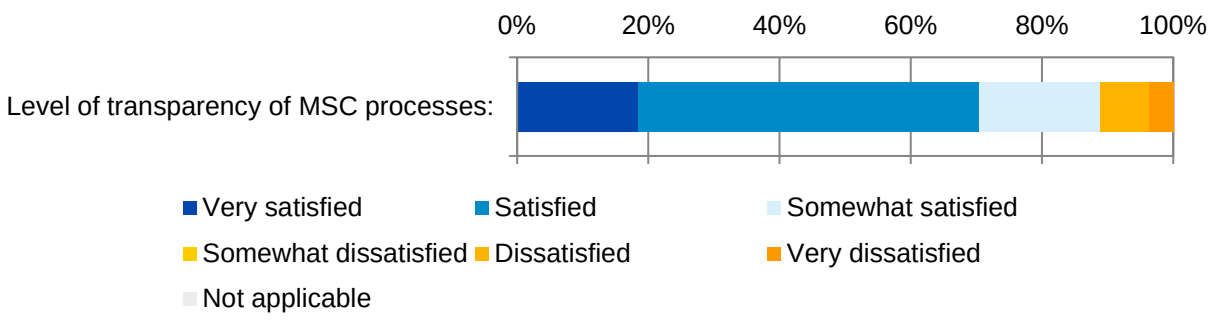
Questions to members of ECHA's Committees and Forum members about Committee / Forum meetings and related processes

Questions to members of the Member State Committee as well as Member State Committee Accredited stakeholders

How satisfied are you with the support provided by ECHA to the Member State Committee (MSC) on the following aspects:

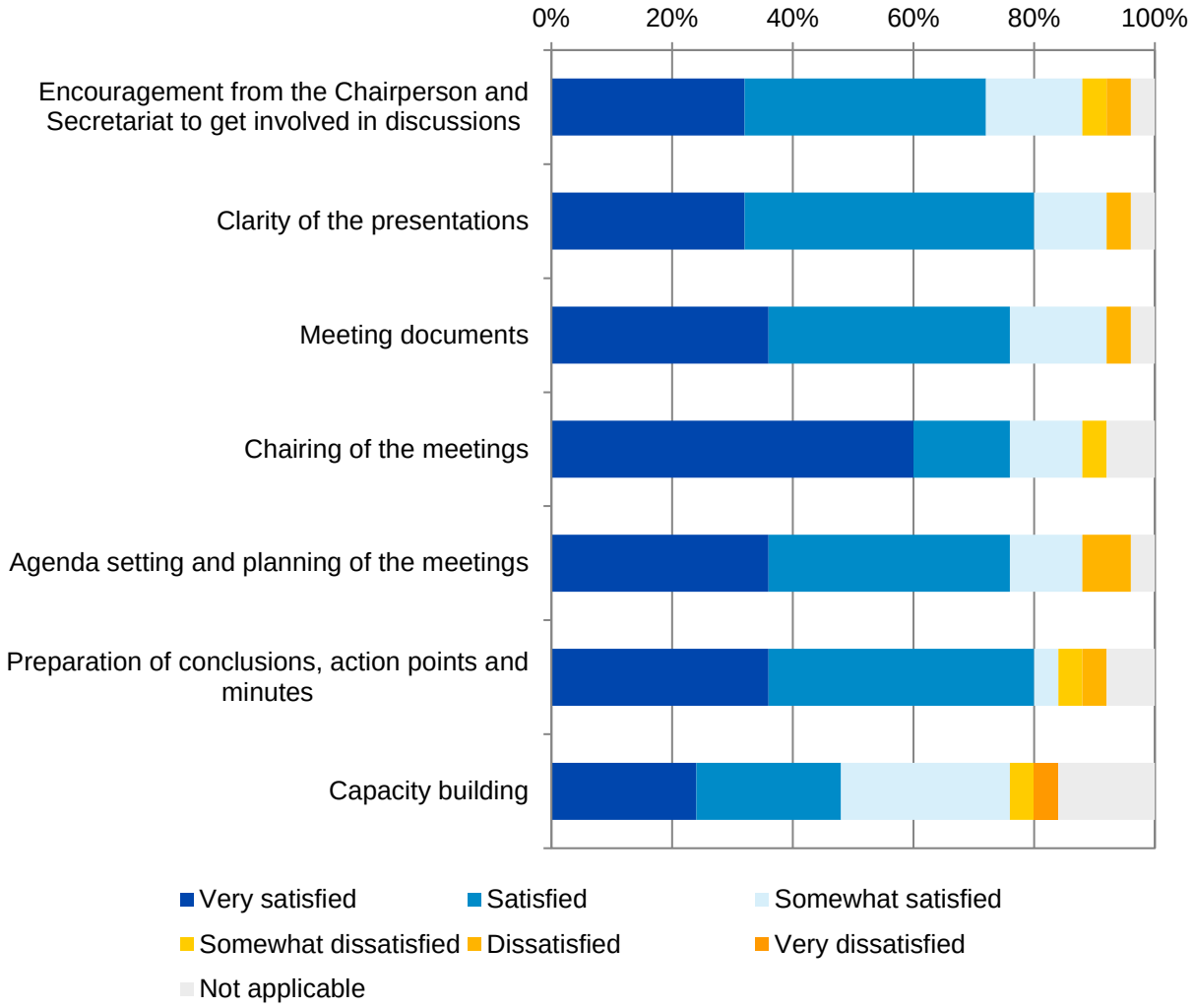


How satisfied are you with the level of transparency of the MSC processes?

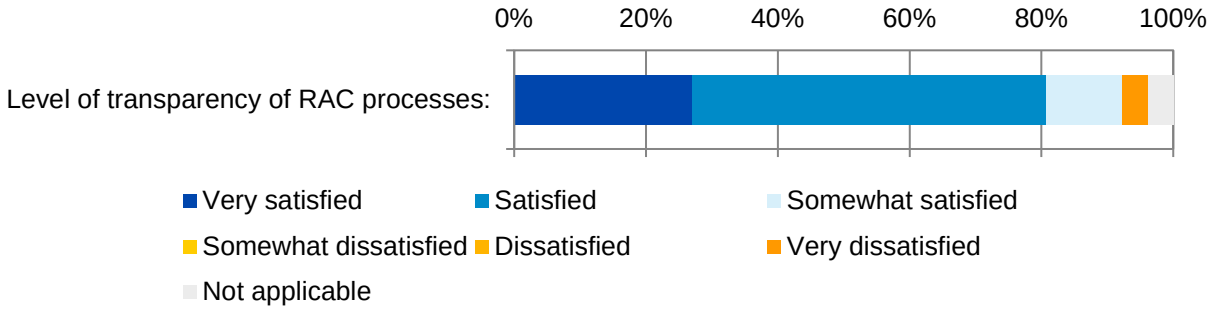


Questions to members of the Risk Assessment Committee and RAC accredited stakeholders

How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment (RAC) on the following aspects:

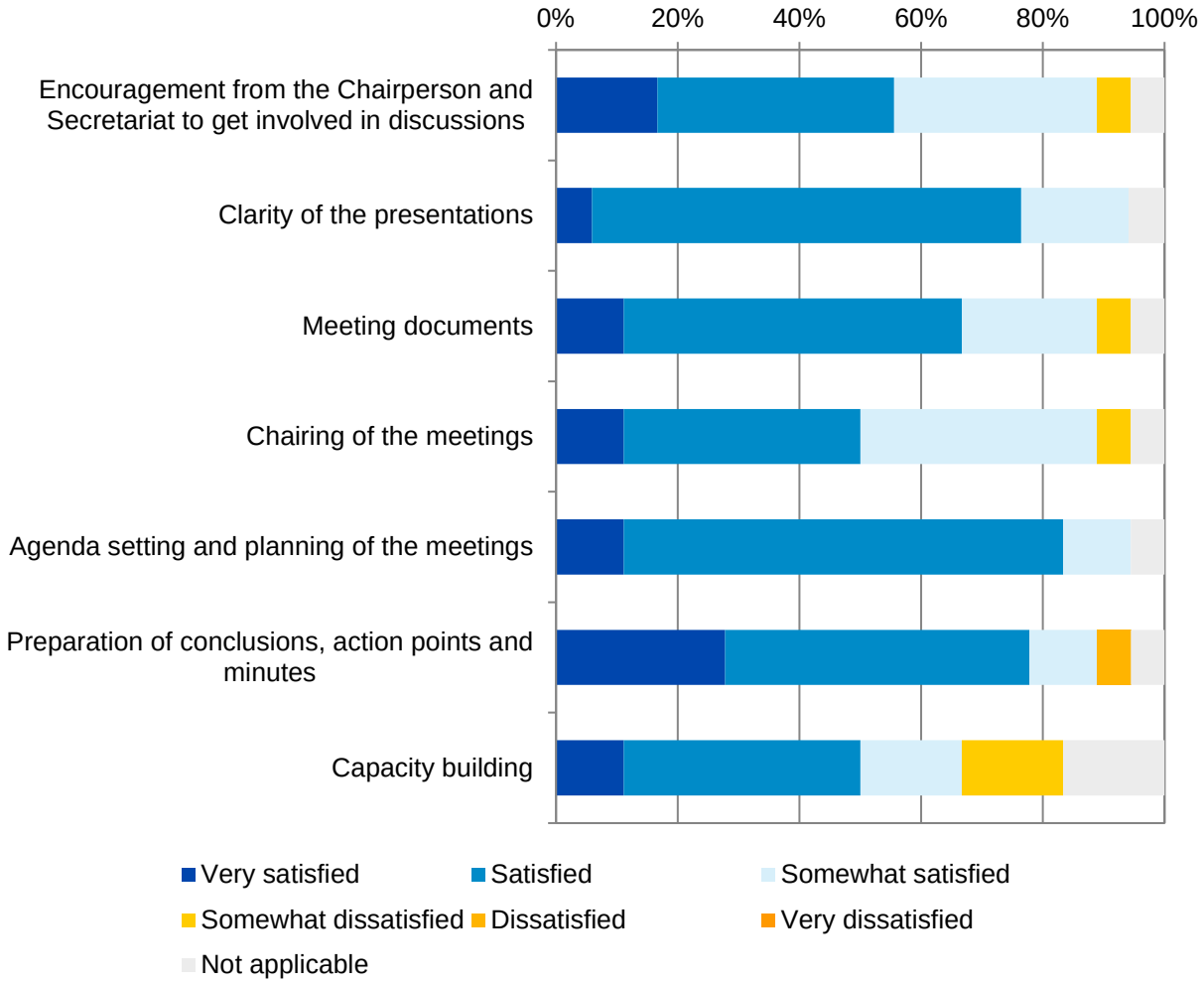


How satisfied are you with the level of transparency of the RAC processes?

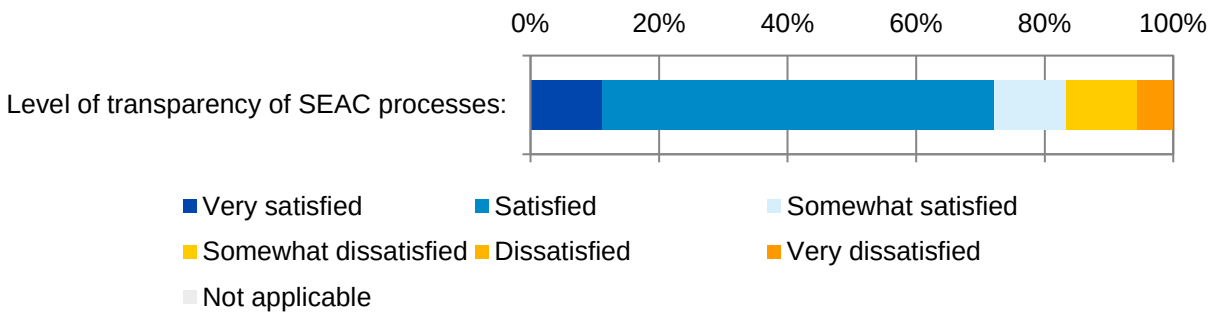


Questions to members of the Committee for Socio-Economic Analysis and SEAC Accredited stakeholders

How satisfied are you with the support provided by ECHA to the Committee for Socio-economic Analysis (SEAC) on the following aspects:

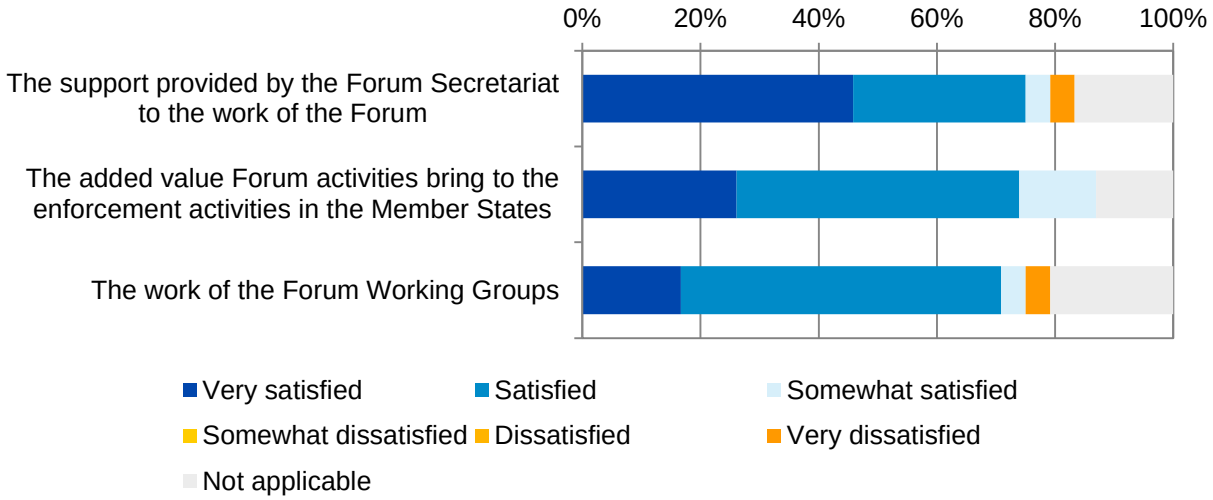


How satisfied are you with the level of transparency of the SEAC processes?

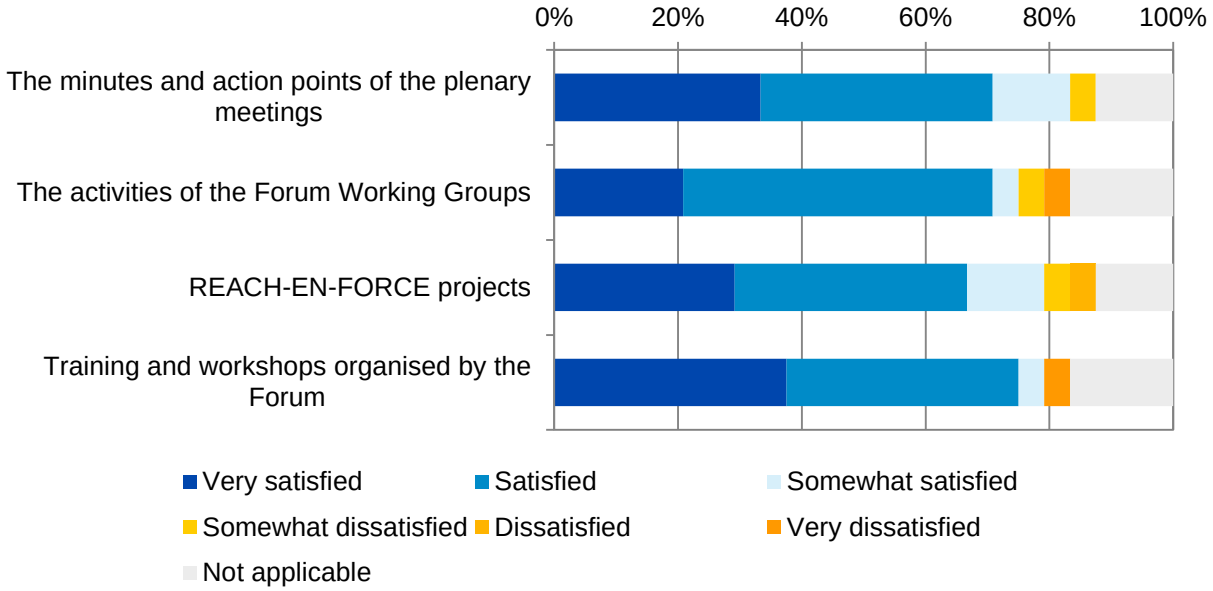


Questions to members of the Forum

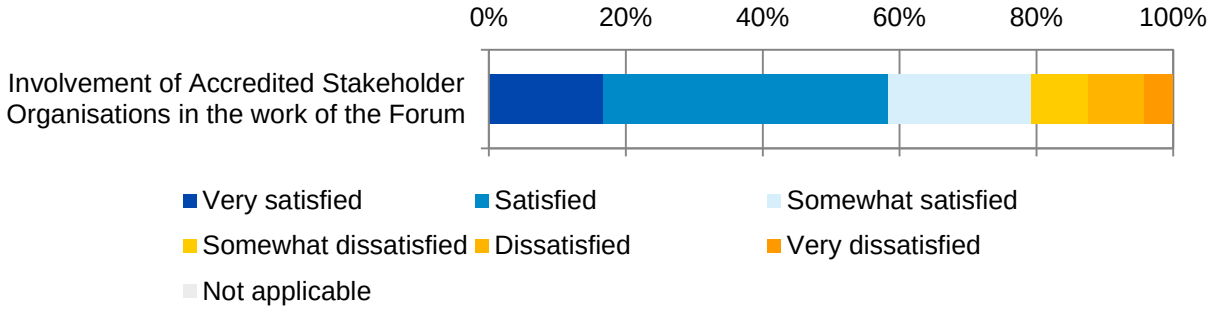
How satisfied are you with the following:



How satisfied are you with the level of transparency and publication of the outcomes of the following Forum activities:

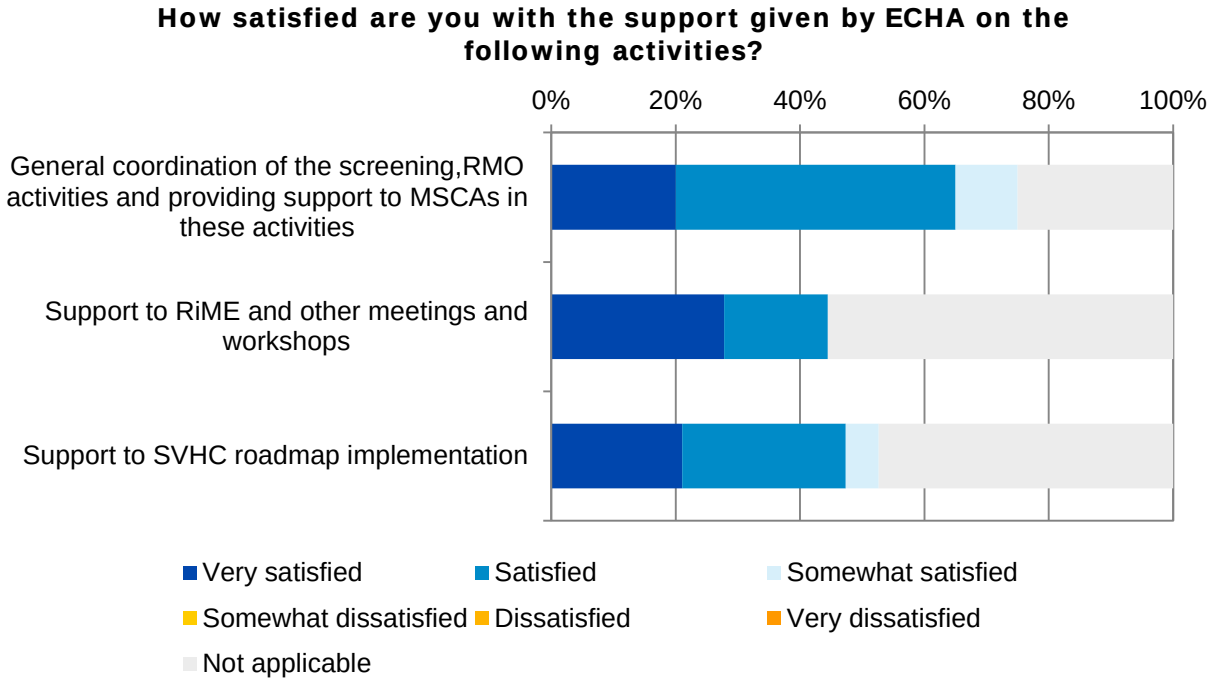


How satisfied are you with the involvement of Accredited Stakeholder Organisations in the work of the Forum?

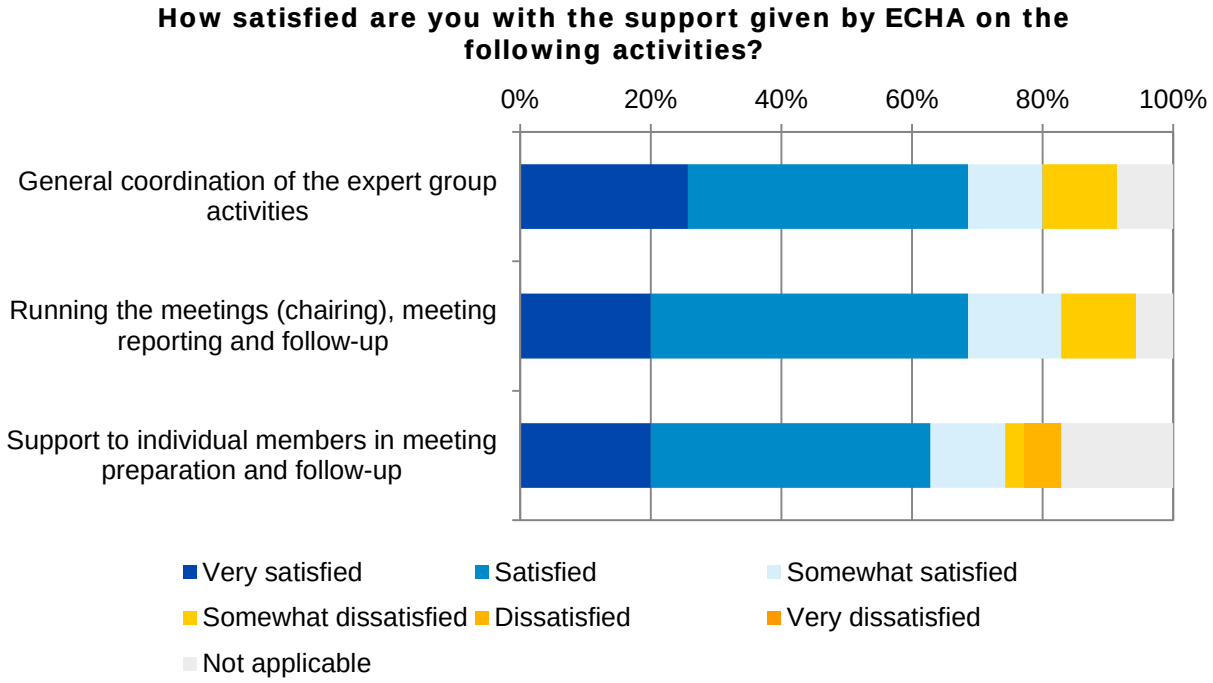


Questions to Member State Competent Authorities, European Commission representatives, Committee and Expert Group members on risk management, restrictions and authorisations

Question to Member State Competent Authorities and European Commission representatives

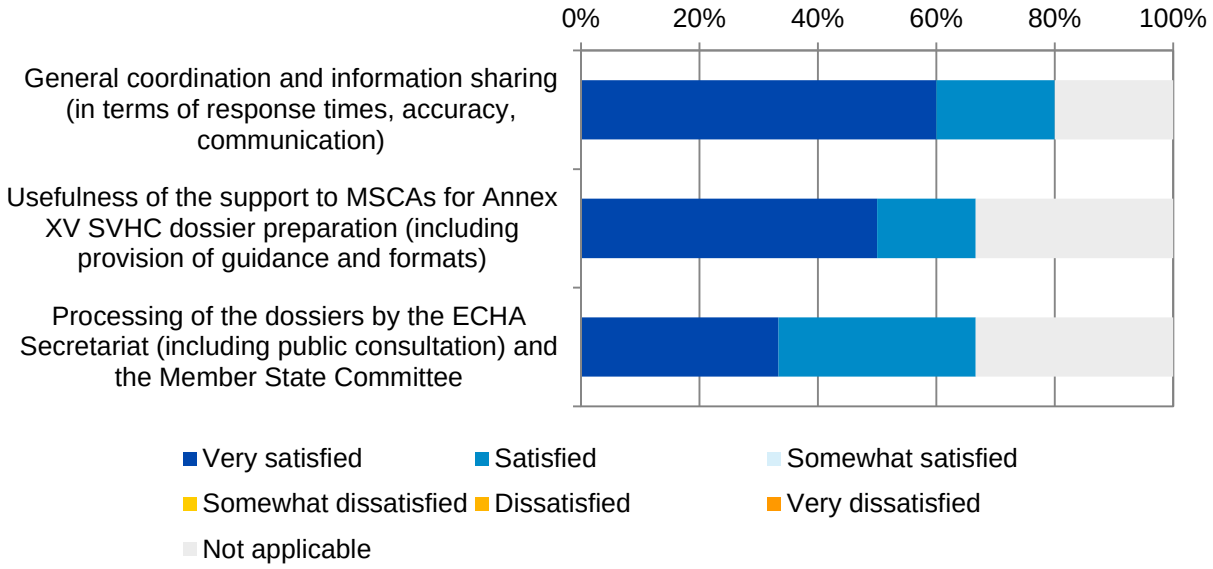


Question to European Commission representatives , PBT and ED expert group members

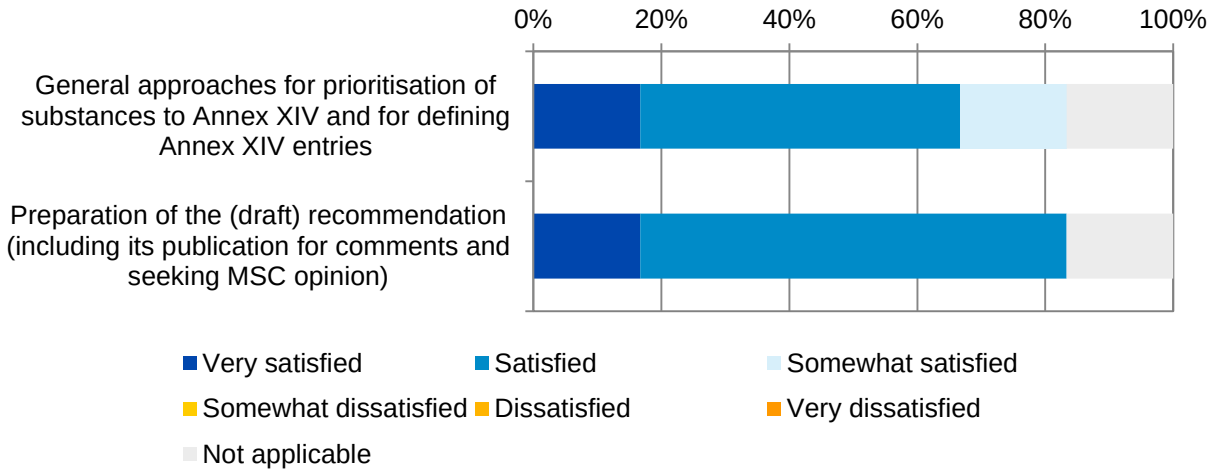


Questions to Member State Competent Authorities

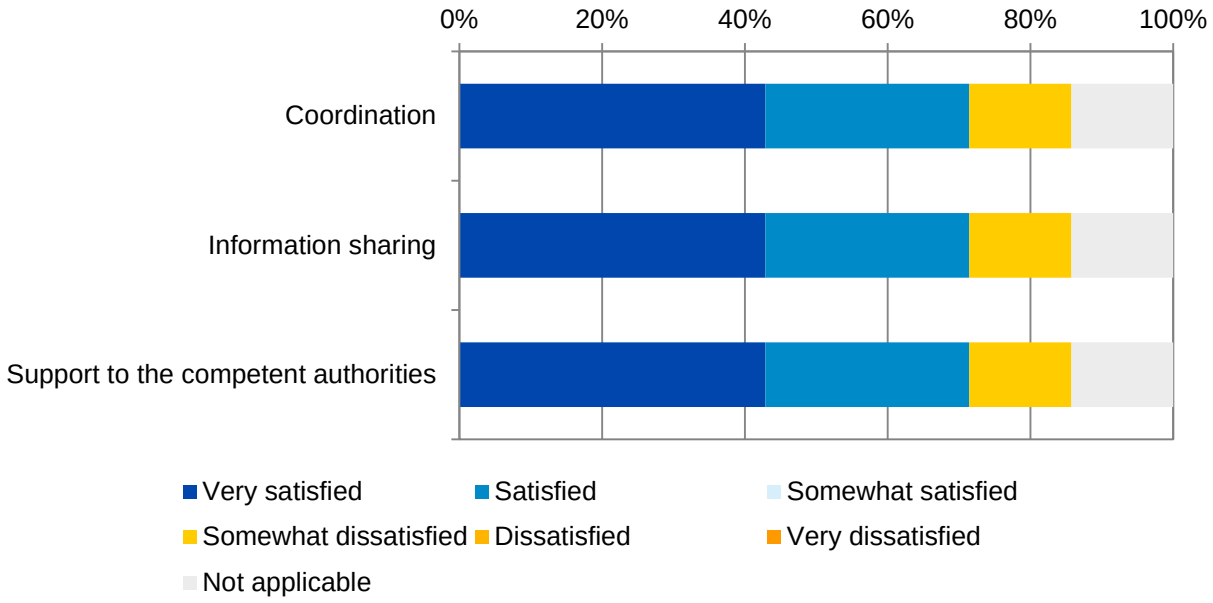
Identification of substances of very high concern (SVHCs): How satisfied are you with the support given by ECHA on the following processes?



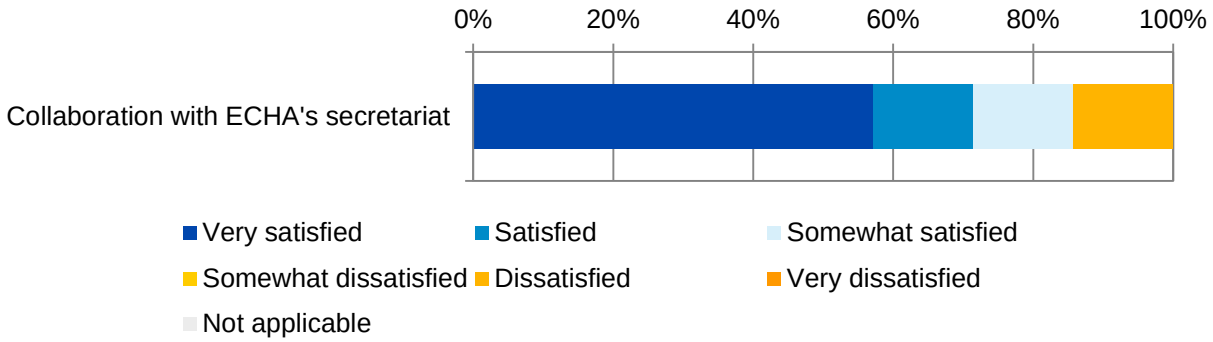
How satisfied are you with the support given by ECHA on the following processes?



How satisfied are you with ECHA's support when preparing Annex XV restriction dossiers related to the following aspects?

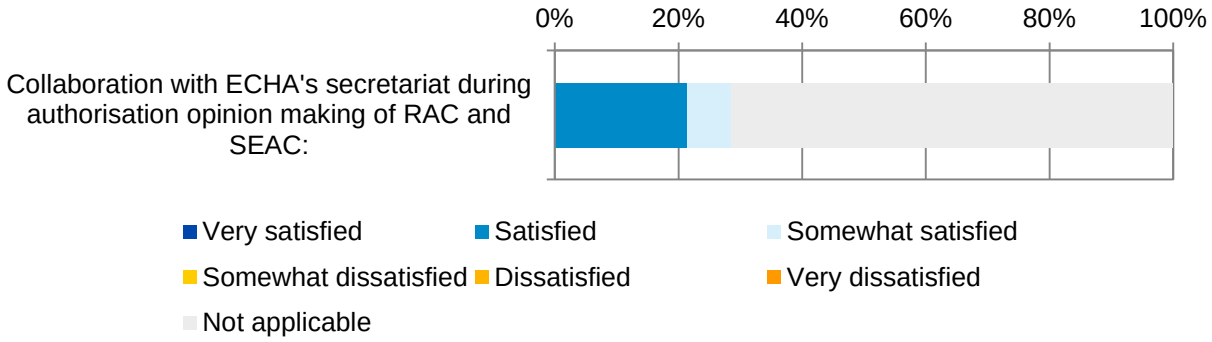


How satisfied are you with the way ECHA's secretariat collaborated with the dossier submitter (competent authority) during the opinion making of RAC and SEAC?

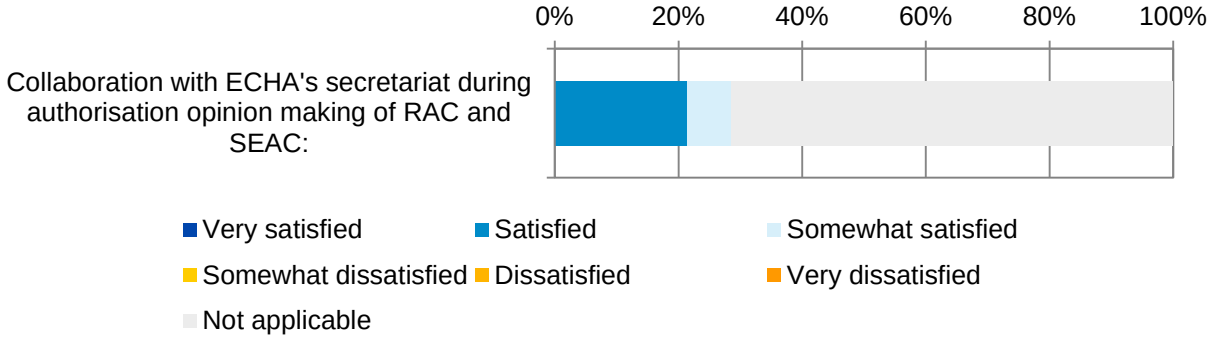


Questions to European Commission representatives

How satisfied are you with the way ECHA's secretariat collaborated with the Commission staff during the restriction opinion making of RAC and SEAC?

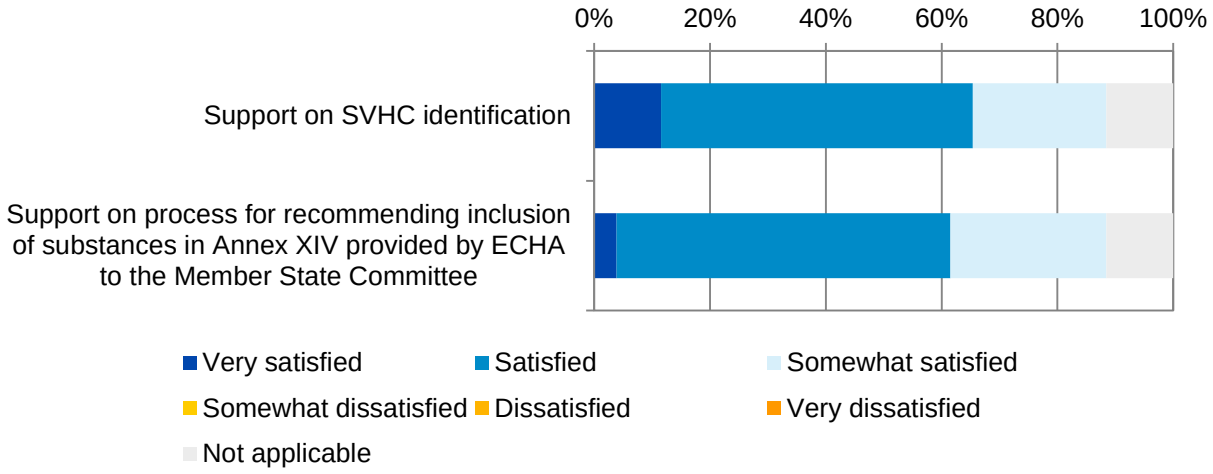


How satisfied are you with the way ECHA's secretariat collaborated with the Commission staff during the authorisation opinion making of RAC and SEAC?

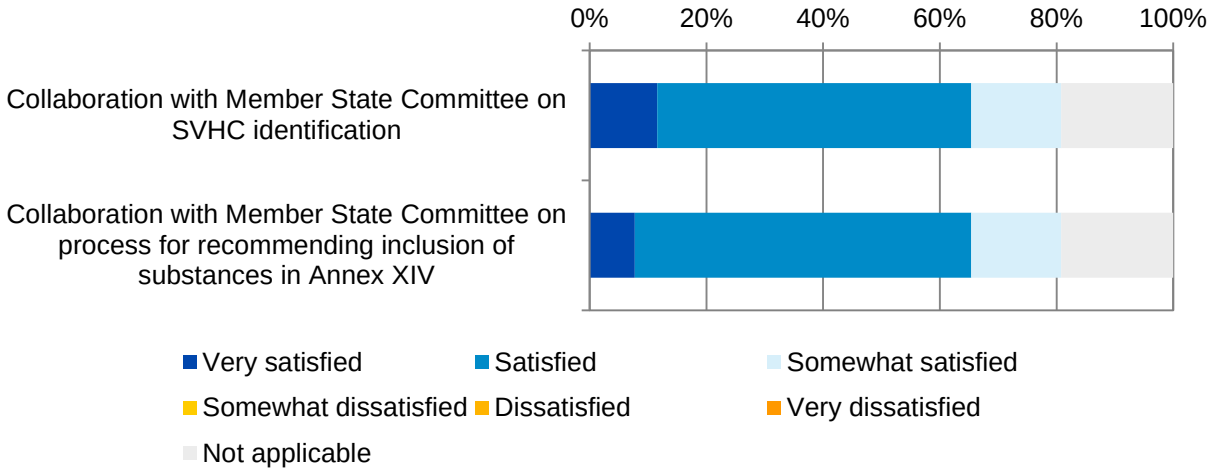


Question to members of the Member State Committee and MSC accredited stakeholders

How satisfied are you with the usefulness of the scientific and technical support on the following topics:

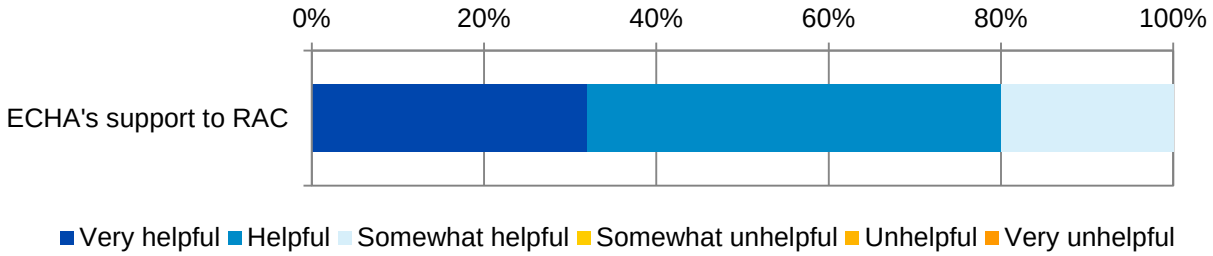


How satisfied are you with the collaboration with the Member State Committee on the following topics?

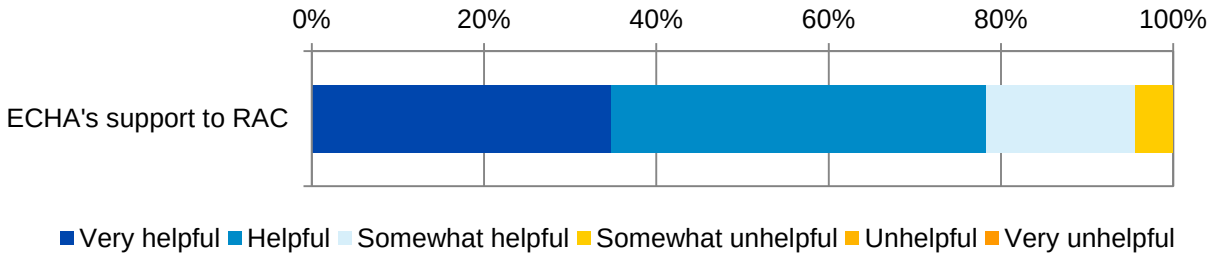


Question to members of the Risk Assessment Committee and RAC accredited stakeholders

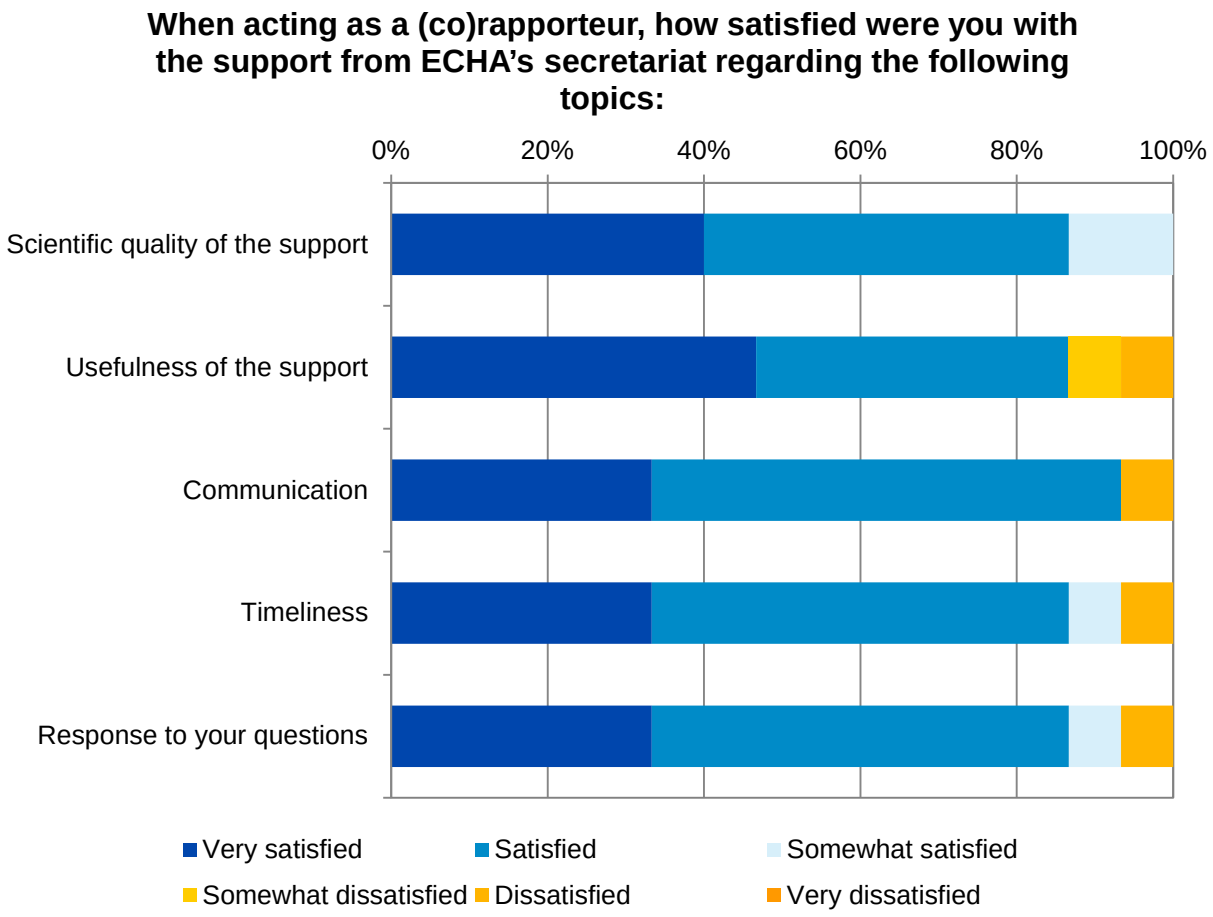
How helpful is the scientific and technical support for restrictions provided by ECHA's secretariat to the Committee for Risk Assessment (RAC)?



How helpful is the scientific and technical support for authorisation applications provided by ECHA's secretariat to the Committee for Risk Assessment (RAC)?

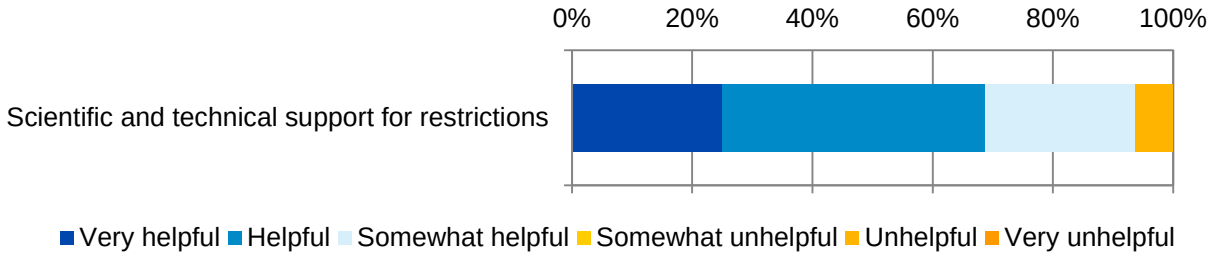


Question to members of the Risk Assessment Committee

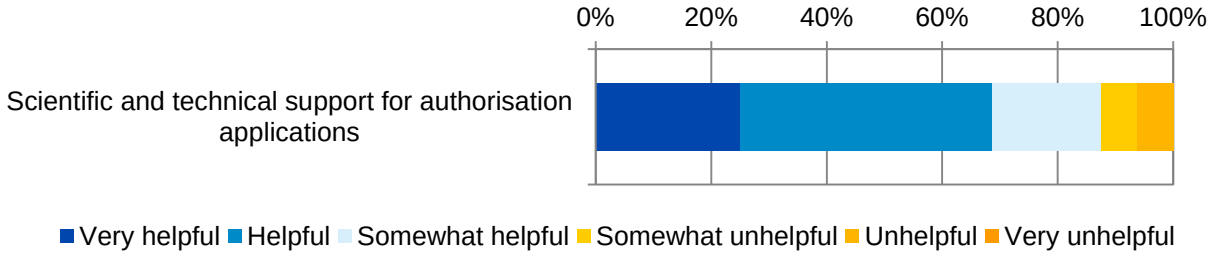


Questions to members of the Committee for Socio-Economic Analysis and SEAC Accredited stakeholders

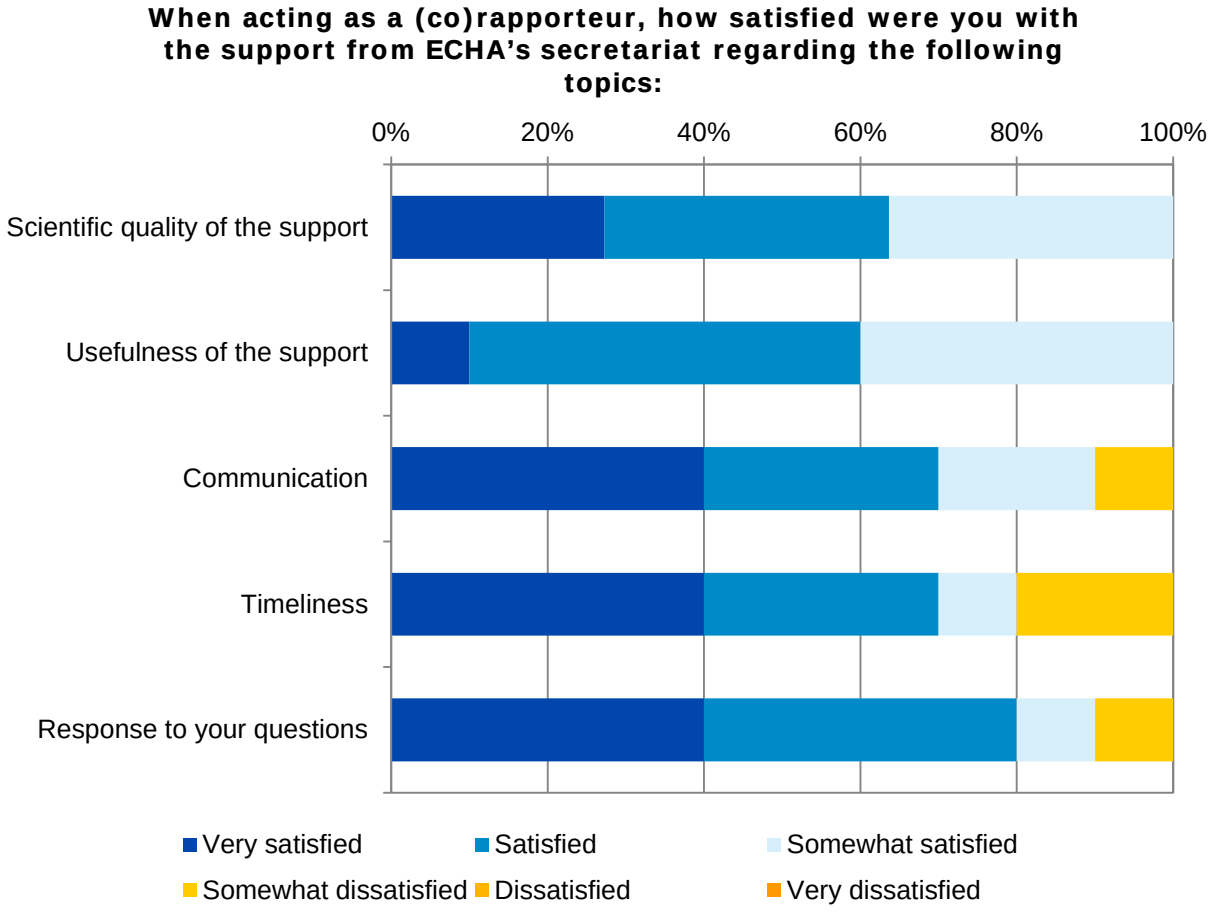
How helpful is the scientific and technical support for restrictions provided by ECHA's secretariat to the Committee for Socio-economic Analysis (SEAC)?



How helpful is the scientific and technical support for authorisation applications provided by ECHA's secretariat to the Committee for Socio-economic Analysis (SEAC)?

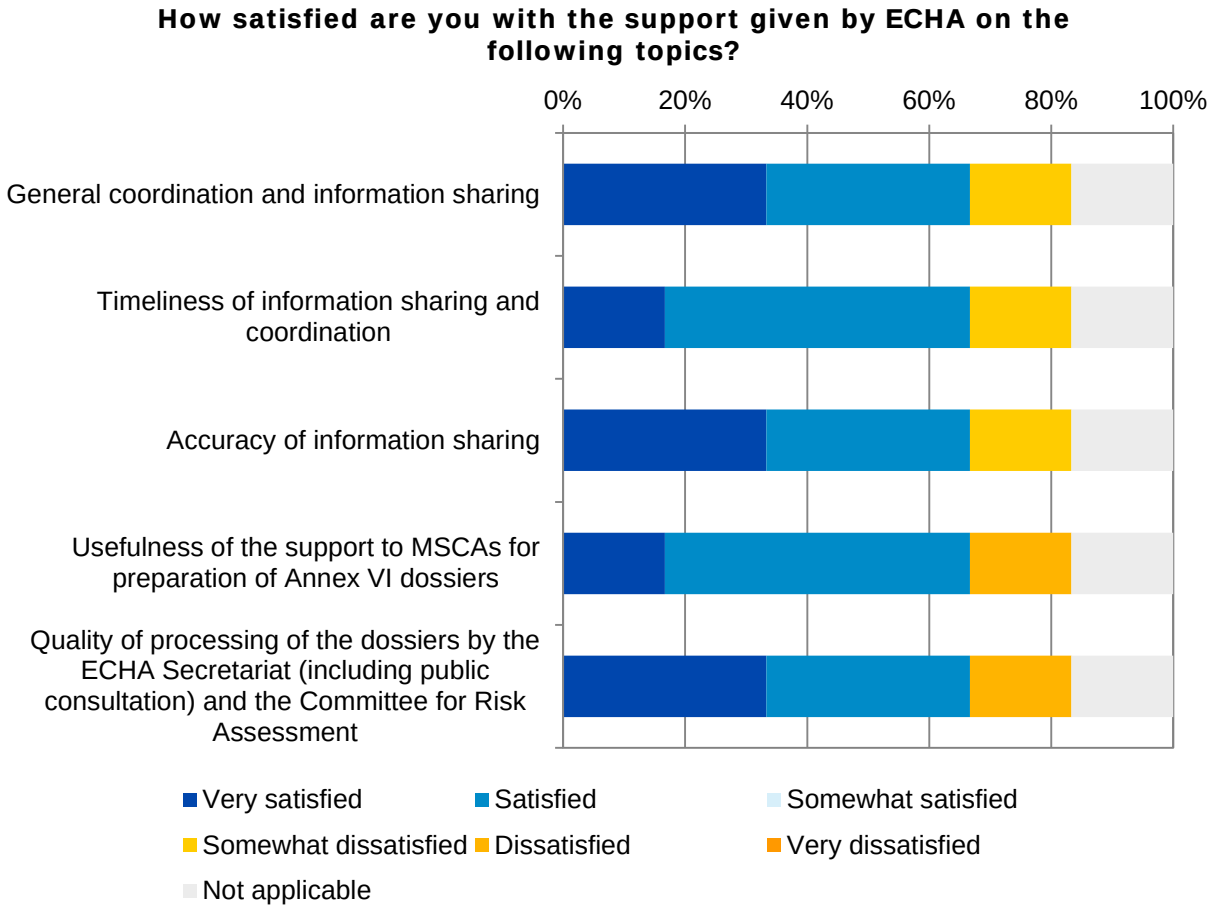


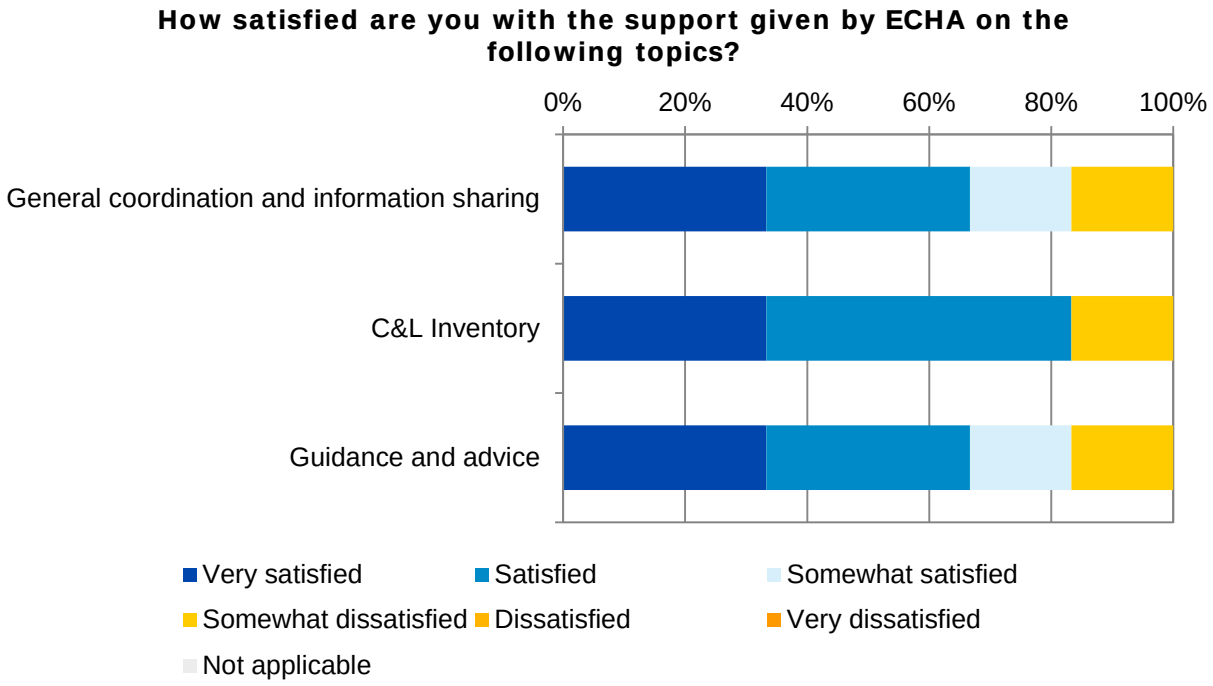
Questions to members of the Committee for Socio-Economic Analysis

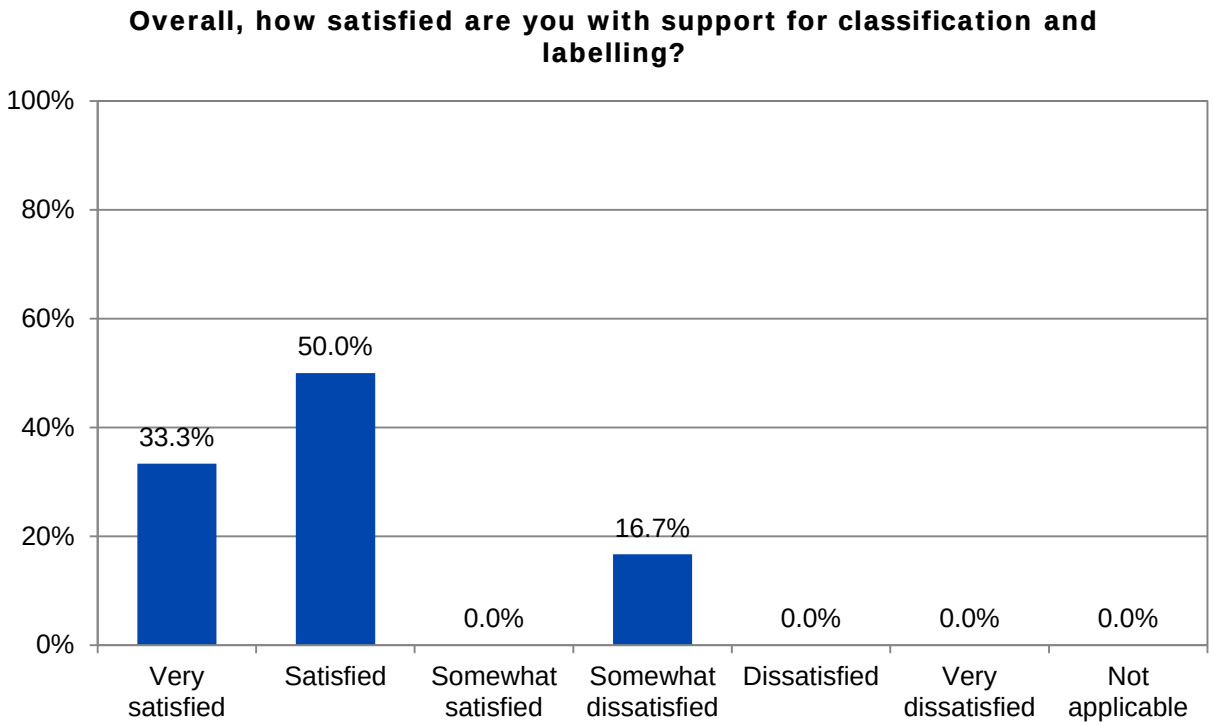


Questions asked to Directors at Member State competent authorities, Risk Assessment Committee members and European Commission representatives on classification and labelling

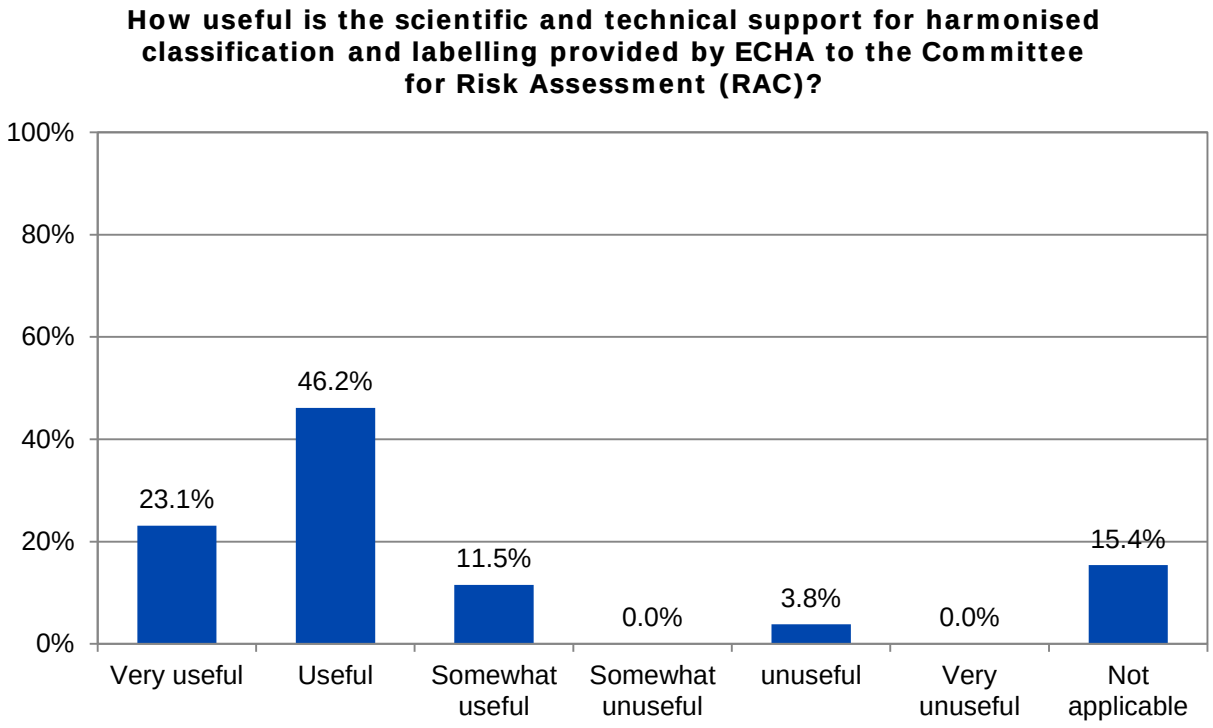
Question to Member State competent authorities



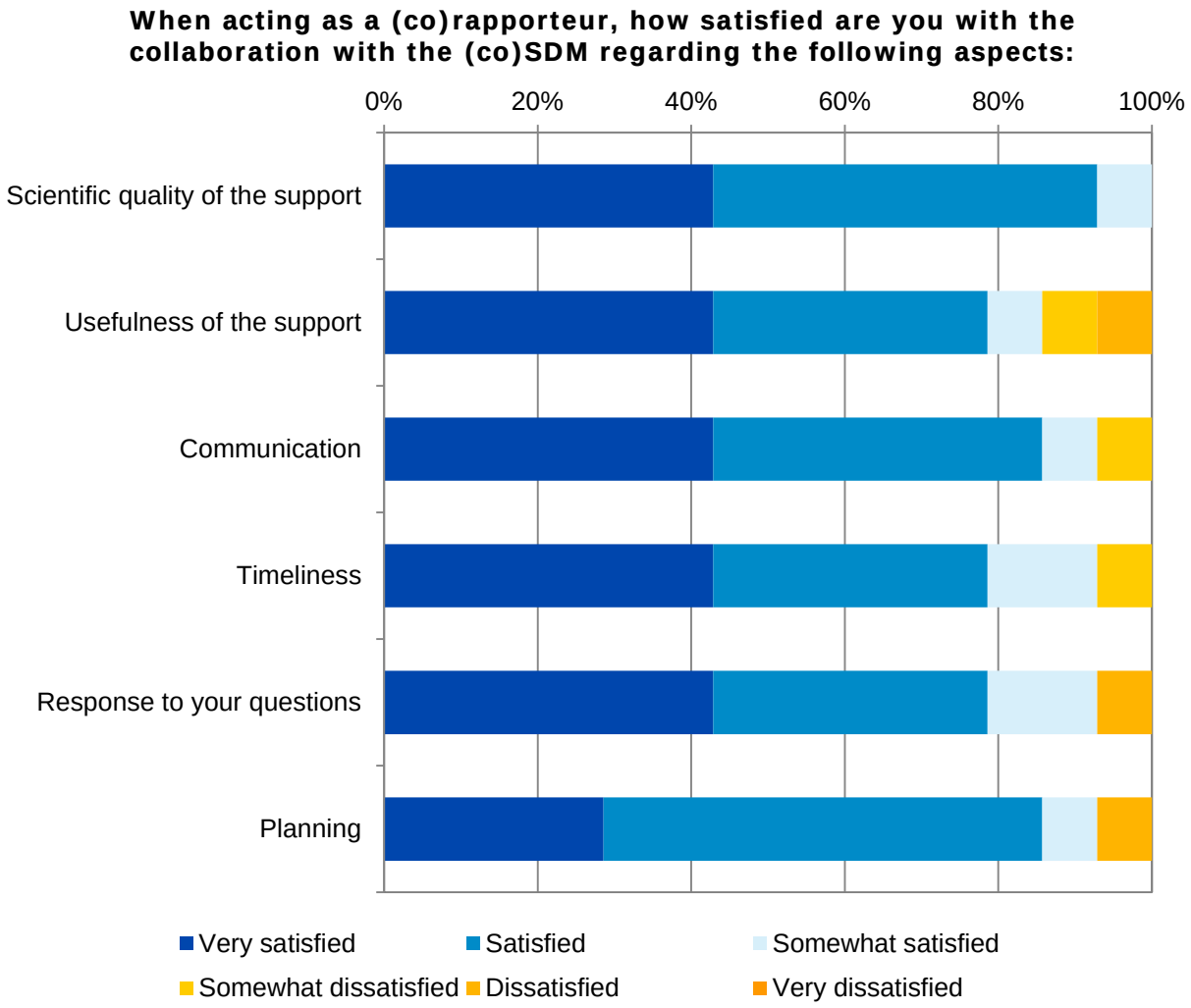

How satisfied are you with the support given by ECHA on the following topics?
0%
20%
40%
60%
80%
100%
General coordination and information sharing
C&L Inventory
Guidance and advice
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable


Overall, how satisfied are you with support for classification and labelling?
100%
80%
60%
40%
20%
0%
33.3%
50.0%
0.0%
16.7%
0.0%
0.0%
0.0%
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

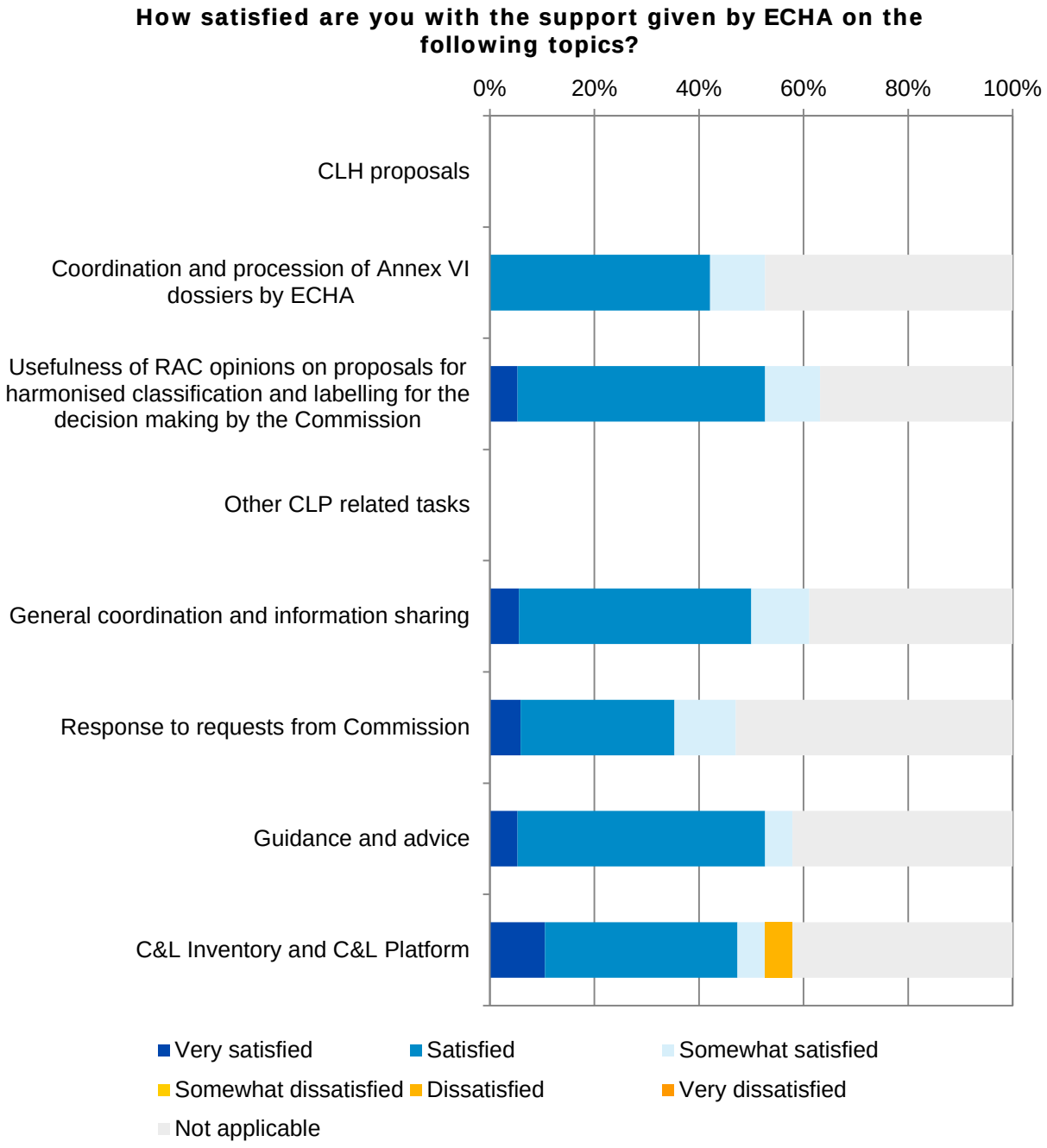
Questions to members of the Risk Assessment Committee and RAC accredited stakeholders



Question to members of the Risk Assessment Committee

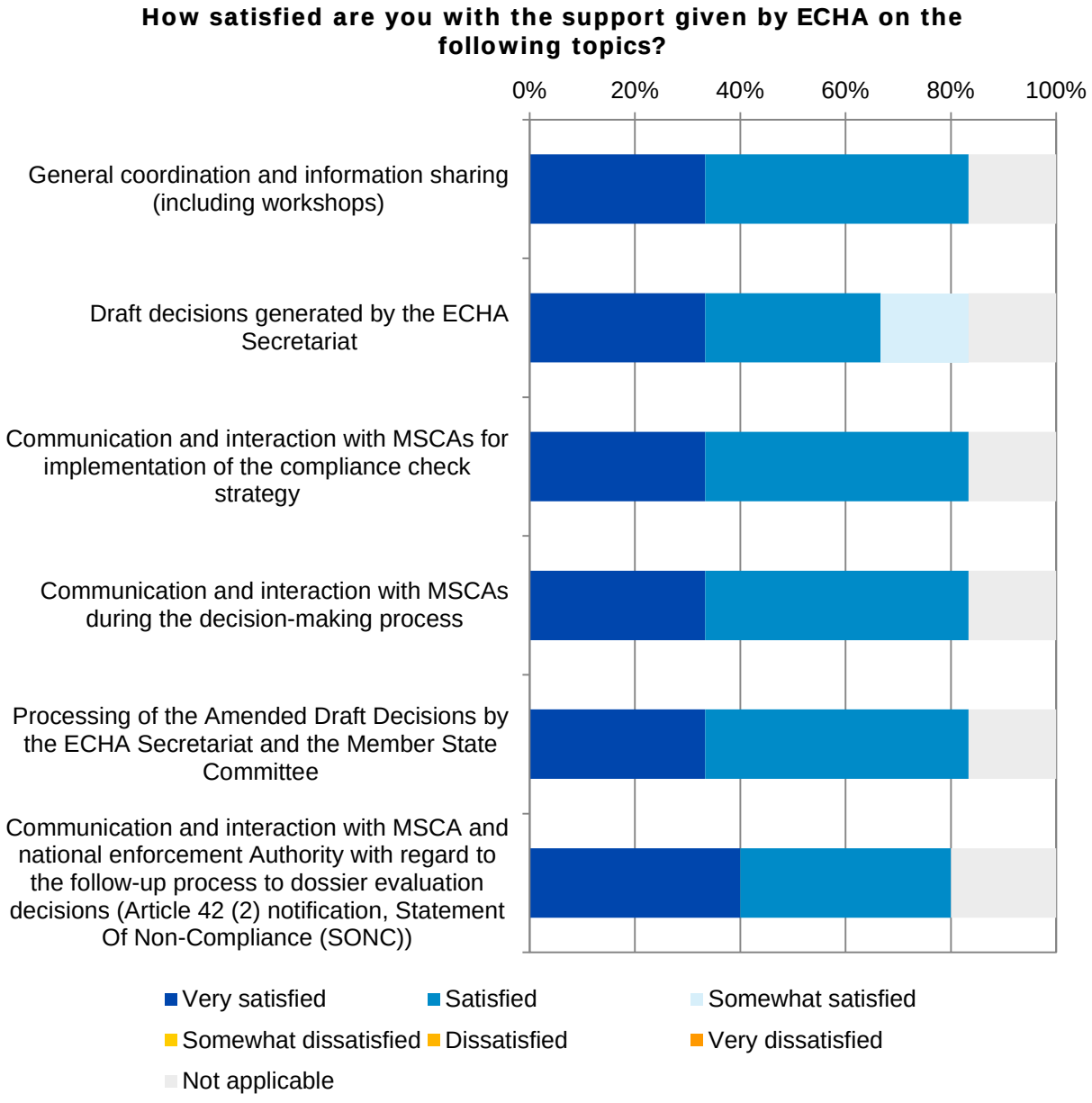


Question to European Commission representatives

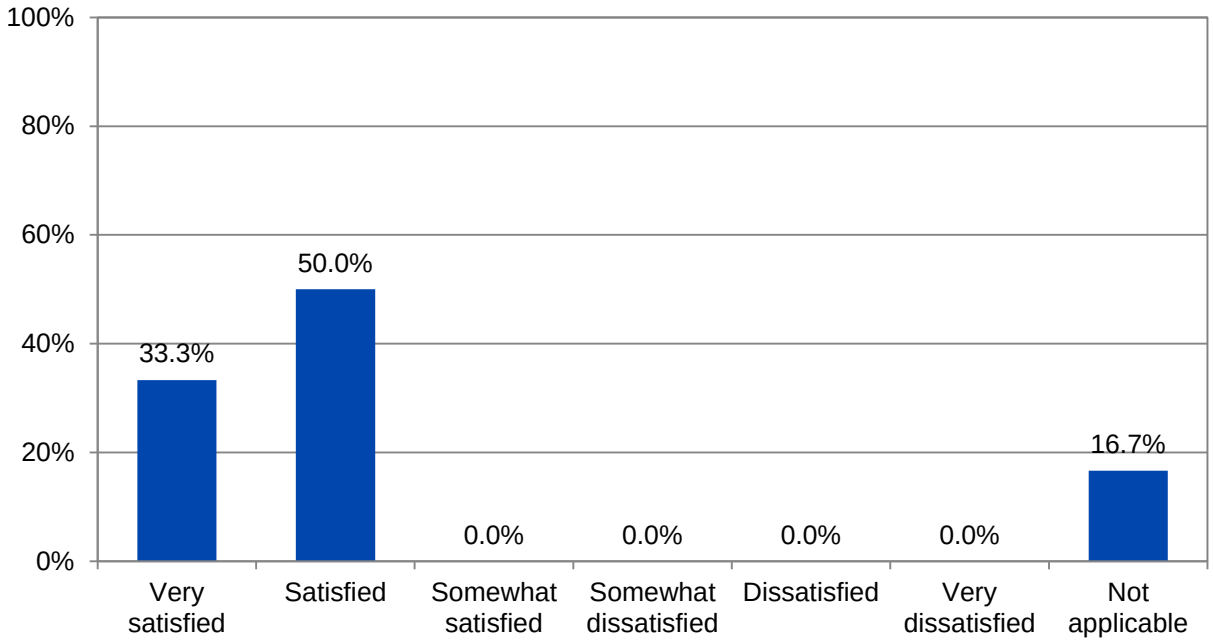


Questions to Directors at Member State competent authorities, European Commission representatives and Member State Committee members on dossier and substance evaluation

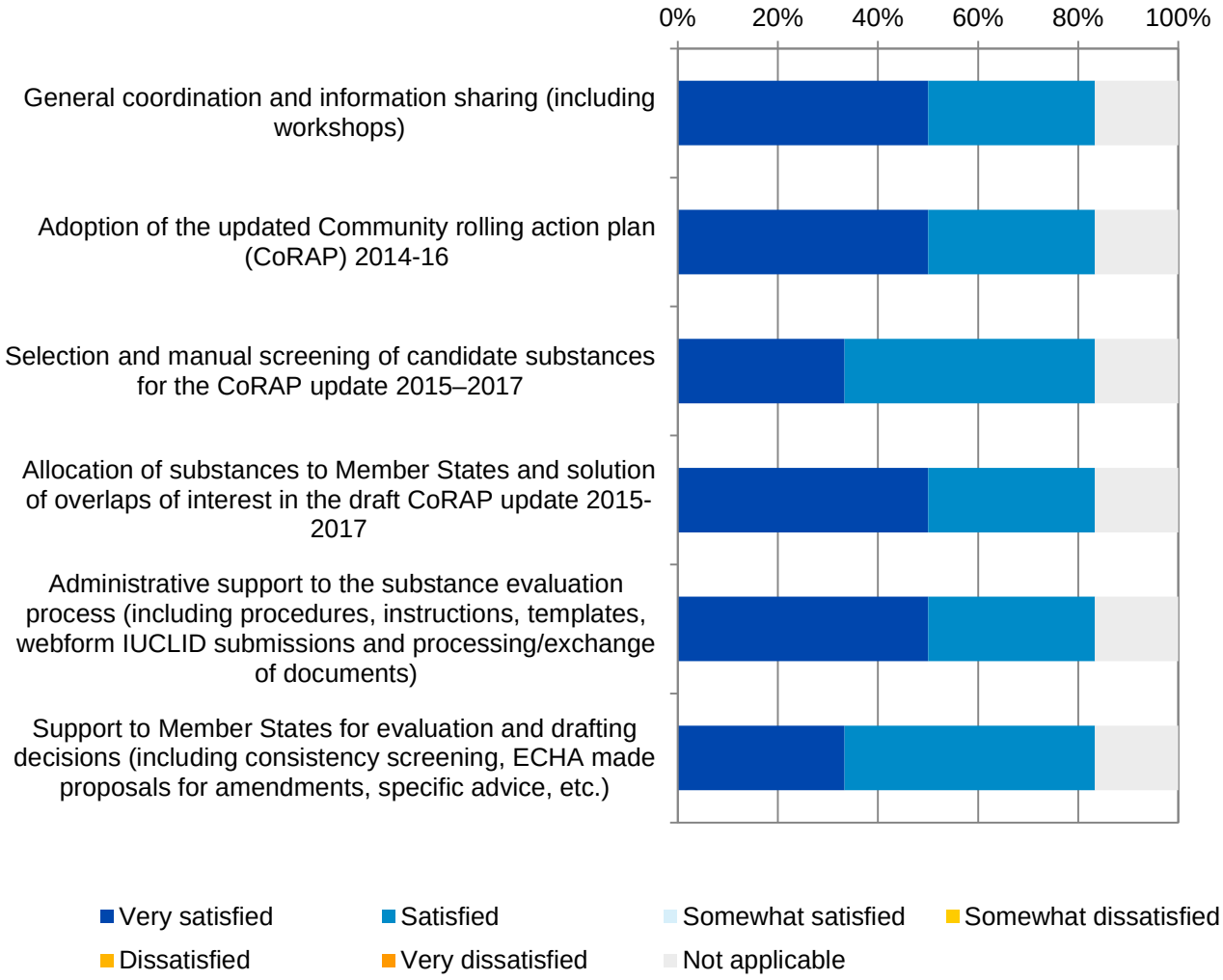
Questions to Directors at Member State competent authorities

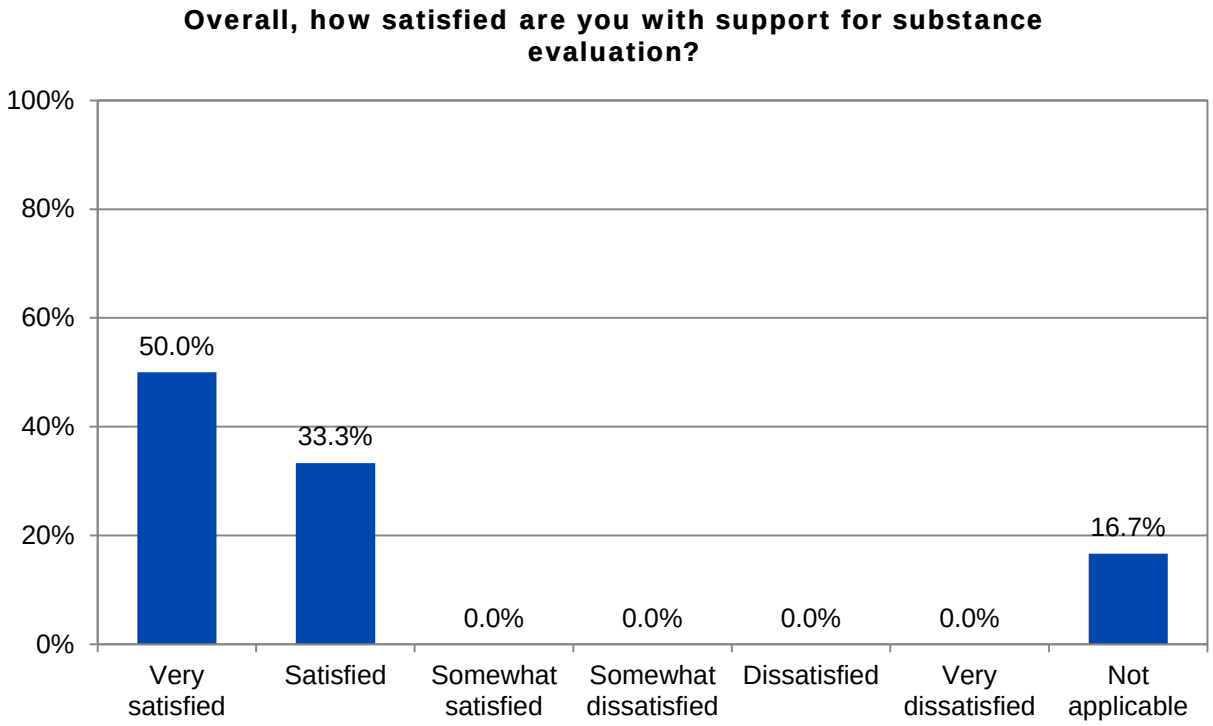


Overall, how satisfied are you with support for dossier evaluation?



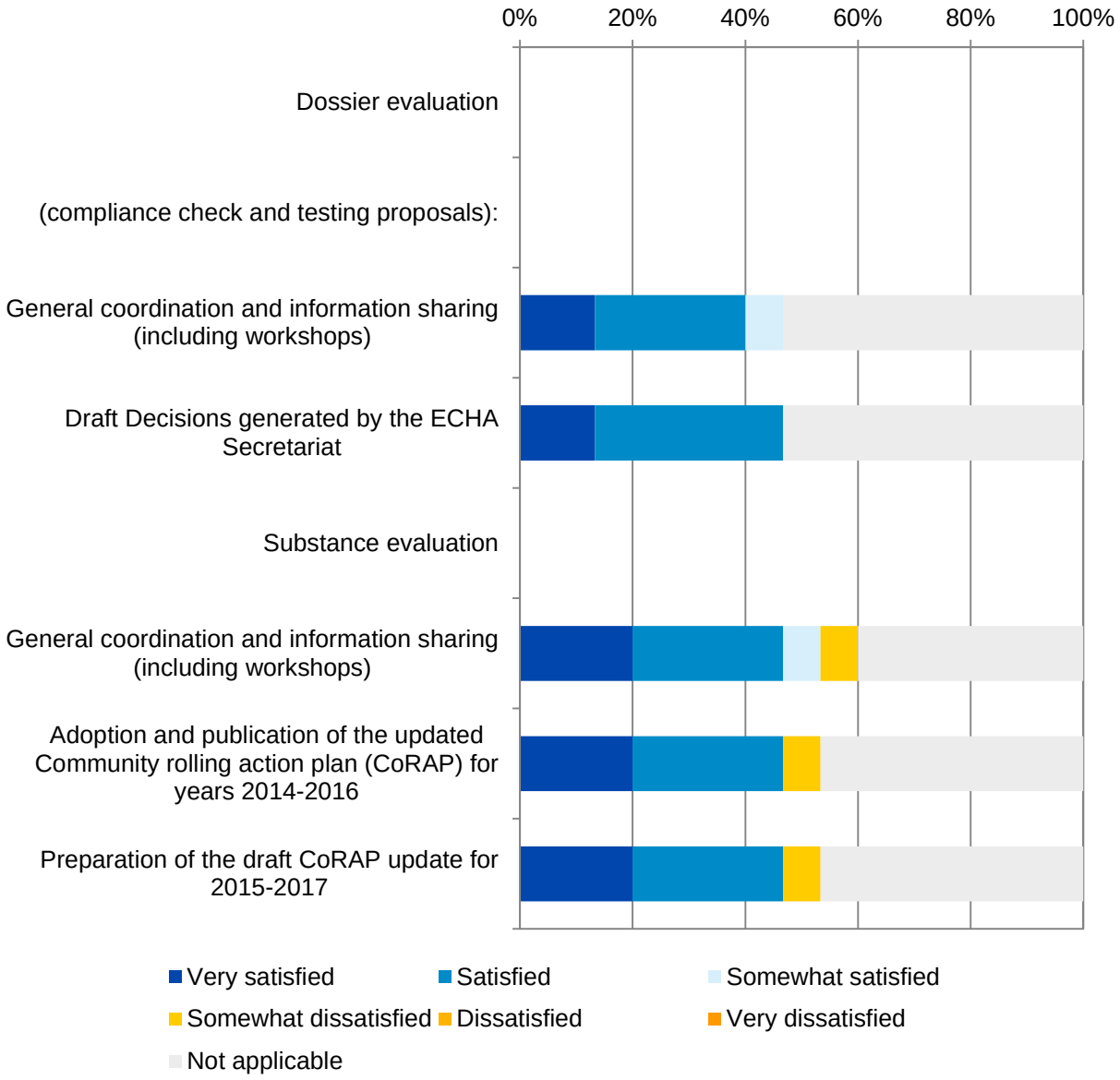
How satisfied are you with the support given by ECHA on the following topics?



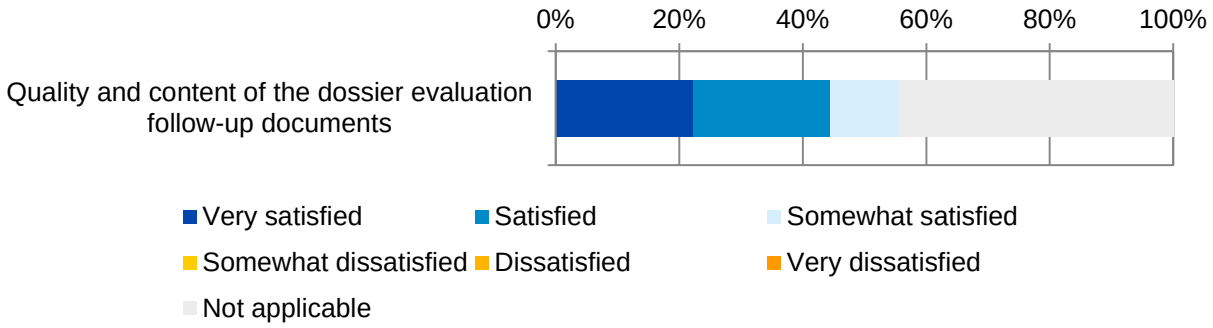

Overall, how satisfied are you with support for substance evaluation?
100%
80%
60%
40%
20%
0%
50.0%
33.3%
0.0%
0.0%
0.0%
0.0%
16.7%
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

Question to European Commission representatives

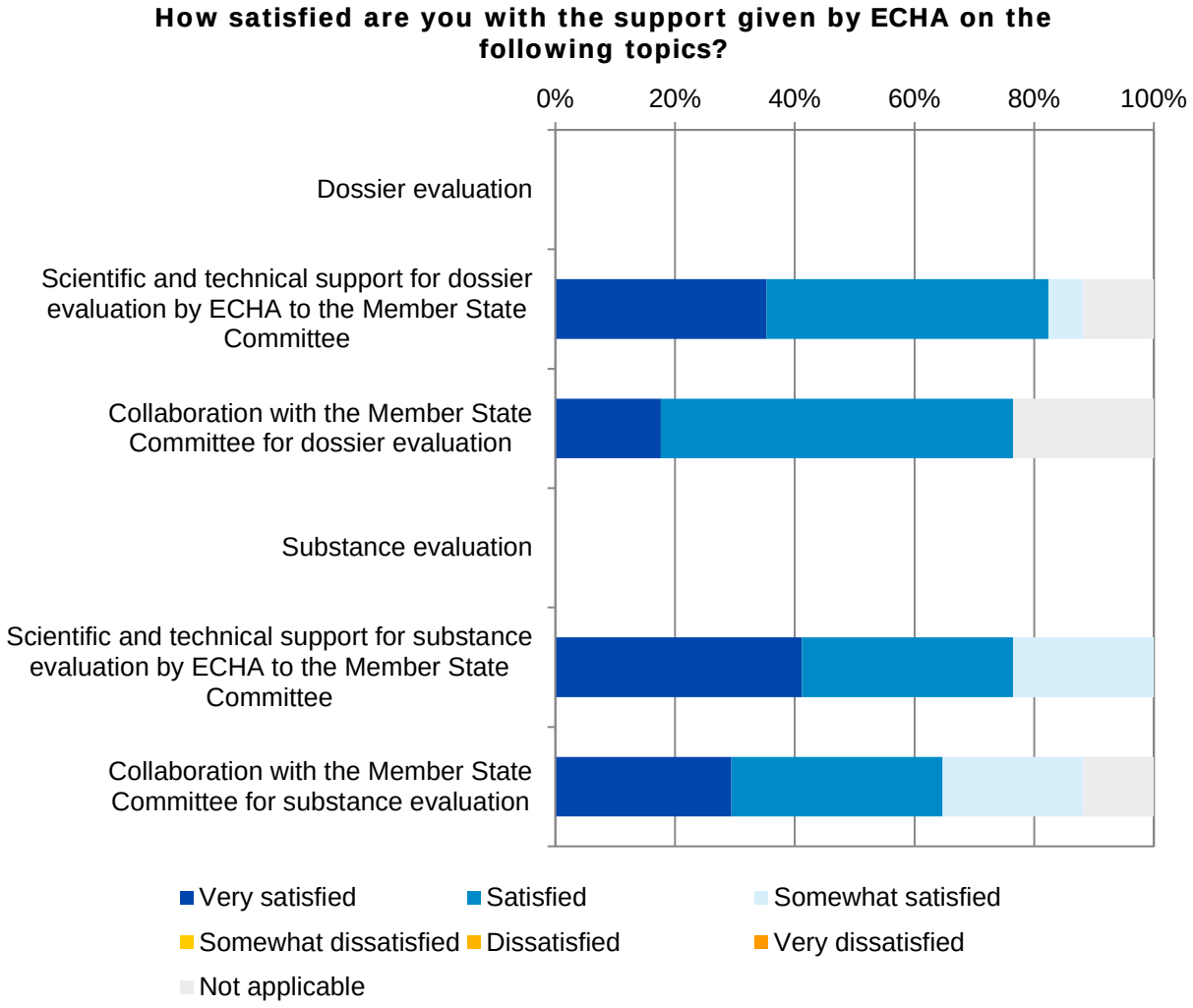
How satisfied are you with the support given by ECHA on the following topics:



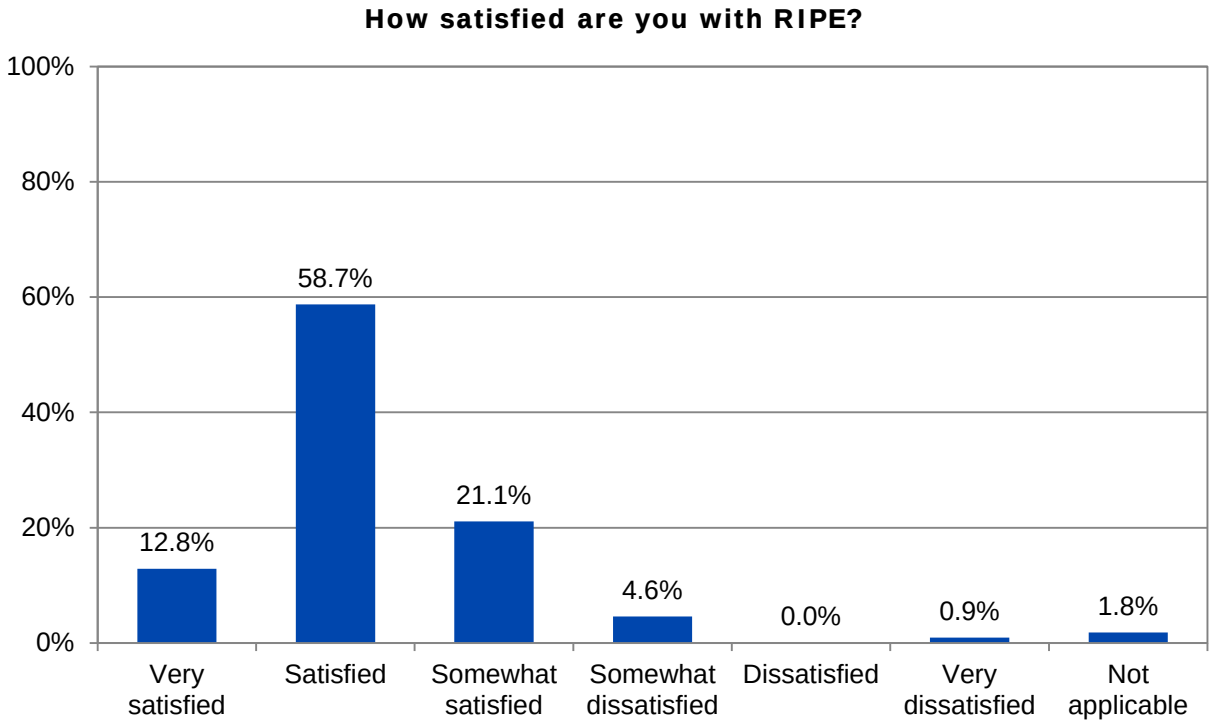
How satisfied are you with the quality and content of the dossier evaluation follow-up documents, i.e. the Art. 42(2) notification and attachment?

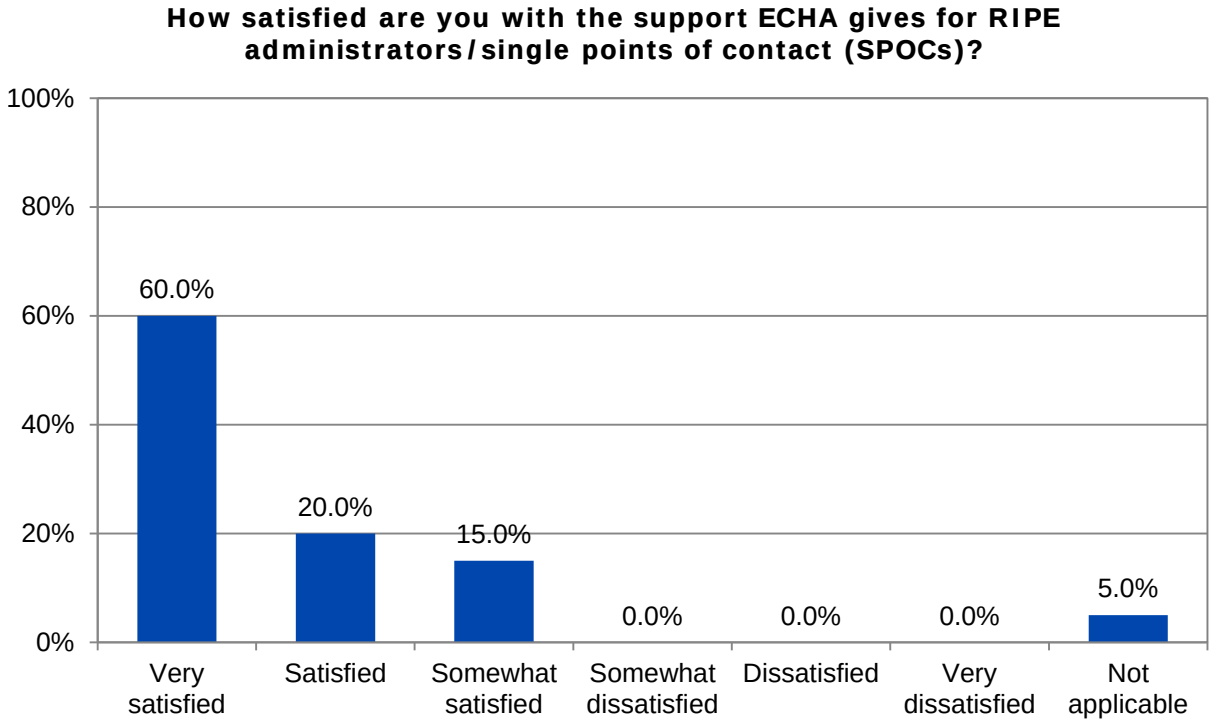


Question to members of the Member State Committee

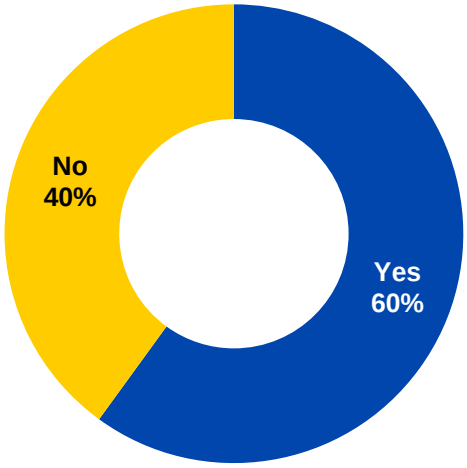


Questions about the REACH Information Portal for Enforcement (RIPE) to RIPE users and single points of contact (SPOC)

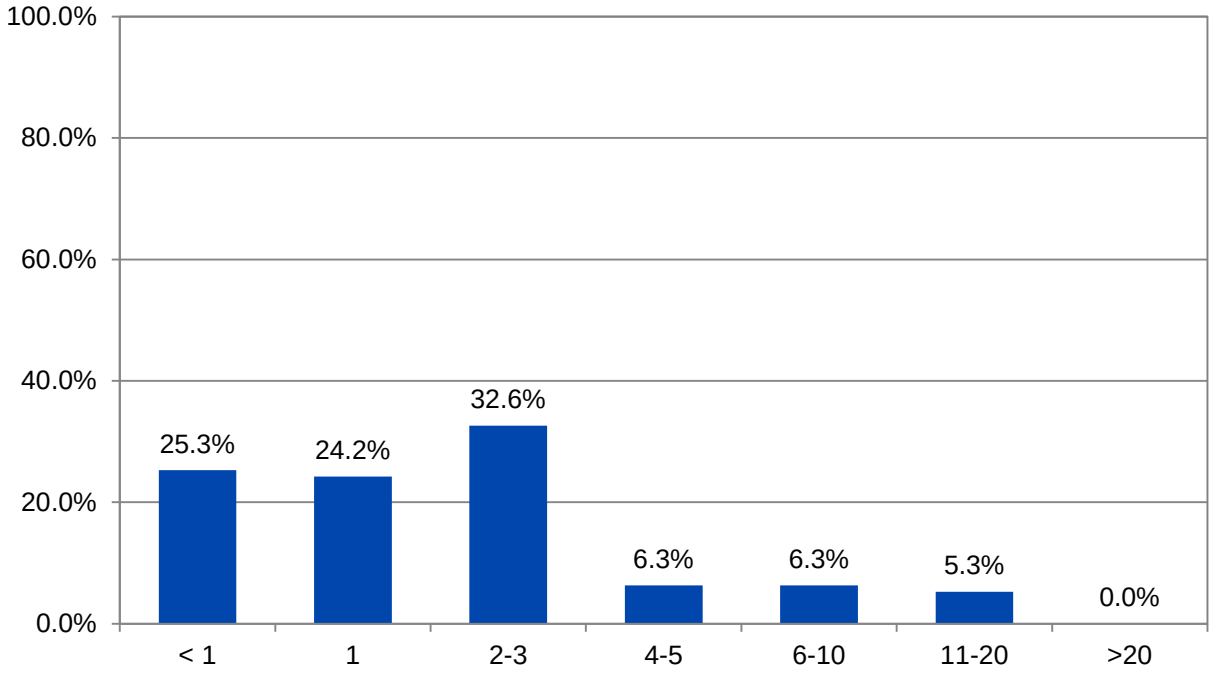




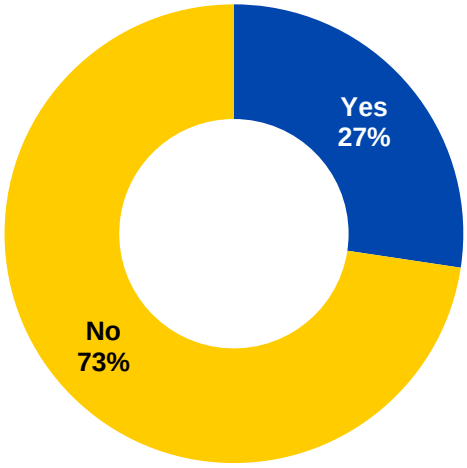
Do you think that further training for RIPE administrators and single points of contact (SPOCs) is necessary?



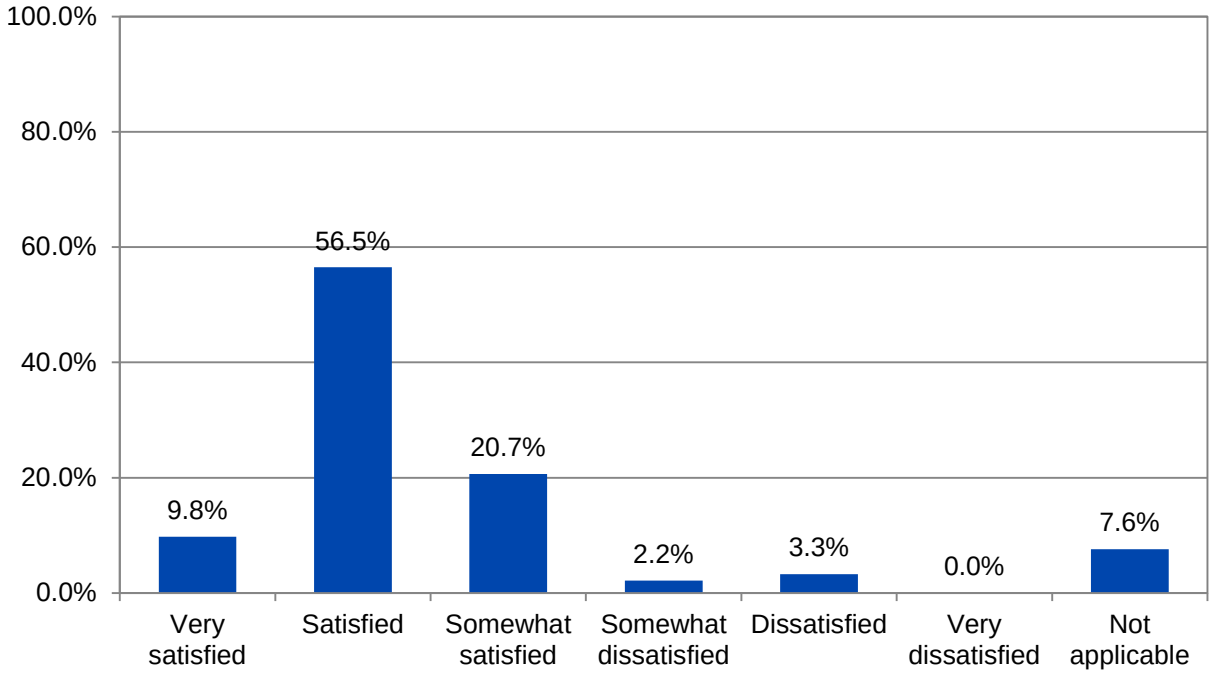
How many times do you think you will visit RIPE per month?



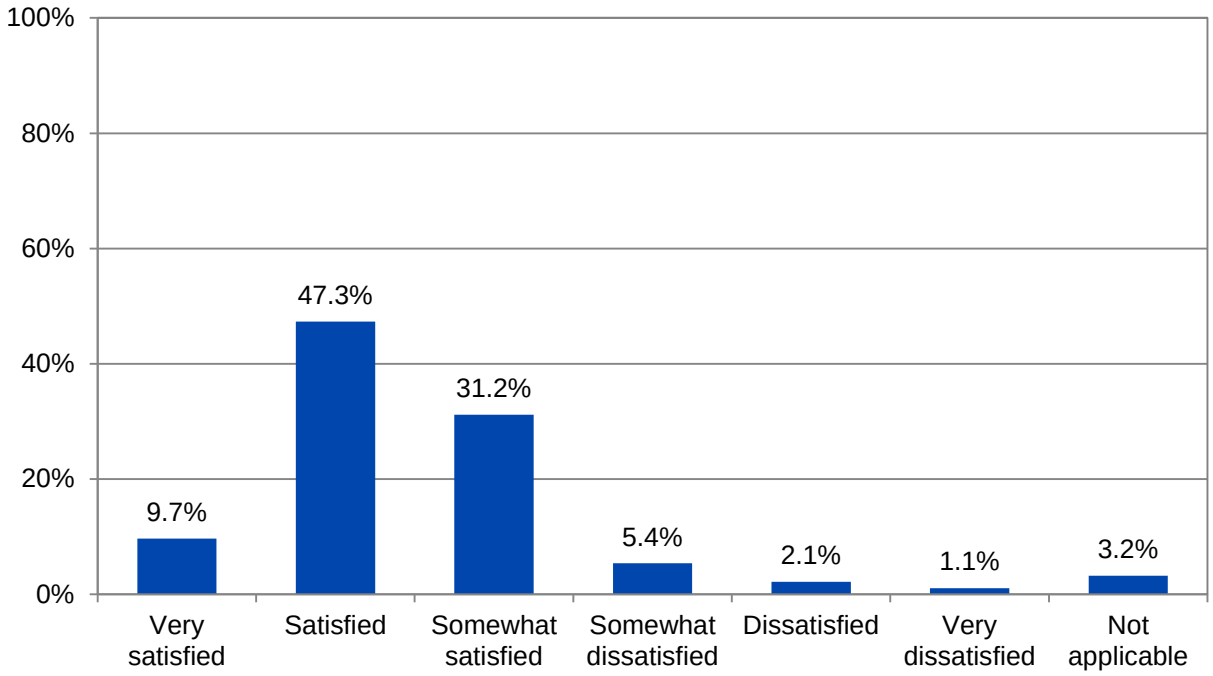
Based on your experience, is there something in RIPE that should be changed for you to visit more frequently?



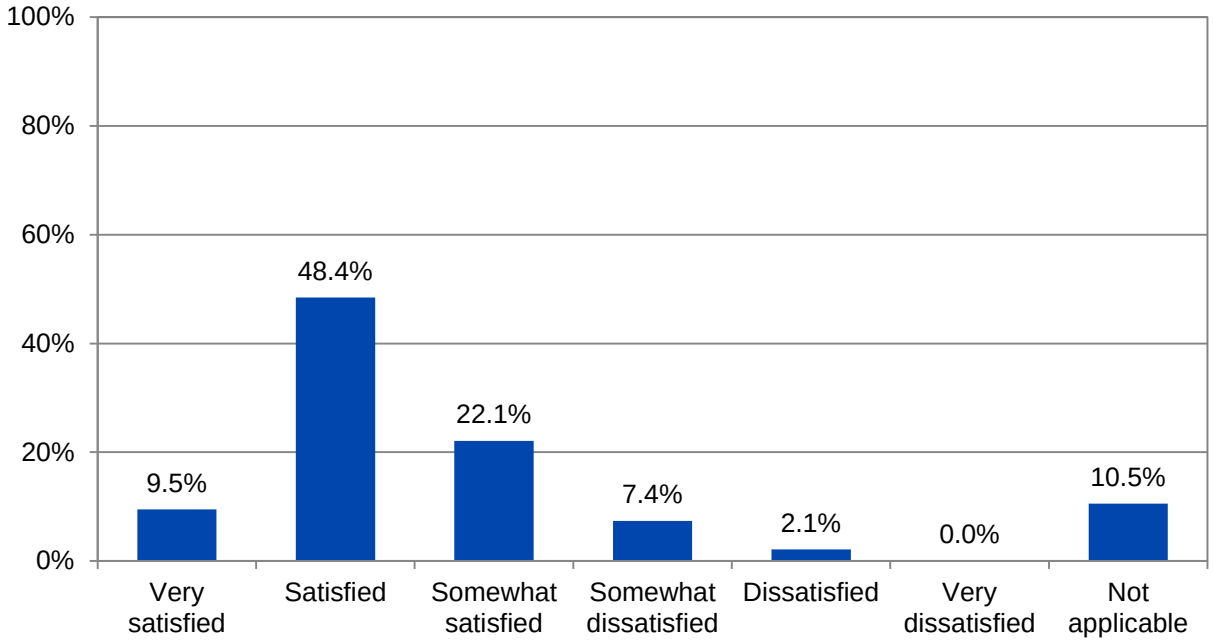
How satisfied are you with ECHA's RIPE manual?



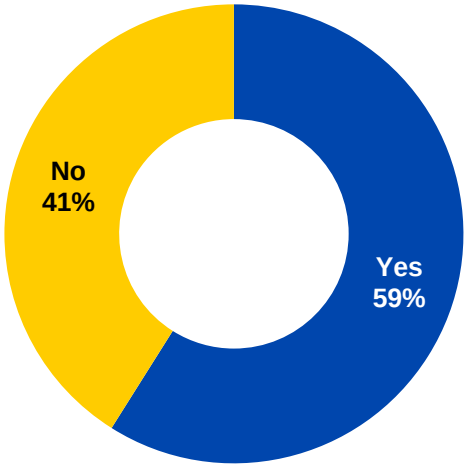
How satisfied are you with search functionality in RIPE?



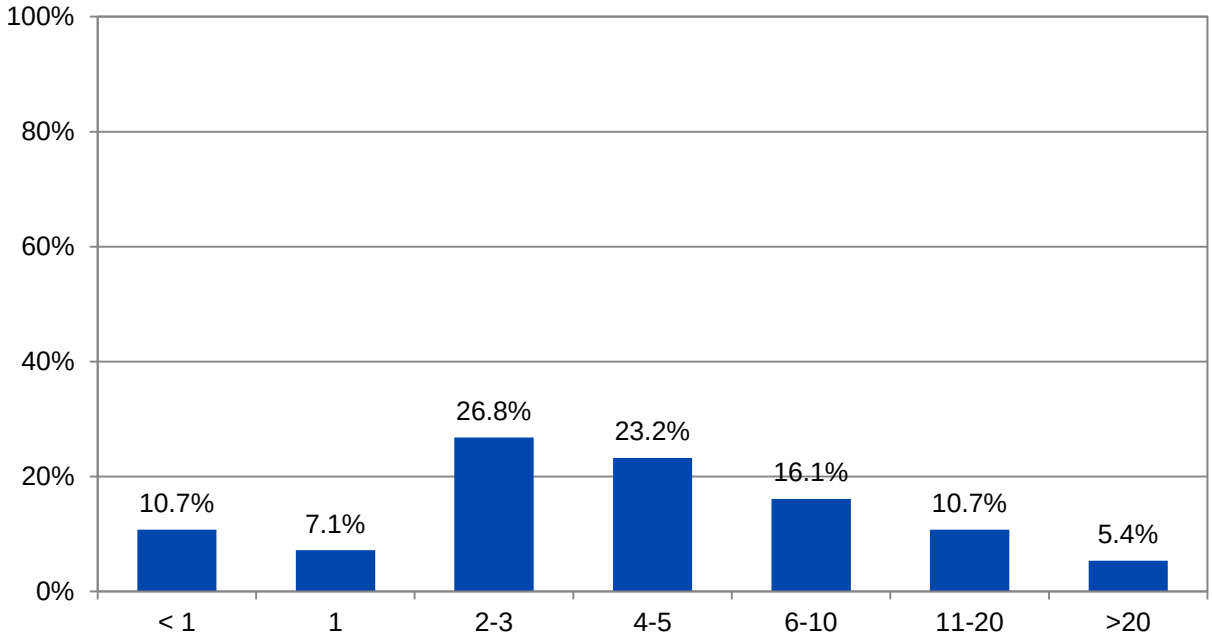
How satisfied are you with scope of information covered in RIPE's standard/comparison reports?



If RIPE were available in your national language, would you use it more frequently?

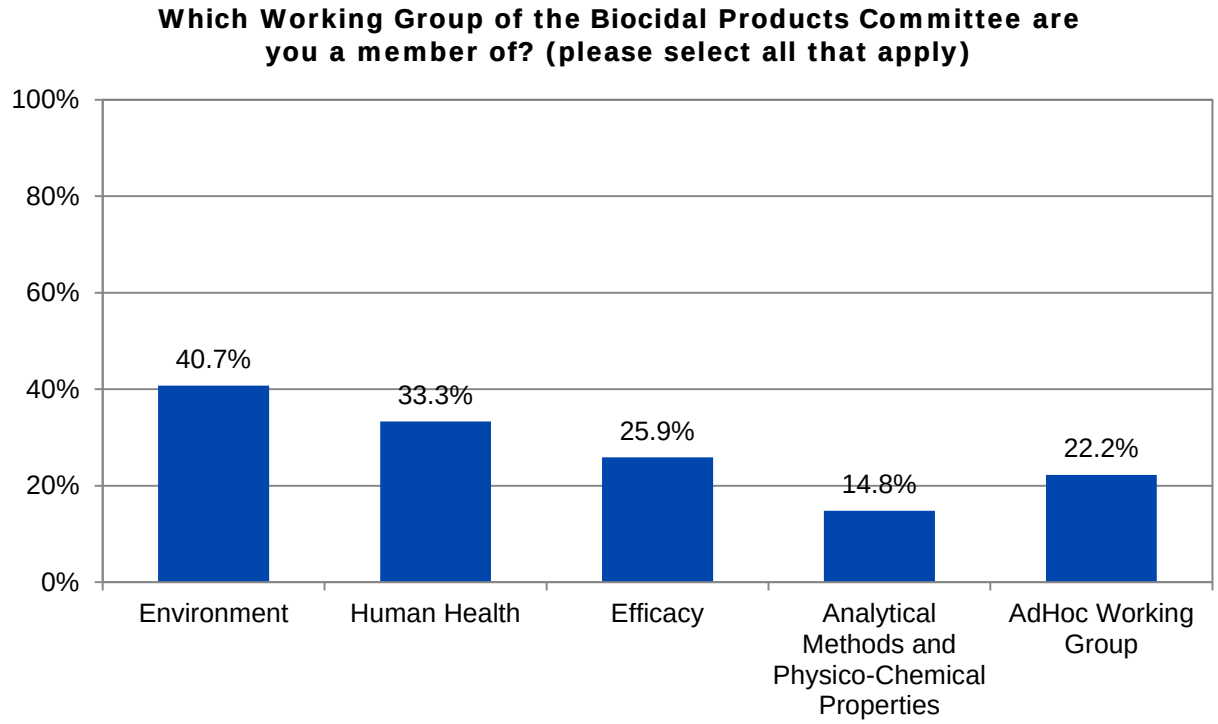


Please indicate how frequently you would use it (how many visits each month):



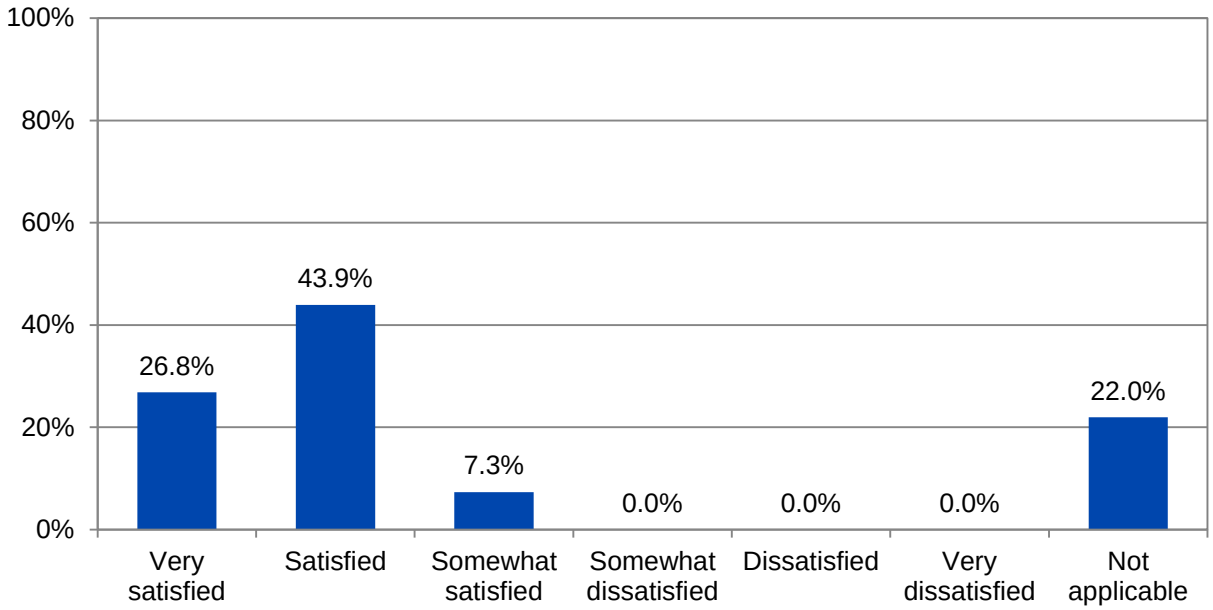
Questions related to the work on the Biocidal Products Regulation asked to members of the Biocidal Products Committee, Biocides Working Groups and Coordination Group members, Accredited Stakeholder Organisations, Directors of Member State Competent Authorities and representatives of the European Commission

Question to members of the Biocides Working Group

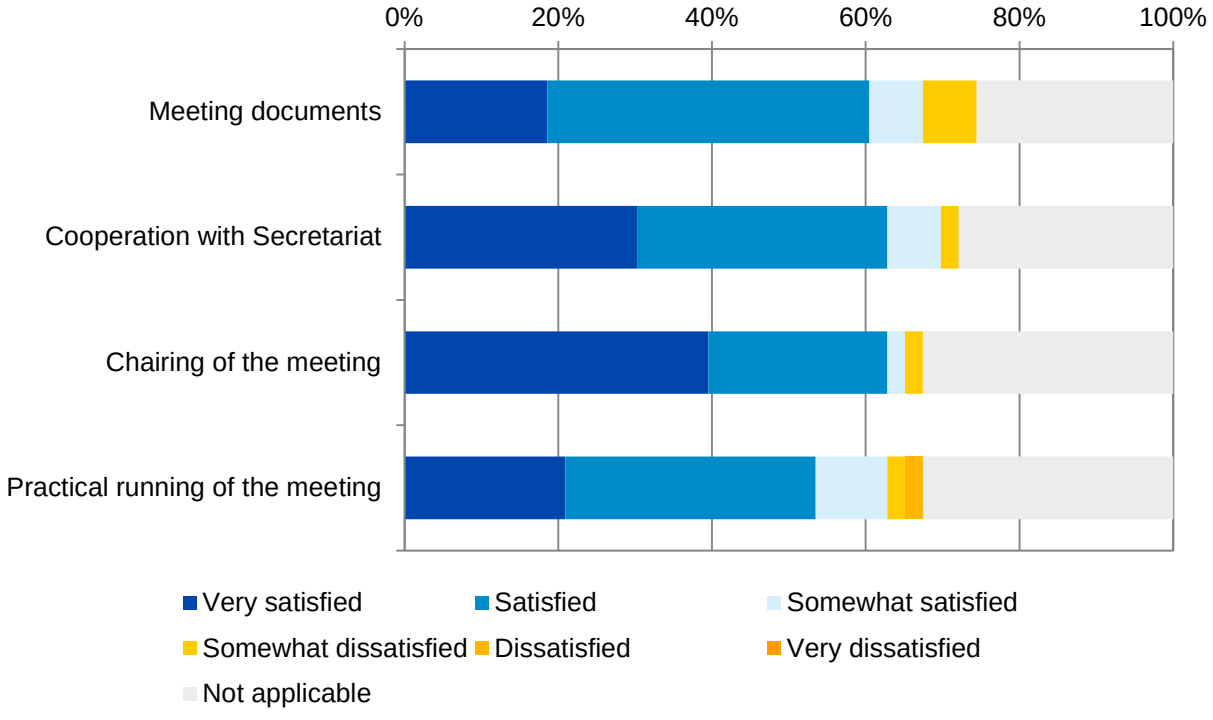


Questions to European Commission representatives, MSCAs, members of the Biocidal Products Committee, Biocides Working Group and Accredited Stakeholder Organisations

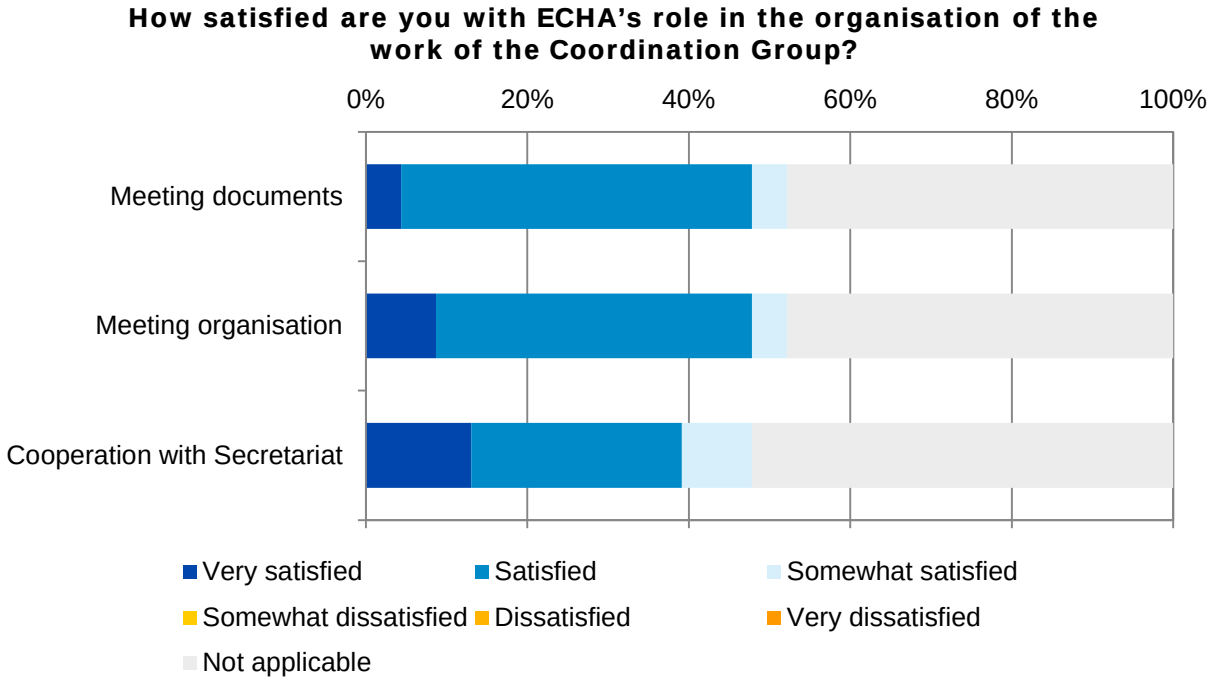
How satisfied are you with the organisation and administrative support provided by ECHA for the BPC Working Group meetings (invitations, registration, travelling)?



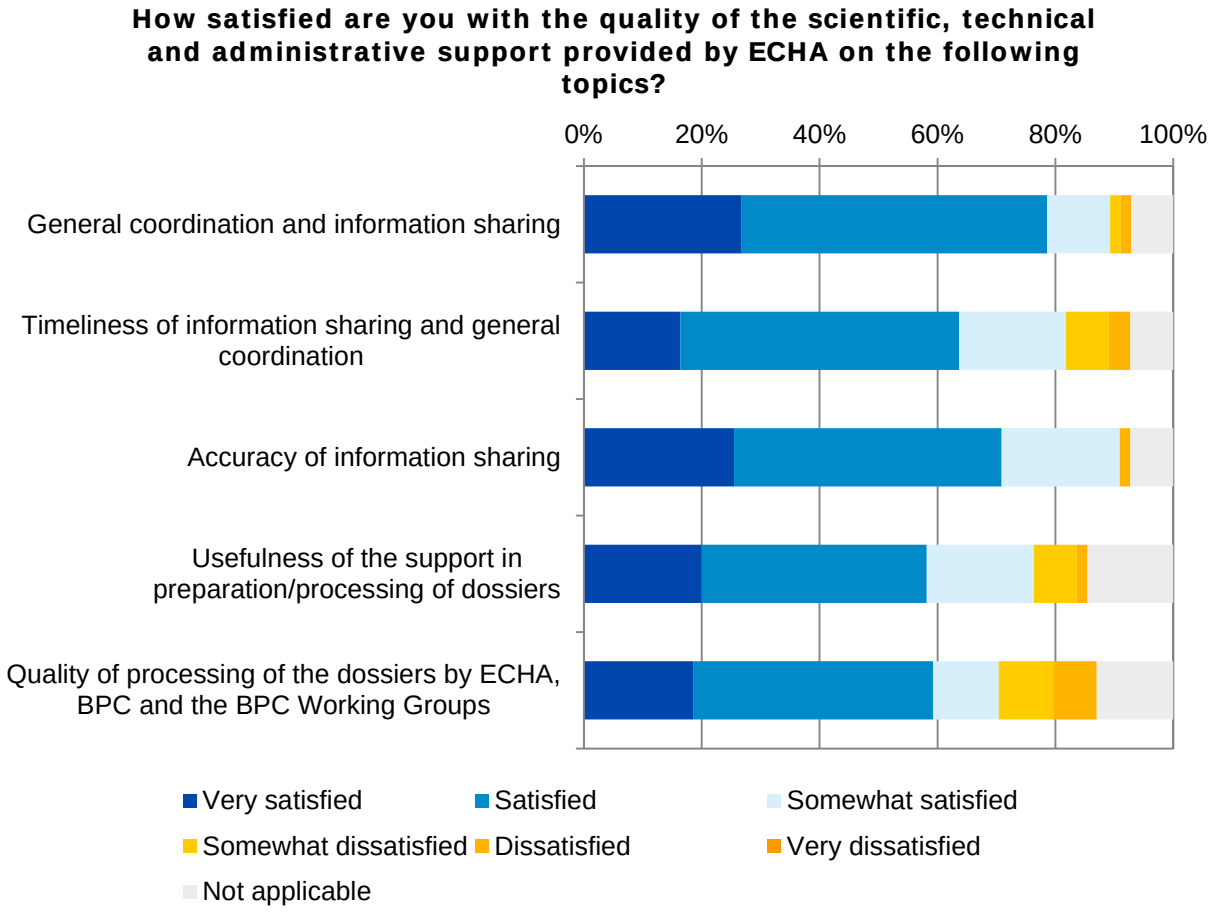
How satisfied are you with the procedures and organisation of the BPC Working Group meetings at the scientific level?



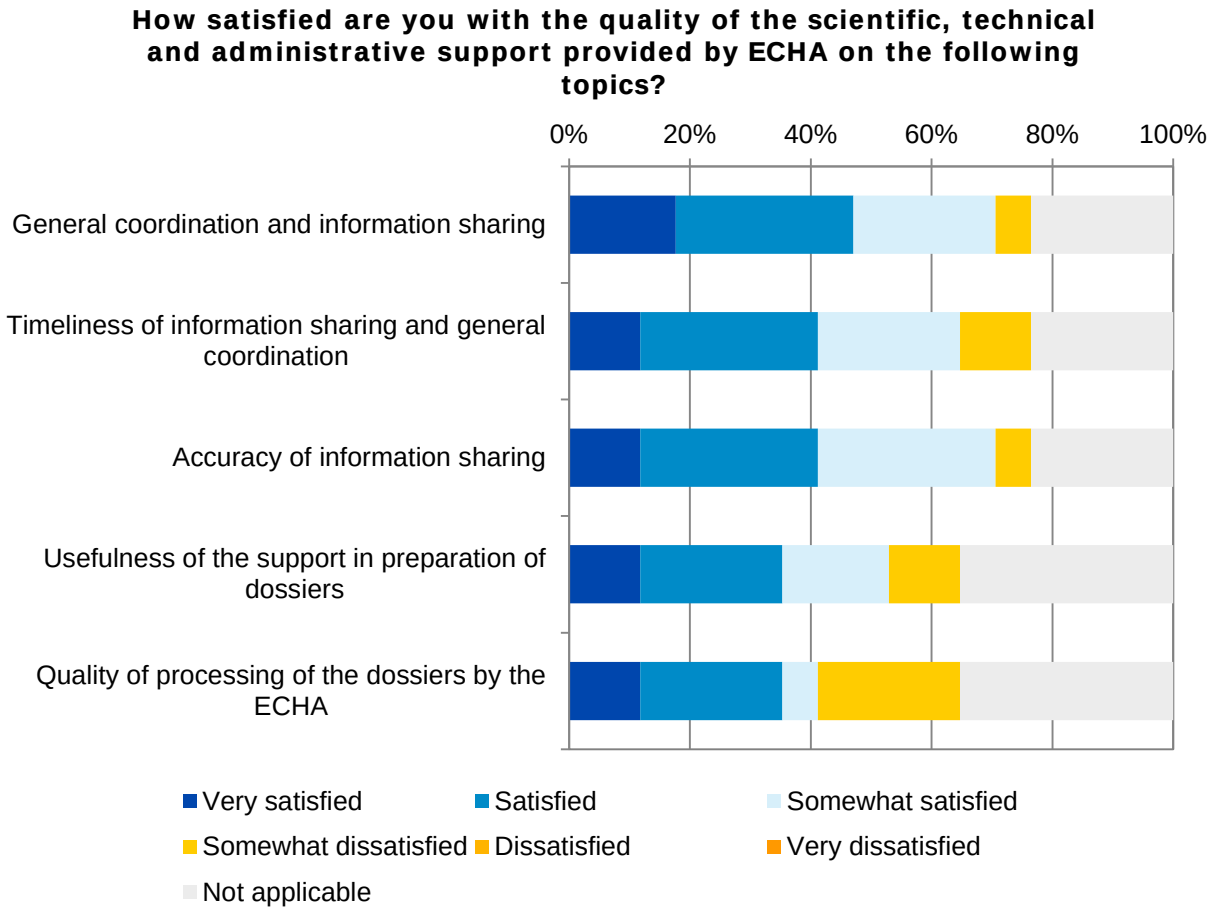
Question to European Commission representatives, Coordination Group members and BPC Accredited Stakeholder organisations



Question to Member State Competent Authorities, BPC and BPC Working Group members and Accredited Stakeholder organisations

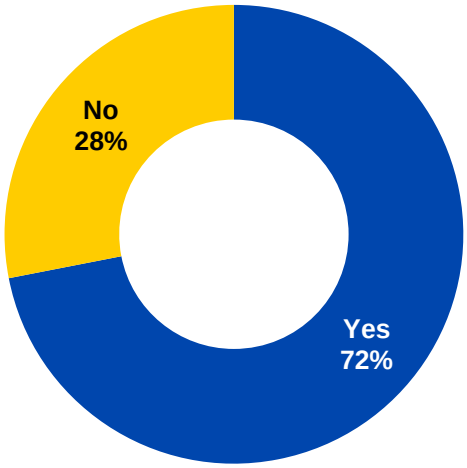


Question to Member State Competent Authorities



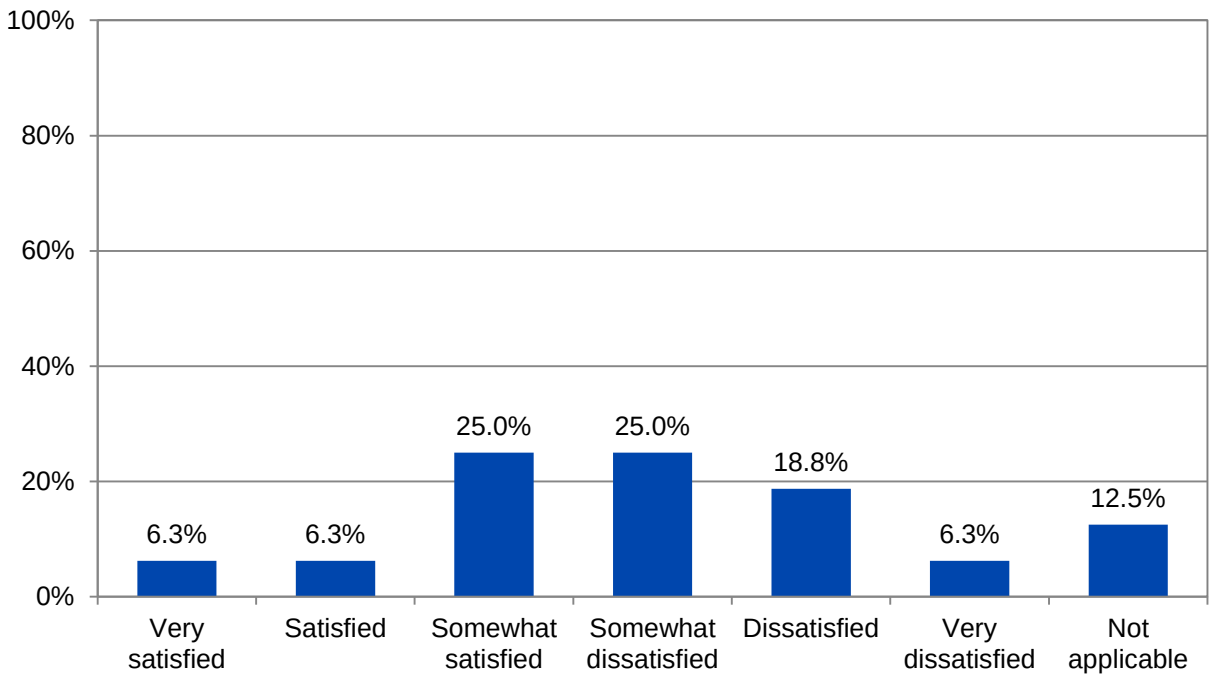
Question to BPC members, BPC working group members and European Commission representatives

Would you like ECHA to provide further scientific, technical and administrative support or guidance?

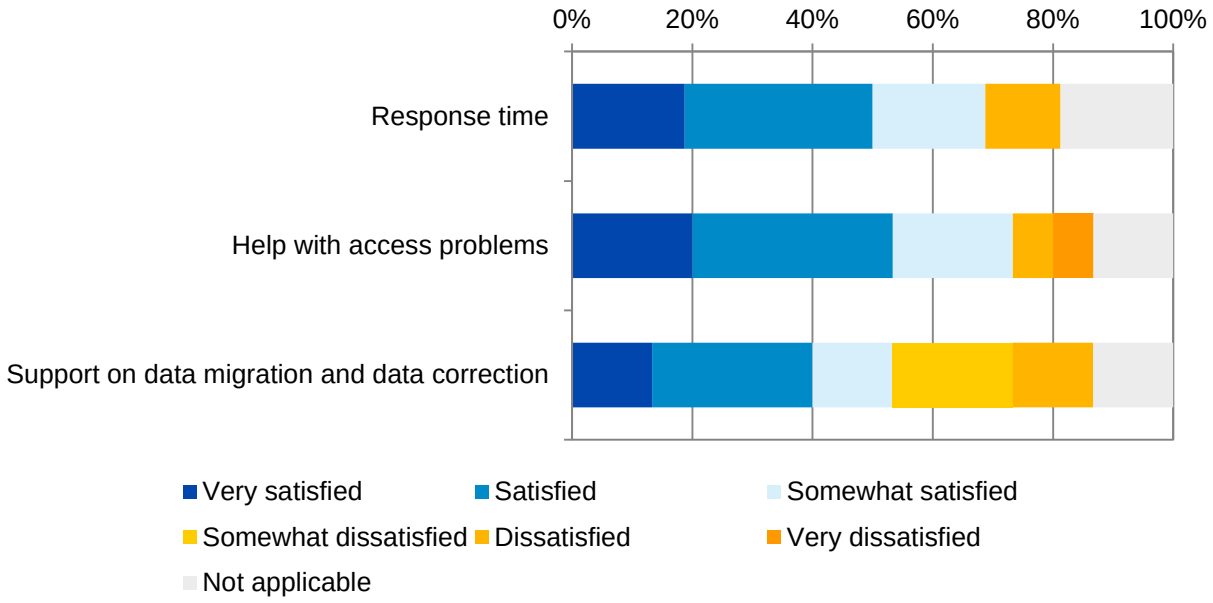


Questions to Member State Competent Authorities

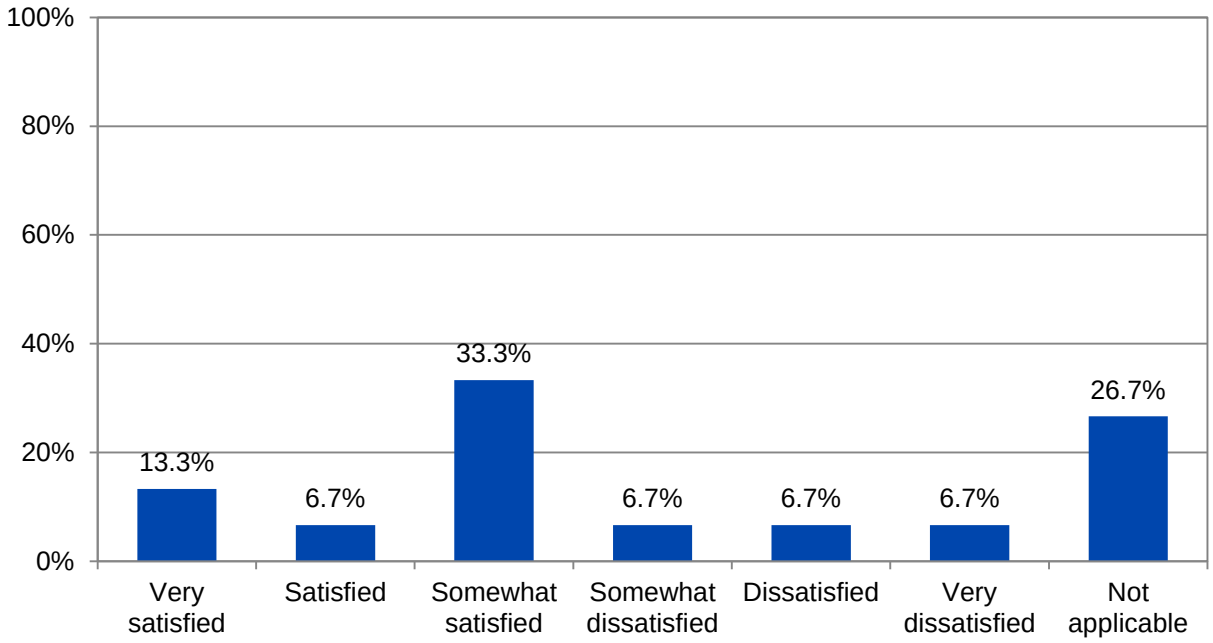
How satisfied are you with the functionalities offered by R4BP 3?



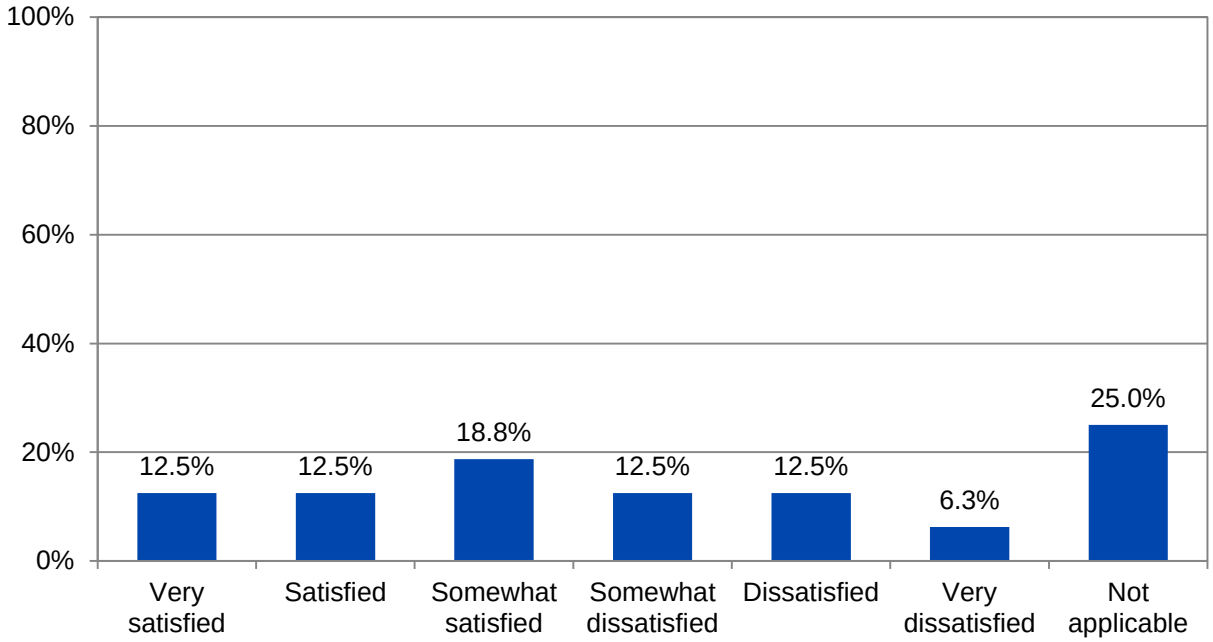
How satisfied are you with the following aspects of the support provided by ECHA in solving technical issues related to R4BP 3:



How satisfied are you with the documents and training supporting the use of R4BP3?

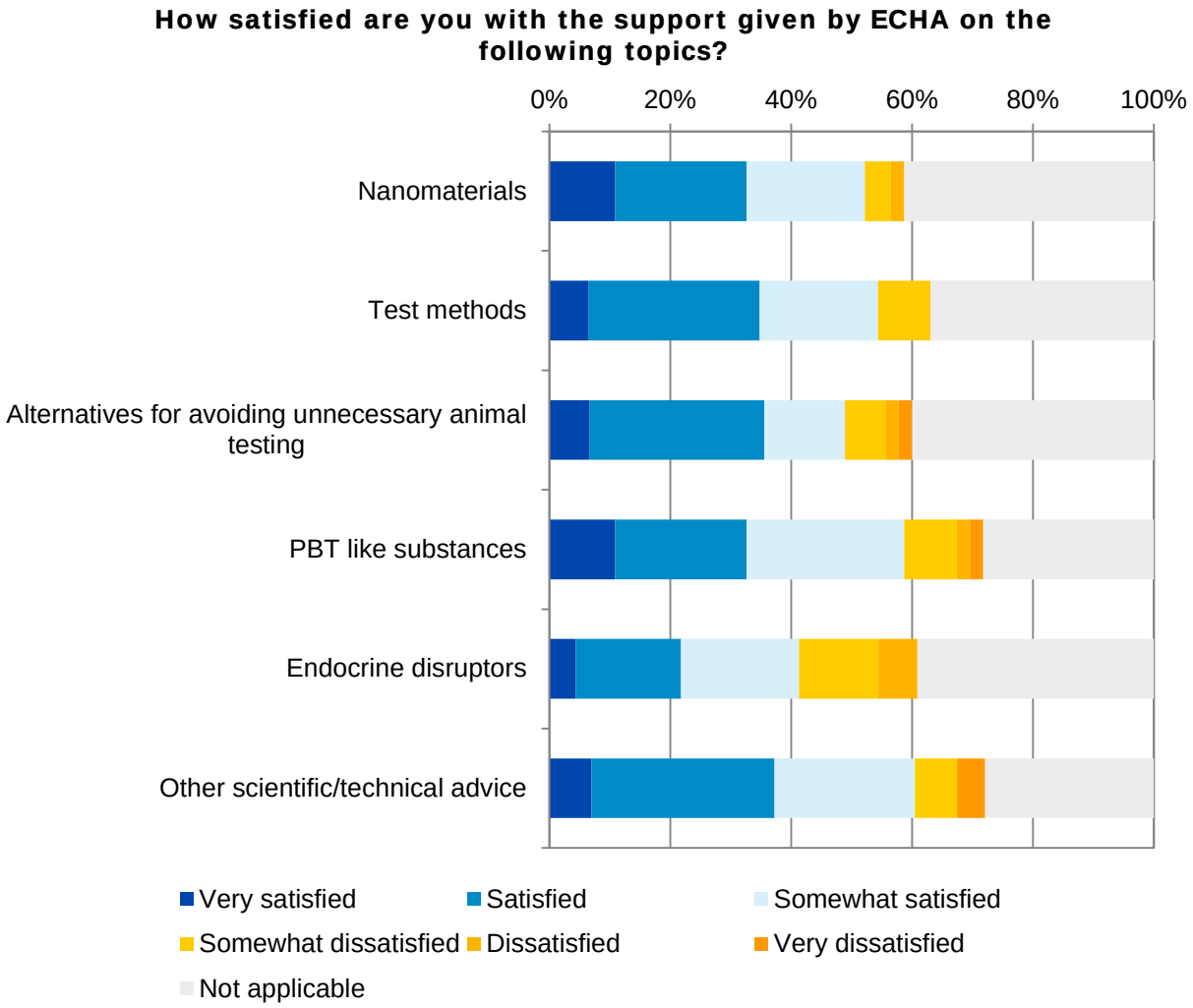


How satisfied are you with the documents and training supporting the use of IUCLID 5.6?



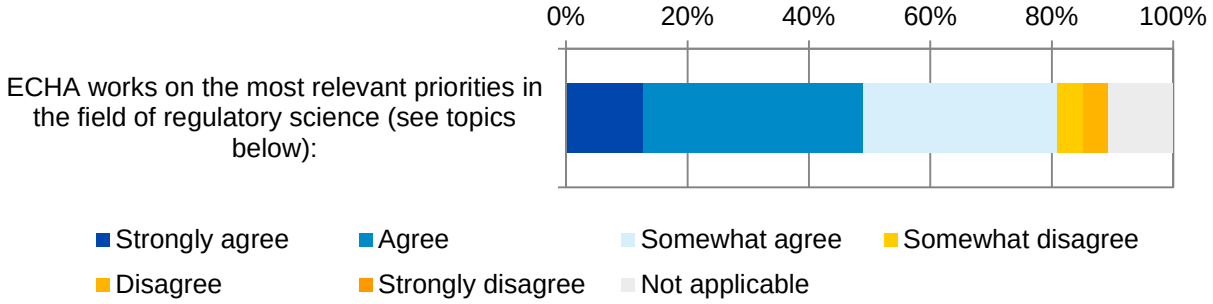
Questions related to ECHA's scientific and technical advice to EU institutions and bodies asked to Member State Competent Authorities, European Commission representatives and accredited stakeholder organisations

Questions to European Commission representatives

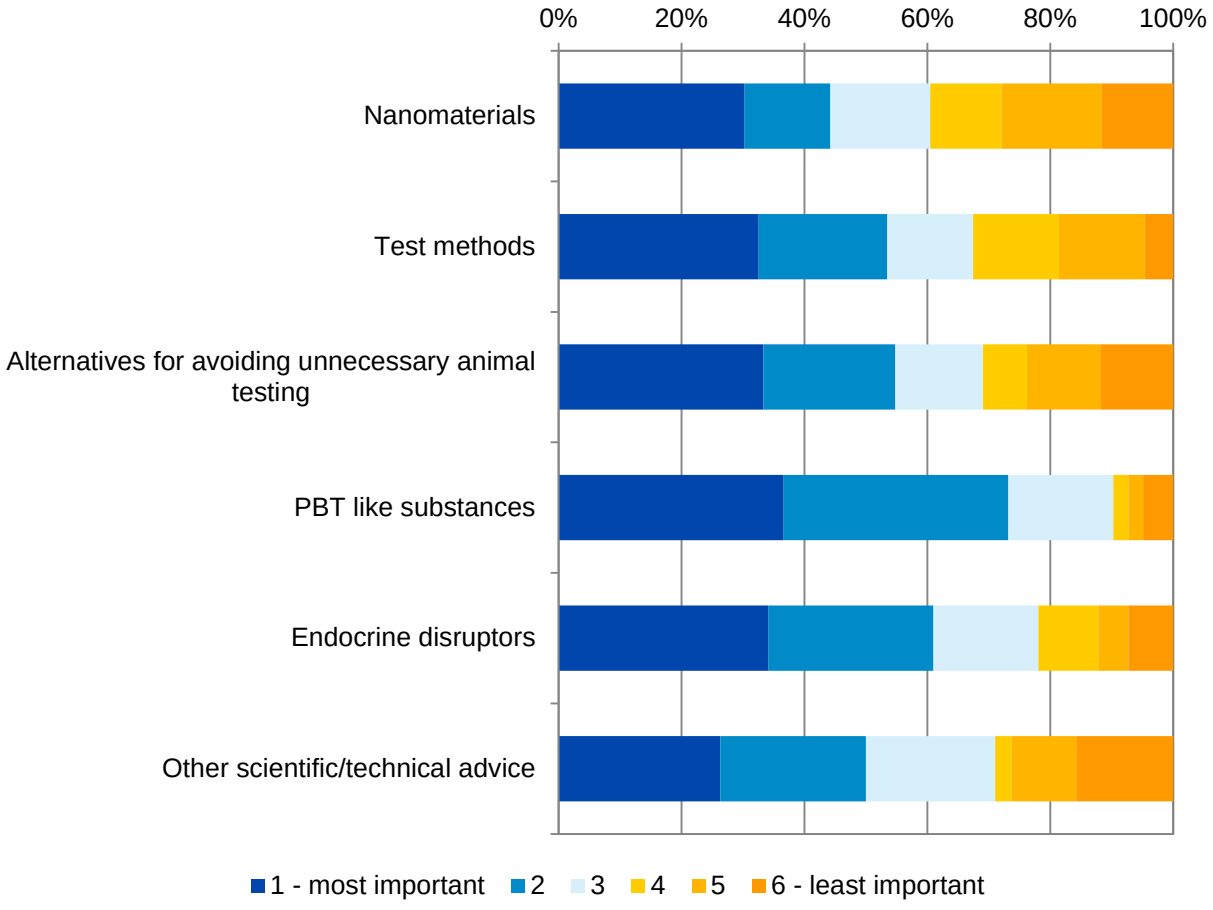


Questions to Member State Competent Authorities, European Commission representatives, and accredited stakeholder organisations

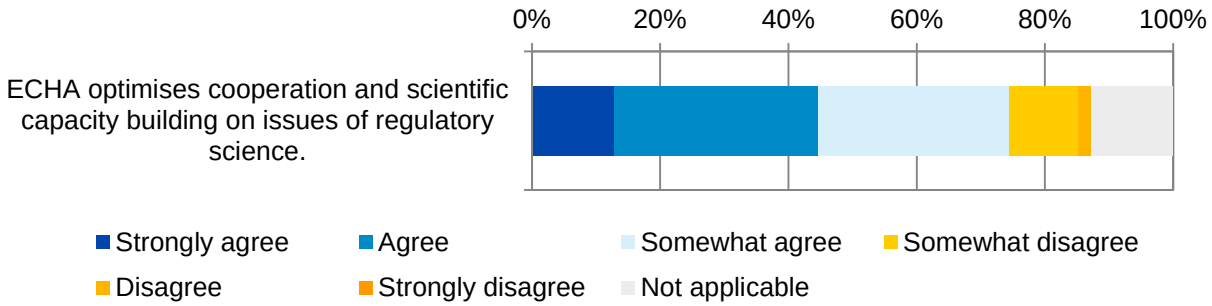
Please rate your level of agreement with the following statement:



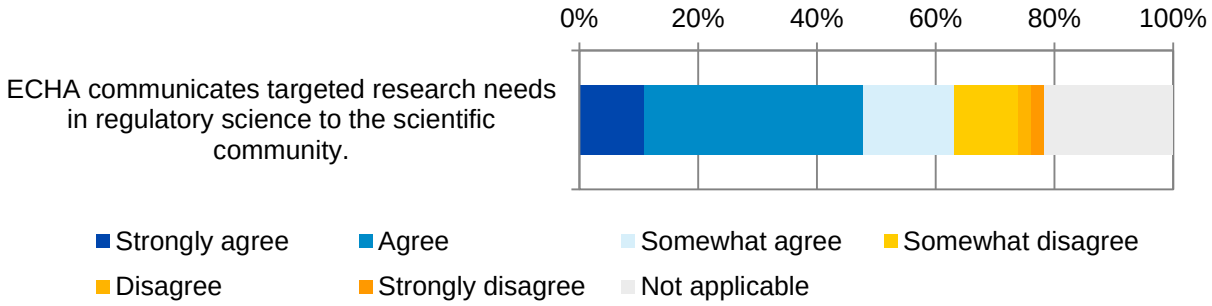
Please give your level of priority for the following topics of regulatory science (from 1 for the most important to 6 for the least important):



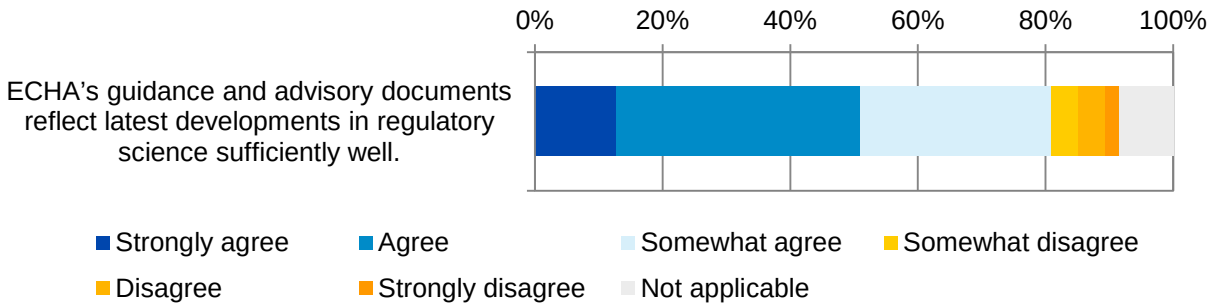
Please rate your level of agreement with the following statement:



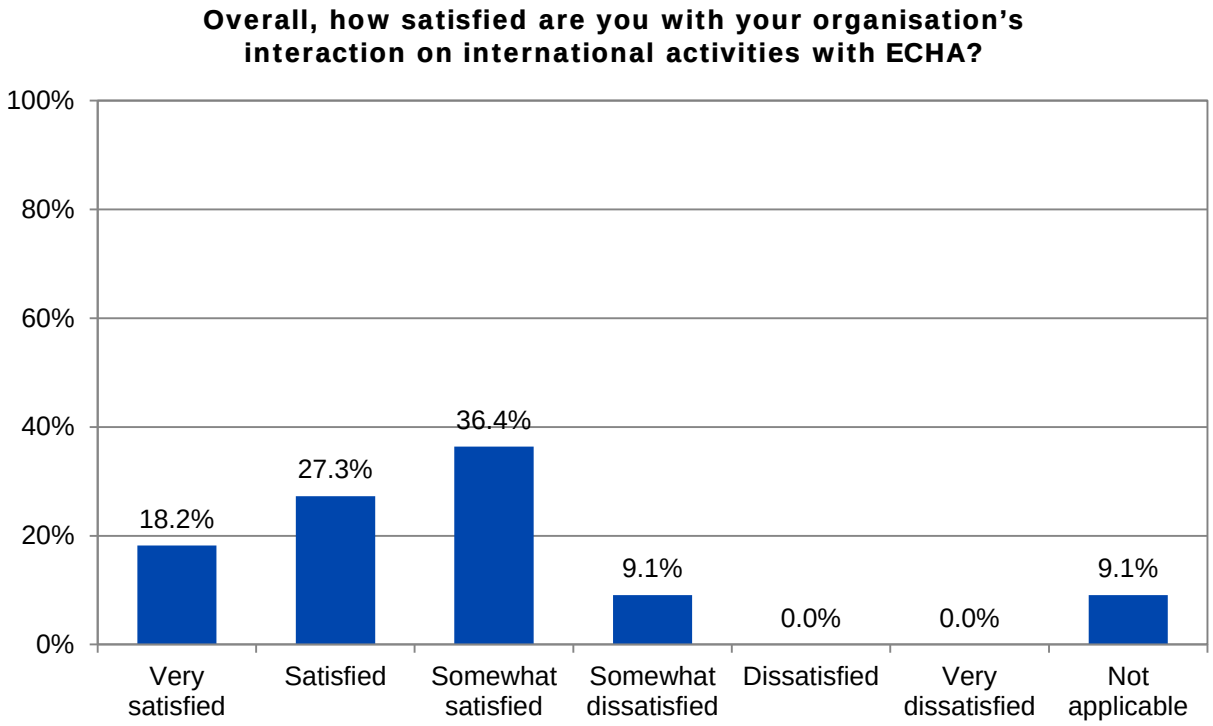
Please rate your level of agreement with the following statement:

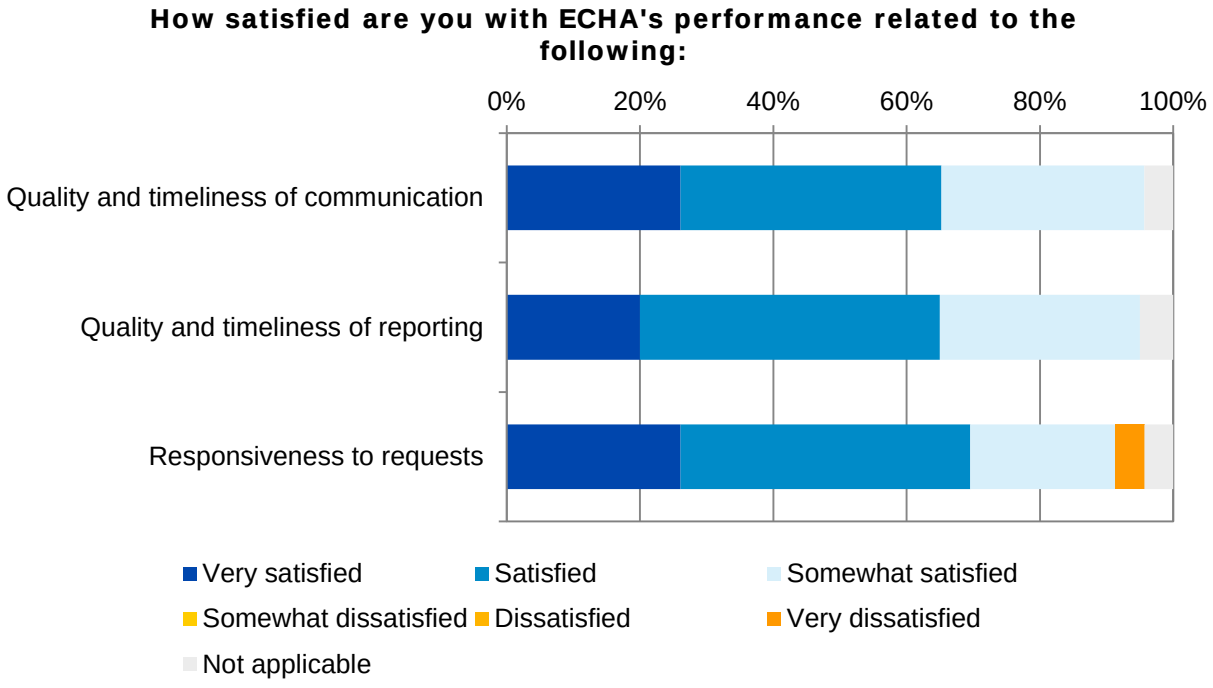


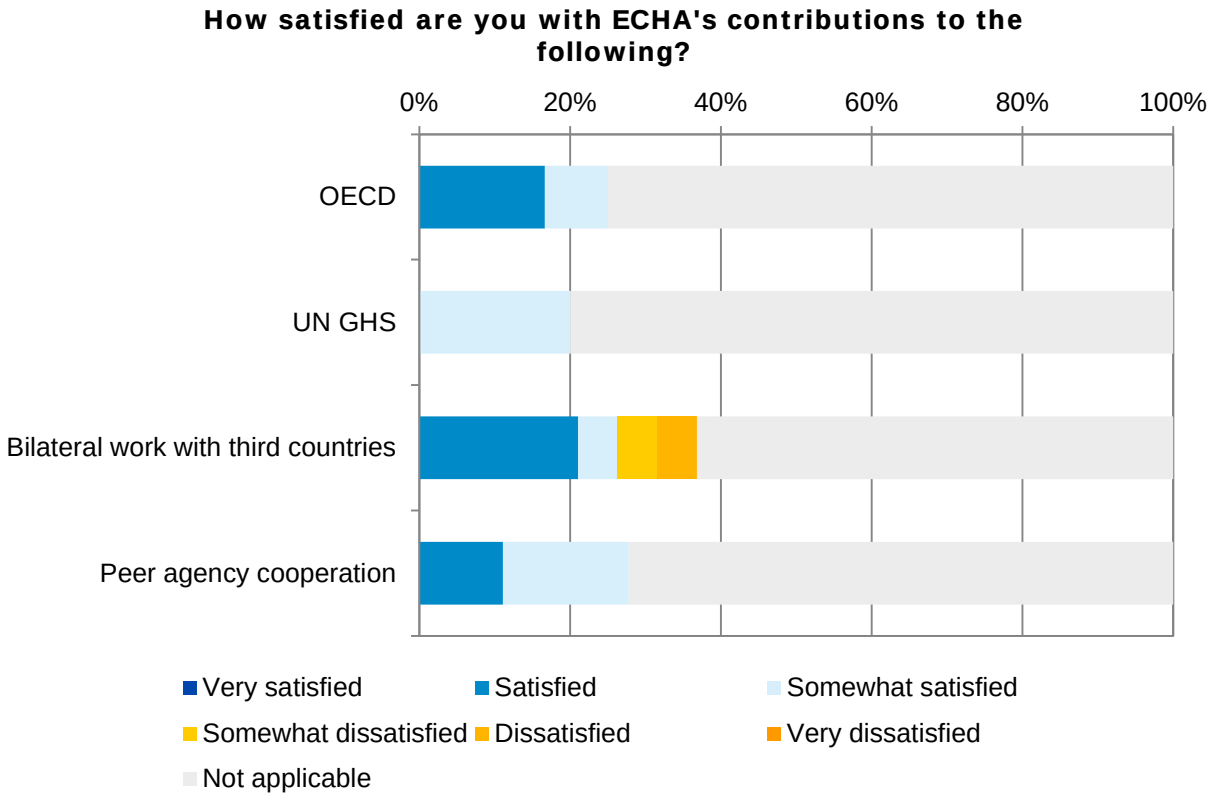
Please rate your level of agreement with the following statement:

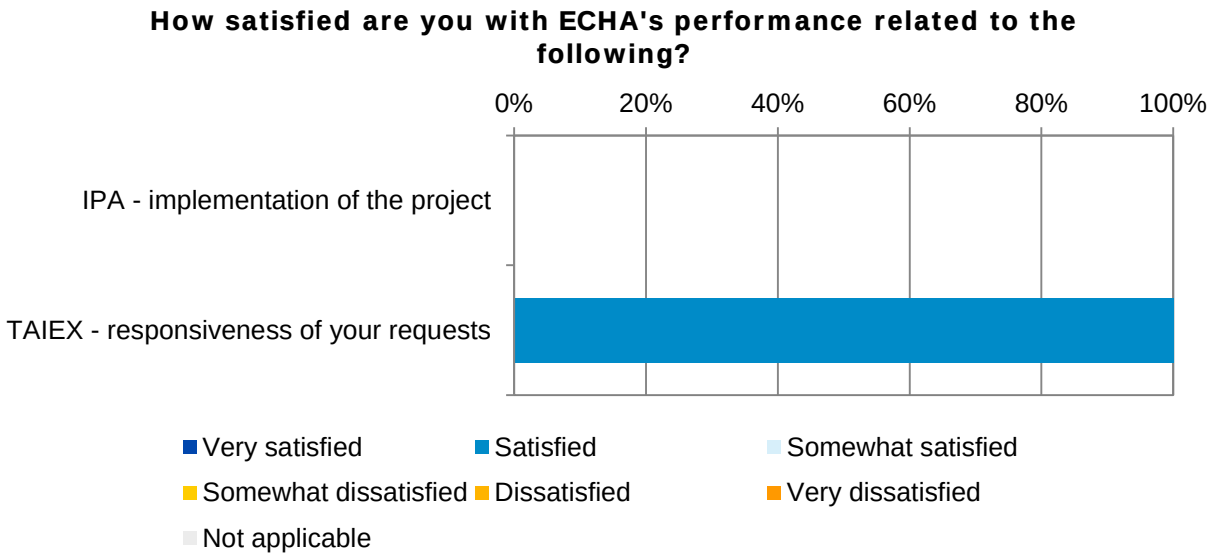


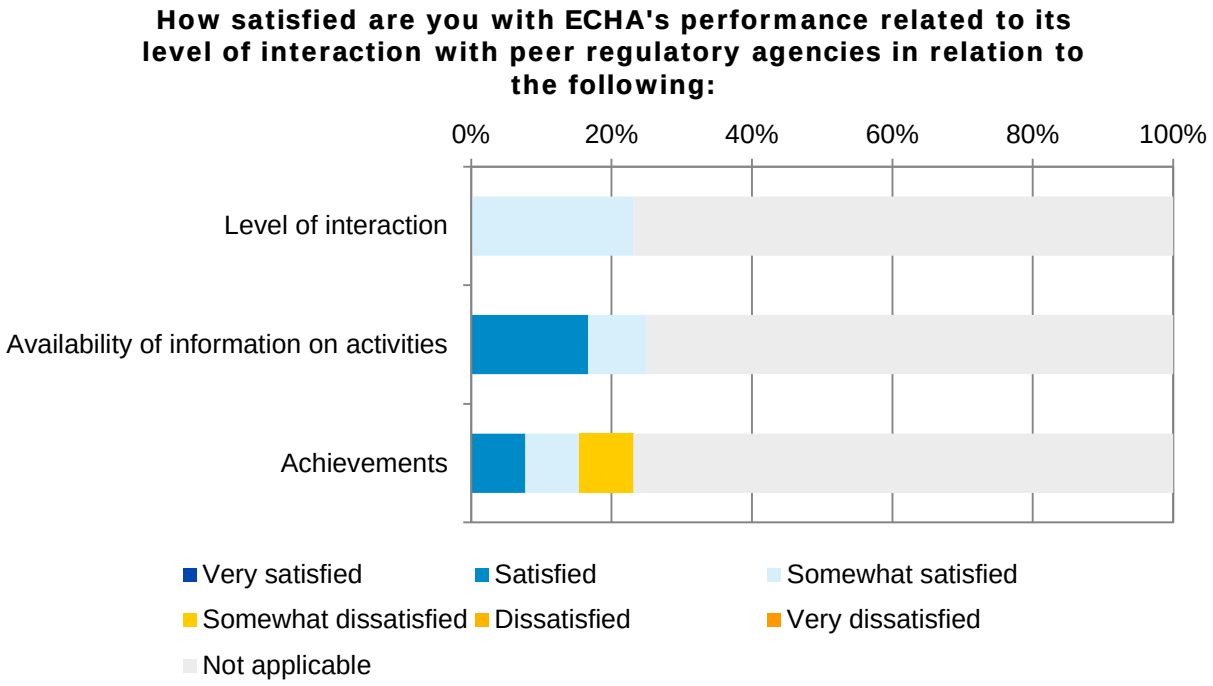
Questions on international activities asked to European Commission representatives and peer agencies outside of Europe





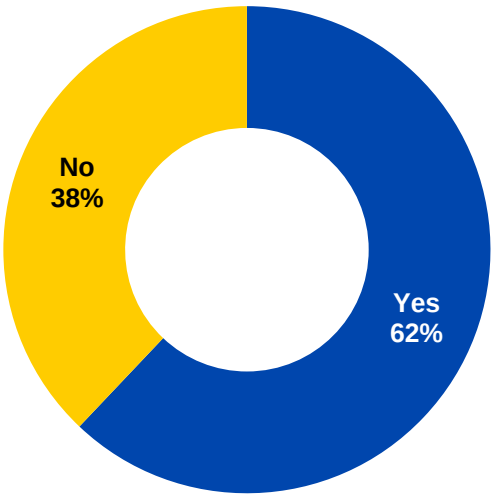

How satisfied are you with ECHA's contributions to the following?
0%
20%
40%
60%
80%
100%
OECD
UN GHS
Bilateral work with third countries
Peer agency cooperation
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable


How satisfied are you with ECHA's performance related to the following?
0%
20%
40%
60%
80%
100%
IPA - implementation of the project
TAIEX - responsiveness of your requests
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

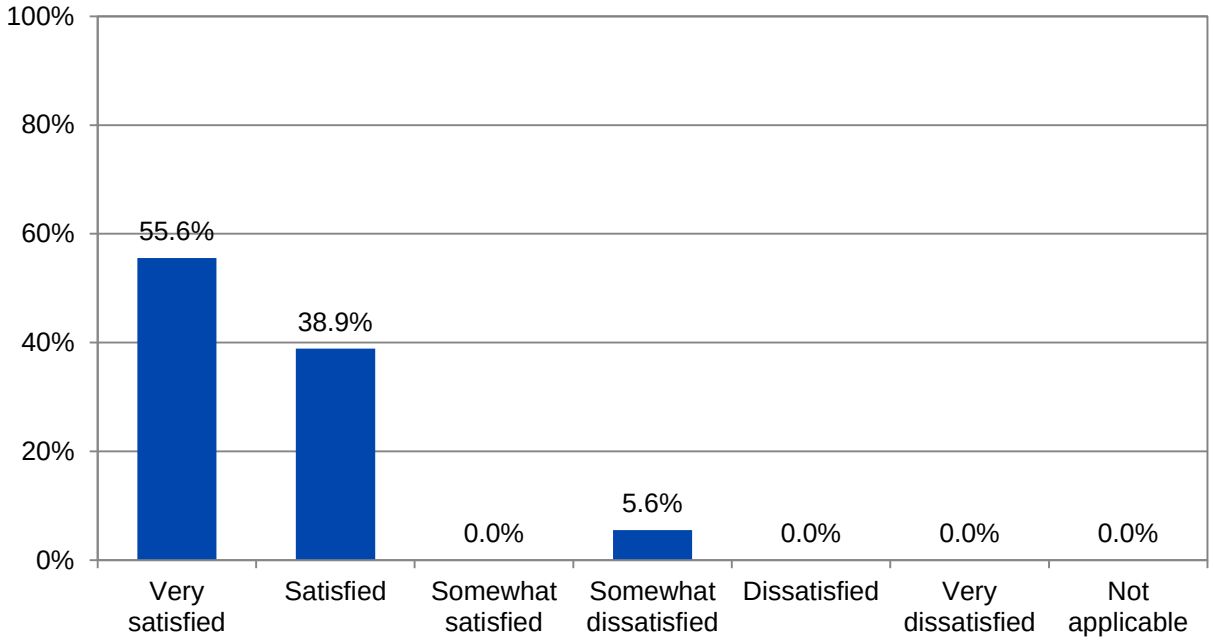

How satisfied are you with ECHA's performance related to its level of interaction with peer regulatory agencies in relation to the following:
0%
20%
40%
60%
80%
100%
Level of interaction
Availability of information on activities
Achievements
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

Questions on Prior Informed Consent to Member States designated national authorities and European Commission representatives

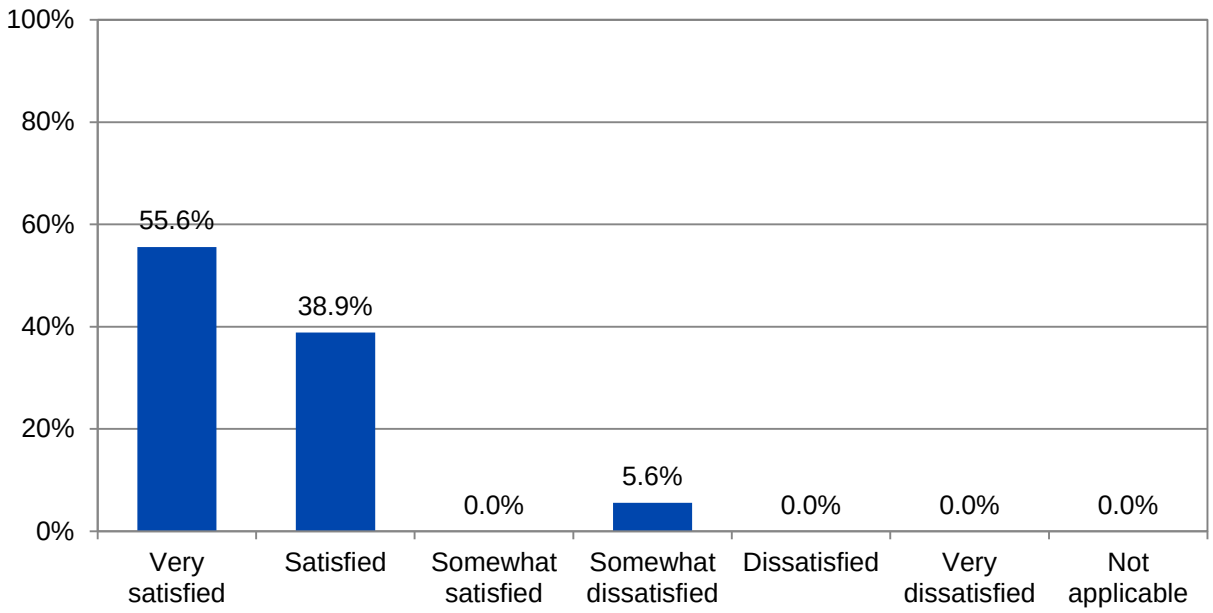
Are you involved in PIC related activities?



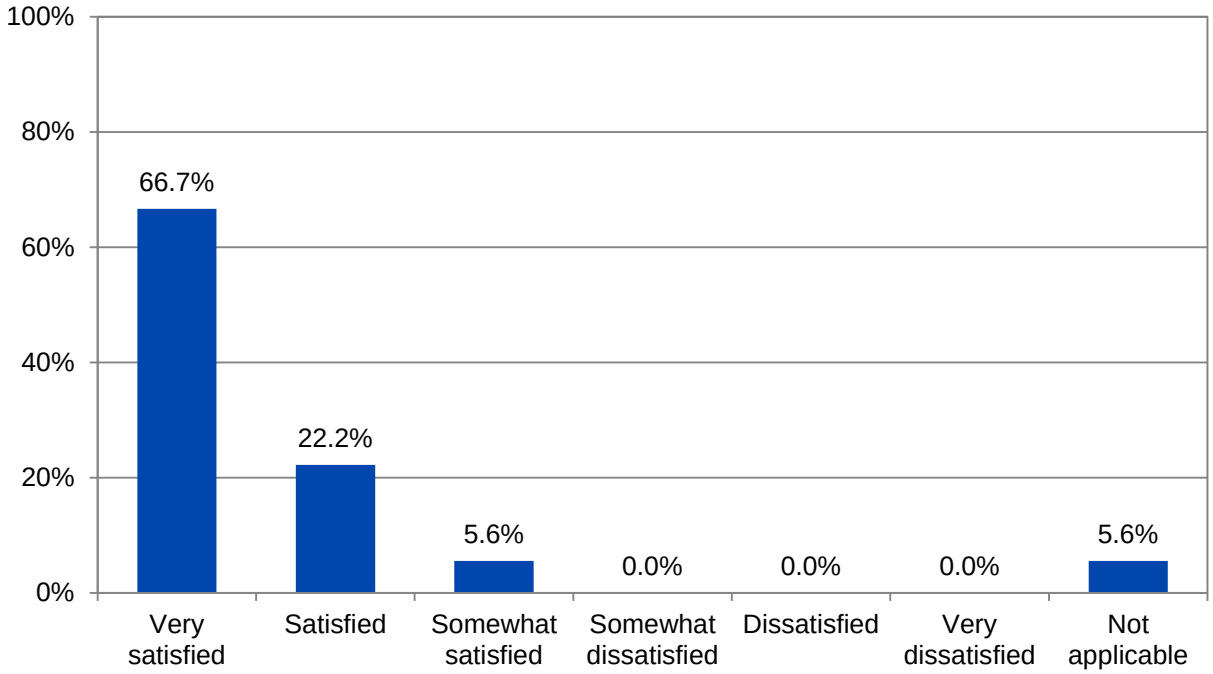
How satisfied are you with the way ECHA is managing everyday PIC operations?



How satisfied are you with the way ECHA is supporting you in your everyday tasks and addressing your enquiries related to PIC?

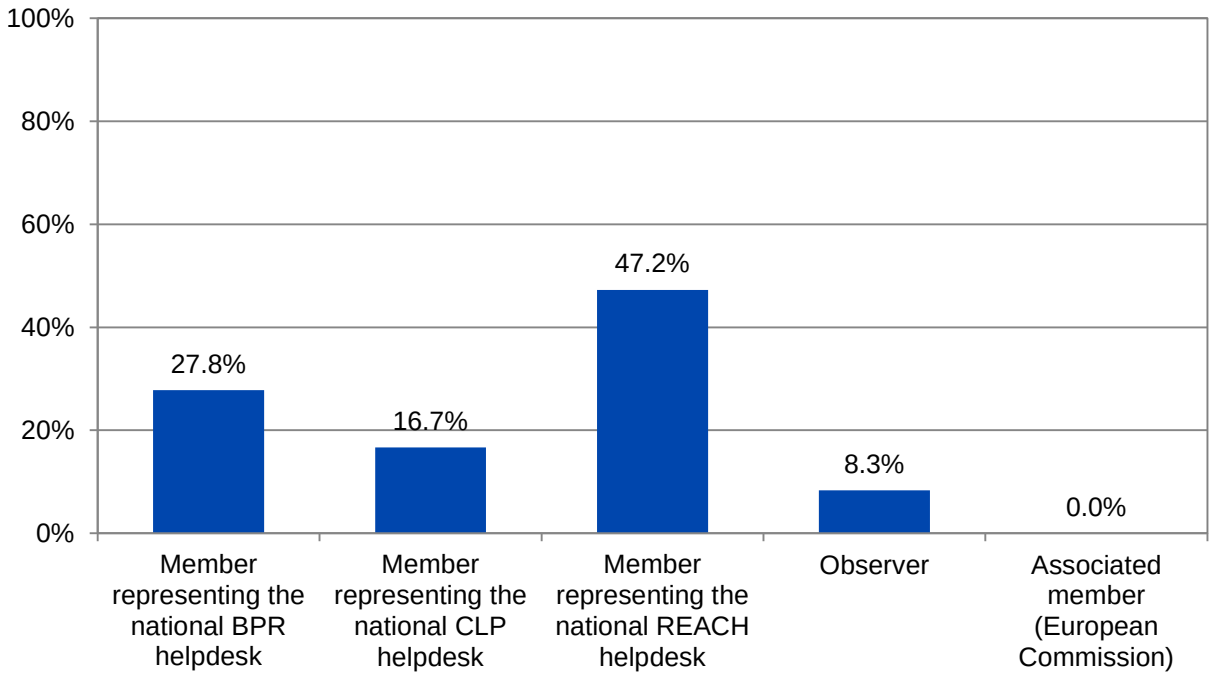


How satisfied are you with the new submission system, ePIC?

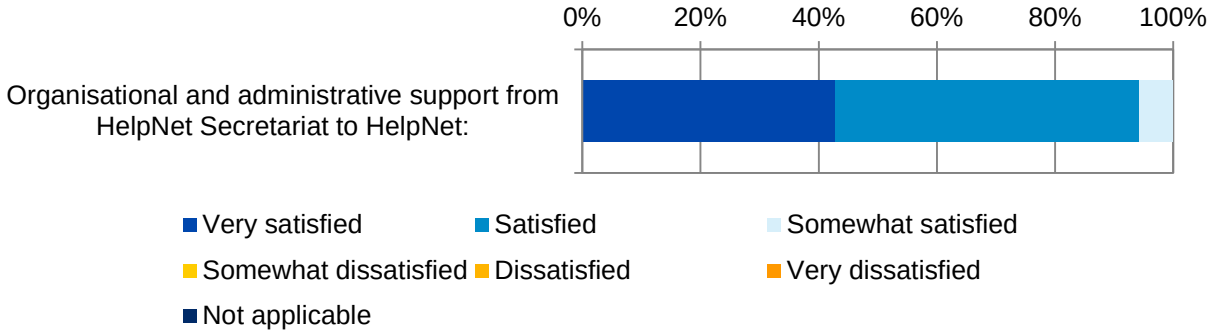


Questions to HelpNet members about ECHA's HelpNet secretariat

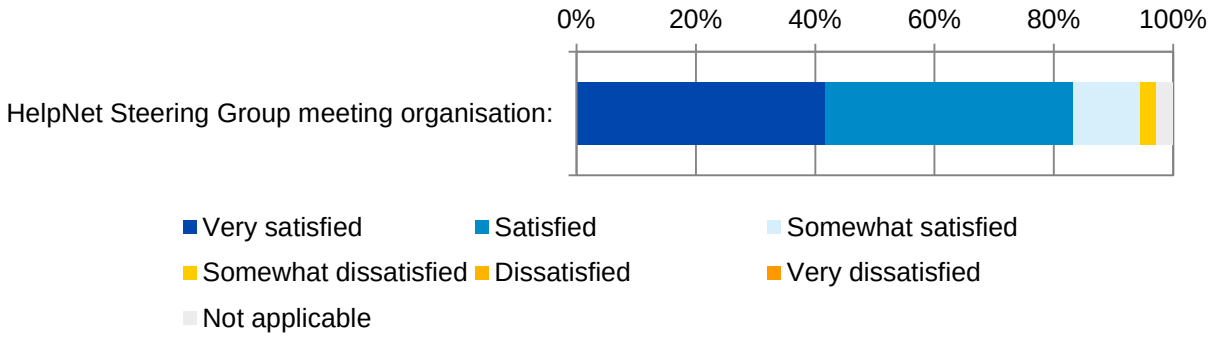
Please indicate your role in HelpNet:



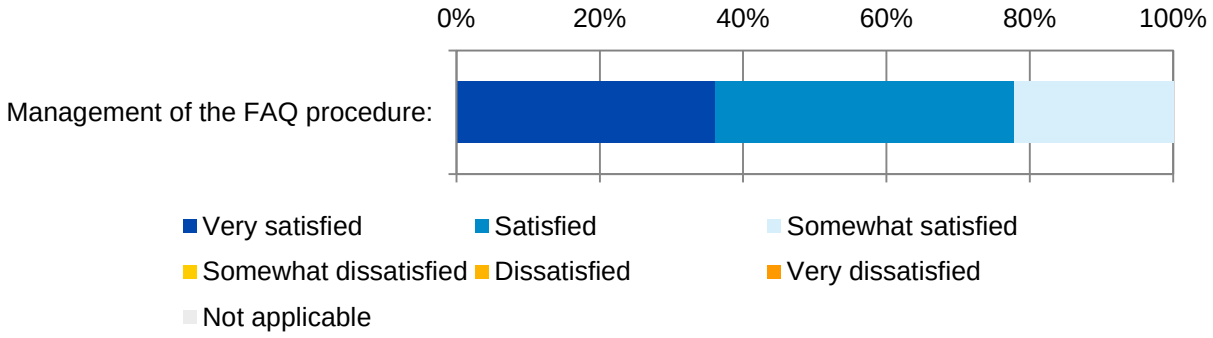
How satisfied are you with the way the HelpNet Secretariat provides organisational and administrative support to HelpNet?



How satisfied are you with the way the HelpNet Secretariat organises the meetings of the HelpNet Steering Group?

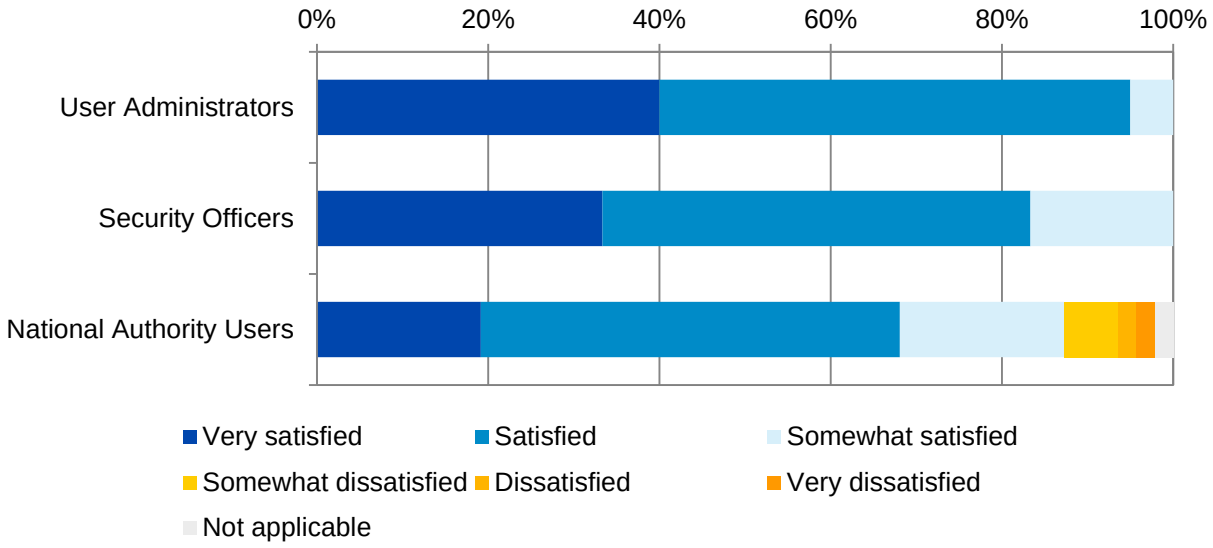


How satisfied are you with the way the HelpNet Secretariat manages the FAQ procedure?

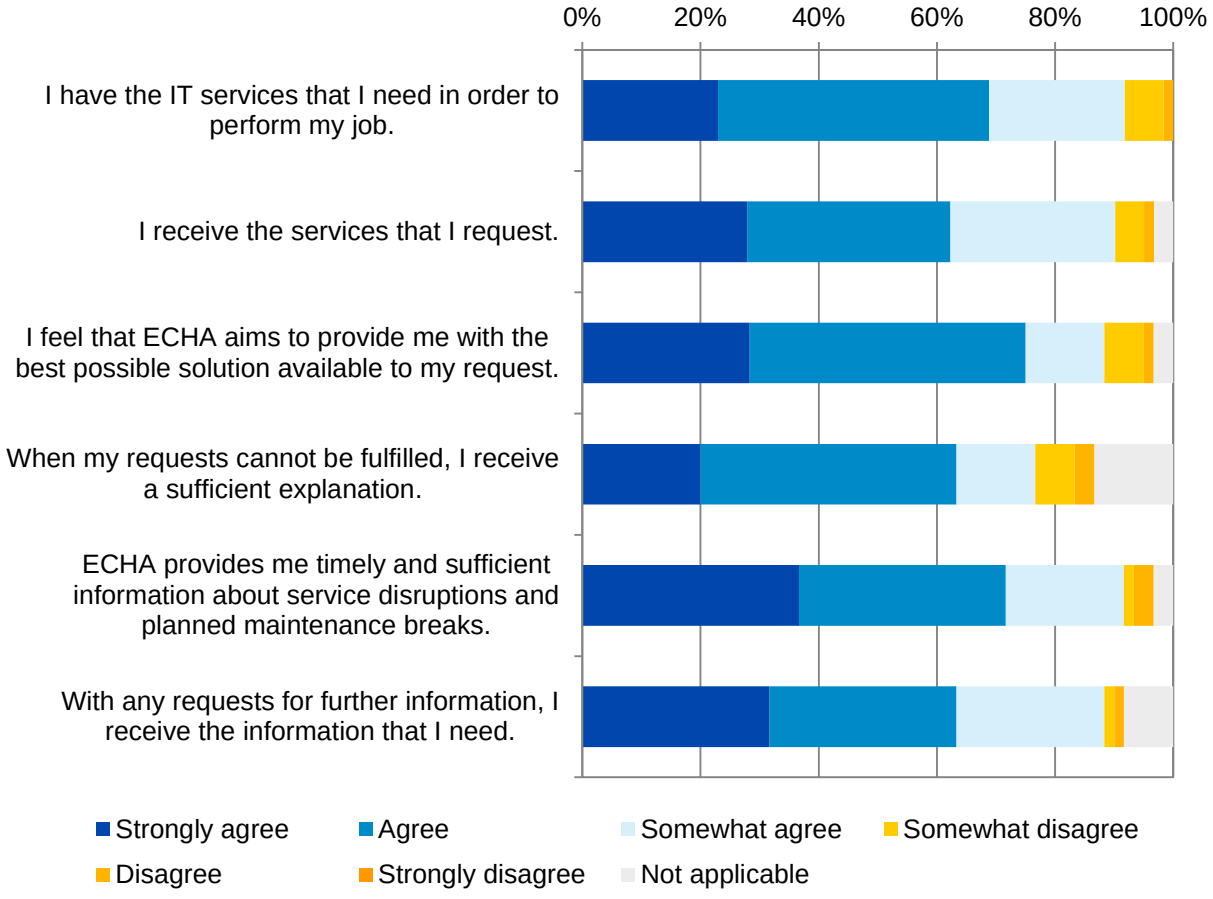


Questions to Member State Competent Authority User Administrators and Security Officers about ECHA's IT services

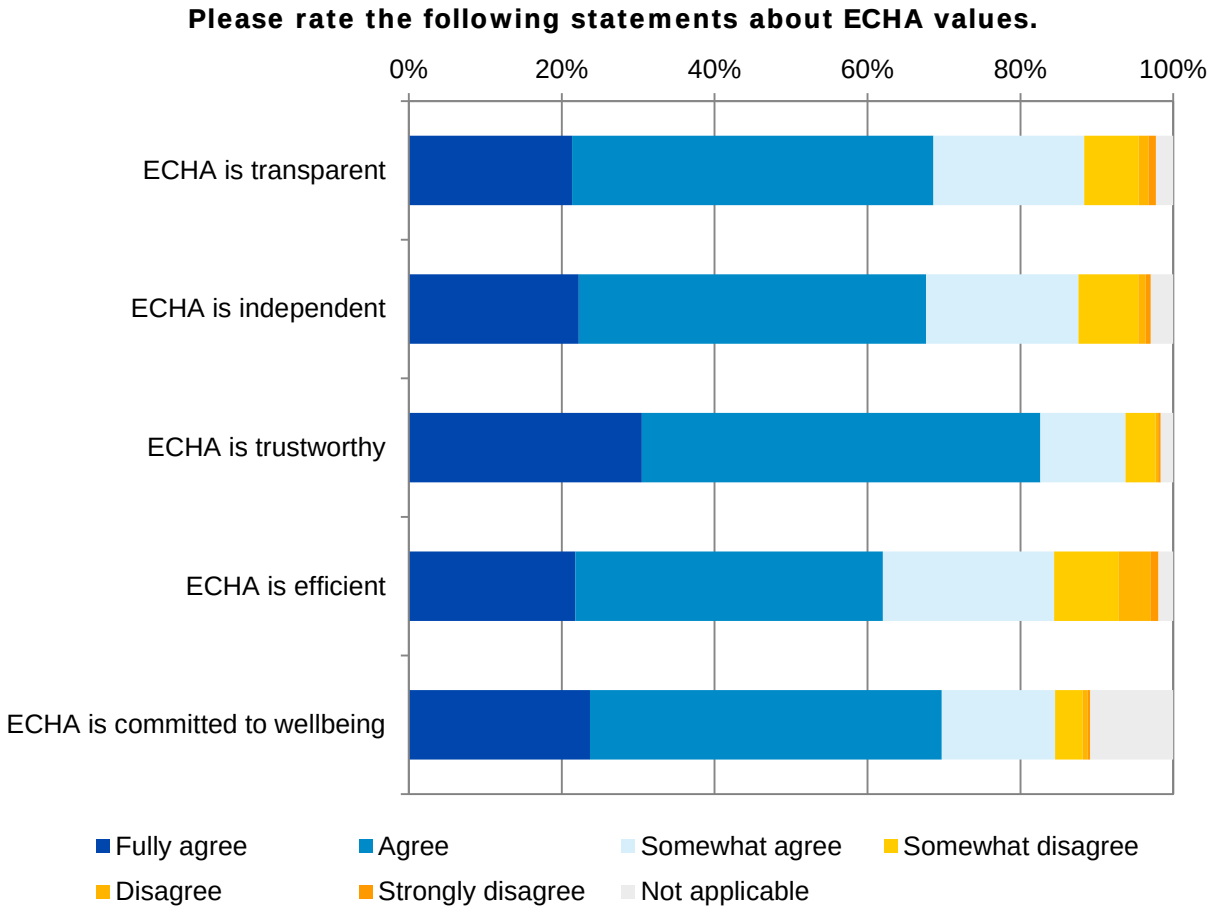
How satisfied are you with the IT services and support provided by ECHA to the following user groups (please answer as applicable to your work)?



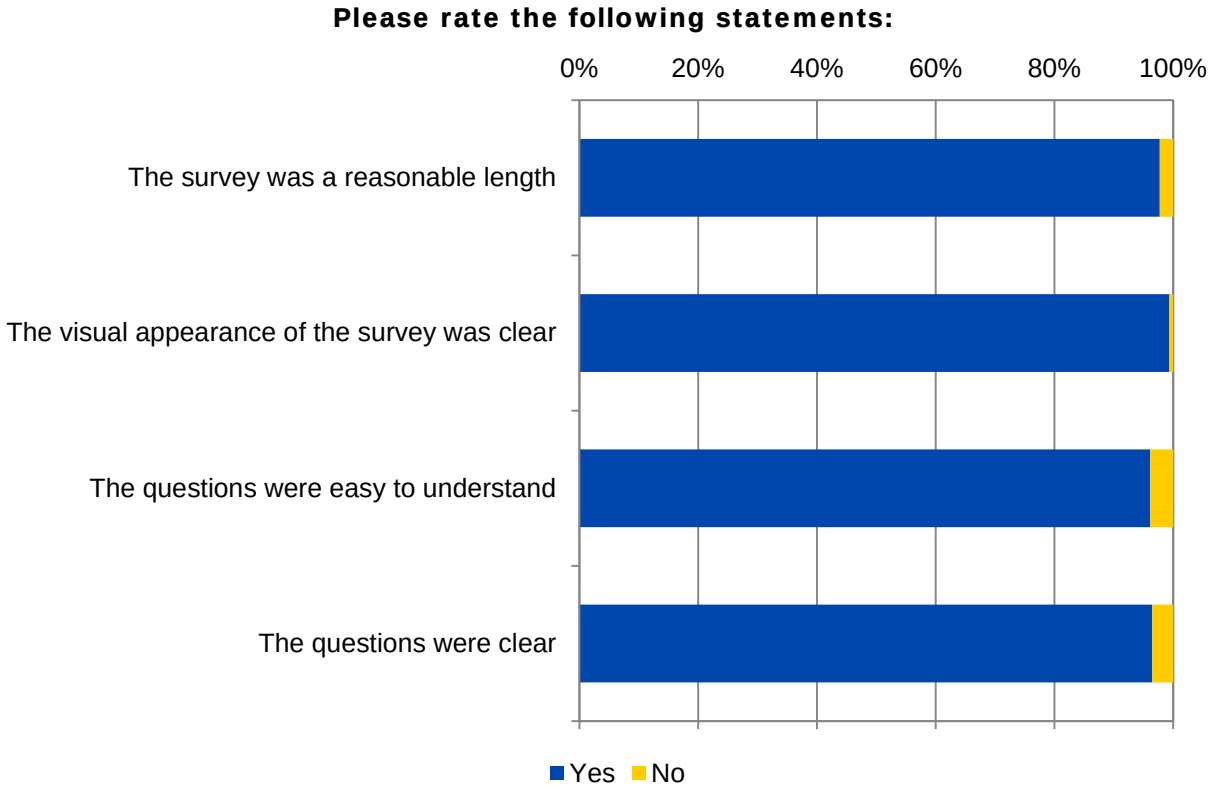
Please rate your agreement with the following statements related to ECHA's performance on IT services:



Questions to ECHA's bodies and networks about ECHA's values



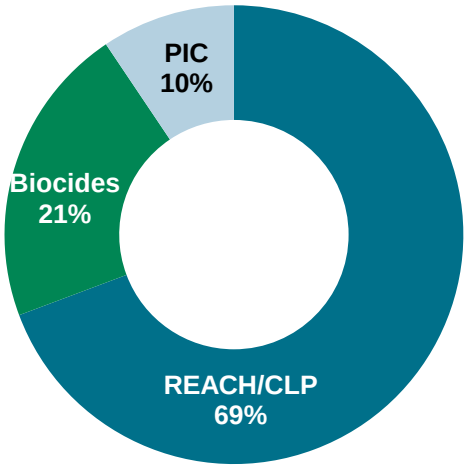
Questions asked to ECHA's bodies and networks about this survey in general



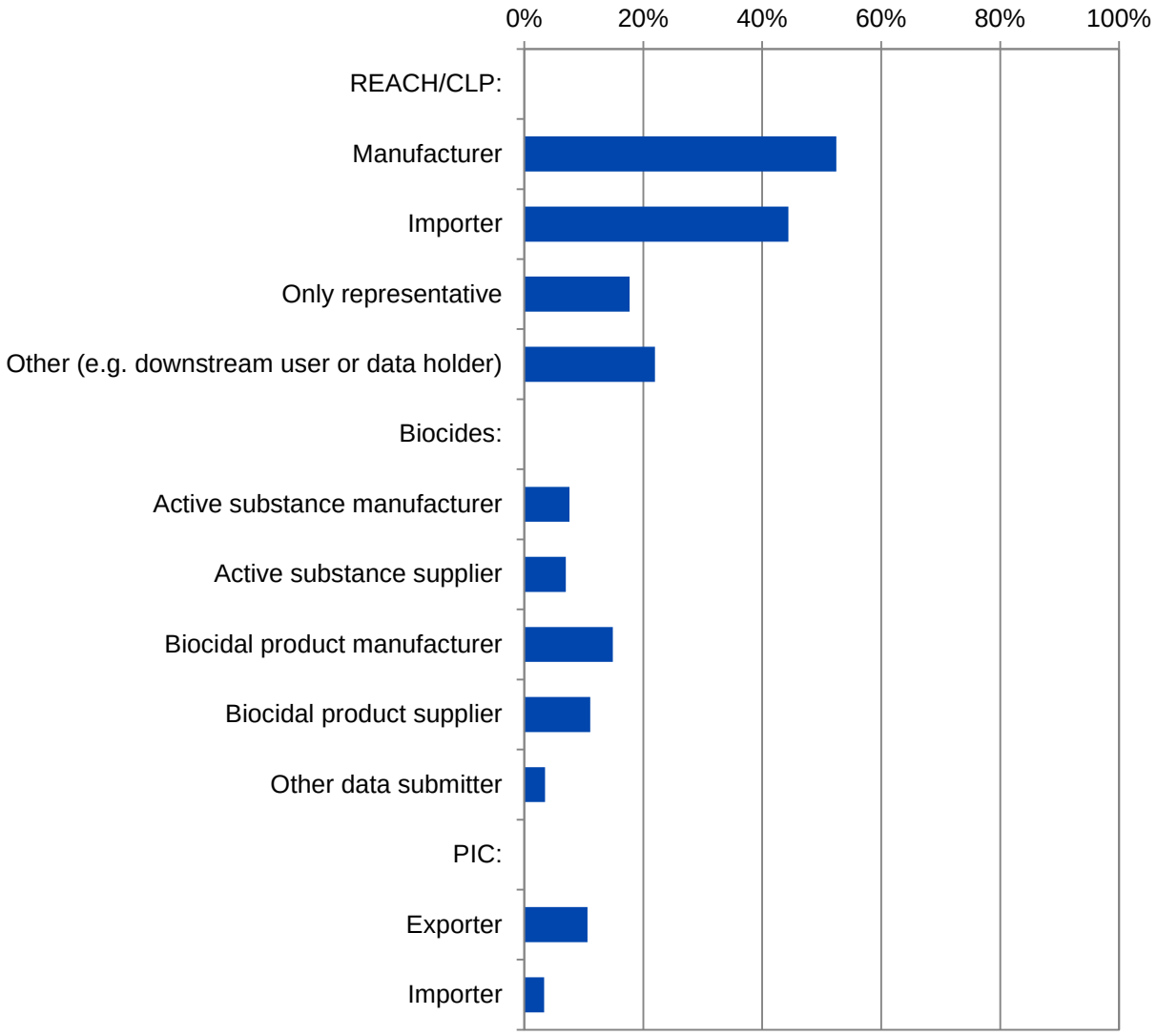
Registrants and Applicants sub-survey: questions sent to REACH registrants, Biocides applicants and Prior Informed Consent (PIC) notifiers

General questions asked to REACH registrants, Biocides applicants and Prior Informed Consent (PIC) notifiers

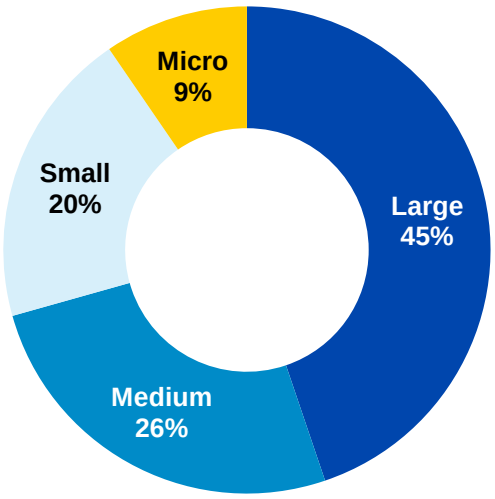
Please indicate under which legislation your legal entity has duties (please select all that apply):

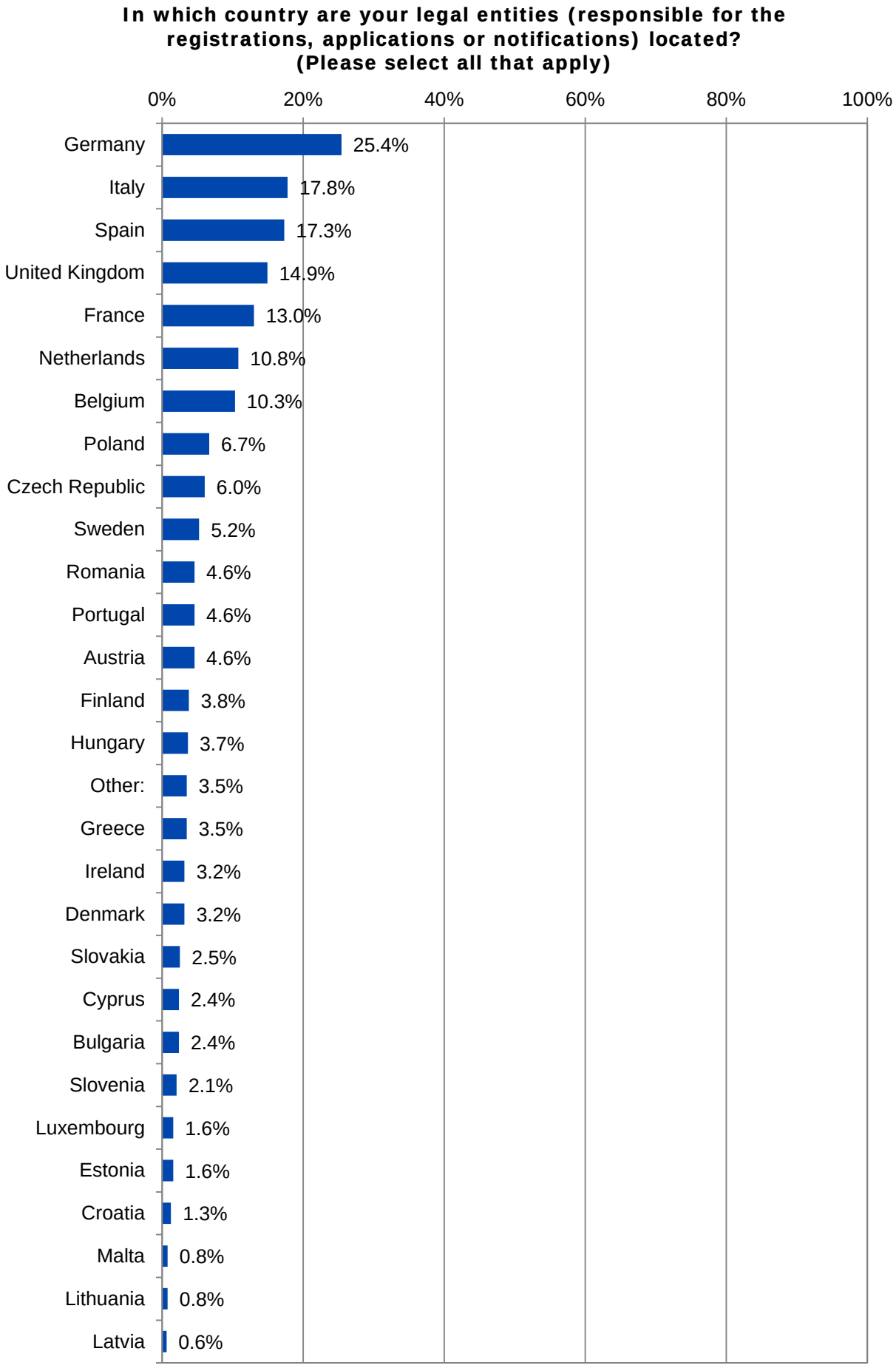


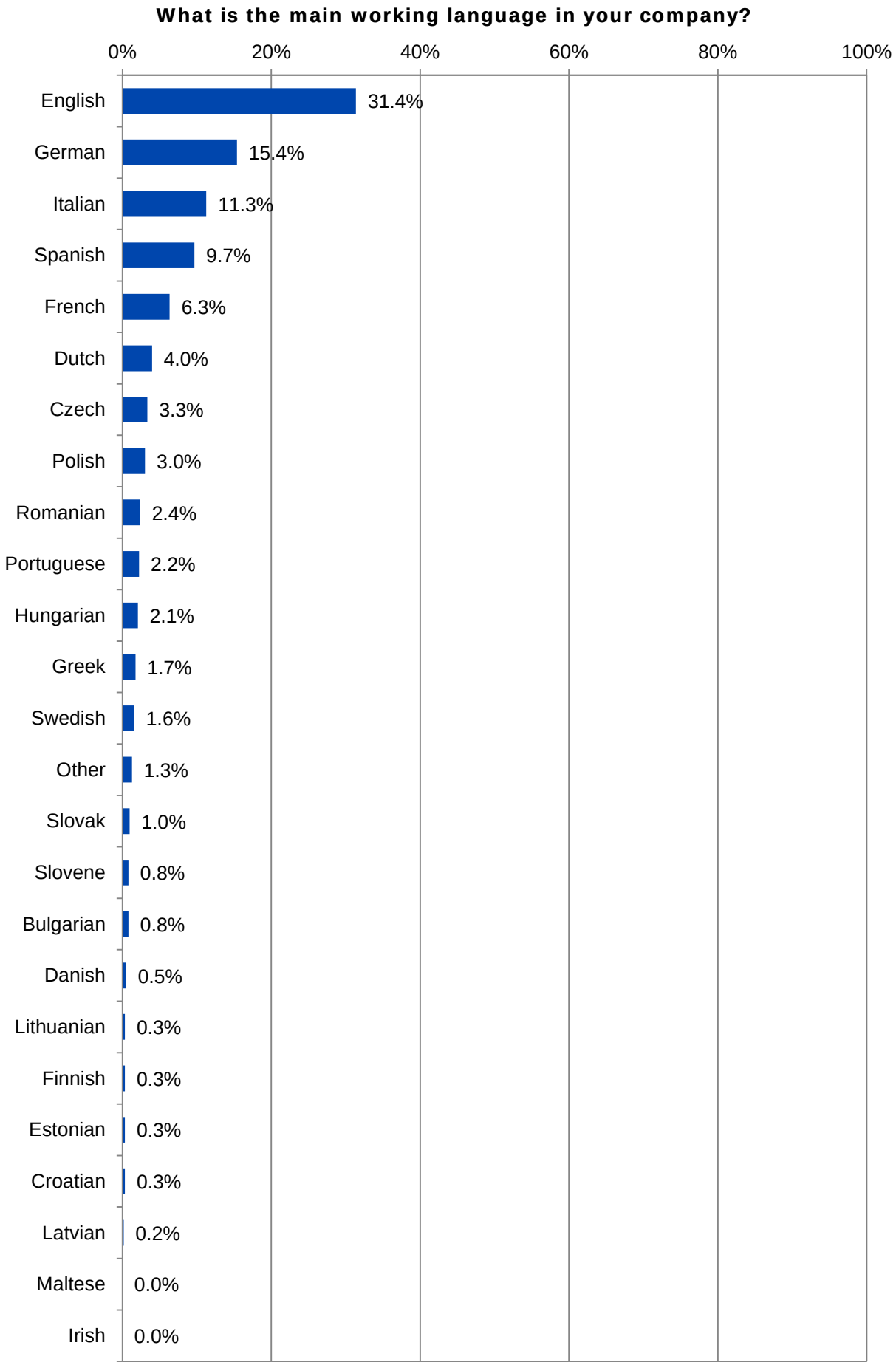
Role of your organisation under the legislation (please select all that apply):

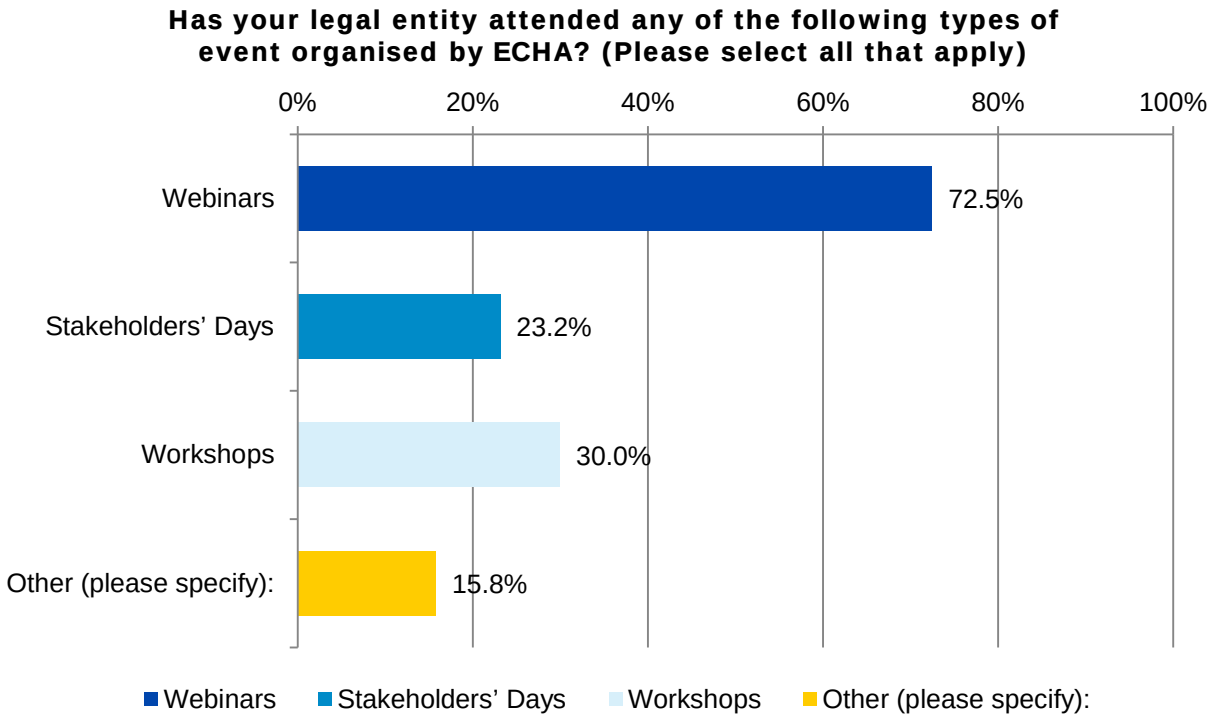


Please indicate the size of your legal entity:



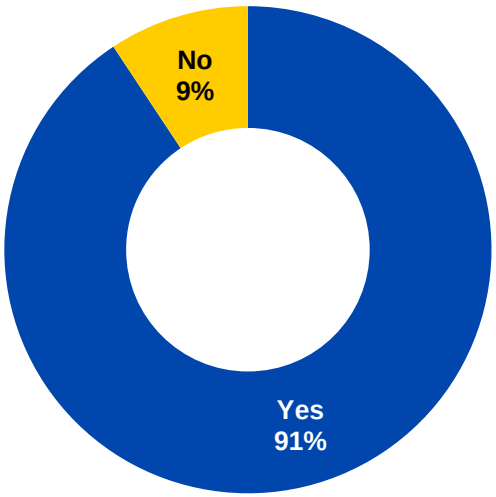

In which country are your legal entities (responsible for the registrations, applications or notifications) located? (Please select all that apply)
0%
20%
40%
60%
80%
100%
Germany 25.4%
Italy 17.8%
Spain 17.3%
United Kingdom 14.9%
France 13.0%
Netherlands 10.8%
Belgium 10.3%
Poland 6.7%
Czech Republic 6.0%
Sweden 5.2%
Romania 4.6%
Portugal 4.6%
Austria 4.6%
Finland 3.8%
Hungary 3.7%
Other: 3.5%
Greece 3.5%
Ireland 3.2%
Denmark 3.2%
Slovakia 2.5%
Cyprus 2.4%
Bulgaria 2.4%
Slovenia 2.1%
Luxembourg 1.6%
Estonia 1.6%
Croatia 1.3%
Malta 0.8%
Lithuania 0.8%
Latvia 0.6%


What is the main working language in your company?
0%
20%
40%
60%
80%
100%
English 31.4%
German 15.4%
Italian 11.3%
Spanish 9.7%
French 6.3%
Dutch 4.0%
Czech 3.3%
Polish 3.0%
Romanian 2.4%
Portuguese 2.2%
Hungarian 2.1%
Greek 1.7%
Swedish 1.6%
Other 1.3%
Slovak 1.0%
Slovene 0.8%
Bulgarian 0.8%
Danish 0.5%
Lithuanian 0.3%
Finnish 0.3%
Estonian 0.3%
Croatian 0.3%
Latvian 0.2%
Maltese 0.0%
Irish 0.0%

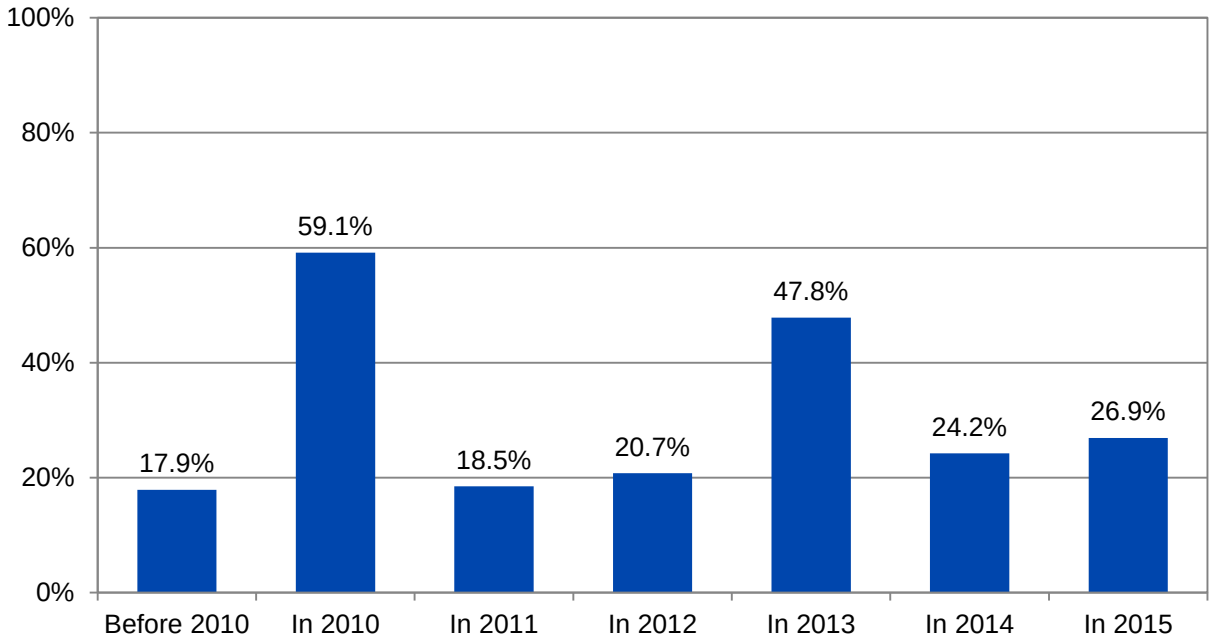

Has your legal entity attended any of the following types of event organised by ECHA? (Please select all that apply)
0%
20%
40%
60%
80%
100%
Webinars
72.5%
Stakeholders' Days
23.2%
Workshops
30.0%
Other (please specify):
15.8%
Webinars
Stakeholders' Days
Workshops
Other (please specify):

Questions to REACH registrants on REACH registration, data sharing and dissemination

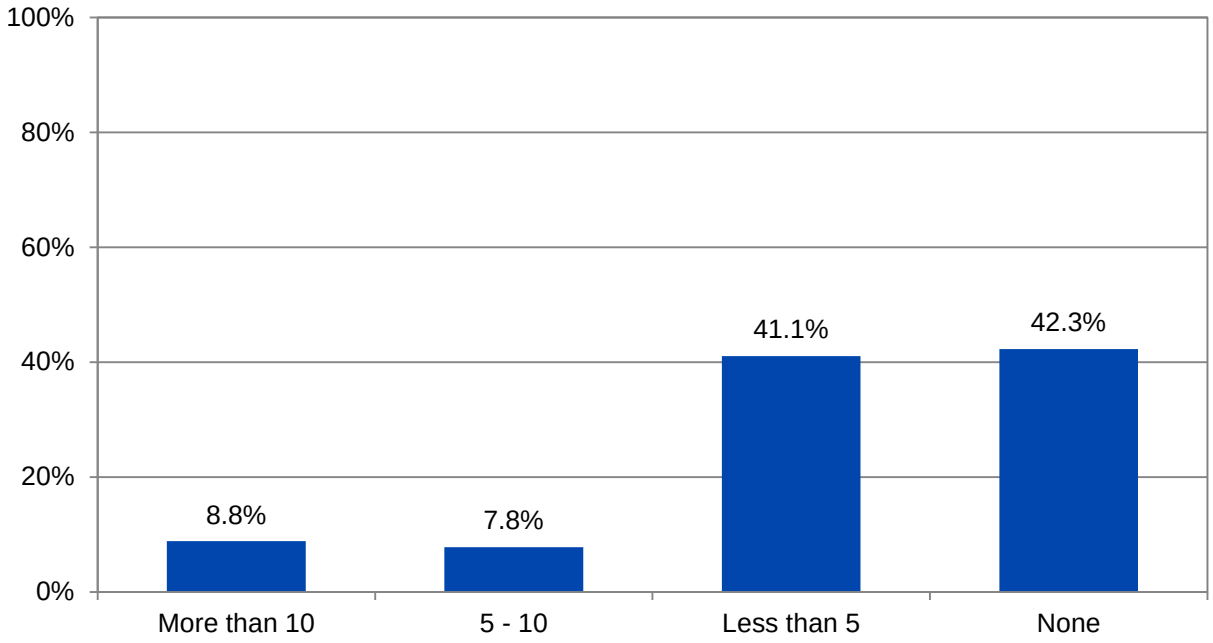
Have you registered substances under the REACH Regulation?



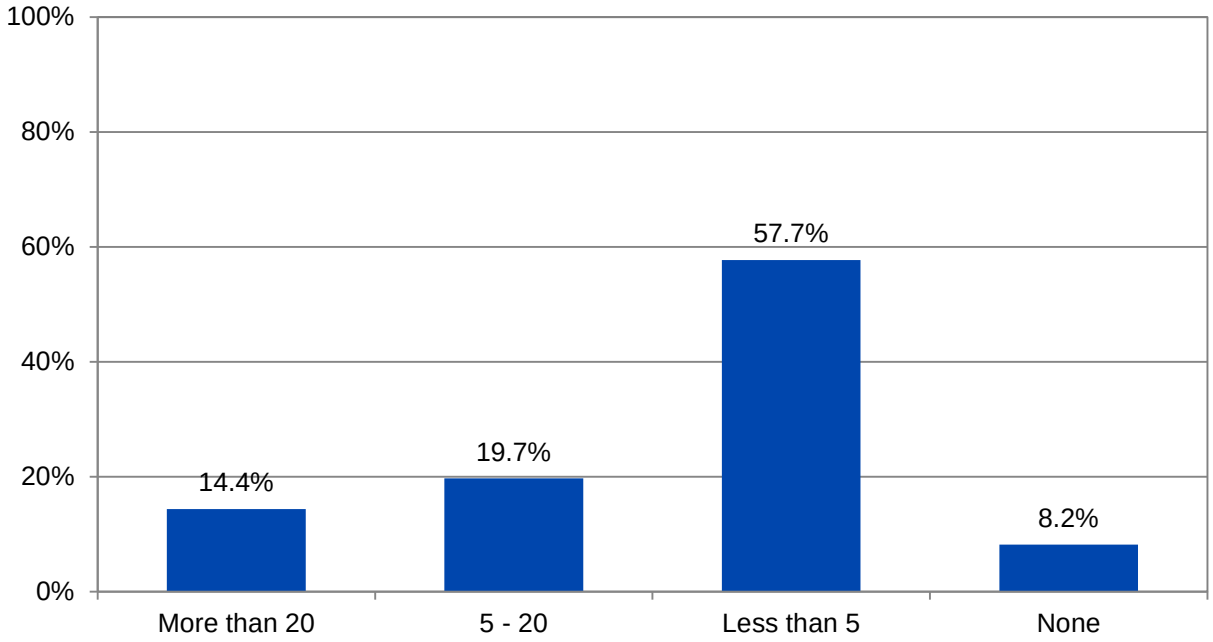
When did you submit registration dossier(s)? (Please select all that apply)



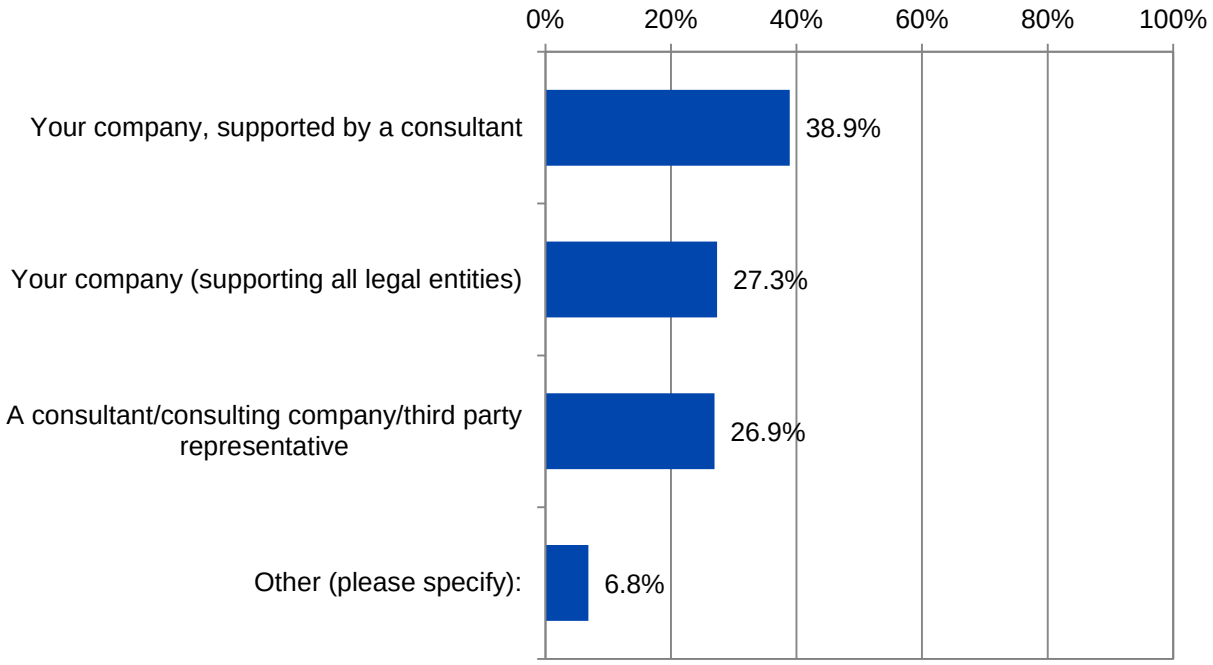
How many dossiers did your legal entity submit as a lead registrant?



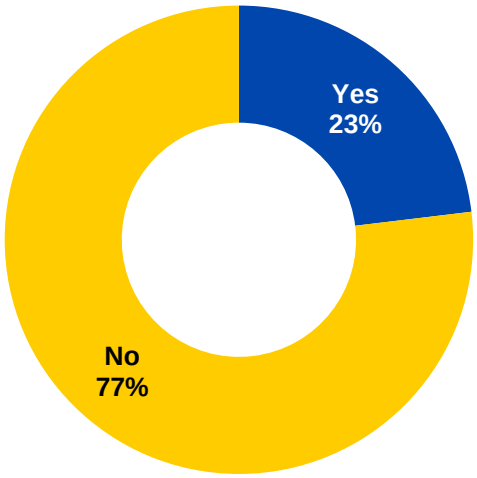
How many dossiers did your legal entity submit as a member registrant?



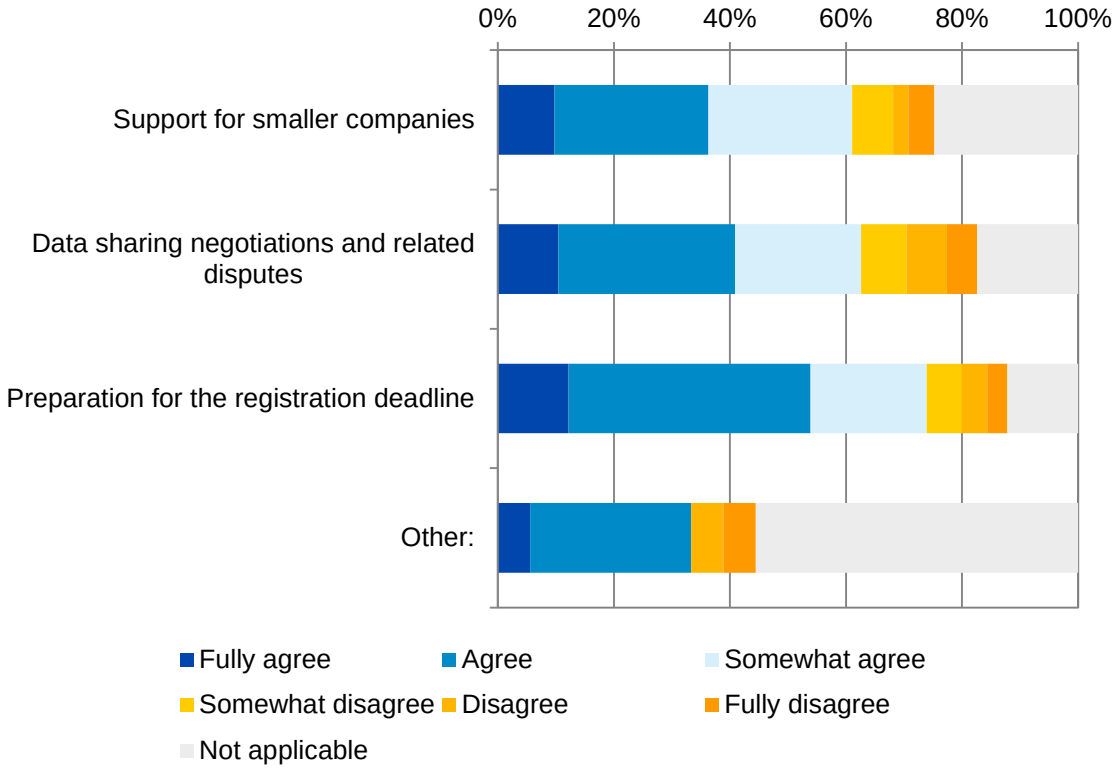
Who carried out the preparatory work for your registration(s)?



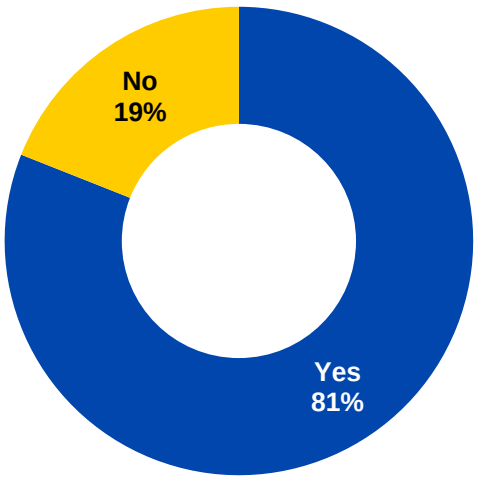
Did you require support from ECHA regarding your obligations under data sharing? For example, support for smaller companies, data-sharing negotiations and related disputes, preparation for the registration deadline.



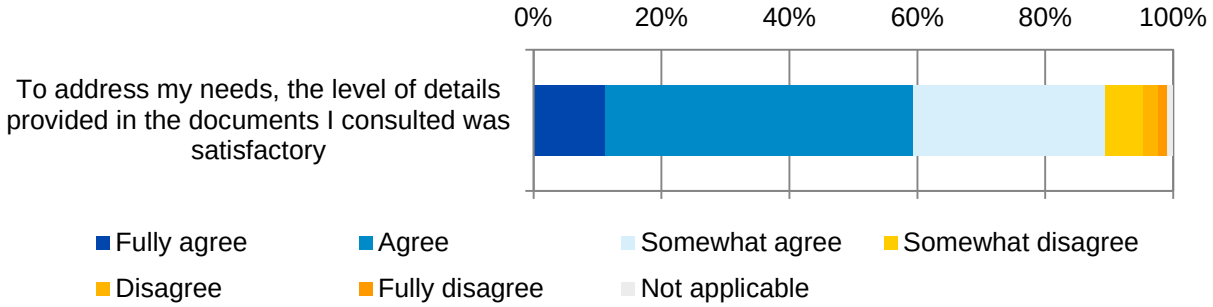
What is your level of agreement with the following statement? I was satisfied with the support I received to address the concern I had regarding one of the topics below:



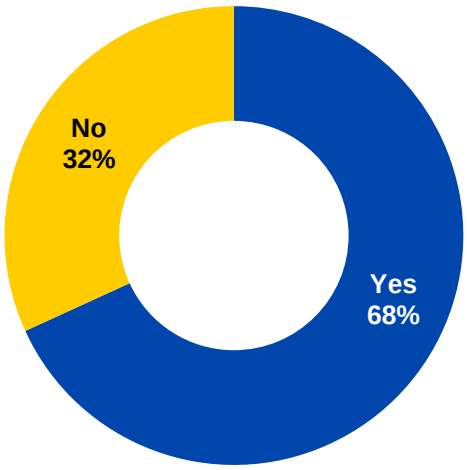
Did you use ECHA's website to consult any supporting material produced by ECHA, prior to submitting your dossiers? For example, submission manuals, fact sheets, Q&A documents, webinars, video recordings, etc.



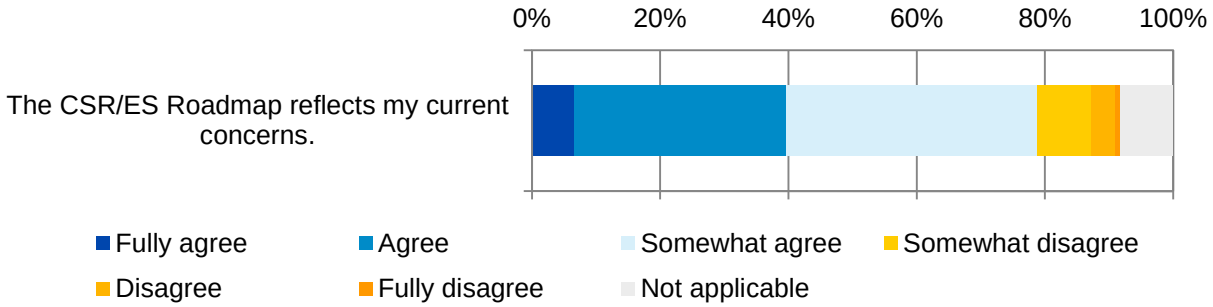
What is your level of agreement with the following statement?



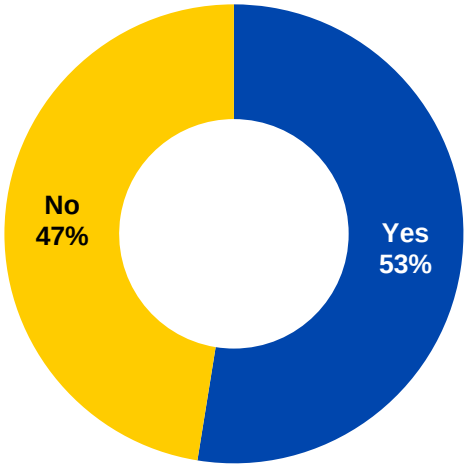
Are you aware of the Chemical Safety Report / Exposure Scenario (CSR/ES) Roadmap?



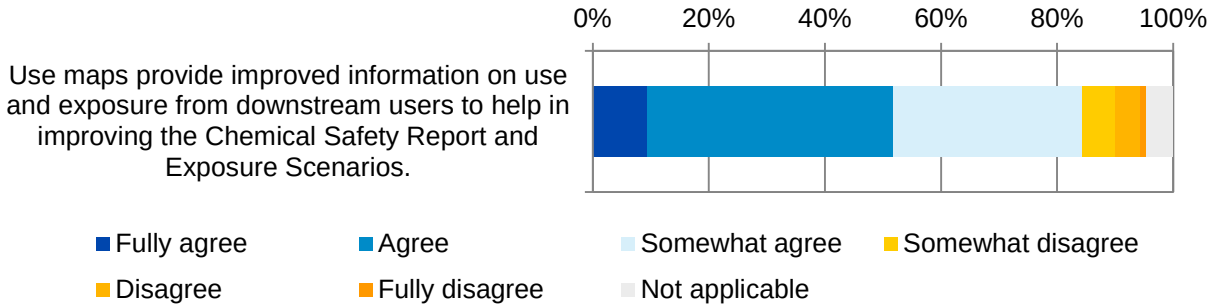
What is your level of agreement with the following statement?



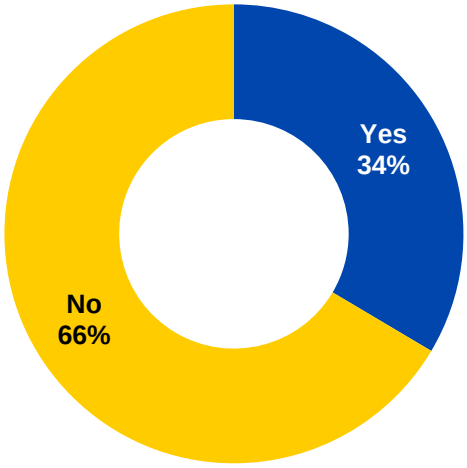
Are you aware of the concept of sector use maps to inform registrants on typical uses in a sector?



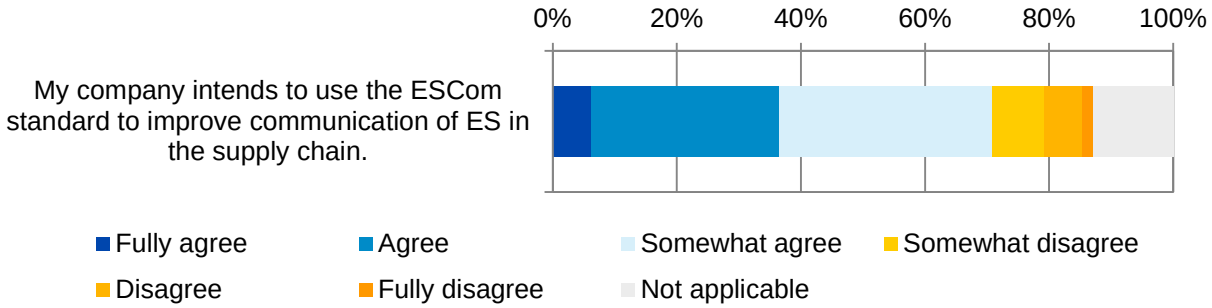
What is your level of agreement with the following statement?



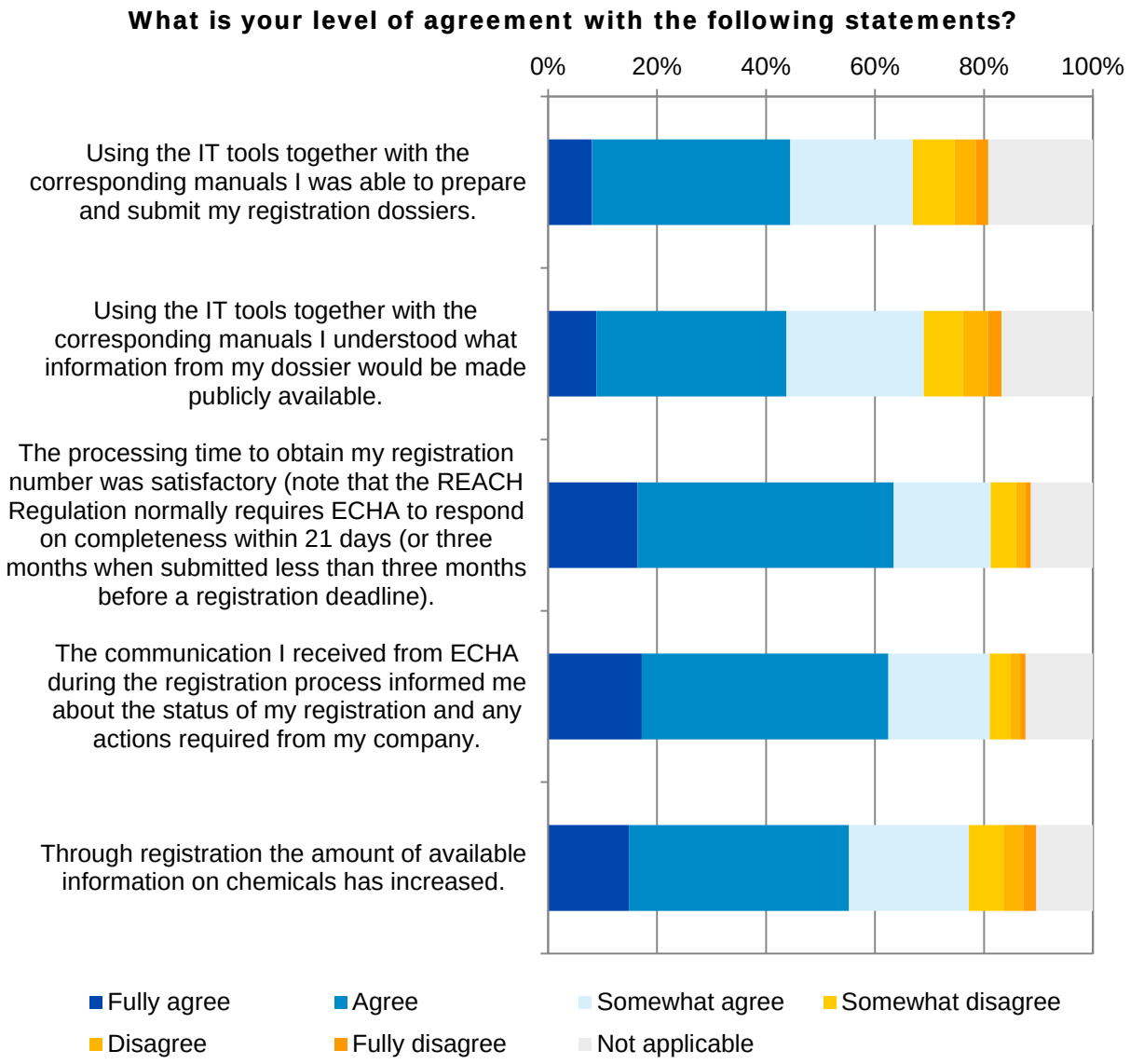
Are you aware of the ESCom package to support standardisation of ES for communication?



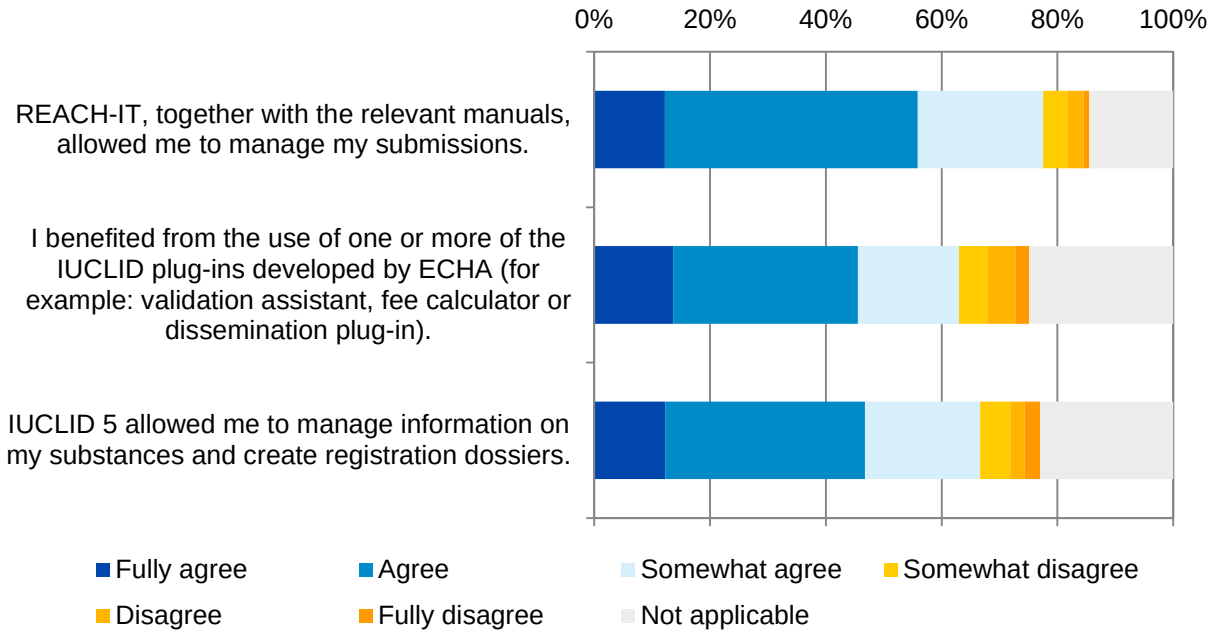
What is your level of agreement with the following statement?



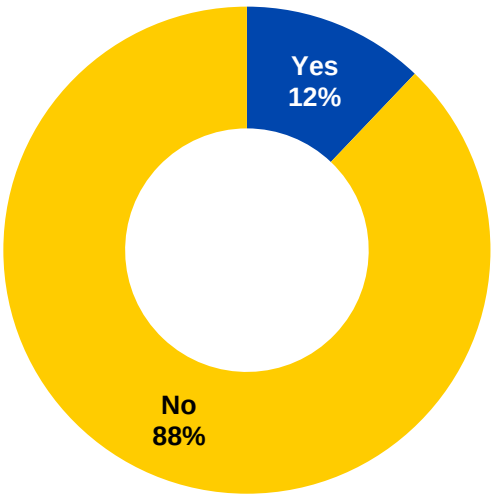
Questions to REACH registrants and Biocide applicants on scientific IT tools



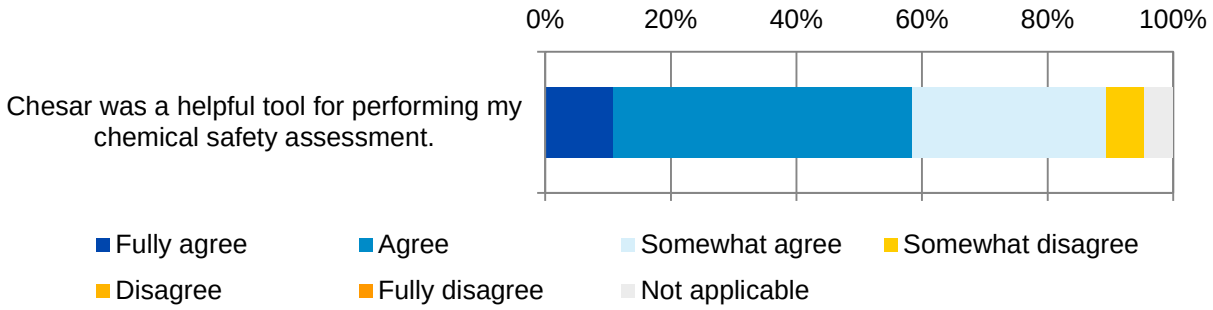
What is your level of agreement with the following statements?



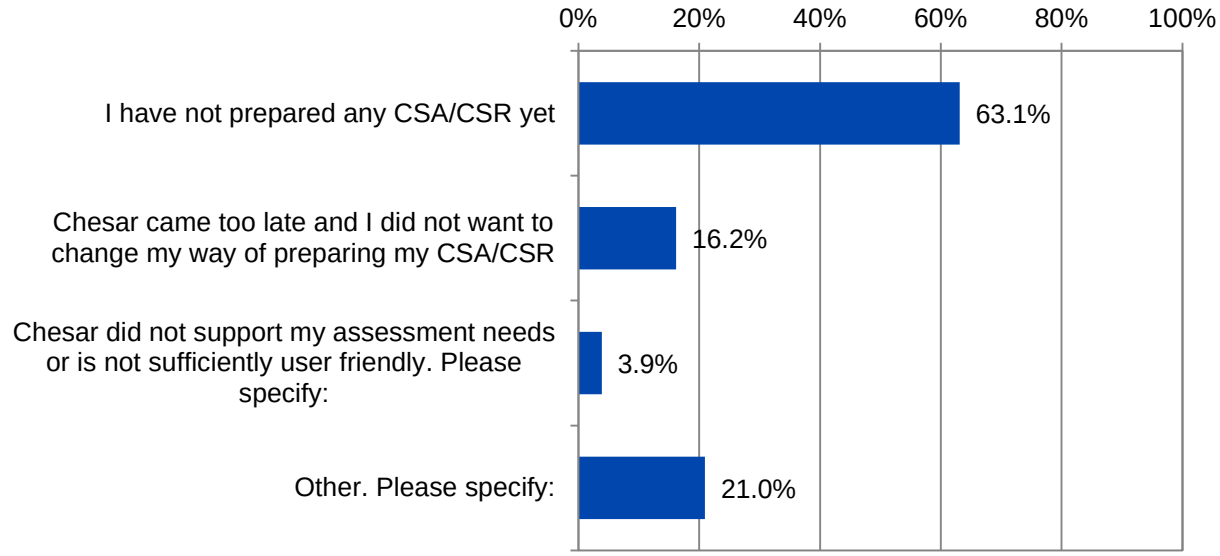
Have you used Chesar to create any chemical safety reports?



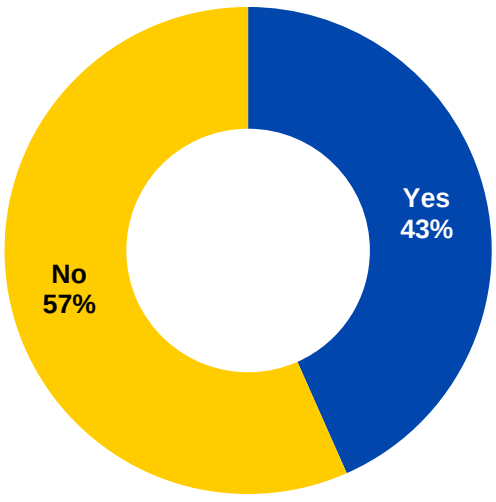
What is your level of agreement with the following statement?



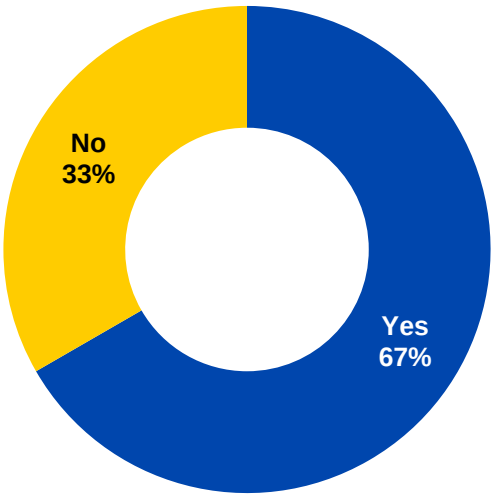
Why have you not used Chesar for preparing your CSA / CSRs? (please select all that apply)



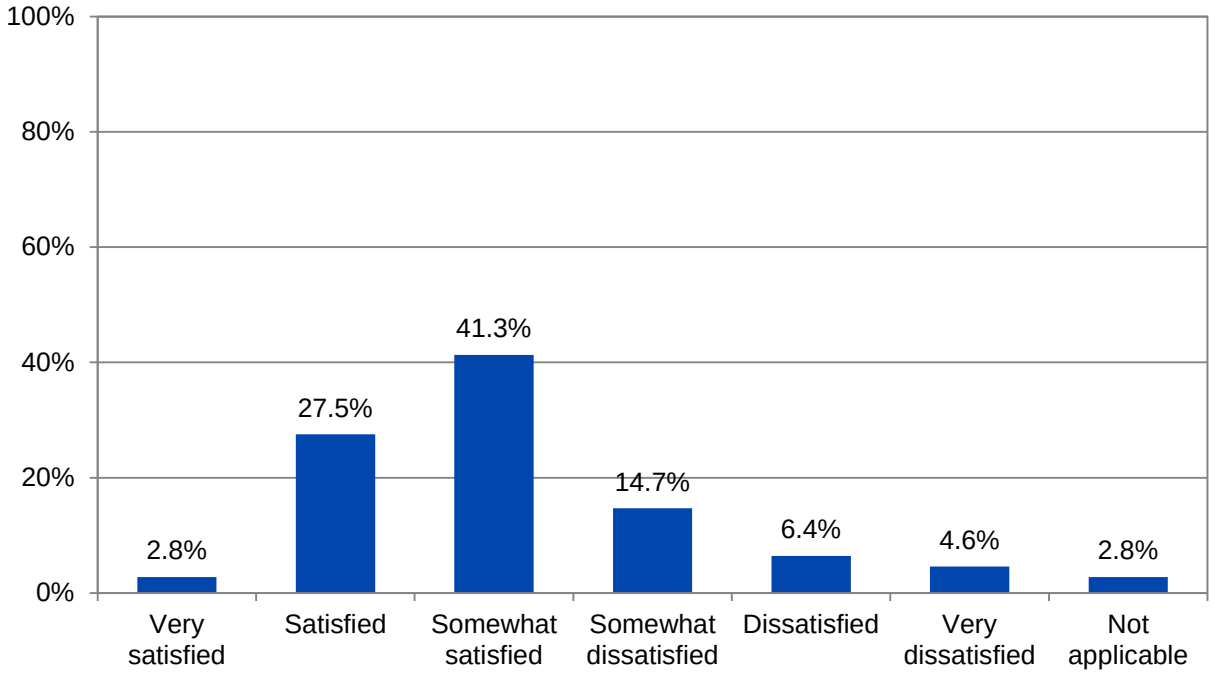
Do you intend to use Chesar in the future?



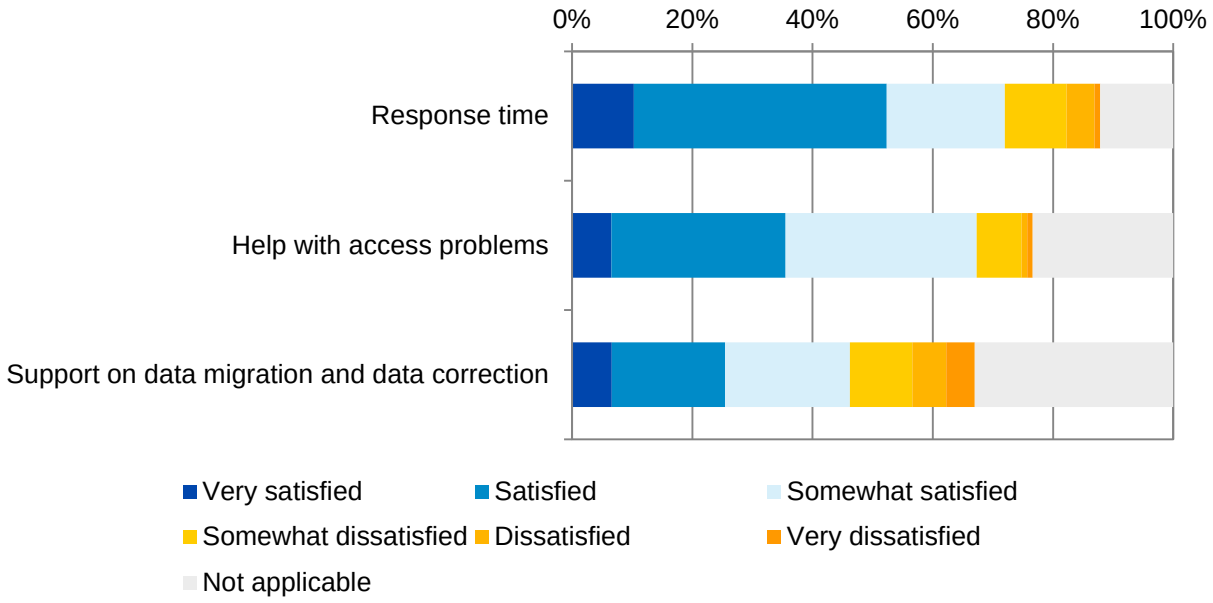
Have you used R4BP3?



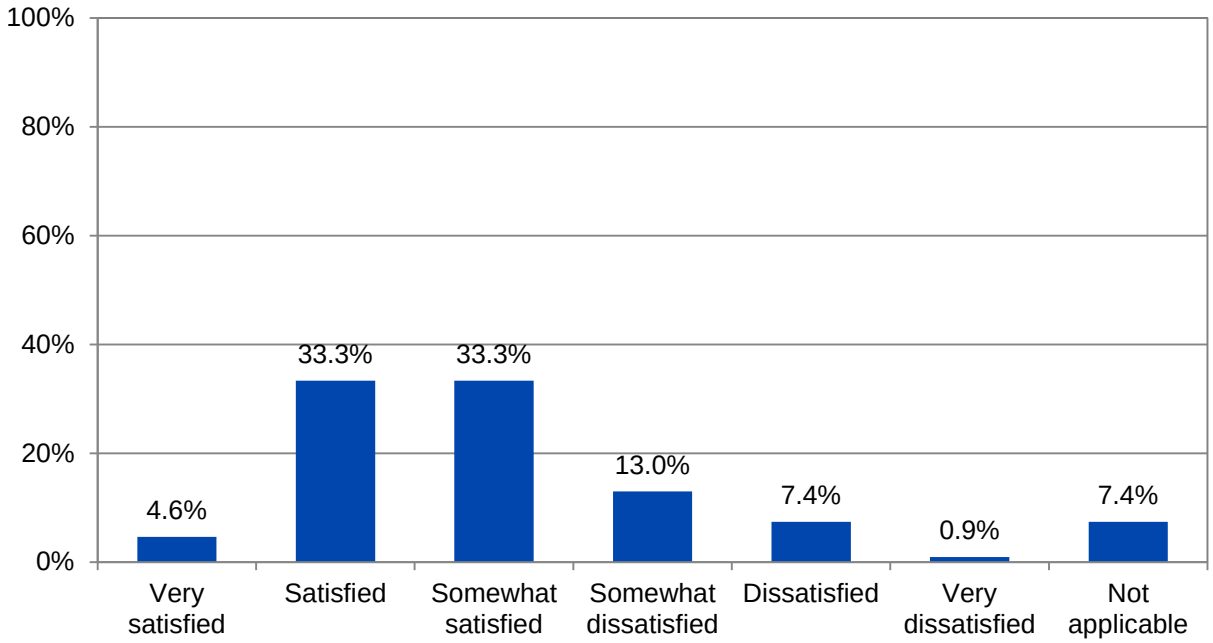
How satisfied are you with the functionalities offered by R4BP 3?

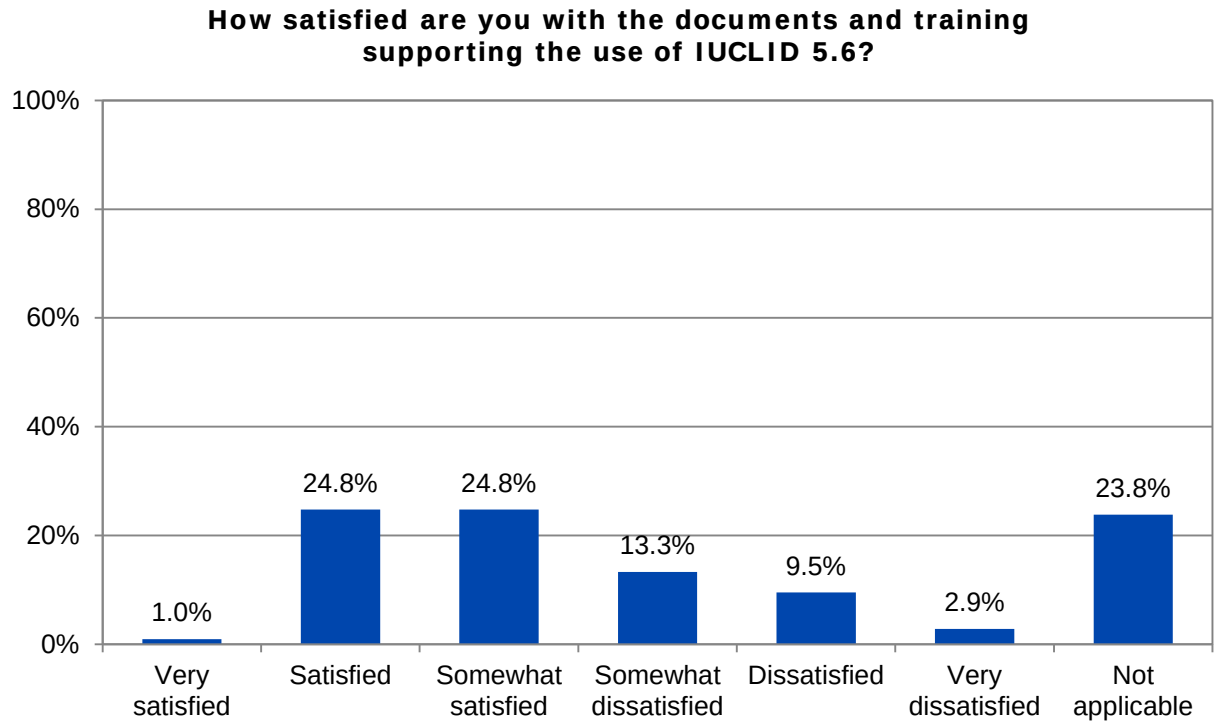


How satisfied are you with the following aspects of the support provided by ECHA in solving technical issues related to R4BP 3?



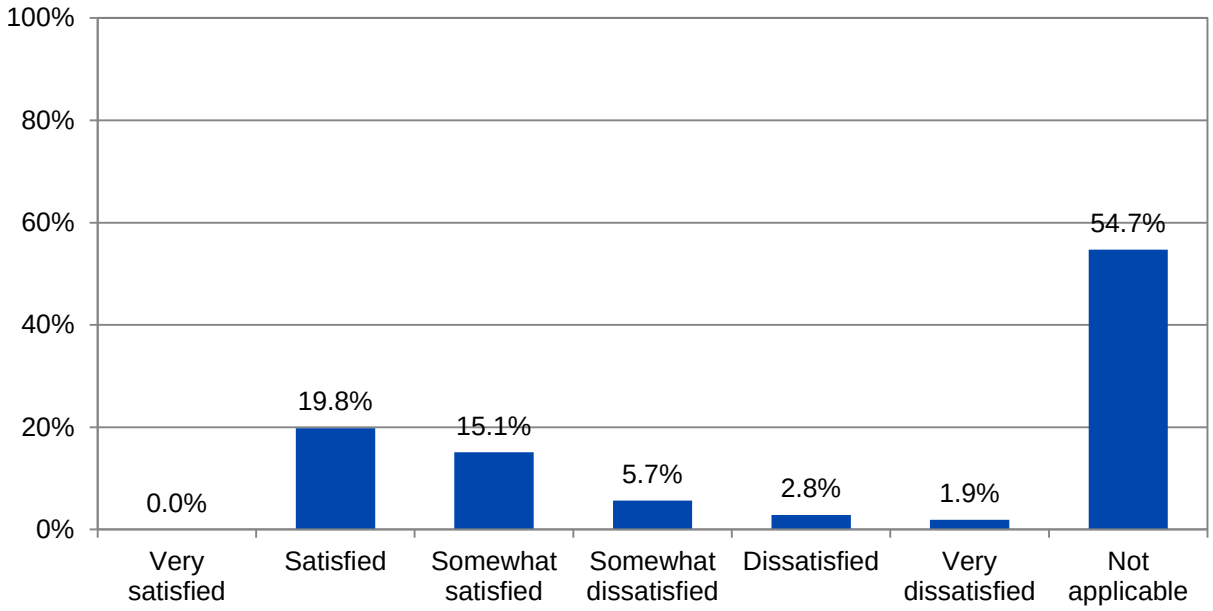
How satisfied are you with the documents and training supporting the use of R4BP 3?



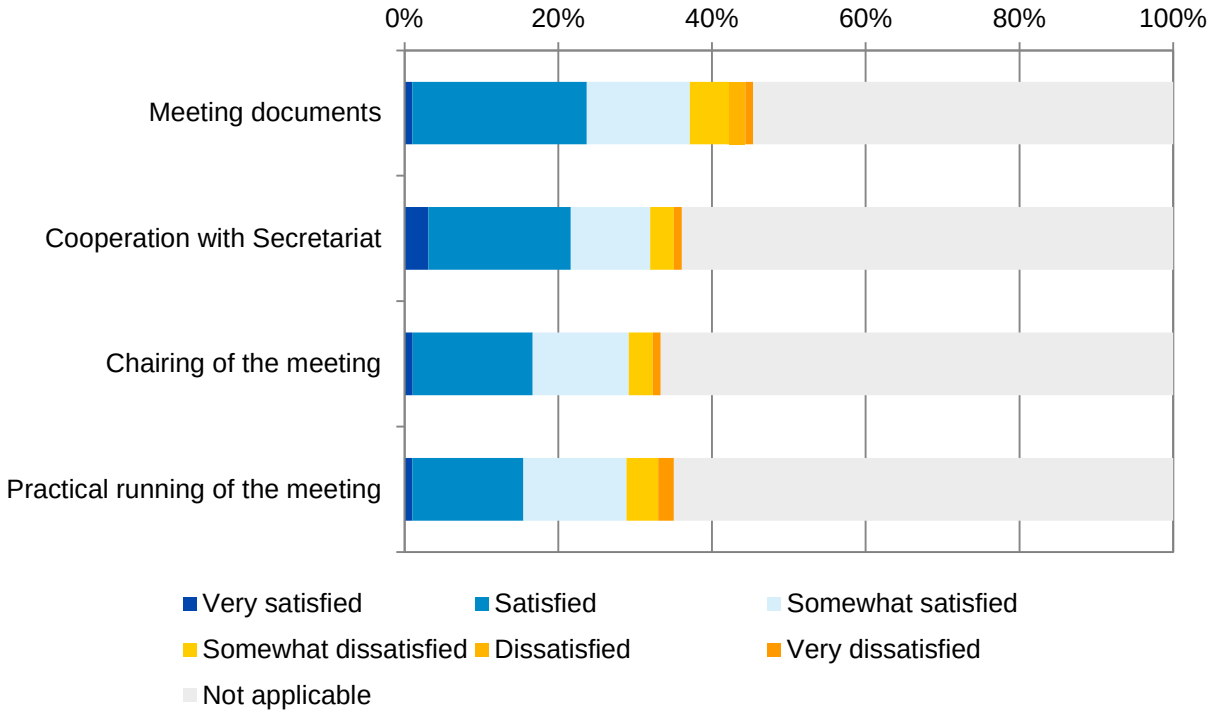

How satisfied are you with the documents and training supporting the use of IUCLID 5.6?
100%
80%
60%
40%
20%
0%
1.0%
24.8%
24.8%
13.3%
9.5%
2.9%
23.8%
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

Questions to Biocide applicants on activities of the Biocidal Product Committee Working Group

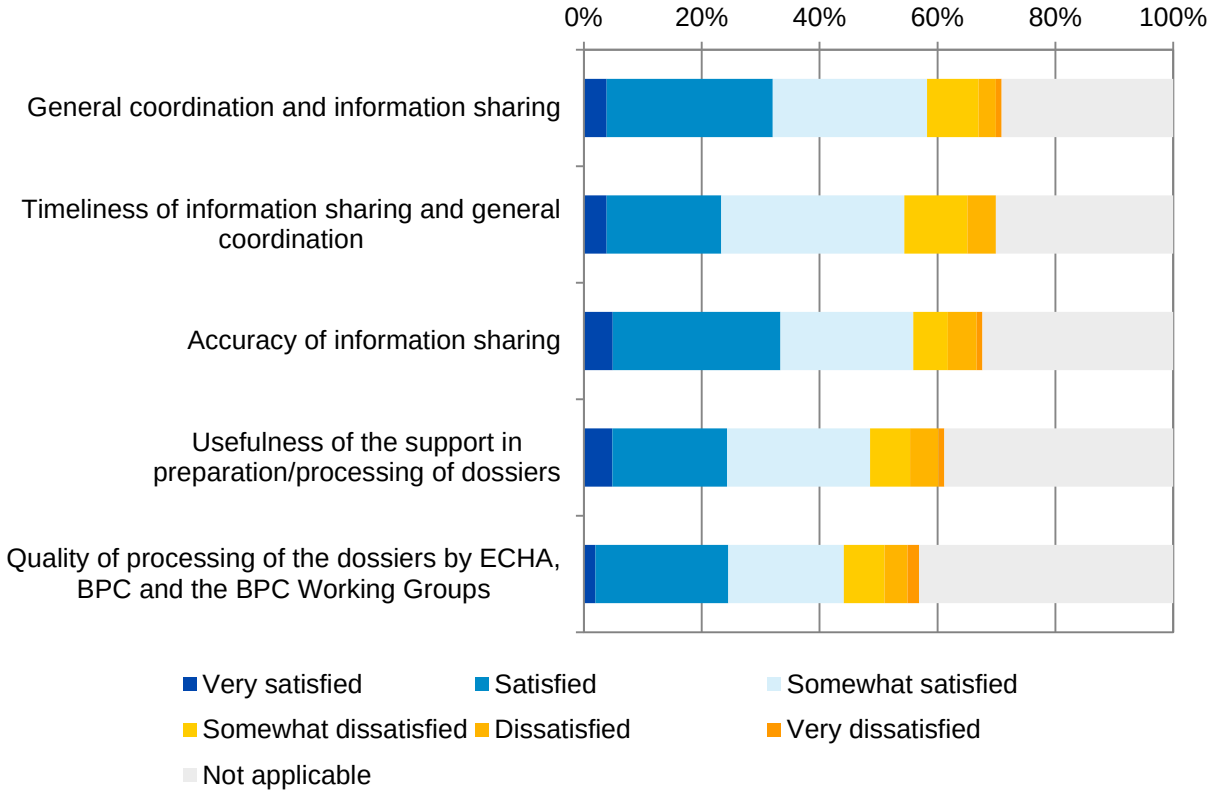
How satisfied are you with the organisation and administrative support provided by ECHA for the BPC Working Group meetings (invitations, registration, travelling)?



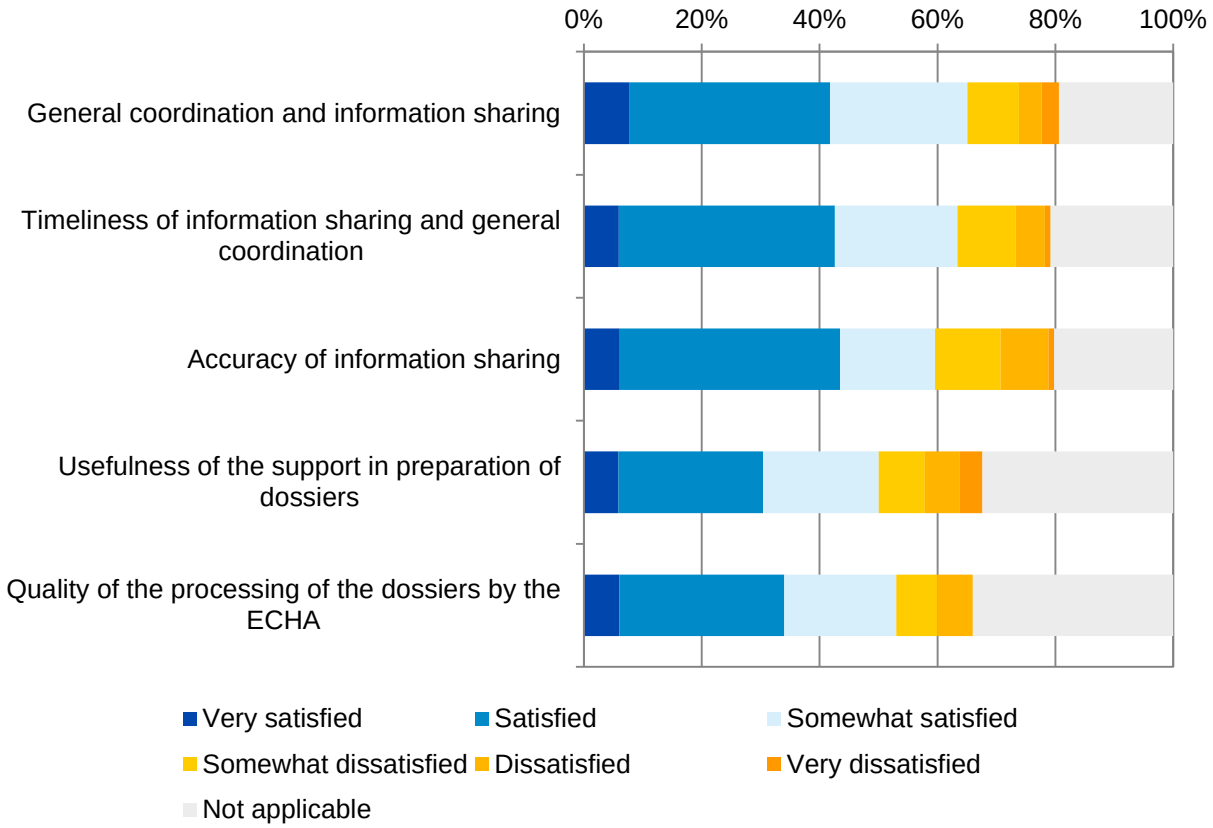
How satisfied are you with the procedures and organisation of the BPC Working Group meetings at the scientific level?



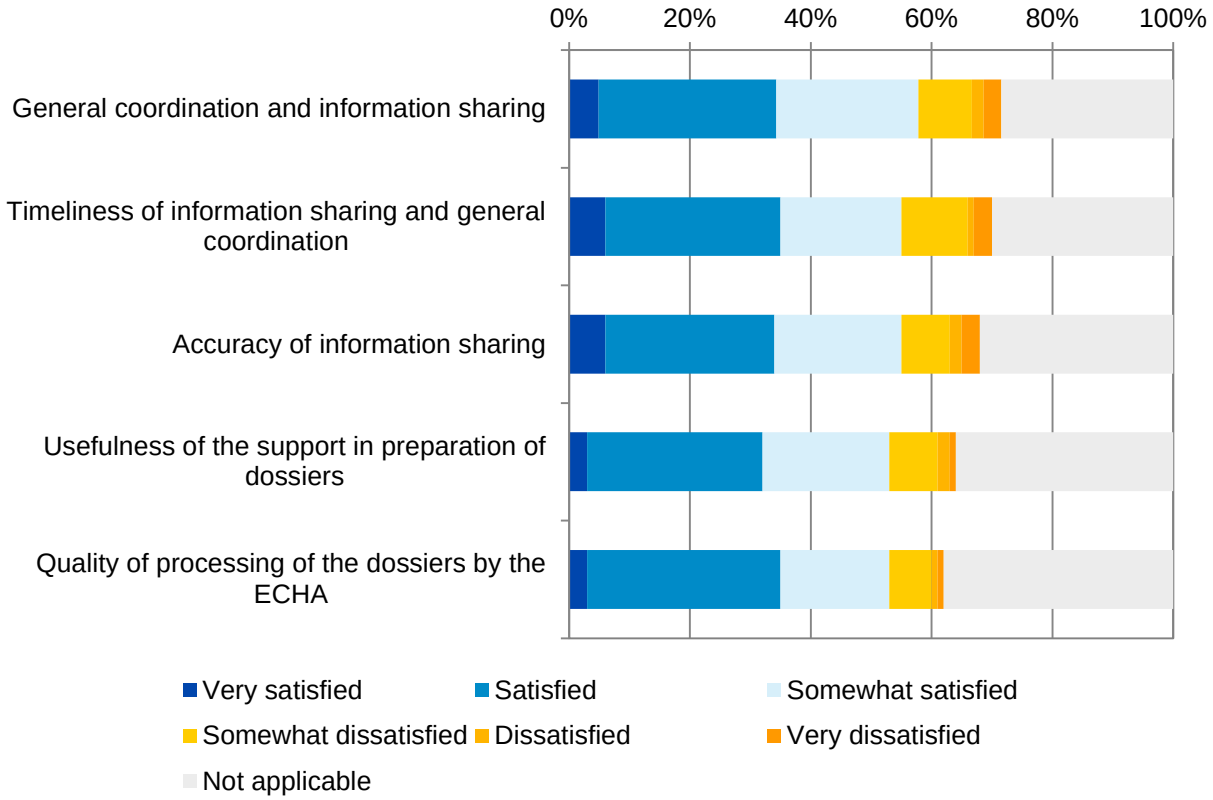
Approval of active substances and review programme: How satisfied are you with the support given by ECHA for the following topics?



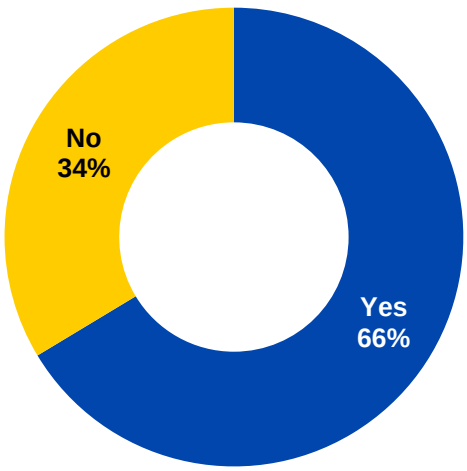
Article 95 and technical equivalence: How satisfied are you with the support given by ECHA for the following topics?



National authorisation and mutual recognition: How satisfied are you with the quality of the scientific, technical and administrative support provided by ECHA on the following topics?

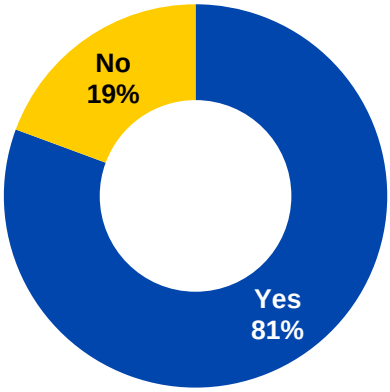


Would you like ECHA to provide further scientific, technical and administrative support or guidance?

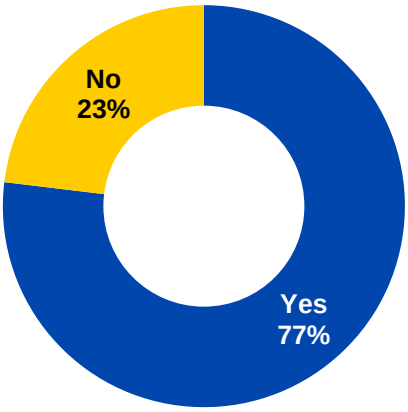


Questions asked to REACH registrants, Biocide applicants and PIC notifiers on guidance

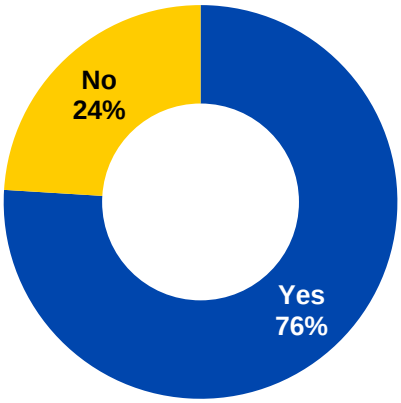
Have you used ECHA guidance documents (including guidance in a nutshell and guidance fact sheets) as support material when preparing/submitting a REACH registration dossier?



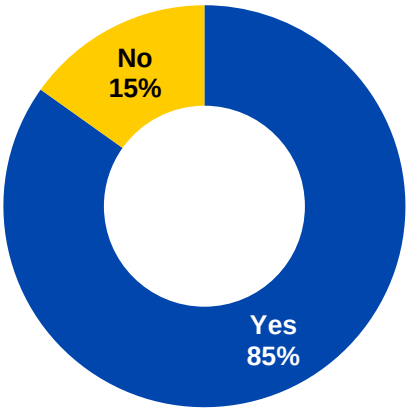
Have you used ECHA guidance documents to help in complying with the CLP Regulation?



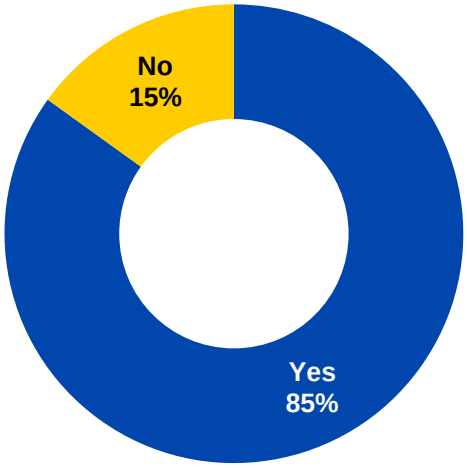
Have you used ECHA guidance documents for other purposes under REACH (for example, compilation of safety data sheets (SDSs))?



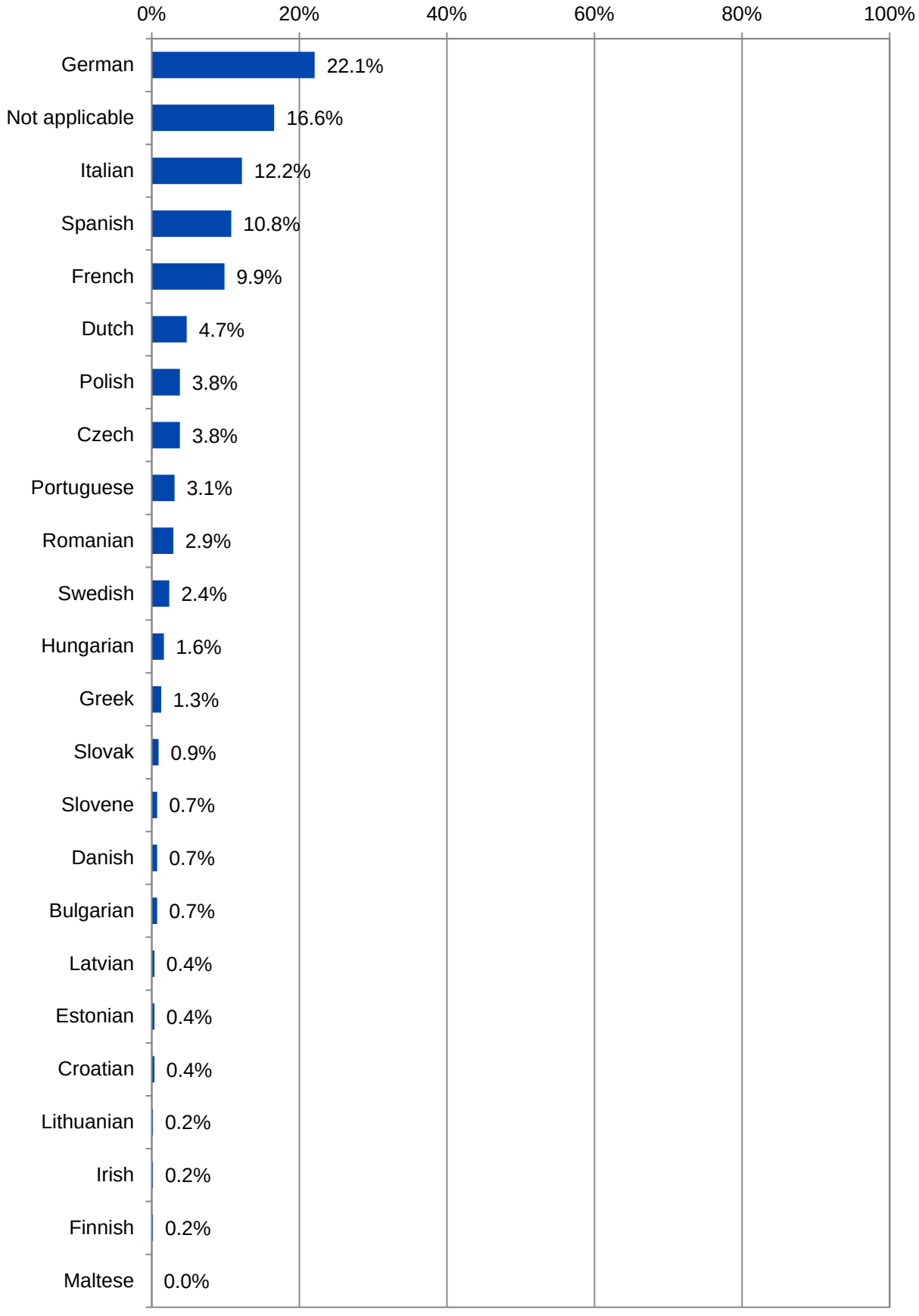
Have you used ECHA guidance documents to help in complying with the Biocidal Products Regulation (BPR)?

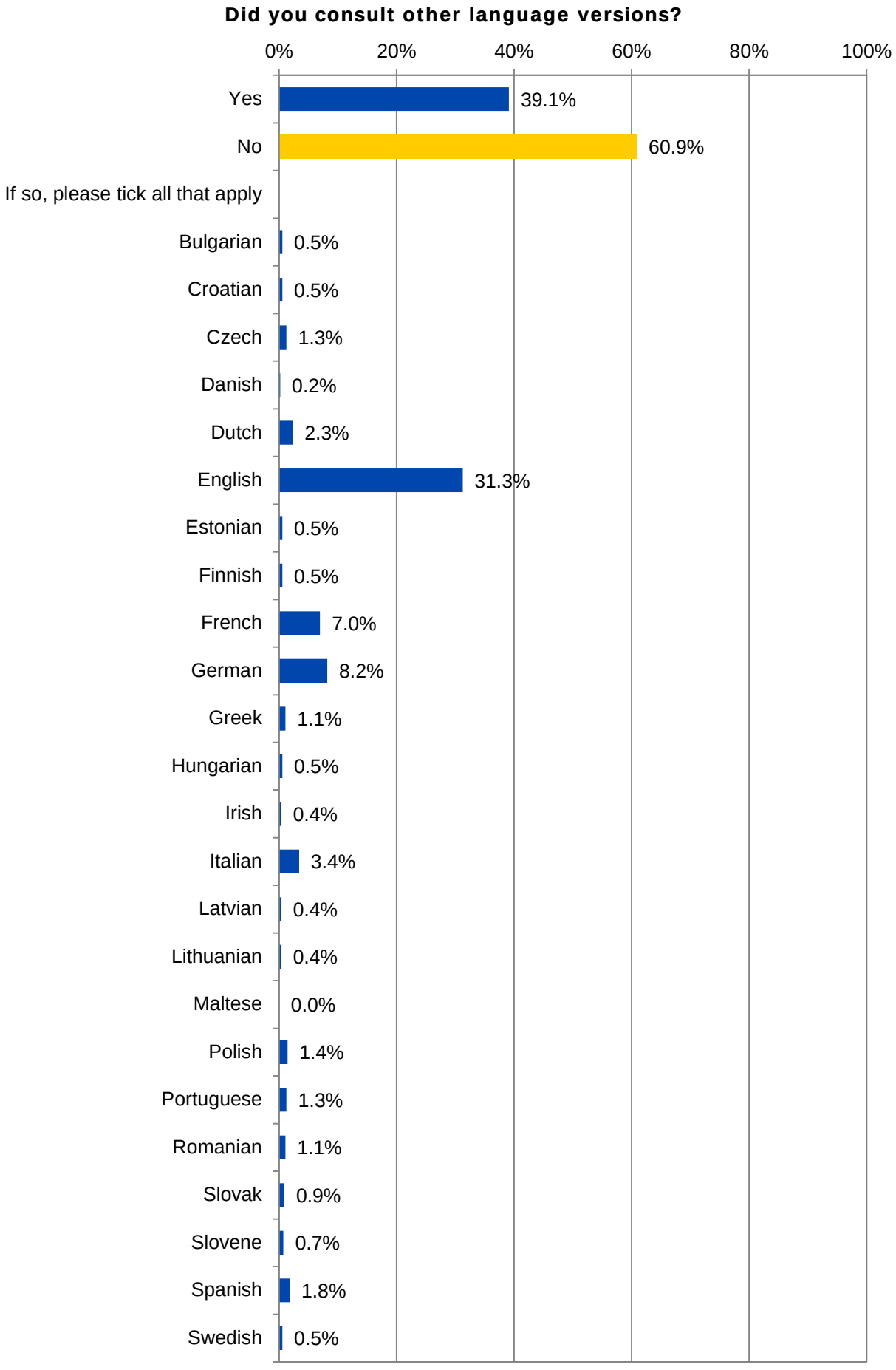


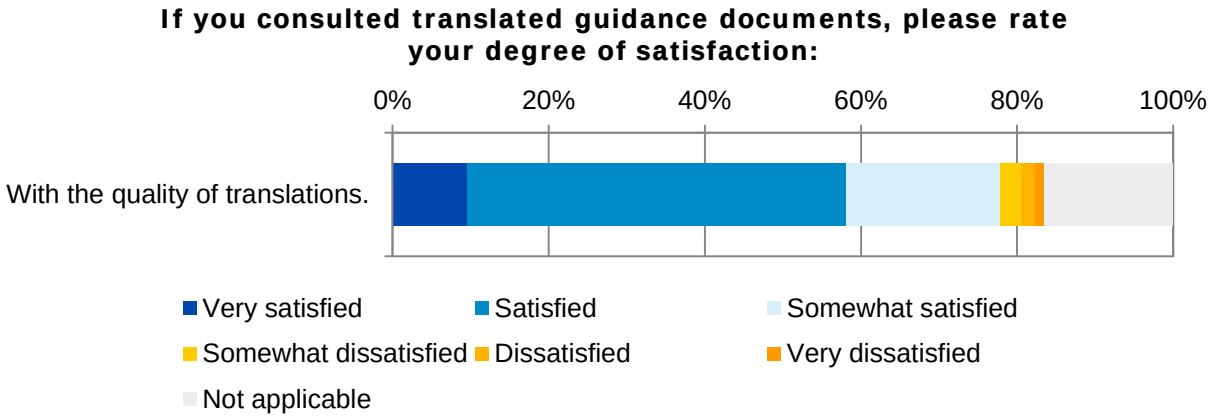
Have you used ECHA guidance documents to help in complying with the Prior Informed Consent Regulation (PIC)?



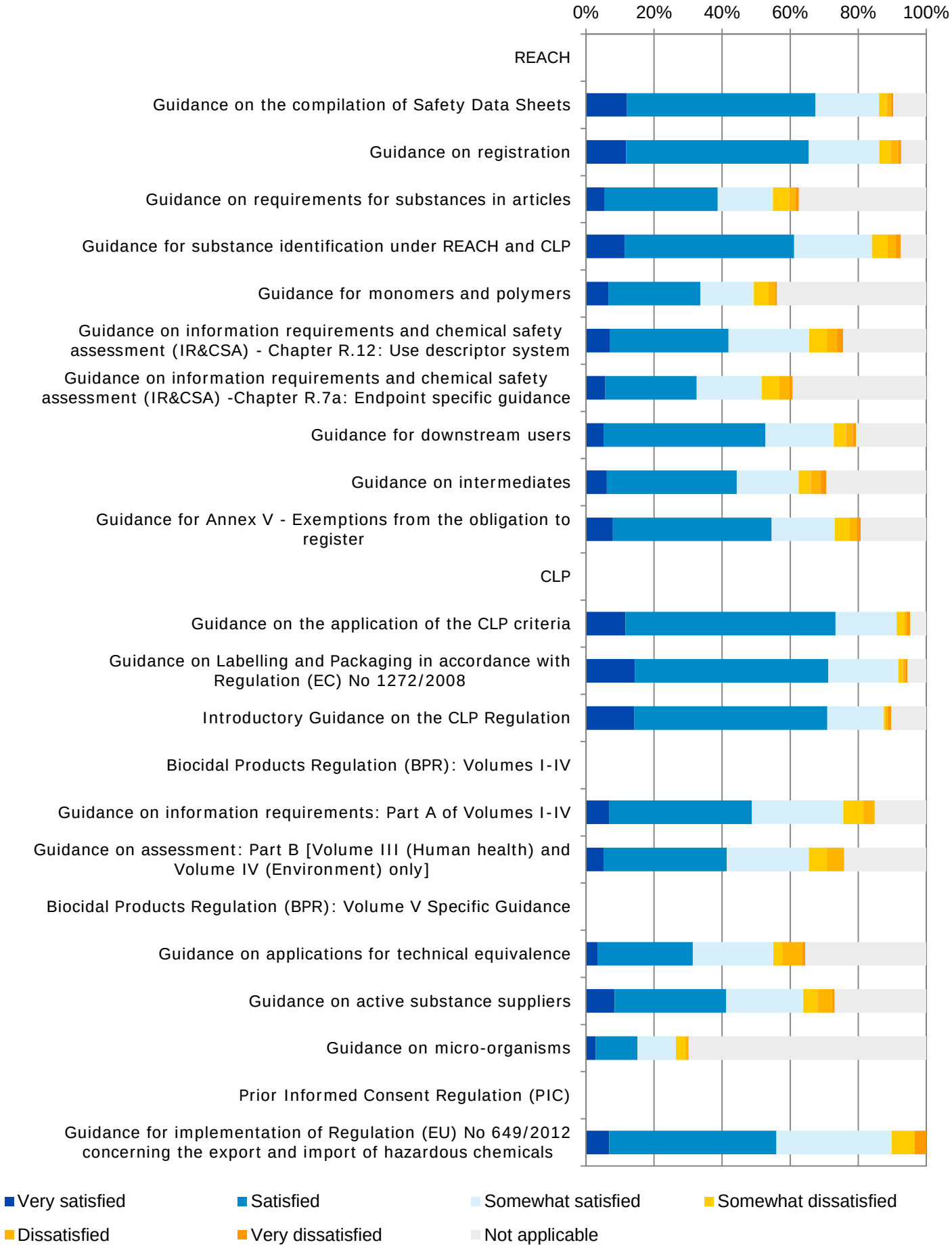
For documents for which versions were available in a language other than English, which language version of the documents did you consult most often?



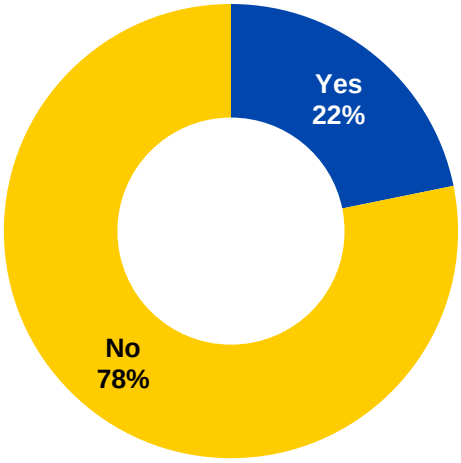

Did you consult other language versions?
0%
20%
40%
60%
80%
100%
Yes
39.1%
No
60.9%
If so, please tick all that apply
Bulgarian
0.5%
Croatian
0.5%
Czech
1.3%
Danish
0.2%
Dutch
2.3%
English
31.3%
Estonian
0.5%
Finnish
0.5%
French
7.0%
German
8.2%
Greek
1.1%
Hungarian
0.5%
Irish
0.4%
Italian
3.4%
Latvian
0.4%
Lithuanian
0.4%
Maltese
0.0%
Polish
1.4%
Portuguese
1.3%
Romanian
1.1%
Slovak
0.9%
Slovene
0.7%
Spanish
1.8%
Swedish
0.5%


If you consulted translated guidance documents, please rate your degree of satisfaction:
0%
20%
40%
60%
80%
100%
With the quality of translations.
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

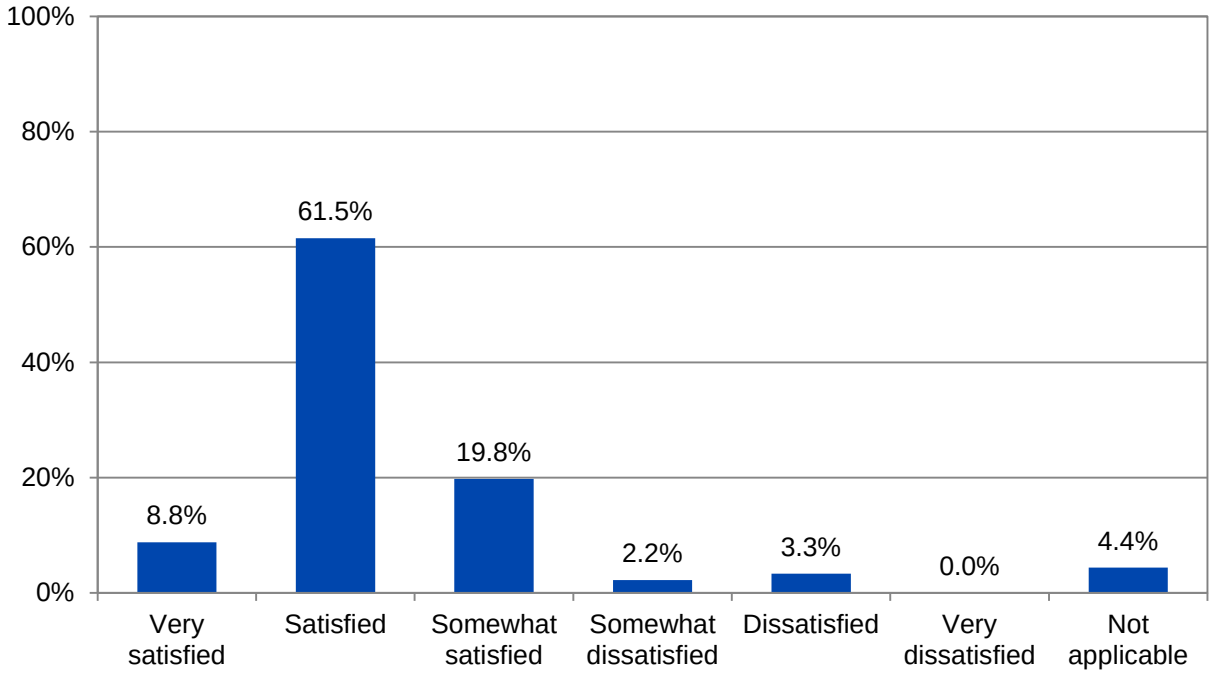
How satisfied were you with the usefulness of the guidance documents consulted (please rate only the documents you actually consulted)?



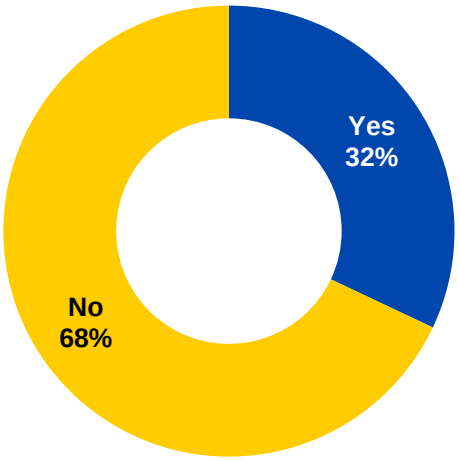
Have you used the eGuide on extended Safety Data Sheets?



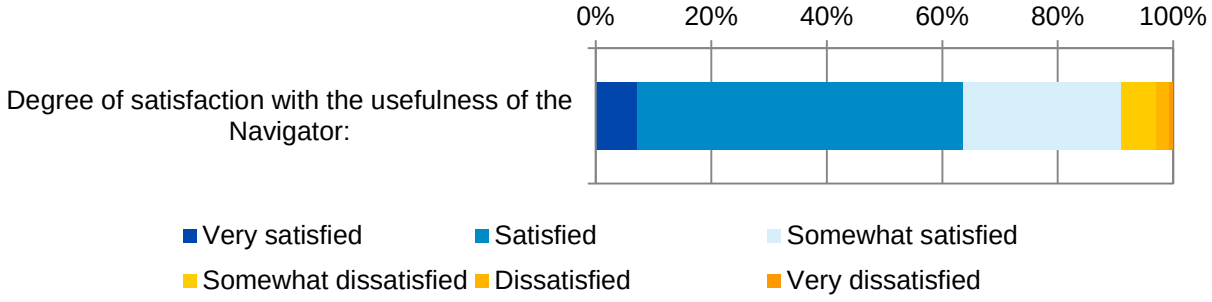
How satisfied were you with the eGuide on extended SDS?



Have you used the Navigator to help establish your obligations under REACH?

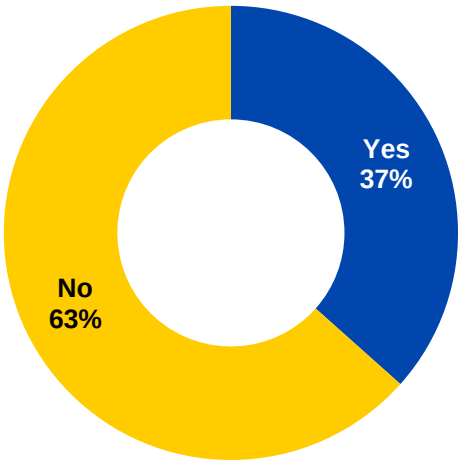


Please rate your degree of satisfaction with the usefulness of the Navigator.

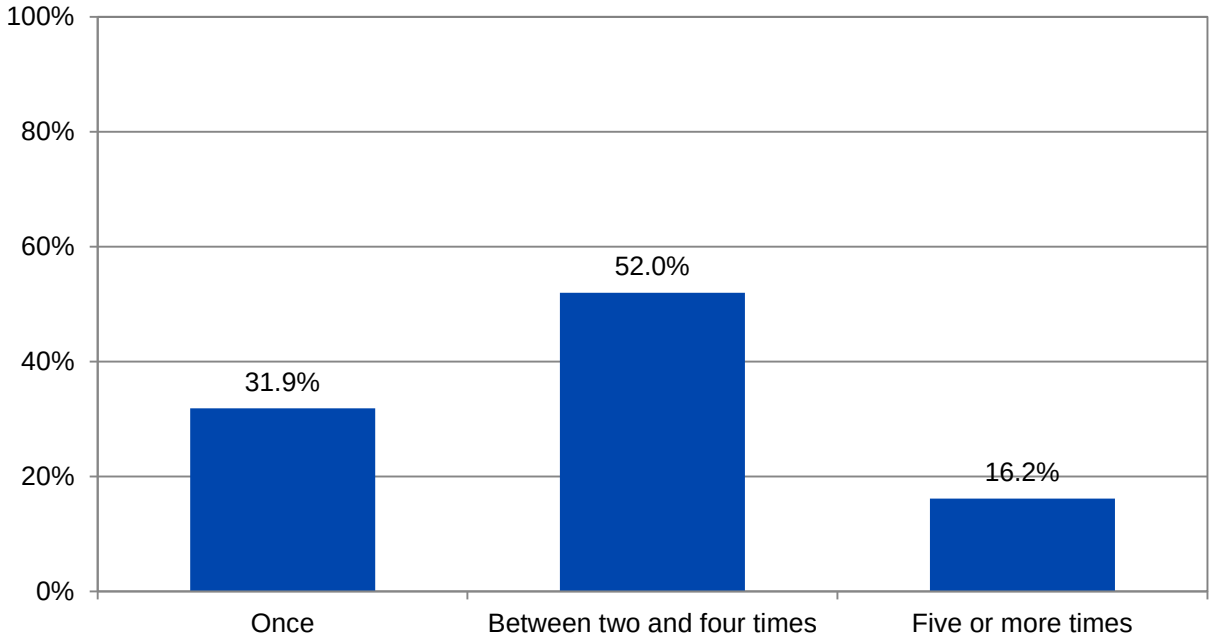


Questions asked to REACH registrants and Biocide applicants on the ECHA Helpdesk

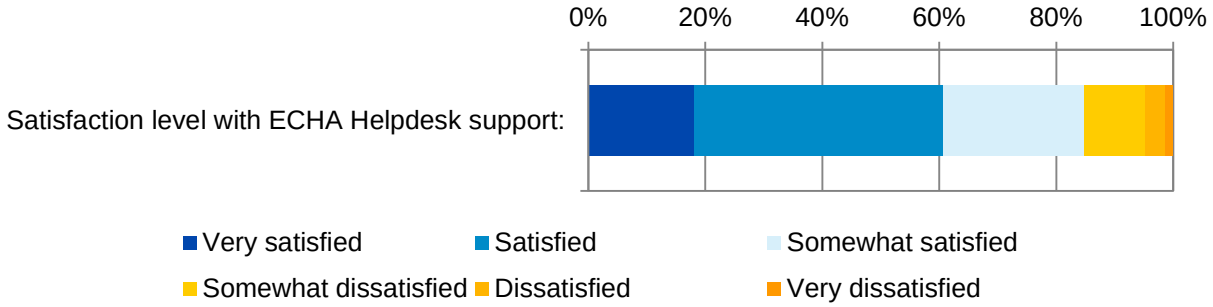
Did you use the ECHA Helpdesk service in 2015?



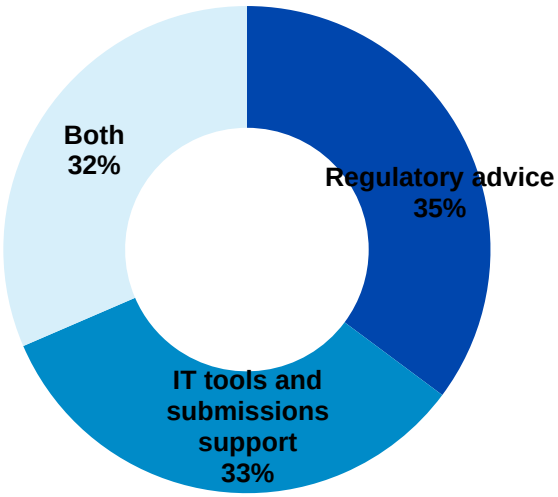
How many times did you contact the ECHA Helpdesk during 2015?



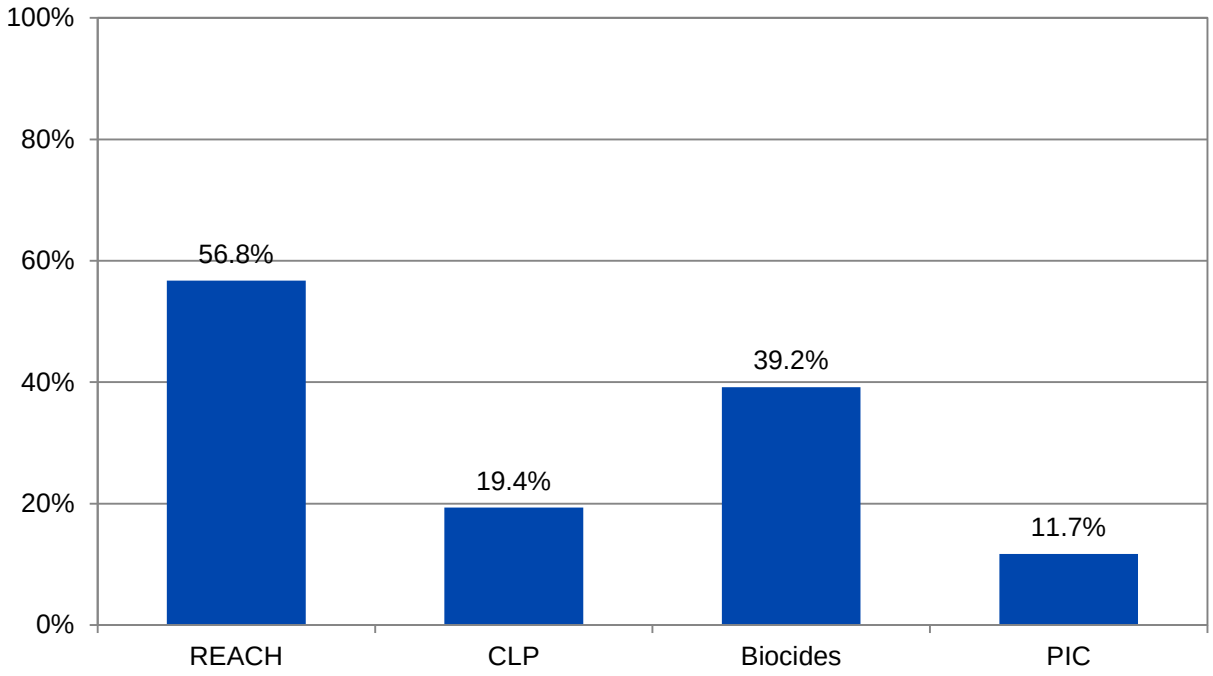
How satisfied were you with the ECHA Helpdesk support?



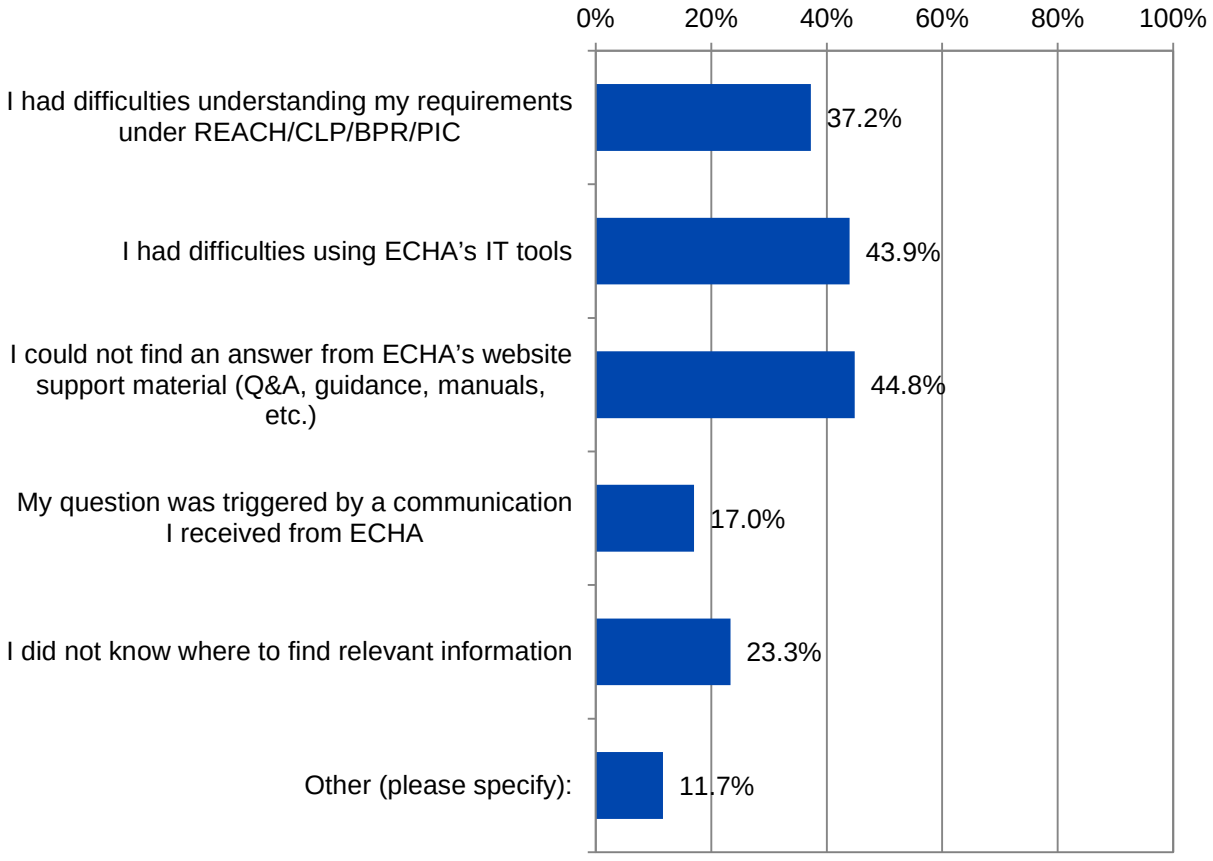
My questions were related to:



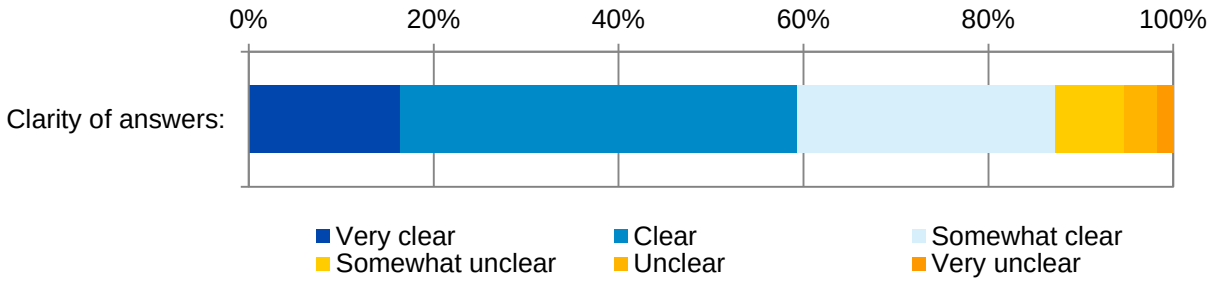
My questions were related to (please select all that apply):



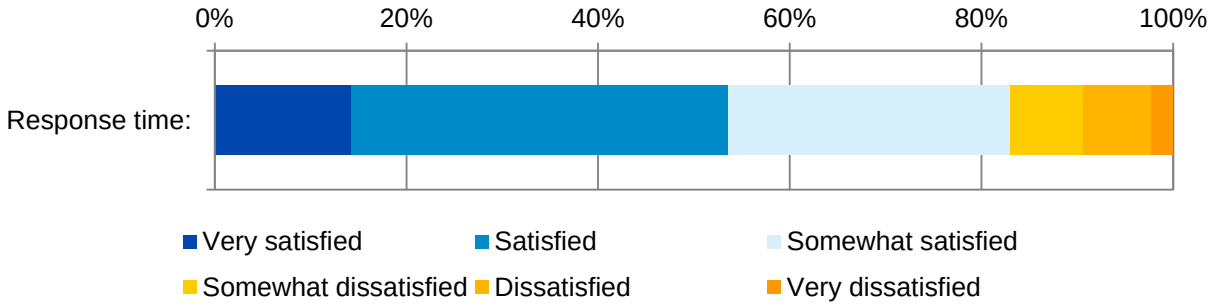
Why did you contact the ECHA Helpdesk? (please select all that apply)



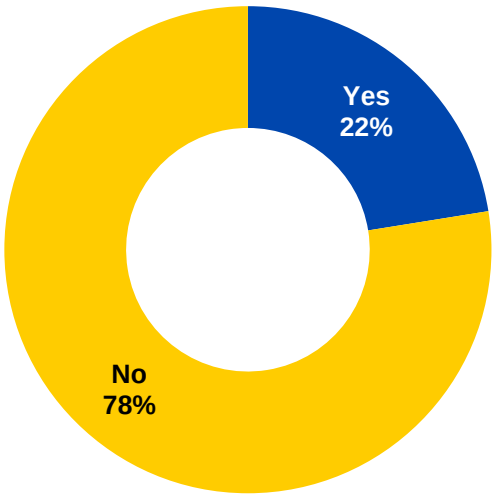
How clear were the answers from the ECHA Helpdesk service to you?



How satisfied were you with the response time of the ECHA Helpdesk service?

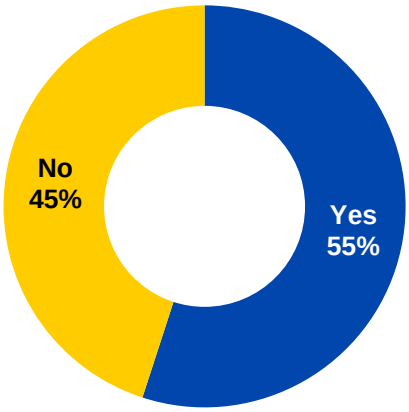


Did the ECHA Helpdesk contact you by telephone?

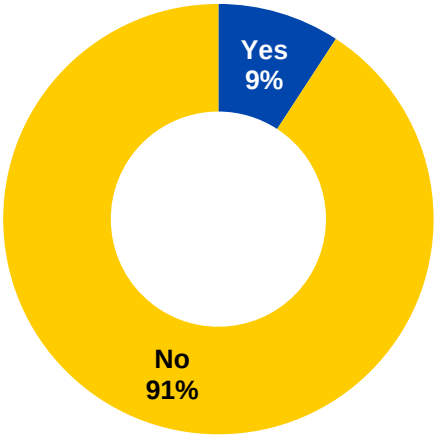


Questions asked to REACH registrants and Biocide applicants on ECHA's Board of Appeal

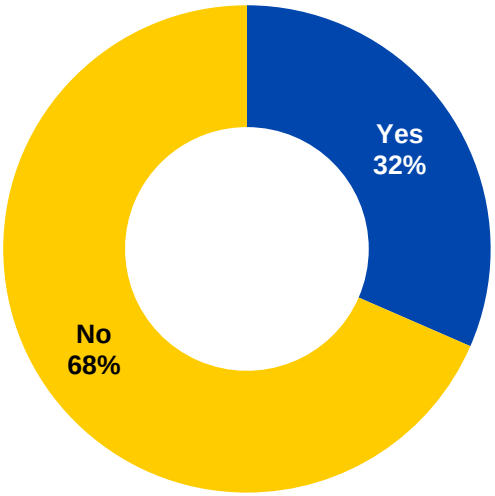
Did you know that you can appeal to the Board of Appeal against certain ECHA decisions?



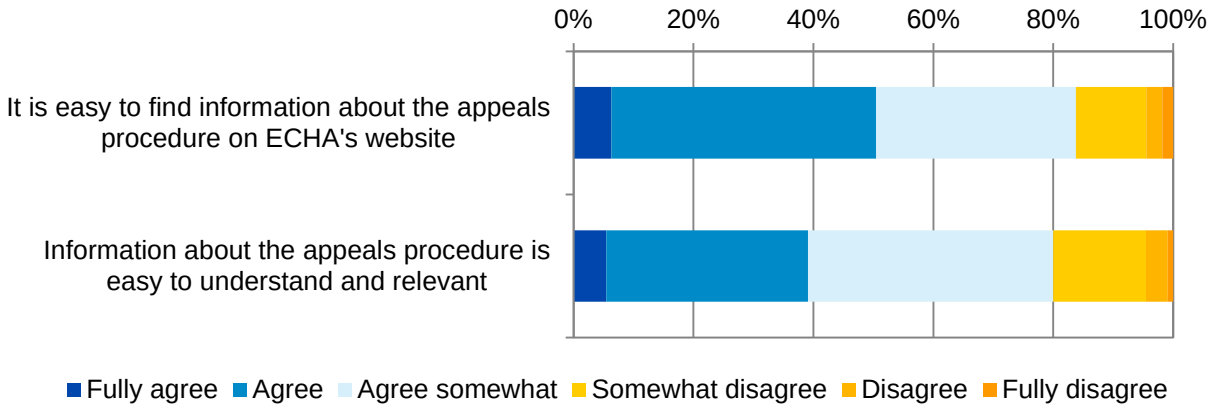
Have you had any direct involvement in the appeals process?



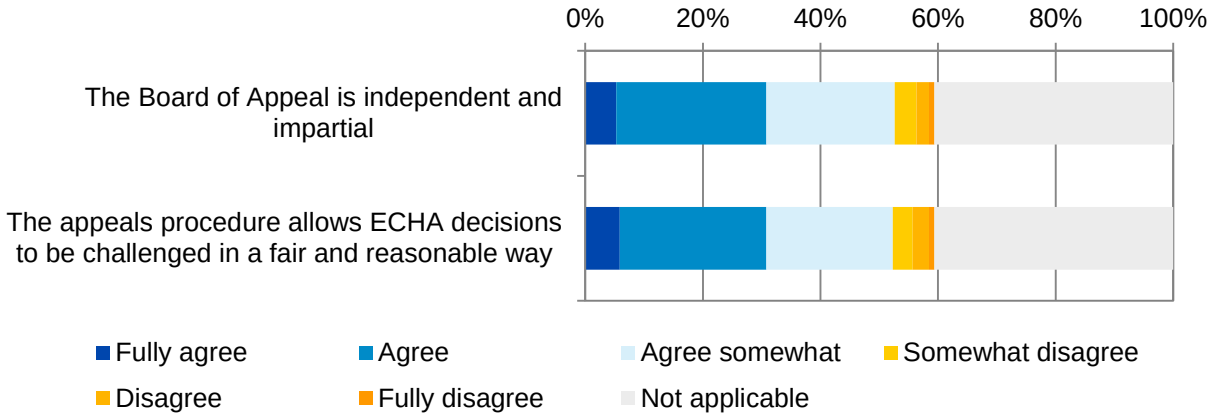
Have you visited the Appeals section of ECHA's website?



Please indicate your level of agreement with the following statements:

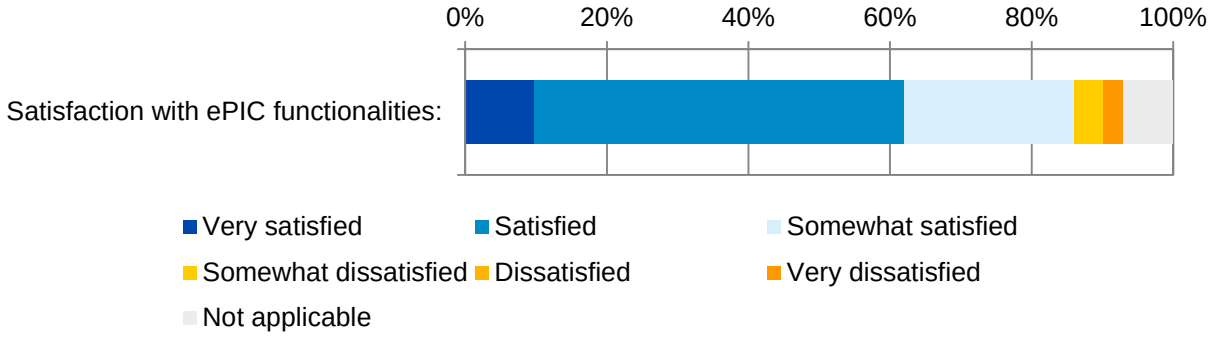


What is the level of your confidence in the appeals procedure? Please indicate your level of agreement with the following statements:

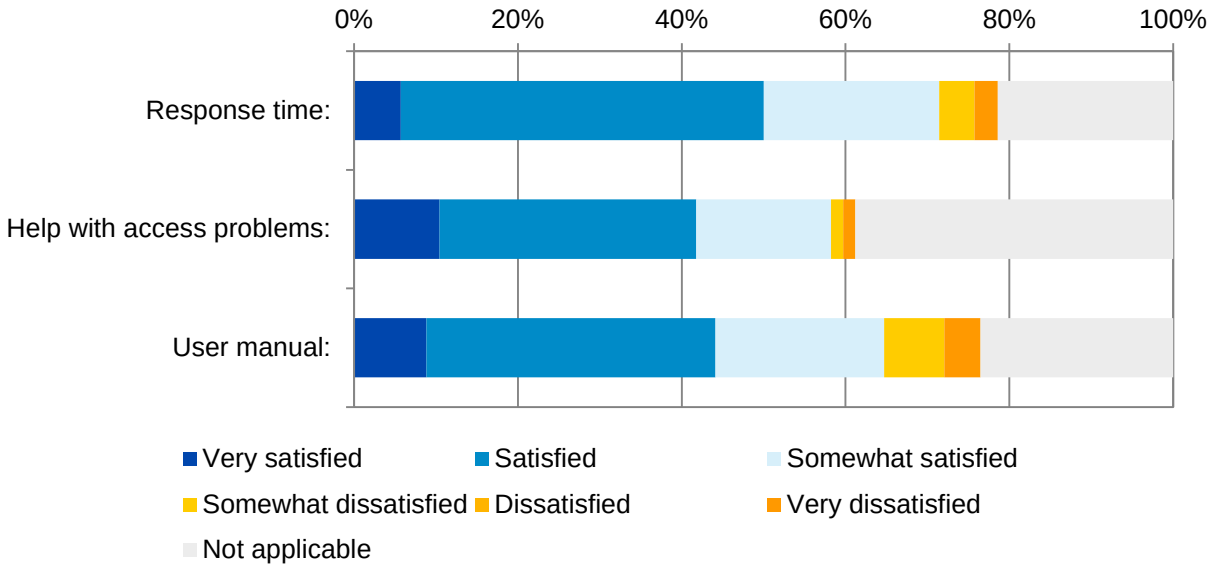


Questions to PIC notifiers about the ePIC tool

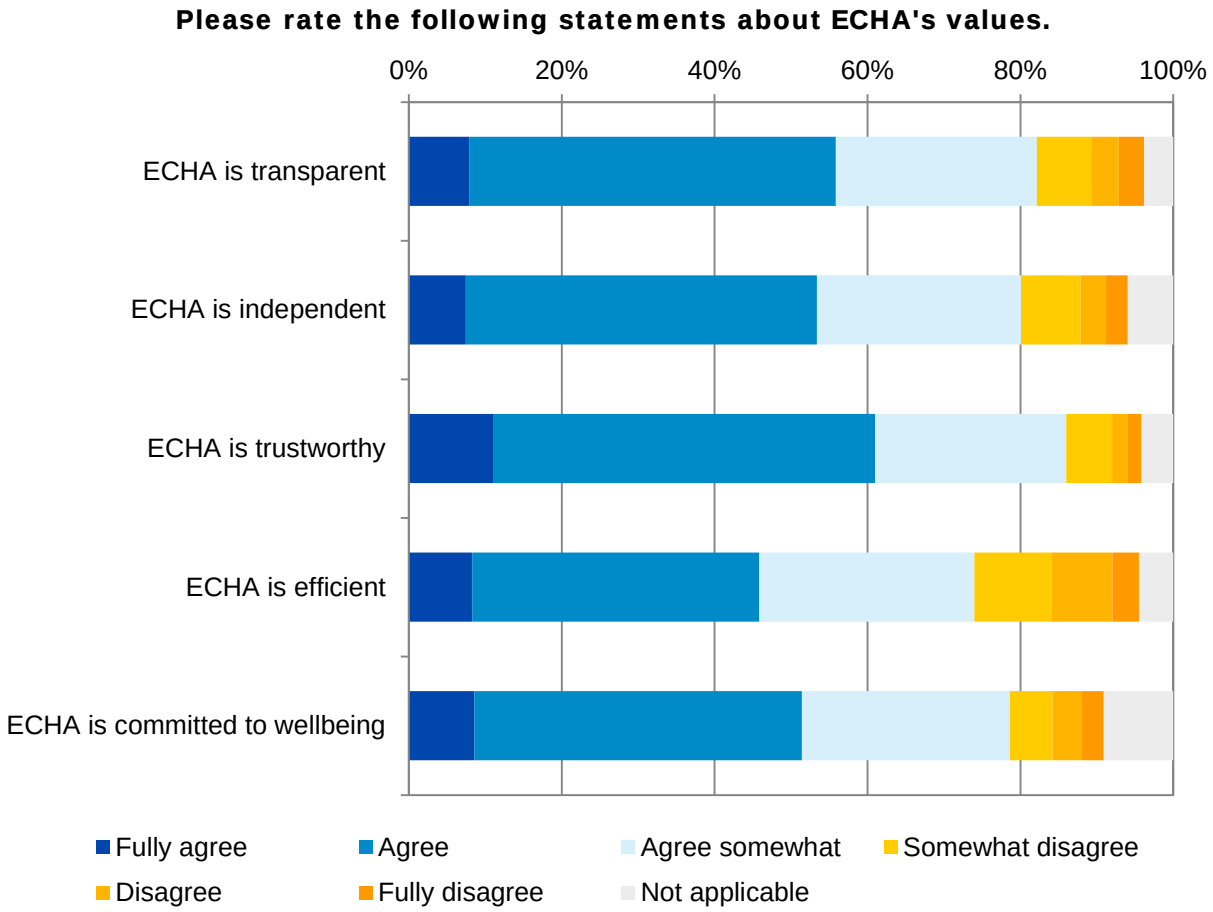
How satisfied are you with the functionalities offered by ePIC?



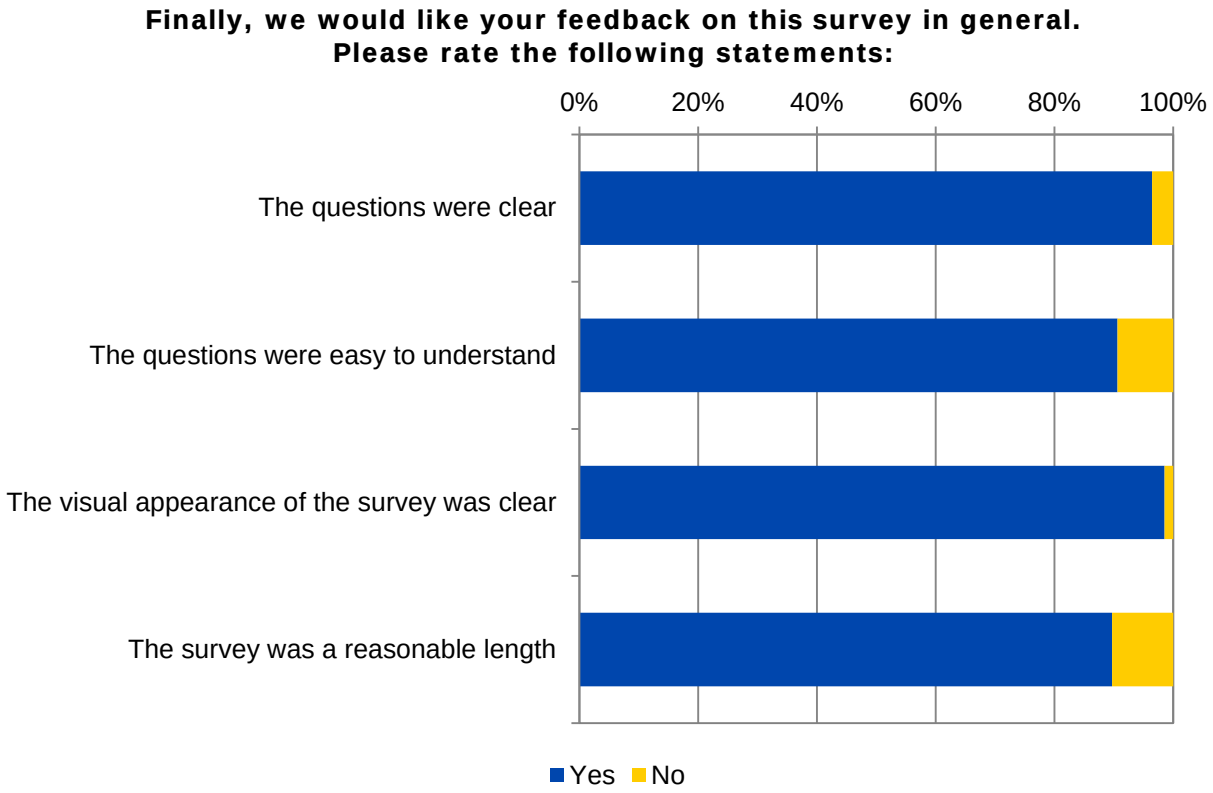
How satisfied are you with the following aspects of the support provided by ECHA in solving issues or addressing your requests related to ePIC:



Question to REACH registrants, Biocide applicants and PIC notifiers about ECHA's values



General question to REACH registrants, Biocide applicants and PIC notifiers about the survey



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