ECHA
EUROPEAN CHEMICALS AGENCY

ECHA's Annual Stakeholder Survey 2016

Overview of results

ECHA's Annual Stakeholder Survey 2016 - Overview of Results

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ECHA's Annual Stakeholder Survey 2016 - overview of results

Summary

ECHA's annual Work Programmes outline the Agency's objectives for each year. These objectives are measured against specific indicators and targets, 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.

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 2016 survey. The results are used to gauge stakeholders' satisfaction with ECHA's work in 2016 and appear in ECHA's General Report.

The annual stakeholder survey was conducted in October 2016. It was open to respondents between 26 October 2016 and 23 November 2016. The survey received 862 viable responses from 12,392 recipients (7%).

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

ECHA Stakeholder Survey 2016 - Report

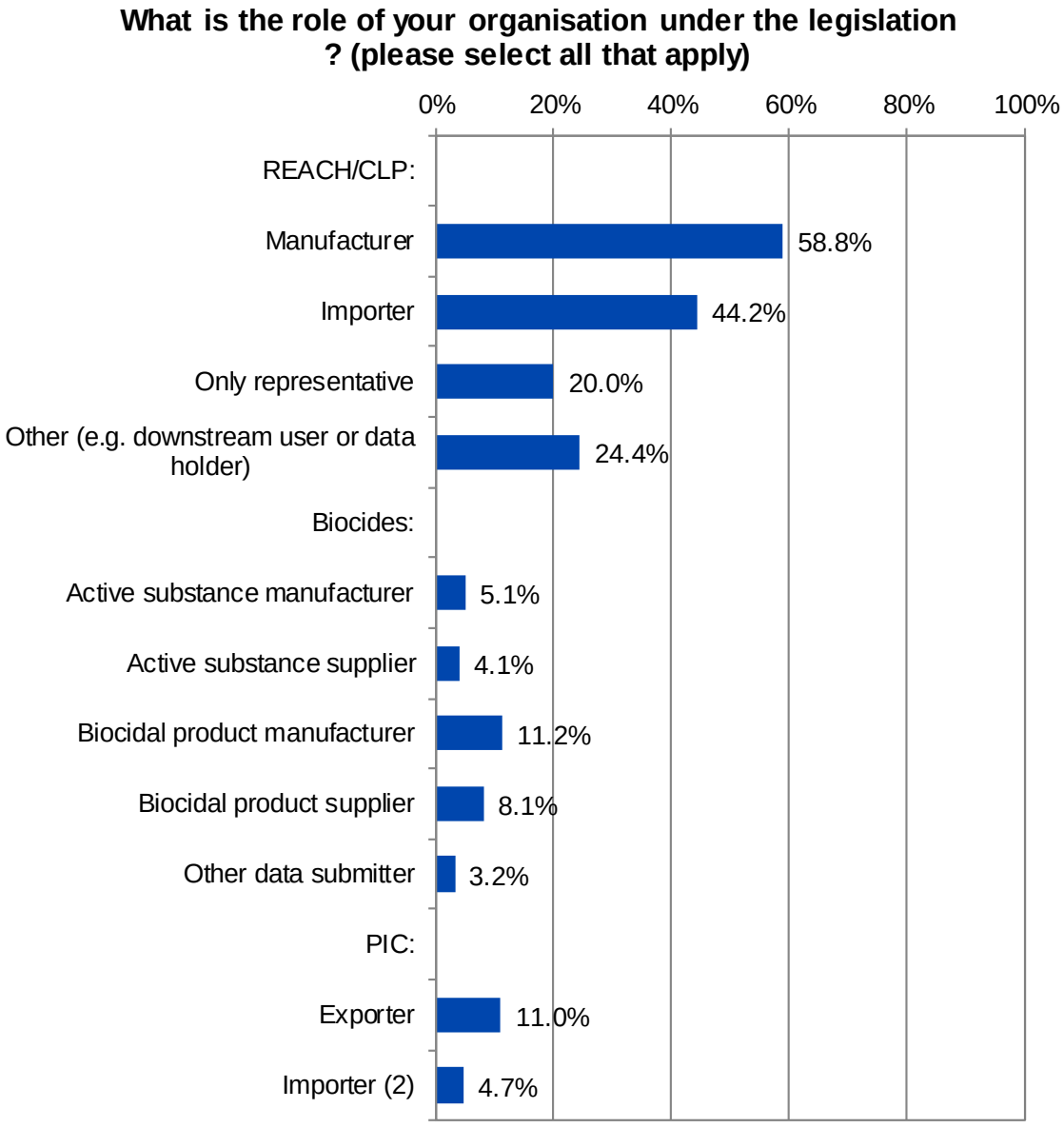
Target audiences

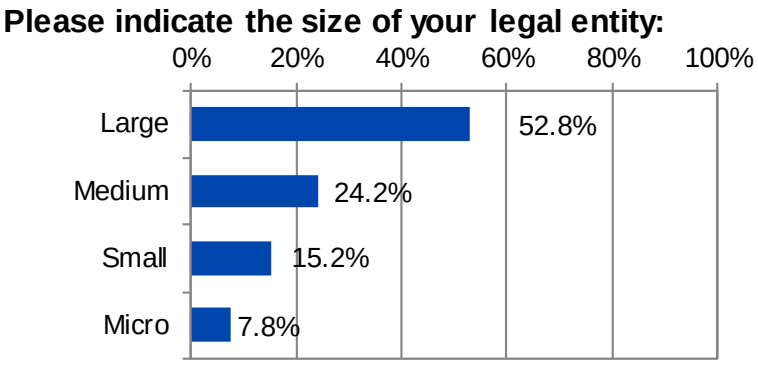
The annual stakeholder survey was sent to the following target audiences, which work with ECHA on a regular basis:

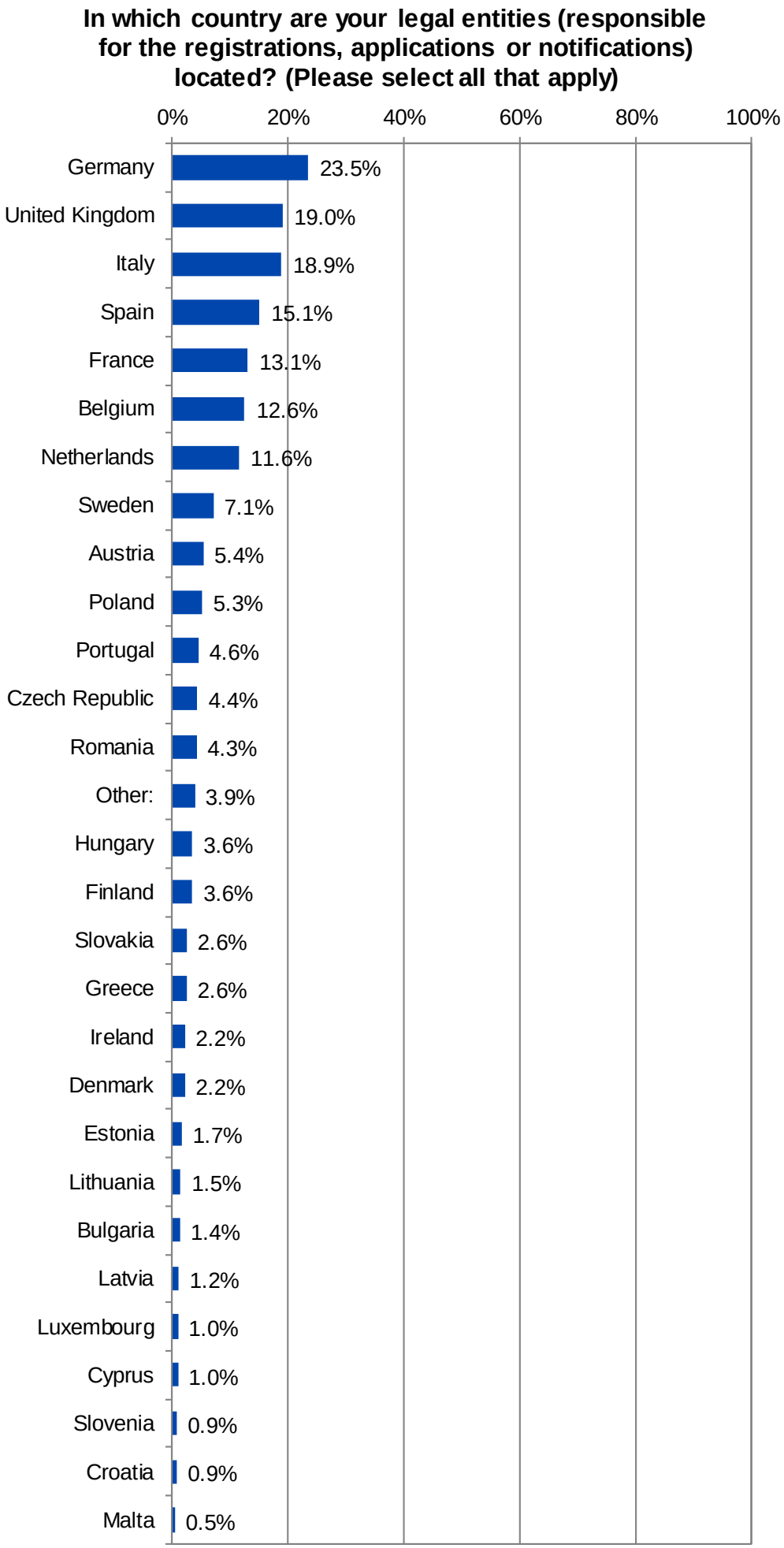
- **Industry**: companies and legal entities with duties under REACH or CLP, under Biocides and under PIC
- **European Commission**: DG ENV, DG GROW, DG SANTE, Joint Research Centre, DG NEAR
- **Members of the Management Board**
- **Members of ECHA's Committees**: members of the Member State Committee (MSC), of the Committee for Risk Assessment (RAC), of the Committee for Socio Economic Analysis (SEAC) and of the Biocidal Products Committee (BPC)
- **Accredited Stakeholder organisations to ECHA**: Accredited Stakeholder Observer at the Member State Committee (MSC) meetings, at the Committee for Risk Assessment (RAC) meetings, at the Committee for Socio Economic Analysis (SEAC) meetings and at the Biocidal Products Committee (BPC) meetings
- **Member State Competent Authorities** (MSCA): Directors at a Member State competent authority/Mandated National Institution, Biocides MSCA contact points, Designated National Authorities (DNA) under the PIC Regulation, MSCA User Administrators, MSCA Security Officers, national Authority User of ECHA's Scientific IT tools, PD-NEA Users
- **ECHA's expert groups and networks**: members of HelpNet , of the PBT Expert Group, of the Endocrine Disruptor Expert Group, of the Biocidal Products Working group and of the Coordination Group

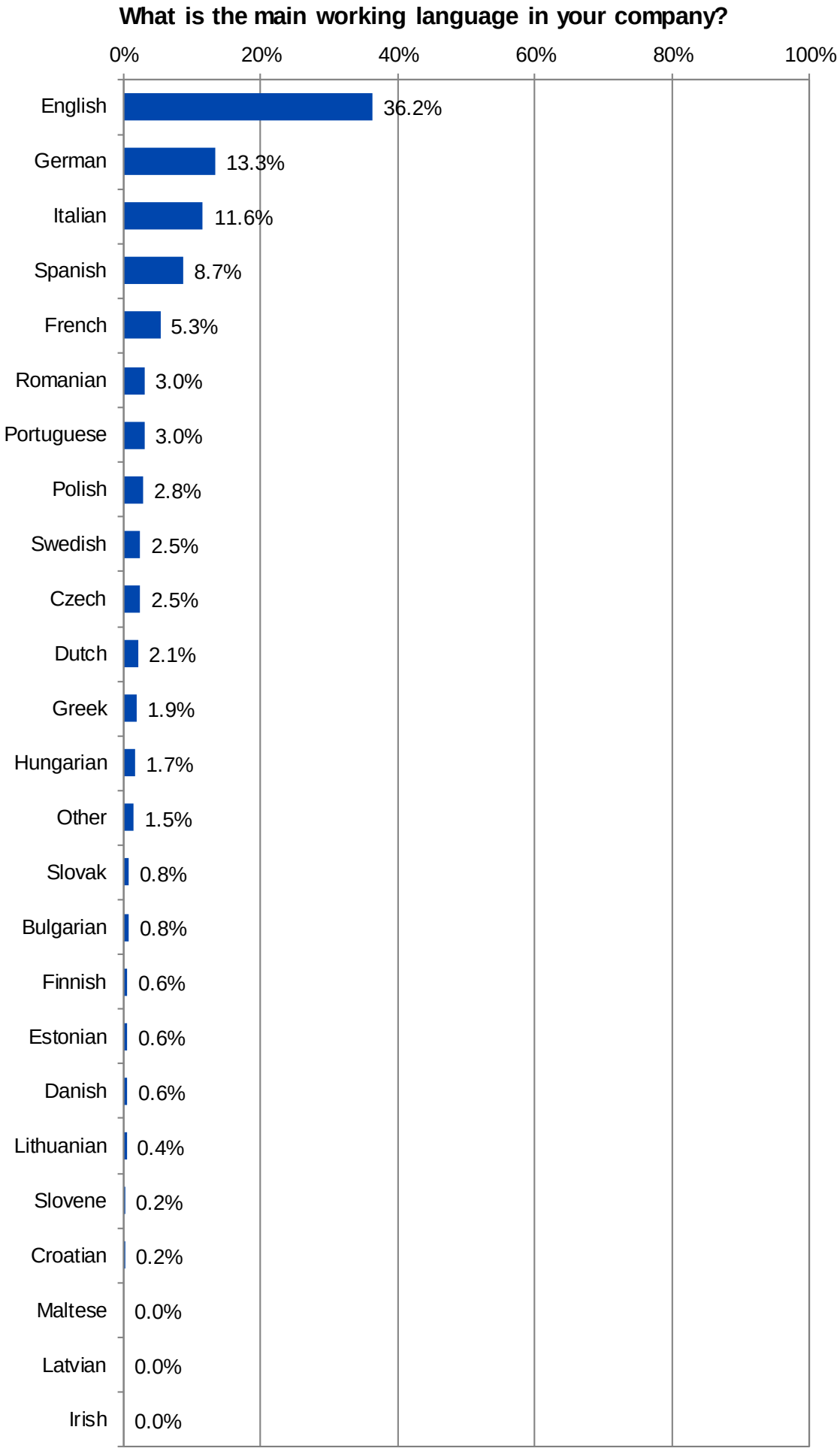
Annual stakeholder survey results

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

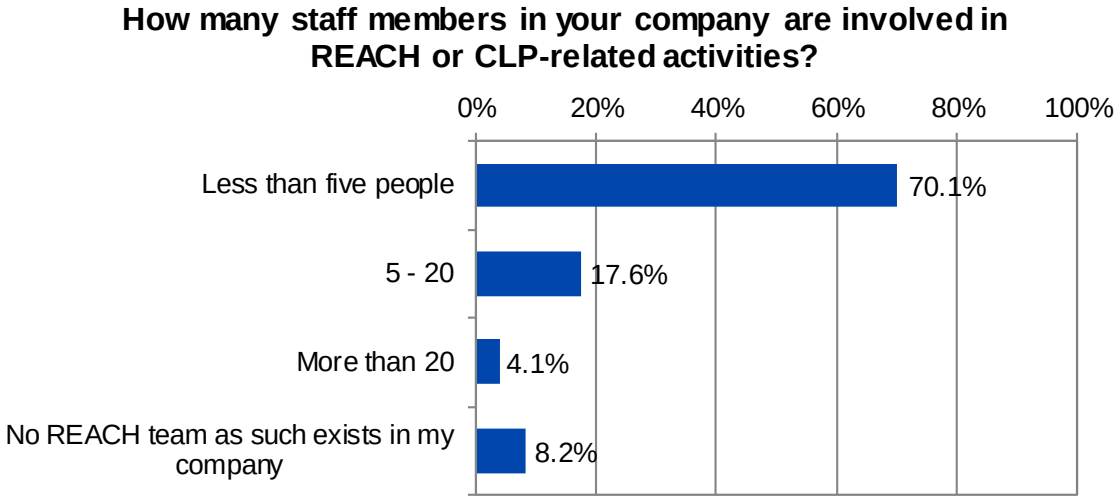



Please indicate the size of your legal entity:
0%
20%
40%
60%
80%
100%
Large
52.8%
Medium
24.2%
Small
15.2%
Micro
7.8%


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 23.5%
United Kingdom 19.0%
Italy 18.9%
Spain 15.1%
France 13.1%
Belgium 12.6%
Netherlands 11.6%
Sweden 7.1%
Austria 5.4%
Poland 5.3%
Portugal 4.6%
Czech Republic 4.4%
Romania 4.3%
Other: 3.9%
Hungary 3.6%
Finland 3.6%
Slovakia 2.6%
Greece 2.6%
Ireland 2.2%
Denmark 2.2%
Estonia 1.7%
Lithuania 1.5%
Bulgaria 1.4%
Latvia 1.2%
Luxembourg 1.0%
Cyprus 1.0%
Slovenia 0.9%
Croatia 0.9%
Malta 0.5%

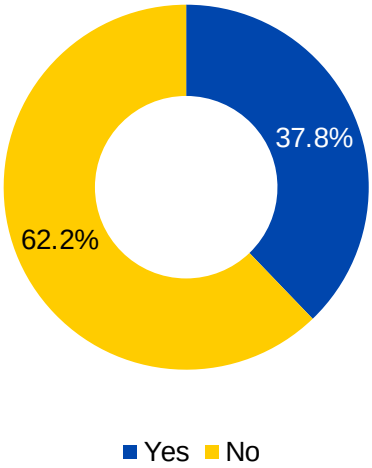

What is the main working language in your company?
0%
20%
40%
60%
80%
100%
English 36.2%
German 13.3%
Italian 11.6%
Spanish 8.7%
French 5.3%
Romanian 3.0%
Portuguese 3.0%
Polish 2.8%
Swedish 2.5%
Czech 2.5%
Dutch 2.1%
Greek 1.9%
Hungarian 1.7%
Other 1.5%
Slovak 0.8%
Bulgarian 0.8%
Finnish 0.6%
Estonian 0.6%
Danish 0.6%
Lithuanian 0.4%
Slovene 0.2%
Croatian 0.2%
Maltese 0.0%
Latvian 0.0%
Irish 0.0%

General question to REACH registrants

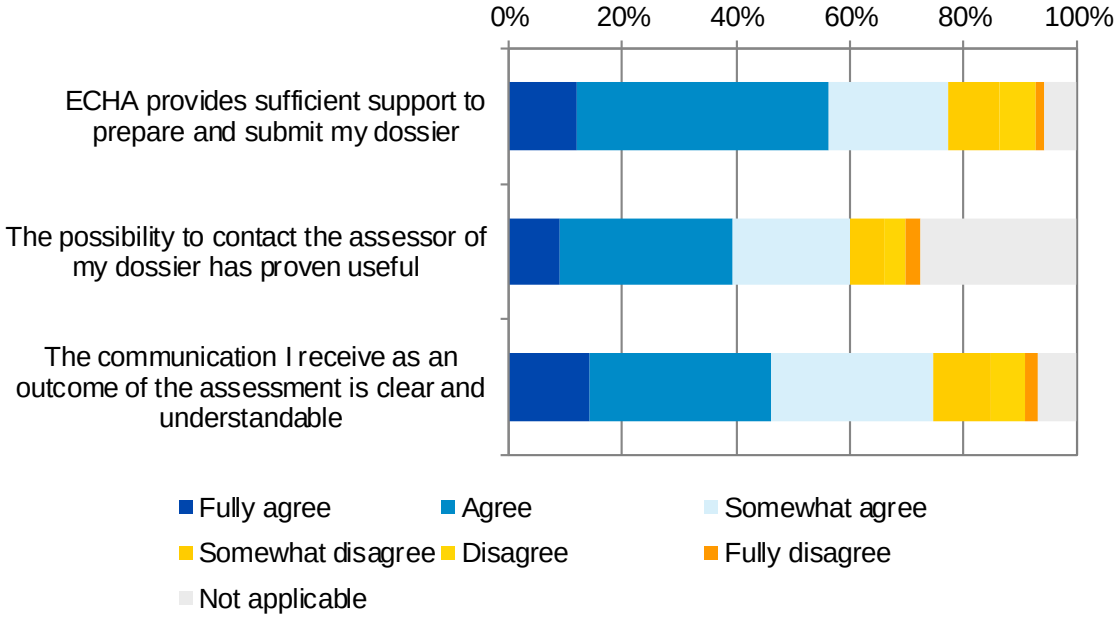


Questions asked to REACH registrants about dossier submission activities

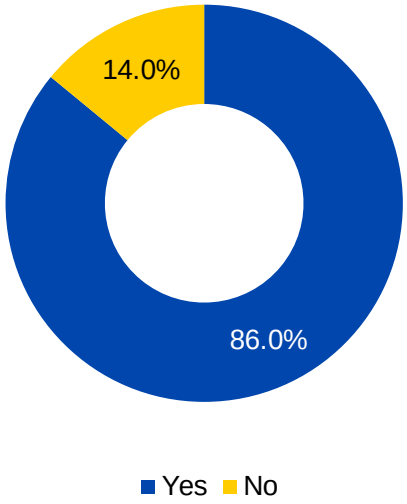
Have you made a REACH inquiry or a PPORD (product and process orientated research and development) notification?



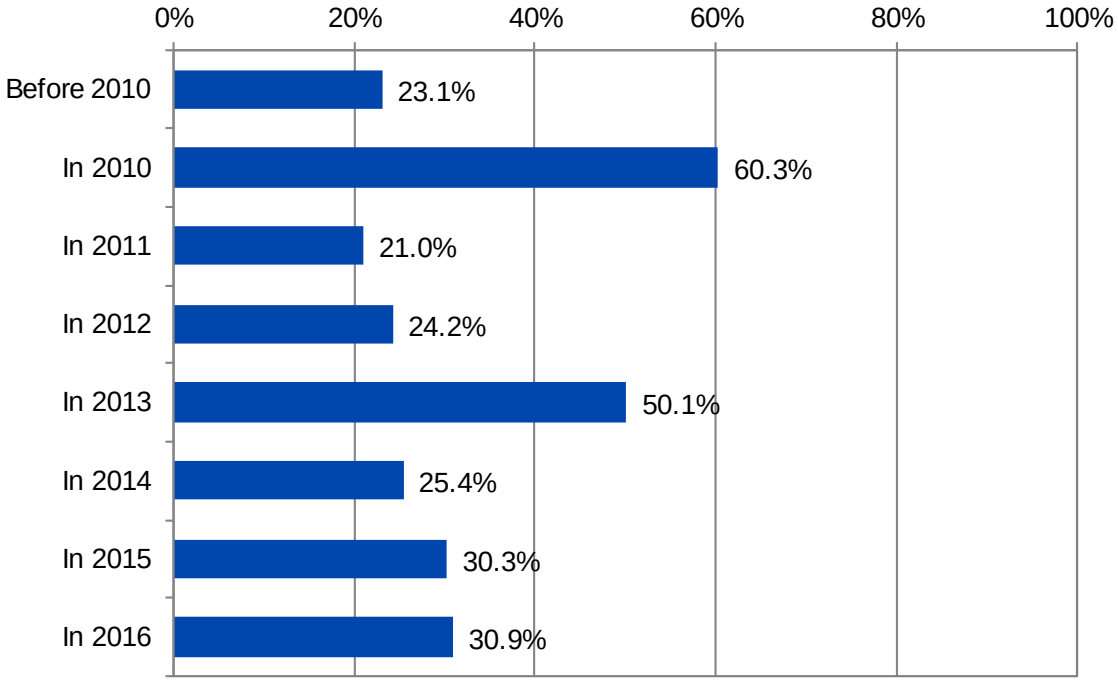
What is your level of agreement with the following statements in relation to REACH inquiry and/or PPORD notification?



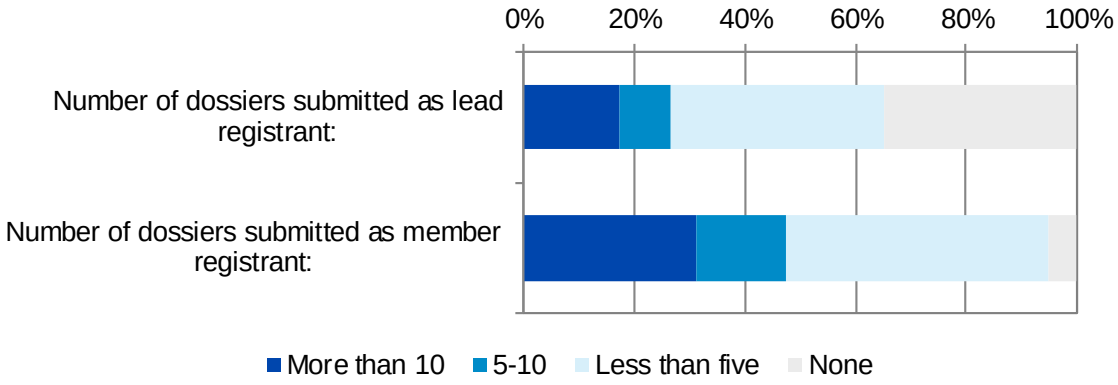
Have you registered substances under the REACH Regulation?



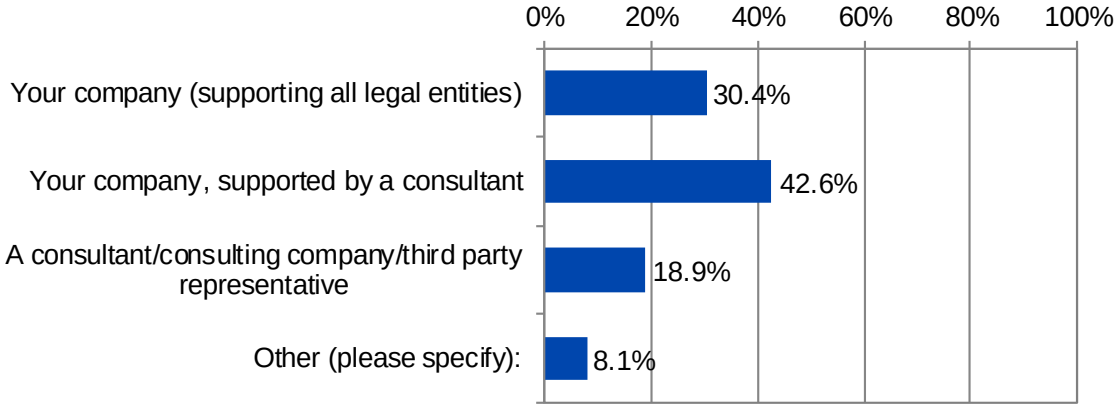
When did you submit registration dossier(s)? (please select all that apply)



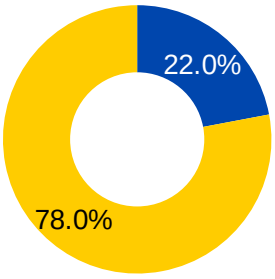
How many dossiers did your legal entity submit?



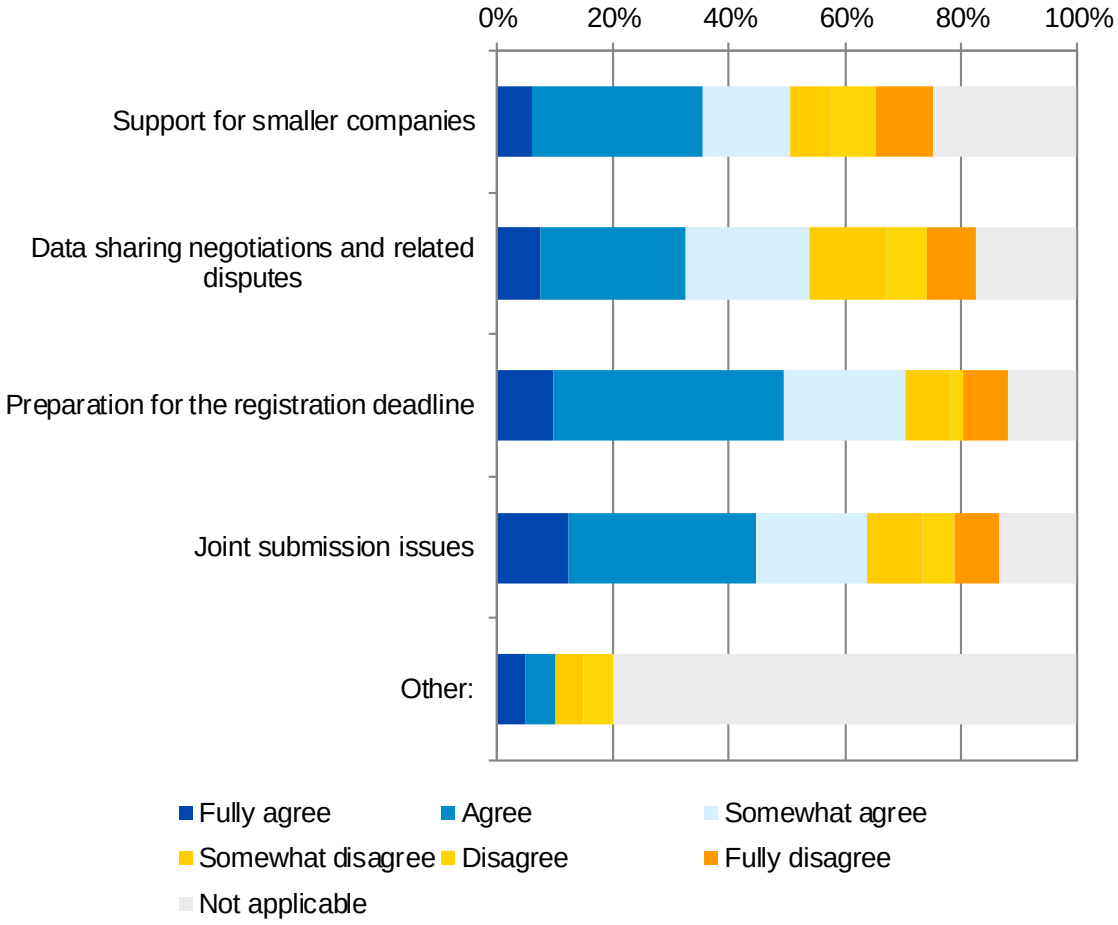
Who carried out the preparatory work for your registration(s)?



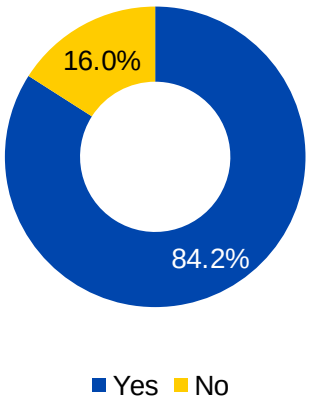
Did you require support from ECHA regarding your obligations under data sharing? For example, support for smaller companies, data-sharing negotiations and related disputes, preparation for the registration deadline.



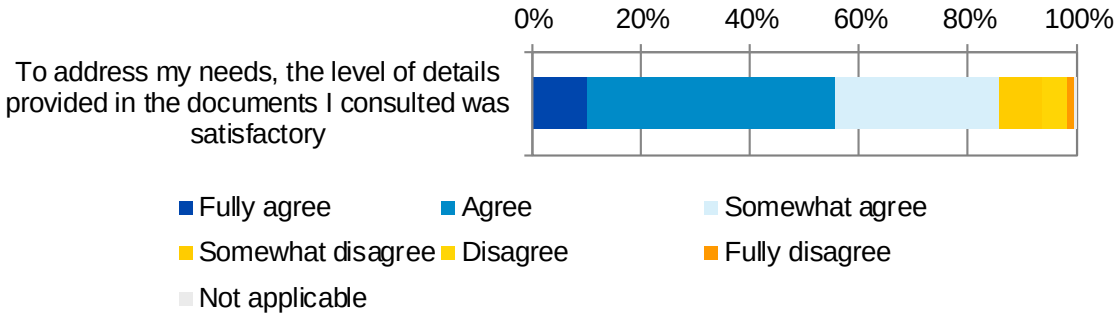
What is your level of agreement with the following statement? I was satisfied with the support I received to address the concern I had regarding one of the topics below:



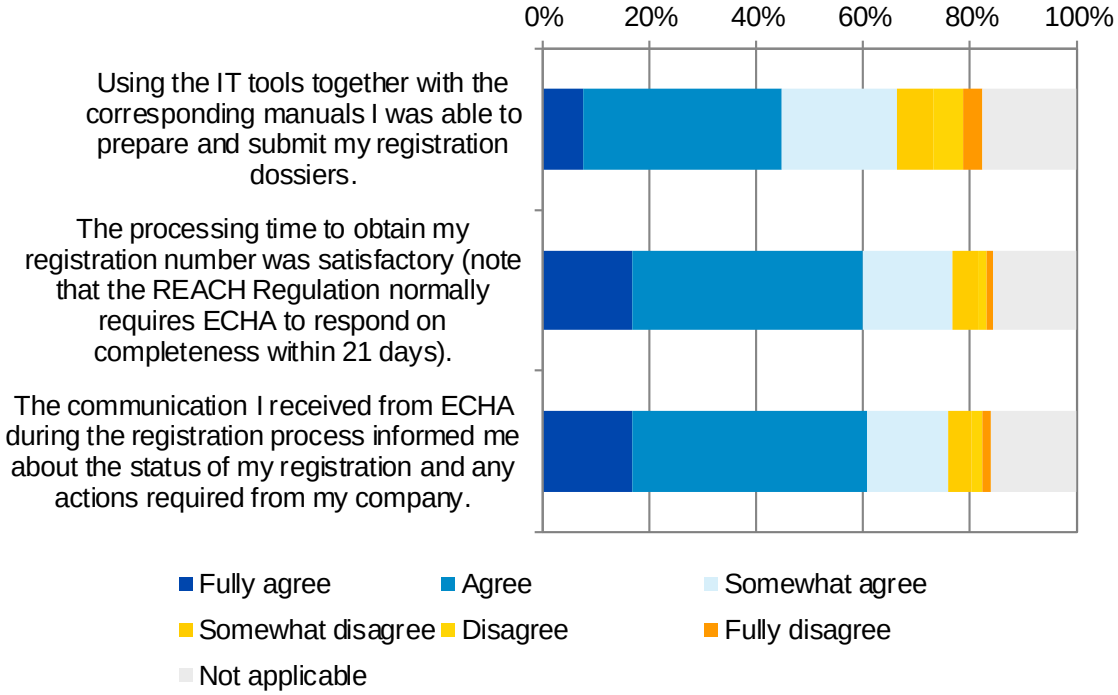
Did you use ECHA's website to consult any supporting material produced by ECHA, prior to submitting your dossiers? For example, submission manuals, fact sheets, Q&A documents, webinars, video recordings, etc.



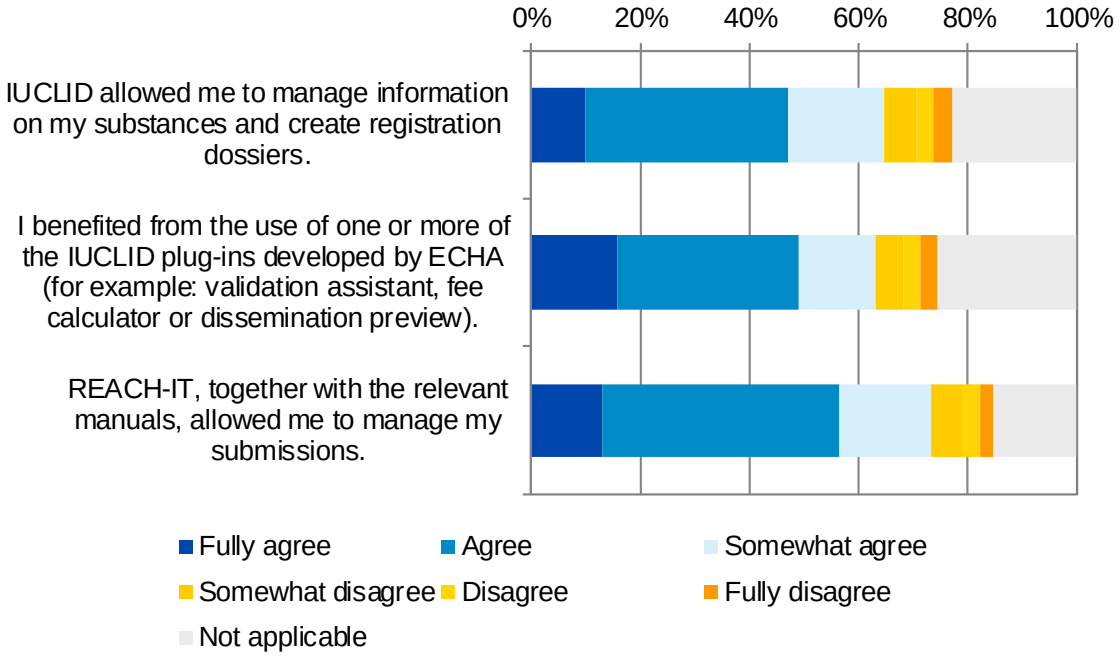
What is your level of agreement with the following statement?



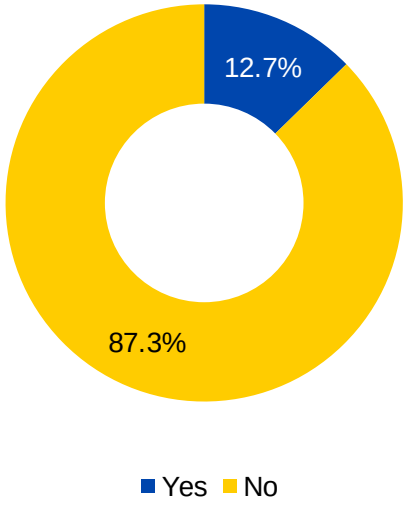
What is your level of agreement with the following statements?

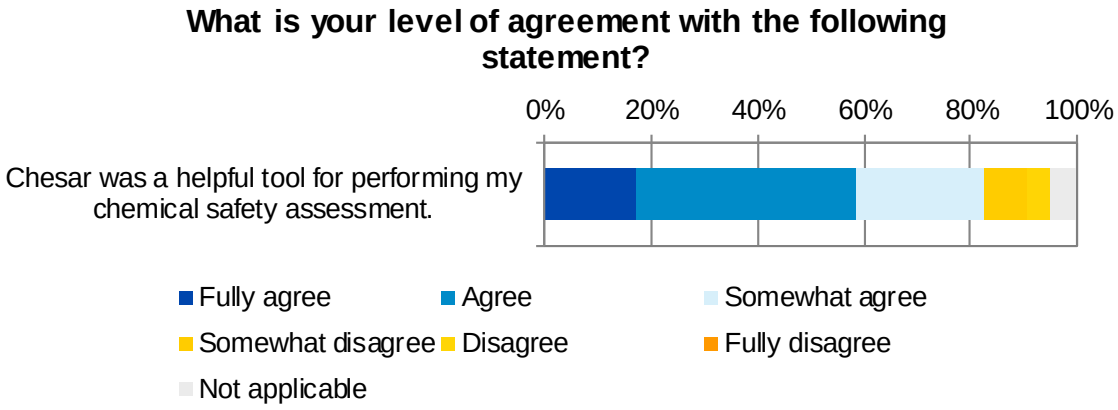


What is your level of agreement with the following statements?

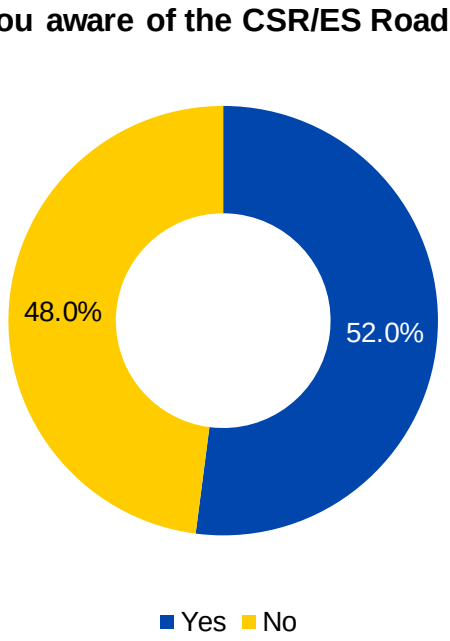


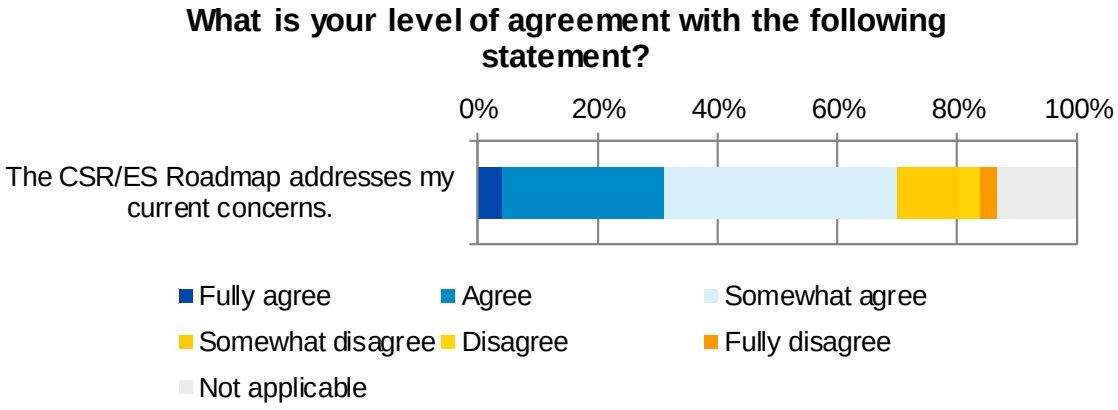
Have you used Chesar to create any chemical safety reports?



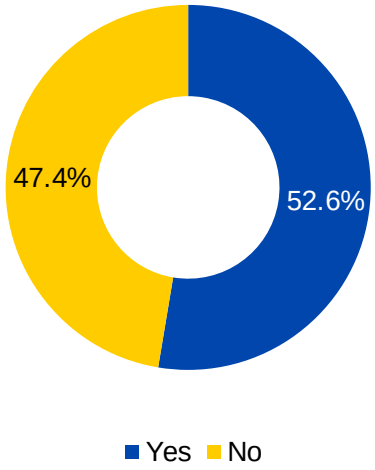

What is your level of agreement with the following statement?
0%
20%
40%
60%
80%
100%
Chesar was a helpful tool for performing my chemical safety assessment.
Fully agree
Agree
Somewhat agree
Somewhat disagree
Disagree
Fully disagree
Not applicable

Questions asked to REACH registrants about supply chain communication

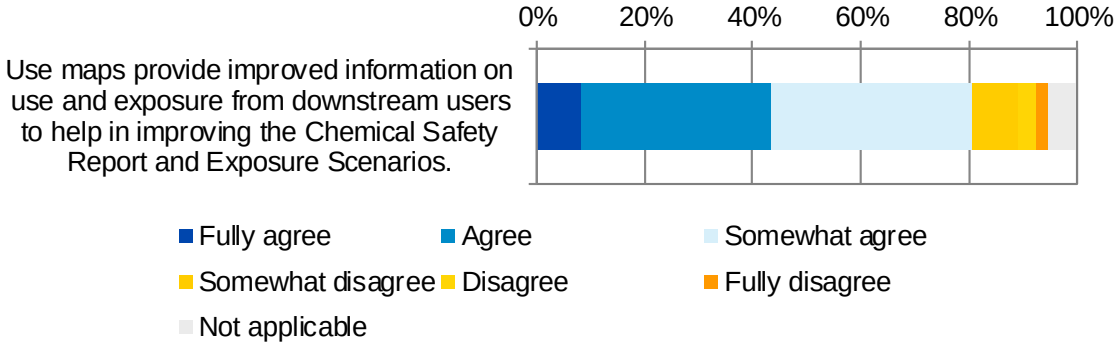




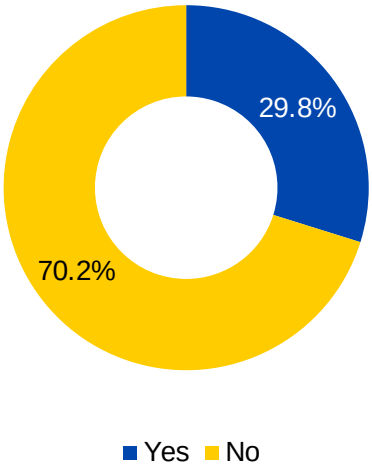
Are you aware of the concept of sector use maps to inform registrants on typical uses in a sector?



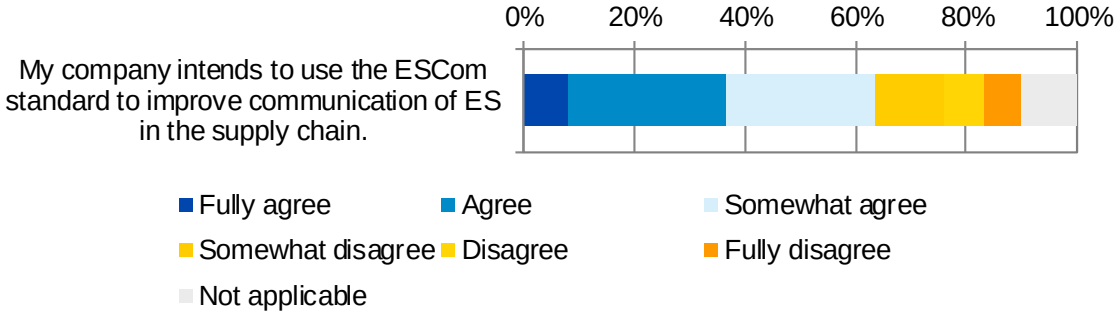
What is your level of agreement with the following statement?



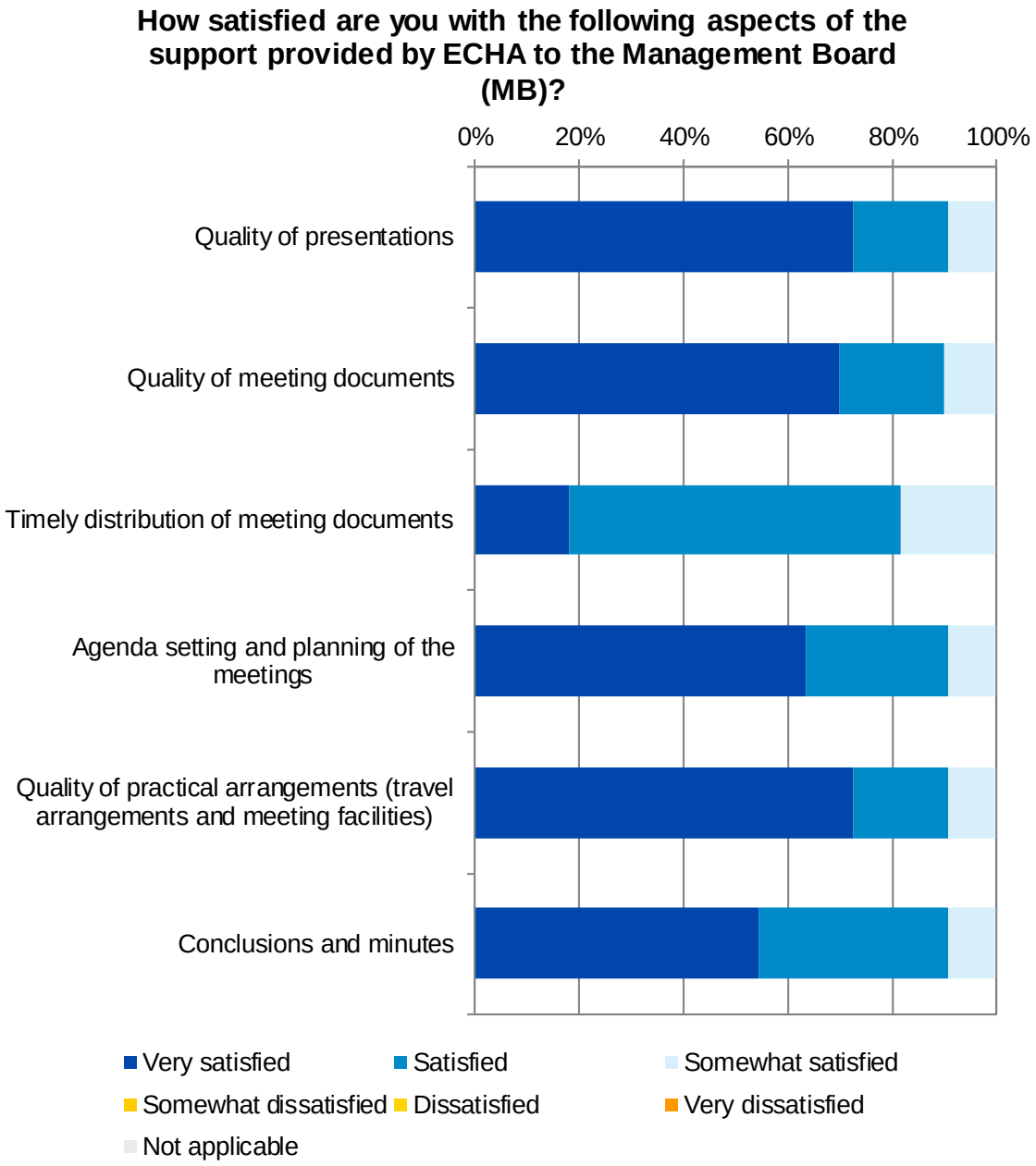
Are you aware of the ESCom package to support standardisation of ES for communication?



What is your level of agreement with the following statement?

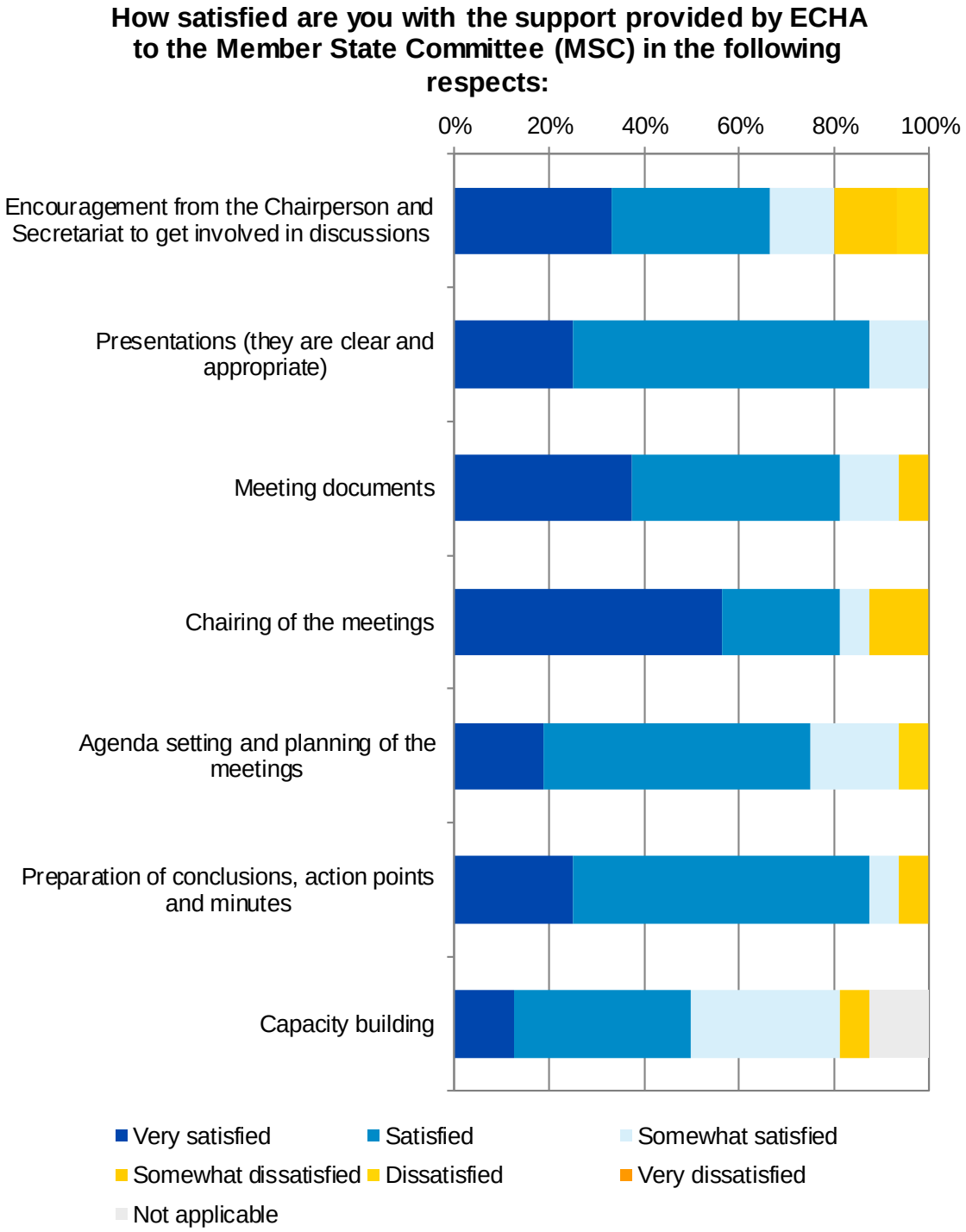


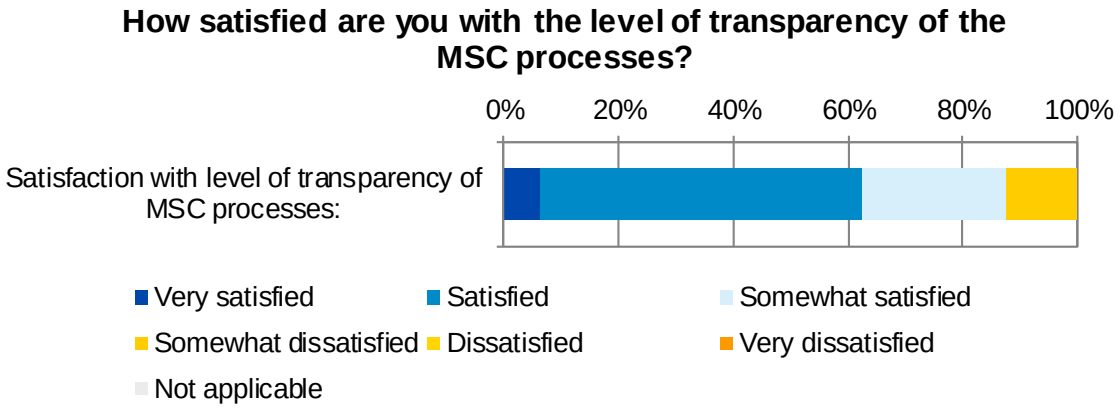
Question asked to ECHA's Management Board members about ECHA Secretariat's support to their governing role



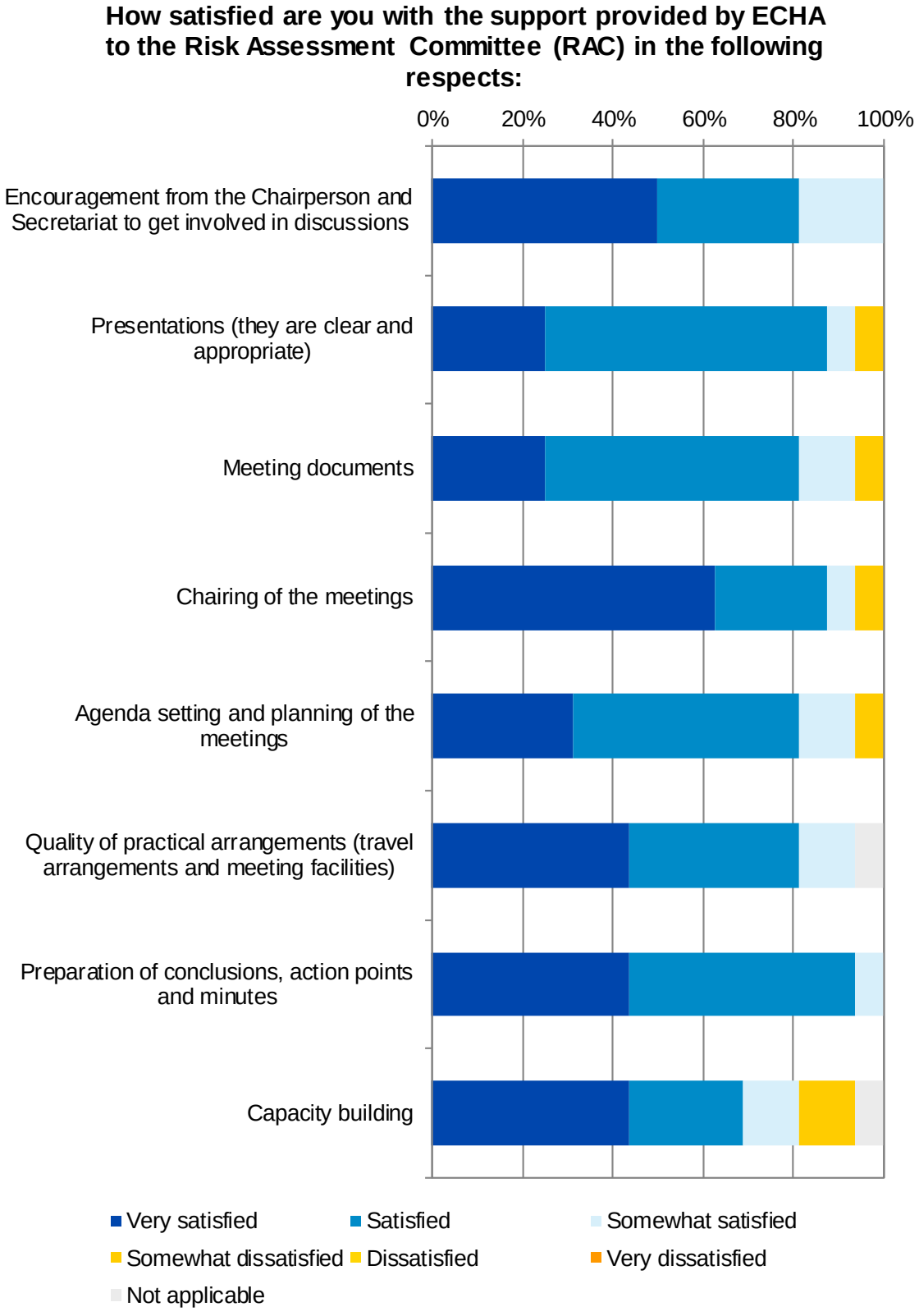
Questions asked to ECHA's Committee members (MSC, RAC, SEAC) and accredited stakeholder observers about the support from ECHA's Secretariat to their activities

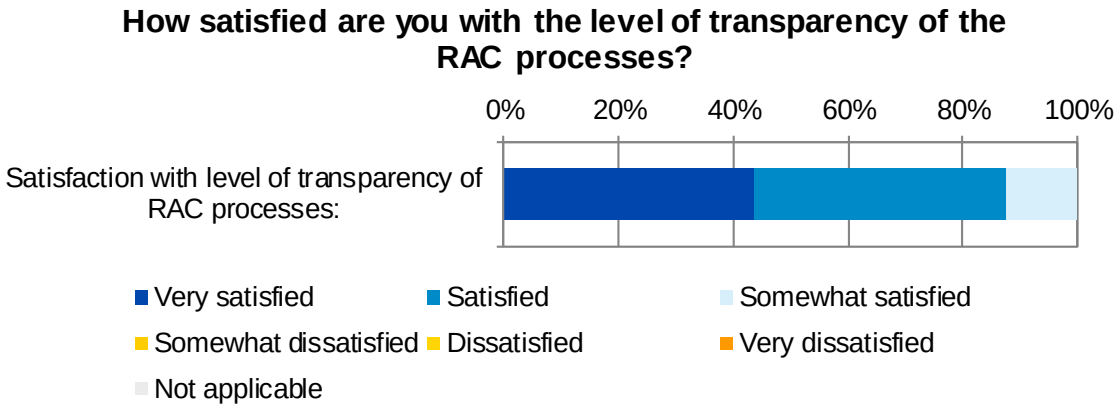
Questions asked to members of the Member State Committee (MSC) and MSC accredited stakeholders



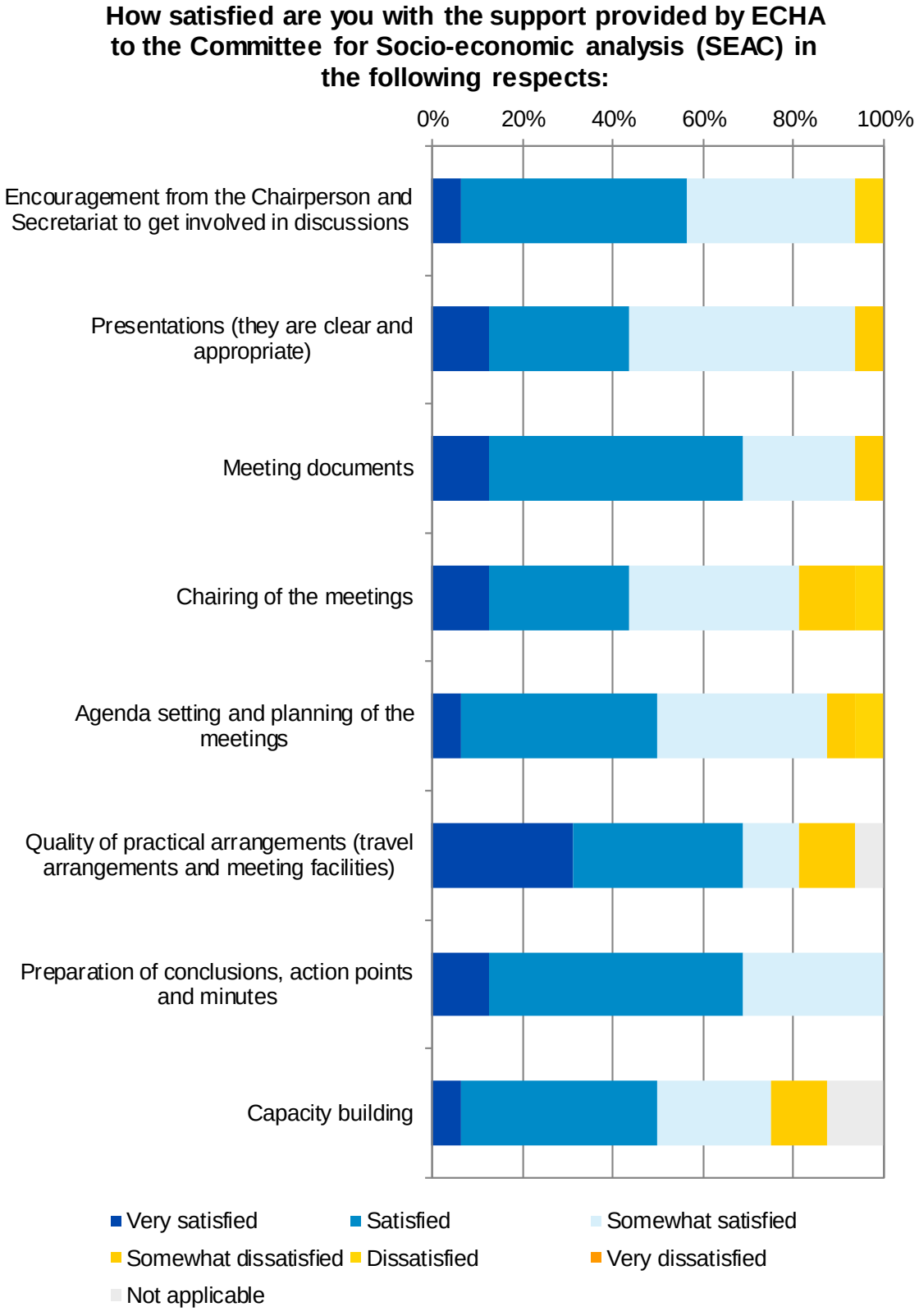

How satisfied are you with the level of transparency of the MSC processes?
0%
20%
40%
60%
80%
100%
Satisfaction with level of transparency of MSC processes:
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

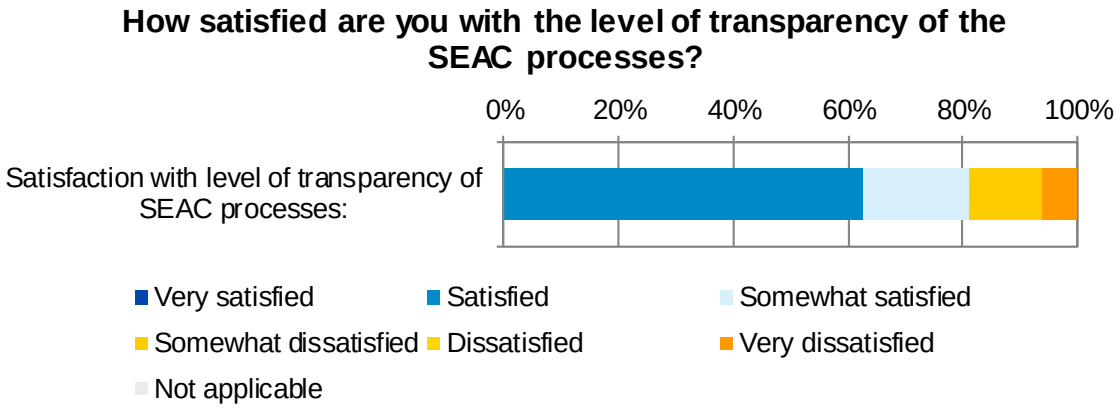
Questions asked to members of the Risk Assessment Committee (RAC) and RAC accredited stakeholders



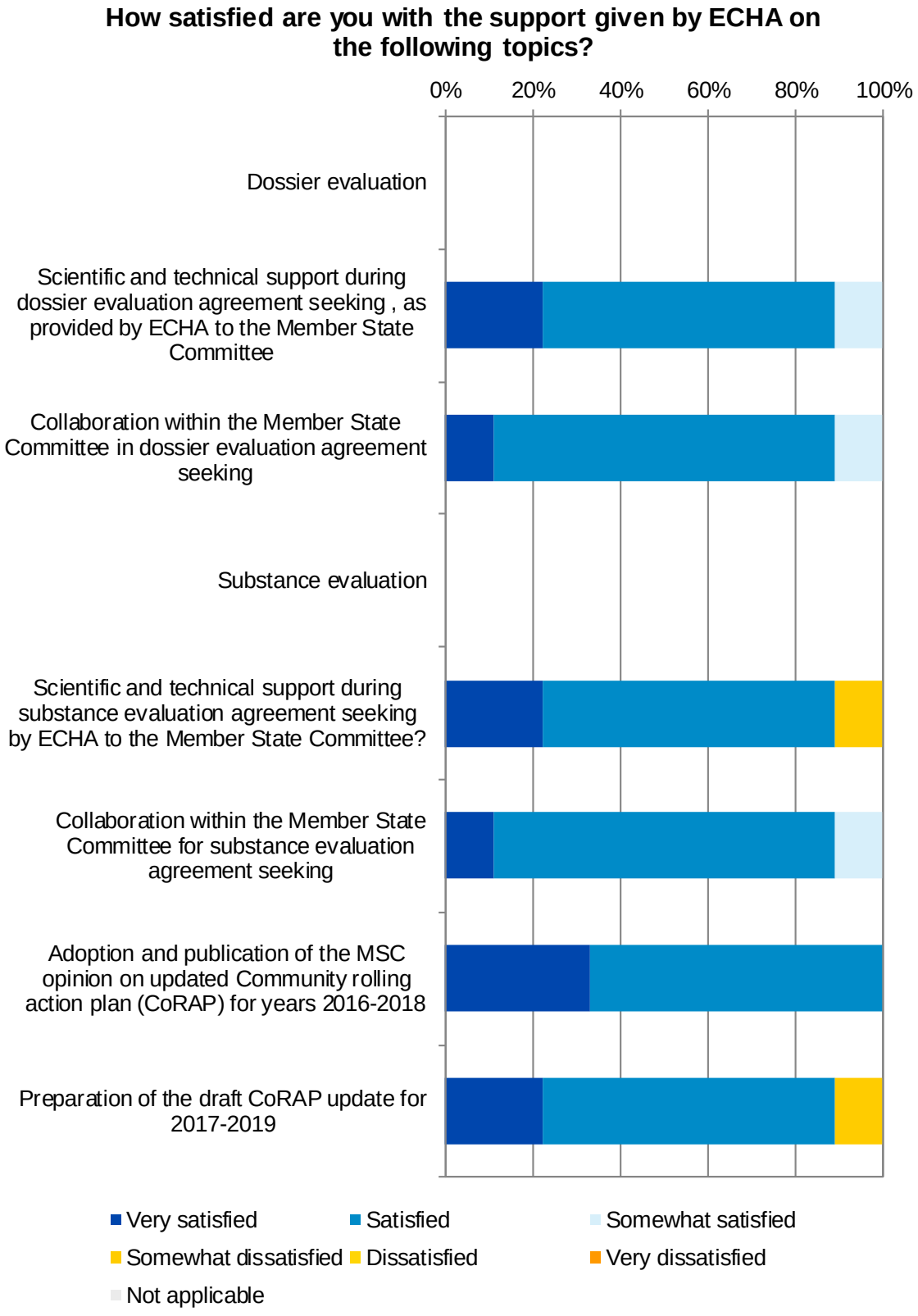

How satisfied are you with the level of transparency of the RAC processes?
0%
20%
40%
60%
80%
100%
Satisfaction with level of transparency of RAC processes:
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

Questions asked to members of the Committee for Socio-Economic Analysis (SEAC) and SEAC accredited stakeholders



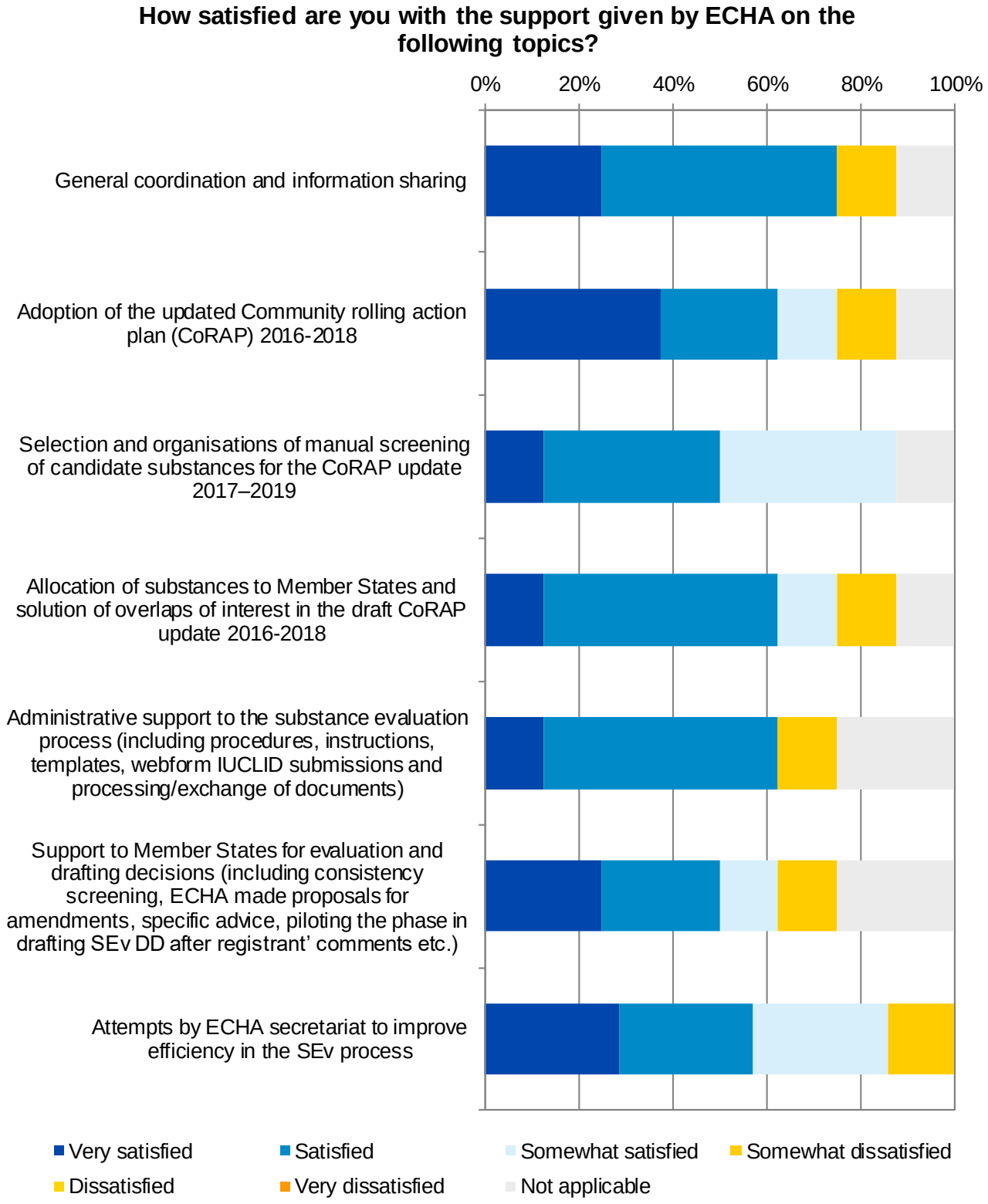

How satisfied are you with the level of transparency of the SEAC processes?
0%
20%
40%
60%
80%
100%
Satisfaction with level of transparency of SEAC processes:
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

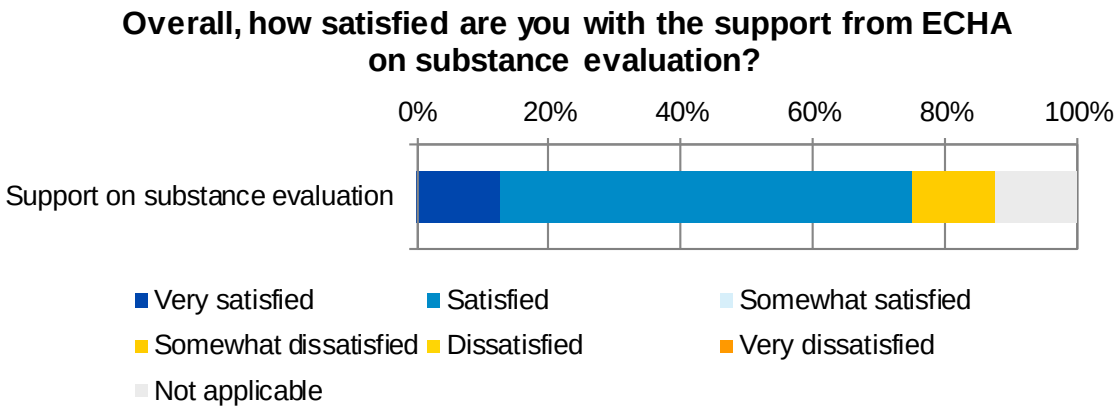
Question asked to the members of the Member State Committee (MSC) about the support from ECHA's Secretariat to their activities on dossier and substance evaluation



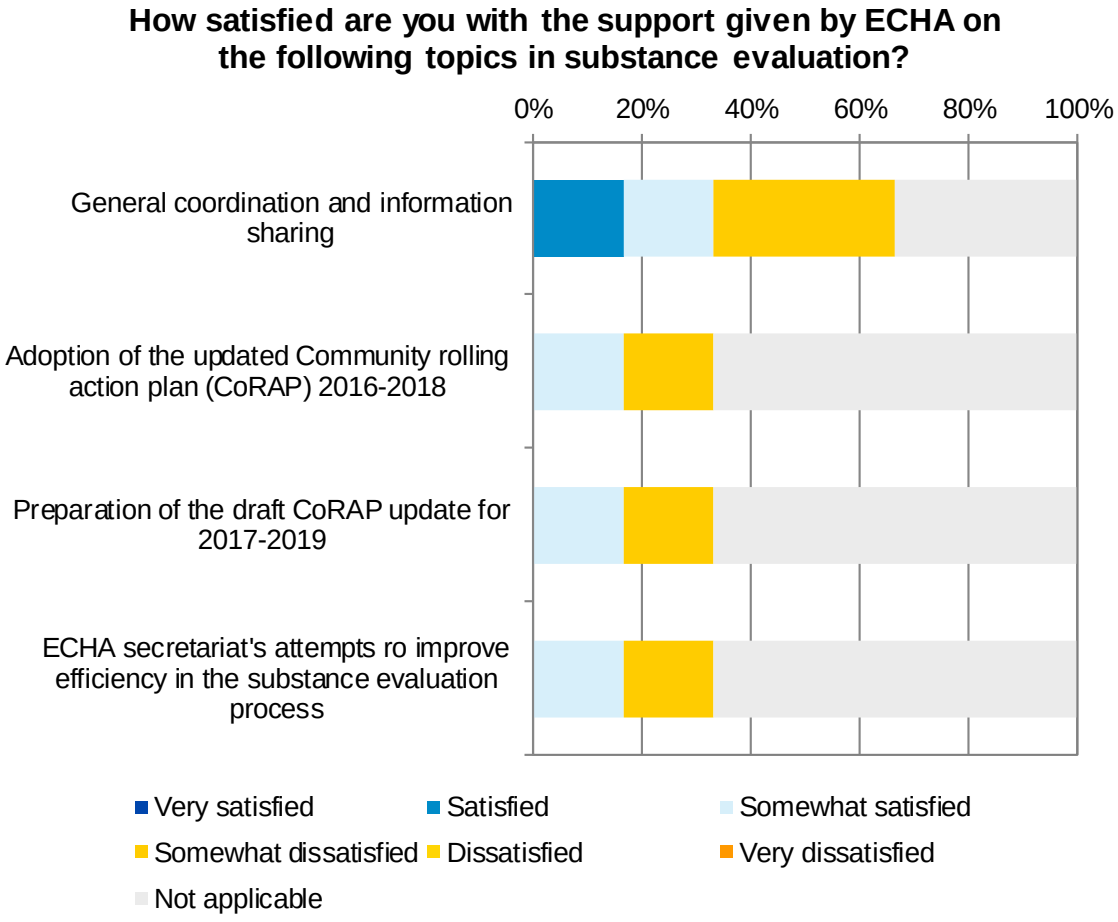
Questions asked to Directors of Member State Competent Authorities (MSCA) and European Commission representatives about ECHA's support on activities related to substance evaluation

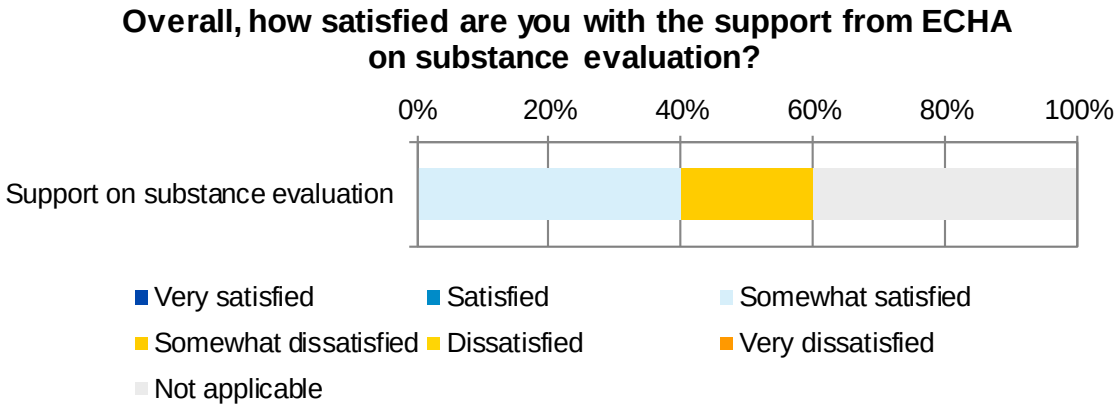
Questions asked to MSCA Directors





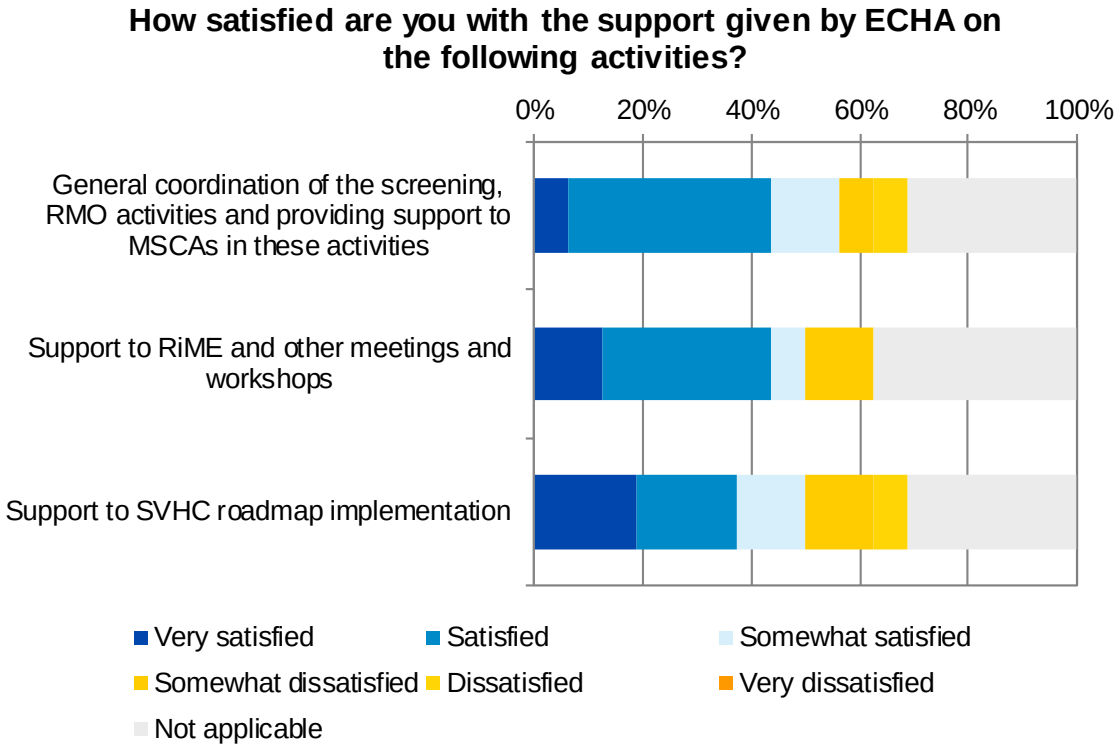
Questions asked to European Commission representatives



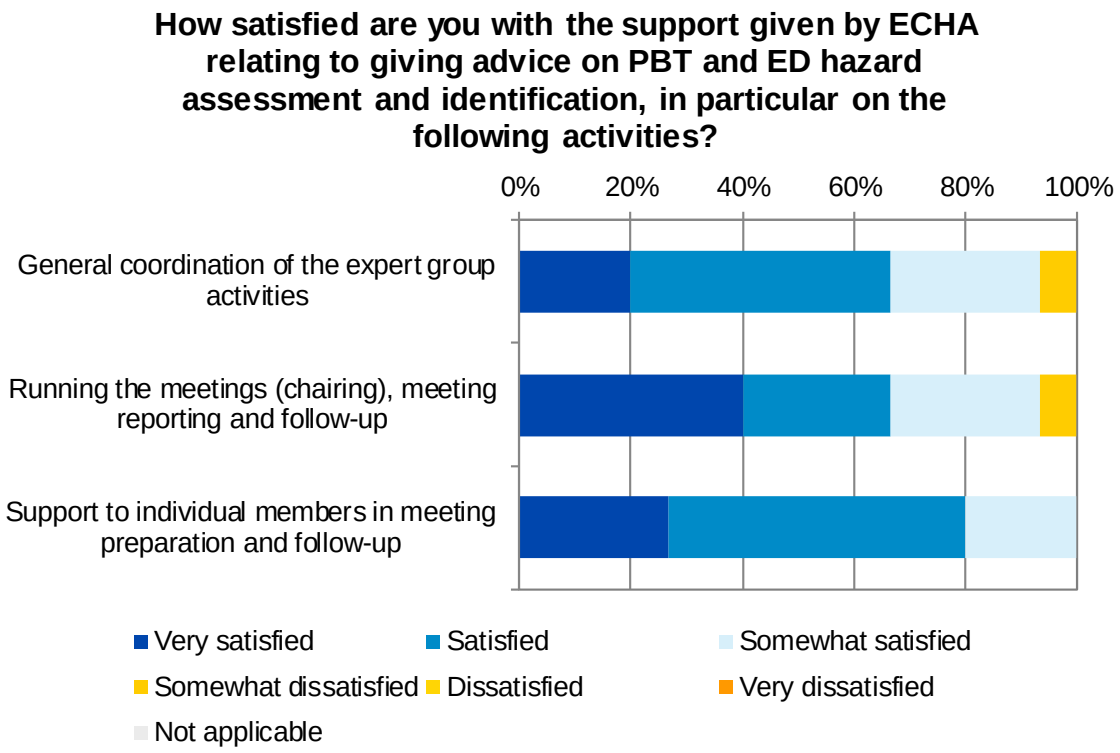

Overall, how satisfied are you with the support from ECHA on substance evaluation?
0%
20%
40%
60%
80%
100%
Support on substance evaluation
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

Questions asked to MSCA Directors, European Commission representatives, members of ECHA's Committees and related accredited stakeholder organisations, as well as PBT and ED expert groups about risk management activities

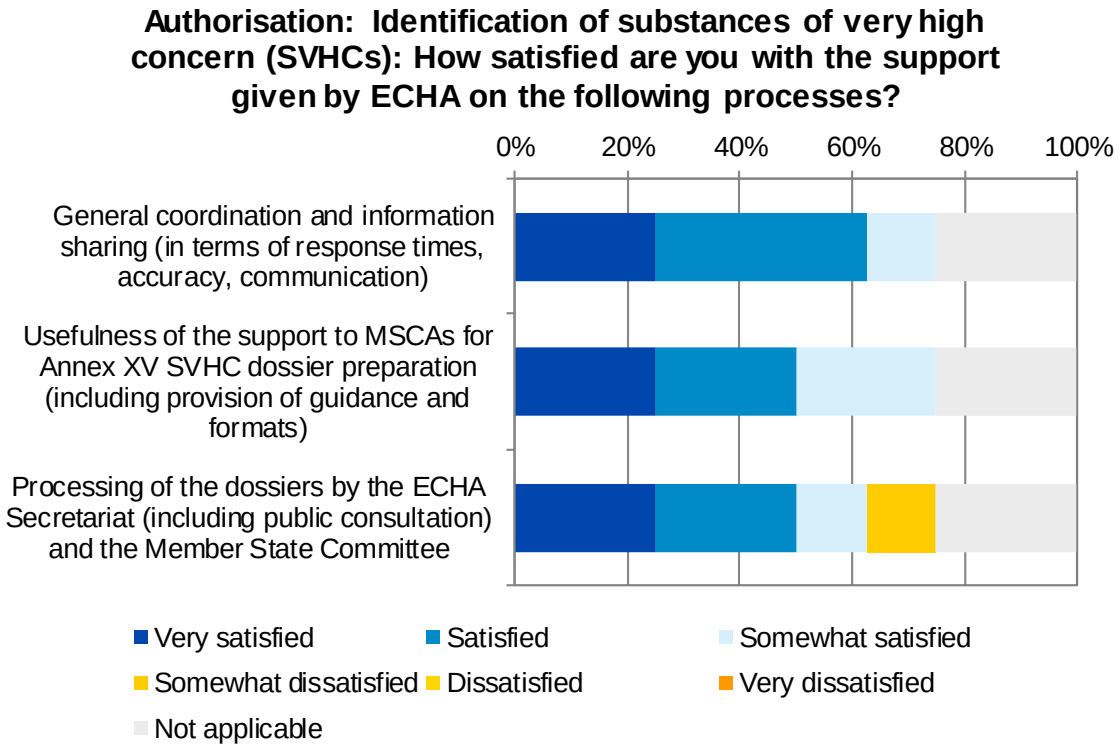
Question asked to MSCA Directors and European Commission representatives



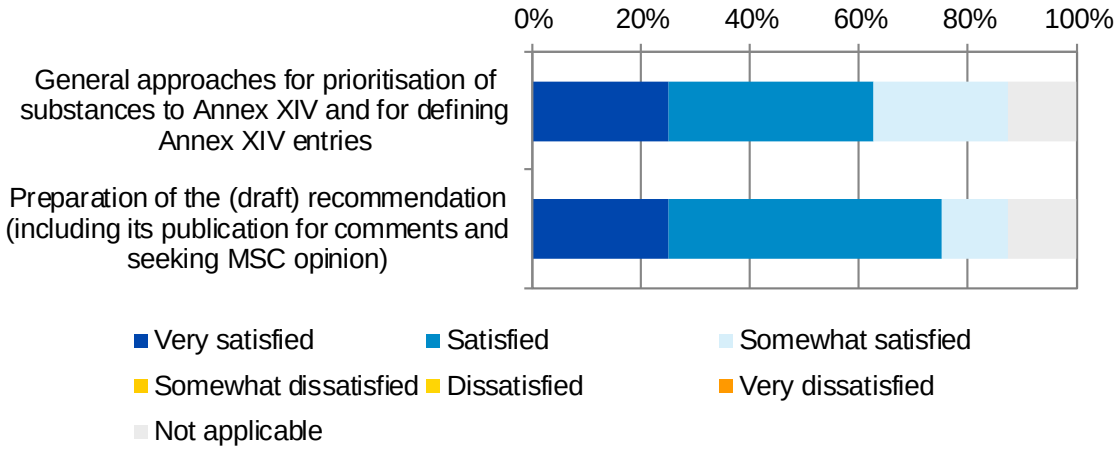
Question asked to PBT and ED expert group members



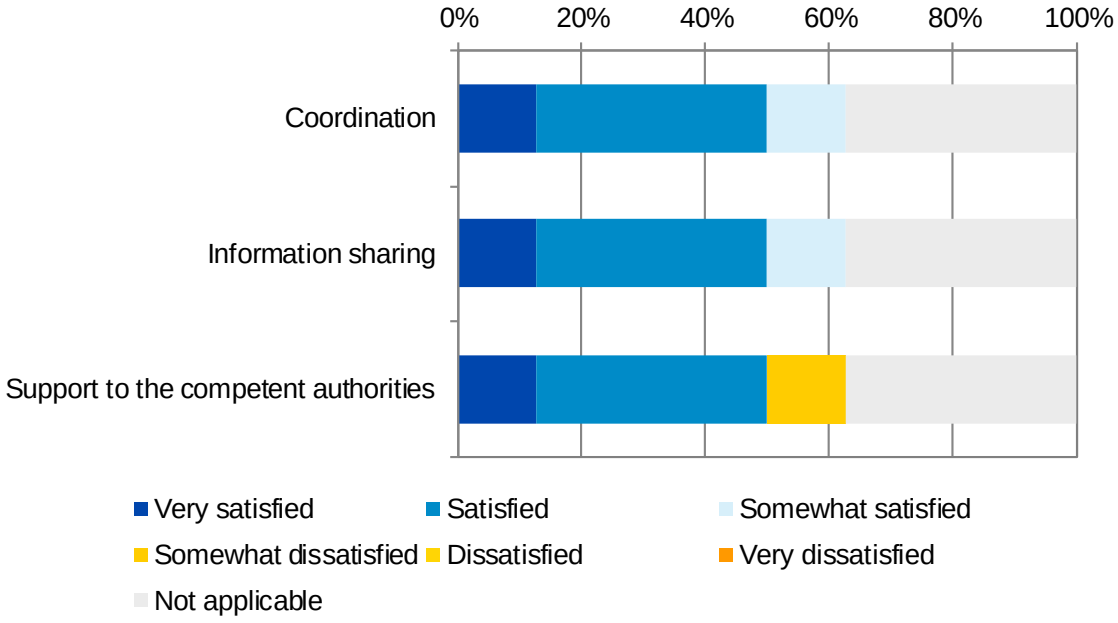
Questions asked to MSCA Directors



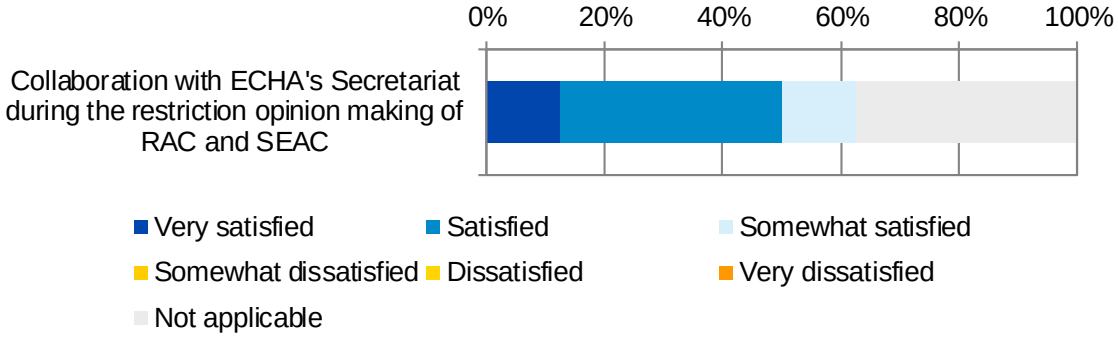
Authorisation - ECHA's recommendation for substances to be listed in Annex XIV: How satisfied are you with the support given by ECHA on the following processes?



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

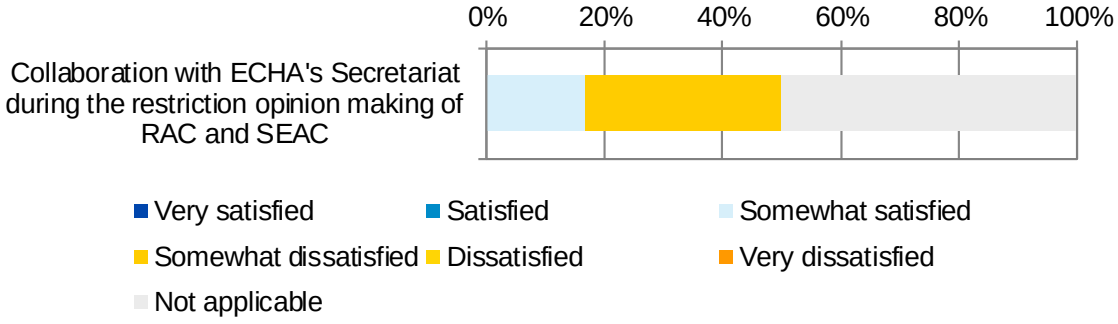


How satisfied are you with the way ECHA's secretariat collaborated with the dossier submitter (competent authority) during the restriction opinion making of RAC and SEAC?

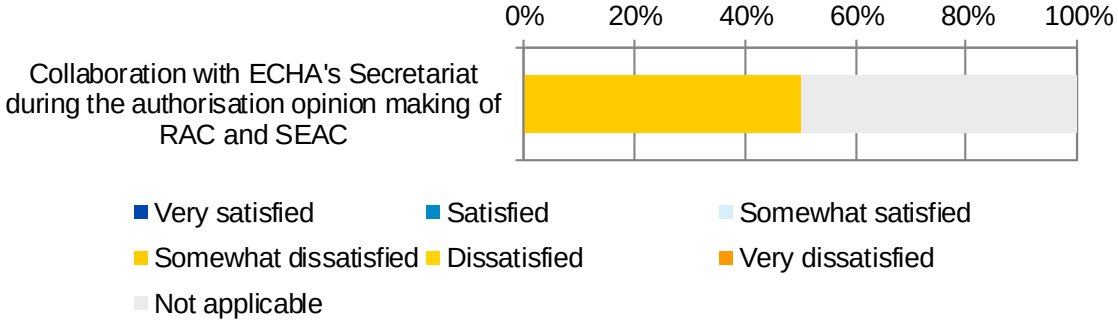


Questions asked to European Commission representatives

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

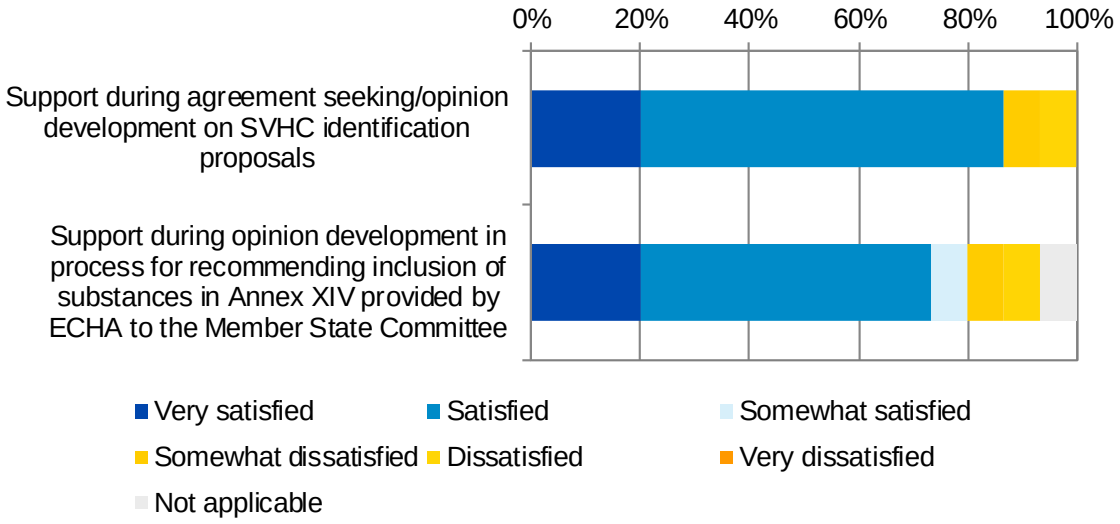


How satisfied are you with the way ECHA's secretariat has collaborated with the Commission staff during the authorisation opinion making of RAC and SEAC?

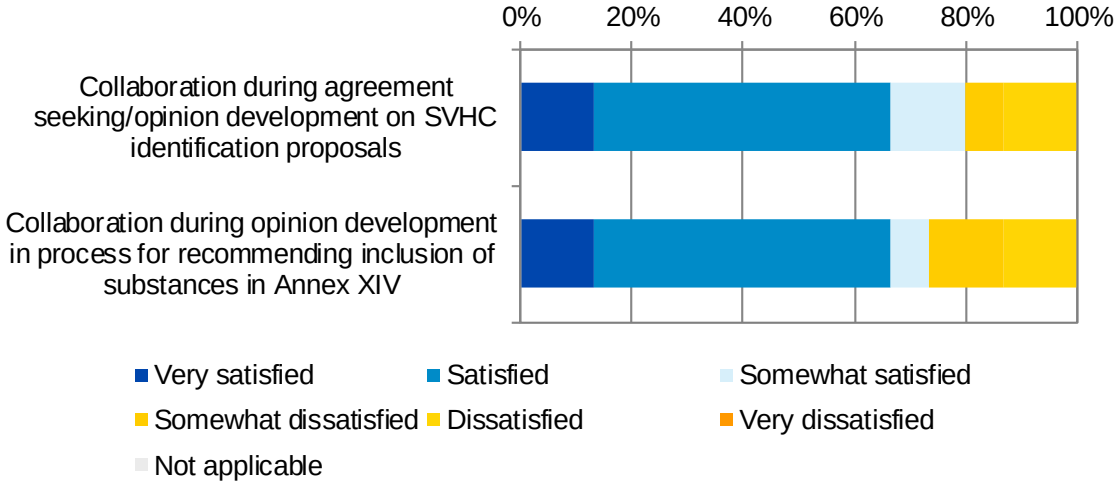


Questions asked to members of the Member State Committee and MSC accredited stakeholders

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

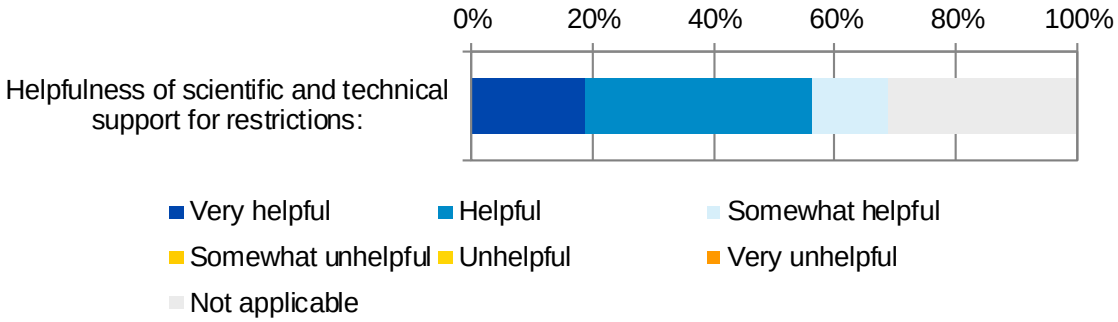


How satisfied are you with the collaboration within the Member State Committee on the following topics?

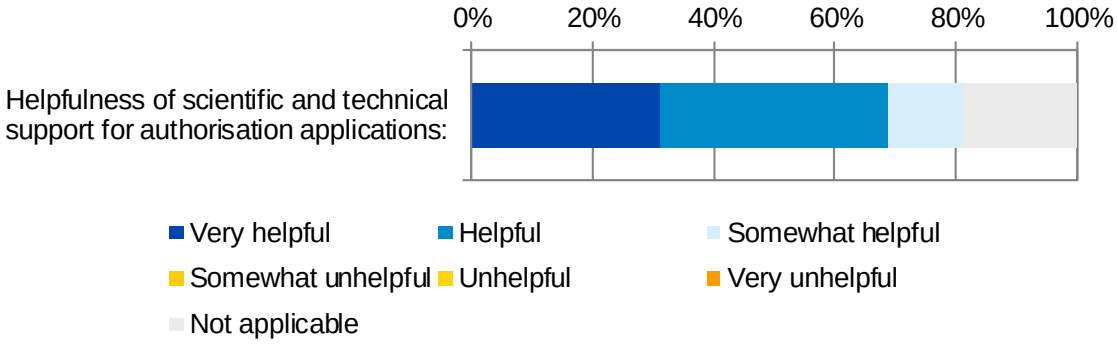


Questions asked to members of the Risk Assessment Committee and RAC accredited stakeholders

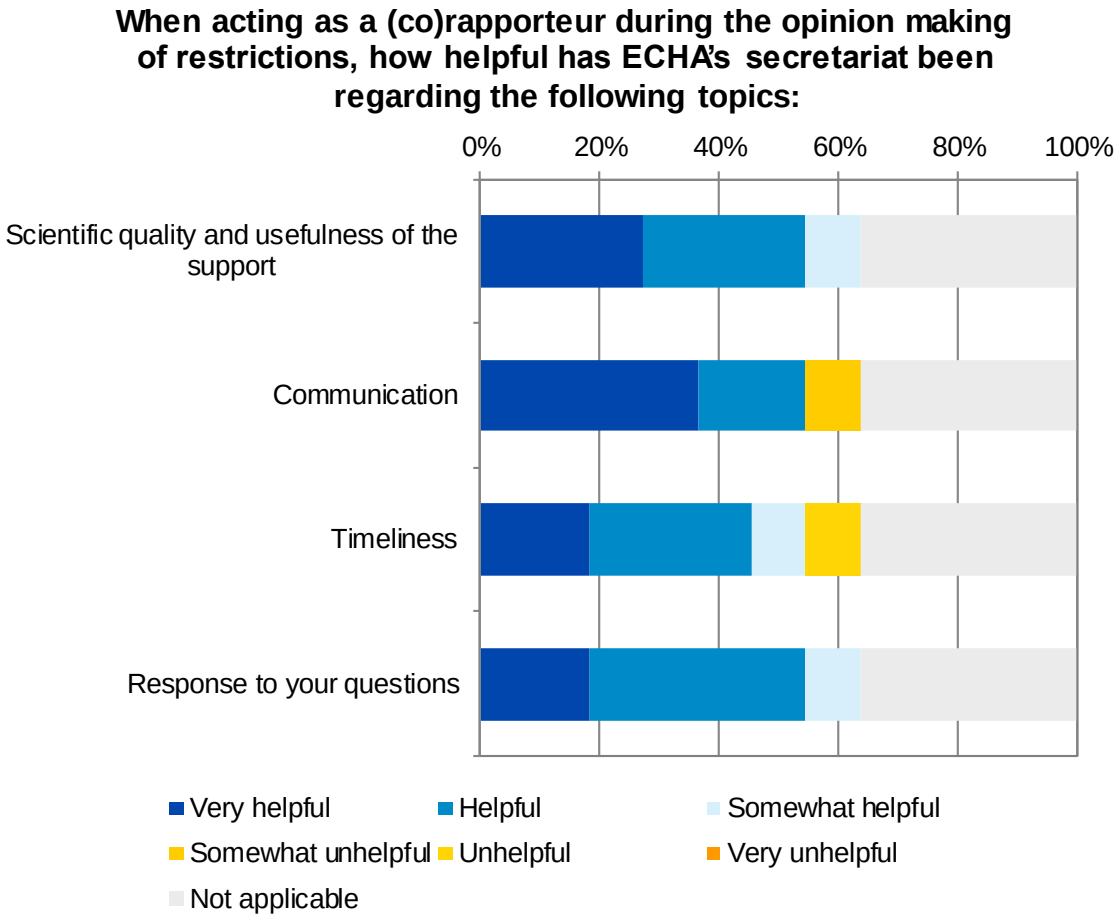
How helpful is the scientific and technical support for restrictions provided by ECHA's secretariat to the Committee for Risk Assessment (RAC)?



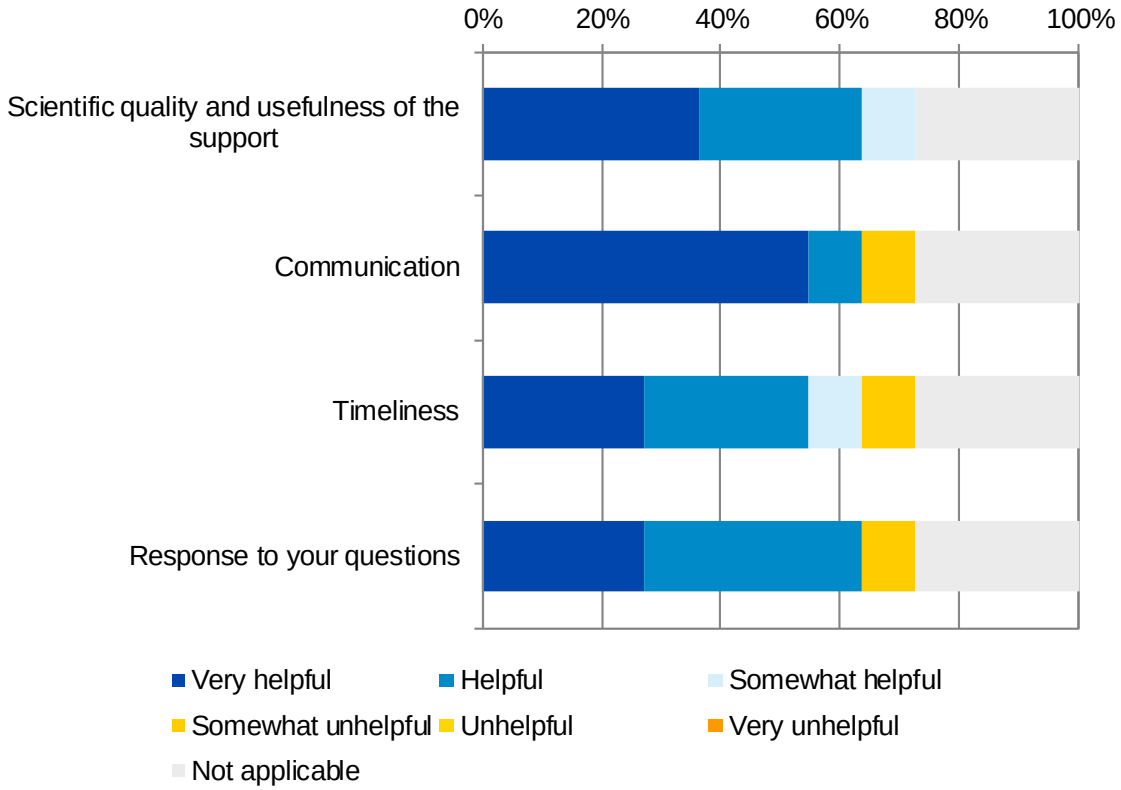
How helpful is the scientific and technical support for authorisation applications provided by ECHA's secretariat to the Committee for Risk Assessment (RAC)?



Questions asked to members of the Risk Assessment Committee

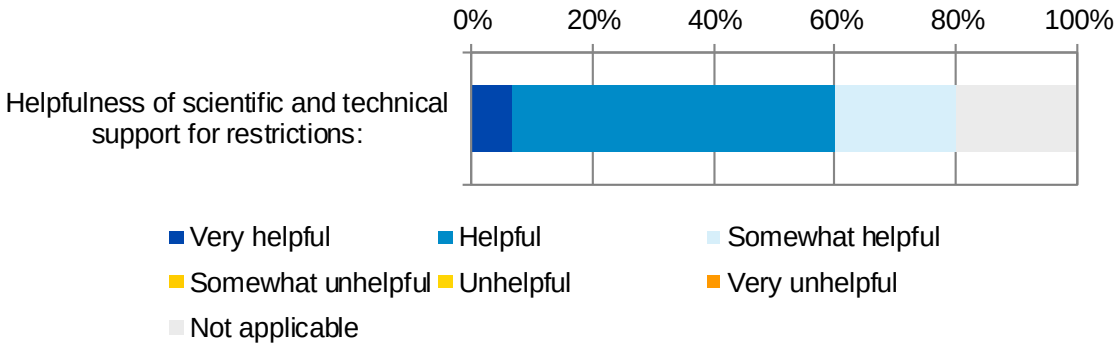


When acting as a (co)rapporteur during the opinion making of authorisations, how helpful has ECHA's secretariat been regarding the following topics:

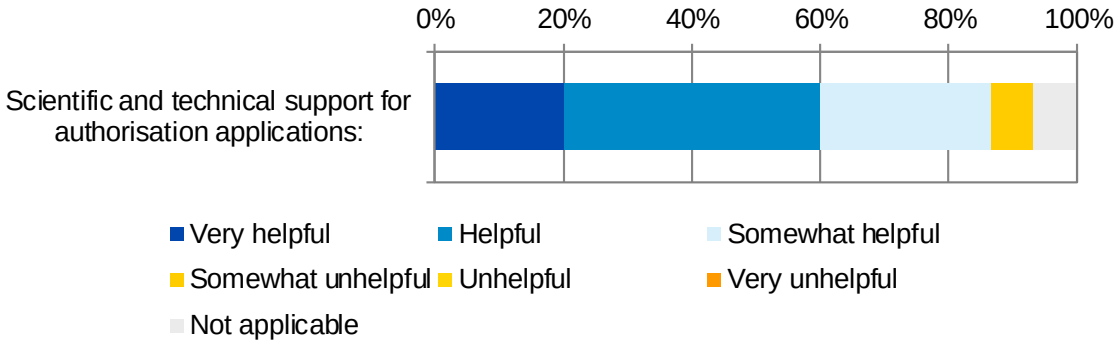


Questions asked to members of the Committee for Socio-Economic Analysis and SEAC accredited stakeholders

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

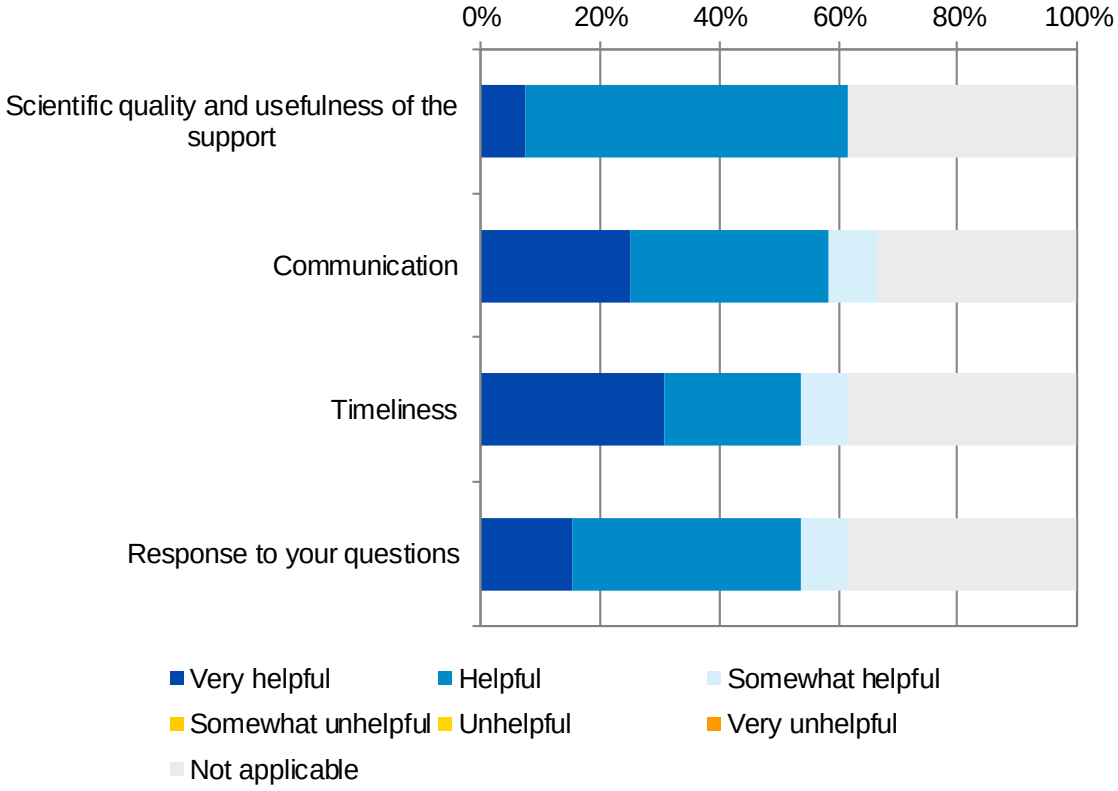


How helpful is the scientific and technical support for authorisation applications provided by ECHA's secretariat to SEAC?

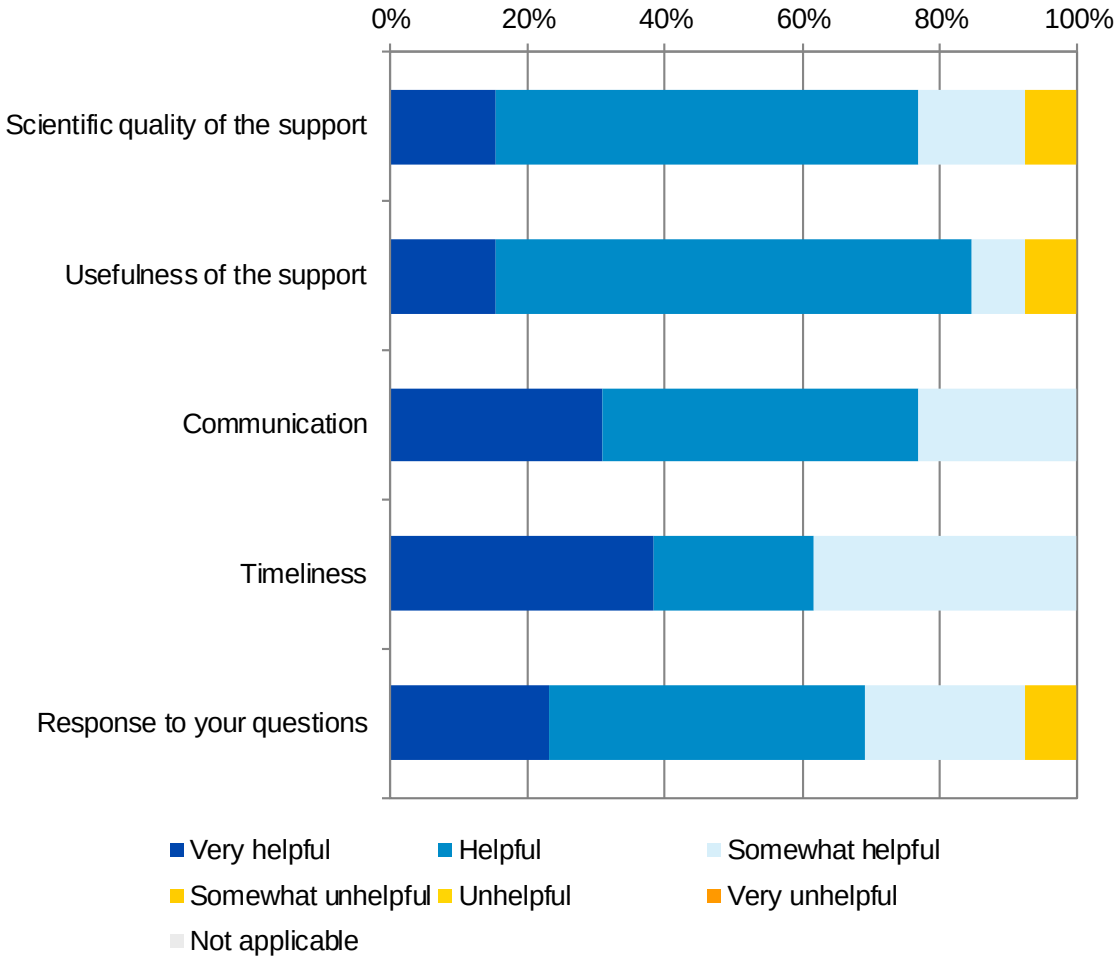


Questions asked to members of the Committee for Socio-Economic Analysis

When acting as a (co)rapporteur during the opinion making of restrictions, how helpful has ECHA's secretariat been regarding the following topics:

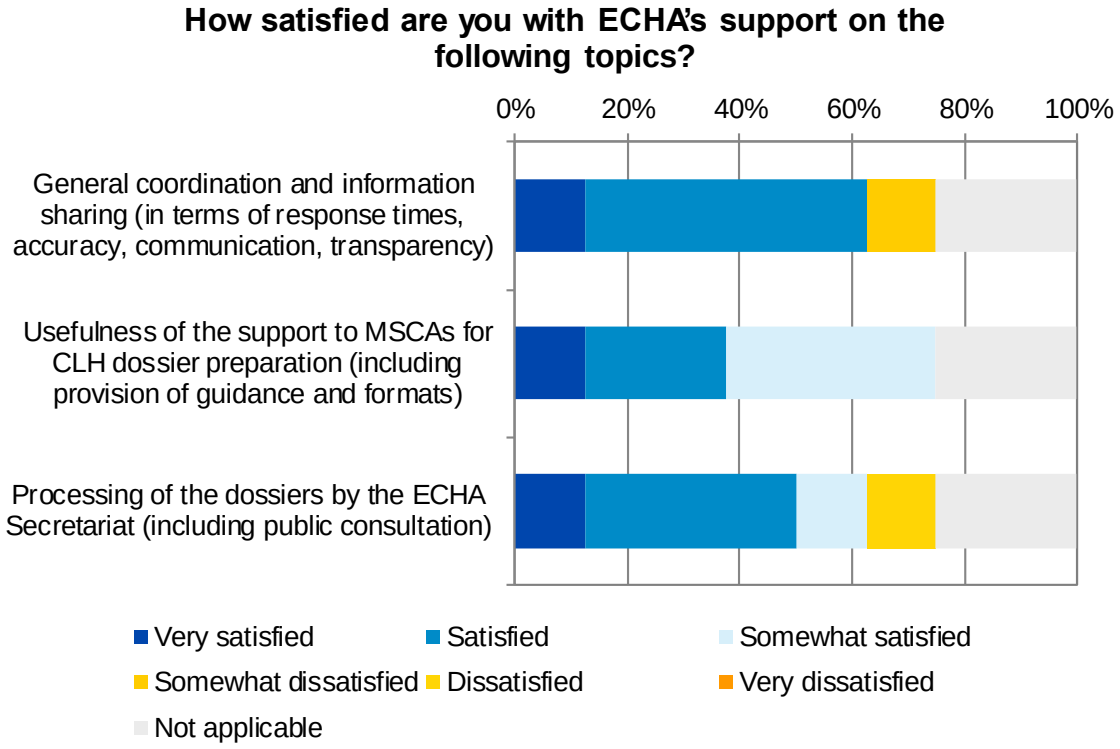


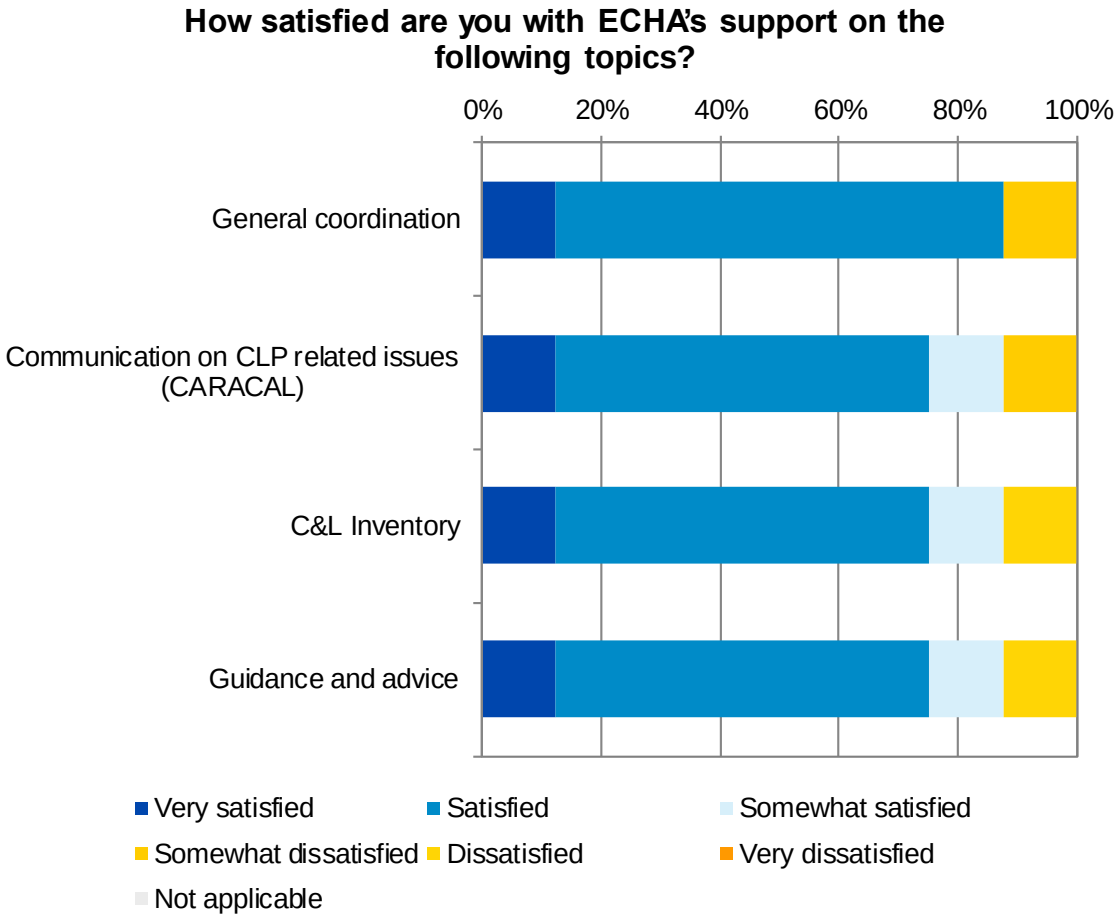
When acting as a (co)rapporteur during the opinion making of authorisation, how helpful has ECHA's secretariat been regarding the following aspects?

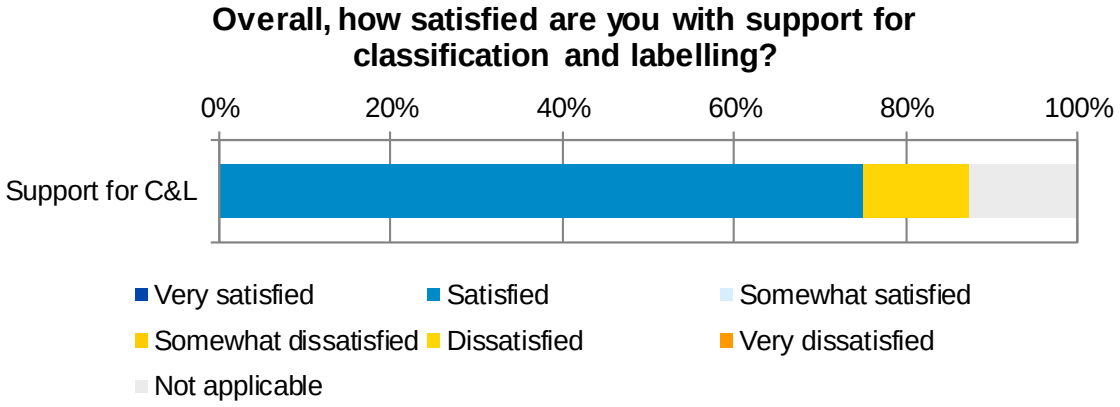


Questions asked to MSCA Directors, European Commission representatives, members of the RAC Committee and related accredited stakeholders about activities related to classification and labelling

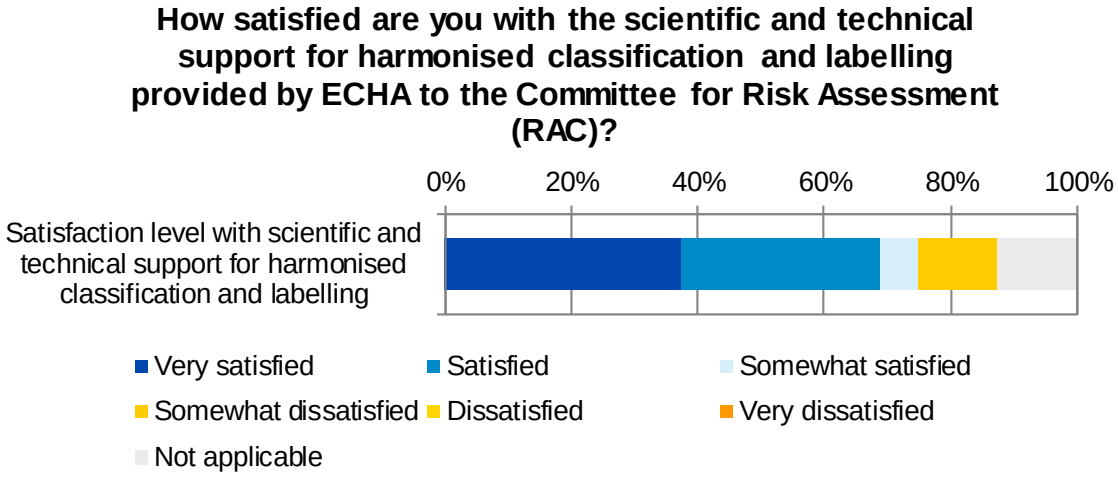
Questions asked to MSCA Directors



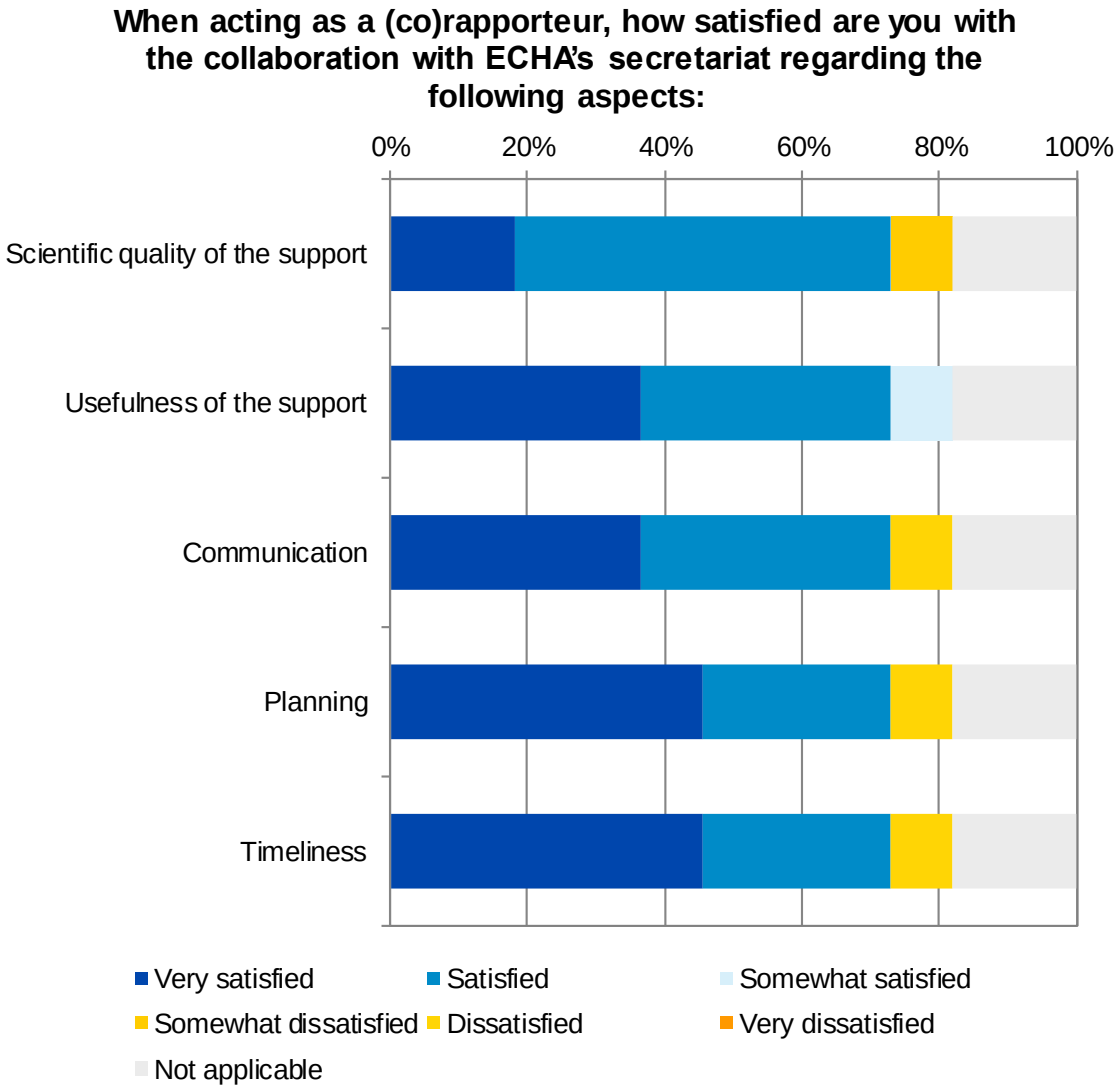

How satisfied are you with ECHA's support on the following topics?
0%
20%
40%
60%
80%
100%
General coordination
Communication on CLP related issues (CARACAL)
C&L Inventory
Guidance and advice
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable


Overall, how satisfied are you with support for classification and labelling?
0%
20%
40%
60%
80%
100%
Support for C&L
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

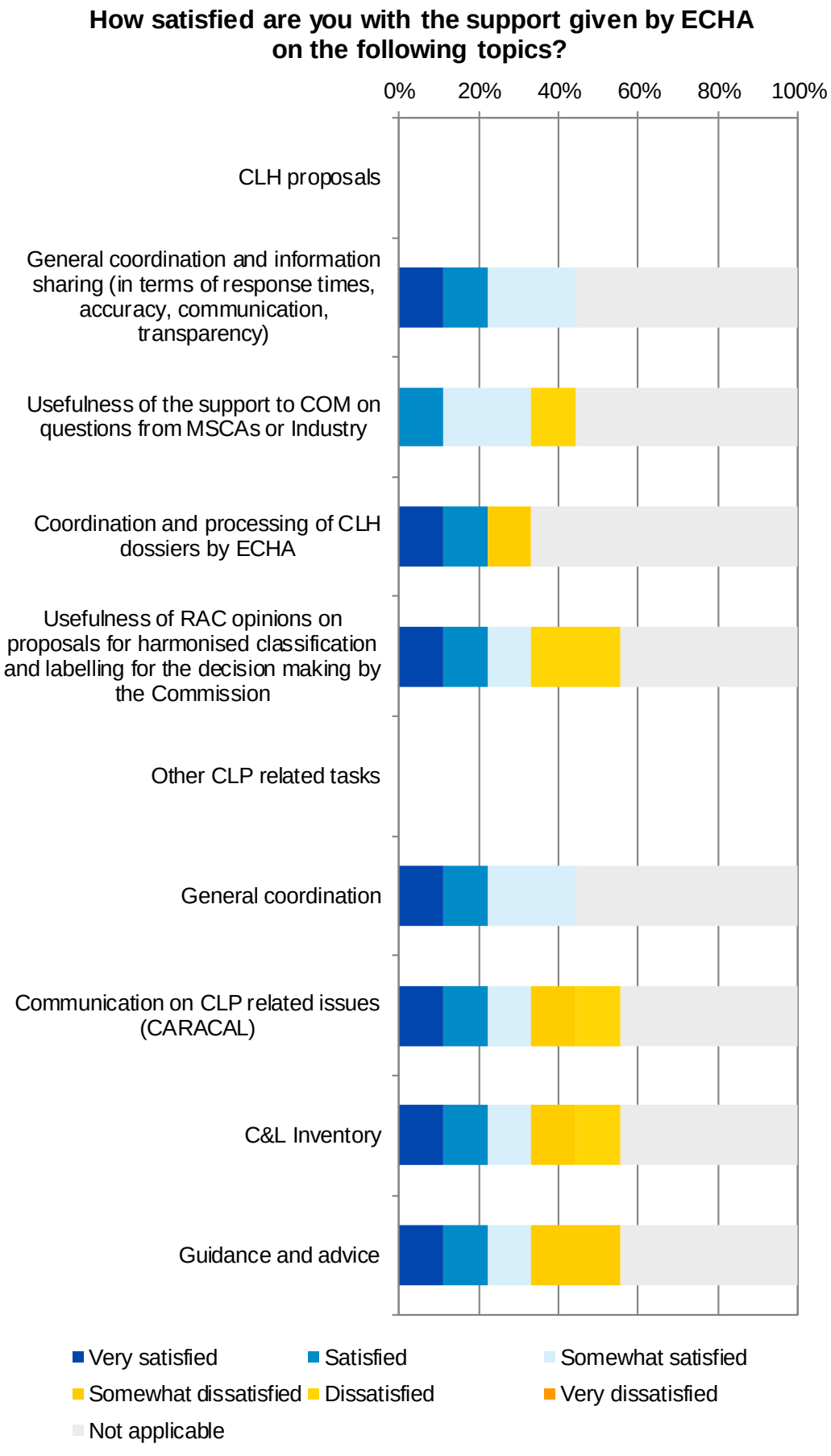
Question asked to members of the Risk Assessment Committee and RAC accredited stakeholders



Question asked to members of the Risk Assessment Committee

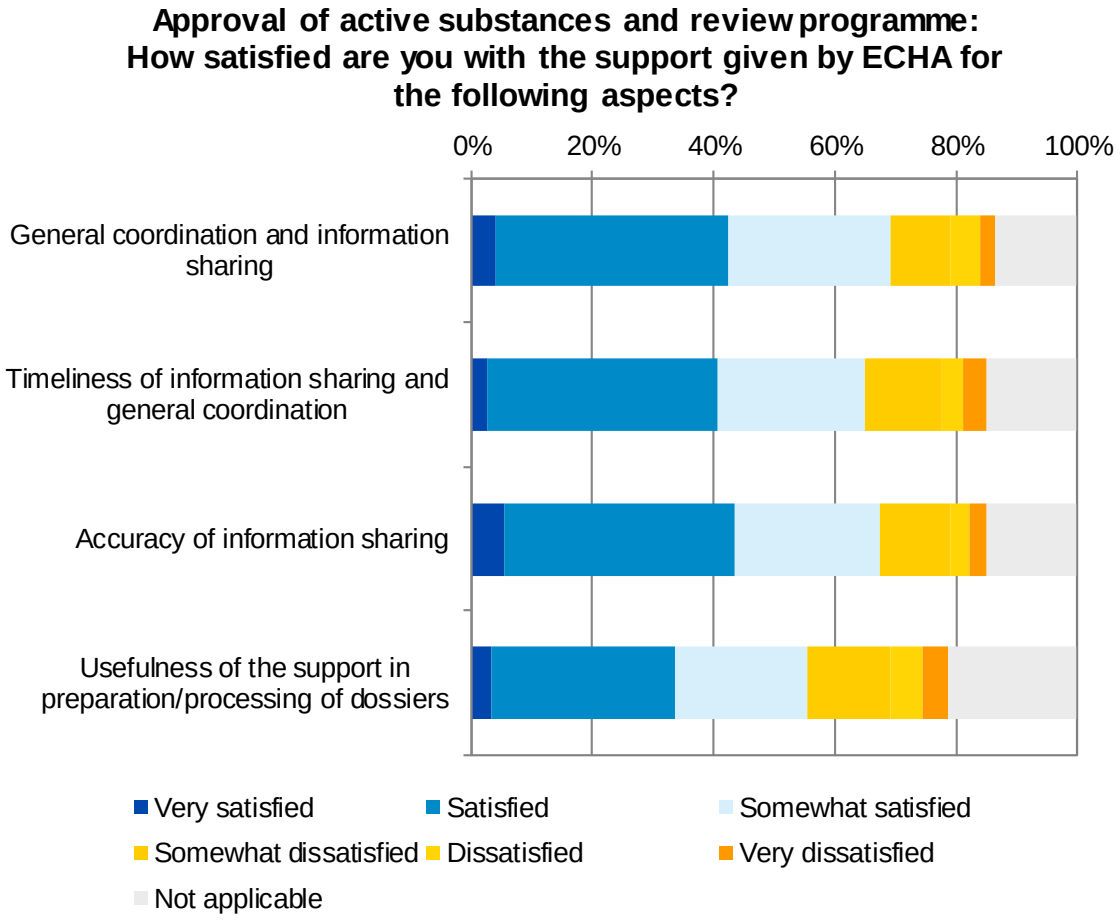


Question asked to European Commission representatives

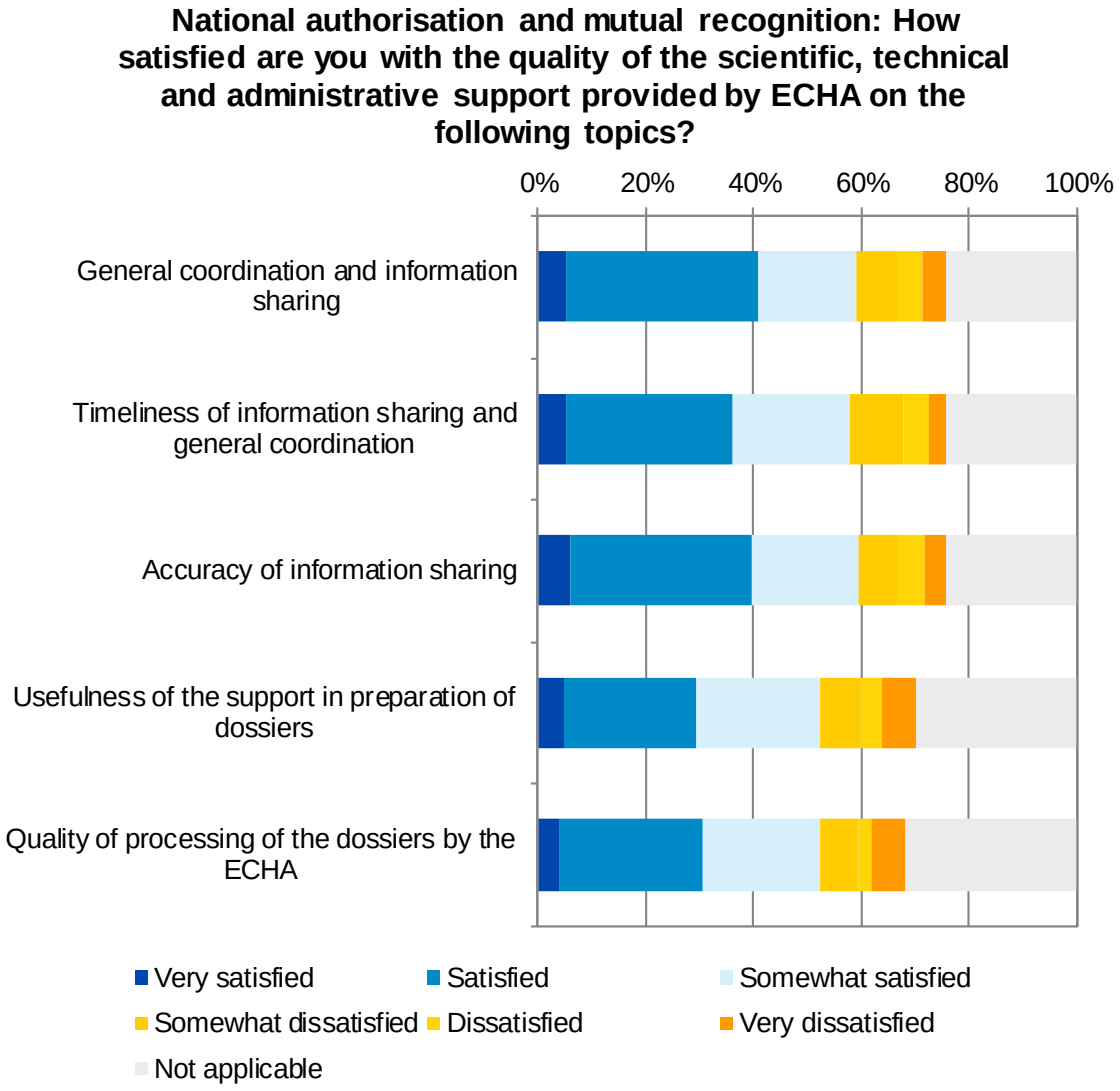


Questions asked to members of the Biocidal Product Committee (BPC) and working groups, members of the Coordination Group, European Commission representatives, MSCA Directors and Biocides applicants about activities related to Biocides

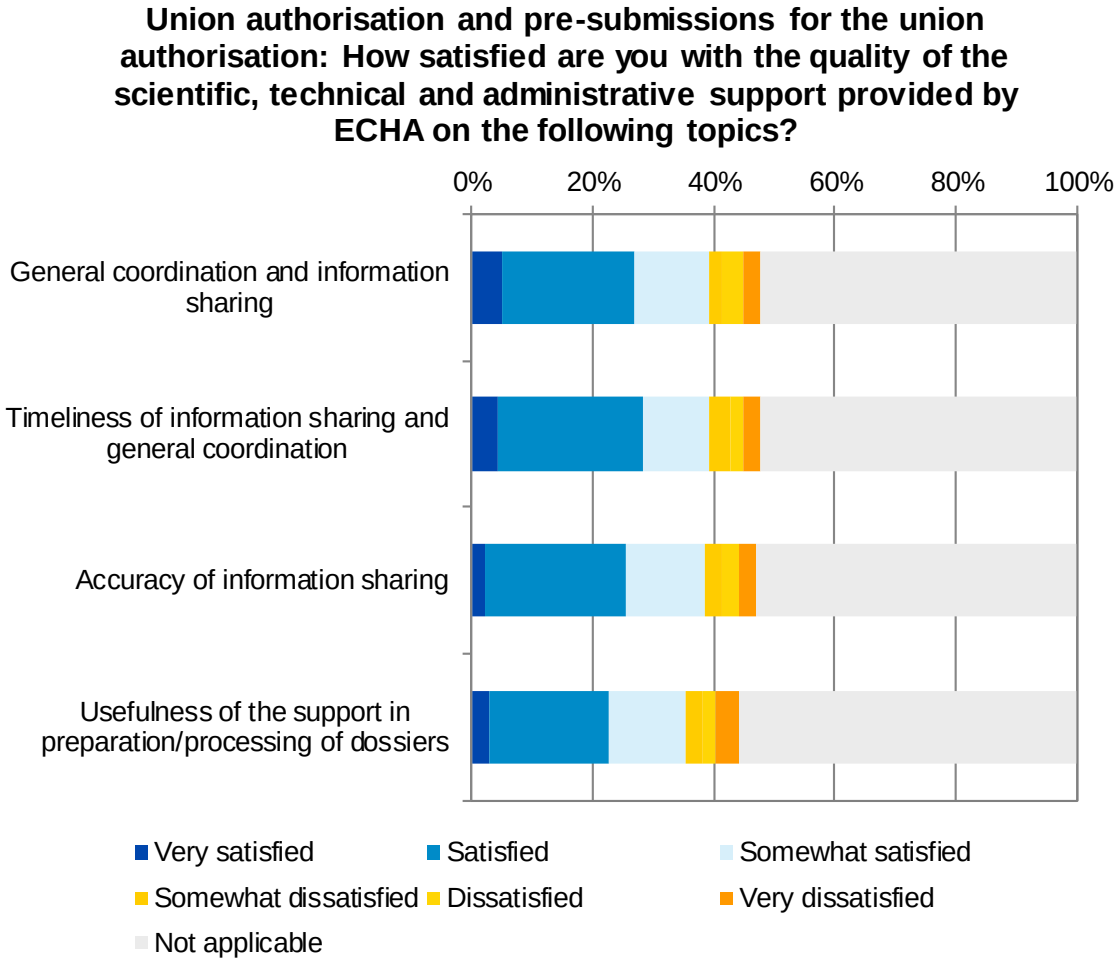
Question asked to Biocides MSCA contact points, BPC members, members of BPC working groups, BPC accredited stakeholders and biocides applicants



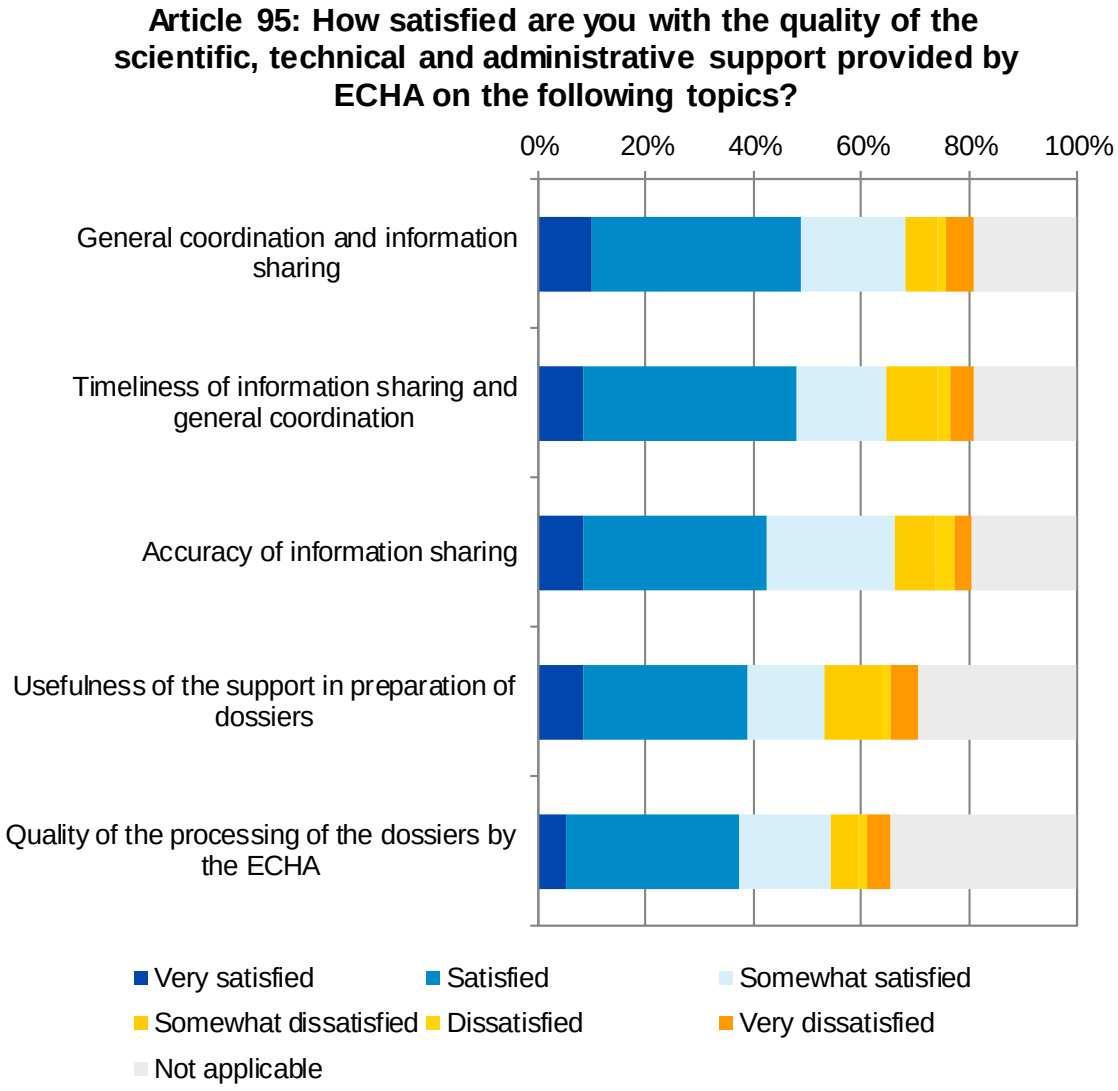
Question asked to Biocides MSCA contact points and biocides applicants



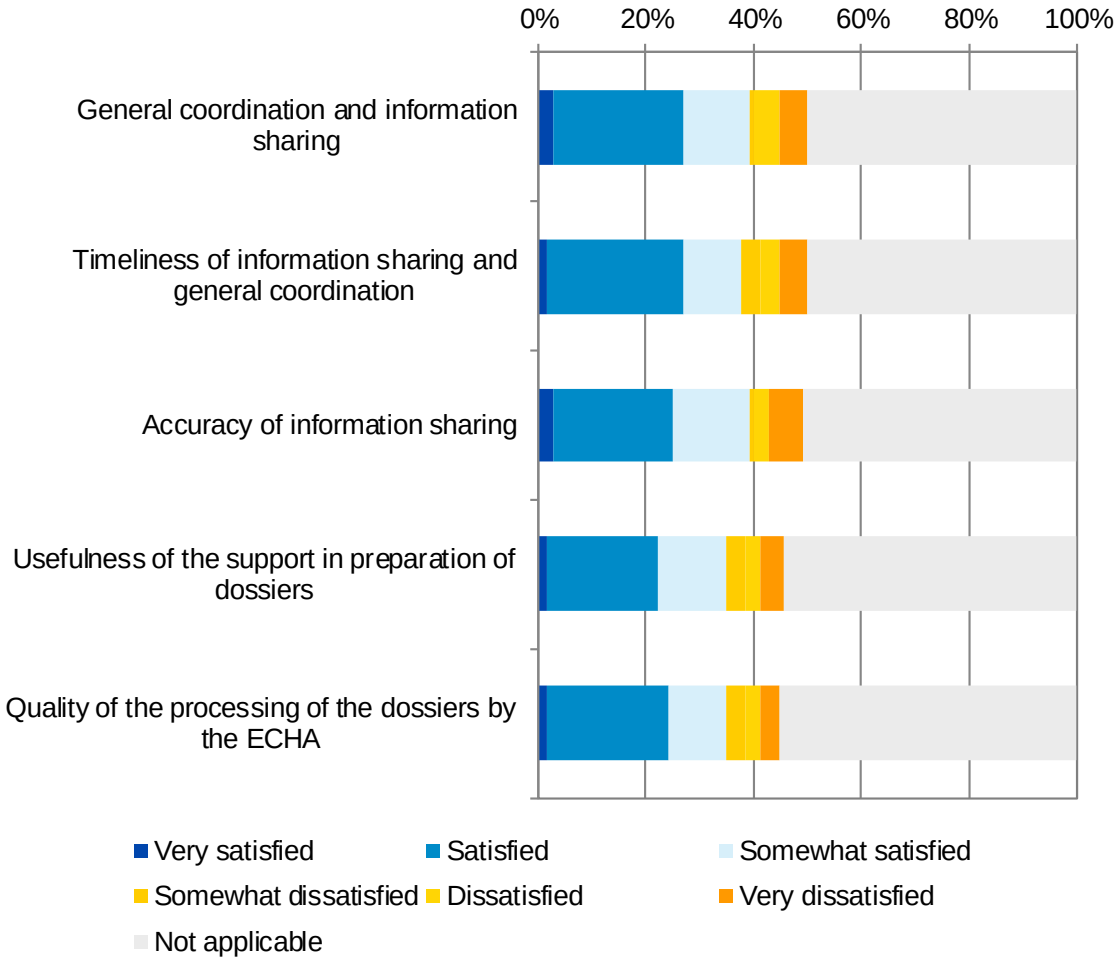
Question asked to Biocides MSCA contact points, biocides applicants, European Commission representatives



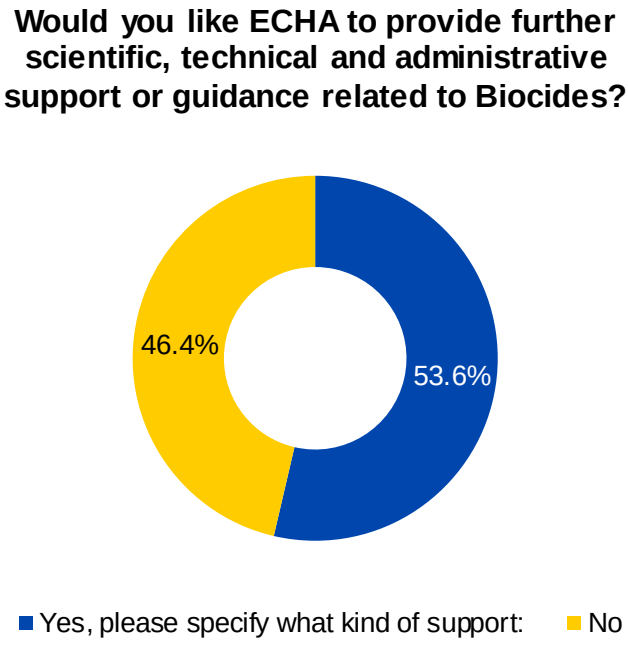
Questions asked to biocides applicants



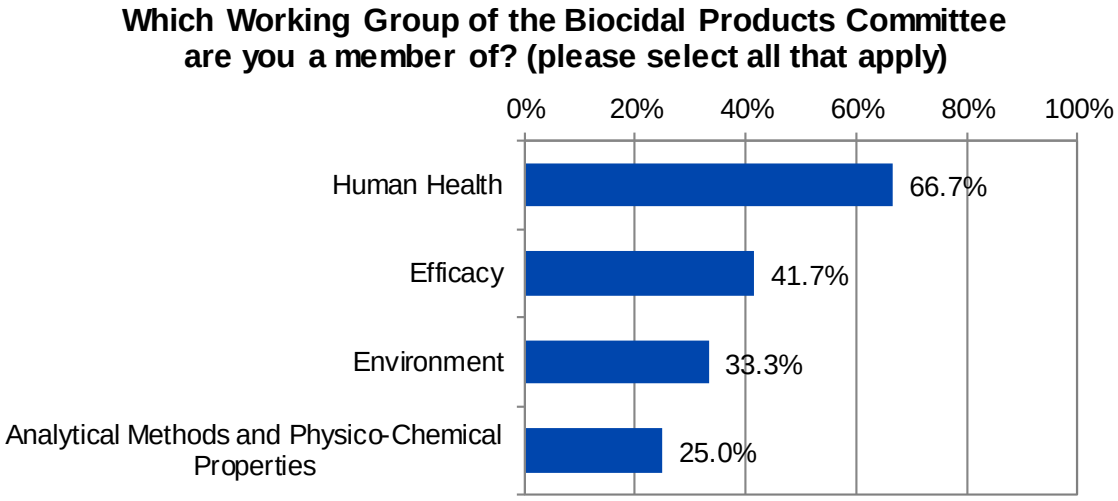
Technical equivalence: How satisfied are you with the quality of the scientific, technical and administrative support provided by ECHA on the following topics?



Question asked to members of BPC and BPC working groups, biocides applicants and European Commission representatives

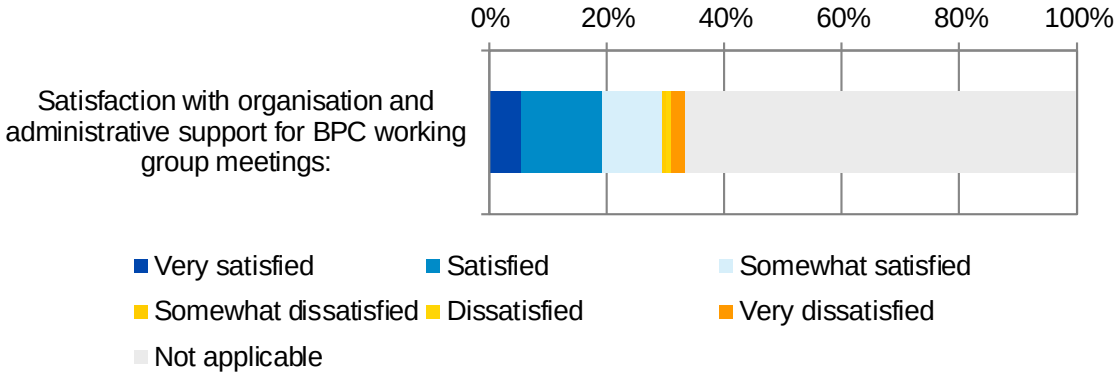


Question asked to members of BPC working groups

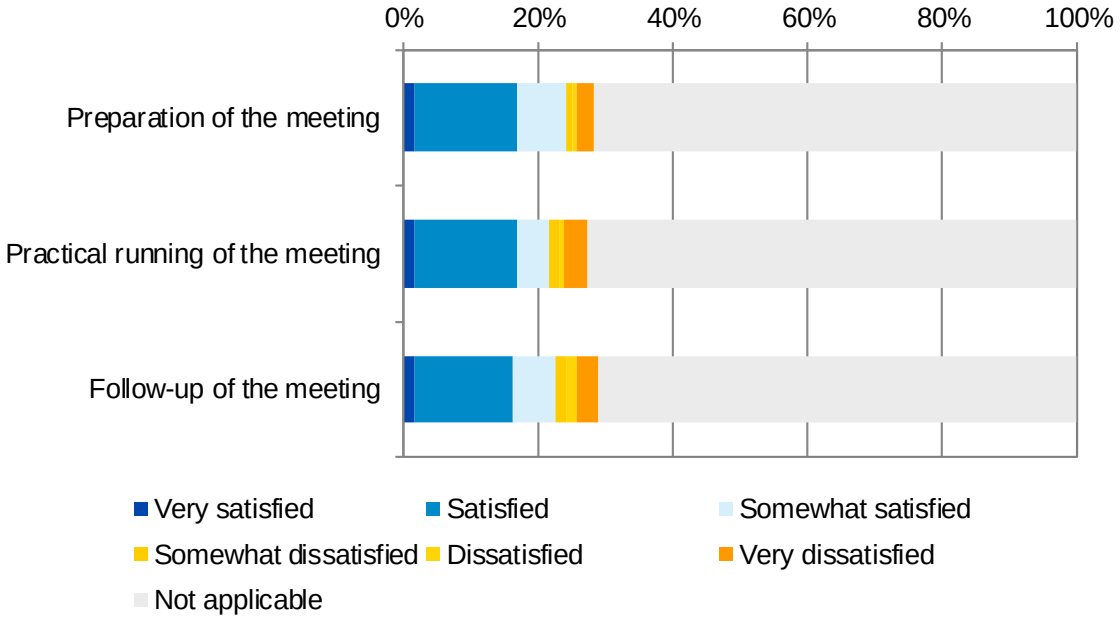


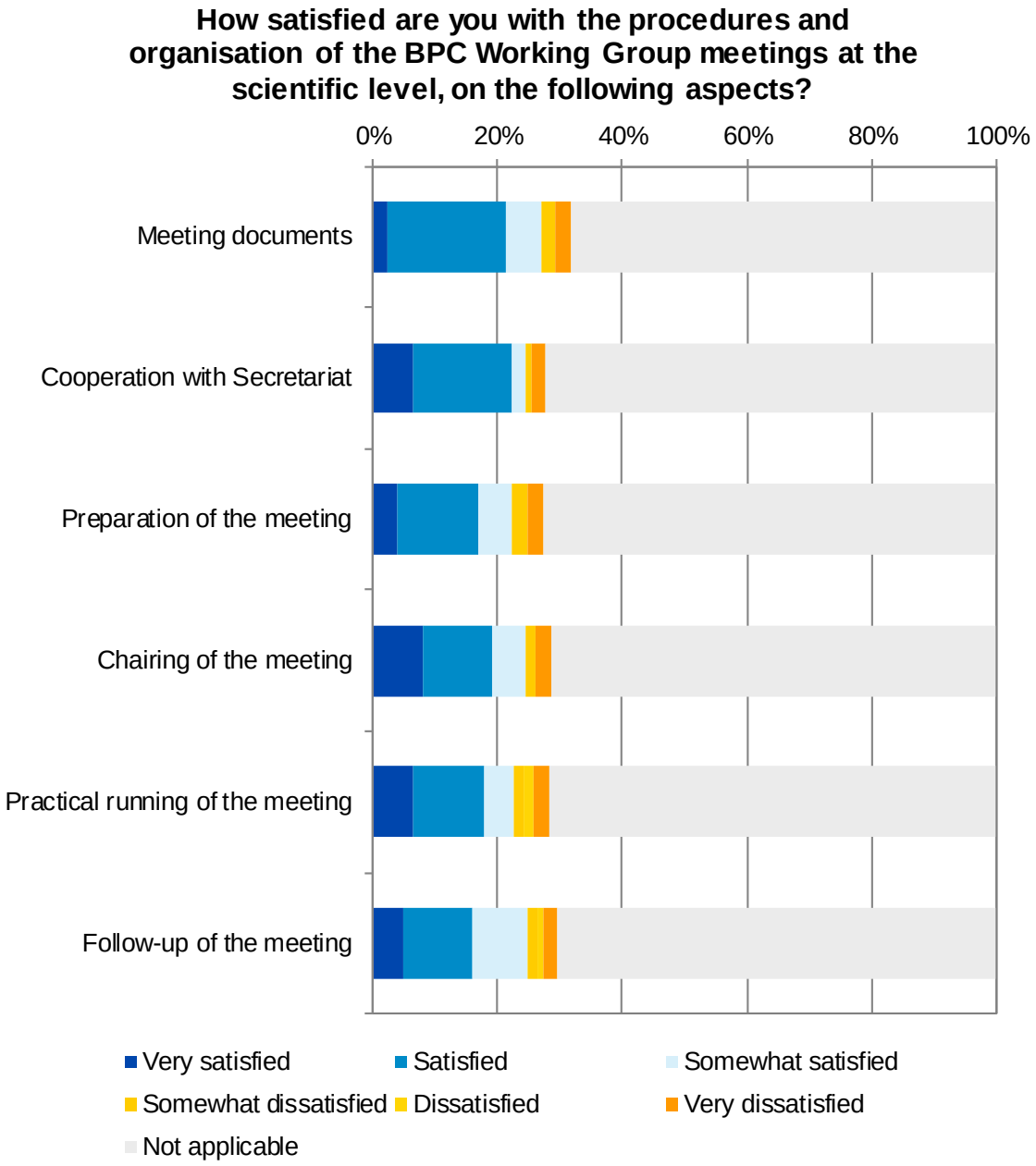
Questions asked to members of BPC working groups, BPC accredited stakeholders, biocides applicants, European Commission representatives

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



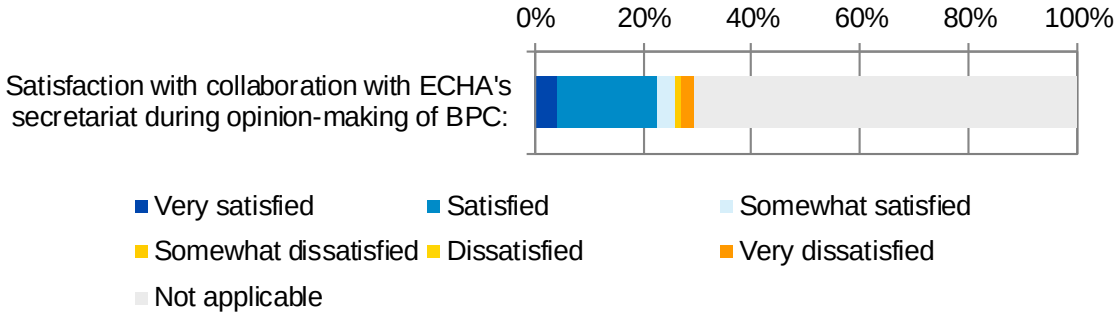
How satisfied are you with the support provided to identify and prioritise scientific issues and to find scientific consensus among the WG?



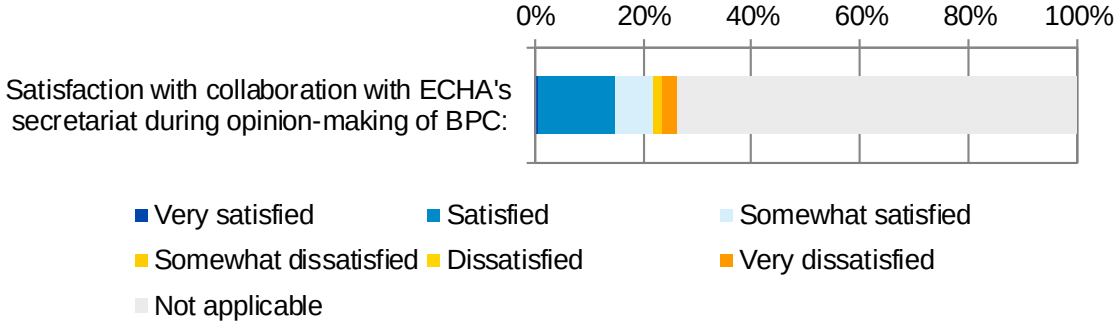

How satisfied are you with the procedures and organisation of the BPC Working Group meetings at the scientific level, on the following aspects?
0%
20%
40%
60%
80%
100%
Meeting documents
Cooperation with Secretariat
Preparation of the meeting
Chairing of the meeting
Practical running of the meeting
Follow-up of the meeting
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

Questions asked to BPC members, BPC accredited stakeholders and Biocides applicants

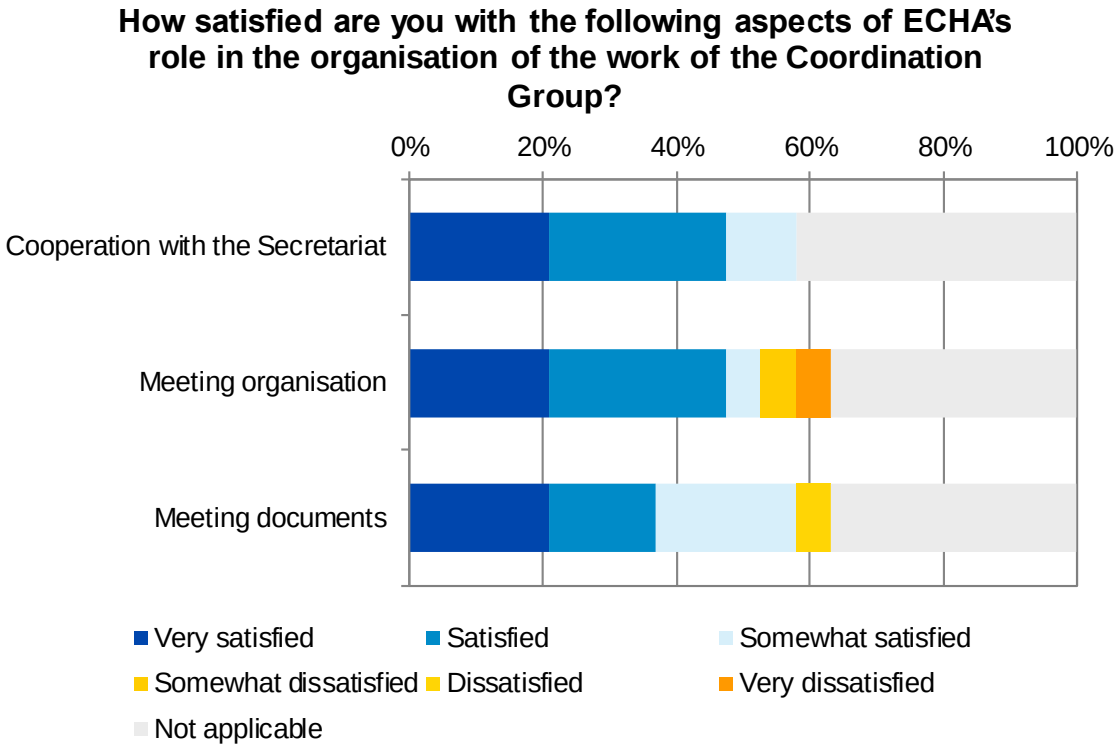
How satisfied are you with the collaboration with the ECHA's secretariat during the opinion making of BPC?

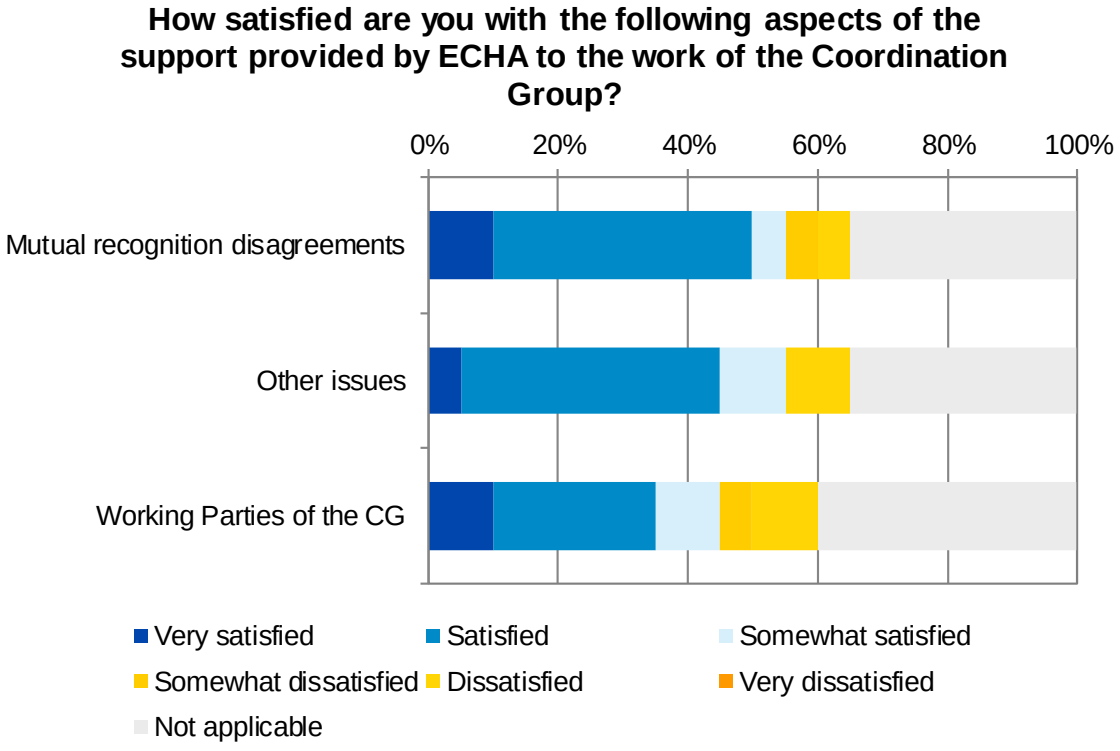


How satisfied are you with the way ECHA's Secretariat collaborated with the Commission staff during the opinion making of BPC?



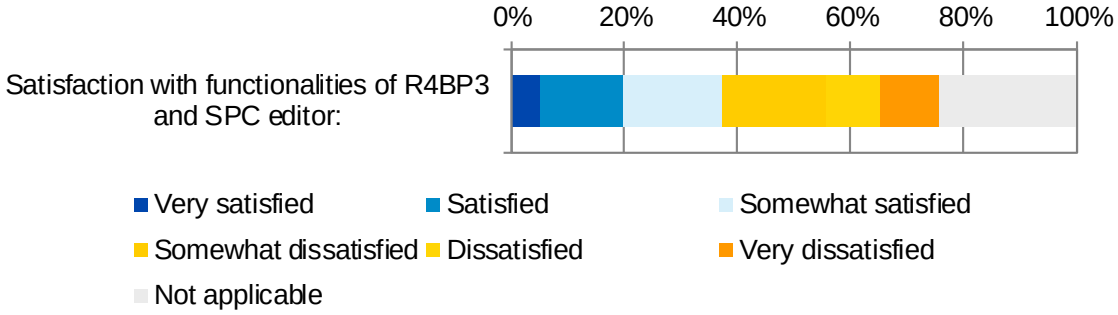
Questions asked to Coordination Group members, BPC accredited stakeholders, European Commission representatives



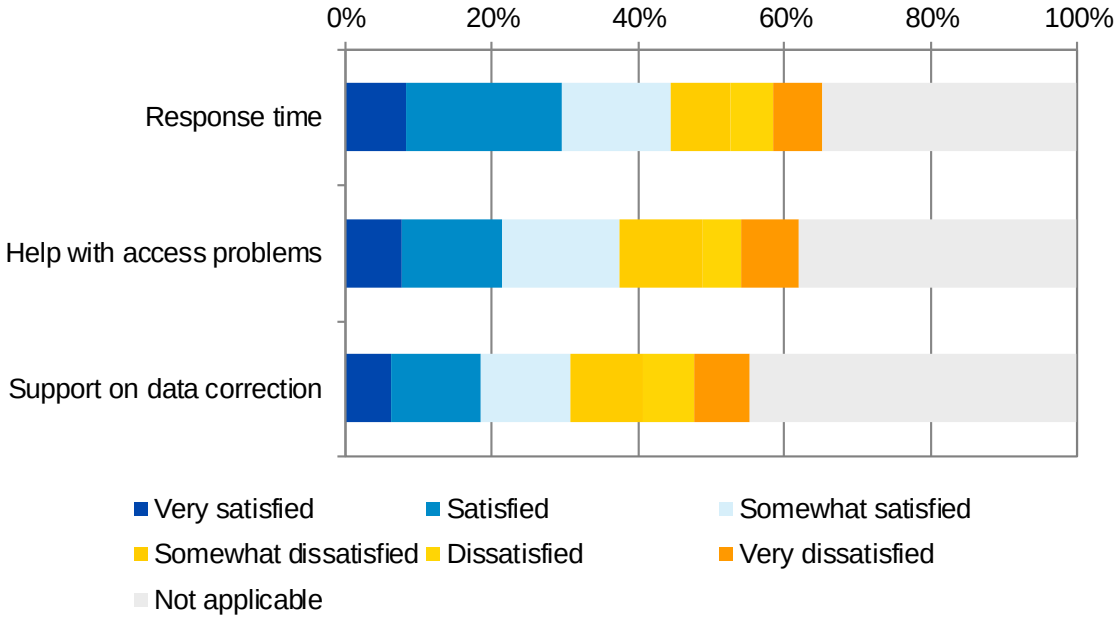


Questions asked to Biocides MSCA contact points and Biocides applicants

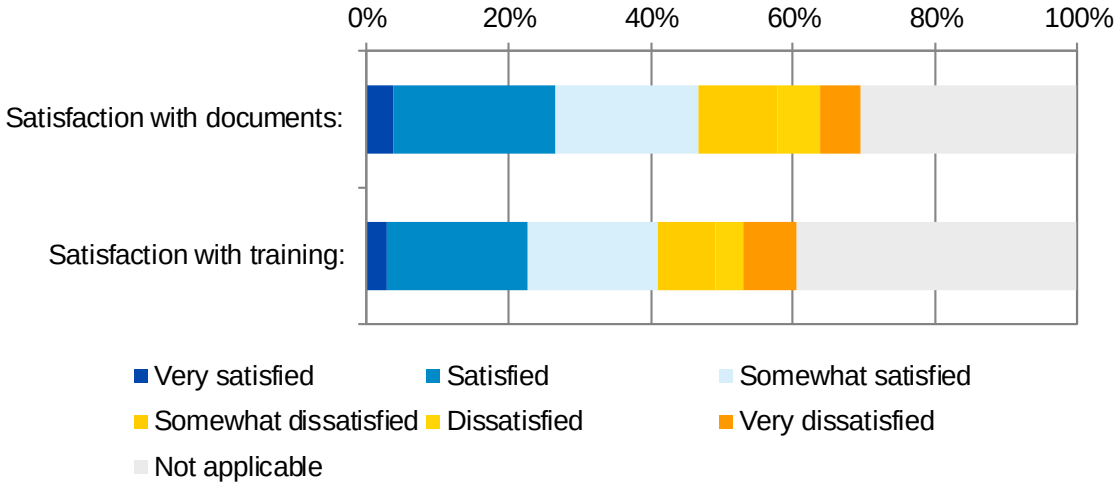
How satisfied are you with the functionalities offered by R4BP 3 and SPC editor?



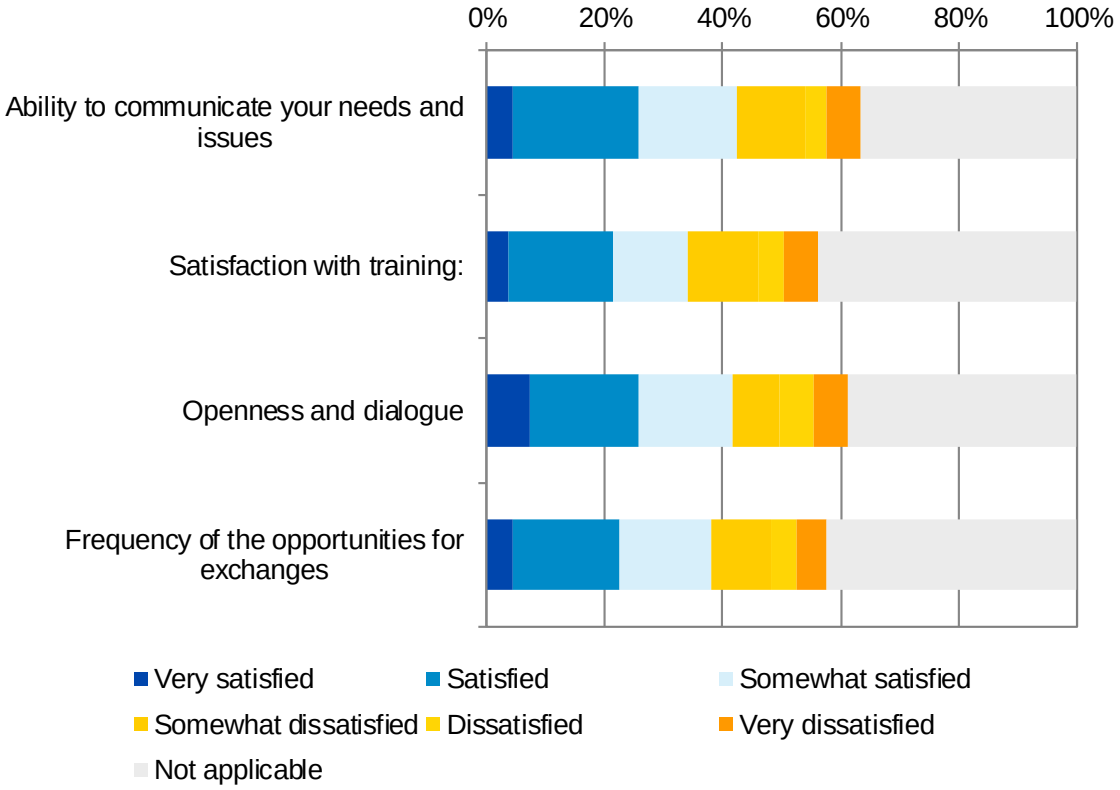
How satisfied are you with the following aspects of the support provided by ECHA in solving issues or addressing your requests related to R4BP 3 and SPC editor:



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

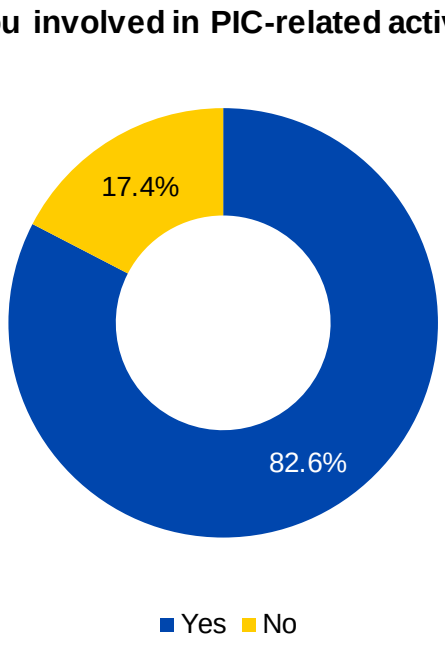


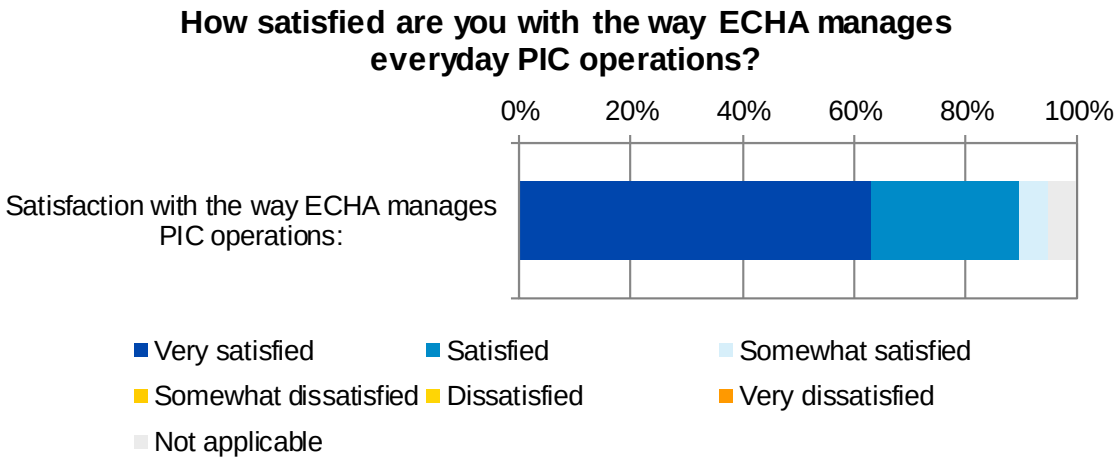
How satisfied are you with the following aspects of the interaction with the ECHA Product Management regarding your needs and issues?



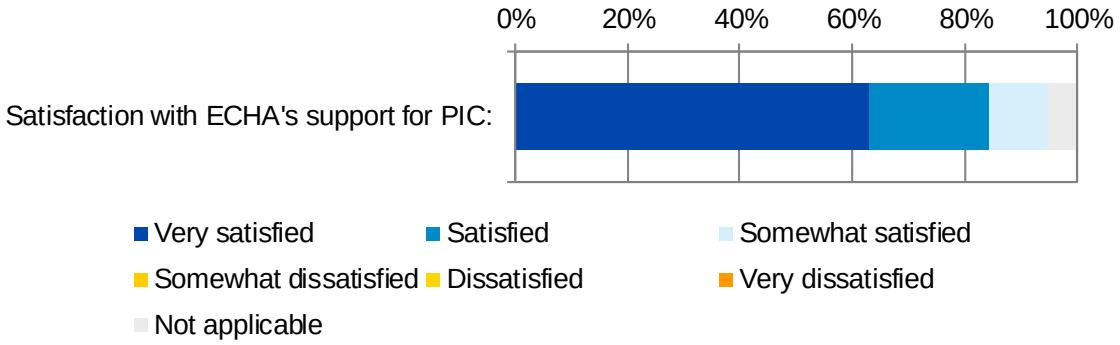
Questions asked to European Commission representatives, Member State Designated National Authorities (DNAs) and notifiers about activities related to Prior Informed Consent (PIC)

Questions asked to European Commission representatives and Member State DNAs

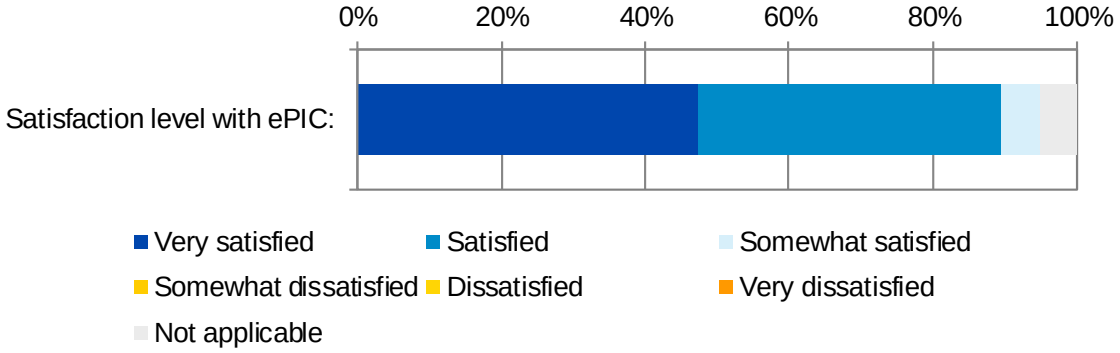




How satisfied are you with the way ECHA supports you in your everyday tasks and addressing your enquiries related to PIC?

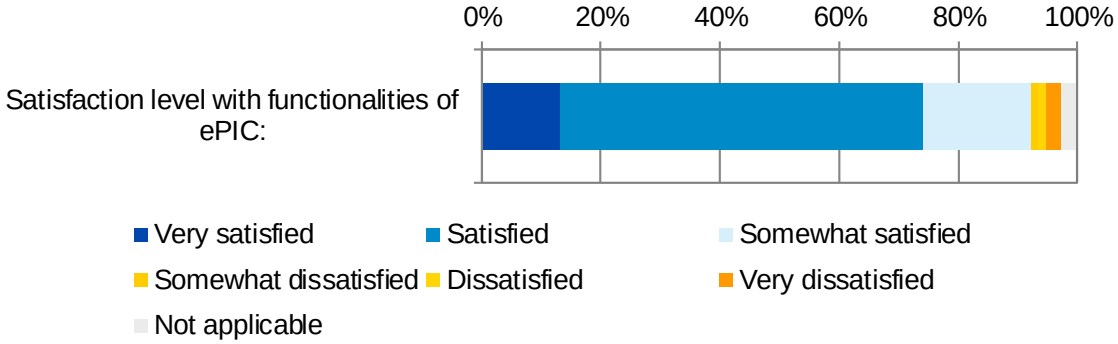


How satisfied are you with the submission system, ePIC?

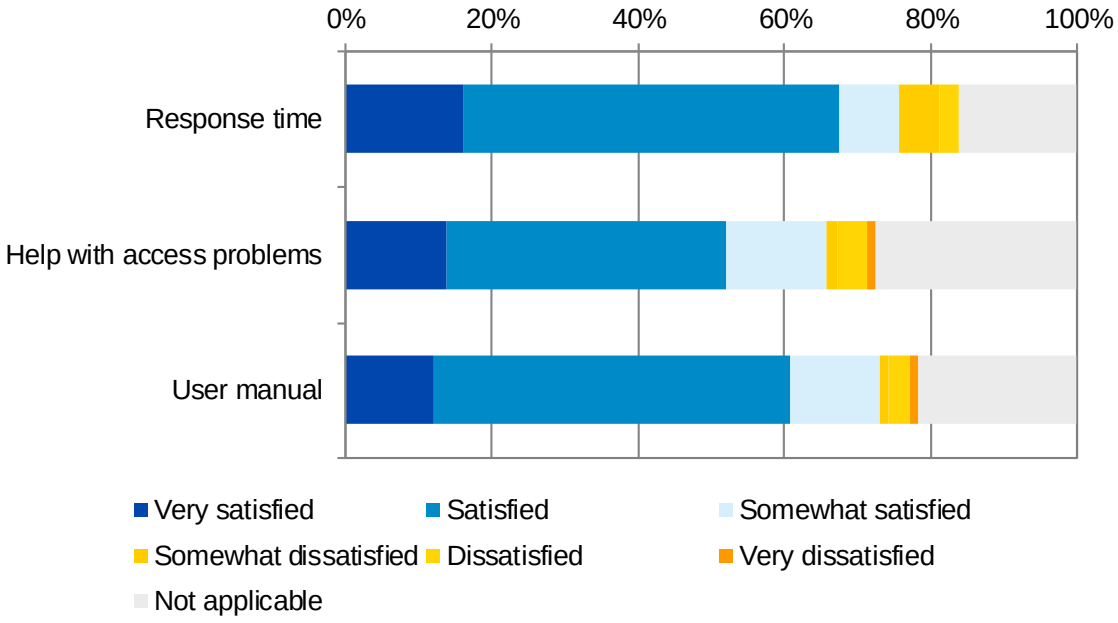


Questions asked to PIC notifiers

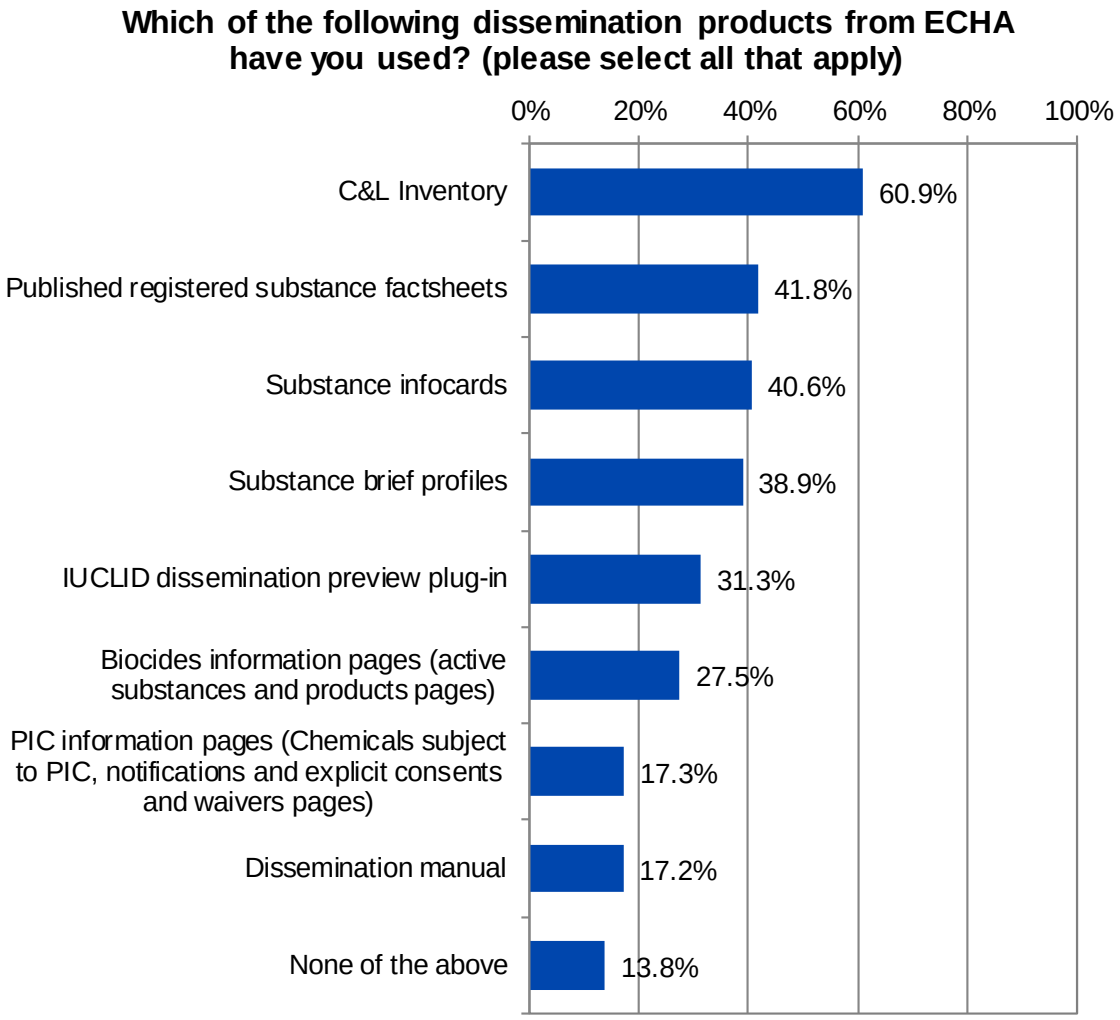
How satisfied are you with the functionalities offered by ePIC?

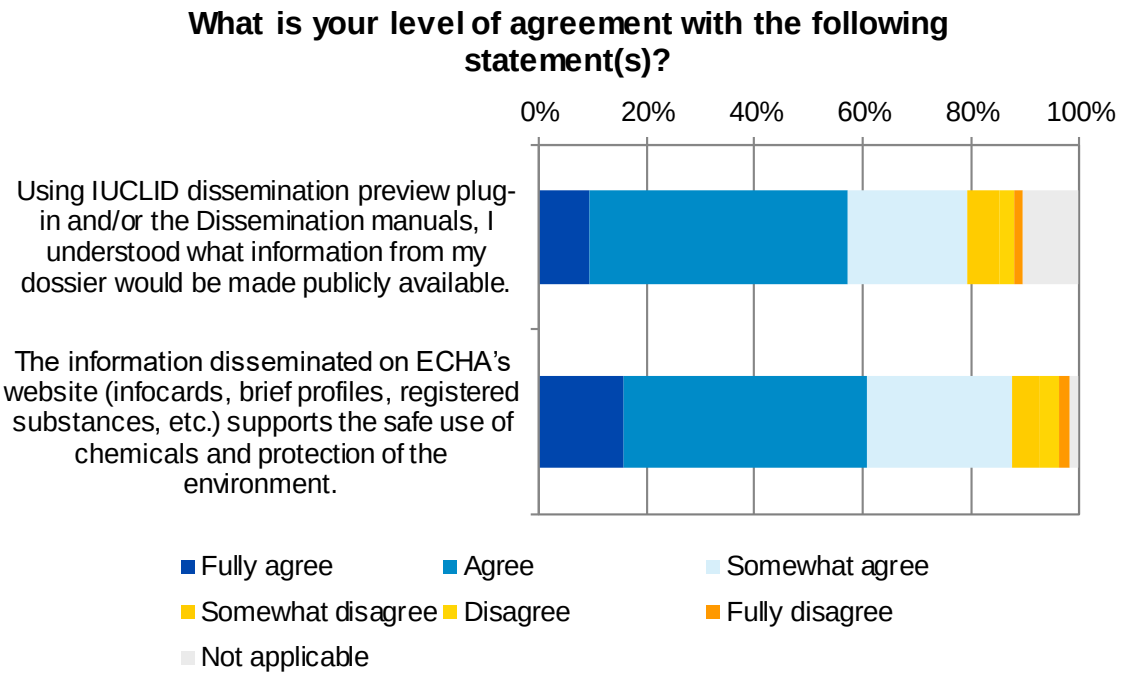


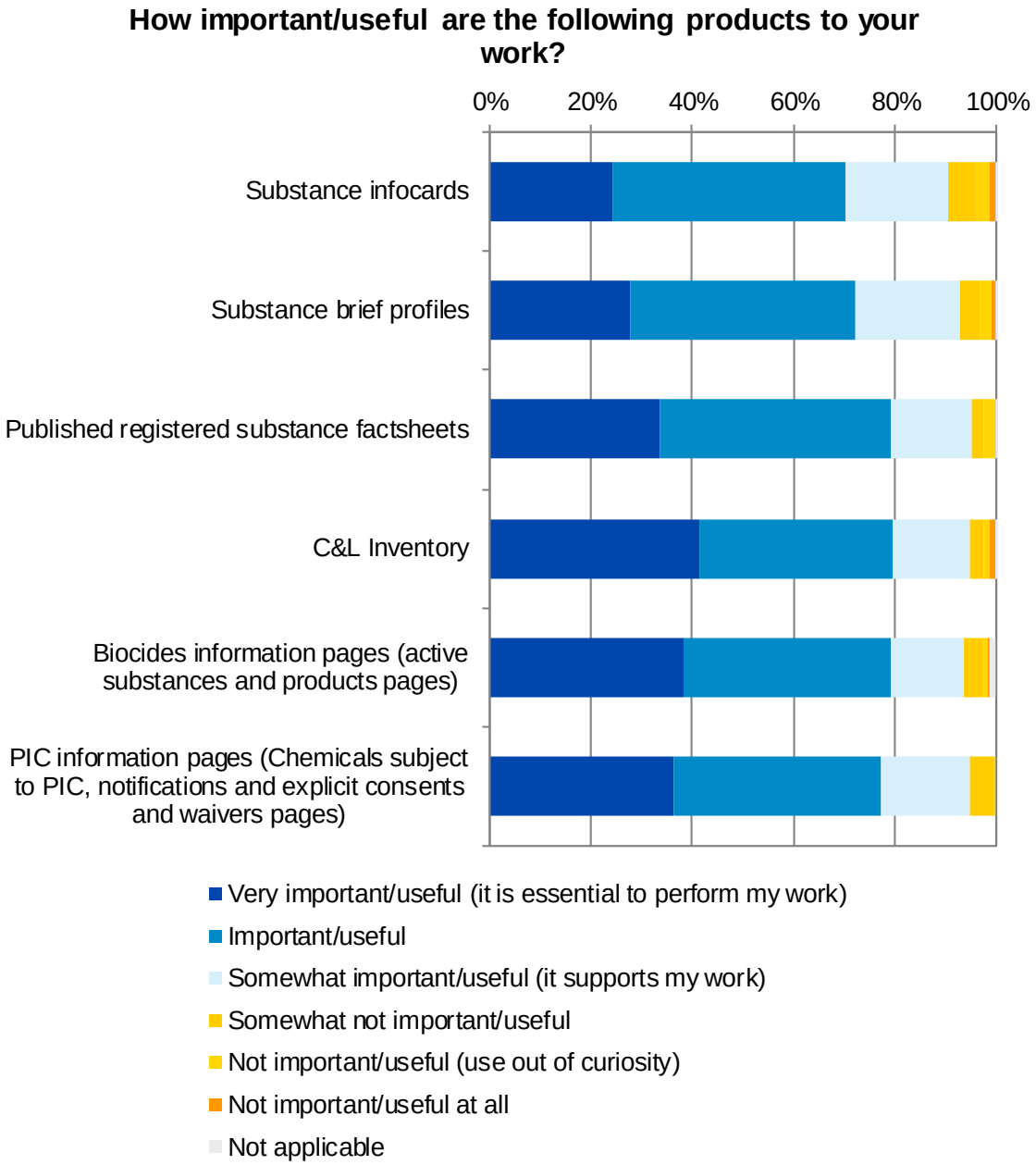
How satisfied are you with the following aspects of the support provided by ECHA in solving issues or addressing your requests related to ePIC?



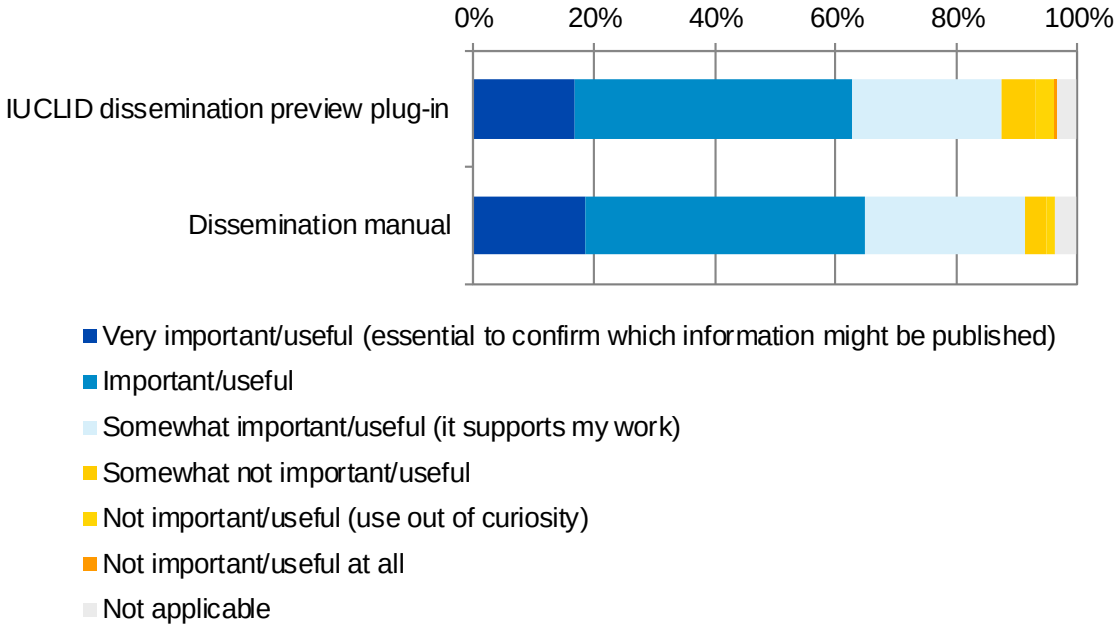
Questions asked to all target audiences about dissemination activities of ECHA



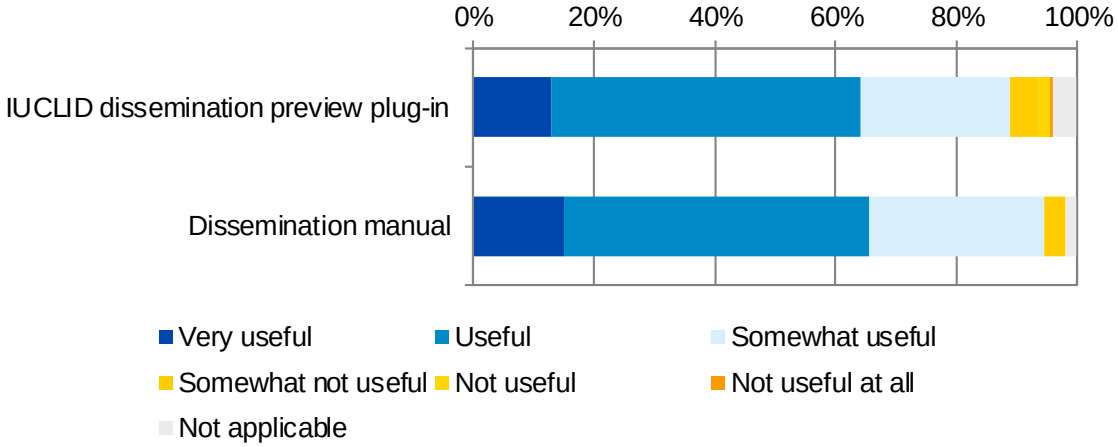

What is your level of agreement with the following statement(s)?
0%
20%
40%
60%
80%
100%
Using IUCLID dissemination preview plug-in and/or the Dissemination manuals, I understood what information from my dossier would be made publicly available.
The information disseminated on ECHA's website (infocards, brief profiles, registered substances, etc.) supports the safe use of chemicals and protection of the environment.
Fully agree
Agree
Somewhat agree
Somewhat disagree
Disagree
Fully disagree
Not applicable


How important/useful are the following products to your work?
0%
20%
40%
60%
80%
100%
Substance infocards
Substance brief profiles
Published registered substance factsheets
C&L Inventory
Biocides information pages (active substances and products pages)
PIC information pages (Chemicals subject to PIC, notifications and explicit consents and waivers pages)
Very important/useful (it is essential to perform my work)
Important/useful
Somewhat important/useful (it supports my work)
Somewhat not important/useful
Not important/useful (use out of curiosity)
Not important/useful at all
Not applicable

Which of the statements best describes the use of the following products when preparing a dossier?

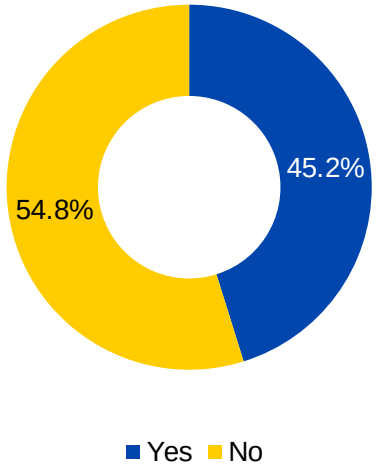


How useful are the following products to know what information to expect to be published in ECHA website from data submitted by industry?

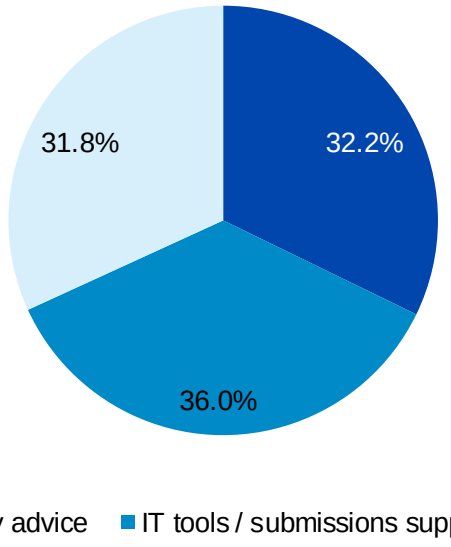


Questions asked to industry (REACH registrants, Biocides applicants, PIC notifiers) about ECHA's Helpdesk

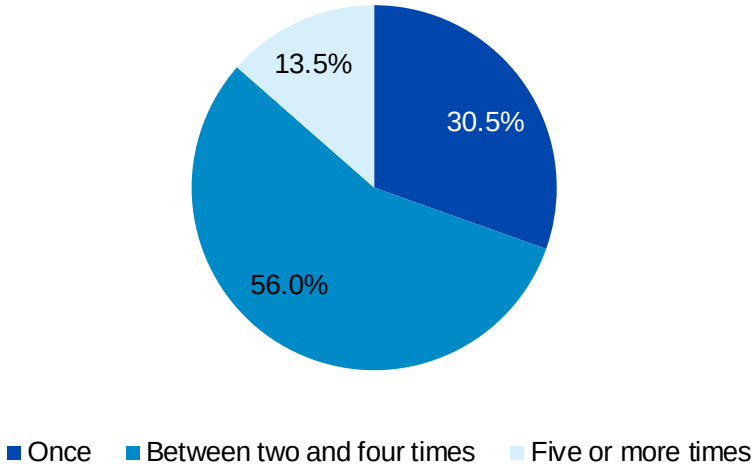
Did you make use of the ECHA Helpdesk regulatory support or IT Helpdesk support service in 2016?



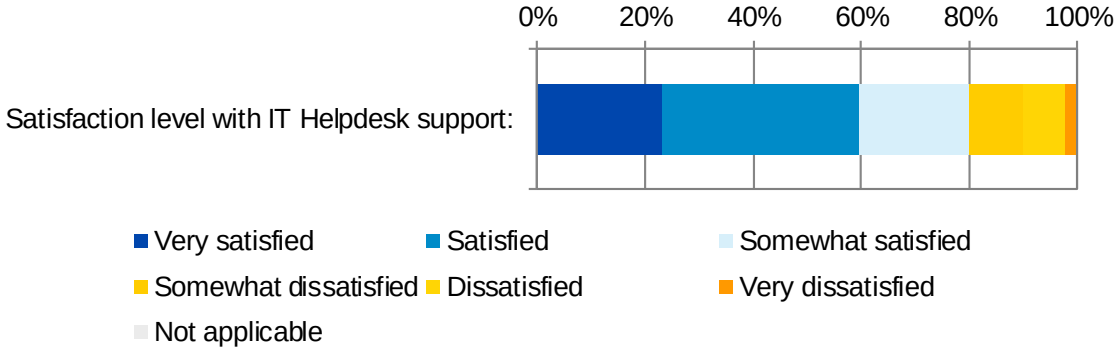
Your questions were related to:



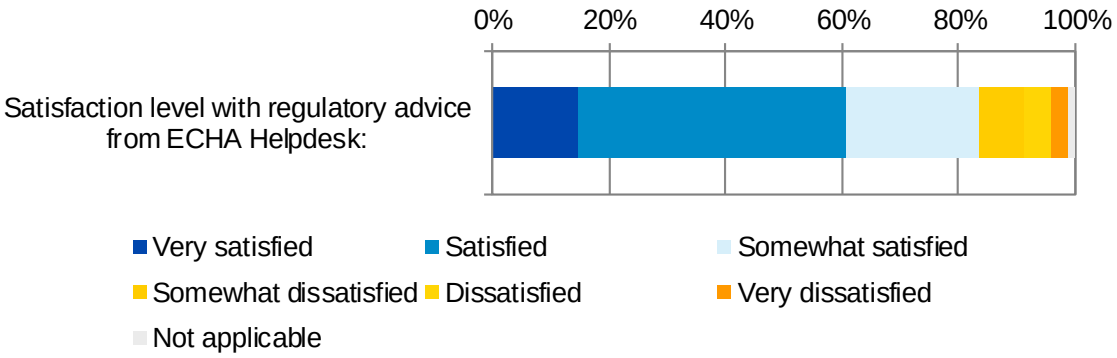
How many times did you contact the ECHA Helpdesk regulatory advice or IT Helpdesk support for industry during 2016?

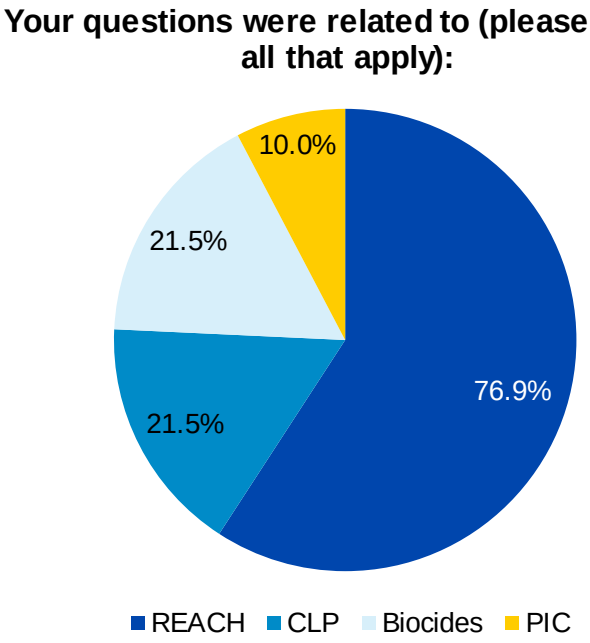


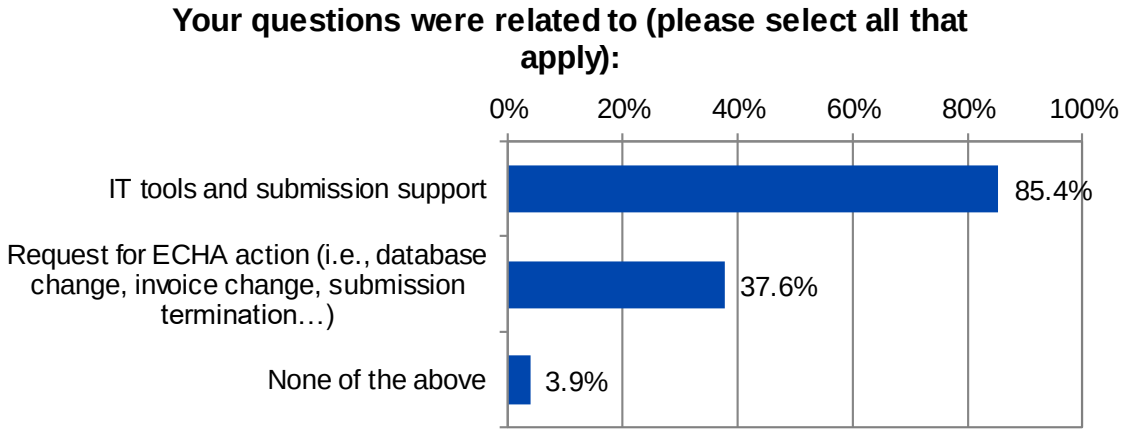
How satisfied were you with the IT Helpdesk support?



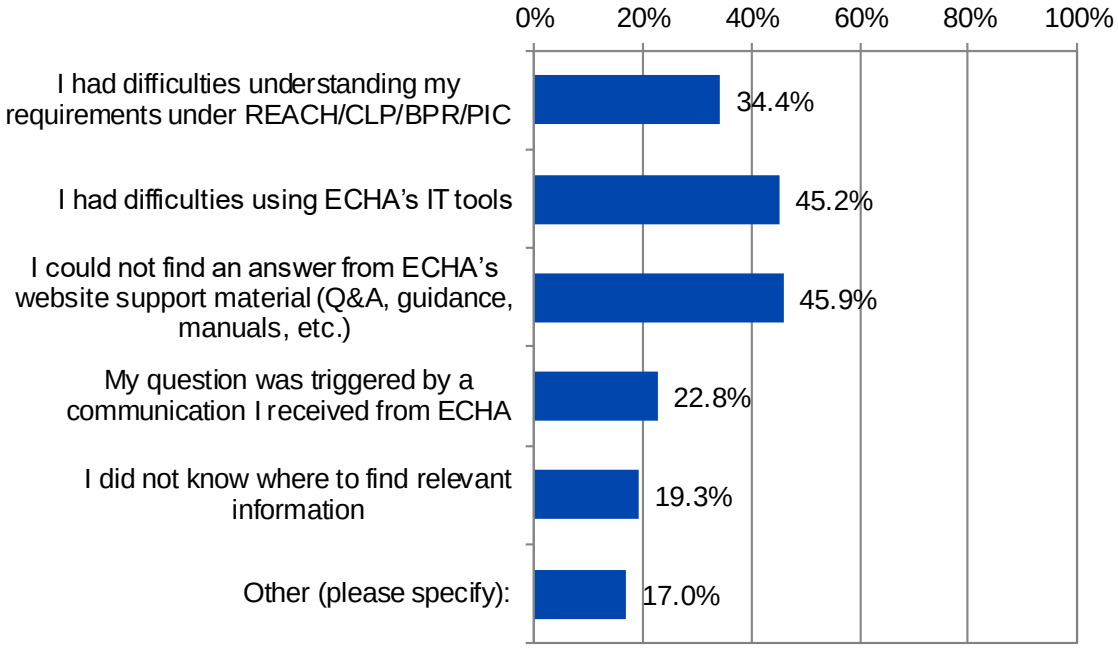
How satisfied were you with the regulatory advice provided through the ECHA Helpdesk?



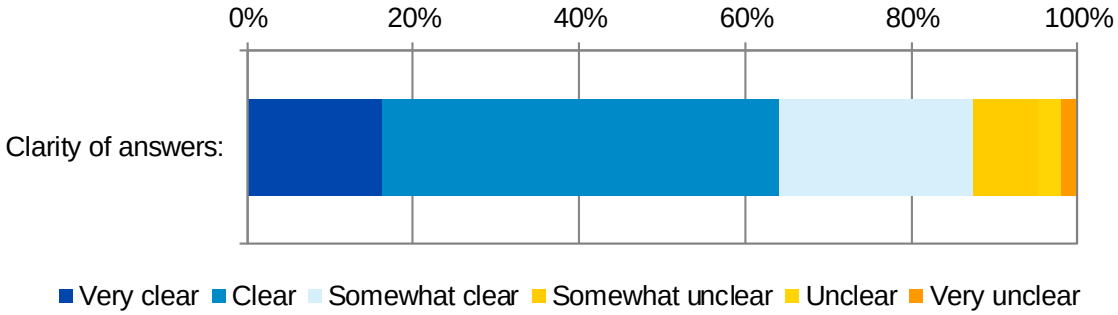

Your questions were related to (please select all that apply):
10.0%
21.5%
76.9%
21.5%
REACH
CLP
Biocides
PIC


Your questions were related to (please select all that apply):
0%
20%
40%
60%
80%
100%
IT tools and submission support
85.4%
Request for ECHA action (i.e., database change, invoice change, submission termination…)
37.6%
None of the above
3.9%

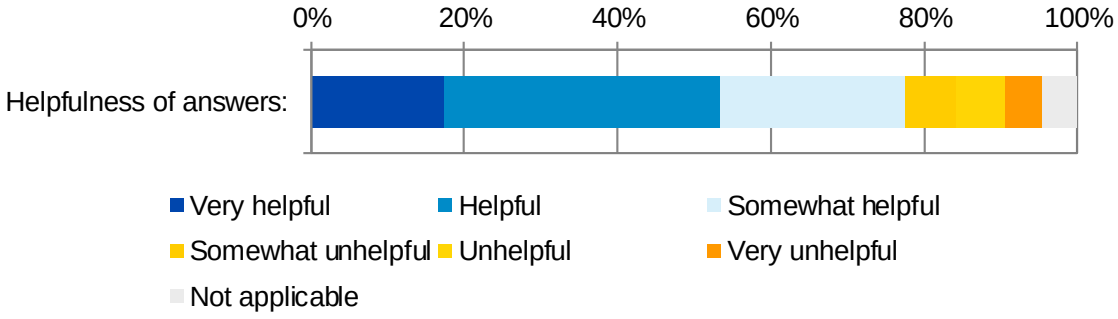
Why did you contact the ECHA Helpdesk? (please select all that apply)

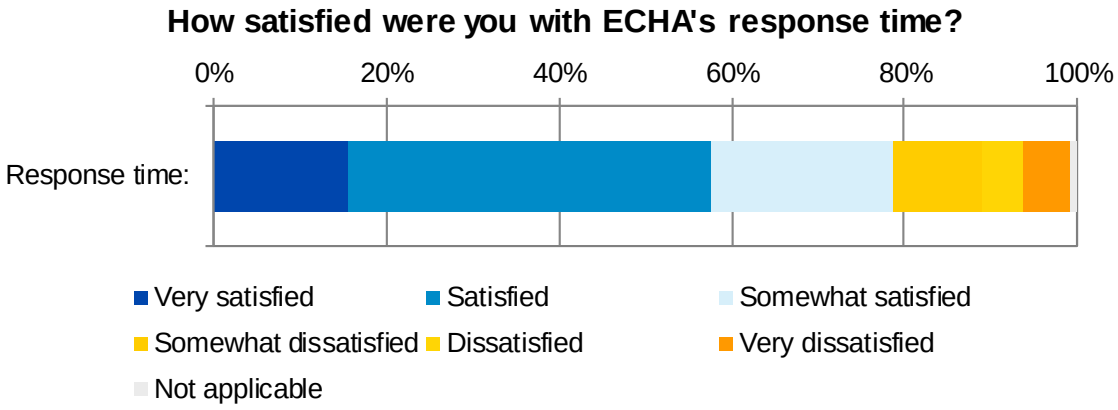


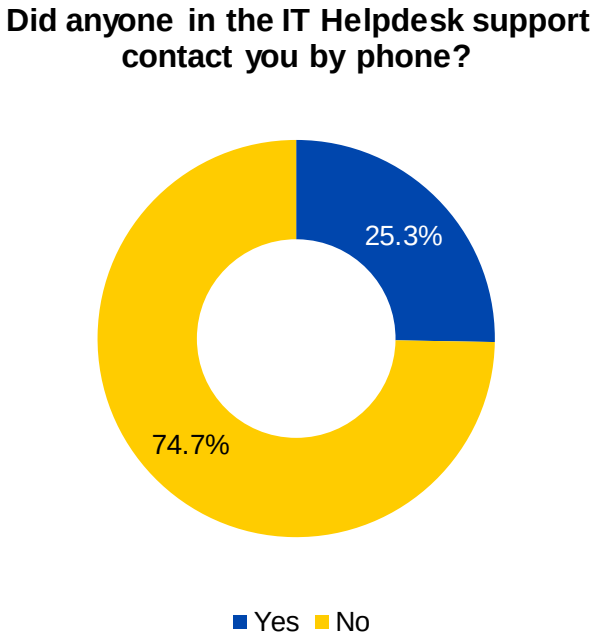
How clear were the answers from the ECHA to you?



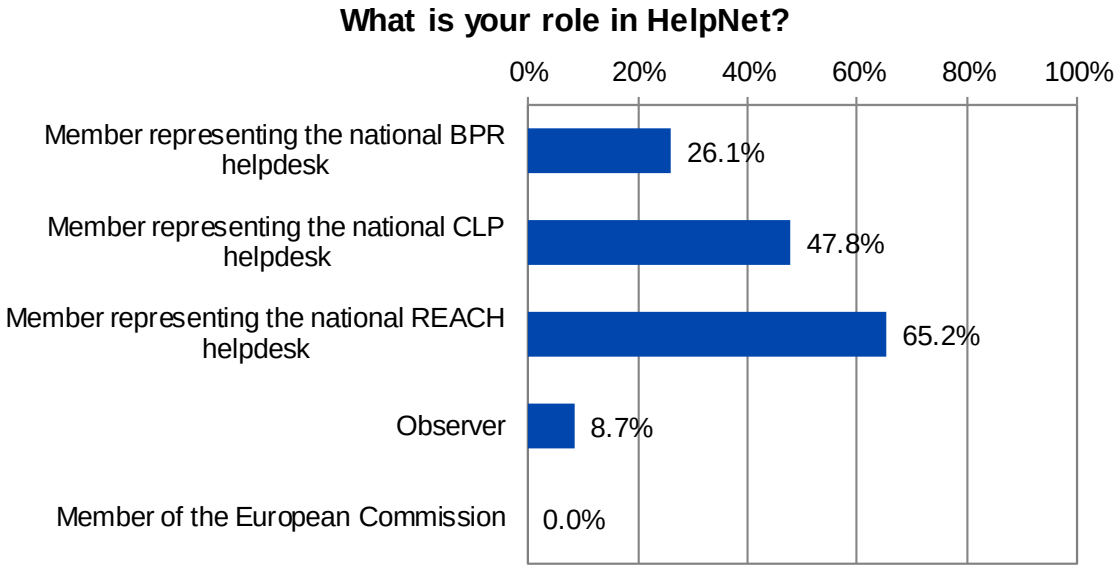
How helpful were ECHA's answers in solving your regulatory questions or IT-related issues?

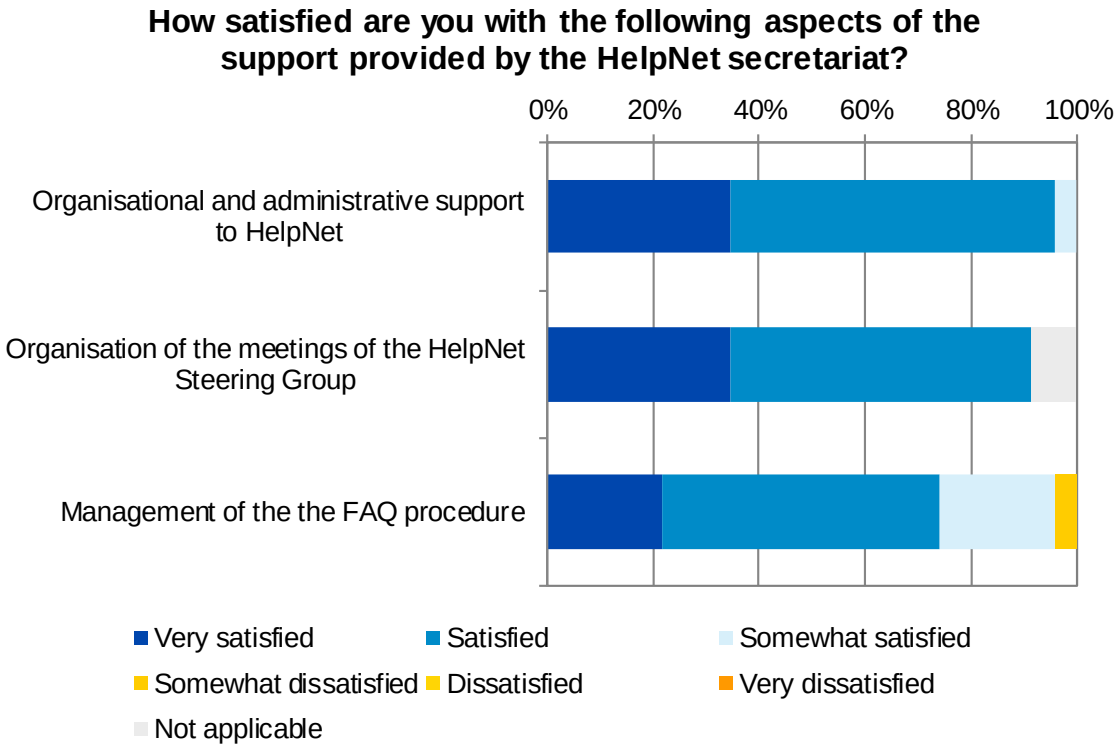



How satisfied were you with ECHA's response time?
0%
20%
40%
60%
80%
100%
Response time:
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable


Did anyone in the IT Helpdesk support contact you by phone?
25.3%
74.7%
Yes
No

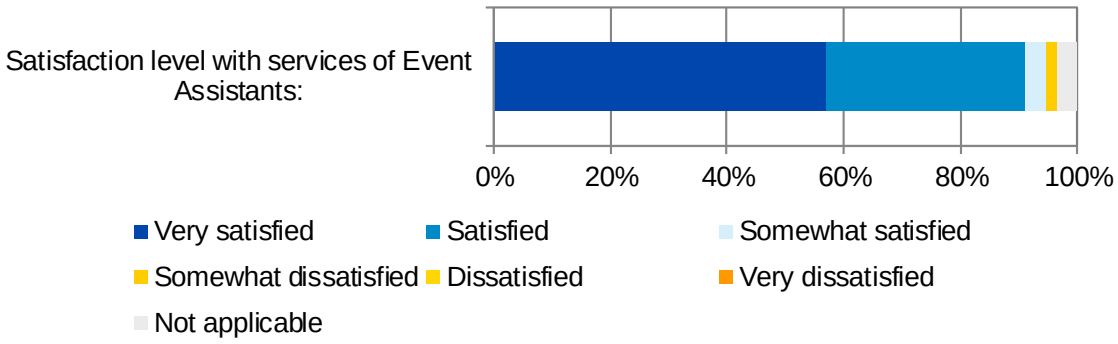
Questions asked to HelpNet members about the HelpNet secretariat



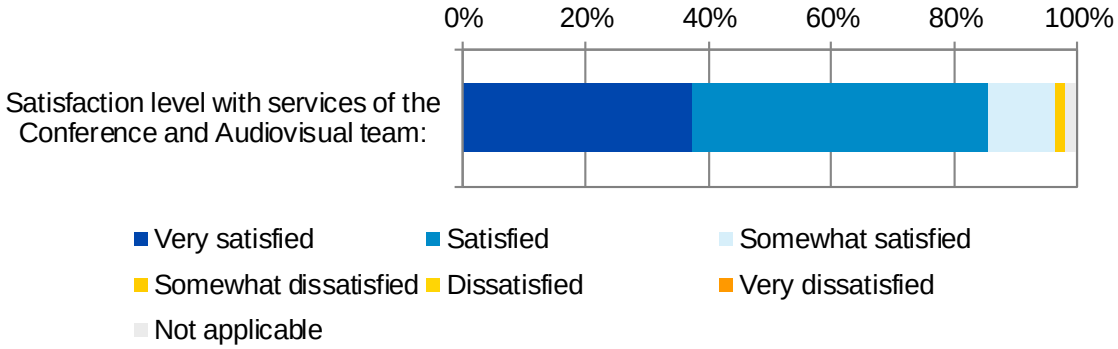


Questions asked to Committee and Management Board members about ECHA's event and conference services

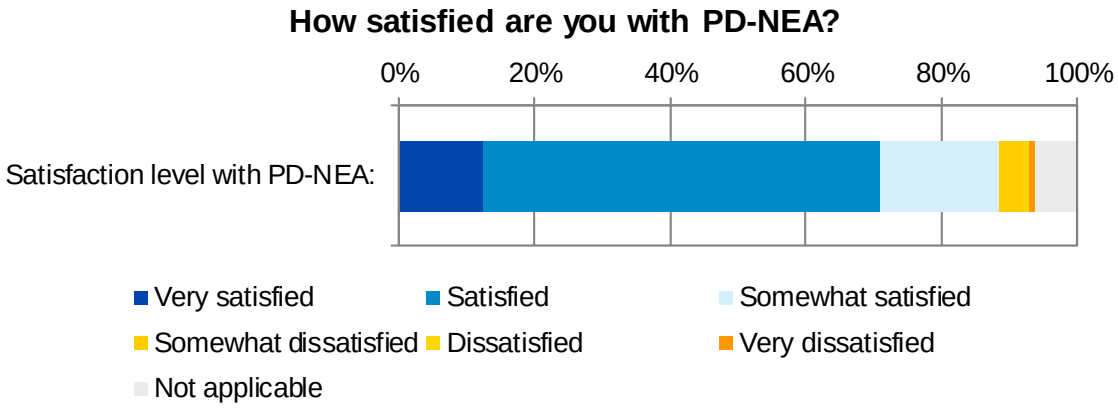
How satisfied are you with the services of the Event Assistants (staff at the reception desk in the conference centre)?

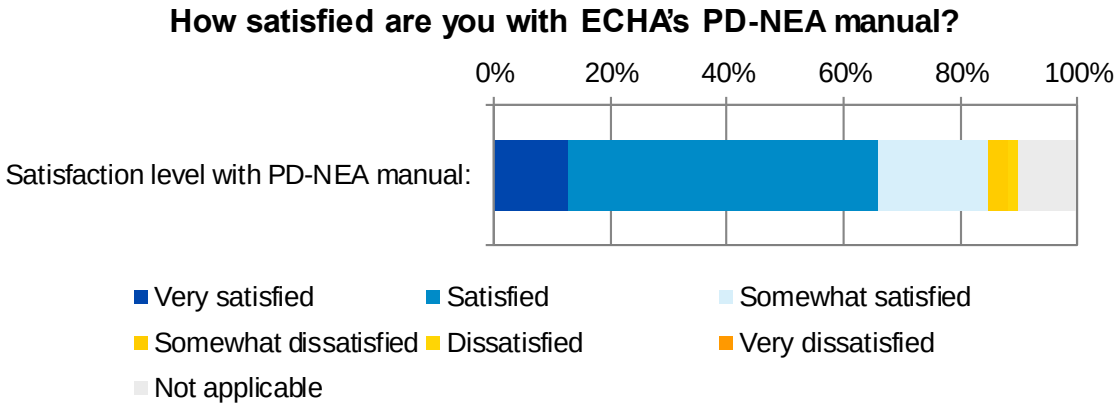


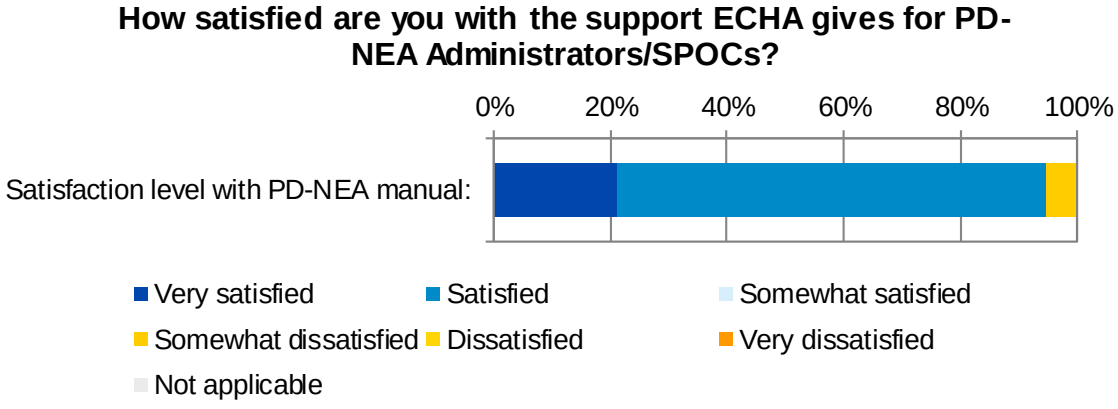
How satisfied are you with the services of the Conference and Audiovisual team?



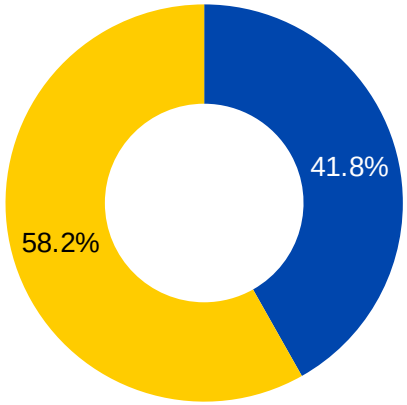
Questions asked to PD-NEA users (portal dashboard for national enforcement authorities) about data management services



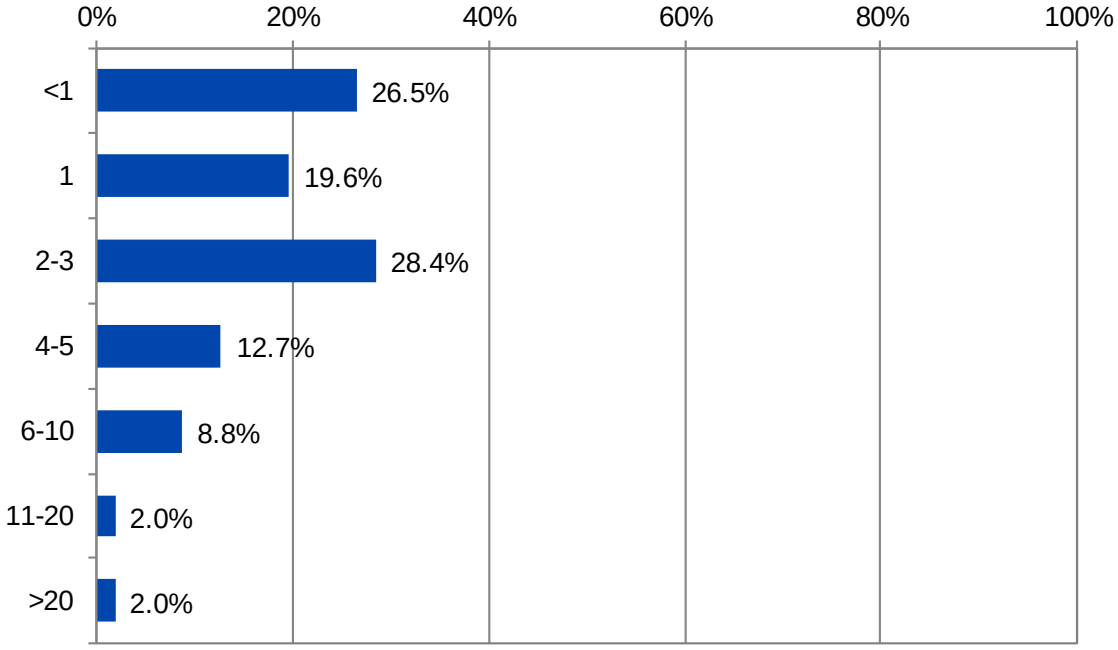




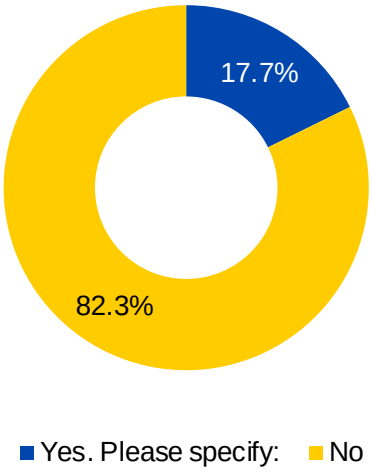
Do you think that further training for PD-NEA Administrators and SPOCs is necessary?



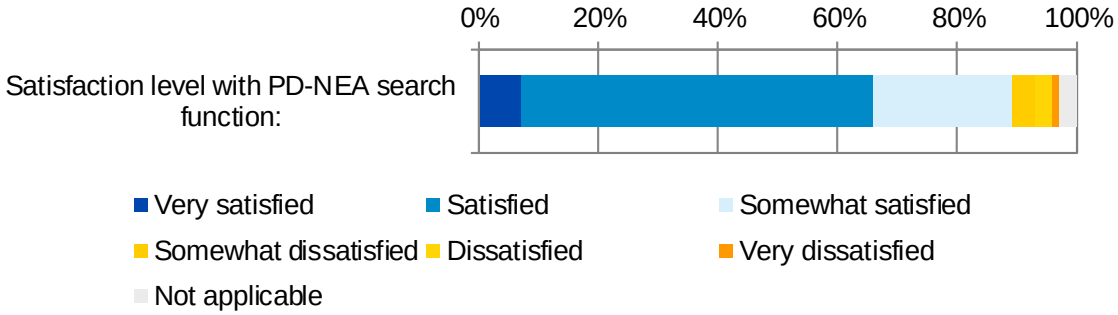
How many times do you visit PD-NEA each month?



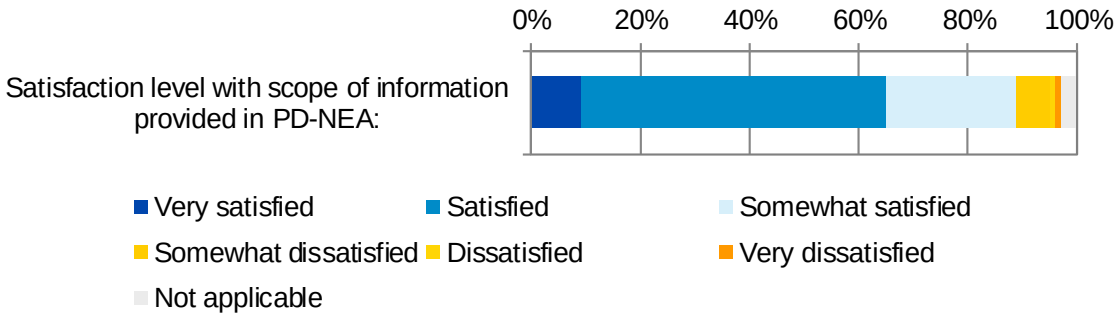
Based on your experience, is there something in PD-NEA that should be changed for you to visit more frequently?



How satisfied are you with the search functionality in PD-NEA?

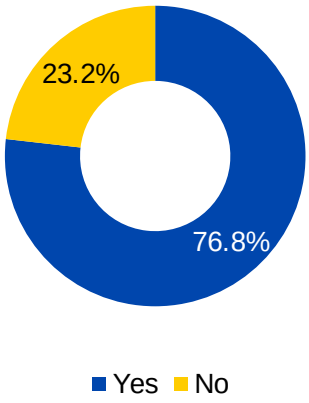


How satisfied are you with the scope of information provided in PD-NEA?

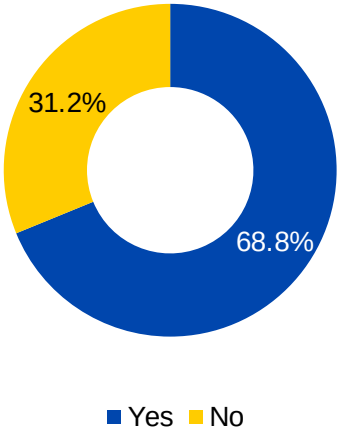


Questions asked to industry (REACH registrants, Biocides applicants and PIC notifiers) about guidance

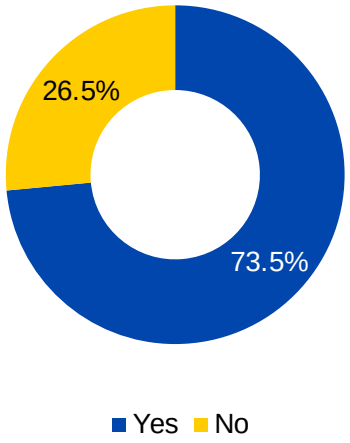
Have you used ECHA guidance documents (including guidance in a nutshell and guidance fact sheets) as support material when preparing/submitting a REACH registration dossier?



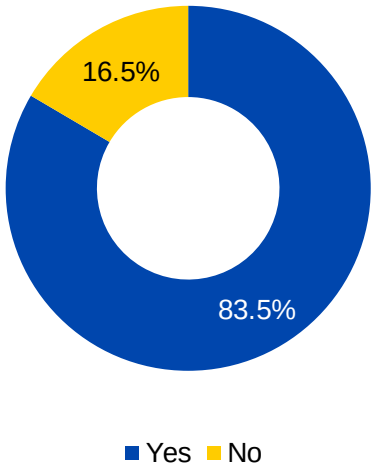
Have you used ECHA guidance documents for other purposes under REACH (for example, compilation of safety data sheets (SDSs))?



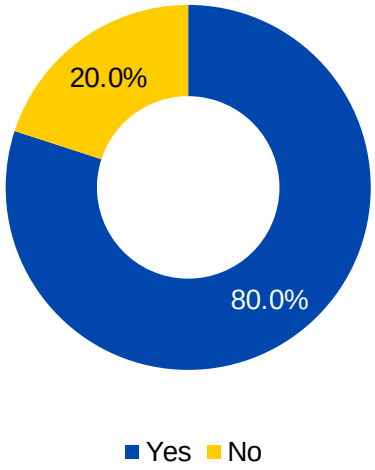
Have you used ECHA guidance documents to help in complying with the CLP Regulation?

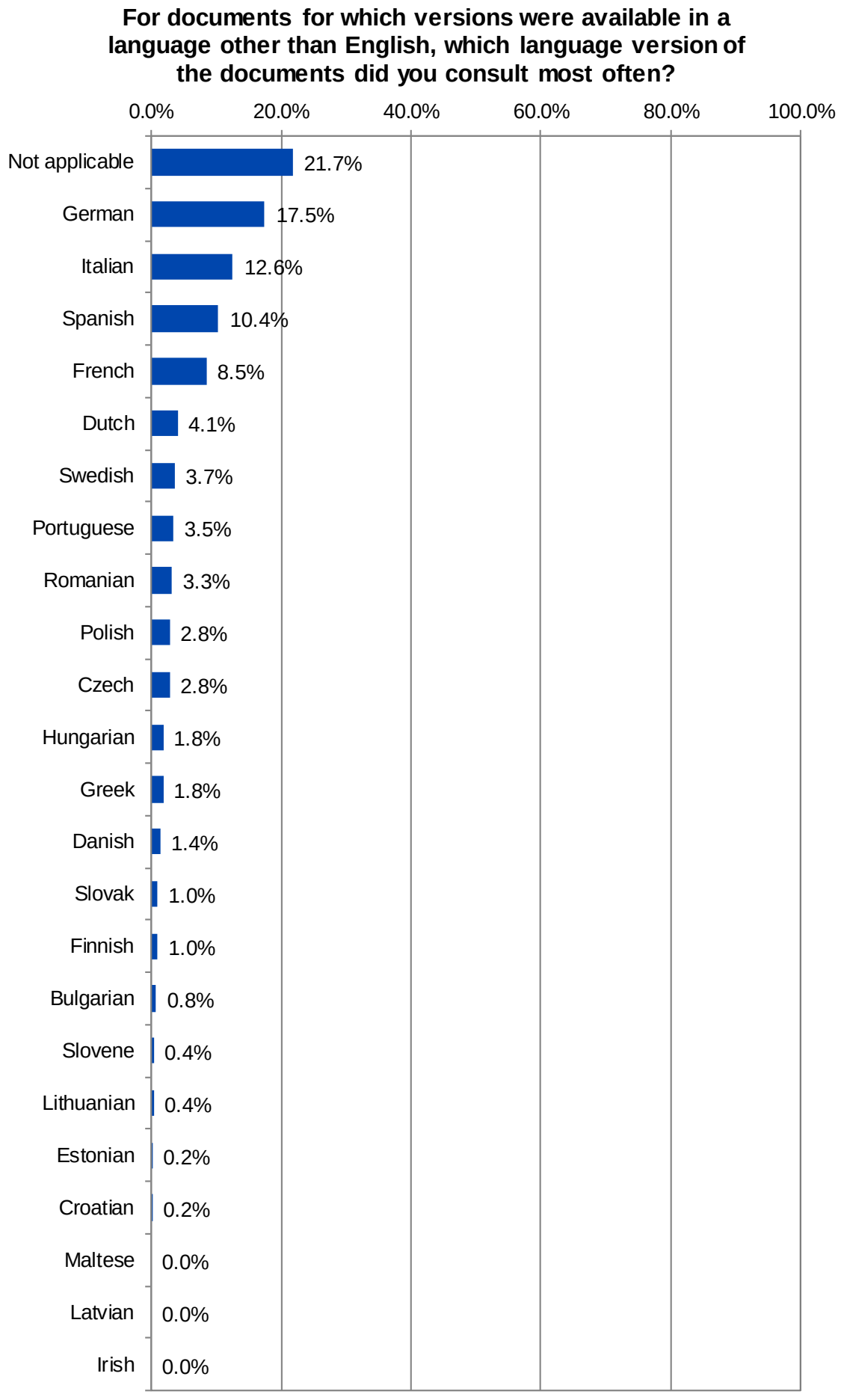


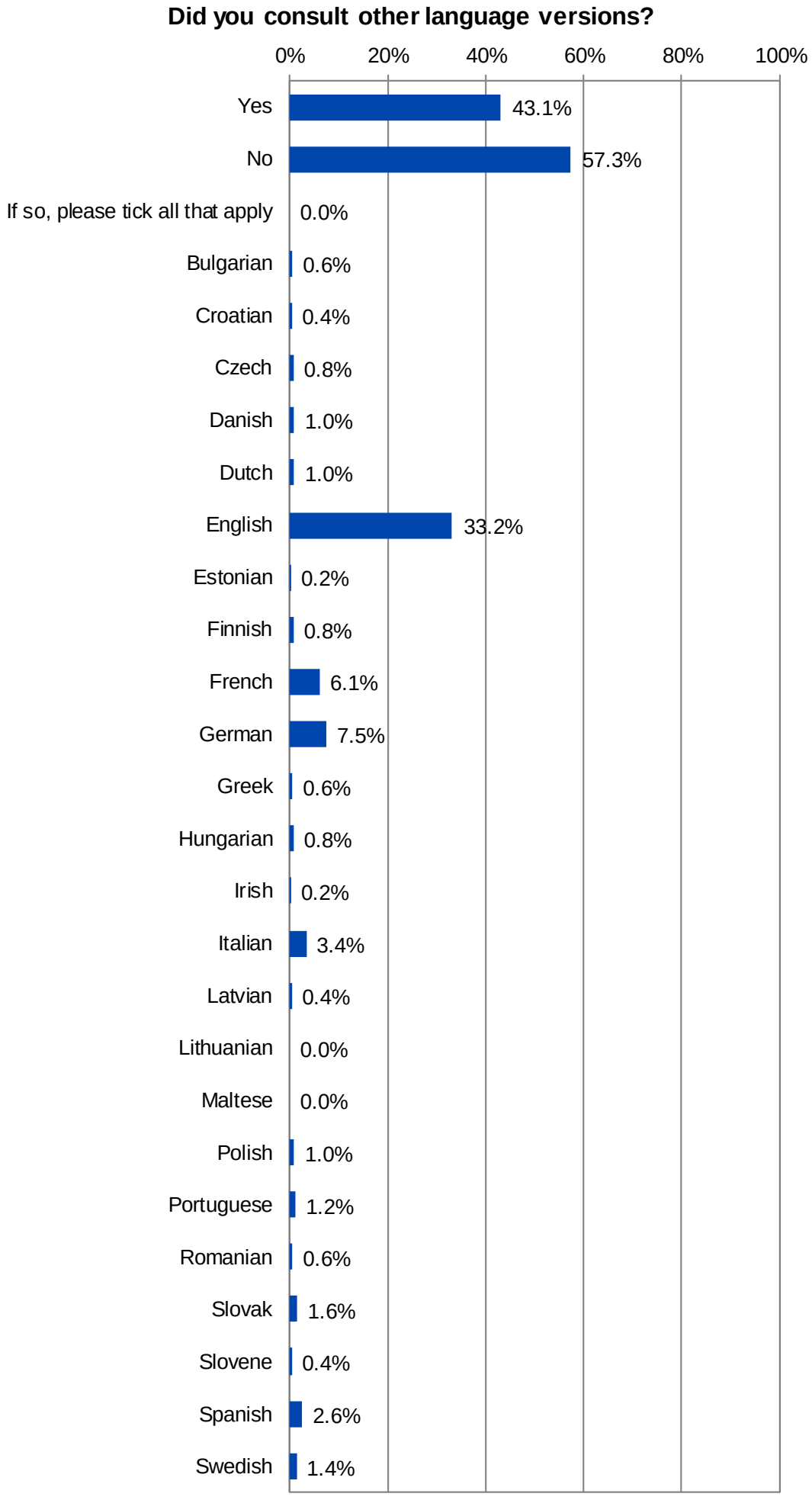
Have you used ECHA guidance documents to help in complying with the Biocidal Products Regulation (BPR)?

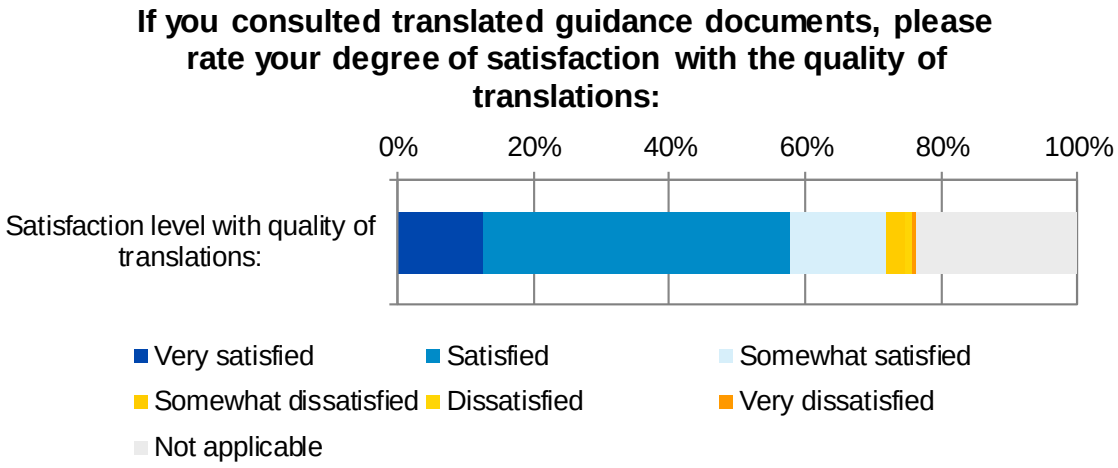


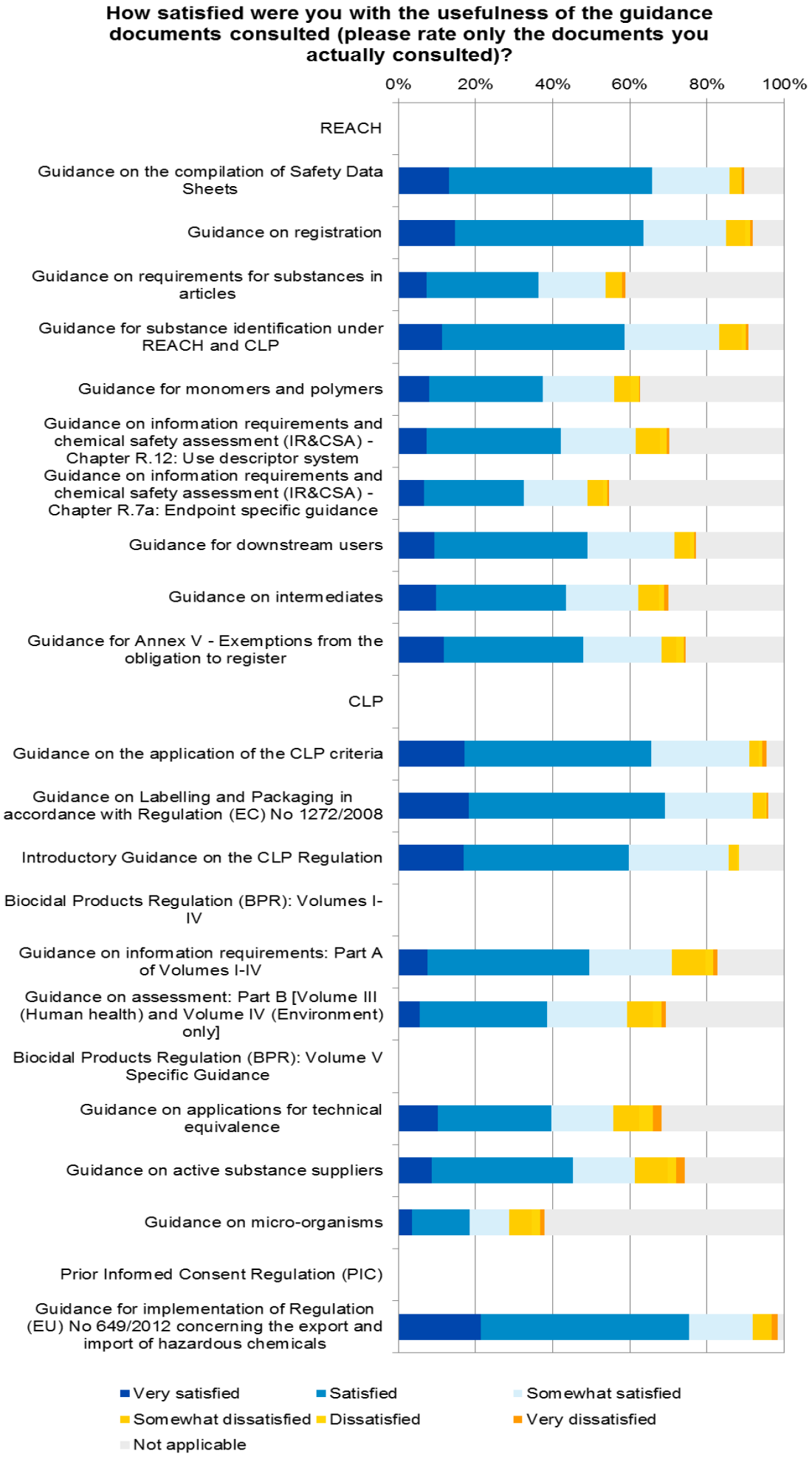
Have you used ECHA guidance documents to help in complying with the Prior Informed Consent Regulation (PIC)?



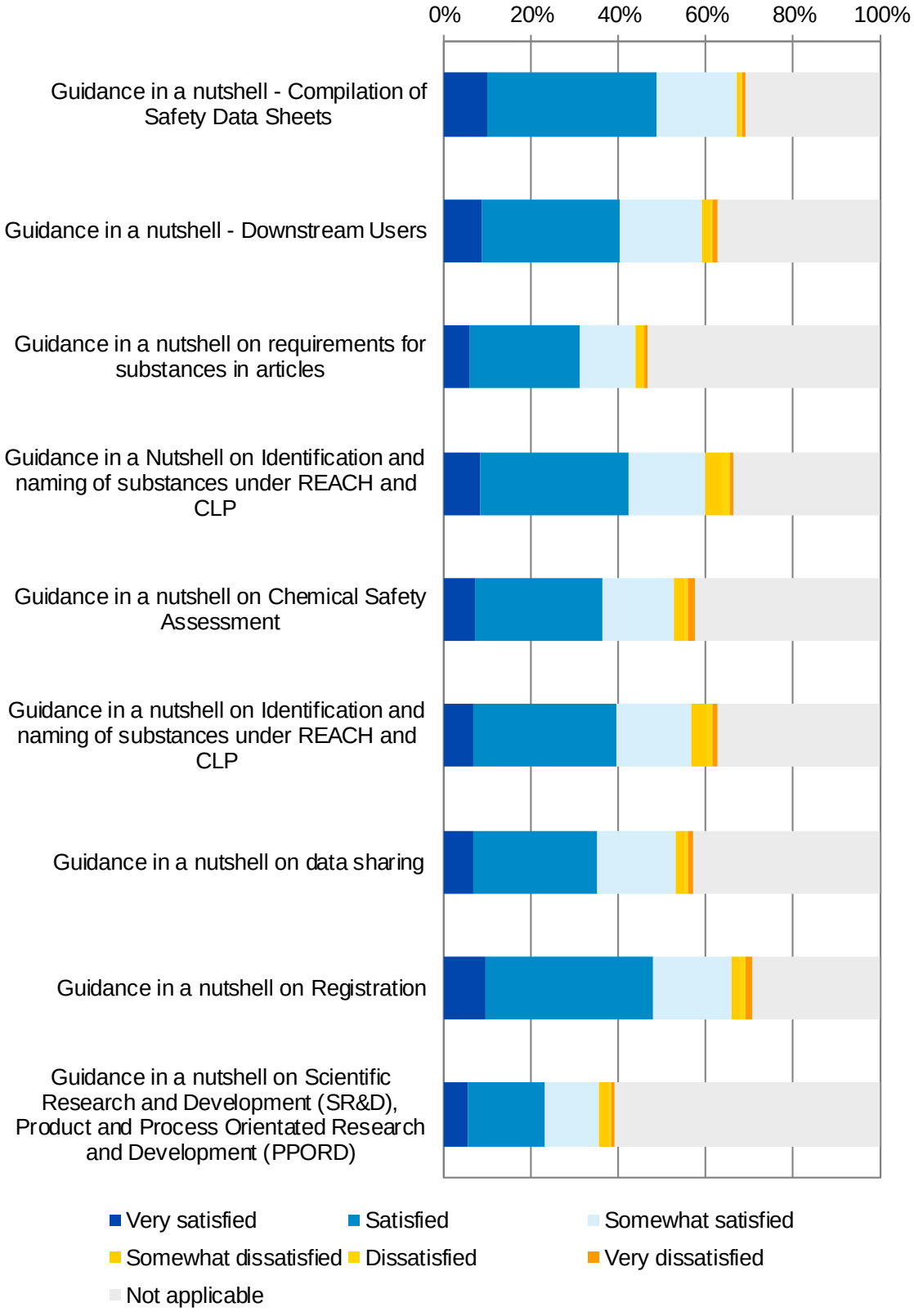

For documents for which versions were available in a language other than English, which language version of the documents did you consult most often?
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Not applicable 21.7%
German 17.5%
Italian 12.6%
Spanish 10.4%
French 8.5%
Dutch 4.1%
Swedish 3.7%
Portuguese 3.5%
Romanian 3.3%
Polish 2.8%
Czech 2.8%
Hungarian 1.8%
Greek 1.8%
Danish 1.4%
Slovak 1.0%
Finnish 1.0%
Bulgarian 0.8%
Slovene 0.4%
Lithuanian 0.4%
Estonian 0.2%
Croatian 0.2%
Maltese 0.0%
Latvian 0.0%
Irish 0.0%


Did you consult other language versions?
0%
20%
40%
60%
80%
100%
Yes
43.1%
No
57.3%
If so, please tick all that apply
0.0%
Bulgarian
0.6%
Croatian
0.4%
Czech
0.8%
Danish
1.0%
Dutch
1.0%
English
33.2%
Estonian
0.2%
Finnish
0.8%
French
6.1%
German
7.5%
Greek
0.6%
Hungarian
0.8%
Irish
0.2%
Italian
3.4%
Latvian
0.4%
Lithuanian
0.0%
Maltese
0.0%
Polish
1.0%
Portuguese
1.2%
Romanian
0.6%
Slovak
1.6%
Slovene
0.4%
Spanish
2.6%
Swedish
1.4%

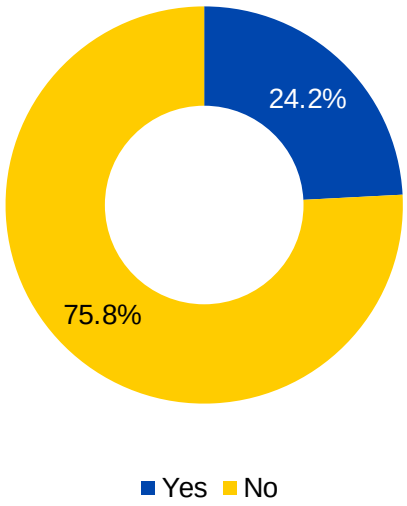

If you consulted translated guidance documents, please rate your degree of satisfaction with the quality of translations:
0%
20%
40%
60%
80%
100%
Satisfaction level with quality of translations:
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable


How satisfied were you with the usefulness of the guidance documents consulted (please rate only the documents you actually consulted)?
0%
20%
40%
60%
80%
100%
REACH
Guidance on the compilation of Safety Data Sheets
Guidance on registration
Guidance on requirements for substances in articles
Guidance for substance identification under REACH and CLP
Guidance for monomers and polymers
Guidance on information requirements and chemical safety assessment (IR&CSA) - Chapter R.12: Use descriptor system
Guidance on information requirements and chemical safety assessment (IR&CSA) - Chapter R.7a: Endpoint specific guidance
Guidance for downstream users
Guidance on intermediates
Guidance for Annex V - Exemptions from the obligation to register
CLP
Guidance on the application of the CLP criteria
Guidance on Labelling and Packaging in accordance with Regulation (EC) No 1272/2008
Introductory Guidance on the CLP Regulation
Biocidal Products Regulation (BPR): Volumes I-IV
Guidance on information requirements: Part A of Volumes I-IV
Guidance on assessment: Part B [Volume III (Human health) and Volume IV (Environment) only]
Biocidal Products Regulation (BPR): Volume V Specific Guidance
Guidance on applications for technical equivalence
Guidance on active substance suppliers
Guidance on micro-organisms
Prior Informed Consent Regulation (PIC)
Guidance for implementation of Regulation (EU) No 649/2012 concerning the export and import of hazardous chemicals
Very satisfied
Satisfied
Somewhat satisfied
Somewhat dissatisfied
Dissatisfied
Very dissatisfied
Not applicable

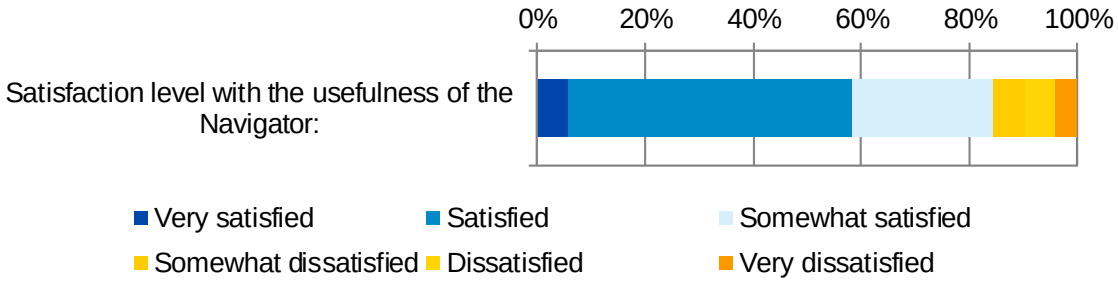
How satisfied were you with the usefulness of any "Guidance in a nutshell" documents in the list below which you have consulted (please rate only documents that you have actually consulted)?



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

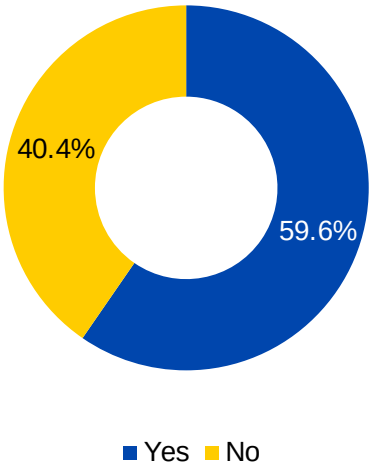


How satisfied are you with the usefulness of the Navigator?

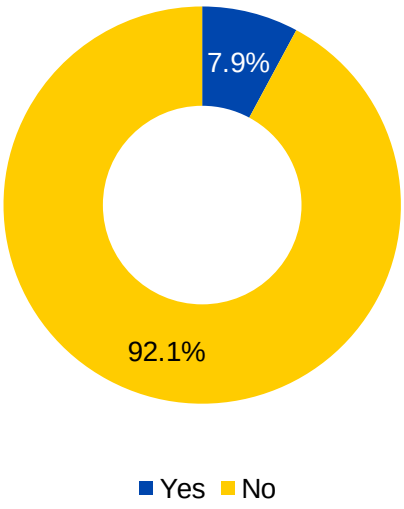


Questions asked to industry (REACH registrants, Biocides applicants) about the Board of Appeal

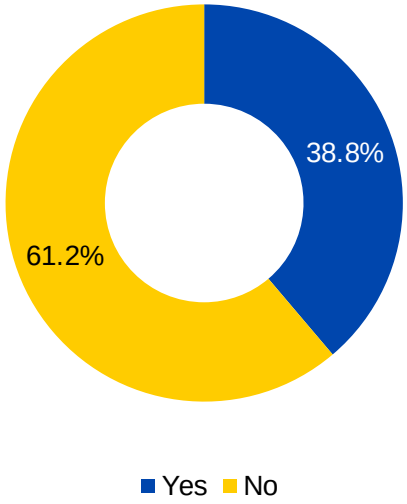
Did you know that you can appeal to the Board of Appeal against certain ECHA decisions?



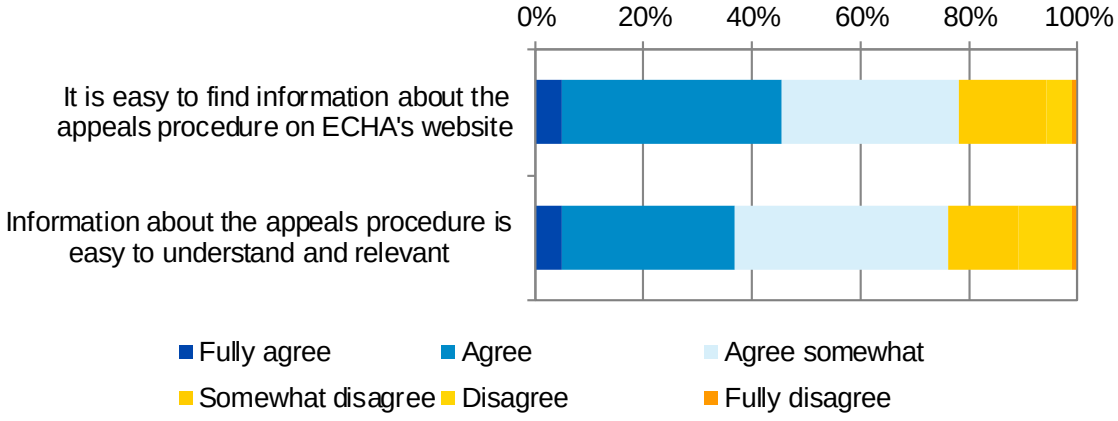
Have you had any direct involvement in the appeals process?



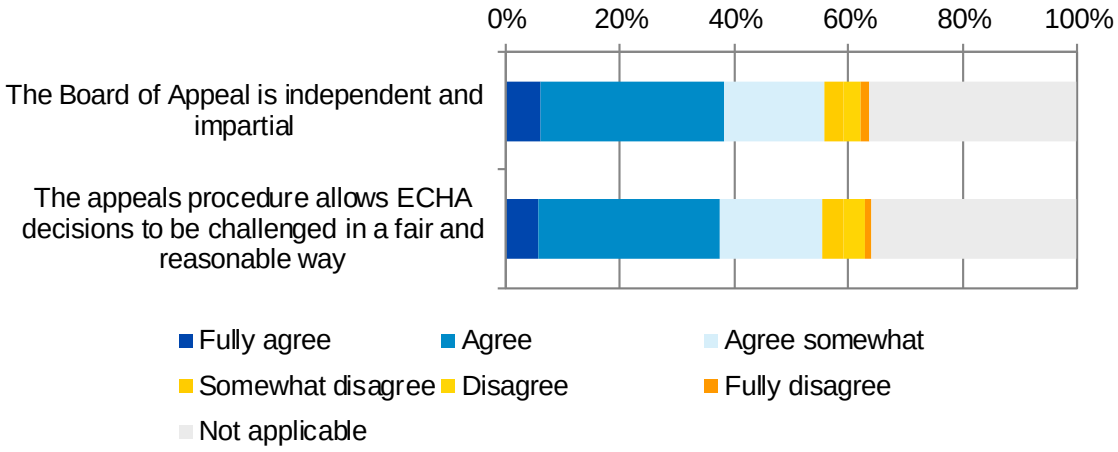
Have you visited the Appeals section of ECHA's website?



Please indicate your level of agreement with the following statements:

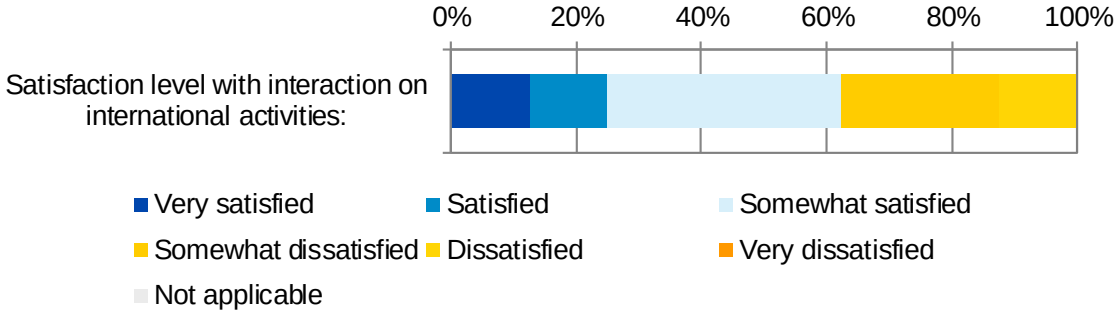


What is the level of your confidence in the appeals procedure? Please indicate your level of agreement with the following statements:

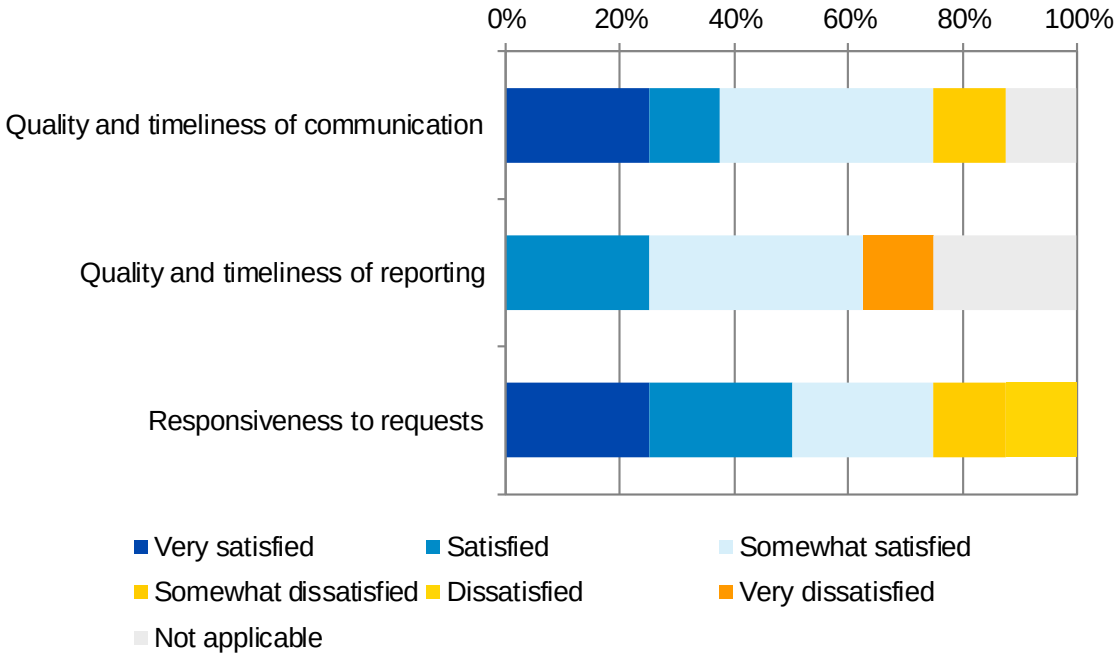


Questions asked to European Commission representatives about international cooperation activities

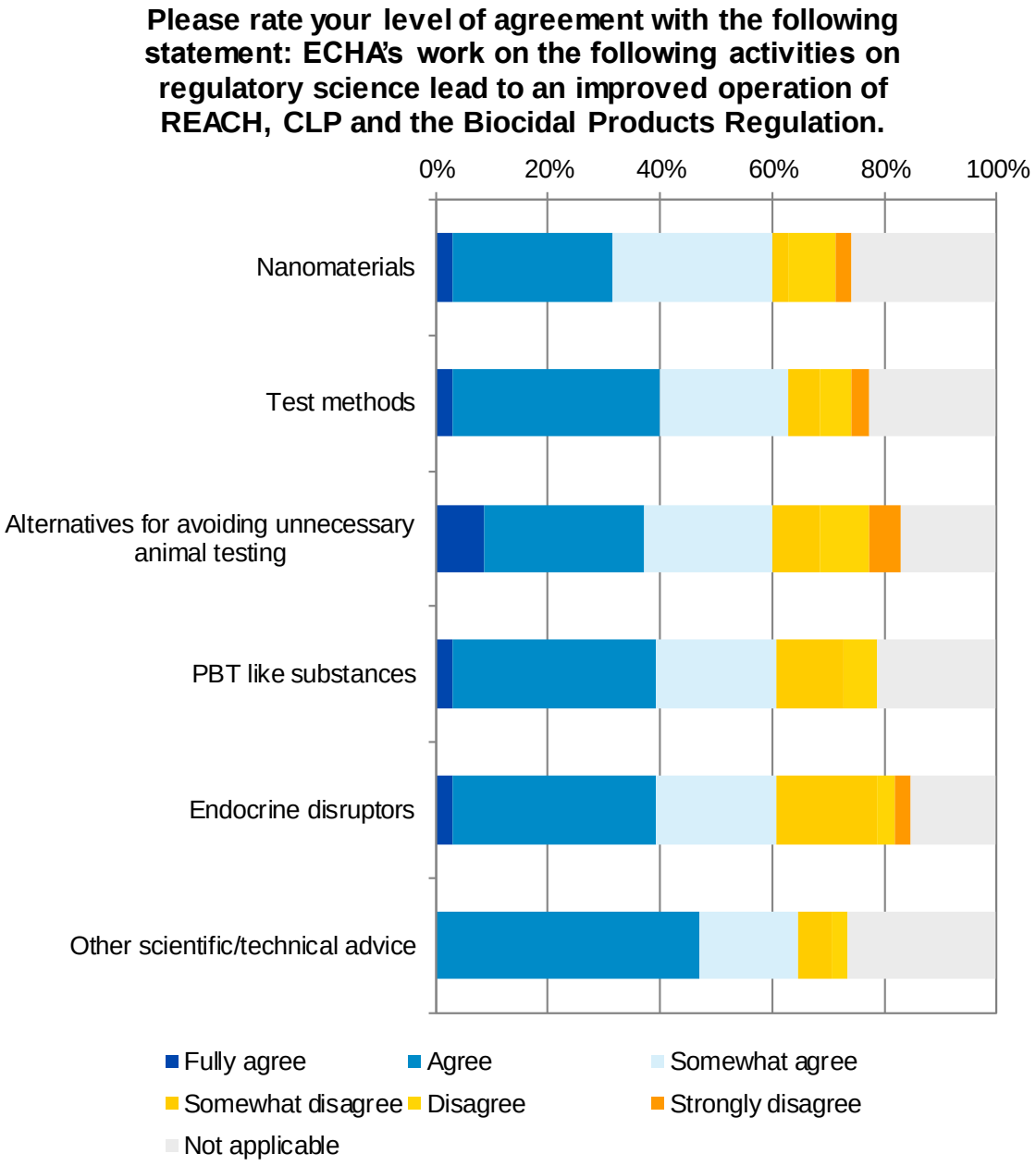
Overall, how satisfied are you with your organisation's interaction on international activities with ECHA?



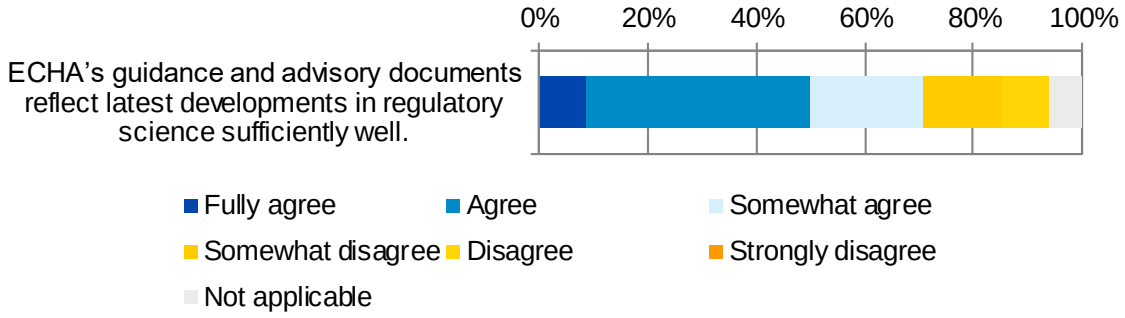
How satisfied are you with ECHA's performance related to the following?



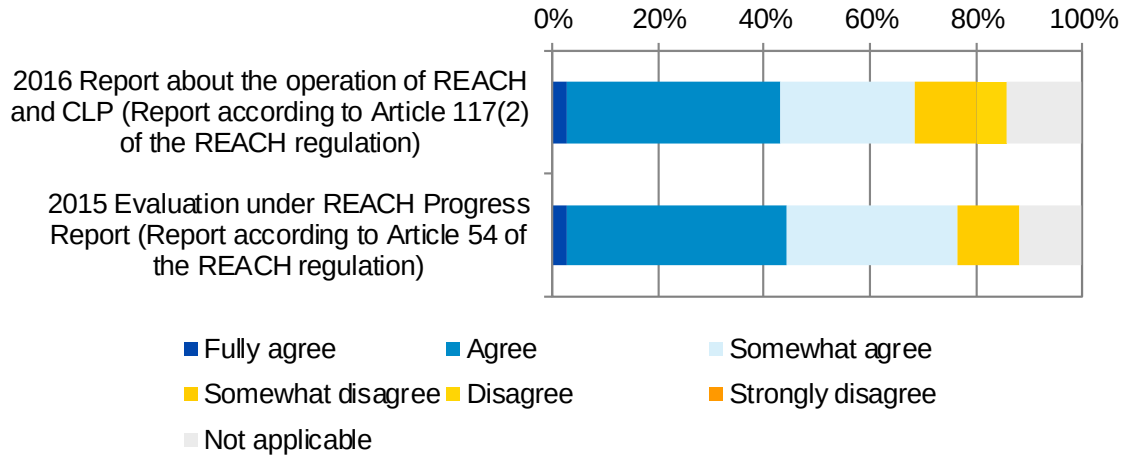
Questions asked to European Commission representatives, MSCA Directors and accredited stakeholder organisations about scientific activities



Please rate your level of agreement with the following statement:

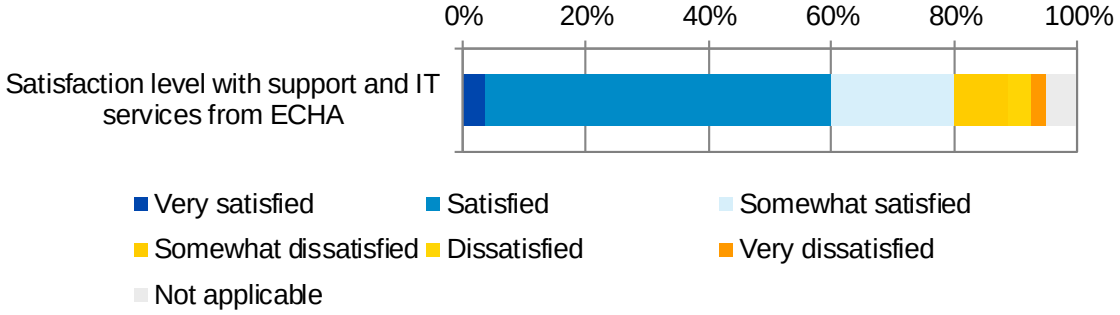


Please rate your level of agreement with the following statement: From my perspective, the following document clarifies what to do in order to improve the operation of REACH:

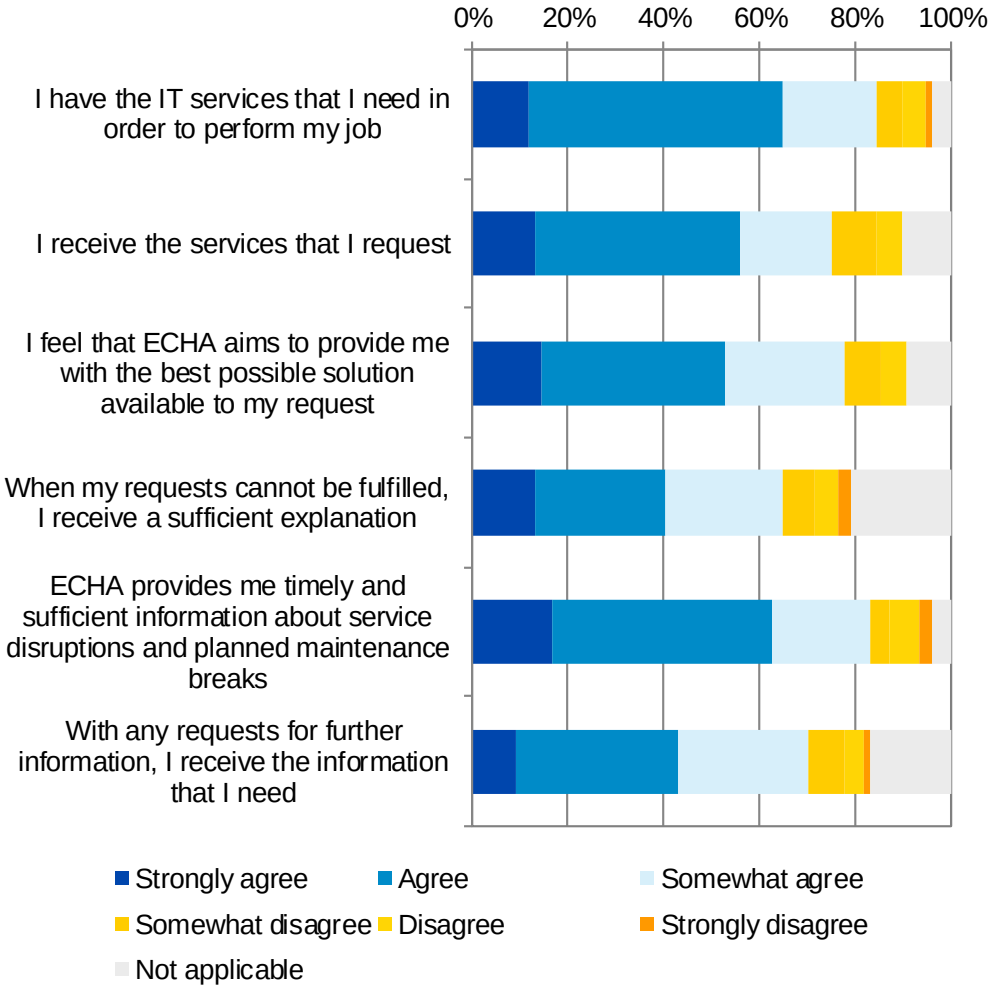


Questions asked to MSCA User Administrators, MSCA Security Officers, National Authority Users of ECHA's Scientific IT tools about ECHA's IT services

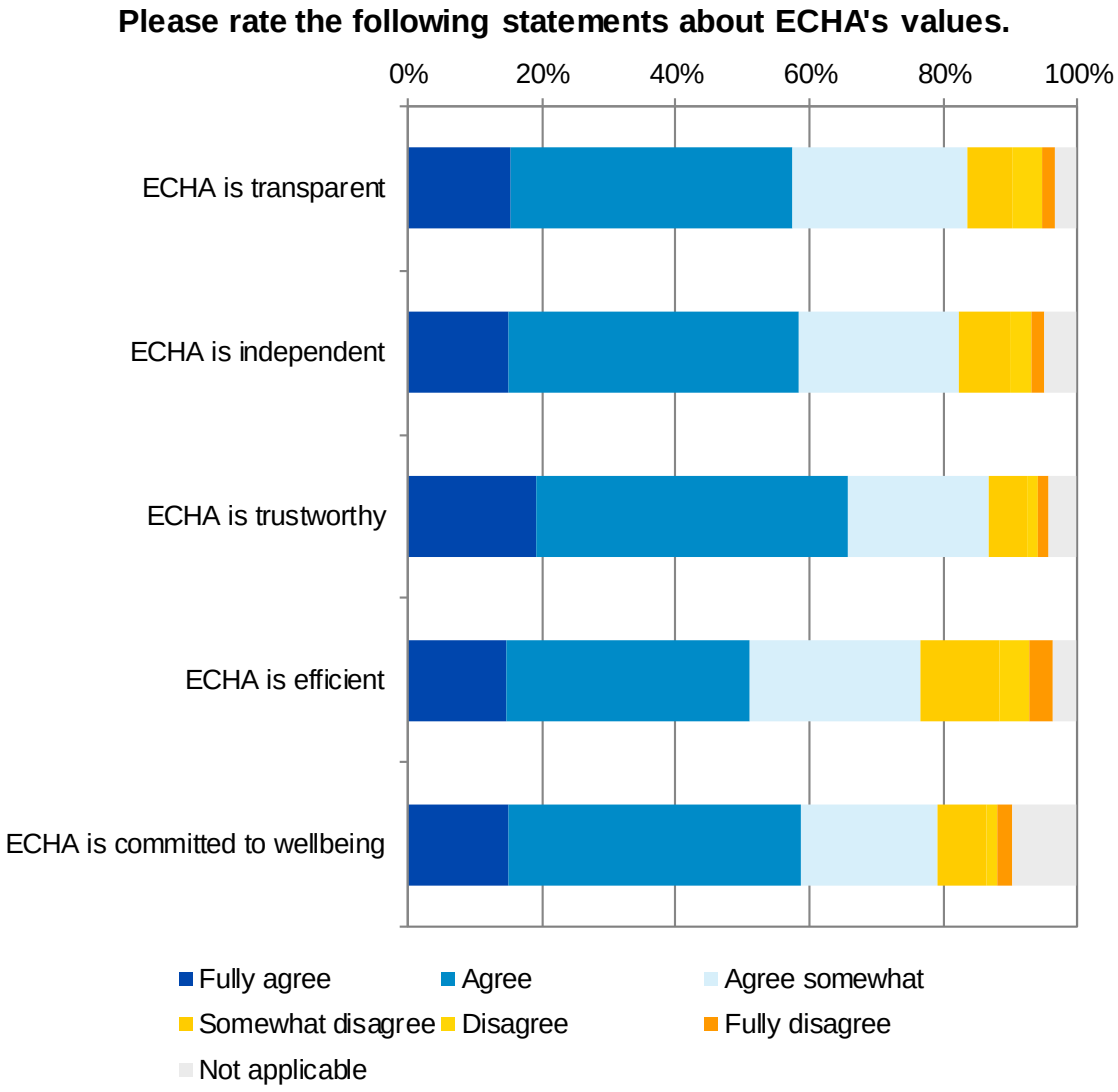
How satisfied are you with the IT services and support provided by ECHA?



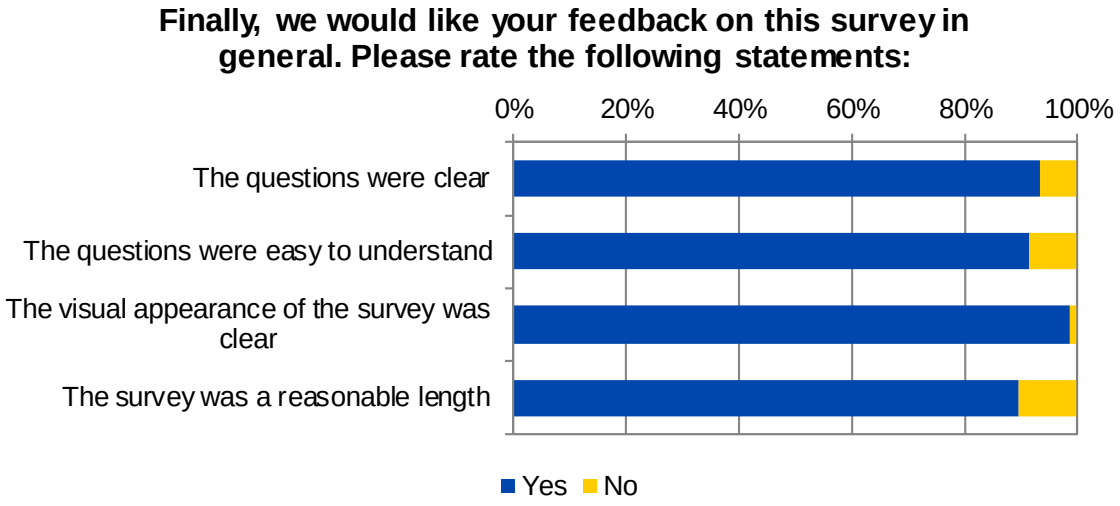
Please rate your agreement with the following statements related to ECHA's performance on IT services:



Questions asked to all target audiences about ECHA's values



Questions asked to all target audiences about the stakeholder survey itself



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