

2017

# Annual Stakeholder Survey

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## Overview of Results

## DISCLAIMER

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## ECHA's Annual Stakeholder Survey 2017 - Overview of Results

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## ECHA's Annual Stakeholder Survey 2017 - 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 2017 survey. The results are used to gauge stakeholders' satisfaction with ECHA's work in 2017 and appear in ECHA's General Report.

The annual stakeholder survey was conducted in November 2017. It was open to respondents between 30 October 2017 and 28 November 2017. The survey received 693 viable responses from 10,915 recipients (6.3%).

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

## ECHA Stakeholder Survey 2017 - Report

### Target audiences

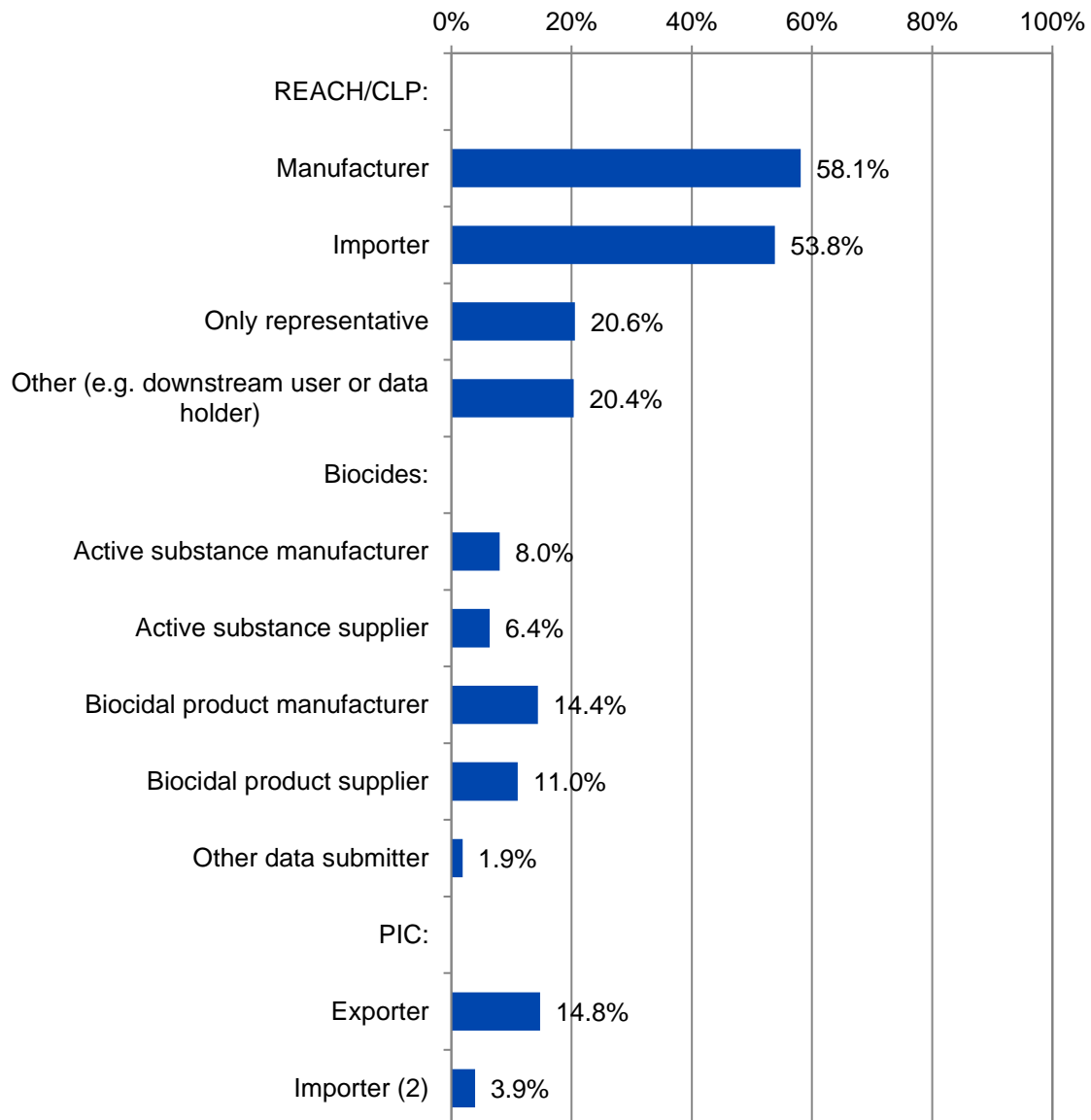
The annual stakeholder survey was sent to the following target audiences, which work with ECHA on a regular basis:

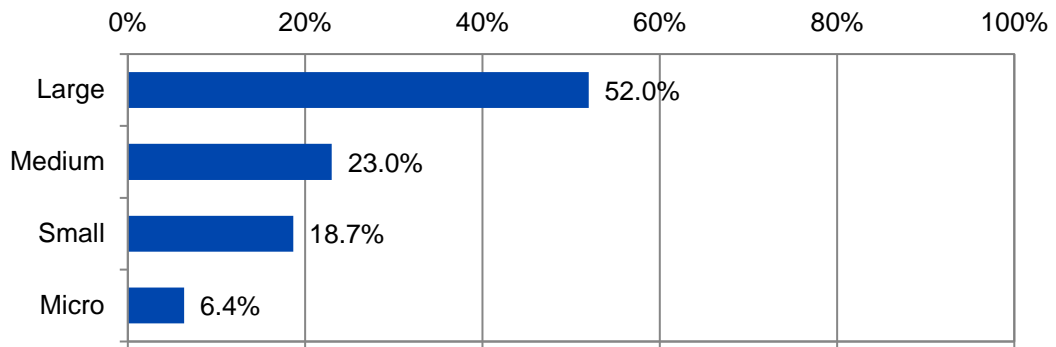
- **Industry:** companies and legal entities with duties under REACH or CLP, under Biocides and under PIC
- **European Commission:** DG ENV, DG GROW and DG SANTE
- **Members of the Management Board**
- **Members of ECHA's Committees and Forum:** members of the Member State Committee (MSC), of the Committee for Risk Assessment (RAC), of the Committee for Socio- Economic Analysis (SEAC) and of the Biocidal Products Committee (BPC), members of the Forum for Exchange of Information on Enforcement (Forum) and of the Biocidal Products Regulation subgroup (BPRS) of the Forum
- **Accredited Stakeholders to ECHA:** Accredited Stakeholder Organisations, Accredited Stakeholder Observers 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, Accredited Stakeholder Observers to the Forum
- **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, 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

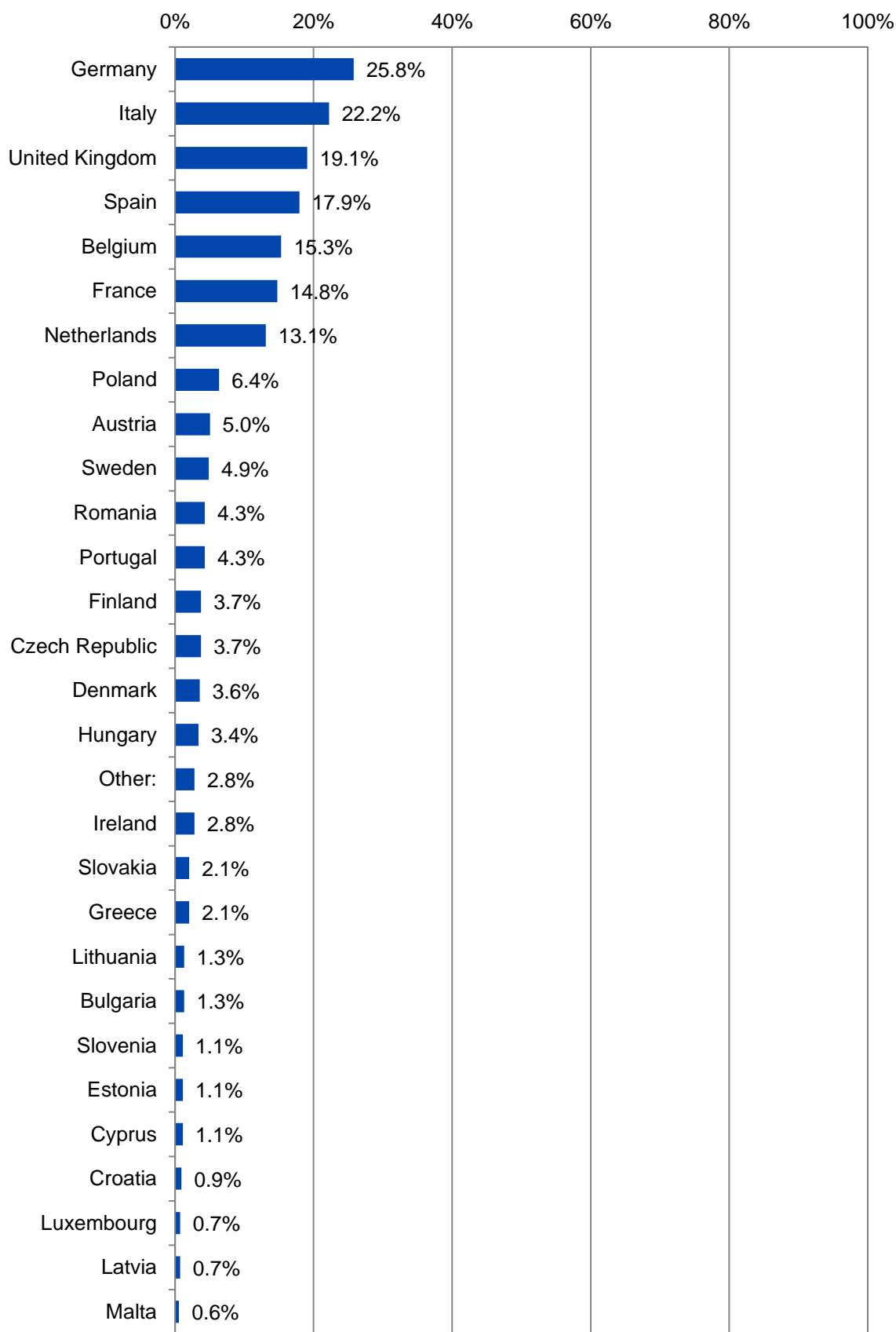
What is the role of your organisation under the legislation?  
(please select all that apply)



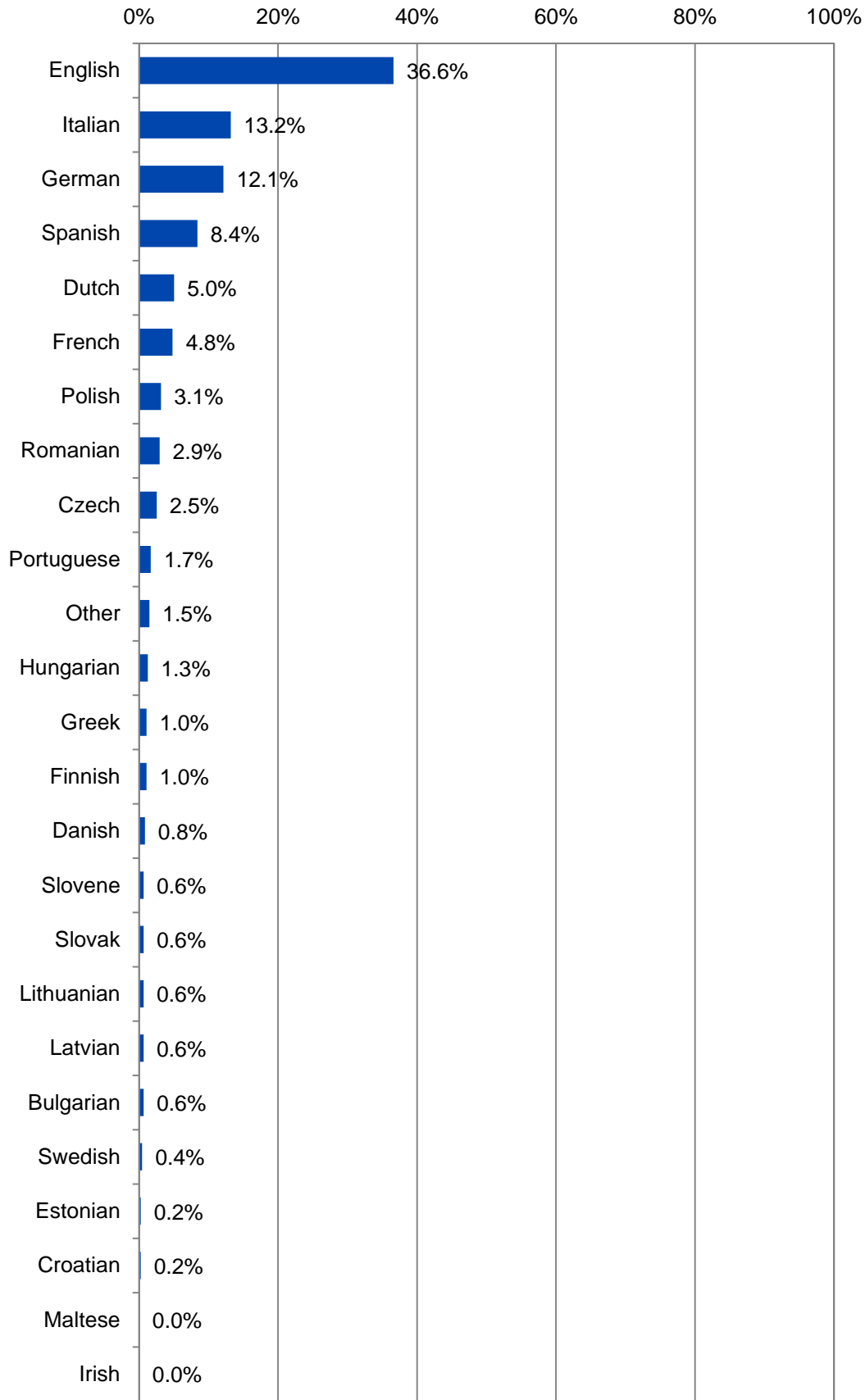
**Please indicate the size of your legal entity:**



**In which country are your legal entities (responsible for the registrations, applications or notifications) located? (Please select all that apply)**

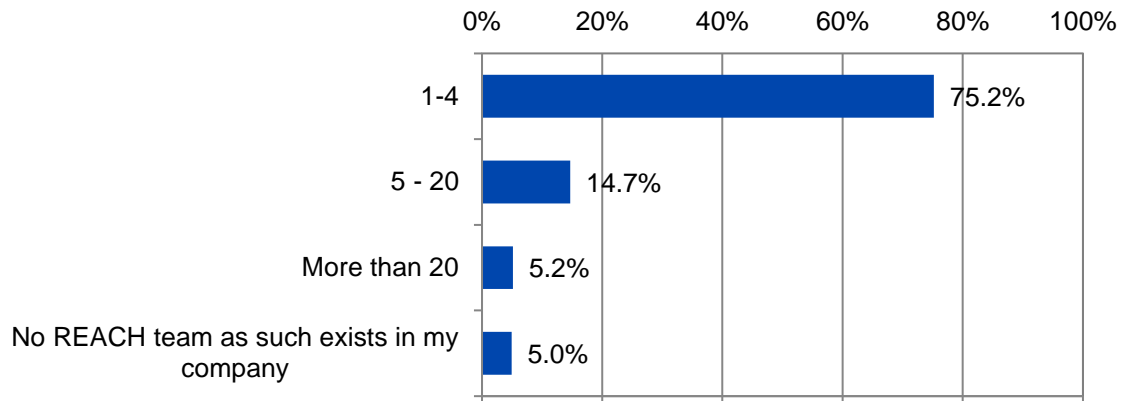


## What is the main working language in your company?



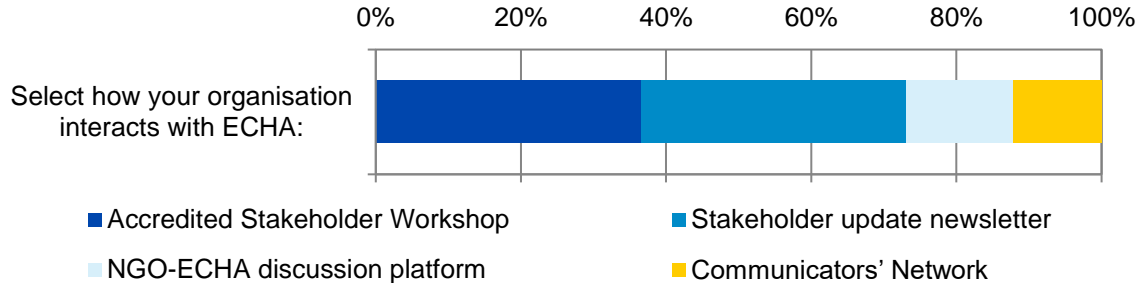
## General question to REACH registrants

**How many staff members in your company are involved in REACH or CLP-related activities?**

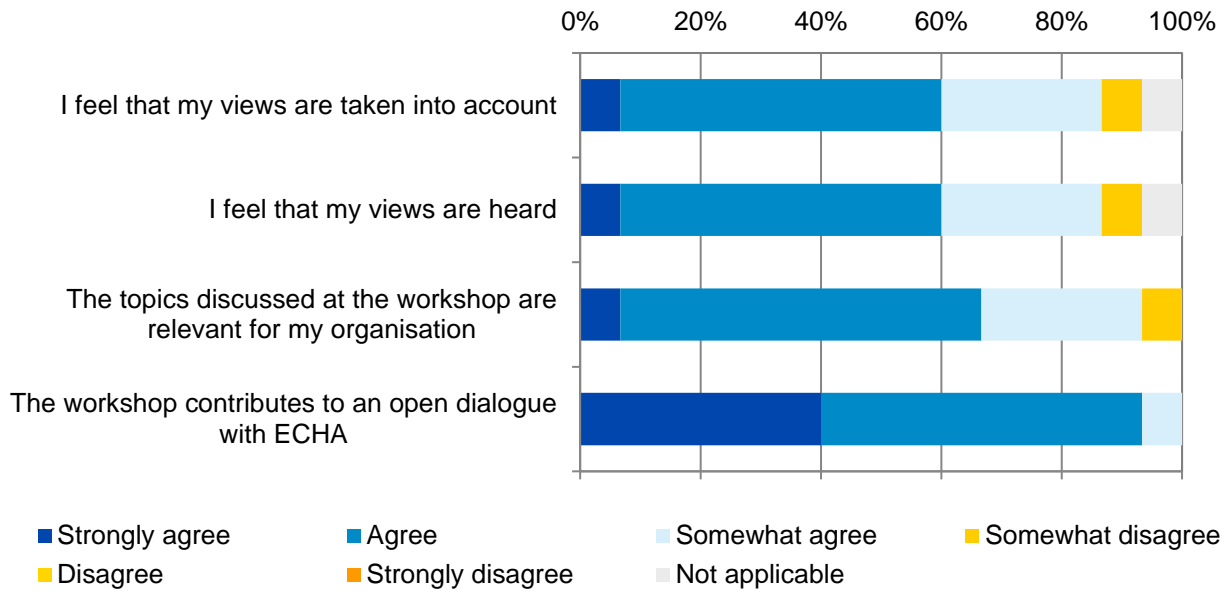


## Questions asked to Accredited Stakeholders about their activities

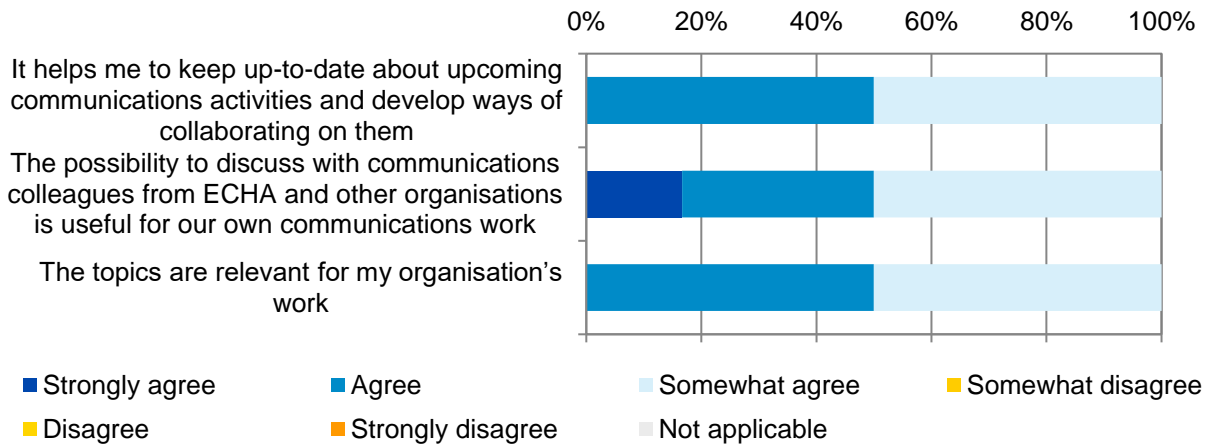
**Select how your organisation interacts with ECHA:**



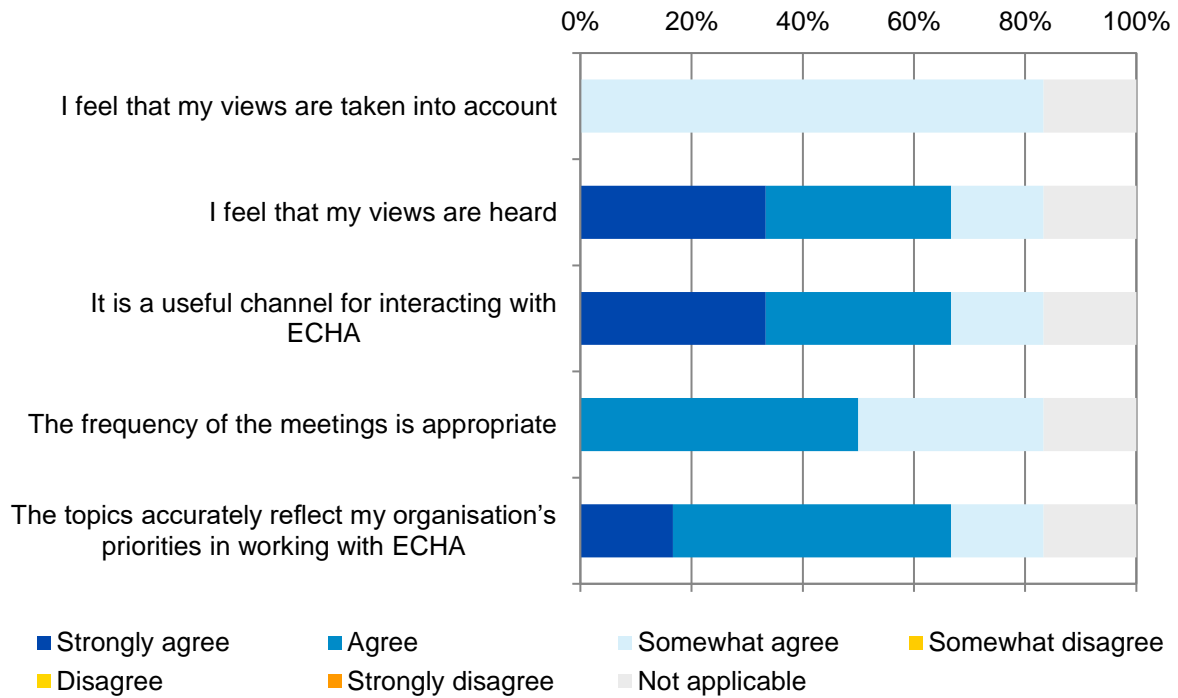
**Please rate the following statements about the Accredited Stakeholder Workshop.**



**Please rate the following statements about the Communicators' Network**

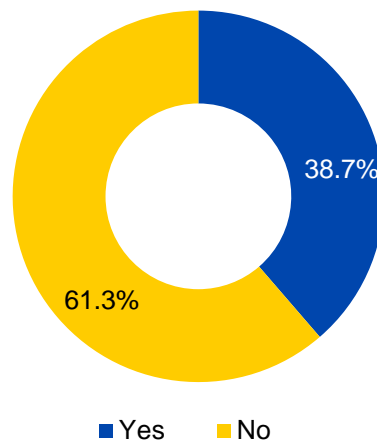


**Please rate the following statements about the NGO-ECHA discussion platform.**

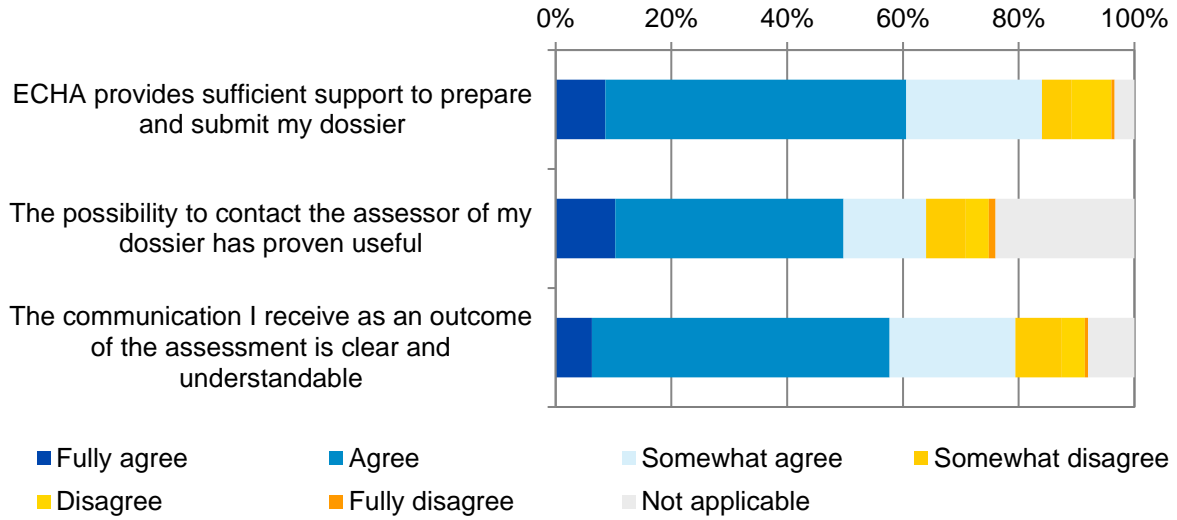


**Questions asked to REACH registrants about dossier submission activities**

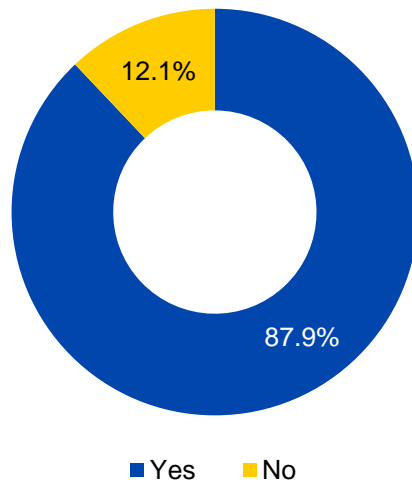
**Have you made a REACH inquiry or a PPORD (product and process orientated research and development) notification?**



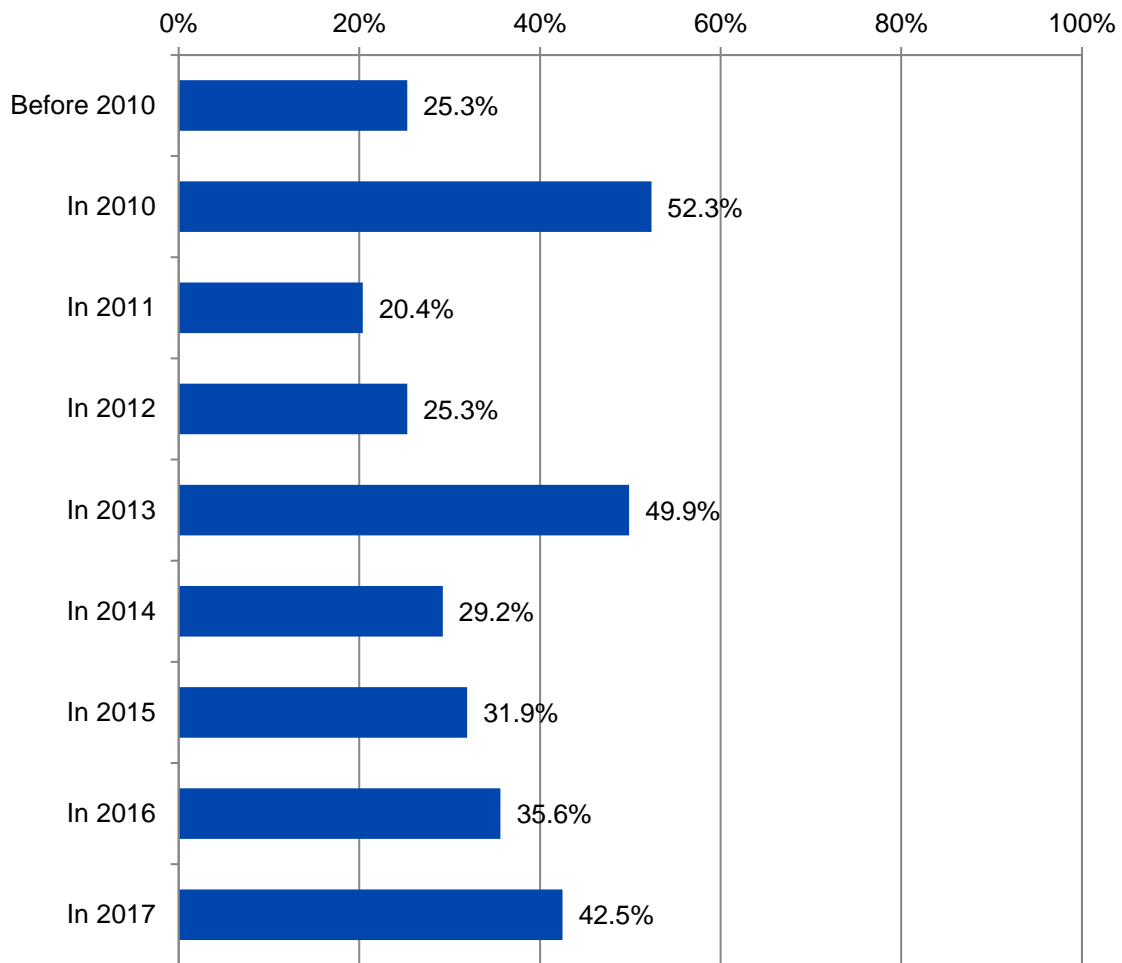
**What is your level of agreement with the following statements in relation to REACH inquiry and/or PPORD notification?**



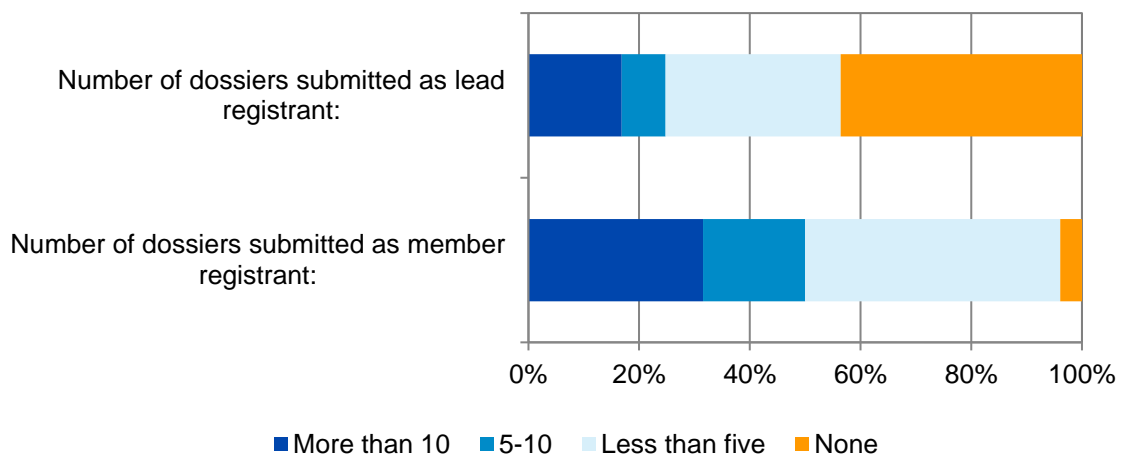
**Have you registered substances under the REACH Regulation?**



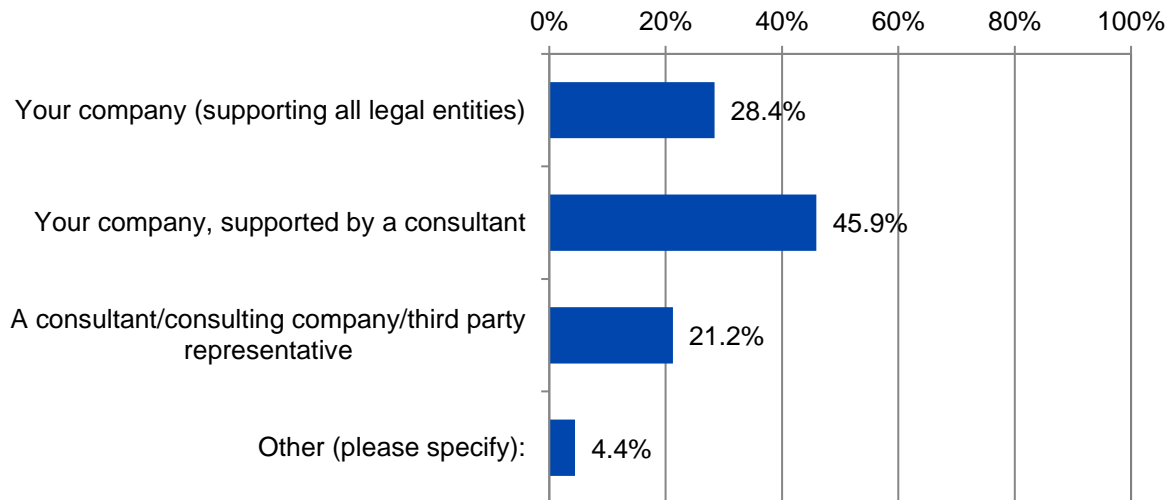
### When did you submit registration dossier(s)? (please select all that apply)



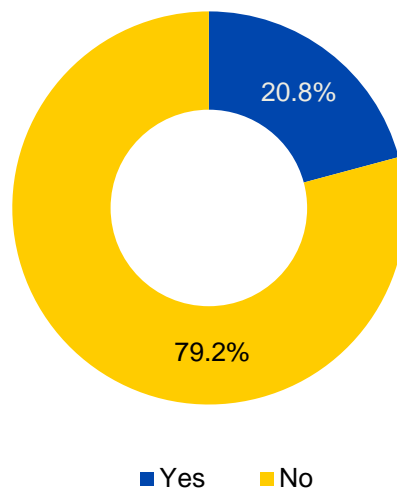
### How many dossiers did your legal entity submit?



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

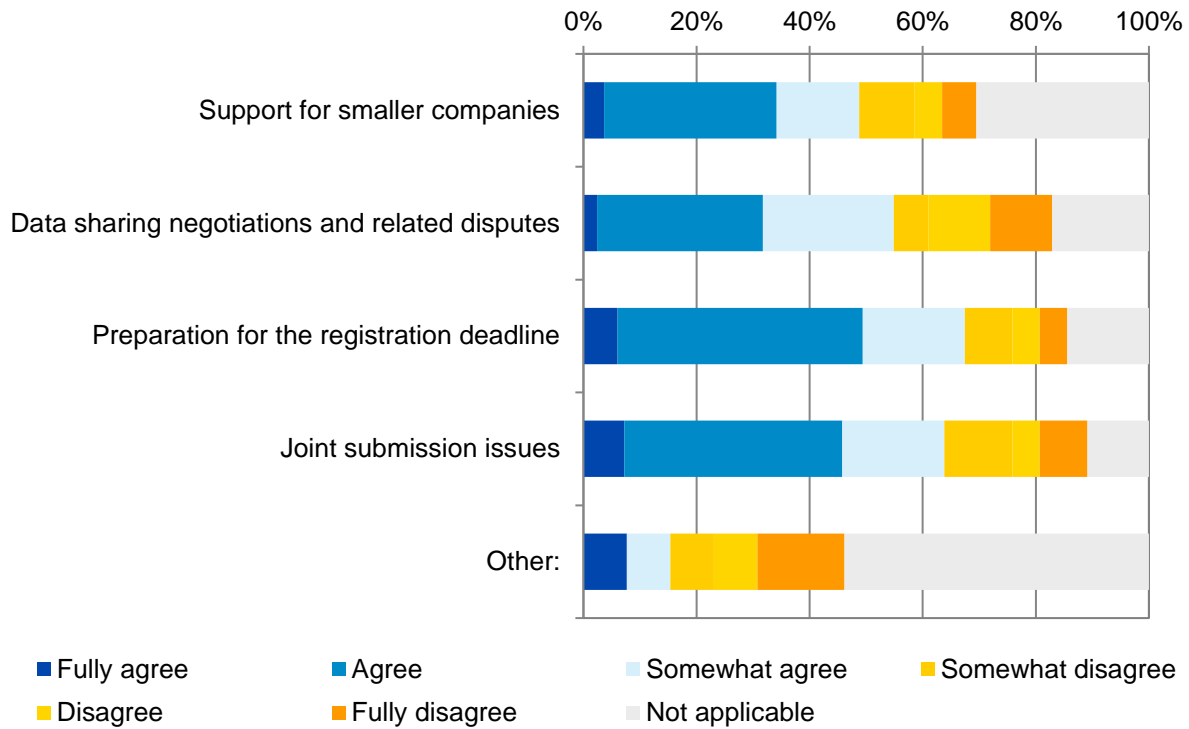


**Did you require support from ECHA regarding your obligations under data sharing? For example, support for smaller companies, data-sharing negotiations and related disputes, preparation for the registration deadline.**

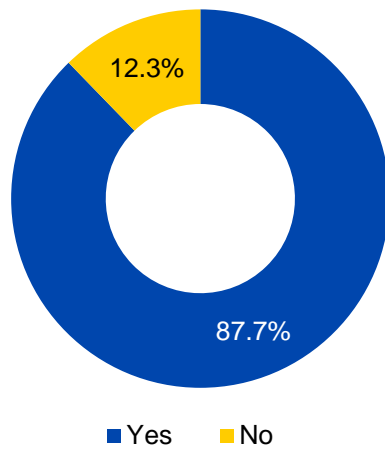




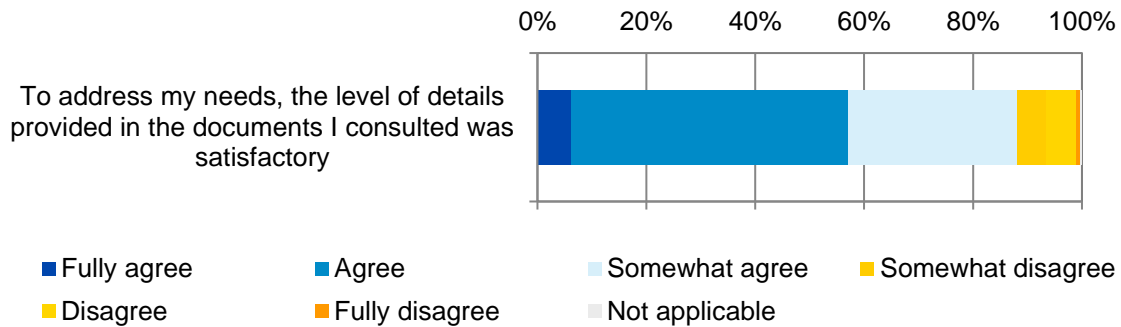
**What is your level of agreement with the following statement? I was satisfied with the support I received to address the concern I had regarding one of the topics below:**



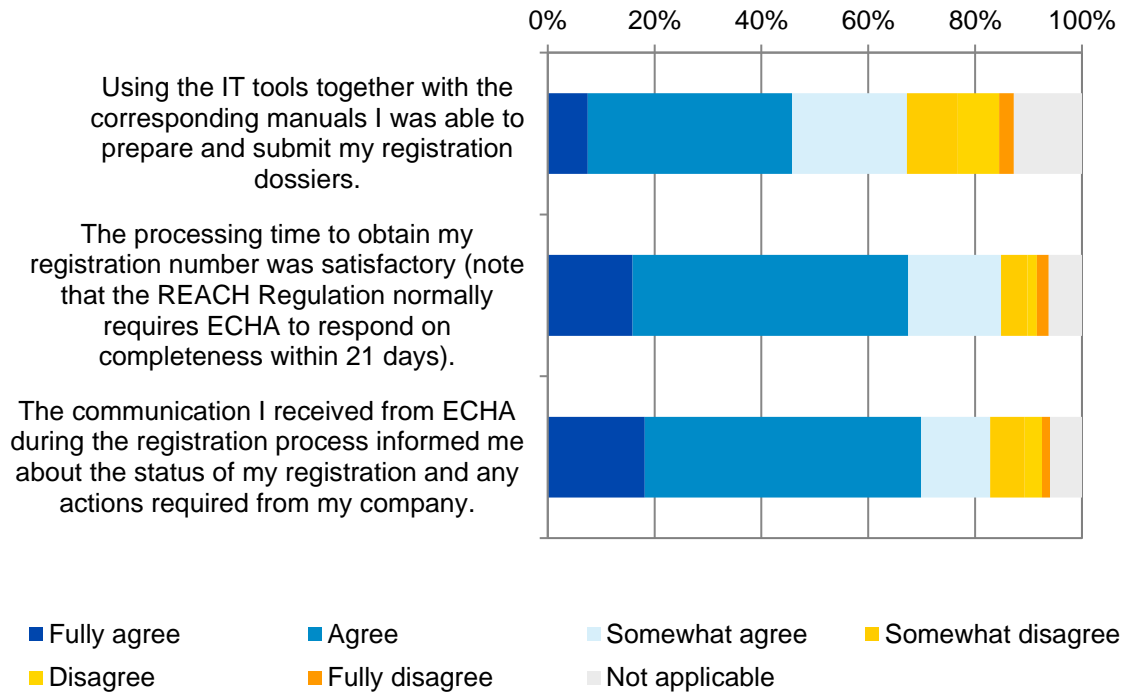
**Did you use ECHA's website to consult any supporting material produced by ECHA, prior to submitting your dossiers? For example, submission manuals, fact sheets, Q&A documents, webinars, video recordings, etc.**



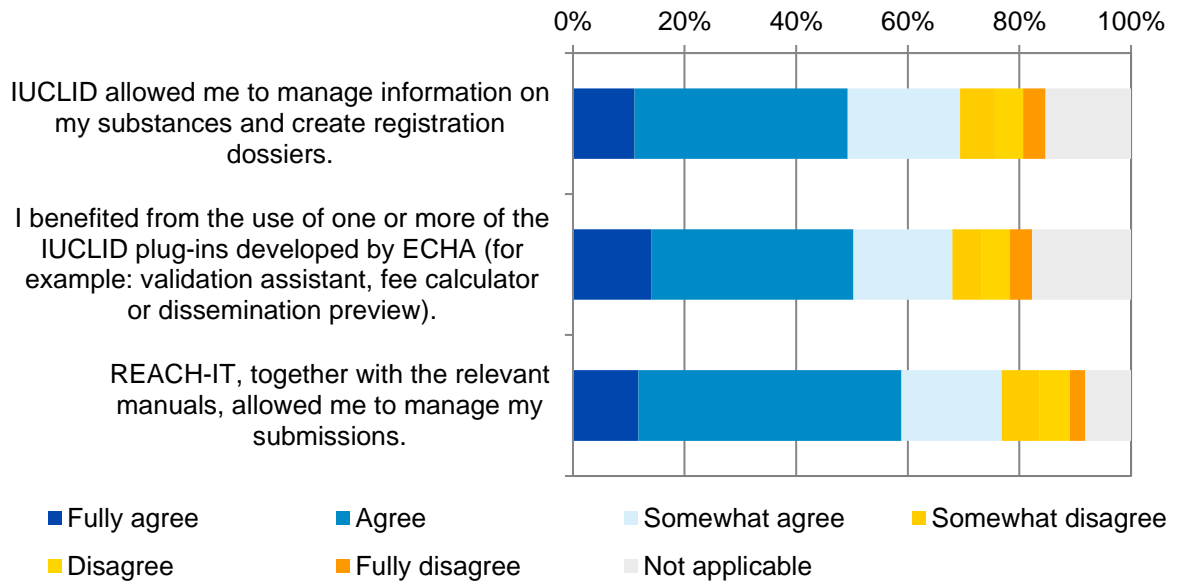
### What is your level of agreement with the following statement?



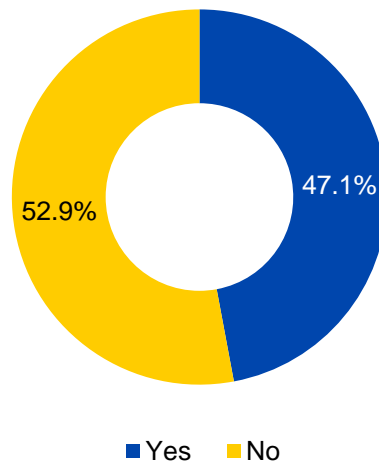
### What is your level of agreement with the following statements?



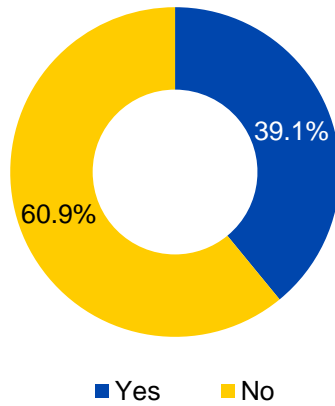
### What is your level of agreement with the following statements?



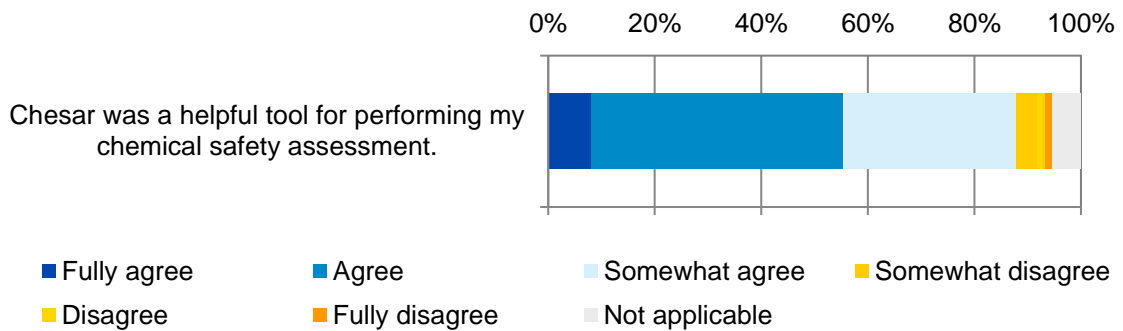
### Have you prepared and submitted any Chemical Safety Reports including exposure assessment and risk characterisation?



### Have you used Chesar to create any chemical safety reports?

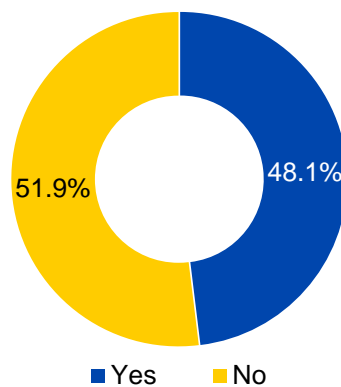


### What is your level of agreement with the following statement?

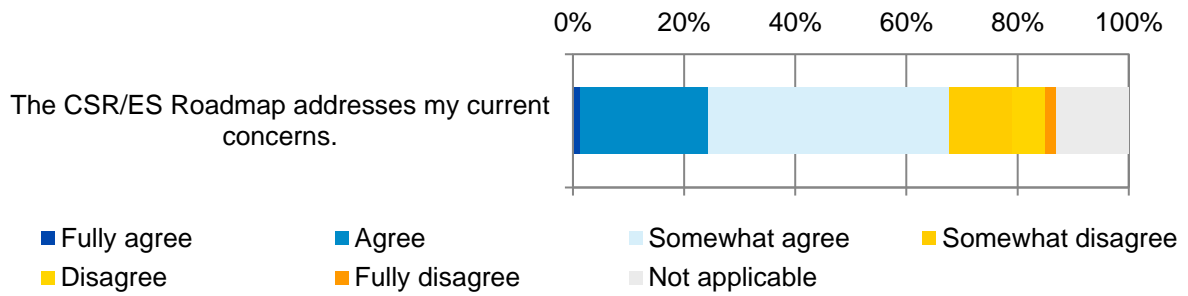


### Questions asked to REACH registrants about supply chain communication

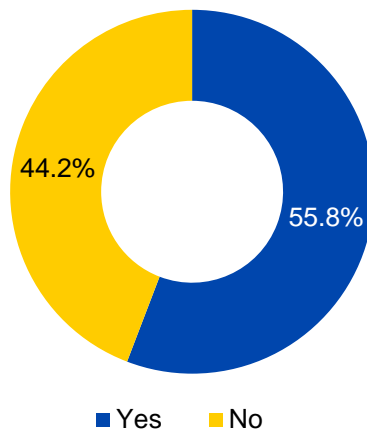
#### Are you aware of the Roadmap to improve Chemical Safety Reports and Exposure Scenarios for Communication?



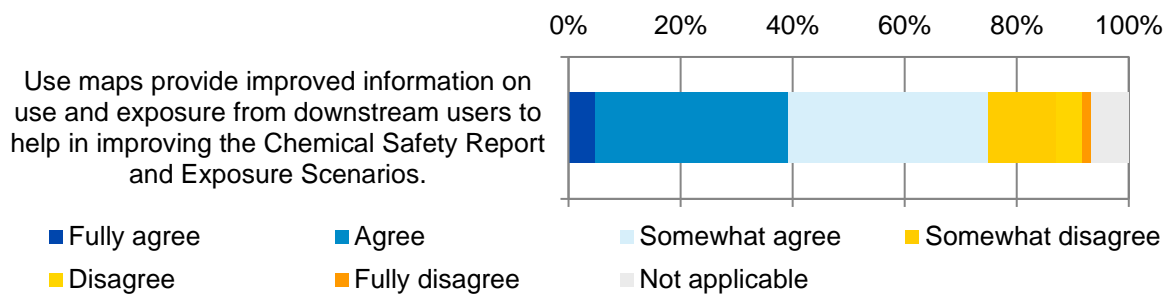
**What is your level of agreement with the following statement?**



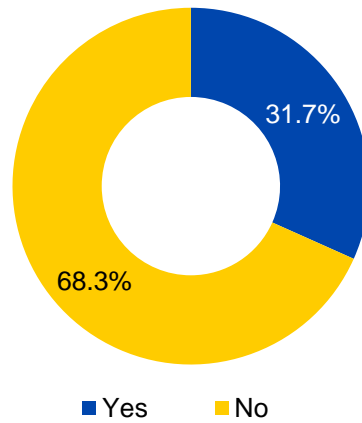
**Are you aware of the concept of sector use maps to inform registrants on typical uses in a sector?**



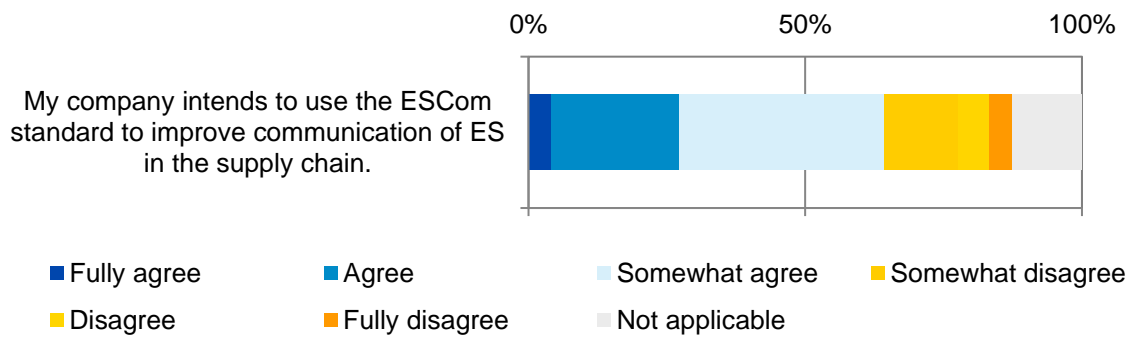
**What is your level of agreement with the following statement?**



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



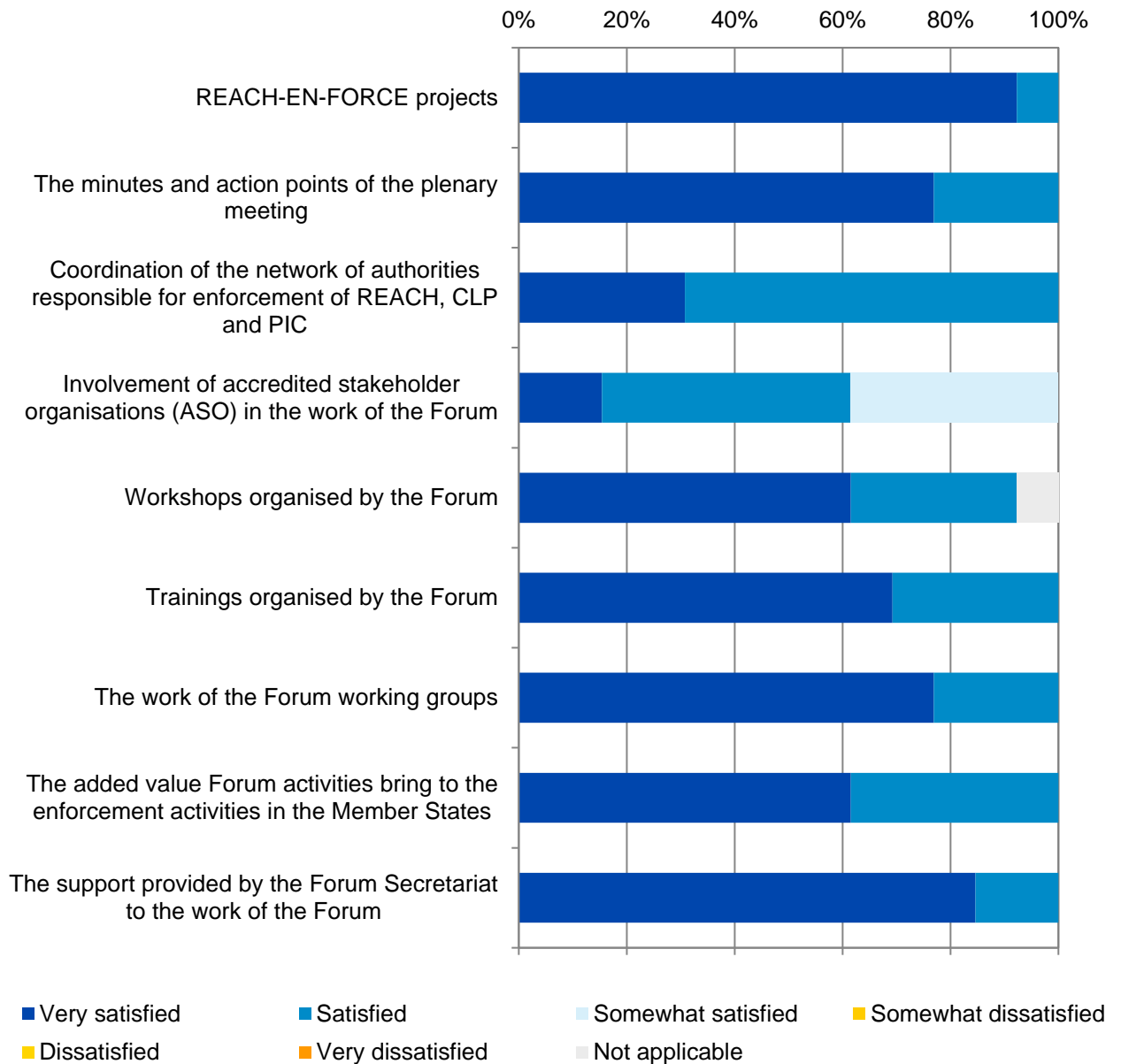
**What is your level of agreement with the following statement?**



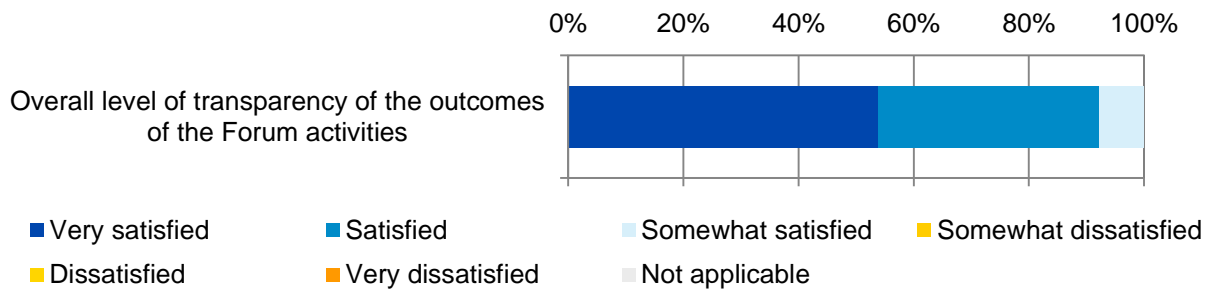
## Questions asked to members of the Forum and its BPRS about their activities

### Questions asked to members of the Forum

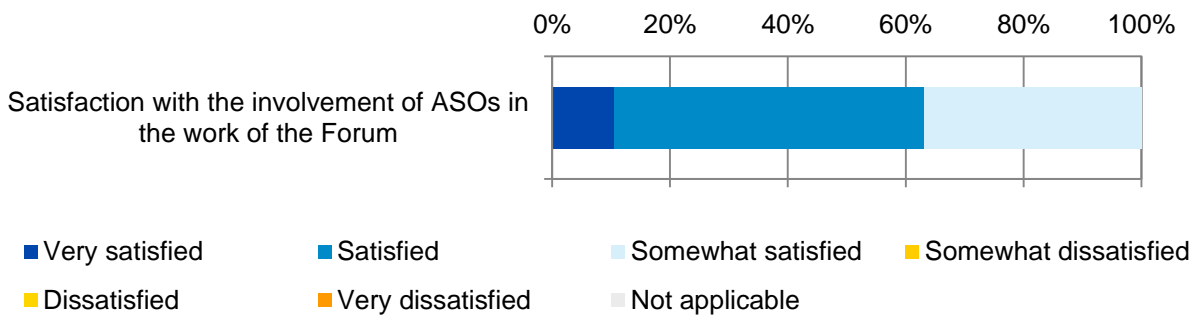
**How satisfied are you with the following aspects of the work of the Forum?**



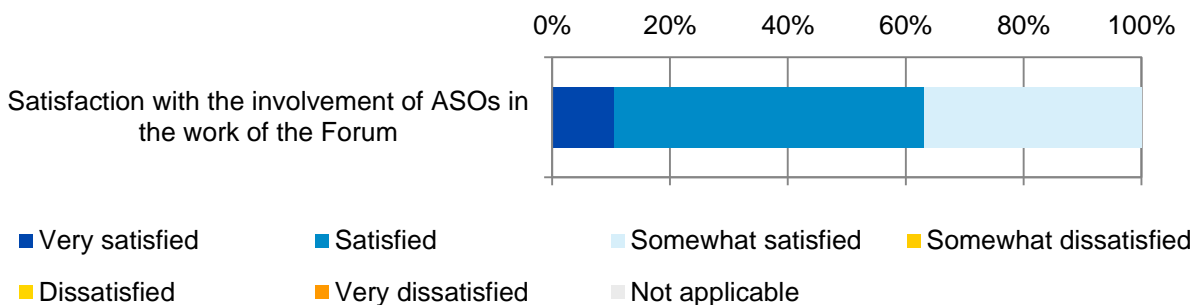
### How satisfied are you with the level of transparency of the Forum activities?



### How satisfied are you with the involvement of accredited stakeholder organisations in the work of the Forum?



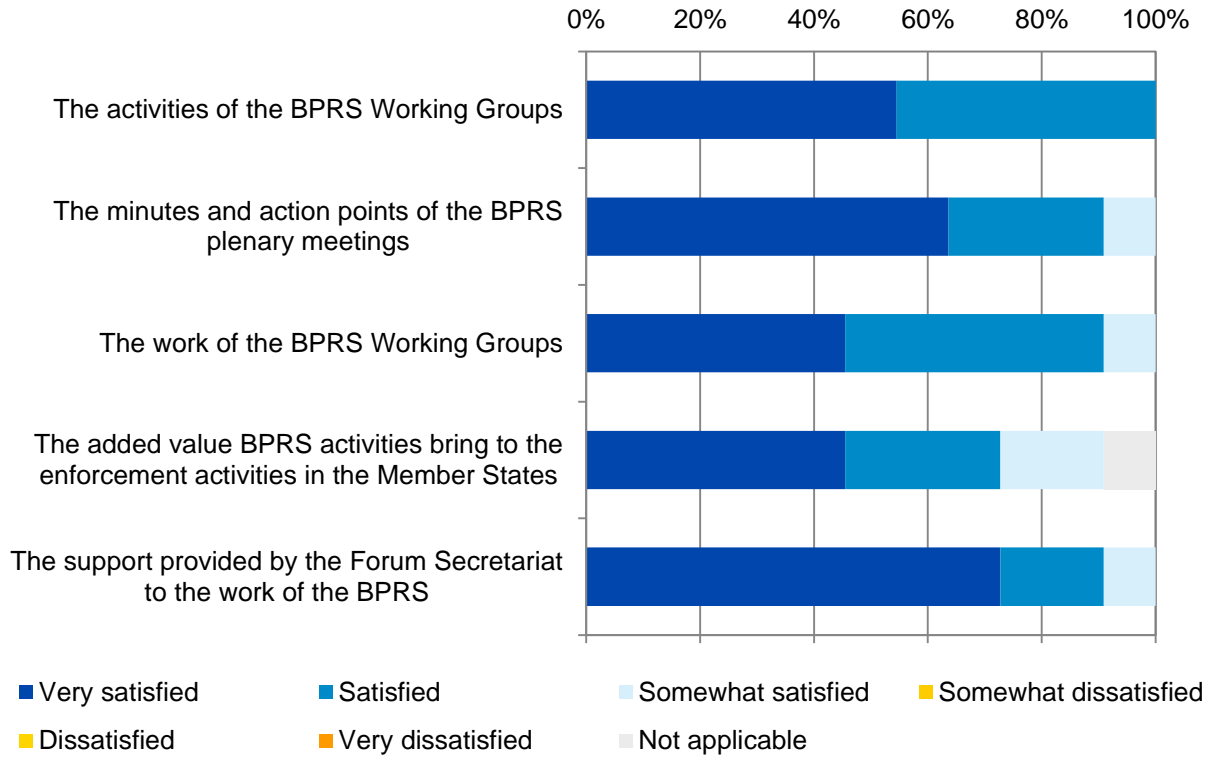
### How satisfied are you with the work of the Forum in coordinating the network of authorities responsible for enforcement of REACH, CLP and PIC?



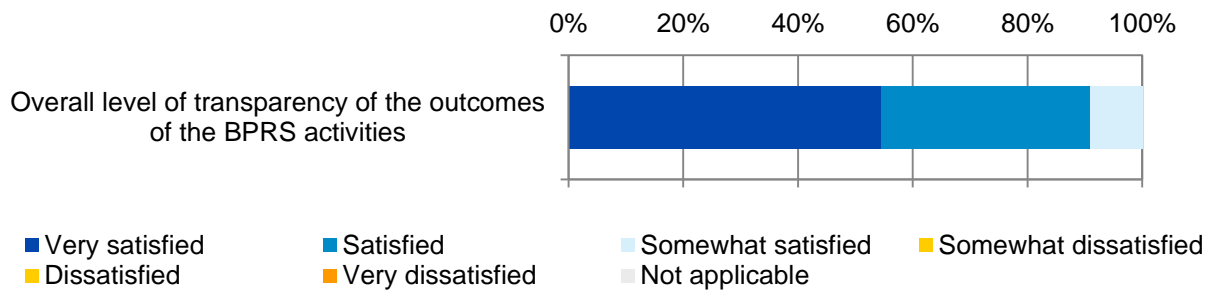


## Questions asked to members of the BPRS of the Forum

### How satisfied are you with the following aspects of the work of the Biocidal Products Regulation subgroup (BPRS)?

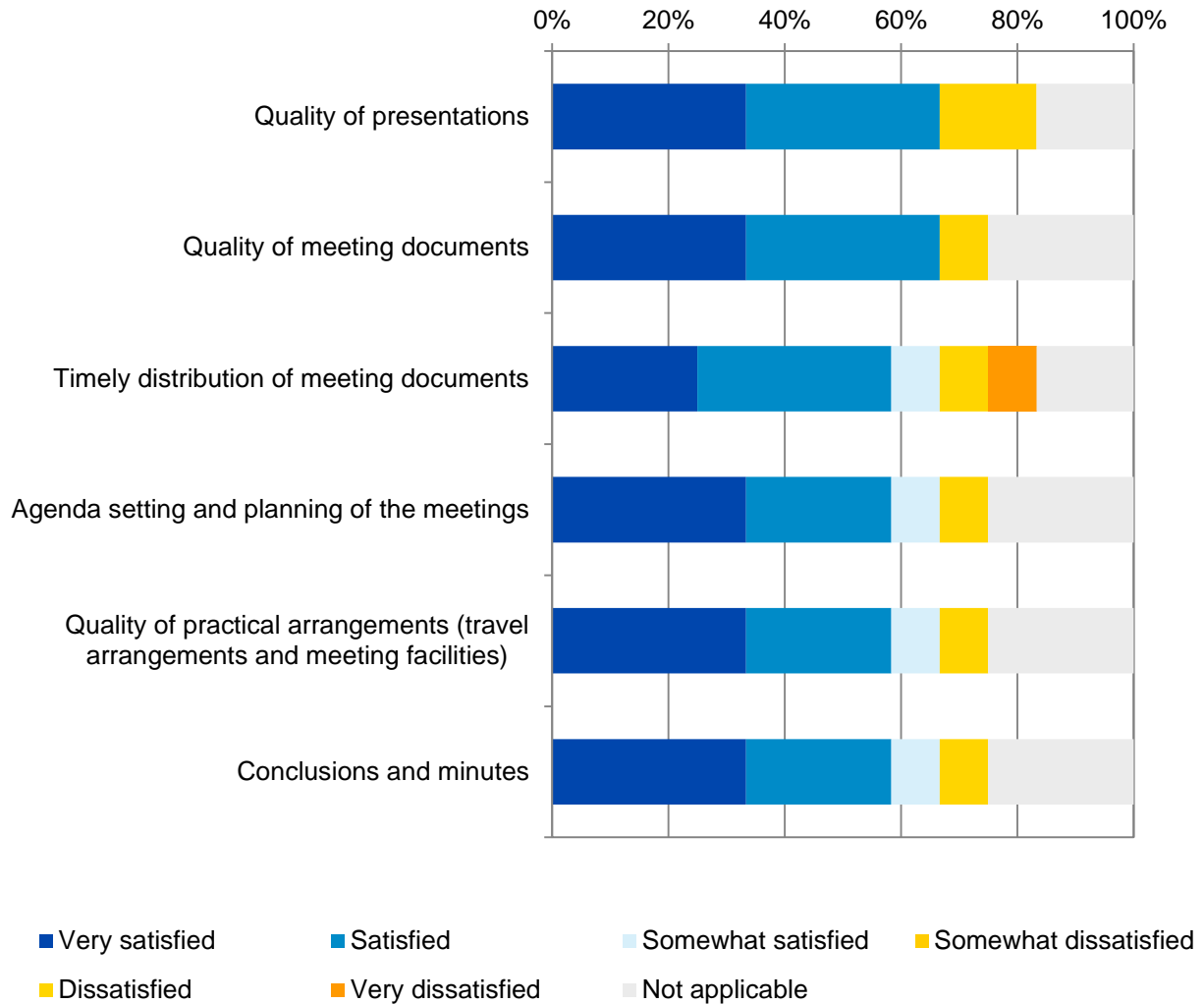


### How satisfied are you with the level of transparency of the BPRS activities?



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

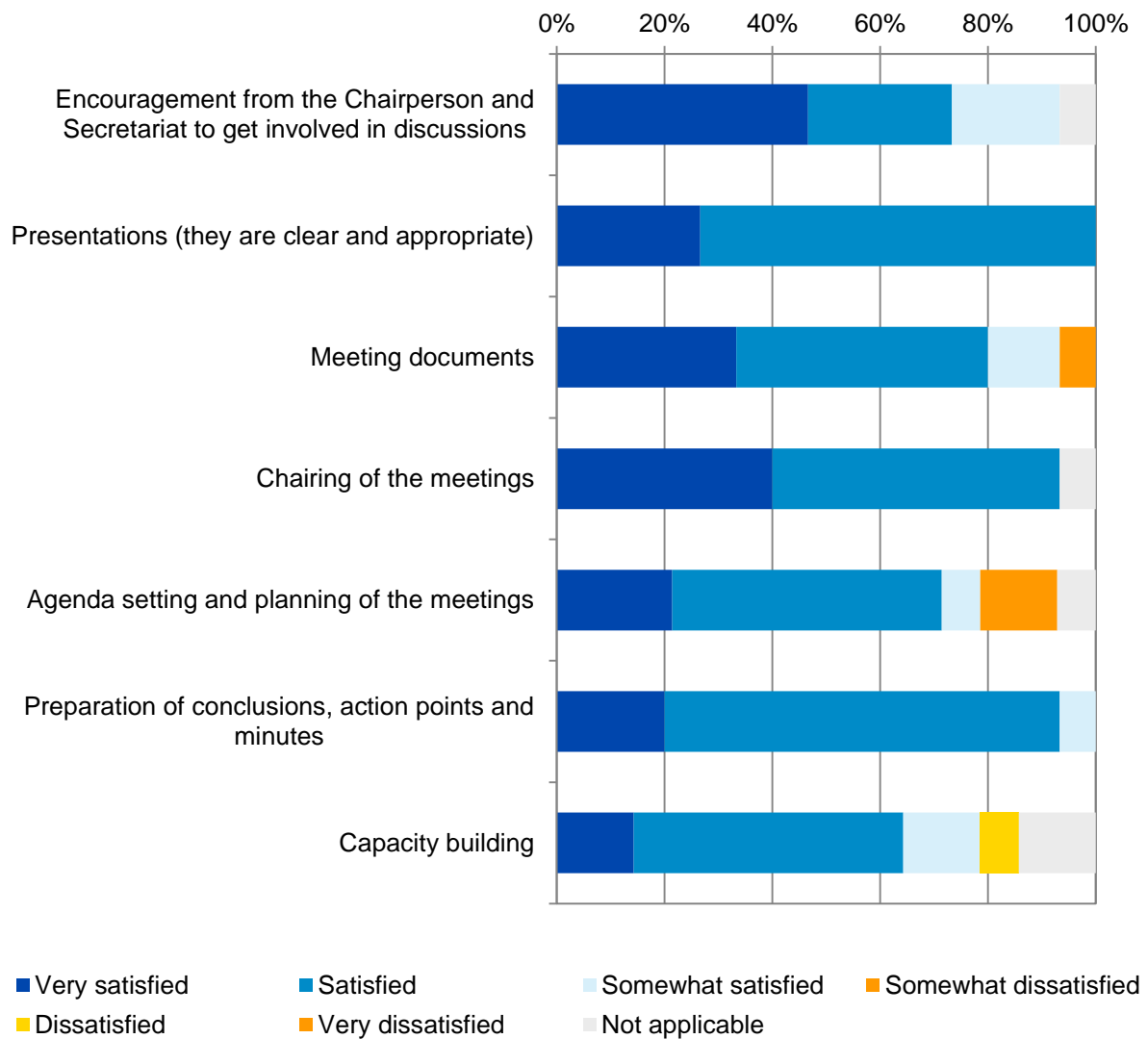
How satisfied are you with the following aspects of the support provided by ECHA to the Management Board (MB)?



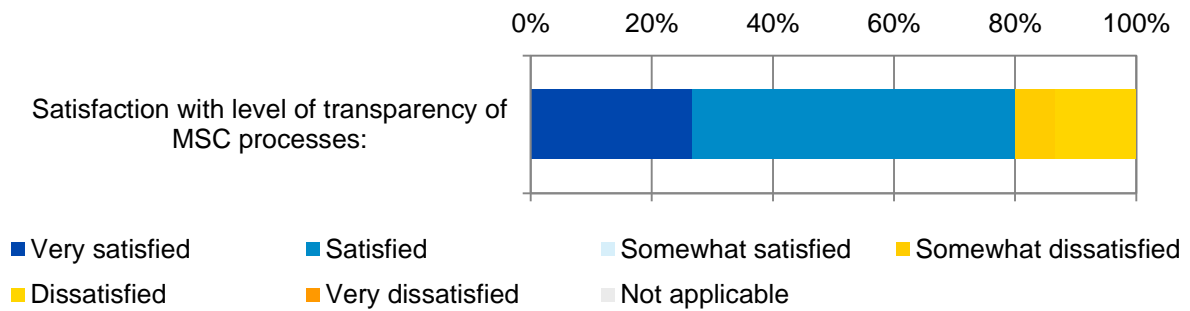
## Questions asked to ECHA's Committee members (MSC, RAC, SEAC) and accredited stakeholder observers about the support from ECHA's Secretariat to their activities

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

**How satisfied are you with the support provided by ECHA to the Member State Committee (MSC) in the following respects:**

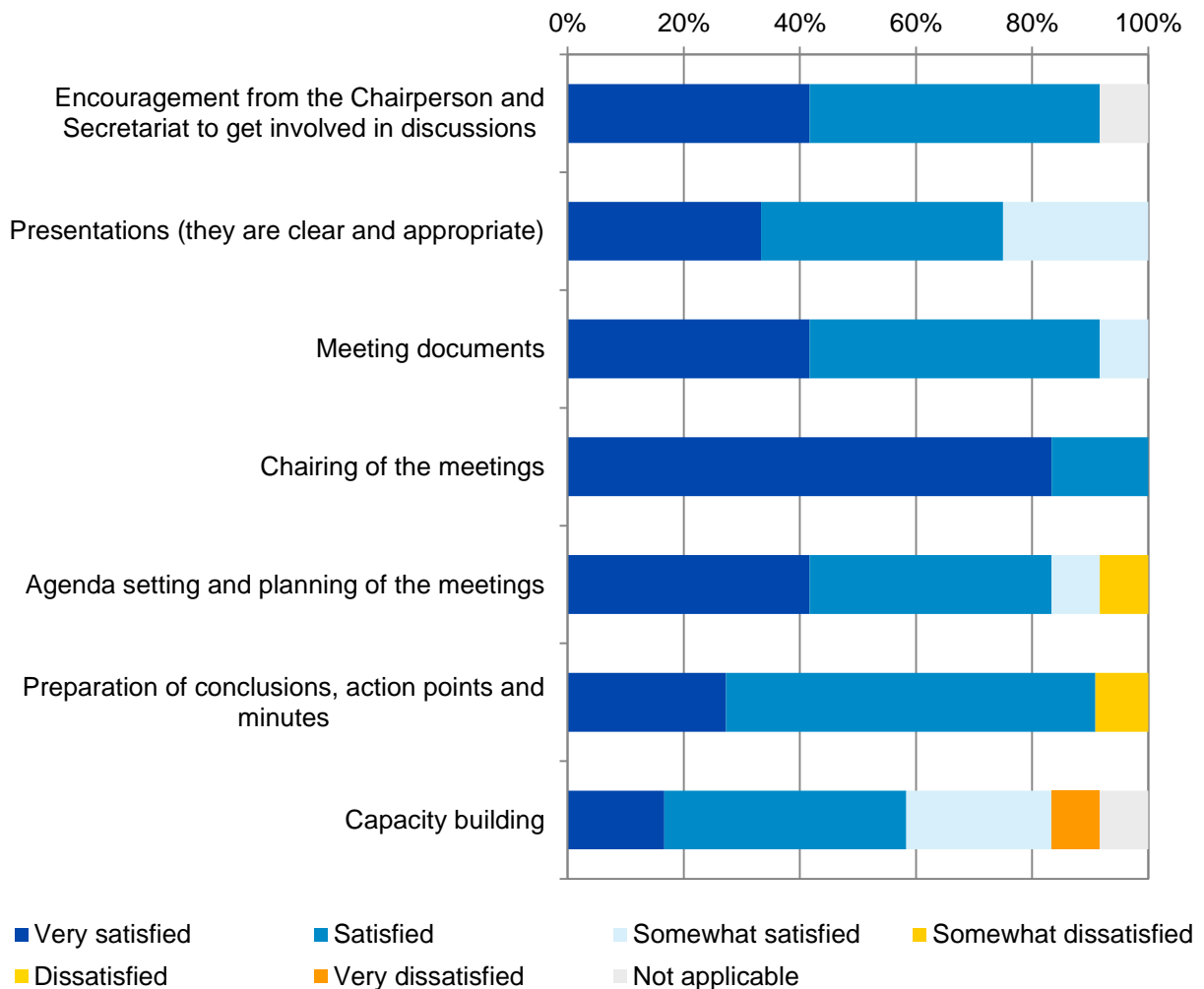


### How satisfied are you with the level of transparency of the MSC processes?

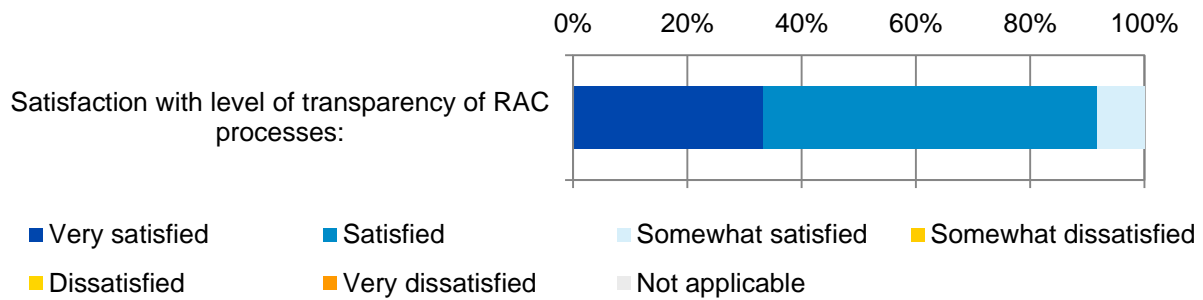


### Questions asked to members of the Risk Assessment Committee (RAC) and RAC accredited stakeholders

#### How satisfied are you with the support provided by ECHA to the Risk Assessment Committee (RAC) in the following respects:

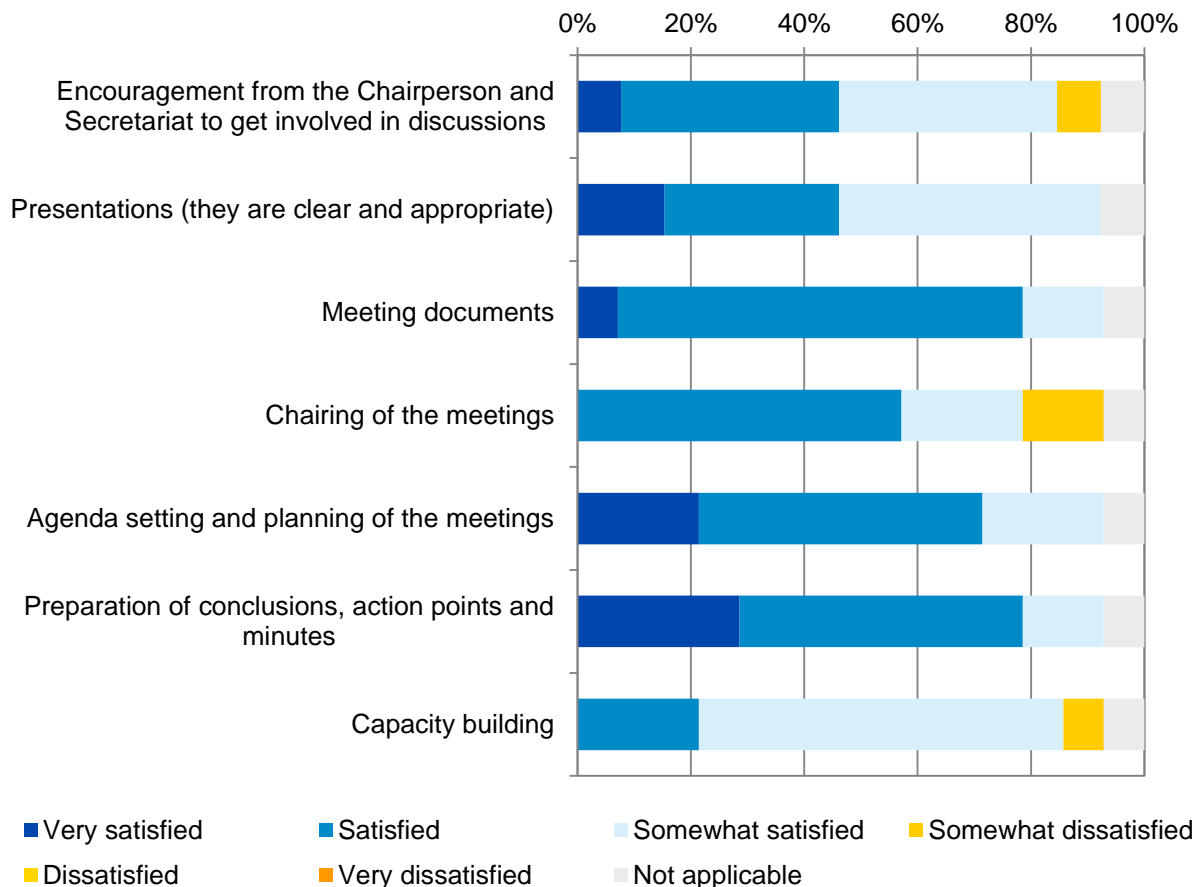


### How satisfied are you with the level of transparency of the RAC processes?

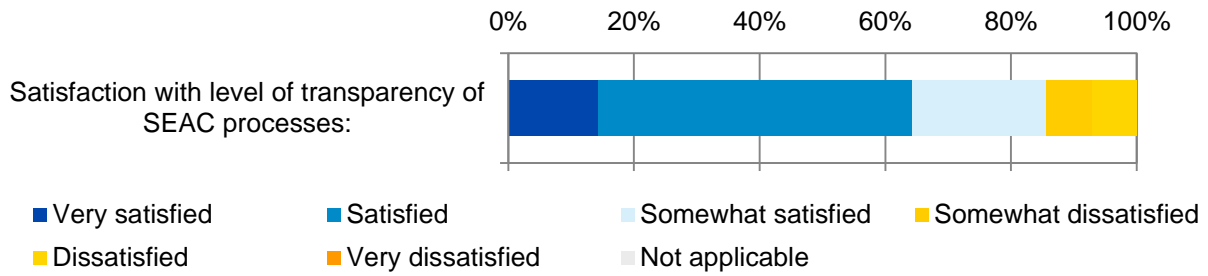


### Questions asked to members of the Committee for Socio-Economic Analysis (SEAC) and SEAC accredited stakeholders

#### How satisfied are you with the support provided by ECHA to the Committee for Socio-economic analysis (SEAC) in the following respects:

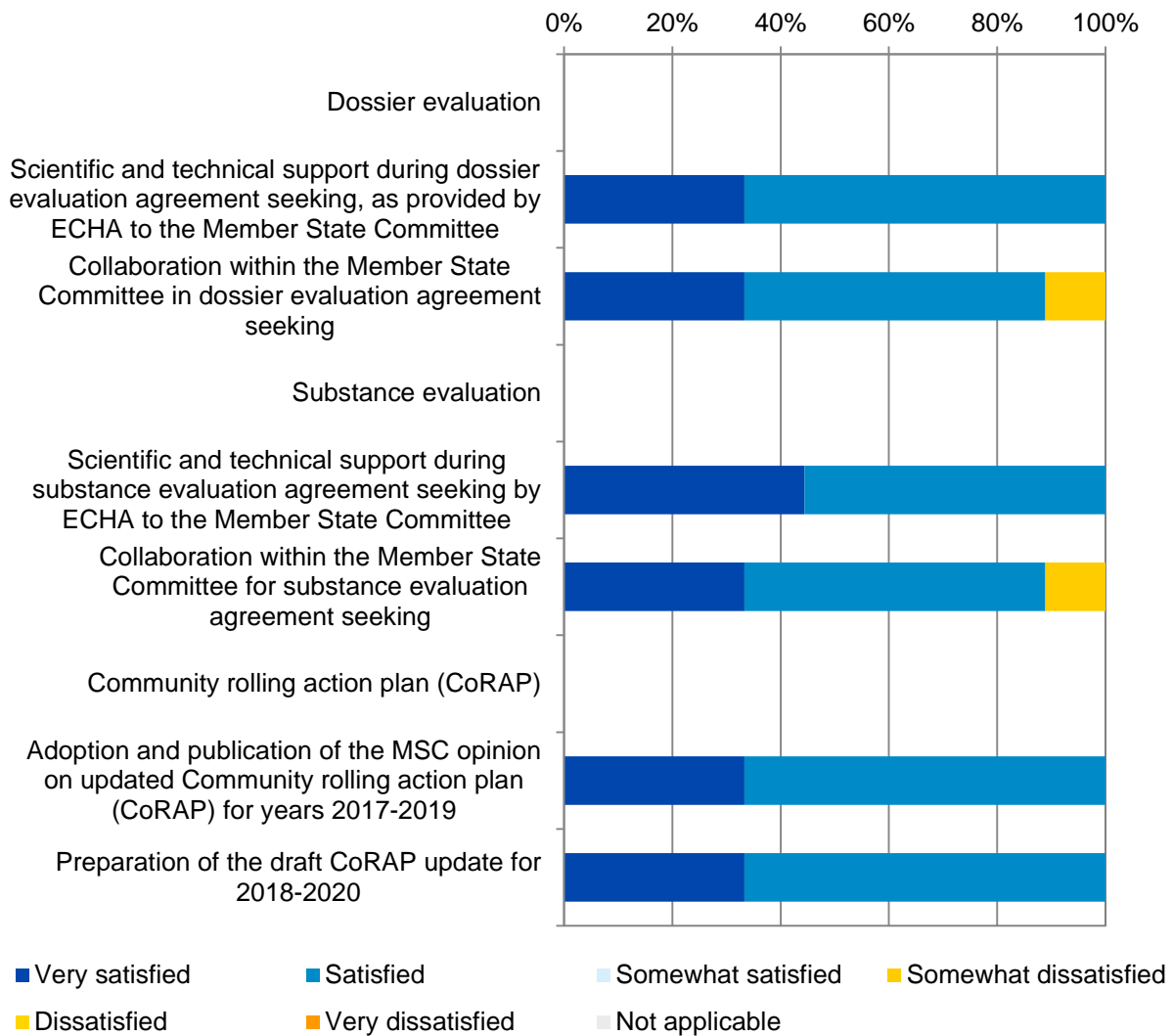


### How satisfied are you with the level of transparency of the SEAC processes?



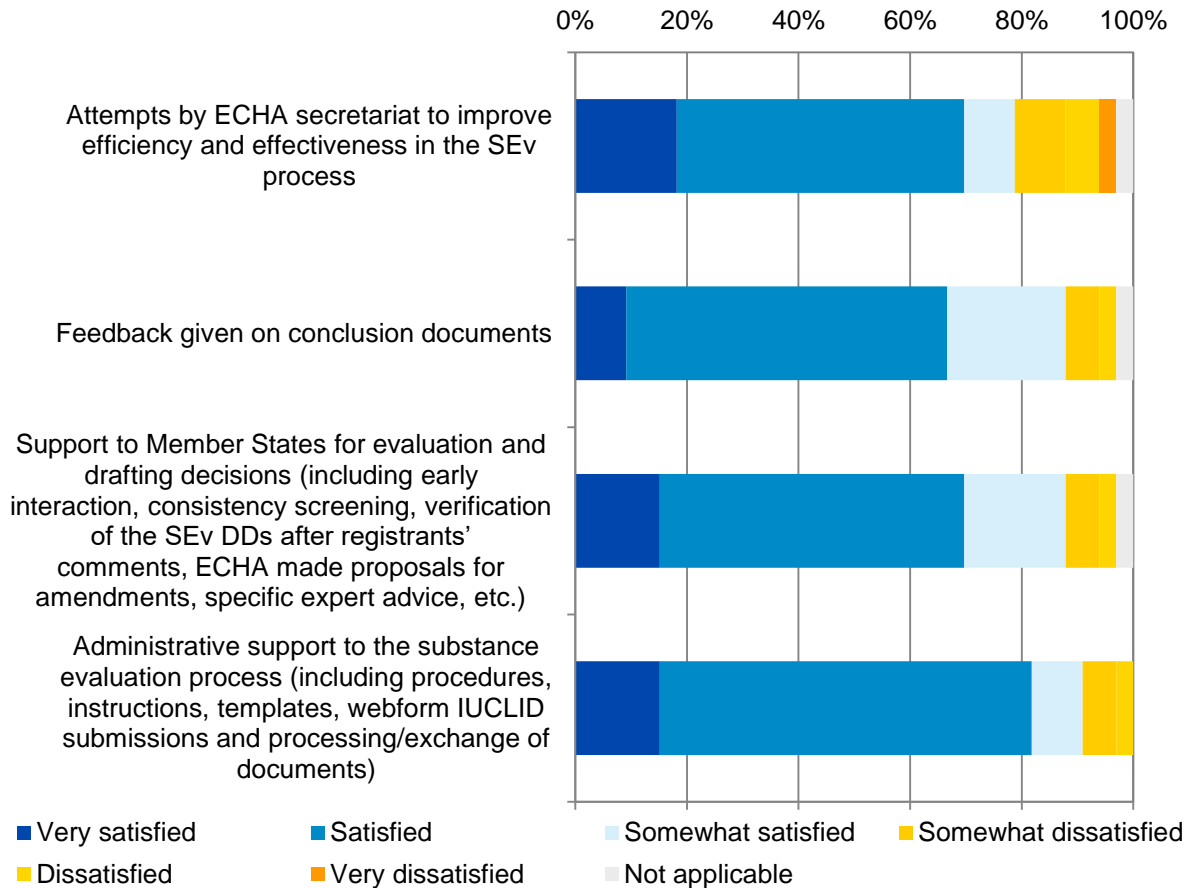
### Question asked to the members of the Member State Committee (MSC) about the support from ECHA's Secretariat to their activities on dossier and substance evaluation and Community rolling action plan (CoRAP)

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

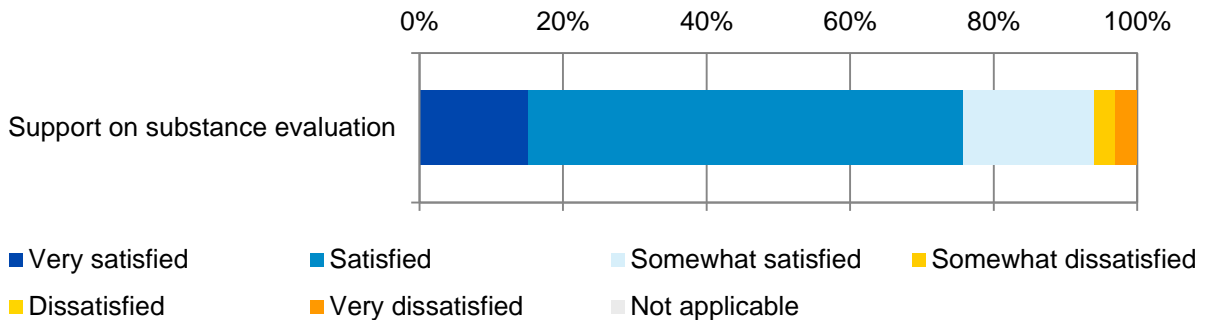


## Questions asked to Directors of Member State Competent Authorities (MSCA) about ECHA's support on activities related to substance evaluation and Community rolling action plan (CoRAP)

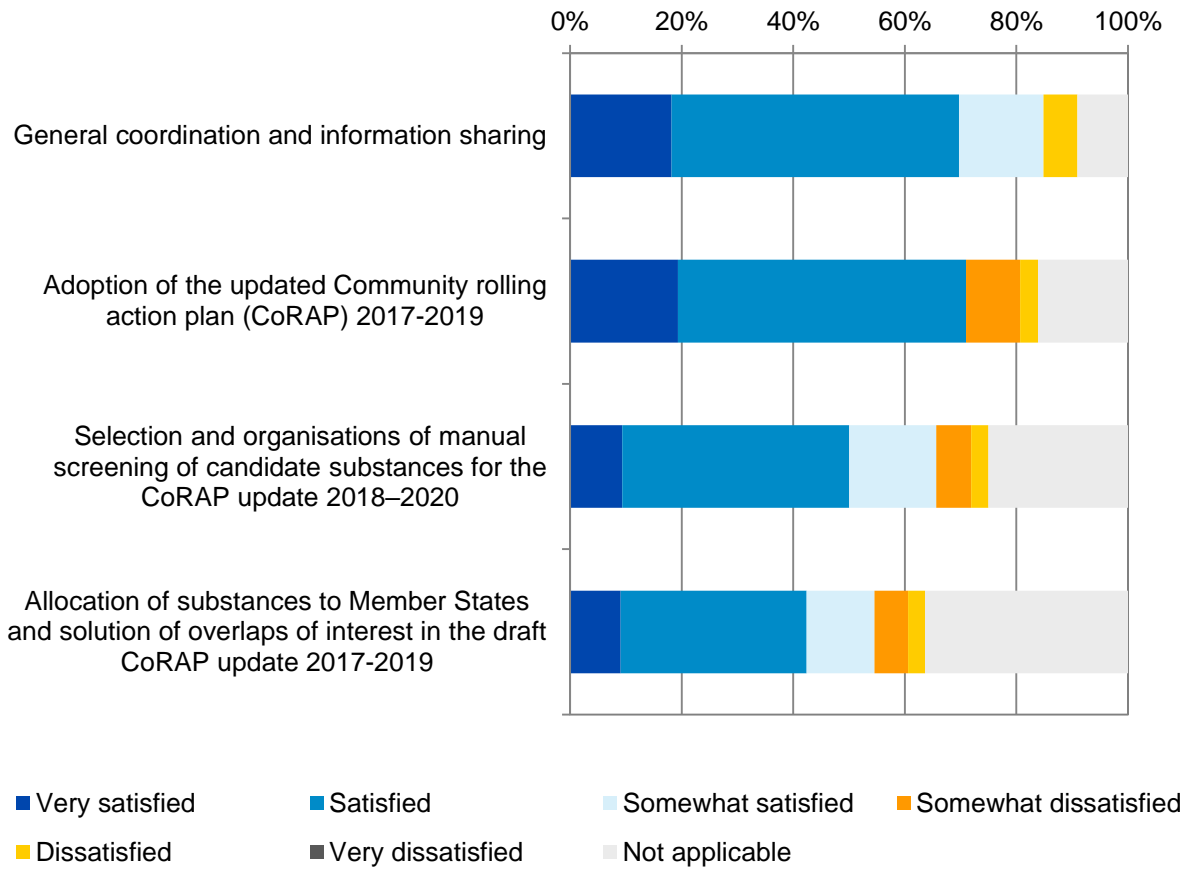
How satisfied are you with the support given by ECHA on the following topics in substance evaluation?



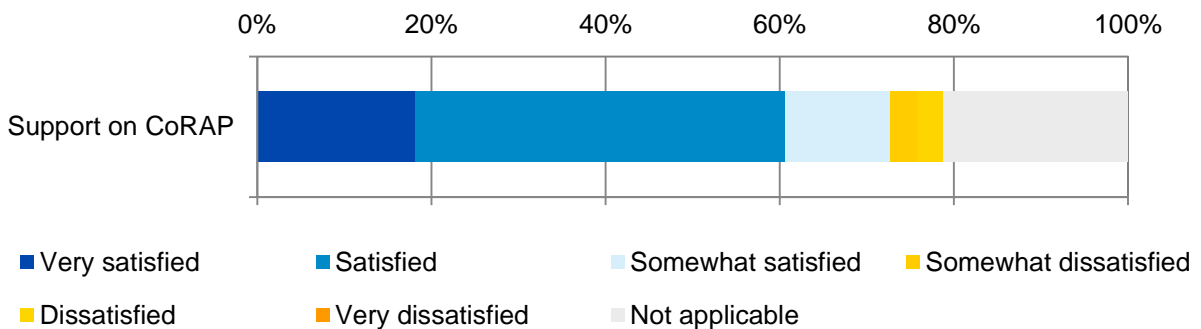
Overall, how satisfied are you with the support from ECHA on substance evaluation?



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



### Overall, how satisfied are you with the support from ECHA on CoRAP?

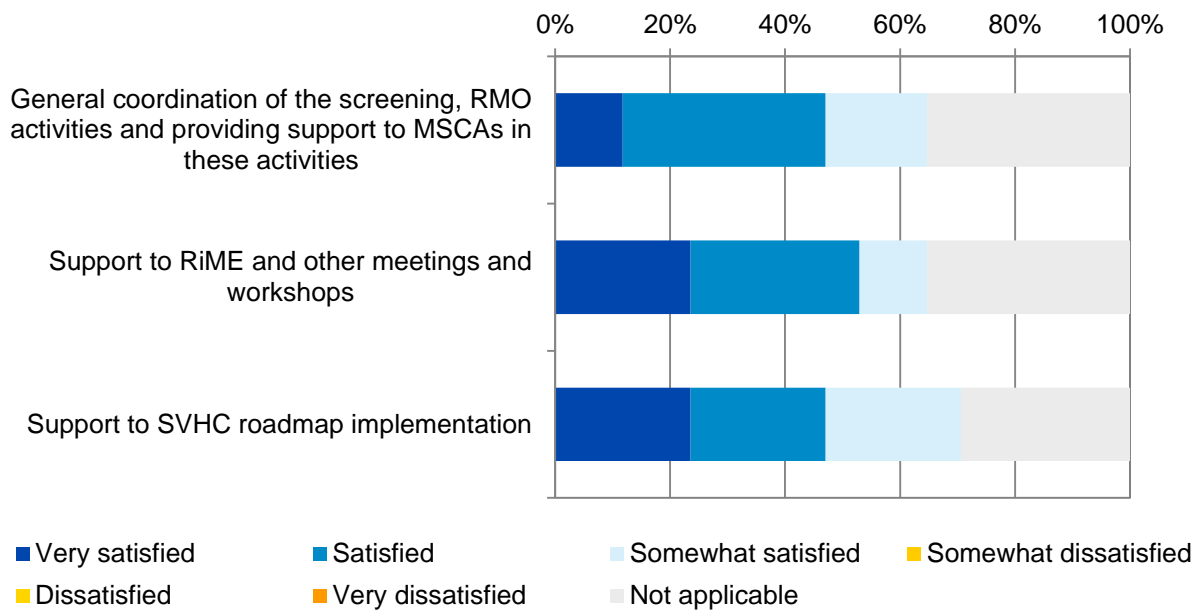




**Questions asked to MSCA Directors, European Commission representatives, members of ECHA's Committees and related accredited stakeholder organisations, as well as PBT and ED expert groups about risk management activities**

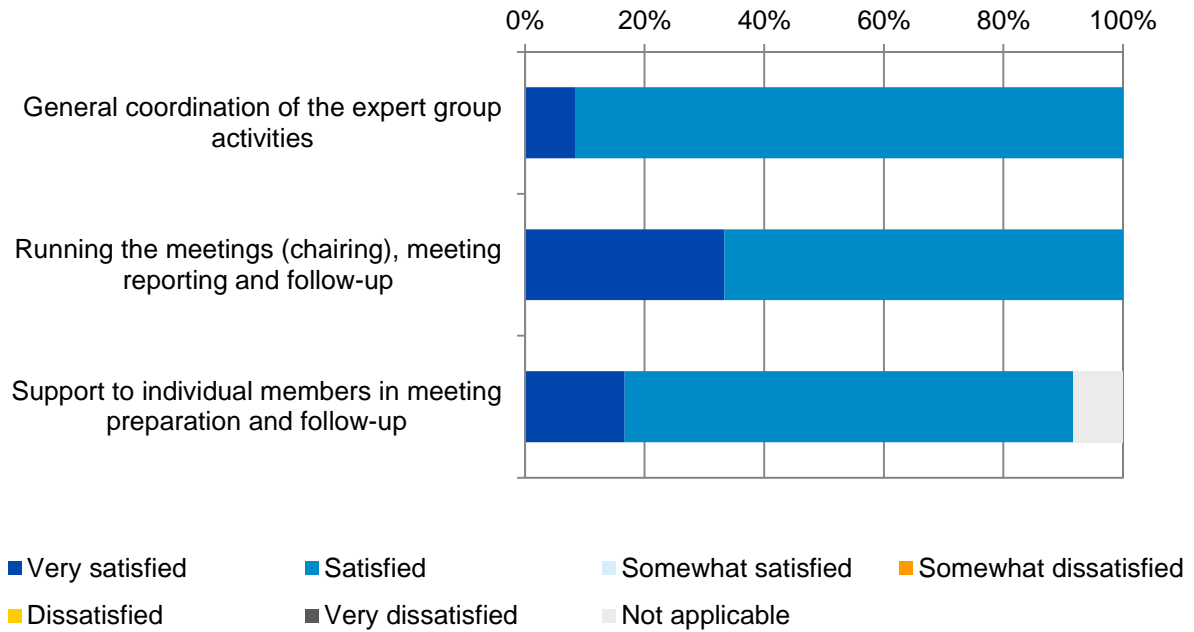
**Question asked to MSCA Directors and European Commission representatives**

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



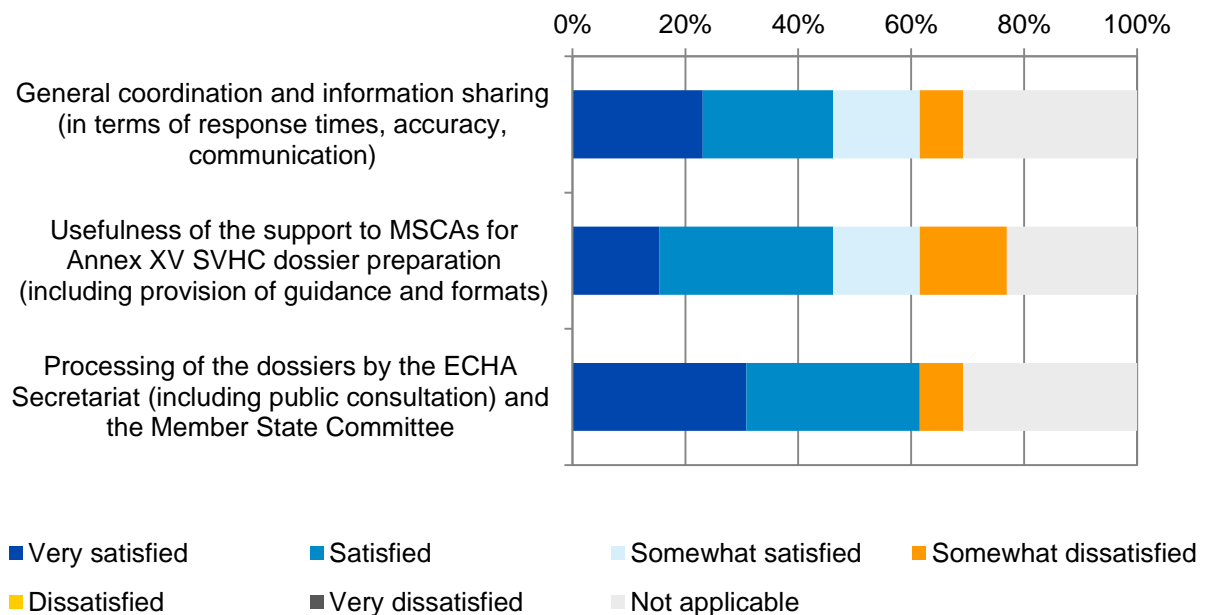
### Question asked to PBT and ED expert group members

**How satisfied are you with the support given by ECHA relating to giving advice on PBT and ED hazard assessment and identification, in particular on the following activities?**

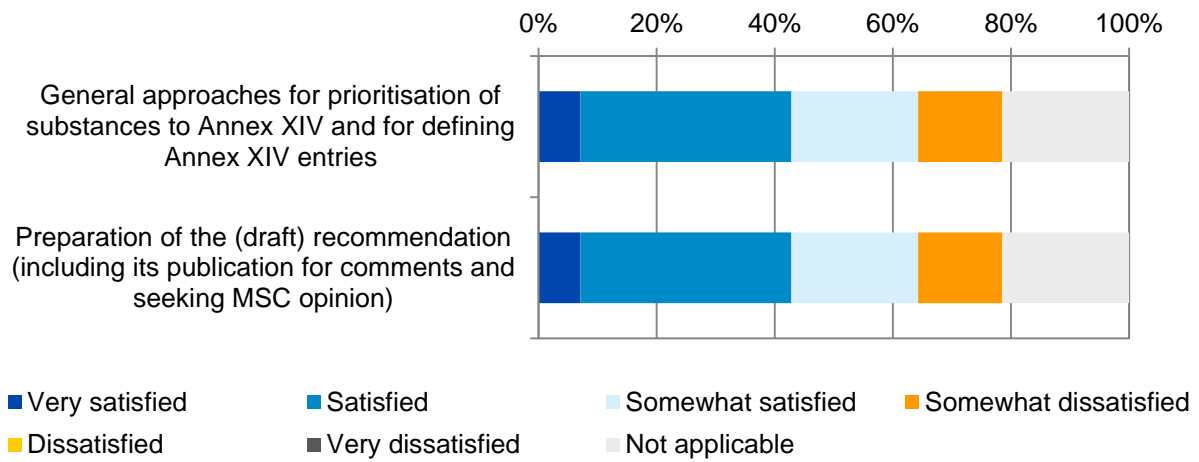


### Questions asked to MSCA Directors

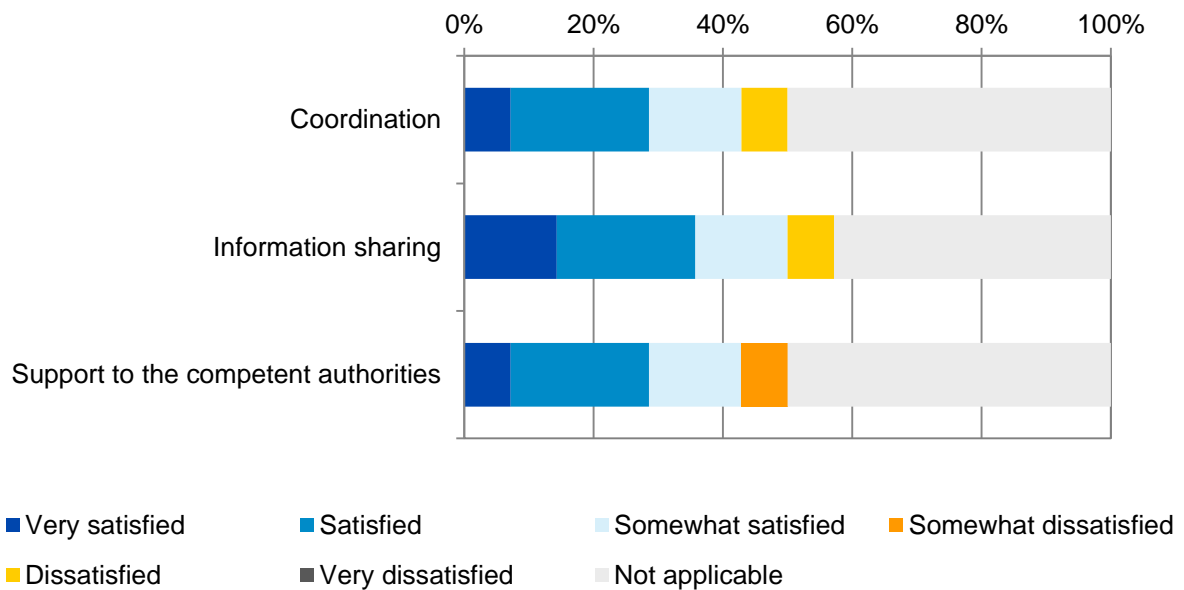
**Authorisation: Identification of substances of very high concern (SVHCs): How satisfied are you with the support given by ECHA on the following processes?**



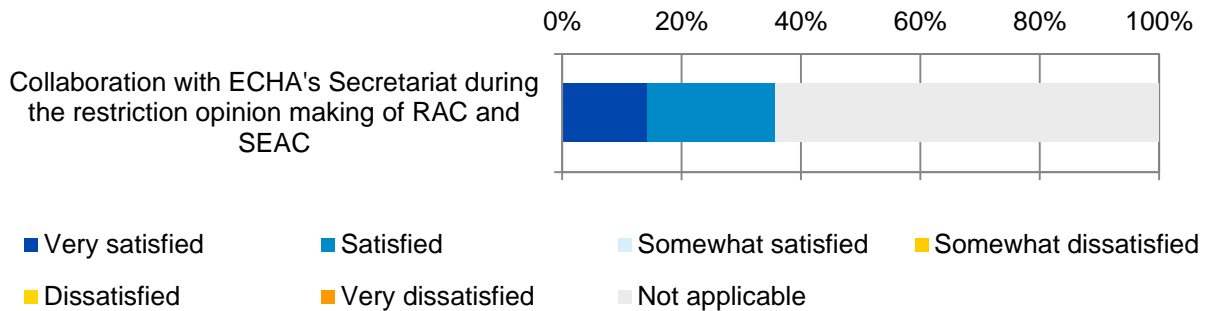
**Authorisation - ECHA's recommendation for substances to be listed in Annex XIV: How satisfied are you with the support given by ECHA on the following processes?**



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

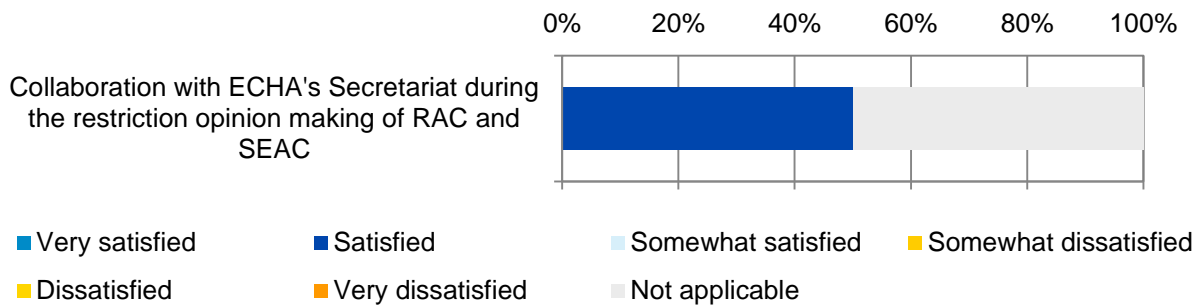


**How satisfied are you with the way ECHA's secretariat collaborated with the dossier submitter (competent authority) during the restriction opinion making of RAC and SEAC?**

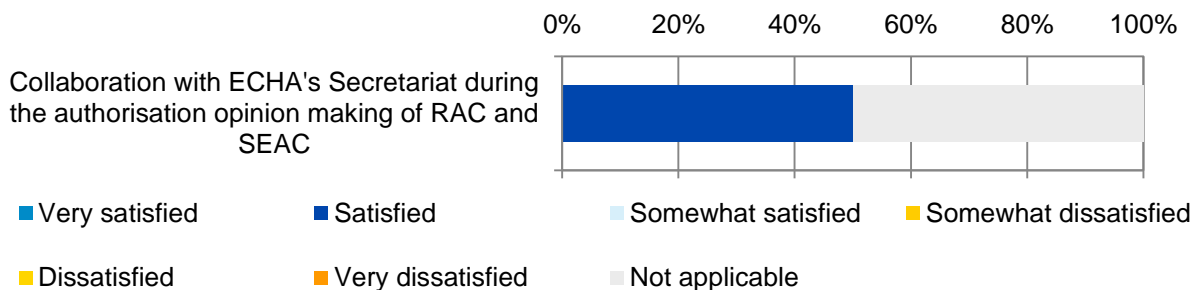


**Questions asked to European Commission representatives**

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

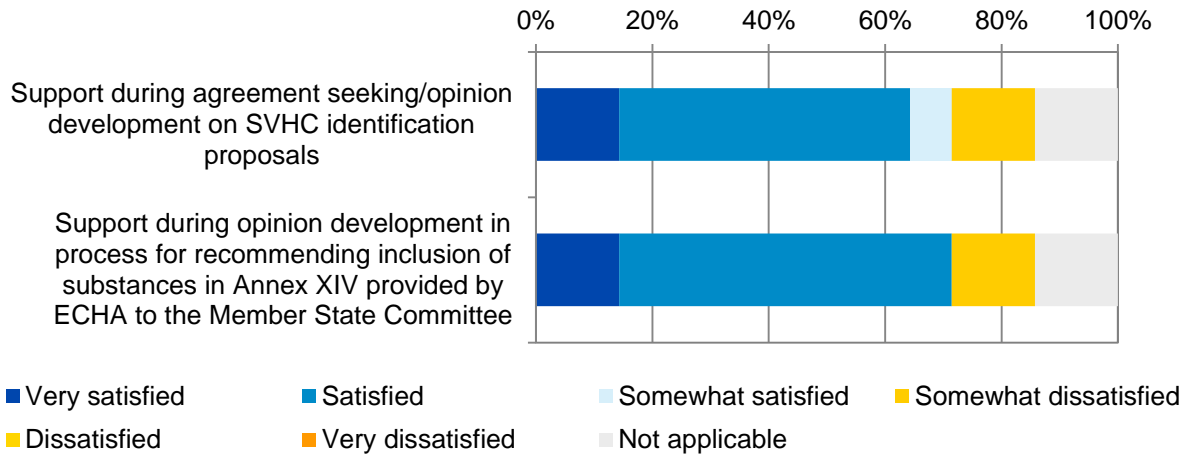


**How satisfied are you with the way ECHA's secretariat has collaborated with the Commission staff during the applications for authorisation opinion making of RAC and SEAC?**

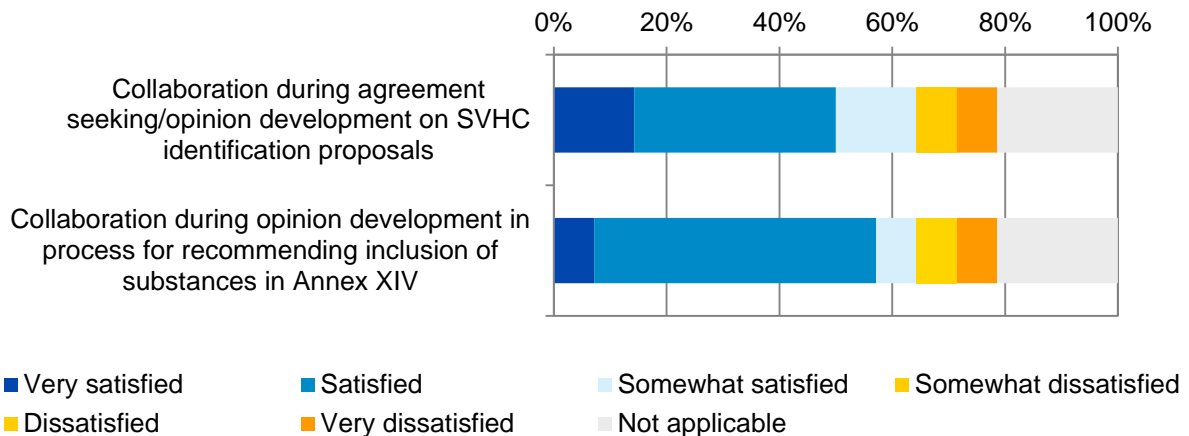


## Questions asked to members of the Member State Committee and MSC accredited stakeholders

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

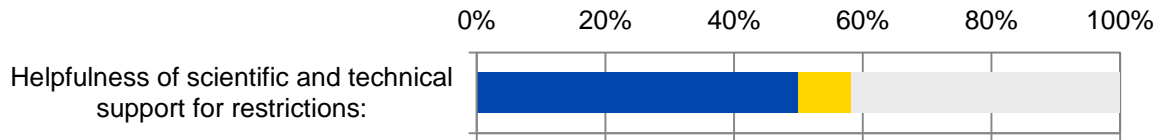


### How satisfied are you with the collaboration within the Member State Committee on the following topics?



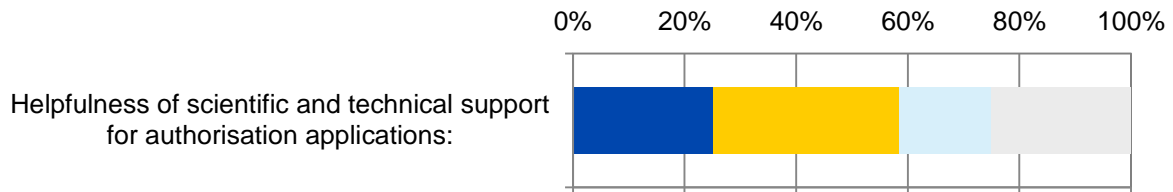
**Questions asked to members of the Risk Assessment Committee and RAC accredited stakeholders**

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



- Very helpful      ■ Helpful      ■ Somewhat helpful      ■ Somewhat unhelpful
- Unhelpful      ■ Very unhelpful      ■ Not applicable

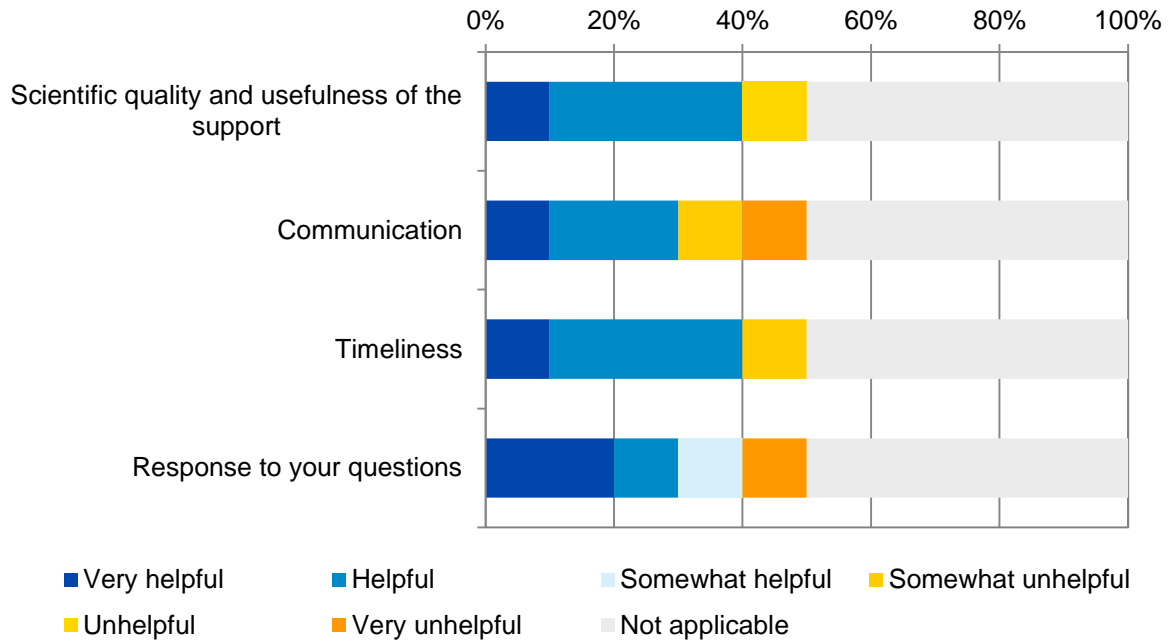
**How helpful is the scientific and technical support for authorisation applications provided by ECHA's secretariat to the Committee for Risk Assessment (RAC)?**



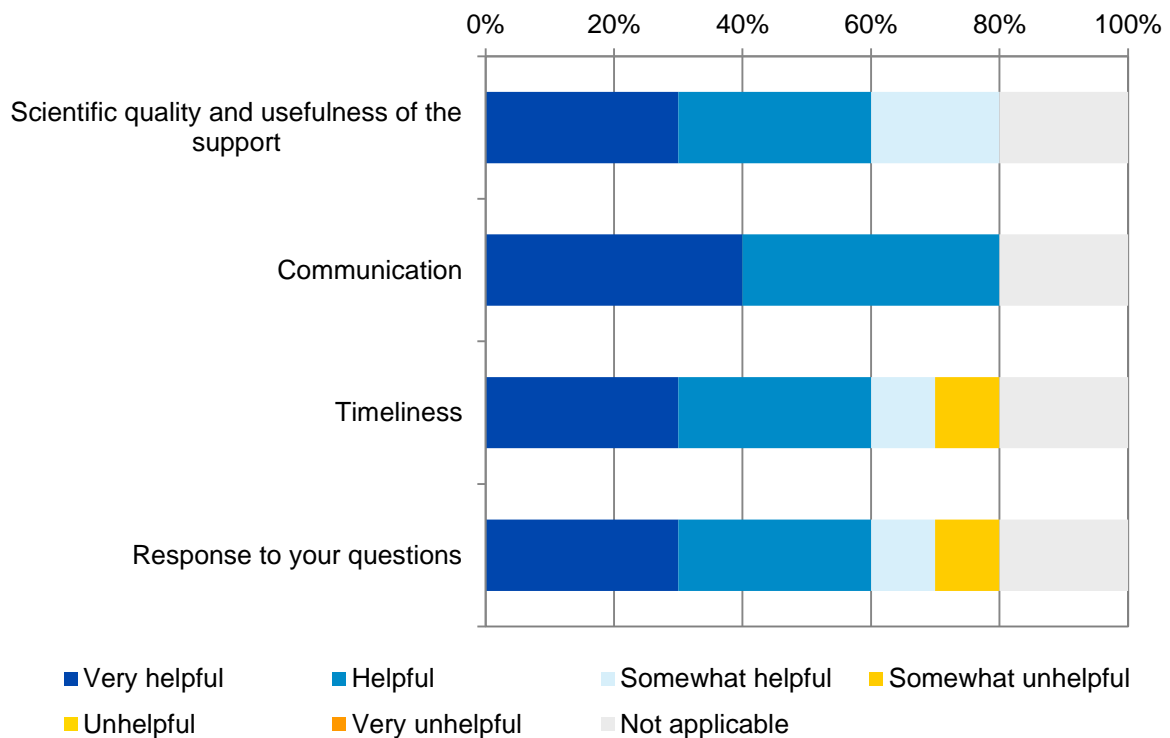
- Very helpful      ■ Helpful      ■ Somewhat helpful      ■ Somewhat unhelpful
- Unhelpful      ■ Very unhelpful      ■ Not applicable

## Questions asked to members of the Risk Assessment Committee

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

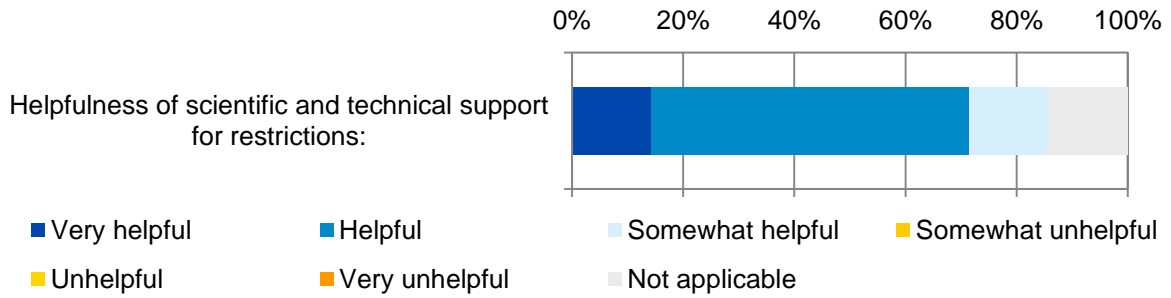


**When acting as a (co)rapporteur during the opinion making of authorisations, how helpful has ECHA's secretariat been regarding the following topics:**

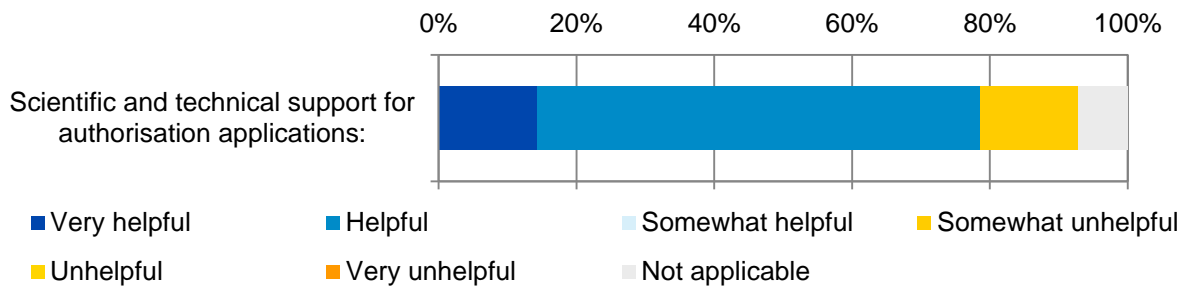


**Questions asked to members of the Committee for Socio-Economic Analysis and SEAC accredited stakeholders**

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



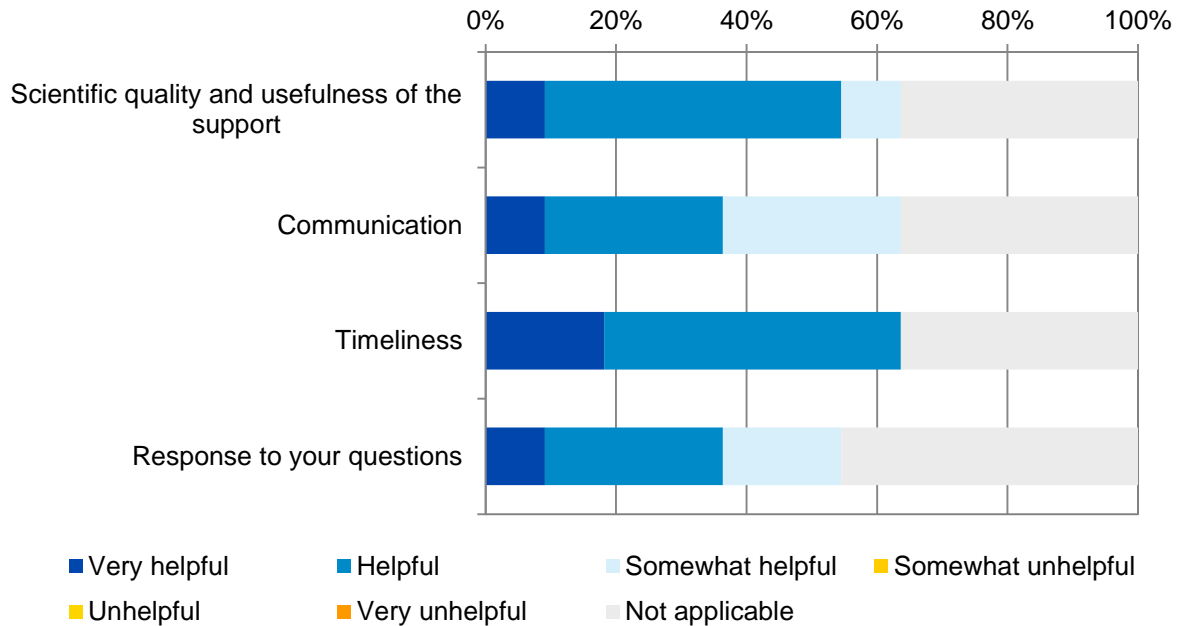
**How helpful is the scientific and technical support for authorisation applications provided by ECHA's secretariat to SEAC?**



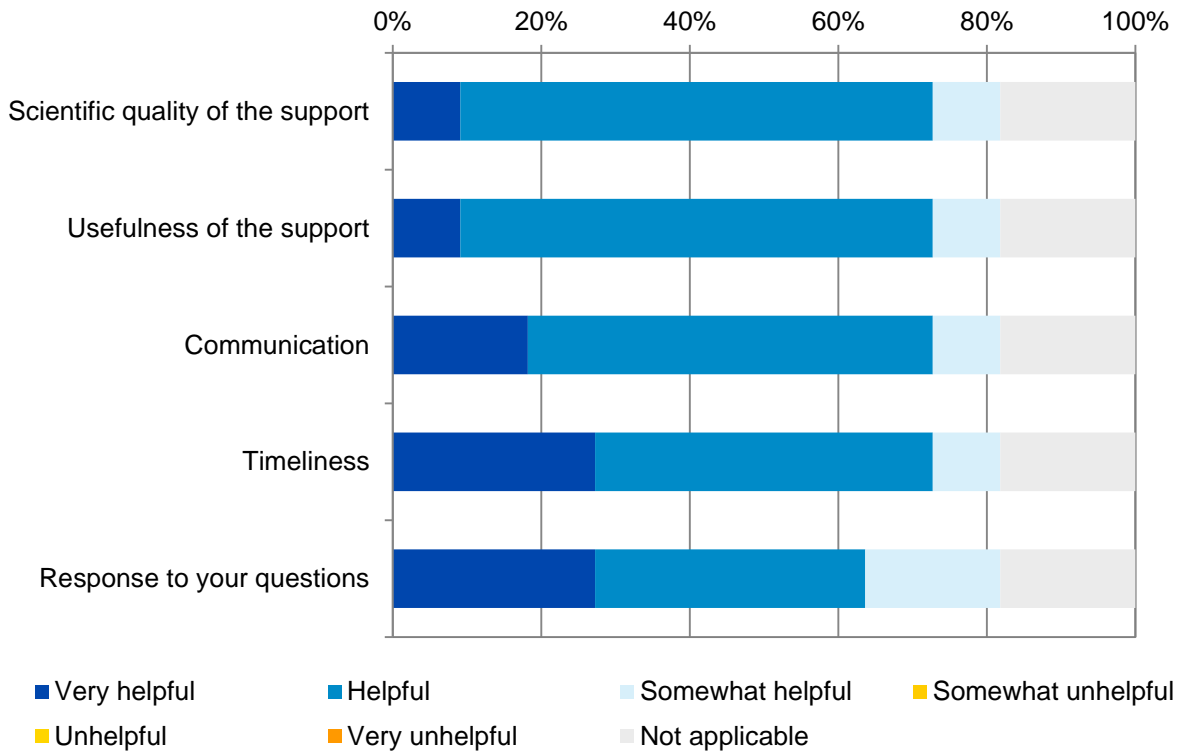


## Questions asked to members of the Committee for Socio-Economic Analysis

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



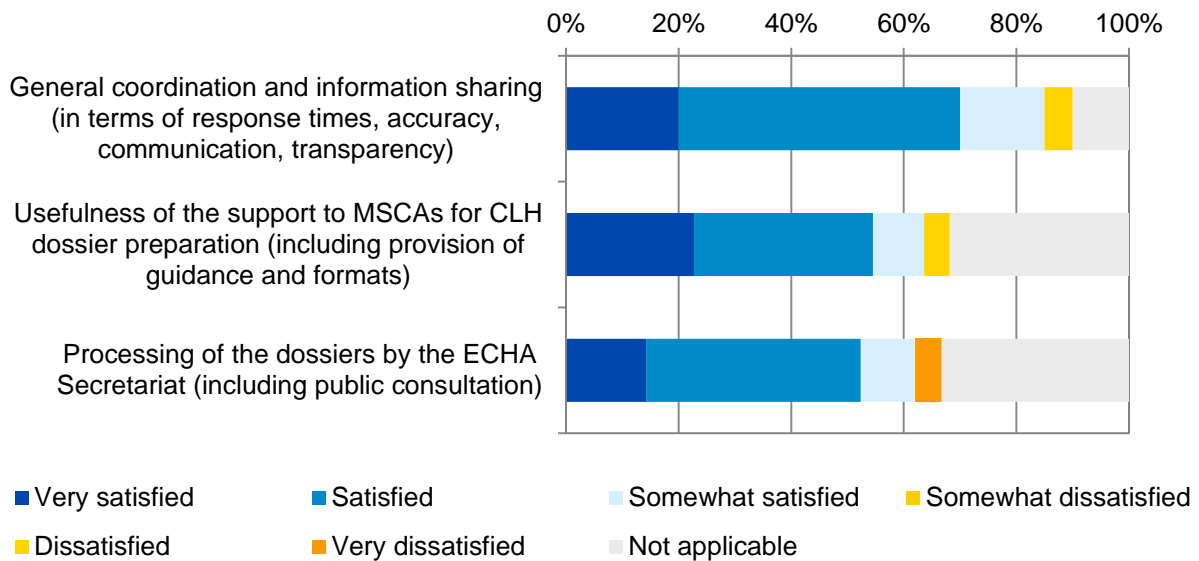
**When acting as a (co)rapporteur during the opinion making of authorisation, how helpful has ECHA's secretariat been regarding the following aspects?**



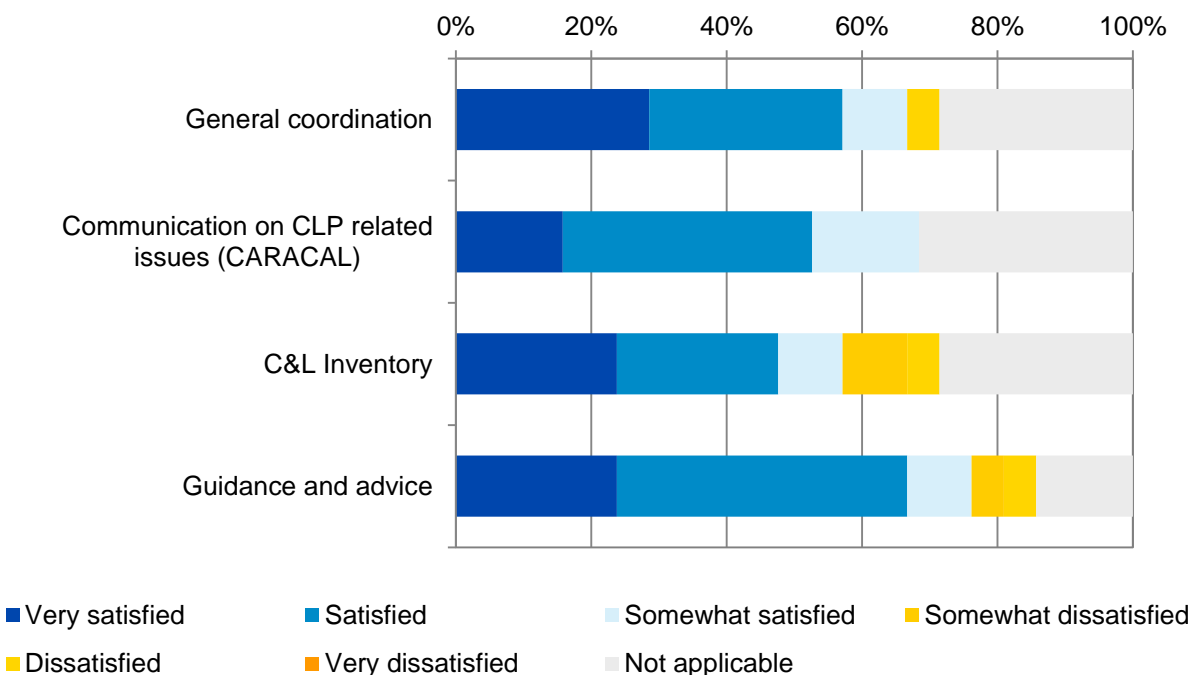
## Questions asked to MSCA Directors, European Commission representatives, members of the RAC Committee and related accredited stakeholders about activities related to classification and labelling

### Questions asked to MSCA Directors

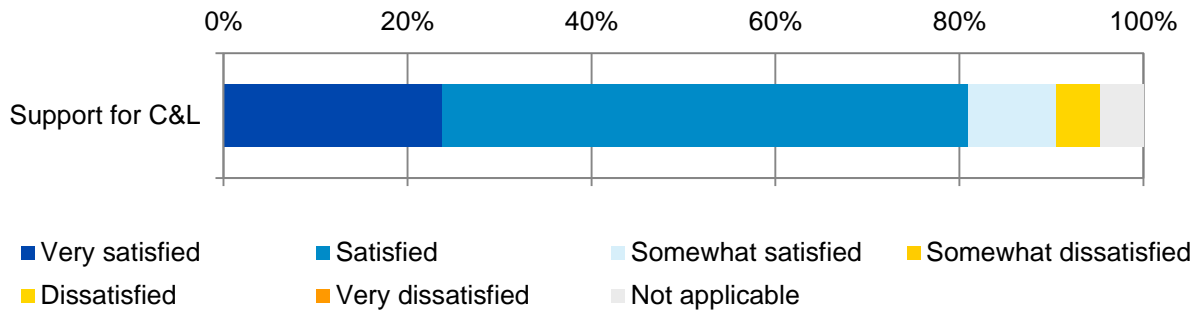
How satisfied are you with ECHA's support on the following topics?



How satisfied are you with ECHA's support on the following topics?

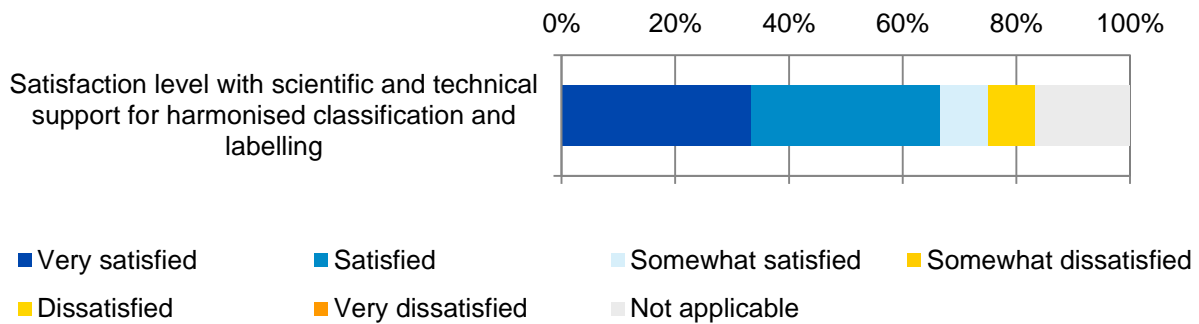


**Overall, how satisfied are you with support for classification and labelling?**



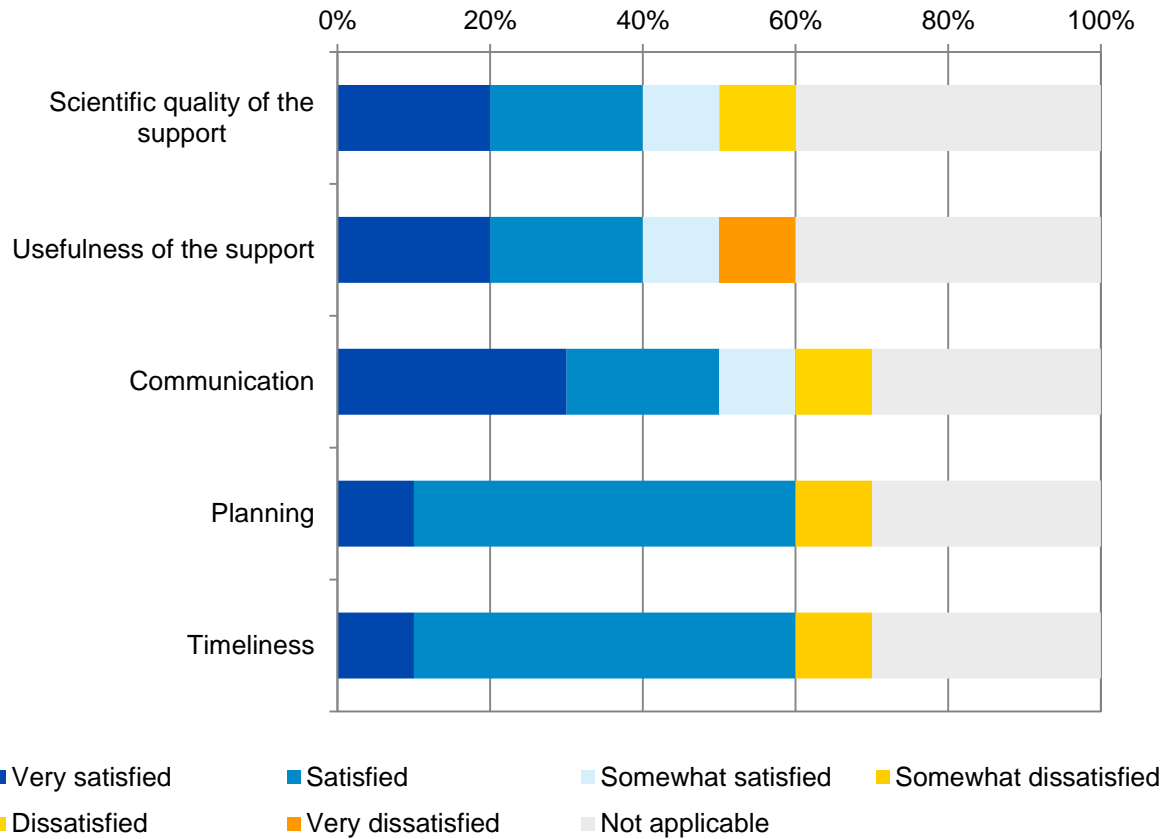
**Question asked to members of the Risk Assessment Committee and RAC accredited stakeholders**

**How satisfied are you with the scientific and technical support for harmonised classification and labelling provided by ECHA to the Committee for Risk Assessment (RAC)?**



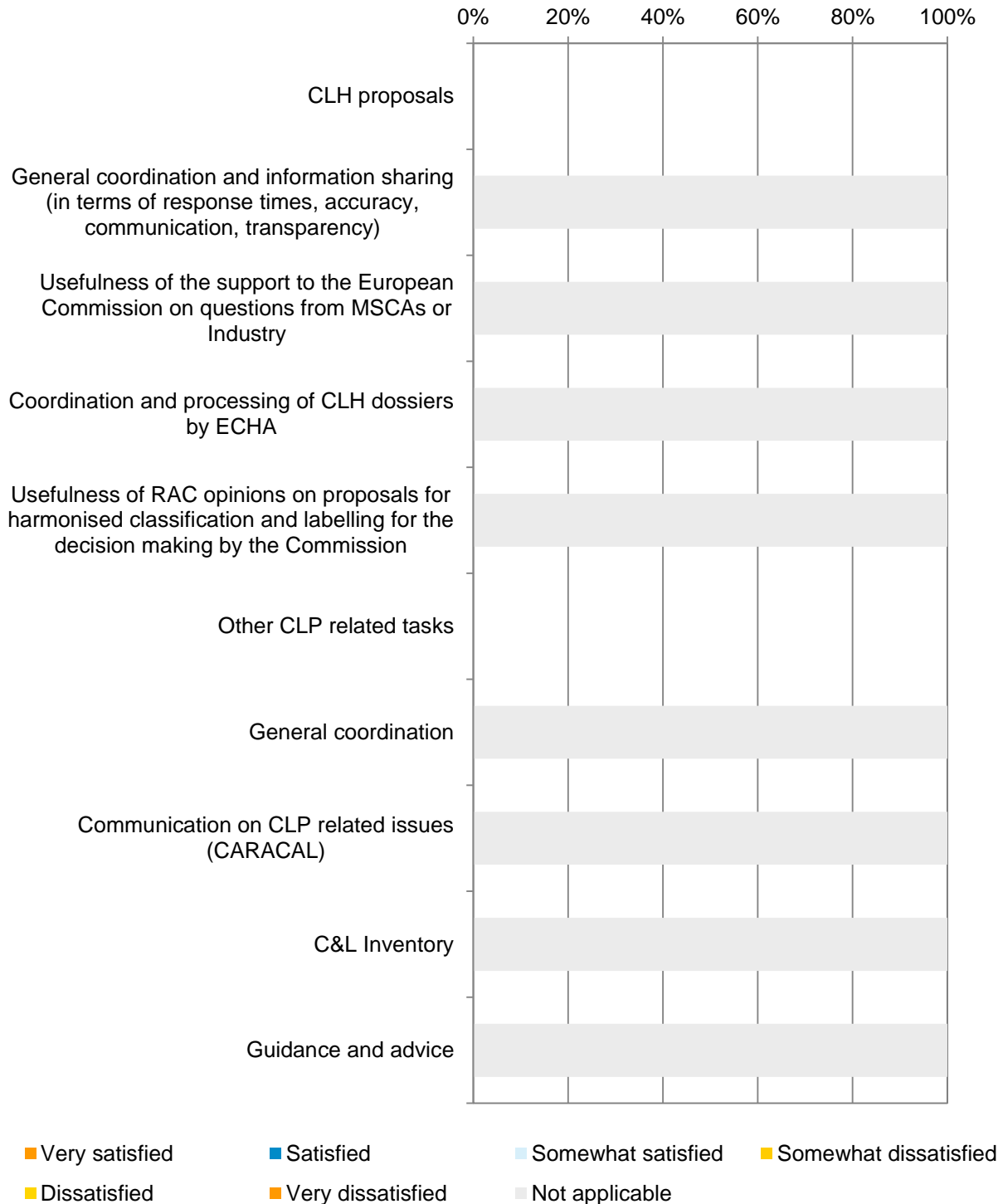
## Question asked to members of the Risk Assessment Committee

**When acting as a (co)rapporteur, how satisfied are you with the collaboration with ECHA's secretariat regarding the following aspects:**



## Question asked to European Commission representatives

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

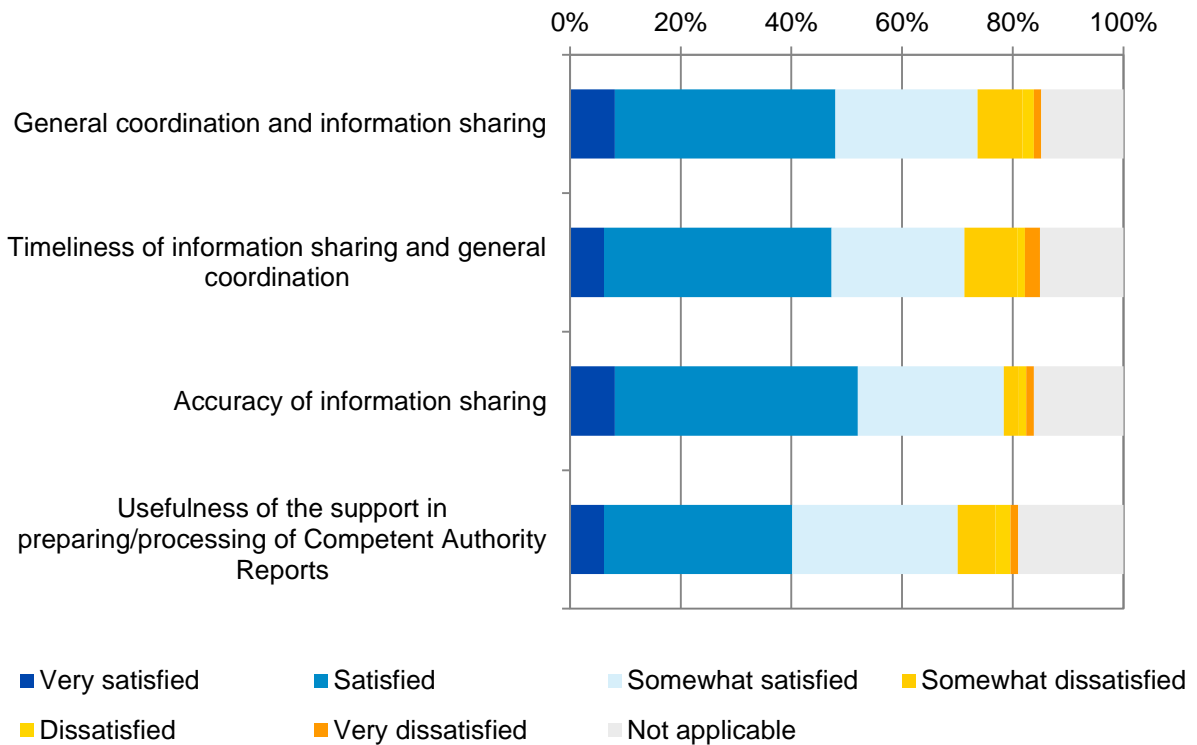


**Not enough of representative data for these questions**

**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**

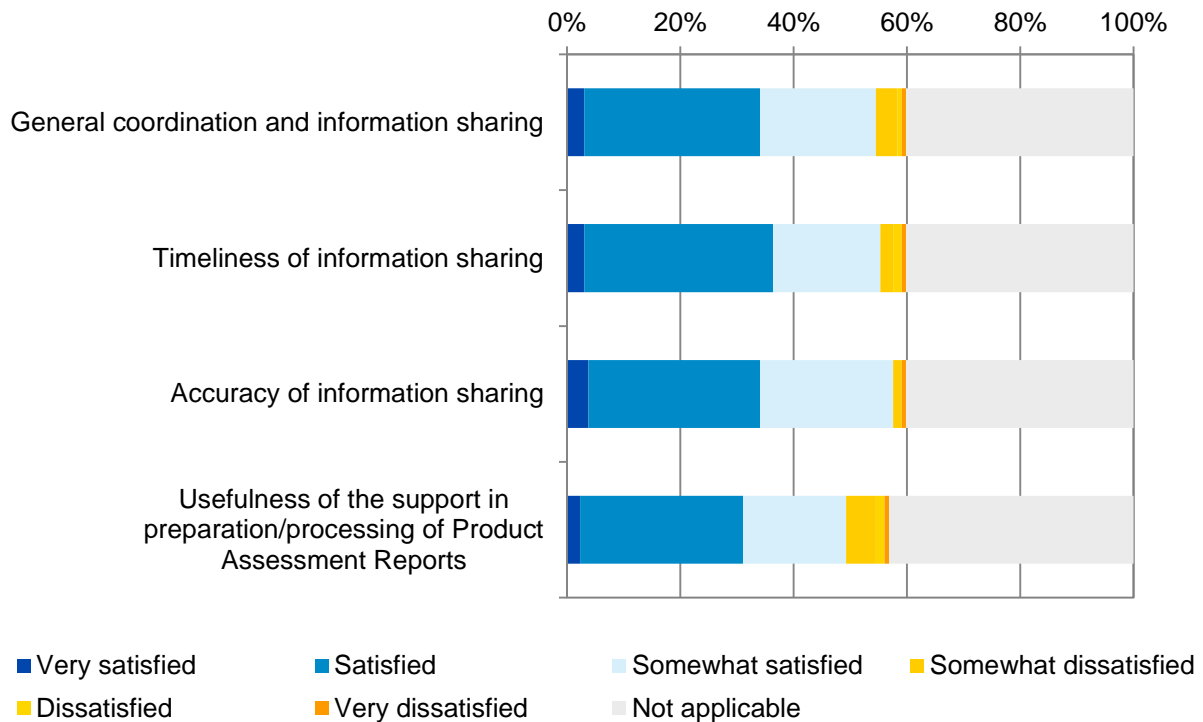
**Question asked to Biocides MSCA contact points, BPC members, members of BPC working groups, BPC accredited stakeholders and biocides applicants**

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



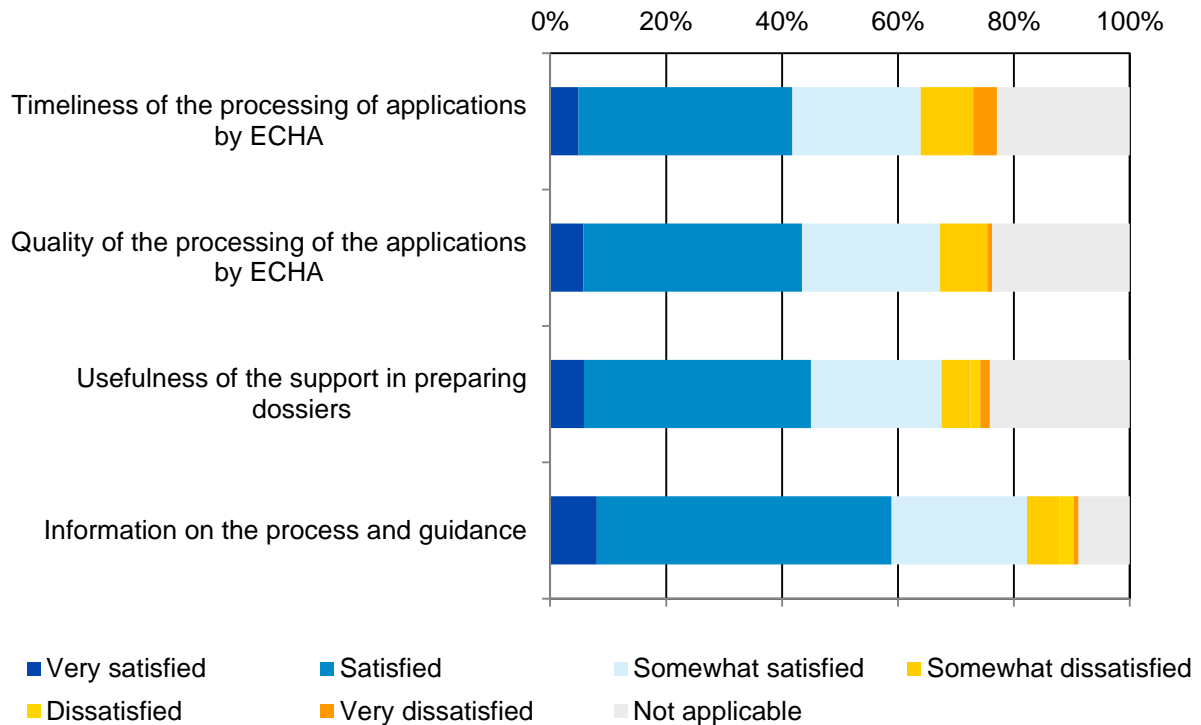
## Question asked to Biocides MSCA contact points and Biocides applicants, European Commission representatives

How satisfied are you with the quality of the support provided by ECHA on the following topics?

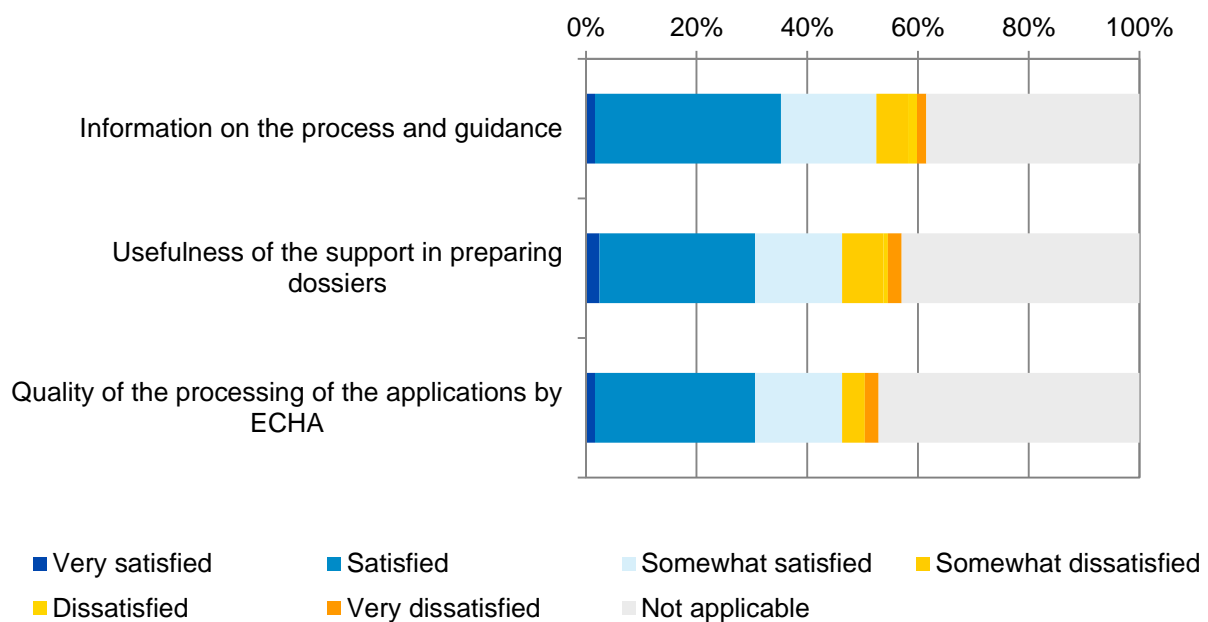


## Questions asked to biocides applicants

### Article 95: How satisfied are you with the quality of the support provided by ECHA on the following topics?



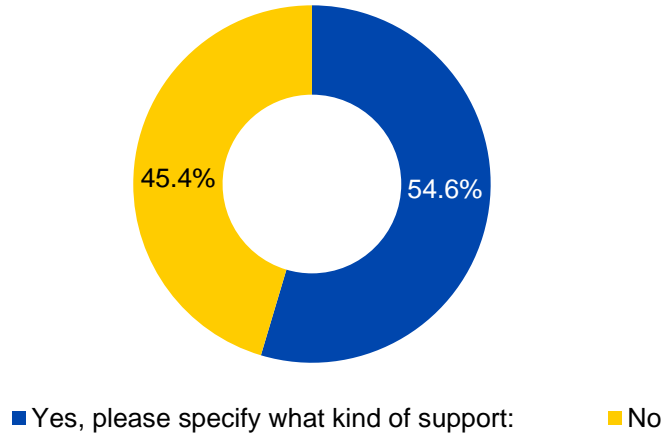
### Technical equivalence: How satisfied are you with the quality of the support provided by ECHA on the following topics?





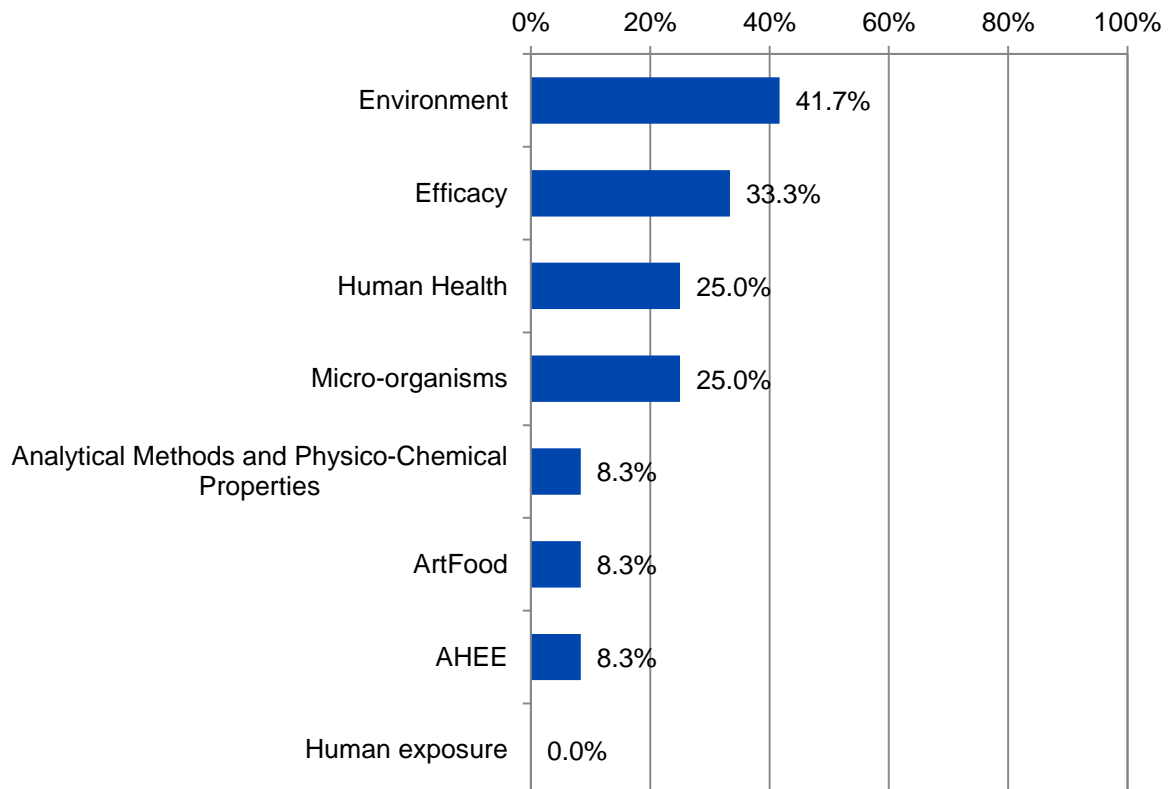
## Question asked to members of BPC and BPC working groups, biocides applicants and European Commission representatives

Would you like ECHA to provide further support or guidance related to Biocides?



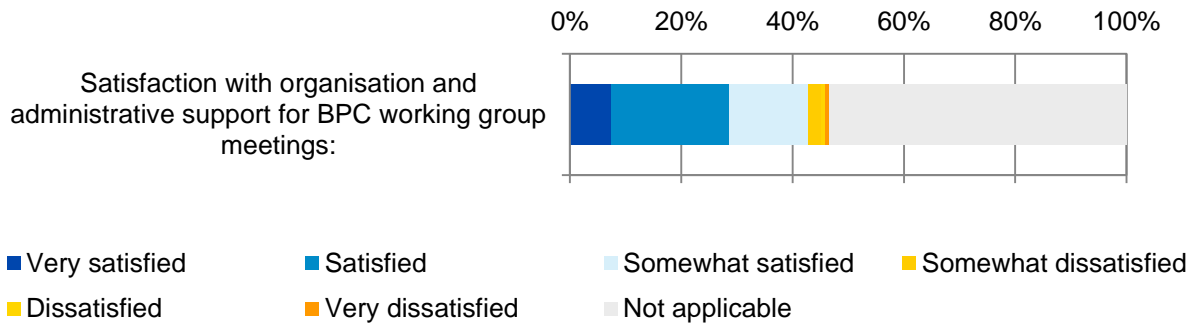
## Question asked to members of BPC working groups

Which Working Group of the Biocidal Products Committee are you a member of? (please select all that apply)

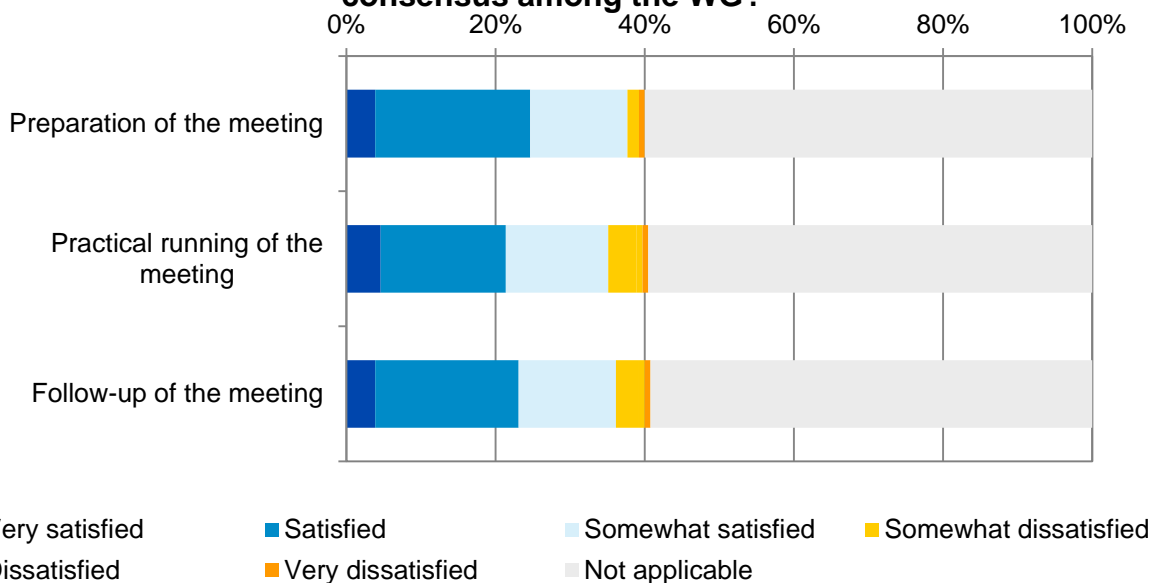


**Questions asked to members of BPC working groups, BPC accredited stakeholders, biocides applicants and European Commission representatives**

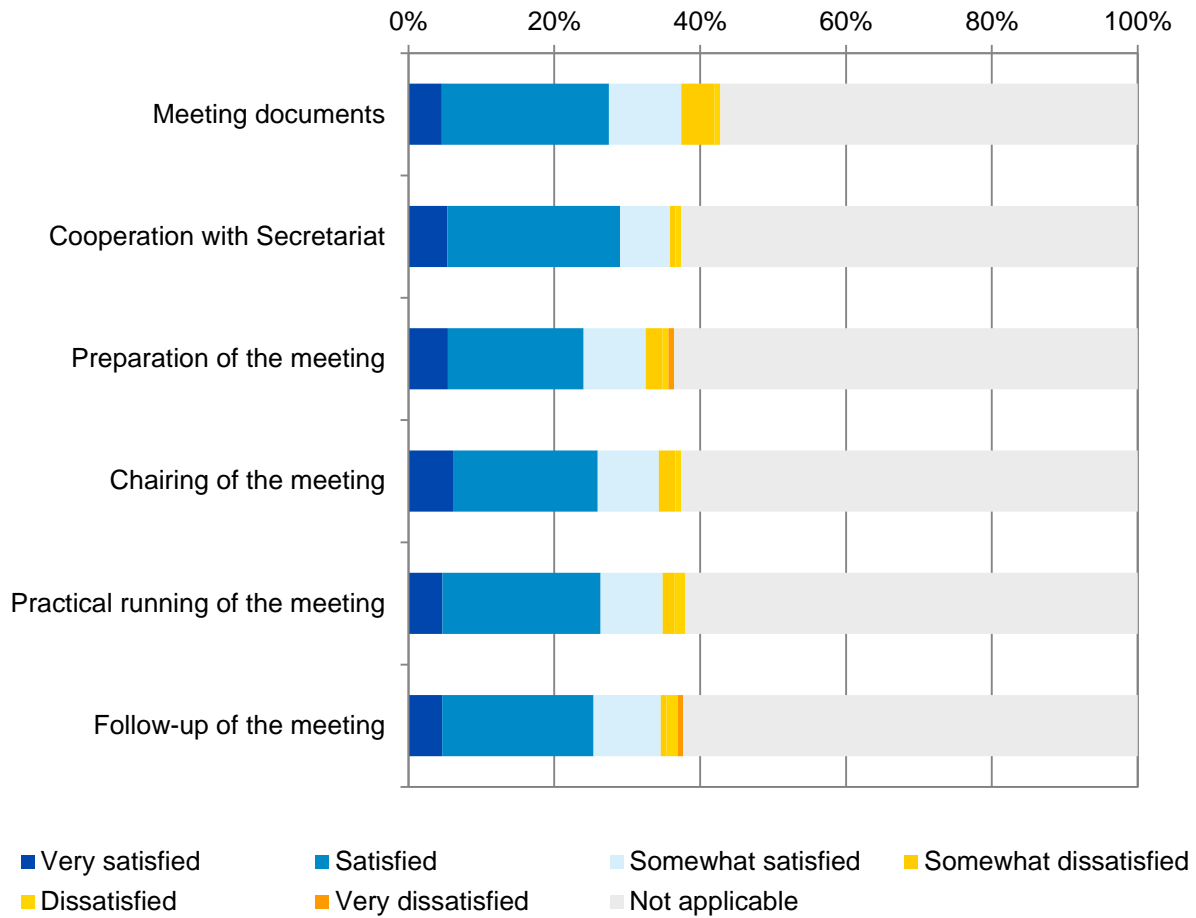
**How satisfied are you with the organisation and administrative support provided by ECHA for the BPC Working Group meetings (invitations, registration, travelling)?**



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

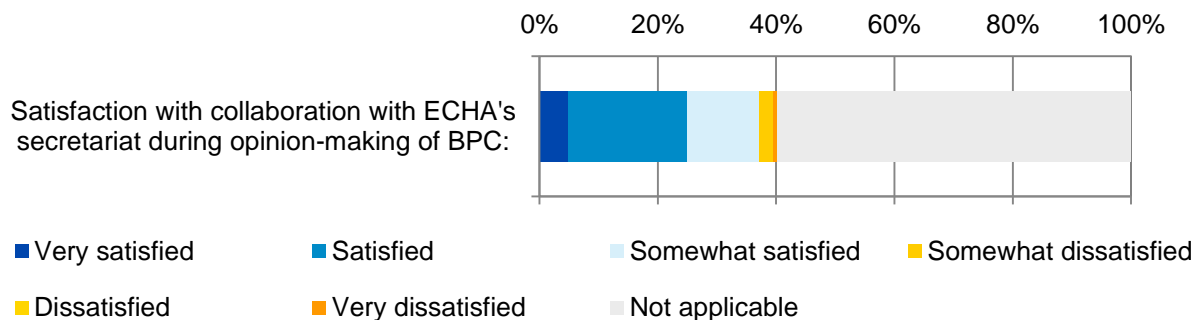


**How satisfied are you with the procedures and organisation of the BPC Working Group meetings on the following aspects?**

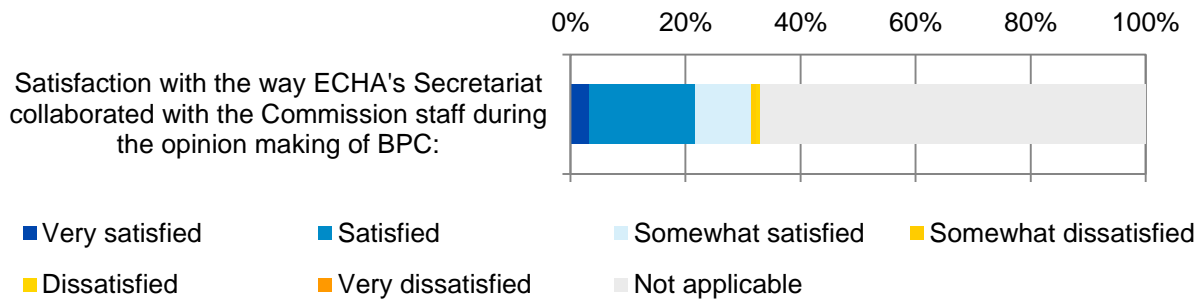


**Questions asked to BPC members, BPC accredited stakeholders and biocides applicants**

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

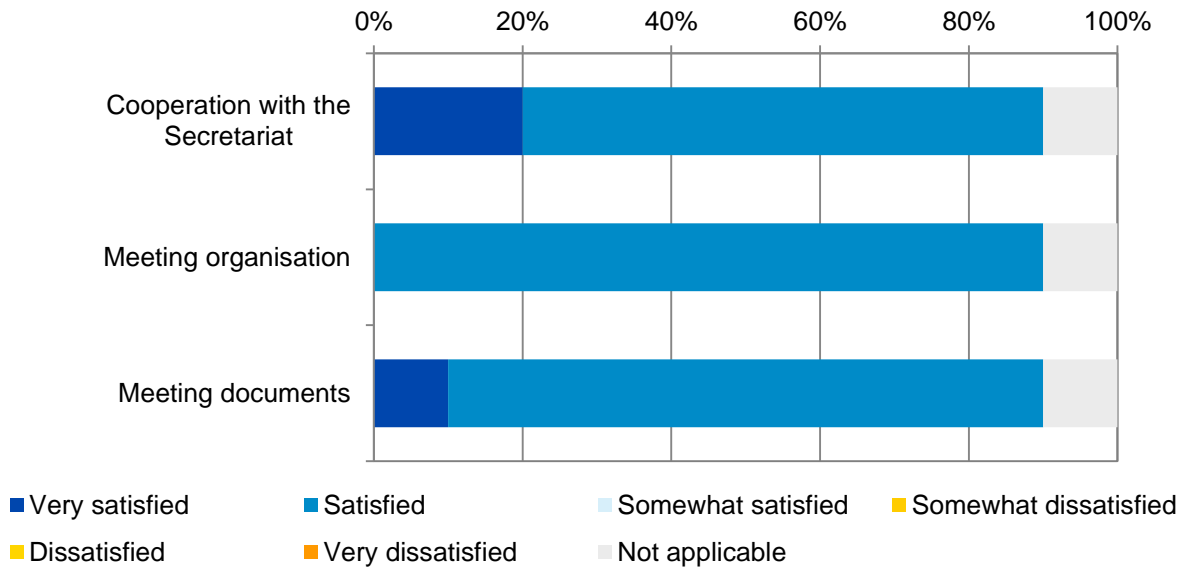


### How satisfied are you with the way ECHA's Secretariat collaborated with the Commission staff during the opinion making of BPC?

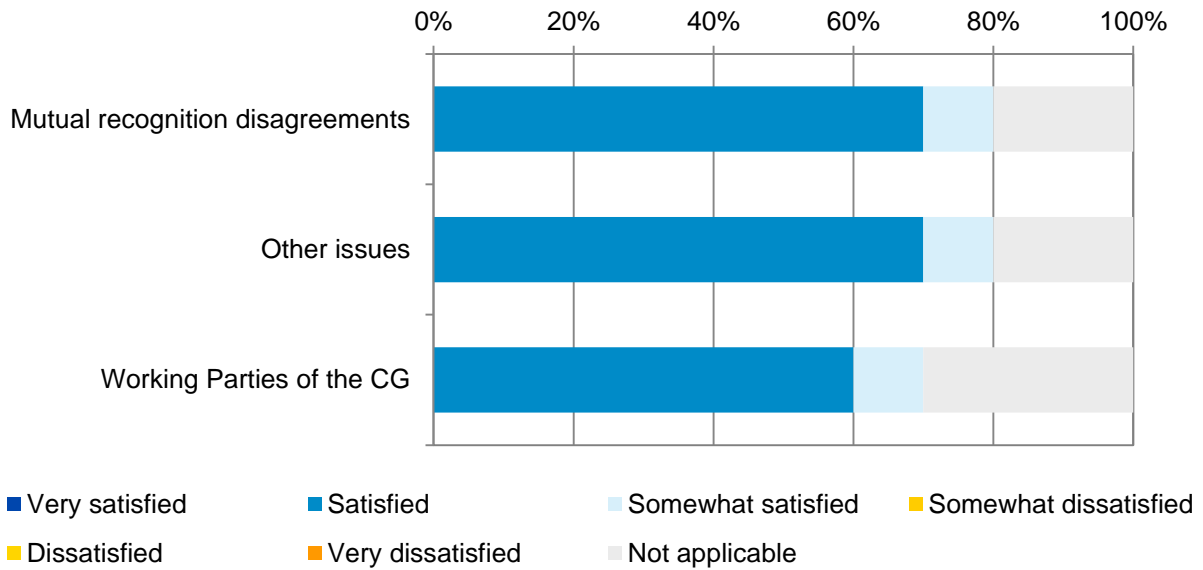


### Questions asked to Coordination Group members, BPC accredited stakeholders and European Commission representatives

#### How satisfied are you with the following aspects of ECHA's role in the organisation of the work of the Coordination Group?

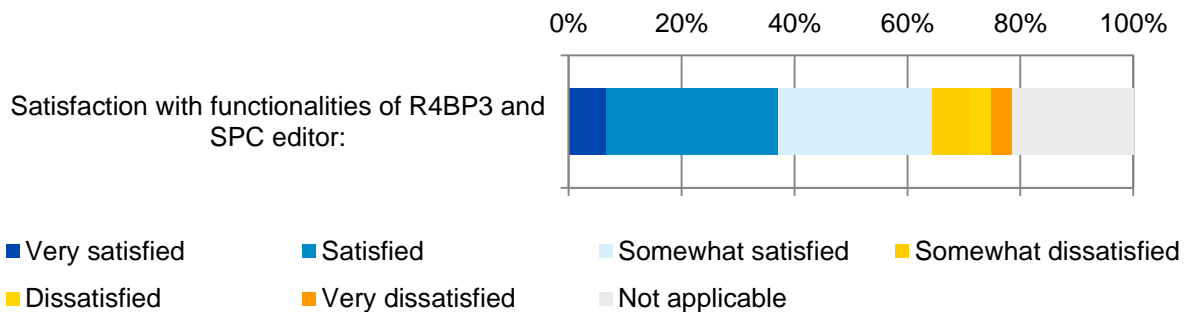


**How satisfied are you with the following aspects of the support provided by ECHA to the work of the Coordination Group?**

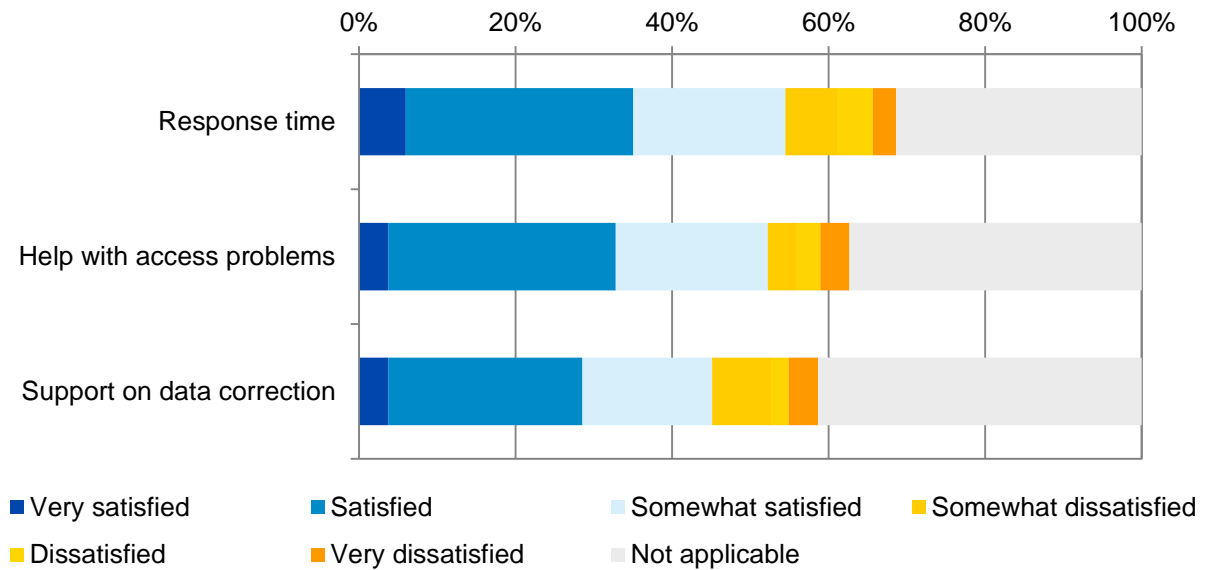


**Questions asked to Biocides MSCA contact points and biocides applicants**

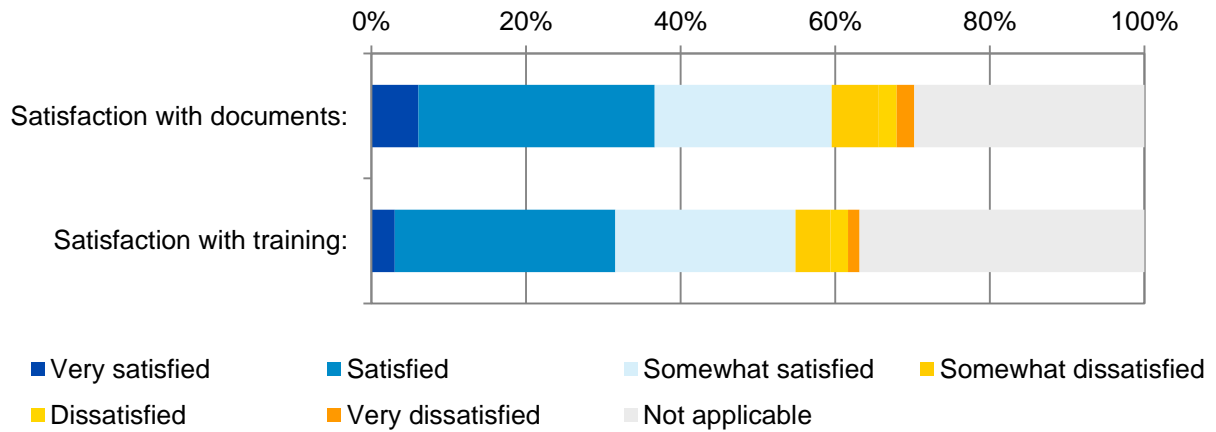
**How satisfied are you with the functionalities offered by R4BP 3 and SPC editor?**



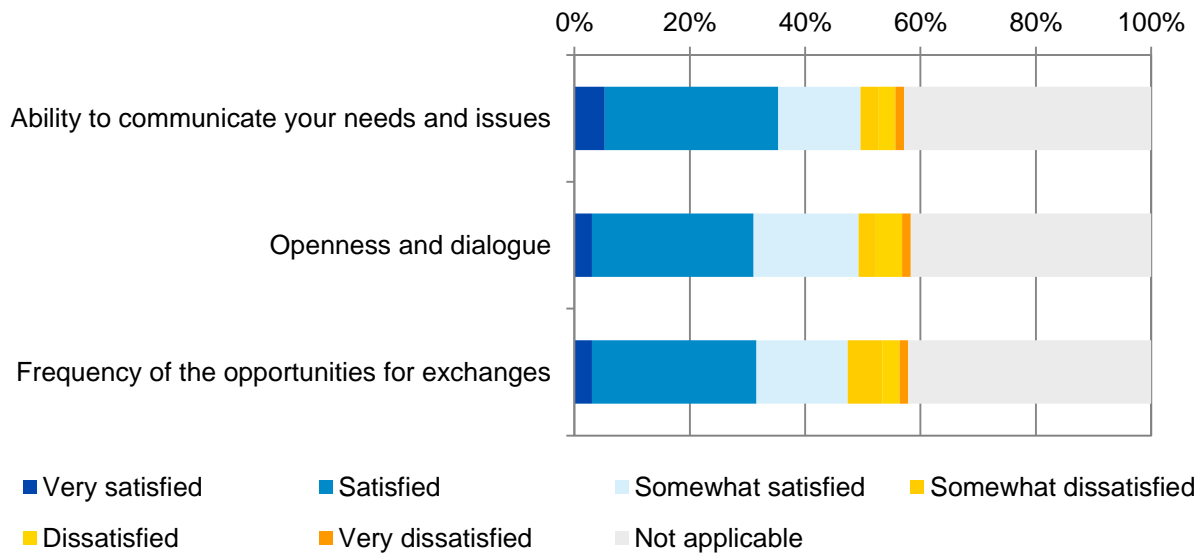
**How satisfied are you with the following aspects of the support provided by ECHA in solving issues or addressing your requests related to R4BP 3 and SPC editor:**



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



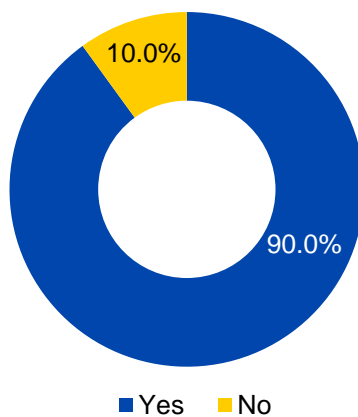
**How satisfied are you with the following aspects of the interaction with the ECHA Product Management regarding your needs and issues?**



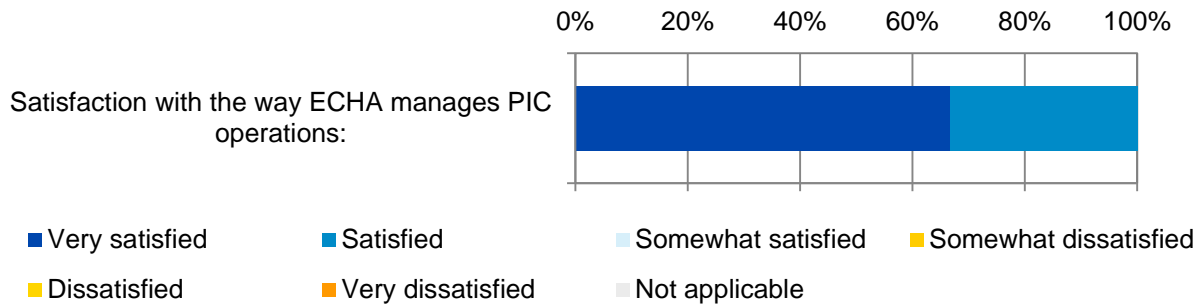
**Questions asked to European Commission representatives, Member State Designated National Authorities (DNAs) and notifiers about activities related to Prior Informed Consent (PIC)**

**Questions asked to European Commission representatives and Member State DNAs**

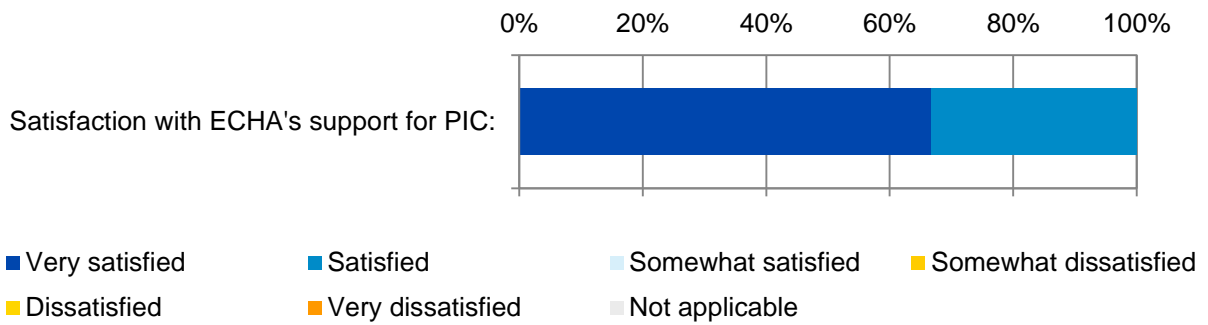
**Are you involved in PIC-related activities?**



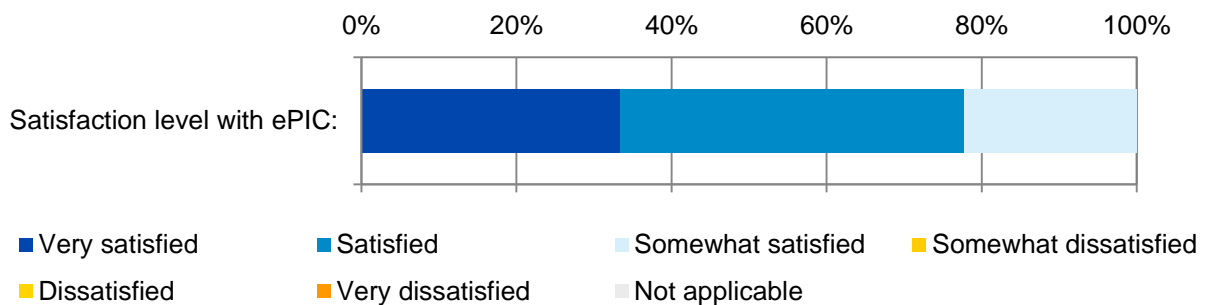
### How satisfied are you with the way ECHA manages everyday PIC operations?



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



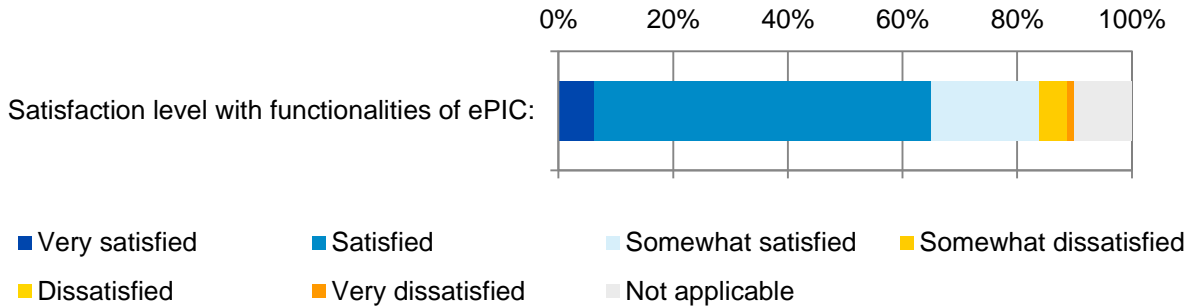
### How satisfied are you with the submission system, ePIC?



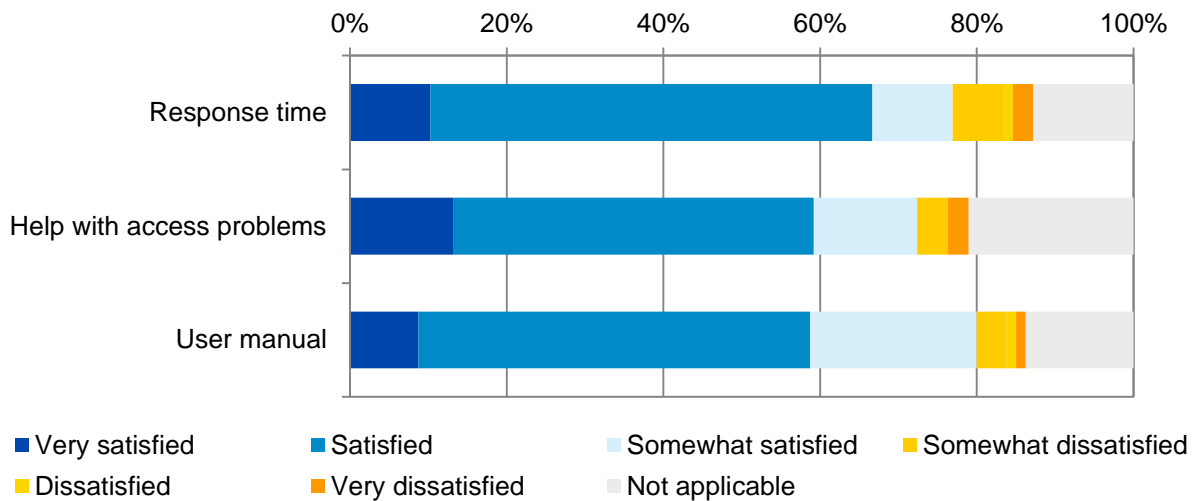


## Questions asked to PIC notifiers

### How satisfied are you with the functionalities offered by ePIC?

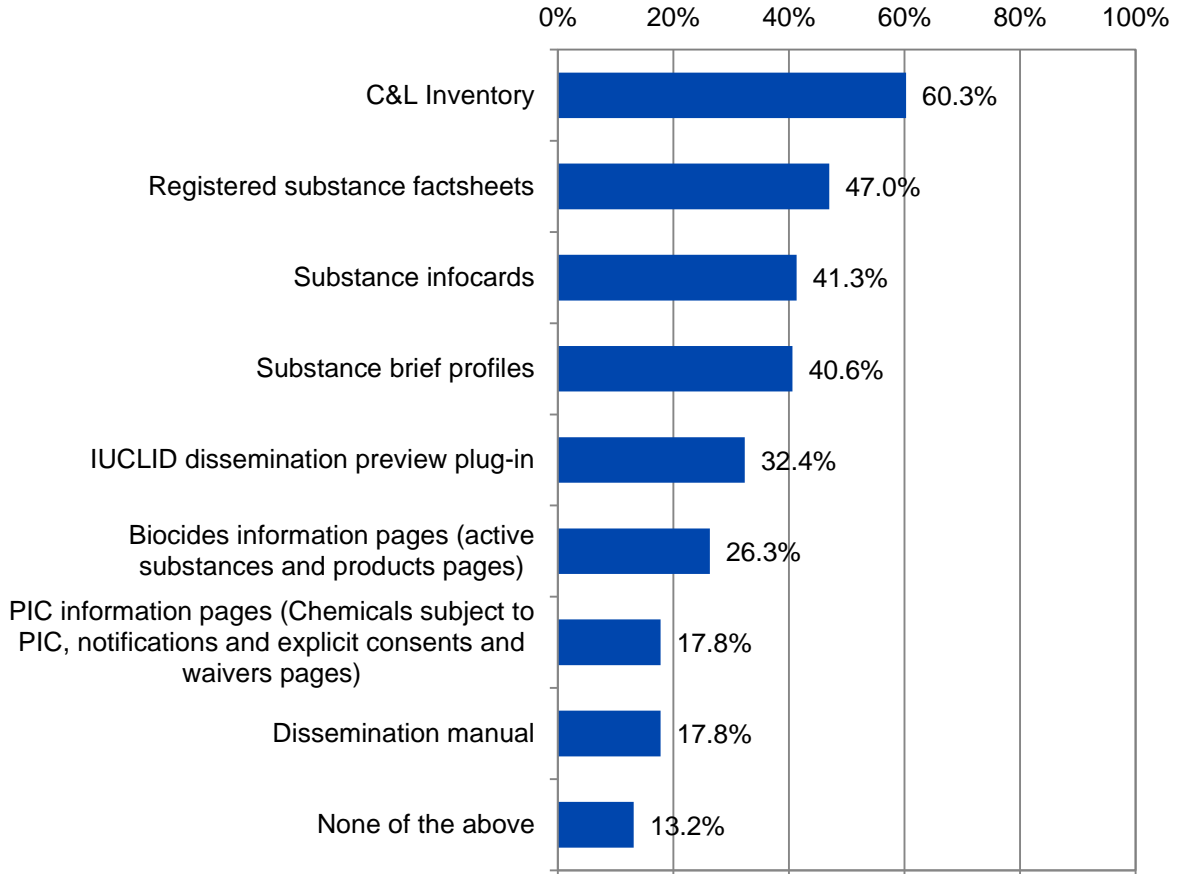


### How satisfied are you with the following aspects of the support provided by ECHA in solving issues or addressing your requests related to ePIC?

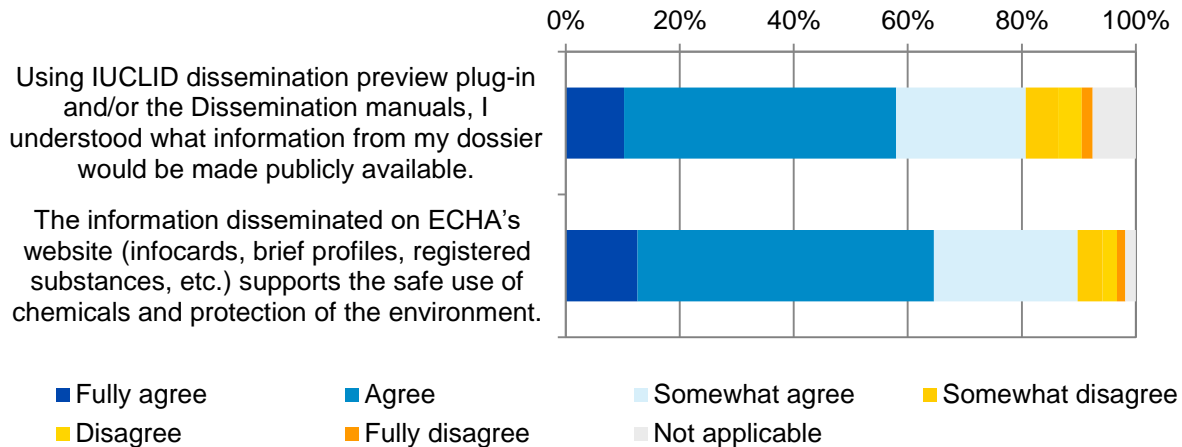


## Questions asked to all target audiences about dissemination activities of ECHA

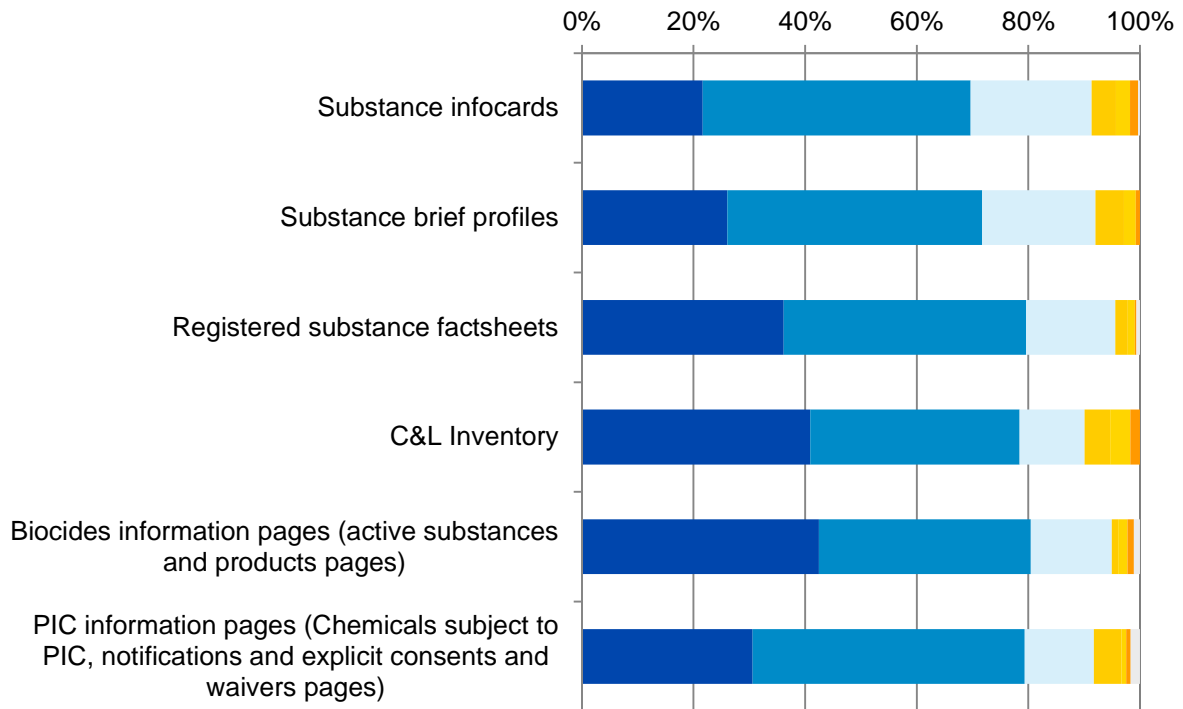
Which of the following dissemination products from ECHA have you used? (please select all that apply)



What is your level of agreement with the following statement(s)?



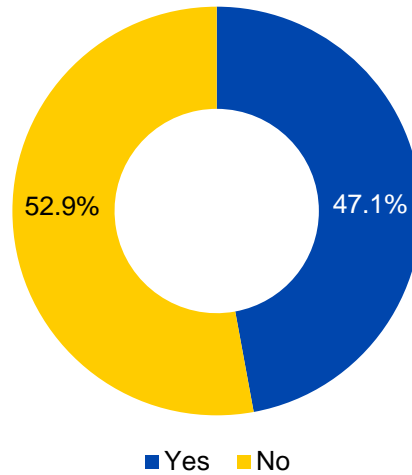
## How important/useful are the following products to your work?



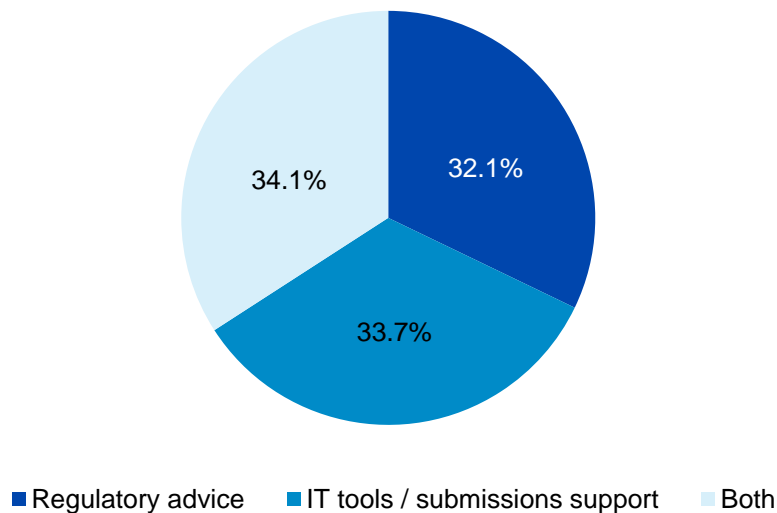
- Very important/useful (it is essential to perform my work)
- Important/useful
- Somewhat important/useful (it supports my work)
- Somewhat not important/useful
- Not important/useful (use out of curiosity)
- Not important/useful at all
- Not applicable

## Questions asked to industry (REACH registrants, Biocides applicants, PIC notifiers) about ECHA's Helpdesk or IT Tools support

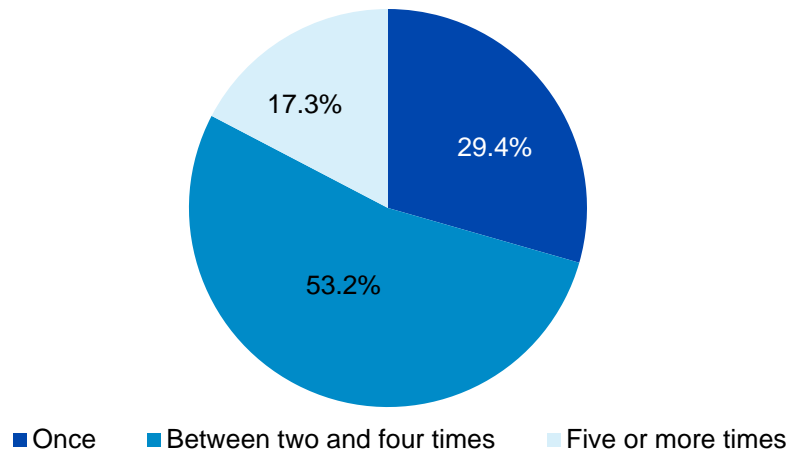
Did you make use of the ECHA Helpdesk regulatory support or IT Tools support service in 2017?



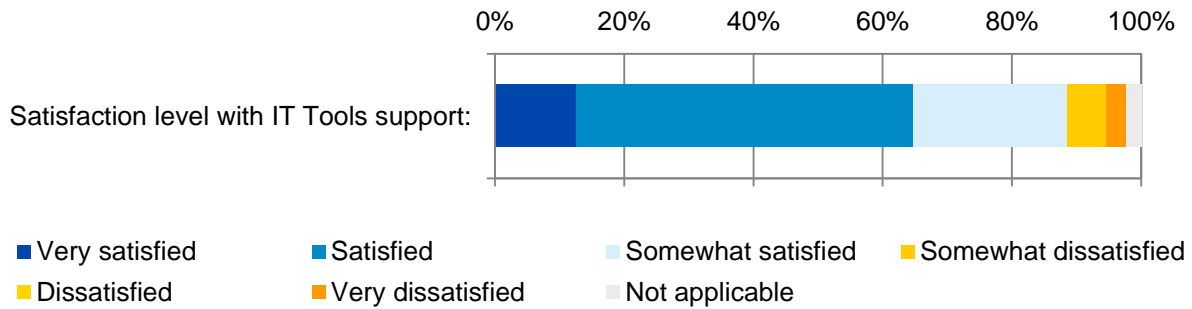
Your questions were related to:



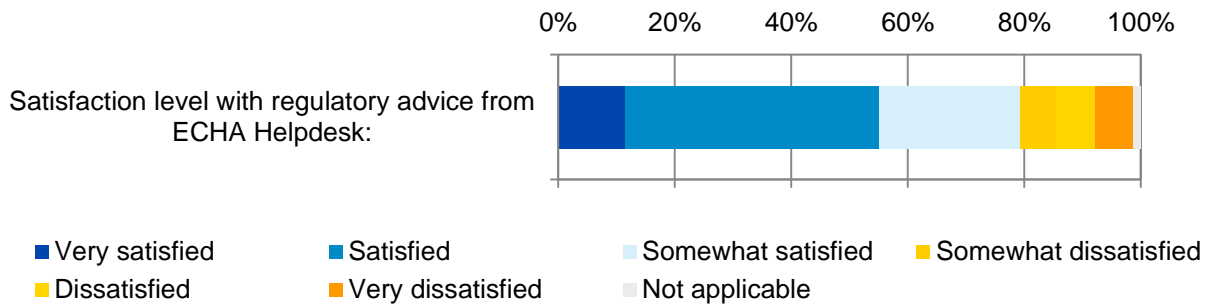
### How many times did you contact the ECHA Helpdesk regulatory advice or IT Tools support for industry during 2017?



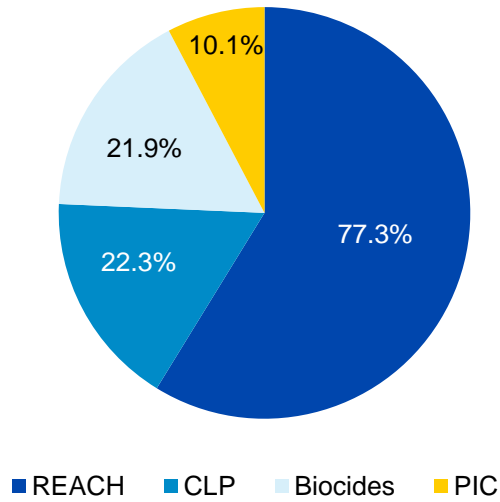
### How satisfied were you with the IT Tools support?



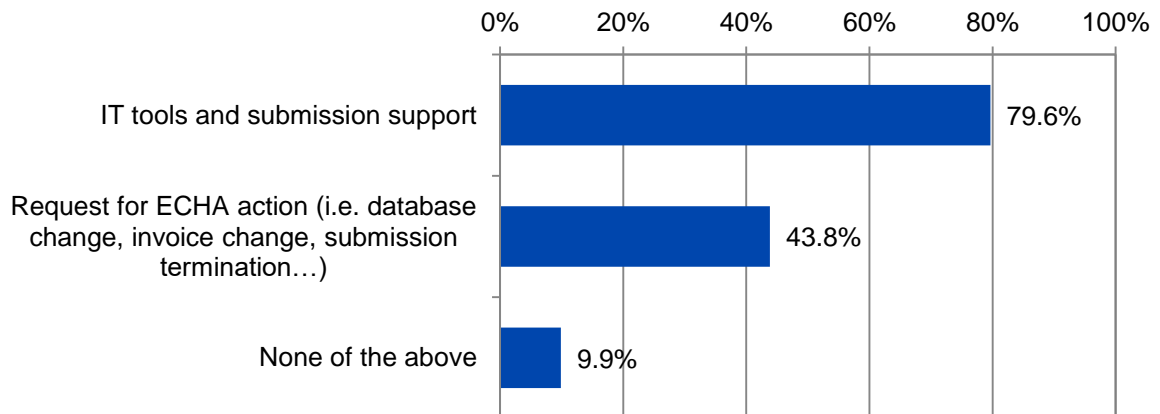
### How satisfied were you with the regulatory advice provided through the ECHA Helpdesk?



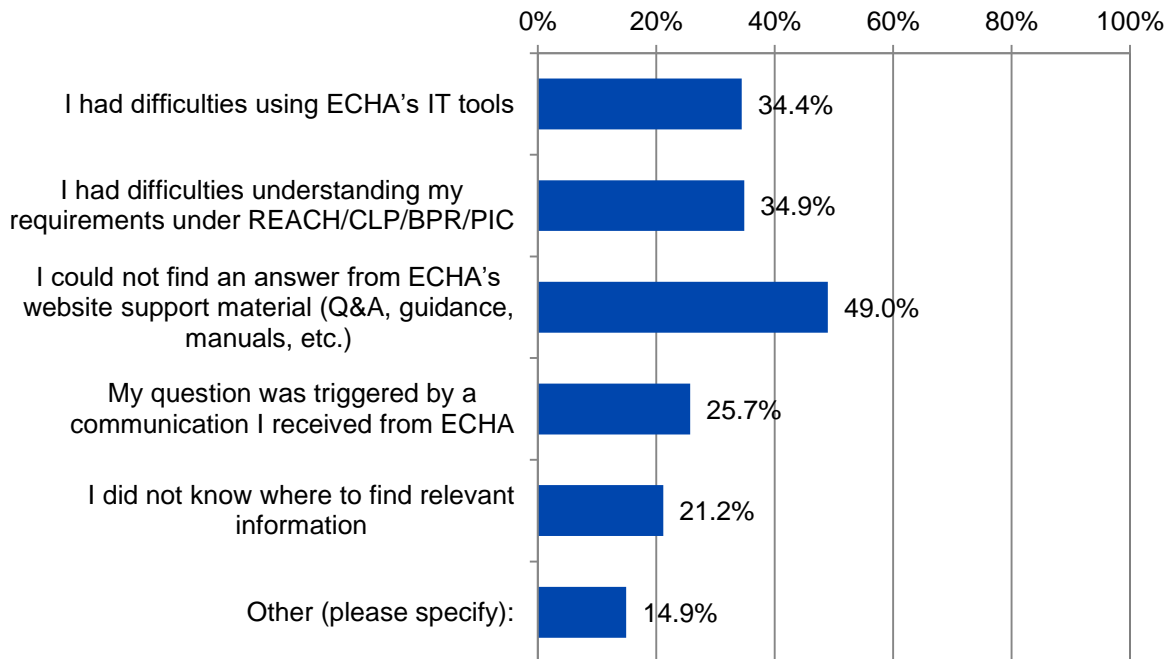
**Your questions were related to (please select all that apply):**



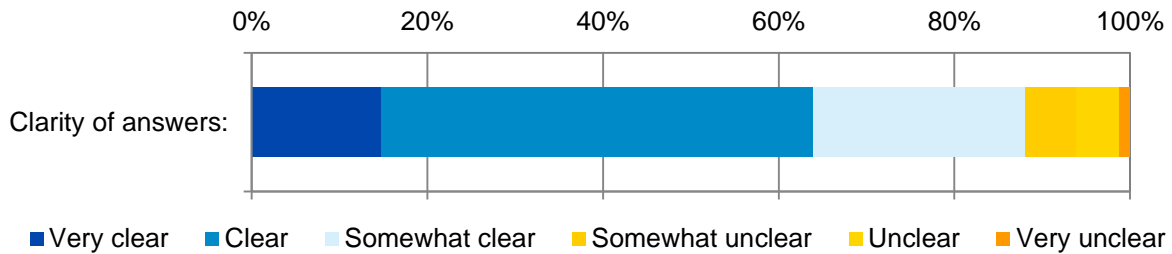
**Your questions were related to (please select all that apply):**



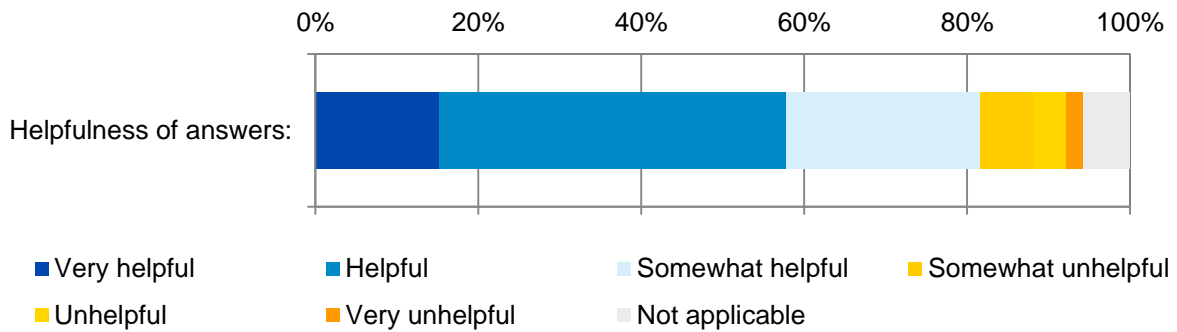
### Why did you contact the ECHA Helpdesk? (please select all that apply)



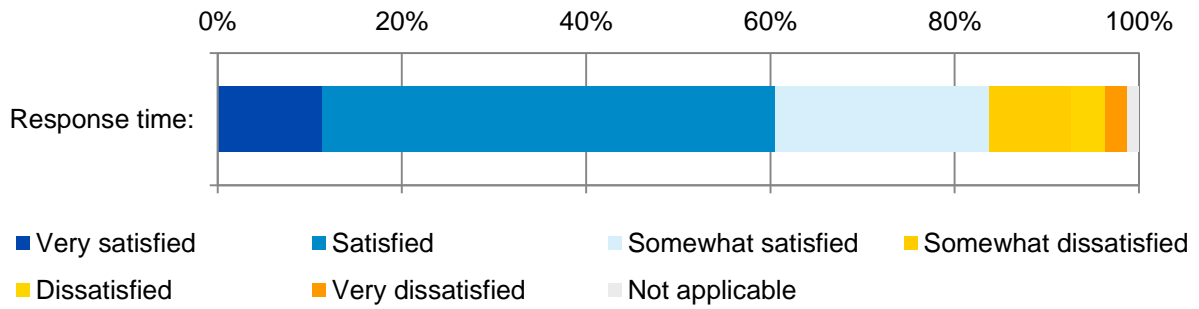
### How clear were the answers from ECHA to you?



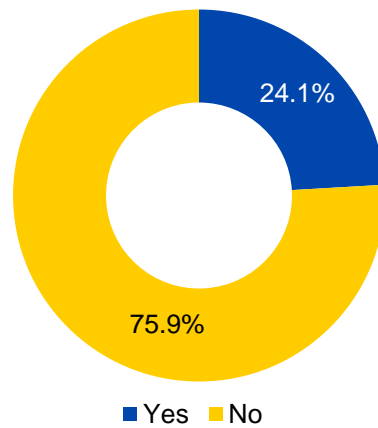
### How helpful were ECHA's answers in solving your regulatory questions or IT-related issues?



### How satisfied were you with ECHA's response time?

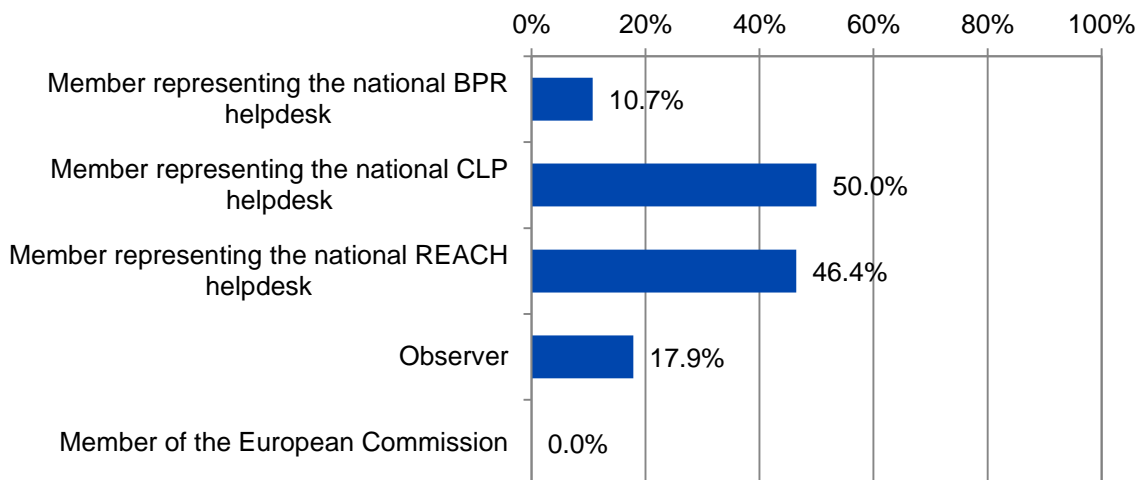


### Did anyone in the IT Tools support contact you by phone?



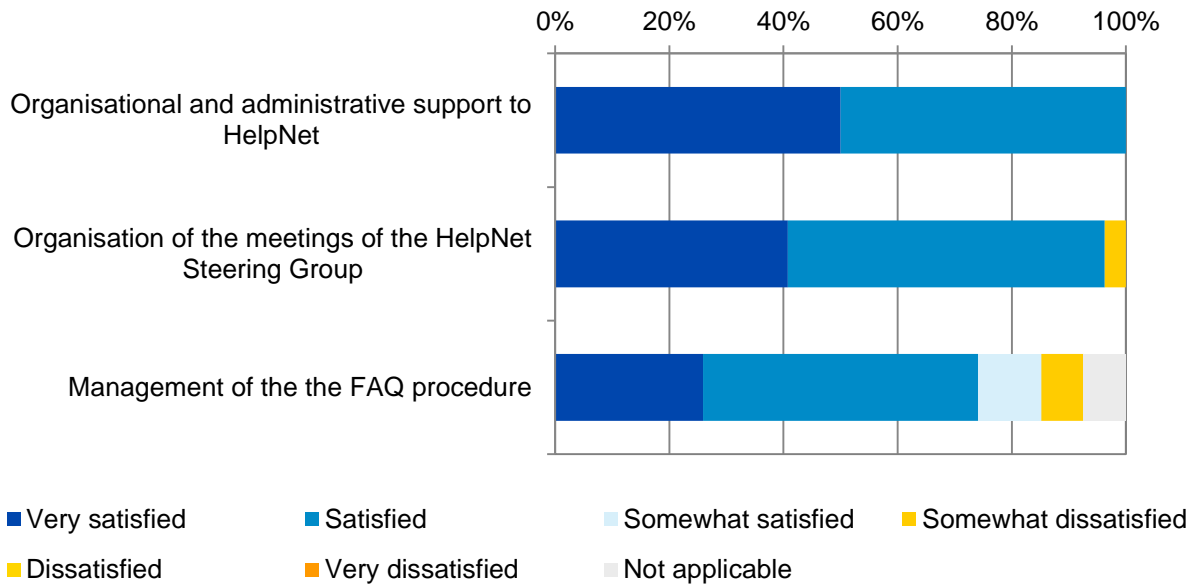
## Questions asked to HelpNet members about the HelpNet secretariat

### What is your role in HelpNet?



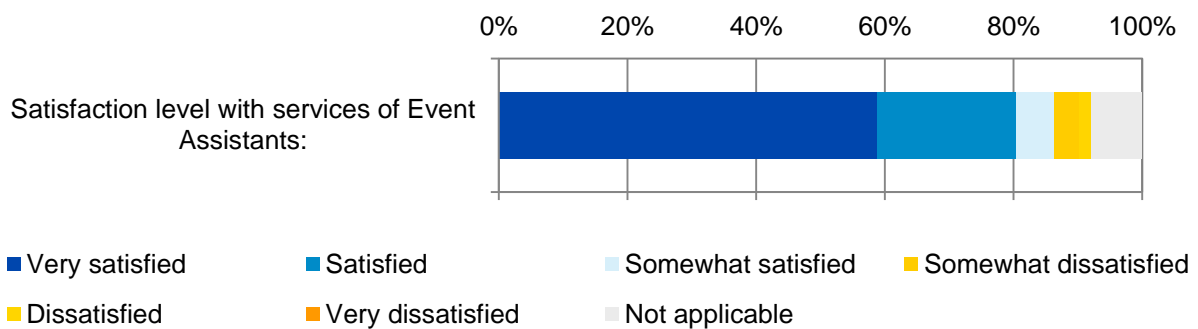


### How satisfied are you with the following aspects of the support provided by the HelpNet secretariat?

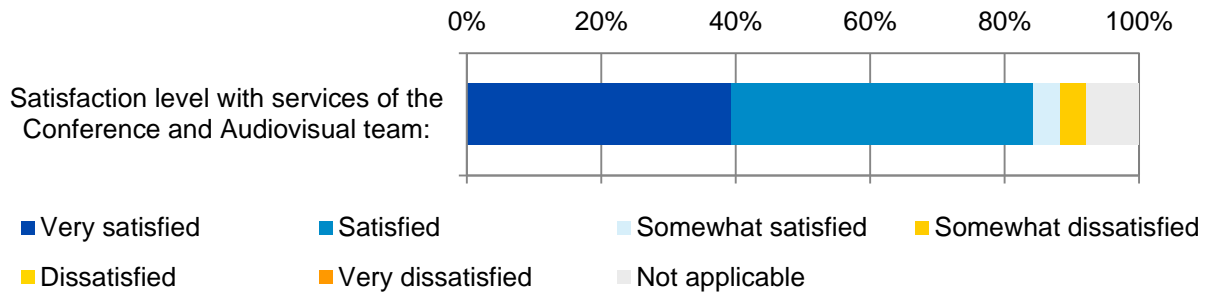


### Questions asked to Committee and Management Board members about ECHA's event and conference services

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

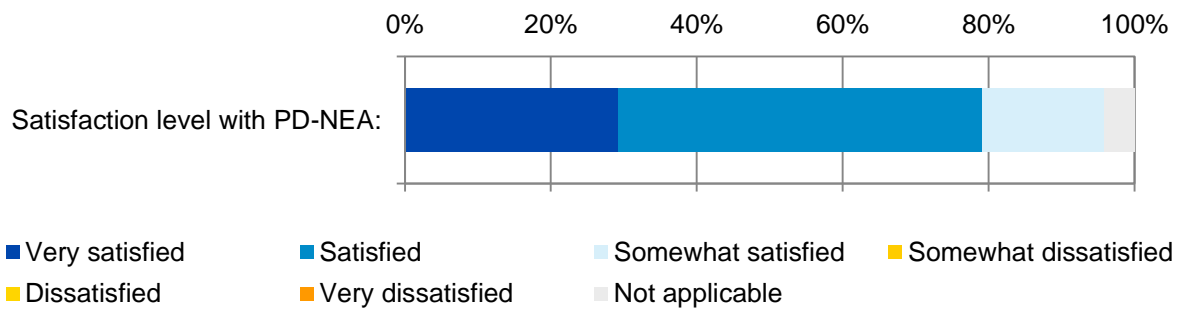


### How satisfied are you with the services of the Conference and Audio-visual team?

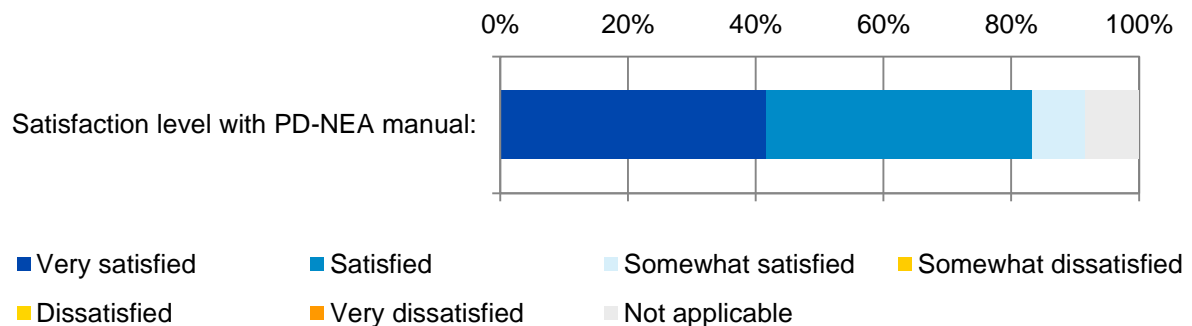


### Questions asked to PD-NEA users (portal dashboard for national enforcement authorities) about data management services

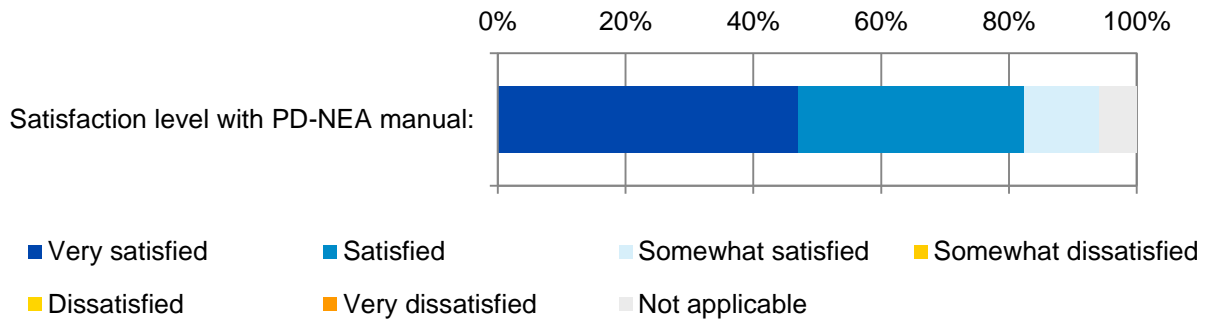
#### How satisfied are you with PD-NEA?



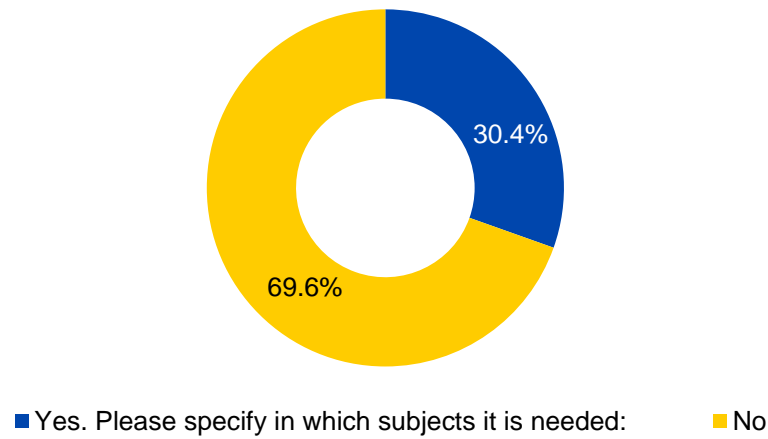
#### How satisfied are you with ECHA's PD-NEA manual?



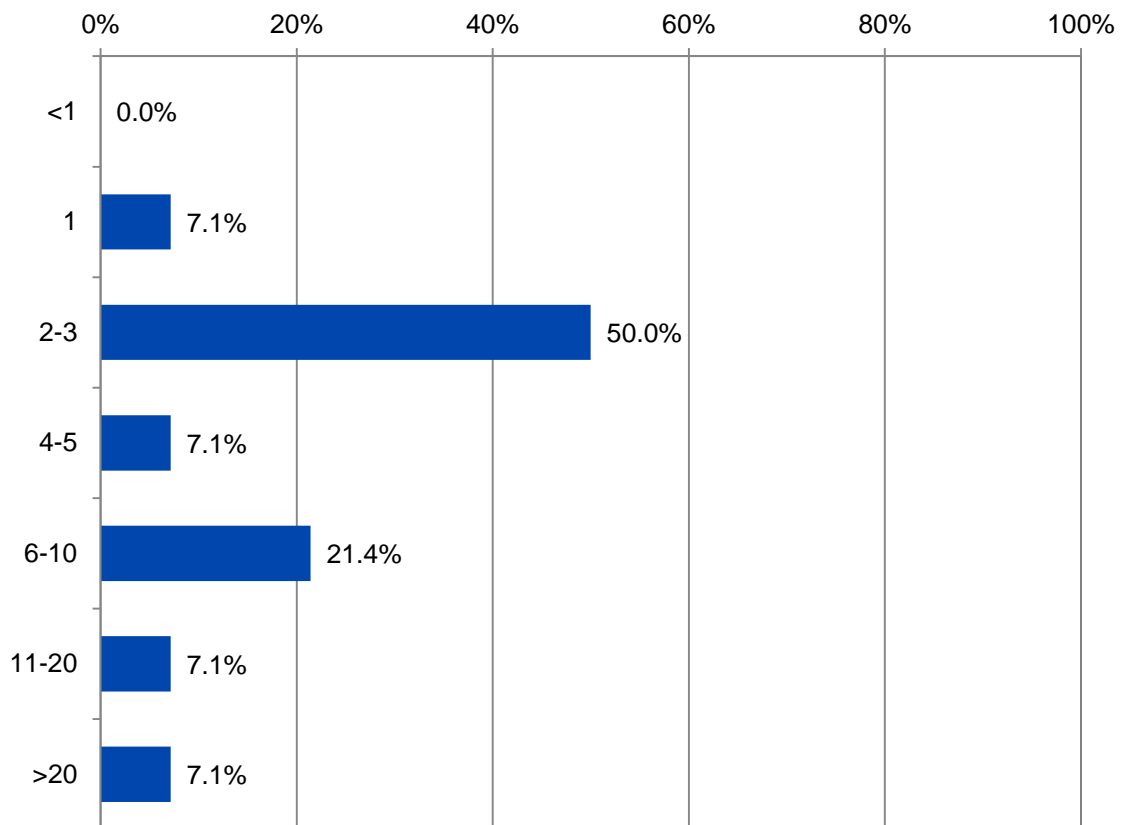
### How satisfied are you with the support ECHA gives for PD-NEA Administrators/SPOCs?



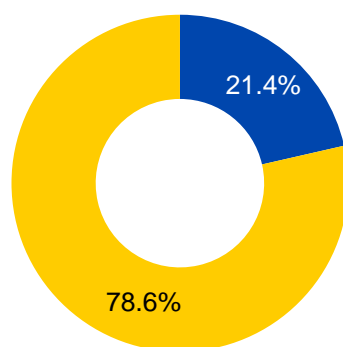
### Do you think that further training for PD-NEA Administrators and SPOCs is necessary?



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

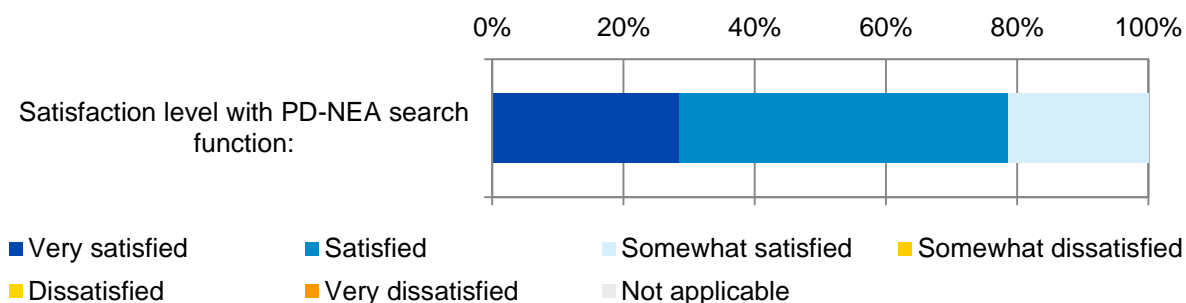


### Based on your experience, is there something in PD-NEA that should be changed for you to visit more frequently?

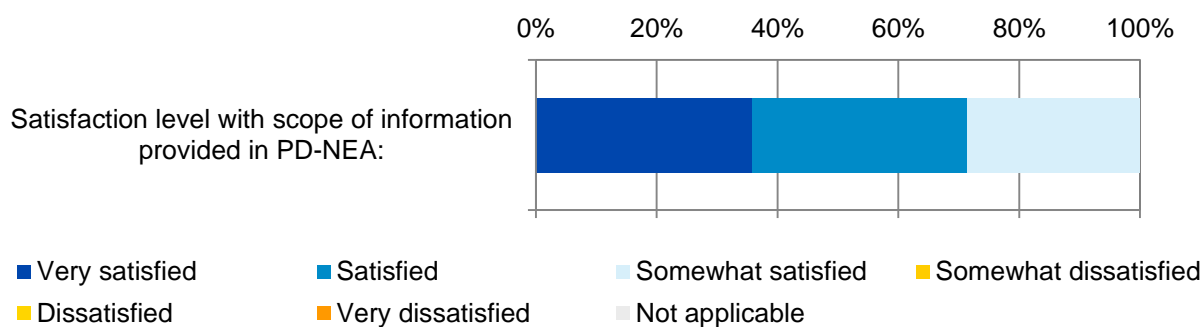


■ Yes. Please specify:      ■ No

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

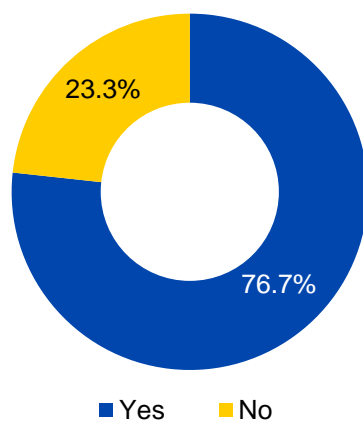


### How satisfied are you with the scope of information provided in PD-NEA?

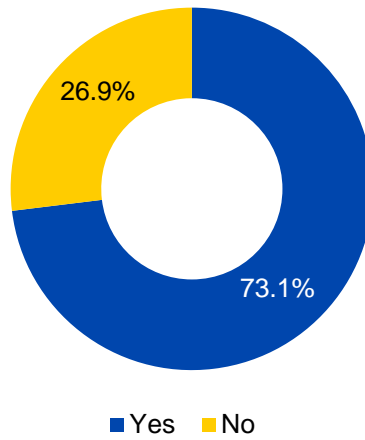


## Questions asked to industry (REACH registrants, Biocides applicants and PIC notifiers) about guidance

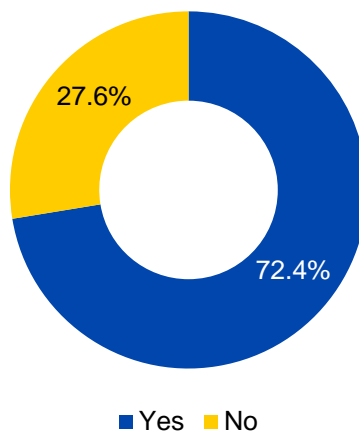
Have you used ECHA guidance documents (including guidance in a nutshell) as support material when preparing/submitting a REACH registration dossier?



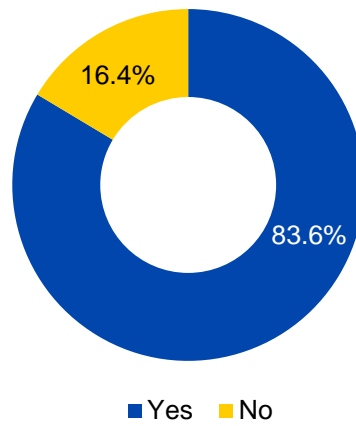
**Have you used ECHA guidance documents for other purposes under REACH (for example, compilation of safety data sheets (SDSs))?**



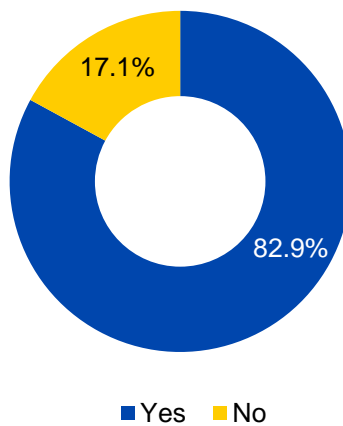
**Have you used ECHA guidance documents to help in complying with the CLP Regulation?**



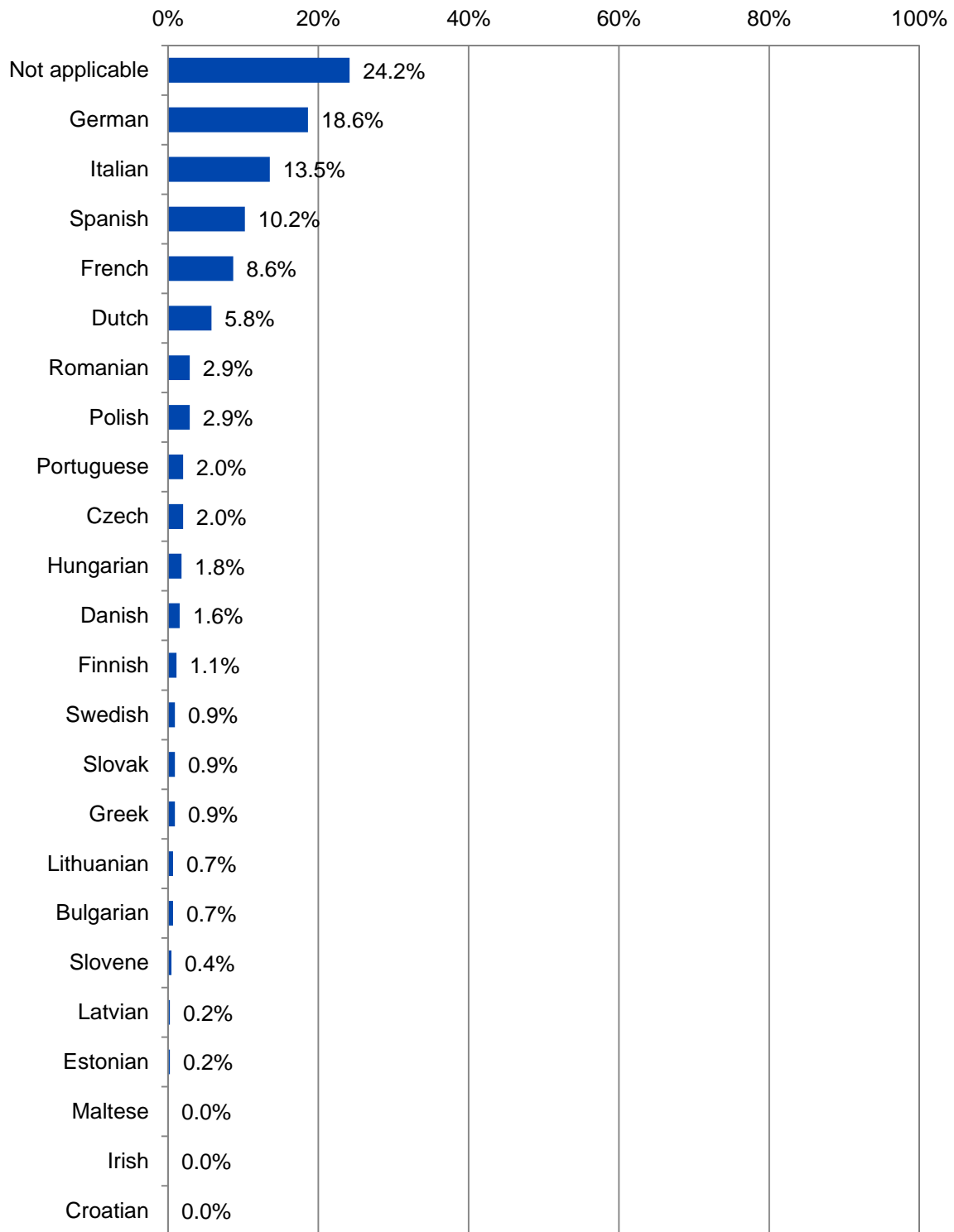
**Have you used ECHA guidance documents to help in complying with the Biocidal Products Regulation (BPR)?**



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

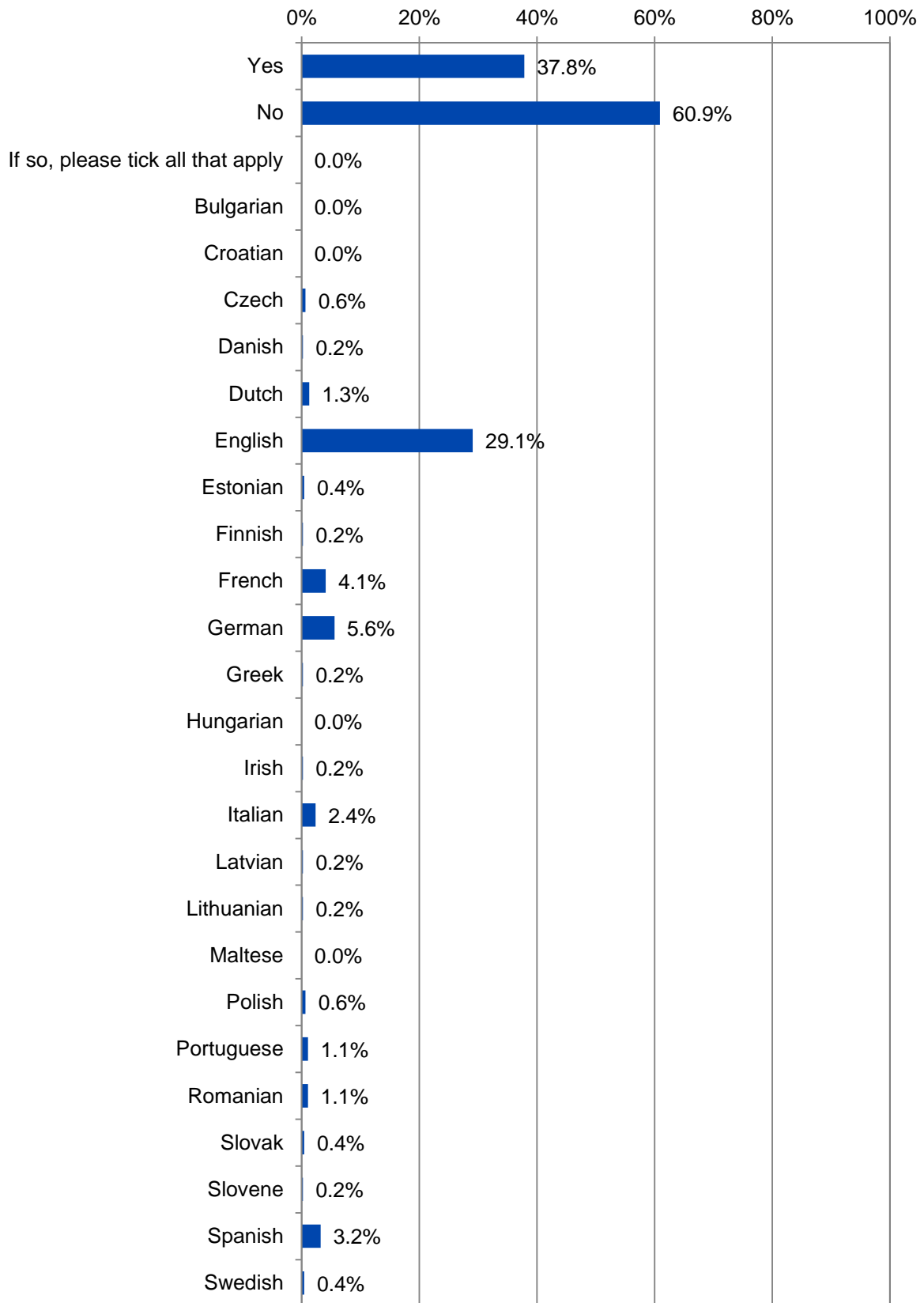


**For documents for which versions were available in a language other than English, which language version of the documents did you consult most often?**

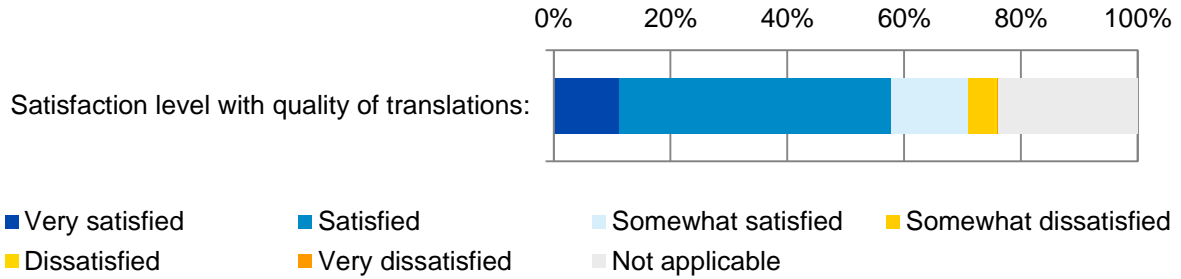




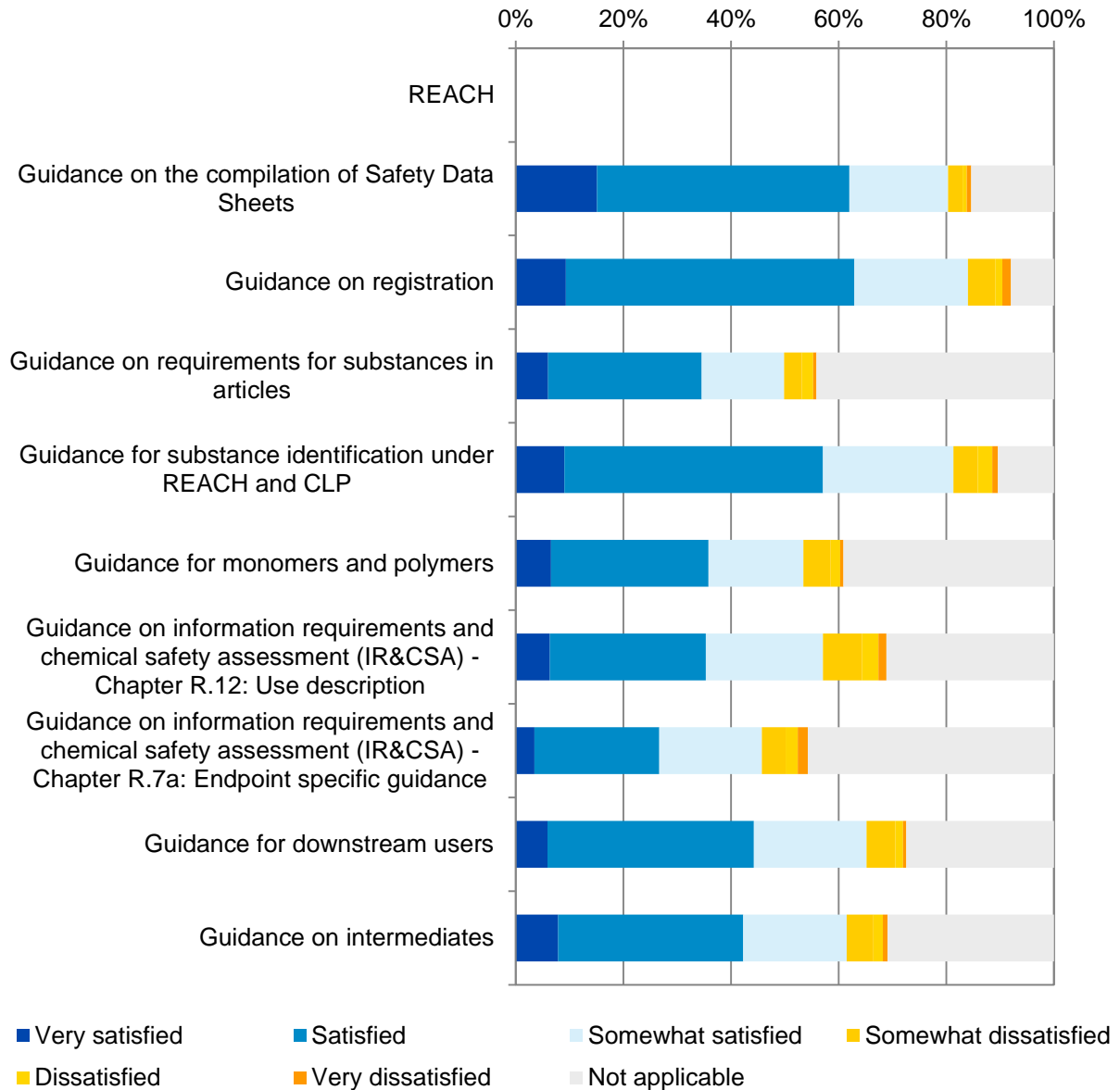
### Did you consult other language versions?

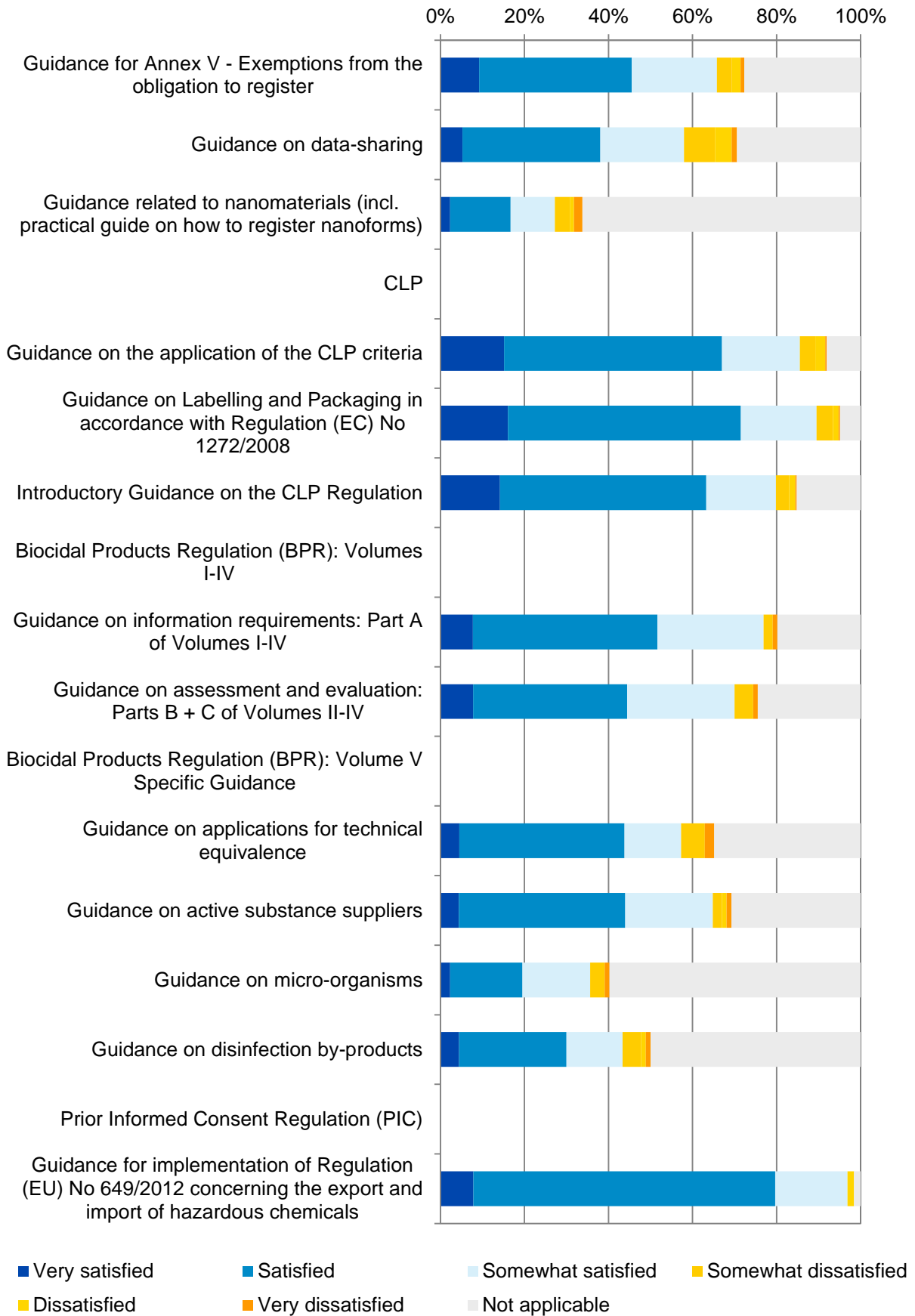


**If you consulted translated guidance documents, please rate your degree of satisfaction with the quality of translations:**

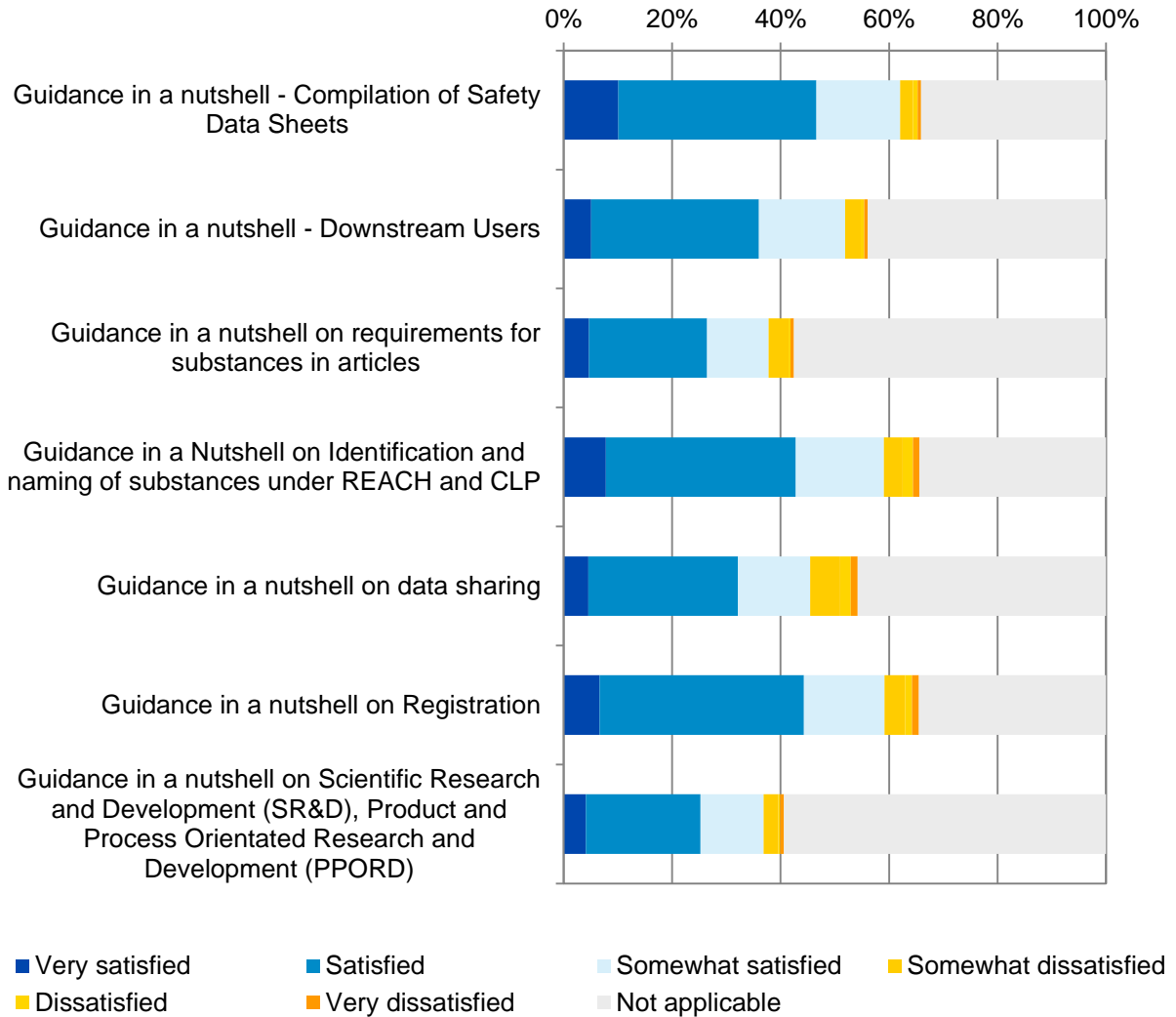


**How satisfied were you with the usefulness of the guidance documents consulted (please rate only the documents you actually consulted)?**

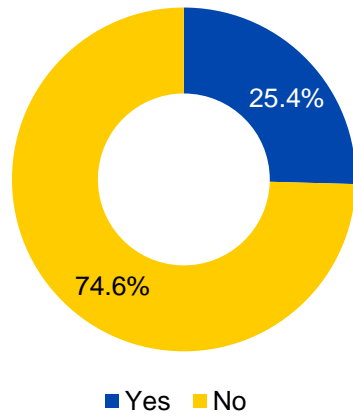




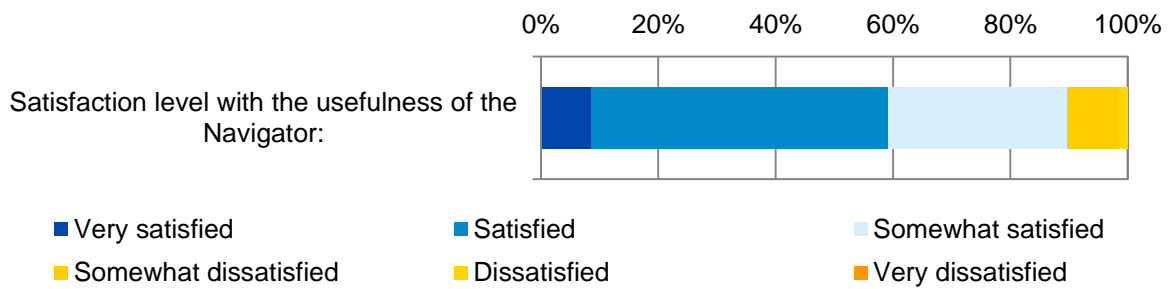
**How satisfied were you with the usefulness of any “Guidance in a nutshell” documents in the list below which you have consulted (please rate only documents that you have actually consulted)?**



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

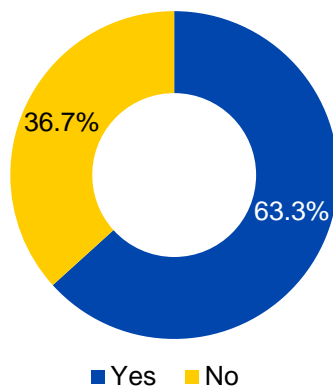


### How satisfied are you with the usefulness of the Navigator?

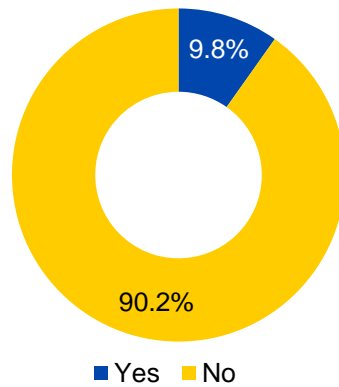


### Questions asked to industry (REACH registrants, Biocides applicants) about the Board of Appeal

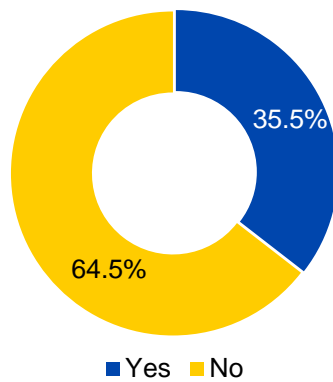
#### Did you know that you can appeal to the Board of Appeal against certain ECHA decisions?



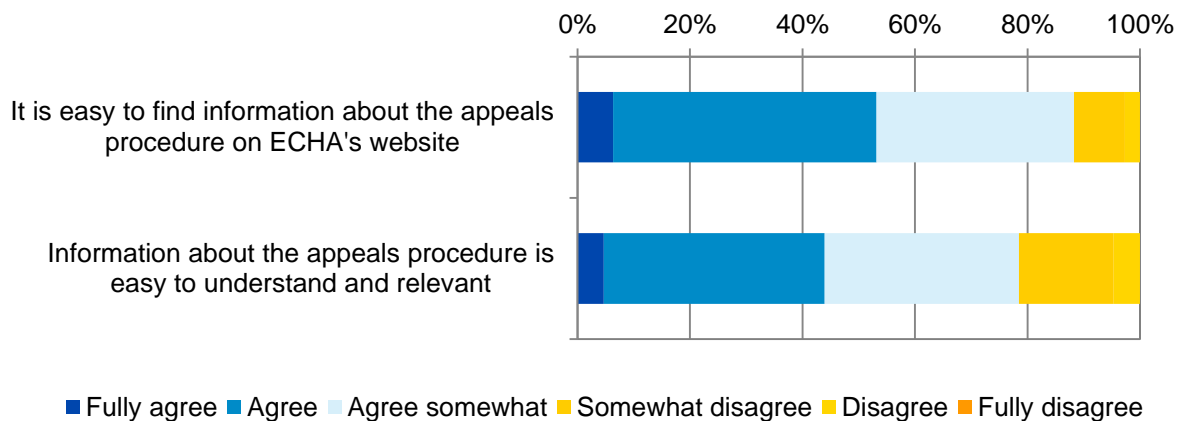
**Have you had any direct involvement in the appeals process?**



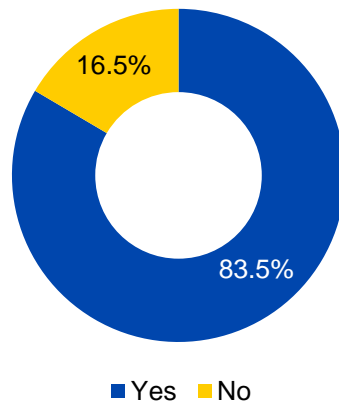
**Have you visited the Appeals section of ECHA's website?**



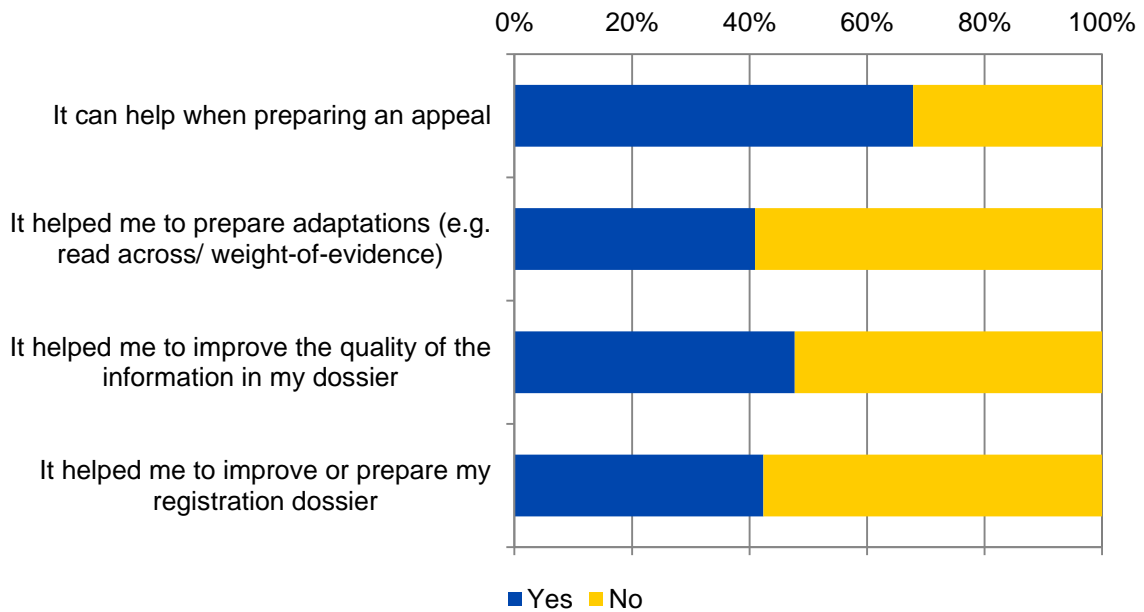
**Please indicate your level of agreement with the following statements:**



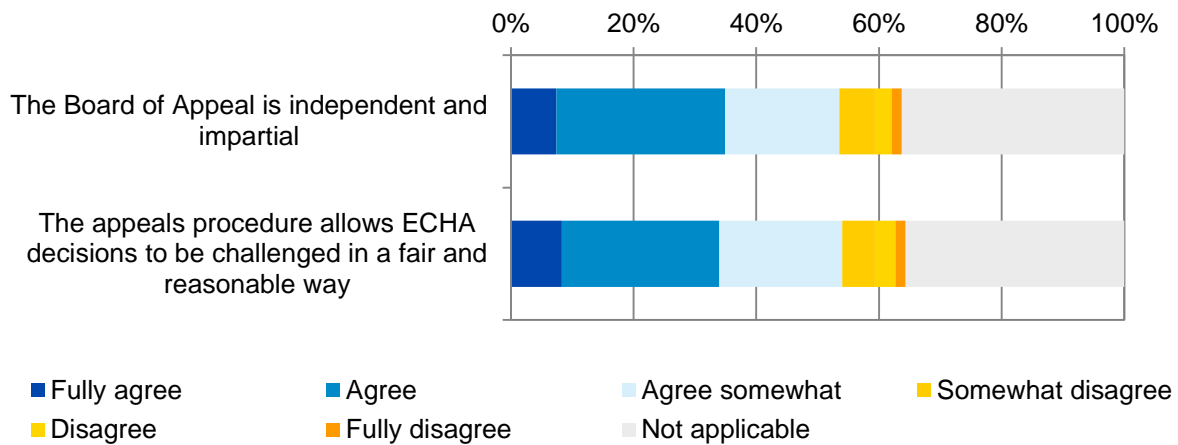
**Is the information on appeals in published decisions of the Board of Appeal useful to you?**



**Please indicate whether you agree with the statements below regarding the information on appeals in published decisions of the Board of Appeal:**

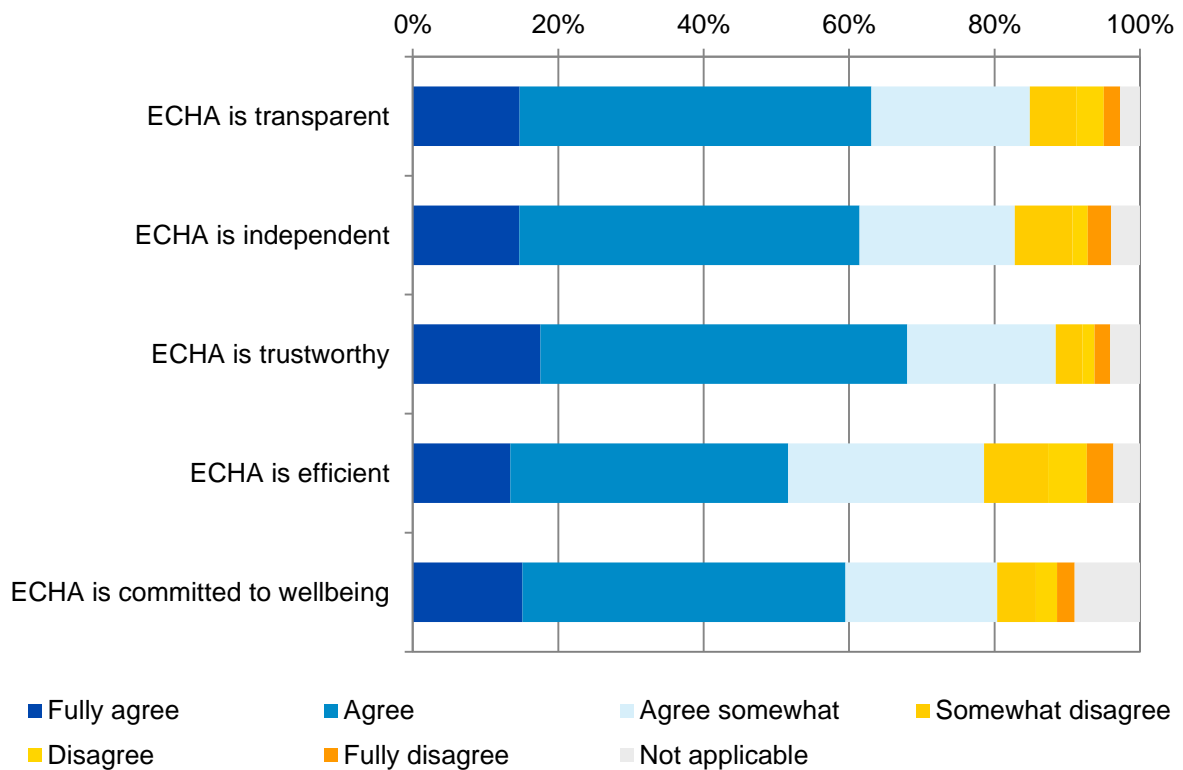


**What is the level of your confidence in the appeals procedure? Please indicate your level of agreement with the following statements:**



**Questions asked to all target audiences about ECHA's values**

**Please rate the following statements about ECHA's values.**





## Questions asked to all target audiences about the stakeholder survey itself

Finally, we would like your feedback on this survey in general.  
Please rate the following statements:

