

ECHA's Annual Stakeholder Survey 2012

Overview of results



DISCLAIMER

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

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http://echa.europa.eu/about/contact_en.asp

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ABBREVIATIONS

CAS	Chemical abstracts service
CCH	Compliance Check
CLP	Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures
CMR	Carcinogenic, mutagenic or toxic for reproduction
CoRAP	Community rolling action plan
CSA	Chemical safety assessment
CSR	Chemical safety report
DNEL	Derived no effect level
EA	Exposure Assessment
EC	European Commission
ECHA	European Chemicals Agency
ECVAM	European Centre for the Validation of Alternative Methods
EINECS	European Inventory of Existing Commercial Chemical Substances
EOGRTS	Extended One-Generation Reproductive Toxicity test (OECD TG 443)
ENES	ECHA-Stakeholder Exchange Network on Exposure Scenarios
ESIS	European chemical Substances Information System
EU	European Union
GLP	Good laboratory practice
HH	Human health
(Q)SAR	(Quantitative) Structure Activity Relationship
IUCLID	International Uniform Chemical Information Database
ITS	Integrated Testing Strategy
MSC	Member State Committee
MSCA	Member State Competent Authority
OC	Operational conditions
OECD	Organisation for Economic Cooperation and Development
PBT	Persistent, Bio-accumulative, and Toxic
PEC	Predicted environmental concentration
PNEC	Predicted no effect concentration
QOBL	Quality observation letter
RAAF	Read-Across Assessment Framework
RCR	Risk Characterisation Ratio
REACH	Regulation (EC) No 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals
RMM	Risk management measures
SAR	Structure Activity Relationship
SE	Substance Evaluation
SID	Substance Identity
SMILES	Simplified molecular input line entry specification
TCC	Technical completeness check
TG	Test Guideline
TPE	Testing Proposal Examination
UVCB	Substances of unknown or variable composition, complex reaction products or biological materials
vPvB	Very Persistent and very Bio-accumulative

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ECHA's Annual Stakeholder Survey 2012 - overview of results

SUMMARY

ECHA's annual Work Programmes outline the Agency's objectives for each year. Each Work Programme follows ECHA's activity based management approach, and in 2012 it was divided into 17 Activities. Each activity has a set of objectives and outputs, as well as performance indicators, through which achievements can be followed up.

Many of the performance indicators set in the annual Work Programme are evaluated with the help of statistical data and a number of non-numerical indicators are evaluated through a stakeholder survey. This survey consists of a number of audience-specific sub-surveys.

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

One important part of the survey is the possibility for stakeholders to provide feedback in the form of free text. Although these texts are not published, ECHA analyses both these and the entire survey throughout, using the detailed information internally to improve its processes.

At the end of the survey, the respondents were also requested to provide feedback on the survey itself. ECHA is also using this information as well as the lessons learnt to constantly improve the validity of the questions, the structure and the design of the survey.

This report contains an overview of the results of the 2012 survey. The results will be used to gauge stakeholders' satisfaction with ECHA's work in 2012 and will appear in ECHA's General Report to be published in spring 2013.

The survey was conducted in November 2012. The sub-survey conducted with "Bodies and Networks" as well as the "Registrant" sections of the survey were open for respondents between 12 November 2012 and 30 November 2012. The "News Readership and Website" survey link was sent to the respondents together with ECHA e-News on 14 November 2012 and was kept open until 7 December 2012. The "training events" survey results were collected after training events throughout the year.

The average response rate of all surveys in 2012 was 17%.

The breakdown of the response rate was as follows :

- Registrants 19% (863 respondents)
- Bodies and Networks 30% (352 respondents)
- News subscribers 1% (224 respondents)

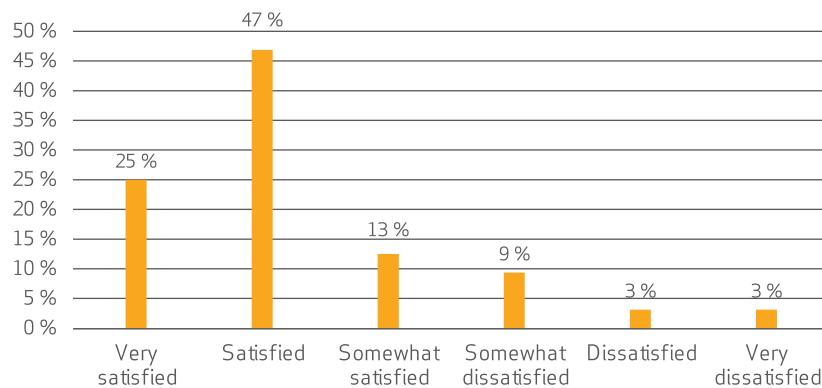
ECHA would like to take this opportunity to thank all those who took their time to answer the survey.

ECHA Stakeholder Survey 2012 - Report

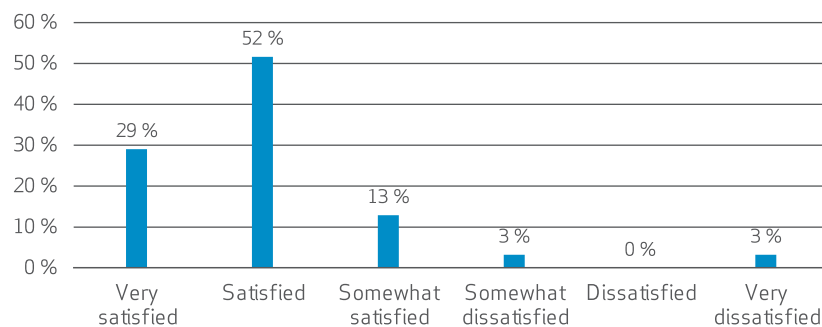
The European Chemicals Agency comprises three Committees and a Forum on enforcement matters. The Member State Committee resolves differences of opinion on draft decisions proposed by the Agency or Member States and to make proposals for identification of substances of very high concern. The Risk Assessment Committee prepares opinions on evaluation, on applications for authorisation, on proposals for restrictions and on classification and labelling. The Committee for Socio-economic Analysis prepares opinions on applications for authorisation, on proposals for restrictions and on questions relating to the socio-economic impact of proposed legislative action. The Forum on the Exchange of Information on Enforcement coordinates a network of representatives of EU/EEA national enforcement authorities.

QUESTIONS ASKED TO THE MEMBERS OF ECHA COMMITTEES AND ACCREDITED STAKEHOLDER ORGANISATIONS

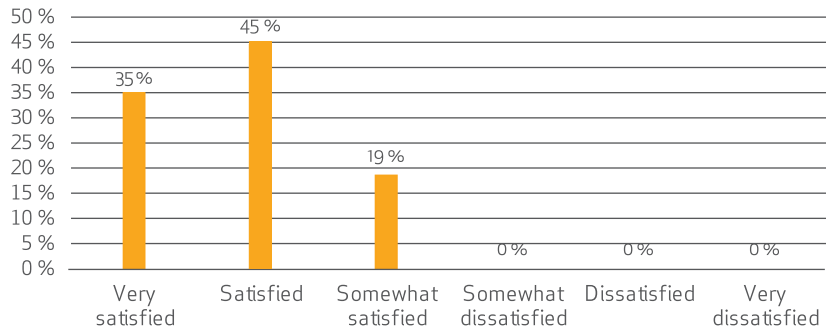
How satisfied are you with the usefulness of the scientific, technical and administrative support for SVHC identification and the process for recommending inclusion of substances in Annex XIV provided by ECHA to the Member State Committee?



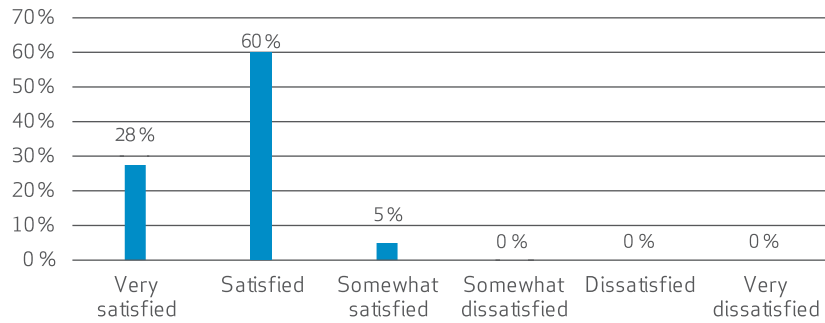
How satisfied are you with the support to the Member State Committee for SVHC identification and the process for recommending inclusion of substances in Annex XIV in terms of communication, timeliness and response to your questions?



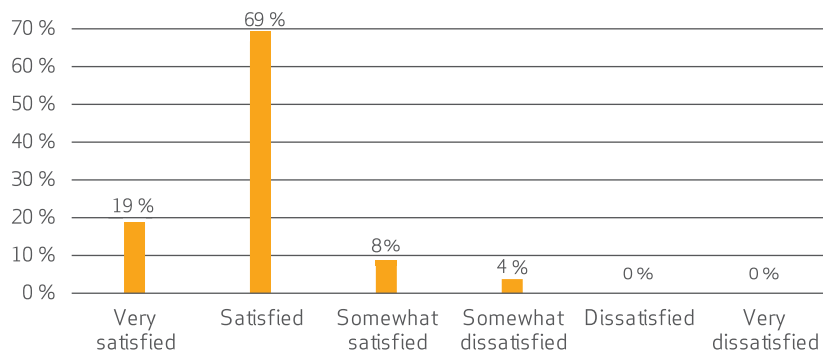
How satisfied are you with the support given by ECHA to MSC agreement seeking on ECHA's draft decisions under the dossier evaluation?



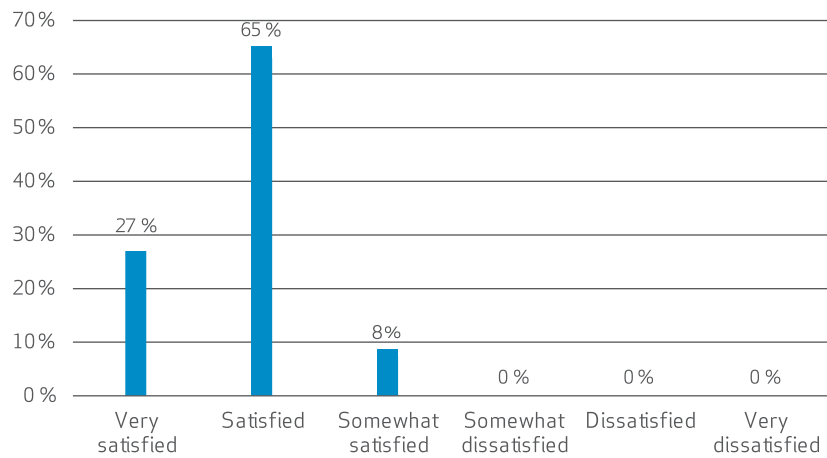
How satisfied are you with the MSC opinion development on ECHA's draft recommendation under the prioritisation for inclusion of substances in Annex XIV?



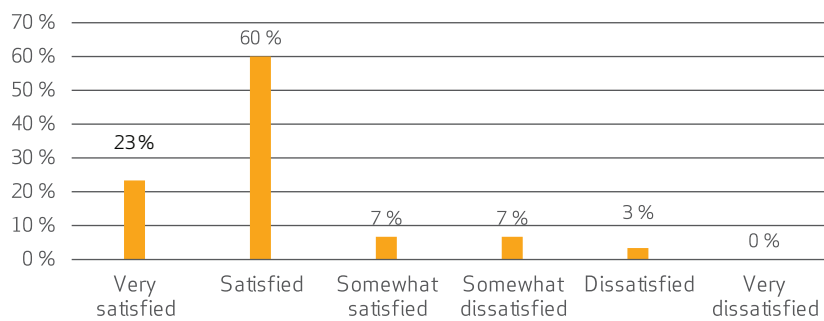
How satisfied are you with the MSC opinion development on ECHA's draft community rolling action plan (CoRAP)?



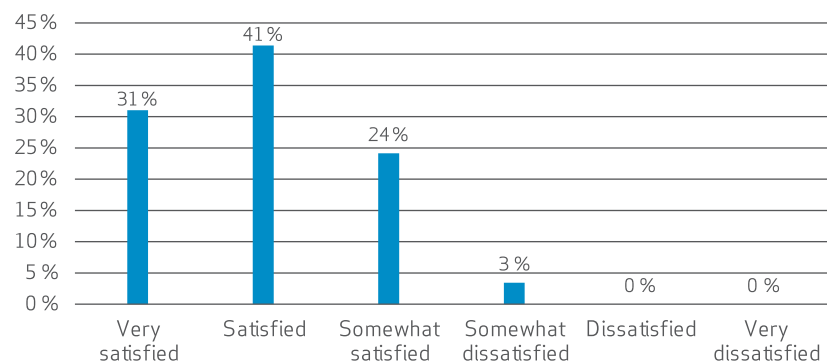
How satisfied are you with the MSC agreement seeking on SVHC proposals?



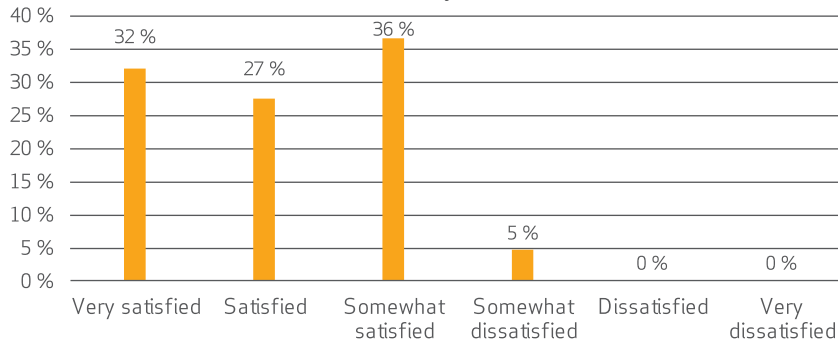
How satisfied are you with the usefulness of the scientific, technical and administrative support for authorisations and restrictions provided by ECHA to the Committee for Risk Assessment (RAC)?



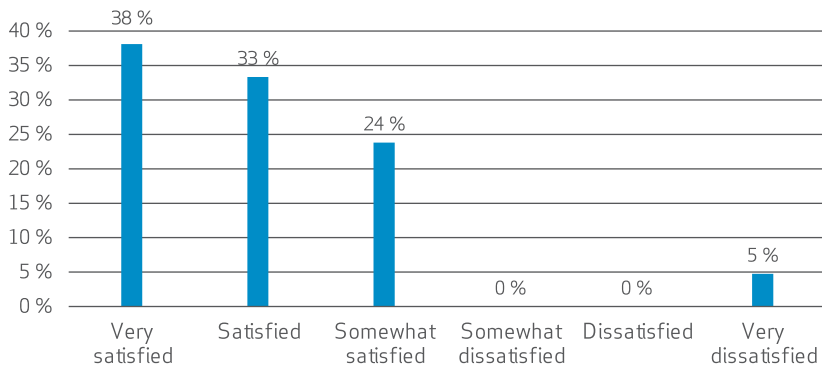
How satisfied are you with the support to the RAC for authorisations and restrictions in terms of communication, timeliness and response to your questions?



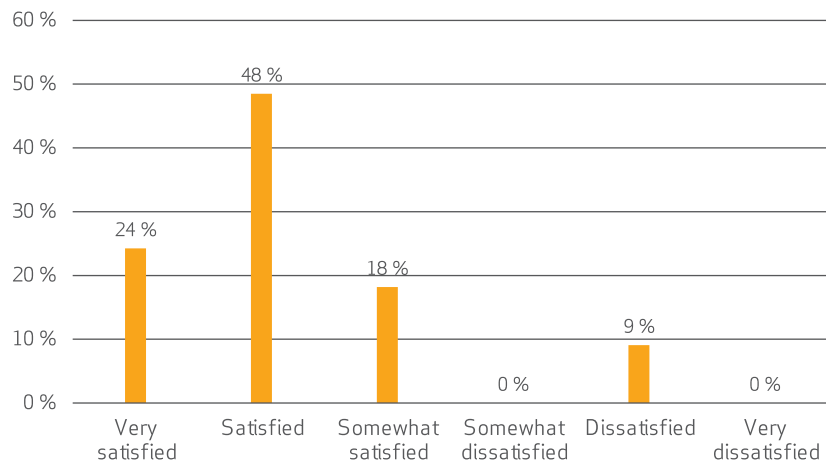
How satisfied are you with the usefulness of the scientific, technical and administrative support for authorisations and restrictions provided by ECHA to the Committee for Socio-economic Analysis (SEAC)?



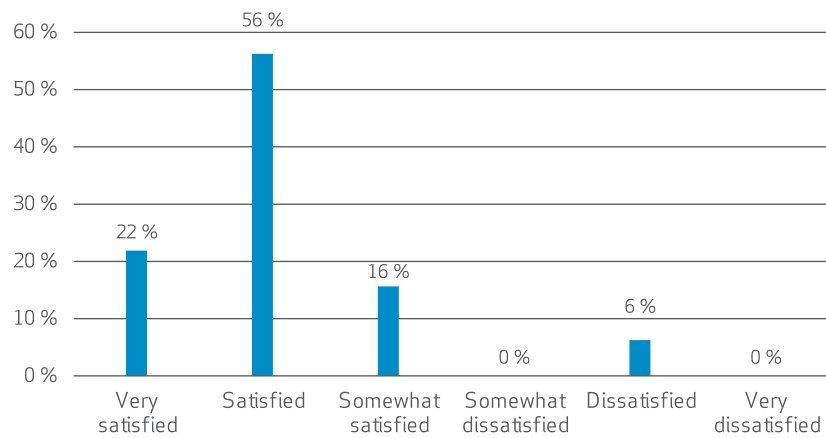
How satisfied are you with the support to the SEAC for authorisations and restrictions in terms of communication, timeliness and response to your questions?



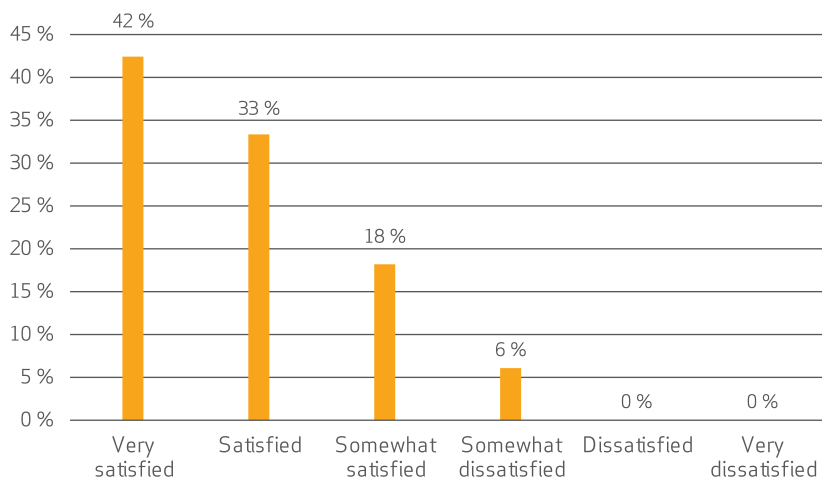
How satisfied are you with the usefulness of the scientific, technical and administrative support for classification and labelling provided by ECHA?



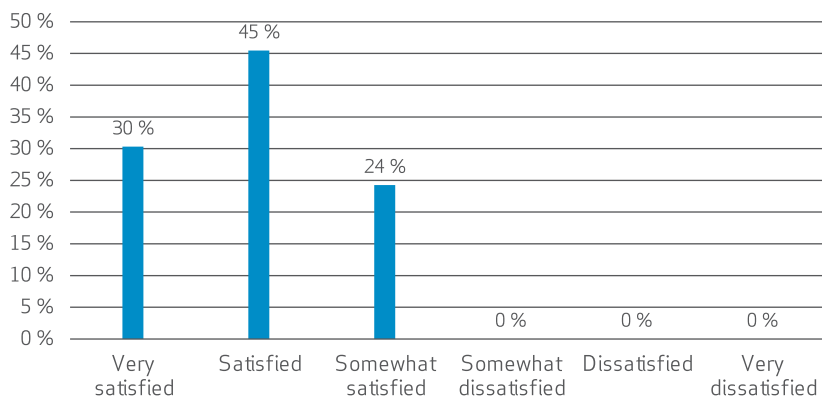
How satisfied are you with the support for classification and labelling in terms of communication, timeliness and response to your questions?



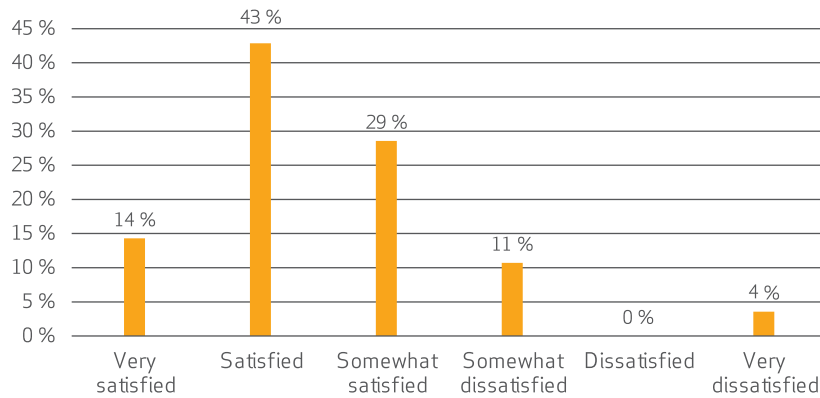
How satisfied are you with the support provided by ECHA to the Member State Committee in terms of the encouragement from the Chair and Secretariat to get involved in discussions?



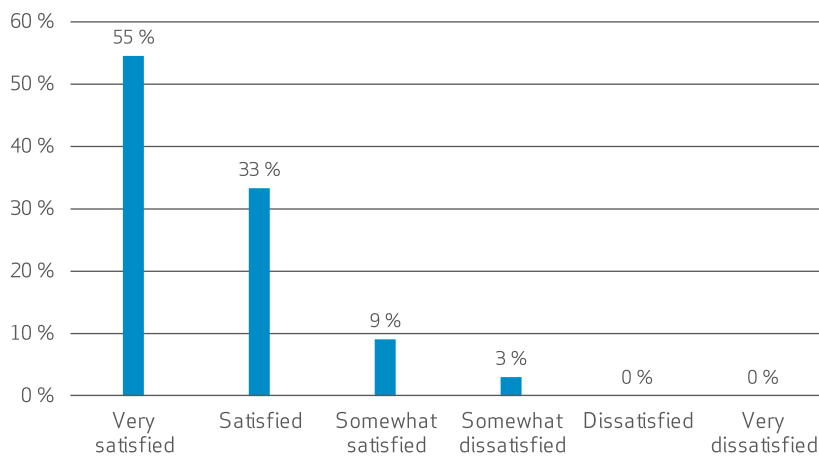
How satisfied are you with the support provided by ECHA to the Member State Committee with regards to the clarity and appropriateness of presentations?



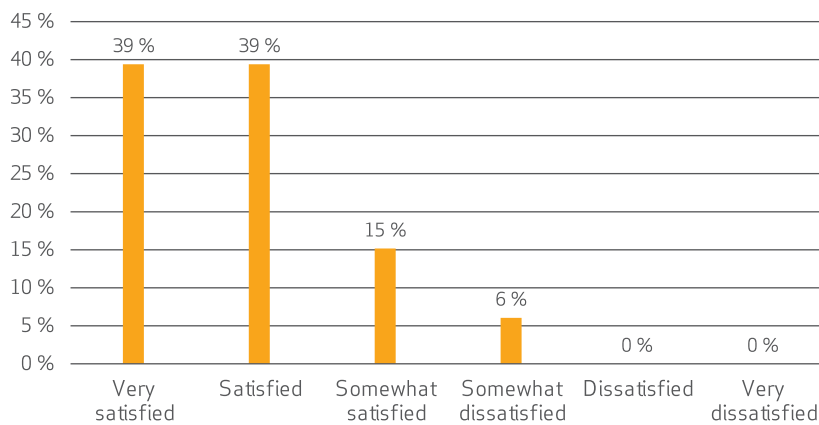
How satisfied are you with the support provided by ECHA to the Member State Committee with regards to the training?



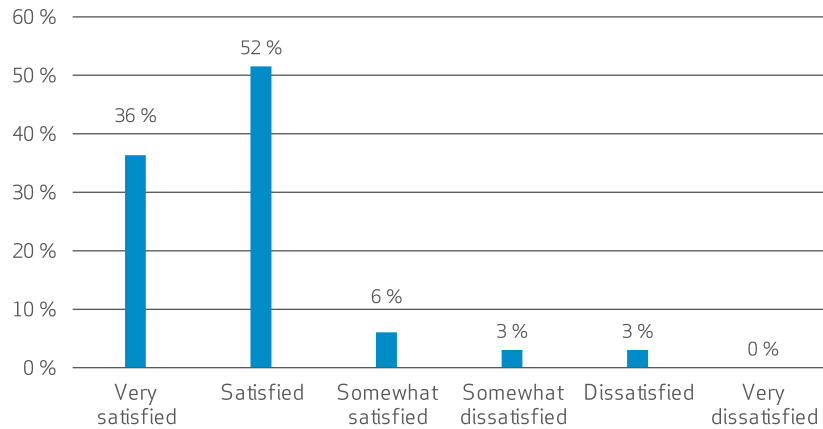
How satisfied are you with the support provided by ECHA to the Member State Committee in regards to the chairing of the meetings?



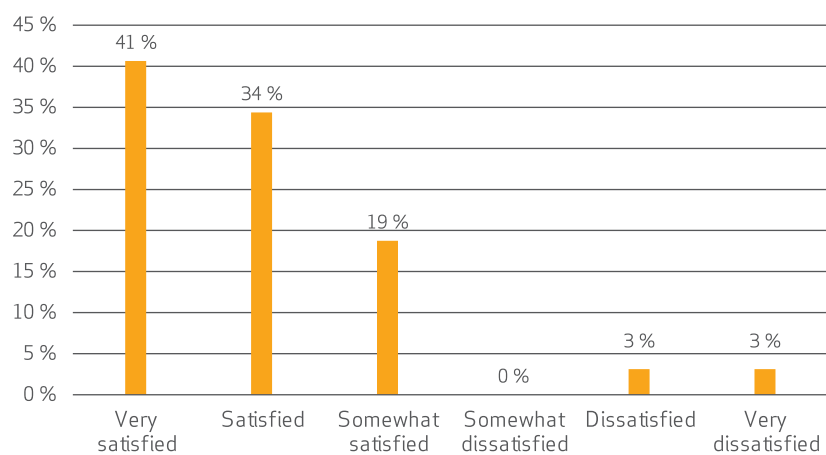
How satisfied are you with the support provided by ECHA to the Member State Committee in regards to the meeting documents?



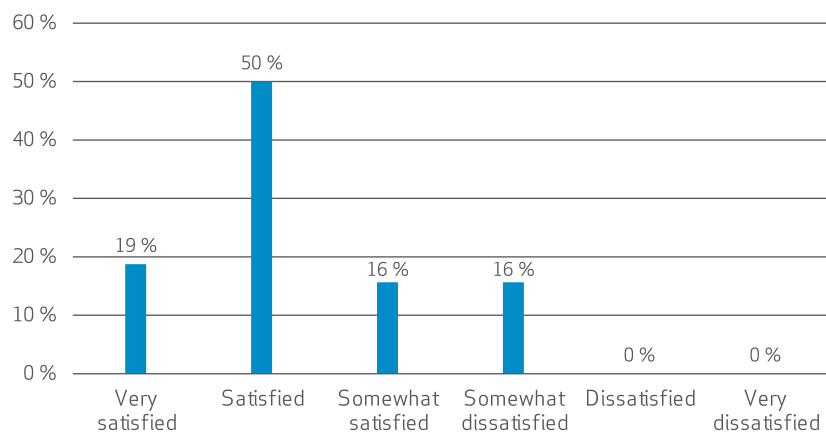
How satisfied are you with the support provided by ECHA to the Member State Committee in regards to the answers to questions and the preparation of conclusions and action points?



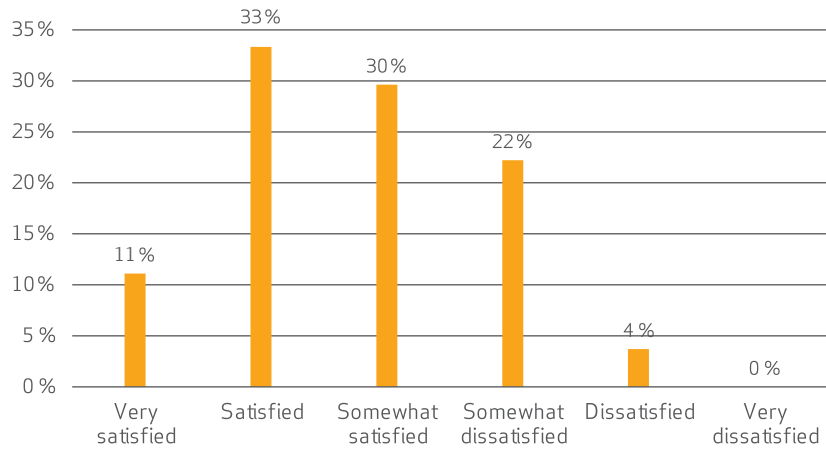
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment (RAC) in terms of the encouragement from the Chair and Secretariat to get involved in discussions?



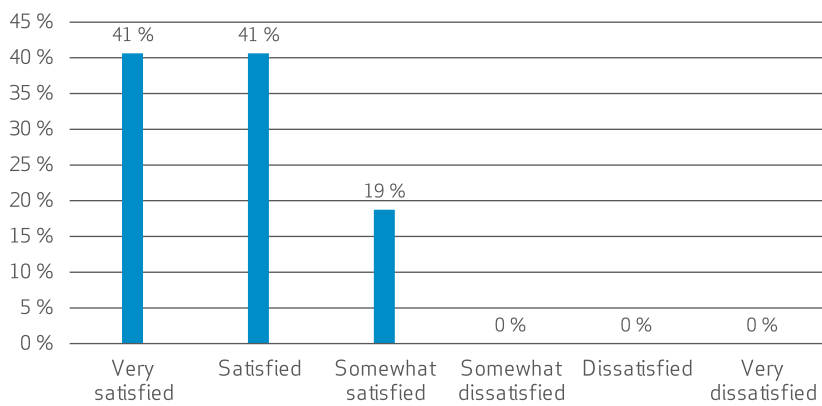
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment (RAC) in the clarity and appropriateness of presentations?



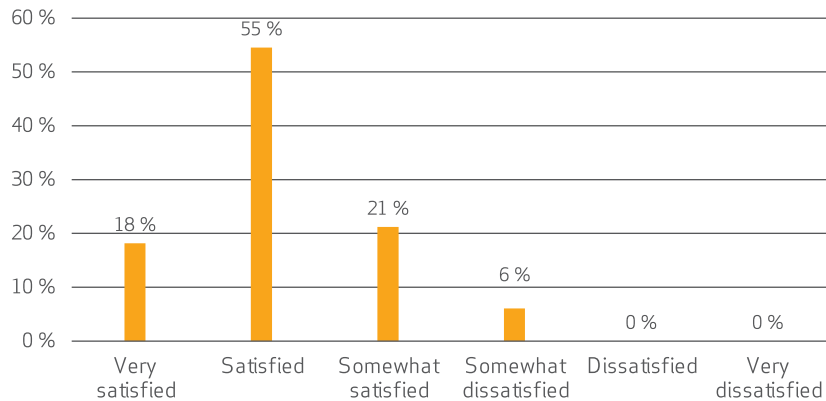
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment (RAC) in the training?



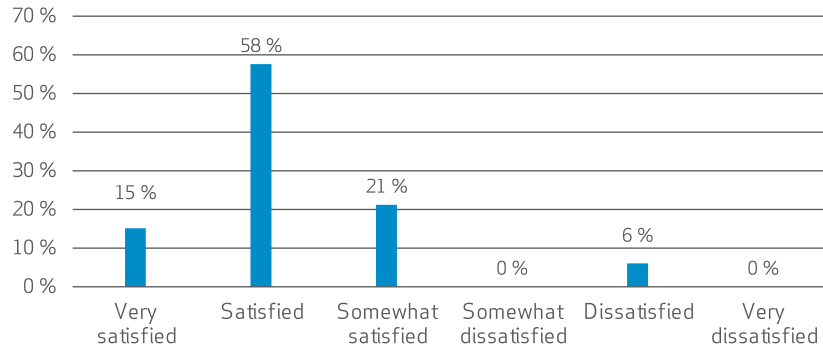
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment (RAC) in the chairing of the meetings?



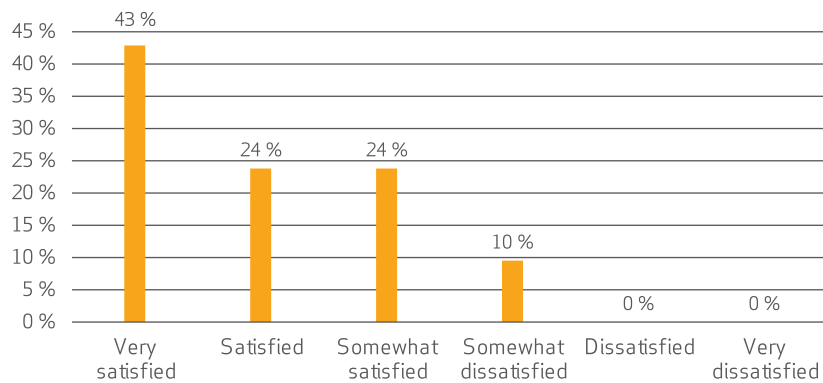
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment (RAC) with regards to the meeting documents?



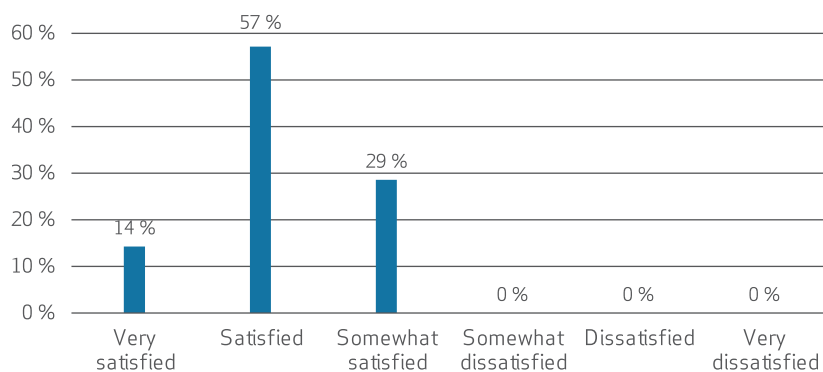
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment (RAC) in the answers to questions and the preparation of conclusions and action points?



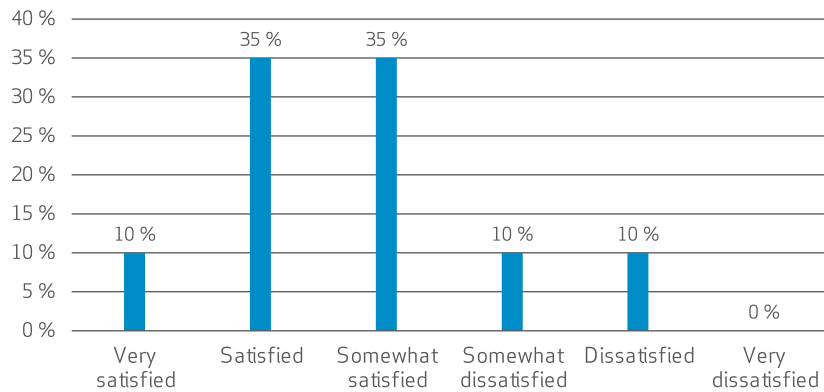
How satisfied are you with the support provided by ECHA to the Committee for Socio-economic Analysis (SEAC) in terms of the encouragement from the Chair and Secretariat to get involved in discussions?



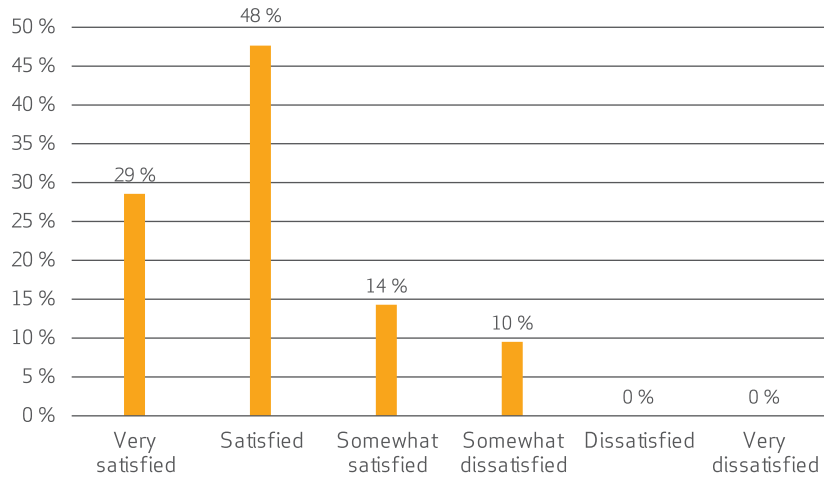
How satisfied are you with the support provided by ECHA to the Committee for Socio-economic Analysis (SEAC) in the clarity and appropriateness of presentations ?



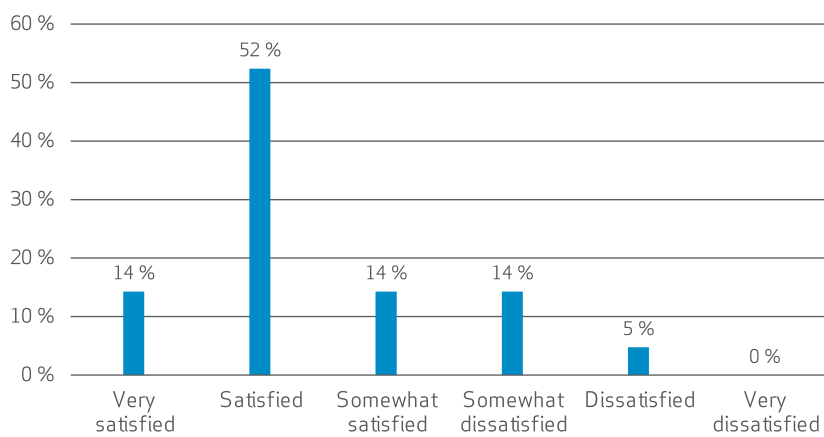
How satisfied are you with the support provided by ECHA to the Committee for Socio-economic Analysis (SEAC) in the training?



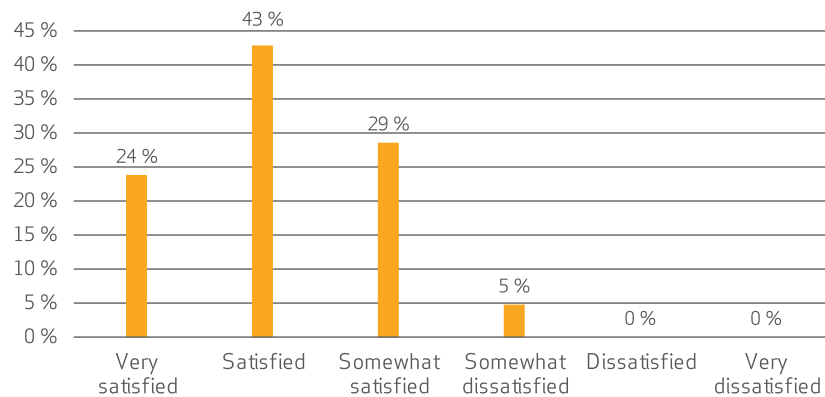
How satisfied are you with the support provided by ECHA to the Committee for Socio-economic Analysis (SEAC) in the chairing of the meetings ?



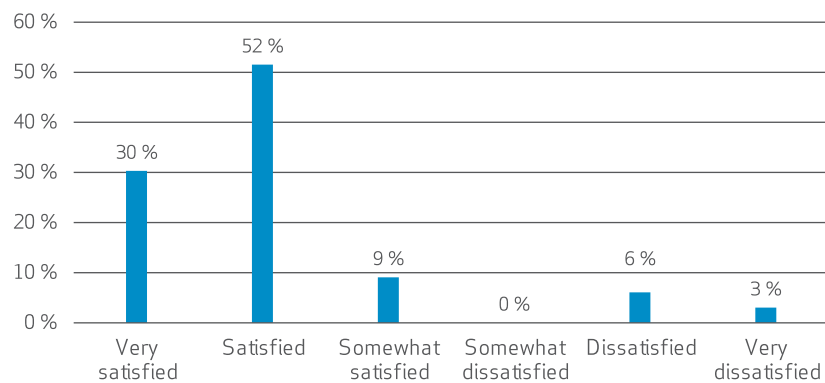
How satisfied are you with the support provided by ECHA to the Committee for Socio-economic Analysis (SEAC) in the meeting documents ?



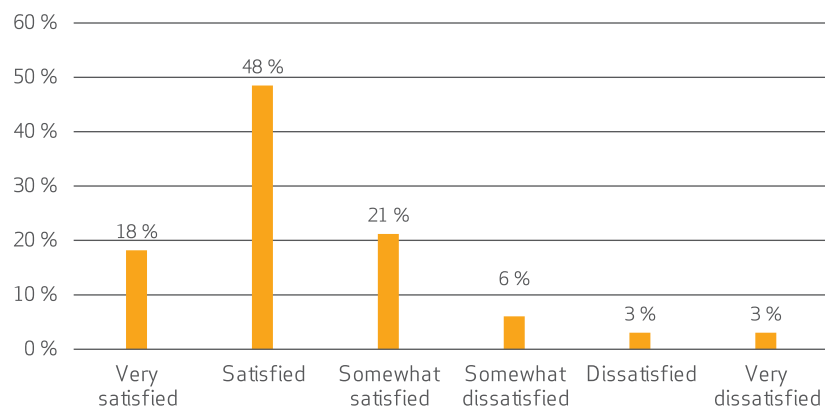
How satisfied are you with the support provided by ECHA to the Committee for Socio-economic Analysis (SEAC) in the answers to questions and the preparation of conclusions and action points?



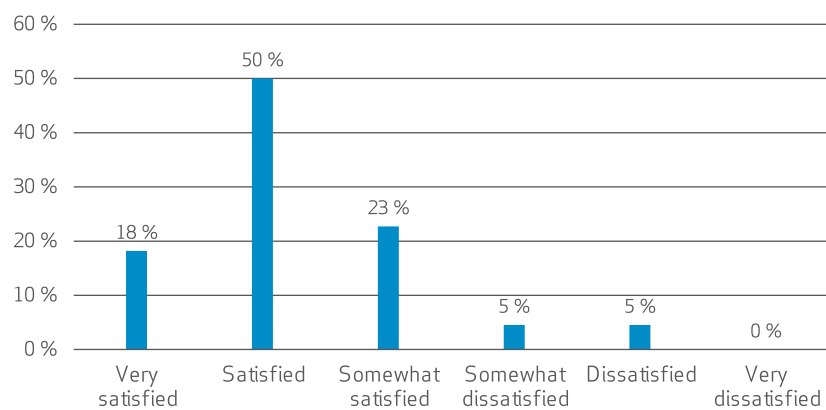
How satisfied are you with the level of transparency and publication of the outcomes of the Member State Committee (MSC) work under the relevant REACH processes, for example the conclusions of the MSC, opinions and outcomes of the written procedures?



How satisfied are you with the level of transparency and publication of the outcomes of the Committee for Risk Assessment (RAC) work under the relevant REACH processes, for example the conclusions of the RAC, opinions and outcomes of the written procedures?

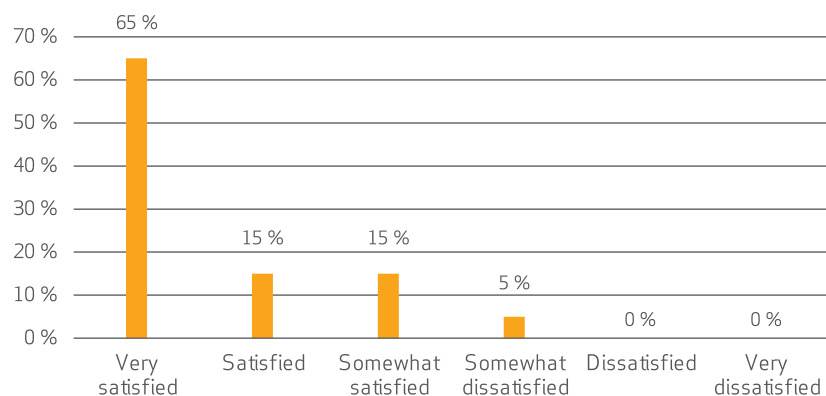


How satisfied are you with the level of transparency and publication of the outcomes of the Committee for Socio-economic Analysis (SEAC) work under the relevant REACH processes, for example the conclusions of the SEAC, opinions and outcomes of the written procedures?

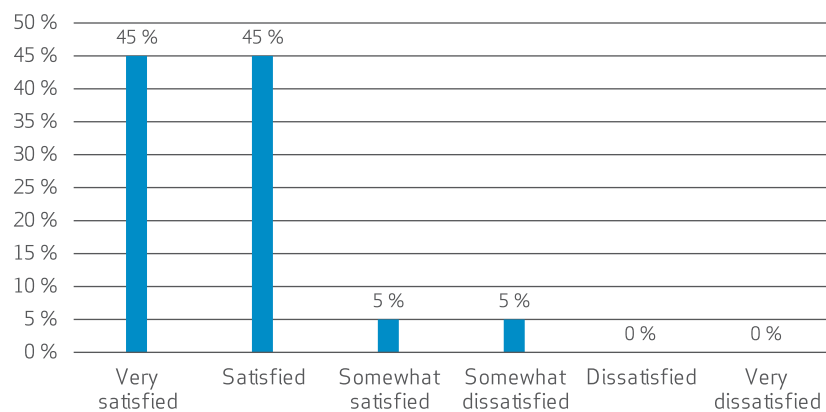


QUESTIONS ASKED TO THE MEMBERS OF ECHA FORUM AND THE ACCREDITED STAKEHOLDER ORGANISATIONS AT FORUM MEETINGS

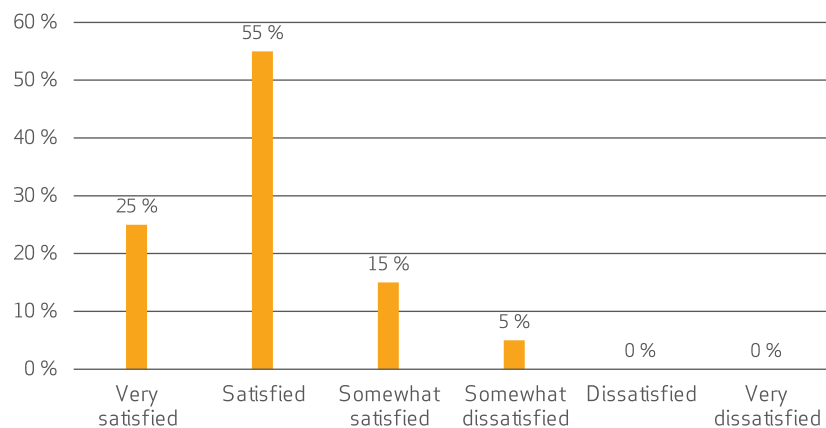
How satisfied are you with the support provided by the Forum Secretariat to the work of the Forum?



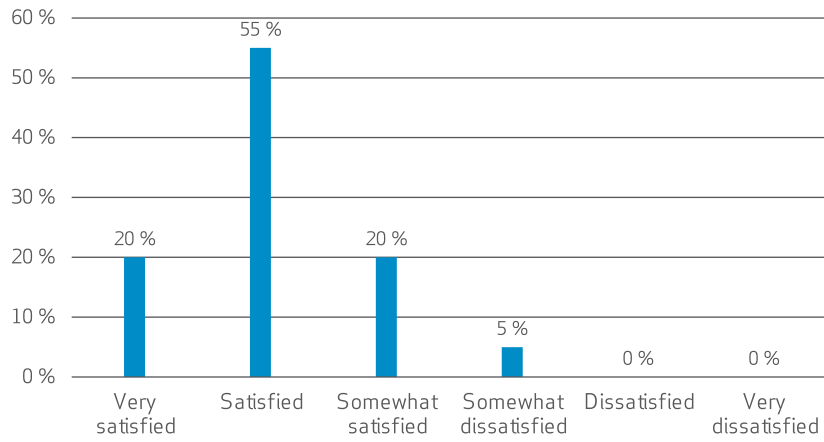
How satisfied are you with the added value the Forum activities bring to the enforcement activities in the Member States?



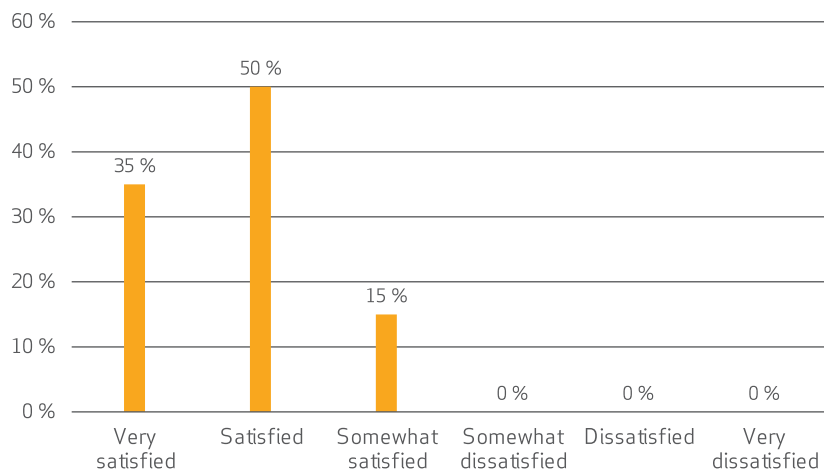
How satisfied are you with the work of the Forum Working Groups?



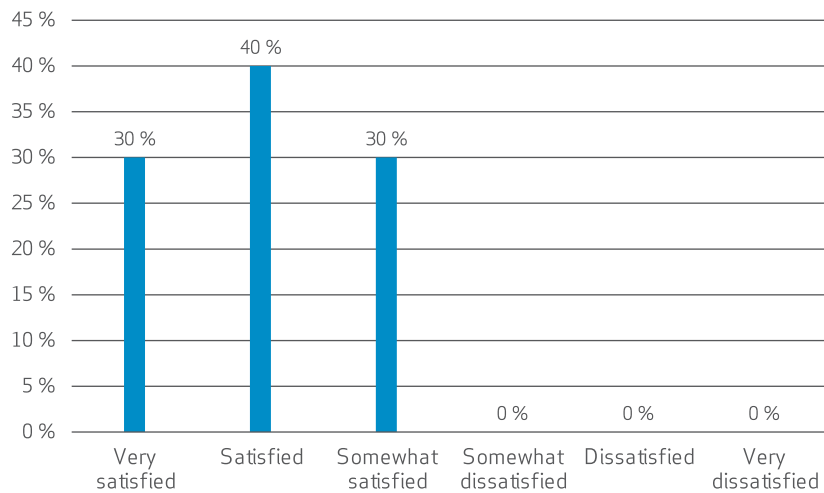
How satisfied are you with the level of transparency and publication of the outcomes of the Forum activities?



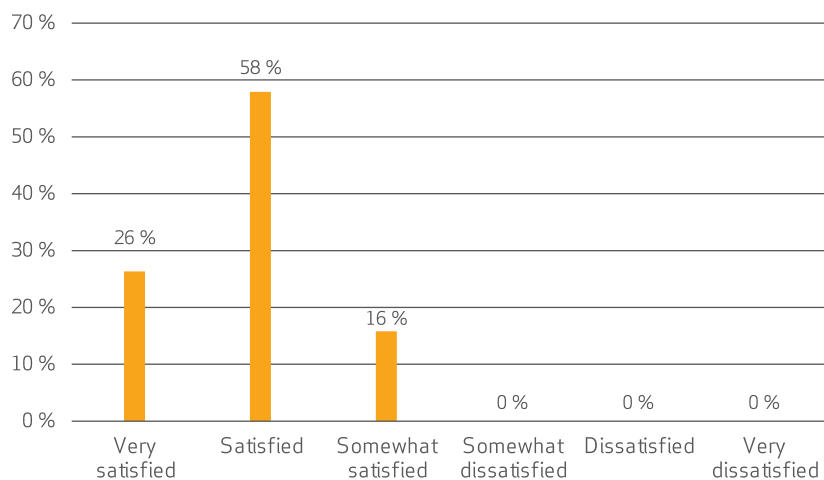
How satisfied are you with the minutes and action points of the plenary meetings?



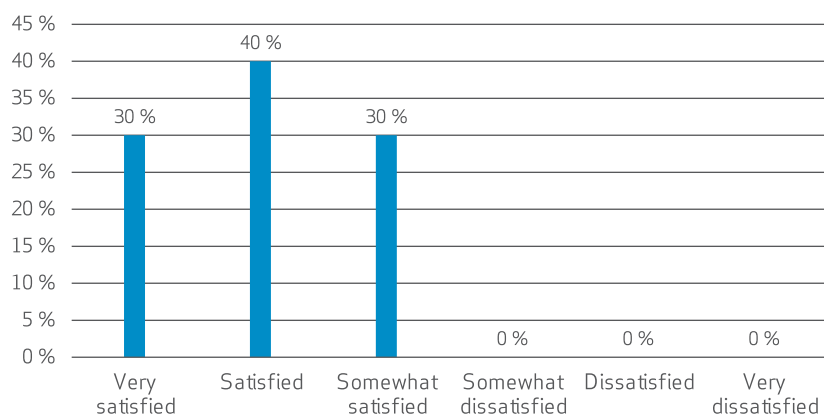
How satisfied are you with the activities of the Forum Working Groups?



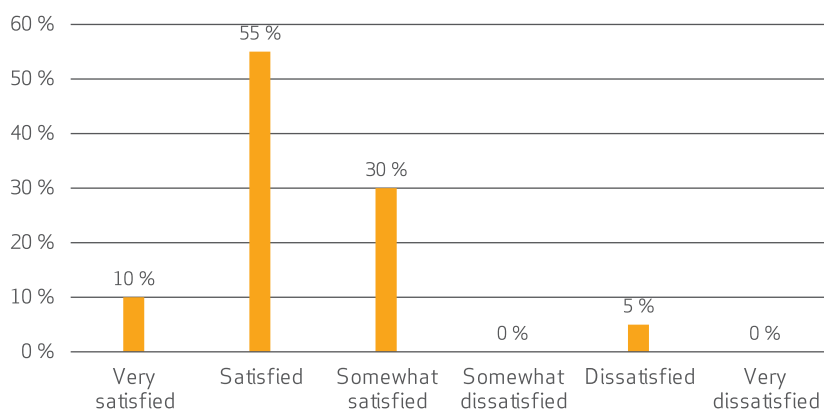
How satisfied are you with the REACH-EN-FORCE projects?



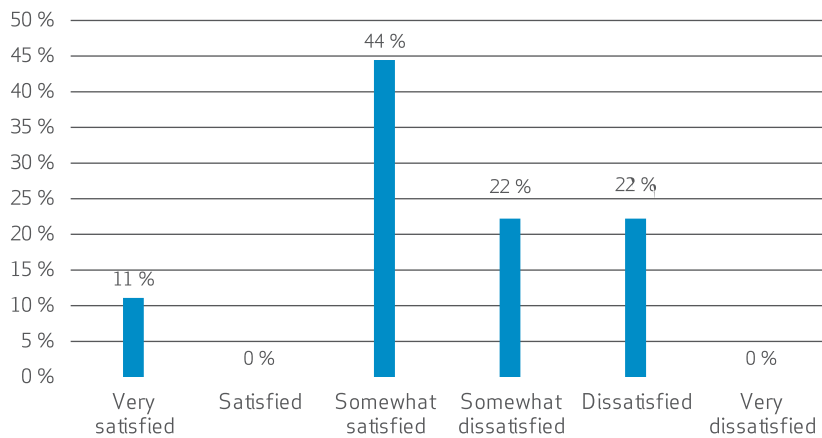
How satisfied are you with the training and workshops organised by the Forum?



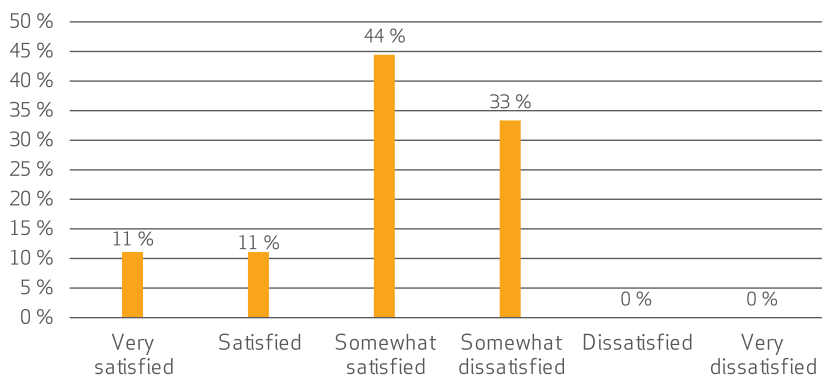
How satisfied are you with the involvement of Accredited Stakeholder Organisations in the work of the Forum?



How satisfied are you with the level of involvement of your organisation with the work of the Forum?

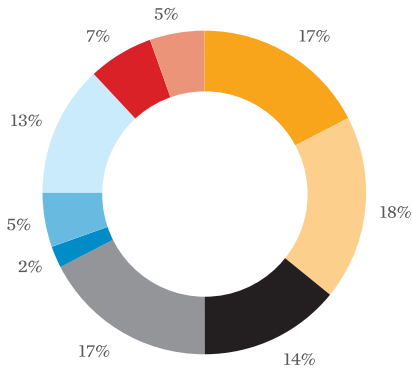


How satisfied are you with the work of the Forum with regard to harmonising the enforcement of the REACH and CLP regulations across the Member States?



QUESTIONS ASKED ECHA'S ACCREDITED STAKEHOLDER ORGANISATIONS

How is your organisation involved in ECHA's activities (please select all that apply)?



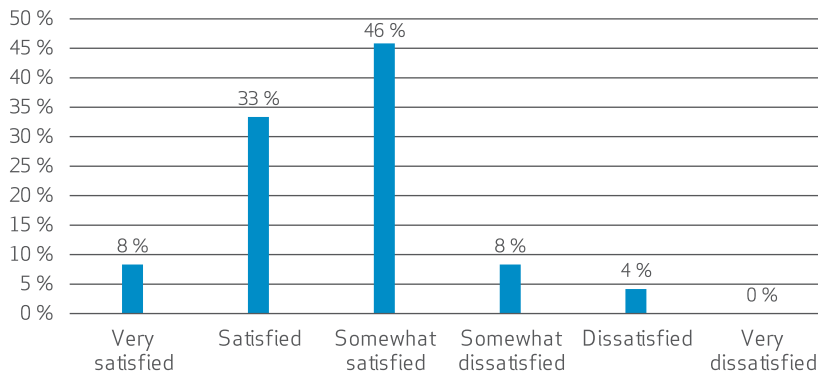
- Webinars
- Stakeholders' Days
- Strategic Accredited Stakeholder Workshop
- Scientific Workshops
- Joint communications projects
- Management Board meetings
- Partner Expert Groups for guidance updates
- National REACH and CLP helpdesk network (HelpNet)
- Other (please specify)

Would you like to be more involved in ECHA's activities?



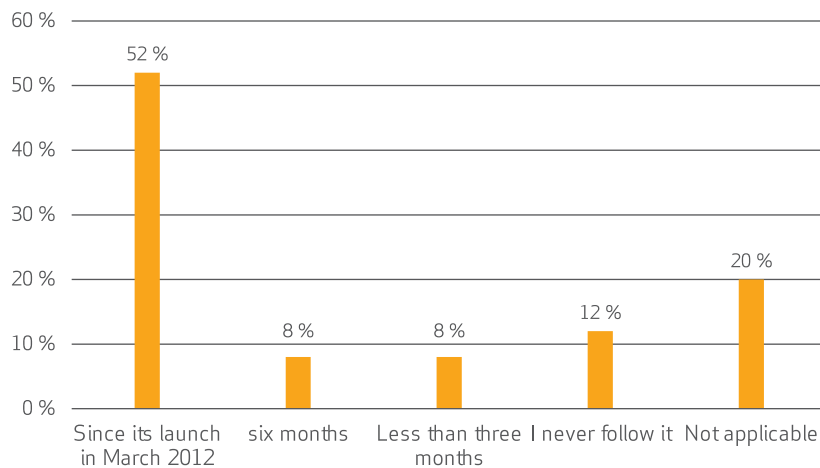
- Yes
- No

Overall, how satisfied are you with your organisation's level of involvement in ECHA's activities?

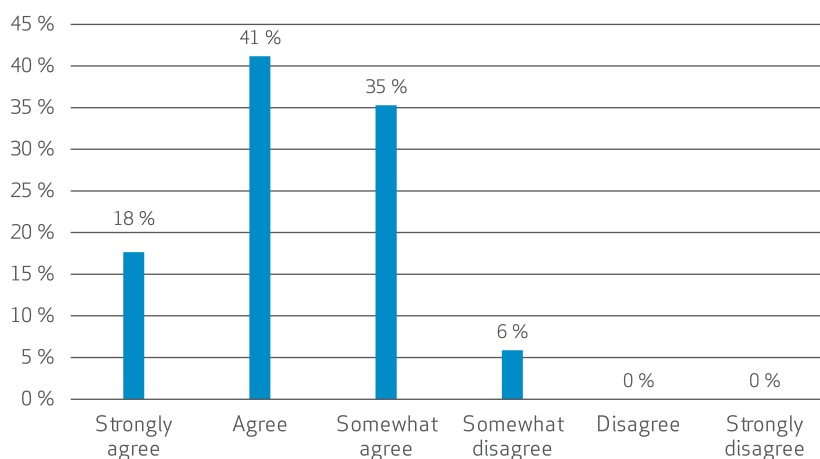


In March 2012 ECHA launched a pilot initiative of the Stakeholder Update news bulletin. The update includes information which is relevant for our cooperation and an overview of upcoming issues. It includes invitations to ECHA's events, information about participation technical consultations or testing, updates on joint initiatives, stakeholder workshops and requests to promote public consultations and ECHA's materials. In order to effectively assess the usefulness of the Stakeholder Update initiative and to improve it for your needs, we kindly ask you to answer some short questions about the pilot initiative.

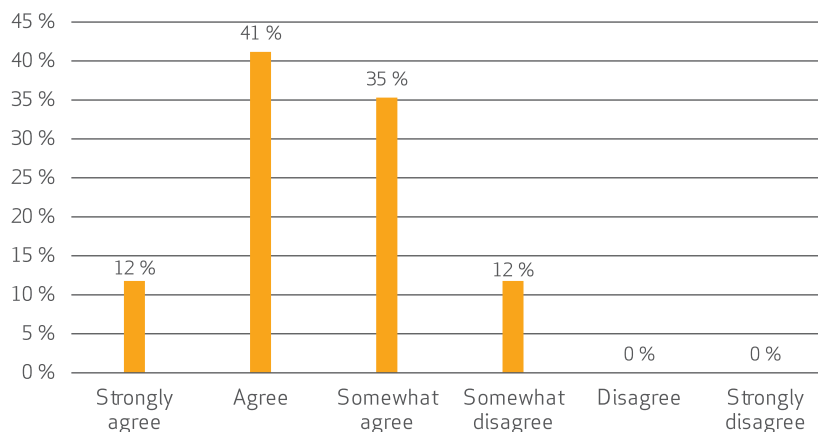
How long have you been following the ECHA Stakeholder update?



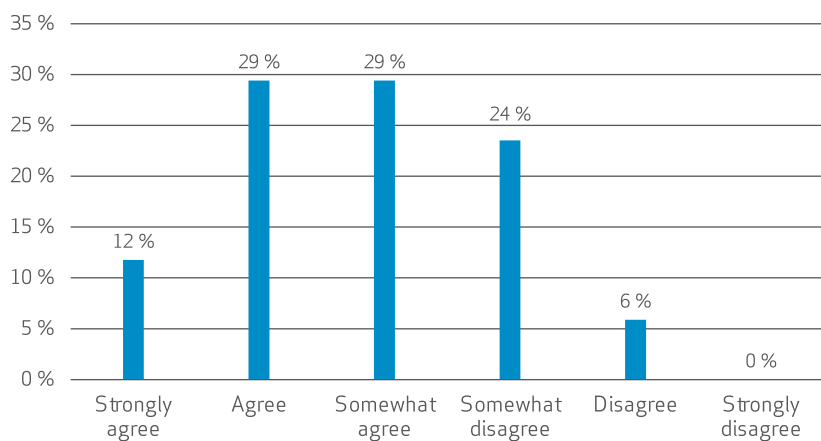
The ECHA Stakeholder Update helps me to better understand ECHA's activities and my organisation's role in relation to them.



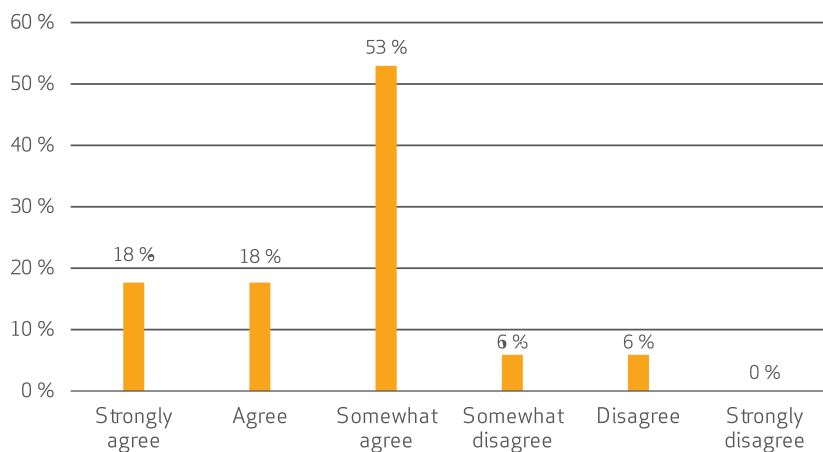
The ECHA Stakeholder Update adequately covers the activities of ECHA I am interested in



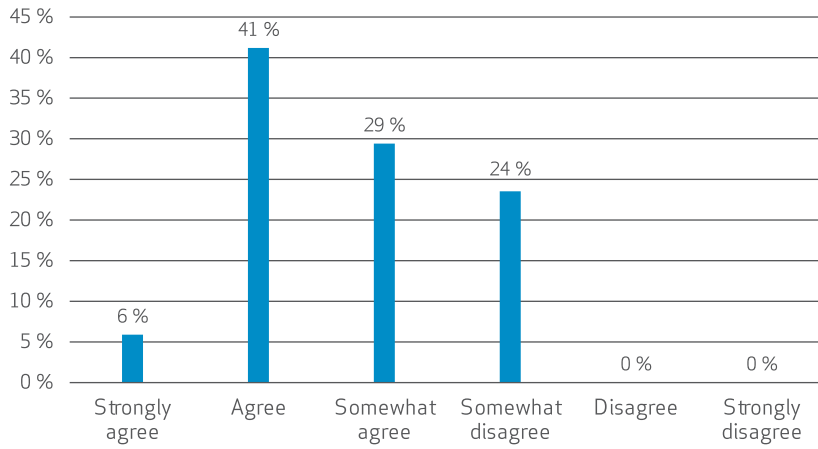
The ECHA Stakeholder Update is a fast and reliable way of getting news from ECHA



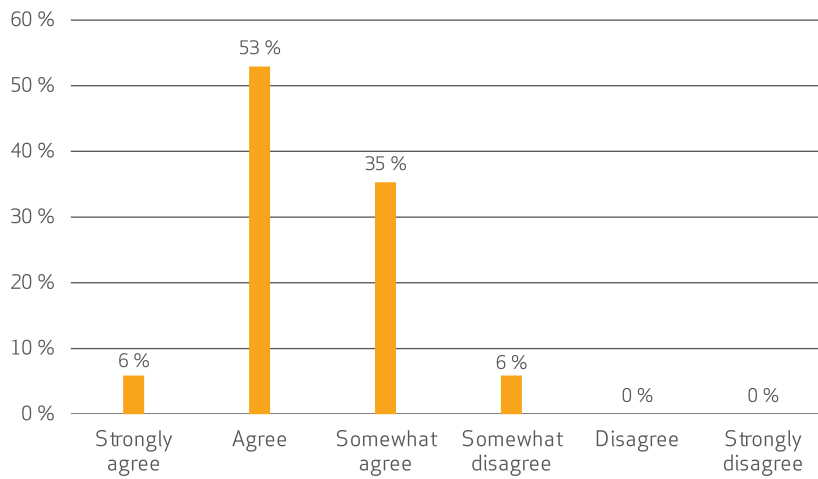
The ECHA Stakeholder Update should be published more often



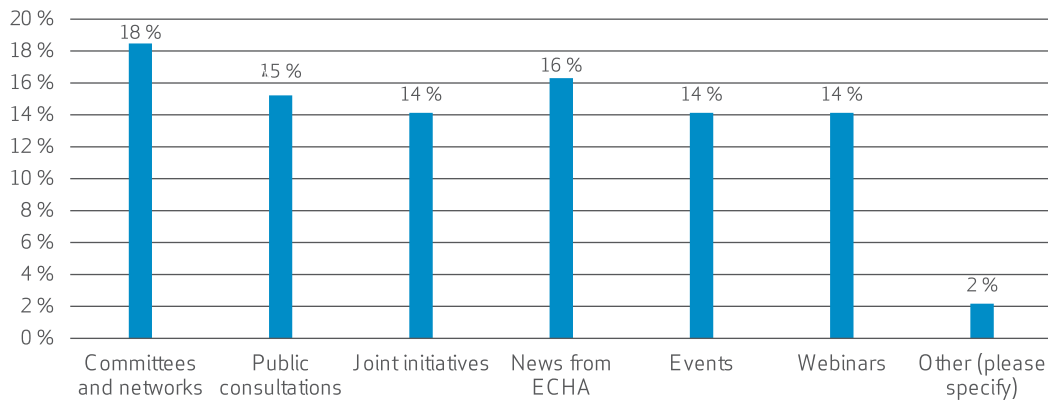
The information ECHA Stakeholder Update covers is consistent and up to date



The ECHA Stakeholder Update successfully complements the ECHA e-News and brings added value



Which types of information in the Stakeholder Update are most useful for you (select all that apply)?

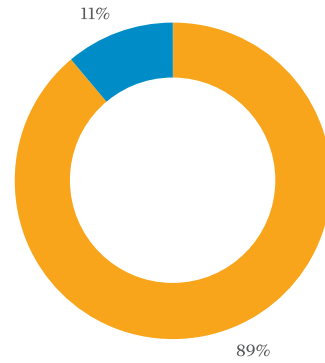


Do you forward the Stakeholder Update to your members?



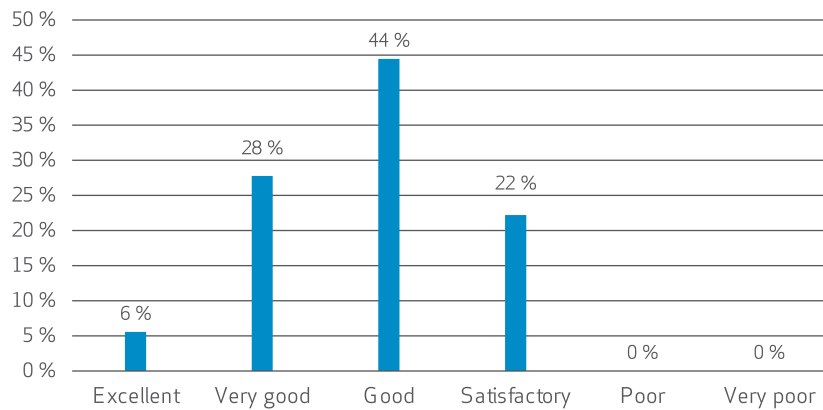
■ Yes ■ No

Are you satisfied with the visual presentation of the Stakeholder update?



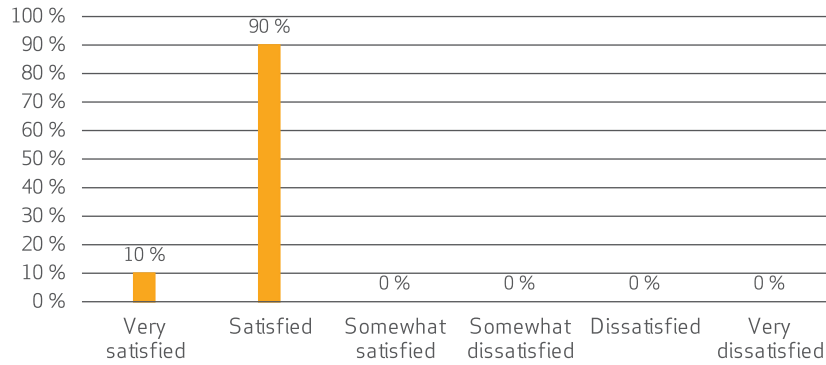
■ Yes ■ No

Give your overall rating for the Stakeholder Update

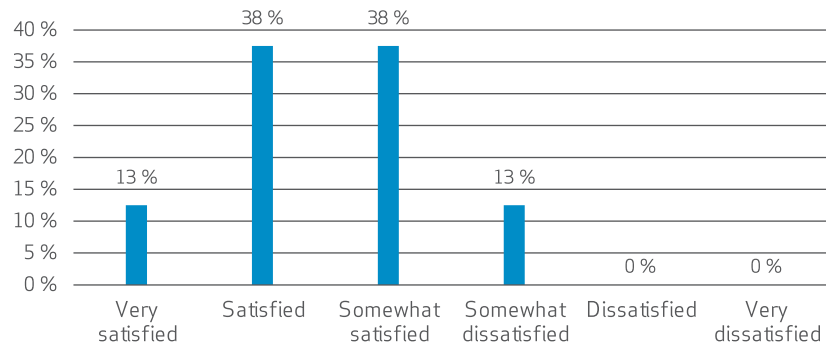


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON AUTHORISATIONS AND RESTRICTIONS - AUTHORISATION: IDENTIFICATION OF SUBSTANCES OF VERY HIGH CONCERN (SVHCS)

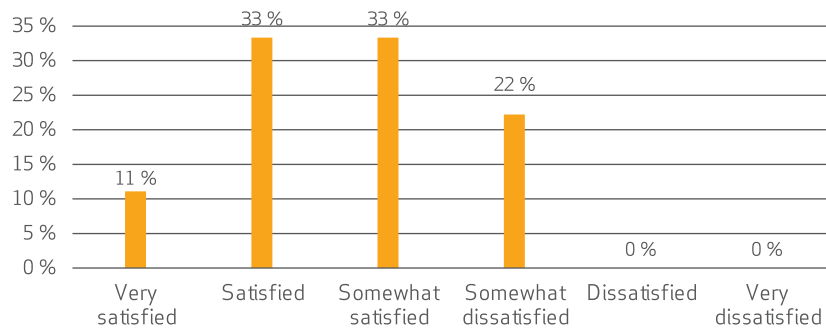
How satisfied are you with the support given by ECHA on the general coordination and information sharing (in terms of response times, accuracy, communication)?



How satisfied are you with the usefulness of the support to MSCAs for Annex XV dossier preparation (including provision of guidance and formats)?

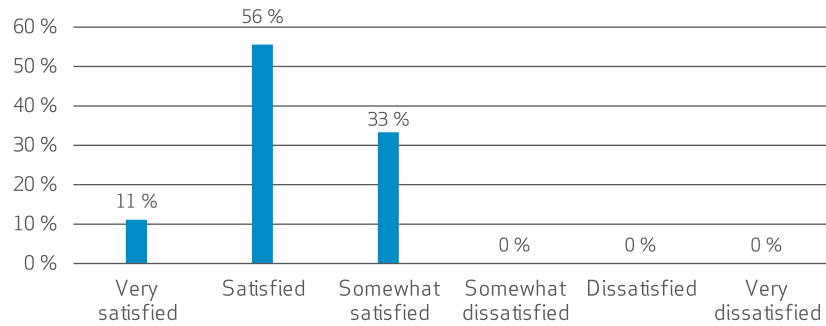


How satisfied are you with the processing of the dossiers by the ECHA Secretariat (incl. public consultation) and the Member State Committee?

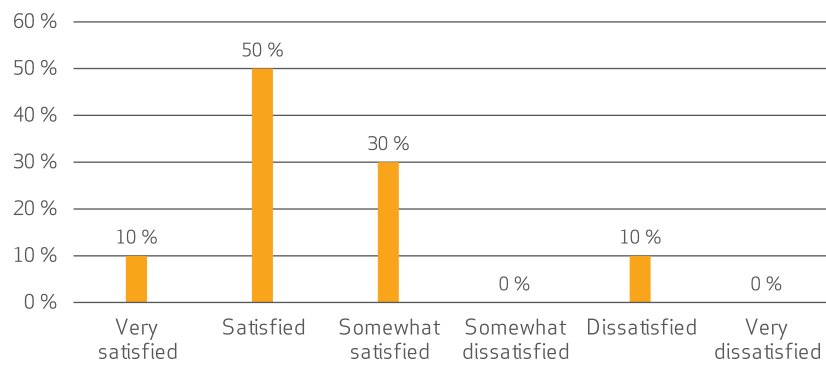


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON AUTHORISATIONS AND RESTRICTIONS - AUTHORISATION - ECHA RECOMMENDATION FOR SUBSTANCES TO BE LISTED IN ANNEX XIV

How satisfied are you with the preparation of the draft Recommendation (including its publication for comments and seeking MSC opinion)?

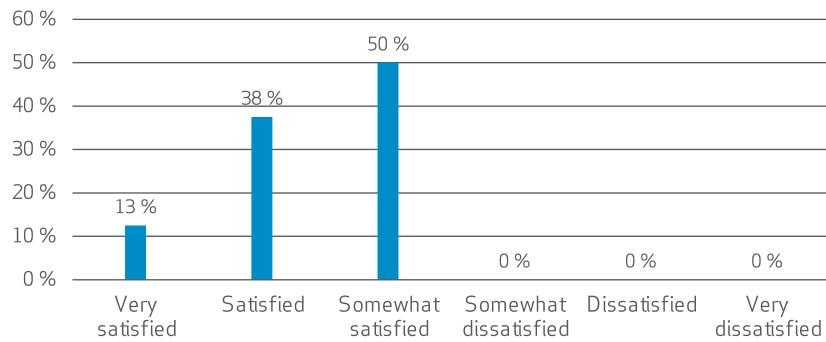


How satisfied are you with the preparation of the final Recommendation?

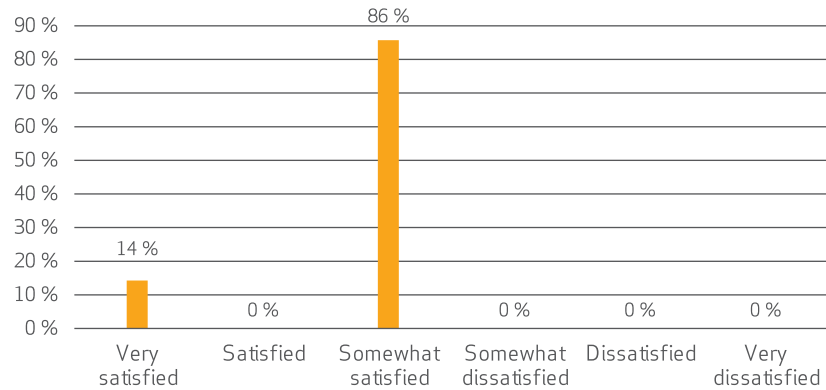


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON AUTHORISATIONS AND RESTRICTIONS - RESTRICTIONS

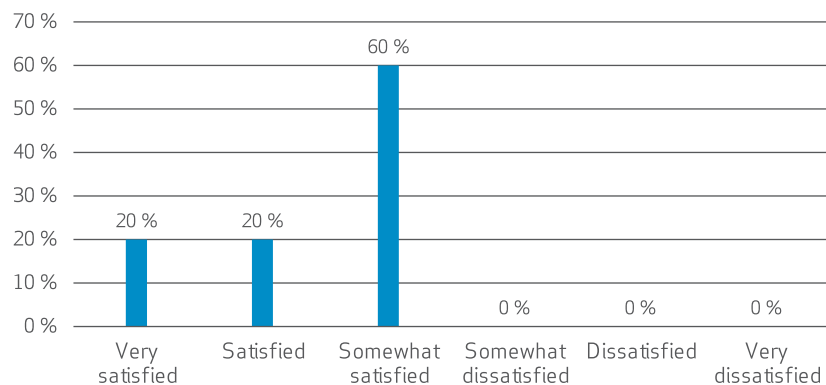
How satisfied are you with the general coordination and information sharing, including RoI (in terms of response times, accuracy, communication)?



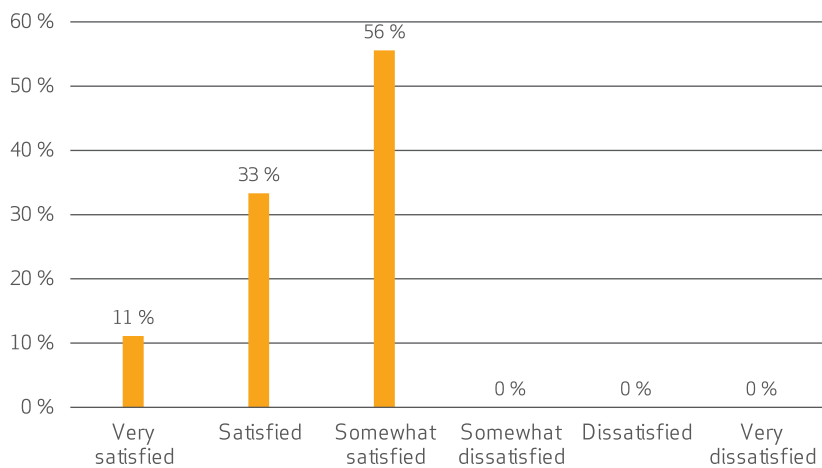
How satisfied are you with the usefulness of the support to MSCAs for Annex XV dossier preparation (including provision of guidance and formats)?



How satisfied are you with the quality of collaboration of the ECHA Secretariat's restriction team with the MSCA (as Annex XV restriction dossier submitter) during the opinion development of RAC and SEAC?

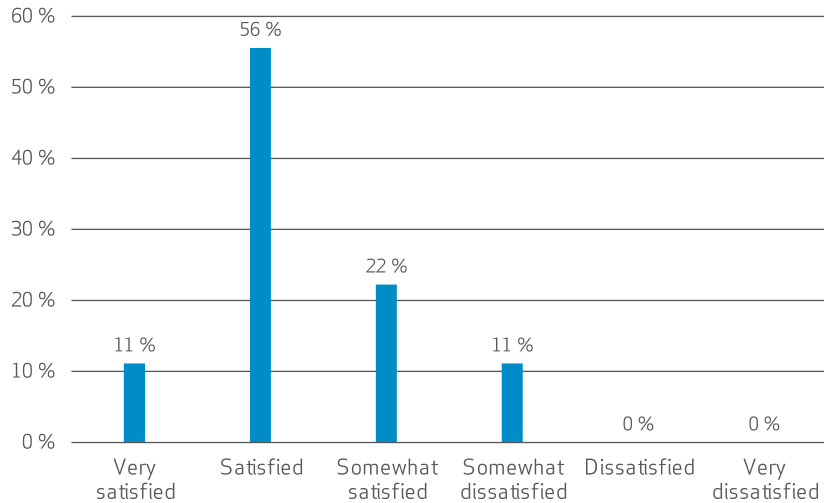


Overall rating of the support for risk management:

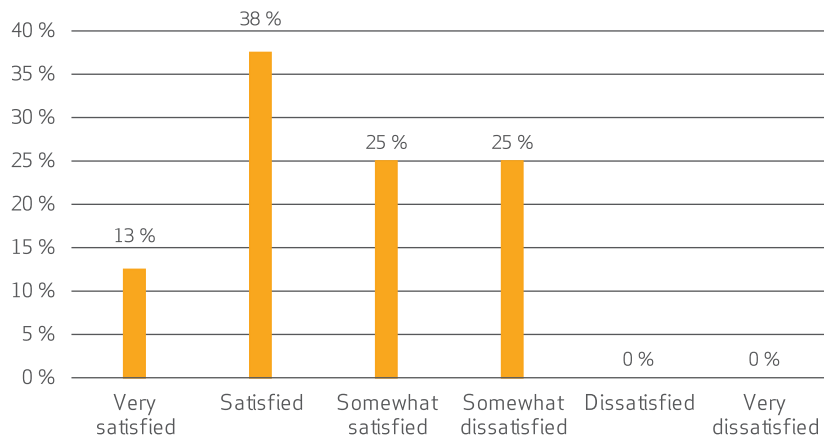


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON CLASSIFICATION AND LABELLING - CLH PROPOSALS

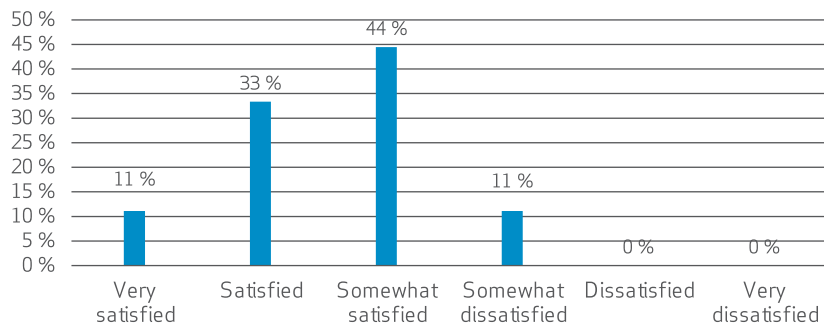
How satisfied are you with the support given by ECHA on the general coordination and information sharing (in terms of response times, accuracy, communication)?



How satisfied are you with the usefulness of the support to MSCAs for the preparation of Annex VI dossiers?

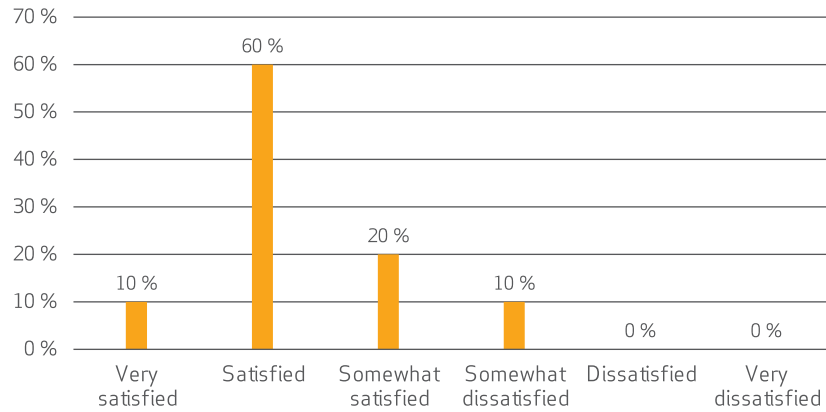


How satisfied are you with the quality of processing of the dossiers by the ECHA Secretariat (incl. public consultation) and the Committee for Risk Assessment?

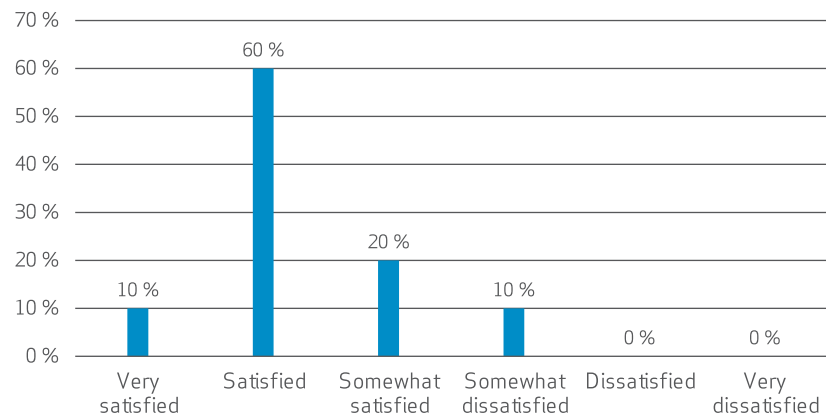


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON OTHER CLP RELATED TASKS

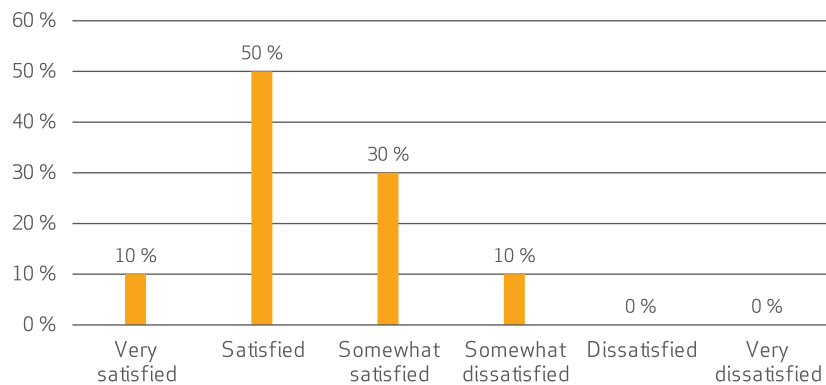
How satisfied are you with the support given by ECHA on the general coordination and information sharing?



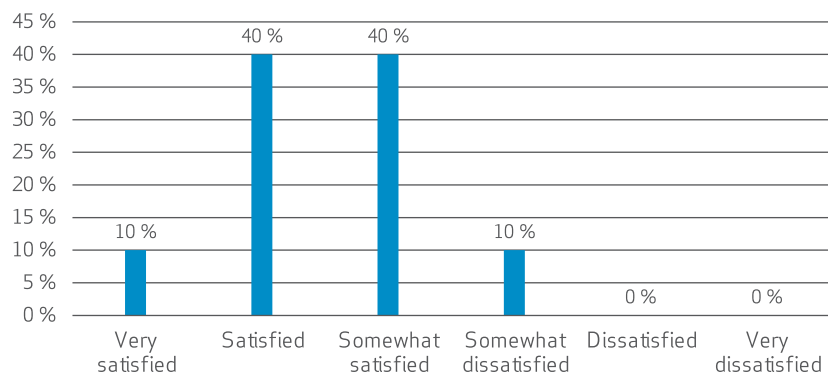
How satisfied are you with the support given by ECHA on the C&L inventory?



How satisfied are you with the support given by ECHA on the Guidance and advice?

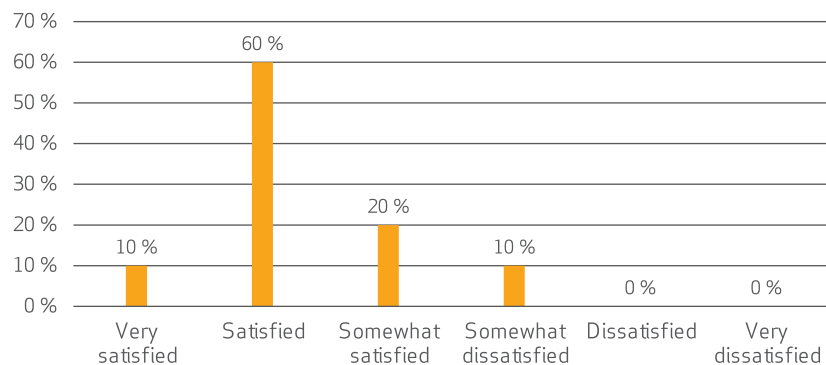


Overall rating with support for classification and labelling

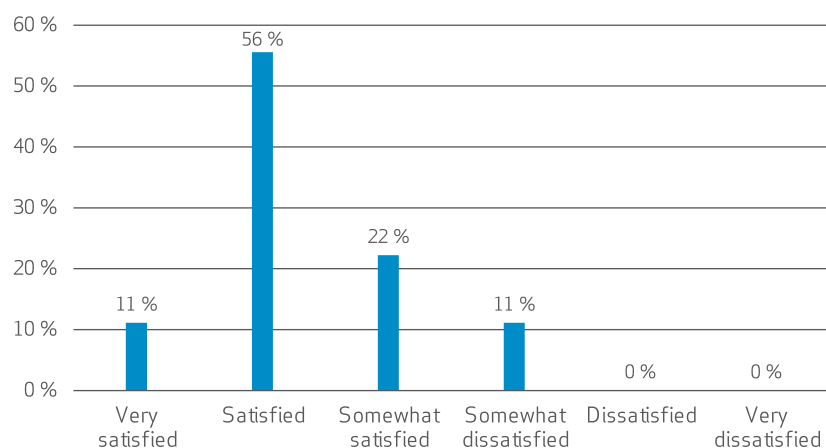


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON EVALUATION - DOSSIER EVALUATION (COMPLIANCE CHECKS AND TESTING PROPOSALS)

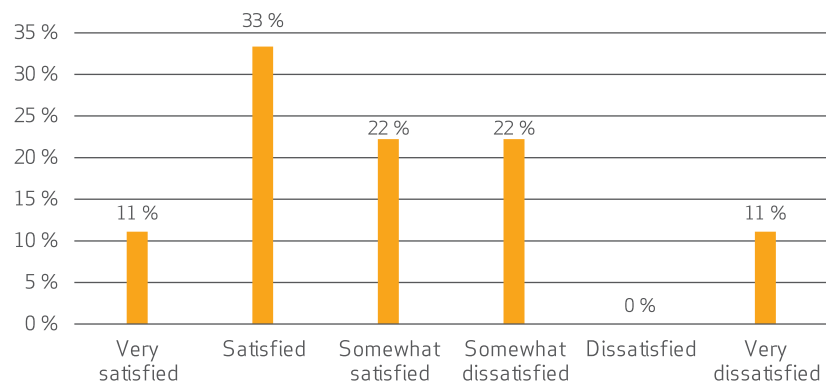
How satisfied are you with the support given by ECHA on the general coordination and information sharing (including workshops)?



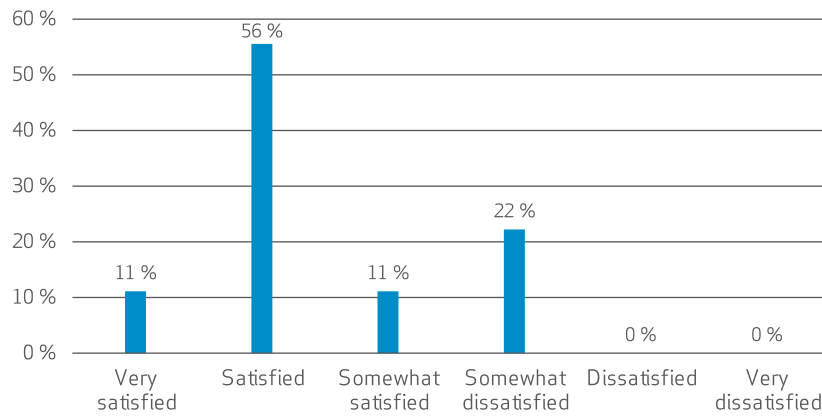
How satisfied are you with the support given by ECHA on the draft decisions generated by the ECHA Secretariat?



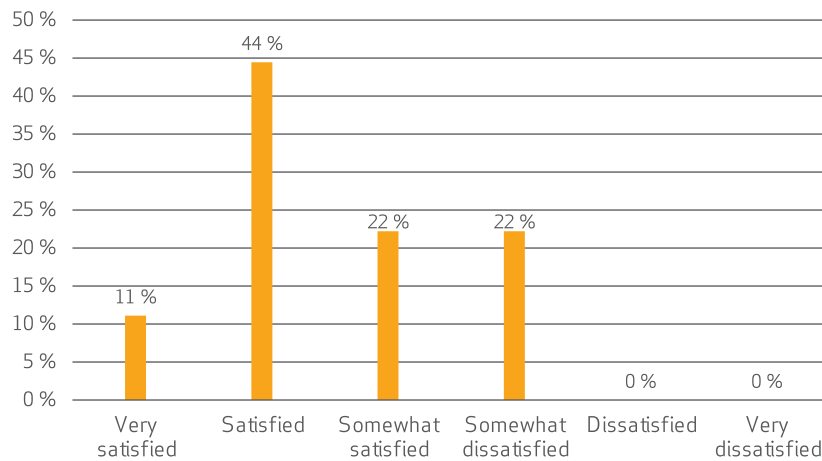
How satisfied are you with the support given by ECHA on the Communication and interaction with MSCAs for the implementation of targeted compliance check strategy?



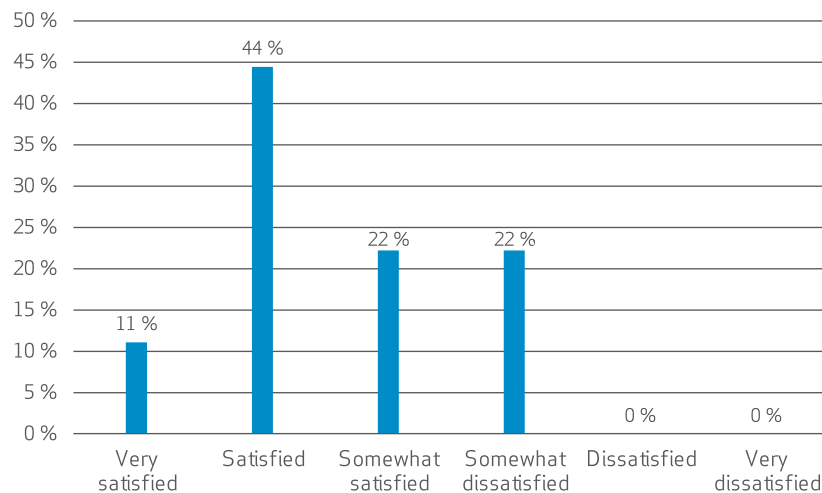
How satisfied are you with the support given by ECHA on the communication and interaction with MSCAs during the decision making process?



How satisfied are you with the support given by ECHA on the processing of the Amended Draft Decisions by the ECHA Secretariat and the Member State Committee?

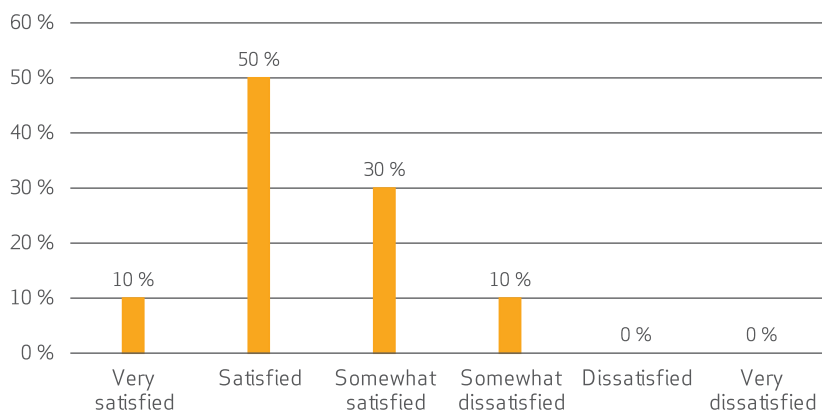


Overall rating for support for dossier evaluation

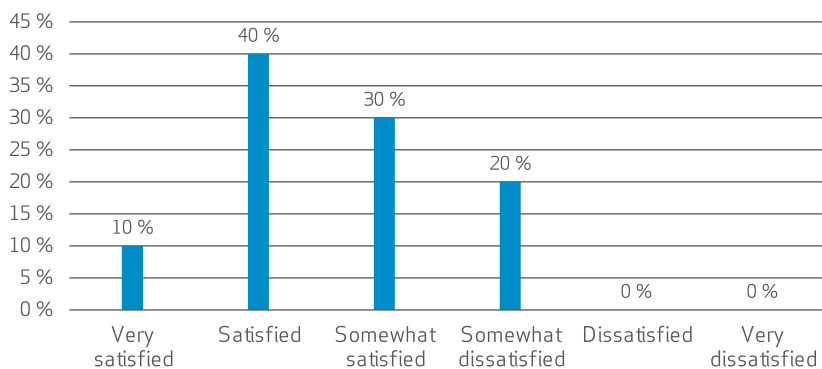


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON SUBSTANCE EVALUATION

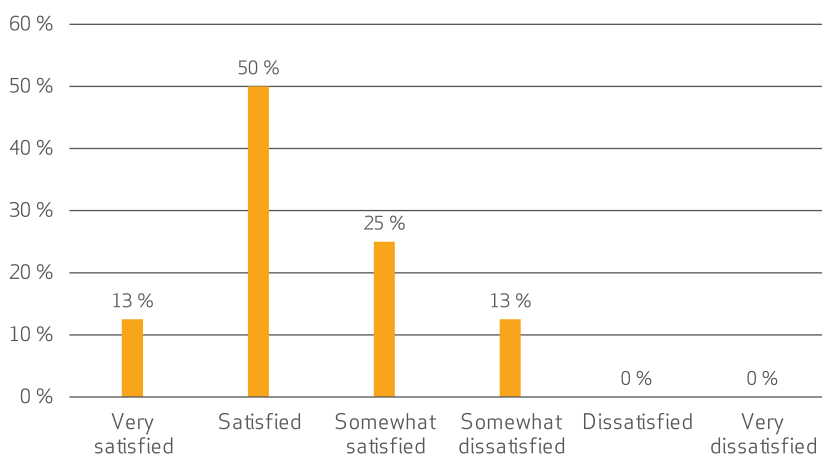
How satisfied are you with the support given by ECHA on the general coordination and information sharing (including workshops)?



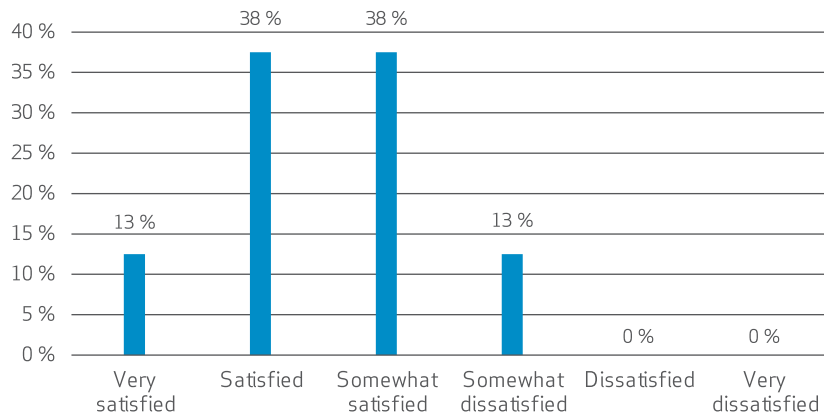
How satisfied are you with the support given by ECHA on the adoption of the first community rolling action plan (CoRAP) 2012-14 - Selection and manual screening of candidate substances for the CoRAP update 2013-2015)?



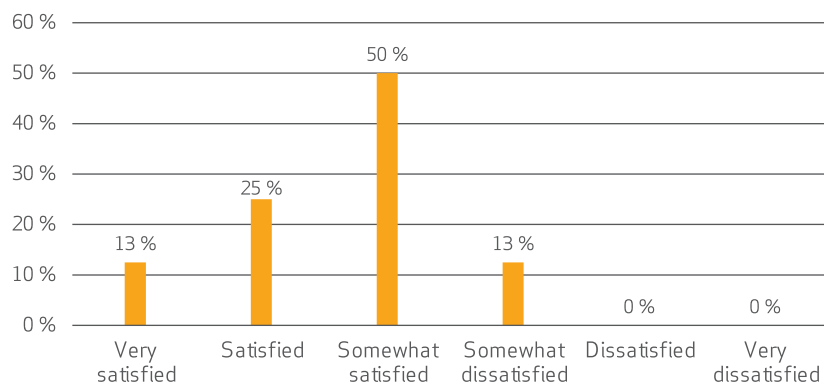
How satisfied are you with the support given by ECHA on the allocation of substances to Member States and the solution of overlaps of interest in the draft CoRAP update 2013-2015)?



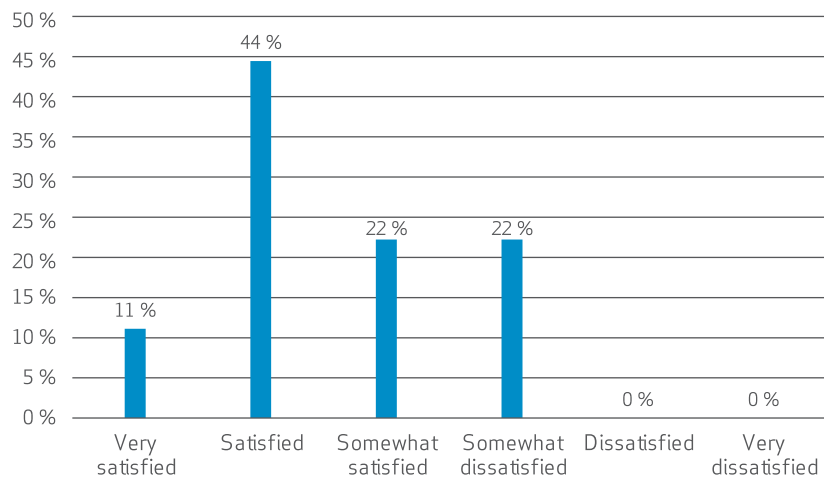
How satisfied are you with the support given by ECHA on the set up of the substance evaluation process (including procedures and templates)?



How satisfied are you with the support given by ECHA on the support to Member States for evaluation and draft decisions (including a webinar on IUCLID submissions, legal training, consistency screening, specific advice, etc.)?

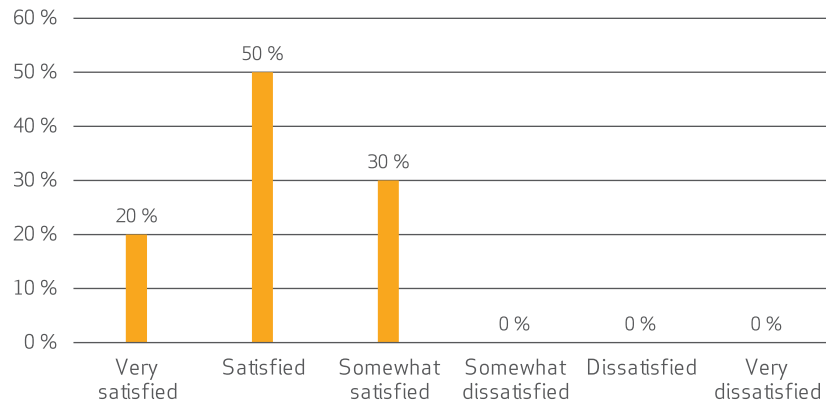


Overall rating for support for substance evaluation

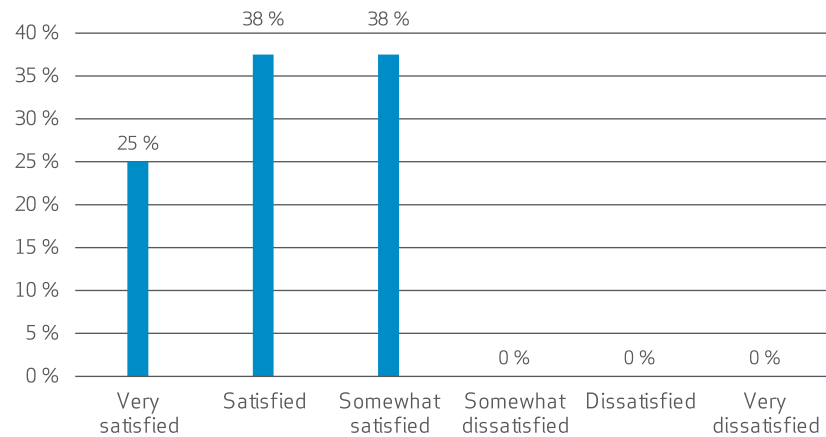


QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES ON COMMITTEES AND FORUM

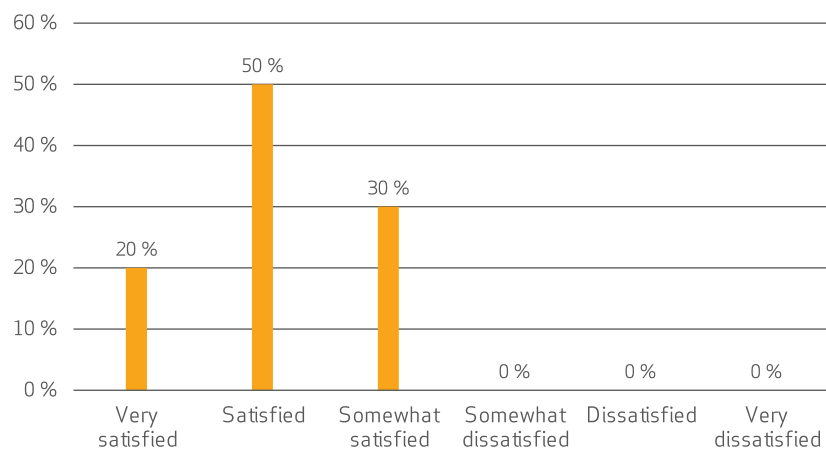
How satisfied are you with the support given by ECHA on the level of transparency of the publication and outcomes of Committee meetings?



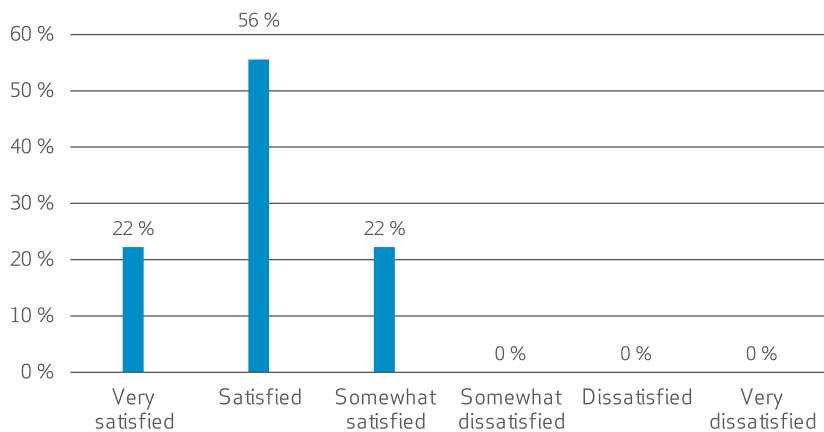
How satisfied are you with the support given by ECHA on the level of transparency of the publication and outcomes of Forum meetings?



How satisfied are you with other scientific, technical or administrative support received by ECHA?



Overall, how satisfied are you with the cooperation with ECHA?

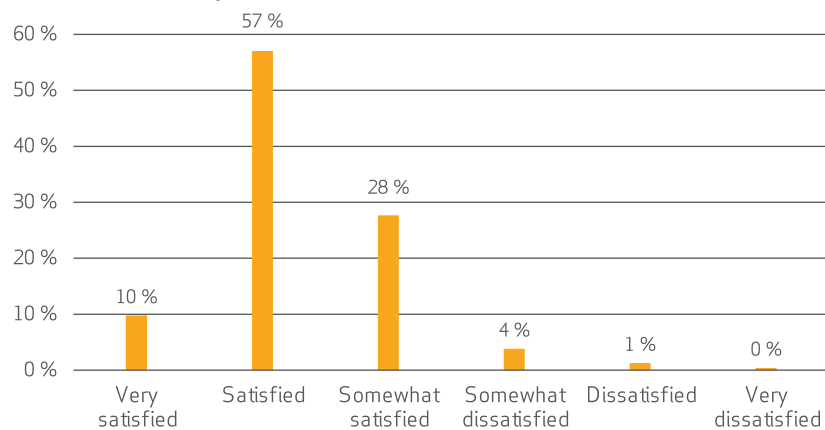


REACH Information Portal for Enforcement (RIPE)

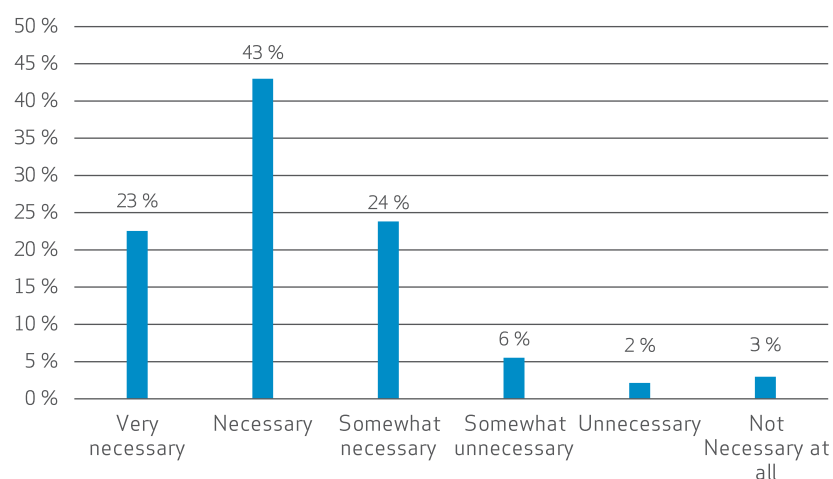
RIPE is a web-based application intended to give the enforcement authorities in the EU Member States, Norway, Iceland and Liechtenstein access to the information submitted to the European Chemicals Agency (ECHA). The enforcement authorities need access to this information to be able to effectively enforce the REACH and CLP Regulations. RIPE has been developed as a separate application from REACH-IT to accommodate the need for easy and secure access by numerous users from many locations in Europe. It has been made available to the Member States on 27 June 2011.

QUESTIONS ASKED TO RIPE USERS

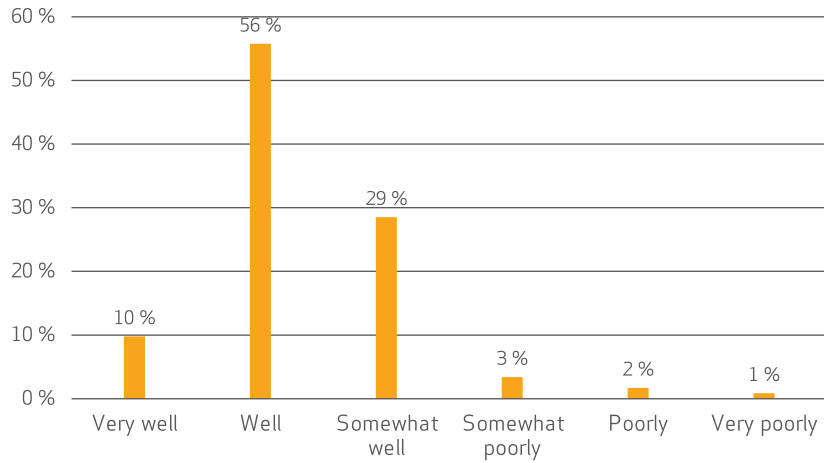
How satisfied are you with RIPE?



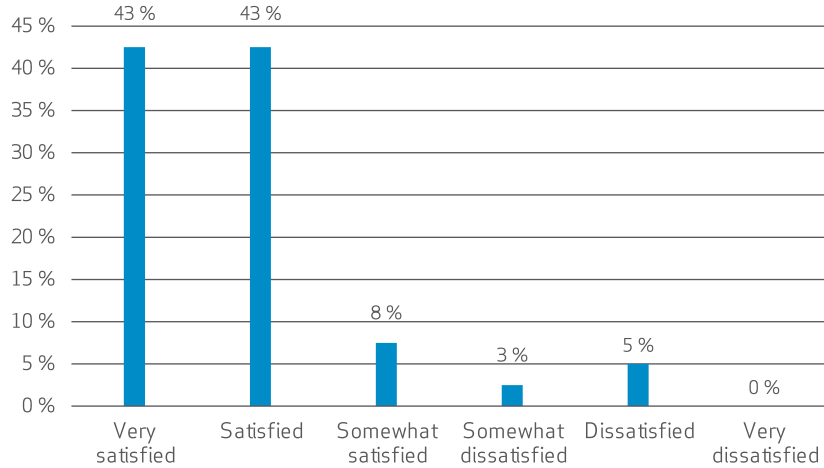
How necessary is RIPE to your daily REACH and CLP enforcement activities?



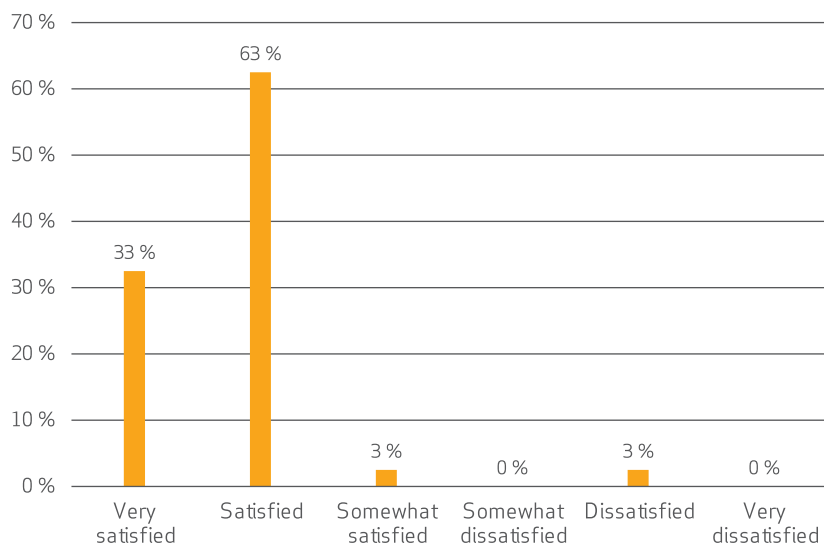
How well does RIPE fulfil the purpose it was made for?



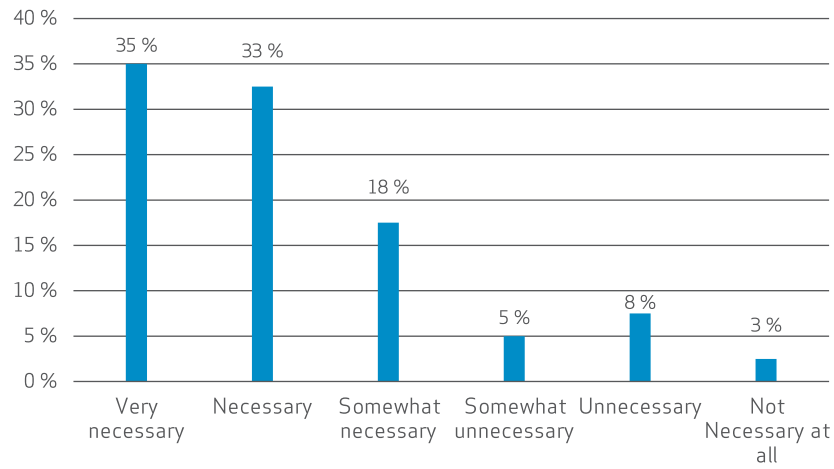
How satisfied are you with the support ECHA gives for RIPE Administrators/SPOCs?



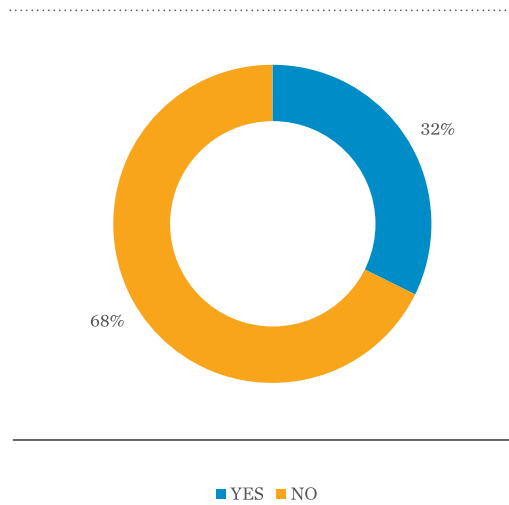
How satisfied are you with ECHA's RIPE manual?



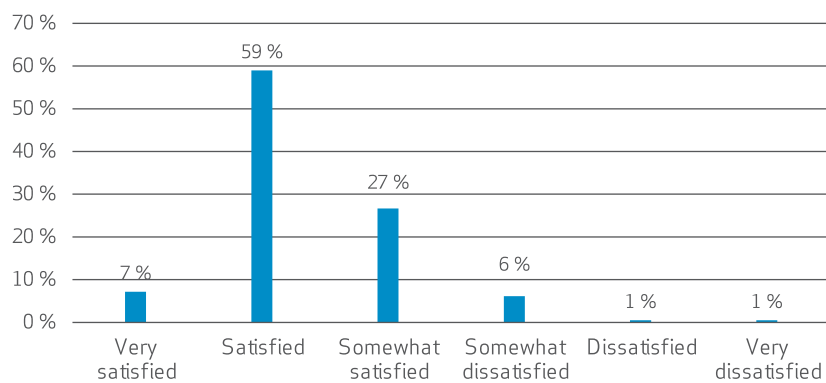
Do you think that training for RIPE Administrators and SPOCs is necessary?



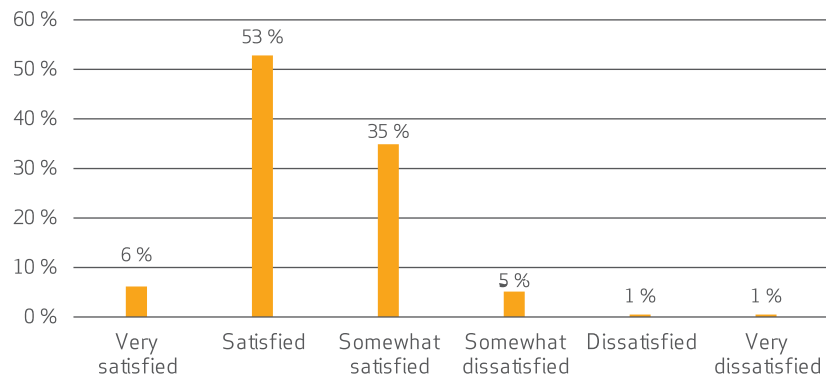
Based on your experience, is there something in RIPE that should be changed for you to visit more frequently?



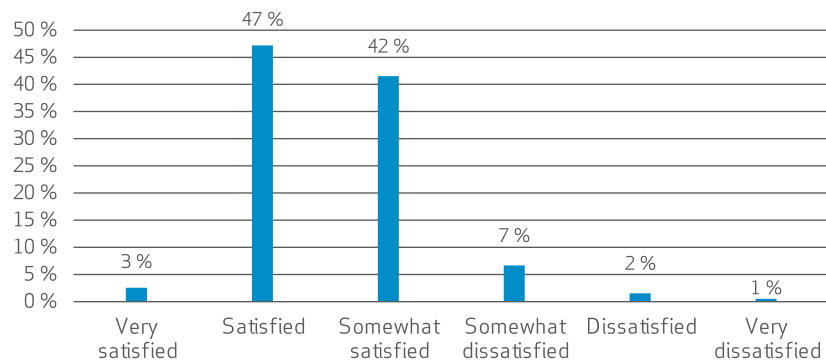
How satisfied are you with ECHA's RIPE manual?



How satisfied are you with the search functionality in RIPE?

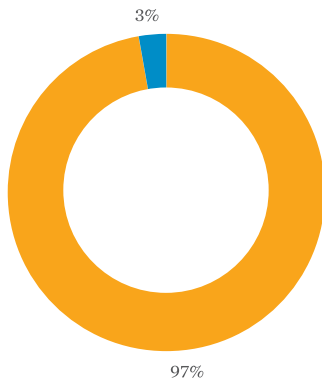


How satisfied are you with the scope of information covered in RIPE's standard/comparison reports? (Note: Here we ask about the data that RIPE reports can now show, not the data that is actually included in the dossiers!)?



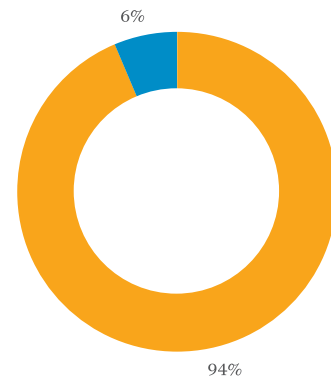
QUESTIONS ASKED TO ECHA COMMITTEE AND FORUM MEMBERS AND OTHER STAKEHOLDERS ABOUT THIS SURVEY IN GENERAL

Were the questions clear?



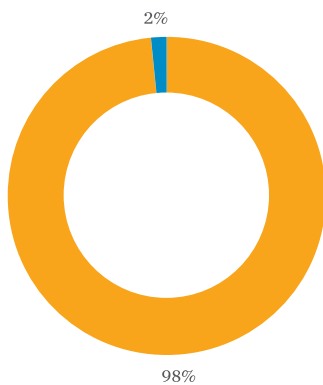
■ Yes ■ No

Were the questions easy to understand?



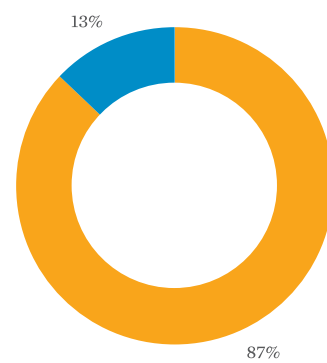
■ Yes ■ No

Was the visual appearance of the survey clear?



■ Yes ■ No

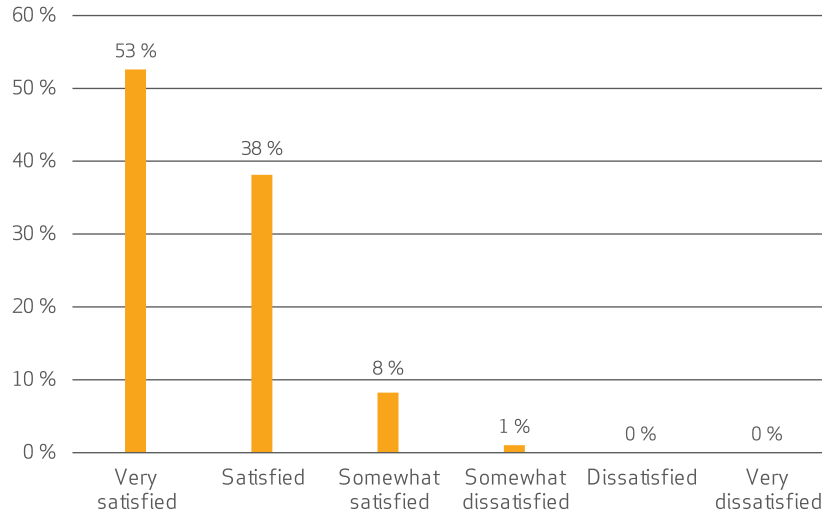
It didn't take too long to respond.



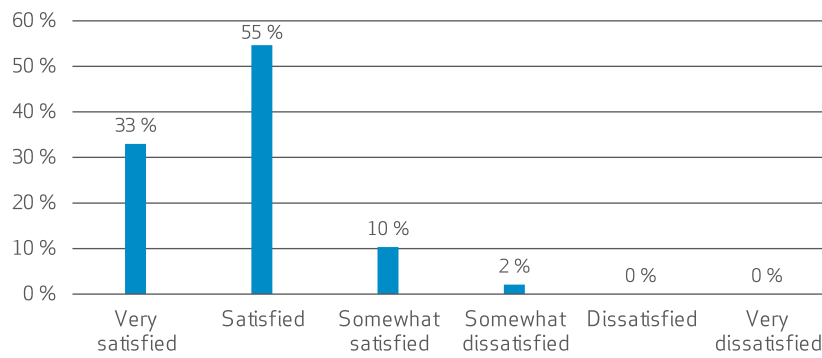
■ Yes ■ No

QUESTIONS ASKED TO THE MEMBERS OF ECHA COMMITTEES, FORUM AND OTHER STAKEHOLDERS WHO REGULARLY VISIT ECHA PREMISES AND THE SERVICES PROVIDED BY ECHA CONFERENCE OPERATORS, AND CONFERENCE AND AUDIOVISUAL TEAM

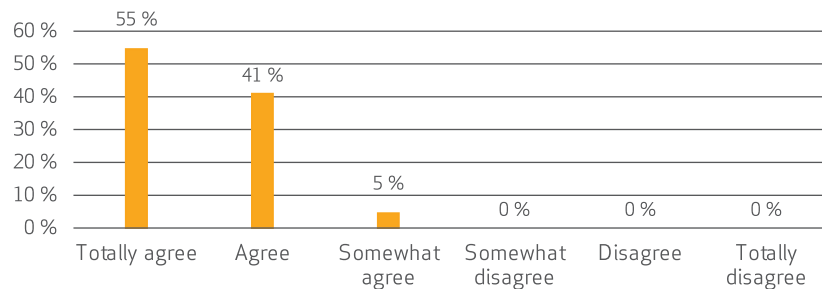
How satisfied are you with the services of the Conference Operators?



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

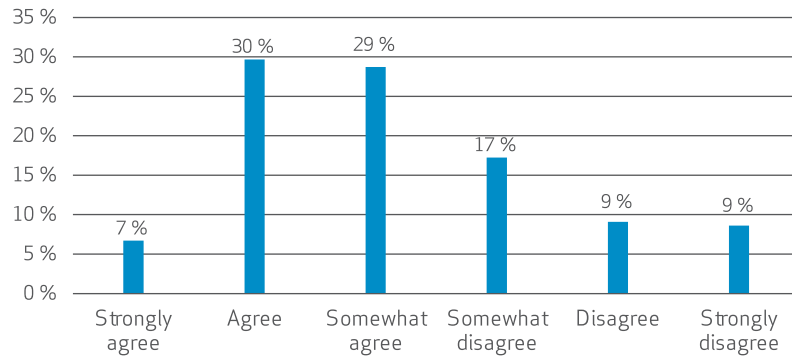


Management Board satisfaction with the conference centre - The conference centre is working well (technical equipment, light, temperature)

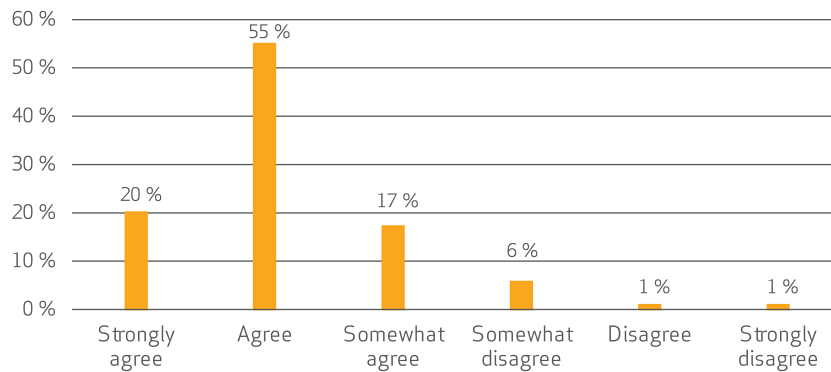


QUESTIONS TO THE ECHA E-NEWS SUBSCRIBERS ALL OVER THE WORLD CONCERNING THE ECHA WEBSITE AND PUBLICATIONS

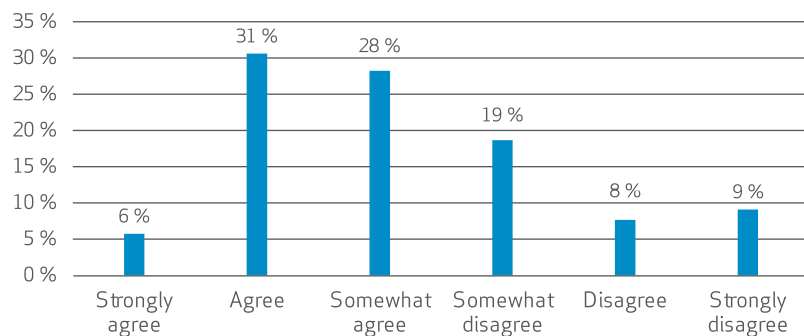
I can easily find what I am looking for



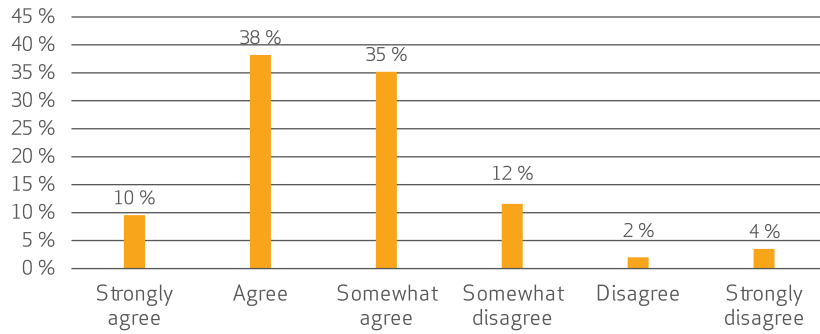
The information is useful for my needs



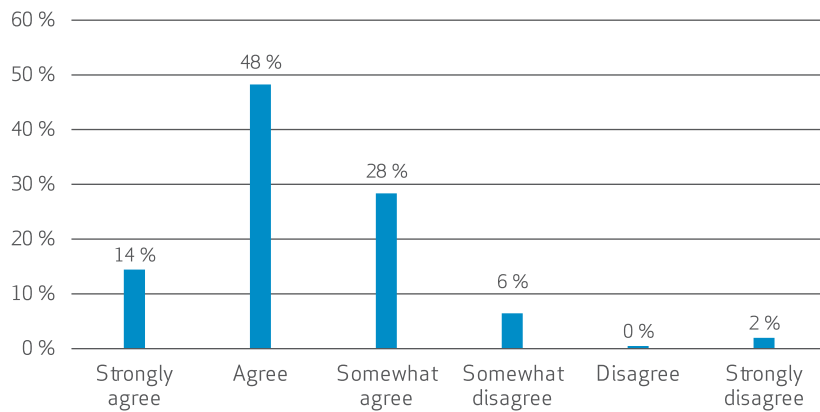
The layout of the website is well structured



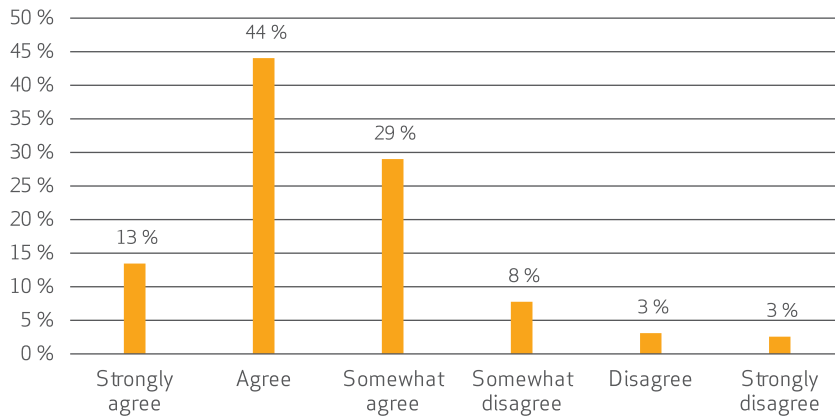
The graphic design and visual elements are attractive



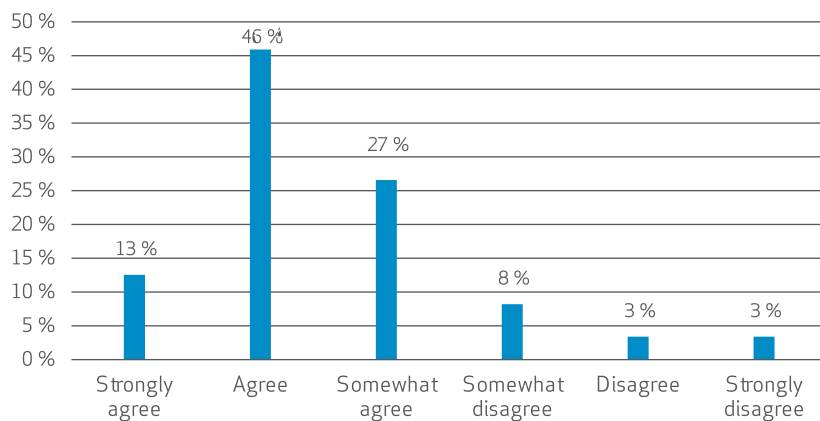
The website texts help me to better understand ECHA's activities and the regulations it is responsible for



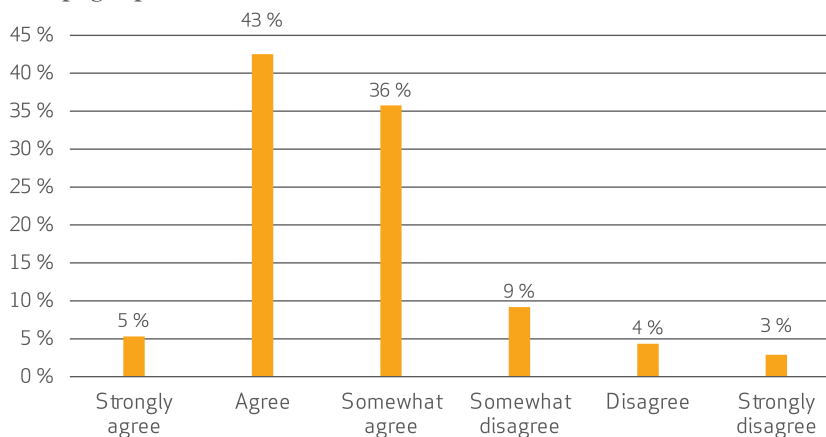
The website texts help me to comply with legal obligations



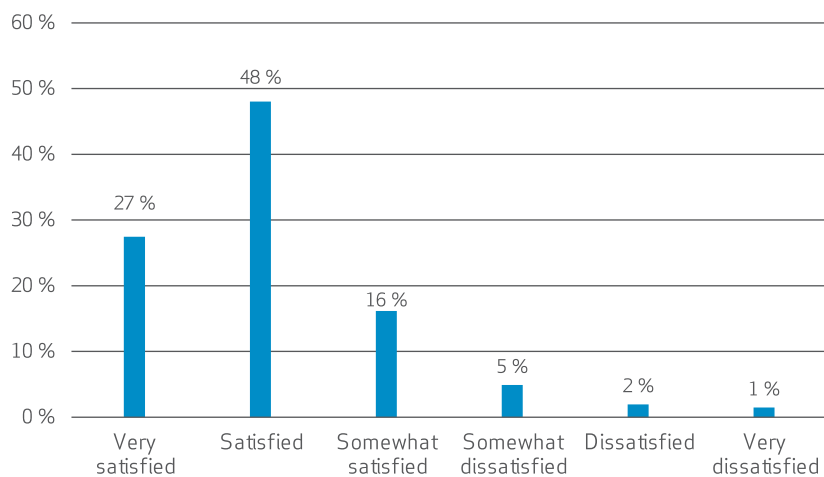
The web page language is clear and easy to understand



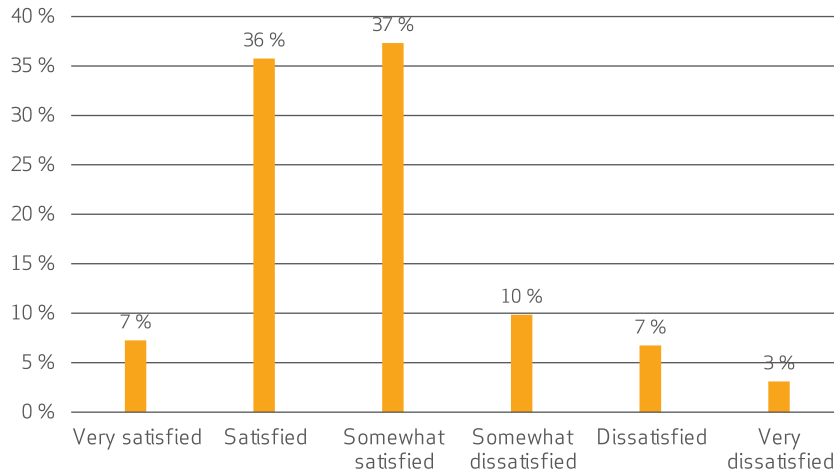
Web pages provide access to the resources I need



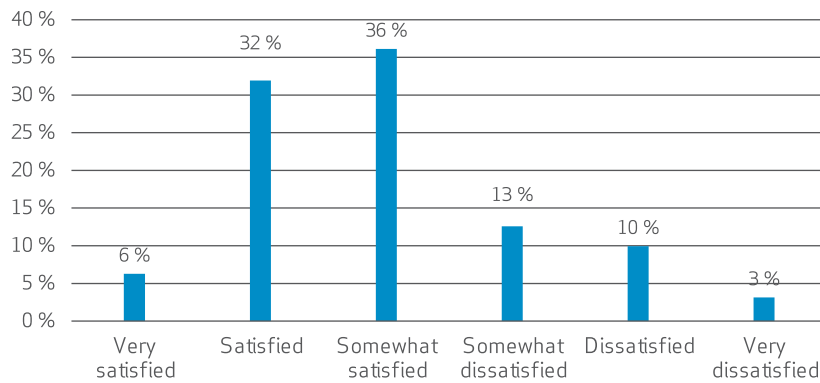
How satisfied are you with the search for chemicals on the ECHA website?



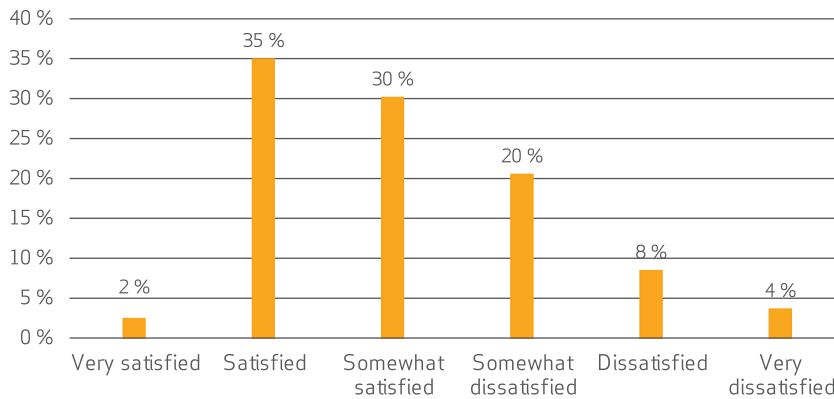
How satisfied are you with the document library on the ECHA website?



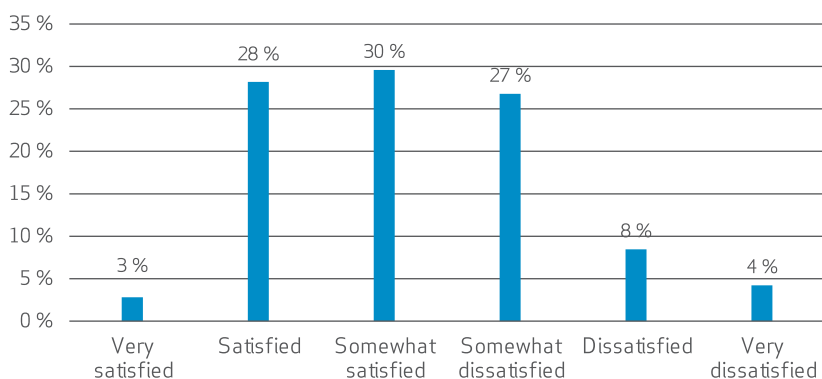
How satisfied are you with the search results on the ECHA website?



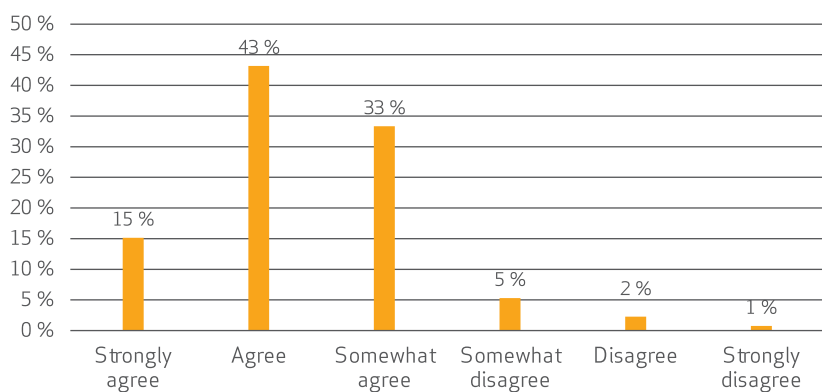
How satisfied are you with the RSS feeds on the ECHA website?



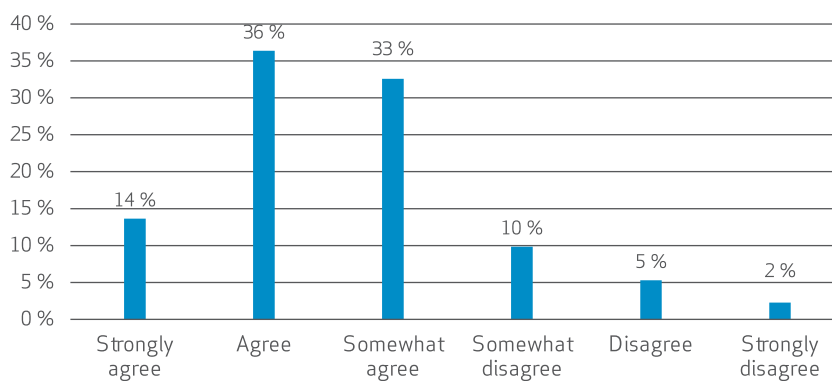
How satisfied are you with the social media sharing buttons on the ECHA website?



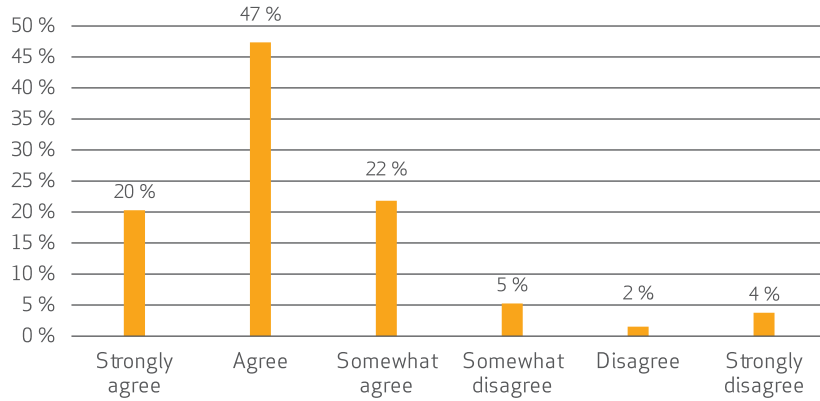
The Newsletter helps me to better understand ECHA's activities and the regulations it is responsible for



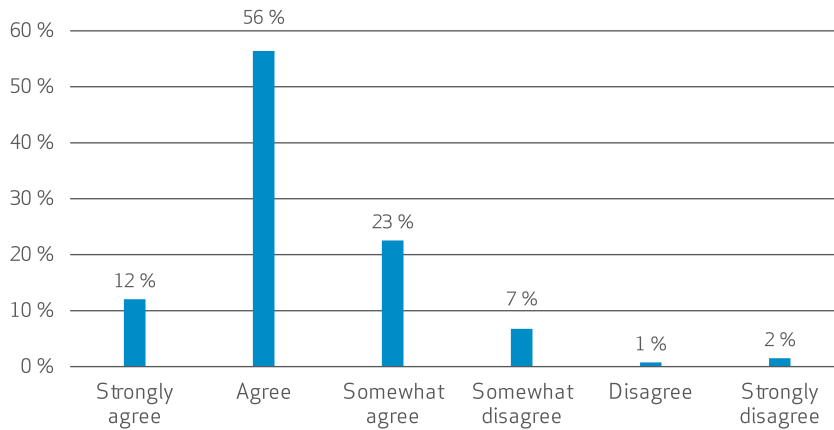
The Newsletter covers the activities of ECHA that I am interested in



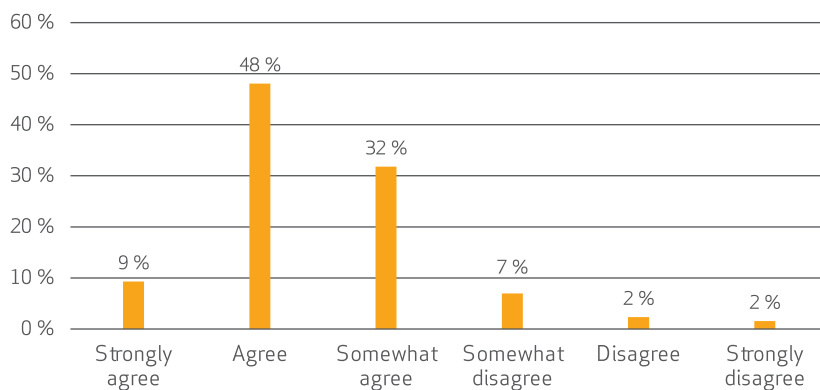
Articles in the Newsletter are clear and easy to understand



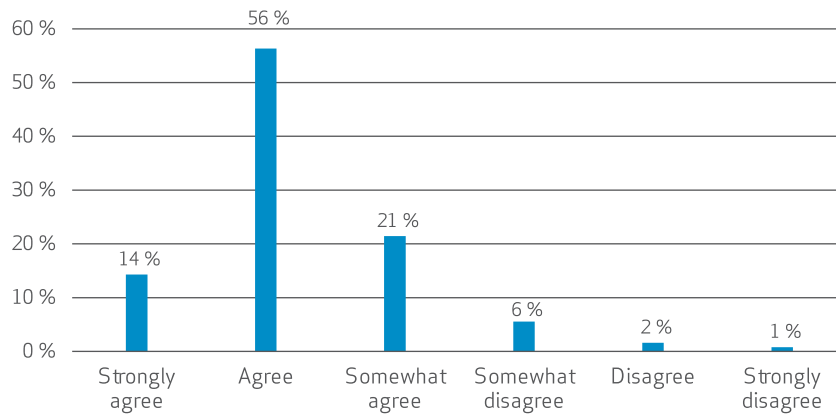
Articles in the Newsletter are well written



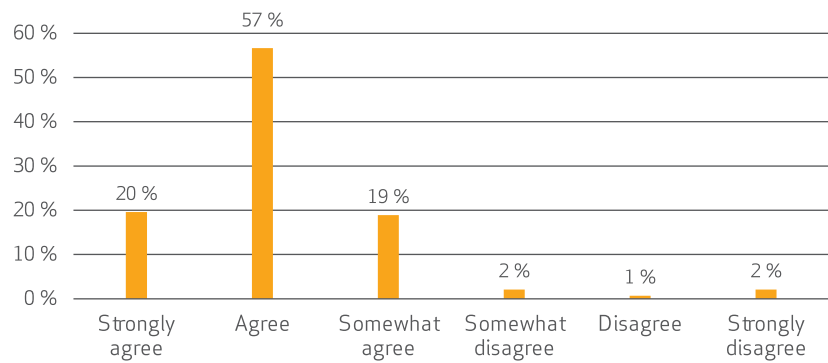
The Newsletter is published in a timely manner (i.e. the articles are still relevant when you read the publication)



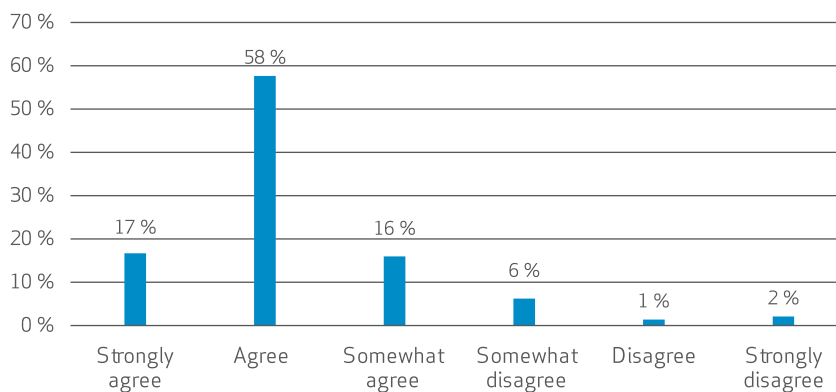
I like the visual look of the ECHA Newsletter



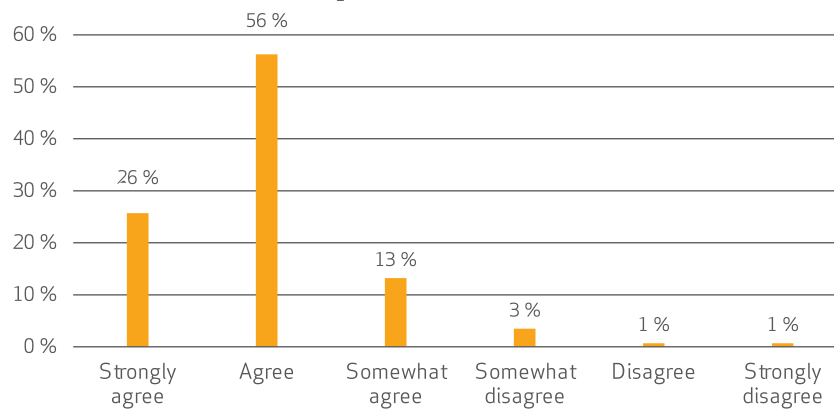
ECHA e-News helps me to better understand ECHA's activities and the regulations it is responsible for



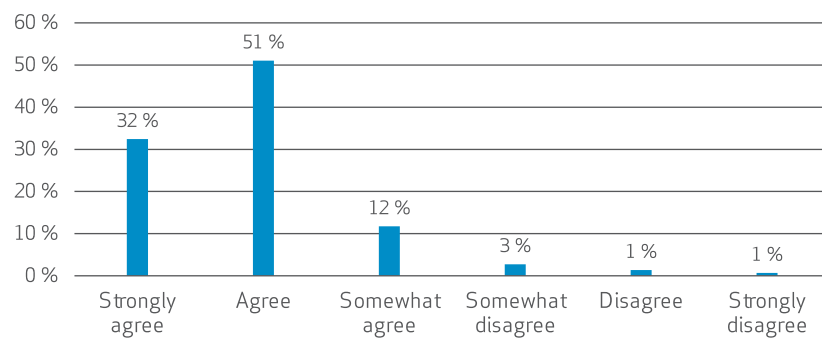
ECHA e-News covers the activities of ECHA that I am interested in



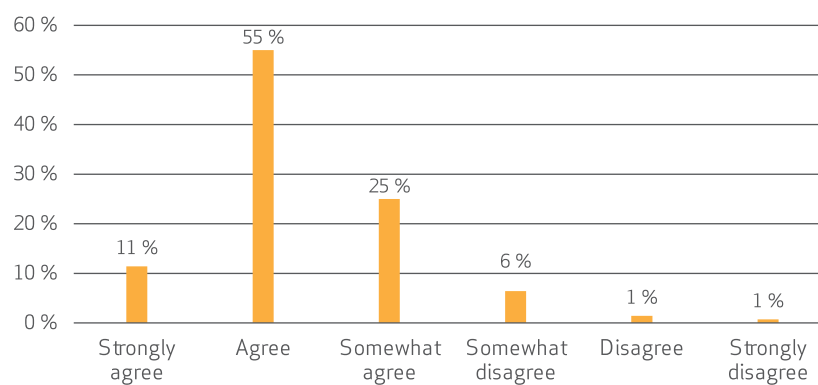
ECHA e-News is clear and up-to-date



ECHA e-News is a fast and reliable way of getting news from ECHA

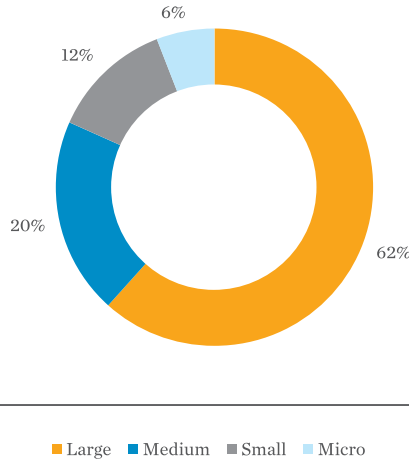


I like the visual look of the ECHA e-News

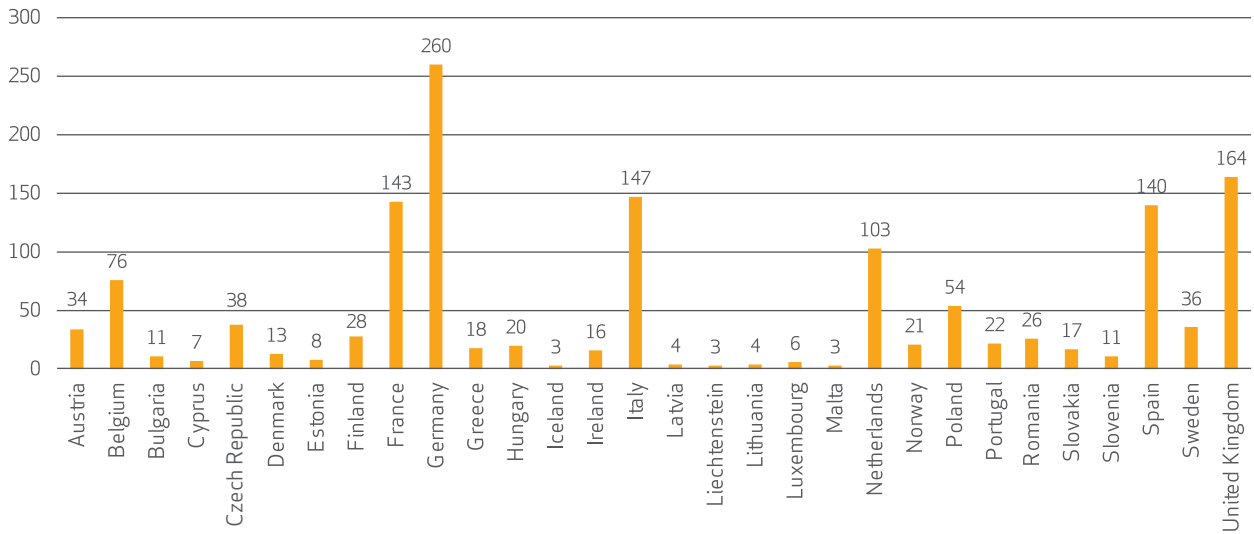


QUESTIONS SENT TO A SAMPLE OF SUCCESSFUL REGISTRANTS

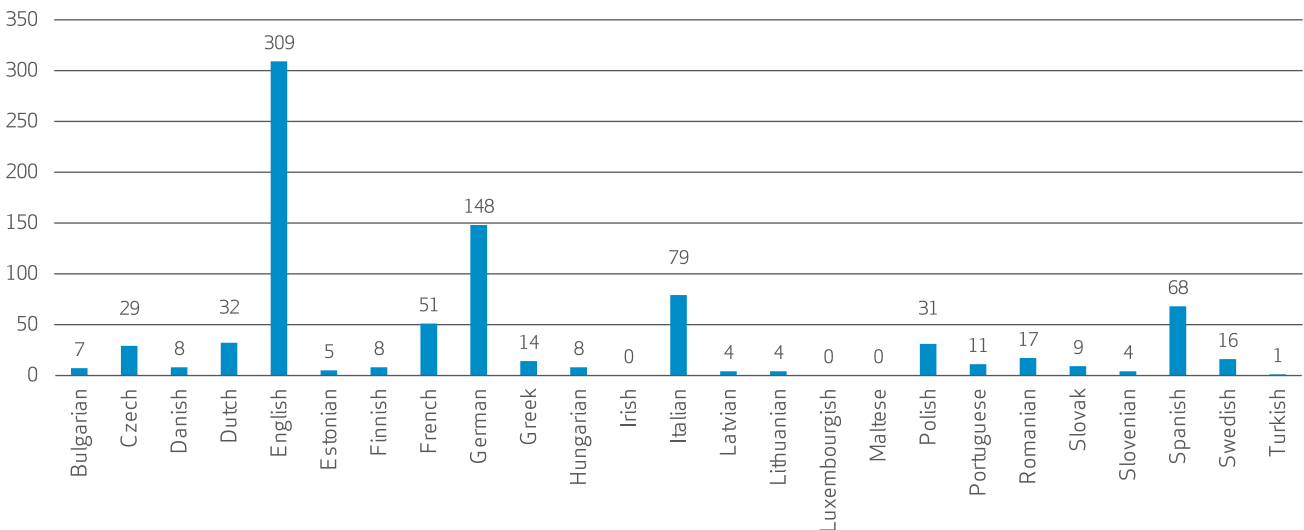
Respondents Company Size



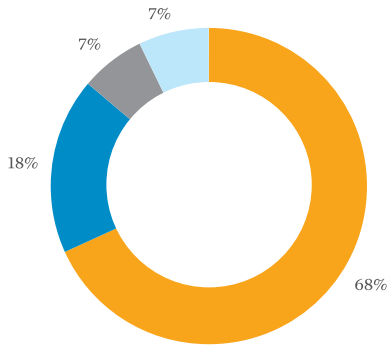
Countries where respondents' Legal Entities were responsible for registrations (several responses possible)



Companies' main working languages

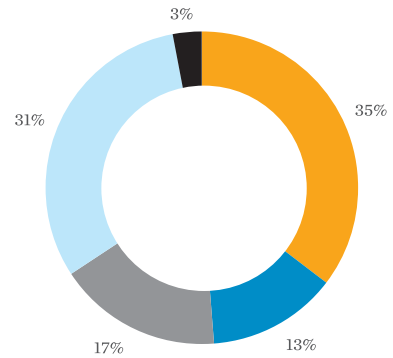


How many staff members in your company are involved in REACH-related activities?



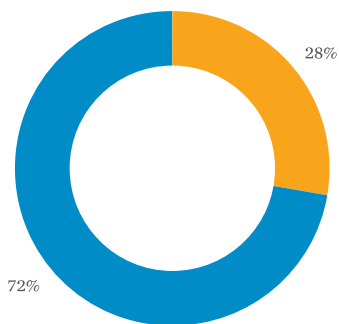
- Less than five persons
- 5 - 20
- More than 20
- No REACH team as such exists in my company

Attendance in ECHA events



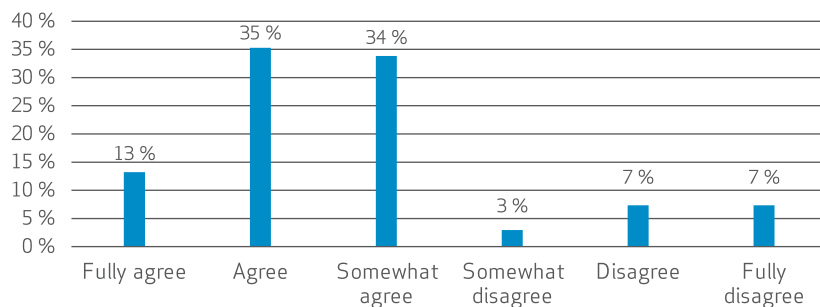
- Webinars
- Stakeholders' Days
- Workshops
- None of the above
- Other (please specify):

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 deadlines.

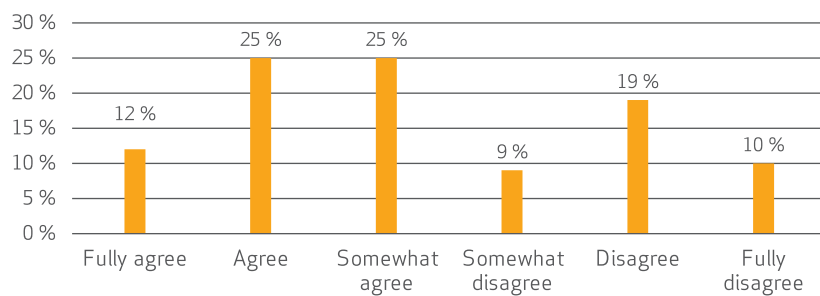


- Yes
- No

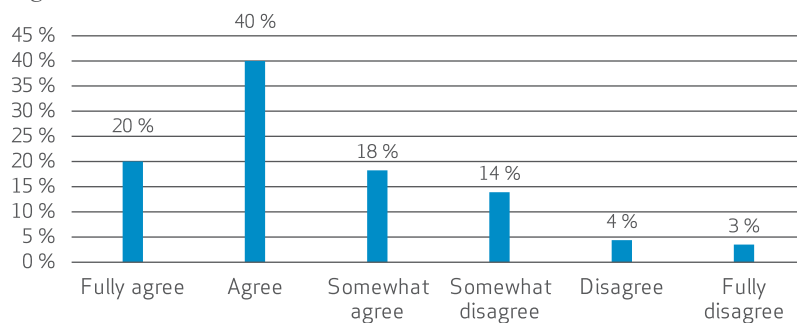
To what extent do you agree with the following statement? I was satisfied with the support I received to address the concern I had regarding support for smaller companies



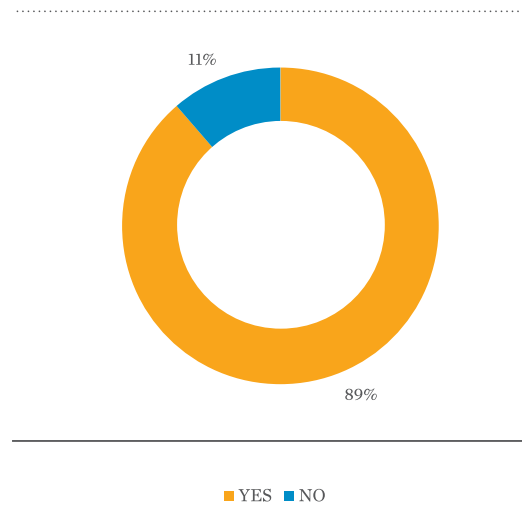
To what extent do you agree with the following statement? I was satisfied with the data sharing negotiations and related disputes



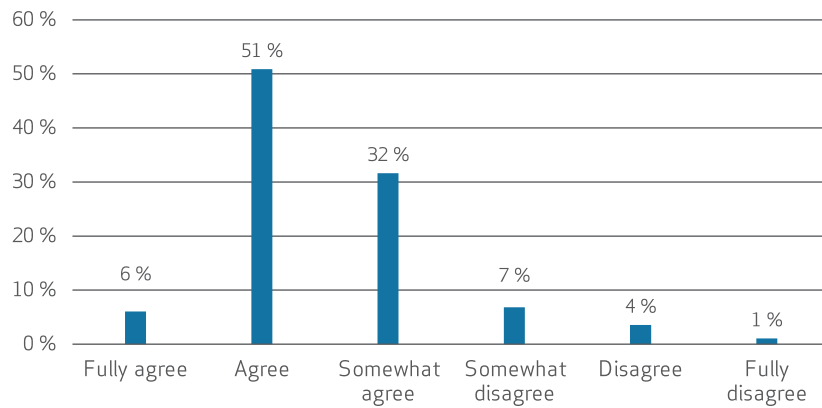
To what extent do you agree with the following statement? I was satisfied with the preparation for the registration deadlines



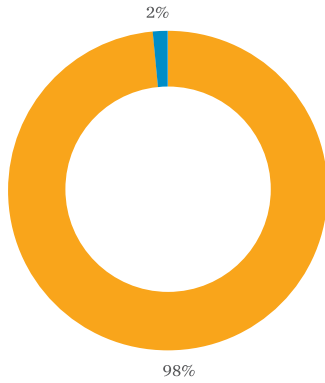
Did you use the ECHA website to consult any supporting material produced by ECHA, prior to submitting your dossier(s)? For example submission manuals, fact sheets, Q&A documents, webinars, video recordings, etc.



To address my needs, the level of details provided in the documents I consulted was satisfactory?

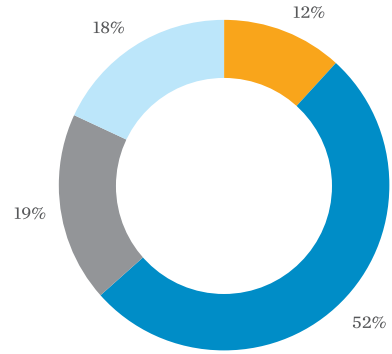


Have you registered substances under the REACH Regulation?



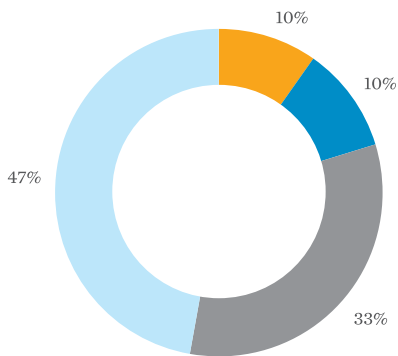
■ Yes ■ No

When did you submit registration dossier(s)? (It was possible to select multiple options)



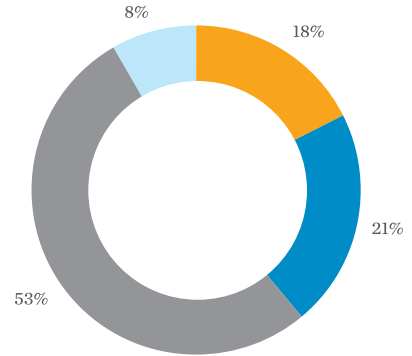
■ Before 2010 ■ In 2010 ■ In 2011 ■ In 2012

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



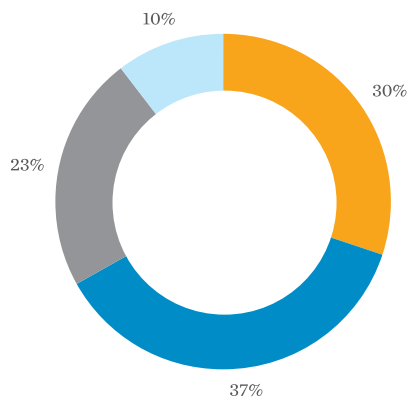
■ more than 10 ■ 5-20 ■ less than five ■ none

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



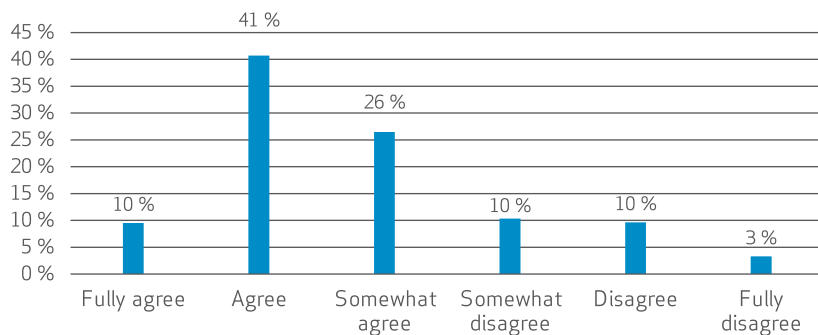
■ more than 20 ■ 5-20 ■ less than five ■ none

Who carried out the preparatory work for your registrations?

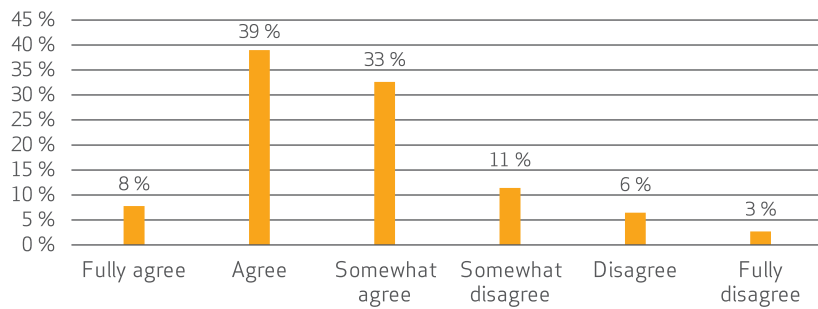


- Your company (supporting all legal entities)
- Your company, supported by a consultant
- A consultant / consulting company/ third party representative
- Other (please specify)

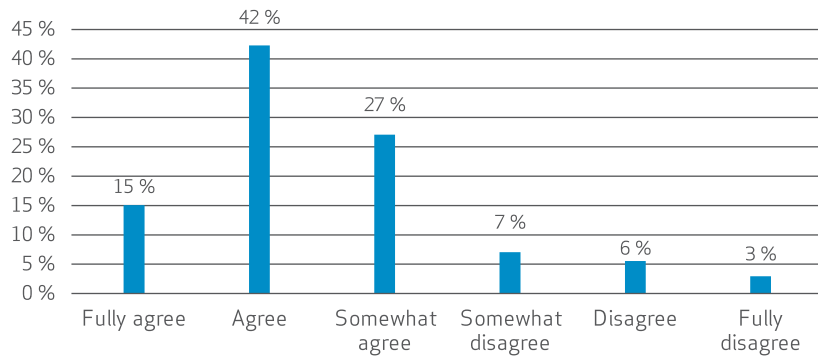
Using the IT tools together with the corresponding manuals I was able to prepare and submit my registration dossiers.



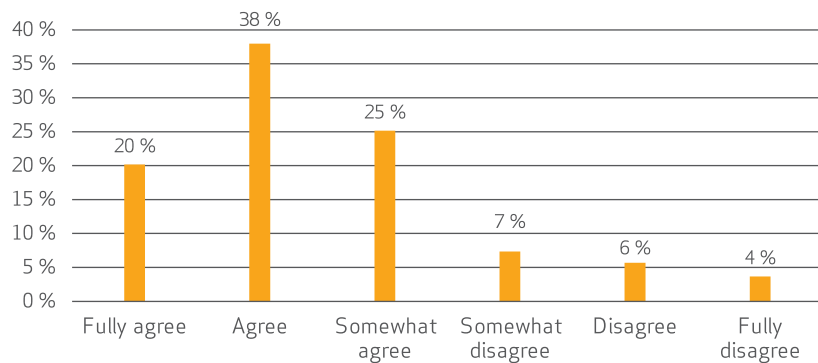
Using the IT tools together with the corresponding manuals I understood what information from my dossier would be made publicly available.



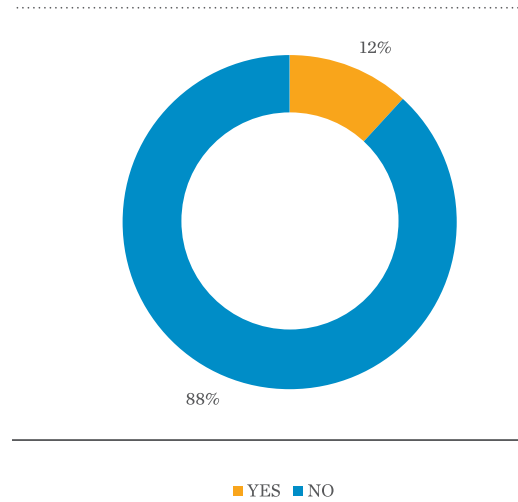
IUCLID 5 allowed me to manage information on my substances and create registration dossiers.



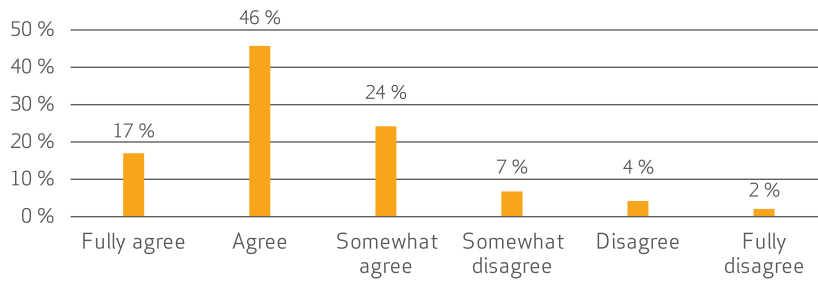
I benefited from the use of one or more of the IUCLID plugins developed by ECHA (for example the TCC, fee calculator or dissemination plugin).



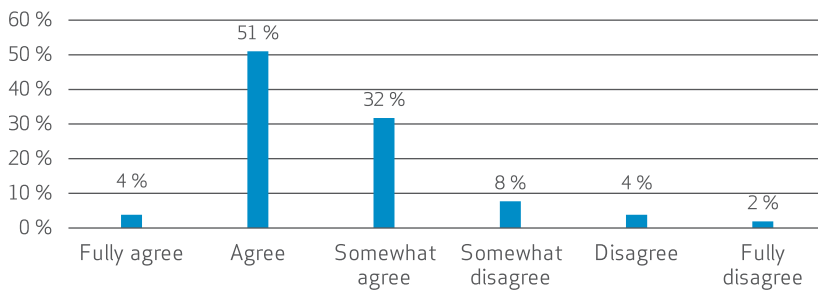
Did you use Chesar to create your chemical safety report?



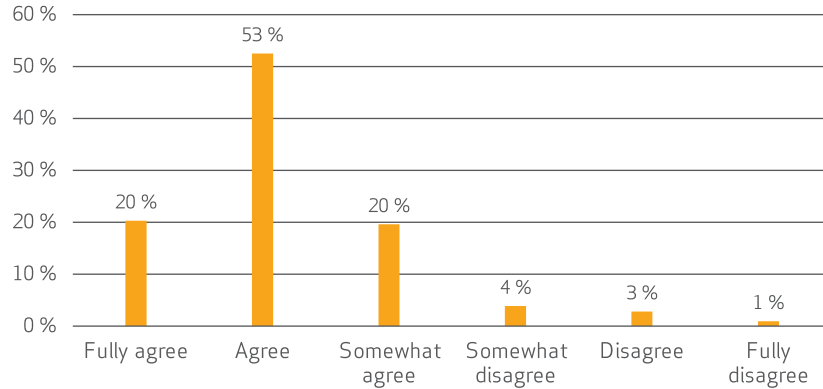
REACH-IT, together with the relevant manuals, allowed me to manage my submission(s).



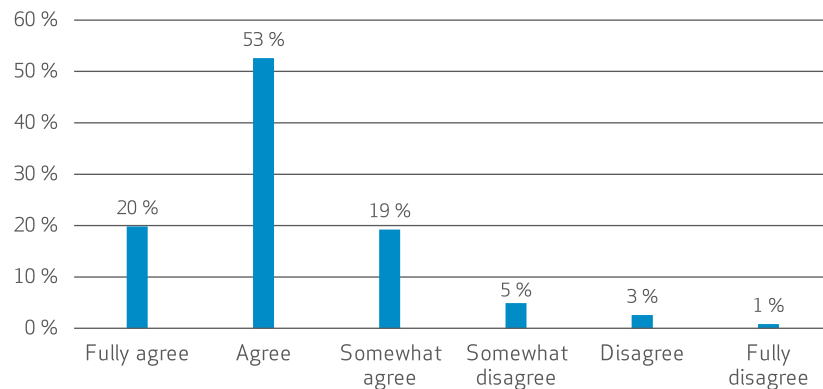
Chesar was a helpful tool for performing my CSA



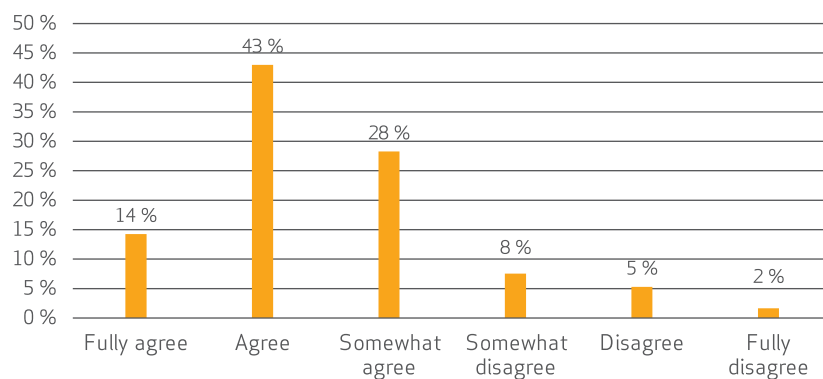
The processing time to obtain my registration number was satisfactory (note that the REACH Regulation normally requires ECHA to respond on completeness within 21 days (or three months when submitted less than three months prior to a registration deadline))



The communication I received from ECHA during the registration process informed me about the status of my registration and any actions required from my company.

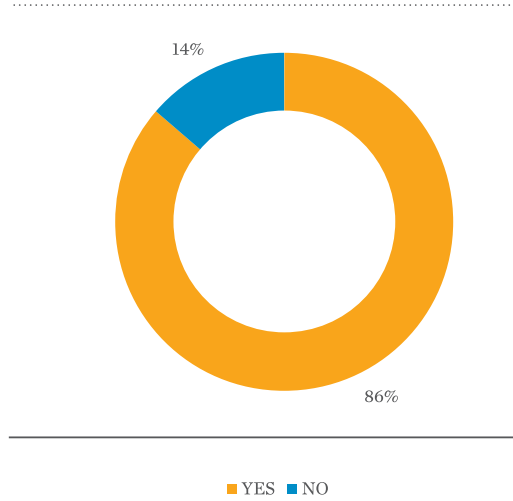


Via registration the amount of available information on chemicals has increased.

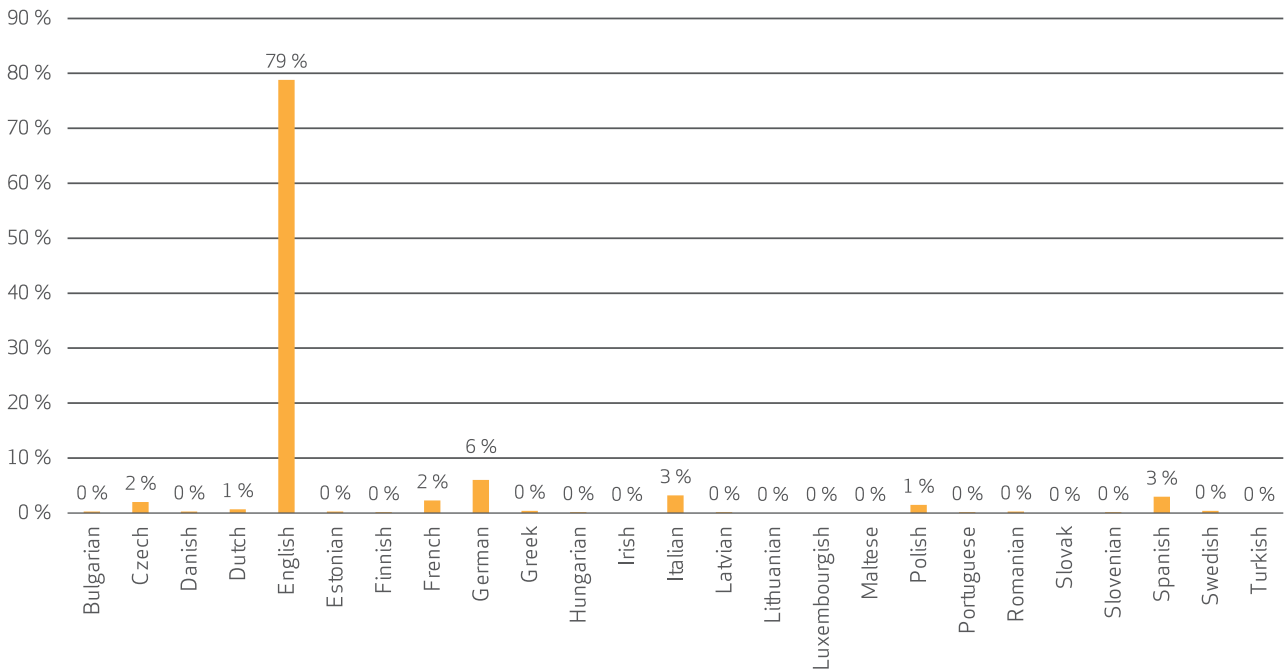


ECHA GUIDANCE DOCUMENTS FACILITATE THE IMPLEMENTATION OF REACH AND CLP BY DESCRIBING GOOD PRACTICE ON HOW TO FULFIL THE OBLIGATIONS.

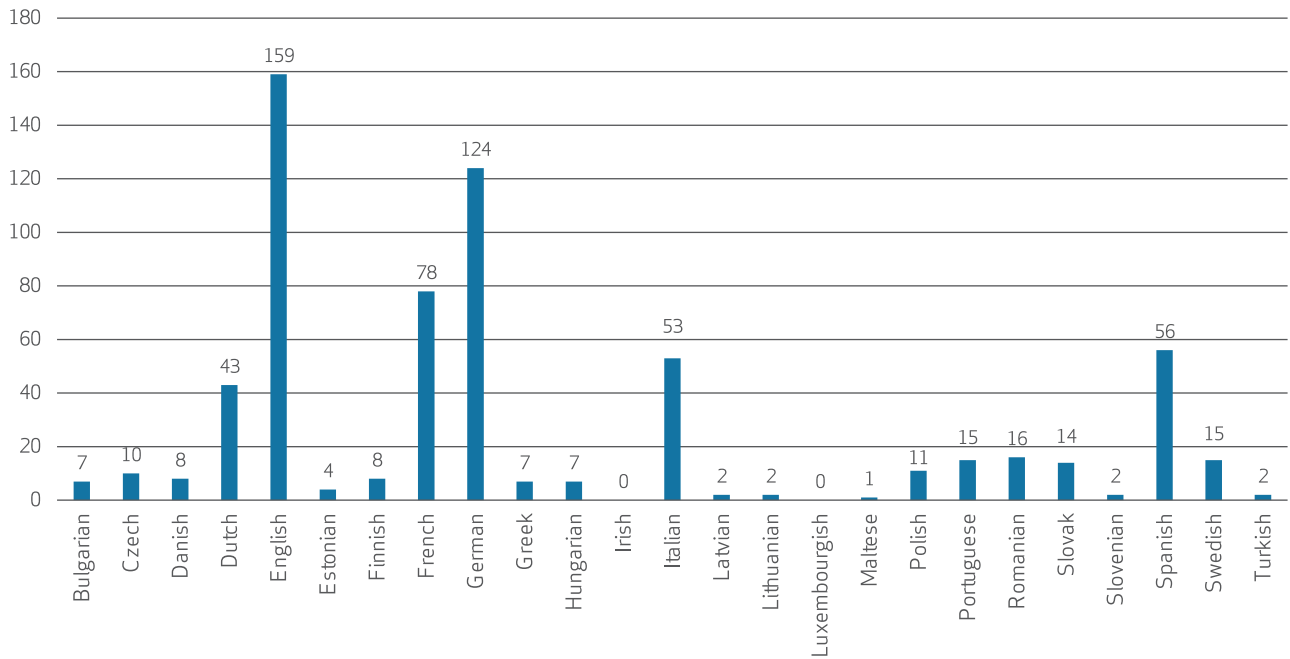
Have you used ECHA Guidance documents as supporting material when preparing/submitting your dossier, or have you used it for other purposes?



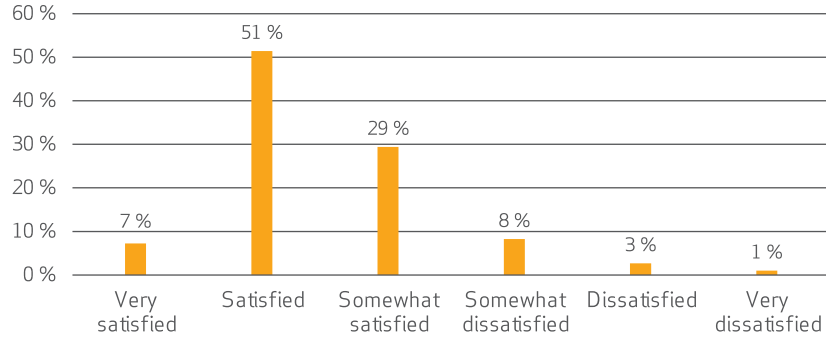
In which language did you mostly consult ECHA Guidance Documents?



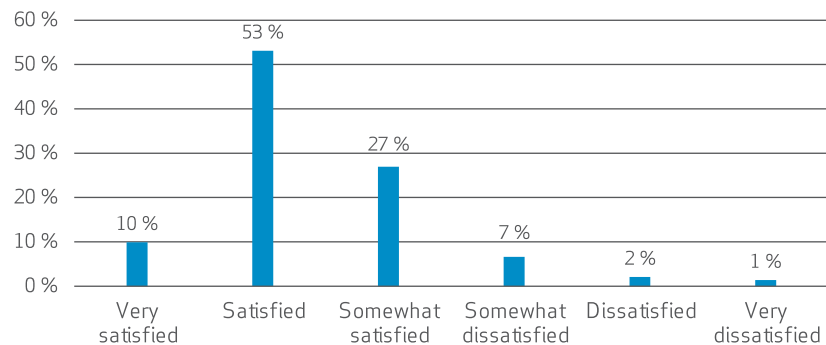
In which other languages did you consult ECHA Guidance Documents?
(several options possible)



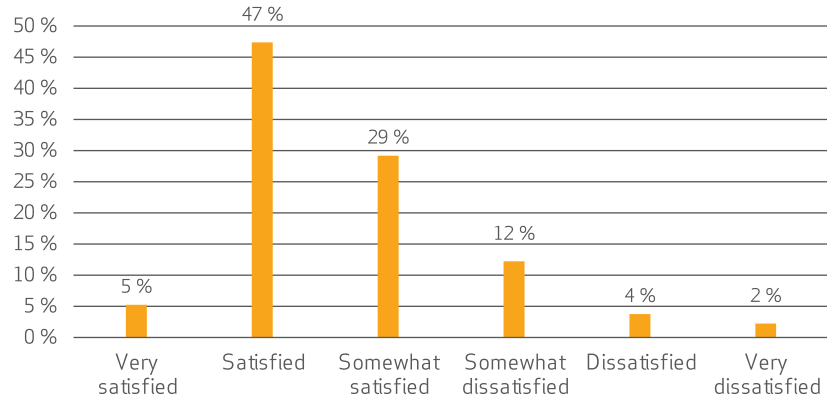
How satisfied were you with the usefulness of the
Guidance on the compilation of safety data sheets?



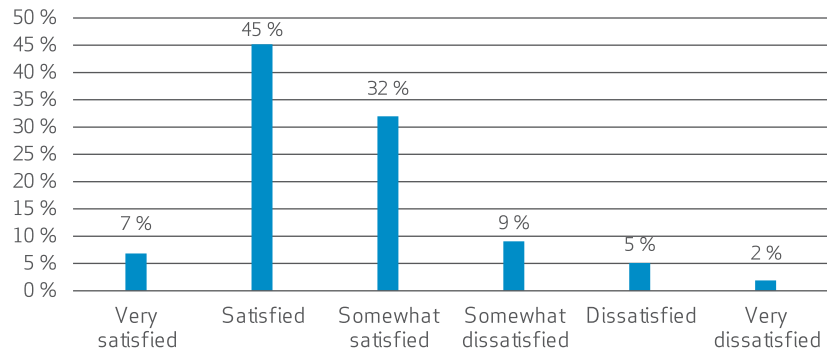
How satisfied were you with the usefulness of the
Guidance on registration?



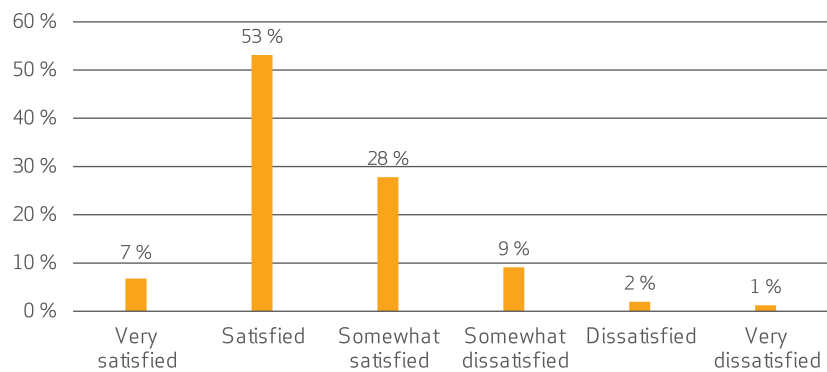
How satisfied were you with the usefulness of the Guidance on requirements for substances in articles?



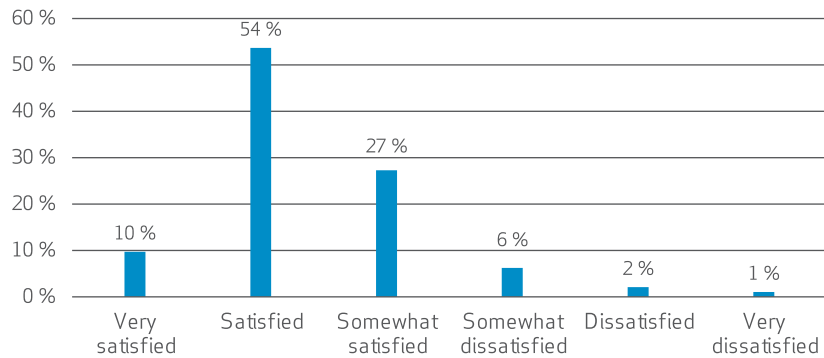
How satisfied were you with the usefulness of the Guidance for identification and naming of substances under REACH and CLP?



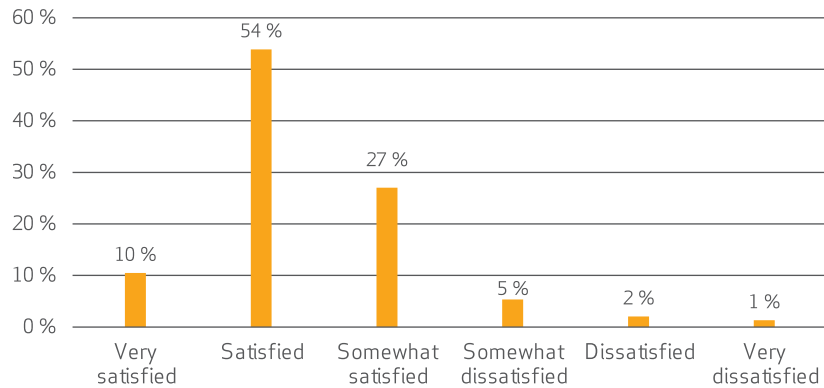
How satisfied were you with the usefulness of the Guidance on the Application of the CLP Criteria?



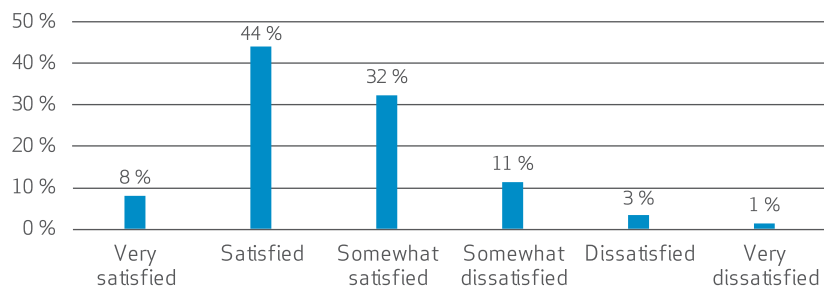
How satisfied were you with the usefulness of the Guidance on Labelling and Packaging in accordance with Regulation (EC) No 1272/2008?



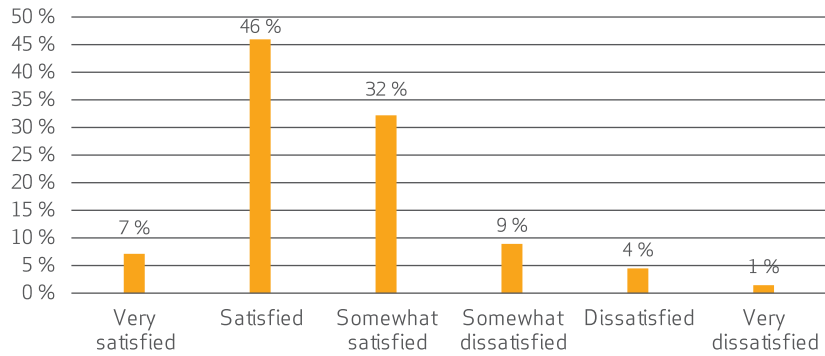
How satisfied were you with the usefulness of the Introductory Guidance on the CLP Regulation?



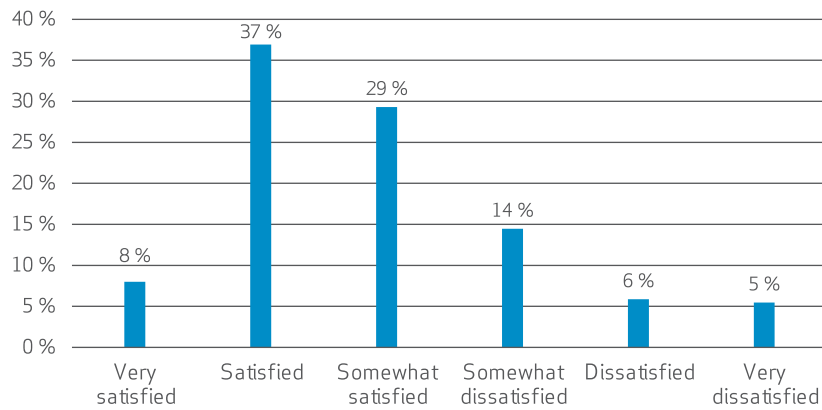
How satisfied were you with the usefulness of the Guidance for monomers and polymers?



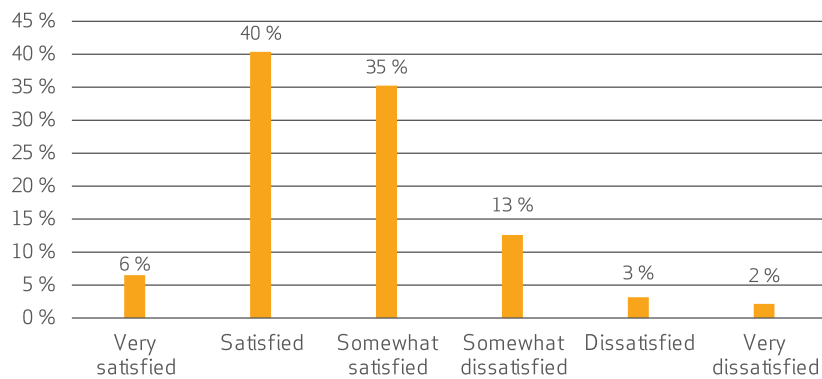
How satisfied were you with the usefulness of the Guidance for downstream users?



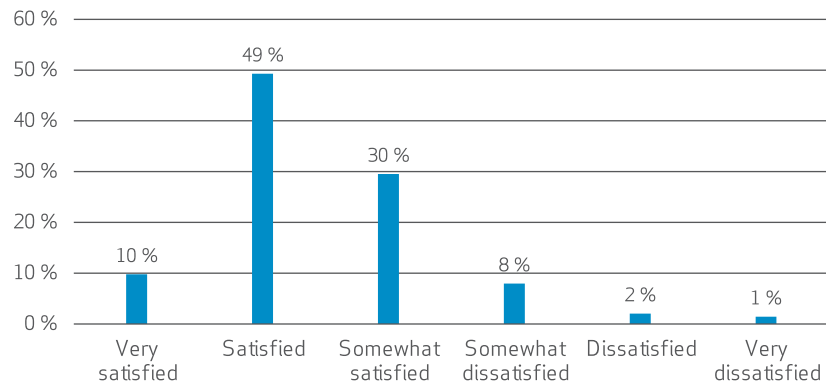
How satisfied were you with the usefulness of the Guidance on intermediates?



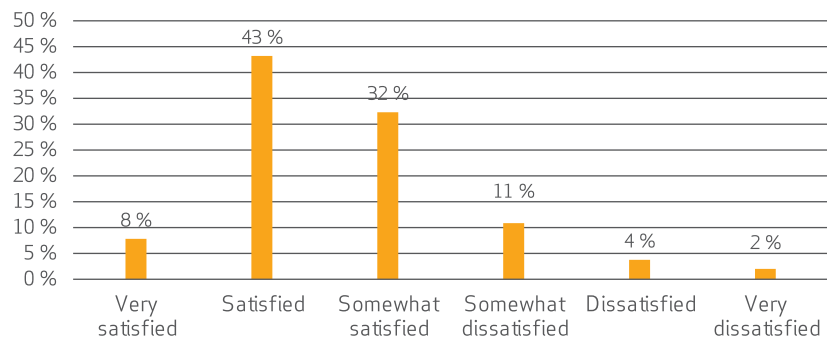
How satisfied were you with the usefulness of the Guidance on data sharing?



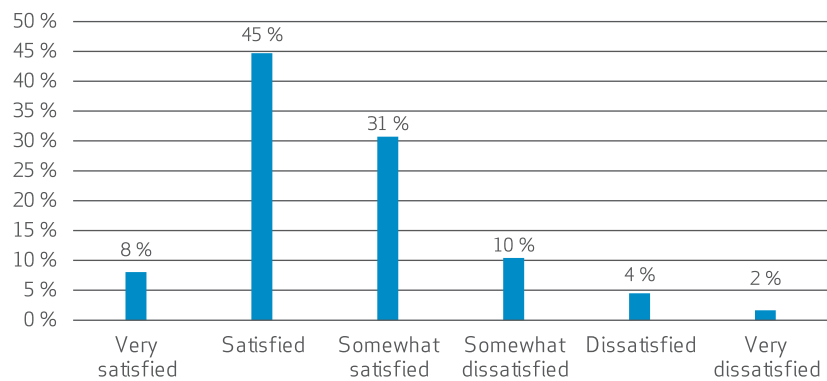
How satisfied were you with the usefulness of the Guidance for Annex V Exemptions from the obligation to register?



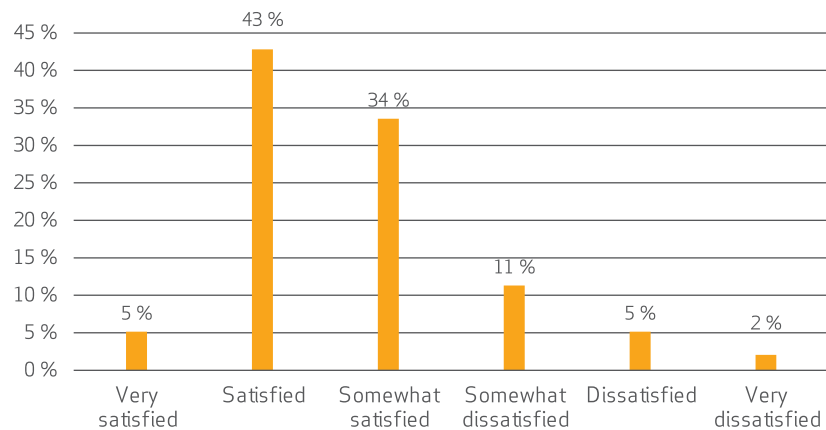
How satisfied were you with the usefulness of Guidance in a nutshell - data sharing?



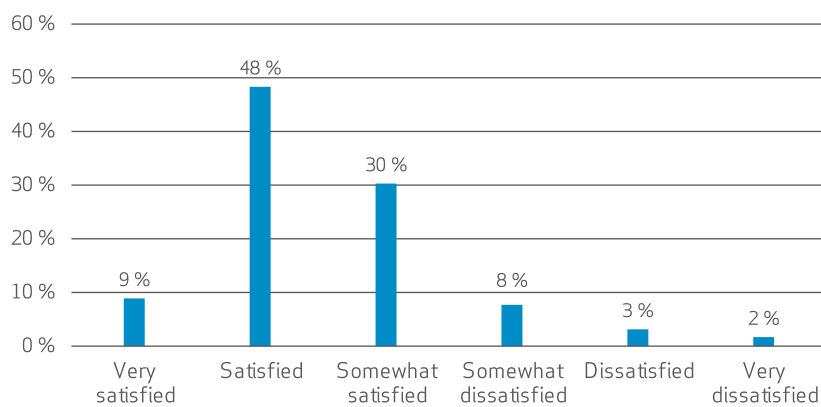
How satisfied were you with the usefulness of Guidance in a Nutshell - Identification and naming of substances under REACH and CLP?



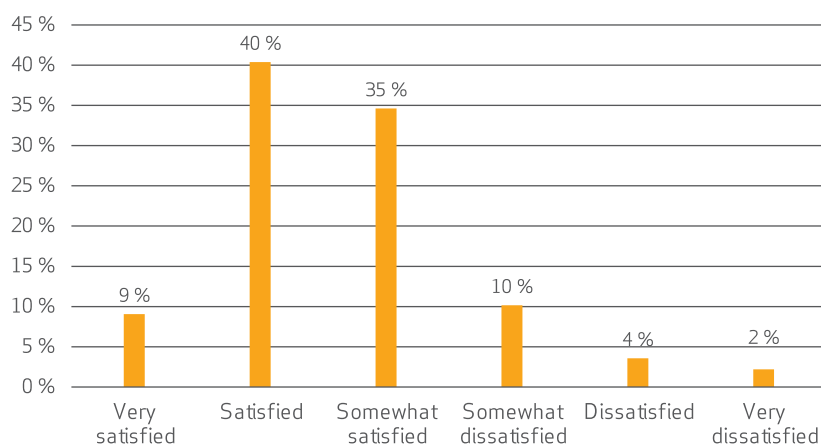
How satisfied were you with the usefulness of Guidance in a Nutshell - Requirements for Substances in Articles?



How satisfied were you with the usefulness of Guidance in a nutshell - Registration data and dossier handling [new title "Guidance in a nutshell - Registration"]?

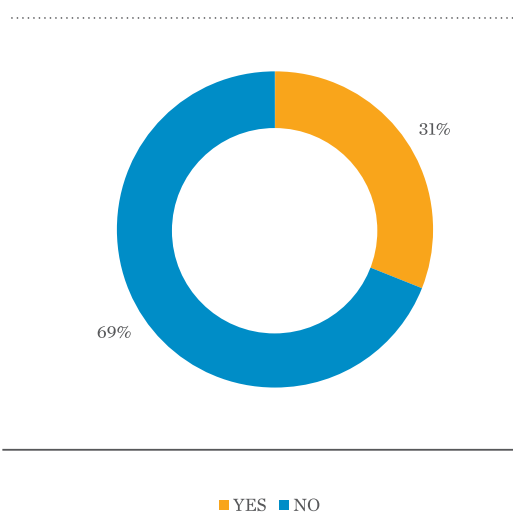


How satisfied were you with the usefulness of Guidance in a Nutshell - chemical safety assessment?

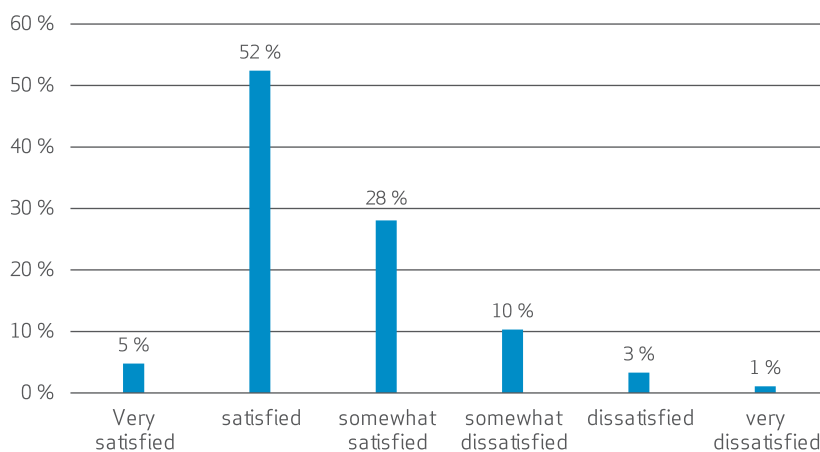


The Navigator is a tool to help manufacturers, importers, downstream users, distributors of chemical substances, and producers or importers of articles to figure out their obligations under REACH. It provides a list of obligations for a given substance, based on the answers the user gives to a series of questions.

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

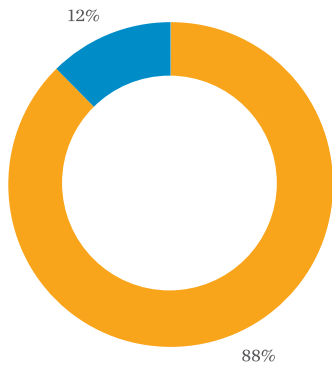


Rate your degree of satisfaction with the usefulness of the Navigator:



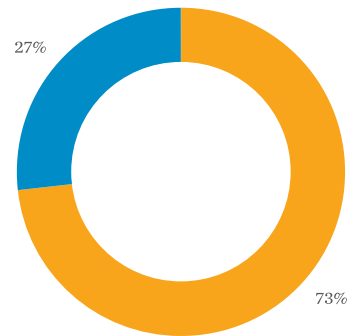
The ECHA Helpdesk provides administrative advice to those who have obligations under the REACH and CLP Regulations. This service also includes support to users of ECHA's IT tools (such as IUCLID, Chesar and REACH-IT), and assistance related to the processing of individual submissions.

Are you aware of the ECHA Helpdesk service?



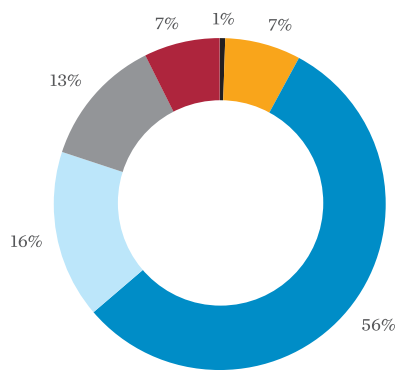
■ YES ■ NO

Did you use the ECHA Helpdesk service?



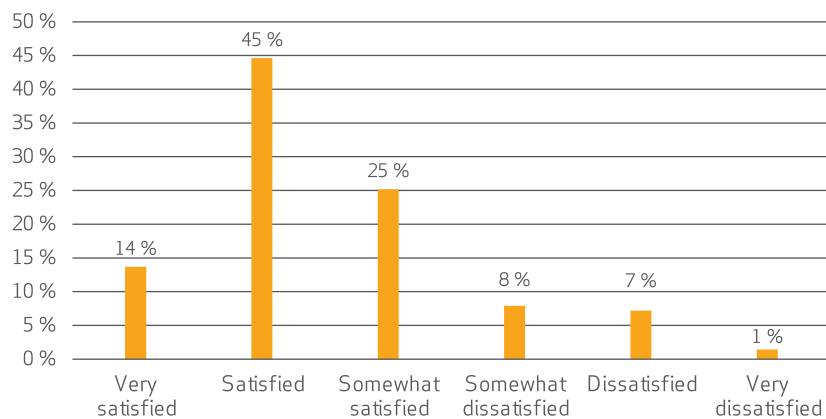
■ YES ■ NO

How did you become aware of the ECHA Helpdesk service?

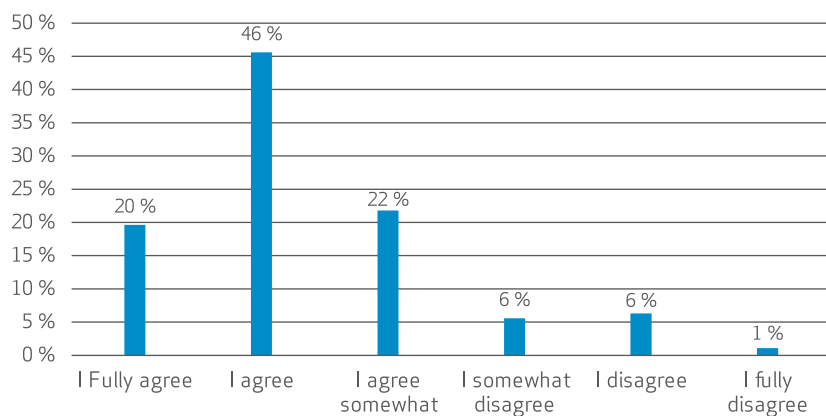


■ via friends ■ via colleagues
 ■ via internet ■ via Industry association
 ■ via a national helpdesk ■ other (please specify)

How satisfied are you with the ECHA Helpdesk support?



I would recommend the ECHA Helpdesk service to other colleagues/registrants.

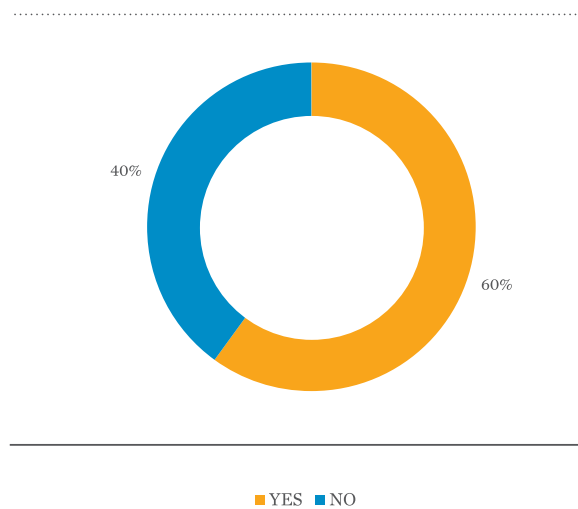


THE BOARD OF APPEAL

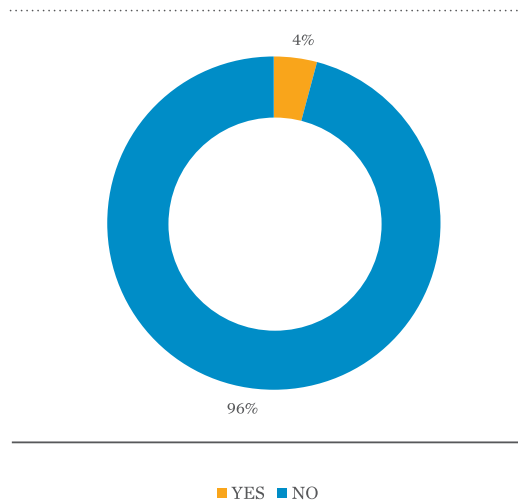
The Board of Appeal is responsible for deciding on appeals lodged against decisions of the Agency listed in Article 91 of the REACH Regulation.

Although the Board of Appeal is part of the Agency, it takes its decisions independently.

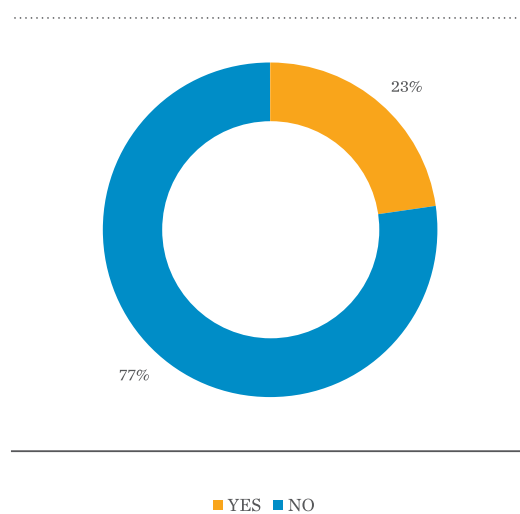
Did you know that you can appeal to the Board of Appeal against certain ECHA decisions?



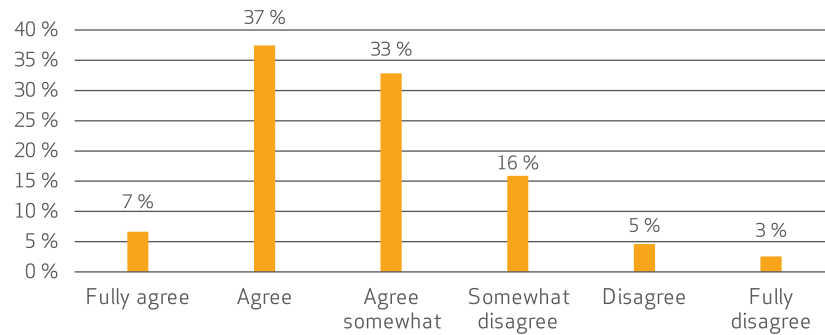
Have you had any direct involvement in the appeals process?



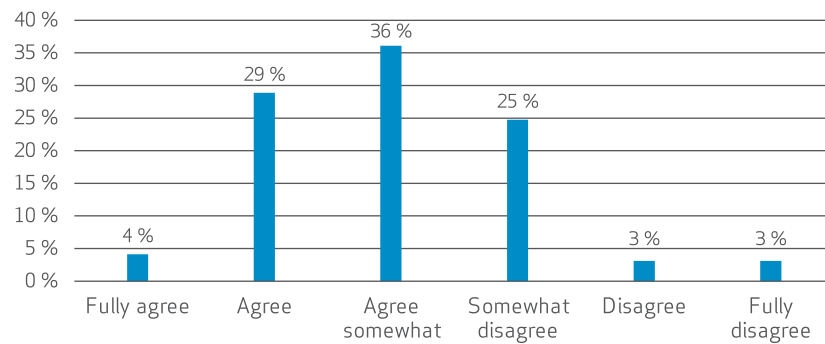
Have you visited the Appeals section of ECHA's website?



It is easy to find information about the appeals procedure on the ECHA website

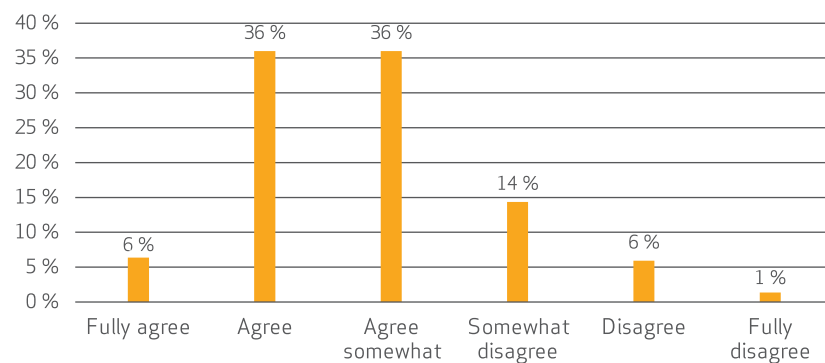


Information about the appeals procedure is easy to understand and relevant

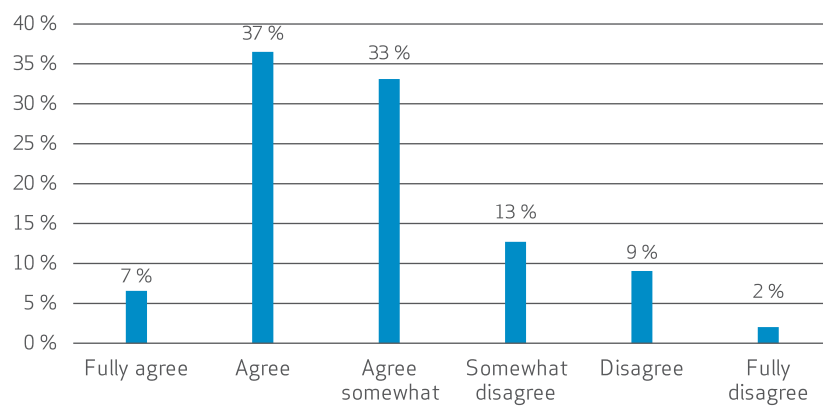


What is the level of your confidence in the appeals procedure?

The Board of Appeal is independent and impartial



The appeals procedure allows ECHA decisions to be challenged in a fair and reasonable way

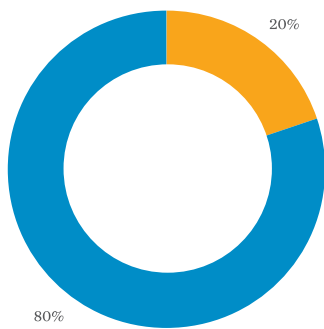


ADDITIONAL QUESTIONS (NOT BASED ON A PERFORMANCE INDICATOR)

ILLUSTRATIVE EXAMPLE CHEMICAL SAFETY REPORT

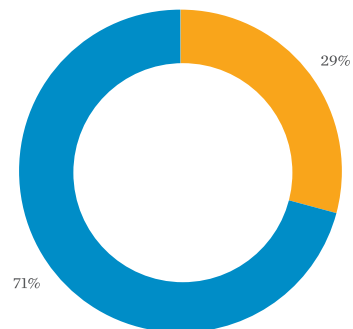
The example chemical safety report shows what an actual report looks like, and includes explanatory comments. It is intended for registrants of new registration dossiers and for registrants updating chemical safety reports already submitted to the Agency. It may also be of assistance to downstream users who prepare their own CSR.

Have you used the “Illustrative example chemical safety report”?



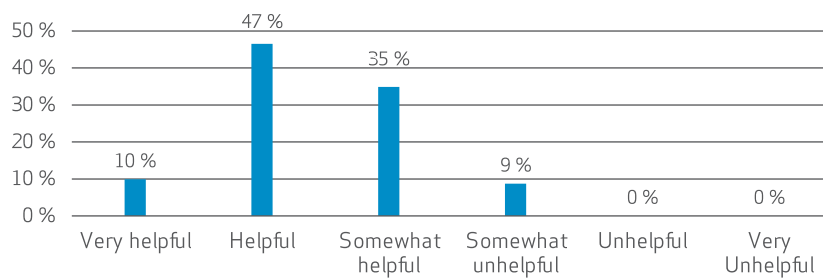
■ YES ■ NO

Have you used the Practical Guide 13 “How downstream users can handle exposure scenarios”?

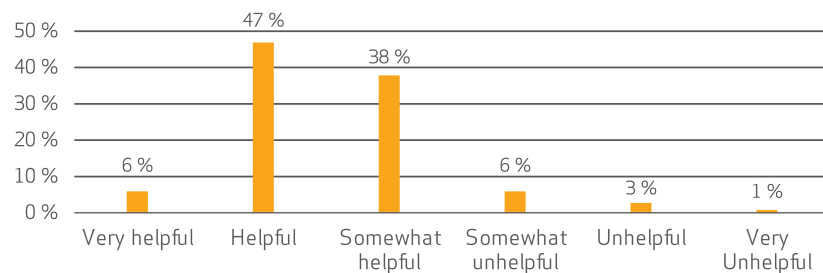


■ YES ■ NO

How did you find the “Illustrative example chemical safety report”?

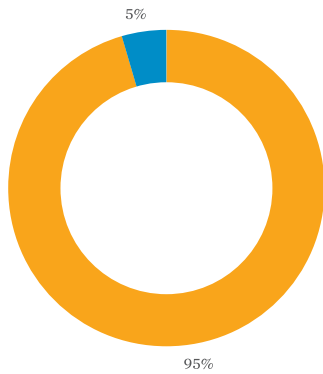


How did you find the “How downstream users can handle exposure scenarios” Practical Guide?



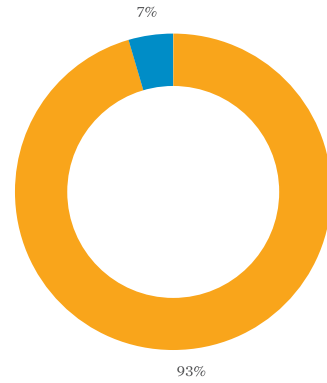
GENERAL SURVEY RATING

Registrants' opinion about this survey in general:
The questions were clear



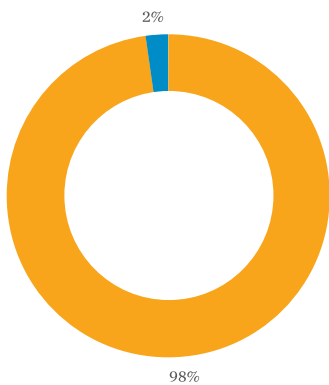
■ YES ■ NO

Registrants' opinion about this survey in general:
The questions were easy to understand



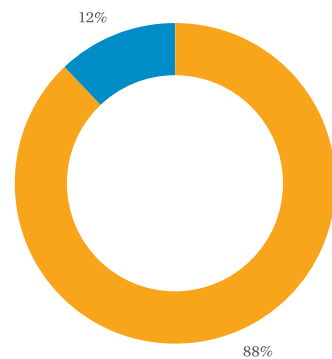
■ YES ■ NO

Registrants' opinion about this survey in general:
The visual appearance of the survey was clear



■ YES ■ NO

Registrants' opinion about this survey in general:
It didn't take too long to respond



■ YES ■ NO

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