

ECHA's Annual Stakeholder Survey 2013

Overview of results



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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

ECHA's Annual Stakeholder Survey 2013 - 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 2013 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 2013 survey. The results will be used to gauge stakeholders' satisfaction with ECHA's work in 2013 and will appear in ECHA's General Report.

The sub-survey conducted with "Bodies and Networks" as well as the "Registrant" sections of the survey were open for respondents between 12 November 2013 and 5 December 2013. The "News Readership" survey link was sent to the respondents on 19 September 2013 and remained open until 10 October 2013.

The average response rate of all of the sub-surveys in 2013 was 17.35%.

The breakdown of the response rate was as follows:

- Registrants 19.66% (680 responses from 3 459 recipients)
- Bodies and Networks 24.15% (332 responses from 1 375 recipients)
- News subscribers 8.25% (1 305 responses from 15 818 recipients)

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

ECHA Stakeholder Survey 2013 - Report

The European Chemicals Agency comprises four Committees and a Forum on enforcement matters.

The Member State Committee (MSC) 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 Committee for Risk Assessment (RAC) prepares opinions on evaluation, on applications for authorisation, on proposals for restrictions and on classification and labelling.

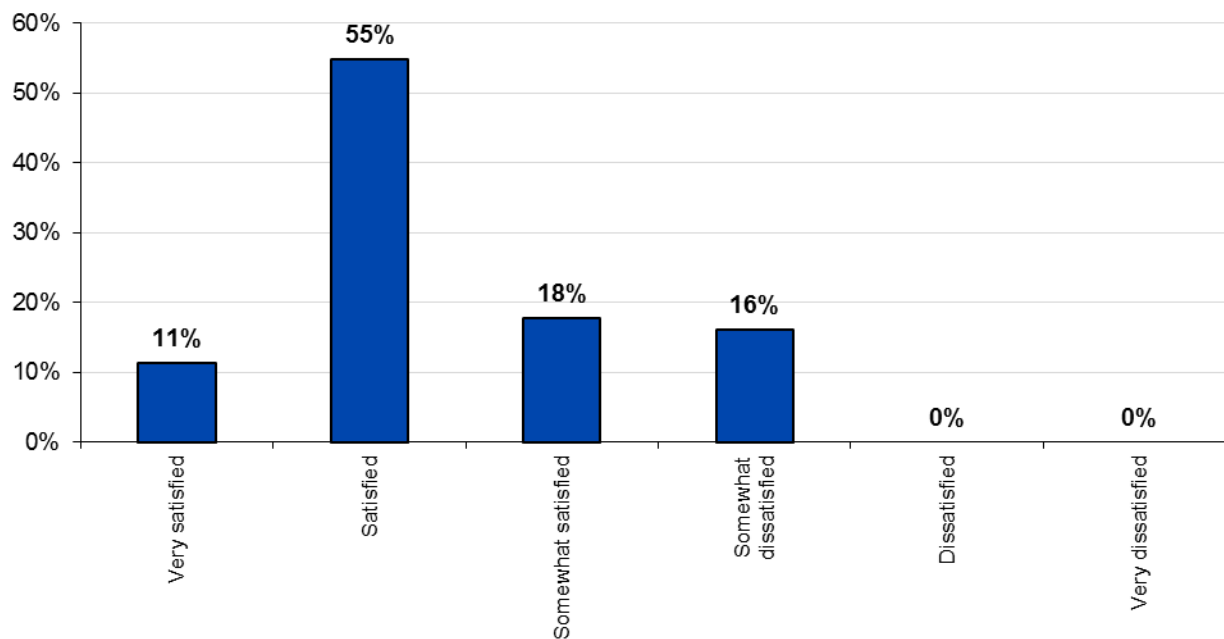
The Committee for Socio-economic Analysis (SEAC) prepares opinions on applications for authorisation, on proposals for restrictions and on questions relating to the socio-economic impact of proposed legislative action.

The Biocidal Products Committee (BPC) prepares the opinions of ECHA related to several Biocidal Product Regulation processes.

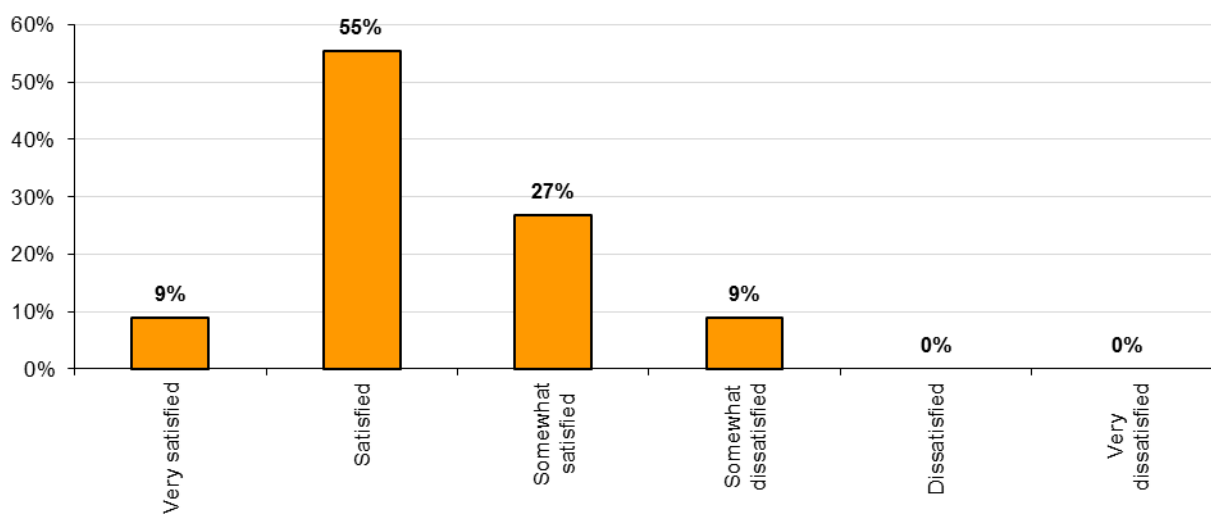
The Forum on the Exchange of Information on Enforcement coordinates a network of representatives of EU/EEA national enforcement authorities.

Questions asked to the members of ECHA Committees and Accredited Stakeholder Observers at the meetings

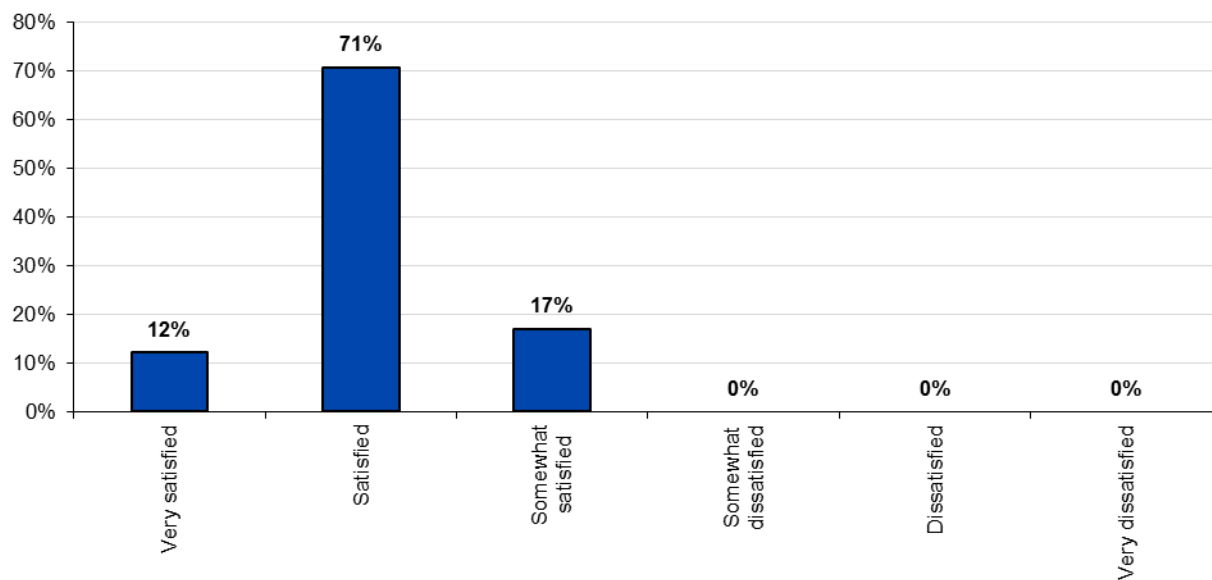
How satisfied are you with the usefulness of the scientific and technical support for SVHC identification and process for recommending inclusion of substances in Annex XIV provided by ECHA to the Member State Committee?



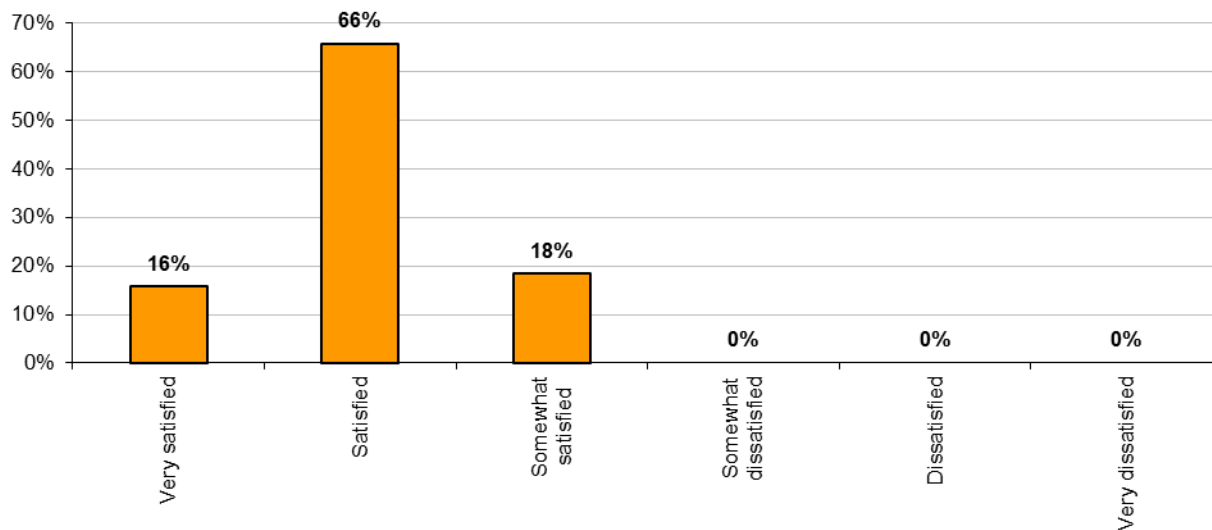
How satisfied are you with the collaboration with the Member State Committee for SVHC identification and process for recommending inclusion of substances in Annex XIV



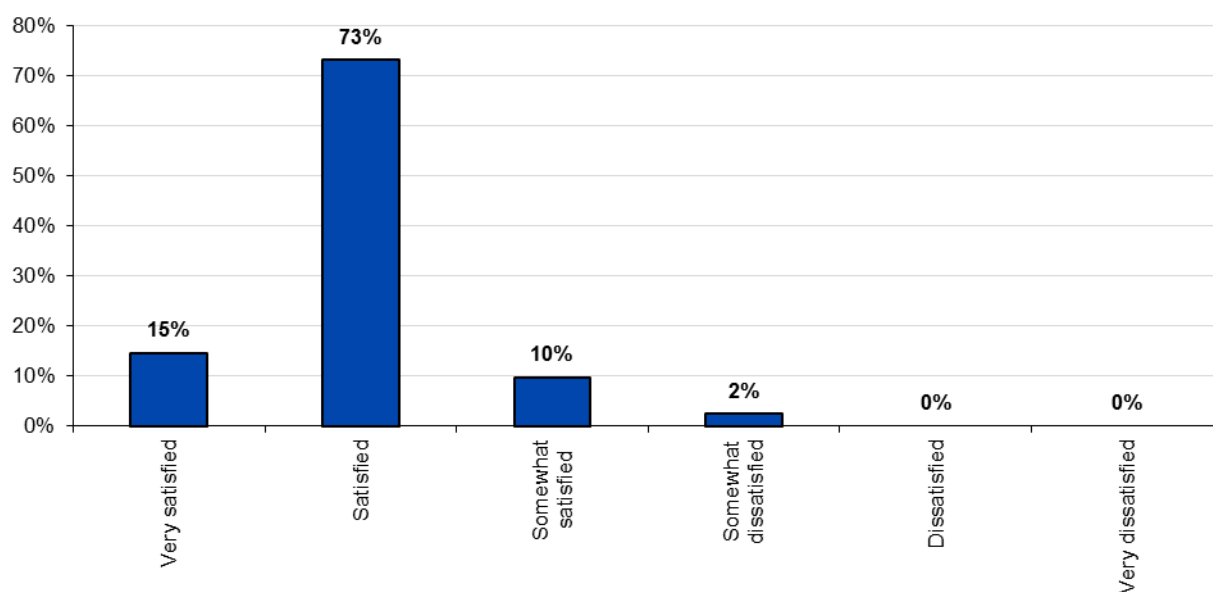
How satisfied are you with the support given by ECHA on MSC agreement seeking on ECHA's draft decisions under the substance evaluation?



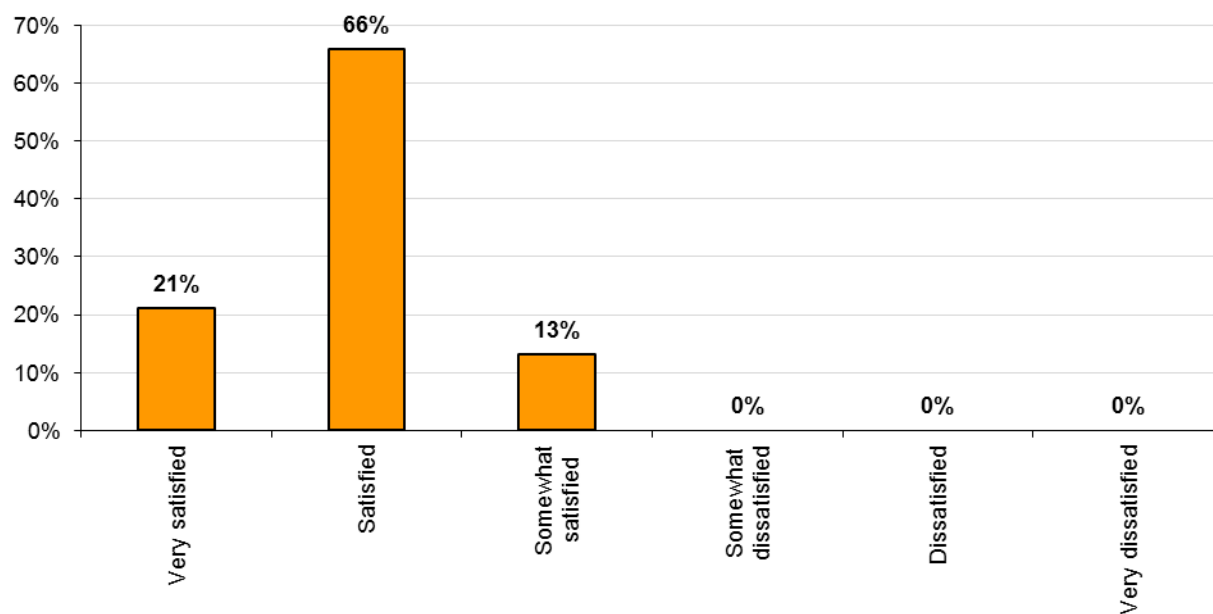
How satisfied are you with the MSC agreement seeking on ECHA's draft decisions under the dossier evaluation?

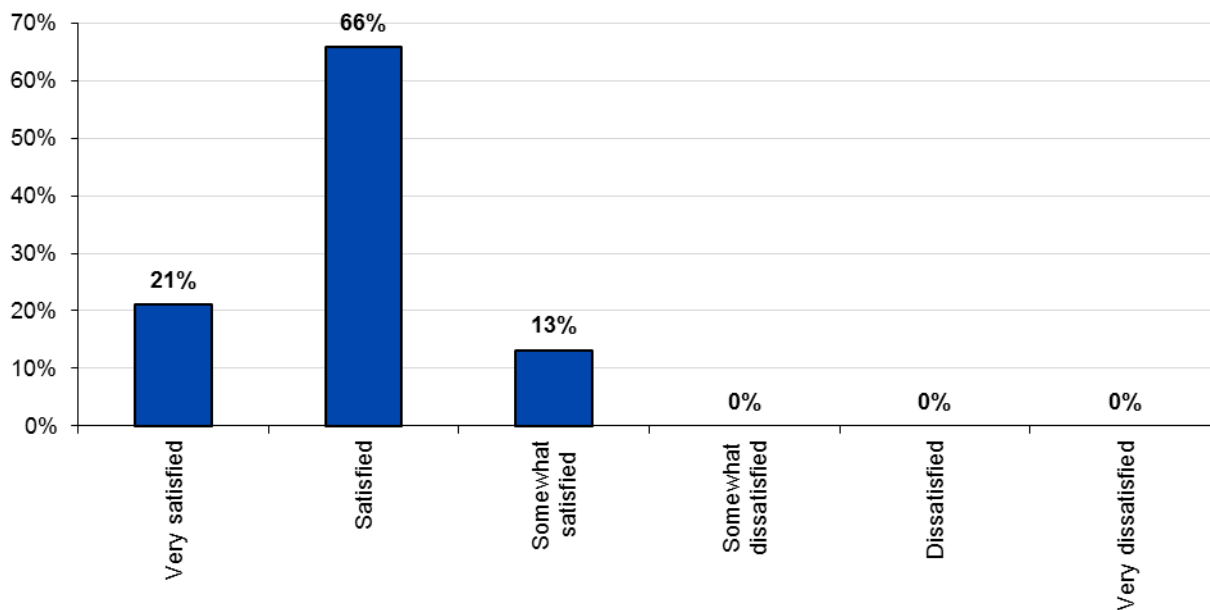
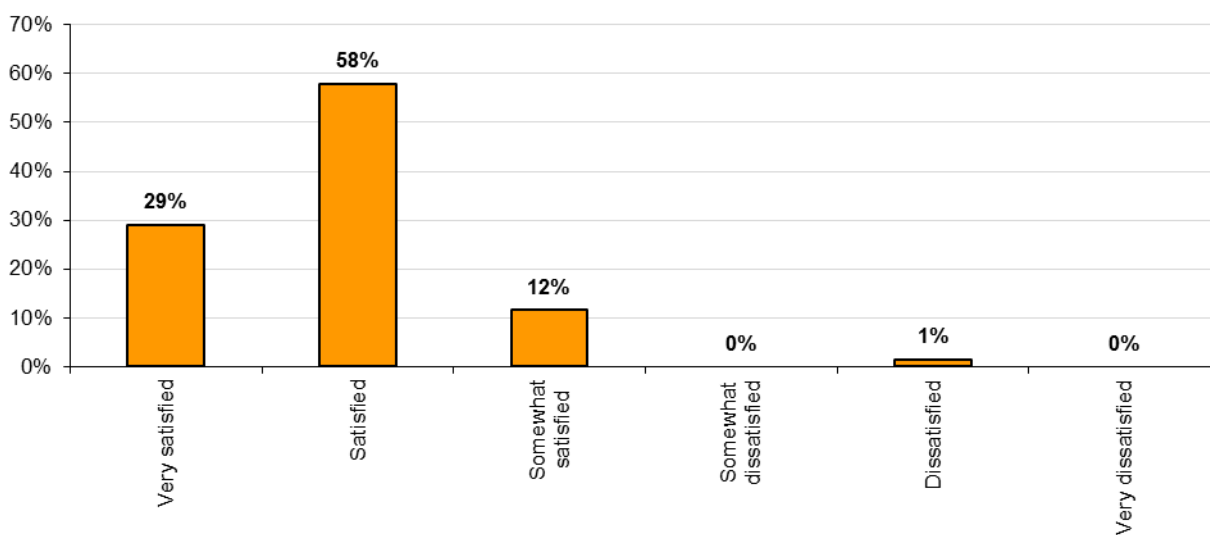


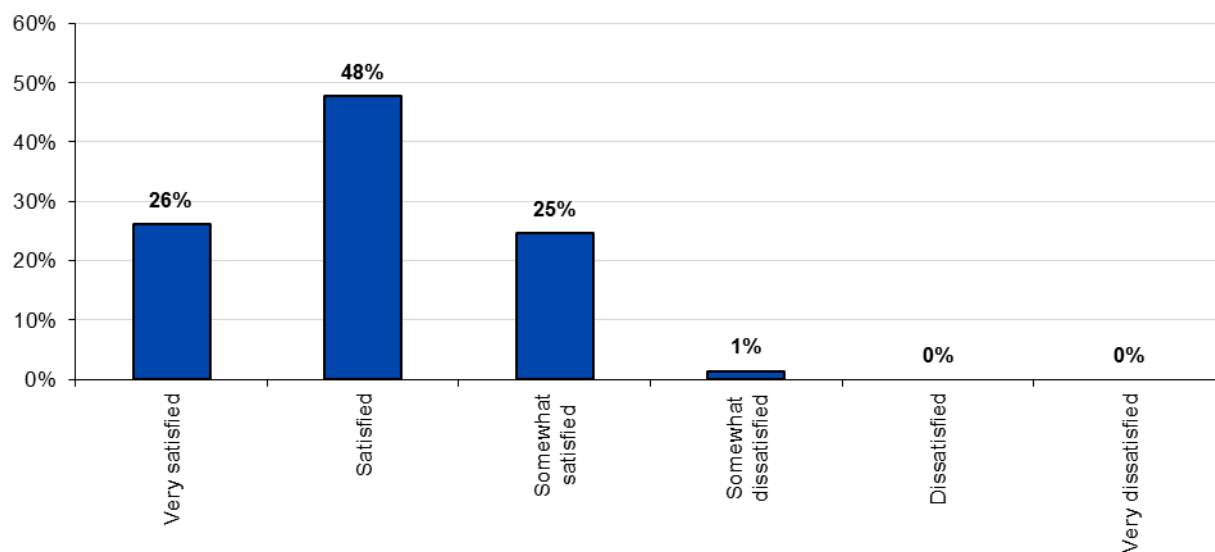
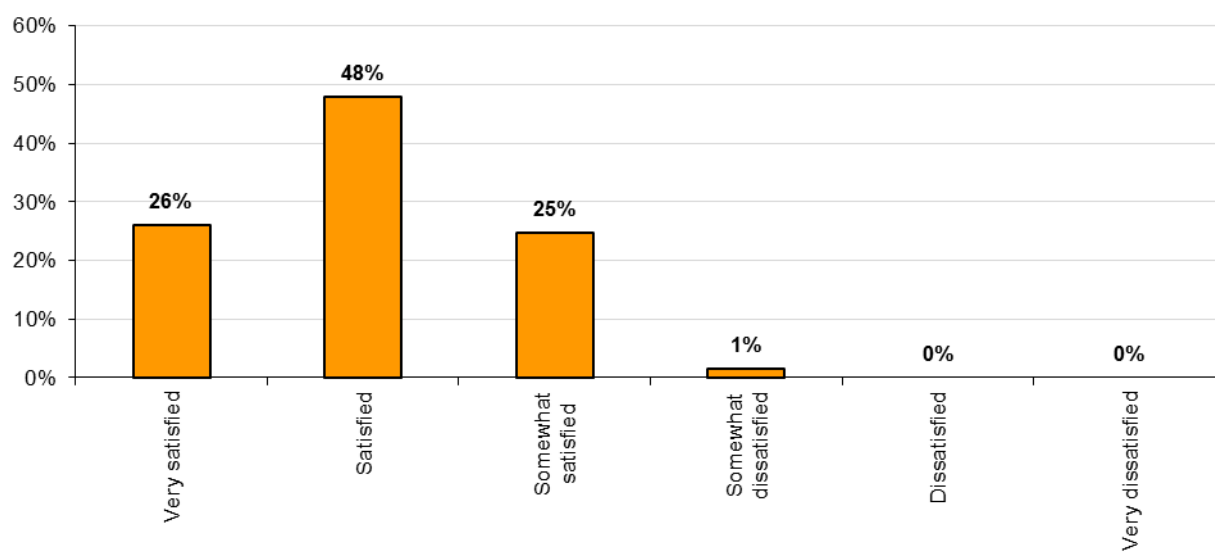
How satisfied are you with the MSC opinion development on ECHA's draft recommendation under the prioritisation for inclusion of substances in Annex XIV)?

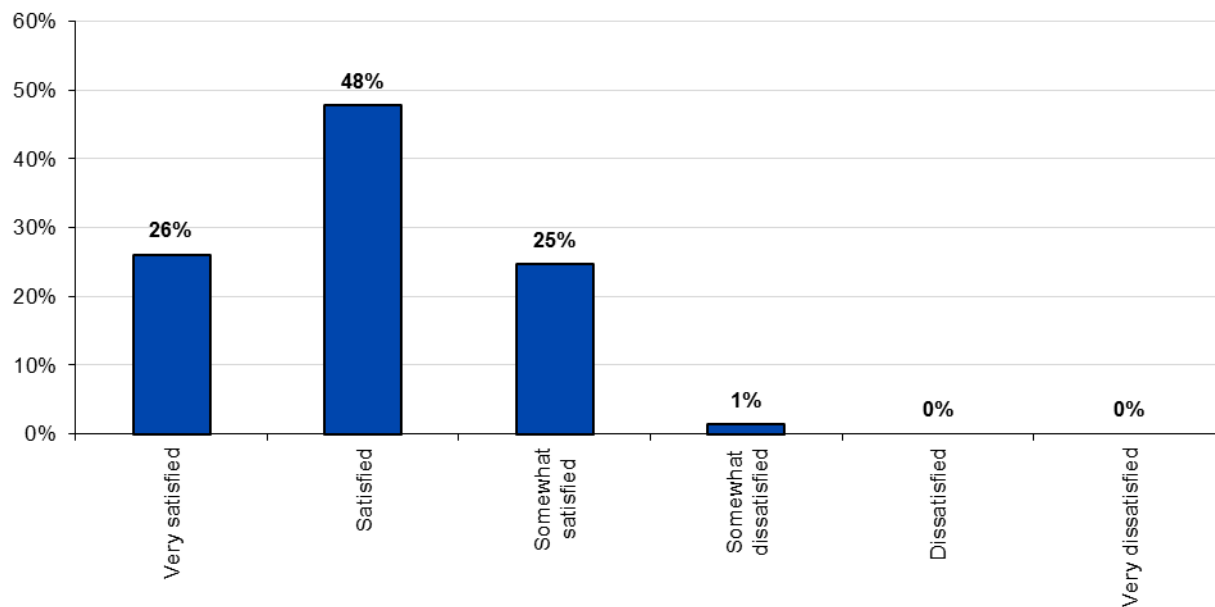
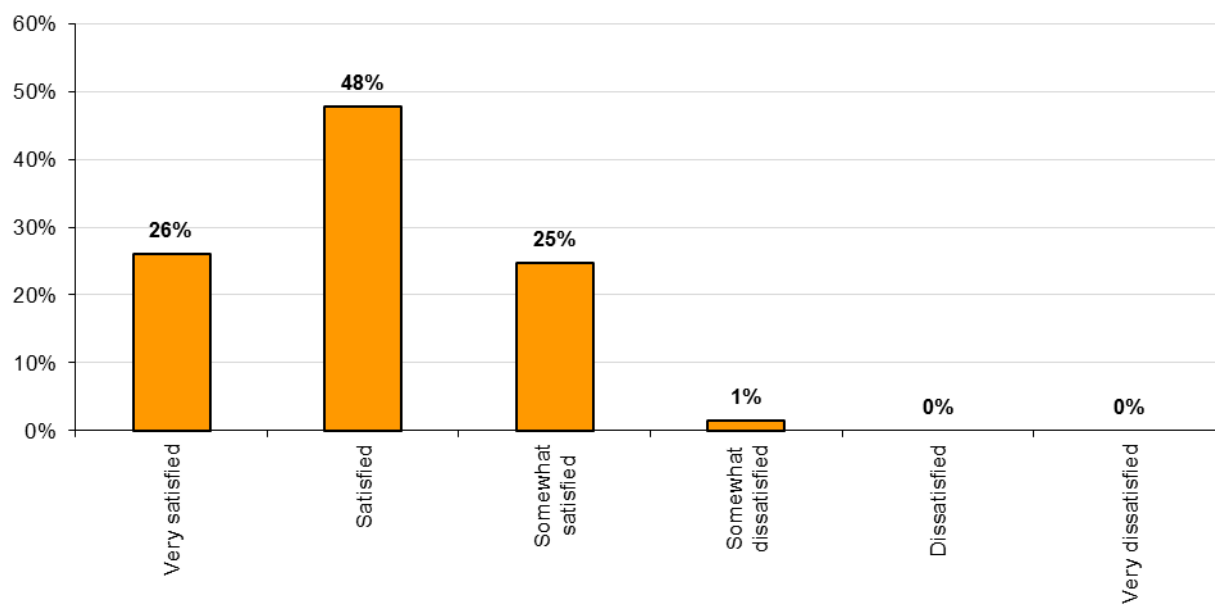


How satisfied are you with the MSC opinion development on ECHA's draft Community rolling action plan (CoRAP)?

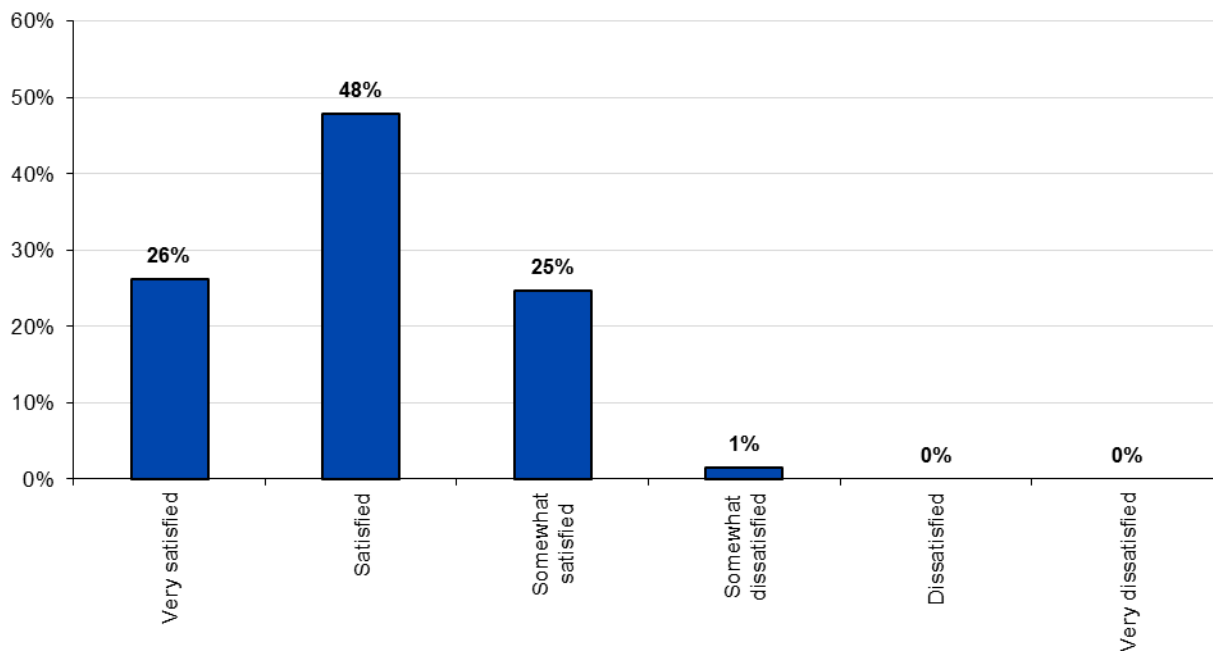


How satisfied are you with MSC agreement seeking on SVHC proposals?**How satisfied are you with the encouragement from the Chairperson and Secretariat to get involved in discussion?**

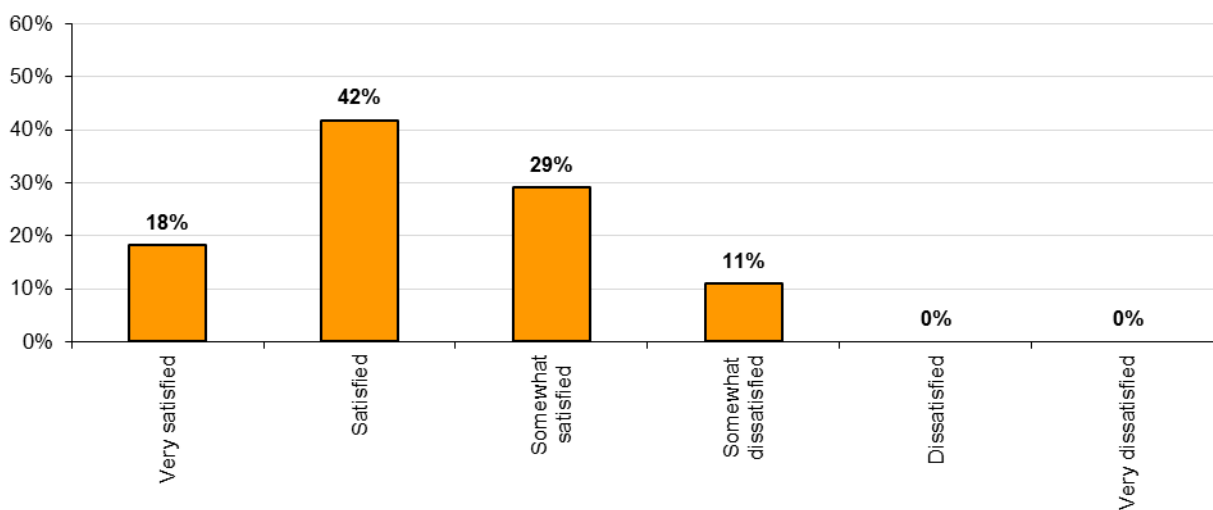
How satisfied are you that the presentations are clear and appropriate?**How satisfied are you with the meeting documents?**

How satisfied are you with the Chairing of the meetings?**How satisfied are you with the agenda setting and planning of the meetings?**

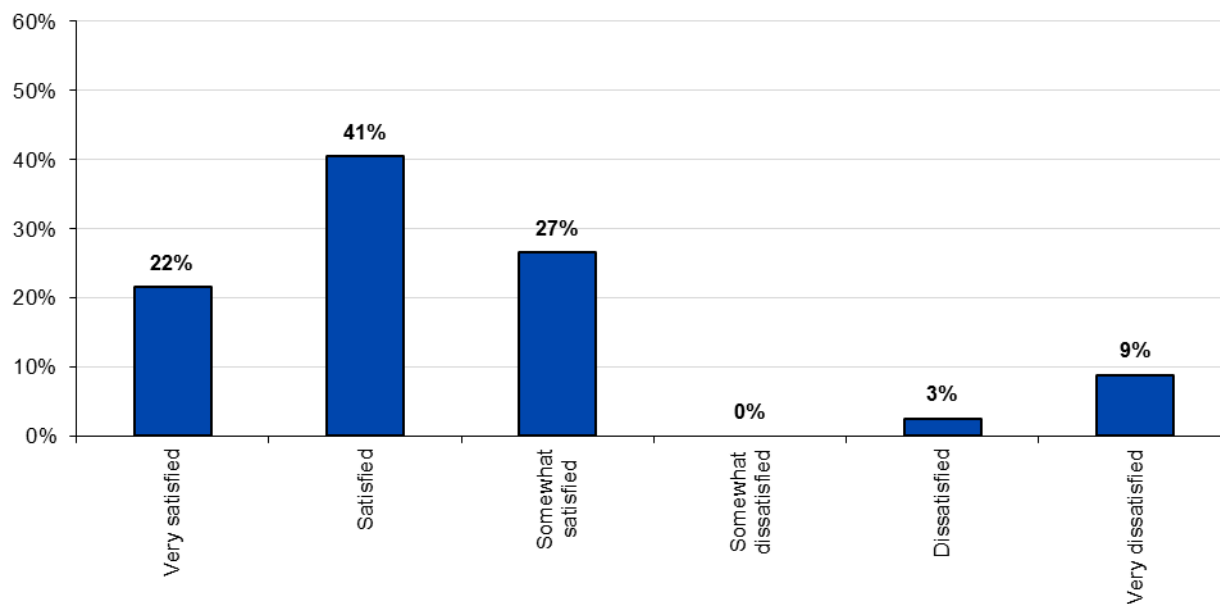
How satisfied are you with the preparation of conclusions, action points and minutes?



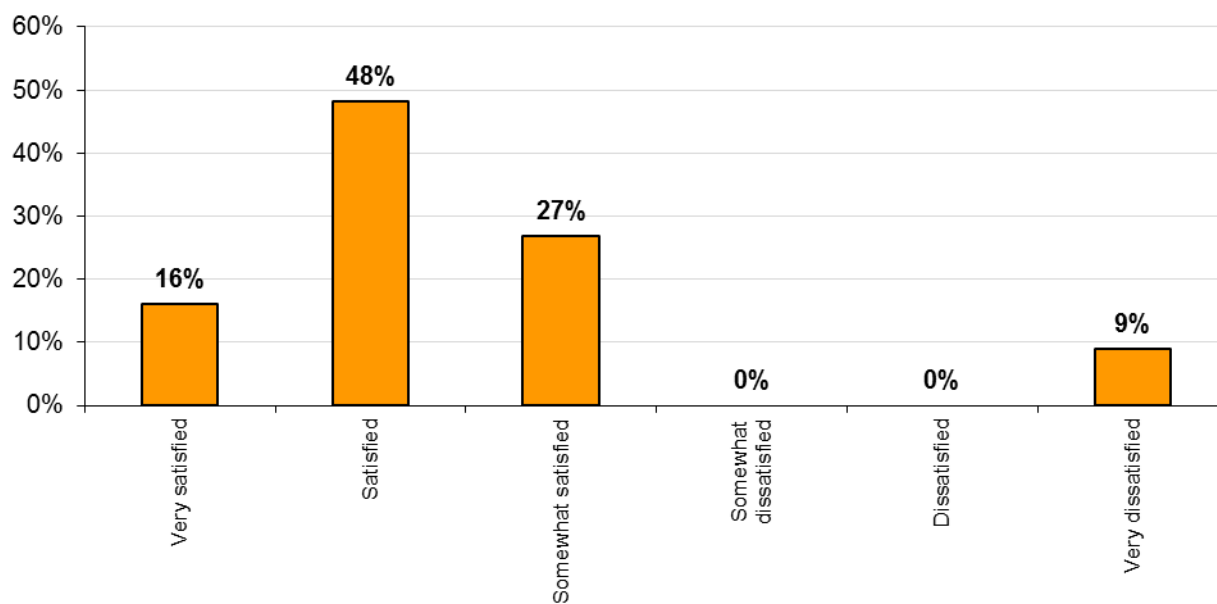
How satisfied are you with the capacity building?



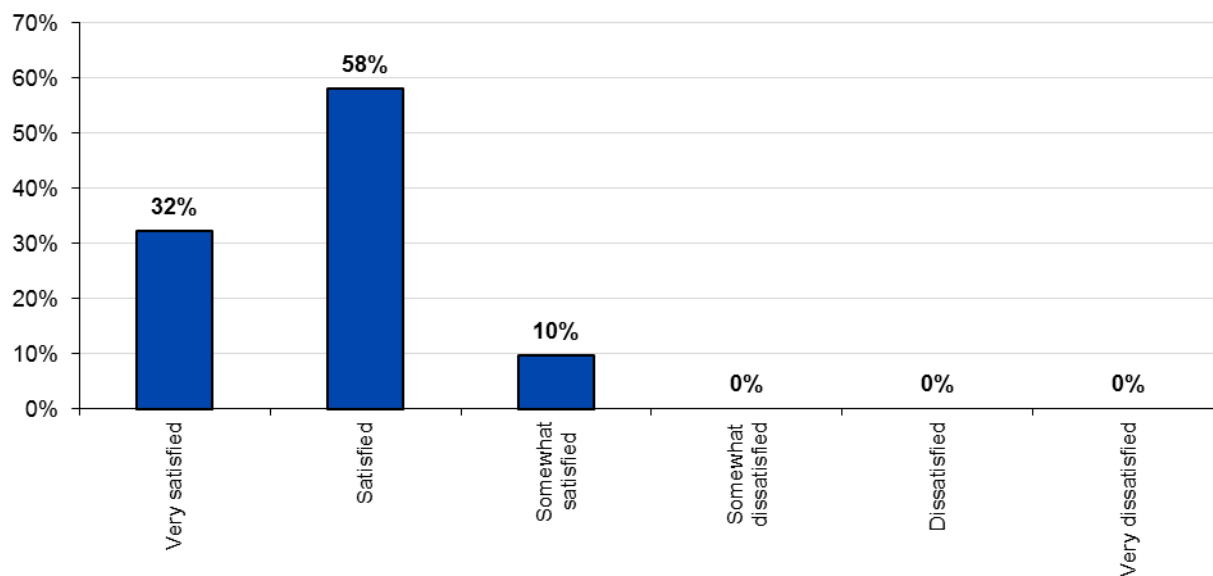
How satisfied are you with the level of transparency and publication of the outcomes of the Member State Committee (MSC) processes, for example the conclusions of the MSC, opinions and outcomes of the written procedures?



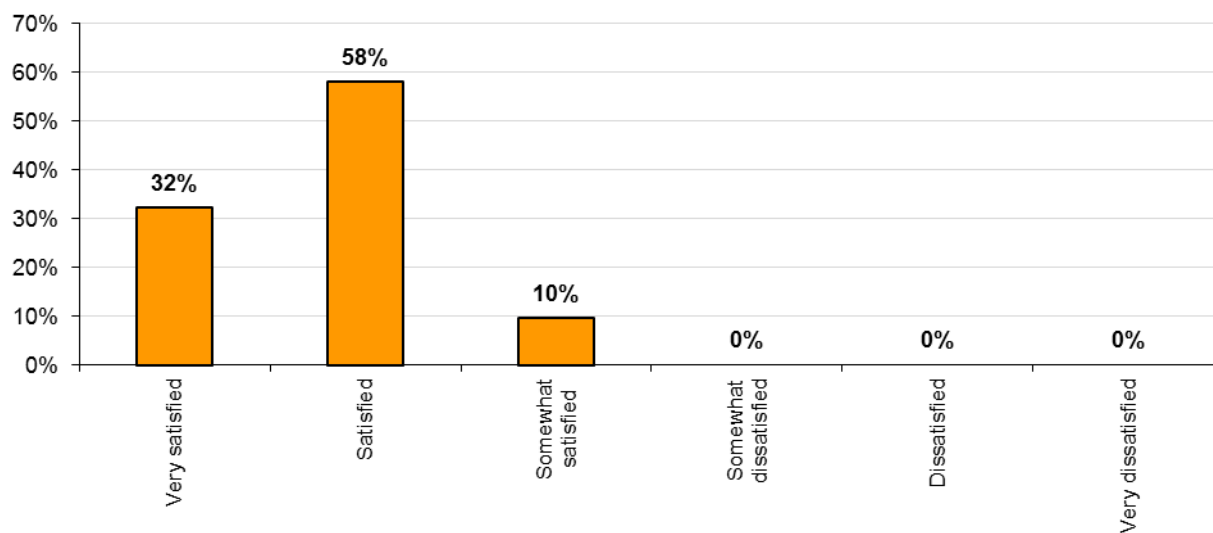
How satisfied are you with the usefulness of the scientific and technical support for authorisations and restrictions provided by ECHA to the Committee for Risk Assessment (RAC)?



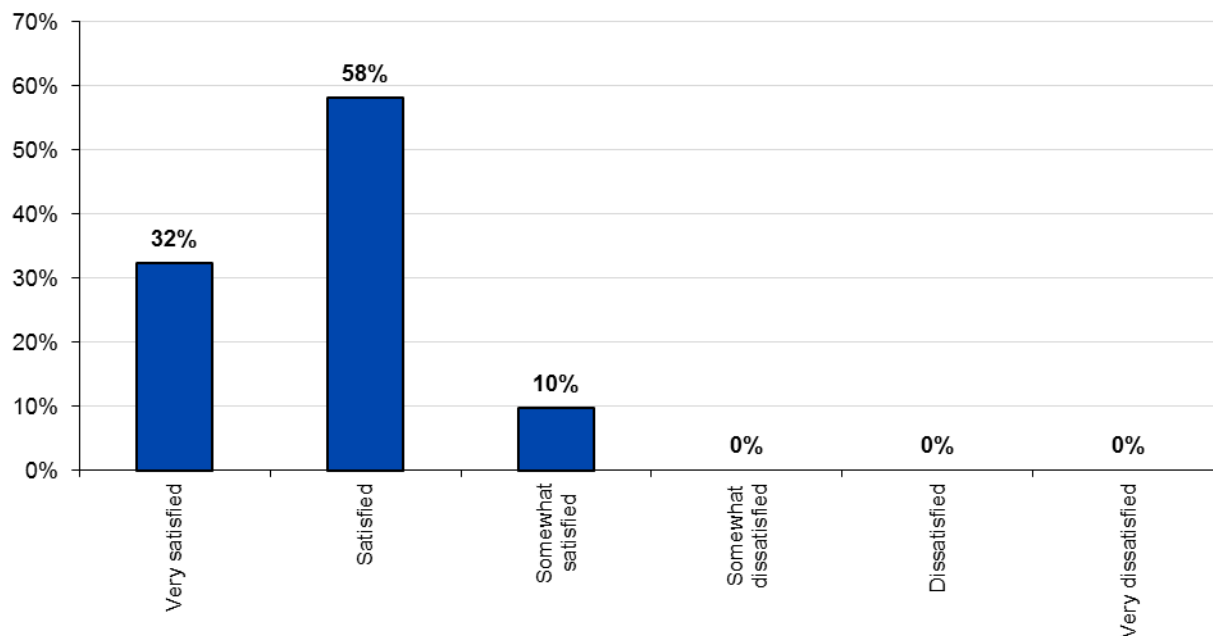
How satisfied are you with the collaboration, when acting as a (co-)rapporteur, with the (co-)scientific dossier manager (SDM) regarding the scientific quality and usefulness of the support?



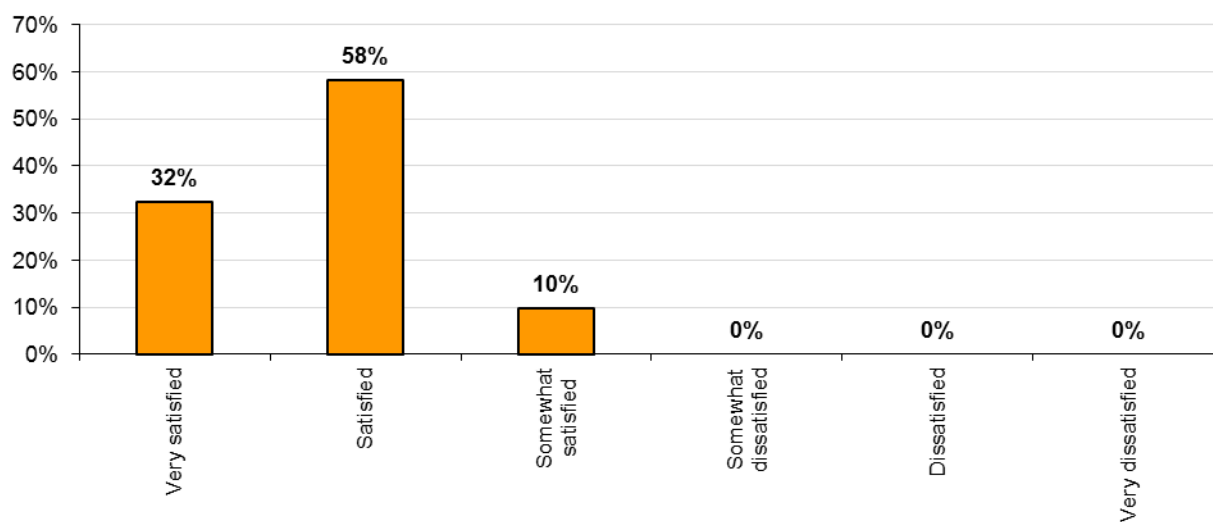
How satisfied are you with the collaboration, when acting as a (co-)rapporteur, with the (co-)SDM regarding communication, timeliness and response to your question?



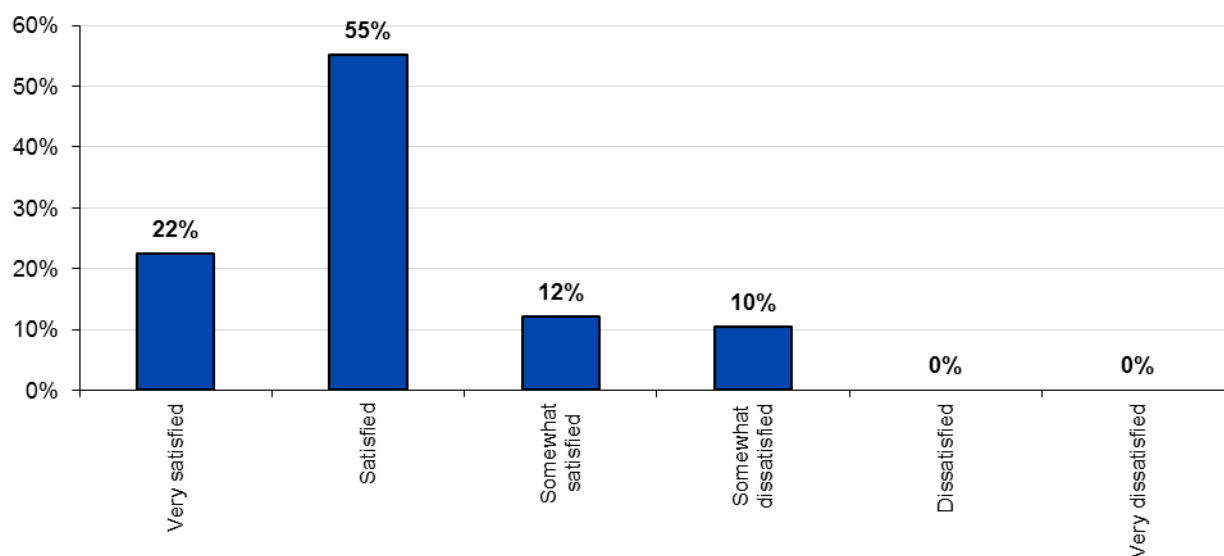
How satisfied are you with the usefulness of the scientific, technical and administrative support for classification and labelling provided by ECHA?



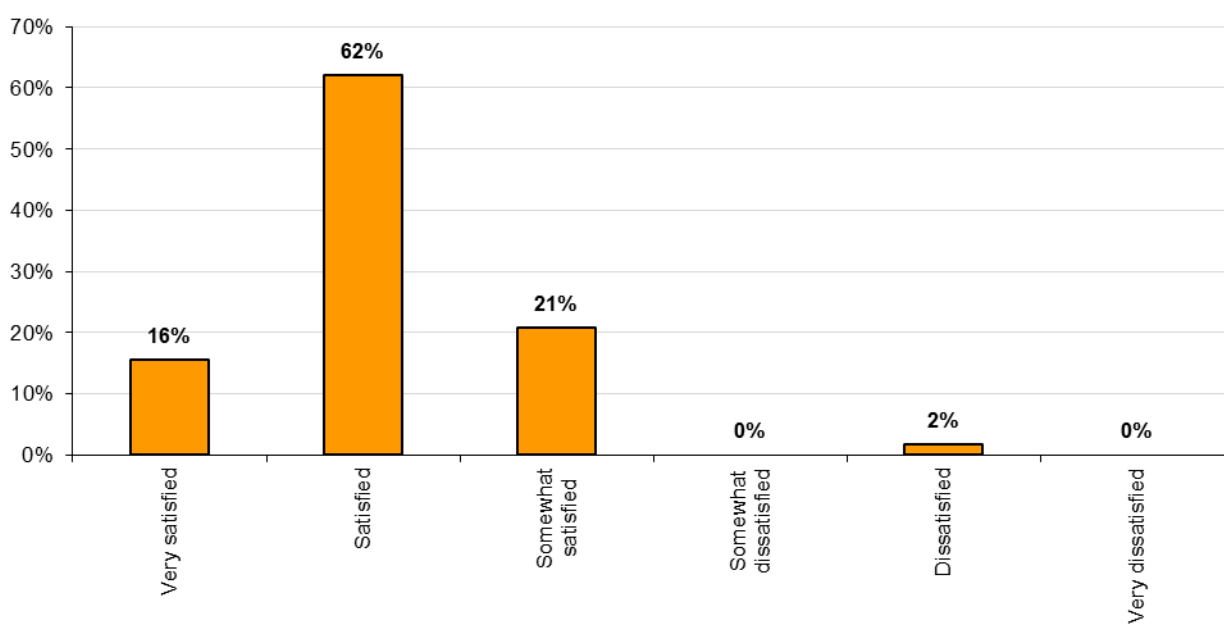
How satisfied are you with the support for classification and labelling in terms of communication, timeliness and response to your questions?



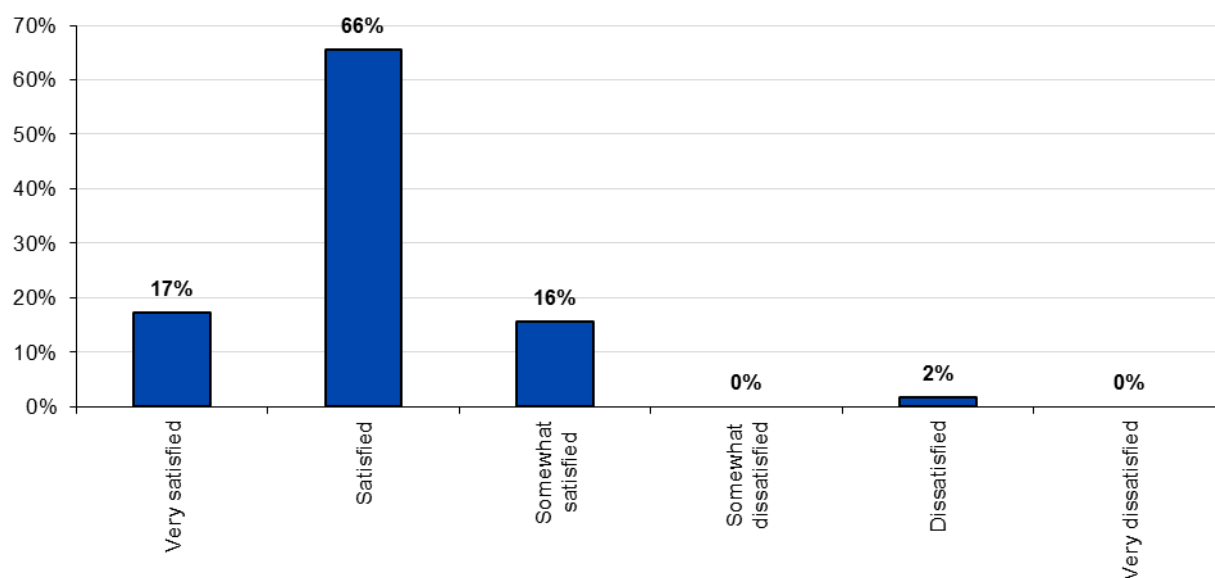
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment with regard to the encouragement from the Chairperson and Secretariat to get involved in discussions?



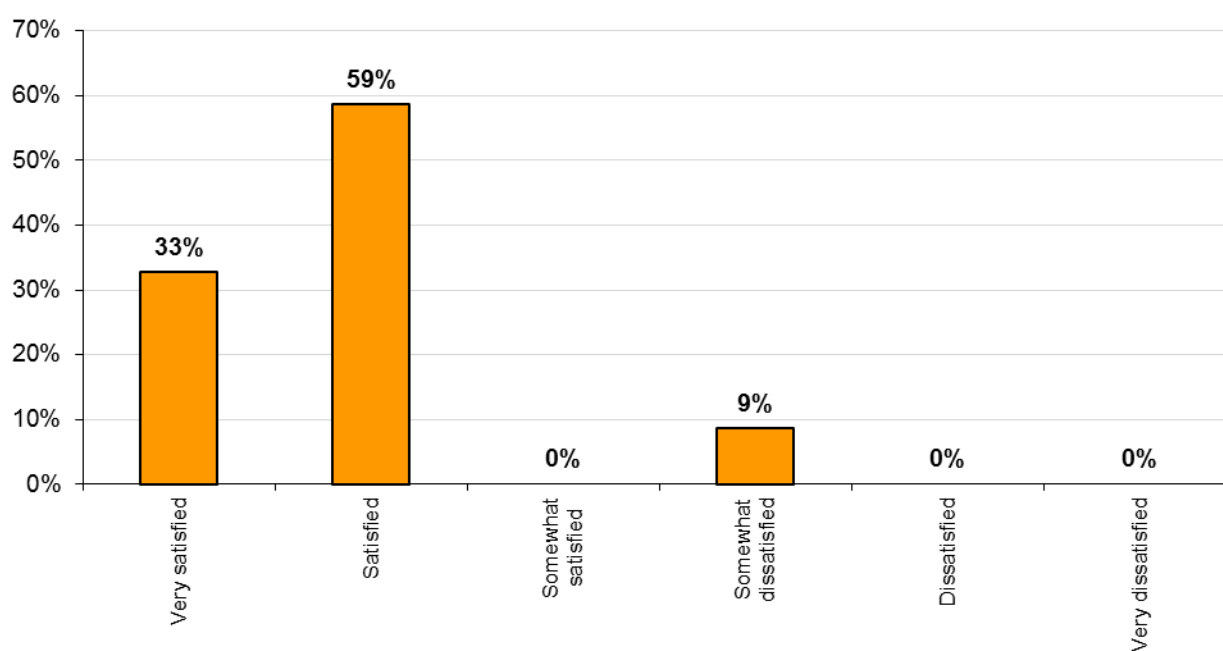
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment with regard to the clarity and appropriateness of the presentations?



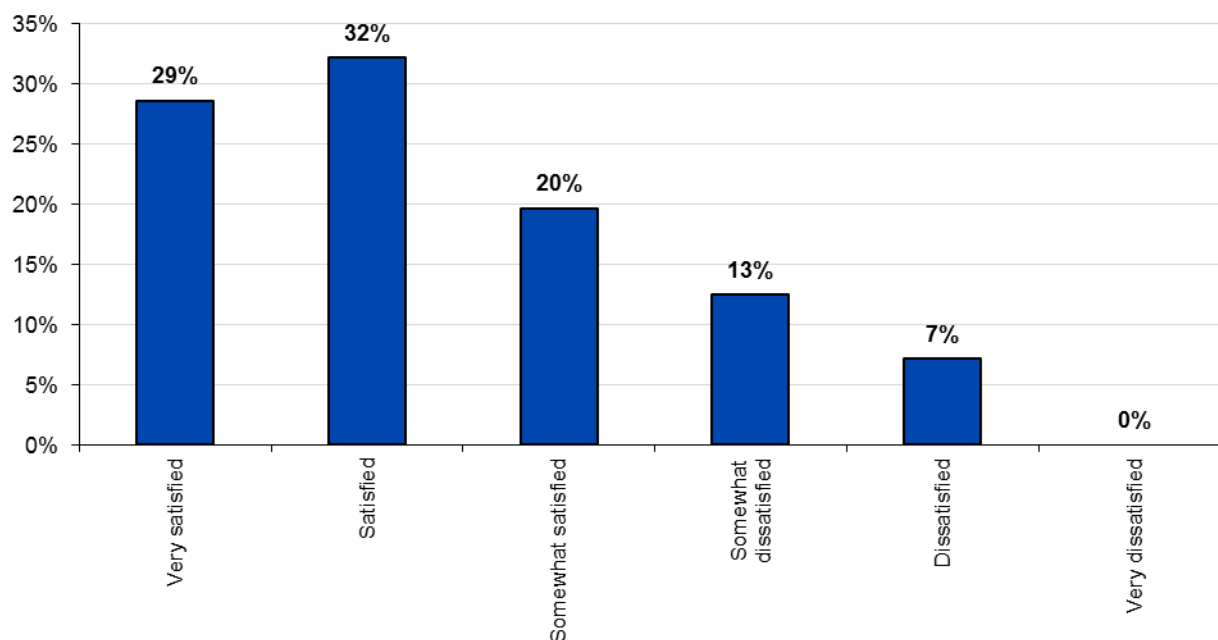
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment with regard to the meeting documents?



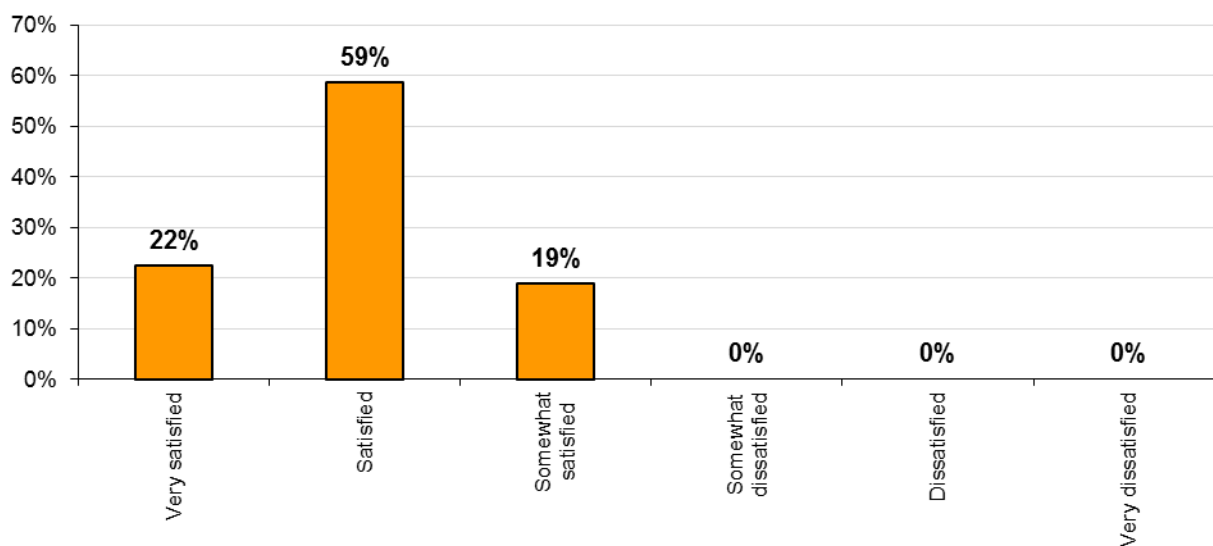
How satisfied are you with the support provided by ECHA's Committee for Risk Assessment (RAC) with regard to the chairing of the meetings?



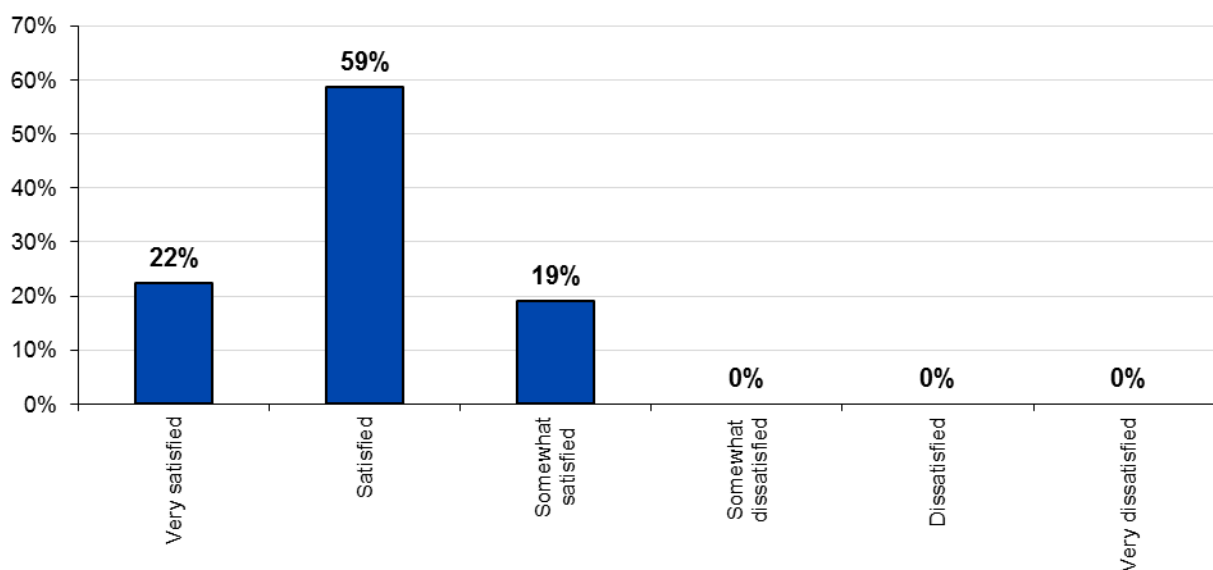
How satisfied are you with the support provided by ECHA to Committee for Risk Assessment with regard to the agenda setting and planning of the meetings?



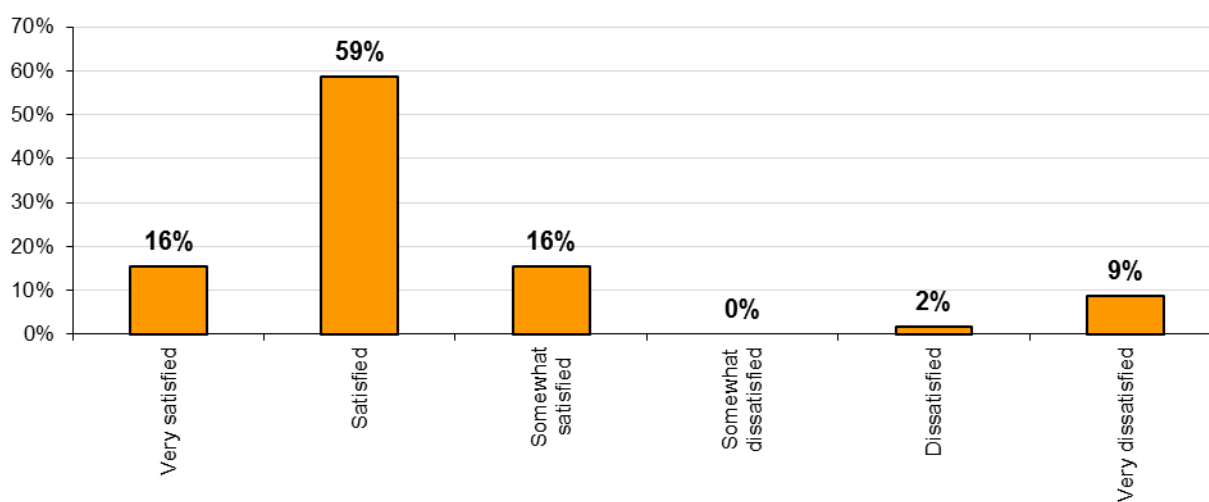
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment with regard to the preparation of conclusions, action points and minutes?



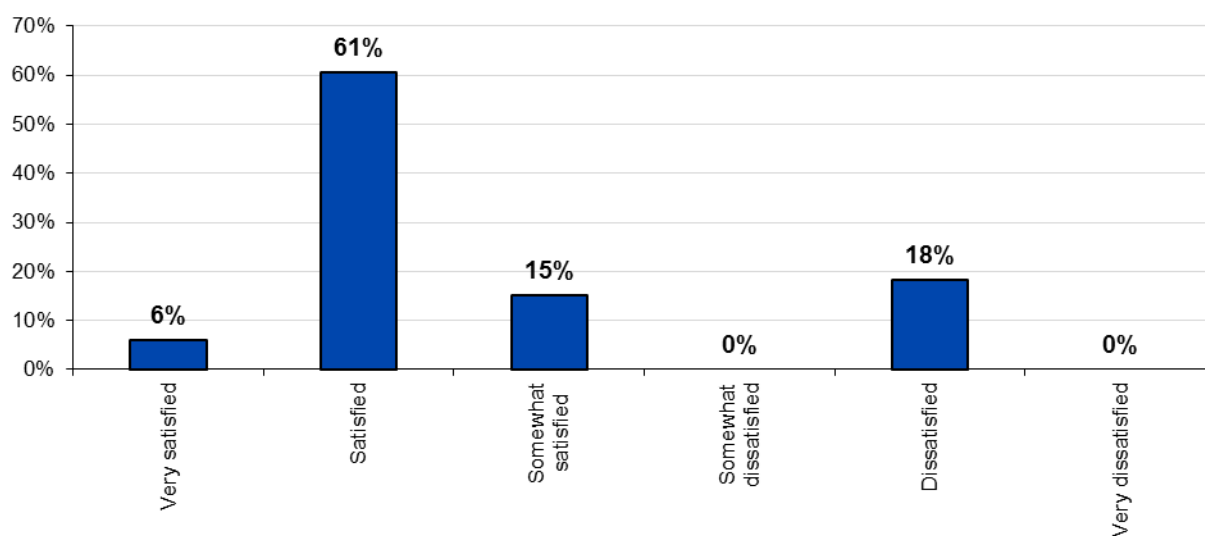
How satisfied are you with the support provided by ECHA to the Committee for Risk Assessment with regard to capacity building?



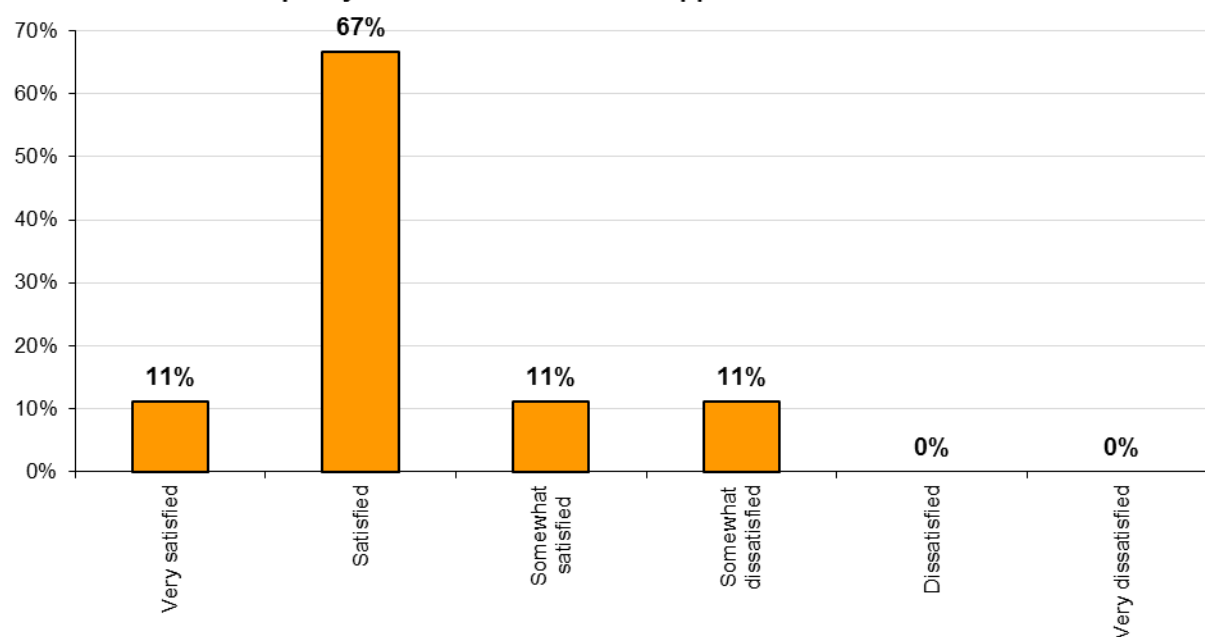
How satisfied are you with the level of transparency and publication of the outcomes of the Committee for Risk Assessment (RAC) work under the relevant REACH processes, for example the conclusions of the RAC opinions and outcomes of the written procedures



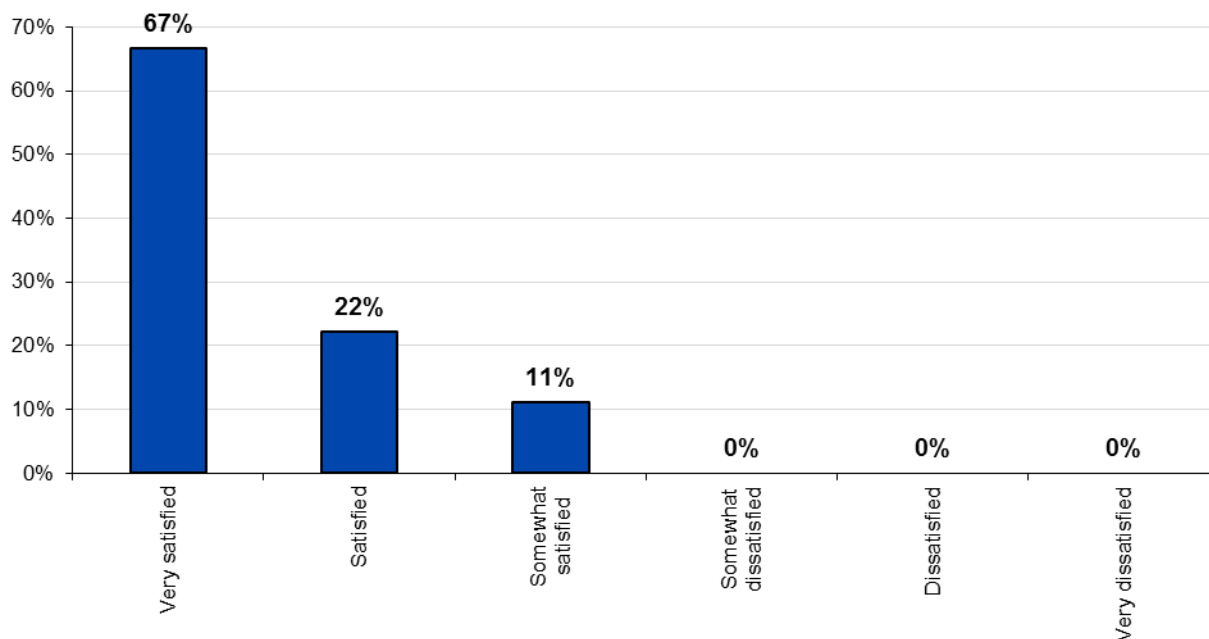
How satisfied are you with the usefulness of the scientific and technical support for authorisations and restrictions provided by ECHA to SEAC?



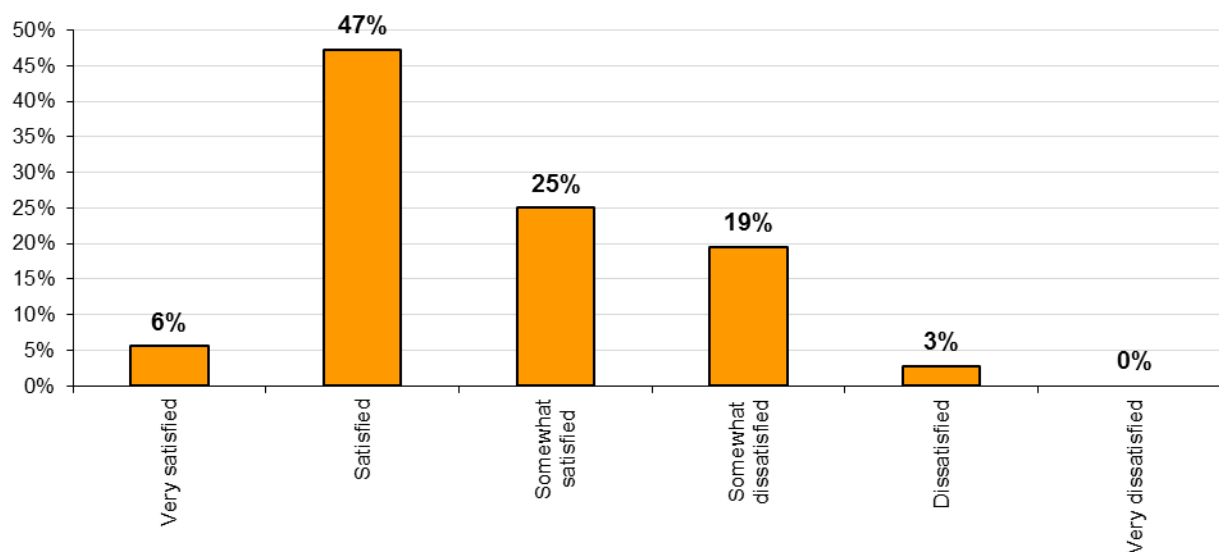
When acting as a (co-)rapporteur, how satisfied are you with the collaboration with the (co-)scientific dossier manager (SDM) regarding the scientific quality and usefulness of the support?



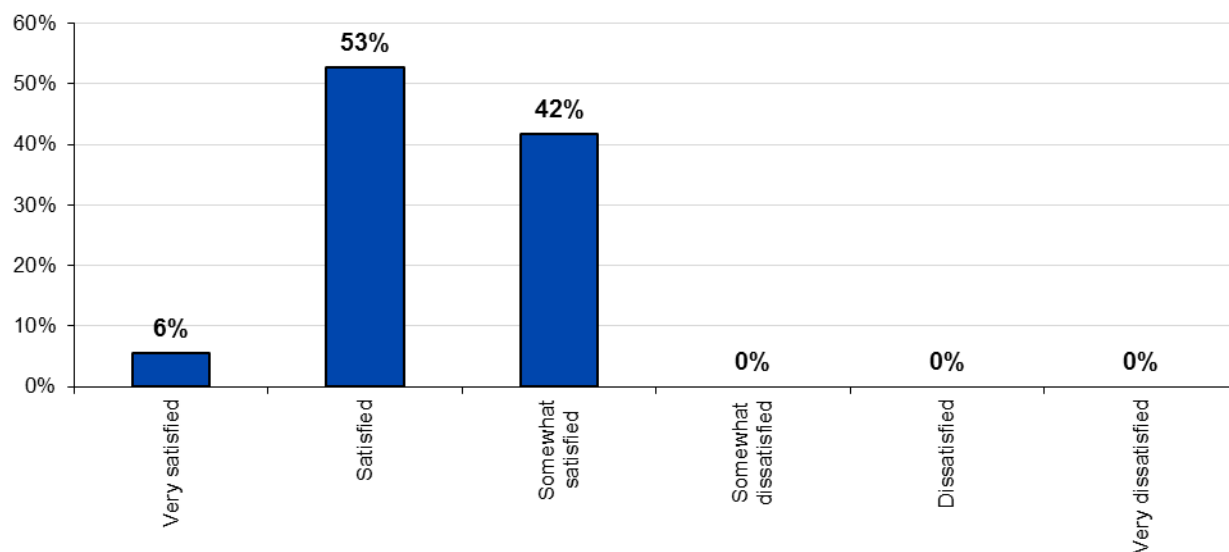
When acting as a (co-)rapporteur, how satisfied are you with the collaboration with the (co-)SDM regarding communication, timeliness and response to your questions?



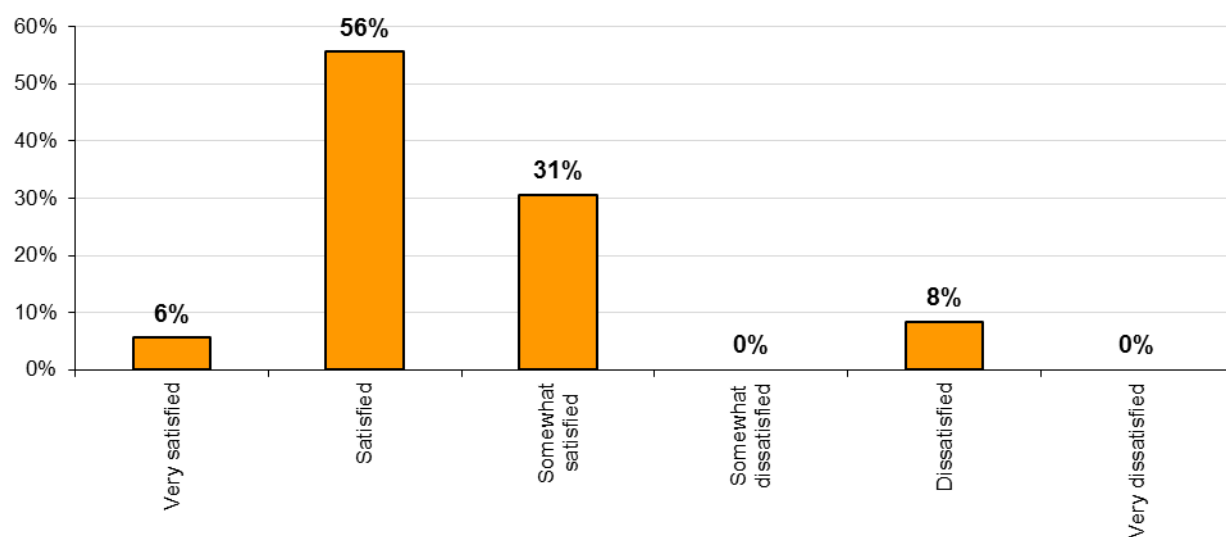
How satisfied are you with the support provided by ECHA to the Committee for Socio Economic Analysis (SEAC) in the encouragement from the Chairperson and Secretariat to get involved in discussions?



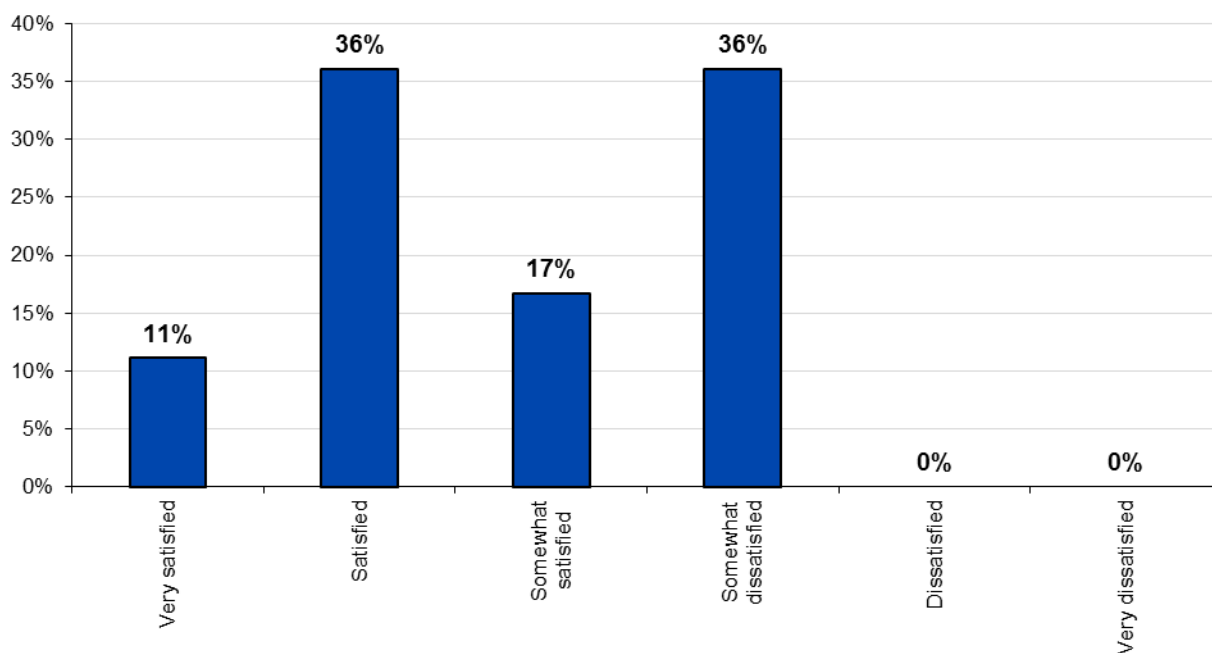
How satisfied are you with the support provided by ECHA to the Committee for Socio Economic Analysis (SEAC) in the clarity and appropriateness of presentations?



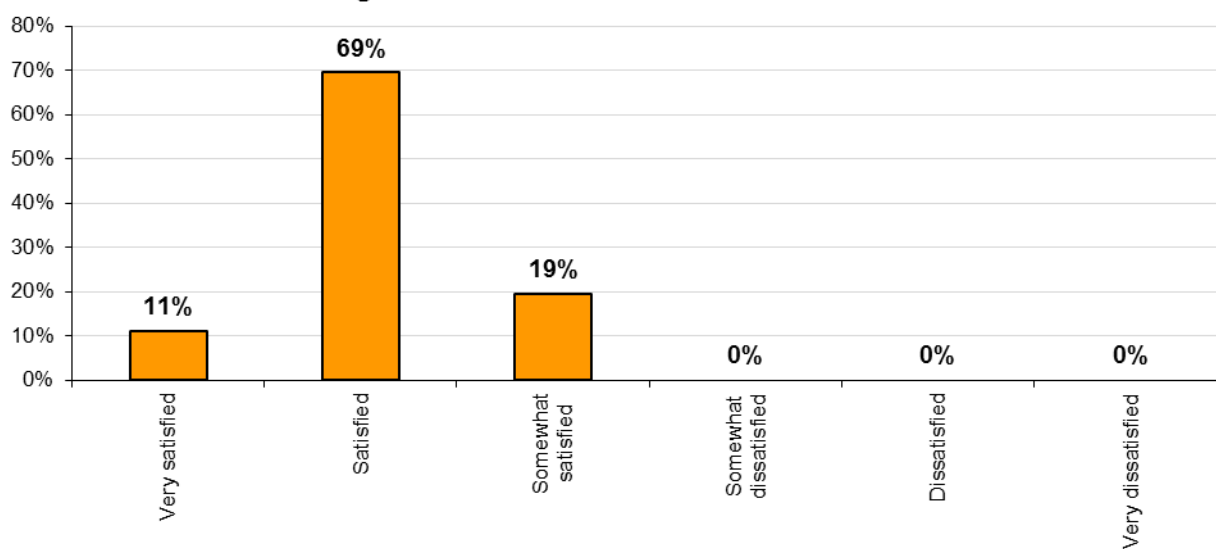
How satisfied are you with the support provided by ECHA to the Committee for Socio Economic Analysis (SEAC) in terms of the meeting documents?



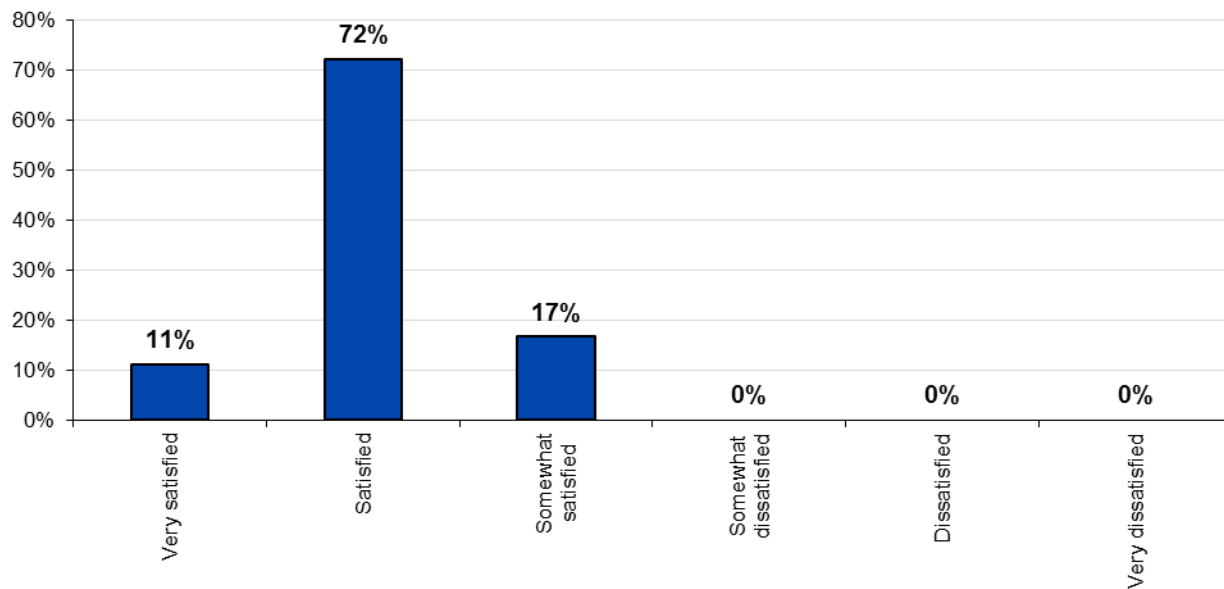
How satisfied are you with the support provided by ECHA to the Committee for Socio Economic Analysis (SEAC) in the chairing of the meetings?



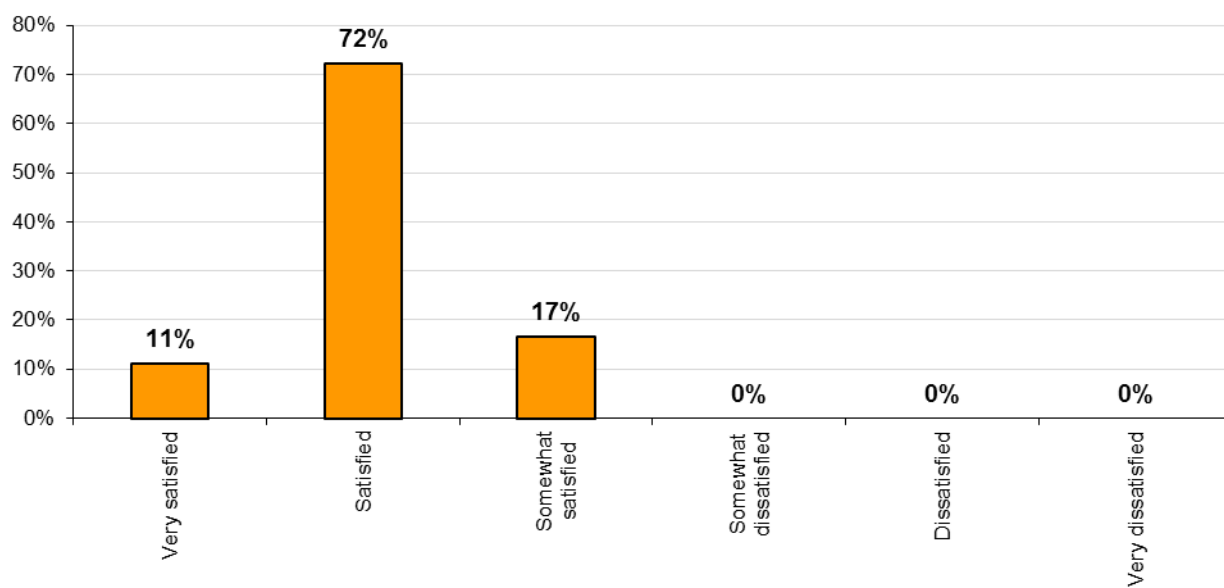
How satisfied are you with the support provided by ECHA to the Committee for Socio Economic Analysis (SEAC) in terms of agenda setting and planning of the meetings?



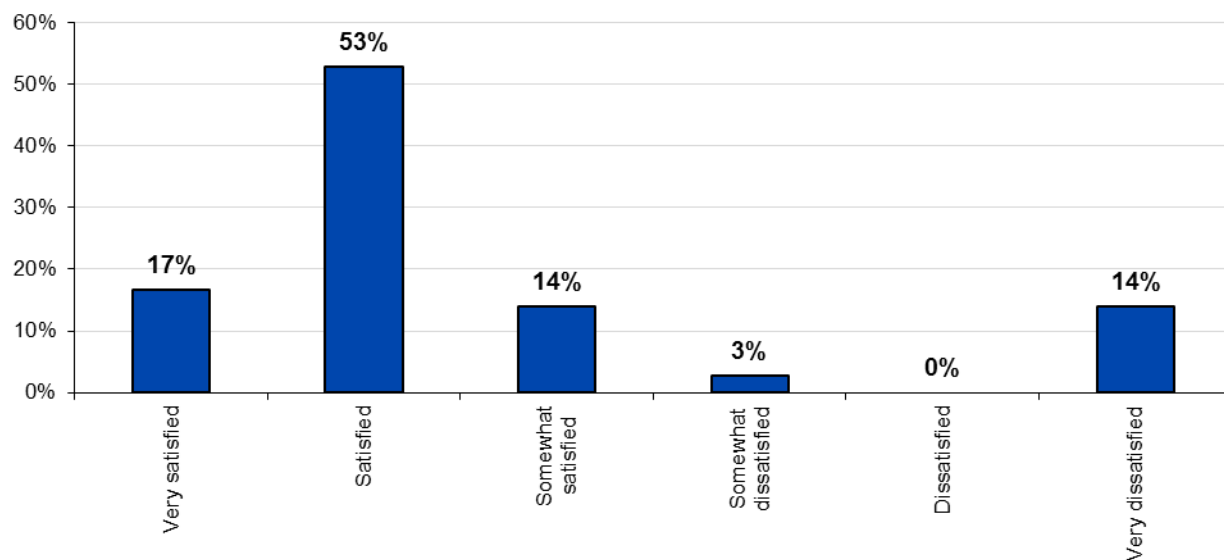
How satisfied are you with the support provided by ECHA to the Committee for Socio Economic Analysis (SEAC) in the preparation of conclusions, action points and minutes?



How satisfied are you with the support provided by ECHA to the Committee for Socio Economic Analysis (SEAC) in capacity building?

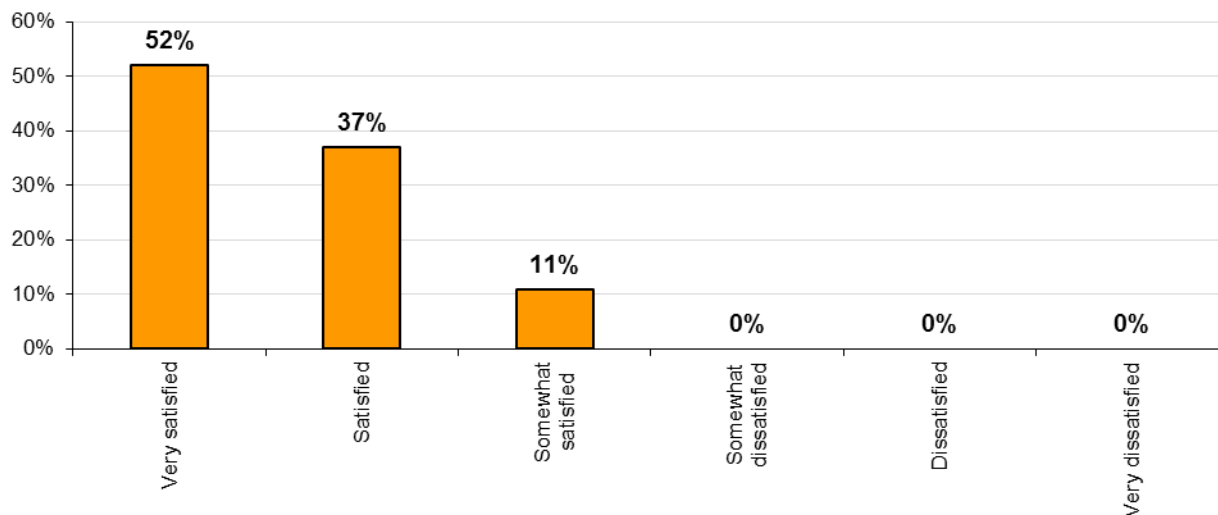


How satisfied are you with the level of transparency and publication of the outcomes of the Committee for Socio Economic Analysis (SEAC) processes, for example the conclusions of the SEAC opinions and outcomes of the written procedures?

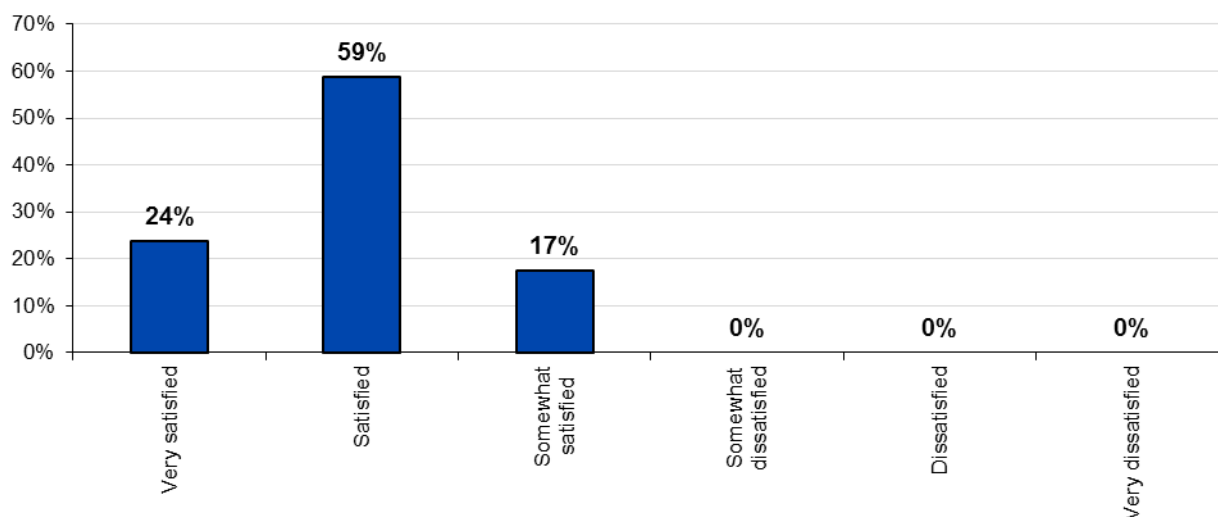


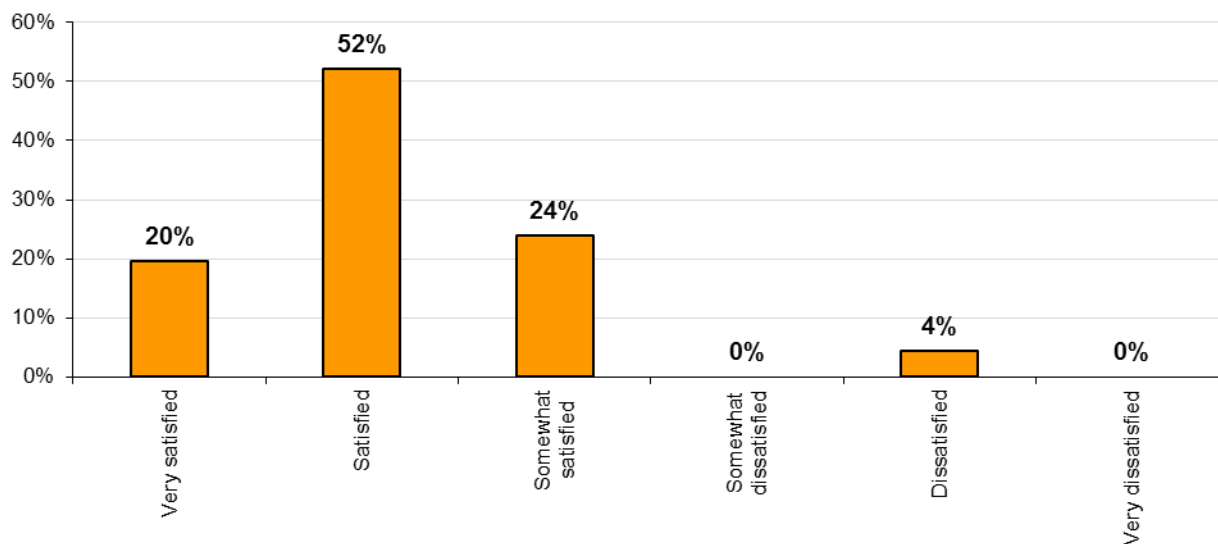
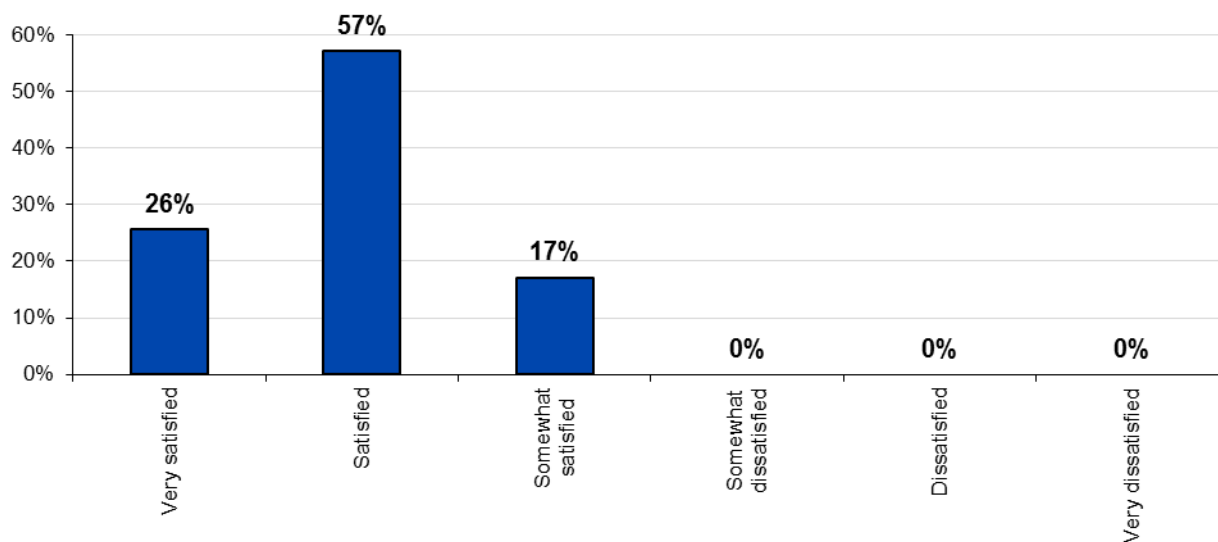
Questions asked to the members of ECHA Forum and the Accredited Stakeholder Organisations at Forum meetings

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

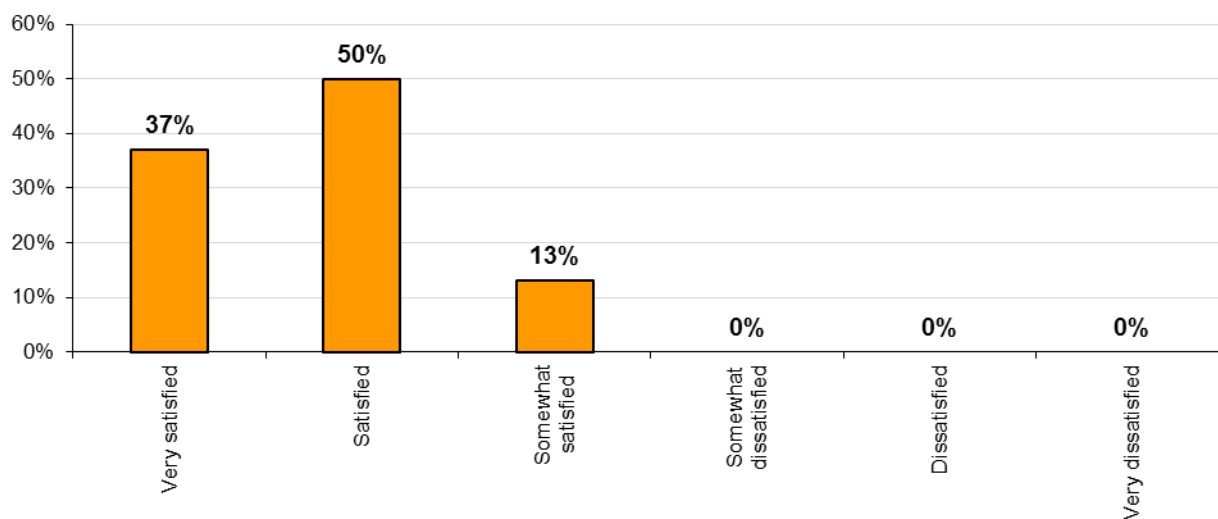


How satisfied are you with the added value the Forum activities bring to the enforcement activities in the Member States?

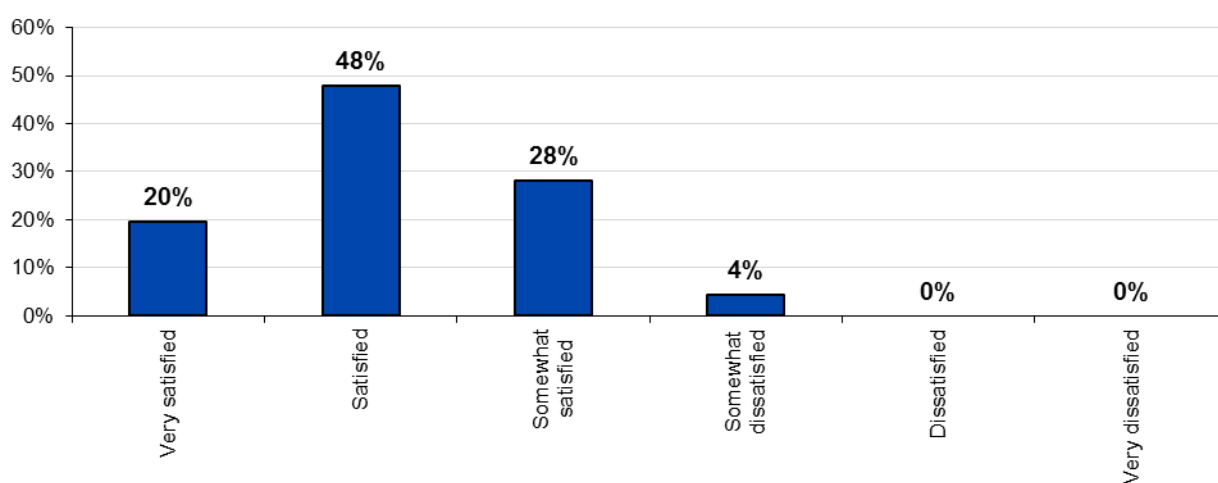


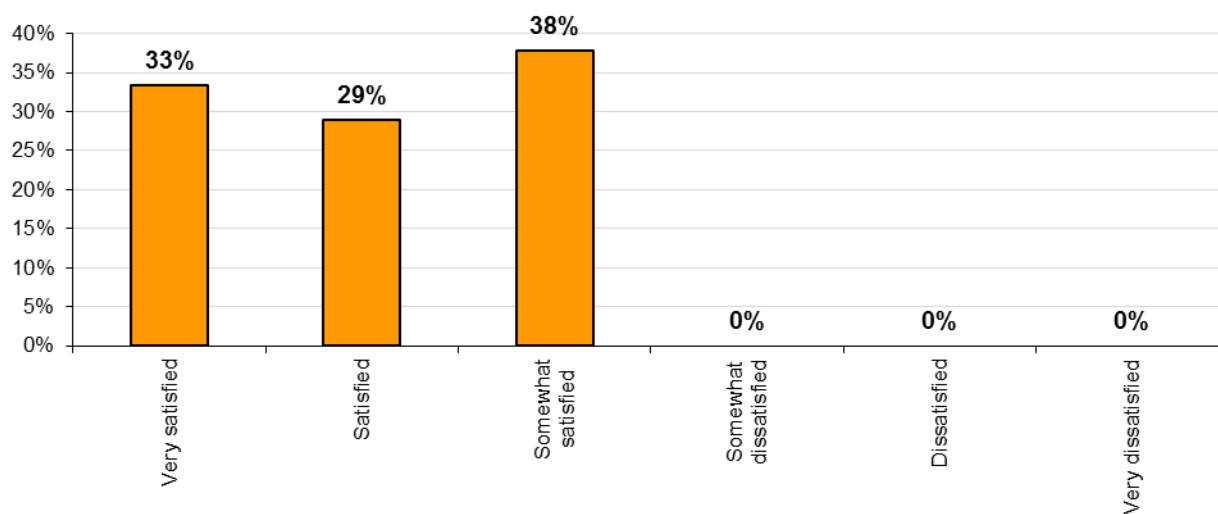
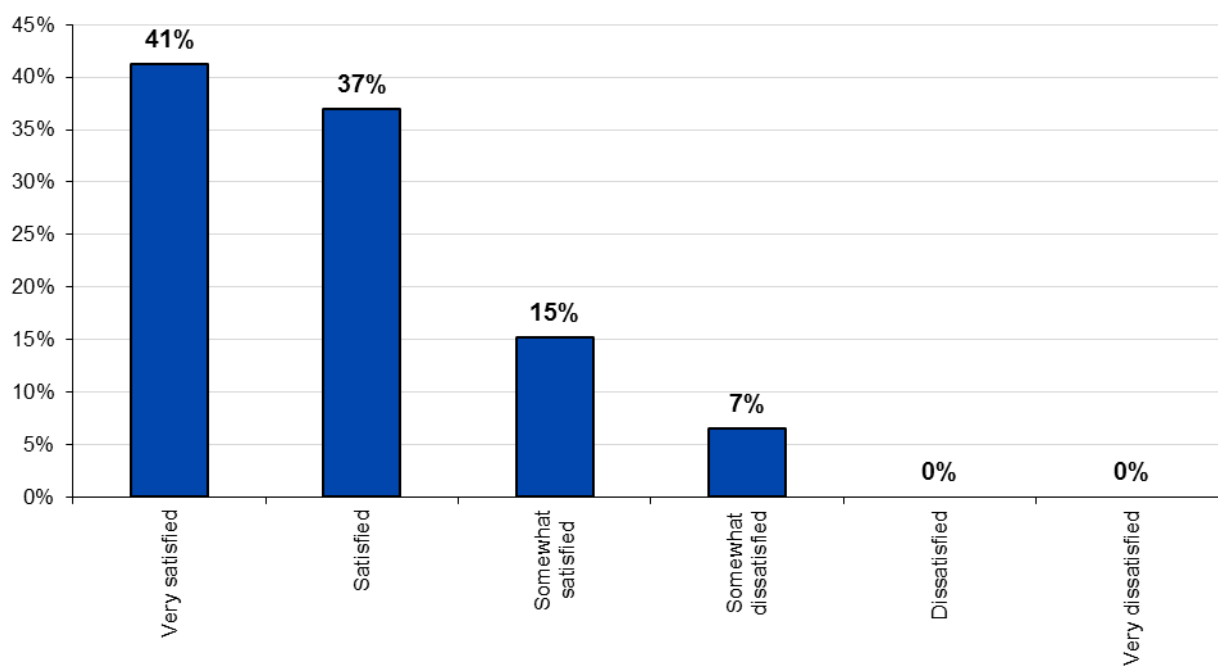
How satisfied are you with the work of the Forum Working Groups?**How satisfied are you with the level of transparency and publication of the outcomes of the following Forum activities:?**

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

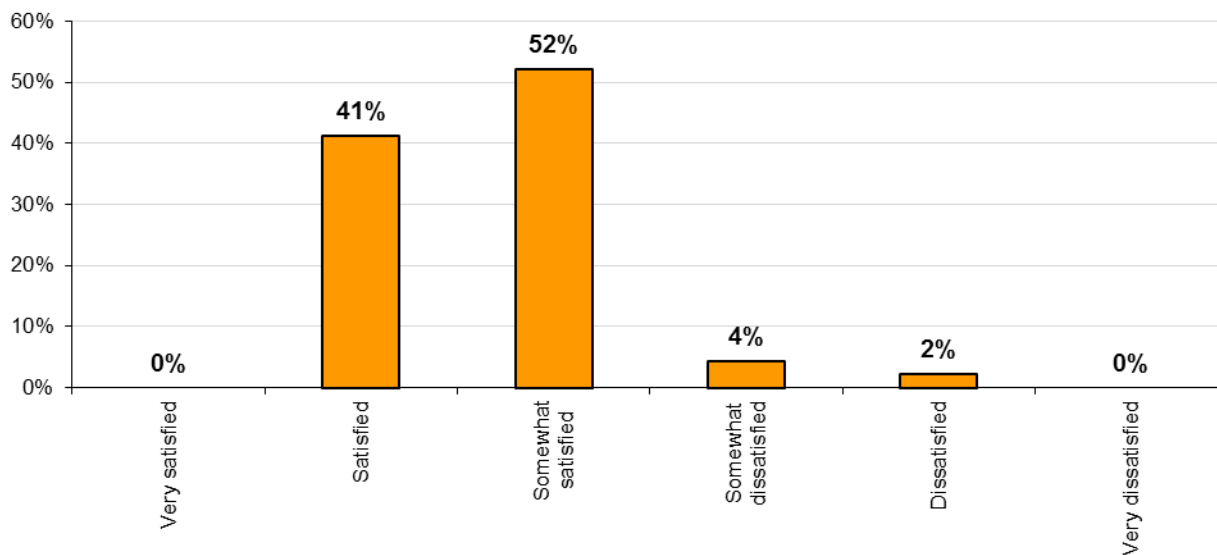


How satisfied are you with the activities of the Forum Working Groups?

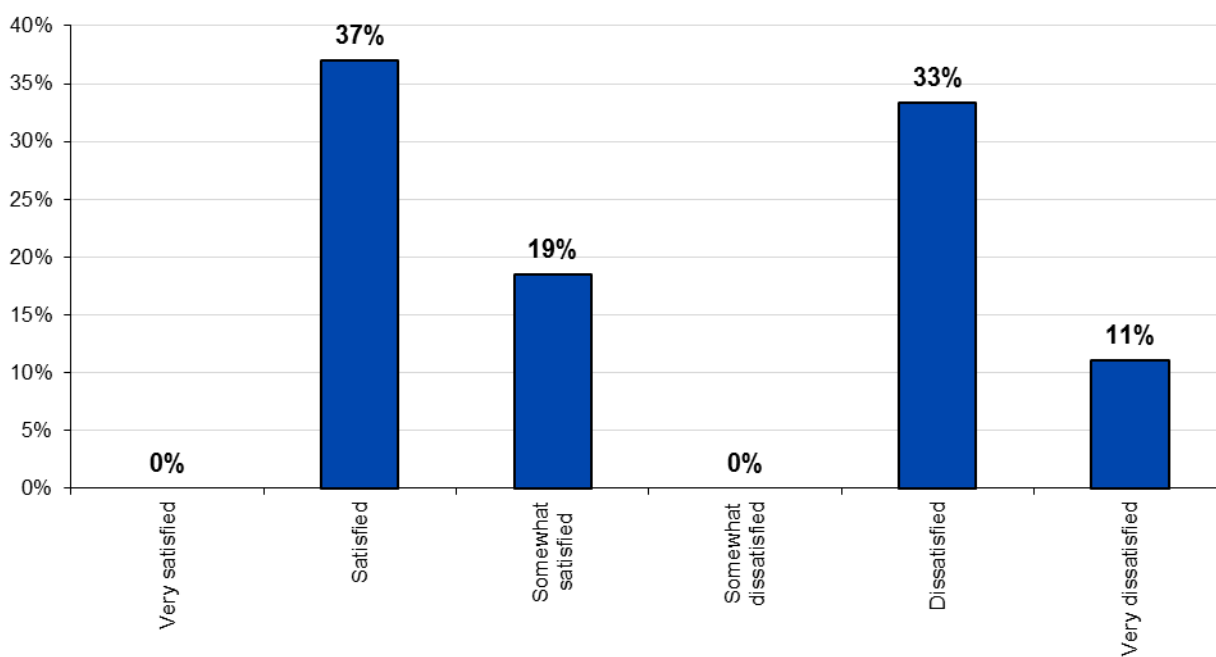


How satisfied are you with the REACH-EN-FORCE projects?**How satisfied are you with the training and workshops organised by the Forum?**

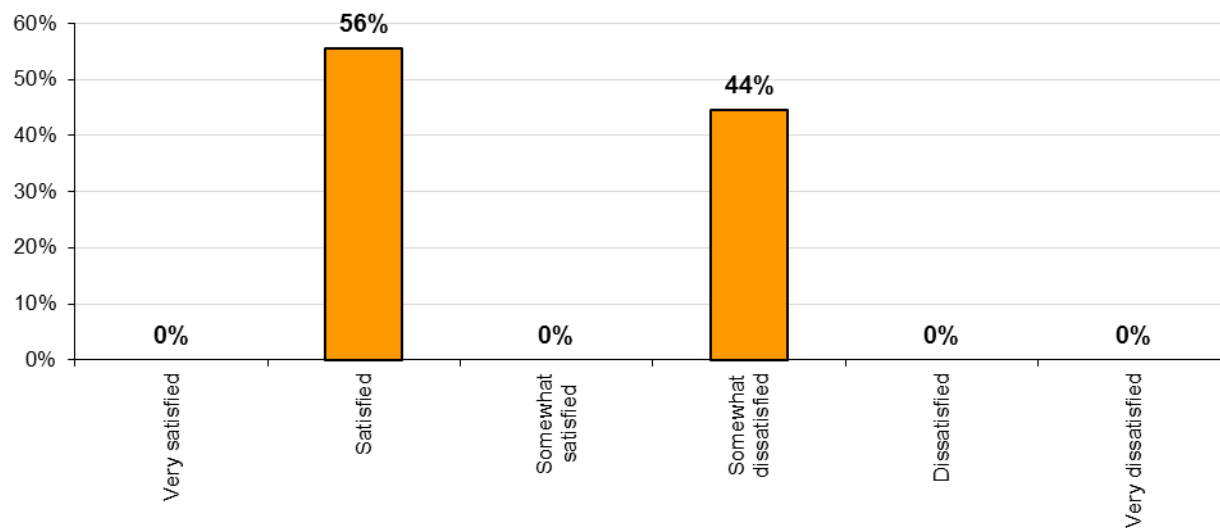
How satisfied are you with the involvement of accredited stakeholder organisations in the work of the Forum?



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

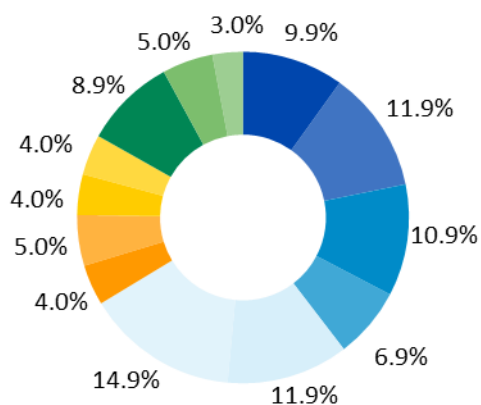


How satisfied are you with the work of the Forum with regard to harmonising the enforcement of the REACH and CLP regulations across the Member States?



Questions asked to ECHA's Accredited Stakeholder Organisations

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



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

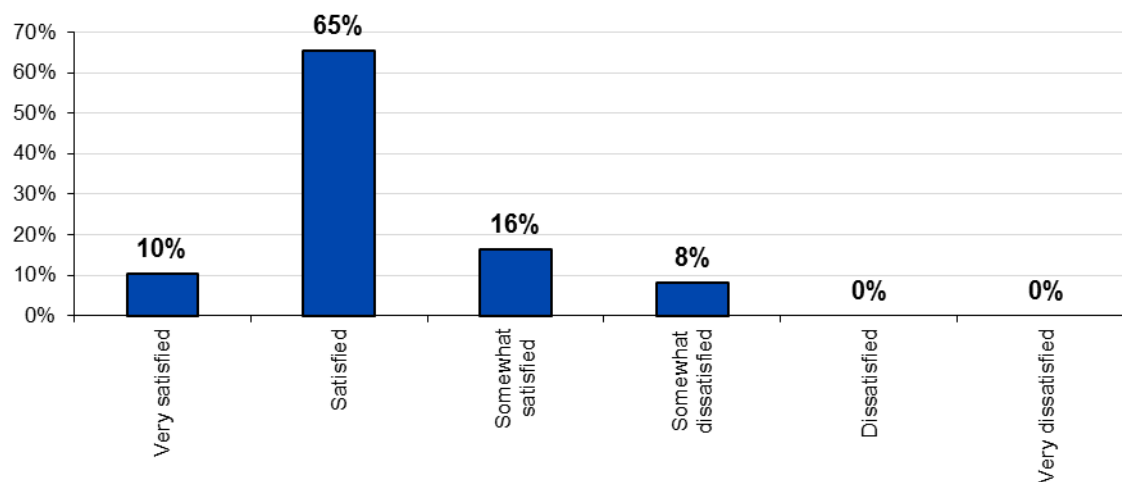


- Committee meetings
- Forum meetings
- Webinars
- Biocides Stakeholders' Day
- REACH and CLP 12Stakeholders' Days
- Strategic Accredited Stakeholder Workshop
- NGO-ECHA Discussion Forum
- Scientific Workshops
- Joint communications projects
- Management Board meetings
- Partner Expert Groups for guidance updates
- National REACH and CLP helpdesk network (HelpNet)
- Other (please specify)*

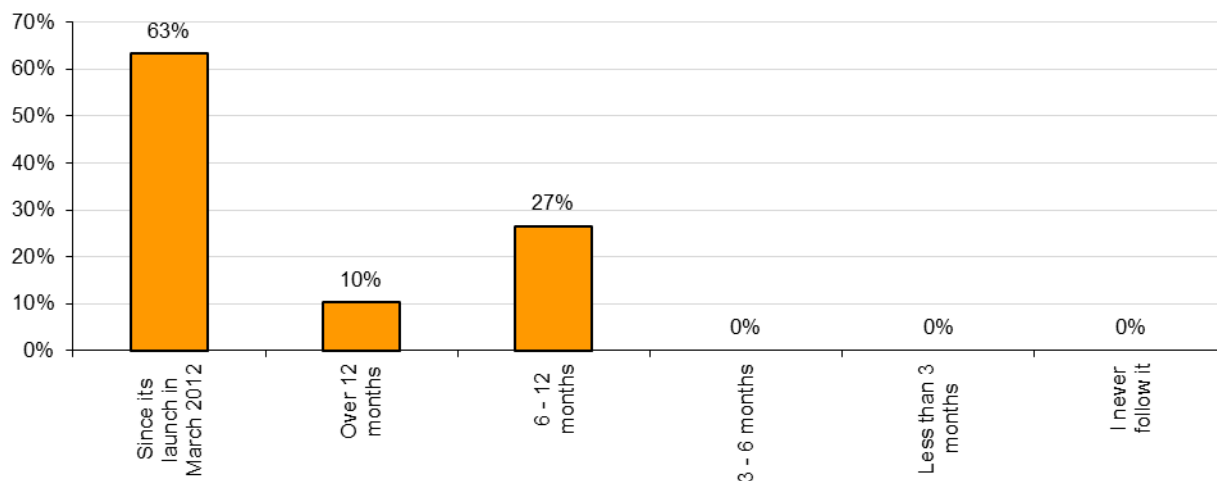
■ Yes ■ No

*Others include: Nanomaterial Working Group, ENES and Expert groups

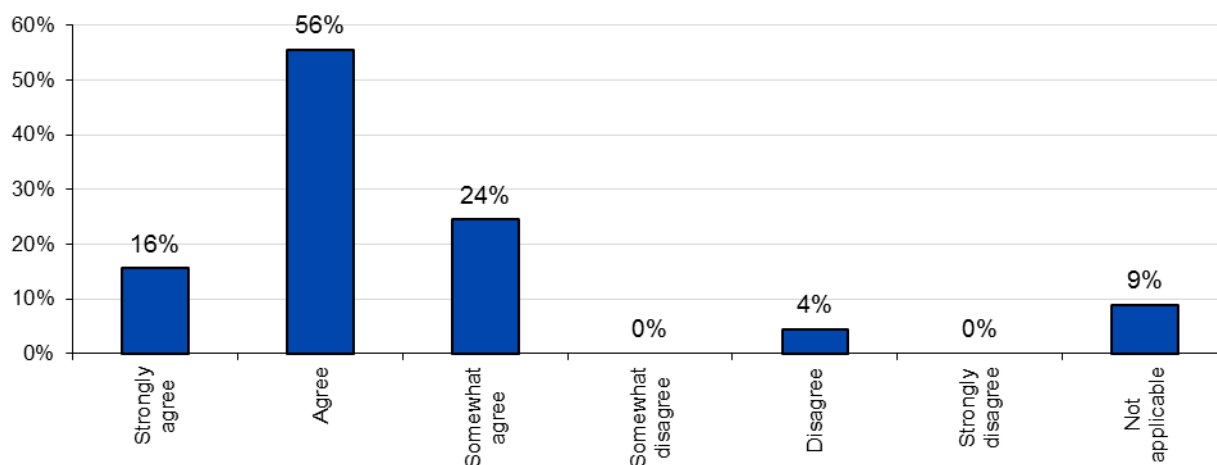
Overall, how satisfied are you with your organisation's level of involvement in ECHA's activities?



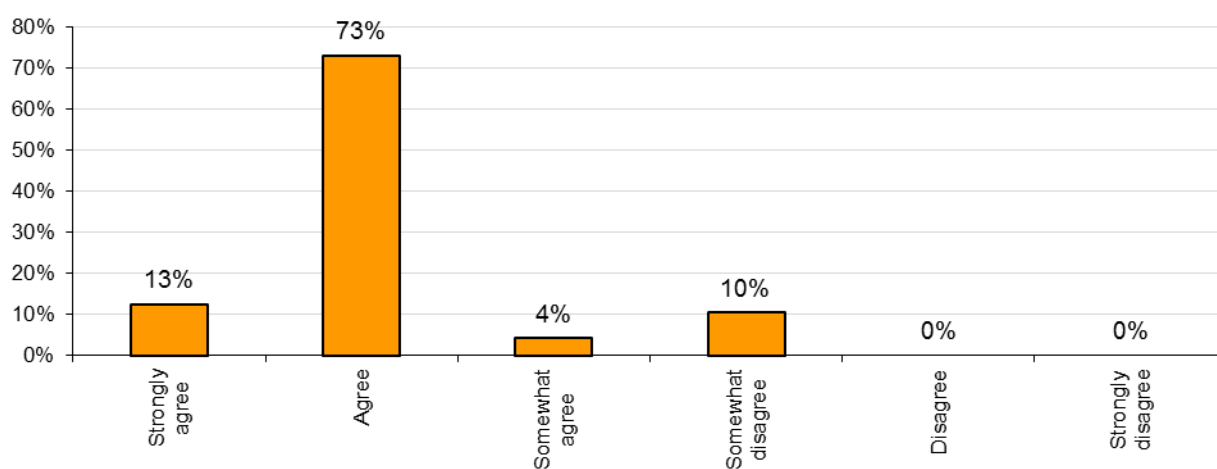
How long have you been following the Stakeholder Update?

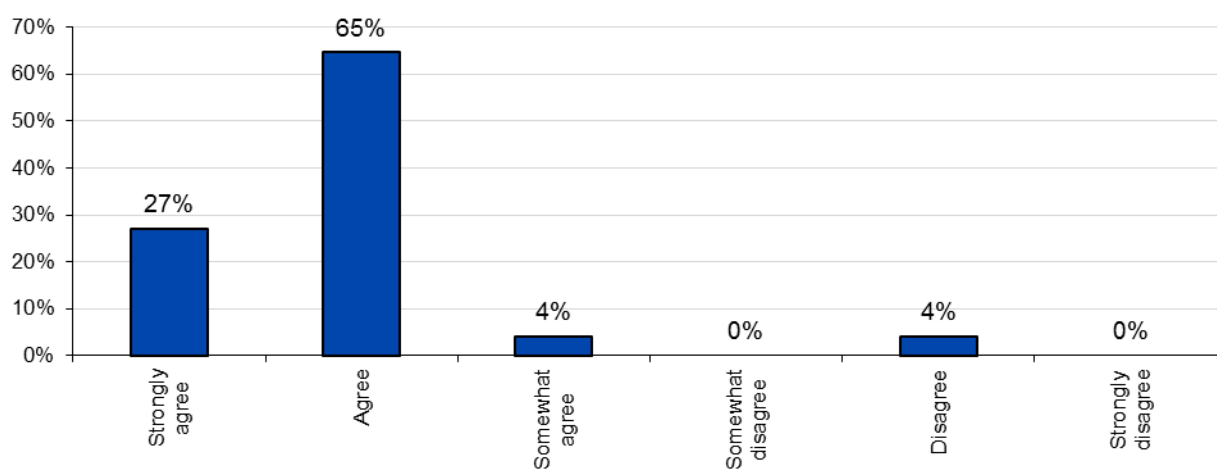
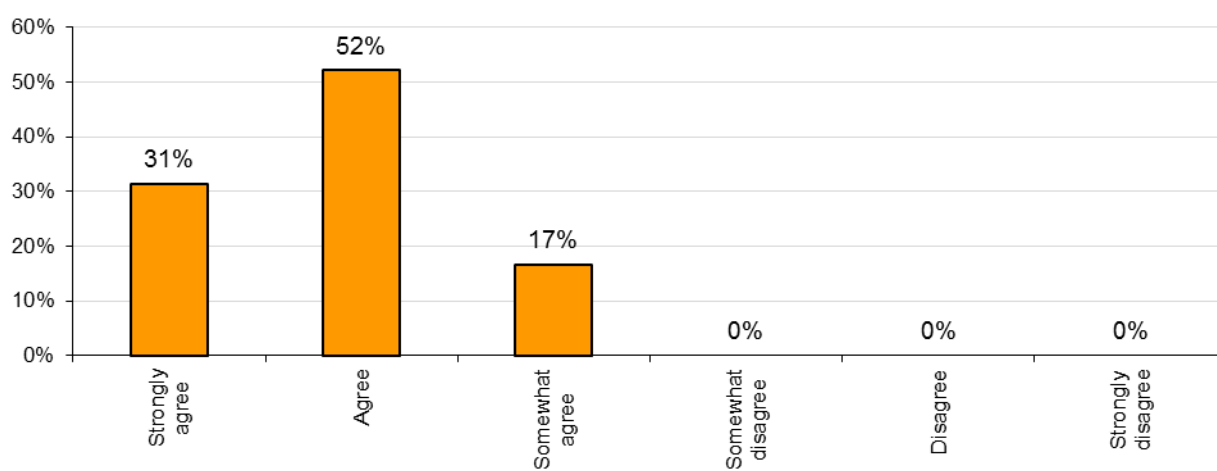


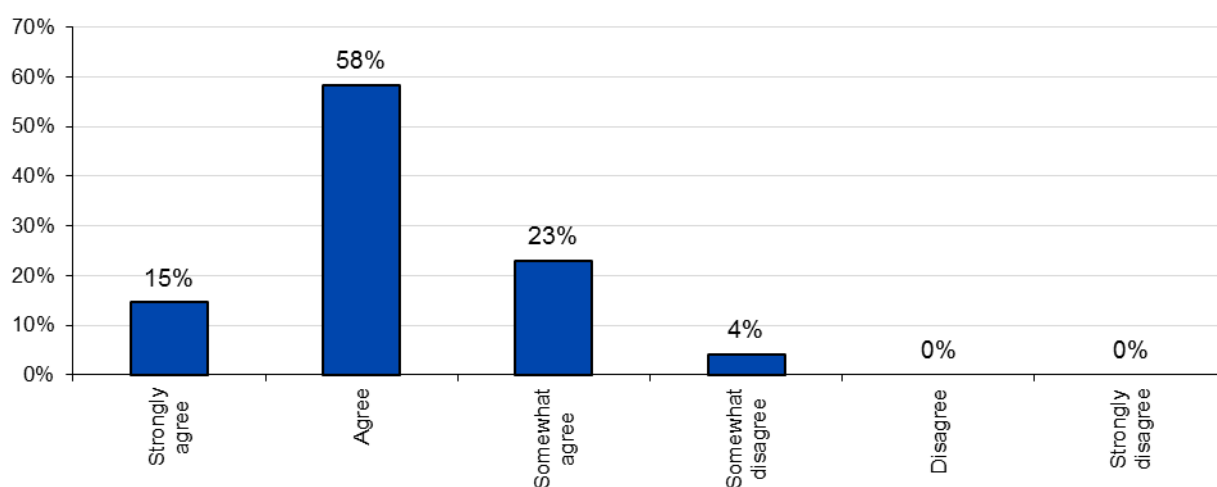
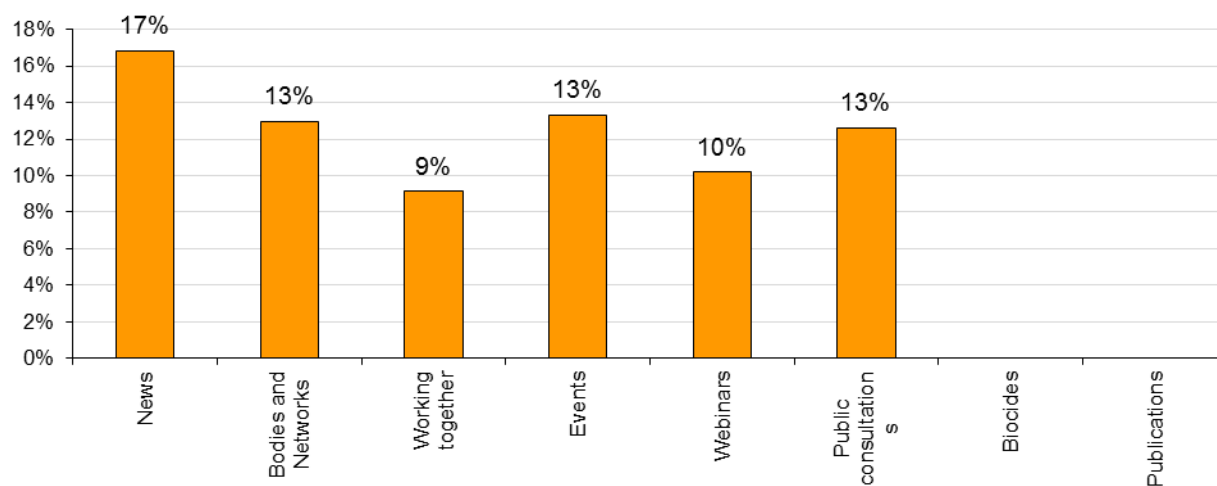
**It helps me to better understand ECHA's activities and my organisation's role
in relation to them**

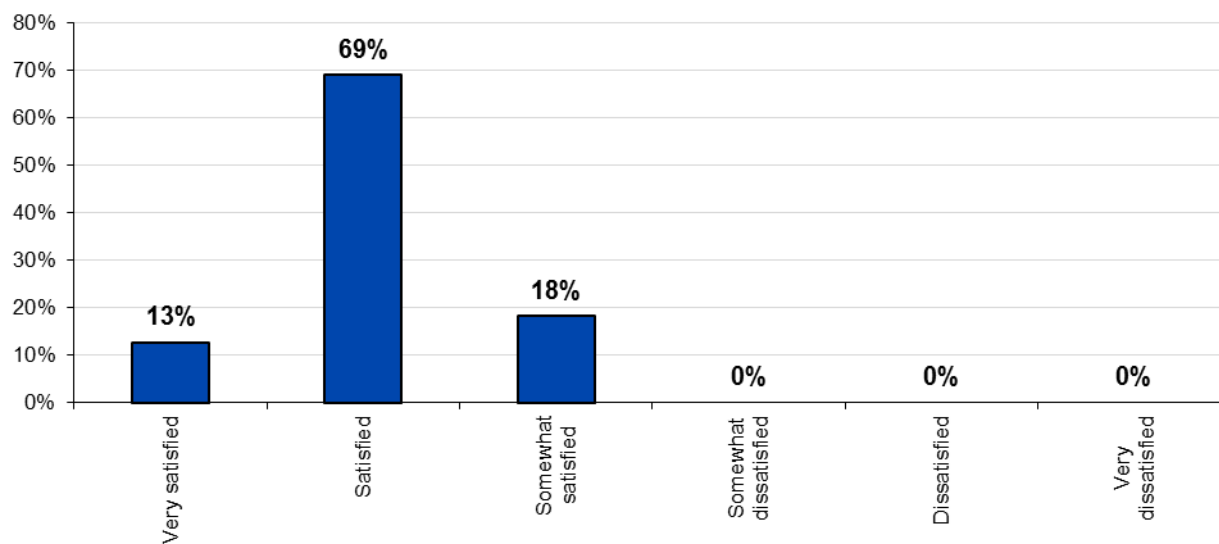


It adequately covers the activities of ECHA that I am interested in



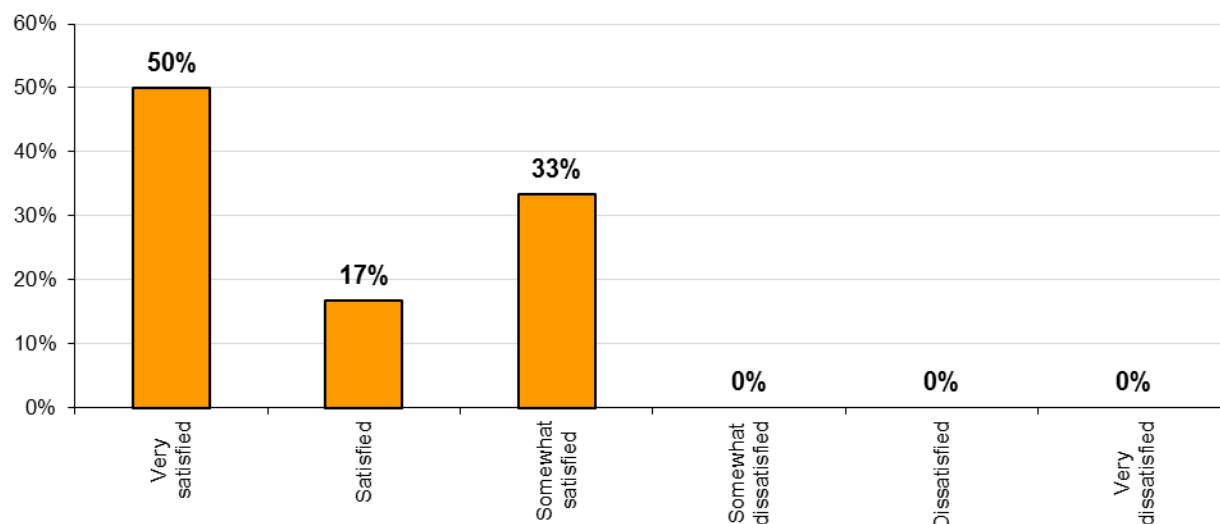
It is a fast and reliable way of getting news from ECHA**The information it covers is consistent and up-to-date**

It 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)**

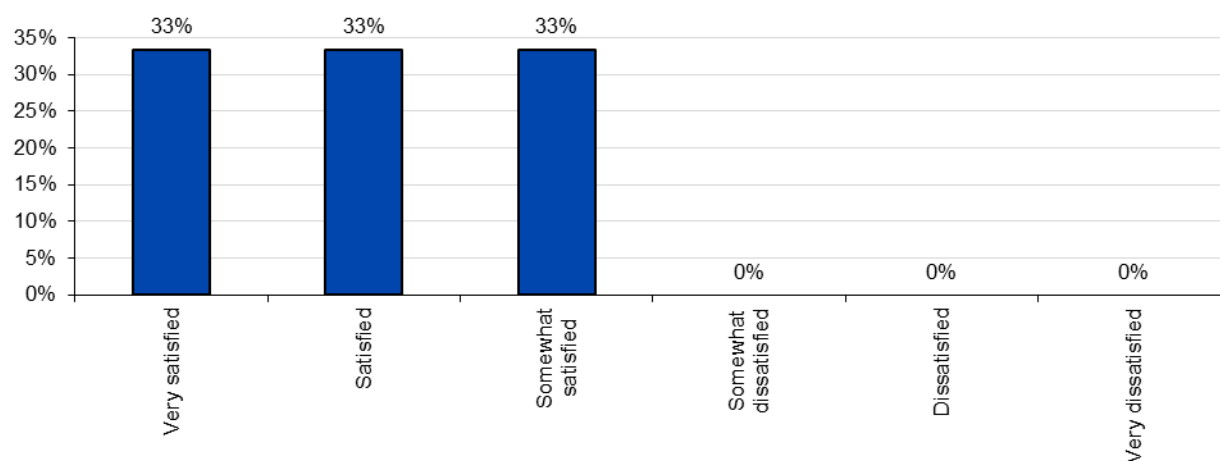
How satisfied are you with the Stakeholder update?

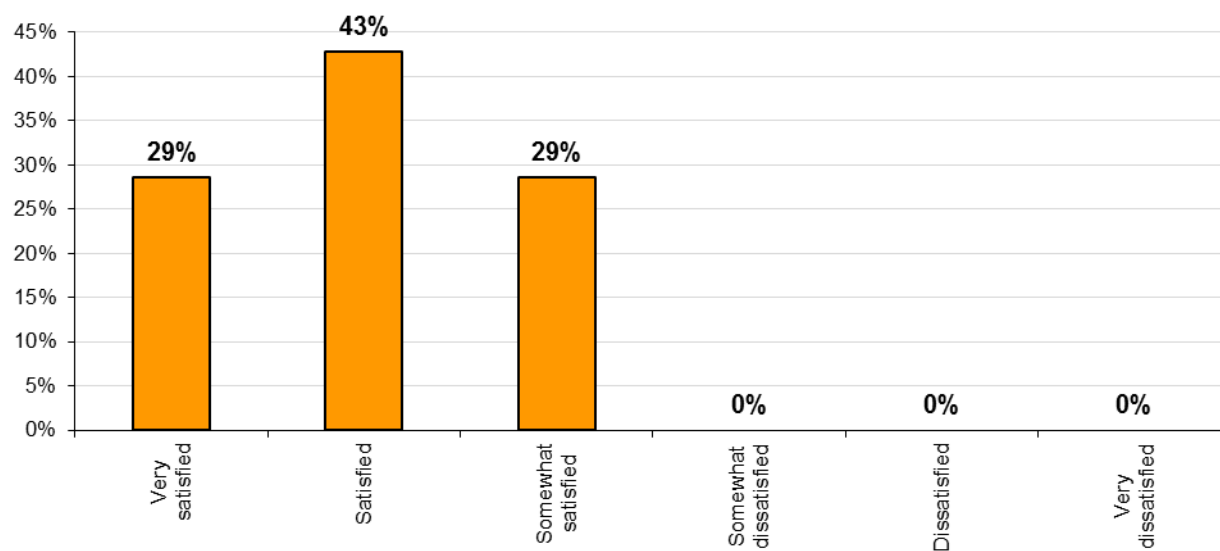
Questions asked to Directors at Member State competent authorities on authorisations and restrictions - Authorisation : Identification of needs for further regulatory risk management

How satisfied are you with the general coordination of the screening and RMO activities?



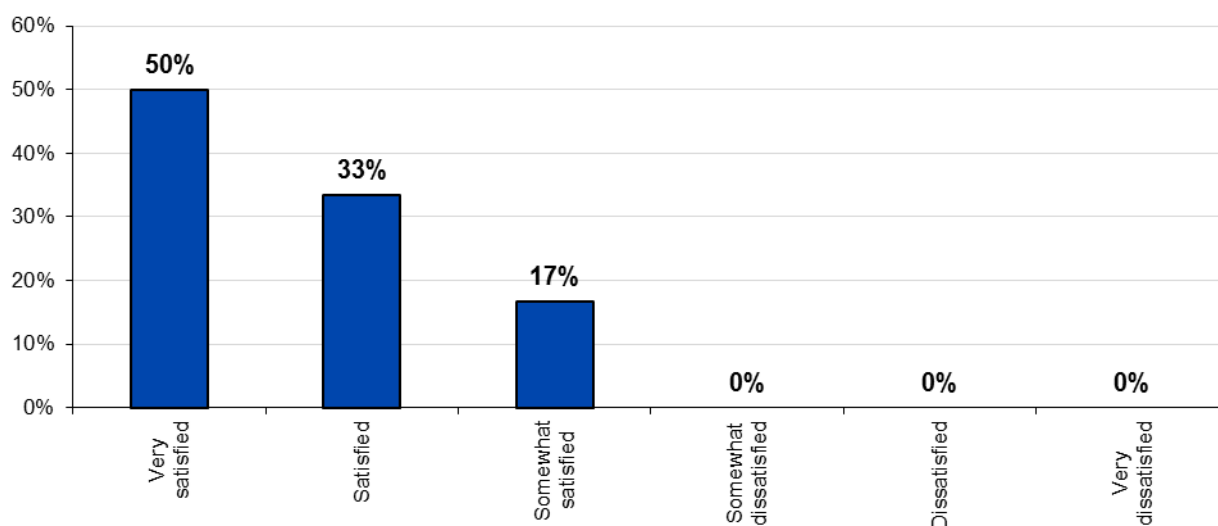
How satisfied are you with the support to RiME and other meetings and workshops?



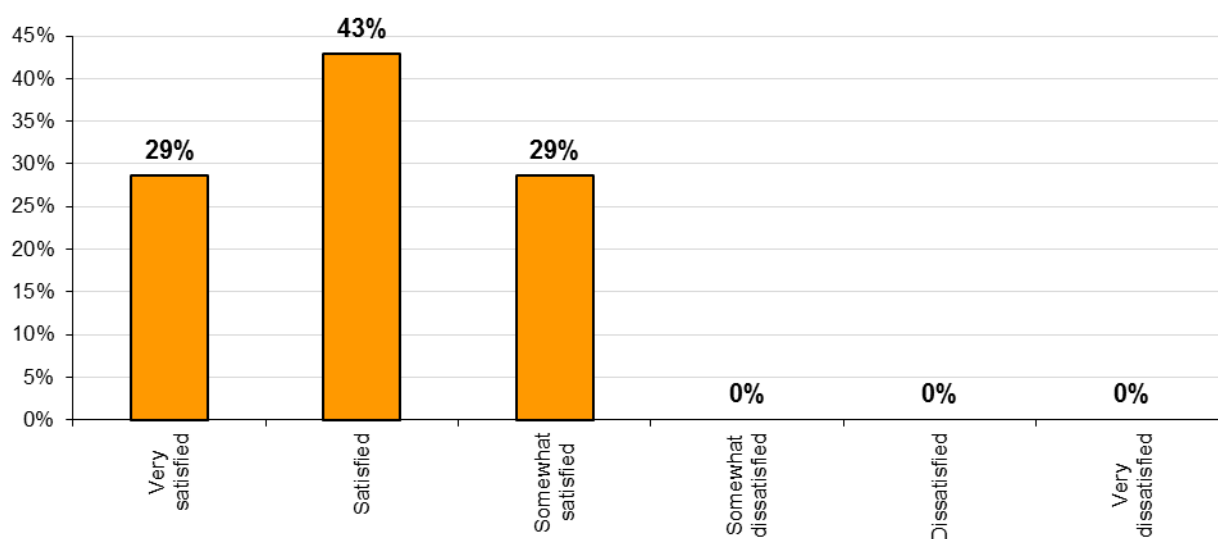
How satisfied are you with the support to SVHC roadmap implementation?

Questions asked to Directors at Member State competent authorities on authorisations and restrictions - Authorisation : Identification of substances of very high concern (SVHCs):

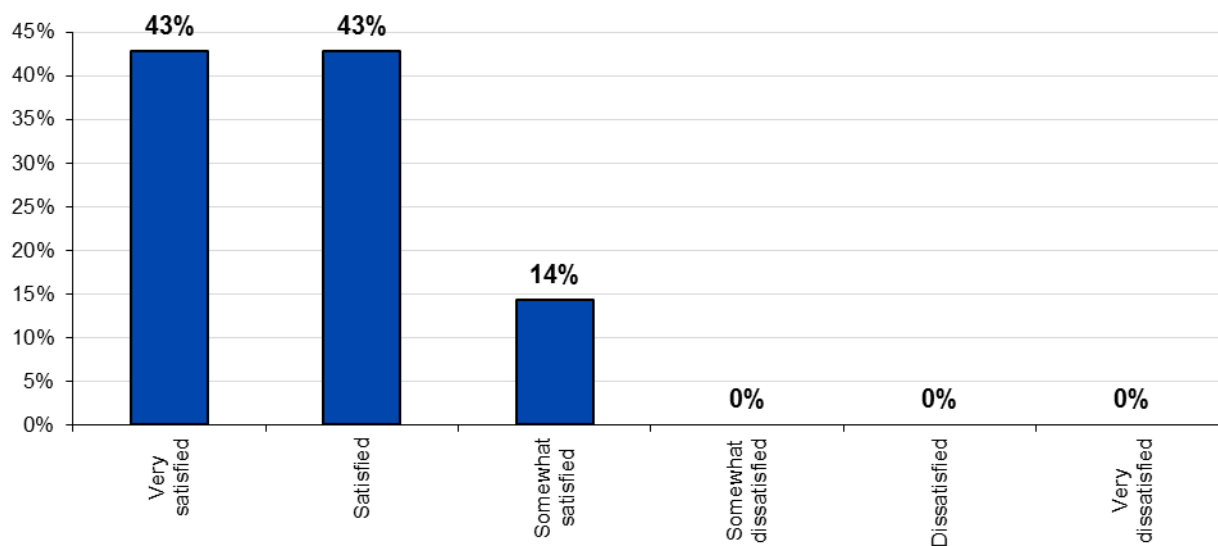
How satisfied are you with the general coordination and information sharing (in terms of response times, accuracy, communication)?



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

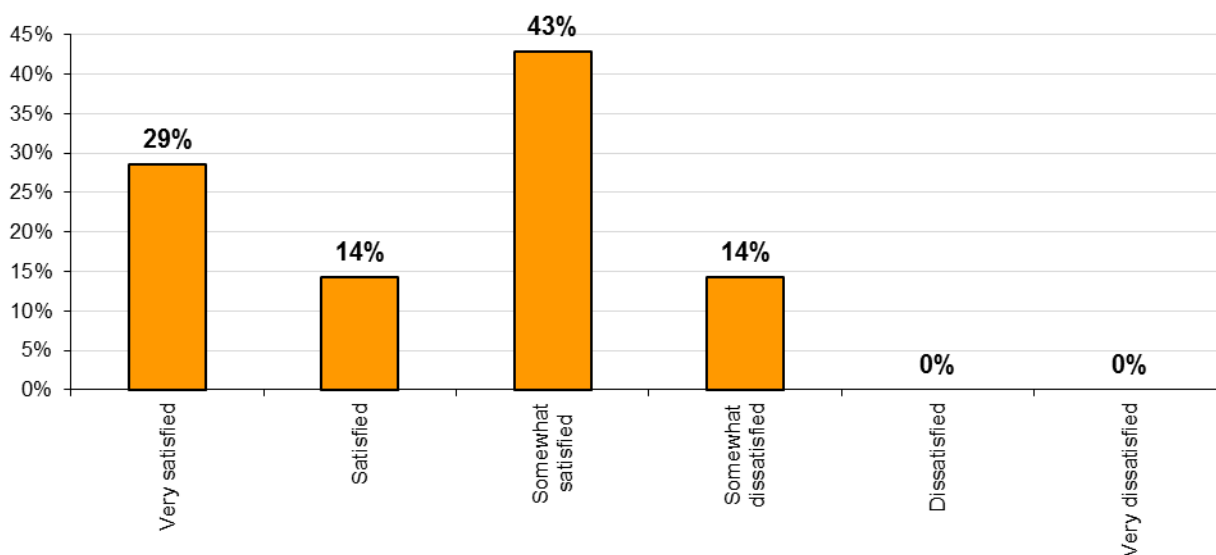


How satisfied are you with the processing of the dossiers by the ECHA Secretariat (including public consultation) and the Member State Committee?

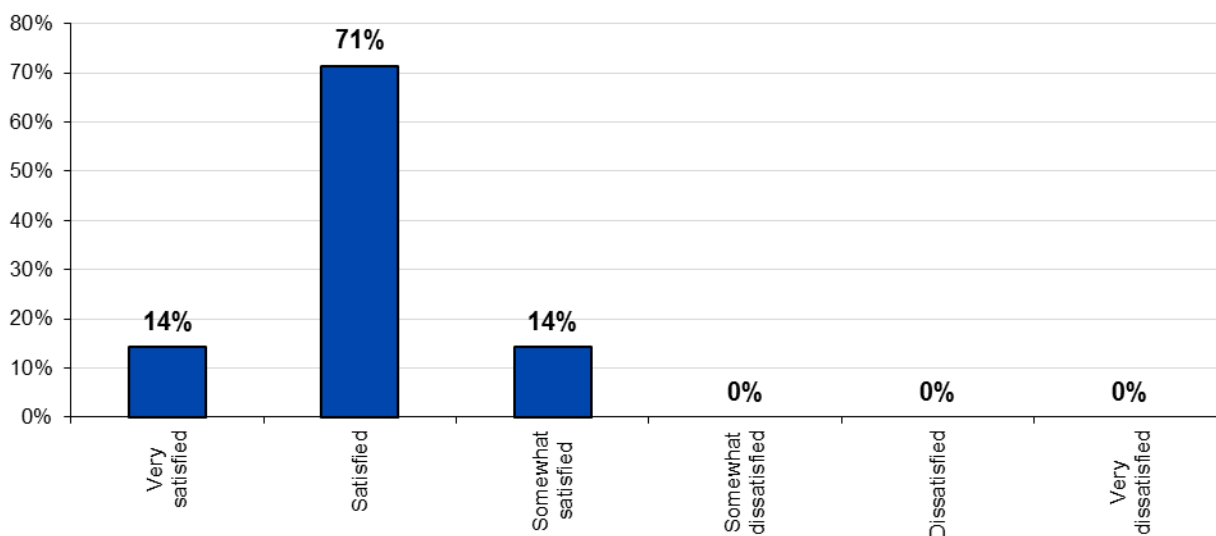


Questions asked to Directors at Member State competent authorities on authorisations and restrictions - Authorisation : ECHA Recommendation for substances to be listed in Annex XIV

How satisfied are you with the general approaches for prioritisation of substances to Annex XIV and for defining Annex XIV entries?

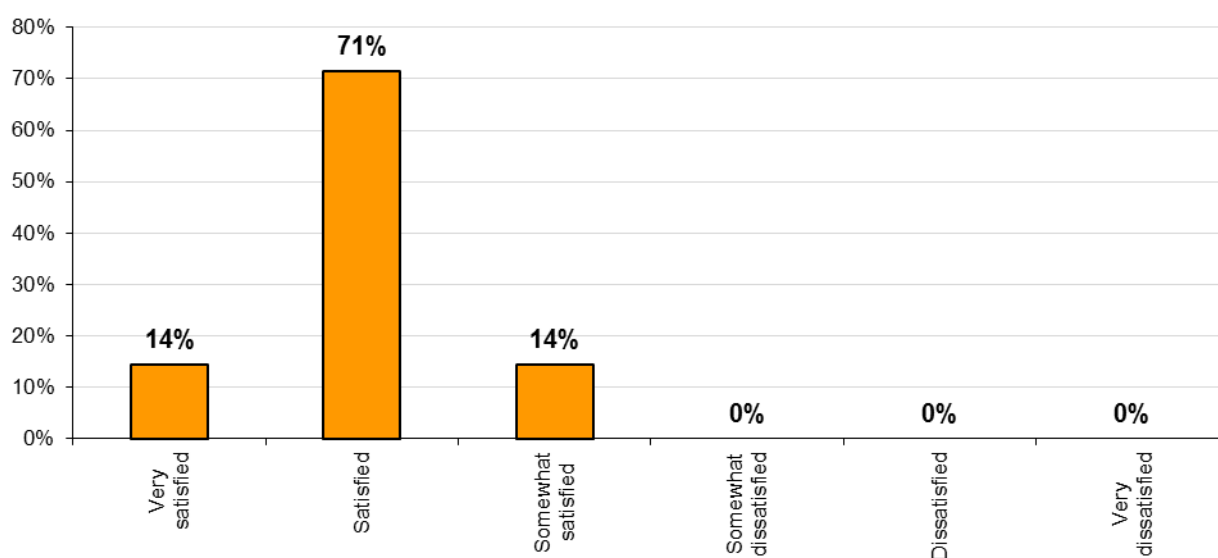


How satisfied are you with the preparation of the (draft) recommendation (including its publication for comments and seeking MSC opinion)?

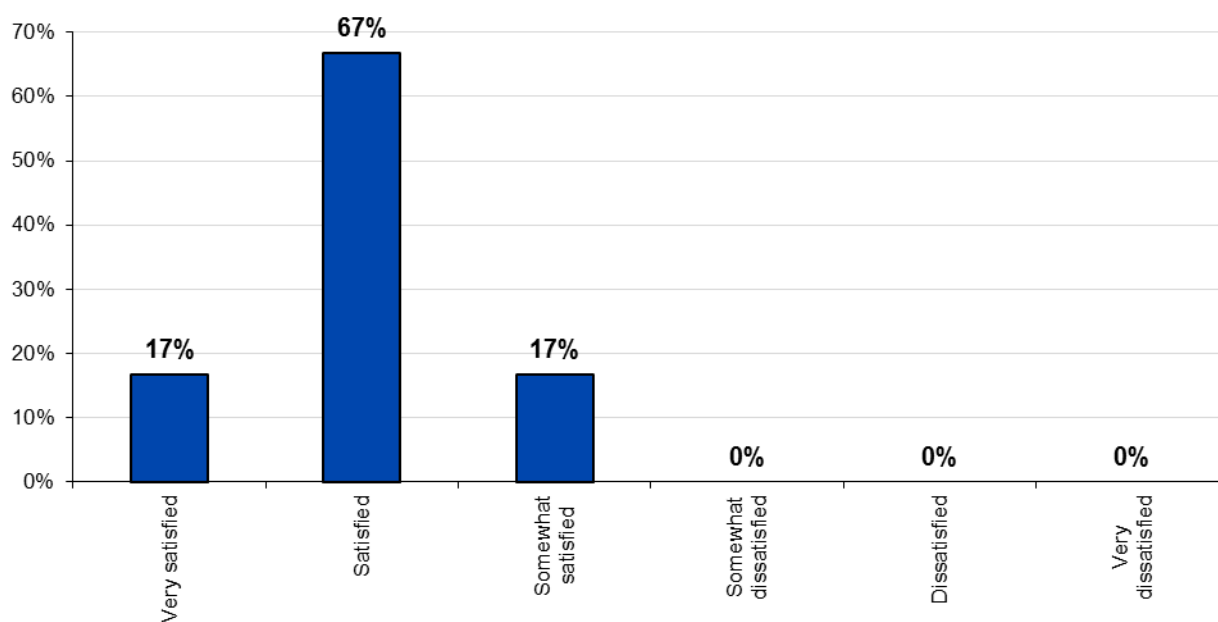


Questions asked to Directors at Member State competent authorities on authorisations and restrictions - Authorisation : Restrictions

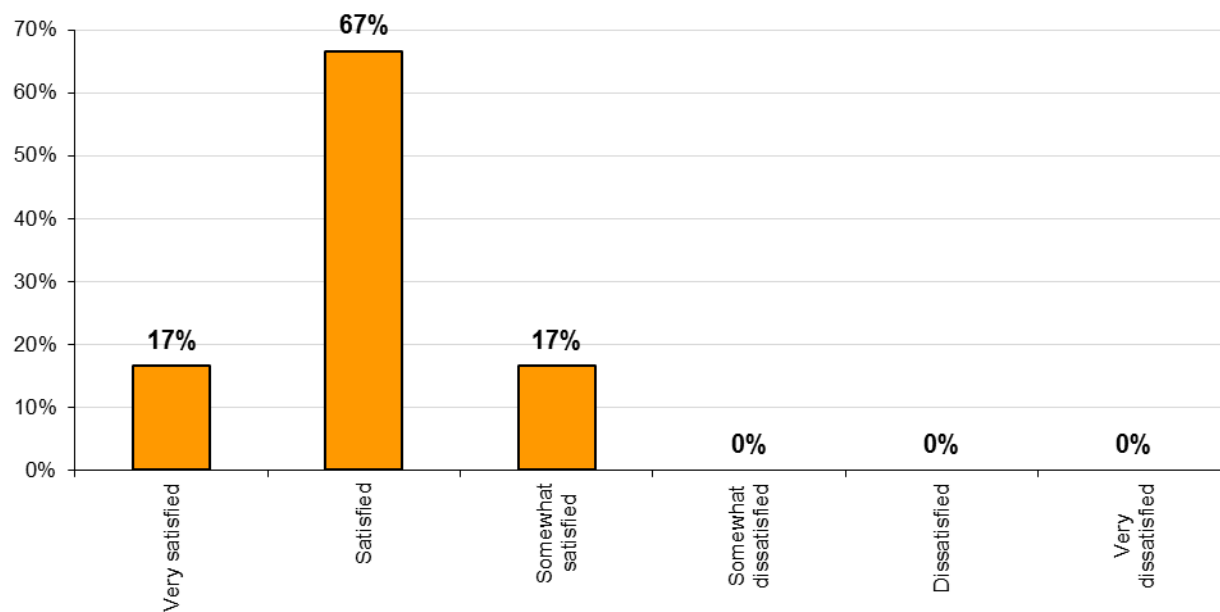
How satisfied are you with the general coordination and information sharing, including Rol (in terms of response times, accuracy, communication)?



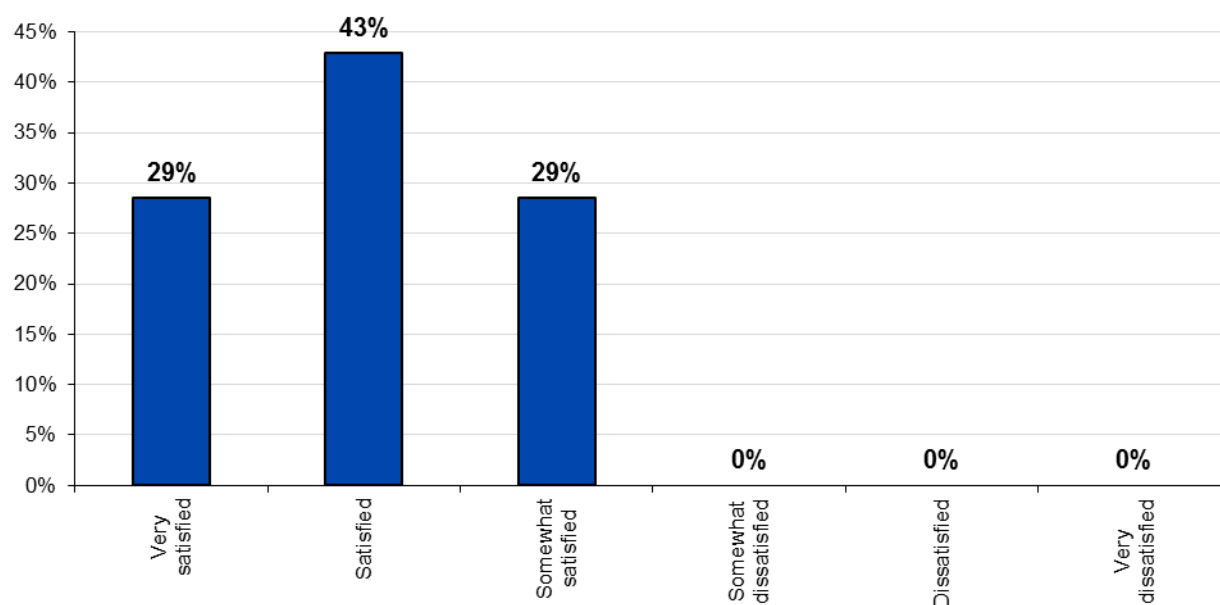
How satisfied are you with the usefulness of the support to MSCAs for Annex XV dossier preparation (including provision of guidance and formats)?



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?

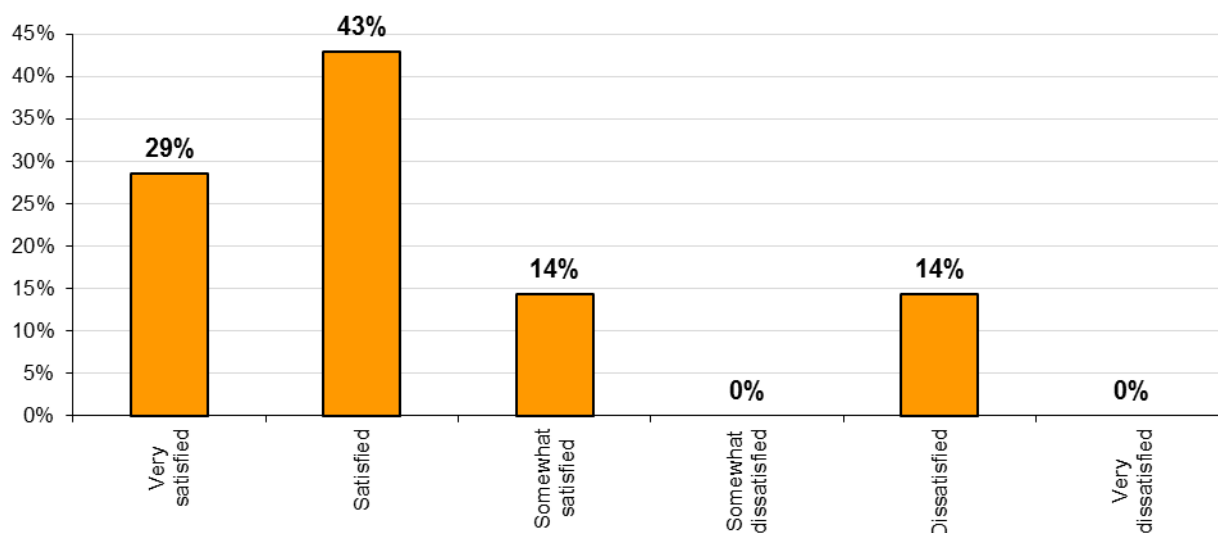


Overall, how satisfied are you with support for risk management?

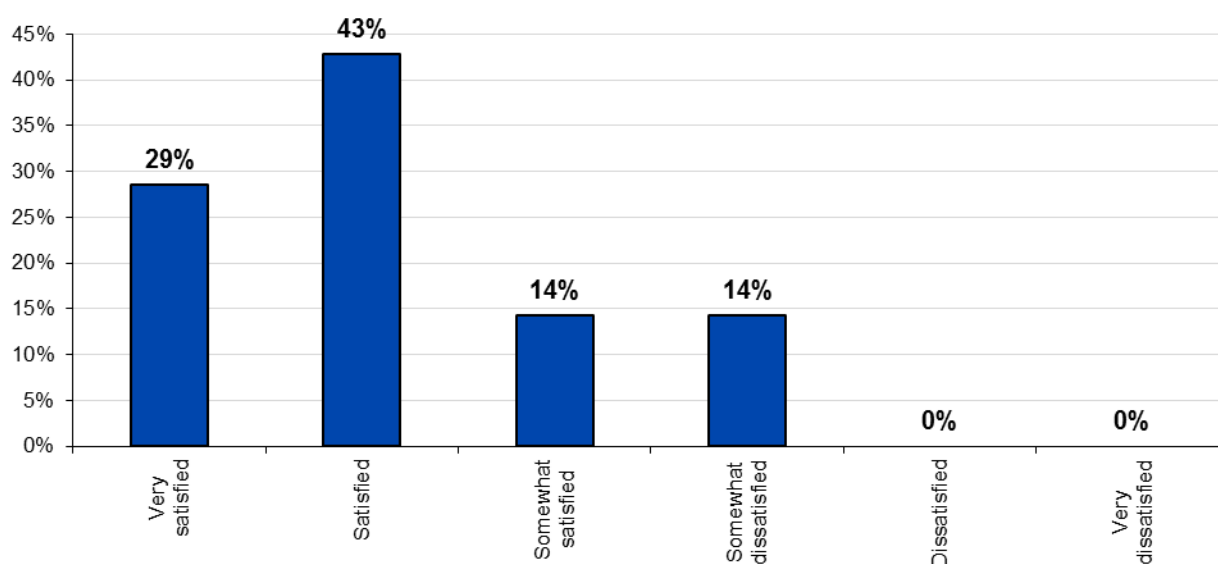


Questions asked to Directors at Member State competent authorities on classification and labelling: CLH proposals

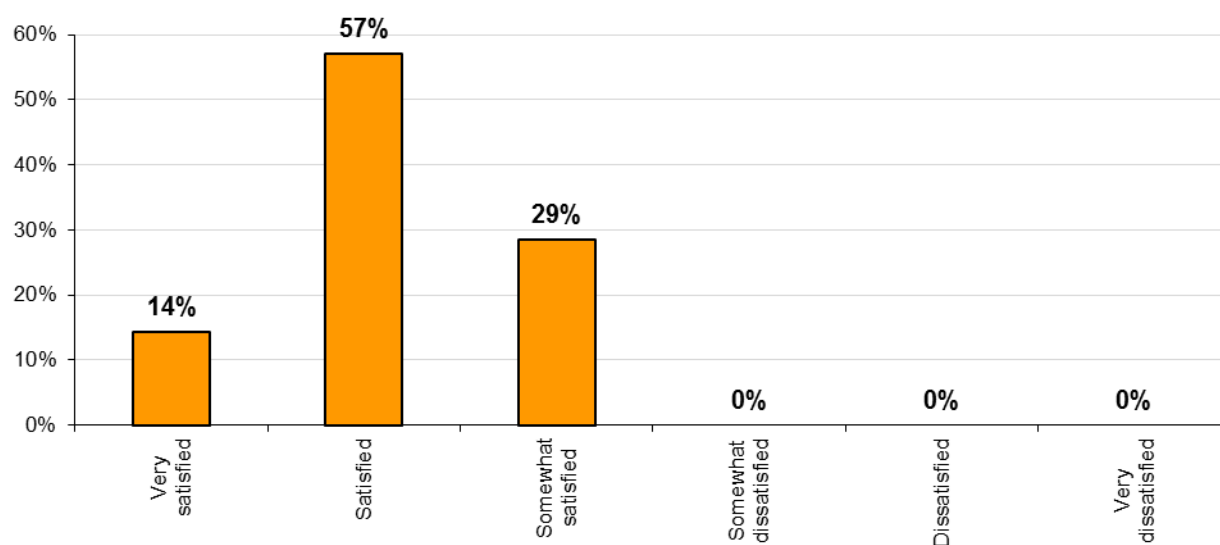
How satisfied are you with the general coordination and information sharing (in terms of response times, accuracy, communication)?



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

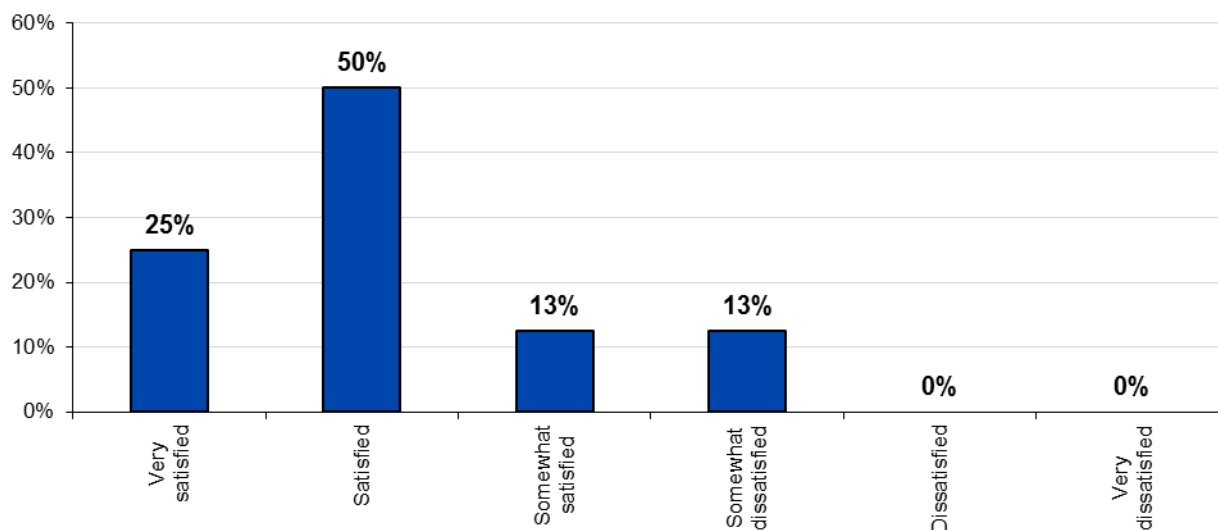


How satisfied are you with the quality of processing of the dossiers by the ECHA Secretariat (including public consultation) and the Committee for Risk Assessment?

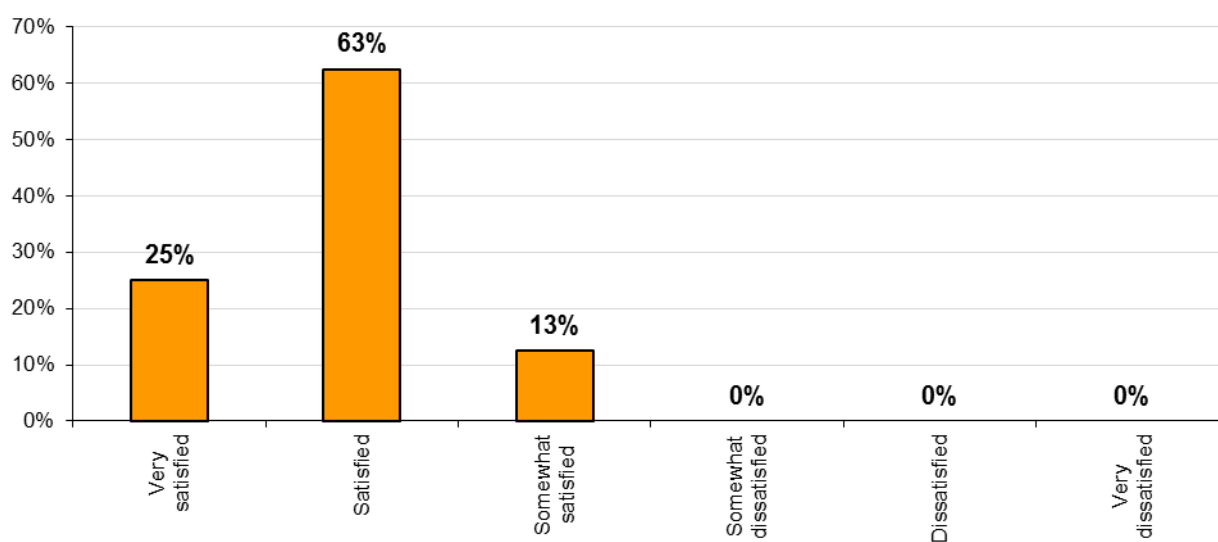


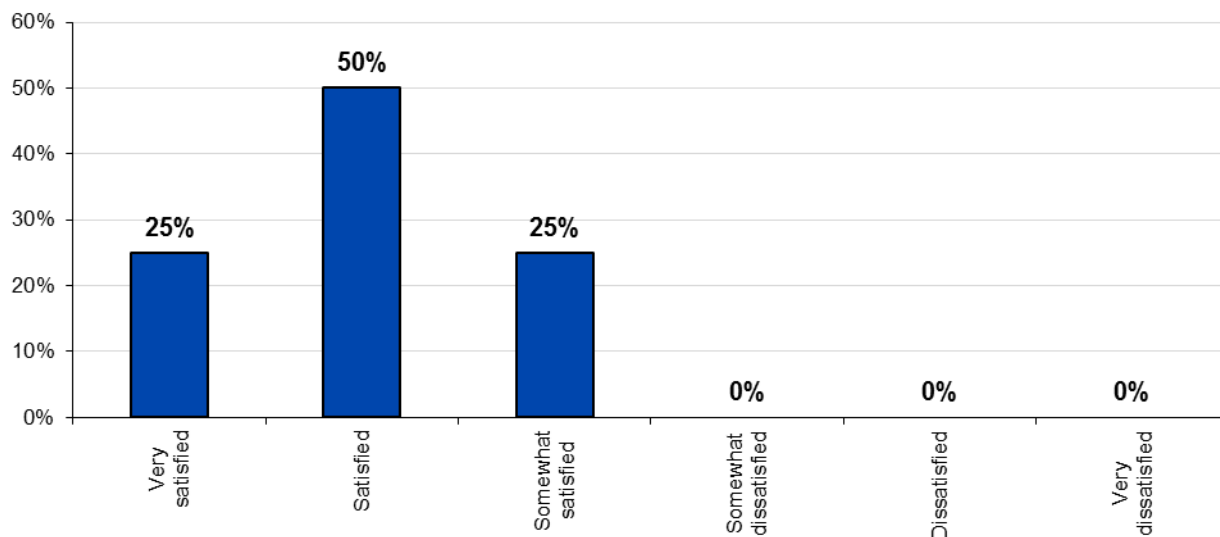
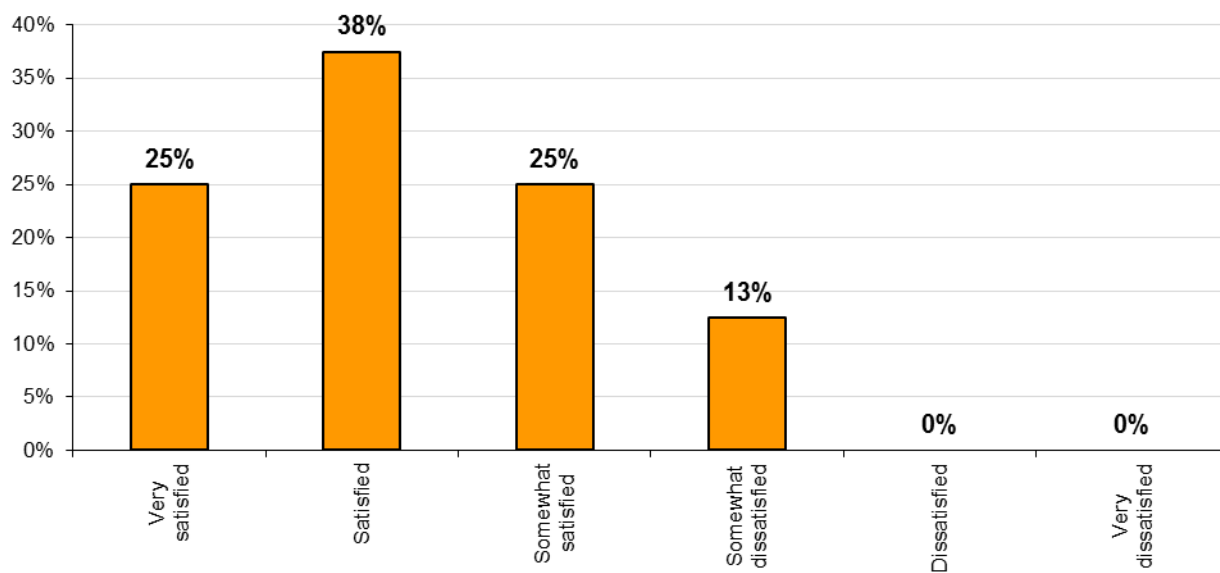
Questions asked to Directors at Member State competent authorities on classification and labelling: Other CLP-related activities

How satisfied are you with the general coordination and information sharing?



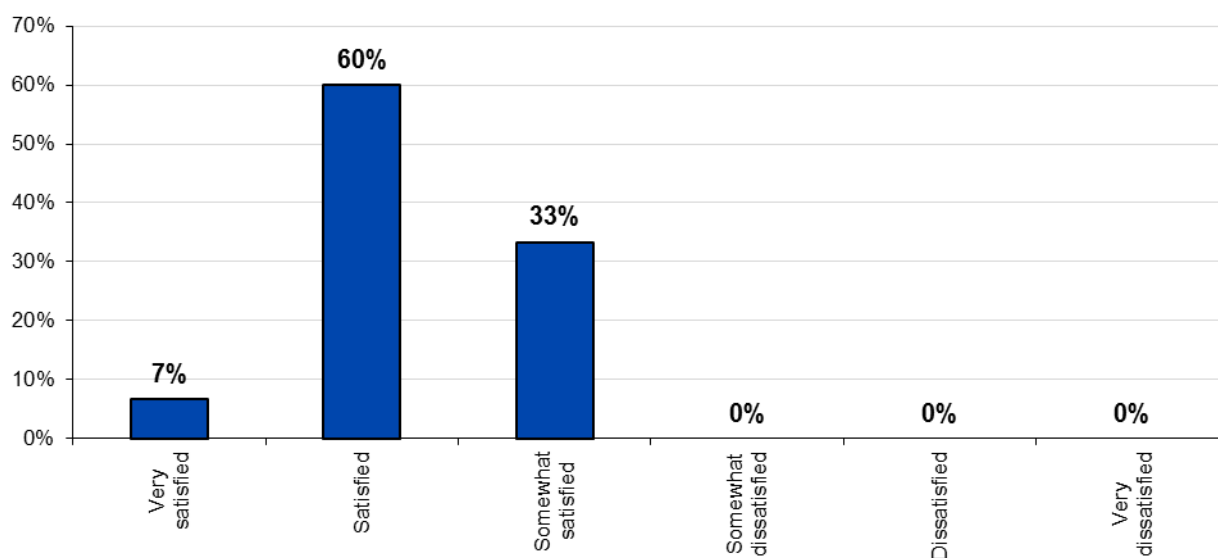
How satisfied are you with the Classification and Labelling Inventory?



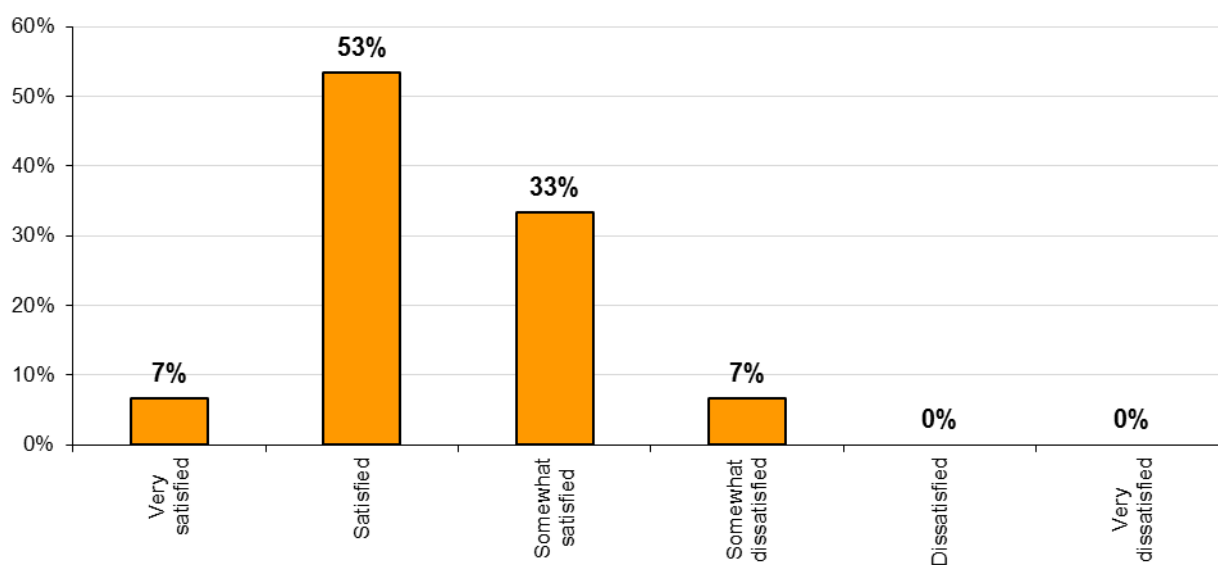
How satisfied are you with the guidance and advice?**Overall, how satisfied are you with support for classification and labelling?**

Questions asked to Directors at Member State competent authorities and European Commission representatives on dossier evaluation

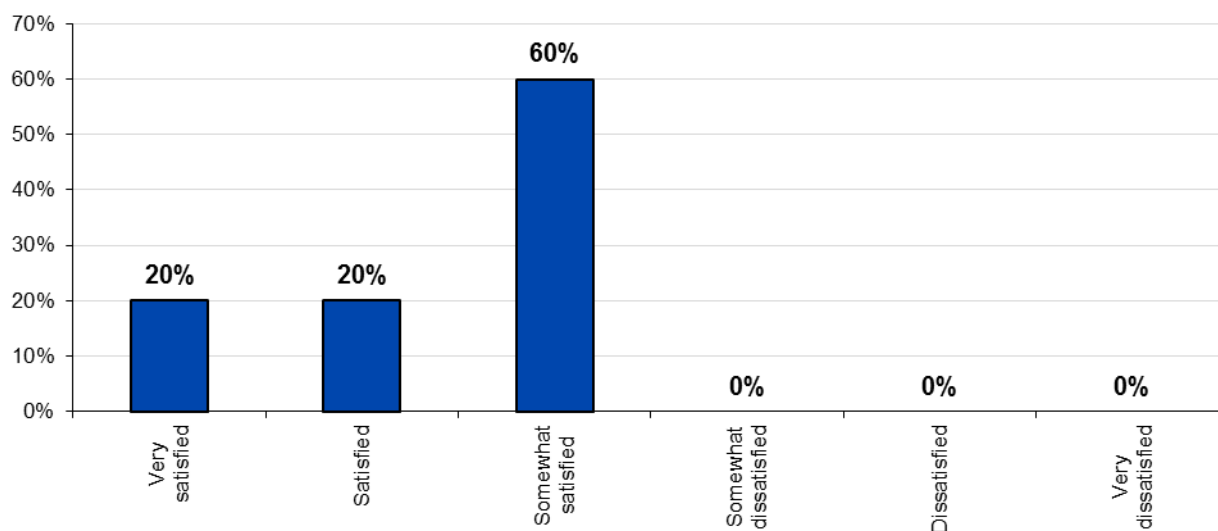
How satisfied are you with the general coordination and information sharing (including workshops)?



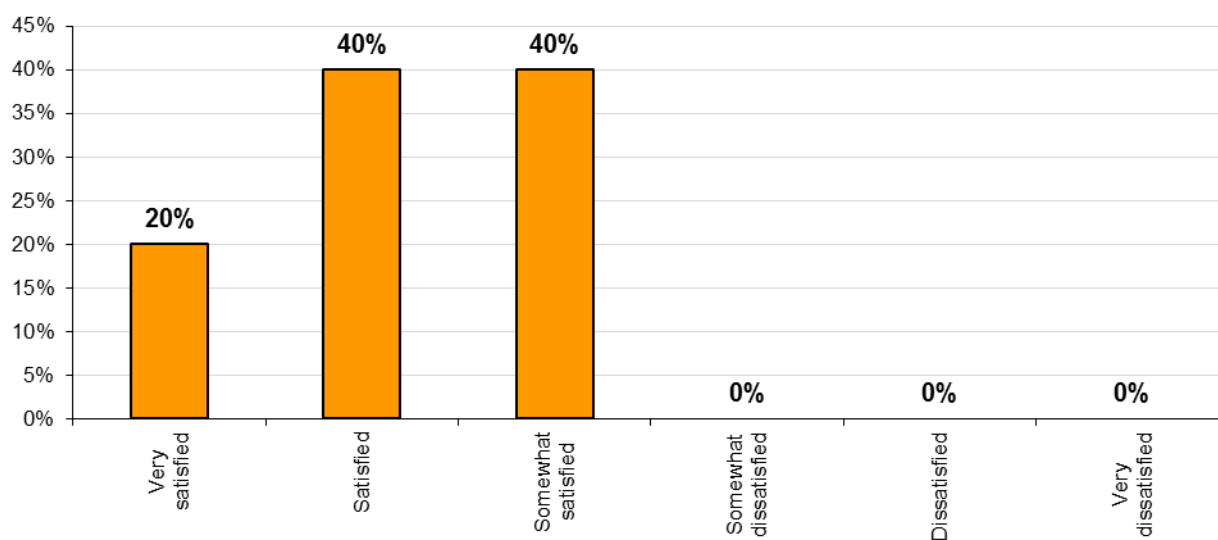
How satisfied are you with the draft decisions generated by the ECHA Secretariat?



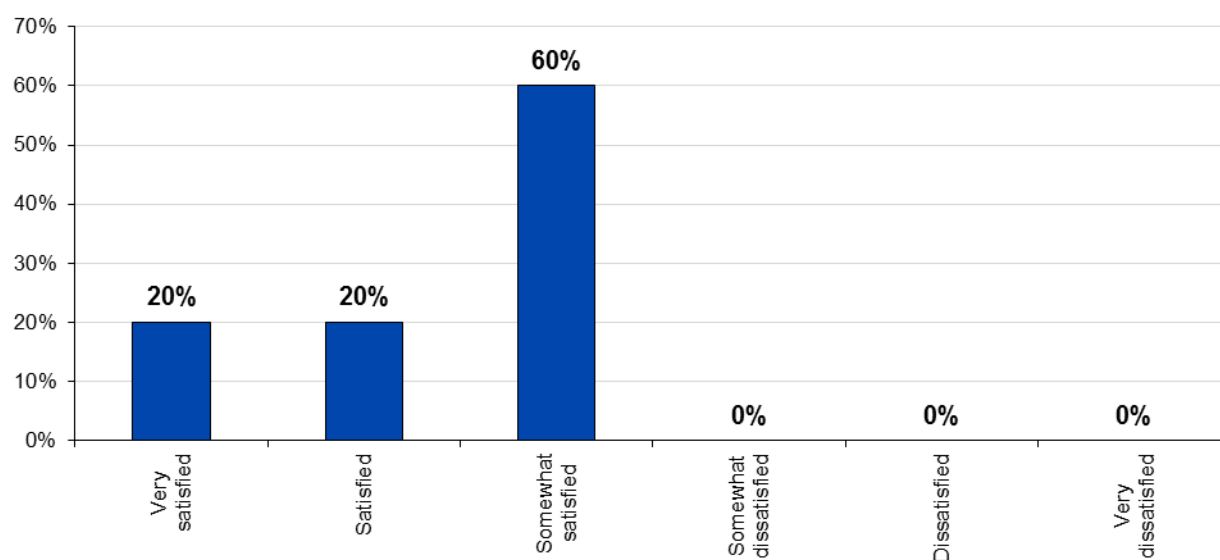
Overall, how satisfied are you with communication and interaction with MSCAs for implementation of targeted compliance check strategy?

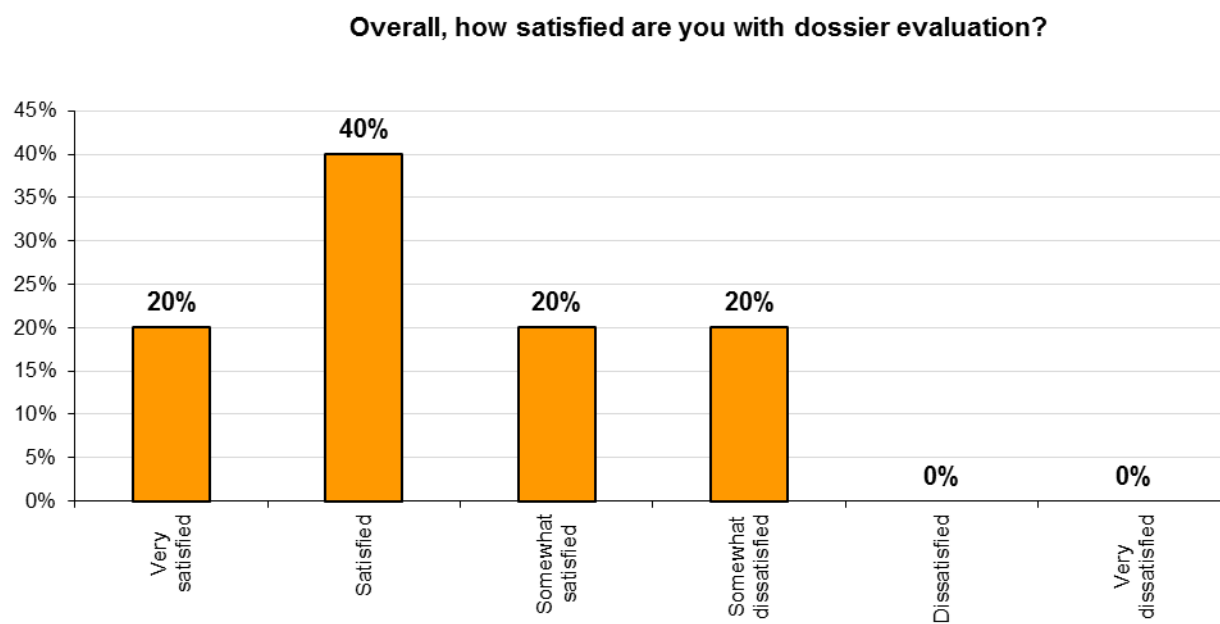


How satisfied are you with communication and interaction with MSCAs during the decision making process?



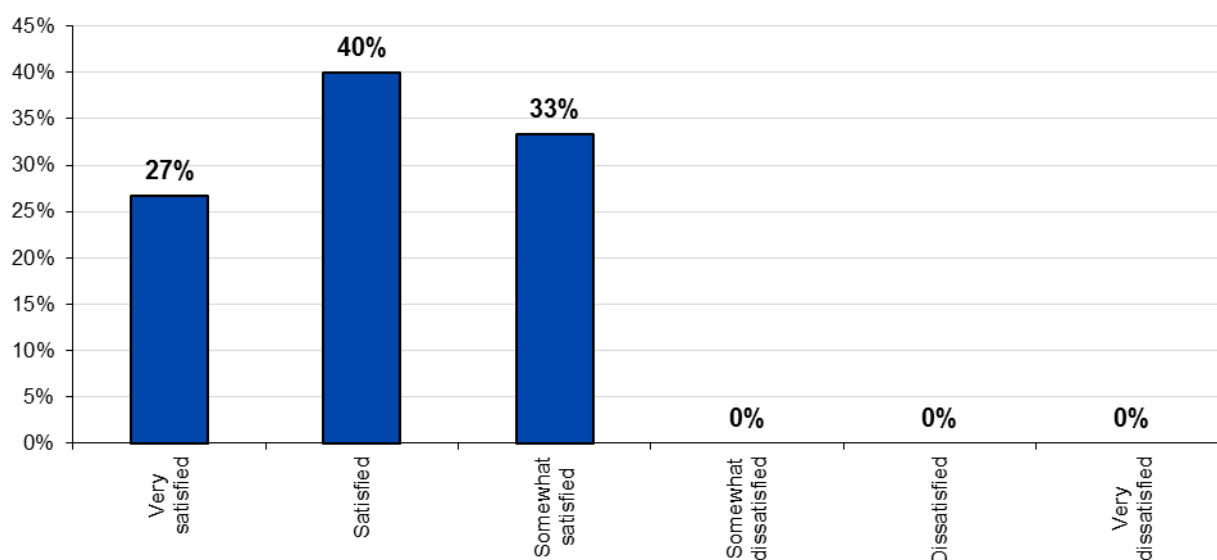
How satisfied are you with the processing of the amended draft decisions by the ECHA Secretariat and the Member State Committee?



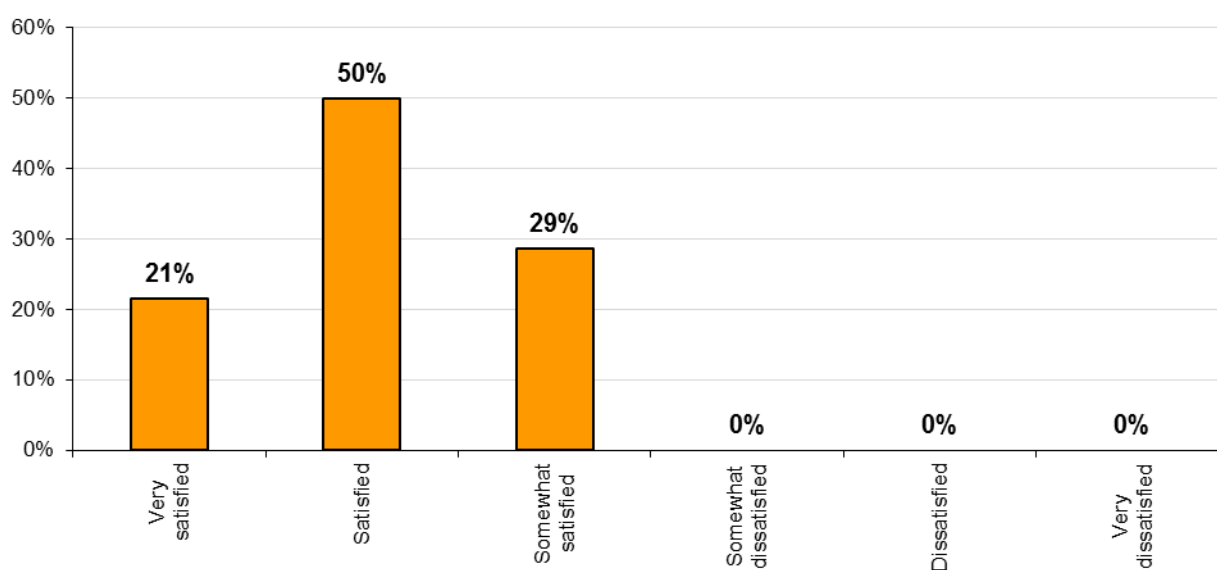


Questions asked to Directors at Member State competent authorities and European Commission representatives on substance evaluation

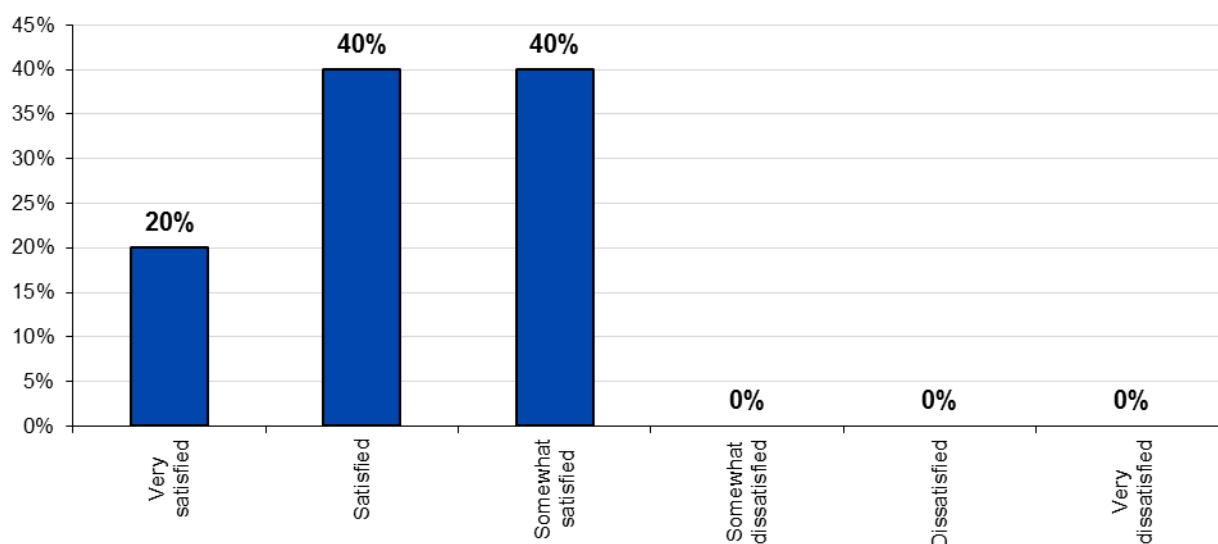
How satisfied are you with the general coordination and information sharing (including workshops)?



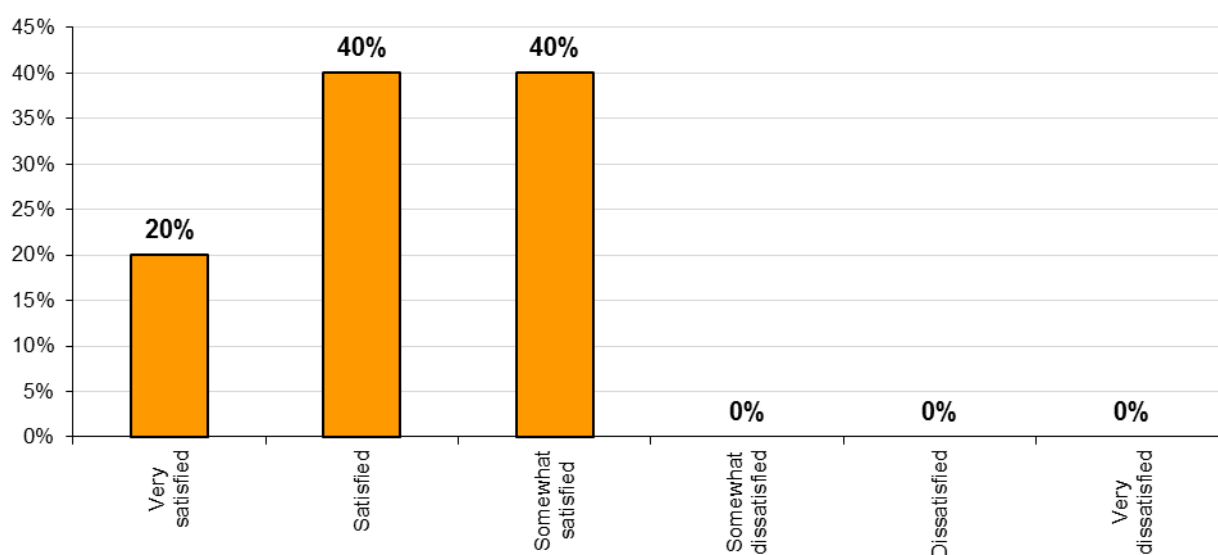
How satisfied are you with the adoption of the first Community rolling action plan (CoRAP) 2012–14?



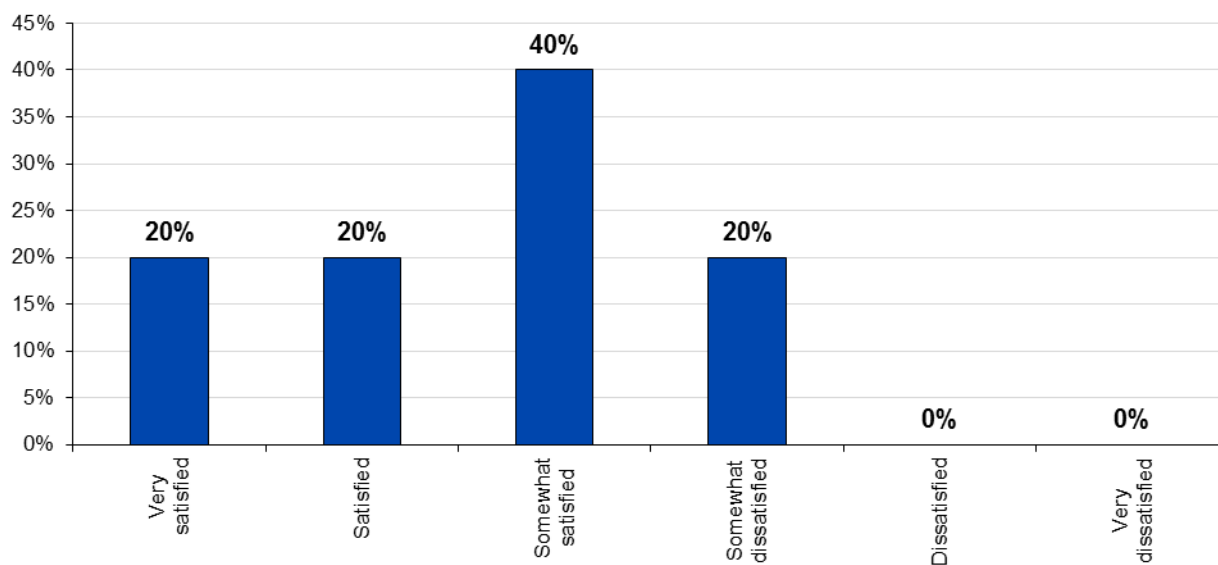
How satisfied are you with the selection and manual screening of candidate substances for the CoRAP update 2013–2015



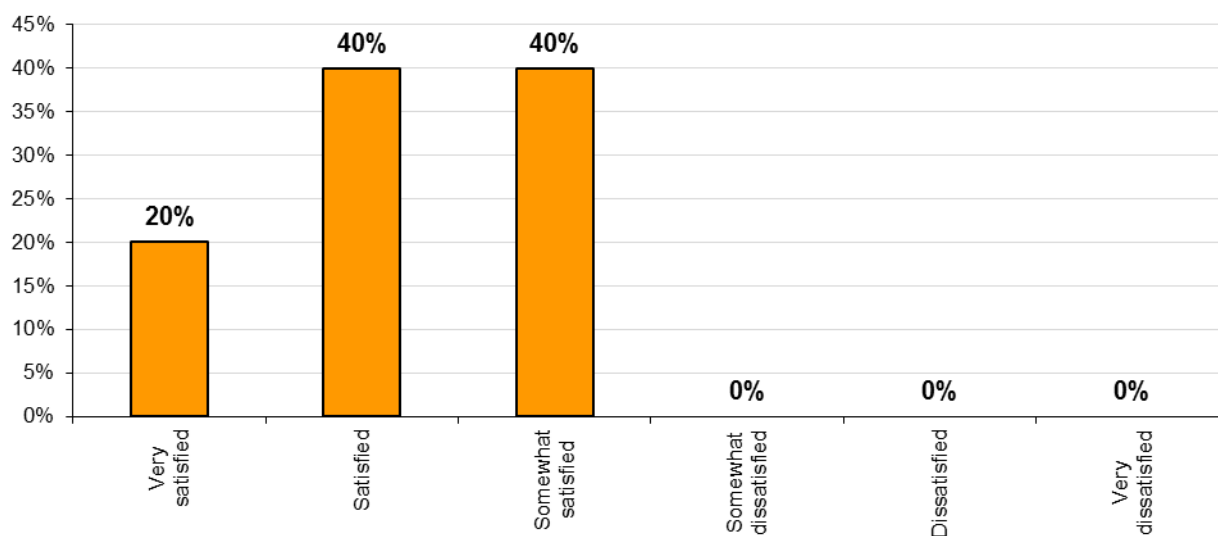
How satisfied are you with the allocation of substances to Member States and solution of overlaps of interest in the draft CoRAP update 2013-2015?



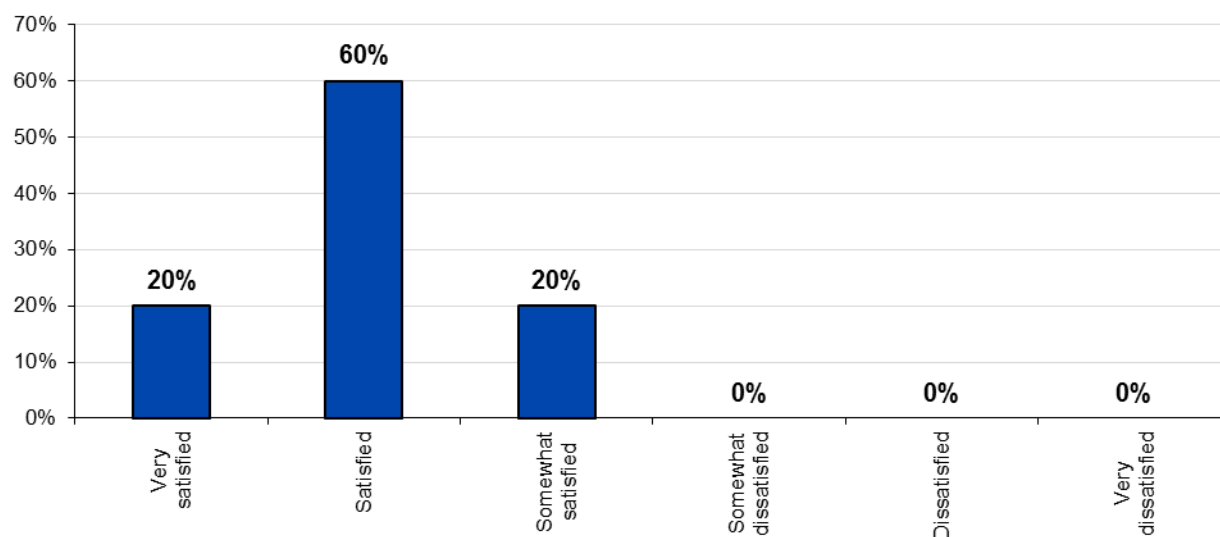
How satisfied are you with the set up of the substance evaluation process (including procedures and templates)?



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

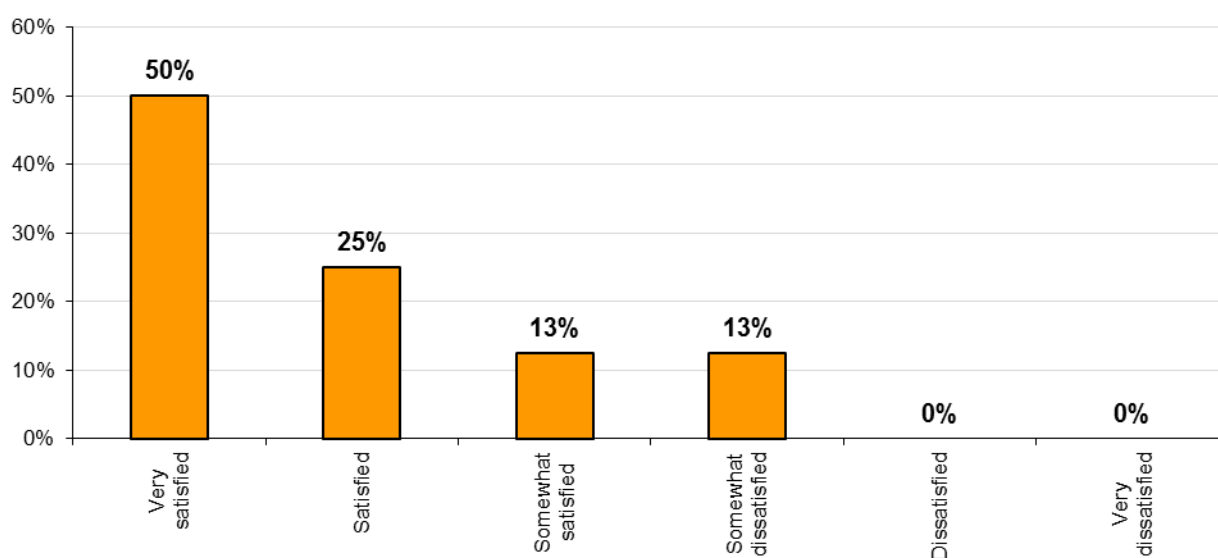


Overall, how satisfied are you with support for substance evaluation?

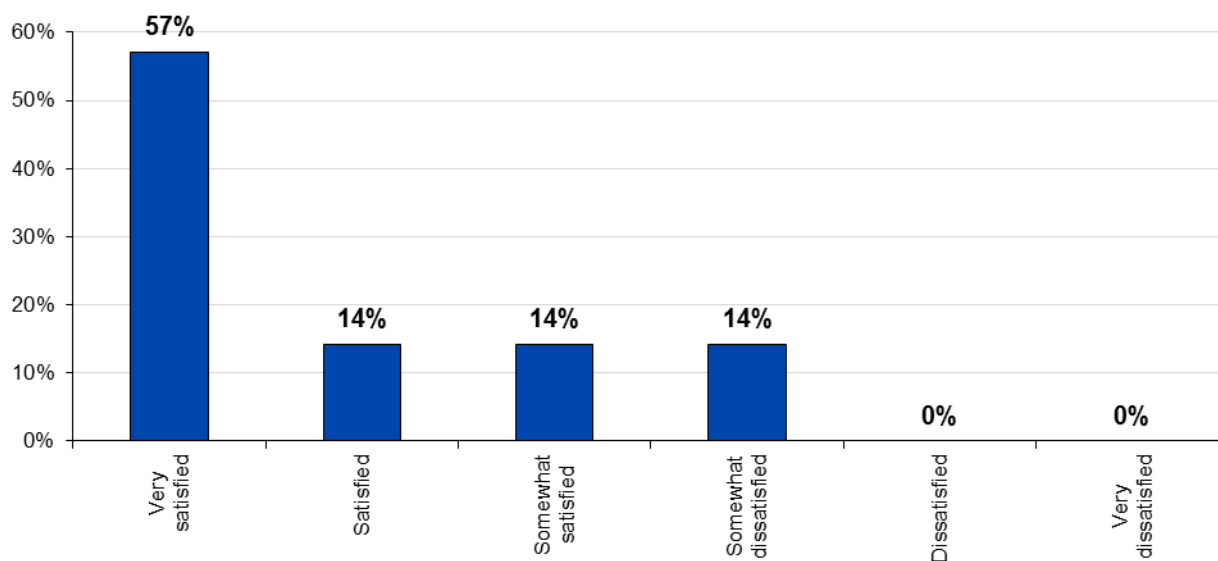


Questions asked to Directors at Member State competent authorities on Committees and the Forum

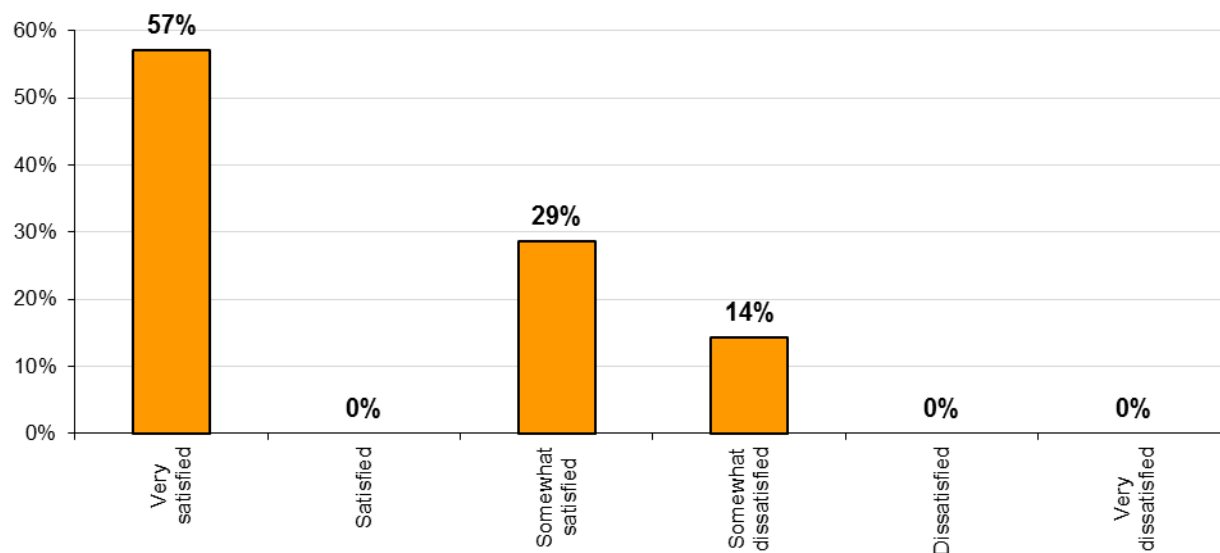
How satisfied are you with the level of transparency of the publication and outcomes of Committee meetings?



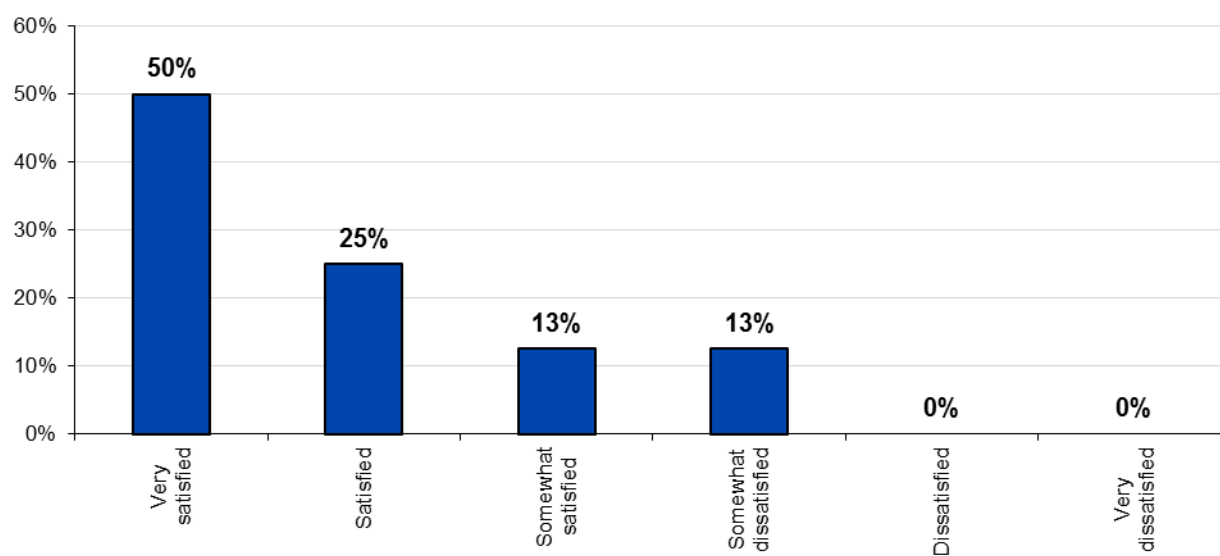
How satisfied are you with level of transparency of the publication and outcomes of Forum meetings?



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



How satisfied are you with the cooperation with ECHA?

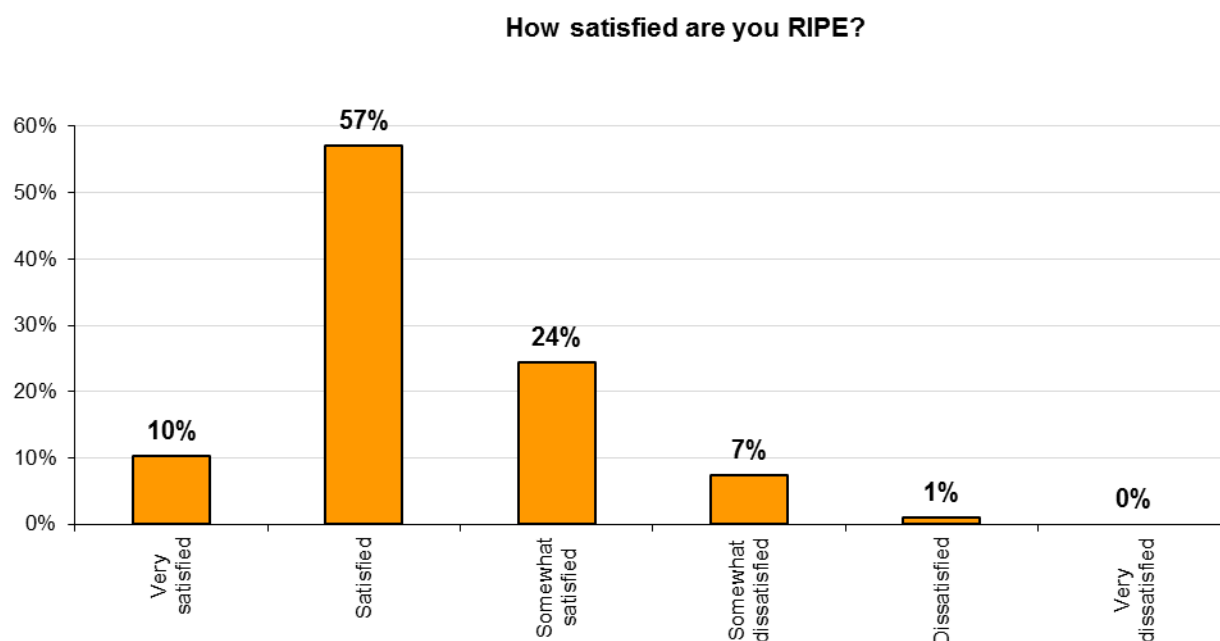


REACH Information Portal for Enforcement (RIPE)

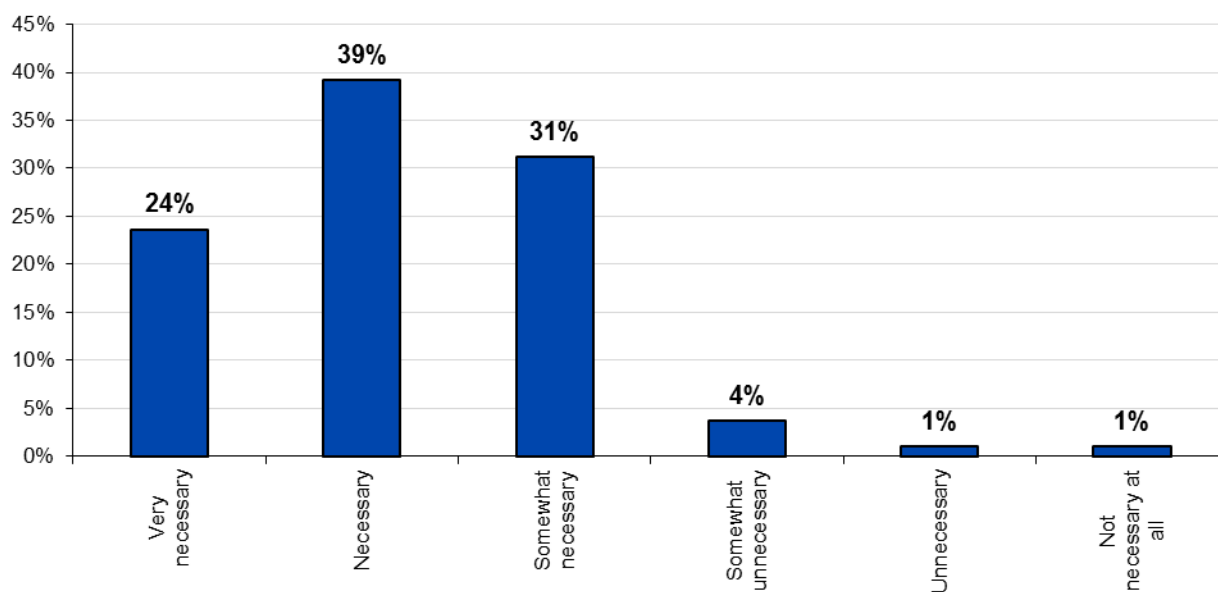
RIPE is a web-based application intended to give the enforcement authorities in the EU Member States,

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 was made available to the Member States on 27 June 2011.

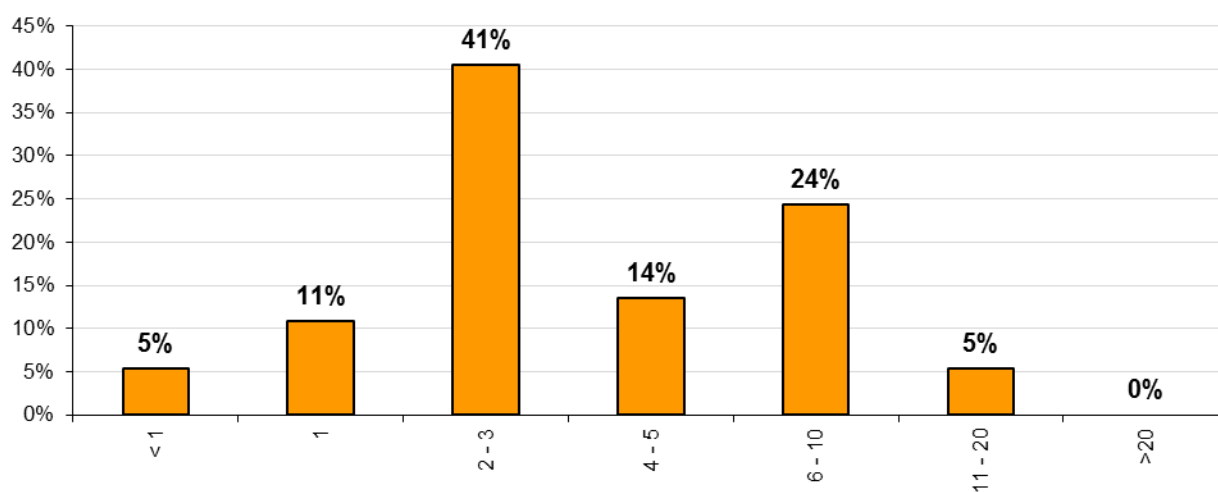
Questions asked to RIPE users and SPOCs



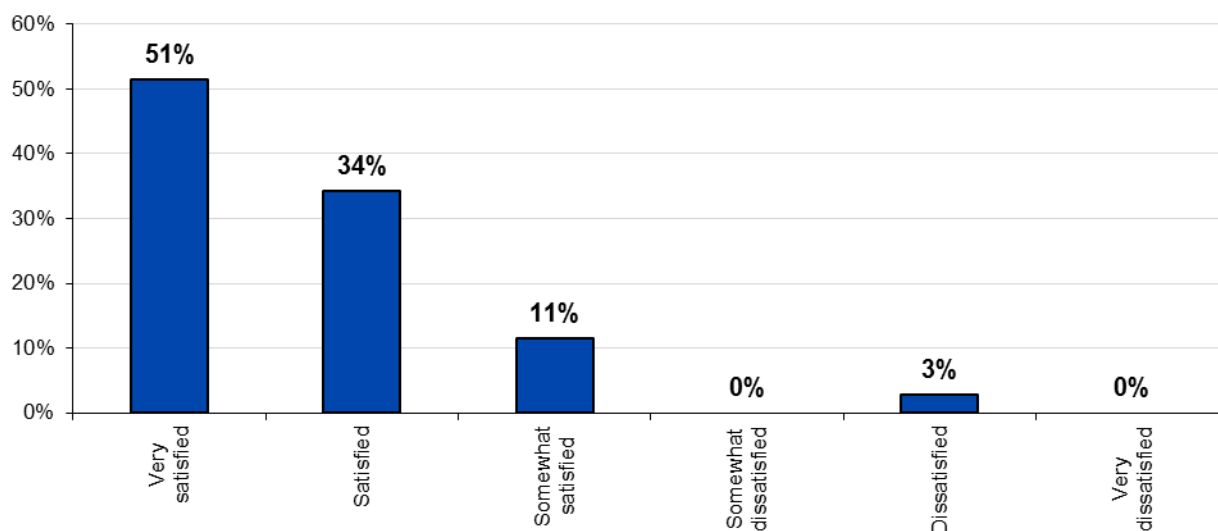
How necessary is RIPE to your daily REACH and CLP enforcement activities?



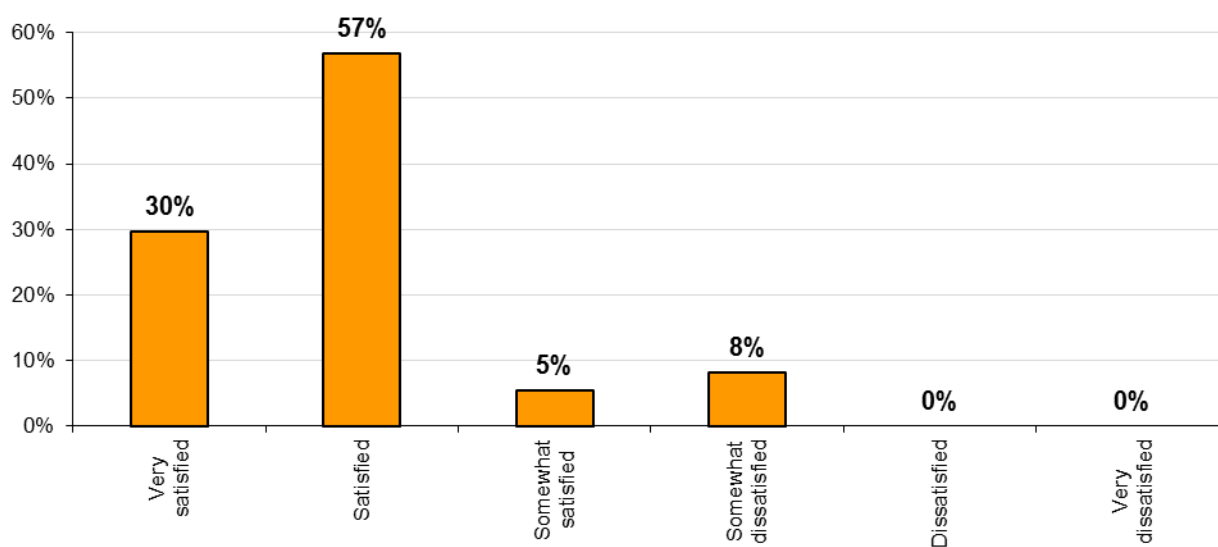
How many times do you think Inspectors will visit RIPE per month?



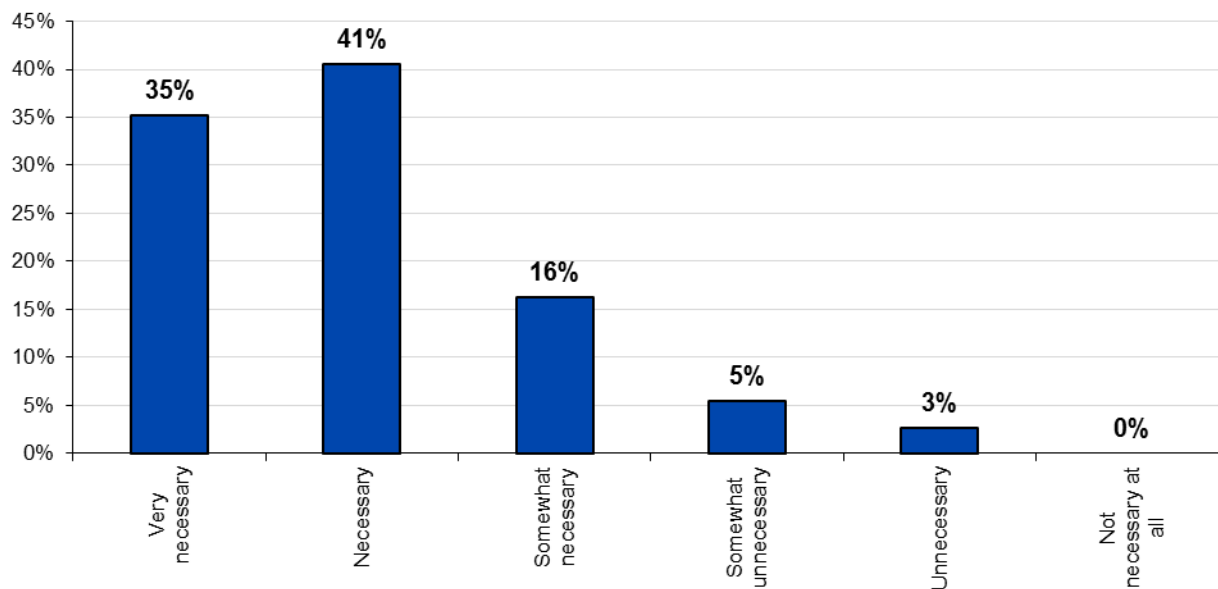
How satisfied are you with the support ECHA gives for RIPE administrators/single points of contact (SPOCs)?



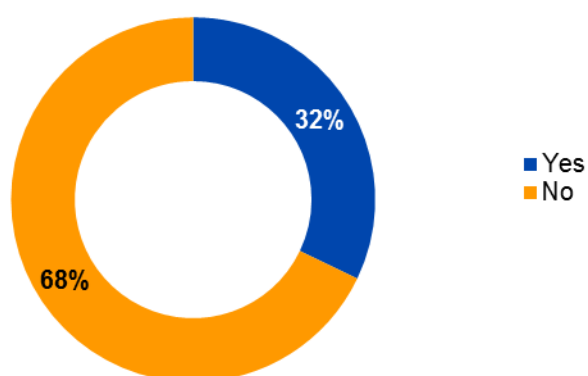
How satisfied are you with ECHA's RIPE manual? (SPOCs)

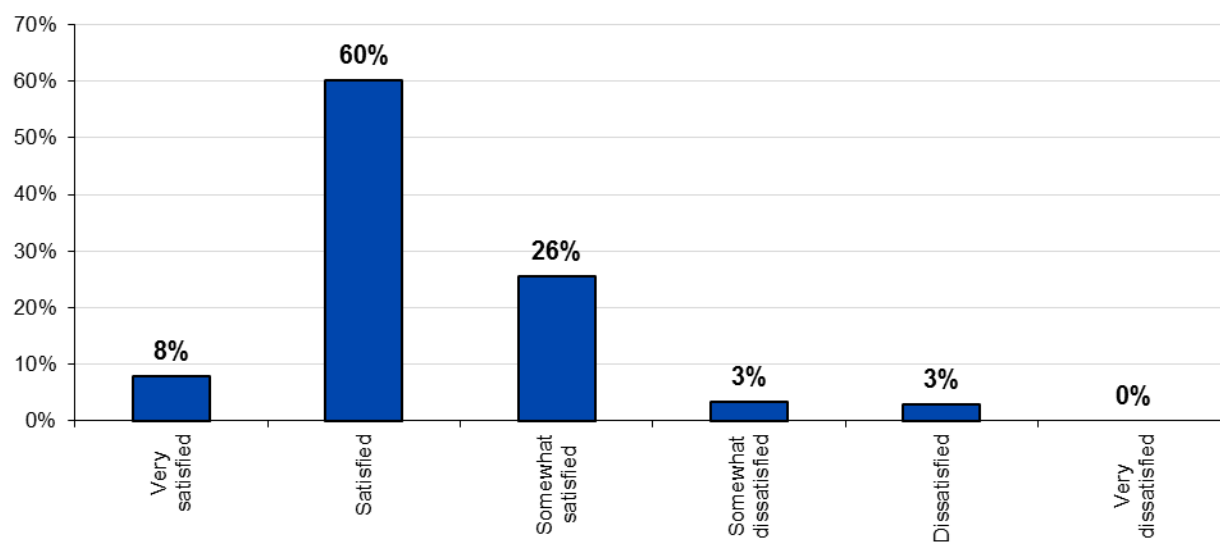
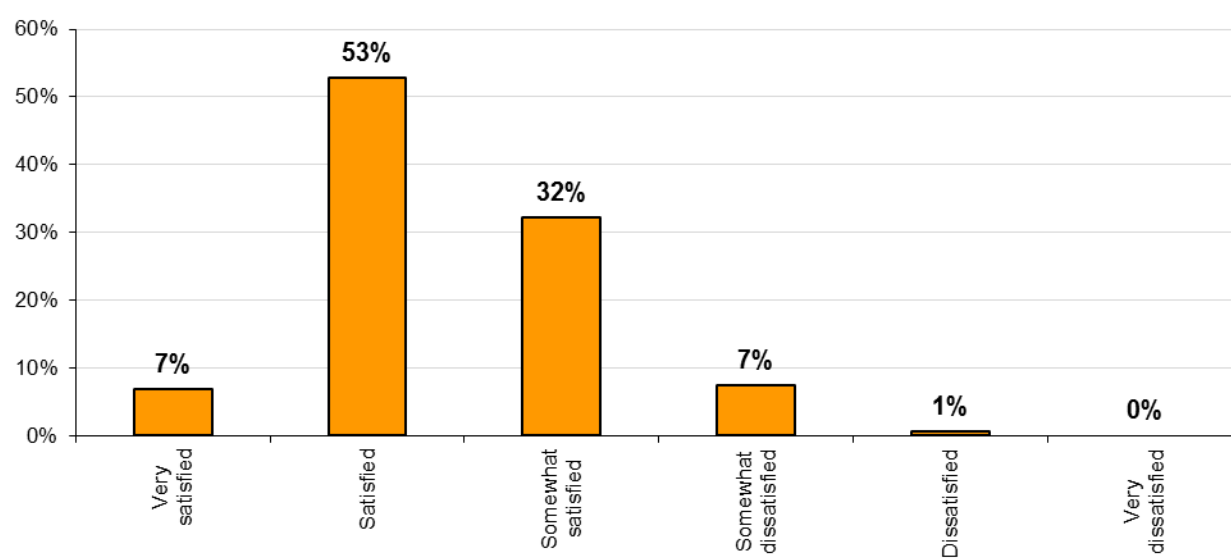


Do you think that training for RIPE administrators and single points of contact (SPOCs) is necessary?

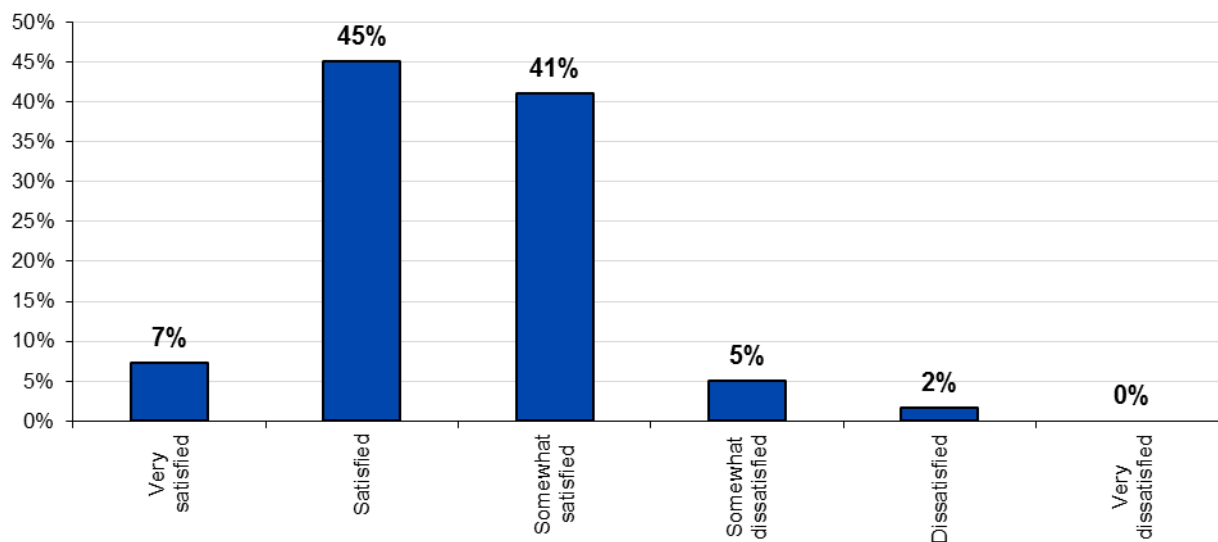


Based on your experience, is there something in RIPE that should be changed for you to visit more frequently?

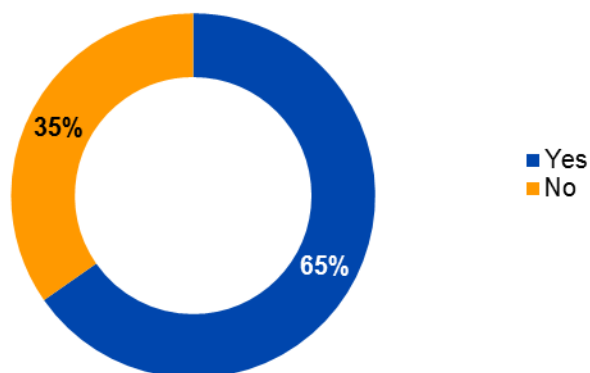


How satisfied are you with ECHA's RIPE manual? (Users)**How satisfied are you with the search functionality in RIPE?**

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

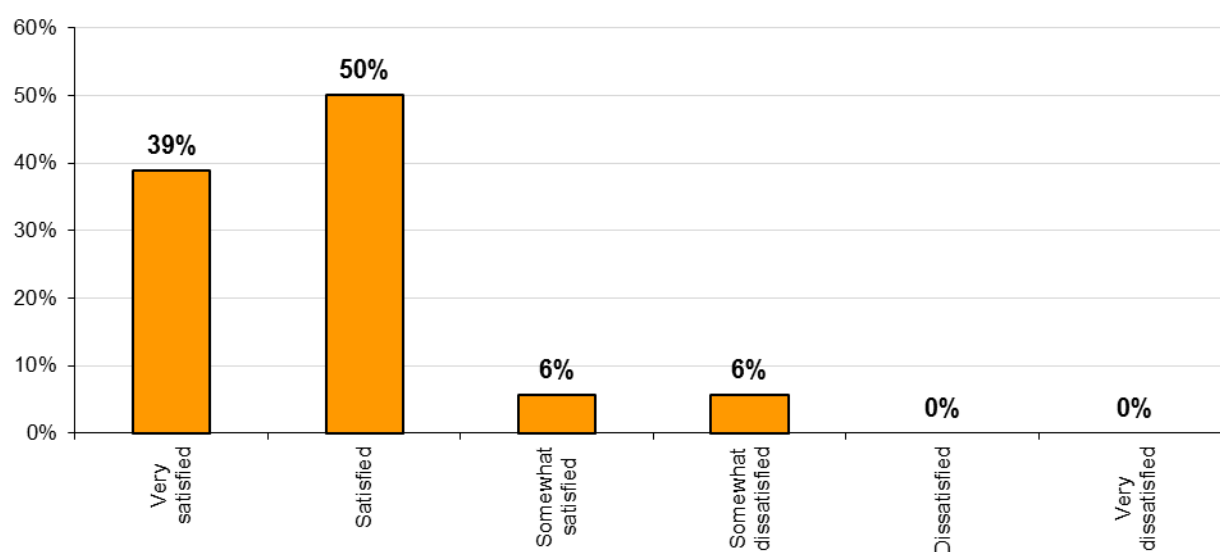


If RIPE were available in your national language, would you use it more frequently?

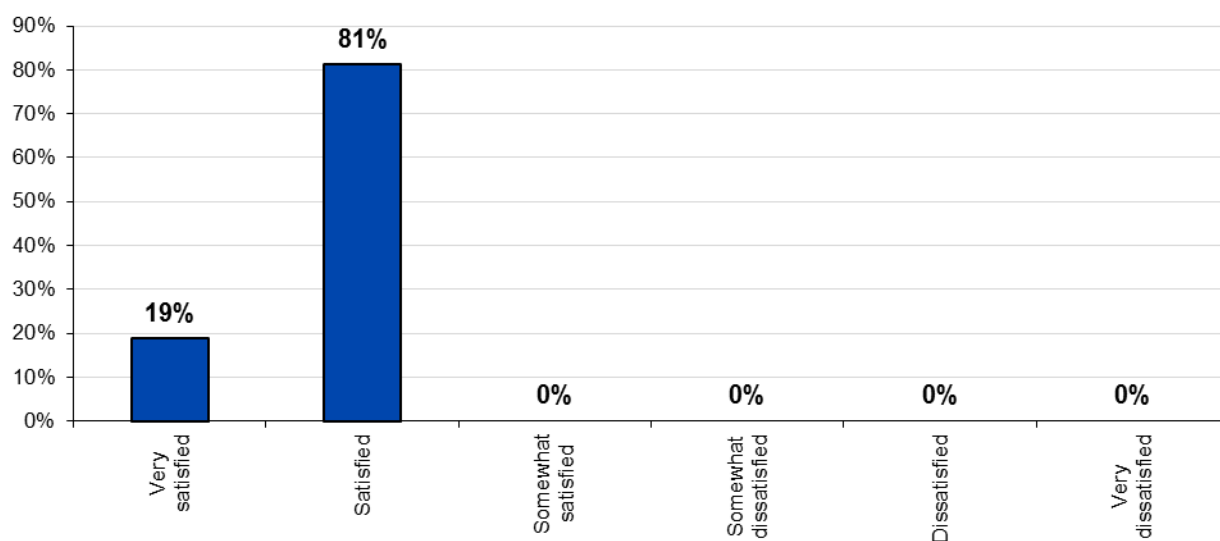


Questions on biocides asked to members of the Biocidal Products Committee and representatives of the European Commission

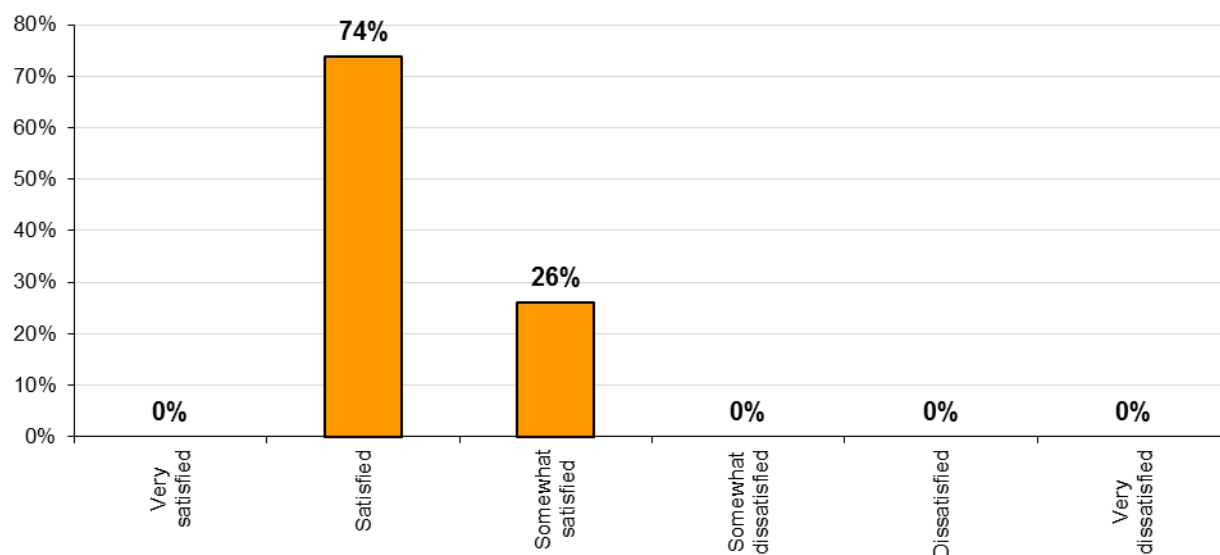
How satisfied are you with the organisation and administrative support provided by ECHA for the BPC meetings?



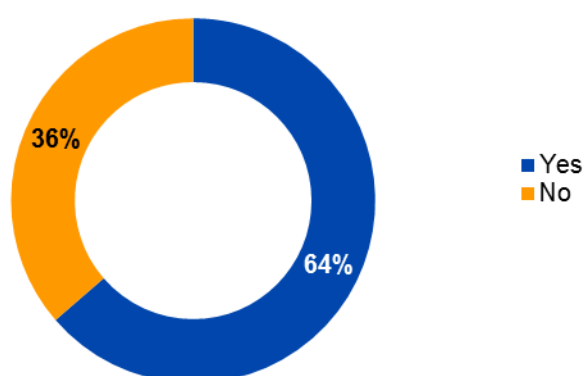
How satisfied are you with the issues addressed by ECHA in the BPC during the preparatory phase?

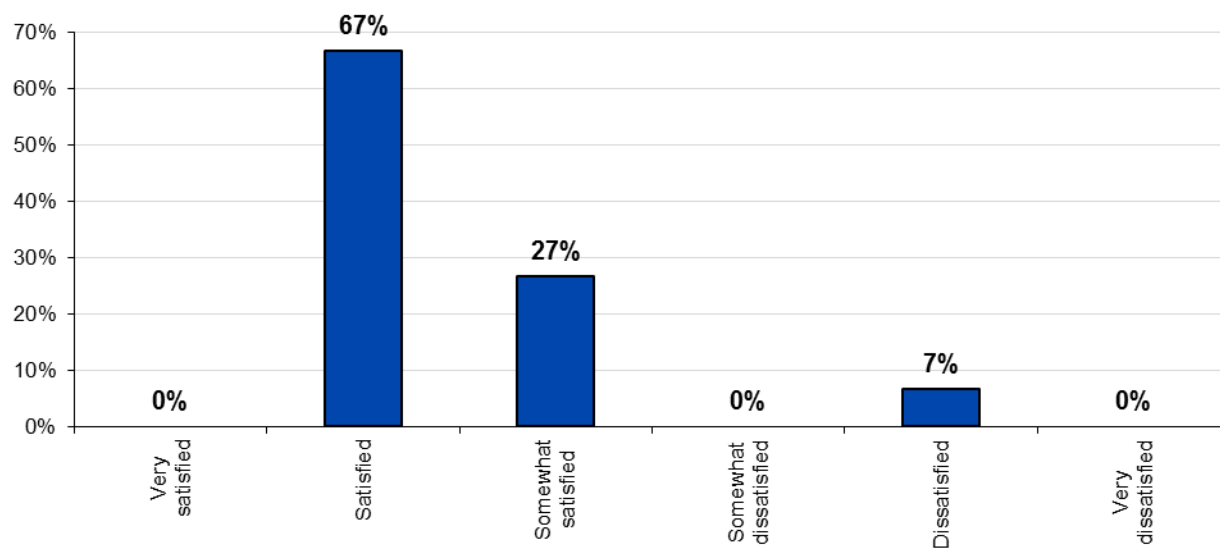
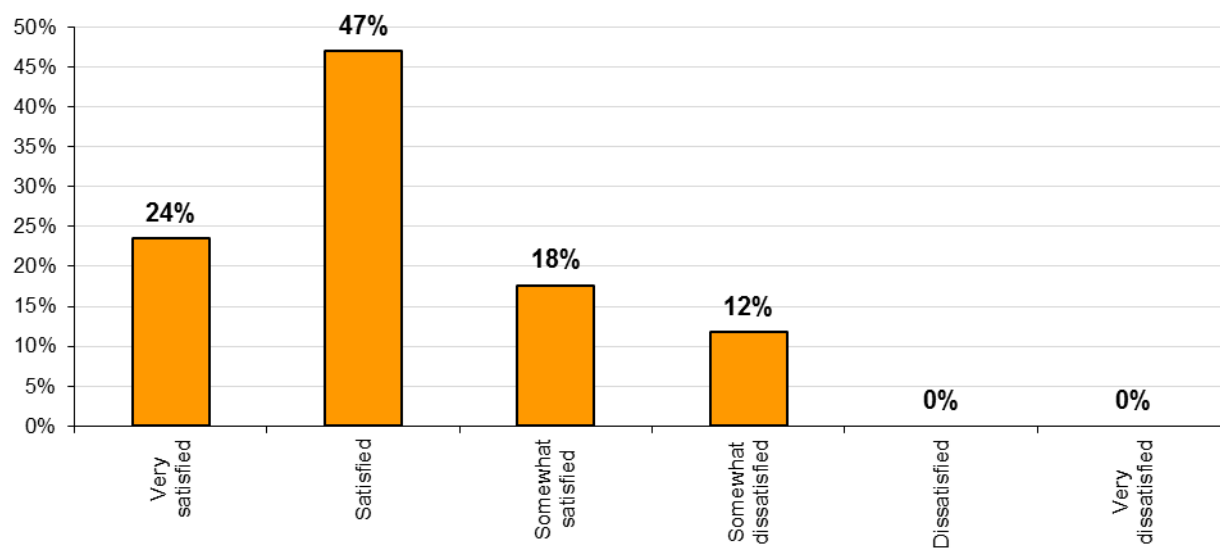


How satisfied are you with the support given by ECHA on general coordination and information sharing of biocides processes during the preparatory phase?

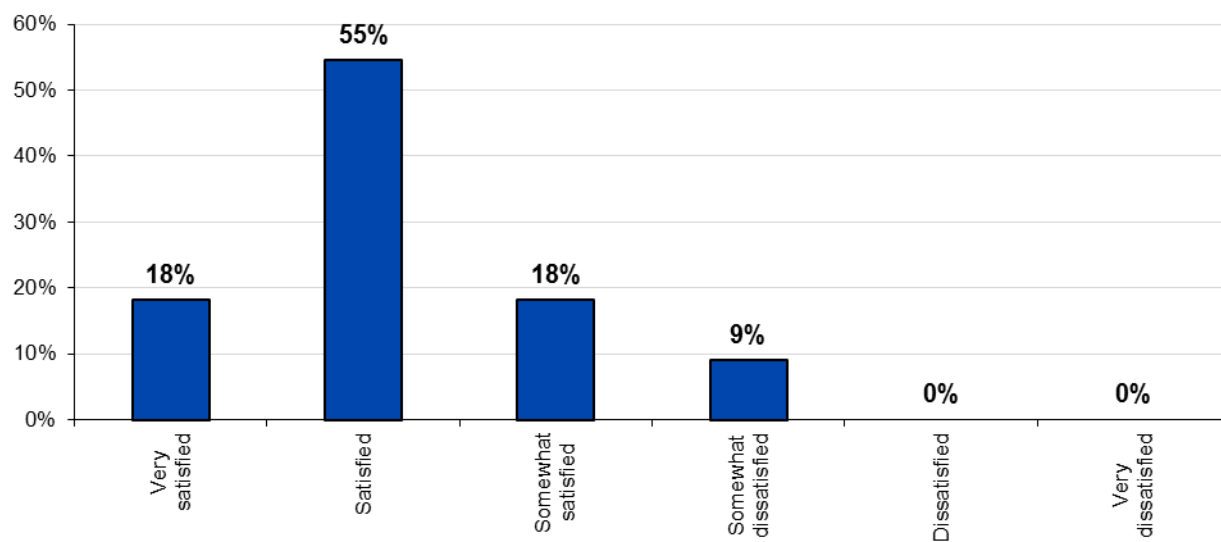


Would you like ECHA to provide further scientific, technical and administrative support or guidance?



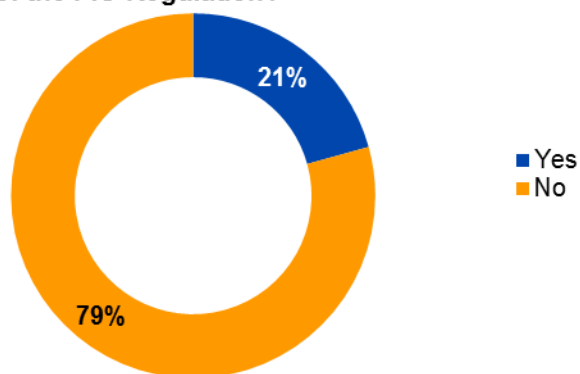
How satisfied are you with the functionalities of R4BP 3?**How satisfied are you with the support provided by ECHA in getting ready to use R4BP 3 (security requirements, configuration, etc.)?**

How satisfied are you with the documents and training supporting the use of R4BP 3 and IUCLID 5.5?

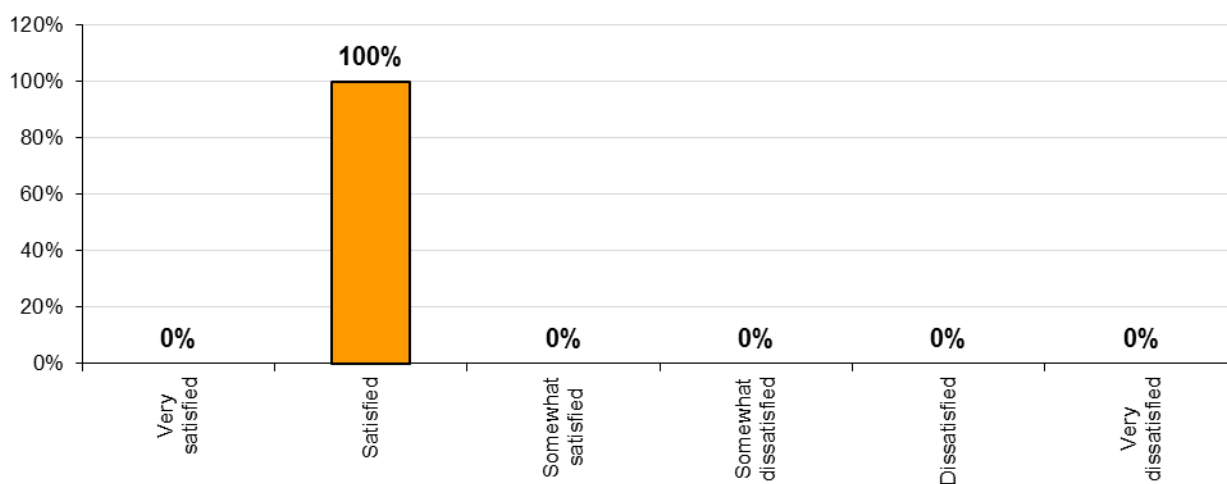


Questions on PIC asked to Member States designated national authorities and European Commission representatives

Have you been involved in ECHA's preparatory activities related to the implementation of the PIC Regulation?

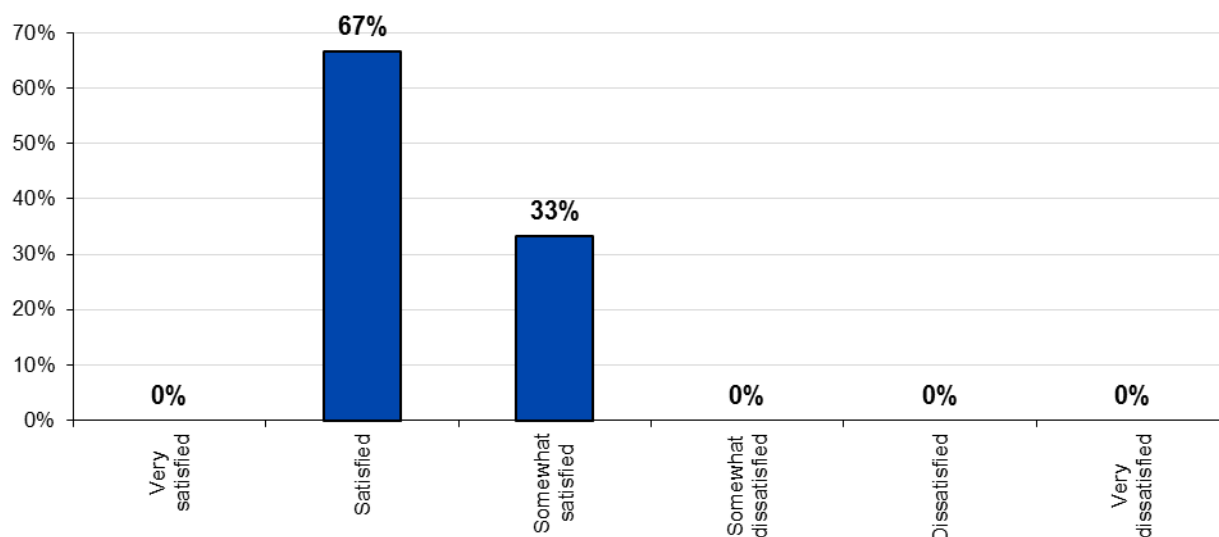


How satisfied were you with the progress of ECHA's preparatory activities for the PIC Regulation?

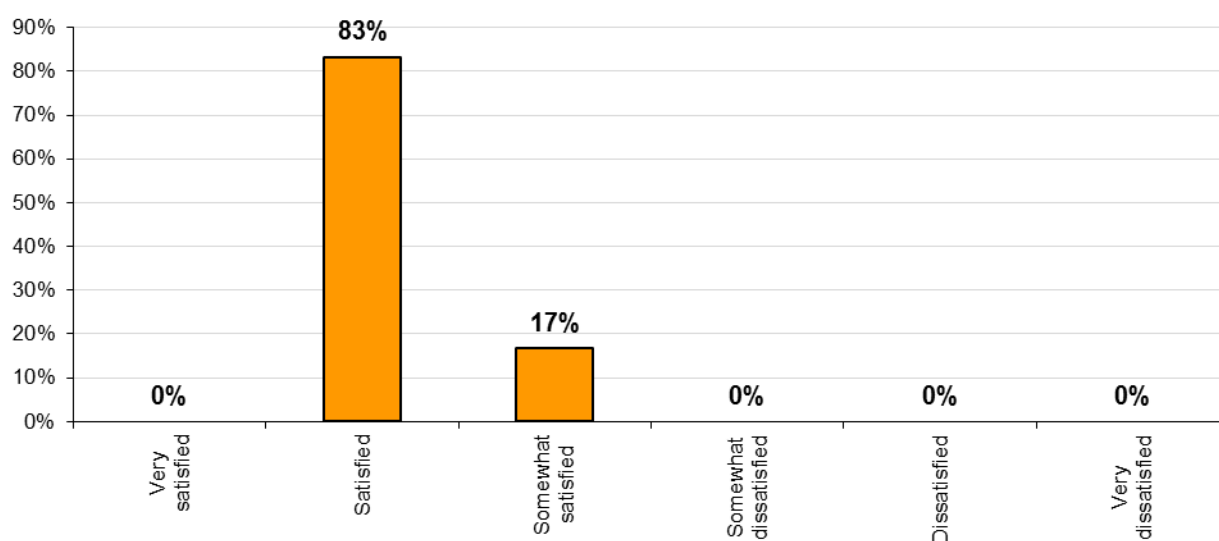


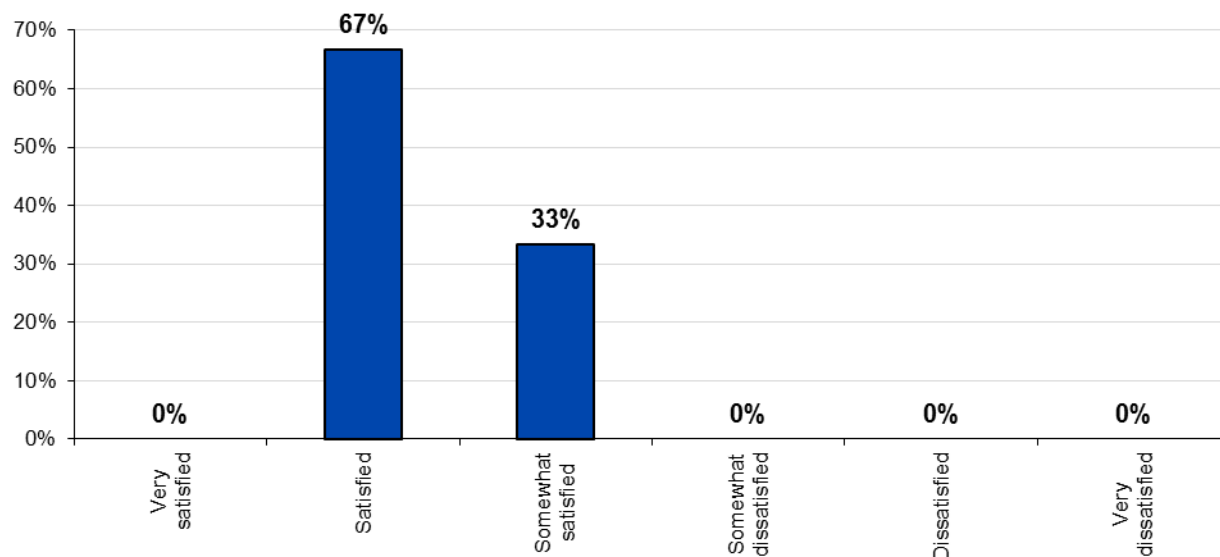
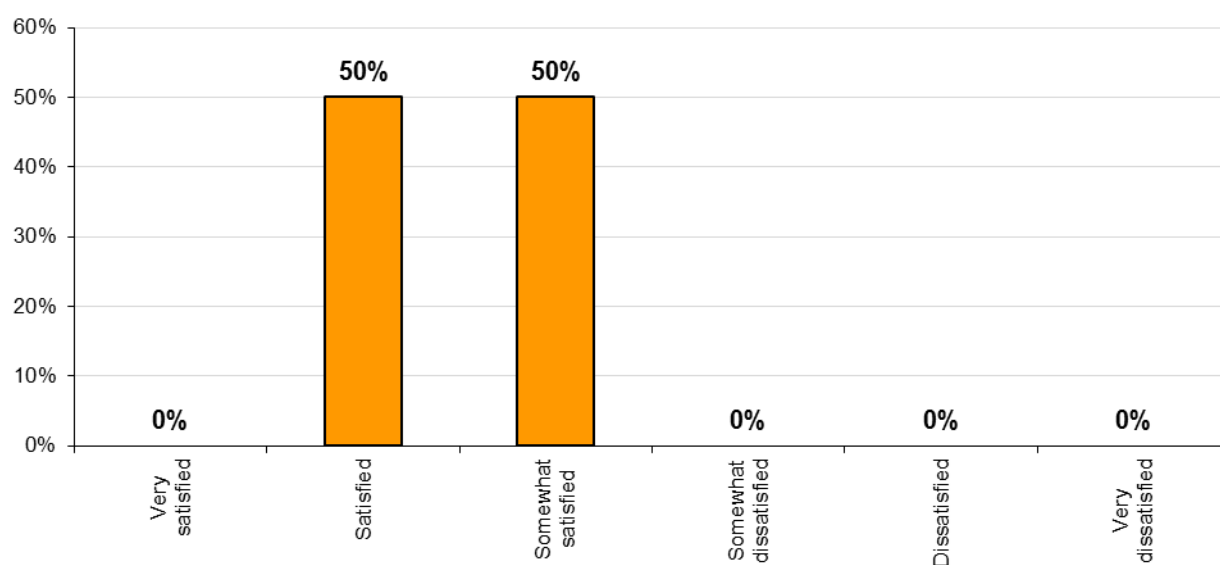
Questions on international activities asked to European Commission representatives and to representatives of TAIEX and IPA.

How satisfied are you with ECHA's contributions to the OECD?

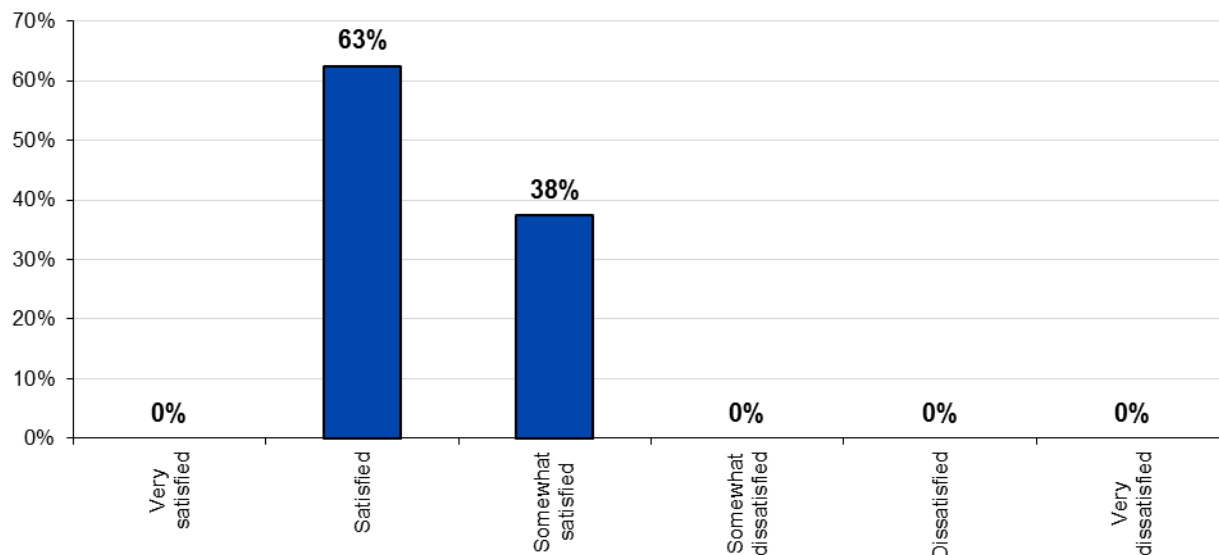


How satisfied are you with ECHA's contributions to the UN GHS? ?

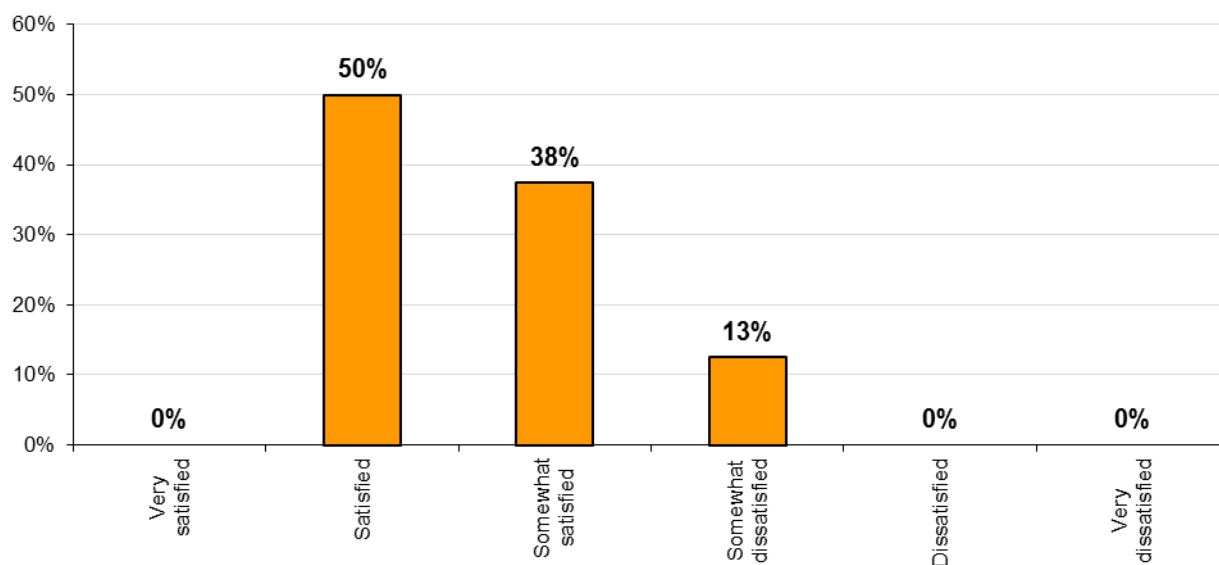


How satisfied are you with ECHA's contributions to the UN Conventions?**How satisfied are you with ECHA's contributions to SAICM and other?**

How satisfied are you with ECHA's contributions to bilateral work with third countries?

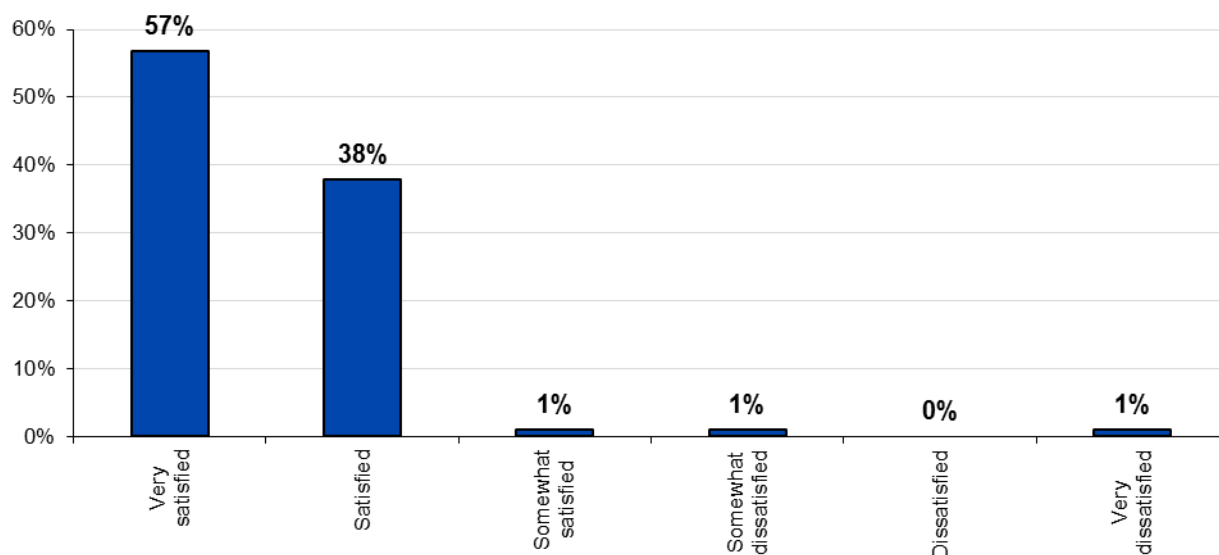


How satisfied are you with ECHA's contributions to peer agency cooperation?

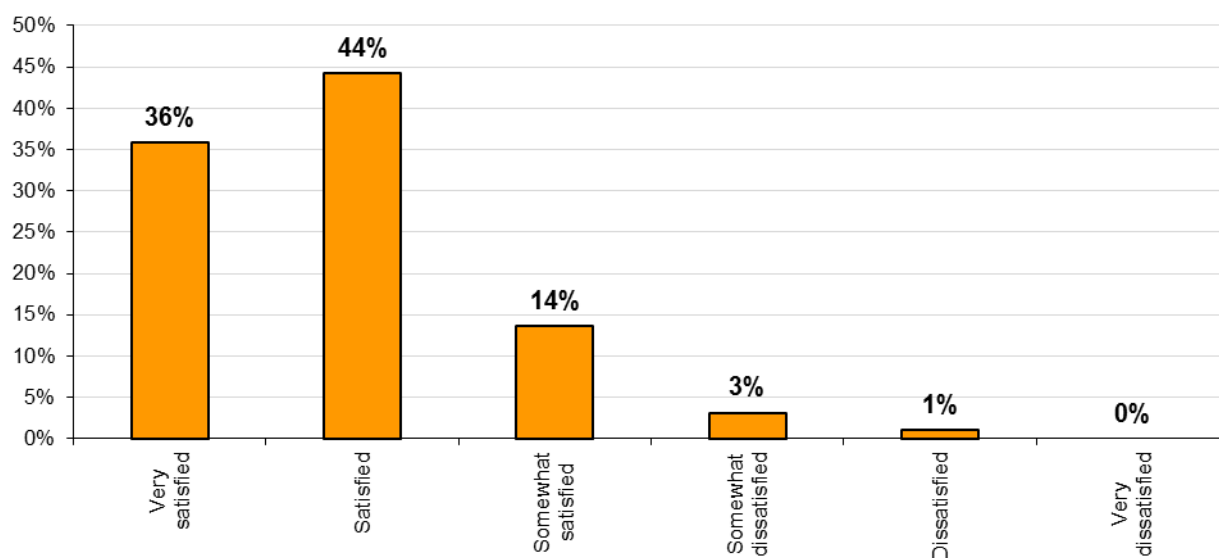


Questions asked to the members of ECHA Committees, Forum and other stakeholders who regularly visit ECHA premises and the services provided by ECHA Conference Operators, and Conference and Audiovisual team

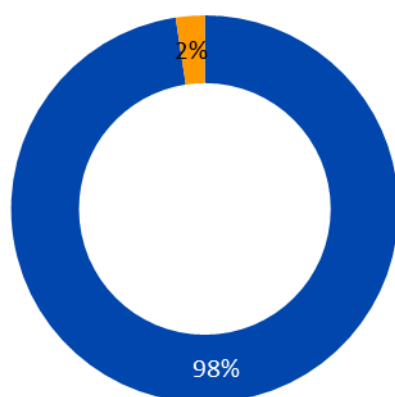
How satisfied are you with the services of the Conference Operators?



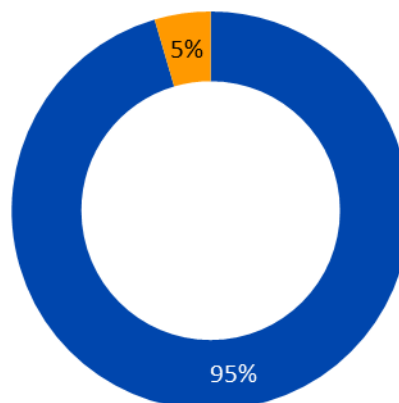
How satisfied are you with the services of the Conference and Audiovisual team?



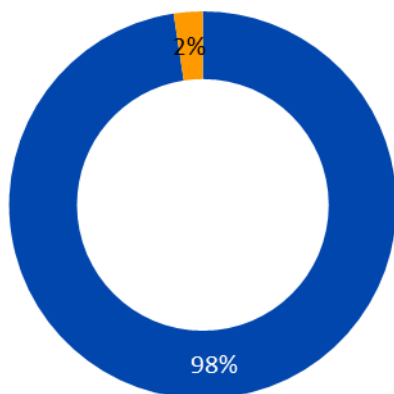
Questions asked to ECHA's bodies and networks about this survey in general

Were the questions clear?

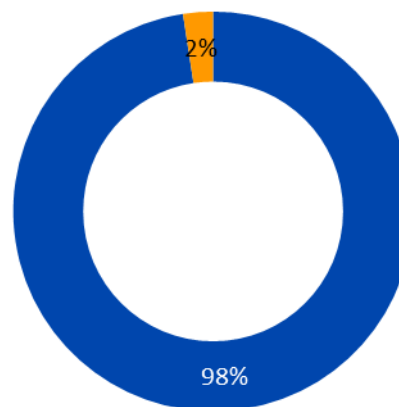
■ Yes
■ No

Were the questions easy to understand?

■ Yes
■ No

Was the visual appearance clear?

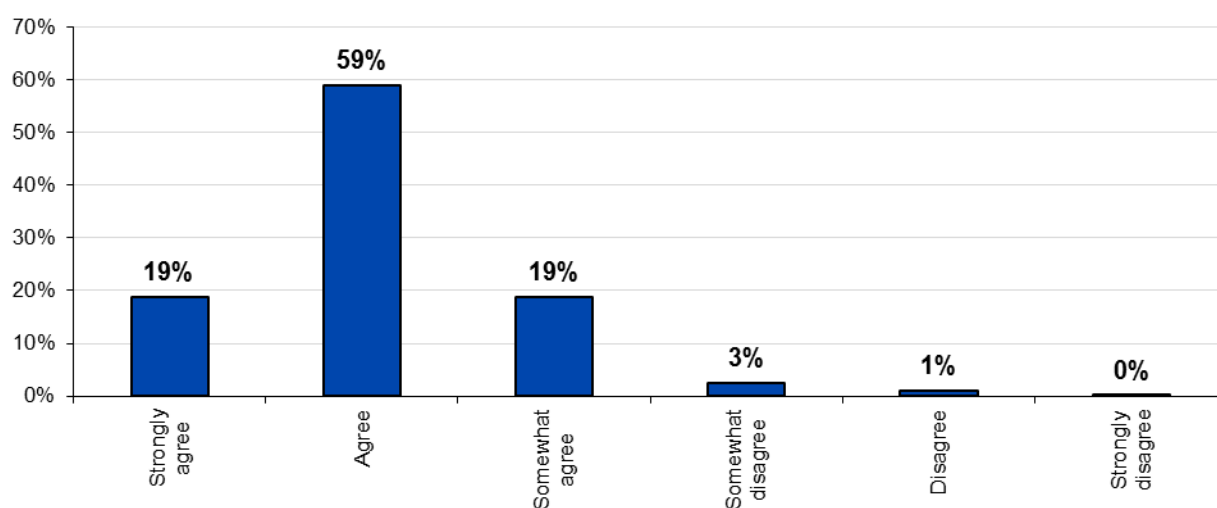
■ Yes
■ No

Was the survey a reasonable length?

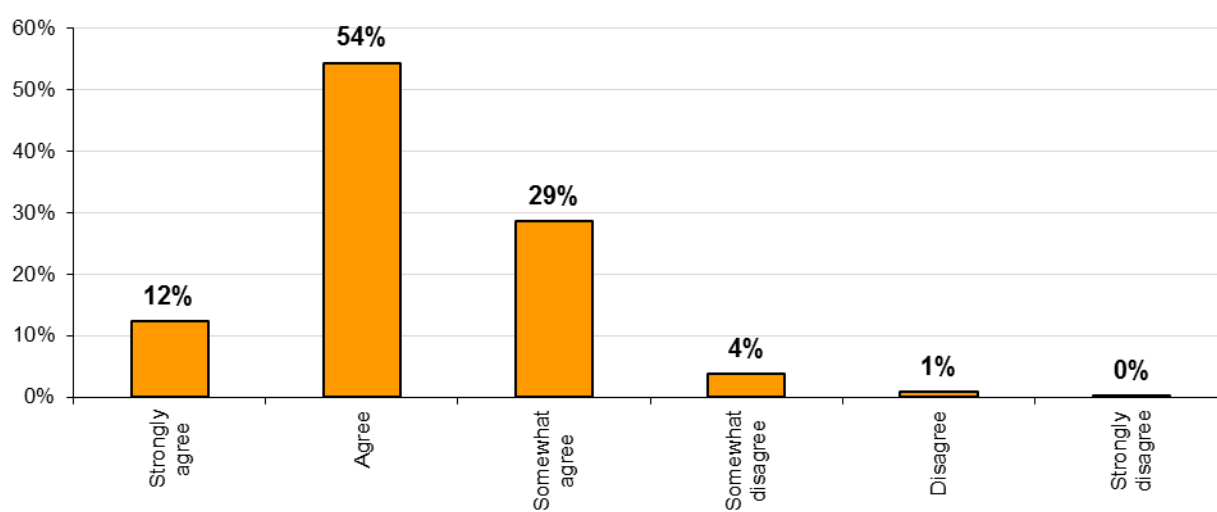
■ Yes
■ No

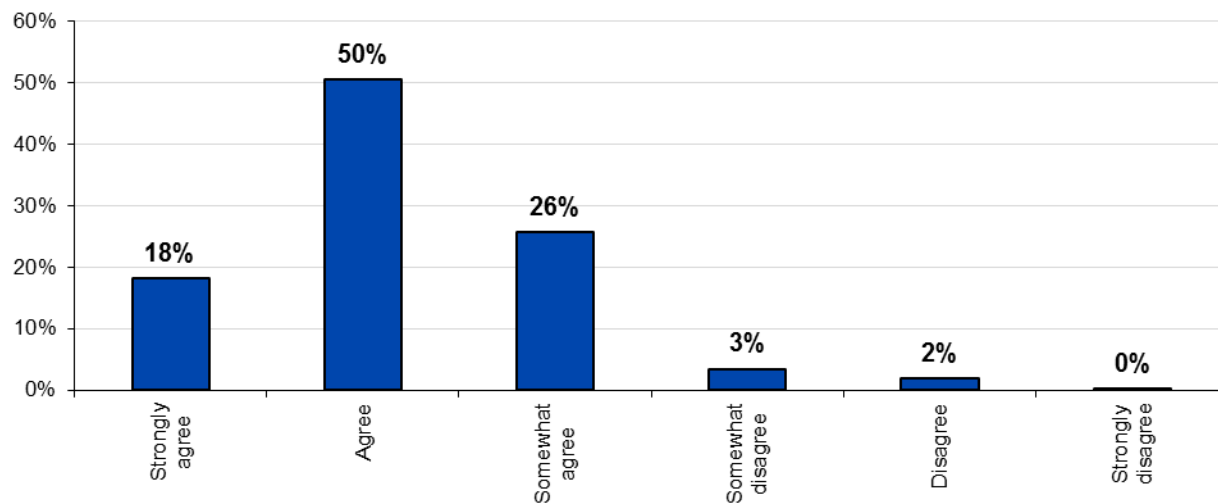
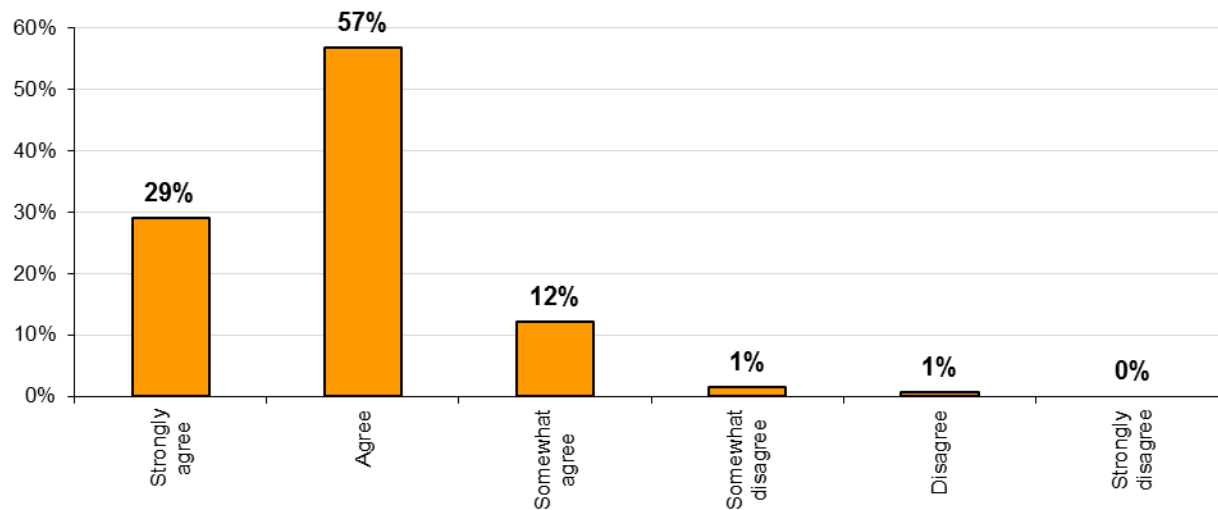
Questions asked to ECHA's news readership regarding the ECHA e-News

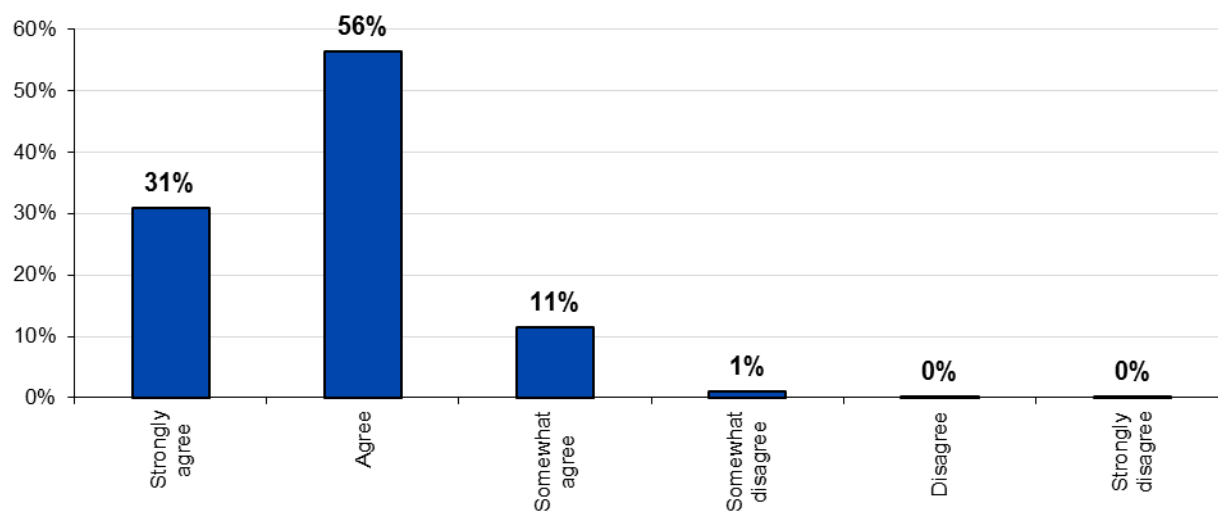
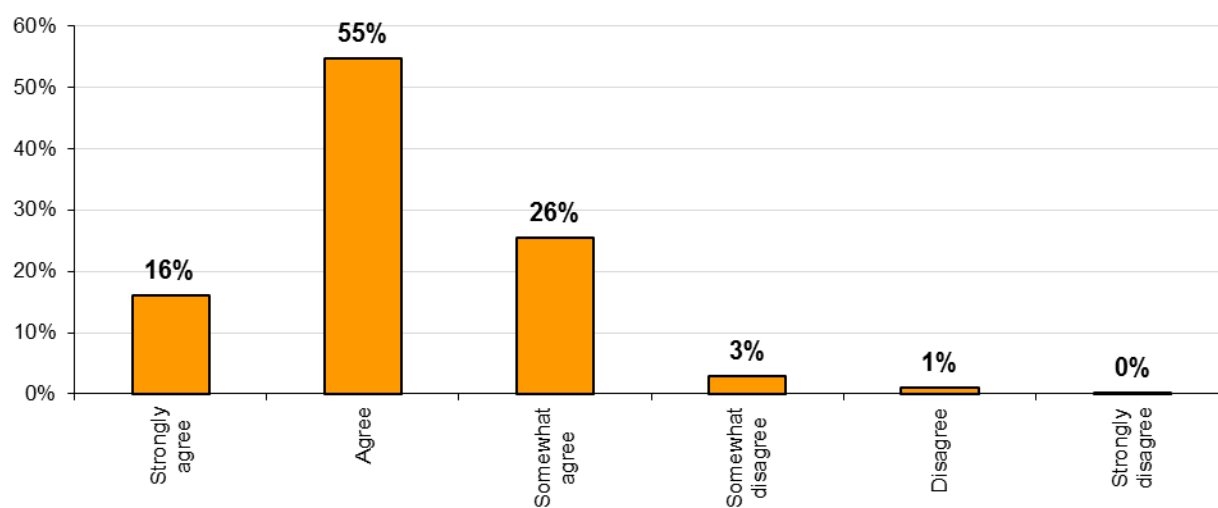
e-News helps me to better understand what ECHA is doing

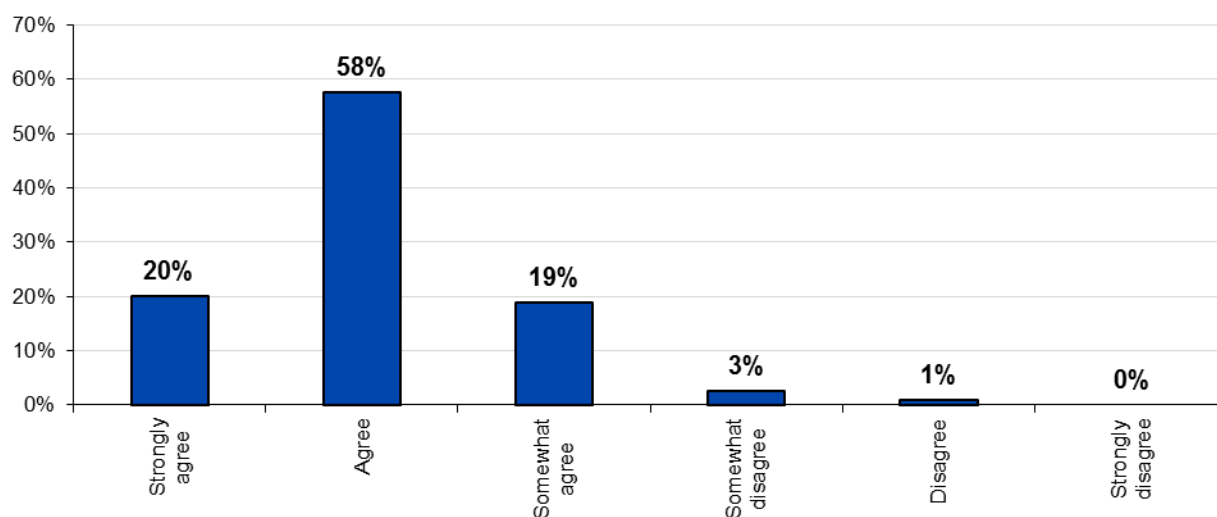
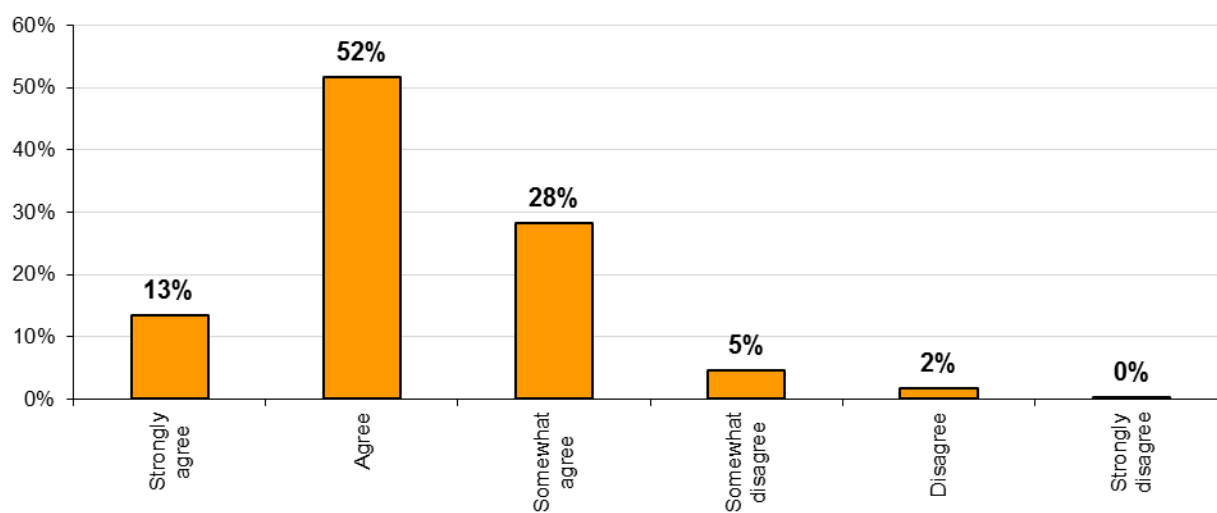


e-News covers the news I am interested in



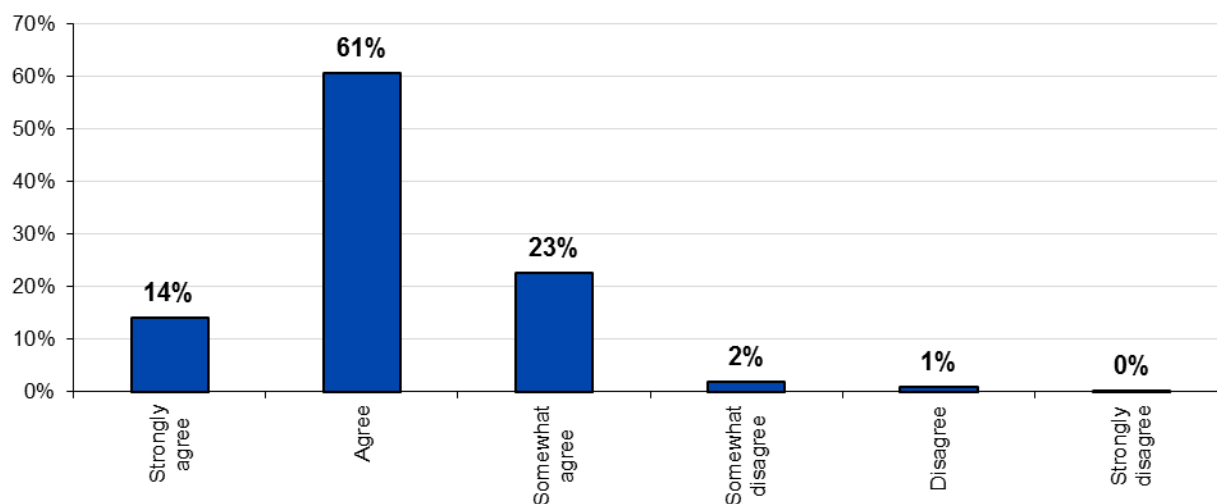
e-News gives me timely information which helps me to do my job**e-News is an efficient way of getting news from ECHA**

e-News content is reliable**Communication through e-News is transparent**

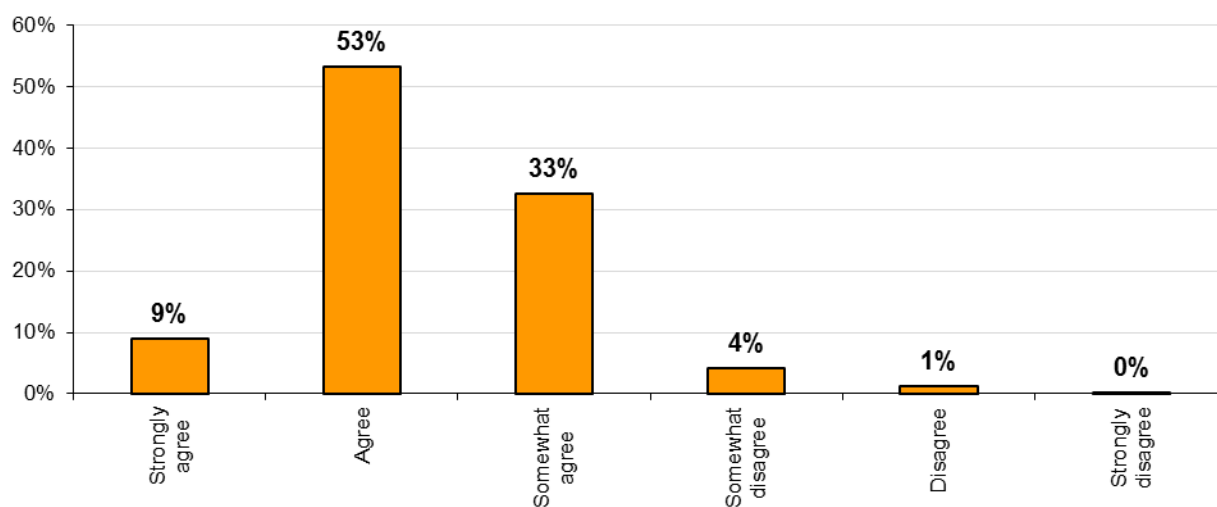
e-News is clear and up-to-date**I like the look of the e-News**

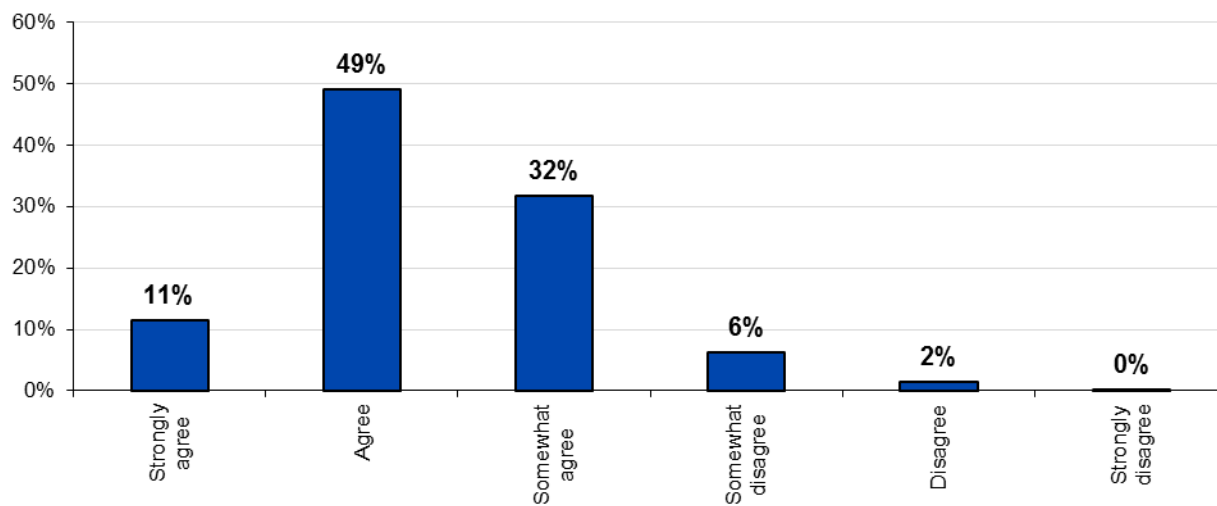
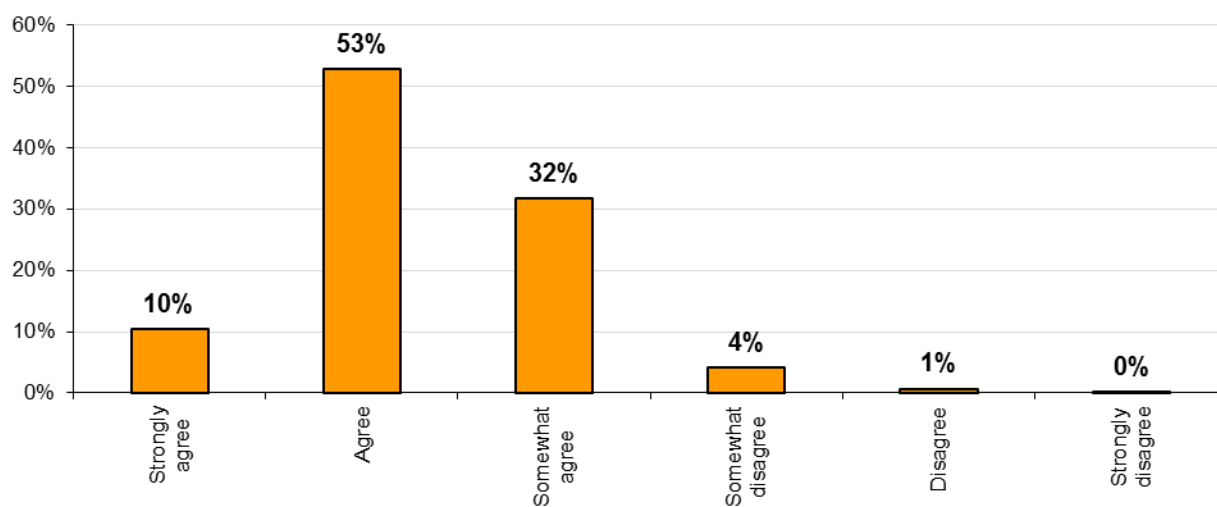
Questions asked to ECHA's news readership regarding the ECHA Newsletter

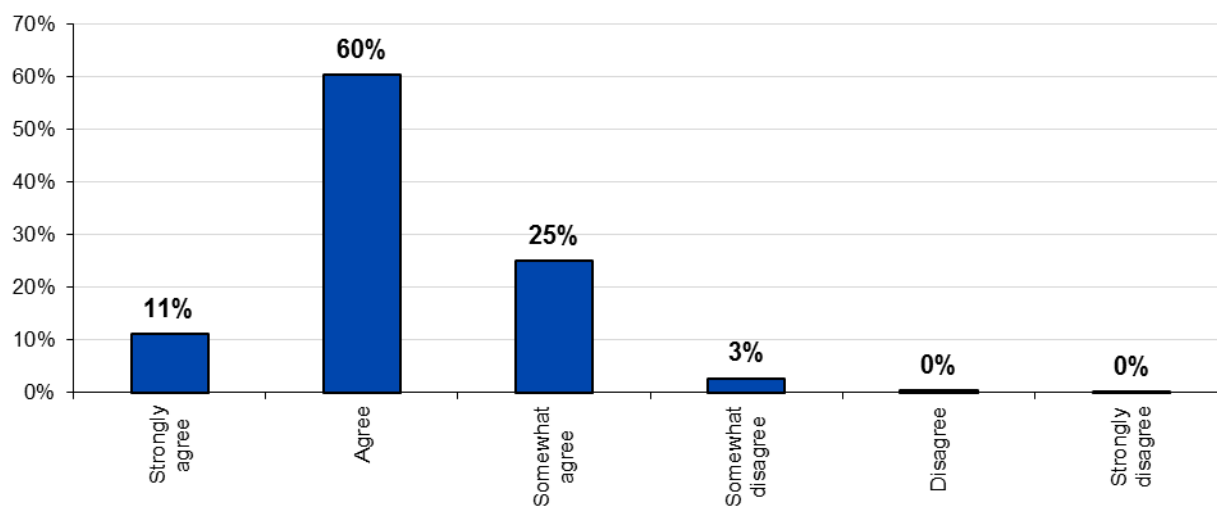
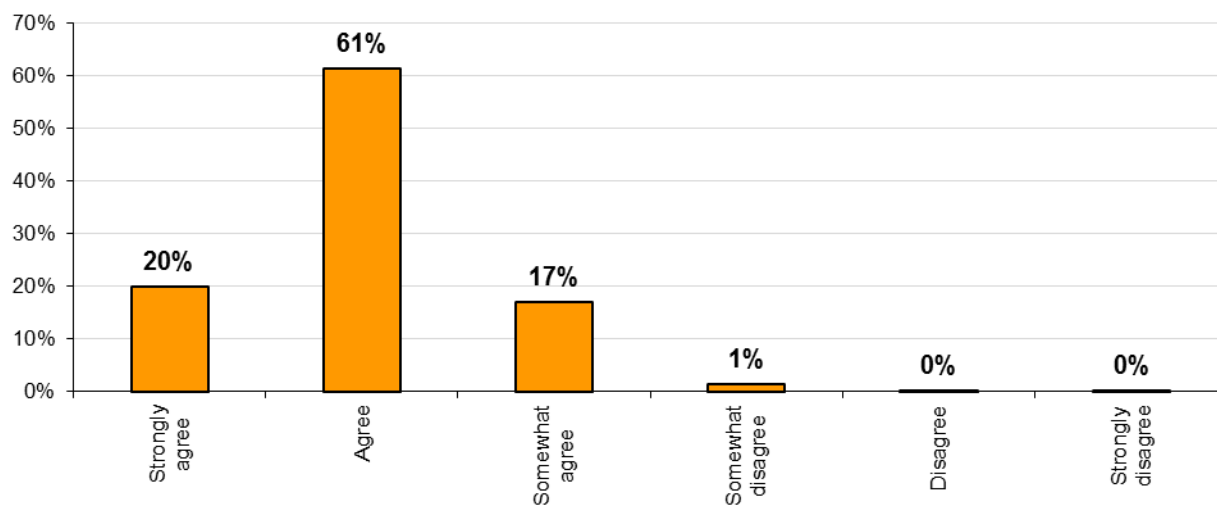
The Newsletter helps me to better understand what ECHA is doing

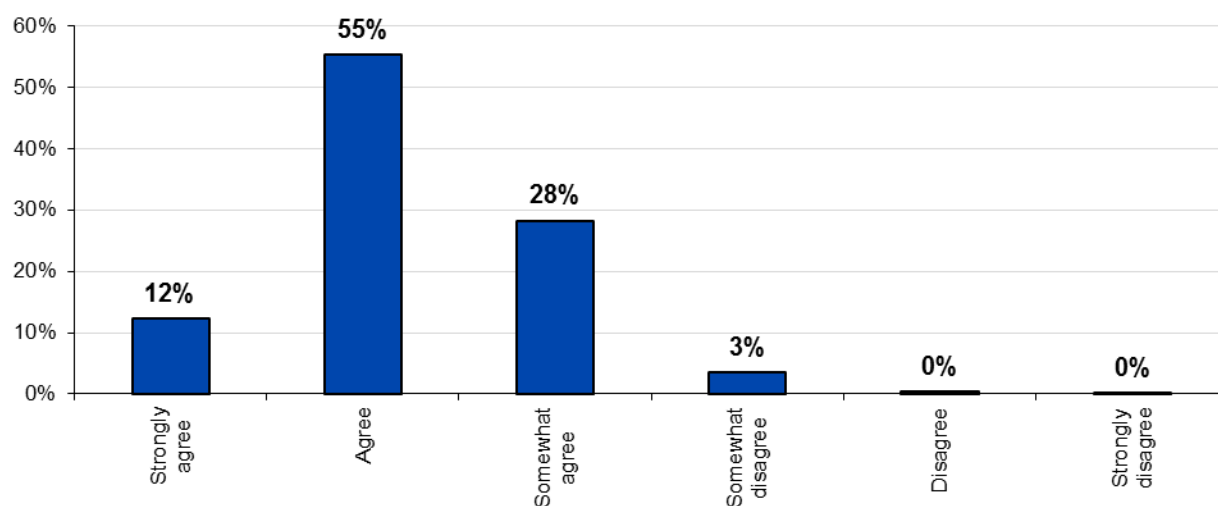
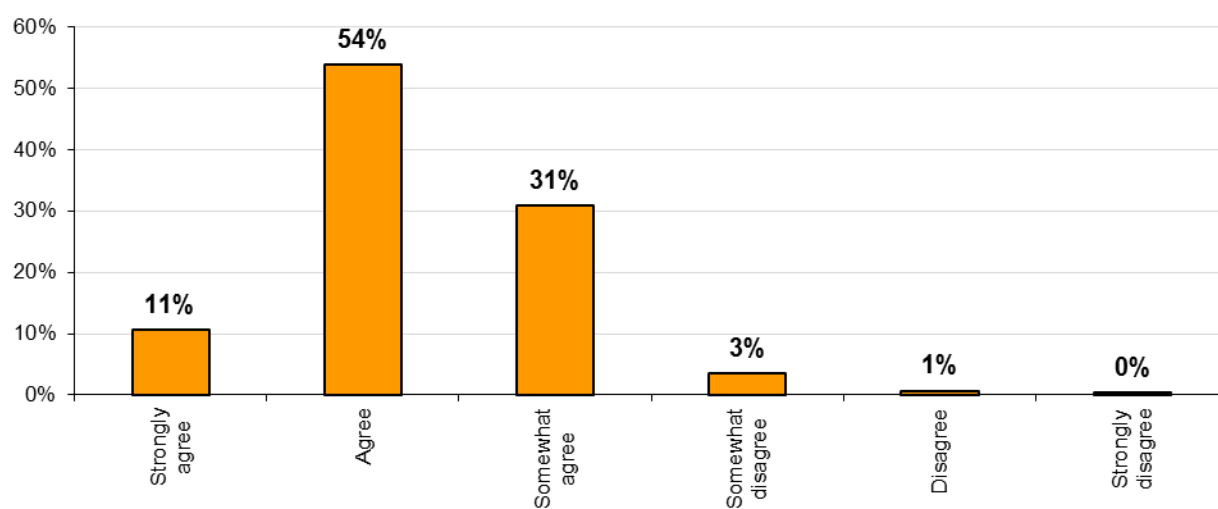


The Newsletter covers topics I am interested in

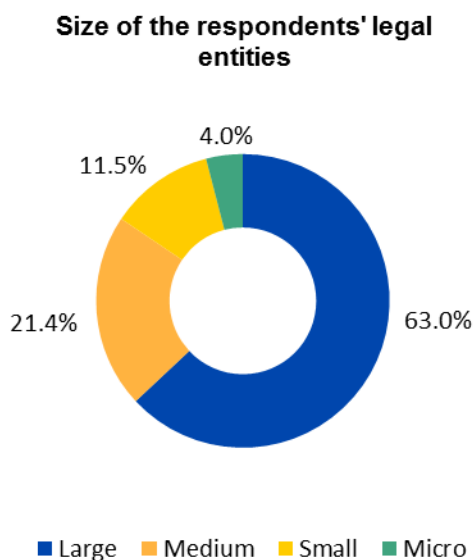


The Newsletter gives me information which helps me to do my job**Articles in the Newsletter are easy to understand**

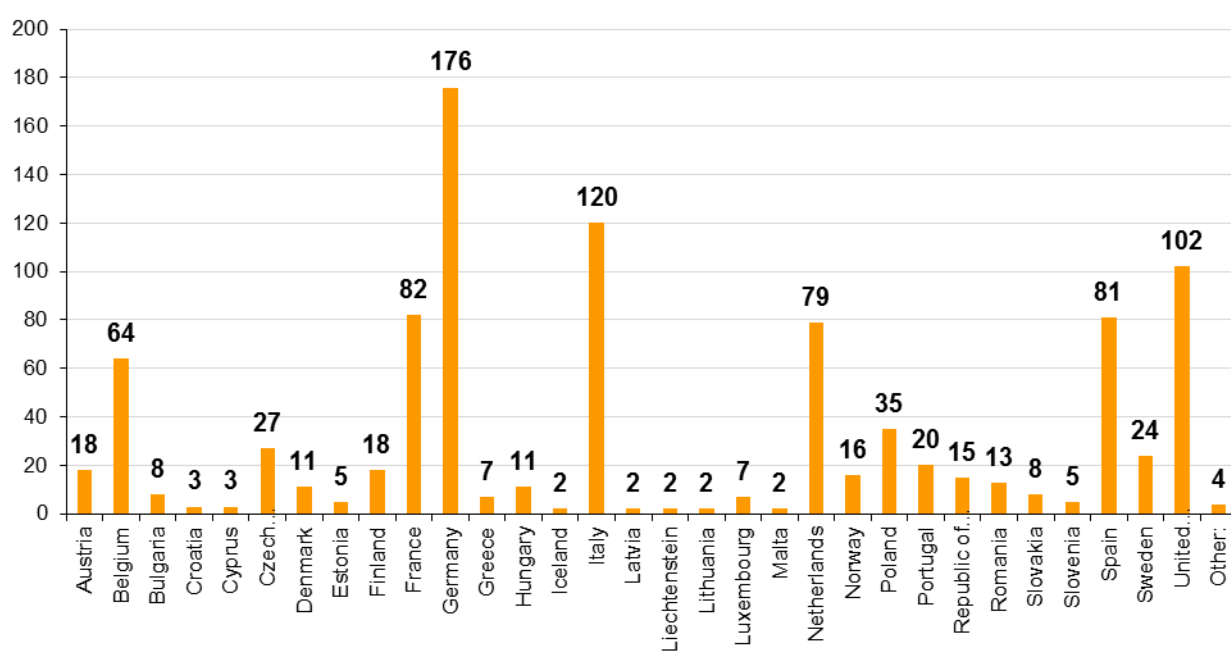
Articles in the Newsletter are well written**The Newsletter content is reliable**

Communication through the Newsletter is transparent**I like the look of the ECHA Newsletter**

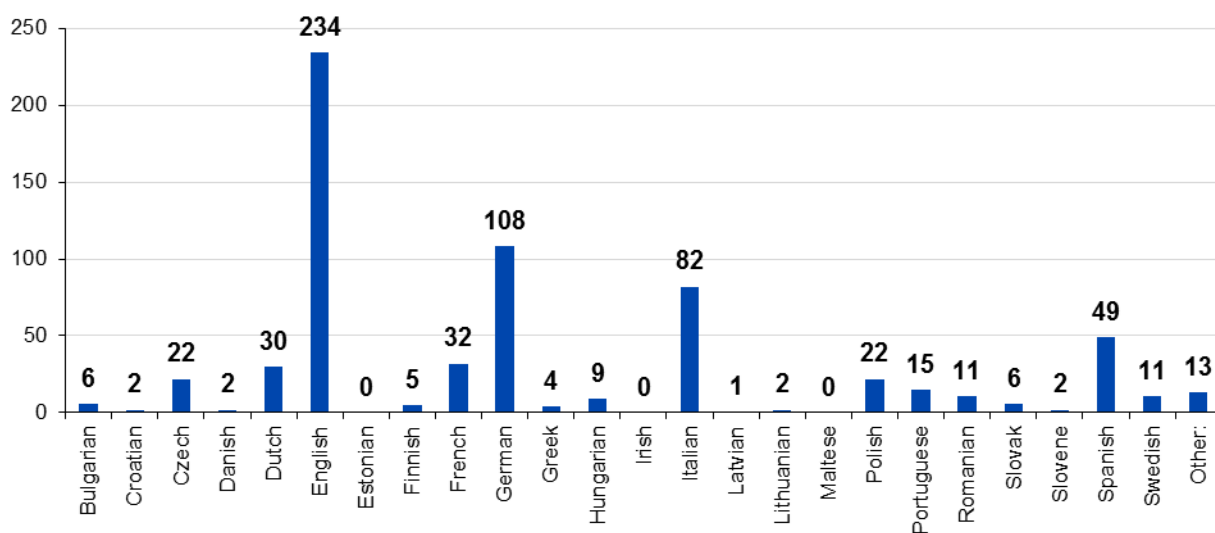
Questions sent to a sample of successful registrants



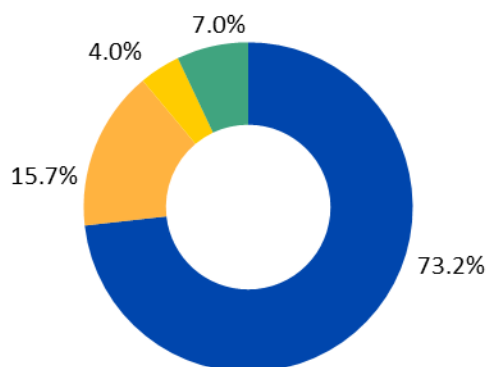
**Country in which the legal entities, responsible for registration, are located
(several responses possible)**



Main working language of the companies (several responses possible)

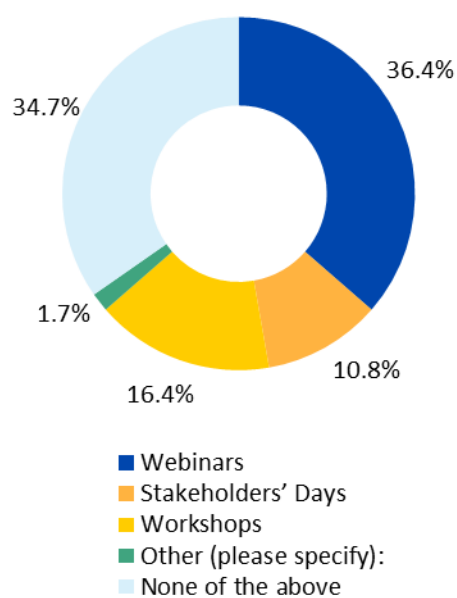


How many staff members in your company are involved in REACH-related activities?

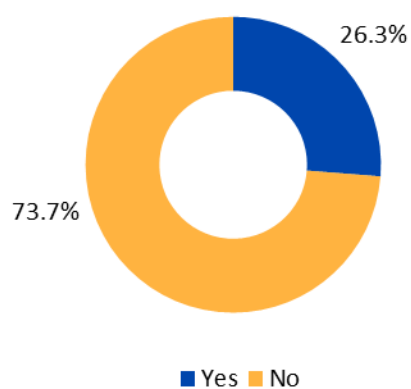


- Less than five people
- 5 - 20
- More than 20
- No REACH team as such exists in my company

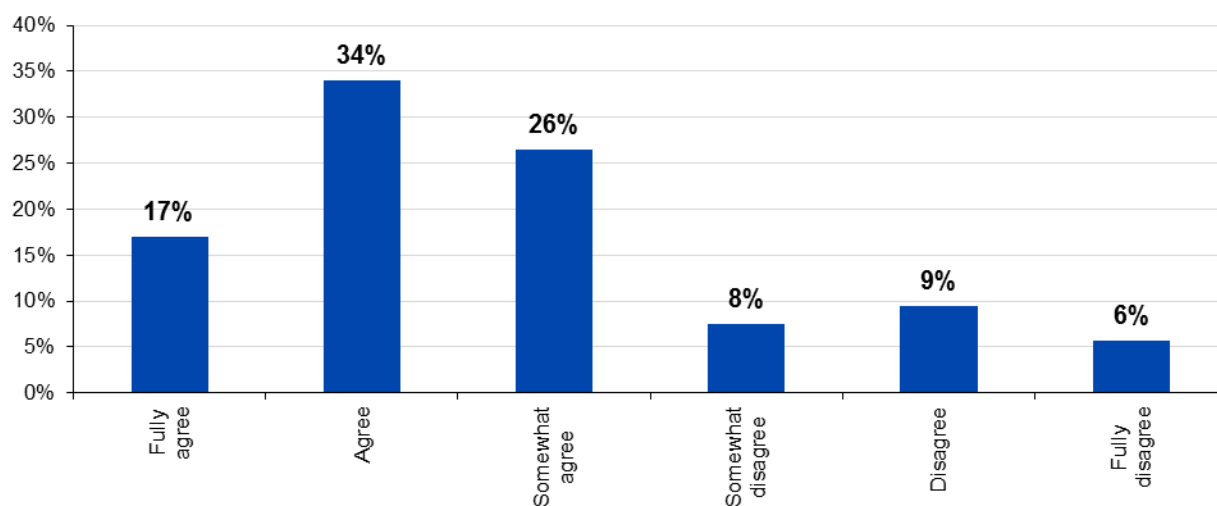
Has your legal entity attended any of the following types of event organised by



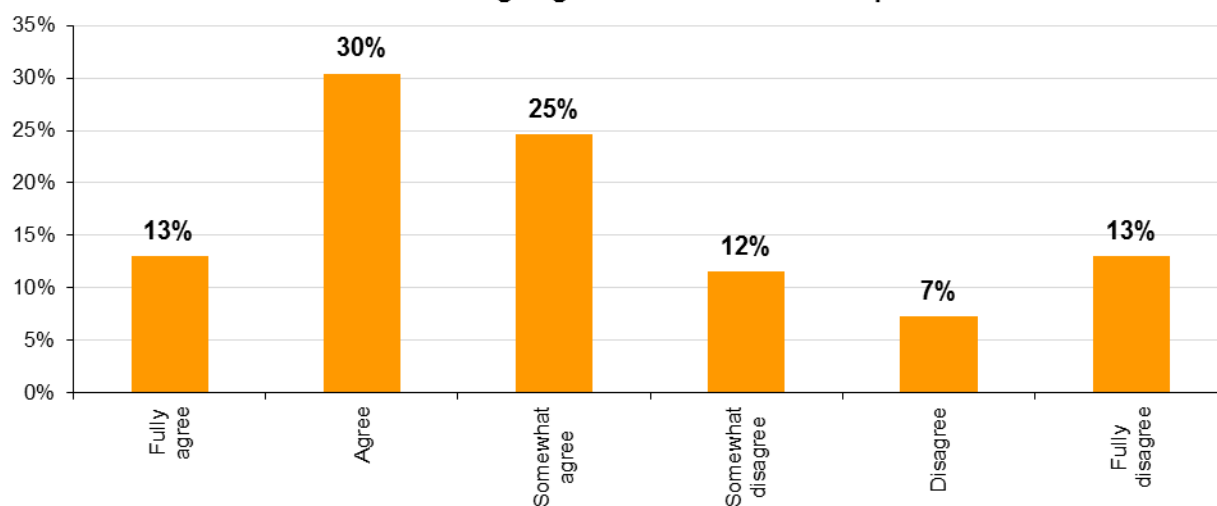
Did you require support from ECHA



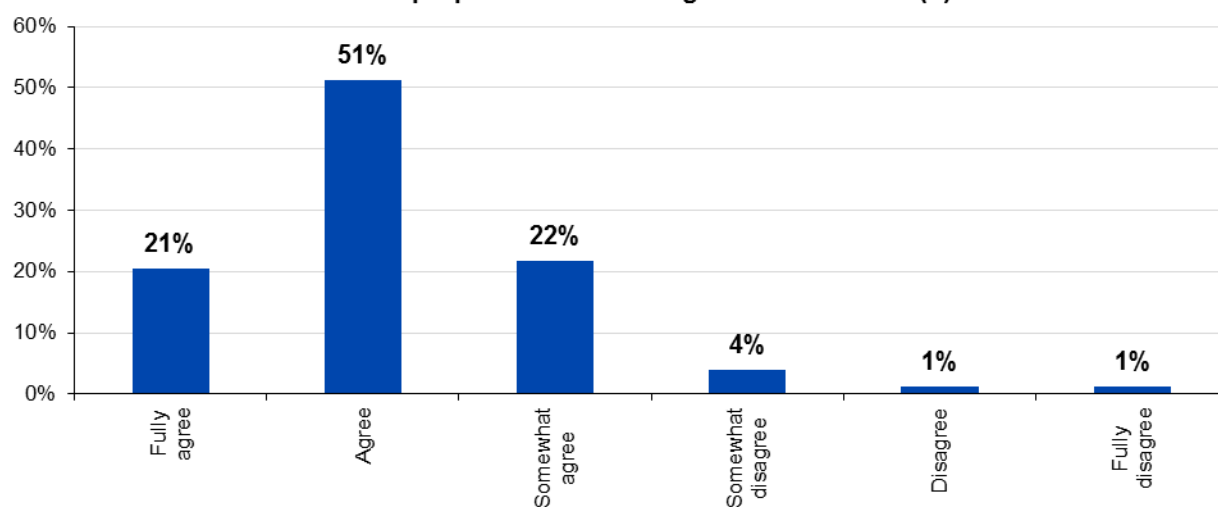
What is your level of agreement with the following statement? I was satisfied with the support I received to address the concern I had regarding support for smaller companies



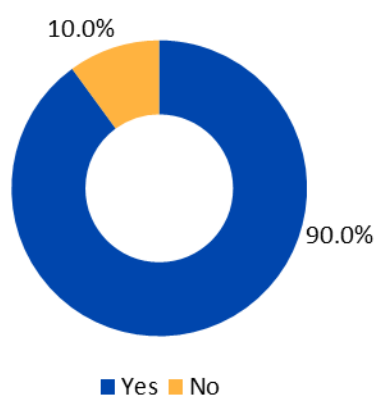
What is your level of agreement with the following statement? I was satisfied with the support I received to address the concern I had regarding data sharing negotiations and related disputes



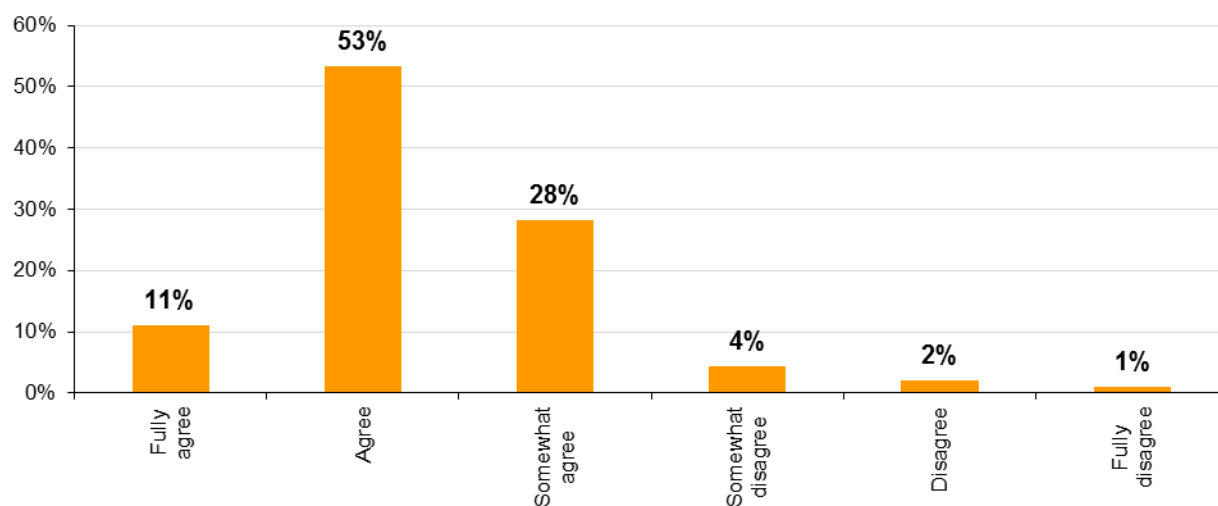
What is your level of agreement with the following statement? I was satisfied with the support I received to address the concern I had regarding preparation for the registration deadline(s)



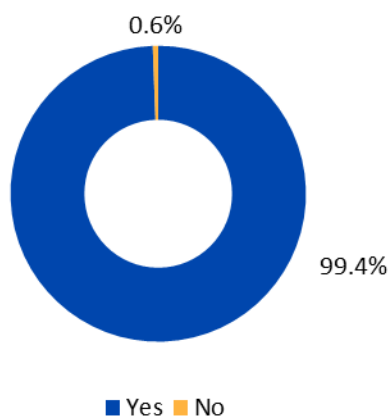
Did you use the ECHA website to consult any supporting material produced by ECHA, prior to submitting your dossier(s)?



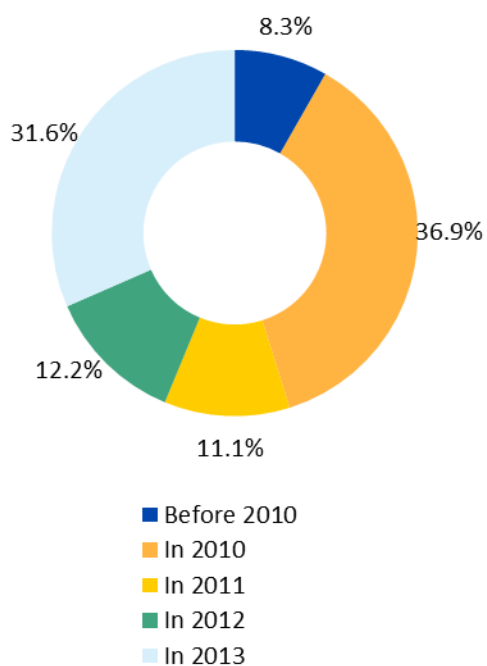
To address my needs, the level of details provided in the documents I consulted was satisfactory



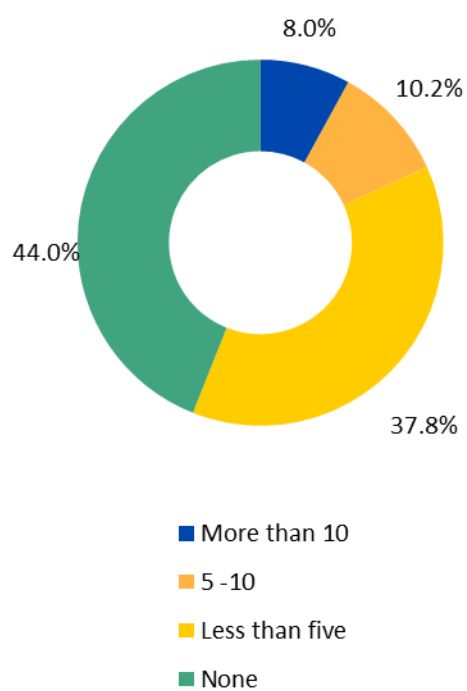
Have you registered substances under the REACH Regulation?



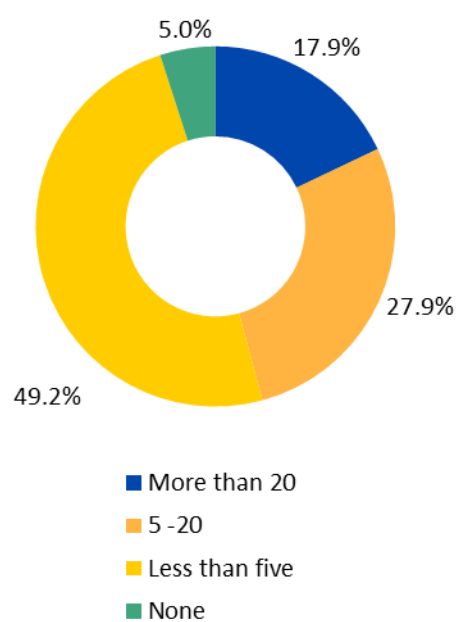
When did you submit registration dossier(s)? (Multiple options can be selected)

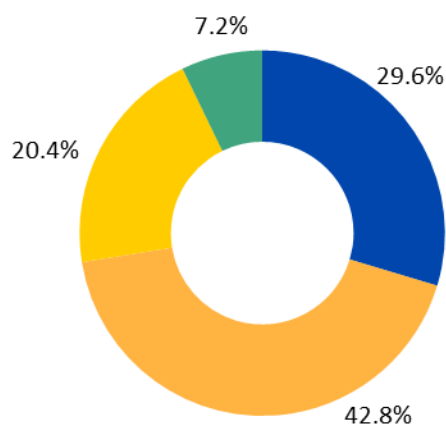


How many dossiers did your legal entity submit as a lead registrant?

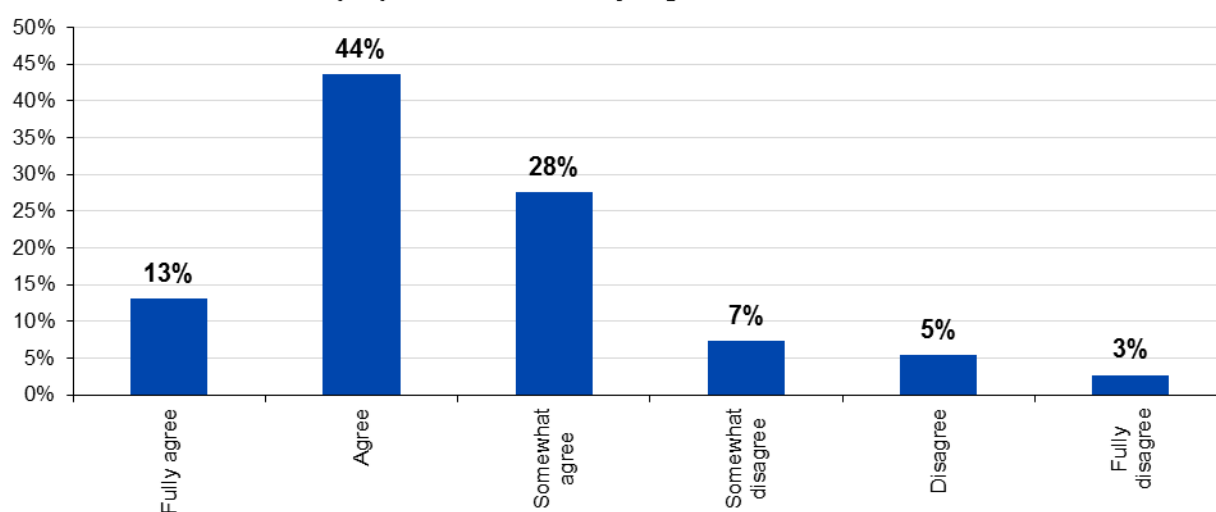


How many dossiers did your legal entity submit as a member registrant?

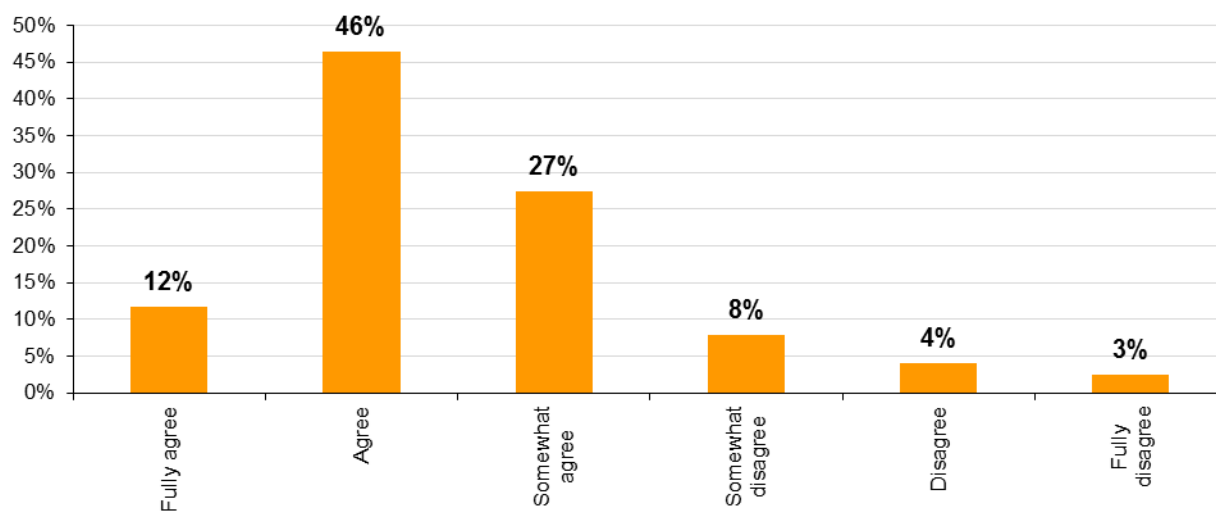


Who carried out the preparatory work for your registration(s)?

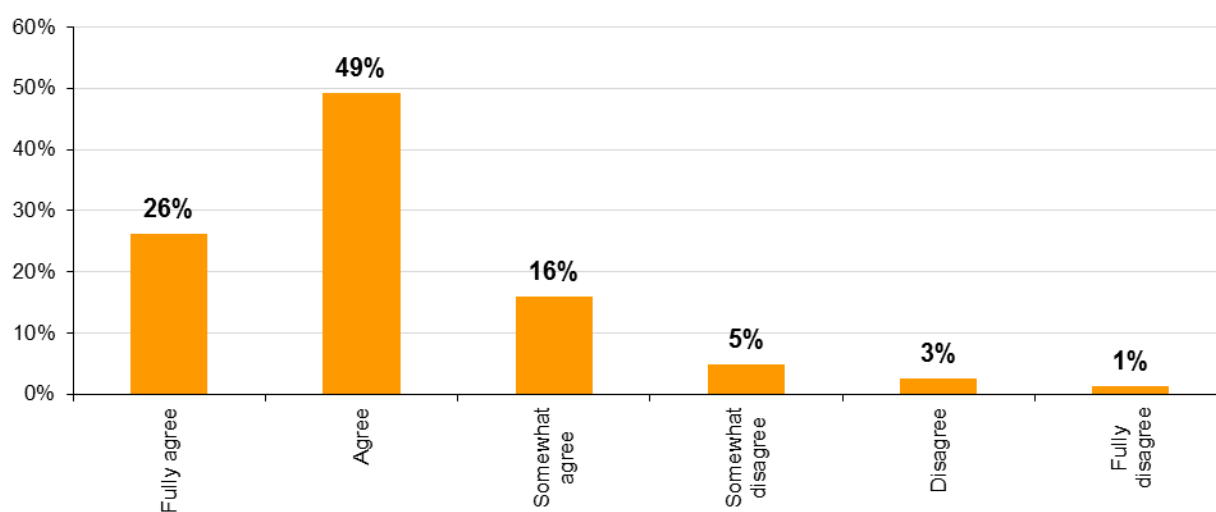
- Your company (supporting all legal entities)
- Your company, supported by a consultant
- A consultant/consulting company/third party representative
- Other (please specify):

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

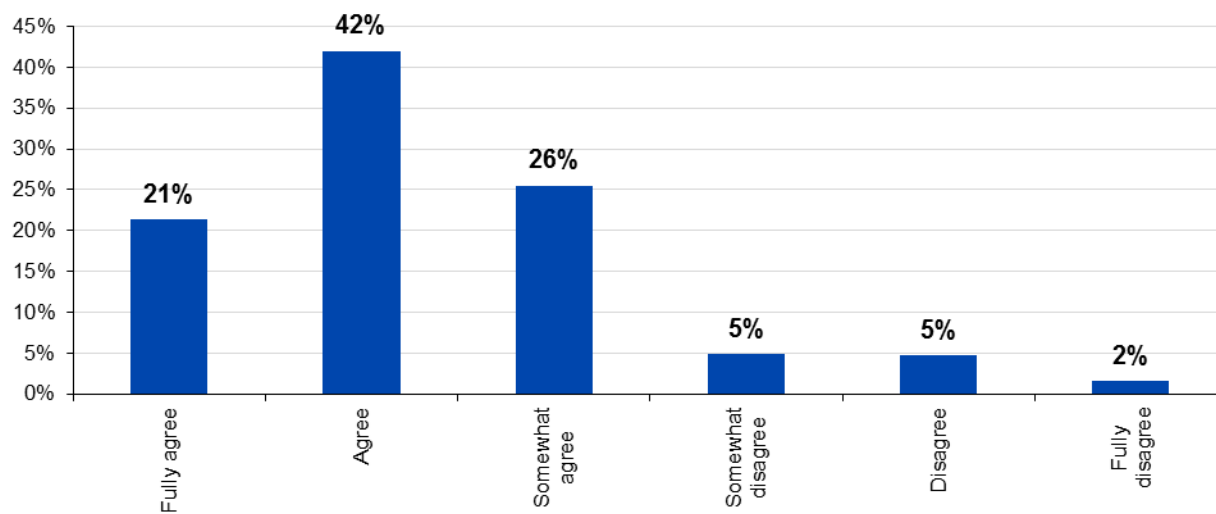
Using the IT tools together with the corresponding manuals, I understood what information from my dossier would be made publicly available.



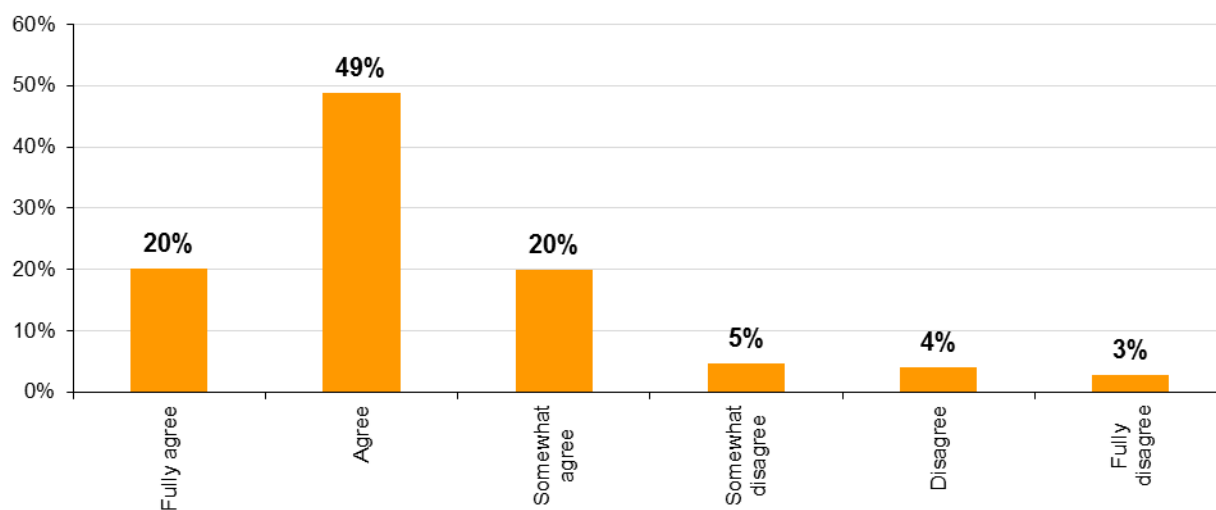
The communication I received from ECHA during the registration process informed me about the status of my registration and any actions required from my company.



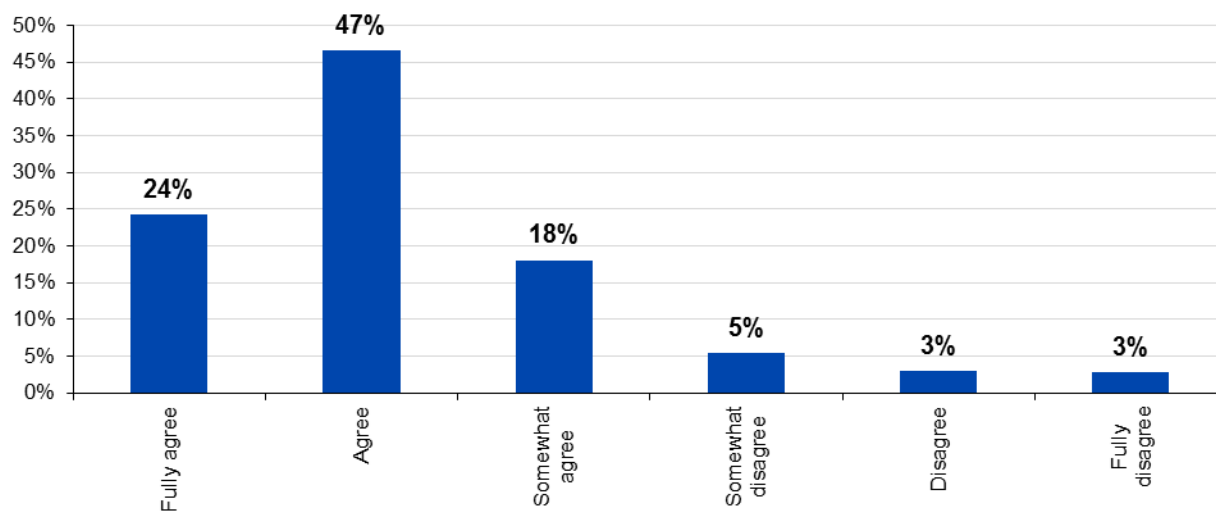
Through registration, the amount of available information on chemicals has increased.



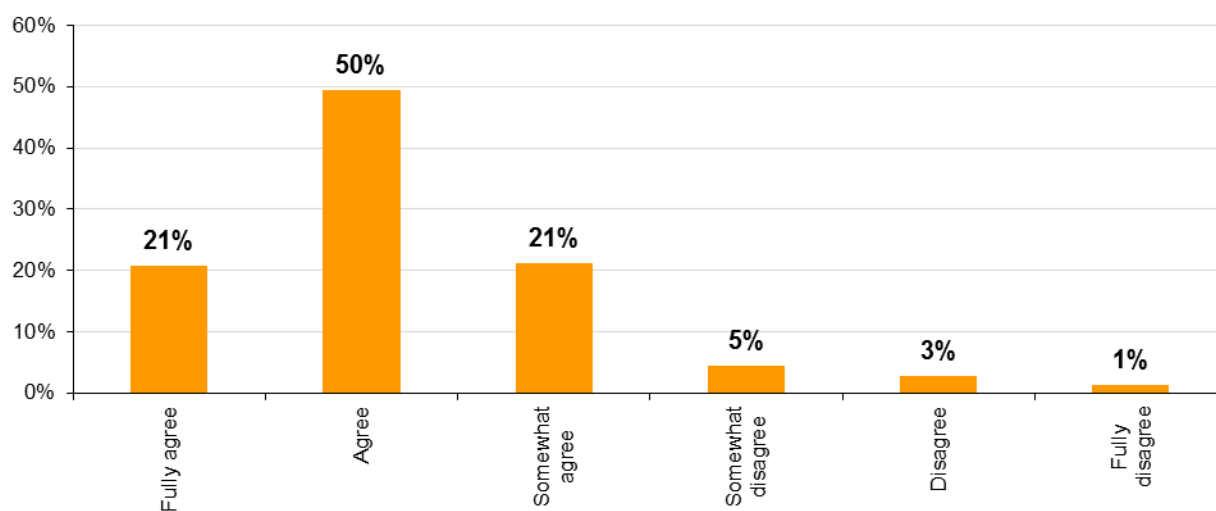
IUCLID 5 allowed me to manage information on my substances and create registration dossiers.



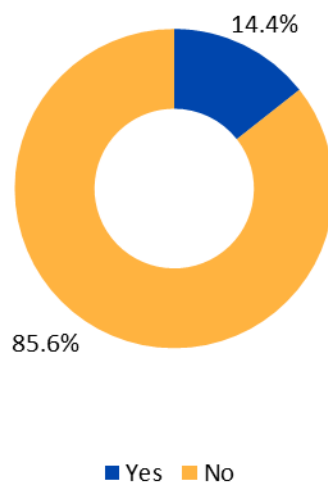
I benefited from the use of one or more of the IUCLID plug-ins developed by ECHA (for example, the TCC, fee calculator or dissemination plug-in).



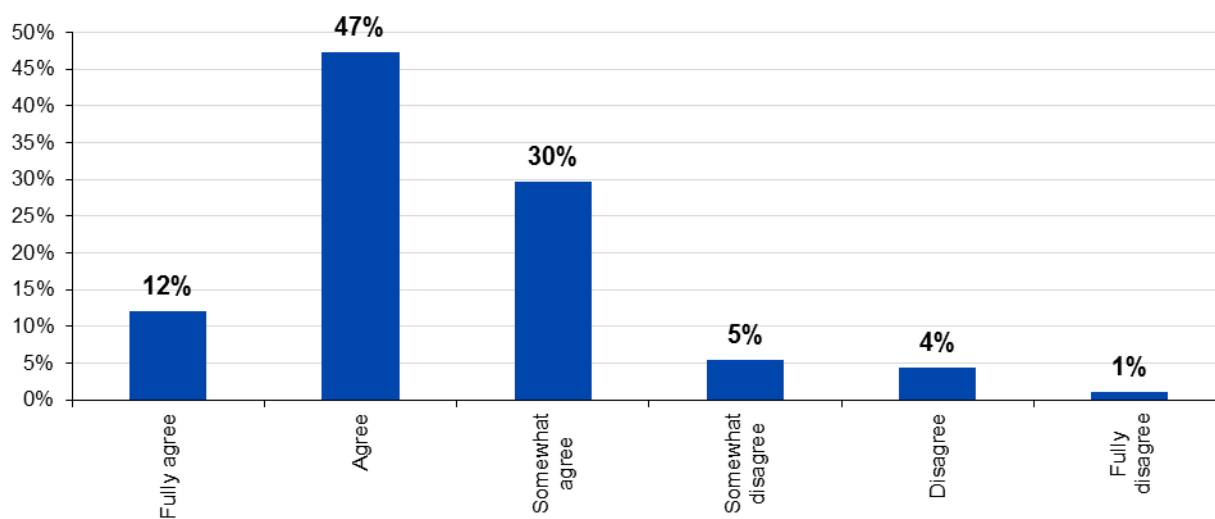
REACH-IT, together with the relevant manuals, allowed me to manage my submission(s).



Have you used Chesar to create any chemical safety reports?

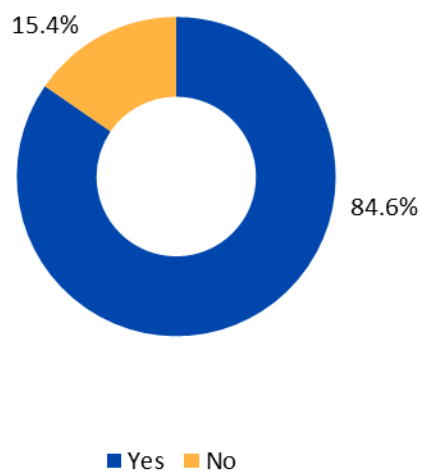


Chesar was a helpful tool for performing my chemical safety assessment.

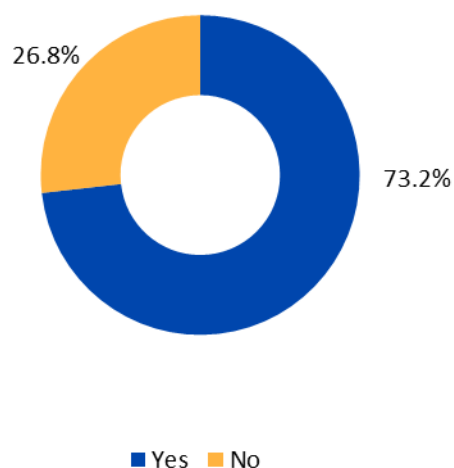


ECHA Guidance documents facilitate the implementation of REACH and CLP by describing good practice on how to fulfil the obligations.

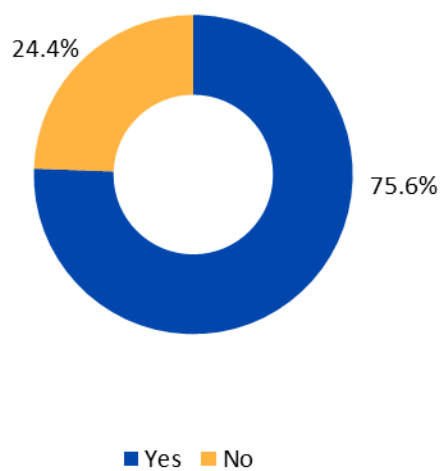
Have you used ECHA guidance documents (including guidance in a nutshell and guidance fact sheets) as supporting material when preparing/submitting a REACH registration dossier?



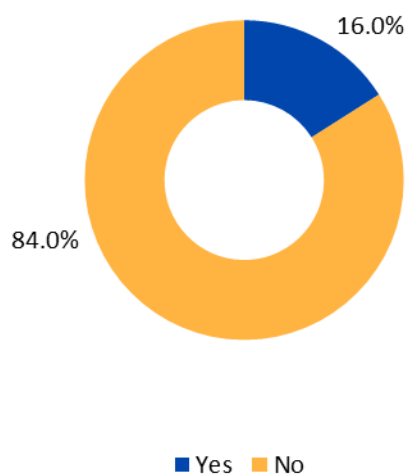
Have you used ECHA guidance documents for other purposes under REACH (for example, compilation of safety data sheets (SDSs))?



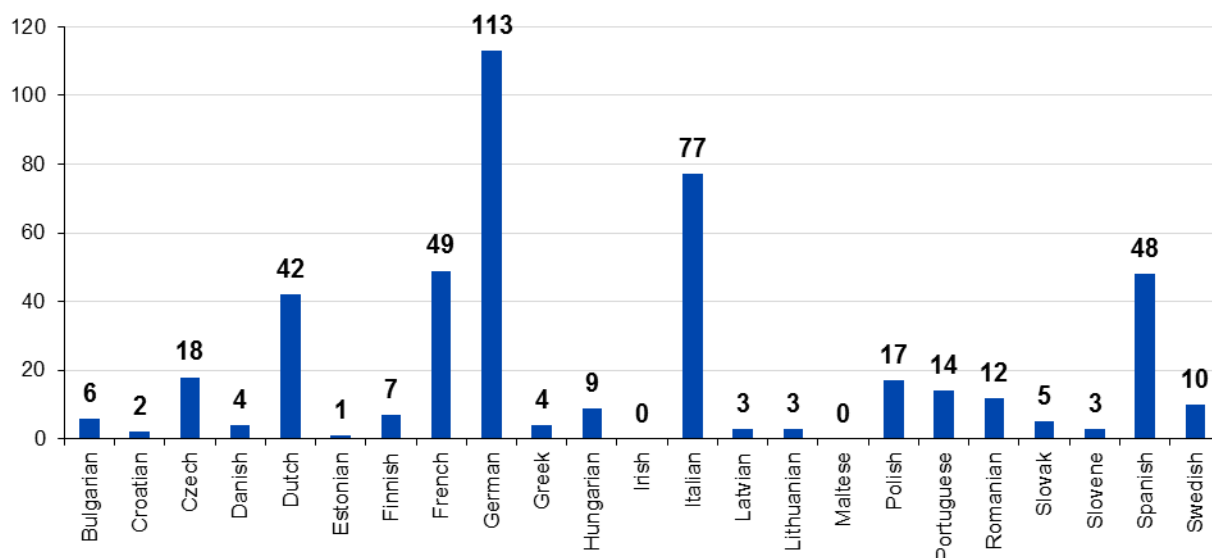
Have you used ECHA guidance documents to help in complying with the CLP Regulation?



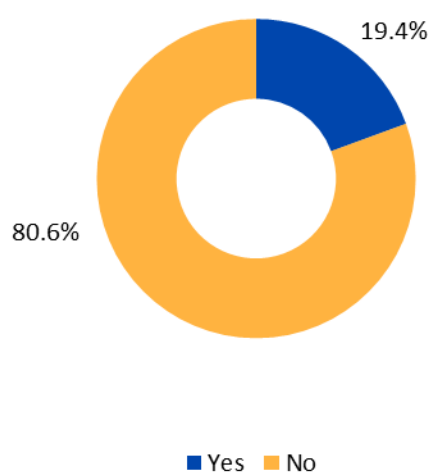
Have you used ECHA guidance documents to help in complying with the Biocidal Products Regulation (BPR)?



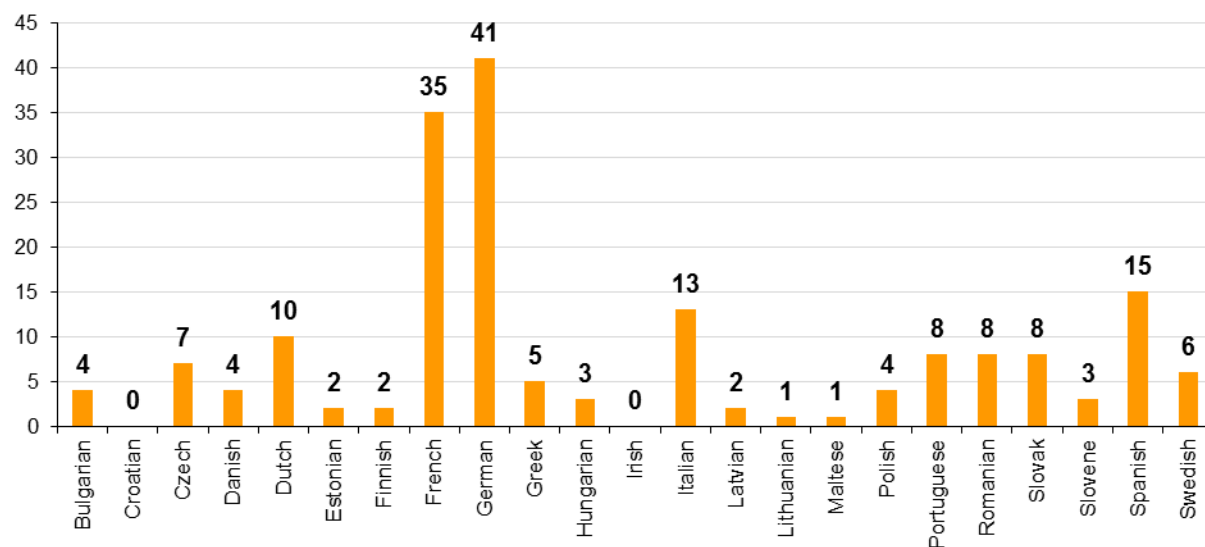
For documents for which versions were available in a language other than English, which language version of the documents did you consult most often?

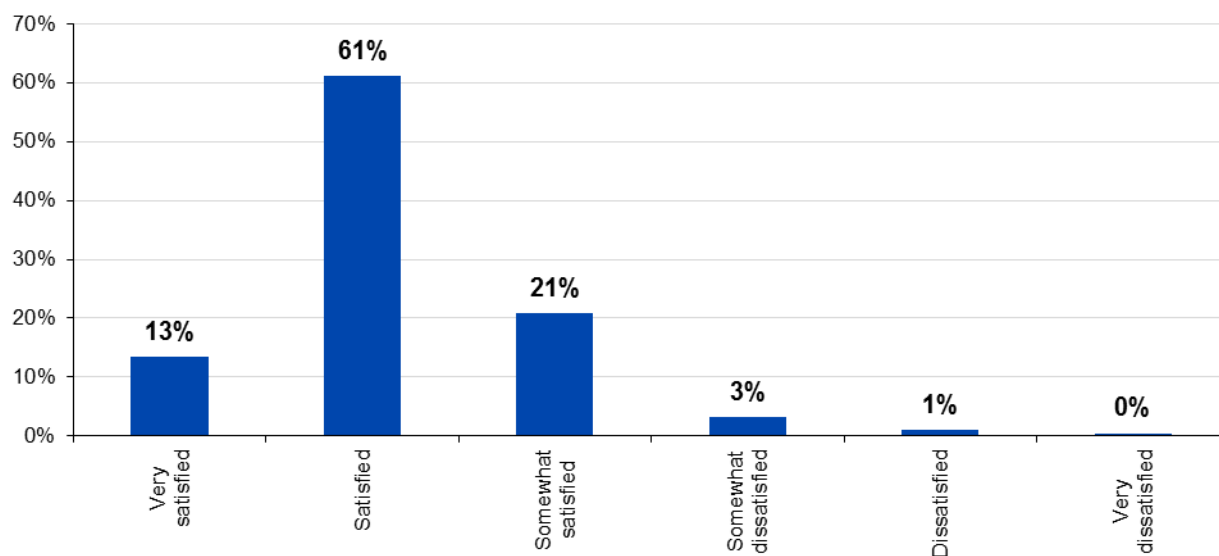
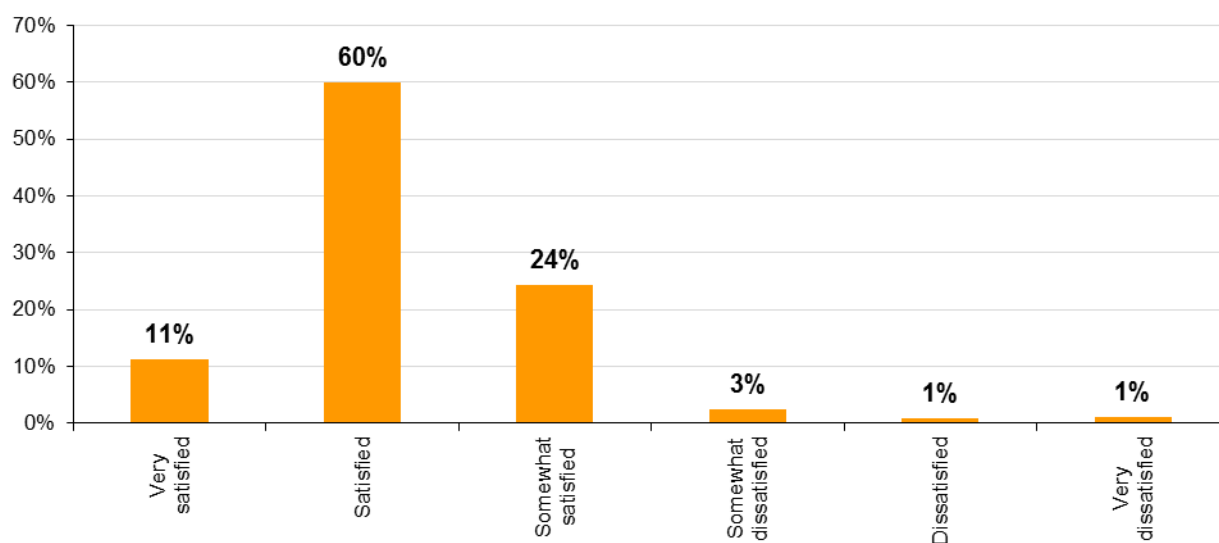


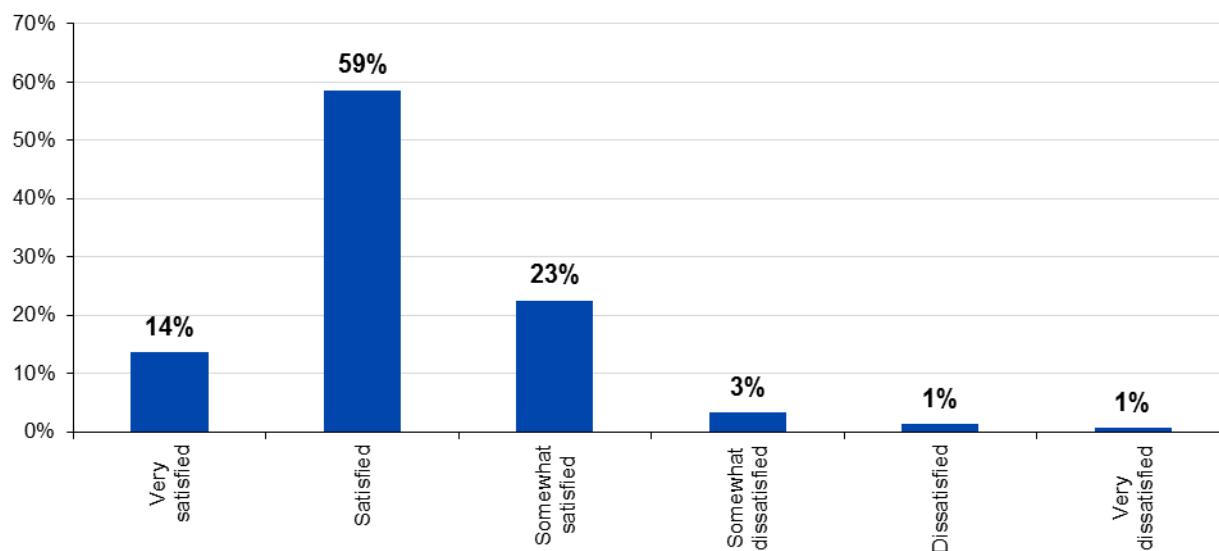
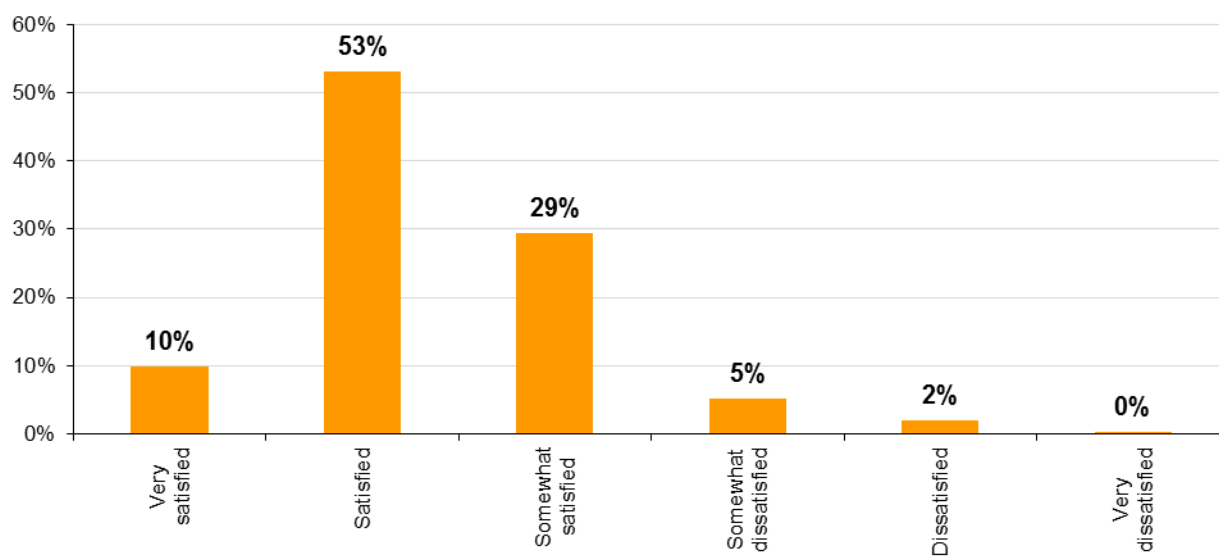
Have you consulted other language versions?



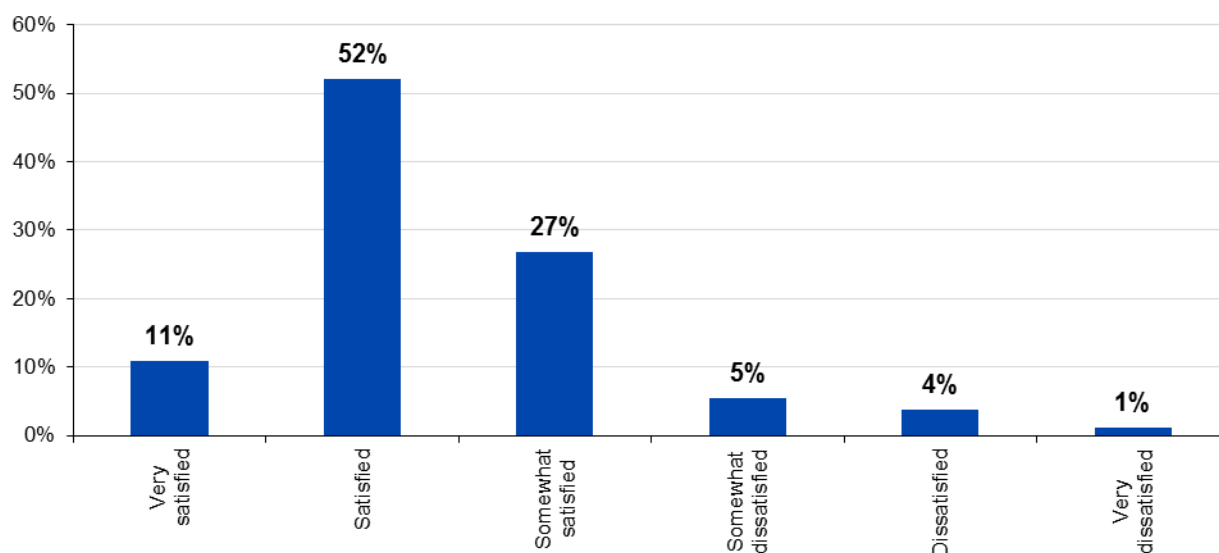
Which other languages did you consult?



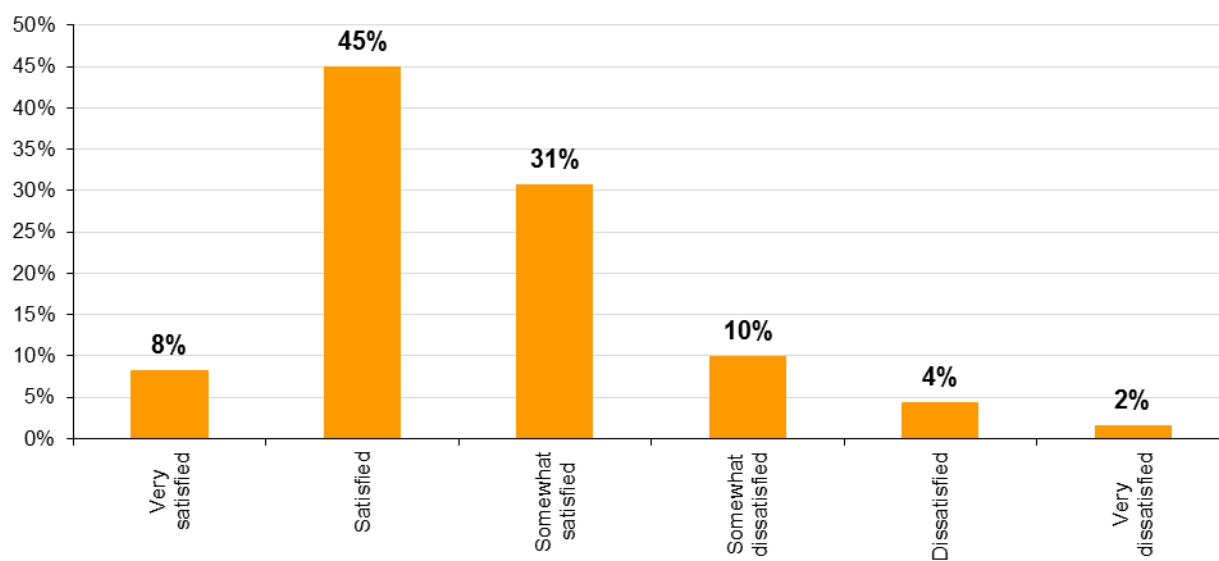
Please rate your degree of satisfaction with the quality of translations**Please rate your degree of satisfaction with the Guidance on the compilation of safety data sheets**

Please rate your degree of satisfaction with the Guidance on registration**Please rate your degree of satisfaction with the Guidance on requirements for substances in articles**

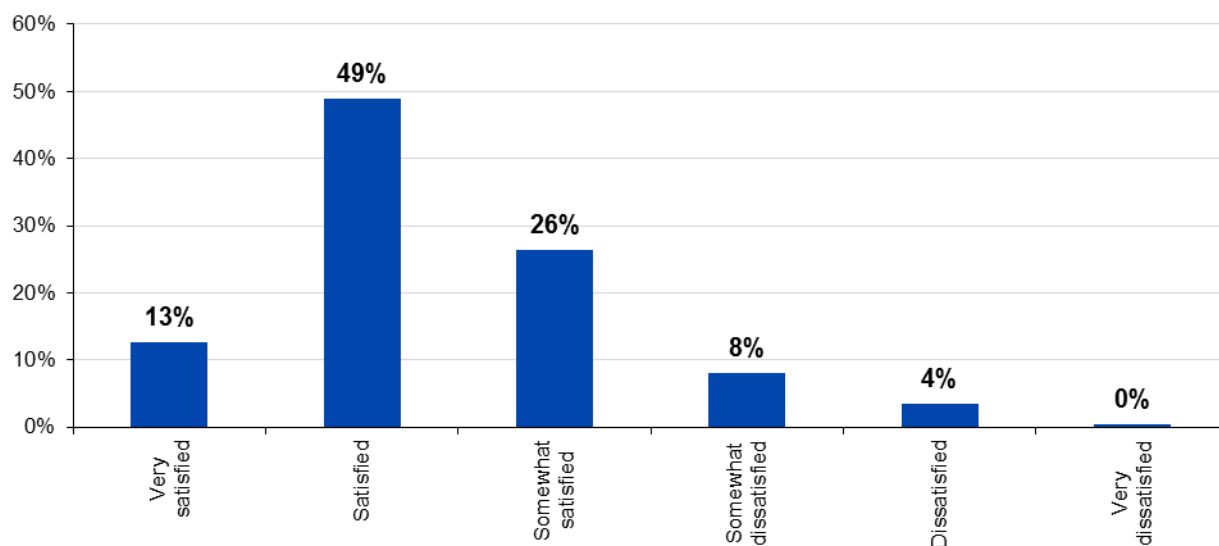
Please rate your degree of satisfaction with the Guidance for substance identification under REACH and CLP



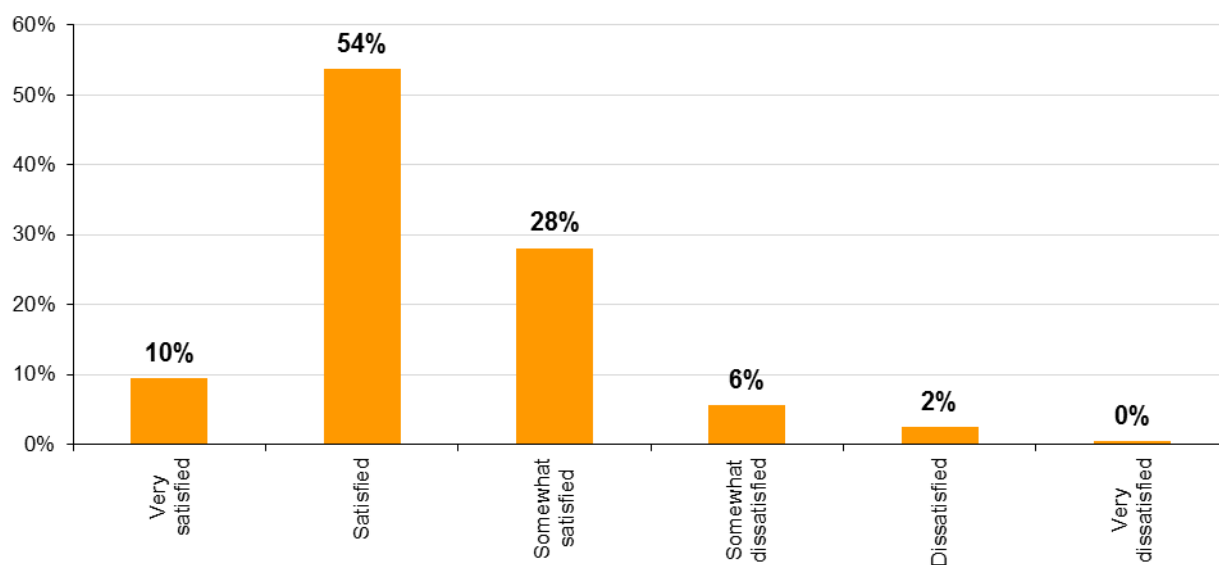
Please rate your degree of satisfaction with the Guidance on information requirements and chemical safety assessment (IR&CSA) Chapter R.12: Use descriptor system



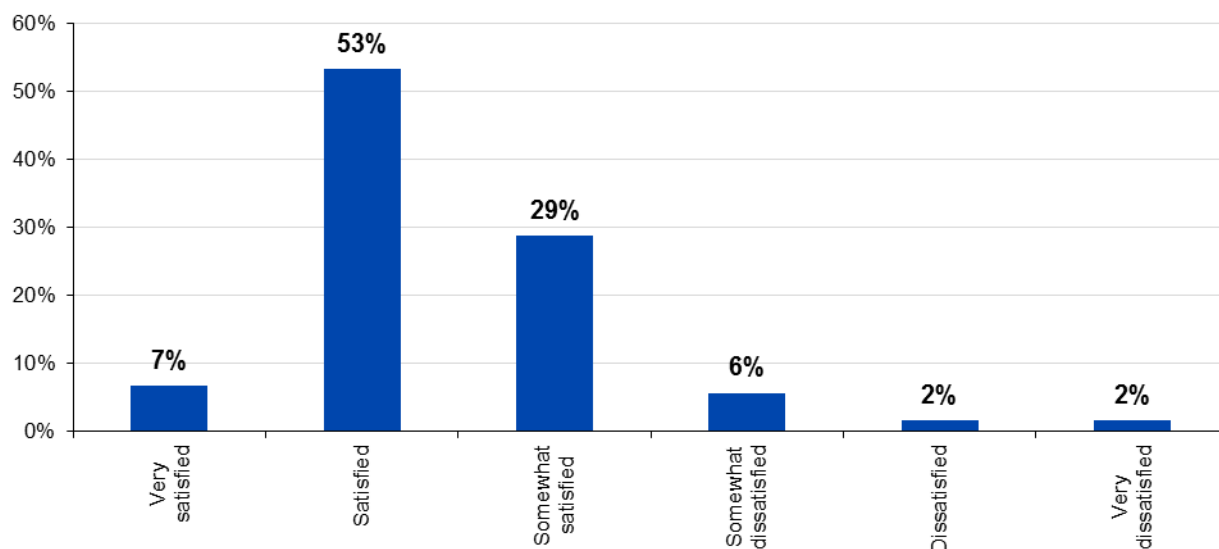
Please rate your degree of satisfaction with the Guidance for monomers and polymers



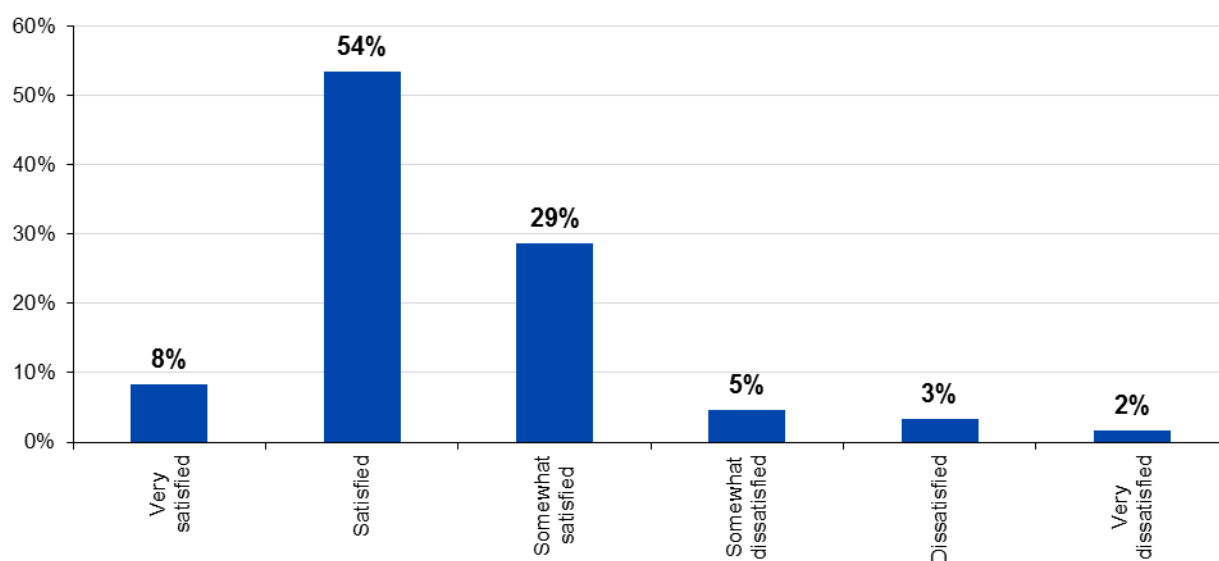
Please rate your degree of satisfaction with the Guidance for downstream users



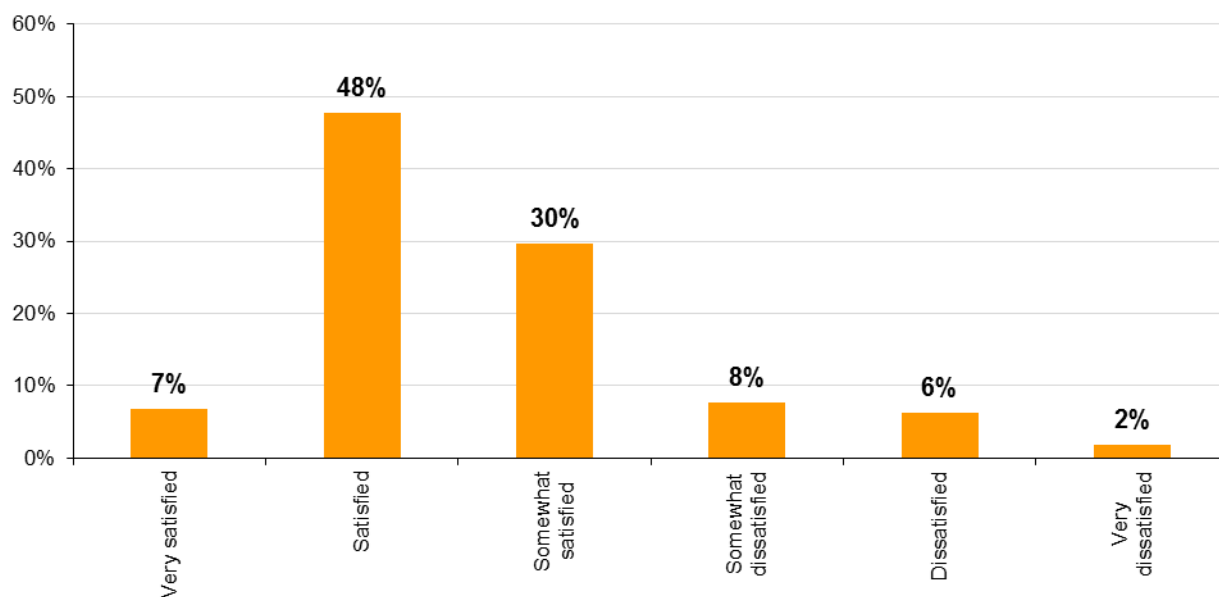
Please rate your degree of satisfaction with the Guidance on information requirements and chemical safety assessment (IR&CSA) Chapter R.7a: Endpoint specific guidance



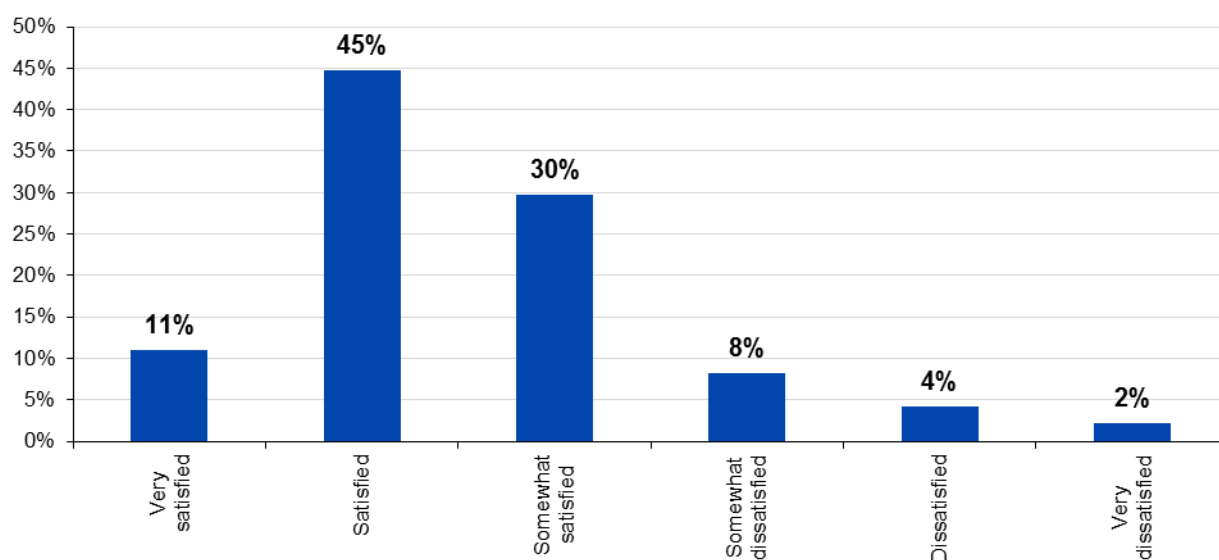
Please rate your degree of satisfaction with the Guidance on information requirements and chemical safety assessment Chapter R.8: Characterisation of dose [concentration]-response for human health

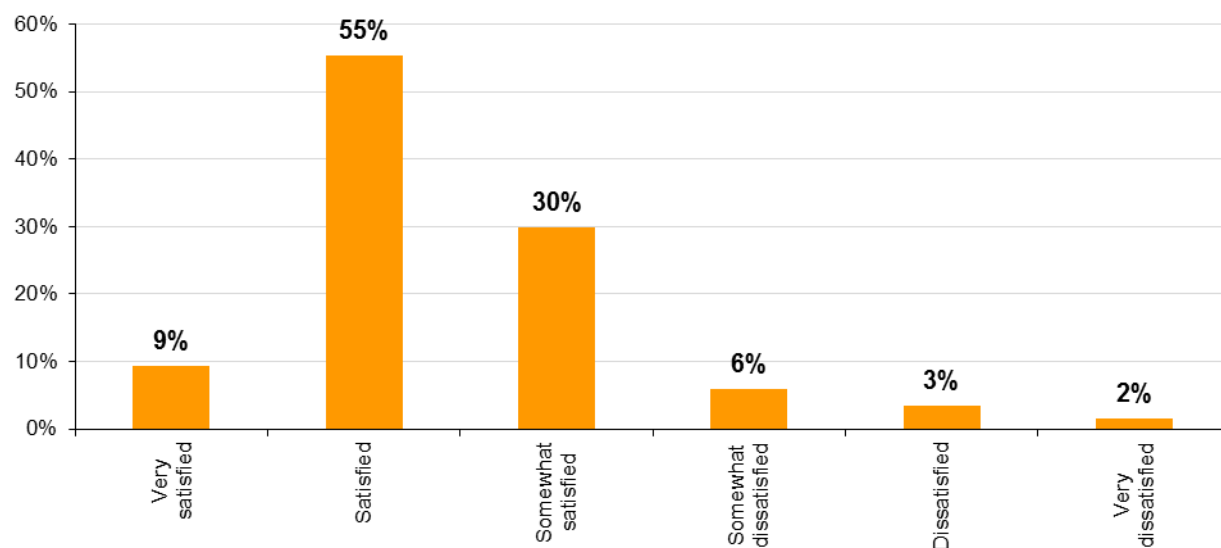
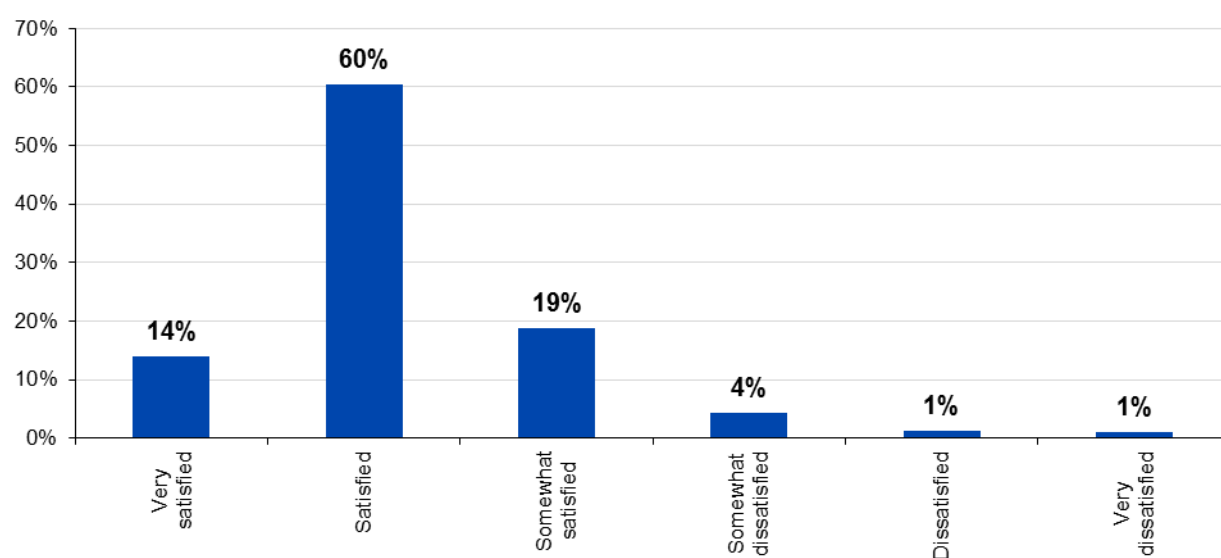


Please rate your degree of satisfaction with the Guidance on information requirements and chemical safety assessment Chapter R.8: Characterisation of dose [concentration]-response for human health

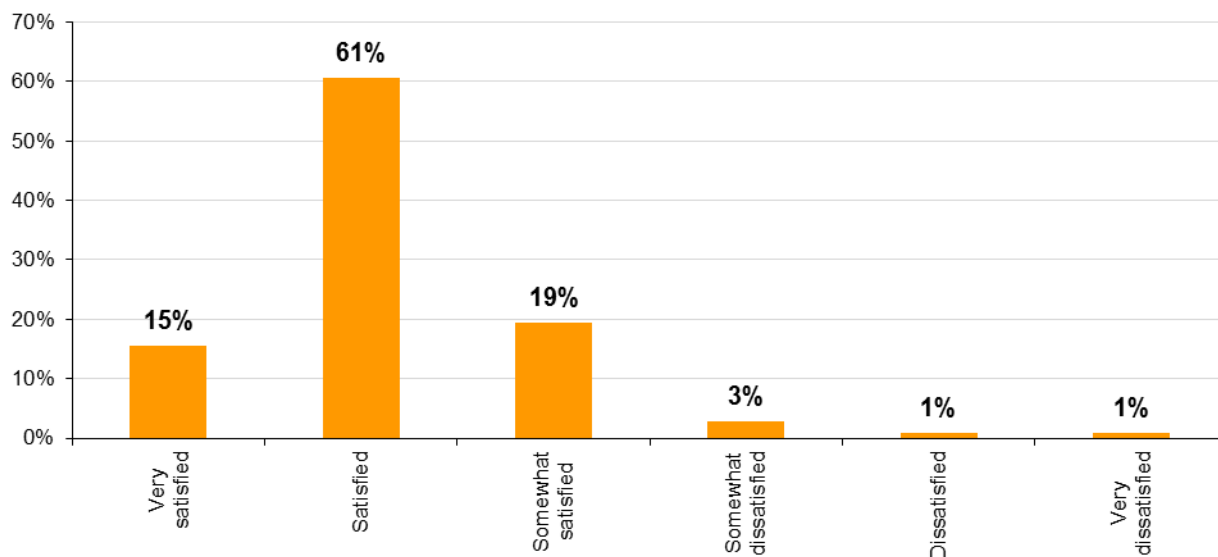


Please rate your degree of satisfaction with the Guidance on intermediates

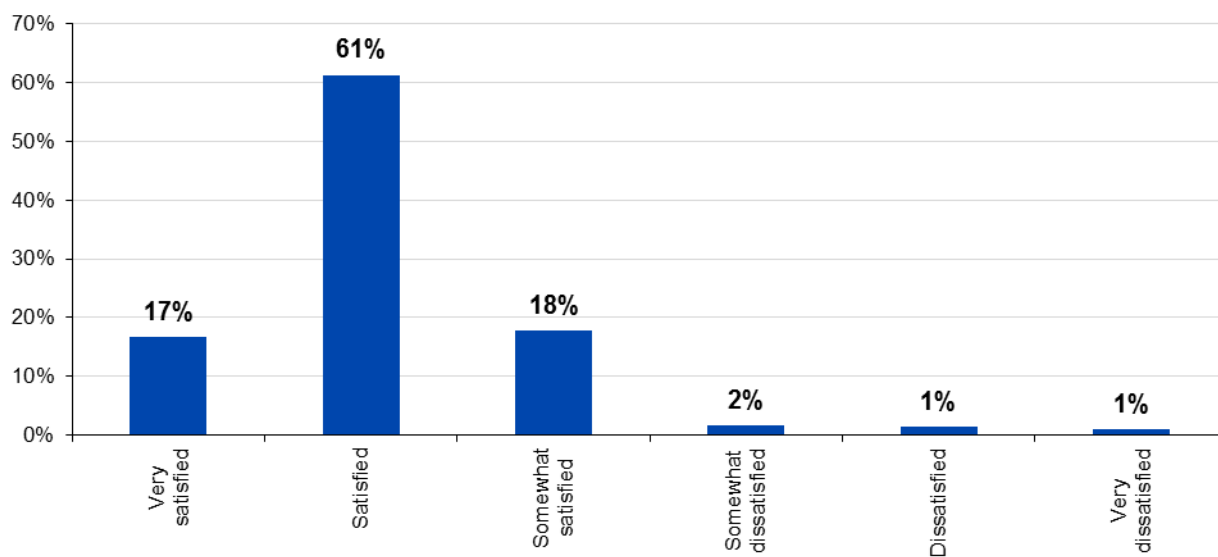


Please rate your degree of satisfaction with the Guidance on data sharing**Please rate your degree of satisfaction with the Guidance on the application of the CLP criteria**

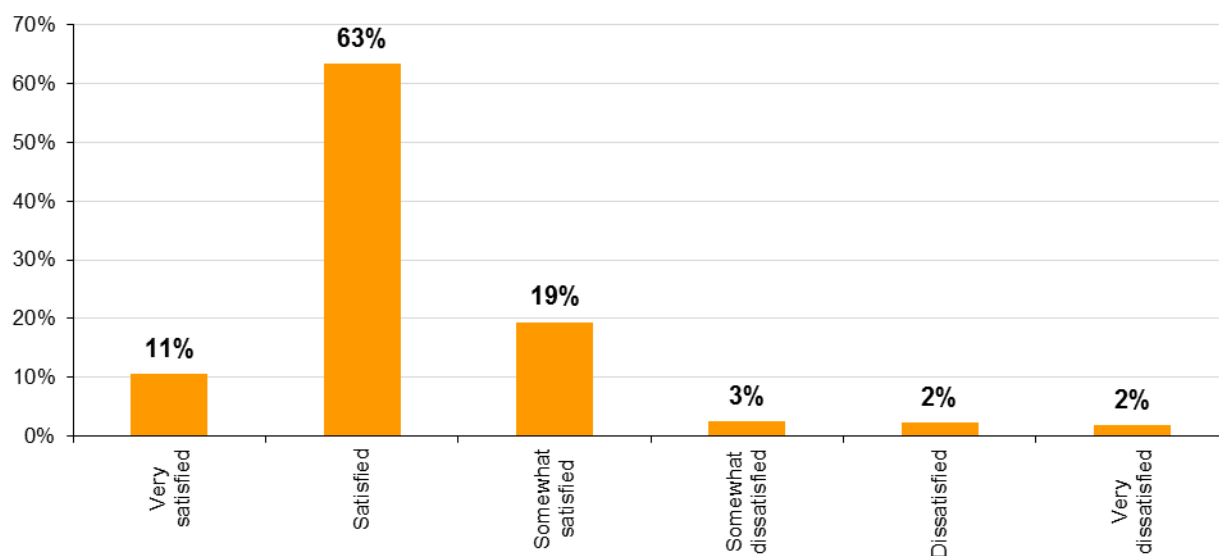
Please rate your degree of satisfaction with the Guidance on Labelling and Packaging in accordance with Regulation (EC) No 1272/2008



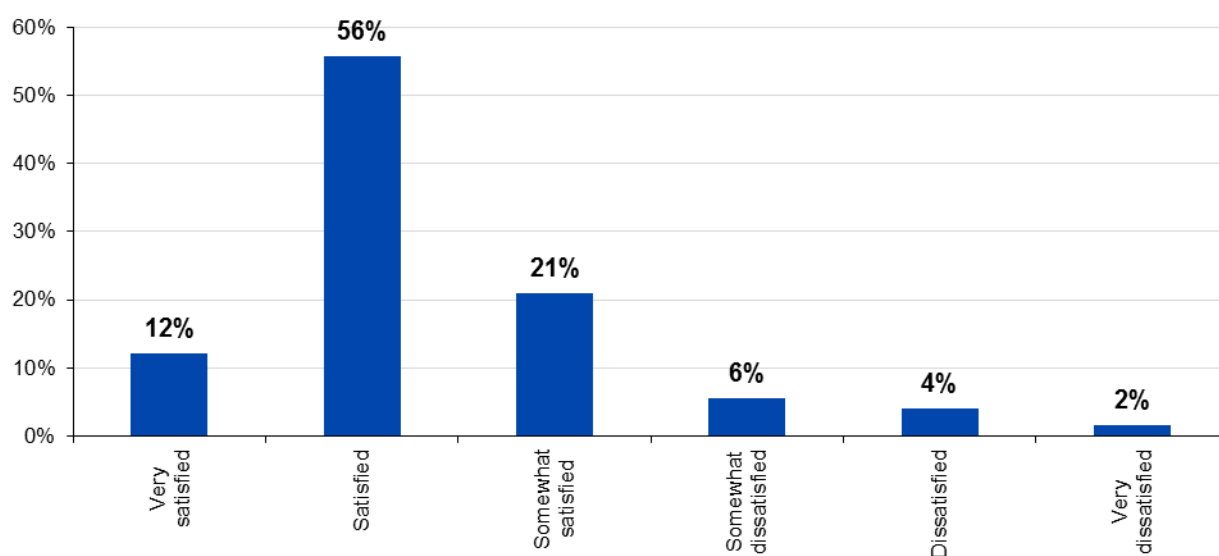
Please rate your degree of satisfaction with the Introductory Guidance on the CLP Regulation



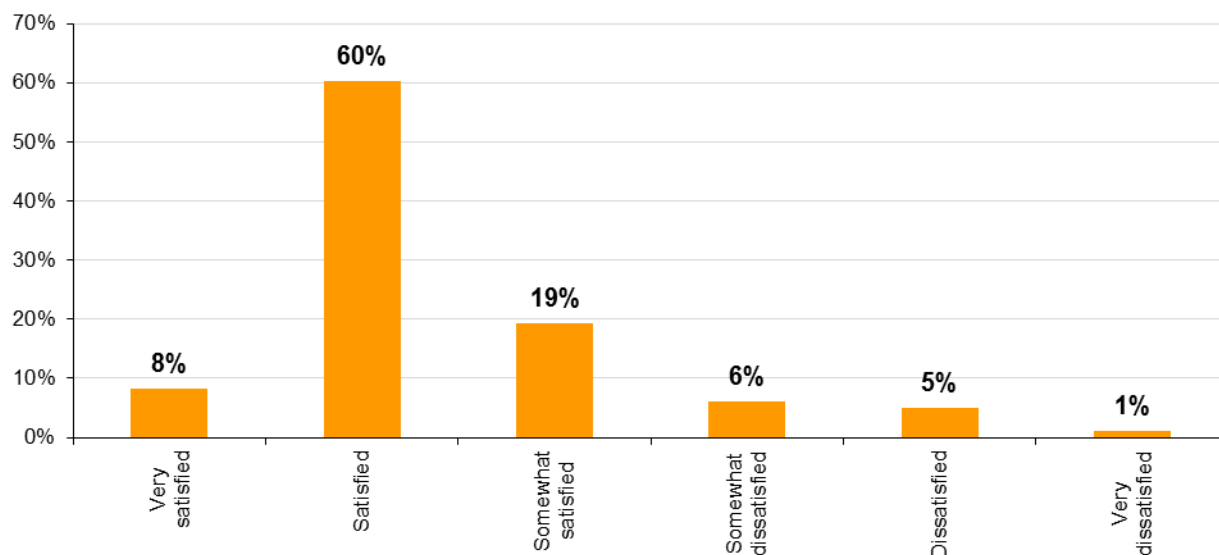
Please rate your degree of satisfaction with the Guidance on the preparation of dossiers for harmonised classification and labelling



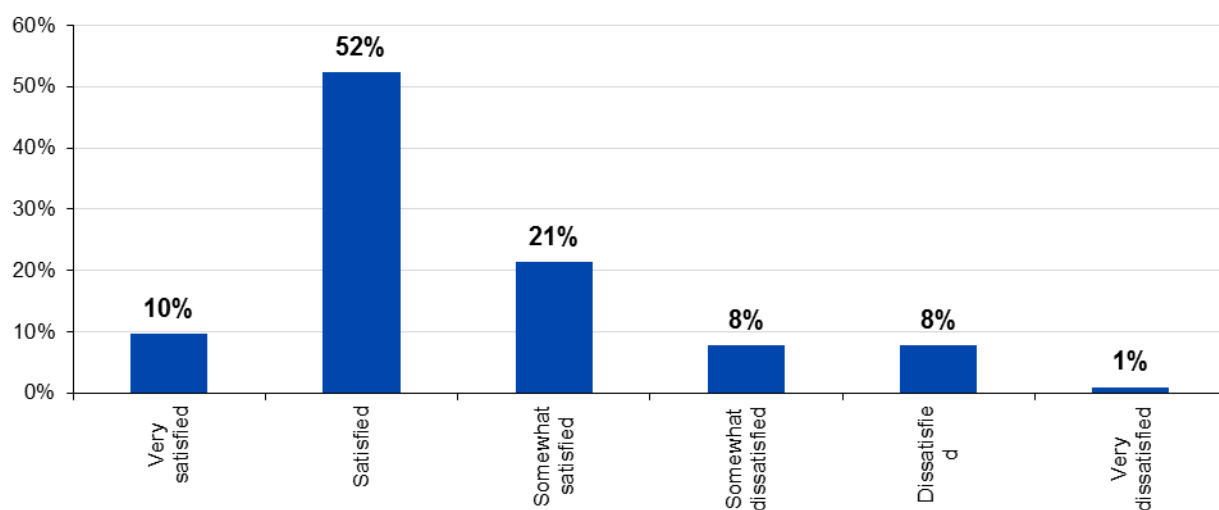
Please rate your degree of satisfaction with the BPR Guidance on information requirements



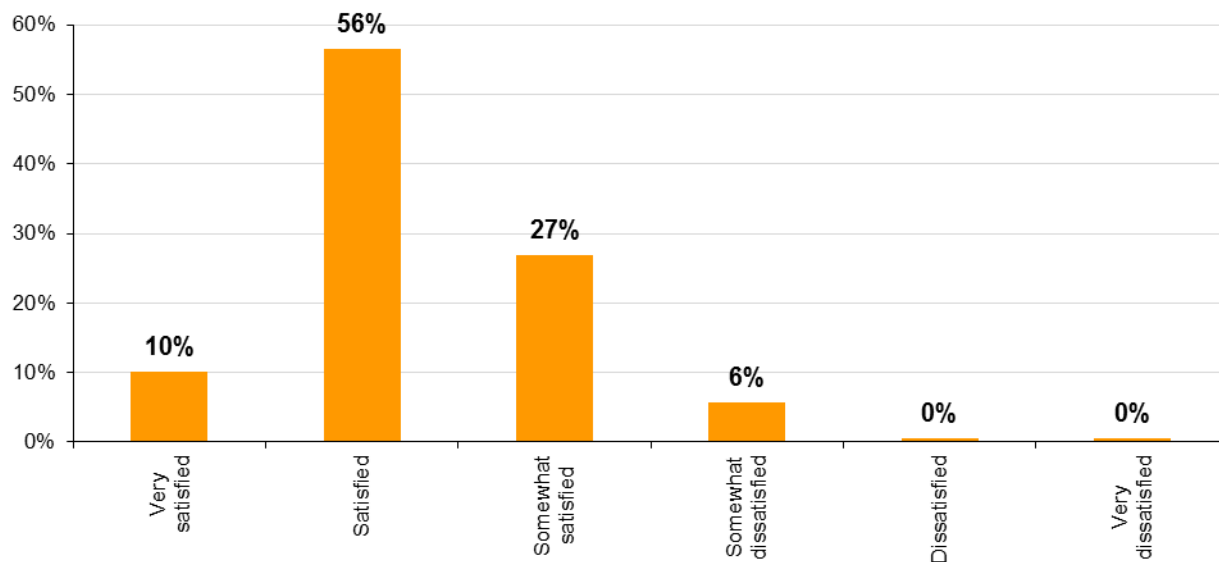
Please rate your degree of satisfaction with the BPR Guidance on applications for technical equivalence



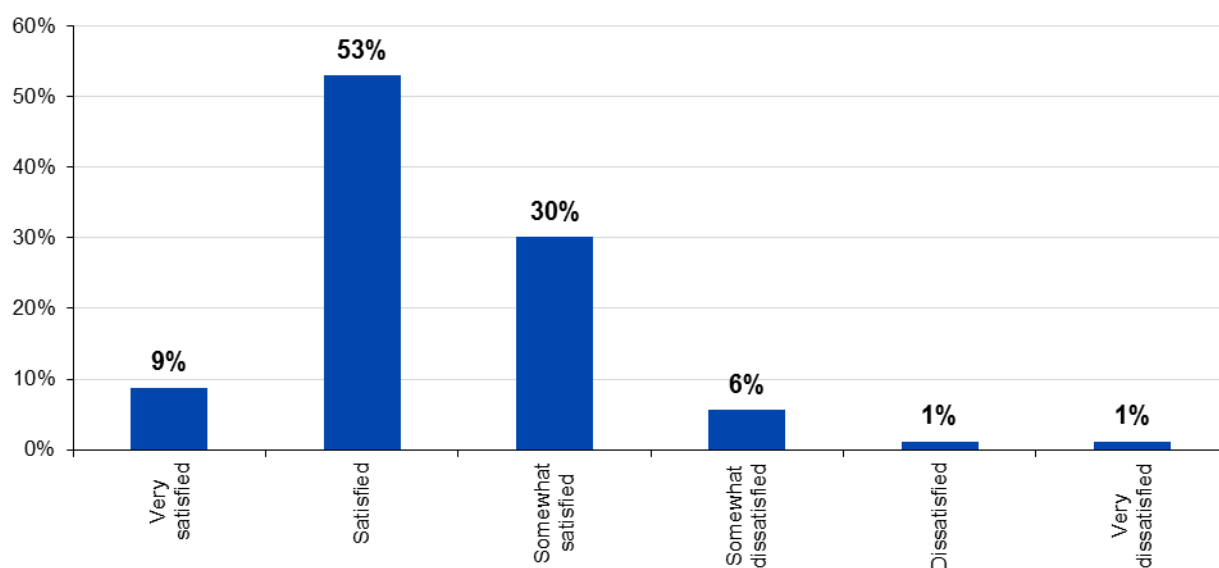
Please rate your degree of satisfaction with the BPR Guidance on active substance suppliers



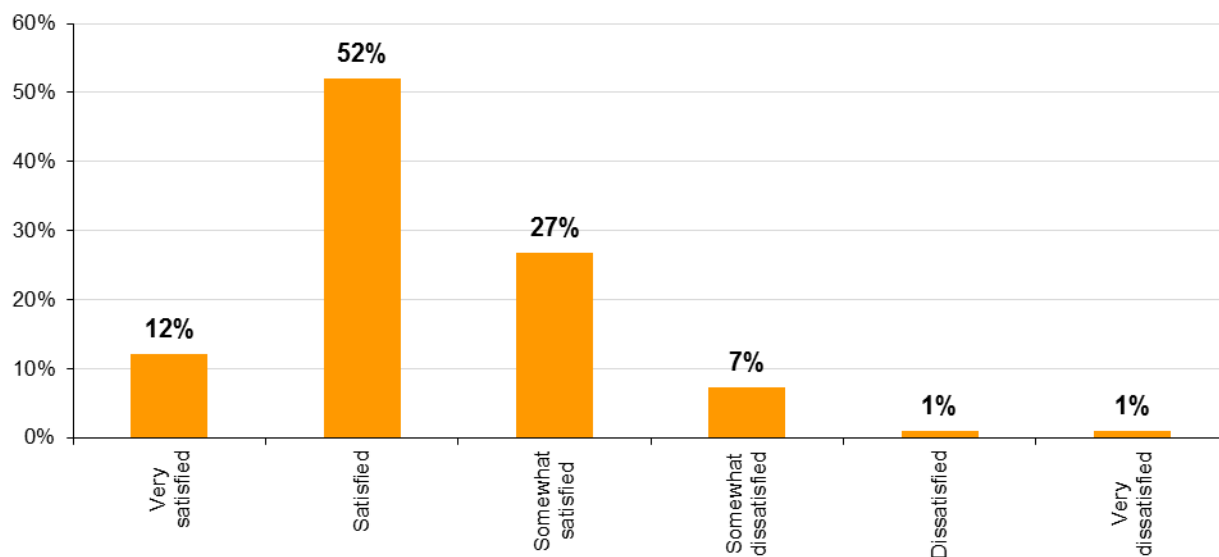
Please rate your degree of satisfaction with the Guidance in a nutshell on requirements for substances in articles



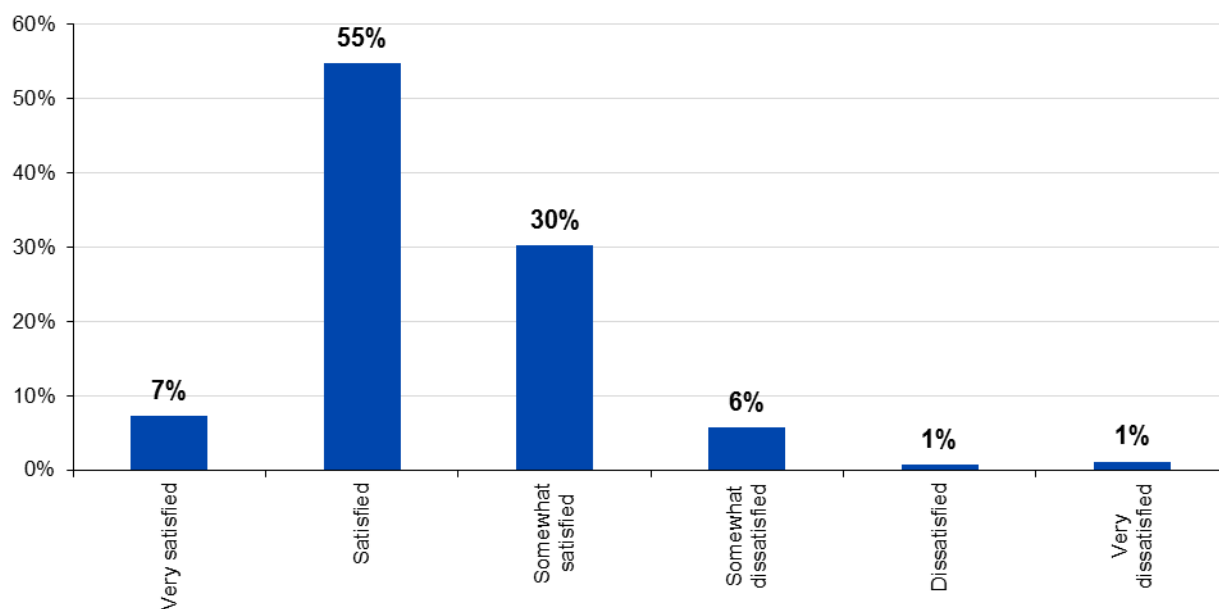
Please rate your degree of satisfaction with the Guidance in a nutshell on Chemical Safety Assessment



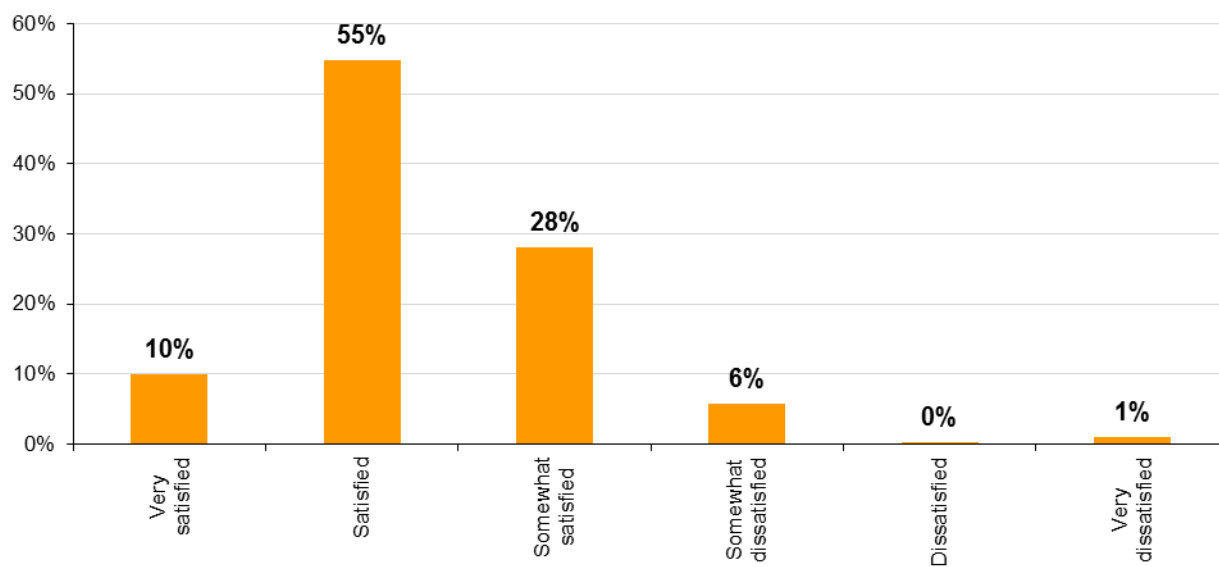
**Please rate your degree of satisfaction with the Guidance in a Nutshell on
Identification and naming of substances under REACH and CLP**



**Please rate your degree of satisfaction with the Guidance in a Nutshell on
Identification and naming of substances under REACH and CLP**

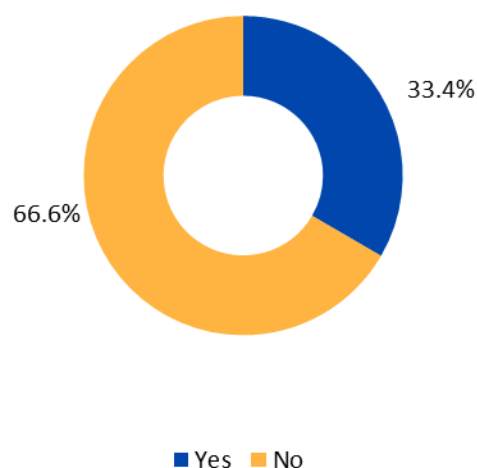


**Please rate your degree of satisfaction with the Guidance in a nutshell on
Registration data and dossier handling [new title "Guidance in a nutshell on
Registration"]**

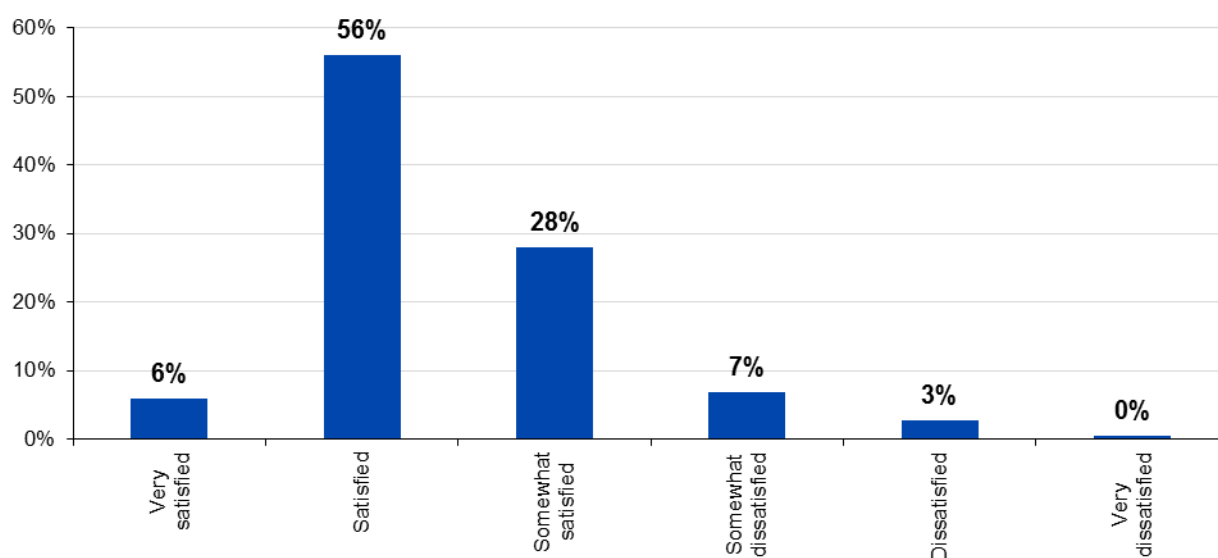


The Navigator is a tool to help manufacturers, importers, downstream users, distributors of chemical substances, and producers or importers of articles to figure out their obligations under REACH. It provides a list of obligations for a given substance, based on the answers the user gives to a series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

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

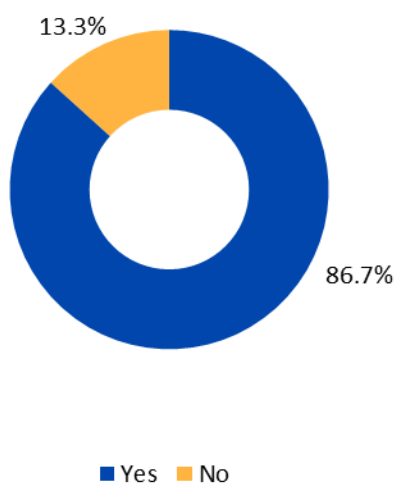


Rate your degree of satisfaction with the usefulness of the Navigator:

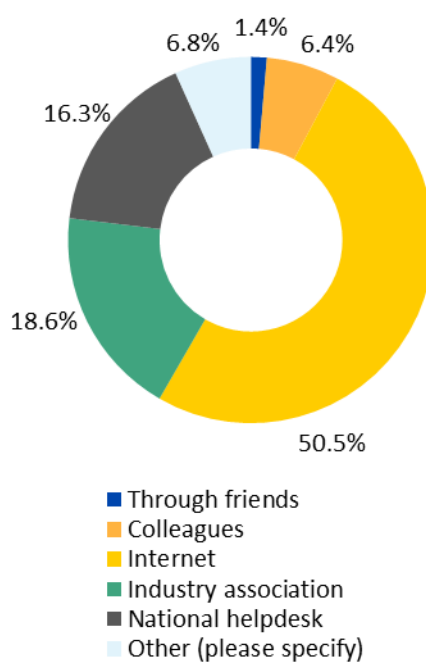


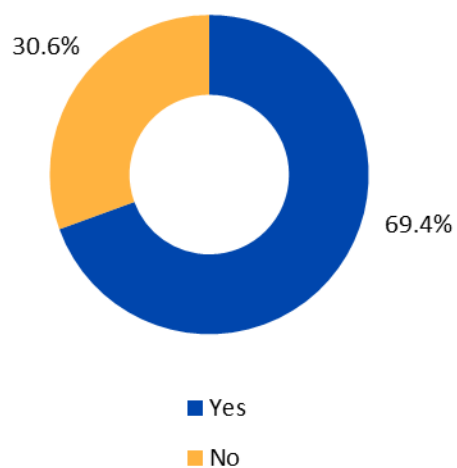
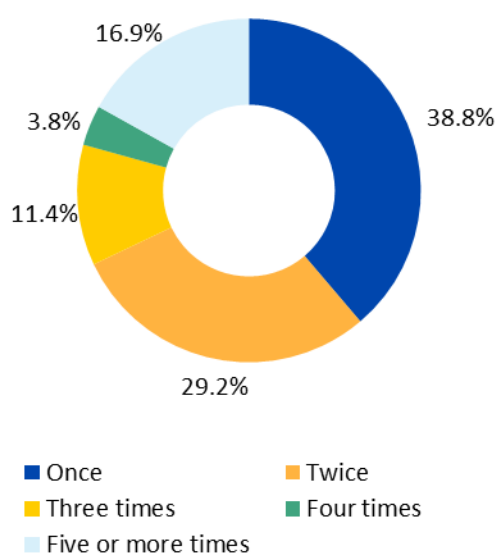
The ECHA Helpdesk provides administrative advice to those who have obligations under the REACH, CLP, PIC and Biocidal Product regulations. This service also includes support to users of ECHA's IT tools (such as IUCLID, Chesar, REACH-IT and R4BP 3), and assistance related to the processing of individual submissions.

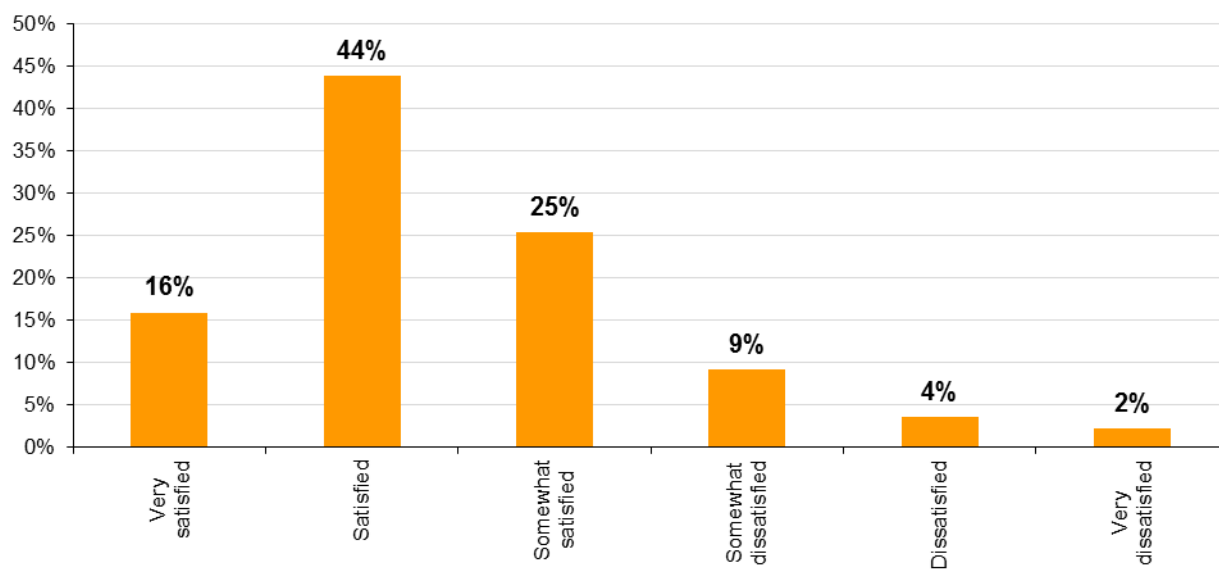
Are you aware of the ECHA Helpdesk service?



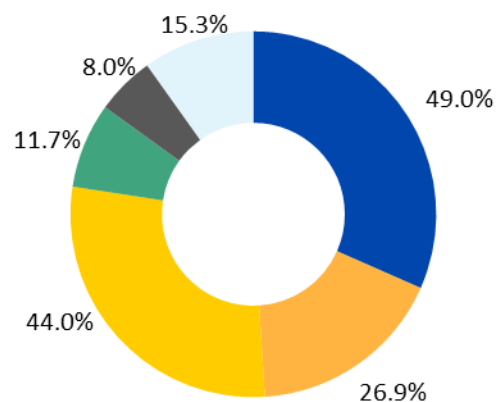
How did you become aware of the ECHA Helpdesk service?



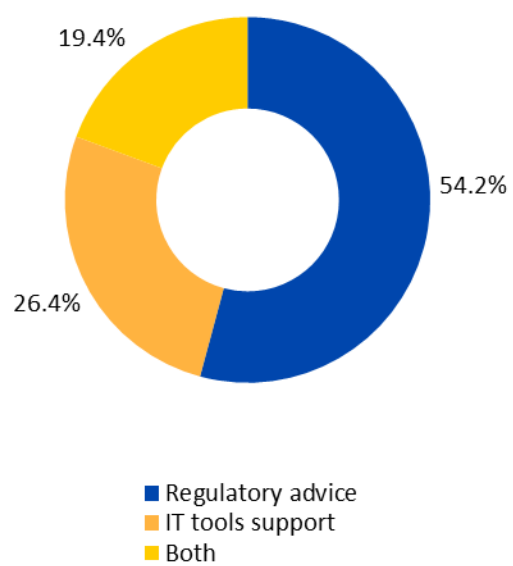
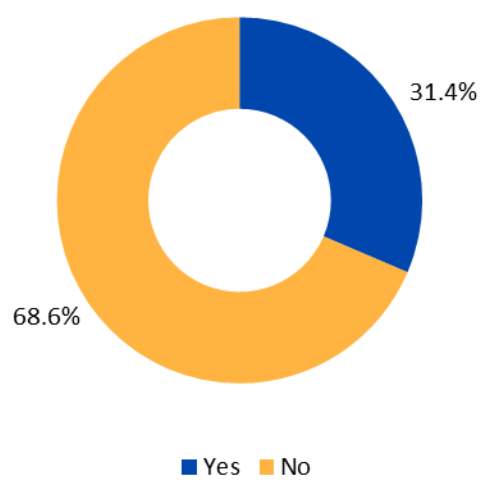
Have you used the ECHA Helpdesk service?**How many times have you contacted the ECHA Helpdesk during 2013?**

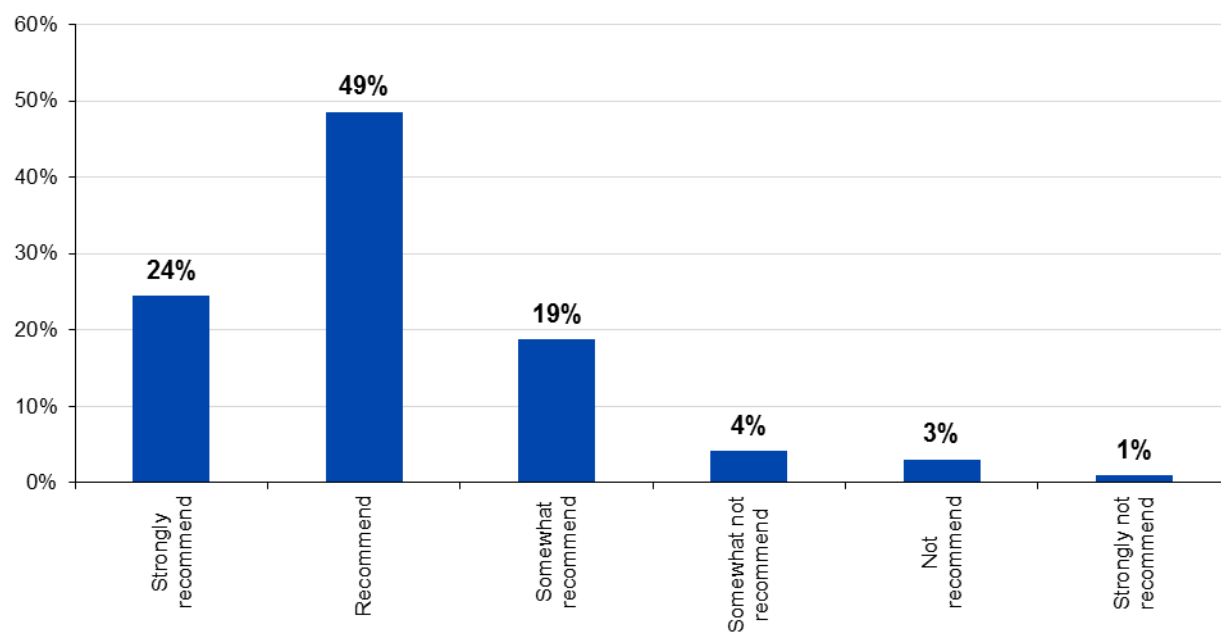
What is your level of satisfaction with the ECHA Helpdesk support?

Why did you contact the ECHA Helpdesk? (you can select more than one option)



- I could not find an answer in the FAQ, Q&As, manuals or guidance
- Manuals or guidance needed interpretation
- My question was related to a process, communication or submission for which no general guidance was expected
- I did not know where to find the relevant information from the ECHA website
- I prefer to contact the ECHA Helpdesk rather than checking available guidance
- Other, please specify:

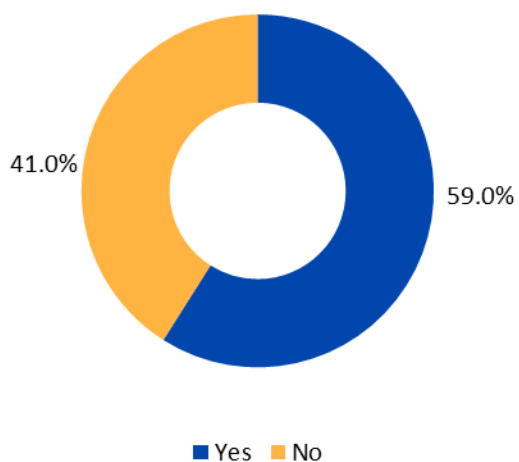
My questions were related to:**Were you contacted by telephone?**

To what extent would you recommend the ECHA Helpdesk service?

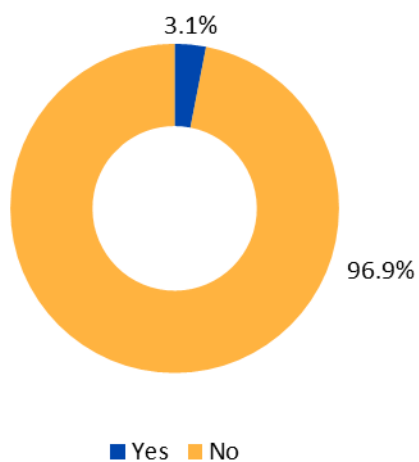
The Board of Appeal

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.

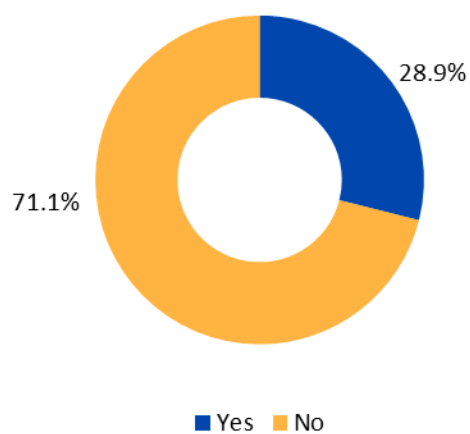
Did you know that you can appeal to the Board of Appeal against certain ECHA decisions?



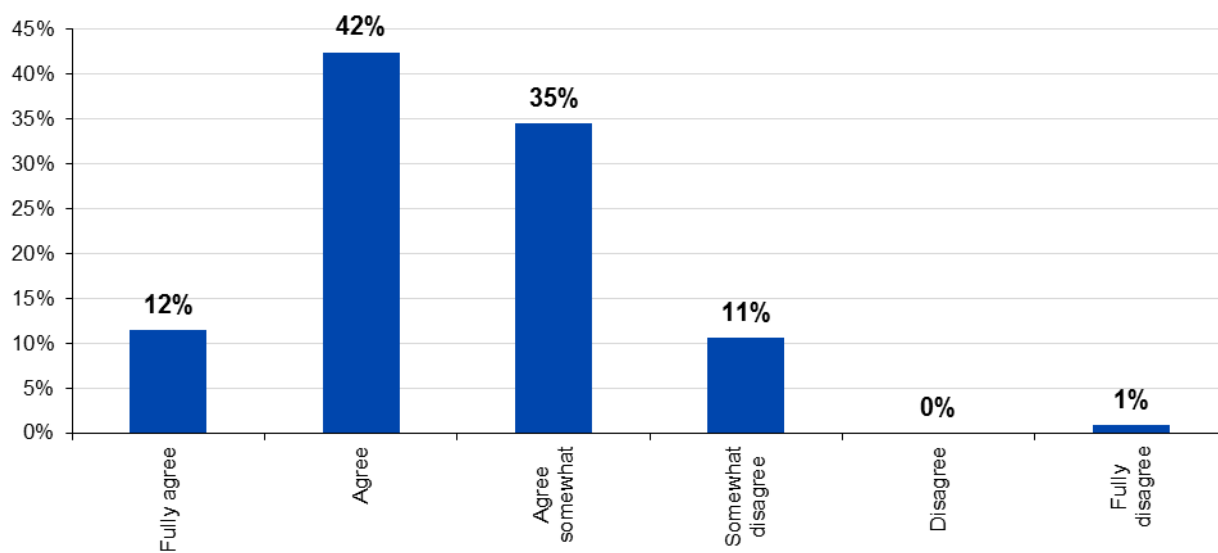
Have you had any direct involvement in the appeals process?

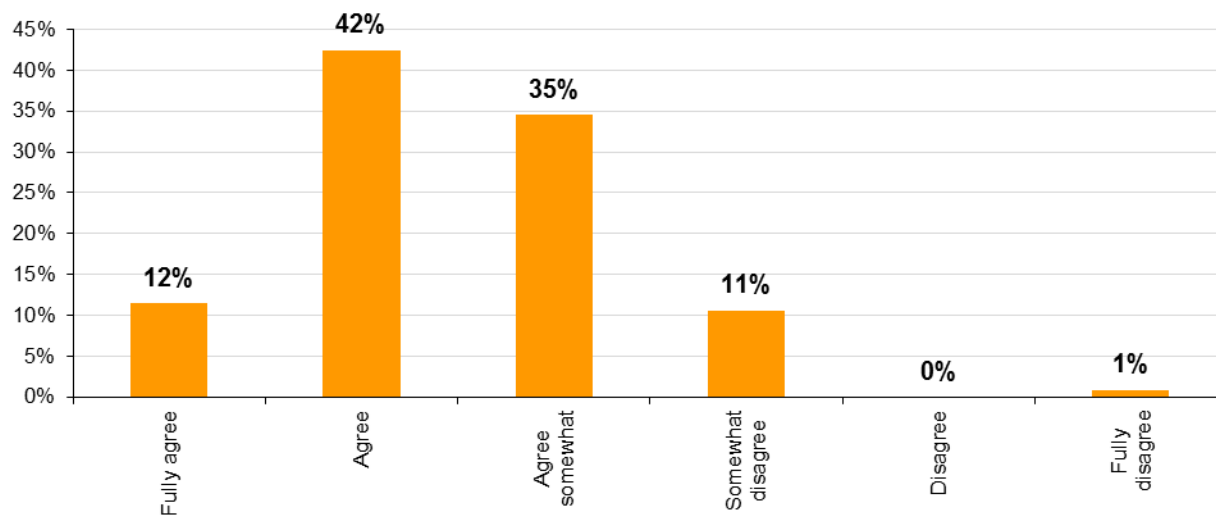
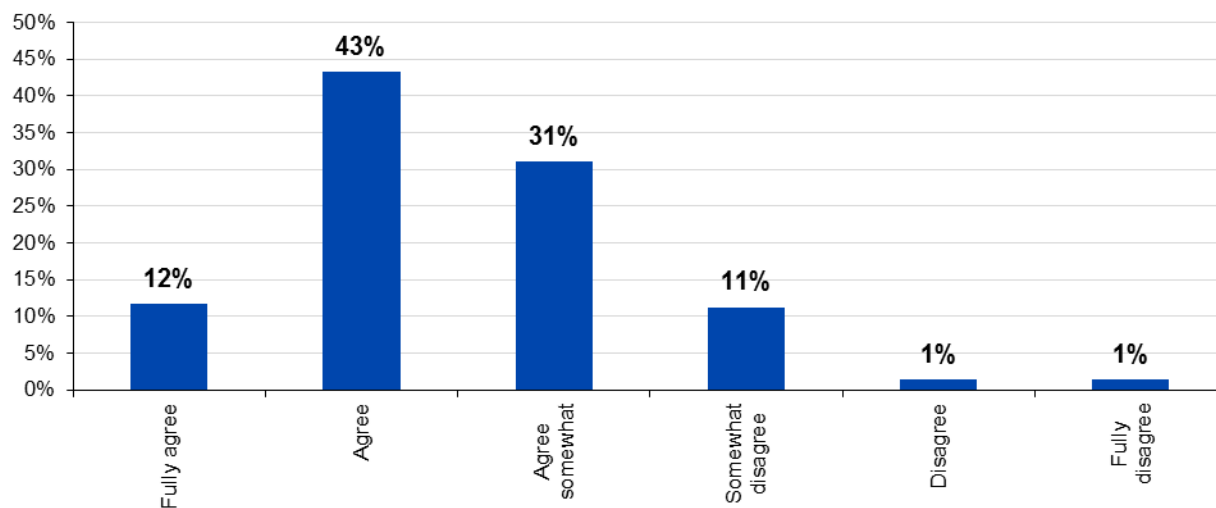


Have you visited the Appeals section on ECHA's website?

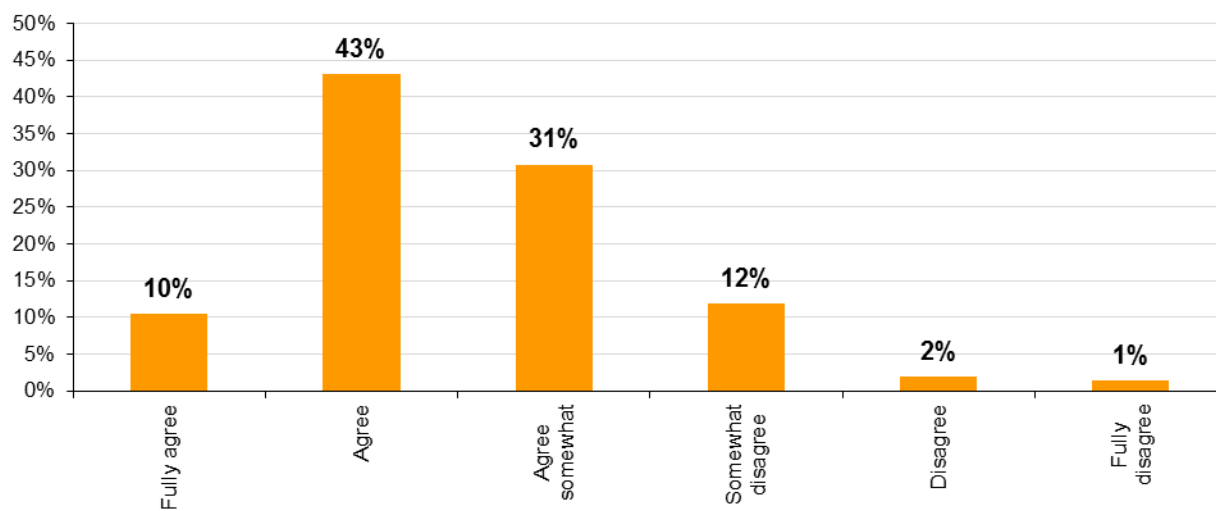


It is easy to find information about the appeals procedure on the ECHA website.



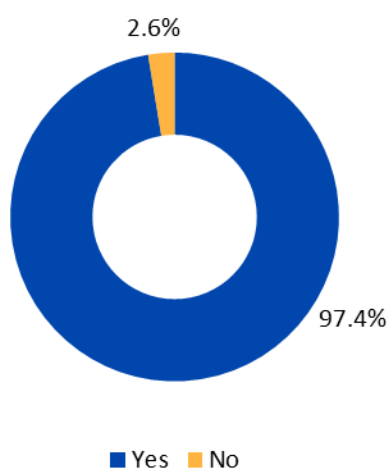
Information about the appeals procedure is easy to understand and relevant.**The Board of Appeal is independent and impartial.**

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

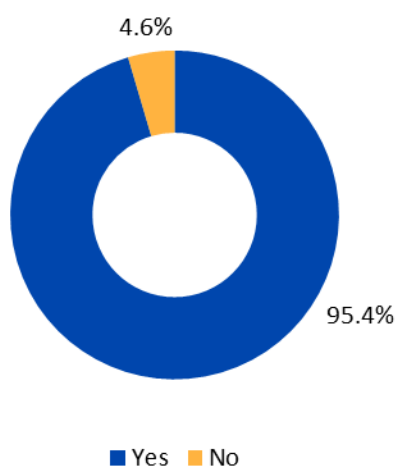


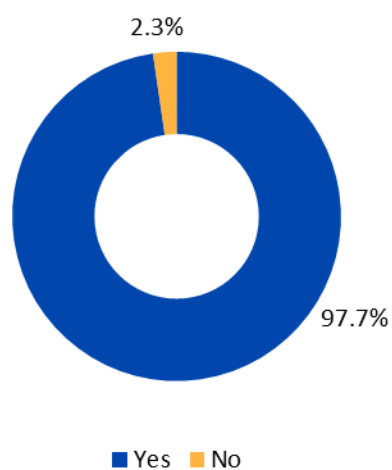
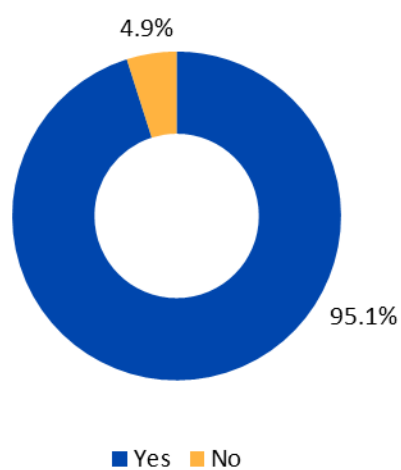
General survey rating

The questions were clear



The questions were easy to understand



The visual appearance of the survey was clear**The survey was a reasonable length**

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