

# Management of the relations with ECHA Stakeholders

## 1. Purpose

This procedure describes the overall responsibilities and mechanisms in place for the management of the relations with ECHA stakeholders and the main tools used for stakeholder management in the Agency.

## 2. Scope

This procedure applies to the activities linked with the relations between ECHA and its stakeholders.

## 3. Description

The general orientation and principles supporting the management of stakeholders are adopted by the Management Board (MB/05/2008). More detailed orientations and strategies are defined by process owners, when necessary.

### 3.1. Stakeholders

#### 3.1.1 Stakeholder groups

ECHA has identified its stakeholders and defined main stakeholder groups. These groups include the environmental stakeholders.

1. **Industrial actors:** Companies and other legal entities interact with the Agency as duty holders of obligations under the EU chemicals safety legislation that ECHA is mandated to implement; as well as companies, e.g. international ones without duties under the relevant chemicals regulations that are however interested in or affected by the work of the Agency.
2. **Institutional partners:** These stakeholders have a role in ECHA's operations as defined by the legislation, or through an agreement with ECHA. They are EU Institutions (such as the European Commission, the Council of the European Union or the European Parliament), national authorities of EU Member States (such as national enforcement authorities, whereby the REACH Regulation specifically includes Member State competent authorities in its mentioning of stakeholders), EEA/EFTA and third countries (in particular OECD Member States) and multilateral organisations (for instance, the OECD) as well as parties to and bodies serving international conventions. The State of Finland and the City of Helsinki are relevant environmental stakeholders regarding national environmental laws.
3. **ECHA Bodies, Networks and Expert Groups:** These stakeholders are formal bodies (Management Board, Committee for Risk Assessment, Committee for Socio-economic

### Management of the relations with ECHA Stakeholders

Analysis, Member State Committee, Biocidal Products Committee, Forum for Exchange of Information on Enforcement and Board of Appeal) which formulate formal opinions and/or decisions and several informal networks and also expert groups which provide platforms for informal discussions and/or non-binding scientific advice formed by representatives of ECHA's secretariat and bodies and accredited stakeholder organisations.

4. **Third parties:** These are stakeholders to whom the REACH regulation specifically assigns the right to bring to the attention of ECHA information on substances and other scientific information that they hold. They have an interest in ECHA's work but no obligations towards ECHA. These are EU citizens, the local community, individual companies, industry and non-governmental organisations, academia, or research institutes.
5. **Staff:** This stakeholder group includes all ECHA statutory staff, seconded national experts and trainees.
6. **Service providers:** This stakeholder group includes contractors working in ECHA premises, the Landlord, service providers and suppliers.

#### 3.1.2 Accredited Stakeholder Organisations

The accreditation scheme for stakeholder organisations is based on the Agency's policy to work closely together with relevant stakeholder organisations and to enhance mutual benefit.<sup>1</sup> The model aims at

- Engaging with organisations that represent stakeholders with a legitimate interest in the activities of the Agency,
- Providing a channel for collecting feedback from the relevant stakeholders for delivering their input on ECHA's activities, and
- Reaching out to a broad stakeholder community and facilitating multiplication of information by distributing information from ECHA to further networks.

Accredited Stakeholder Organisations (ASO) are the European level umbrella organisations representing a variety of interests. Candidate organisations, fulfilling the eligibility criteria set by the Management Board (MB/34/2011), are accredited as outlined in WIN-0074.

The External Communications team manages the applications, maintains the Accredited Stakeholder Organisations register, and organises special events as described in PRO-0056.

## 3.2. Roles and responsibilities in ECHA stakeholder relations

The **Executive Director** ensures the management of the relations with stakeholders and approves the relevant high level documentation with the support of the **Executive Office**.

**Process Owners and staff members** are in charge of engaging the stakeholders that are involved in the processes under their responsibility (PRO-0008). All staff members manage these relations in conformity with the Code of Conduct of European servants (MB/32/2013), ECHA's values and internal rules, as well as relevant policies and strategies.

---

<sup>1</sup> REACH Regulation, Art. 108

The **Communications Unit** supports the process owners at defining and implementing the communication aspects of the stakeholder procedure, in particular through a common External Communications strategy as described in PRO-0055. The Communications Unit also organises events and communications with ECHA's Accredited Stakeholder Organisations (PRO-0056).

### 3.3. Stakeholder engagement aspects

#### 3.3.1. Planning

##### **Identify stakeholders and define stakeholder needs**

Stakeholders are identified and grouped according to their nature and the type of their involvement in the activities of the Agency, including those that are relevant for the environmental management system, as outlined in ECHA's process and activity structure.

Stakeholder requirements, needs and expectations are taken into account by process owners in the design, development and improvement of the Agency's products and services (PRO-0008).

##### **Compliance obligations**

The Agency's compliance obligations related to the stakeholders are laid down in the applicable legislation: the Chemicals legislation, i.e. the REACH, CLP, PIC, and Biocides regulations, the Financial Regulation, the Staff Regulation, as well as the applicable environmental legislation.

Management determines the needs and expectations of stakeholders that become the Agency's compliance obligations.

##### **Plan actions according to ECHA Programming Document and unit-level plans**

The needs and expectations of ECHA Stakeholders are considered in the planning and reporting cycle as established in PRO-0013: the management of the relations with stakeholders helps to achieve the objectives of the multi-annual programming, and is further implemented through the Annual Work Programme and the internal planning.

##### **Define stakeholder strategies where necessary**

Stakeholder strategies (including action plans) can be defined by ECHA management to steer the work with specific stakeholder groups.

#### 3.3.2. Implementing

##### **Carry-out activities according to work programmes and involve stakeholders**

Stakeholders are regularly involved in ECHA's activities, ranging from participation in events to formal consultations. They are either involved individually or via existing networks such as the HelpNet or the Directors Coordination Group.

Stakeholders are regularly consulted on different aspects of ECHA's activities.

ECHA process owners use some common tools to coordinate their work with stakeholders, for instance the common calendar which gathers events of interest with stakeholders; and the events and logistics management (ELM) tool, which is the one-stop shop for event and logistics management and also serves as a central database for ECHA's external contacts within all its main stakeholder groups.

### **3.3.3. Collecting and using stakeholder feedback**

#### **Review the progress of the fulfilment of work programme objectives based on stakeholder feedback**

Process owners collect feedback from their stakeholders by gathering and analysing the information inputs from several different sources as suggestions and complaints, surveys, general inquiries, web forms, stakeholder workshops, webinars and from stakeholder events, e.g. the annual stakeholders' day.

Direct feedback is collected by relevant process owners during the year through the usual interaction. General feedback is collected via the web form available to the general public. Complaints are recorded as outlined in WIN-0195.

Process owners and staff are responsible for taking into account suggestions and complaints from stakeholders and bringing them to the attention of senior management via DCM. The outcome from all the relevant sources on ECHA stakeholder relations is reviewed by the Executive Director and senior management in the DCM.

**Surveys** are conducted to provide process owners with feedback on their services from their internal and external customers. The annual survey programme is adopted by the DCM.

The Executive Office is responsible for coordinating an annual stakeholder survey, in collaboration with all units outlined in the annual survey programme, as described in WIN-0145. Survey results, including suggestions and complaints informed by the participants in their response to the surveys, are analysed and taken into account by the responsible directorates and/or units. An overview of the surveys conducted in ECHA is provided in the *Stakeholder Survey Programme* kept at the Executive Office. More information on stakeholder survey management is outlined in WIN-0145.

Some ECHA units and teams have a strong service orientation due to the nature of the activities they are responsible for, as the Executive Office, Communications, ICT, Human Resources and Corporate Services. They carry out satisfaction surveys among their internal customers (other ECHA units) to collect information on their satisfaction with the internal services they provide.

### **3.3.4. Improvements and corrective/preventive action**

Based on the feedback received, improvements are decided at the relevant level after analysis by Management: they may consist in the need to develop and or update processes, or to carry out new projects and evolutions to provide new services, or to enhance current operations. They are then used for the planning for the next work programmes and unit-level plans.

The aggregated information about the stakeholder satisfaction is an input to the Management Review exercise, described in PRO-0016.

In case the targets in terms of stakeholder satisfaction are not met, for instance in the context of the stakeholder survey, nonconformities can be recorded as outlined in PRO-0015.

## 4. Flowchart

N/A

## 5. Definitions

Term or abbreviation	Definition
ECHA Stakeholder	All organisations and individuals interested in or affected by the chemicals regulations and ECHA's activities.
Stakeholder / Interested party	Person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity [ISO 9000:2015]
Process Owner	Role in charge of the end-to-end management of an ECHA Process, including the identification, analysis and engagement of the stakeholder(s) that are involved in, or affected by the process.
IMS	Integrated Management System
DCM	Directors' Coordination Meeting

## 6. Records

Record name	Security level	Comments
ECHA's annual stakeholder survey overview (results)	Public	

## 7. References

Associated document code	Document name
(EC) No 1907/2006	REACH Regulation
(EC) No 1272/2008	CLP Regulation
(EU) No 528/2012	Biocidal Product Regulation
98/8/EC	Biocidal Product Directive
(EU) No 649/2012	PIC Regulation
ISO 9000:2015	Quality management systems – Fundamentals and vocabulary
ISO 9001:2015	Quality management systems – Requirements
ISO 9004:2009	Managing for the sustained success of an organization – A quality management approach
ISO 14001:2015	Environmental management systems – Requirements with guidance for use
MB/32/2013	Code of Good Administrative Behaviour for the Staff of the European Chemicals Agency
MB/34/2011	Revised eligibility criteria for ECHA's Accredited Stakeholder Organisations
-	ECHA's Internal Communications Strategy
-	External Communications Strategy 2015-2018
MB/05/2008	Proactive engagement with all ECHA stakeholders
-	Stakeholder Survey Programme

## 8. Annexes

N/A