

# Management of the relations with ECHA's stakeholders

## 1. Purpose

This procedure describes the overall responsibilities and mechanisms for understanding and addressing the needs of ECHA's stakeholders. Stakeholder relationship management is an integral part of ECHA's operating model, with high impact on ECHA's outputs and performance, both in the short and long term.

## 2. Scope

It applies to the activities linked to the relations between ECHA and its main stakeholder groups, including those of the environment management system, staff and service providers.

## 3. Description

This procedure outlines the roles and responsibilities for managing ECHA's stakeholder relations and engagement and how stakeholder requirements are considered by the Agency when delivering its services. It builds on the principles and working methodologies described in ECHA's stakeholder engagement approach (annex).

### a) Key steps in our stakeholder analysis and engagement

Please refer to section 5.1 of the [ECHA Stakeholder Engagement approach](#).

**Step 1:** Identify and map

**Step 2:** Choice of engagement

**Step 3:** Develop plans to engage with a purpose and measurable actions

**Step 4:** Revisit engagement

### b) Implementation / roles and responsibilities

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

**Process Owners** and other staff members oversee engaging with the stakeholders that are involved in the activity they are responsible for (LIS-009).

The **Communications Unit** oversees ECHA's stakeholder engagement approach and communications strategy, manages ECHA's accredited stakeholder organisations activities and supports staff with stakeholder engagement related work.

The **Governance, Strategy and Relations Unit** supports the Executive Director and the Directors team with the engagement of institutional and Member States partners.

The **Human Resources Unit** supports the Executive Director in managing staff relations.

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To facilitate effective coordination with stakeholders, ECHA's process owners employ common tools, such as the Events and Logistics Management (ELM) tool. This platform serves as a centralised hub for event and logistics management and functions as a vital repository of external contacts across all of ECHA's principal stakeholder groups.

Furthermore, ECHA proactively notifies relevant stakeholders in the event of crisis prevention and management, as well as for business continuity purposes, adhering to the established procedures outlined in the Crisis Communications plan (PLA-0017).

When speaking at external events, ECHA covers the travel costs of its speakers to avoid potential conflicts of interest.

### **c) Monitoring, impact measurement and improvements**

Staff responsible for specific activities (process owners) collect feedback from stakeholders during proactive engagement activities or through general inquiries and complaints (PRO-0015). Appropriate actions are taken in the light of this feedback to improve process, communications and plans. The needs and expectations of stakeholders are also considered in the planning and reporting cycle as established in PRO-0013.

When deemed appropriate, Directors may elevate matters to the notice of senior management, primarily through the Directors' Team meeting (DT).

Key performance indicators (KPIs) are set in ECHA's Single Programming Document for stakeholder interaction and perception to monitor and measure the impact of our engagement activities.

Surveys are conducted as needed to provide process owners with feedback on their services from their internal and external customers

ECHA assesses its stakeholder relationship furthermore as part of the annual assessment of the Integrated Management System Strategy and Framework (IMSS & F - POL-0001, ECHA's Quality Policy). The outcomes of this assessment feeds into the Management Review (PRO-0016).

In case the targets in terms of stakeholder satisfaction are not met, nonconformities and complaints can be recorded as outlined in PRO-0015. Furthermore, Quality Assurance Officers can analyse deviations from the standards, systematic issues within processes and/or trends and patterns related to quality and performance (for example, nonconformities, process improvements and/or audit findings) and inform the Chief Risk Officer accordingly (PRO-0089).

## **4. Compliance obligations**

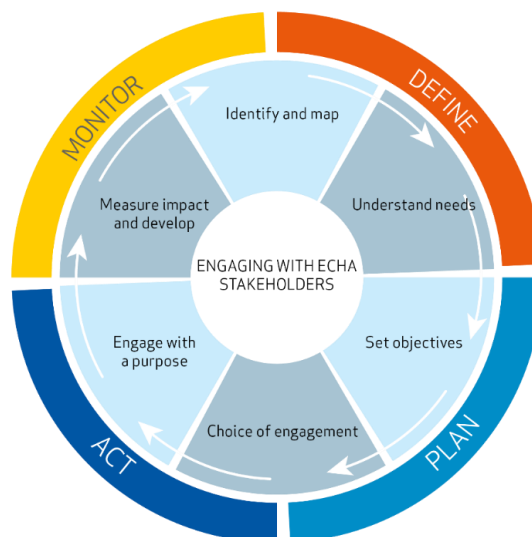
Key compliance obligations for ECHA are:

- a) Duty of the Management Board to develop, in agreement with the Commission, appropriate contacts between the Agency and relevant stakeholder organisations (Art 108 of the REACH Regulation (EC) No 1907/2006).

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- b) Eligibility criteria for ECHA Accredited Stakeholder Organisations, adopted by the Management Board on 21 June 2011 (MB/34/2011 final) under Art 108 of the REACH Regulation (EC) No 1907/2006.
- c) According to Article 103(1) REACH, staff shall be subject to the Regulations and Rules applicable to officials and other servants of the European Union. In this regard, a Staff Committee and one or more Joint Committees are set-up to represent the interests of the staff vis-à-vis ECHA and maintain continuous contact between the Agency and the staff (Article 9 of the EU Staff Regulations No 31 (EEC)). Moreover, staff of the Agency shall have access to measures of a social nature, including specific measures to reconcile working life with family life (Art 1e(1) of the EU Staff Regulations).

## 5. Flowchart



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## 6. Definitions

Term or abbreviation	Definition
ECHA's stakeholders	Any organisations, associations, groups, or individuals who can impact or are impacted by ECHA's work and goals. This also includes all ECHA staff (employees, Staff Committee, seconded national experts and trainees) and service providers (contractors at ECHA, landlord, service providers and suppliers).
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
DT	Directors' Team Meeting
ASO	Accredited Stakeholder Organisation
IMSS & F	Integrated Management System Strategy and Framework (POL-0001)
ELM	Events and logistics management

## 6. Records

Record name	Security level	Comments
Annual discharge reports and ECHA's replies	Public	
Annual Assessment of ECHA's Integrated Management System Framework	Public	
Annual opinion of the European Commission on ECHA's draft Programming Document and the Agency's replies (MB documentation)	Internal	
List of Accredited Stakeholder Organisations	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
MB/05/2008	Proactive engagement with all ECHA's stakeholders
MB/29/2019	Financial Regulation of the European Chemicals Agency
DT 02/2024	ECHA External Communications Strategy 2024-2028. Reference: ECHA-24-R-01-EN, ISBN: 978-92-9468-353-3 published on the ECHA website
DT 02/2024	ECHA Stakeholder Engagement Approach. Reference: ECHA-24-R-02-EN, ISBN: 978-92-9468-354-0 published on the ECHA website

## 8. Annexes

N/A