

# News readership survey 2017

Summary of results



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### **ECHA's News Readership Survey 2017 – Summary of results**

**Reference:** ECHA-17-R-15-EN

**Date:** June 2017

**Language:** English

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### **European Chemicals Agency**

Mailing address: P.O. Box 400, FI-00121 Helsinki, Finland

Visiting address: Annankatu 18, Helsinki, Finland

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## News Readership Survey 2017 –

### Summary of results

#### Introduction

ECHA conducted a survey asking the opinions of its news subscribers on various communication activities related mostly to its ECHA Weekly and ECHA Newsletter products. On 27 March 2017, the Agency sent out the News Readership survey asking for feedback from 14 457 subscribers on our news products and services.

The survey was open for three weeks and closed on 14 April 2017.

This was the first survey conducted on our news products since September 2015.

#### 1. Survey and evaluation methods

The survey was launched on 27 March 2017 and closed on 14 April 2017. It was sent by personal email to an initial 14 457 news subscribers on our mailing list. The number of news subscribers in the mailing list has reduced since 2015 due to the automatic cleaning of our mailing lists to remove inactive users and redundant email addresses.

Two reminders were sent on 3 and 10 April, respectively. The survey was also open during our Stakeholders' Day where participants were invited to complete the survey if they followed our news.

Three snippets were placed in the ECHA Weekly on 29 March, 5 and 12 April, respectively.

One snippet was also sent out to our accredited stakeholders in our Stakeholder Update on 31 March 2017.

There was also promotion of the survey through ECHA's social media channels.

All respondents were able to submit their responses anonymously.

The responses for the multiple choice questions have been analysed quantitatively and summaries/examples have been provided for the open questions.

#### 2. Results

**1 697** respondents submitted their feedback to the News Readership Survey 2017. The response rate was **11.7 %** (9.0 % in 2015, 13.7 % in 2014 and 8.2 % in 2013).

The response rate increased by 2.7 % from 2015. While this seems a rather large increase, this is mostly due to the reduced number of respondents the survey was sent to after of redundant emails from our mailing lists had been cleaned (reduced from 18 514 in 2015 to 14 457 this year).

In real terms, the number of actual respondents rose only slightly from 1 662 in 2015 to 1 697 this year. These numbers are, however, considered to be a valid representative sample.

Following feedback received in the previous three surveys (2013, 2014 and 2015), we launched the survey at an earlier point in the year. This was done in an effort to avoid missing out on respondents who in previous years had been out of office due to extended leave following the summer. Indeed, this tactic seemed to pay off as the number of out of office responses received following the mailings significantly decreased from previous surveys.

The change in scheduled time for the launch of the survey also allowed us to launch it at the same time as ECHA's Stakeholders' Day, which gave us an additional avenue with which to promote the survey. Furthermore, the earlier launch date also helped us to avoid clashing with the Annual Stakeholder Survey, which is due to be launched in October 2017.

Where available and relevant, comparative figures from the 2013, 2014 and 2015 surveys are given in parentheses.

## 2.1 ECHA's news channels

The respondents were asked which of ECHA's news channels they use.

They were given a choice of seven options and were able to freely select as many of the options as they wished.

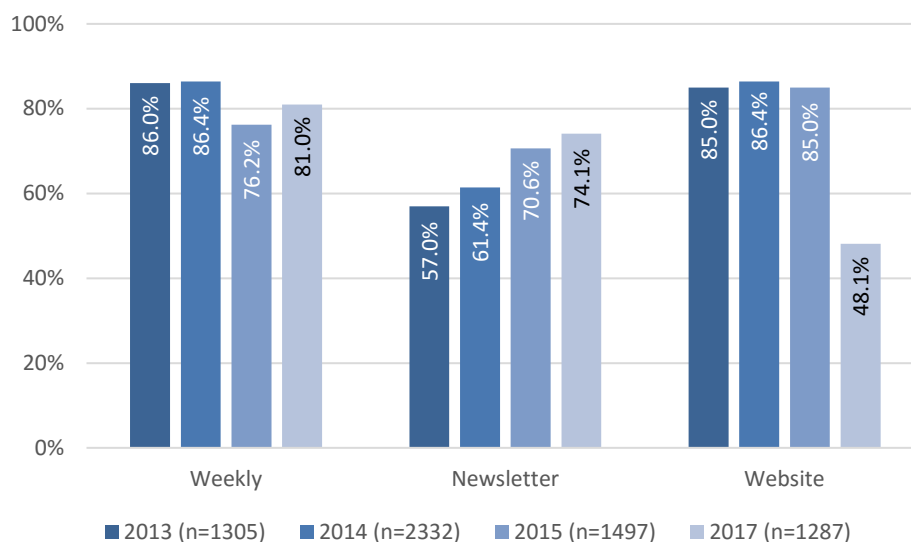


In contrast to previous surveys, **ECHA Weekly** with **81.0 %** (previously named ECHA e-News: 86 % in 2013, 86.4 % in 2014 and 76.2% in 2015) has become the most prominent channel our subscribers follow for their news. In the previous three surveys, the most prominent channel has been news from our website.

The **ECHA Newsletter** with **74.1 %** (57 % in 2013, 61.4 % in 2014 and 70.6 % in 2015) has also risen in rank up from third (in 2015) to second this year. The positive trends for ECHA Newsletter has continued with a constant growth in proportion of respondents who say they use this channel survey after survey.

**ECHA's news on our website** with **48.1 %** (85 % in 2013, 86.4 % in 2014 and 85 % in 2015) has dropped from the most popular source for news in 2013, 2014 and 2015, down to third place in 2017.

This year, ECHA's press releases were removed as an option as it was considered that this was covered under the option ECHA's website.

**Fig 1. ECHA Weekly, newsletter and website trends (2013-2017)**

These figures seem to show a recovery for the ECHA Weekly following a decline in 2015.

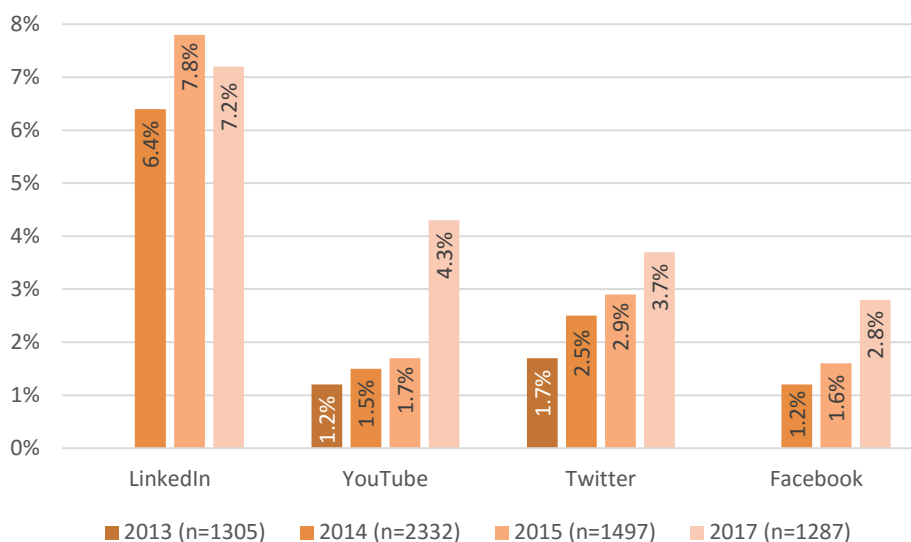
The Newsletter continues to grow in prominence, survey after survey. The sharp decline in those selecting the website could be explained by the change in the question this year. In previous years, the category was simply called ECHA's website. This year, it was changed to news from ECHA's website.

For the social media channels, **LinkedIn** was selected by **7.2 %** of our subscribers (not listed in 2013; 6.4 % in 2014 and 7.8 % in 2015) and remains the most popular social media channel for our news subscribers.

**YouTube** was selected by **4.3 %** (1.2 % in 2013; 1.5 % in 2014 and 1.7 % in 2015) of respondents. This social media channel received the sharpest increase, which could be due to the amount of video content we have made available and publicised since 2015.

**Twitter** was selected by **3.7 %** (1.7 % in 2013; 2.5 % in 2014 and 2.9 % in 2015) of respondents.

**Facebook** was selected by **2.8 %** (not listed in 2013; 1.2 % in 2014 and 1.6 % in 2015).

**Fig 2. Social media channel trends (2013-2017)**

LinkedIn remains the most prominent of the social media channels amongst our news subscribers. Although, the proportion of respondents who use this channel has dropped slightly since the last survey.

For the other three channels, the proportions are all showing a positive trend.

Those who selected YouTube has increased by over 200 % since the 2015 survey and is the channel that is growing at the fastest rate.

## 2.2 ECHA Weekly

The questions with a particular focus on the **ECHA Weekly** concentrated on how much of the product is read and asked the respondents to give their opinions on:

- Whether it helps them understanding what ECHA is doing;
- Whether it covers the news they are interested in;
- Whether it is trustworthy;
- Whether it gives information that helps them to do their job;
- Whether it is an efficient way of getting news from ECHA;
- Whether it is easy to read; and
- Whether they like the look of the product.

### 2.2.1 How much of the ECHA Weekly do subscribers normally read?

**43** respondents said that they **do not read the ECHA Weekly**. With these respondents not considered:

**10.6 %** glance through the snippets (12.6 % in 2013; 13.9 % in 2014; 16.4 % in 2015).

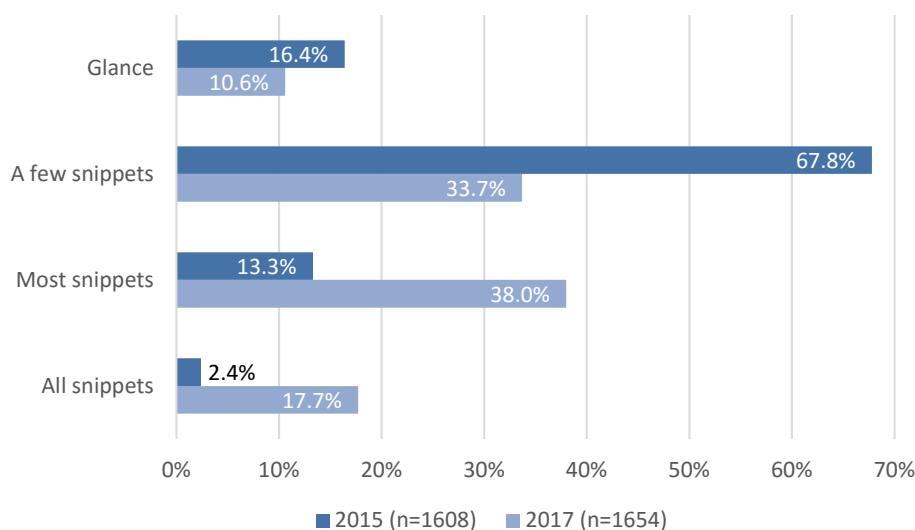
**33.7 %** (69.2 % in 2013; 71.1 % in 2014; 67.8 % in 2015) read a few snippets and click for more information.

**38.0 %** (17.0 % in 2013; 13.3 % in 2014; 13.3 % in 2015) read most of the snippets and click for more information.

**17.7 %** (1.1 % in 2013; 1.7 % in 2014; 2.4 % in 2015) read all of the snippets and click for more information.

Not only has the ECHA Weekly become the most prominently used news channel, but the data from the survey seems to indicate a growing trend among our news subscribers to read more of the snippets and content and clicking for more information than has been the case in the past.

**Fig 3. Comparison of how much of the ECHA Weekly subscribers normally read (2015 (n=1 608) vs 2017 (n=1 654))**

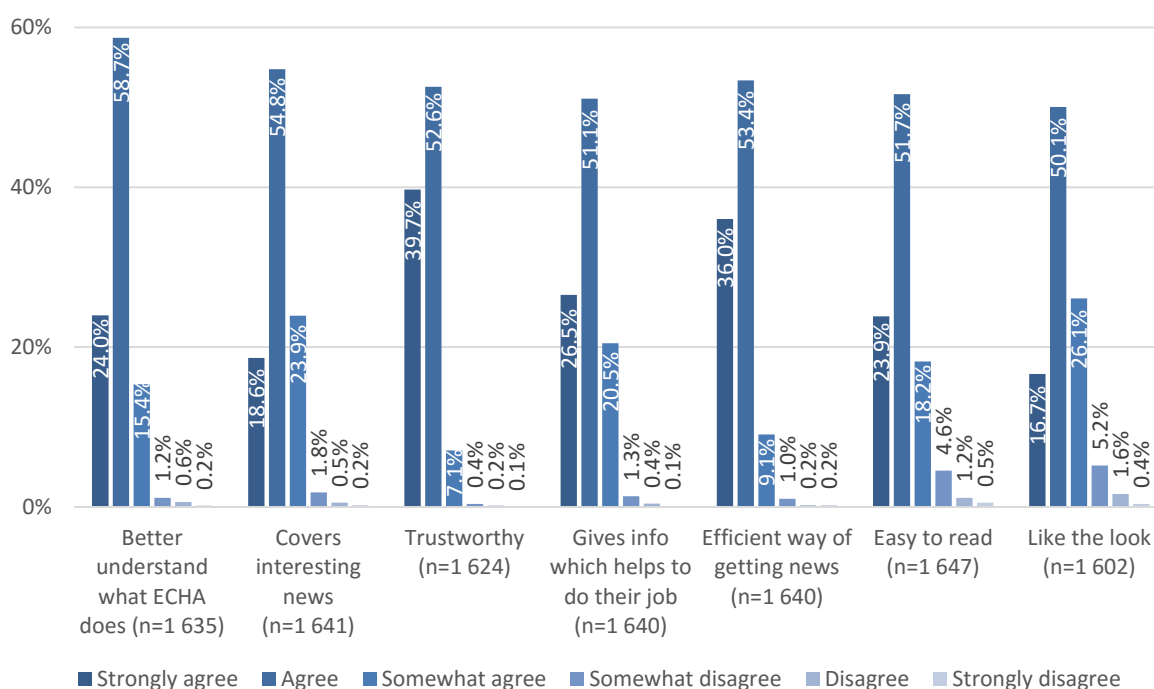


### 2.2.2. Opinions on the ECHA Weekly

Subscribers were asked to give their opinion on seven statements about the ECHA Weekly.

A scale of agreement was used: Strongly agree (5); Agree (4); Somewhat agree (3); Somewhat disagree (2); Disagree (1); and Strongly disagree (0). Respondents were also given an 'I don't know' option that they could select if they felt unable to give an answer.

**Fig 4. Levels of agreement for statements on ECHA Weekly**



**82.7 %** of the respondents either agree or strongly agree that the ECHA Weekly helps them to **better understand what ECHA is doing** (77.7 % in 2013; 74.3 % in 2014; 76.9 % in 2015). With the somewhat agree statements included, the figure increases to **98.0 %** (96.3 % in 2013; 95.6 % in 2014; 97.6 % in 2015).



**73.4 %** of the respondents either agree or strongly agree that the ECHA Weekly ***covers the news they are interested in*** (66.6 % in 2013; 63.0 % in 2014; 65.8 % in 2015). This figure increases to **97.3 %** if the somewhat agree statements are included (95.5 % in 2013; 94.6 % in 2014; 95.8 % in 2015).

**92.3 %** of the respondents either agree or strongly agree that they believe ***the information in the ECHA Weekly is trustworthy*** (not asked in 2013 and 2014; 93.6 % in 2015). This figure increases to **99.4 %** if the somewhat agree statements are included (not asked in 2013 and 2014; 98.6 % in 2015).

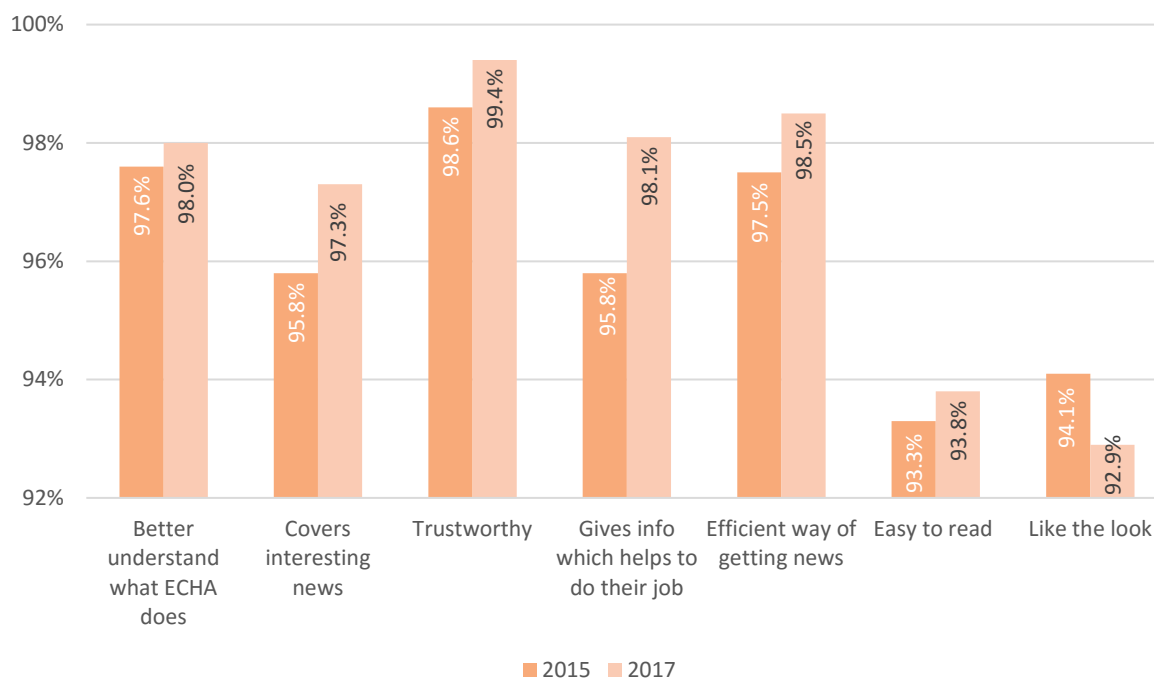
**77.6 %** of the respondents either agree or strongly agree that the ECHA Weekly ***gives them information that helps them to do their job*** (68.7 % in 2013; 66.5 % in 2014; 70.1 % in 2015). This figure increases to **98.1 %** if the somewhat agree statements are included (94.5 % in 2013; 94.2 % in 2014; 95.8 % in 2015).

**89.4 %** of the respondents either agree or strongly agree that the ECHA Weekly is an ***efficient way of getting news from ECHA*** (85.7 % in 2013; 83.7 % in 2014; 84.2 % in 2015). This figure increases to **98.5 %** if the somewhat agree statements are included (97.8 % in 2013; 96.7 % in 2014; 97.5 % in 2015).

**75.6 %** of the respondents either agree or strongly agree that the ECHA Weekly ***content is easy to read*** (not asked in 2013 and 2014; 72.1 % in 2015). This figure increases to **93.8 %** if the somewhat agree statements are included (not asked in 2013 and 2014; 93.3 % in 2015).

**66.8 %** of the respondents either agree or strongly agree that they ***like the look of the ECHA Weekly*** (65.1 % in 2013; 65.9 % in 2014; 69.9 % in 2015). This figure increases to **92.9 %** if the somewhat agree statements are included (93.5 % in 2013; 89.3 % in 2014; 94.1 % in 2015).

**Fig 5. Trends in agreement on ECHA Weekly statements from 2015 to 2017**



### 2.2.3 Additional feedback and suggestions for the ECHA Weekly

The final question concerning the ECHA Weekly was an open-ended question, where respondents were asked to give their feedback and suggestions for improving the ECHA Weekly.

**137** respondents gave their input to this question (149 in 2013; 273 in 2014; 161 in 2015).

The feedback covered several areas, but a full overview of all the comments received on this question can be found in Annex I to this report.

Of the 137 comments received, **21** had no further comments to add. **3** were direct criticisms of REACH, ECHA's website and the ECHA Newsletter (and therefore outside the scope of this particular question). A further **22** comments directly praised the Weekly.

The main themes picked up on in the comments were the writing style (**15** comments), the language of the product and requests for translations (**15**), the structure and layout (**18**), the content (**30**), requests to subscribe to segmented news (**7**), problems with links (**3**). The remaining **3** comments were related to file formats (**1**), the timing of the mailing (**1**) and chemical names, CAS and EC numbers (**1**).

#### Writing style

**15** comments were related to the writing style of the ECHA Weekly. Comments from respondents ranged from them asking ECHA to make sure that headlines are clearly written and that snippets are kept short with access to more detailed information available on the website. They also asked for the English to be as simplified as possible since much of the content is seen as too technical for readers.

*"Title should give a clearer idea of the article content and conclusion."*

*"It is easy to read - my answer indicates more the technical content is difficult to read. Of course, the matter is of a technical nature."*

*"...some of the subjects are complex enough to understand them better written in native language. I suppose that most EU stakeholders [are] in the same situation."*

*"It would help us if small executive summary's are translated and given also in different EU languages...[w]e could easier use them in our social media."*

#### EU languages and translations

There were also **15** comments related to the EU language that the content was written in and requesting for content to be provided in languages other than English. Four languages were mentioned in the comments – German, French, Spanish and Dutch.

## Structure and layout

18 comments were received regarding the structure and layout of the Weekly. The majority of these mentioned that the need to scroll so much to get to content is a negative. Several of these comments also mentioned that they would find an index/summary at the start of the content useful.

There is also an ongoing issue with some mail software which skews the display of html files sent through MailUp and this was also mentioned as a drawback.

Further comments related to how public consultation information is displayed in the Weekly.

*"...[A]s there are so many topics, I have to scroll a lot. My preference is a list of headlines with links to "snippets" further below within the email where you can click for more information on the webpage."*

*"When received by mail, with the protection filters, the formatting is sometimes a little altered."*

*"Thos[e] people who start to engage more on ECHA's activities often may lack all the details that support the news. So it would be great to get more links for the basics of each piece of information."*

*"More information on the use of alternatives to testing on animals would be very useful. Frequent reminders about recent updates to guidance documents, REACH annexes and available non-animal methods would be very helpful. Although read-across is addressed from*

## Content

On the content side, 30 comments were received. These included: requests for publications of new legal texts and regulations, information to help readers track the status of their substances, links to basic support information on the regulations, and updates of guidance and new web pages.

Further comments asked for downloadable flowcharts to help readers understand the processes, tips and tricks for website navigation, more infographics and visual elements, earlier notification of IT tool

closure, updates of new Q&As, a possible section for non-EU members, more details of which chemicals are referred to as difficult to find from website, more information on biocides and content outside of what ECHA does such as Member State work on enforcement.

## Segmentation

7 comments in the feedback referred to the respondents wanting to be able to subscribe to receive segmented news that was relevant to them. Respondents said that they would like to be able to choose their role and then receive news that is specifically relevant to them and their areas of interest.

The need to differentiate between REACH news and biocides news is evident from these comments, as many companies do not operate in both fields.

*"It would be useful if there is the possibility of choosing your rol[e] under REACH or GLH regulations and you will receive the information concerning that rol[e], not all together."*

*"The way the information is presented looks pretty good but there may be an improvement option by more distinctly structuring it in biocides-REACH-C&L-etc. related news."*

*“Links usually don't take you directly to an item of interest. I frequently need to click on at least one other link to reach the intended information.”*

### Links

There were **3** comments related to links in the ECHA Weekly and the need for the respondents to get directly to items that interest them. The comments say that sometimes links do not open, especially in the online versions of ECHA Weekly and the ECHA Newsletter.

A full list of the comments on this section can be found in Annex I to this summary report.

## 2.3 ECHA Newsletter

The questions about the **ECHA Newsletter** focused on:

- How much of it is read;
- Which version recipients read;
- How respondents would improve it;
- Awareness of signing-up and commenting on articles;
- How engagement with the Newsletter could be improved;
- Opinions about the Newsletter;
- Topics recipients want to see covered;
- Subjects they would like to read about;
- Suggestions for improving the content; and
- Submitting contributions to the Newsletter.

### 2.3.1 How much of the ECHA Newsletter is read?

**75** respondents said that they **do not read the ECHA Newsletter**. With these respondents not considered:

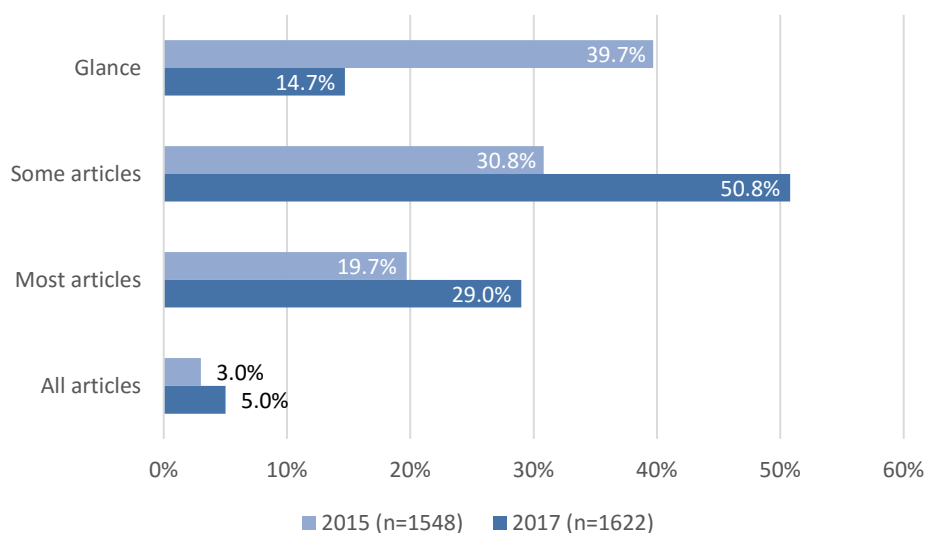
**14.7 %** glance through the articles (36.3 % in 2013; 38.8 % in 2014; 42.6 % in 2015).

**50.8 %** (28.6 % in 2013; 29.2 % in 2014; 33.0 % in 2015) read some of the articles.

**29.0 %** (18.5 % in 2013; 21.0 % in 2014; 21.1 % in 2015) read most of the articles.

**5.4 %** (2.5 % in 2013; 2.4 % in 2014; 3.2 % in 2015) read all of the articles.

**Fig 6. Comparison of how much of the ECHA Newsletter subscribers normally read (2015 (n=1 548) vs 2017 (n=1 622))**



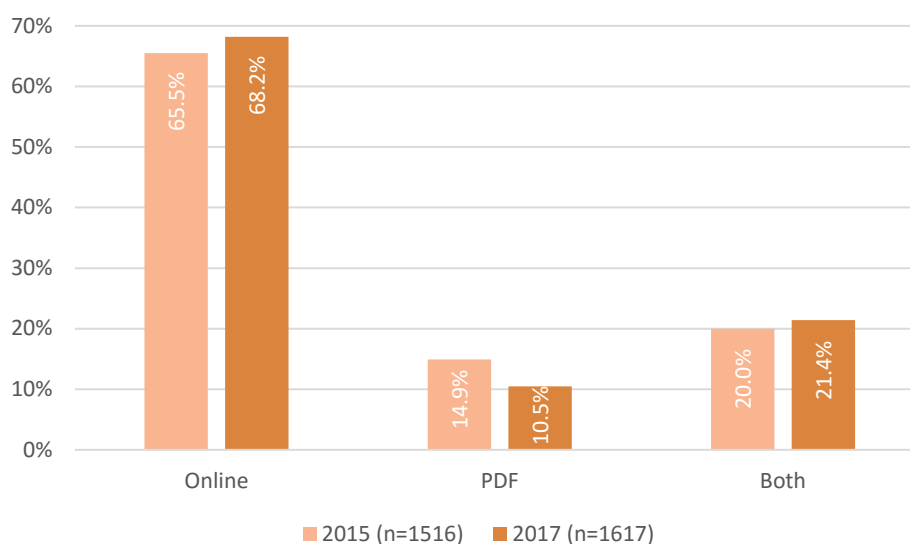
### 2.3.2 Which version do subscribers read?

**68.2 %** of respondents (65.5 % in 2015) read the online version of the Newsletter.

Those that read both the online version and the PDF version represented **21.4 %** of the overall responses (20.0 % in 2015).

**10.5 %** of respondents indicated that they read the PDF version (14.9 % in 2015).

**Fig 7. Trend of which version of the Newsletter subscribers read from 2015 to 2017 (n=1 617)**



### 2.3.3 How would subscribers improve the newsletter?

The next question was open-ended and asked respondents to tell how they would improve the newsletter. **122** comments were received. (149 in 2013; 273 in 2014; 161 in 2015).

The feedback covered several areas, but for a full overview of all the comments received on this question, take a look at the full list in Annex II.

Of the **122** responses, **27** had no further comments to add. A further **14** comments directly praised the Newsletter as a news product.

The main themes picked up on in the comments were requests for specific content (**37 comments**), improved segmentation of content so readers can view articles that interest them more easily (**9**), making content available in multiple languages (**7**), issues either accessing or comments on the importance of the PDF version (**6**) and shortening the length of articles to reduce scrolling (**5**).

Further comments were received on subscription problems (**4**), improving click through and linking (**4**), improving the layout and structure (**3**), issues with the layout of the email (**2**), simplifying the English of the text (**2**), request to merge with the ECHA Weekly (**1**), making the font easier to read (**1**).

## Content

**37** comments were related to requests for specific content for the Newsletter. Comments ranged from finding SVHC information more easily, specifying which products chemical are found in, focusing on SME experiences and country-specific editions.

More case studies and examples were requested, along with tips and advice on how to find relevant guidance and Q&As, more facts and less writing around the subject, short summaries with self-explanatory information and more information on alternatives to animal testing, especially read-across.

*“Each month have a particular section for country-specific activities, both projects and enforcement. It would help give an understanding of local priorities.”*

*“Maybe less ‘Hooray for ECHA’ and more fact based and down to earth.”*

*“Given the importance of read-across in minimising testing on animals, it should be addressed more frequently in the ECHA Newsletter.”*

*“Hide/Show news according to the legislation (REACH/CLP/BPR/PIC), or allow customisation upon subscription to select the areas of interest only.”*

*“In the ECHA Newsletter, it may be advisable to structure it also more distinctly in regulatory areas and not mix them up. So there could be REACH, biocides, C&L etc. related sections.”*

## Segmentation

There were **9** comments related to segmenting content so that readers could subscribe to receive specific information that is relevant and of interest to them. The ideas received ranged from customised subscription of content, producing different newsletters depending on areas of interest and finding different ways to ensure that the different regulations are separated more clearly.

## Translations

**7** comments were received regarding making the content of the Newsletter available in different languages. The languages requested included French, German, Portuguese, Spanish and Japanese. regarding the structure and layout of the Weekly.

*“I would like to be able to read it in other EU languages.”*

*“I’m missing translated executive summary’s, [they are] an easy way to reach better SME’s regarding the requirements in articles.”*

*“Please keep the pdf version. It's important for personal notes and comments while reading.”*

*“It is difficult to read [the] printing of [the] pdf due to the type of font. I tried to print and read it but I could not distinguish letter[s] properly.”*

### PDF version

The PDF version of the Newsletter is available on the online Newsletter's home screen. **6** comments were received related to either accessing the PDF or commenting on its importance for subscribers.

### Length of articles

**5** comments were made on the length of the newsletter articles. Each of these comments was indicating the need for ECHA to be brief in writing, shortening the length of articles and reducing the need to scroll.

*“The articles are quite long. Could they be condensed a bit?”*

*“Too l[o]ng scrolling as well, when reading t[h]is on a smartphone it becomes unclear, messy.”*

*“Would like to subscribe so get it regularly thr[ough] email.”*

*“I submit for the ECHA newsletter or weekly, but I do not receive it continuously”*

*“I do not read the newsletter very often. I am not sure I receive it by email anymore. Do we have to subscribe to it separately?”*

### Subscription

There were **4** comments related to subscribing for the ECHA Weekly and the Newsletter.

To subscribe to these, subscribers can simply fill in their email details at:

<https://echa.europa.eu/subscribe>.

This subscription gives readers the ECHA Weekly each Wednesday and the ECHA Newsletter each quarter. There is no separate subscription so you can't subscribe for only one of these

services. Some of the comments were related to not receiving the products despite subscription. Often this issue is caused by ICT departments blacklisting the external mail service provider and emails from them due to their spam filters.

If you have this issue, you can contact [press@echa.europa.eu](mailto:press@echa.europa.eu) for more information on how to resolve it.

### Links

**4** comments were made on the need to have more direct links to information on ECHA's website and a better way of clicking through to find details that subscribers need. There was also a comment that the ECHA website should also more often contain links to the newsletter as a source of information on particular topics.

*“Perhaps some more ‘direct link’ on the website to access this kind of, let's say, ‘Media’ channel would be nice.”*

*“Better click-through system.”*

*“The layout of the email should be better. Viewing it in the mailbox is poor.”*

*“Topics are currently listed one below the other. Current layout requires a lot of scrolling down which reduces the oversight.”*

### Layout

There were **3** comments related to improving the layout and structure of the newsletter. One of these comments referred to the fact that the current structure requires the user to scroll too much.

The remaining **6** comments were related to getting alerts by email (2), simplifying the English (2), a proposed merger with the ECHA Weekly (1), and making the font easier to read (1).

A full list of the comments on this section can be found in Annex II to this summary report.

### 2.3.4 Commenting and rating the ECHA Newsletter

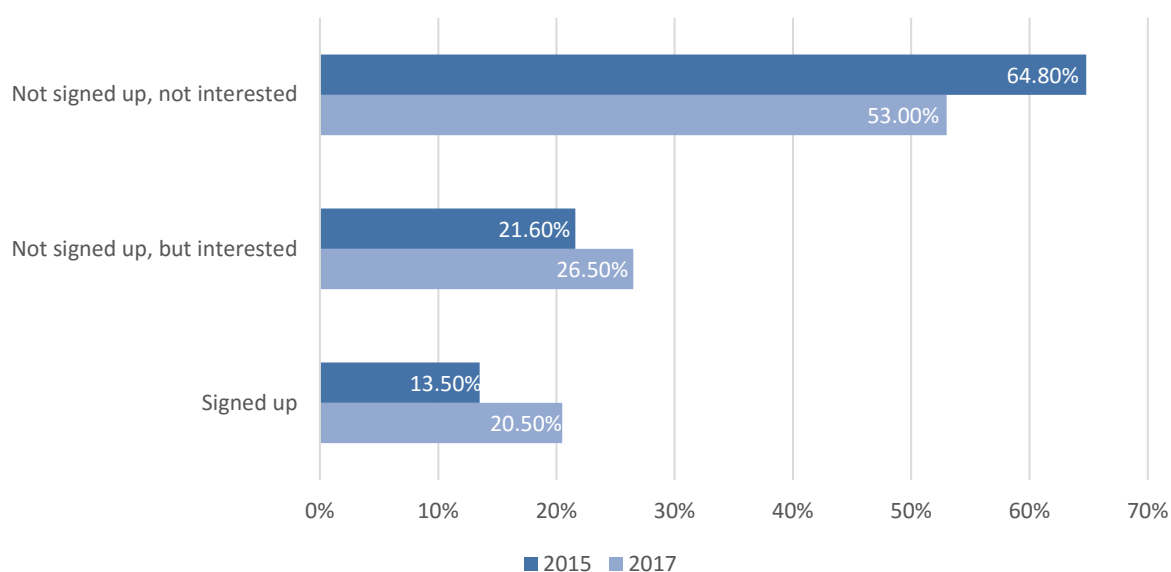
Users are able to sign up to comment and rate on the Newsletter. Respondents were asked if they knew how to sign up to do so, and if not, whether they would like to or were not interested.

**53.0 %** of respondents answered that they had not signed up and were not interested in signing up to comment on articles (64.8 % in 2015).

Those not signed up but who would like to amounted to **26.5 %** (21.6 % in 2015).

**20.5 %** of respondents indicated that they had already signed up to rate and comment the Newsletter (13.5 % in 2015). This increase is surprising considering the lack of use of this feature in past editions.

**Fig. 8 Do you know how to sign up to be able to comment and rate on the ECHA Newsletter?**  
(n=1 489 in 2015 and n=1 603 in 2017)



### 2.3.5 What would make respondents engage more with the ECHA Newsletter?

Respondents were asked to comment on what would help them engage more with the ECHA Newsletter. **115** comments were received. For a full overview of all the comments received on this question, take a look at the full list in Annex III.

Of the **115** comments, **21** respondents had no comment.

**44** commented on the need for more relevant content or to have the content in more relevant media, **18** related to respondents needing more time to read the Newsletter due to increased workloads, and **14** were related to the need to make the Newsletter more interactive.



There were also **8** comments about receiving translated content, **2** about reducing the length of the articles, **2** concerning subscription issues, **2** about the readability of the content, **1** questioning if the content was up-to-date, **1** related to categorising the content and **2** further comments (1 about the ECHA website and 1 about ECHA Weekly).

### Relevant content

**44** comments were received related to making content more relevant for users. These comments ranged from very generic changes to very focused and specific. Respondents specifically requested: updates on regulations, legal texts, enforcement case studies, biocides, SME-related content, upcoming events, more national information, downstream user activities amongst others.

The more generic comments asked for practical information to help them do their jobs, topics under review, consumer safety and informative videos and podcasts.

*"[M]ore interesting articles and more practical advises, learning from experience cases (for example: issues related to enforcement & REACH Compliance on different ME; how to better inform our clients about SVHC without having to issue "SVHC Declarations of exemption")."*

*"Include more generic information and provide a global picture of what is happening."*

*"Evidential and expert peer reviewed scientific information. There is too much spin in some scientific papers' 'headlines'."*

*"Chemical legislation is mostly a burden which must be handled. No time in companies for that."*

*"Although I think it is interesting to rate and comment the articles, I feel that I have no time to be involved in this issue."*

*"It's just a newsletter not a consultation. Nothing would make me engage more with the ECHA Newsletter like I'm doing at the moment. That's a matter of time."*

### Workload or lack of time

**18** respondents told that to engage more with the Newsletter, they would need more time or less work.

There was a clear expression that respondents only have time to read information this relevant for them. Duties outside of REACH also add to the burden of work, which gives them less time to interact with the Newsletter.

### Interactivity

**14** comments were received concerning the interactivity of the Newsletter and the rating system.

There were also suggestions to create video content and podcasts to make the Newsletter content even more accessible.

*"Rating's system, just a simple 1 - 5 stars on how informative / useful the newsletter was."*

*"Be able to ask questions about my work, questions that clients ask me about the application of my product or restrictions, that functions as a forum."*

*"I think the engagement I have now works well, it is much better than before the Newsletter and Weekly updates and having to read directly off the ECHA site."*

"I would like the ECHA Newsletter to be translated into Spanish."

"[T]er na língua portuguesa."

"The Newsletter should be in German."

"Beside of the "wrong language", it is ok!  
There's nothing to improve. Thumbs up!"

## Translations

8 comments were received relating to making the content accessible in different languages. The languages requested were German, Spanish, and Portuguese.

The remaining 9 comments were related to the length of texts (2), readability (2), subscription issues (2), categorisation of content (1), up-to-date content (1), ECHA Website (1) and the ECHA Weekly (1).

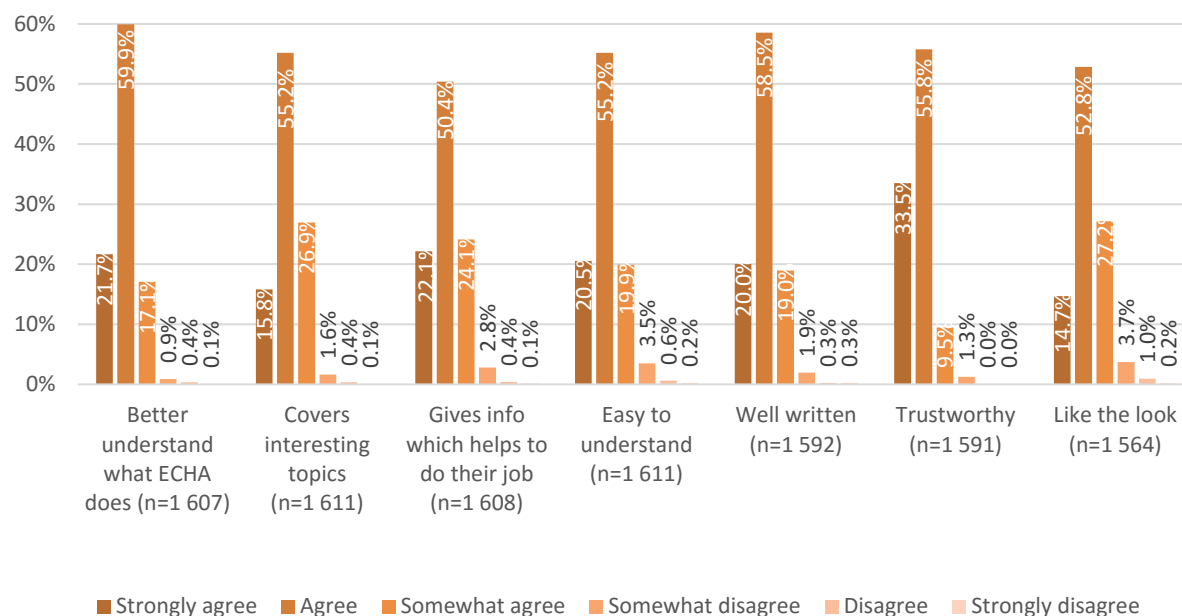
A full list of the comments on this section can be found in Annex III to this summary report.

### 2.3.6 Opinions on the ECHA Newsletter

Subscribers were asked their opinion on seven statements about the ECHA Newsletter. The scale used was: Strongly agree (5); Agree (4); Somewhat agree (3); Somewhat disagree (2); Disagree (1); and Strongly disagree (0).

An 'I don't know' option was also available for those unable to give an answer.

Fig 9. Levels of agreement for statements on ECHA Newsletter



**81.6 %** of the respondents either agree or strongly agree that the Newsletter helps them to **better understand what ECHA is doing** (74.6 % in 2013; 71.4 % in 2014; 75.1 % in 2015). This figure increases to **98.7 %** if the somewhat agree statements are included (97.1 % in 2013; 96.2 % in 2014; 97.2 % in 2015).

**71.0 %** of the respondents either agree or strongly agree that the Newsletter **covers topics that they are interested in** (62.1 % in 2013; 58.8 % in 2014; 62.6 % in 2015). This figure increases to **98.0 %** if the somewhat agree statements are included (94.7 % in 2013; 94.2 % in 2014; 96.2 % in 2015).

**72.5 %** of the respondents either agree or strongly agree that the Newsletter ***gives them information which helps them to do their job*** (60.6 % in 2013; 58.3 % in 2014; 63.4 % in 2015). This figure increases to **96.6 %** if the somewhat agree statements are included (92.3 % in 2013; 92.4 % in 2014; 93.6 % in 2015).

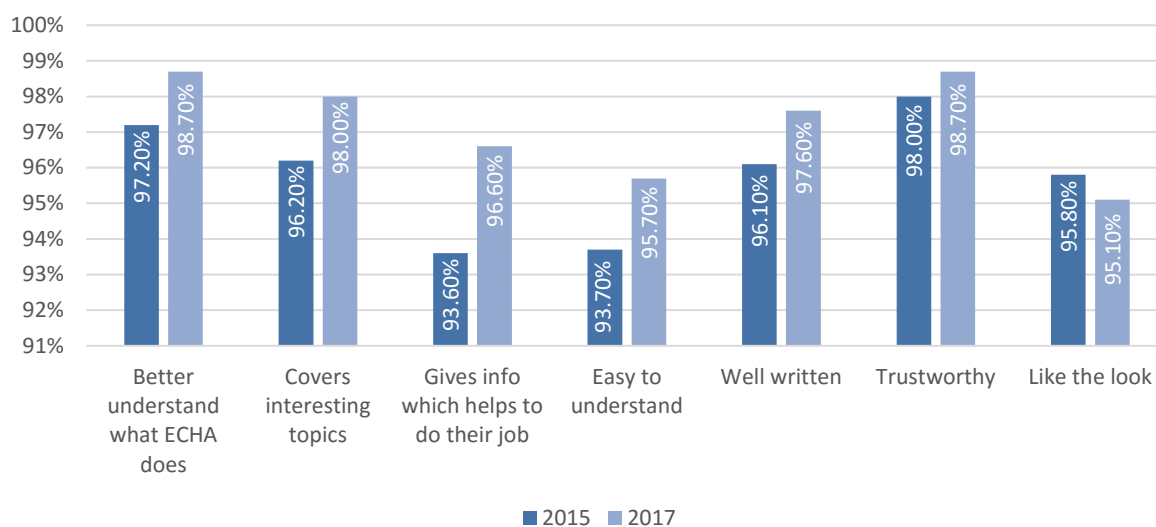
**75.7 %** of the respondents either agree or strongly agree that the articles in the Newsletter are ***easy to understand*** (63.4 % in 2013; 65.0 % in 2014; 68.9 % in 2015). This figure increases to **95.7 %** if the somewhat agree statements are included (95.1 % in 2013; 94.1 % in 2014; 93.7 % in 2015).

**78.6 %** of the respondents either agree or strongly agree that the articles in the Newsletter are ***well written*** (71.7 % in 2013; 71.0 % in 2014; 75.3 % in 2015). This figure increases to **97.6 %** if the somewhat agree statements are included (96.9 % in 2013; 96.7 % in 2014; 96.1 % in 2015).

**89.3 %** of the respondents either agree or strongly agree that they believe ***the information in the Newsletter is trustworthy*** (not asked in 2013 and 2014; 86.6 % in 2015). This figure increases to **98.7 %** if the somewhat agree statements are included (not asked in 2013 and 2014; 98.0 % in 2015).

**67.8 %** of the respondents either agree or strongly agree that they ***like the look of the Newsletter*** (64.8 % in 2013; 68.2 % in 2014; 70.6 % in 2015). This figure increases to **95.1 %** if the somewhat agree statements are included (95.7 % in 2013; 95.2 % in 2014; 95.8 % in 2015).

**Fig 10. Trends in agreement on Newsletter statements from 2015 to 2017**



### 2.3.7 Topics to be covered in the newsletter

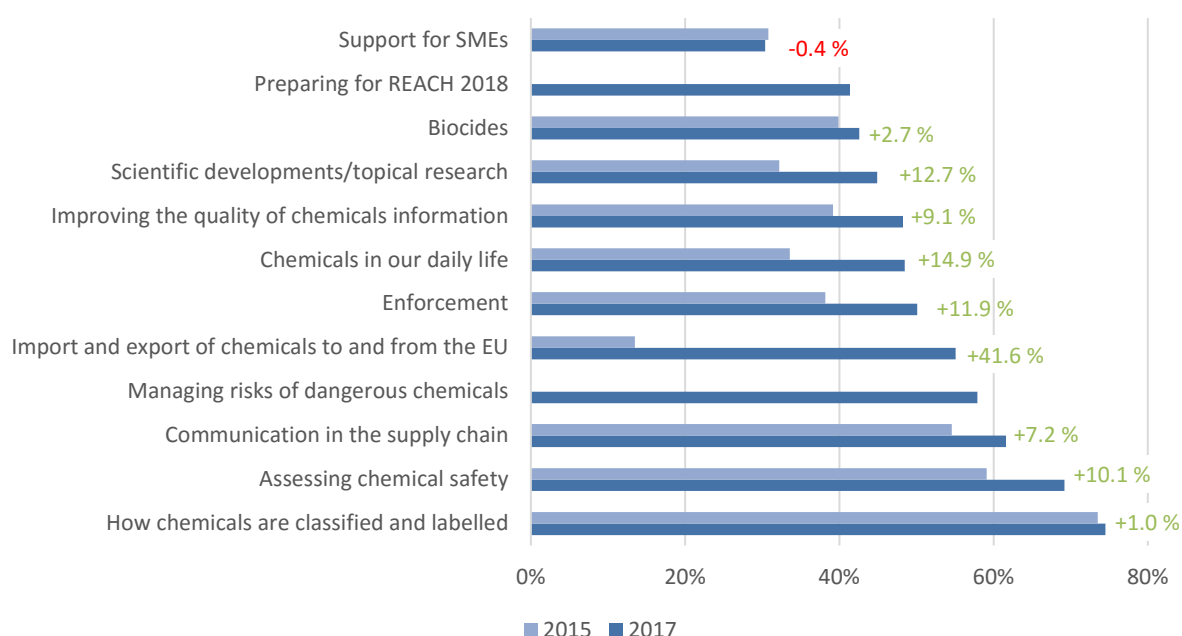
The next question looked at the topics that respondents want to see covered in the ECHA Newsletter. They could select as many options as they wanted. Some of the options in this question were re-written to provide clarity compared to previous surveys, therefore, for some options, no trends are available.

The options chosen were as follows:

- 1) How chemicals are classified and labelled – **74.5 %** (61.7 % in 2014; 73.5 % in 2015)
- 2) Assessing chemical safety – **69.2 %** (54.0 % in 2014; 59.1 % in 2015)

- 3) Communication in the supply chain – **61.8 %** (66.1 % in 2014; 54.6 % in 2015)
- 4) Managing risks of dangerous chemicals – **57.9 %**
- 5) Import and export of chemicals to and from the EU – **55.1 %** (13.5 % in 2014; 13.5 % in 2015)
- 6) Enforcement – **50.1 %** (35.5 % in 2014; 38.2 % in 2015)
- 7) Chemicals in our daily life – **48.5 %** (30.0 % in 2014; 33.6 % in 2015)
- 8) Improving the quality of chemicals information – **48.3 %** (37.9 % in 2014; 39.2 % in 2015)
- 9) Scientific developments/topical research – **44.9 %** (29.1 % in 2014; 32.2 % in 2015)
- 10) Biocides – **42.6 %** (32.7 % in 2014; 39.9 % in 2015)
- 11) Preparing for REACH 2018 deadline – **41.4 %** (57.1 % in 2014; not asked in 2015)
- 12) Support for SMEs – **30.4 %** (35.5 % in 2014; 30.8 % in 2015)

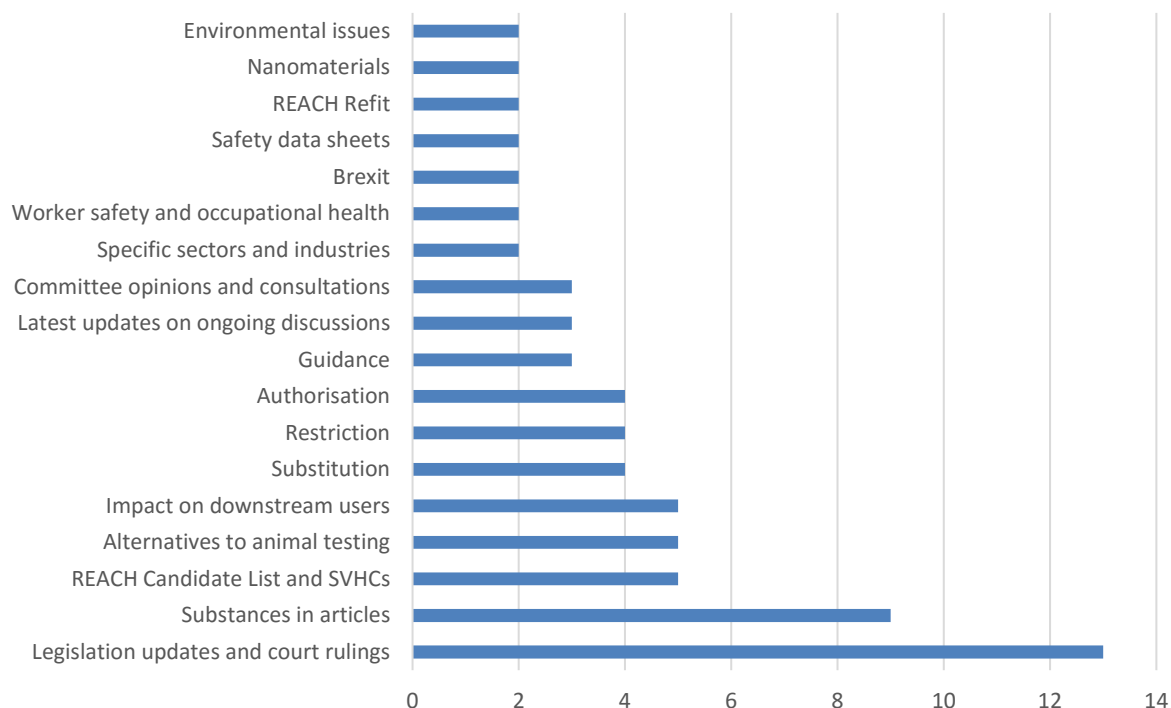
**Fig 11. Trends in percentage of respondents selecting topics they want to see covered in the Newsletter (2015 to 2017)**



The trends above were calculated from 2015 to 2017 from all of the available topics for selection in the survey. No trends were available for 'Preparing for REACH 2018' and 'Managing risks of dangerous chemicals' as these options were not available in the 2015 survey.

95 of the 1 614 responses (**5.9 %**) selected other as an option. In the open field texts, some of the comments by the 95 respondents contained more than one idea so the overall number of comments amounted to 98.

Figure 12 gives a breakdown of those comments that more than one respondent mentioned. There were also a further 26 responses only mentioned by individual respondents.

**Fig. 12 Open-field comments related to topics for the Newsletter**

### 2.3.8 Types of stories respondents want to see in the ECHA Newsletter

The next question focused on the types of stories that the respondents want to see in the ECHA Newsletter. Once again, the respondents were able to choose as many options as they wished. Some options were new this year and, for those, no trend data is available.

Their choices were:

- 1) Practical examples from industry – **86.7 %** (85.2 % in 2014; 81.1 % in 2015))
- 2) Tips and advice – **65.8 %** (68.2 % in 2014; 69.3 % in 2015)
- 3) Explanations of how ECHA works and makes its decisions – **60.2 %** (39.8 % in 2014; 50.5 % in 2015)
- 4) Guest columns/articles from experts on current topics – **55.7 %** (44.9 % in 2014; 45.3 % in 2015)
- 5) Reports from events – **47.6 %**.
- 6) Interviews from key people in authorities – **43.5 %**.
- 7) Interviews with stakeholders – **34.2 %**.

**Fig. 13 Trends in percentage of respondents selecting types of stories they want to see covered in the Newsletter (2015 to 2017)**



Respondents could also select to fill in a free-field other option. **34** respondents chose to do so. **2** respondents wrote that they had no comment. Many of the responses to this open-field question, gave examples of topics they would like to see rather than the types of stories.

The most common of these topics were enforcement, alternatives to animal testing, circular economy and sustainability and biocides. There were also requests for content on financial support for SMEs, safety data sheet requirements, communication in the supply chain, updates to legislation, the registration process, RoHS and the risk assessment of mixtures.

Of the 34 comments, only **4** comments mentioned the type of story they would like to see in the Newsletter. Those mentioned were interviews with users, consumers and stakeholders; FAQs; and best practice examples from real life (**2** comments).

### 2.3.9 Further developing the ECHA Newsletter

Respondents were given the opportunity to tell how they would further develop the ECHA Newsletter. **69** responses were received. Of these, 13 had no further comments. Of the remaining **56** responses, **22** were requests for specific content, **11** were related to writing specific types of stories, **8** were about writing content for specific audience needs, and **5** were about translating the content.

#### Specific content

**22** comments were received related to specific requests for content. Respondents specifically asked for content on: REACH 2018, glyphosate, conflicts of interest, Brexit, enforcement, biocides, new regulations and laws, imported chemicals, tips for downstream users, alternatives to animal testing, and global chemicals management.

*“Explain discrepancies between Echa's position and other bodies' on critical topics such as glyphosate...”*

*“I am concerned about the impact that regulations like REACH has for chemicals in products or the elimination of chemicals of concern.”*

*"[Newsletter] could offer a channel for more 'in-depth' reportages on selected topics related to ECHA's sectors. Not a media for day-to-day communication."*

*"Compared views on a same topic could be interesting: e.g. ECHA view vs INDUSTRY view, or NGOs."*

### Types of stories

**11** comments were submitted on the different types of stories respondents would like to see. Respondents told they would like to see articles on: How to do and tips, practical examples, reportages, video, difficult cases, comparative views, questions and answers, and stakeholder interviews.

### Targeting audiences

**8** comments were received related to writing with specific audiences in mind. The audiences mentioned included manufacturers outside the EU, standalone registrants of orphan substances, industry, professional users, downstream users and consumers.

*"ECHA should consider all the[ir] stakeholders both industry, professional users and consumers. For the last two, professional users and especially consumers, easily digestible articles are important."*

*"Sector specific communications."*

*"[I]t would be very useful to have the news also available in German. You would get a wider audience. The interest is there, we are translating parts of the news and reach a wide audience."*

### Translations

**5** comments were submitted on translating the content of the Newsletter. The languages requested were German, Italian and Spanish.

The remaining comments included **2** about the look and feel, **2** on shortening the article length, **2** about simplifying the information, **1** on segmenting the content based on what reader's want to read, **1** requesting for the Newsletter to be sent out more often, **1** related to the search functionality and **1** about the ECHA website rather than the Newsletter.

A full breakdown of the comments to this question is provided in Annex IV to this report.

## 2.3.10 Contributions to the ECHA Newsletter

The next part of the survey informed respondents that we are looking for new ideas and contributions for the Newsletter and asked for interested respondents to provide their contact details and ideas. **145** respondents submitted their contact details and **60** also submitted ideas.

Thank you to those respondents who submitted ideas. We are looking through them and may contact them for contributions to future editions of the Newsletter.

## 2.4 Background demographics

### 2.4.1 Country

1 614 responses were received from **62** countries.

The highest proportion of respondents (**18.8 %**) indicated that they were located in Germany (19.8 % in 2014; 18.3 % in 2015).

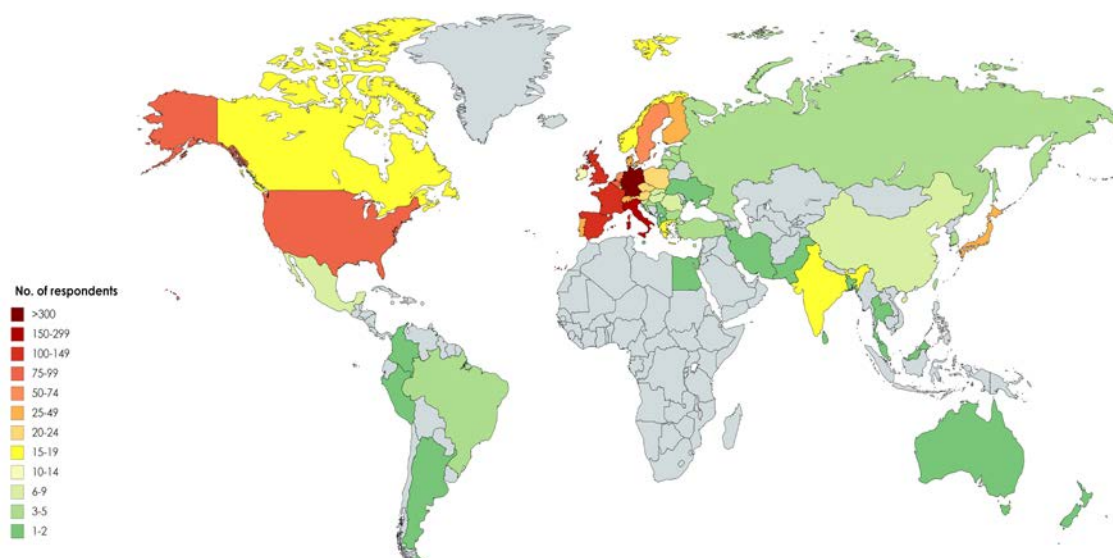
Italy had the second highest proportion of respondents with **12.0 %** (9.4% in 2014; 10.9 % in 2015). A positive increase over the past three surveys.

The United Kingdom was third with **8.7 %** (9.5 % in 2014; 8.1 % in 2015) with signs of a negative trend in the proportion of overall respondents from the UK over the past three surveys.

France was fourth with **6.7 %** (7.8 % in 2014; 7.7 % in 2015). The trend for French respondents was also negative.

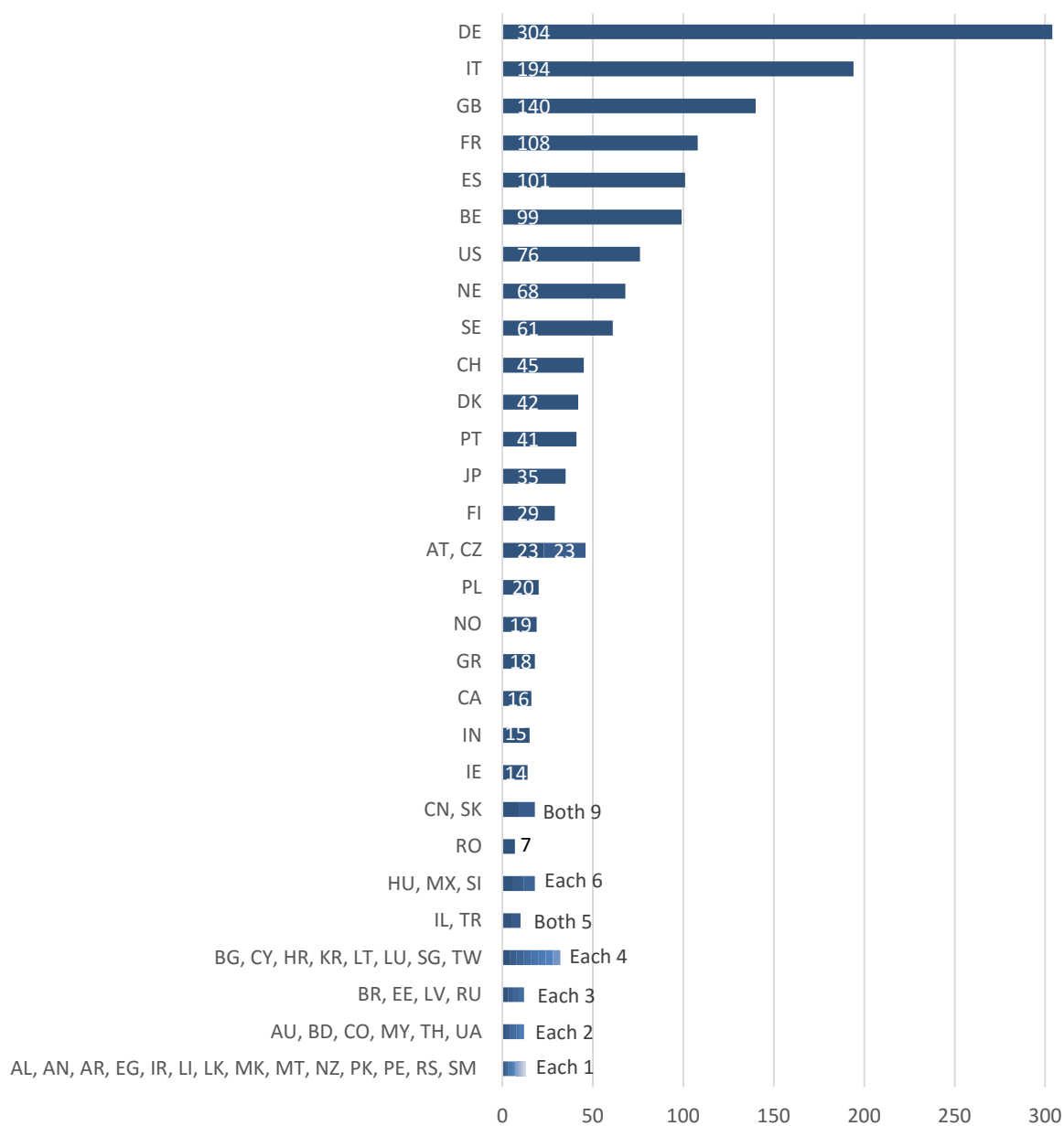
Fifth was Spain with a total of **6.3 %** (5.2 % in 2014; 5.5 % in 2015) closely followed by Belgium in sixth with **6.1 %** (6.1% in 2014; 6.5 % in 2015).

**Fig. 14 Cartogram of number of respondents by country  
(N = 1 614)**





**Fig. 15 Countries of respondents  
(n=1 614)**



For a detailed breakdown of the country ISO codes used in Figure 15, read Annex V to this report.

### 2.4.2 Company/organisation size

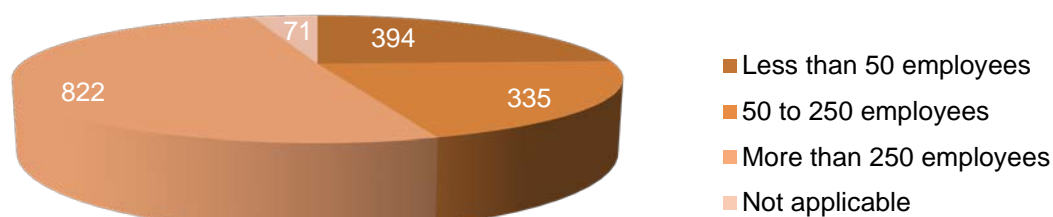
More than half of the respondents (**50.7 %**) indicated that their company/organisation had over 250 employees. This is higher than in 2015, but slightly less than the proportion in 2014 (50.9 % in 2014; 49.6 % in 2015).

**24.3 %** said that their company had less than 50 employees, which is a marginally smaller proportion than in the 2015 survey, but higher than in 2014 (23.8 % in 2014; 24.5 % in 2015).

**20.7 %** said that their company/organisation had between 50 and 250 employees. This proportion is less than in 2014 and 2015 (21.0 % in 2014; 21.6 % in 2015).

The remaining **4.4 %** of respondents indicated that this question did not apply to them, which is a similar amount to previous surveys (4.3 % in 2014 and 2015).

**Fig. 16 Company/organisation size**  
(n=1 622)



### 2.4.3 Primary fields of activity

The respondents were asked what their primary fields of activity were. Respondents were able to select as many options as they wanted to, since many could operate in multiple fields.

**40.2 %** of respondents said that they were downstream users of chemicals (33.1 % in 2015).

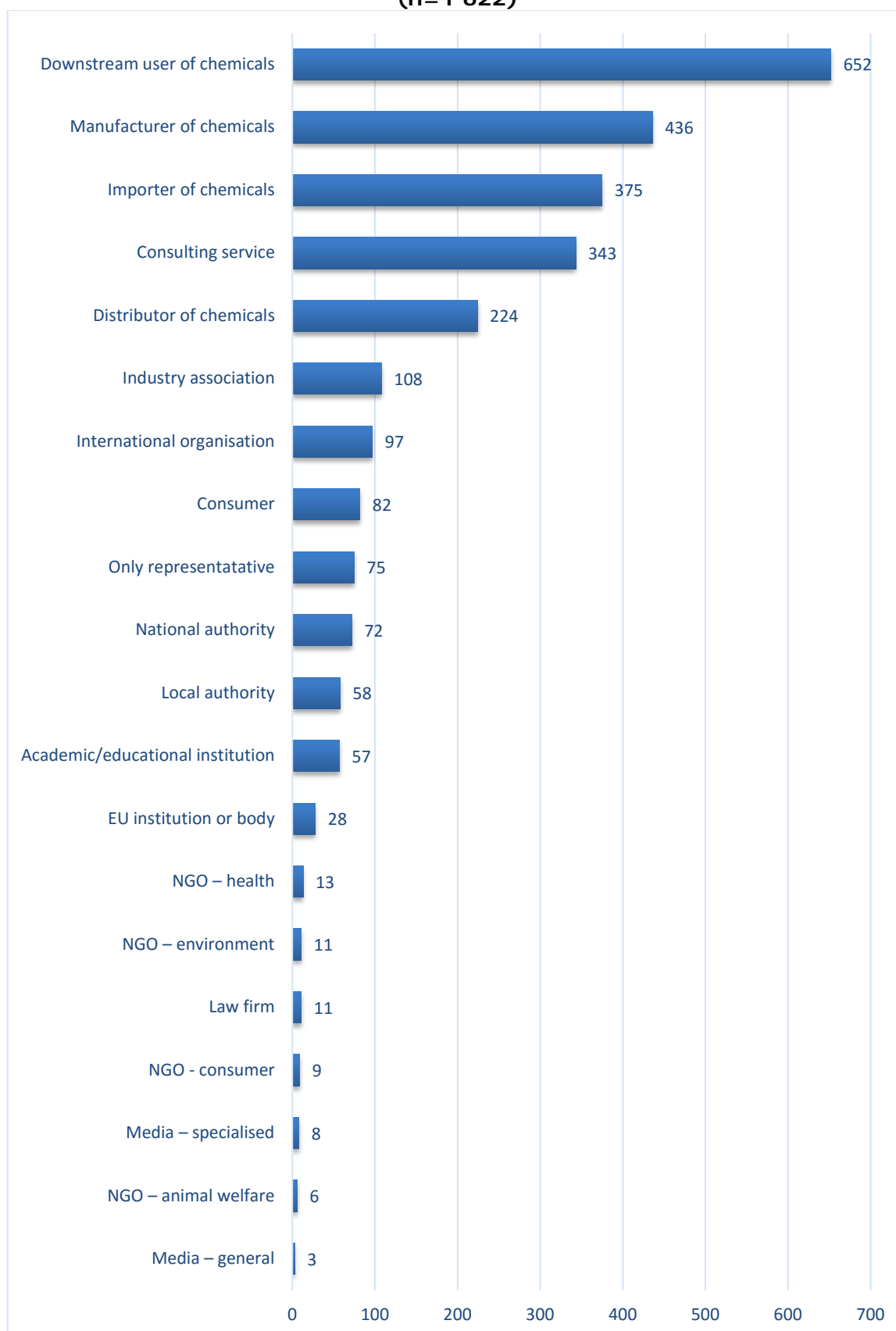
**26.9 %** said that they were manufacturers of chemicals (23.9 % in 2015) and **23.1 %** said that they were importers of chemicals (19.6 % in 2015).

**21.1 %** told that they were from a consulting service (20.3 % in 2015).

The next highest proportion were distributors of chemicals with **13.8 %** selecting this option (12.4 % in 2015).

A full breakdown of the options selected is available in Figure 17.

**Fig. 17 Primary fields of activity**  
(n=1 622)



Proportionally, the most striking increase was for the amount of respondents who considered themselves as downstream users - **+7.1 %** from 2015 to 2017. There were also increases for importers of chemicals (**+3.6 %**), manufacturers of chemicals (**+3.0 %**), international organisations (**+2.0 %**), local authorities (**1.8 %**) and distributors of chemicals (**+1.4 %**) over the same time period.

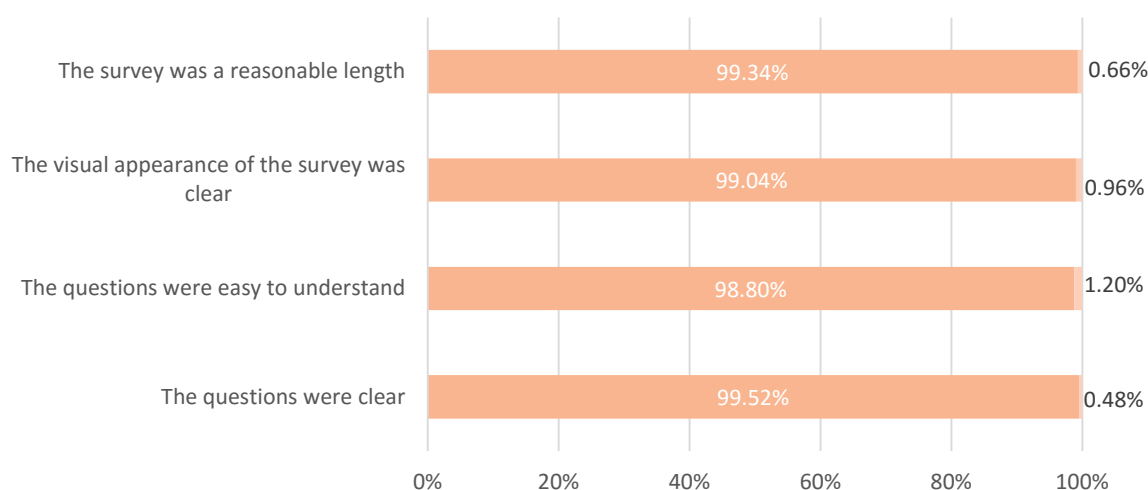
Smaller increases in the proportion of respondents could be seen for consultancy services, consumers, academia, and from all categories on NGOs.

Respondents were also able to select a free field item to specify their primary field of action if it was not in the list. **171** respondents chose this option and a full breakdown of the responses is contained in Annex VI to this report.

## 2.5 General questions on the survey

The final sets of questions asked for feedback on the survey and for the respondent's opinions on the clarity, appearance, length and understandability of the survey.

**Fig. 18 General survey questions**



Generally, the feedback from the survey was extremely positive.

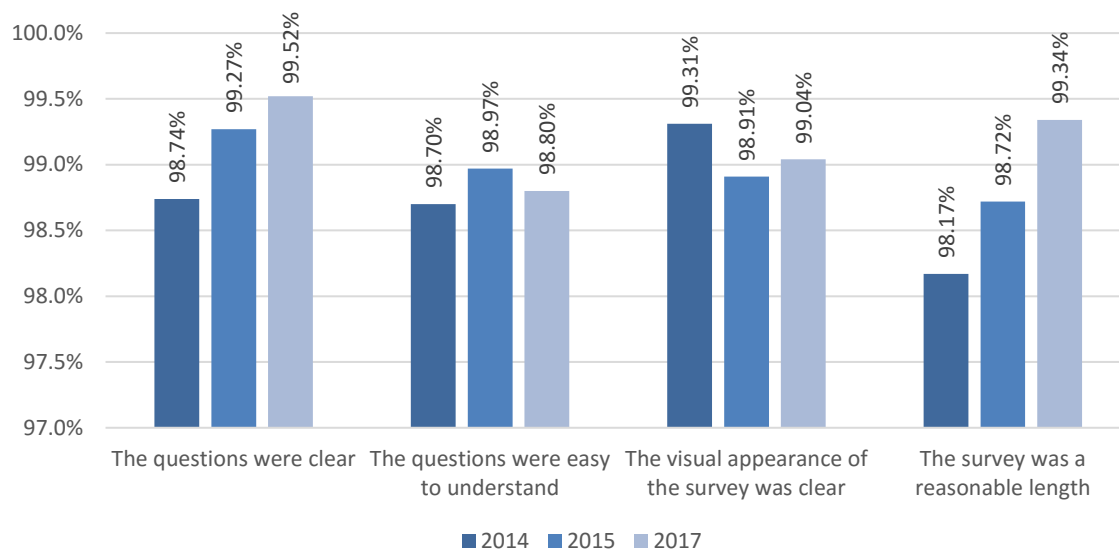
**99.52 %** of the respondents said that the questions were clear (98.74 % in 2014; 99.27 % in 2015).

**98.80 %** indicated that the questions were easy to understand (98.70 % in 2014; 98.97 % in 2015).

**99.04 %** said that the visual appearance of the survey was clear (99.31 % in 2014; 98.91 % in 2015).

**99.34 %** agreed that the survey was a reasonable length (98.17 % in 2014; 98.72 % in 2015).

**Fig. 19 Trend in respondent's opinions about the survey from 2013 to 2015 surveys (n=2 320 for 2014; n=1 659 for 2015 and n=1 685 for 2017)**



### 2.5.1 General comments about the survey

Respondents were then finally asked to provide general comments or suggestions for the survey. **75** respondents gave their feedback. The majority of comments, **22** thanked for the products and for the opportunity to give feedback. There were also **17** specific comments about particular questions within the survey and about the news products.

**13** no comments were received. **5** comments requested for the products and the survey to be in a different language. **5** respondents commented on the length of the survey, with 4 of them happy with the length.

The remaining comments were about how often the survey is sent with subscribers wanting it once a year again, repetition in some of the questions, possible segmented subscription, issues answering the survey by mobile, readability, requests for questions on social media, comments about the navigation ECHA's website, using a slightly older mailing list so that new subscribers who can't answer some of the questions don't receive it, and a request to communicate the results of the survey.

A full breakdown of the comments is available in Annex VII to the report.

## Annex I – open field comments related to the ECHA Weekly

*Comments are in the form submitted by the respondents*

### Content (32 comments)

- ECHA Weekly it should be made more transparent
- I'm mainly interested in topics regarding substances in articles.
- Please, add actualisations of the legal text.
- More information dossier. e.g. what does it mean for a company if a substance is in listx, an example...
- I think SVHC information is important.
- Those people who start to engage more on ECHA's activities often may lack all the details that support the news. So it would be great to get more links for the basics of each piece of information. For example last week there was information about phthalates and REACH, however for myself it is still hard to understand what are the next steps that will follow, what kind of timeframes are discussed and all the background details that may be obvious to those who have been into the field longer. For newer users that is still uncertainties that could be included in the news.
- I would like to suggest that you should introduce all of updates of guidances and newly created webpages.
- To me, what lacks most is a simple information on the status of a substance. I imagine that, on the Infocard, there can be such an information. Is the substance under public consultation, or under evaluation by the RAC, the SEAC, is there a proposal for reclassifying, what is the schedule, ... ?
- If possible, implement information with downloadable Flowcharts, Schemes etc...
- I tend to look for specific issues affecting downstream users. The technically detailed issues relating to substance testing and compliance checks are of little interest. Restrictions and SVHC identification are of greater interest.
- You could add some small tips and tricks such as website navigation for example. Could be a little square containing the title "Did you know?". It's common on a lot of websites and it could be useful for ECHA.
- More regular updates on how ongoing discussions are going e.g. nicotine harmonised classification update
- biocides: newly adopted opinions could be communicated via tables including set deadlines due to approval/non-approval of active substance
- I would really like to have more Infographics. These are really great to be able to print on Poster paper and we post them around our offices for people to review and reference. We particularly liked the Infographic for Cr6+ because it was something that people could relate to.
- I would like to know visual image, for example like events snapshot.
- It seems that sometimes relevant information like inclusion of substances in the Authorisation List are not communicated via the ECHA Newsletter.
- Would be also good to get the information on REACH-IT availability especially information on closing with regard to Public Holiday via the ECHA News.
- Yes often I need to go in your website to complete and precise the info
- I would like to have more science/technical news. A suggestion is to have a section/channel for updates on how the science is evaluated/changes in the way the science is evaluated.
- I would like to get the information on up-dated Q&A.
- I'd like to find in time news about new regulations/new laws
- Is there a section for non-EU members only ?
- Many articles will mention something like "4 chemicals added" and provide a link to the website where the chemicals are listed. However, most of the time it is not feasible to determine which 4 chemicals were referred to in the article. Sometimes, one or two of the "4 chemicals added" might be mentioned in the

article, but not all four. Either the article needs to identify all 4 chemicals by name/EC/CAS, or the link needs to go to a filtered list with just the 4 chemicals mentioned in the article.

- More Infos for Downstream users would be helpful
- some topics are not so easy to be found, for example : the progress of draft Guidance and annual report of enforcement.
- I am mostly interested in Biocidal products. I find there is too little information about it.
- Generally speaking, I am not satisfied with the low amount of intermediate level information about the BPR. ECHAS's interpretation of the BPR is very complex, there is enough information for beginners, but almost none for people who need to get better acquainted with it but have no time to become a specialist.
- The weekly news would improve my work if it was also channeling news about new and/or changed occupational exposure limits in any EU member state
- Content can be extended a bit outside of what ECHA does and include other issues (e.g. MS work on enforcement)
- I am interested in and have a concern about EHS restriction in EU. What regulations are now discussed and will be released? What will have an impact to electrical & electronics manufacturers who supply their products to EU? We want to expect that you will give such information in timely manner.
- A special news for assembly companies, to know what to ask from the suppliers.
- More information on the use of alternatives to testing on animals would be very useful. Frequent reminders about recent updates to guidance documents, REACH annexes and available non-animal methods would be very helpful. Although read-across is addressed from time to time in the ECHA Weekly, we believe that in vitro methods deserve more attention. However, given the importance of read-across in minimizing testing on animals, it should be addressed more frequently in the ECHA Weekly.
- When ECHA is restricting chemicals please indicate why it has been restricted and specially explain how these chemicals affect the safety and health of humans.

#### **Praise (22 comments)**

- Excellent source of information
- Is fine the way it is now do not have suggestions for improving the ECHA Weekly
- More of the same
- Good Job no changes needed
- Presently it works for me.
- It is easy to read - my answer indicates more the technical content is difficult to read. Of course, the matter is of a technical nature.
- Helpful
- It is useful help to be informed about actual activities
- It is OK for me
- I welcome that the names of the substances being discussed are now directly given, without the need to click on the items to see it.
- ECHA news always gives the news fastest so I read them all times.
- Please keep up the good work! I like it very much!
- I like it a lot.
- No comments, for me is perfect the presentation of the information
- I truly find the ECHA Weekly valuable to read through and find out about new information or be reminded of activities in which I am interested or need to take action for our company. The direct links to ECHA webpages of interest are appreciated.
- I read most of issues of the ECHA weekly and the newsletter. As I mentioned in my previous responses to ECHA, in the past EPA and North American regulatory information were my most important source but now it is some years that ECHA news, newsletters, etc. are the most important sources for me. This is a general

view about all that I get from ECHA and indeed they are excellent and generous information.

- It is a useful way to communicate changes.
- I like it. Quick and easy.
- Quite satisfactory now
- The snippets are giving a very good overview. If I want to read more or the subject tackles my job directly I read the whole text.
- Since for me the readability is already of a very high standard, I have no suggestions since I have seen that ECHA itself strives to change the look and feel of its publications to make it more engaging!
- I am pleased with the way the news from ECHA is communicated to me.

#### **No comments (21 comments)**

- Don't have any it.
- -----
- none at this time
- No further comments
- No comment
- n/a
- N/A
- Nil
- -
- /
- .
- no additional comment
- -
- I have no idea
- none
- I got this questionnaire just after joining ECHA newsletter so I don't have practise yet.
- I have not seen it
- nothing to add
- no suggestions
- This is my main channel for ECHA's activities -> my job
- i am not know about echa.

#### **Structure and layout (18 comments)**

- I think it should better separate the technical information from administrative or training information.
- I would like to receive the news in a more structured way that would not require scrolling down too much
- Document has sometimes more info on the right side (dates, events...) than on the main part which makes it very long to scroll done for less important information.
- I only used it for a few months but I think its helpfull. Im not allways sure what effects me.
- I only click on more information if it seems relevant
- A short index at the beginning of the newsletter might be helpful. Also it would be helpful if the width of the content will be flexible arranged according to the screen/window size.
- the scrolling is a bit annoying
- You need to scroll too much and too long downwards to get a good overview of the information shared. It would be better to have first a kind of summary.
- It's a good way to keep current on what's happening. However, as there are so many topics, I have to scroll a lot. My preference is a list of headlines with links to "snippets" further below within the email where you can click for more information on the webpage.



- Timelines should be more in the focus, may in the top of the news
- Well, for me the ECHA information is of peripheral interest to me, because my interests and ECHAs responsibilities have limited overlap. So it is only single articles that catch my interest. But that is fine, I scan the titles and once in a while I read an entire article. But as such the newsservice is good. I get it displayed in my email software, where I would appreciate a more compact layout without pictures, where I can scan the headlines faster. The pictures are anyway not displayed because this is switched of. The email looks quite ugly without the pictures.
- Before you changed the layout, it was easier to find the current consultations for the REACH "candidate list". Now you have to click on several links to find the informations, which can be really annoying.
- Email appears as a narrow band of text in the middle of the screen.
- I liked the look of the old newsletter e-News better, I especially used the summary of ongoing consultations that were at the end of every letter.
- "I like the look of it" : When received by mail, with the protection filters, the formatting is sometimes a little altered.
- make a short summary as bullet points at the beginning of the letter in one sentence with any further description
- As with all or most ECHA publications, the font used is difficult to read. A switch to Times New Roman, or another font with serifs would be helpful.
- The Format is quite vertical, it takes some while to scroll down, a more horizontal view would be more screen friendly

#### Translations (18 comments)

- As REACH is mandatory in all EU Members and no difference between Company with 5000 employees doing Business in all over the or a small Company it would be rather a duty than a kindness to offer the Information, especially those of the Website in the national languages. As the many EU laws also demand from the companies to have e.g. CE Declaration in the national language available! This is again a Point where the ordinary citizens of the EU can only shake the heas uncomprehendingly.
- Es irritiert, dass Englisch zur faktischen Arbeitssprache der ECHA geworden ist. Entweder man beherrscht es gut genug oder man hat Pech und erfährt vieles nicht oder erst sehr viel später.
- It would be better to provide the News in German (and other languages)
- I would read it in french
- To offer a Spanish version
- Information also in other languages not just in English.
- I´d appreciate to get this in german, my first language. Some of the subjects are complex enough to understand them better written in native language. I suppose the most EU stakeholders in the same situation.
- Could be translated to EU languages
- The mix of German and English language on one side is absurd. Either a page is completely Englisch or German. That stands for all necessary languages involved.
- It is like all the time in politics: The distance to real life is big. Think big is the mistake. Who considers, that also small companies have to work with!!!!!!!
- En français SVP
- Tout le monde n'est pas pro en anglais. Merci
- I would like to be able to read it in other EU languages, especially in Spanish.
- usual advice, due the very technic questions, should be better get in own languages
- more news and articles in german language please
- Debería estar en los idiomas oficiales UE No todas las personas tenemos un gran conocimiento del mismo
- It would help us if small executive summary's are translated and given also in different EU languages, like NL. We could easier use them in our social media

**Simplification (18 comments)**

- I can't understand the true meaning of English.
- Title should give a clearer idea of the article content and conclusion
- Keep the snippets short please
- Sometimes, the wording used in the ECHA Weekly can be misleading, for example where no mention of transitional periods is made in the news item. As an example (which I flagged up last year via the ECHA Press Room), the article "Updated list of substances with harmonised classification and labelling now available" in the ECHA Weekly dated 21 Sept 2016: the 9th ATP indeed entered into force in July 2016, but the article may be read as meaning the new/changed CLH entries were already in effect (i.e. there was no reference to the transition period in the ATP).
- Please use an easier English without high grammatical standard. Some sentences have to be read twice or three times until the sense is clear.
- The newsletter is good but sometimes contains English mistakes which make it look a little sloppy but then again, it is not so much of a big deal because everyone makes mistakes.
- I am a journalist interested in consumer issues (including chemicals in consumer products) - for me the language is far too specialized. It would be nice if you had a non-specialist section in your weekly mail!
- overall the information is very much
- Occasional difficulty in reading, more due to the complexity of the topic than the actual writing style in the newsletter.
- sometime the info is a copy/paste from the legislation, not always very helpful
- putting in place real and clear examples can help to understand the context, especially for newcomers in the topics
- The English used is "civil servant" English. Grammatically correct, but not easy to read, and not logical in terms of providing information. Seems to be written backwards, or to put a message out but not necessarily revealing anything. Difficult to describe exactly.
- The texts are sometimes bit too complex.
- It is really difficult to understand. It would be better if there was a Headline that gives more info about what products it's about or what products it can contain in. This would help me to know if the news is for my concern or not.
- For example Biocides - I cannot find anywhere what specific articles can contain biocides. Just info about regulations. It would be so much easier if you specify such important info very clearly.
- Useful if enough information in the summary is available to avoid having to click another link. This saves time when screening the articles.
- More precise and informative titles
- Should sort the page by type chemical substances

**Segmentation (7 comments)**

- It would be useful if there is the possibility of choosing your role under REACH or CLH regulations and you will receive the information concerning that role, not all together.
- The way the information is presented looks pretty good but there maybe an improvement option by more distinctly structuring it in biocides-REACH-C&L-etc. related news.
- I don't know if it is possible to group the newsletter depending on the area of interest. Like importer of chemical products I'm not interested in biocides but in CLP and REACH legislation, SVHC, deadlines, etc.
- I would like to subscribe to specific ECHA news. E.g news focus on CLP...
- I like the links directly to the topics I would like to read or to download, it saves time

- I would like a separation of the BPR to other legislation. I am only interested in Biocides and to me I would prefer less extra padding on the ECHA Weekly. I would like it easier to read as I don't have time to scroll through all the REACH stuff to get to the part I am interested in.
- I am mostly interested in BPR and to some extent in REACH for what reason i am only interested in parts of the Information.

**Links (3 comments)**

- The the E-Mail Newsletters/ECHA Weeklys link to articles on the ECHA homepage, but most times I tried to access the articles on the day the Newsletters are issued, the links in the Mails don't work. Quite often the online version of the Newsletter/Weekly is also delayed some days so that reading the full article requires patience. I would prefer working links and an updated homepage before the mail is distributed.
- Links usually don't take you directly to an item of interest. I frequently need to click on at least one other link to reach the intended information.
- Sometimes links to the ECHA Webpage are not possible to open or to find easily.

**Criticism of website (2 comments)**

- Difficult to make it like a cartoon: we are talking of very serious things, so, as it is, I think it is reasonably easy to read, and much better that the "searching" capabilities (or disabilities) of the main ECHA website.
- It is extremely difficult to find what we want in the main ECHA website, but it is probably not what you are expecting me to give a feedback on.

**File format (1 comment)**

- Sometimes there are overviews in PDF format, while Excels would be more appropriate and easier for follow up and checks on own databases.

**Criticism of REACH (1 comment)**

- Regulatory policy development needs to be evidence based, fit for purpose, protect human health, protect the environment and facilitate economic growth. REACH only does part of this requirement

**Criticism of Newsletter (1 comment)**

- some companies get a free promotion via the newsletter

**Timing (1 comment)**

- Too frequent and often too superficial

**CAS/EC Numbers (1 comment)**

- I would prefer if you could write the exact names of the chemicals which are open for consultation or comments instead of their number. Maybe you can divide them by them e.g restrictions, authorization etc.

## Annex II – open field comments related to the ECHA Newsletter

*Comments are in the form submitted by the respondents*

### Content (37 comments)

- I understand that the scope of ECHA broadend, and hence the content of the newsletter. The risk is that the content is too broad
- More information on SVHCs
- I can not find SVHC information recently.
- More experience from SME.
- This does not apply to all articles, but it would be helpful, if the articles could contain an indication of the national helpdesks (plus contact details) if they should be contacted for questions instead of ECHA
- Maybe a series of country presentations about their current tasks, e.g.: Italy and Poland are checking substance x. The major companies which produce x are y and z. Production/company sites of x are in the following countries: vvv
- Each month have a particular section for country-specific activities, both projects and enforcement. It would help give an understanding of local priorities
- Specify usages of the concerned chemical and not only its nature
- Give more information on where the products concered are used.
- Maybe less 'Hooray for ECHA' and more fact based and down to earth
- Use of signal words or key words
- More numerical date
- Provide a broader set of information for DU's who use chemicals within their production processes. What is being affected by REACH? What chemicals of real use to producers are likely to be affected in future?
- Headlines or list of contents on main page
- It would be nice to have more case studies and practical examples
- the link with info "where to find current lead registrants(?)"This info is still missing
- The Registrants are looking for a complicated, because it is the most important information for the registration of substances
- Provide: - information / links to relevant activities carried out by the European Commission (e.g. REACH Refit 2017) - updates on enforcement projects and activities
- Provide information on the regulations on articles. I do not manufacture chemicals, I produce items for your workers and stay frusted by the lack of brief clear information on the broad septrum of information that must be converted to usable information to be used in articles.
- tips on how best to find relevant guidance or help questions and answers
- include more articles with views/comments from industry associations and companies
- When there are new chemicals being proposed for an action like classification, it would be helpful to include a list of the chemicals if it is less than 10-20 to save having to go to the website to see the list
- Making concrete list and due date with short path links.
- more about how it helps to improve product safety.
- I think you would put a short series (2 or 3 times) of hot topic or future trend about REACH and CLP rules.
- More information about upcoming regulations and information about how you do a registration (new or renew)
- more examples
- Try to have at least one article on each of the regulations under the remit of ECHA in each issue.

- It is good with lots of information, I can not judge right now about its improvement but there always are issues at each time. Generally talking ECHA information are the main source that I get and it is excellent for me. May be adding more news and information about regulatory issues in the MENA region (that is most related to me) would be a good idea.
- Would it be possible to have the Topics as bullet Points on top with links to the summary part where then also the link to the pdf can be found ? Often I don't need to check all Topics, having them at one glance would speed me up..
- More facts and less writing around the subject. Normally I don't have time to read articles during work, so I would prefer facts like "What articles the news is about", what new chemicals are restricted. If I see directly that it is not my articles, then I don't need to waist time with searching IF the news are for me. If I don't find this info very fast, then there is a risk that I don't even understand that the news are for my concern, so that is not good at all.
- Summary provided with selfexplanatory information without an extra click needed to save time when screen relevance. Eg. Board of appeal decisions.
- I hope that the ECHA Newsletter shall be easy to understand for non-EU manufacturers who may be not familiar with your practices and common understandings in your region.
- It lacks of news of new regulations in reagrd with REACH and CLP.
- Maybe add some tips (one or two sentences) of things you think I should be aware or may find useful.
- I regard it more as a "magazine" for occasional readers, not for everyday communication.
- More information on the use of alternatives to testing on animals would be very useful. Information on updates to guidance documents, REACH annexes and available non-animal methods should be covered by the ECHA Newsletter even if they have been addressed by the ECHA Weekly, especially if they are considered important in the medium to long term. Given the importance of read-across in minimizing testing on animals, it should be addressed more frequently in the ECHA Newsletter.
- Giving more useful instructions for solving problems.

**No comment (27 comments)**

- It's ok as it is. Please don't change.
- Nothing to improve
- Don't have anything.
- No need to improve the ECHA Newsletter
- No comment
- No sugesstions
- No need to change
- nothing comes to mind
- No further comments
- No Comment
- No improvements at this time.
- -
- not at all
- Difficult to improve
- /
- .
- I have no idea
- it's ok
- as before
- %
- no remarks
- -
- No ideas - does it need to be improved?

- Okay as it is.
- no suggestions
- don't change anything
- no suggestion for improvement

**Praise (14 comments)**

- I find it easy and practical. No special idea to improve it.
- I really like the format. I really like to be able to download it as a PDF to bring home and read while relaxing.
- You are doing a good job as it is.
- For me it is O.K. The Background Information are very usefull
- you did an excellent job
- I don't see room for improvements. It's perfect to me.
- NONE IT IS ALREAD EXCELLENT
- No comments, for mi is perfect the presentation of the information
- I do not have any good suggestions at this time. I am happy to receive the newsletter and can quickly peruse the topics and spend time on the topics of interest.
- Nothing. I think it works well for my needs.
- Quote satisfactory
- It's good like it is. Only for Information: I'm not allowed to use "social media" in my Job e. g. Facebook, Twitter, tec.
- They are already of very good standard, so unable to comment on the question.
- No comments, keep doing the good job.

**Segmentation (9 comments)**

- related to the article of my interest
- Hide/Show news according to the legisaltion (REACH/CLP/BPR/PIC), or allow customization upon subscription to select the areas of interest only.
- By doing a different newsletter for products traders and substance/mixture trader
- I am only interested in the Biocides topics. So a clear distinction between Biocides, REACH etc is always important for me.
- Separate out the different legislation and keep it to my work area of Biocides.
- I would like to tell you what parts of ECHA Im only interested in and then I only get that information. Now there is alot that dosent concern me.
- In the ECHA Newsletter, it may be advisable to structure it also more distinctly in regulatory areas and not mixing them up. So there could be a REACH-, biocides-C&L-etc. related section.
- Stronger separation between legislation (separte for Biocides and Pic)
- Be clearer as to which piece of regulation and particular item refers.

**PDF (7 comments)**

- Pdf should open automatically from one link. Now you have to click many times
- I prefer the magazine format of the pdf version
- It is difficult to read printing of pdf due to the type of font.
- I tried to print pdf and read it but I could not distinguish letter properly. It became like "letterpro perly".
- Please keep the pdf version. It's important for personal notes and comments while reading.
- To make more easy to obtain from the links the PDF version of the information
- include links from first page headings to the articles in the pdf?

**Translations (7 comments)**

- It's also translated into Japanese.
- The newsletter is fine and I like it. I´d like it even more in german.
- If it could be in our own language
- En français

- I would like to be able to read it in other EU languages, especially in Spanish.
- I'm missing translated executive summary's, is an easy way to reach better SME's regarding the requirements in articles
- ter na língua portuguesa

**Length (5 comments)**

- If there is a short version, it might be useful.
- The articles are quite long. Could they be condensed a bit ?
- Shorter articles
- more briefly
- Too long scrolling as well, when reading this on a smartphone it becomes unclear, messy.

**Subscription (4 comments)**

- Would like to subscribe so get it regularly thru' e-mail
- can you subscribe to the newsletters as well ?
- I submit for the ECHA newsletter or weekly, but I do not receive it continuously
- I do not read the newsletter very often. I am not sure I receive it by email anymore. Do we have to subscribe to it separately? Nowadays, I only read articles which happen to pop up when I'm searching for specific information, usually using Google. I never find information easily when using ECHA's search engine

**Links (4 comments)**

- No comments, the Newsletter is fine and clean, easy to read and understand. Perhaps some more "direct link" on the website to access this kind of, let's say, "Media" channel would be nice. Maybe it already exists but I never clicked on it.
- More active links to get cross references.
- Better clickthrough system
- more links to in-depth information on the ECHA site

**Layout and structure (3 comments)**

- the layout of the email should be better. viewing it in the mailbox is poor.
- Improve the appearance
- Topics are currently listed one below the other. More horizontal presentation would facilitate. Current lay-out requires a lot of scrolling down which reduces the oversight.

**Email (2 comments)**

- Email alerts to inform people when a new newsletter is live on the website.
- I get emails and link through to articles I'm interested in from there.

**Simple language (2 comments)**

- Easier to understand text and articles.
- Make the English more readable.

**Merging (1 comment)**

- I don't see the difference between ECHA weekly and ECHA newsletter, and I don't see the need to propose these 2 products. They could be merged.

**Font (1 comment)**

- As with all or most ECHA publications, the font used is difficult to read. A switch to Times New Roman, or another font with serifs would be helpful.



## Annex III – open field comments related to engaging more with the ECHA Newsletter

*Comments are in the form submitted by the respondents*

### Relevant content (44 comments)

- outlook on upcoming regulation packages
- More practice information which I can use in my job.
- with reference to the articles of my interest are those for the downstream textile industry
- Case studies of any unique enforcement feedback
- Direct interest to my business.
- More items related to
  - Member state competent authorities
  - Supply chain
  - Only Representatives
  - Compliance inspections on Only Representatives
- More relevant subjects.
- A discussion about a specific subject, e.g. Biocides and the socioeconomic effects of BPR on SMEs
- more interesting articles and more practical advises, learning from experience cases (for example: issues related to enforcement & REACH Compliance on different ME; how to better inform our clients about SVHC without having to issue "SVHC Declarations of exemption" ).
- More articles which are relevant to my work / our sector's status in the REACH process.
- To offer suggestions on future topics or to offer insight into the Aerospace businesses.
- I don't know. I usually just read the articles that have to do with our items
- enforcement and principle discussions
- Information on, and an easy place for USA article manufactures to get information and get questions answered.
- I always read the articles that are relevant to my company/my job. I also like the articles that tell us about upcoming events such as webinars, especially free webinars and newly available guidance documents.
- The need within my job to influence ECHA. That is better done through the consultations.
- More information from national governments (if possible) and about biocides
- My interest is limited as my needs as I am a regulatory consultant to the israeli cosmetic industry exporting to the EU
- Any issue related to our activity as downstream users; problems and solutions. We are agrochemicals formulators for third parties.
- I am interested in items that interest me, and since everyone will be interested in different items I do not think you can make people more interested in items of no interest to them.
- Description of due dates
- dealing with quality of electric n electronic product
- Legislative area
- Discussion on substances in articles
- more scientific data
- Information on how to do now as a reminder!
- More topics related to the products I sell
- About the information on SVHC and other related articles.
- More about MENA and in particular chemicals regulatory issues in the ME countries, that is what we really need.



- more information about SVHC, Annex XVII and enforcement
- More info about in situ biocidal products.
- Topics under review, upcoming topics
- more examples to cover, strategies to comply, more dashboards
- Include more generic information and provide a global picture of what is happening
- More information on enforcement, please
- More about Consumer safety
- Asking some questions like do you know.....? and then explain what it is about
- Regular updated on the impact of Brexit on REACH Registrations that shall have to be completed by 31st May, 2018.
- informative videos
- More content on the 3 Rs and alternatives to testing on animals.
- I work with biocides issues and usually you are more focus on REACH regulation and procedures.
- direkte Verbindungen zum BAuA Reach-Helpdesk
- less "fun" (useless pictures...)
- Evidential and expert peer reviewed scientific information. There is too much spin in some scientific papers' 'headlines'.

#### **No comment (21 comments)**

- Nothing at this stage
- ?
- No comments
- Don't know now
- No Comment
- Pause
- -
- I had no need so far
- nothing
- I use it already as a valuable source and so I have no further comments that would increase my reading.
- nothing, only interested in reading
- I wrote in the previous column.
- /
- .
- I have no idea
- don't know
- no remarks
- -
- Not particularly.
- No
- Not sure .. if I am reading it, I am engaged.

#### **Workload or lack of time (18 comments)**

- Less work
- Chemical legislation is mostly a burden which must be handled. No time in companies for that
- More time in my day!
- Mehr Zeit dafür zu haben. Für KMU mit begrenztem Fachpersonal, das auch REACH etc. mit betreuen muß, sprengt der erforderliche Aufwand den Rahmen.
- having more time
- More time!
- Having more time to spend reading it.
- more time in my life
- I read it already
- More time in my day!

- Although I think it is interesting to rate and comment the articles, I feel that I have no time to be involved in this issue
- If I had much less work, in addition to REACH, but you can do nothing for that!
- More hours per day :-)
- More time at work for keeping up to date with developments in chemicals registration
- Time available to me
- Time
- more time. I only read items that has direct benefit. I would have liked to read more.
- It's just a newsletter not a consultation. Nothing would make me engage more with the ECHA Newsletter like I'm doing at the moment. That's a matter of time.

#### **Interactivity (14 comments)**

- Rating's system, just a simple 1 - 5 stars on how informative / useful the newsletter was.
- add an interactive part? Make one we can view in video (youtube?)
- requests for comments
- Be able to ask questions about my work, questions that clients ask me about the application of my product or restrictions, that functions as a forum
- Sign in to rate and comment should be a little bit more highlighted.
- I said this already at the HelpNet meeting but it would be nice if some content could be recorded and provided in the form of a podcast. Youtube is nice but requires a lot of data and can therefore only be watched on a stationary computer.
- I will think about the possibility to comment on.
- short surveys
- Point out where stakeholder's input is either desired or required.
- It'd be helpful if there was an active link by which you could ask questions and get reliable and prompt answers.
- I think the engagement I have now works well, it is much better than before the Newsletter and Weekly updates and having to read directly off the ECHA site only.
- It could be shared more actively in Facebook.
- It's a good initiative to be able to comment on the articles.
- Not sure I can comment now since I don't think I've looked at any of the articles published recently. Right now, I'm trying to keep up with all the guidance updates, substances proposed for various regulatory actions, etc.

#### **Translations (8 comments)**

- The Newsletter should be in German
- That it was translated into Spanish
- Beside of the "wrong language", it is ok! There´s nothing to improve. Thumbs up!
- Could be translated
- As said previously, to be in our own language
- native languages
- ter na língua portuguesa
- I would like the ECHA Newsletter to be translated into Spanish.

#### **Length (2 comments)**

- Only one page articles not longer
- I prefer good and concise information over endless threads of commenting. Old school.

#### **Readability (2 comments)**

- Easier to read the English.

- I'm not an expert, I just want to learn

**Subscription issues (2 comments)**

- I still do not receive it. And if I try to sign up again, it states that I am already sign in
- I do not know that exist this option. I try to see again the newsletter and the web to know more about this option.

**Other (2 comments)**

- Finding information on the ECHA-website still is a major obstacle.
- I mostly follow ECHA Weekly which gives me the information I need for my work.

**Categorisation (1 comment)**

- Categorise the news articles. Set up email alerts when new newsletters are live.

**Up to date (1 comment)**

- I get the latest information ??

## Annex IV – open field comments related to further improving the ECHA Newsletter

*Comments are in the form submitted by the respondents*

### Content (23 comments)

- More articles relating to the REACH 2018 registration deadline. What this would make for chemical distributors.
- Explain discrepancies between Echa's position and other bodies' on critical topics such as glyphosate in pesticides (California)
- Discuss conflicts of interests for Echa's experts supposed to be independent but being on industry payroll. Same subject for members of Echa's assessment committees. How to restore Echa's credibility?
- A the subject that I would like to see covered, it is what is the perception at level of end-consumer on potentially harmful substances. My impression is that ,despite everything there is not an adequate return of image for the efforts made in this direction. I refer in particular to the textile which is a category large spreading and vehicle of many chemicals.
- To cover topics on more current news, related to REACH / CLP and related legislation, which affects our daily work (eg. BREXIT and teh non European Companies and their British ORs).
- I am concerned about the impact that regulations like REACH has for chemicals in products or the elimination of chemicals of concerns. I am always struggling with limited information about what is in the components I am getting from suppliers.
- I would be interested to have a series about all individual CAs and their work and the same about the individual enforcement authorities.
- Just to keep on the line...
- It seem interesting that ECHA gives access to biocides competent authorities minutes of European commission and highlights issues from biocides thematic.
- I'd like to find in time news about new regulations/new laws.
- Articles on chemicals in imported items could be interesting
- Discussing the management of substances in industrial materials. Today the problem is much underestimated
- 1. Decision making in the REACH process is difficult to understand, especially the timing of decisions is important for downstream users. Articles that gives more insight into this aspect would be helpful.  
2. Tips and hints for downstream users when discussing with their suppliers about the correct description of processes and risks in the registration dossier.
- It seems to me that you live in a dream world so far from reality that you do not know how we struggle to implement new legislation, ensure that suppliers deliver correct information and ensure that national authorities actually know how to handle new legislation.
- please cover PBT assessment, QSAR, read-across and other topics on a regular basis, if possible
- Industry focussed articles on the impact of legislation. Comparison of "EU" legislations with other jurisdictions
- More scientific papers from developing countries experts, all or most ECHA information are now from EU sources and we need more communications to be

done with scientists from MENA region ....lots of problems here and we need ECHA to cover it.

- For me it would be useful to add sometimes (for example every month), to add an article dedicated to a real practical example of the many REACH activities (how prepare a read across justification using real source and target substances, how to evaluate a real ES of a raw material used at an industrial site or by a professional, etc.). So short articles that could help to refresh the abilities to those stakeholders like me, involved in so many REACH and non REACH activities, that sometimes it is very hard to maintain the acquired abilities.
- Give us more articles about the developments regarding ECHA's interpretation of BPR regarding Biocidal products containing in situ generated active substances.
- It should be easy for me to get news about new restricted/forbidden chemicals and other regulations. And it should be easy for me to see what products the chemicals are usually used in.
- I would like to suggest that the ECHA Newsletter cover not only EU related issues but global issues which are related to the EU issues.
- More info on substances / products designed for a specific use and the relation with information required to submit for REACH. Maybe for a product with additional requirements in the field of application. As an example for others.
- More content on the 3 Rs and alternatives to testing on animals.

#### **Types of stories (13 comments)**

- How to do and tips
- I like to read more about examples applied on generic work places and the risk analysis and evaluations carried out to abate the risks or to minimise these risks.
- As mentioned, this "magazine" could offer a channel for more "in-depth" reportages on selected topics related to ECHA's sectors. Not a media for day-to-day communication.
- informative video would really be helpful
- The issue I see with examples is they're almost always focused on SME examples or "easy to substitute" chemicals. This sometimes skews reality. However, I can see why people may not want to come forward with difficult cases.
- Best case experiences
- practical examples
- Present more findings from case examples
- Compared views on a same topic could be interesting: e.g. ECHA view vs INDUSTRY view, or NGOs.
- Stakeholder interviews are interesting if ECHA publishes initiatives of stakeholders that are considered by ECHA to improve processes and assessment approaches. (-> sustainability of stakeholder rights).
- Within the biocides context CG and CA Meetings are not considered in the news. Key facts or new positions of guidance might be summarized in the weekly news.
- Questions and answers: possibility to submit questions on practical cases and read answers (eventually as FAQ)
- Examples of from industry (preferable SME) on implementations of REACH, difficulties and best practises/How we solved it!

#### **No comment (13 comments)**

- No comment
- No comments

- No Comment
- -
- I wrote before.
- .
- /
- I have no idea
- None
- No comments
- NA
- No specific suggestions given the high quality content.
- For me it's a great tool for my job. I have no advice at the moment.

#### **Audience (8 comments)**

- sector specific communications
- More information on manufacturers of articles outside the EU EEA
- all the topics are for a Sief but nothing for the stand alone registrants, we feel alone, we want to receive more help
- Next to the dry matter, it can be helpful to hear a human being analyse and comment on the matter. An example is the issue with TiO<sub>2</sub>. Off course I understand ECHA has to be professional, a personal opinion or estimation can be interesting.
- As I understood from an long-term salesman in the filler-industry, a comparable situation has happened with another component which seemed to be toxic but it was not possible to reproduce the results so the institute was finished.
- All the points listed above are very relevant for my daily job and/or are addressing a service that I would expect from ECHA which explains why I clicked many of them.
- ECHA should consider all there stakeholders both industry, professional users and consumers. For the last two, professional users and especially consumers easily digestible articles are important.
- More articles for the downstream user. Some of the topics are aimed at companies manufacturing and distributing large quantities of substances. Most of my clients are the end users seeking REACH compliance i.e. MOD/aeronautical industry
- I work in the Aerospace and Defense industry and would really like to see some articles regarding the challenges of Aerospace.
- More information for Downstream user of chemicals

#### **Translations (5 comments)**

- Provide it in different Lanuages. This will increase the acceptance.
- Furthermore, it would be very useful to have the news also available in German. You would get a wider audience. The interest is there, we are translating parts of the news and reach a wide audience.
- should be happy if the newsletter was in italian language
- I would like to be able to read it in other EU languages, especially in Spanish.
- I would like it to be translated into Spanish.

#### **Length (3 comments)**

- Too Long; Didn't Read.

- Please try to write less text with more contents.
- short articles introducing topics for dummies (serving as a wiki on the website)

**Simplification (2 comments)**

- It is sometimes hard to extract the necessary information from all the details and also difficult understand if a certain piece of information is related the chemicals manufacturer/importers/exporter or downstream users or article manufacturers etc. That is often the most important information in order to perform well and assure correct compliance actions.
- To write the articles more in the "people language". I agree that some of the therms have to be used, but it will be easier if everybody understands the message :-)

**Look and feel (2 comments)**

- Please do not use to much colour
- Dropdown menus with links to other areas would be a nice way to direct readers to the website, where further information is deposited.

**Timing (1 comment)**

- I like it a lot, maybe circulation on a monthly base?

**ECHA website (1 comment)**

- It would be very convenient if it was possible to look up which SVHCs are likely (a risk) to be found in e.g. PE, PVC, ceramics etc. Today it seems that the [https://echa.europa.eu/da/advanced-search-for-chemicals?p\\_p\\_id=dissadvancedsearch\\_WAR\\_dissearchportlet&p\\_p\\_lifecycle=0&p\\_p\\_col\\_id=column-1&p\\_p\\_col\\_count=1](https://echa.europa.eu/da/advanced-search-for-chemicals?p_p_id=dissadvancedsearch_WAR_dissearchportlet&p_p_lifecycle=0&p_p_col_id=column-1&p_p_col_count=1) only mentions the Chemicals being used/notified in the EU, but do not take into account the chemicals being present in imported articles.

**Search (1 comment)**

- is a search function available for several editions of the newsletter?

**Segmentation (1 comment)**

- To classify the events by field

## Annex V Country codes

AL	Albania
AN	Netherlands Antilles
AR	Argentina
AT	Austria
AU	Australia
BD	Bangladesh
BE	Belgium
BG	Bulgaria
BR	Brazil
CA	Canada
CH	Switzerland
CN	China
CO	Colombia
CY	Cyprus
CZ	Czech Republic
DE	Germany
DK	Denmark
EE	Estonia
EG	Egypt
ES	Spain
FI	Finland
FR	France
GB	The United Kingdom
GR	Greece
HR	Croatia
HU	Hungary
IE	Republic of Ireland



IL	Israel
IN	India
IR	Iran
IT	Italy
JP	Japan
KR	South Korea
LI	Liechtenstein
LK	Sri Lanka
LT	Lithuania
LU	Luxembourg
LV	Latvia
MK	Republic of Macedonia
MT	Malta
MX	Mexico
MY	Malaysia
NE	The Netherlands
NO	Norway
NZ	New Zealand
PE	Peru
PK	Pakistan
PO	Poland
PT	Portugal
RO	Romania
RS	Serbia
RU	Russia
SE	Sweden
SG	Singapore
SI	Slovenia
SK	Slovakia

SM Serbia  
TH Thailand  
TR Turkey  
TW Taiwan  
UA Ukraine  
US United States of America

## Annex VI Other primary fields of activities

*Comments are in the form submitted by the respondents*

### **Manufacturers, producers and formulators (65 comments)**

- non-EU manufacturer
- BOPP Producer
- Production company that uses chemicals
- Article manufacturer- Tyres
- Manufacturer of tasklights fo professional use.
- Manufacturing - Metal Stamping and Springs, Quality System Engineer
- Manufacturer of construction products
- Manufacturer Plastic Injection Moulding
- Manufacturing of Articles
- The manufacturer activities cover the 1% of the core business of the Company.
- manufacturer of consumer products
- manufacturer of articles
- manufacture of EEE
- manufacturer of safety articles
- manufacturer of electrical and elctronic products and machinery
- Manufacturer of Coatings
- Manufacturer metal stampings
- medical device manufacturer
- Manufacturer of articles (electronics)
- Manufacturer of High Tech Information Technology Equipmemt
- Global aerospace manufacturer
- Production of coated textile
- article producter and distributor
- textile manufacturer and retailer
- manufacturer of devices to generate active chlorine from sodium chloride in-situ
- manufacturer of articles
- Producer and distributor of rubber products
- Thermal paper manufacturer
- Manufacturer of articles
- Film manufacturer
- Manufacturer and Formulator of technical waxes
- Manufacturer of toys
- article manufacturer - tier1
- Article manufacturer
- Manufacturer
- manufactor of lubricants
- Manufacturer/Importer of Articles
- Manufacturer of Medical devices and lifescience products
- textile production with dying
- manufacturer of automotive refinishing products
- Manufacturer of surveillance products
- Retail manufacturer
- Manufacturer of mixtures

- special papers manufacturer
- Quality assurance of electronics products manufacturer
- Manufacture of pharmaceuticals
- Manufacturer of medical devices
- Manufacturer of articles (electronic measuring instruments)
- Manufacturer of Articles in EU
- consumer goods manufacturer
- Manufacturer of metals
- Industry (manufacturer of mostly articles)
- Producer of Films for the Thermoforming and Packaging Industry.
- Plastic compounds producer
- Producer
- Purchasing/product development
- Producer of articles and of articles with intentional release
- Provider/distributor of chemical information
- OEM Mfg
- Mfg. of articles
- Formulierer für Reinigungsmittel etc.
- formulator of biocidal products, regulatory affairs
- Formulators
- formulator
- Biocidal product formulator

**Other (23 comments)**

- recycler
- machine shop
- Regulations
- Transportation
- Social Accidental Insurance
- REACH Consortia Secretariat
- REACH & CLP Helpdesk Luxembourg
- SDS technologist
- Rolling Stock materials
- Independent consultant
- moulding plastics
- EH&S Product Stewardship
- Solutions Provider
- Engineer
- downstream user
- PPP and biocidal products
- WORKERS AND OCCUPATIONAL SAFETY AND HEALTH
- Civilian aircraft design authority
- Telecommunication company
- fire department
- Industrial Safety
- industry
- CERTIFICATION BODY

**Research, testing and expertise (19 comments)**

- Testing, Inspection, Certification and Safety
- CRO
- Independent expert on the safety of nanomaterials
- Research institute

- science and development
- Consumer products testing services
- testing laboratory
- Technological Institute
- Toxic (as a general term) regulatory scientist globally/ regulatory toxicologists
- Materials R&D
- Testing lab
- Research
- technological institute
- Service Provider, Testing Laboratory, Research
- Commercial testing Laboratory for textile related products
- Testing Laboratory
- Testing and certification laboratory
- Testing company
- Commercial testing lab

#### **Industries (15 comments)**

- Plastics industry
- footbeds and soles for footwear
- electroplating industry
- Wholesale, household goods
- fashion clothing brand
- Semiconductor
- Fluoropolymers
- DIE-CUT
- aircraft maintenance firm
- industry nuclear field
- Pharmaceutical
- Galvanic
- Electronics devices
- Metal Finishing & Metal Plating
- tanning and finishing of Raw Hide (Tannery).

#### **Governmental bodies and authorities (14 comments)**

- Government
- Government - Health Canada
- National Enforcement Agency/NEA
- Expert institution to a National Authority
- Competent Authority
- State government
- Public body / chamber
- Ministry of Health of Turkey
- German Social Accident Insurance - Institution for trade and industry
- Inspector de sanidad
- National Authority
- Competent Authority
- Government organisation
- Enterprise Europe Network

**IT and customer service (13 comments)**

- Customer Support
- Software
- software provider
- System for safe chemicals management for our customers
- IT provider
- IT
- System provider
- software house
- Software provider
- Technical Support for chemical companies
- Software
- general service
- Analytical Services

**Importers (9 comments)**

- importing company
- importer of articles
- Importer and wholesaler of articles
- importer of items some of which are chemical mixtures
- Importer
- Importer of household appliances
- Importeur of article
- importer
- distributor / importer of articles (with sometimes SVHC substances, not intended to be released)

**Retailers, suppliers and distributors (9 comments)**

- Distributor of Electorical devices and parts products
- Retailer
- retail
- supplier of products to the EU
- Global supplier to white goods industry
- Importer and seller of goods
- retail
- Distributor of articles that are produced with chemicals in the supply chain earlier
- Automotive Supplier

**Trading companies (2 comments)**

- Trading company
- Trading Agent

**Media (2 comments)**

- Academic Journal Editor
- RADIO NACIONAL DE ESPAÑA

## Annex VII Comments about the survey

*Comments are in the form submitted by the respondents*

### Praise (22 comments)

- Please continue your efforts.
- When I make a presentation about chemical regulations in EU, I usually introduce "ECHA Weekly" to my audience to get trustworthy information directly from ECHA.
- Thank you for listening, keep up the very good work.
- Succes!
- Thank you for allowing me the opportunity to provide some of my thoughts.
- Thank you for keeping the survey brief. And thank you for the news you put out - it is very helpful to have the emails with the quick overview and links to more detailed information and resources.
- Thank you for this survey.
- thanks for asking for our opinion
- Thank you for the opportunity to give feedback!
- Thank you!
- I think these surveys are important and I would happy if my answer would somewhat useful for you.  
Not bad at all! This was one of the better surveys I've taken so far. Good job!
- MARVELOUS INFORMATION
- thank you for asking and keep up the good effort to inform all different stakeholders of the relevant ECHA activities.
- Well-thought-out survey.
- Very good.
- You must keep it up.
- Some more data/information from ILO and IRPTC would be also useful.
- Thank you for this opportunity, it is appreciated!
- thanks for always trying to improve how information is shared. I have seen a lot of improvements since!
- ECHA website is very useful site!
- Thank you for keeping in touch with the Readers of your Newsletter and asking them for their opinion  
Echa is always a good "online consultant" for every daily issues on chemicals I found in my job.

### Specific comments (17 comments)

- It was not initially possible to get to the survey probably because the image field was not active and became active, it did not lead straight to the questionnaire. Some improvement on easier access to the questionnaire could be of help here.
- To get information is useful thing, and allows all organizations to orient and make decisions accordingly. There should be a sort of return for those who actively participates in providing information
- Was one question directed at non EU manufacturer of imported articles.
- Manner of Reading the contents should allow to differentiate between glancing and intense reading of articles (e.g. all are glanced at - some read and followed-up)  
If possible I would like to have a better insight in how substance classification as SVHC under REACH & CLP (e.g. a CMR, genotoxic, hazardous biocide, endocrine disruptor, ...) will affect in the future their use as a food contact material (FCM°, food contact article (FCA), i.e. the link between the work of ECHA and EFSA as risk assessor for FCMs, and the European Commission and the Member States as risk managers of FCMs/FCAs.

- I think that surveys about surveys are not necessary
- It is not really clear to me, if there are additional information in the Newsletter as opposed to ECHA Weekly.
- I hope the concept of the newsletter will continue as it is efficient source for my professional life (time wise and relevance of information summarized in an easily accessible way).
- I do not actually know if I read the Newsletter or Weekly... !
- We are all working hard for 2018 compliance deadline. Please don't introduce new processes/updates/changes until after the 2018 deadline.
- hope it helps.
- The question about rating newsletters; my answer would have been just 'No'; and not 'NO, not interested' or 'No, would like to know more'.
- Was a bit lost on what subject I was (which newsletter)
- This survey does not reflect the real use and the real problems we are facing in the real world. As I said: You live in a Dream world.
- More communications with regulatory scientists from developing countries and in particular from the MENA region, this is the region that has most regulatory problems and needs most help. I discussed about this more than once when I was in Helsinki last year with some of ECHA authorities and am ready to work with ECHA more closely, need support to participate in this year's HCF. Even for only Iran there are huge work to be done and I am ready to do it in cooperation with ECHA. This is the place that chemicals are arriving (a lot) from new Asian technologies with no regulatory support and we need help from ECHA. Some of the questions should be more concrete so we can select easily.
- To think of a specific section dedicated to inspectors (local and national).
- The only issue was on the page where you select the ways you access ECHA news- it was not clear to click on the icon rather than the link to the actual newsletter. Aside from that minor issue, very clear.

#### No comment (13 comments)

- OK
- No comment
- .
- /
- I have no idea
- none
- NA
- no remarks
- -
- NA
- i do not know about echa
- none - ok to complete
- Nil

#### Translations (5 comments)

- Pourquoi cette newsletter n'est pas traduite en français !!!!!!!
- thanks a lot, I would not to be repetitive but should be very performant if such survey was made in multilanguages.
- Grazie ciao  
deberia estar en todos los idiomas oficiales UE
- devia estar na língua portuguesa
- I would like the survey to be translated to Spanish.

#### Length (5 comments)

- The survey was rather short. I wouldn't mind answering more questions
- I remember the old survey's and this one is optimal in questions, and on timing!
- I would advice to try to make it shorter.



- First time that an announced survey length is correct!
- Short, to the point and clear! Does not makes you to do or answer something you do not want to do. Crisp survey with good questions

**Timing (2 comments)**

- An annual survey would be good - it is difficult to remember what the newsletter and ECHA weekly were like in 2015!
- I would like to ask you to ask more than one times per 2 years on improvements of the Information Distribution. Thanks

**Repetition (2 comments)**

- Several of the questions were asked twice so that could be improved.
- I thought that some questions were asked a two times.

**Subscription (1 comment)**

- Instead of a Newsletter, I would like to have the possibility to subscribe to a RSS-feed.

**Mobile access(1 comment)**

- I was not able to fill in all questions with my phone, since the buttons did not work

**Readability (1 comment)**

- The abbreviations were somewhat hard to understand.

**Follow-up (1 comment)**

- It would be nice to receive more information on the further processing of this survey such as making publicly available the outcome in anonymized form.

**Mailing list (1 comment)**

- But it shouldn't be send to the person like me who just assigned to the system. I can't have reliable opinion since I didn't have time to get know the newsletter properly yet.

**Social Media (1 comment)**

- why were questions not asked on the other media that were used (eg Twitter)?

**ECHA website (1 comment)**

- On ECHA home page, suggest to have an easy to read "Change History log" eg. depicting REACH, CLP changes/addition/implementation for quick reference.

**Survey format (1 comment)**

- Give an example of the newsletter and weekly, because it not like the useres are waiting fo a surevey like that.