



***Get support:
Meet the ECHA helpdesks***

Safer Chemicals Conference 2021



#SAFERCHEMICALS

Regulatory Support Helpdesk

The **ECHA Regulatory Support Helpdesk** can give you advice on:

- REACH and CLP submissions
- REACH and CLP processes
- A broad range of EU chemicals legislation

REACH

Registration, Evaluation, Authorisation and Restriction of Chemicals

CLP

Classification, Labelling and Packaging

BPR

Biocidal Products Regulation

PIC

Prior Informed Consent Regulation

WFD (SCIP)

Waste Framework Directive

POPs

Persistent Organic Pollutants Regulation

CAD/CMD (OELs)

Chemical Agents Directive and Carcinogens or Mutagens Directive

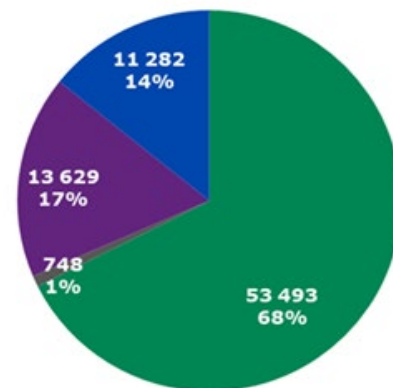
DWD

Drinking Water Directive



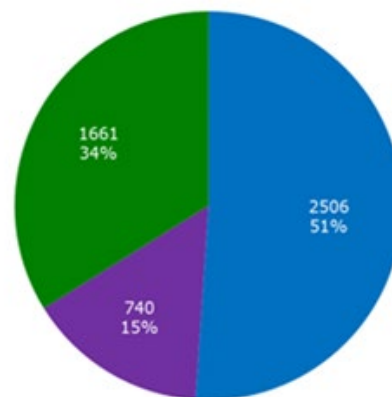
Network of national helpdesks - HelpNet

- **HelpNet** is the network of 30 national helpdesks of EU/EEA Member States
- ECHA and the national helpdesks **work to align** their advice to companies so that it is consistent, timely and high quality
- The work includes communication and awareness-raising activities with particular emphasis on **small and medium-sized enterprises (SMEs)**



80 000 enquiries replied by all BPR, CLP, REACH national helpdesks in 2020

■ BPR ■ Not specified (BPR, CLP, REACH) ■ CLP ■ REACH



4 900 regulatory enquiries replied by ECHA Helpdesk

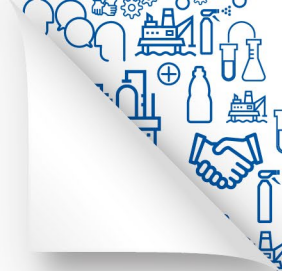
■ REACH ■ CLP ■ BPR

Different roles but one goal: to support you

- The first contact points for **REACH and CLP regulatory questions, including Poison Centre Notifications (PCN)** are the national helpdesks (NHDs)
 - **New:** also for questions coming from **non-EU companies**
- **From when: as of 6 October**

But:

- Questions related to the **SCIP database and PIC** will remain principally **within ECHA's remit**
- **BPR:** current practice as indicated on the ECHA [website](#)



Who do you need to contact?

ECHA and the national helpdesks work together to provide support to companies on matters related to REACH, CLP and Biocidal Products regulations. Consult the tables below to see who can best help you with your query.

Questions related to the SCIP database and PIC will remain principally within ECHA's remit.

REACH and CLP questions

For questions on REACH and CLP, in most cases, your first point of contact will be your national helpdesk. However, questions on certain topics may be sent directly to ECHA.

National Helpdesks competences	ECHA competences
<p>Regulatory and scientific questions from EU and non-EU companies on REACH, CLP, including Poison Center Notifications (PCN) questions</p>	<ul style="list-style-type: none"> ■ REACH and CLP submission and process related questions ■ Evaluation questions ■ Questions on ongoing disputes and pending litigation ■ Questions on Annex XV SVHC dossiers (or RoI) proposed by ECHA or Commission ■ Questions on complex borderline cases of substance in articles ■ Questions on ECHA's fees and charges ■ Questions that require harmonisation and consultation with the European Commission ■ Other policy related questions



BPR questions

For BPR, questions in the remit of national helpdesks will be accepted by ECHA, but depending on the nature of the information requested, you may be directed to contact your national authorities.

National Helpdesks competences	ECHA competences
<ul style="list-style-type: none"> ■ Active substance approval – dossier evaluation ■ Annex I inclusion ■ National authorisation ■ Mutual recognition ■ Simplified authorisation ■ Same biocidal product authorisation ■ Parallel trade ■ Treated articles ■ National laws ■ Classification, labelling and packaging of biocidal products ■ National fees ■ Enforcement ■ Scope questions – including Art 3(3) requests 	<ul style="list-style-type: none"> ■ Active substance approval – peer review ■ Article 95 ■ Review Programme ■ Data sharing and inquiry ■ Classification & Labelling of active substances ■ Union authorisation ■ Data dissemination ■ Technical equivalence ■ Chemical similarity check ■ ECHA fees ■ ECHA guidance ■ ECHA website ■ Submissions and IT tools

Updated contact forms for REACH and CLP questions for non-EU companies

Contact - REACH

Your request

Request type * Topic *

Regulatory obligations Substances in articles

Reply from your national helpdesk/competent authority

When you have contacted your national helpdesk or competent authority before (also by phone), insert their full reply here. You can specify your concerns in the 'Question' field.

EU/EEA or Non-EU * EU/EEA country of import/activity *

Non-EU Please select country..

REACH questions for national helpdesks

How soon after the release of a Candidate List update is a new SVHC assessment for an existing product required?

Is ceramic a substance/mixture or an article under REACH?

In which countries is hexavalent chrome, used as a steel fastener corrosion inhibitor, banned?

I would like to know what kind of rubber accelerator is banned in Europe? Are ZMBT, DPG and DPTU banned in Europe?

REACH questions for national helpdesks

What is the specific requirement of REACH that applies to electrical and electronic products?

Can you please confirm that not REACH registered substances can be exported to the EU as long as the volume is under 1 tonne per year?

We are importing polyethylene and need to register the ethylene monomer. We do not have any analytical data to prove the identity and purity of the monomer and the non-EU suppliers are not cooperative. What should we do?

CLP questions for national helpdesks

Can I avoid disclosing the full composition of a mixture by requesting the use of an alternative chemical name?

Does CLP labelling apply to the outer packaging?

Can I have multiple languages in the CLP label?

When can fold-out labels or tie-on tags be used?

What are the labelling requirements for e.g. candles?

CLP questions for national helpdesks

Does the e.g. Carc 2 classification apply to the paint containing TiO₂? Which EUH statement do I need to use?

Are aqueous solutions of substances in the scope of Art 45 of CLP?

When does the poison centre notification obligation apply?

How can I generate a UFI?

When is the classification triggered for mixtures containing e.g. titanium dioxide?



Biocides questions for national helpdesks



How to fulfil information requirements for active substance and biocidal product?

Is my product a biocidal product, cosmetic, medical product or veterinary medical product?

Specific claims on the label of biocidal product or treated article

What substance identity is contained in my product?

Is my product a treated article?

What PT covers my specific use?



Get support

- Contact ECHA: <https://echa.europa.eu/contact>
- HelpNet: <https://echa.europa.eu/about-us/partners-and-networks/helpnet/2021>
- National helpdesks: <https://echa.europa.eu/support/helpdesks/>
- Support material: <https://echa.europa.eu/support>
- Q&As: <https://echa.europa.eu/support/qas-support/qas>

Contact

We have moved

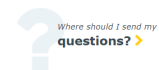


ECHA has moved to a new location at Telakkakatu 6, Helsinki. The Agency is within easy reach by public transport or a 25-minute walk from the central railway station. Take a look at the "How to get to ECHA" to help you find your way. When arriving, please note that the Conference Centre has its own entrance, which is separate from the office building. We look forward to meeting you at Telakkakatu!

Are you from industry or the general public?

My question is related to:

- REACH
- CLP
- Biocides
- PIC
- SCIP - Waste framework directive
- POPs
- ESCLP
- EUON
- System to System (S2S)
- Other (e.g. speaking requests, visits, website, access to documents)



Are you from a national authority?

- Get support

Need to contact your national helpdesk?

- National helpdesks

HelpNet



The HelpNet is a network made up of ECHA and the national BPR, CLP and REACH helpdesks. The network was created to improve cooperation on issues of common interest. The benefits of this cooperation are the achievement of a common understanding on the legal requirements under the BPR, CLP and REACH regulations and the provision of consistent and harmonised advice to stakeholders.

One of the regular outputs of the HelpNet is the **commonly agreed Frequently Asked Questions (FAQs)**. These give more detailed information concerning guidance documents, processes and methods related to the BPR, CLP and REACH regulations. The FAQs are published in the Q&A Support page.

Scope of HelpNet

- Information exchange on the implementation of the BPR, CLP and REACH regulations.
- Common understanding on the legal requirements under these regulations.
- Consistent and harmonised advice to stakeholders by its members.
- Capacity building of national helpdesks.
- Communication and awareness raising activities with a particular emphasis on SMEs.
- Training for national helpdesks.

National Helpdesks

National helpdesks have been established as the first point of contact for questions related to the BPR, CLP and REACH regulations. They can give you advice in your own language and are aware of local conditions that can be relevant for the correct compliance with these regulations. You can find their contact details below.

National Helpdesks within the European Union (EU) and the European Economic Area (EEA)

Austria	Belgium	Bulgaria
Croatia	Cyprus	Czech Republic
Denmark	Estonia	Finland
France	Germany	Greece
Hungary	Iceland	Ireland
Italy	Latvia	Liechtenstein
Lithuania	Luxembourg	Malta
Netherlands	Norway	Poland
Portugal	Romania	Slovakia
Slovenia	Spain	Sweden

Countries outside of the European Union (EU) and European Economic Area (EEA)

Montenegro	Serbia	Switzerland
Turkey		

iTex

Expert advice on the correct use of ECHA's IT tools and dissemination of data on ECHA's webpage



Technical support Helpdesk

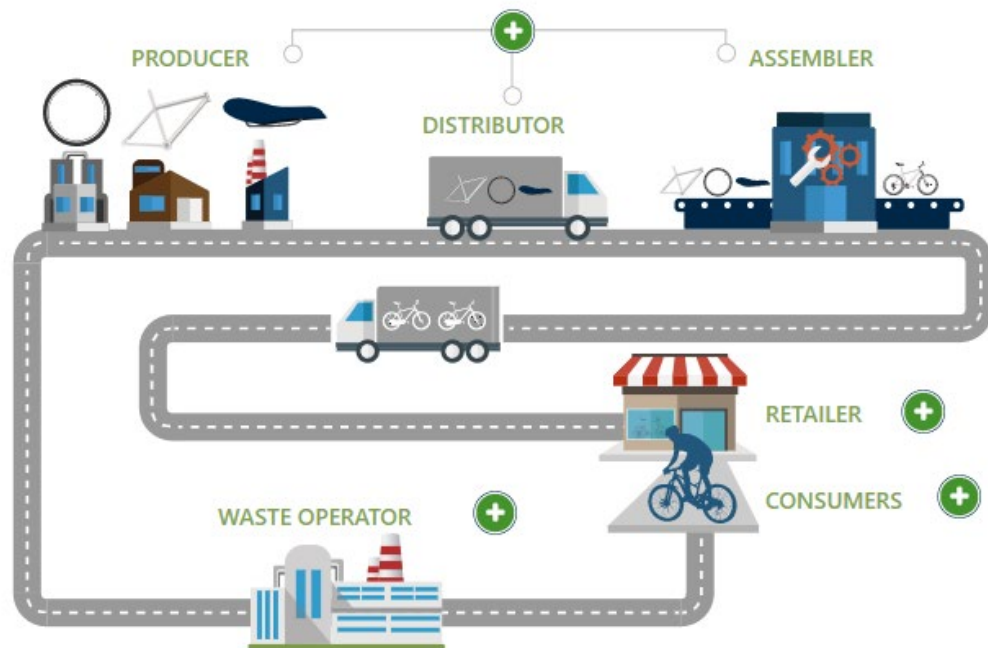
Technical support Helpdesk provides support on:

- ECHA's **submission** IT tools – e.g. REACH-IT, R4BP 3 or ECHA submission portal for SCIP notifications
- **Data creation** IT tools – e.g. IUCLID, SPC or Chesar
- **ECHA's chemical database**, used for searching data published on ECHA's website



SCIP support

- [SCIP database](#)
- Information for:
 - [Suppliers](#)
 - [Waste operators](#)
 - [Consumers](#)
- Need help with the tools?
 - [SCIP support pages](#)
 - [Database Q&A](#)
- Don't find answer on our website?
 - [Contact the ECHA helpdesk](#)



Types of IUCLID installation



ECHA Cloud services:

- Web-based: no local installation
- Always latest version
- 5 GB of data storage



Server version:

- Many users
- Shared or private data

Desktop version:

- Single user
- Private data
- No network needed

Online support available on IUCLID6



Support



Documentation

Find anything you want to improve or enhance your knowledge in many issues related to IUCLID 6.

[Read more](#)



Frequently Asked Questions

Have any questions? Need some quick answers? Here you will find everything you need.

[Read more](#)

Helpdesk



Helpdesk

Do not hesitate to contact the ECHA Helpdesk if you have additional questions regarding the use of IUCLID 6.

[Get help](#)

Support on R4BP 3

- R4BP 3 to submit BPR applications
- R4BP 3 to support your business strategy and the process within regulatory framework
- Use the SPC Editor when applying for authorisation of a biocidal product

Standard format → expected results

[Contact us](#) if you need help with the tools!



R4BP3

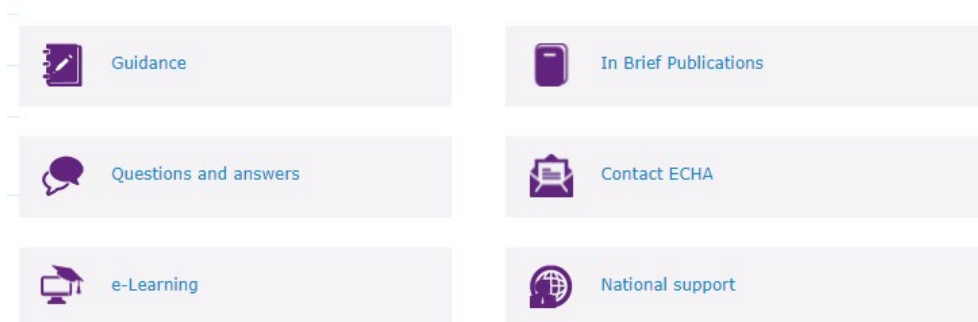


SPC Editor

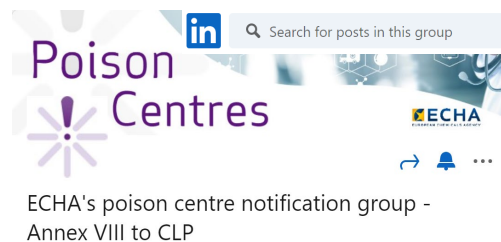


Support on tools available for poison centre notifiers

- [Poison centres support](#)



- [PCN practical guide](#)
- [Poison Centres LinkedIn group](#)





Thank you!

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