

News readership survey 2015

Summary of results



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ECHA's News Readership Survey 2015 – Summary of results

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News Readership Survey 2015 – Summary of results

Introduction

ECHA conducted a survey asking the opinions of its stakeholders on various communication activities. On 7 September 2015, the Agency sent out the annual News Readership survey asking for feedback from our news subscribers on our news products and services. The survey was open for three weeks and closed on 28 September 2015.

After a brief description of the survey and the evaluation methods, the results for each question are presented.

1. Survey and evaluation methods

The survey was launched on 7 September 2015 and closed on 28 September 2015. It was sent by personal email to an initial 18 512 news subscribers on our mailing list. Two reminders were sent on 14 and 21 September. Three snippets were placed in the weekly e-News on 9, 16 and 23 September.

The 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.

For a look at the survey questions see Annex I.

2. Results

1 662 stakeholders submitted their feedback to the News Readership survey 2015. The response rate was 9.0 % (13.7% in 2014 and 8.2 % in 2013).

Despite the decrease in response rate from last year, the numbers are still considered high enough to give a relevant sample, especially considering that we are unsure of the proportion of those subscribed to our news products that are actually active.

As in 2013 and 2014, we tried to launch the survey at a more convenient time than had been done previously, avoiding clashing with the Annual Stakeholder Survey which is due out in October. Unfortunately, the survey clashed with an ongoing Customer Insight Survey carried out on the ECHA website, which could in part go some way to explaining the fall in response rate.

The results of the survey were analysed using Webropol and Excel.

For comparison, the figures from 2013 and 2014 are in parenthesis where they are available.

2.1 Information sources

The respondents were asked what their **three primary sources** of information about REACH, CLP, PIC and the Biocidal Products Regulation are.

As in previous years, **ECHA's website** was considered the most important source: 68.9 % of the respondents placed the website as one of their three choices, although this figure has decreased compared to the results from the previous two surveys (74 % in 2013; 75.6% in 2014).

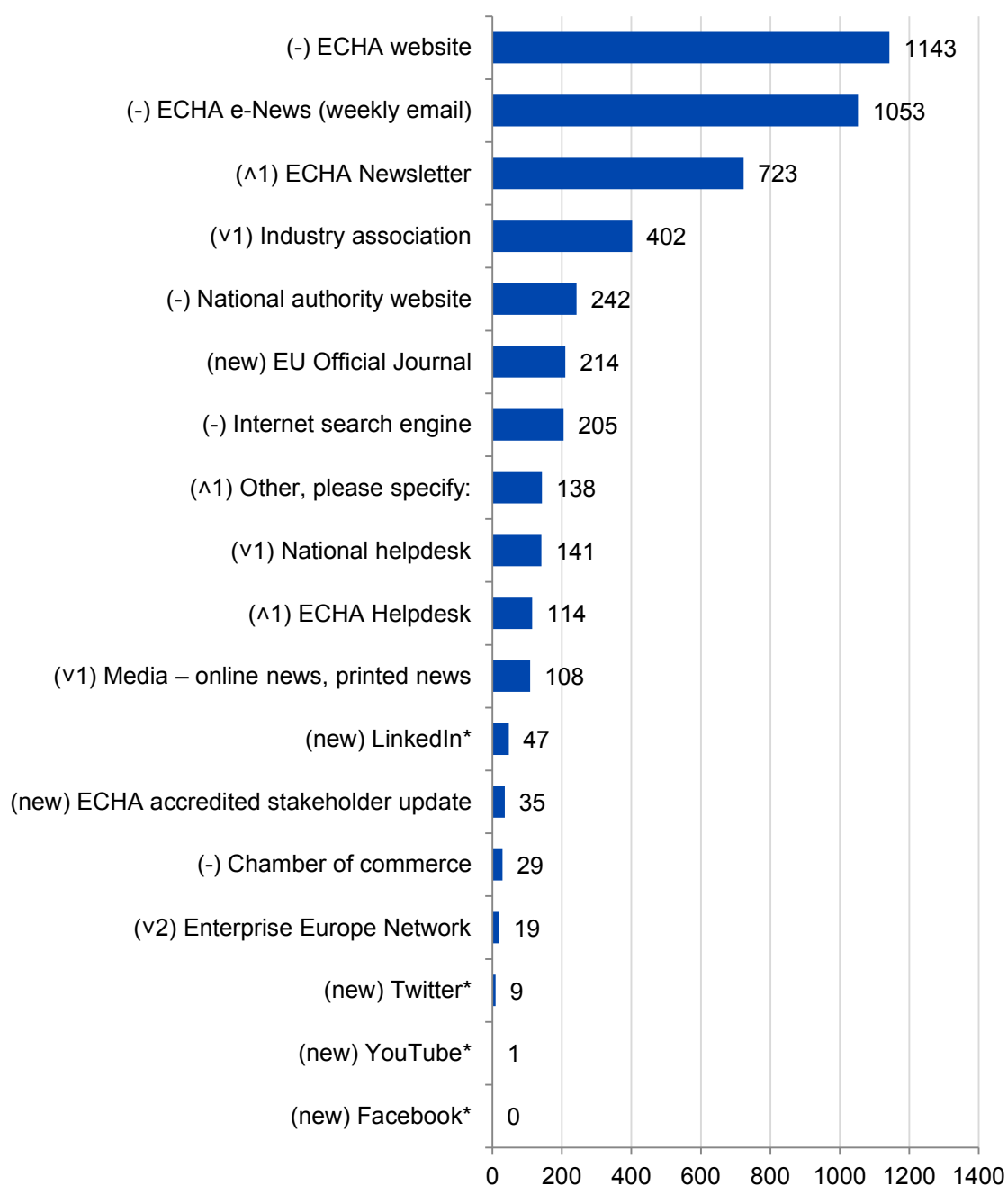
The next most commonly-selected source was **ECHA's e-News**: 63.5 % (70 % in 2013; 67.3 % in 2014), but again the proportion has decreased from the two previous surveys.

In contrast to 2013 and 2014, where the industry associations were the third most commonly-selected source of information, the **ECHA Newsletter** has risen to become third in 2015. It was selected by 43.6 % of the respondents which is a strong increase from the previous two surveys (27 % in 2013; 27.9 % in 2014).

The **industry associations** came fourth being selected by 24.2 % of the respondents (31.8 % in 2013; 30.1 % in 2014) and the **national authority websites** were fifth and were picked by 14.6 % of the respondents (23 % in 2013; 20.5 % in 2014).

There were several new options that the respondents could select in 2015. Firstly, for social media, the channels were separated for the first time. In 2013 (15 respondents – 1.1 %) and 2014 (42 respondents – 1.8 %) the respondents could only indicate if social media as a whole was one of their three main sources of information about REACH, CLP, PIC and the BPR. In 2015, this rose to 57 respondents (3.4 %) who selected one of the channels amongst their three primary sources.

LinkedIn was the clear forerunner with 47 respondents (2.8 %), followed by 9 respondents who selected **Twitter** (0.5 %) and 1 respondent who selected **YouTube** (0.01 %). No respondents selected **Facebook** among their three primary sources of information.



(new) = new entry in 2015

(^) = moved up in ranking

(v) = moved down in ranking

* = in 2013 (15) and 2014 (42 respondents), the social media channels were not separated.

Total for social media for 2015 = 57 respondents.

Graph 1: What are your three primary sources of information about REACH and CLP? (N=1 659).

In the 'other' option, the respondents specified the following:

Source	Number of mentions
Chemical Watch	32
Internal department/colleagues	15
Consultants	8
CIRCA BC	8
Compliance and risk portal (C2P) -subscription service	5
Laboratories	5
Competent authority	5
Customers	4
INERIS	4
HSE	3
National association newsletters	3
Suppliers	2
Cefic	2
Direct emails from ECHA and EC	2
Regulators information	2
Legal advisor	1
DG ENV	1
Actu-Environnement	1
Bureau Veritas	1
Parliament/council register	1
GESTIS	1
REACHReady	1
LegiFrance	1
DG Sante	1
University	1
Networking	1
Consortium	1
PPE bodies	1
Bulletin développement durable CTC centre technique du cuir	1
EU legislation tracker service	1
BNA/EIATRACK	1
Only Representative	1
Japanese mail magazine	1
Sentral	1
Pôles de compétitivité	1
Regulatory contacts	1
Practical Law Company	1
TAS Global service	1
MEGGITT group	1
EU-OSHA Newsletter	1
IKW	1
Trade associations	1
BAUA helpdesk	1
essenscia the Belgian Federation for Chemistry and Life Sciences industrie	1
cosing	1
Flashpoint Srl	1
ACEA	1
ETUI Network	1
TUV-SUD	1
Compliance attorneys	1
Total	138

2.2 ECHA's news channels

The respondents were asked which of ECHA's news channels they use. They were able to select as many of the eight options as they wished.

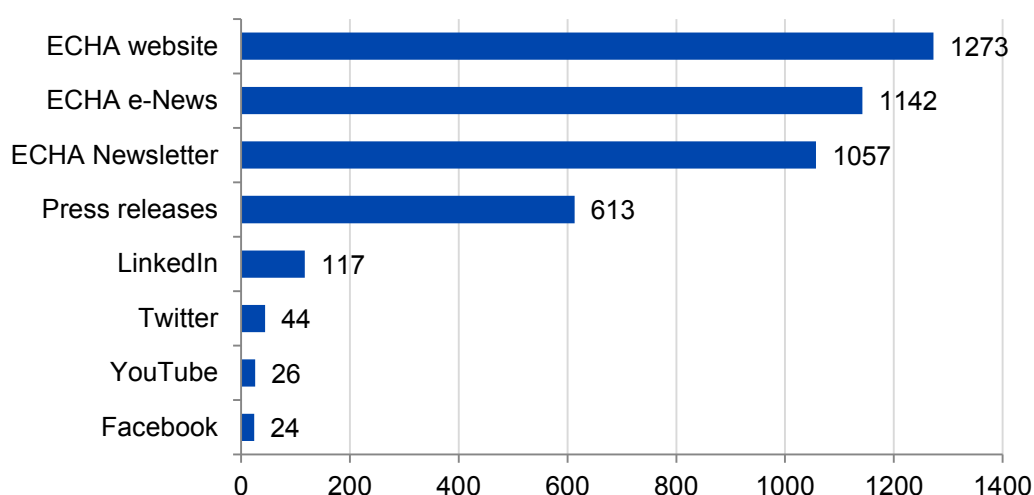


As in previous surveys, **ECHA's website** is the most followed news channel with 85.0% (85 % in 2013; 86.4 % in 2014) of the respondents mentioning this. The **ECHA e-News** follows with 76.2 % (86 % in 2013; 85.5 % in 2014) and the **ECHA Newsletter** was third with 70.6 % (57 % in 2013; 61.4 % in 2014) of the survey respondents selecting this option. ECHA's **press releases** were fourth with 40.9 % (27.8 % in 2013; 28.4 % in 2014).

For the social media channels, **LinkedIn** was selected by 7.8 % (not listed in 2013; 6.4 % in 2014). **Twitter** was selected by 2.9 % (1.7 % in 2013; 2.5 % in 2014) of respondents. **YouTube** was selected by 1.7 % (1.2 % in 2013; 1.5 % in 2014) of respondents and **Facebook** was selected by 1.6 % (not listed in 2013; 1.2 % in 2014).

These figures seem to show a sharp increase in the use of the ECHA Newsletter and ECHA's press releases. There is also a positive trend in social media with the use of all four social media channels increasing moderately.

The ECHA website's use has remained steady over the three surveys, but the use of the e-News has seen a decline.



**Graph 2: Which ECHA news channels do you use?
(N=1 497)**

2.3 ECHA e-News

The questions with a particular focus on **ECHA's e-News** concentrated on how the product is received, whether it is forwarded and how much of it is read. We also asked the respondents to give their opinions on the product.

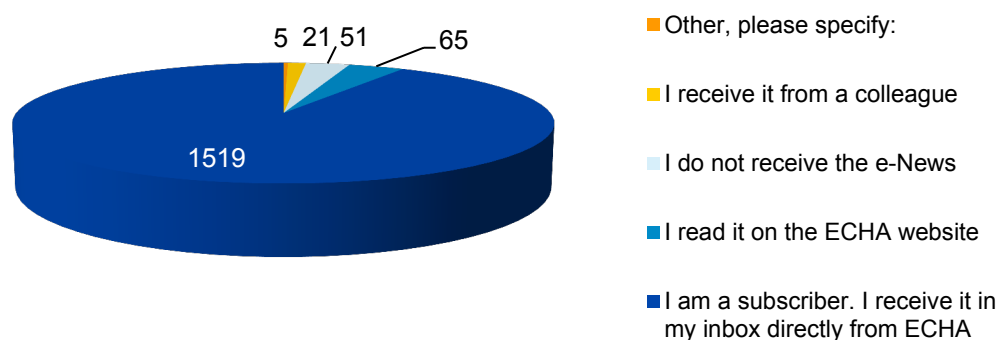
2.3.1 How do the subscribers receive the e-News?

In question 3, the respondents were asked how they received the **ECHA e-News**.

A majority of 91.4 % (94.1 % in 2013; 93.8 % in 2014) of the respondents told that they were subscribers of the news and received it directly by email to their inboxes.

3.9 % (2.2 % in 2013; 2.9 % in 2014) said that they read it directly on ECHA's website and 1.2 % indicated that they received it from a colleague (0.7 % in both 2013 and 2014).

3.1 % (2.6 % in 2013; 2.4 % in 2014) said that they were not receiving the e-News. We will chase these up to make sure that the subscription service is running optimally.



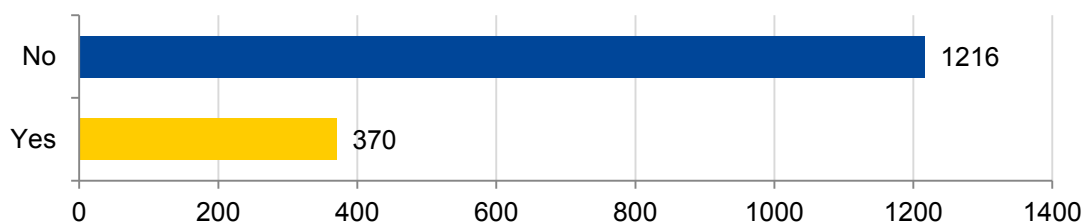
**Graph 3: How do you receive the ECHA e-News?
(N=1 661)**

The trends show that the way subscribers tend to receive the e-News has remained fairly consistent over the three surveys. There is a slight increase in those reading the e-News on ECHA's website, and a slight percentage decrease in those receiving it directly to their inbox but these figures are negligible.

The amount of those not receiving the e-News has also risen slightly. This could be due to underlying issues with the mail service provider and emails being filtered out as spam by the subscribers.

2.3.2 Do subscribers usually forward the e-News?

Less than a quarter – 23.3 % (24.9 % in 2013; 21.8 % in 2014) say that they forward the e-News, which is a slightly higher percentage than the previous year.

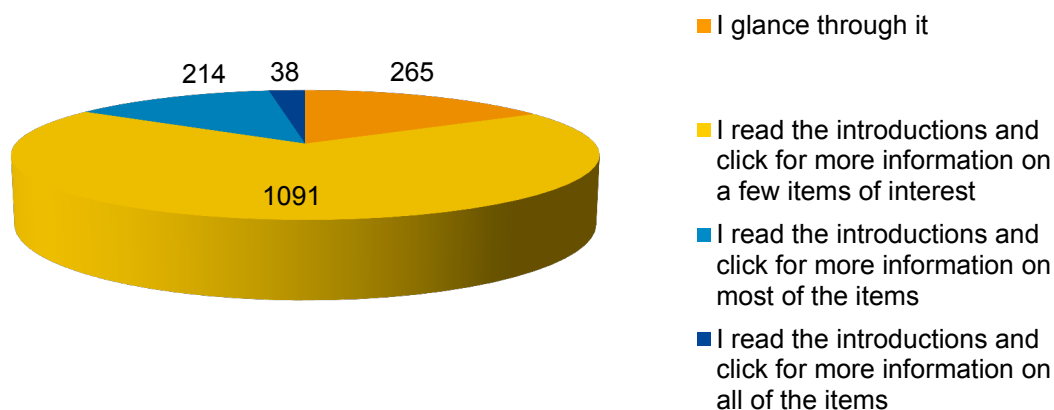


Graph 4: Do you usually forward the e-News to someone? (N=1 586)

2.3.3 How much of the e-News do subscribers normally read?

16.4 % of the respondents **glance through** the e-News (12.6 % in 2013; 13.9 % in 2014). 67.8 % of the respondents (69.2 % in 2013; 71.1 % in 2014) read the introductions of the e-News and click for more information on a **few** items of interest.

13.3 % (17.0 % in 2013; 13.3 % in 2014) click for more information on **most** of the items which has stayed consistent from last year’s survey results. 2.4 % read the introductions and click for more information on **all** of the items (1.1 % in 2013; 1.7 % in 2014).



Graph 5: How much of the e-News do you normally read? (N=1 608)

2.3.4 Statements about the ECHA e-News

In question 6, the subscribers were asked their opinion on seven statements about the ECHA e-News.

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 that were unable to give an answer.

The questions covered the following statements:

- e-News helps me to better understand what ECHA is doing;
- e-News covers the news I am interested in;
- I believe the information in the e-News is trustworthy;
- e-News gives me information which helps me to do my job;
- e-News is an efficient way of getting news from ECHA;
- e-News content is easy to read; and
- I like the look of the e-News.

76.9 % of the respondents either agree or strongly agree that the e-News helps them to **better understand what ECHA is doing** (77.7 % in 2013; 74.3 % in 2014). When the somewhat agree statements are included, the figure increases to 97.6 % (96.3 % in 2013; 95.6 % in 2014).

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

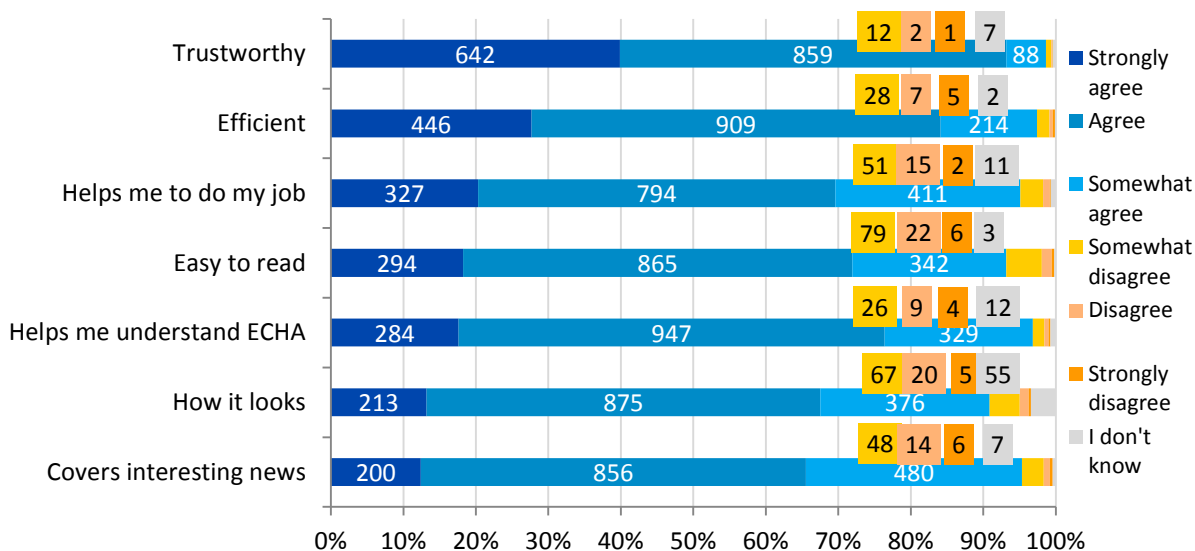
93.6 % of the respondents either agree or strongly agree that they believe **the information in the e-News is trustworthy** (new question). This figure increases to 98.6 % if the somewhat agree statements are included.

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

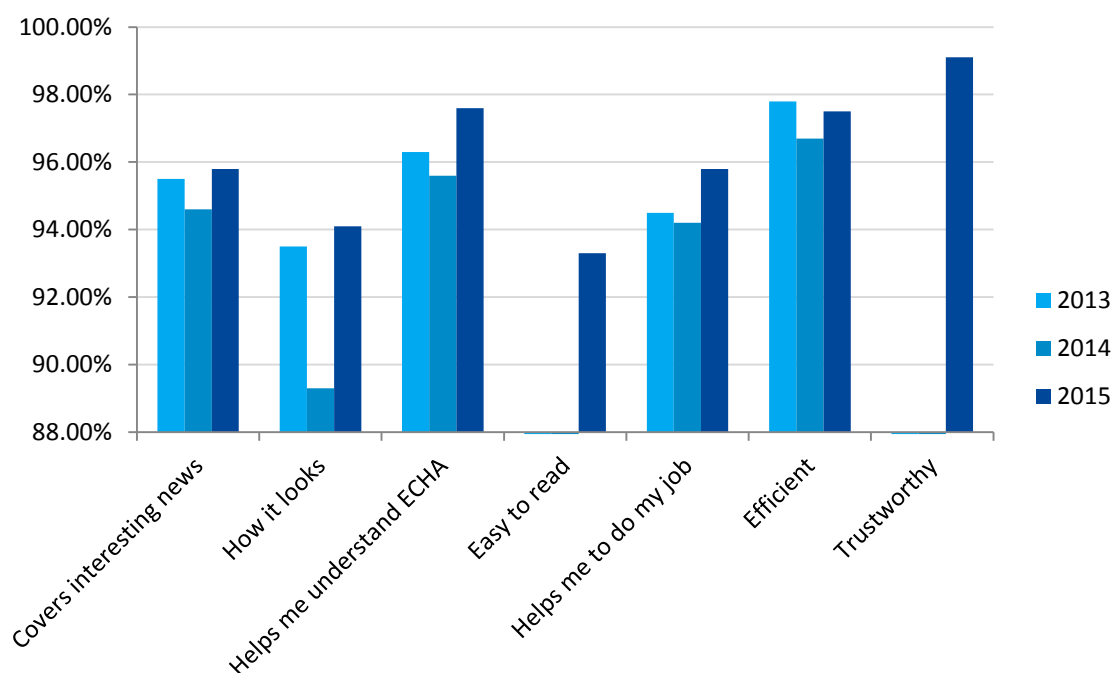
84.2 % of the respondents either agree or strongly agree that the e-News is an **efficient way of receiving news from ECHA** (85.7 % in 2013; 83.7 % in 2014). This figure increases to 97.5 % if the somewhat agree statements are included (97.8 % in 2013; 96.7 % in 2014).

72.1 % of the respondents either agree or strongly agree that the e-News **content is easy to read** (new question). This figure increases to 93.3 % if the somewhat agree statements are included.

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



Graph 6: Statements about the ECHA e-News
 (N=1 611 Graph 6: Statements about the ECHA e-News
 (N=1 611))



Graph 7: Trends from 2013-2015 surveys of those who strongly agree, agree or somewhat agree with statements on ECHA's e-News (N=1 611)

2.3.5 Additional feedback and suggestions for the e-News

The final question concerning the e-News was an open-ended question, where the recipients of the survey were asked to give additional feedback and suggestions for further developing the e-News. 161 respondents gave their input (149 in 2013; 273 in 2014).

The feedback for the e-News has been assessed and categorised. The feedback categories are outlined below along with example quotes from the respondents and the demographic information of the respondents who are commenting. Several recipients commented that they had no feedback to give.

1. More info on: 24 comments

Legislation and regulation updates: 5 comments

- "I'd appreciate news about the publication of Regulations."
- "Add links to the newly published legislation as amendments of Annex XIV and XVII."
- "I work as a consultant for the National Chemical Industry Companies and I use to resume monthly the most important news in order to send all associate companies that report they are very important to be up-date with European legislations."
- "Very useful synthetic information to follow the evolution and progress of the different legislations."
- "Regarding Annex 17, please inform us per e-News when any restricted item is approved and published by EUR-Lex."

Classification updates: 5 comments

- "There should also information be available about the future classification of substances, even if the work is not yet finalized."

- "More information on ATP's is required."
- "It would be most helpful if you could also include an article anytime an ATP to the CLP is published."
- "Include links directly to relevant information, not just to overview page (e.g. CLP changes)."
- "The progress between ECHA's part of the progress, while e.g. new classification of a substances, and to the announcement in the EU Journal is not will covered."

Candidate List updates: 3 comments

- "As a manufacturer of Valve Regulated Lead-Acid (VRLA) Industrial Batteries my main concern is to keep abreast of substances which are added to the Candidate List of Substances of Very High Concern."
- "I have provided this feedback previously. The electronics industry was not the focus of REACH, however REACH-SVHC has had substantial impact on electronic industry environmental reporting requirements. We are only interested in the addition of new items to the SVHC listing. The methods of listing and reporting new candidate substances is sometimes confusing. It would be efficient if you could more prominently display SVHC Candidates and schedules for inclusion, and highlight these more prominently in your weekly news - I know the info is there, but I need to dig to get the notices."
- "Direct access (XML) to lists mentioned in an article of E-news. with changed items in Bold."

Downstream users: 2 comments

- "Of course ECHA is trying to reach a large variety of target audiences with this single medium. I am mainly interested in information for downstream users and the presence of this type of information in the ECHA e-News is often very limited."
- "We're downstream users. There is not much information for us in e-News."

Committees and Forum: 2 comments

- "Provide facts on the amount of work done by the Committees and Forum (e.g. annual factsheets with key indicators)."
- "I would like more information what businesses can expect from competent authorities inspectors at their establishments and information on how you can prepare for an inspection so it can be conducted efficiently and effectively."

Registration: 2 comments

- "More practical information on how to evaluate toxicological status of products and registration would be helpful for small and medium sized companies."
- "I would like to read interviews with Registrants or other involved parties about REACH, CLP or BPR activities in their business."

Practical examples: 2 comments

- not only "theoretical" content but also include "practical" hints / stories out of real life with REACH, CLP, GHS etc.
- Evolution of Pilot Projects and campaigns in member states about REACH, CLP, Biocides should be matters to present on the e-news

Updates to Guidance and manuals: 1 comment

- "The e-News should give the information of new updated ECHA Guidelines, Manuals etc. and the available translation in member state languages in a more pronounced way."

Publication of competent authority documents: 1 comment

- "It would be also helpful to know (relating to biocides), when new documents of the CA (published at CIRCA) are available."

Alternatives to animal testing: 1 comment

- "I would like MUCH more information about alternatives to animal testing."

2. Translations: 17 comments

- "Very very useful to get e-News in my own language due to complicated REACH technical terms."
- "In many languages"
- "Sometimes the documents are not translated in my national language, but I think that it's normal that the news should be offered in official languages and after that translated in the other languages."
- "I would like to receive all ECHA's news in my national language."
- "I would like if it would be translated into French for example."
- "I'd prefer getting the e-News in German."
- "E'Gradita anche la versione in lingua italiana."
- "Please, translate more documents in French."
- "I would prefer my own language: German!"
- "Get information in Russian language"
- "Is it possible that the e-newsletter is available in several languages, including French? Because it take a long time to translate all information."
- "e-News content is easy to read: may not be true for foreign-language readers."
- "Have the opportunity to receive the e-News in different languages (e.g. French)."
- "Increase translations into other languages."
- "If there are in our language, Japanese, it would be much appreciated!"
- "It'll be helpful when the news is in German."
- "As I have told you in the past, should be very, very, very useful to get e-News in own language, due the technical items, at least in my language I will have more chance to not misunderstood anything. And also get more info about niche substances as complex chemicals structured as UVCB and dyes how is it possible to use any tool for REACH compliance."

3. Categorisation and subscription: 20 comments

- "e-News should be split for the main categories of interest: Reach, CLP, biocides. Moreover a dedicated subscription form should be available in order to select the regulations and the news about them of more interest. Not everyone could, indeed, be interested in reach regulations and news for instance."
- "Would be nice if it was easier to see whom each part concerns. Very difficult to see now, so you have to read it all very carefully to make sure you do not miss anything."
- "If someone is interested in a particular "Substance" related particular issue ""CLP" or "MSDS" etc., News related to that should be highlighted for that person."
- "Create a list of various topics, from which readers can select their field of interests, and receive news/updates accordingly."
- "Tags as appropriate for cosmetics, food, chemicals, medical devices, etc."
- "It would have been an advantage if you could try to send only relevant info to relevant receivers split on what kind of substance we have registered. We have one substance only, but we are receiving non-interesting information on all kinds of substances."
- "As someone who is focused on the food and beverage and packaging industries it is not always clear what is applicable to me and what is not as I am learning on the job and do not have the technical expertise background."
- "The section for CLP, REACH, Biocides and other topics could be differentiated by colour / colour line... This will help people to distinguish between topics and to easily choose articles related to their work."
- "The e-News has lots of information. I find it difficult to filter the information in order to focus on what I'm interested."
- "Développement des substances par domaine d'application: cuir, plastique, métaux... avec rôle de la substance dans les fabrications."
- "A clearer assignment of each information in the e-news to the relevant (i.e. REACH, CLP, BPR or PIC) would be very helpful. For example sometimes it is not immediately clear if a given information concerns REACH or BPR. More information concerning BPR would be welcome."
- "The information provided is very useful however if it could be clearly divided by topic (e.g. Biocides/REACH/CLP) or the topic of each article clearly flagged it would be an improvement."
- "As I am mainly interested in Biocides, it sometimes confuses me to read about the "authorisation" process and other REACH-related topics which have a name also used in

the context of the BPR. I do not want to suggest to have a separate e-News for the different legislation as I enjoy being informed also on other regulatory aspects, but maybe a colour code or subheadings would be helpful.”

- “News must be by topics, reach, pic, biocides to avoid having to read all news, it is a lot.”

- “As ECHA has just ONE NEWS letter it must be readable for all. The level of experience, sector of interest and professional level of using the provided information will for obvious reason differ strongly. Several types of newsletter of section could address this.”

- “I am only interested in Biocides news. A better separation between the Biocides and other regulations would be helpful.”

- “Perhaps one could have an intro of all topics covered at the top so one can jump directly to the topic of interest.”

- “I'm mostly interested in Reach and CLP news (I'm from a REACH & CLP Helpdesk), and I think it should be very useful if REACH and CLP news were easy to identify by simply glancing the e-News (because we are not interested in Biocides news) for example by colour code or different well separated sections.”

- “In both ECHA e-news and on the ECHA website in general, it is a bit confusing that the general term "authorisation" is used when referring to REACH authorisation, even though there are authorisations under BPR as well. It would be clearer if it would be specified in accordance with what legislation a substance/Product is authorised. Furthermore, it is apparent that the website was constructed for REACH and CLP purposes, and it is sometimes hard to distinguish what information is relevant for biocides and what is only relevant for REACH/CLP.”

- “I believe it could be useful having deeper information on sector of interest, in my case textiles, footwear, apparel and accessory.”

4. Timing/schedule: 6 comments

- “It would be useful to get daily newsletters in case any new content is published on ECHA's website.”

- “Make it daily.”

- “When I was working on EE&PL we went to press with the weekly issue on a Tuesday for publication on Wednesday so it was really frustrating to have e-News on a Wednesday meaning that stuff was a week old if we hadn't picked it up otherwise. Daily news emails like EFSA does plus a weekly highlights issue with perhaps some more in-depth stuff would be better, particularly as most publications are daily to a certain extent nowadays – either with email updates or just daily website updates.”

- “e-News more frequently.”

- “Sometimes the weekly mails come too often. It is difficult to keep yourself up-to-date. In holiday seasons, email once in two weeks is enough.”

- “It comes too often with too much content, I can't read this every week.”

5. Layout, format, additional documents: 25 comments

- “It is sometimes easy to miss the bottom off the e-news email when viewing in outlook pane – large gaps between topics make it look like the end has been reached.”

- “Do not reduce content!”

- “In my email browser [Lotus Notes] it is not very well and easy to read.”

- “A little less scrolling to see the full content would be appreciated.”

- “Give direct links to the information of lists when opportune and not the whole story first.”

- “A summary (Table of contents-type-at the top, by subject area) would be of value.”

- “Videos may be useful in the e-News for more immediate communication.”

- “Make it more simple.”

- “Sometimes multiple links lead to the same webpage with identical results. Why the duplication?”

- “Must be easier to overlook.”

- “The use of news web links leading to another web link can be very trying when going back to the news pages resulting in needing to start over again. Can these be managed another way?”

- “The presentation is often too busy and it is not easy to navigate.”

- “In the last months there was more and more information in the e-News. The e-News should not be overloaded with too much information. The News items could e.g. be

sorted by absolute must reads for everyone dealing with the regulations covered by the ECHA website and information that are interesting for specific groups of readers (e.g. registrants, biocidal product manufacturer, downstream user etc.)”

- “The header font is hard to read quickly (sans serif would be better) and I generally delete the email without reading anything. Not because the content is not worthy but most days, I run out of time.”
- “It's a bit cluttered and long sometimes, I think. It's hard to pick out the things that are important to me.”
- “There is too much information for a small business to easily absorb.”
- “I think that e-News gives most information but maybe a tutorial access to more complex concepts would even make it more perfect!”
- “I'd target it to "non-REACH professionals" and could consider articles giving more background information for selected topics of high interest to "non-professionals". For example: endocrine disruptor selection, nanomaterials, impact of CLP on mixtures SDSs in the sites (a kind of reportage including pictures and interviews on chemicals professionals in their real work in sourcing, warehouses, loading, maintenance, R&D, delivery, waste handling), even in customs warehouses.”
- “This requirement is not so friendly.”
- “The content does not always give adequate descriptions of the particular news item.”
- “The text and the wordings are sometimes too technical and difficult to understand. An very easy to read summary would be helpful”
- “For any substances or standard, can you list a summary file to reader?”
- “When updates are made to the list for new chemicals added it should be in bold highlighted news to bring attention.”
- “The e-news is available for a wide-range of public. Not all people are that involved but need to know the information. Most of the times it is written for people how are strongly involved in REACH. Advise make the news clearer and explicit.”
- “When it is reported that a few new substances are being considered for classification or authorisation etc., it would be very helpful if you listed the substances in the main document.”

6. Consultations: 10 comments

- “I think you could improve the paragraphs: Ongoing Consultations, Testing Proposals, Identification of substances of very high concern and Draft recommendation of substances for the Authorisation List. For me they are confused, I think you should somehow mark the new entries to the list.”
- “Regarding the 'on-going consultations' section at the end of the e-News, for instance the 'Harmonised classification and labelling' section: it would be very useful to have the name of the substance(s) mentioned (currently only the timelines are specified, so you have to click on the link to check the substance it is about).”
- “Would be useful to place the 'Ongoing Consultations' section before the articles.”
- “Ongoing consultations could benefit a lot from also having information on which substances are considered.”
- “At ongoing consultation column you should somehow differentiate totally new substances under different headings.”
- “For the standard items below, regarding e.g. restrictions on its way or new SVHC suggestions... please write the substance names as well, so it will not be necessary to click on the items to see this information.”
- “Extend the section "Ongoing consultations" a little bit: E. g. not only "Identification of substances of very high concern, Start: x, Deadline: y, z Substances but give also the names of the substances.”
- “The ongoing consultations part is a bit monotonous to read because it looks always the same. It would be more interesting if the name of the substances appeared for which authorisation/restrictions/CLP classifications are under consultation by ECHA, and at which stage the consultation is. Personally, I would like to have more information from this part to appear on the newsletter.”
- “The Ongoing Consultations section at the bottom is frustrating. There could, for example, be 5 proposals/consultations which are the same as for the previous e-News and it wastes time having to open every one up to look for new entries. (New) is now added after the date of some entries. I suggest that any completely new entries are marked New at the beginning (is that what it is currently supposed to do?). Where there is an update to a previous entry (i.e. 3 entries become 5) it would be good to identify if

any are new since the last e-News. For example, in the 2nd Sept e-News there is an entry: Applications for authorisation – Start: 12 August 2015 - Deadline: 7 October 2015 9 consultations. If any of those 9 are new for this e-News, putting e.g. "(3 new)" after saves me the effort of looking at everything every time."

- "Ongoing consultations is annoying to check: often the same substances are found over weeks and you see only which substances are meant if you click on e.g. "7 substances" (and wait - my Internet is very slow). If a substance name is long, "substance" is o.k., but often a name is short enough to be mentioned as such, allowing the reader to immediately identify if he has any interest in the "substance" or not."

7. CAS and EC numbers: 4 comments

- "Sometimes updates regarding certain substances like public consultations on proposals for identification of SVHCs etc. contains EC number only but it would be better/easier if their could also contain CAS number (since CAS number is more often used)."

- "Please give the CAS numbers and EC numbers of chemicals; we are not chemists, and that's the most reliable way to avoid mistakes."

- "It would be helpful if substances could be referred to in the news with their CAS# as well as the EC#."

- "Please give the chemical identifier as e.g. EC n° or CAS n° of the substances named in the section "Ongoing Consultations". Then it is easier to see whether this information is relevant for our company or not."

8. Other: 30 comments

- "For associations, like ours, engaged in the ECHA activities, the information in the e-news is a way to follow-up activities in which you have been involved (e.g. after participating in the PEG you do not receive any message when the guide is published, and then either you check the website every day or you see the e-News once a week) and to ensure we have forgotten "nothing" on-going"

- "Concerning "Disagree" and "trustworthy": It's not only ECHA but also "CAs" - it's hard to understand what they are doing and what for... Most of it has nothing to do with "producing more safety" as pretended. The cost-benefit ratio for the due industry and particular for the EU people is in my eyes horribly poor...: much "science fiction" rather than science, an army of "experts" in industry and authorities have been getting involved in a heap of too many artificial problems producing costly ineffective solutions. In reality, the EU has been facing more urgent while future-threatening issues rather than apparent threats by chemical exposure...."

- "I am using e-News as a back-up for monitoring the website. It gives a weekly overview which allows me to catch up with items I have not followed up immediately, did not pay attention to, or overlooked."

- "ECHA Newsletters helps me for latest updates in EU new guidelines."

- "European regulation enactment is the stereotypical bureaucratic nightmare, that is, make it extremely difficult to understand and employ as many people as possible in non-value added jobs."

- "Please continue the way you do your best updated."

- "The links provided in the e-News work and are easily accessible. However, one can hardly find them when trying to access this information directly from the ECHA webpage. This and the search functions in general have got room for improvement."

- "ECHA e-News gives me excellent news and background information."

- "The ECHA e-news is a very valuable source of regulatory information for the EU. Wish other regions would follow your lead."

- "I am satisfied with the e-news and with the ECHA website in general. I am finding my way and I found that my American colleagues are using it to get info on chemicals."

- "I really appreciate the links at the end of each summary to get more details."

- "e-News' English is easy to understand topic."

- "It is a good magazine to be updated with the evolution on regulation status and other industry developments of research."

- "ECHA e-News is excellent but sometimes the corresponding news from the European Commission is missing. Example: new substances are proposed for inclusion in Annex XIV (Authorisation). But the European Commission is reviewing (simplifying?) the Authorisation procedure. Where does the European Commission stand with this review? Which aspects are being reviewed? Maybe a "European Commission E-news" might be

useful to clarify what is happening, or reference to a European Commission press release on such items.”

- “Keeps me up to data about news, upcoming webinars etc.”
- “Great communication with the most relevant headlines which I need.”
- “It has so few parts which interest me as I’m in the electronics business.”
- “It needs a lot of REACH understanding in the first place to understand many of the information and anyone with a total lack of background for chemistry, only handling administrative matters, needs a lot of additional research and reading to understand even the simplest matters. Small companies do not usually have this type of experts.”
- “The weekly summaries are very concise and I look for information to share with my associates.”
- “Some issues are in some way complicated to understand. Perhaps it would be easier to understand them by means of an example.”
- “e-News helps me stay informed, but to understand what ECHA is doing one needs to dig more into the documents of every decision - i.e. I think my interpretation if understanding may differ from that insinuated above.”
- “If possible, expert opinions and industry insights could be included.”
- “The articles are written for the subject matter experts, not always understandable for persons that are new in the subject. Sometimes, easy to understand guidelines are missing. To me, ECHA guidances have the same “legal” language as the legislation, not very easy to understand for a person without a legal background.”
- “ECHA e-News is for professional users. It can be difficult for semi-professional users to navigate in the huge amount of information.”
- “It’s really not very clear what the difference is between e-News and the newsletter. Perhaps it would be better if these were combined, or given new names that help to differentiate them.”
- “News should also cover other information that is relevant, e.g. from other agencies or from the national level.”
- “Sometimes the text is difficult to read and understand.”
- “Very important: More Information will be read less!”
- “I receive the newsletter via email from echanewsletter@echa.europa.eu. I have troubles seeing the difference with the e-News, aren’t they duplicates somehow?”
- “As well-experienced in REACH activities, I found information provided in e-News sometimes coloured. I miss critical review of ECHA activities. For that reason I am subscriber of other news channels, just to get a more objective interpretation.”
- “As an importer of daily products, it would be much helpful to us if the e-News can provide not only information of restricted/harmful chemicals, legal limit, but emphasize which one was and are mostly used in a daily products or its processing etc. so that we can shoot the arrow at the target while working with our producers of daily products to control or ask them to prohibit using of harmful chemicals. Thanks.

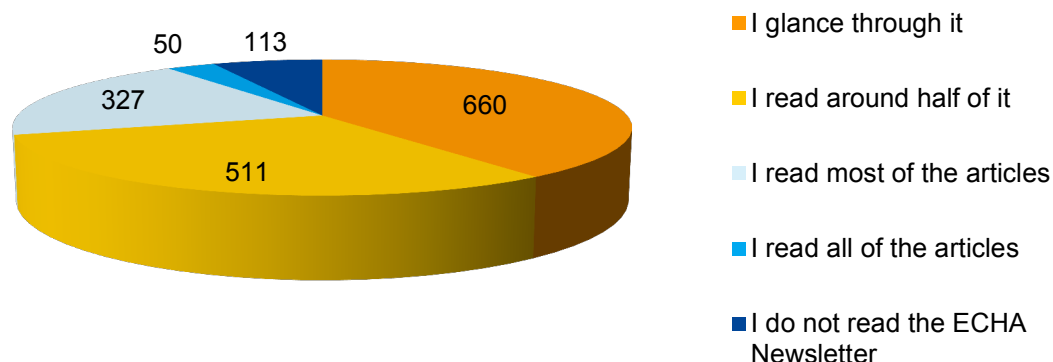
2.4 ECHA Newsletter

The questions about the ECHA Newsletter focused on how much of it is read; which version of the Newsletter is read; overall satisfaction with the Newsletter, the sign-up rate and interest in commenting the Newsletter; the subjects they would like to see covered and the types of stories they would want to read. We also asked the respondents to give their opinions on the Newsletter.

2.4.1 How much of the ECHA Newsletter is read?

In question 8, we asked respondents how much of the ECHA Newsletter they read. 39.7 % of the respondents glance through the newsletter (36.3 % in 2013; 38.8 % in 2014). 30.8 % of the respondents (28.6 % in 2013; 29.2 % in 2014) read around half of the newsletter. 19.7 % (18.5 % in 2013; 21.0 % in 2014) read most of the articles. 3.0 % read all of the articles (2.5 % in 2013; 2.4 % in 2014).

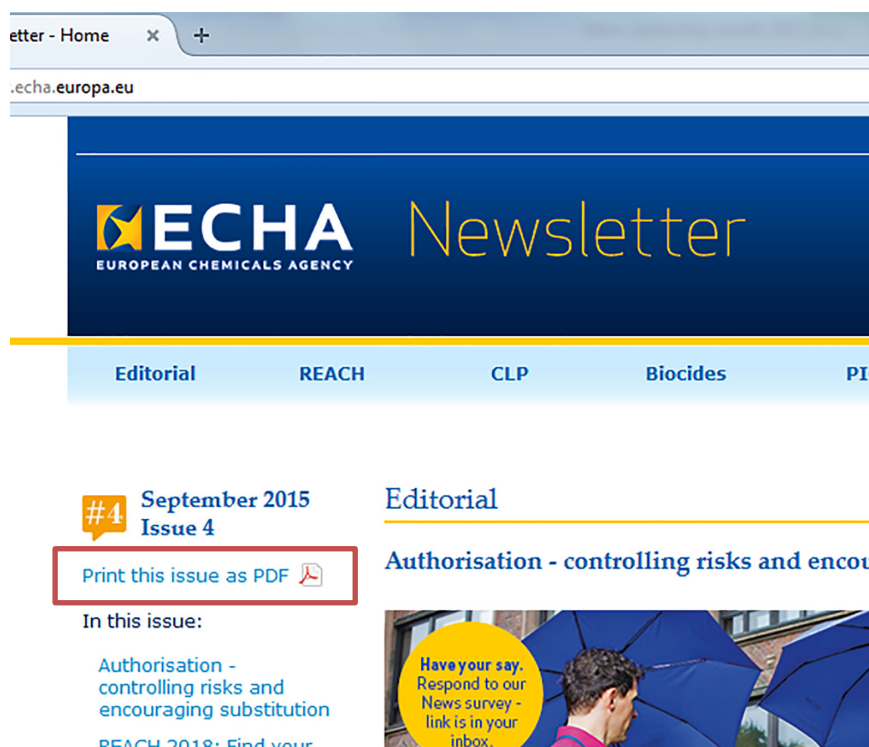
6.8 % do not read the newsletter (14.0 % in 2013; 8.5 % in 2014).



**Graph 8: How much of the Newsletter do you normally read?
(N=1 661)**

2.4.2 Which version do subscribers read?

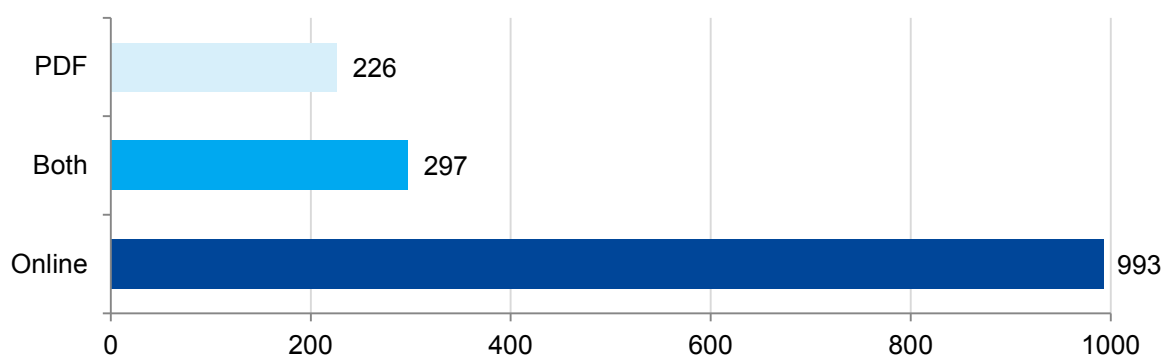
In last year's survey, we received several *ad hoc* comments asking for the PDF version to be made available. The PDF version of the Newsletter has always been readily available, but we decided following to increase its visibility by pushing it closer to the top of the Newsletter web page.



The majority of respondents (65.5 %) read the online version of the Newsletter.

Those that read both the online version and the PDF version represented 20.0 % of the overall responses.

14.9 % of respondents indicated that they read the PDF version.



**Graph 9: Which version do you read?
(N=1 516)**

2.4.3 Satisfaction with the Newsletter

The next question in the survey asked recipients to give an overall value for their satisfaction with the ECHA Newsletter. In previous years, this question was not asked, with the focus last year on their satisfaction with the **online** version, which was a newer facet then.

159 respondents (10.4 %) indicated that they were **very satisfied**.

951 respondents (62.0 %) indicated that they were **satisfied**.

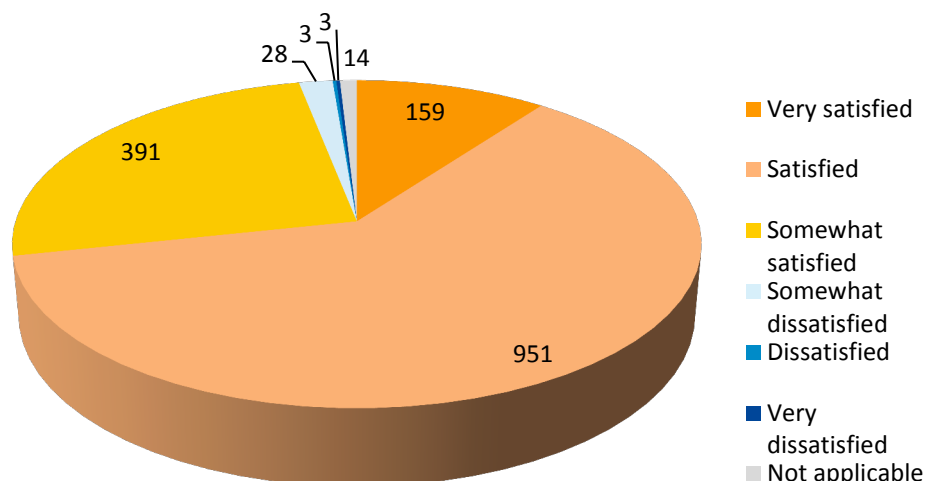
391 respondents (25.5 %) indicated that they were **somewhat satisfied**.

28 respondents (1.8 %) indicated that they were **somewhat dissatisfied**.

3 respondents (0.2 %) indicated that they were **dissatisfied**.

3 respondents (0.2 %) indicated that they were **very dissatisfied**.

14 respondents (0.9 %) were not able to indicate their satisfaction.



**Graph 10: How satisfied are you with the ECHA Newsletter?
(N=1 549)**

Following the satisfaction question, recipients were asked how they would improve the ECHA Newsletter. 114 recipients responded.

The feedback for the Newsletter has been assessed and categorised. The feedback categories are outlined below along with example quotes from the participants. Several recipients commented that they had no feedback to give.

More information on: 18 comments

- "To have Member States articles related to the implementation and monitoring of REACH, CLP and Biocides, particularly visions of universities and SMEs."
- "As above, some news from related fields could be included, from other organisations and from the national level."
- "Too much focus on REACH."
- "Can you inform when a new answer of Q&A is published."
- "More attention to financially independent science that is behind all the legal mandates that ECHA is responsible for."
- "Include some key developments in ECHA and their Committees and Forum."
- "Diversification by product type (1-19) about Article 95 and diversification about labelling and changes of previous rules."
- "Explication du rôle des substances tri par domaine d'application délai date annexes plus de carté."
- "Sufficient reference to the "industrial" application of the mentioned chemicals."
- "By introducing application of each chemical."
- "Hopefully, more information on harmful/restricted chemicals in consumer products and its processing, if substitutes can be provided or suggested, so much better."
- "More in-depth articles about specific issues and how to solve these, instead of general articles."
- "I would like much more information about alternatives to animal testing."
- "Refer to my previous comment, I just need to know what the new substance of very high concern candidates are, and when they will be included in the Listing...I have no other business need for ECHA news."
- "I know Registration is a very important obligation under REACH. But please provide more information about Annex 17 and SVHCs as well."
- "I'd target it to "non-REACH professionals" and could consider articles giving more background information for selected topics of high interest to "non-professionals". For example: endocrine disruptor selection, nanomaterials, impact of CLP on mixtures SDSs in the sites (a kind of reportage including pictures and interviews on chemicals professionals in their real work in sourcing, warehouses, loading, maintenance, R&D, delivery, waste handling), even in customs warehouses."

- "I think that it'd be important to integrate the content with news about the publication of Regulations."
- "Chemicals are not my main focus, the work that users need to do could be more easily explained."

Perceptions about the Newsletter: 16 comments

- "There I found most of the information I need for my work."
- "Comes across as a PR tool for ECHA."
- "As I read the e-News then I see very little point to read the Newsletter."
- "The ECHA Newsletter addresses a different target audience than us. For associations engaged in the ECHA activities, like us, it is probably the less "useful" communication tool. Interesting to read some of the interviews, especially when you know the company or the person."
- "I'm most interested in biocides and as a consequence with CLP. Input on these in ECHA publications is limited so therefore my interest is limited."
- "For me the newsletter is a really good tool to know the main regulatory evolution on Chemicals and to have them is essential."
- "Hard to improve."
- "The newsletter is not particularly relevant to my concerns and interests. The bureaucratic structure of ECHA is of no interest to me."
- "As I have already read the e-News, I already have the information on regulatory modifications in progress i.e. new guidelines, etc. Therefore I don't really feel interested in the ECHA Newsletter."
- "I cannot go deep in your newsletter arguments for time reasons. My opinion on this issue is affected by my limit and should not be considered reliable by you. Anyway, I wonder if every information you provide has the same value for your readers and if it is really necessary: too much information, little effect/efficacy."
- "Currently, the newsletter seems to focus more on marketing and why REACH (and other programs) is a success. This is not so interesting for those who have to comply with regulations. Content information as in ECHA e-News is more useful."
- "It never seems to look into "negative" or "controversial" subjects regarding ECHA or REACH."
- "For me these internal matters are unimportant. Furthermore, seeing that ECHA is being financed via charges for different handlings, I am in the opinion that less money spent on self introduction is helpful. This is the same as with so many other authorities or for example the tax office."
- "The Newsletter represents a good complement to the e-News. For my daily work the e-News is more relevant, but if I have time I read certain articles of the Newsletter by skipping the basic explanations."
- "Concerning interviews with industry people and ECHA staff only those that admire the regulatory systems are reported, which seems to me rather strange. There is a lot of critics around but mainly adulation is found in the Newsletter. If for example the tool for producing an SPC for biocides was presented ca. 1 year ago and industry was forced to use it, no word was found in the Newsletter that this system turned out to be a disaster, so that even some authorities refused to use it. And much the same with the new version of R4BP3."
- "Critical review of ECHA's activities is missing. In my situation the articles are mostly of a general nature. But I want to know the details of any activity of ECHA."

Layout, format, additional documents: 16 comments

- "Larger typeface and clearer layout for advice about authorisations, restrictions etc."
- "Articles too long."
- "Keep it shorter and send it more often."
- "Add a link to each article to the relevant questions and answers page."
- "See the comments about the e-News, and the specific use of the general term authorisation – that it can be confusing that it only refers to REACH."
- "In order to consult the archives of ECHA Newsletters, it could be useful to identify the key words for each edition."
- "Less sentences, more tables."

- "Sometimes too much information. Also too many links which results in a lot of mouse clicks and eventually you end up far away from the original article."
- "Make it simple."
- "Newsletter can have some links directed to some presentations or videos about some seminars or something educational."
- "More technical content. It sometime seems a bit chatty."
- "Sometimes articles are too long – some could be reduced."
- "Too much abbreviations."
- "Sometimes more structure and additional information would be appreciated."
- "Very important: More information will be read less!"
- "To be short."
- "Probably provide more visuals."

Categorisation and subscription: 15 comments

- "Have a small business section."
- "We are a downstream user. Perhaps it would be easier for downstream users if there would be a section only for DUs."
- "Would be nice if it was easier to see whom this part concerns. Very difficult to see now, so you have to read it all very carefully to make sure you do not miss anything."
- "I think that you make a great job and it's possible to make little improvements of areas subjects by categories for easier access."
- "Avoid sending info that is not directly related to our substance."
- "Structure it along REACH/CLP/Biocides."
- "Sometimes unclear if it is REACH or Biocides."
- "ECHA newsletter is emailed to me. I'm satisfied but as with the other information from ECHA there's lots of non-relevant information and I struggle to differentiate between all the information."
- "As stated before more information about BPR and a clearer assignment if an information given in the newsletter/e-News concerns REACH or BPR would be helpful."
- "Better structuring by introducing main headers covering REACH, CLP and Biocides (and other superior categories if applicable)."
- "Better overview."
- "More structured – easier to get quick overview."
- "Maybe it could be a good idea to distinguish REACH from biocides."
- "Would also prefer greater grouping of REACH-related articles."
- "If you could choose in which business you work within."

Translations: 12 comments

- "Italian Translation."
- "Translation."
- "Published in other languages than English."
- "I would like to receive all ECHA's news in my national language."
- "I'd translate it into German."
- "I want you to place the Japanese documents."
- "Easy English."
- "Other languages, most articles are too difficult to read in English."
- "Is it possible to read the ECHA Newsletter in several languages, including French?"
- "Give the possibility to receive it in our own language (e.g. French). It will be more easy to send to other users."
- "Wish that there is a Japanese version."
- "Some items do not allow the translation into Portuguese."

Difference between Newsletter and e-News: 2 comments

- "To be honest I do not really understand what is the different content in the ECHA Newsletter and ECHA e-News."
- "I receive the Newsletter via email from echanewsletter@echa.europa.eu. I have troubles seeing the difference with the e-News, aren't they duplicates somehow?"

Timing: 1 comment

- "Please improve contents almost always."

Stakeholder engagement: 1 comment

- "More information on discussions with stakeholders, Commission and steps for the future are appreciated i.e. discussions with SCOEL."

Other: 5 comments

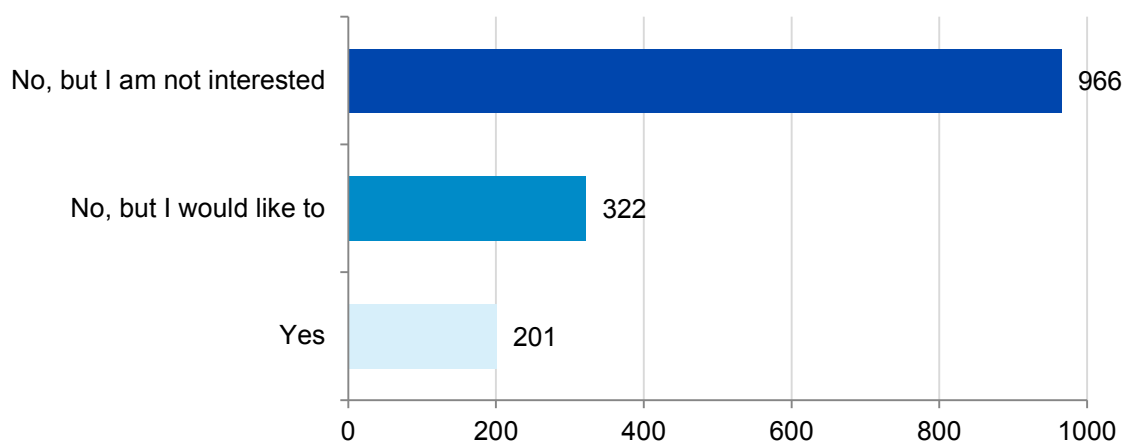
- "I would like to have the options to be posted to me, in colour print and read it like a newspaper!"
- "Sometimes I have difficulties to download in a good let's say excel format list to my PC our Pre/Registrations/CLP with CAS/EC Number and substance name. So if you can provide simple excel format for easy download or explain how to arrange. So far lists have a lot of numbers but formatting is too much work."
- "Usually I have a look at the online version and after I read in details the PDF version."
- "I don't know where can I find the PDF version."
- "I don't receive the ECHA Newsletter."

2.4.4 Commenting and rating the ECHA Newsletter

Users are able to sign up to comment and rate on the Newsletter. Question 12 of the survey asked recipients, if they had signed up, and if not, whether they would be interested in doing so.

The majority of recipients (966) answered that they had not signed up and were not interested in signing up to comment on articles (64.8 %).

Those that were not signed up but would like to amounted to 322 respondents (21.6 %). 201 respondents indicated that they had already signed up to rate and comment the Newsletter (13.5 %).



Graph 11: Have you signed up to be able to comment and rate on the ECHA Newsletter? (N=1 489)

2.4.5 Statements about the ECHA Newsletter

In question 13, the 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) – Strongly disagree (0). An I don't know option was also available.

The questions covered the following statements:

- The Newsletter helps me to better understand what ECHA is doing;

- The Newsletter covers topics I am interested in;
- The Newsletter gives me information which helps me to do my job;
- Articles in the Newsletter are easy to understand;
- Articles in the Newsletter are well written;
- I believe that Communication through the Newsletter is trustworthy; and
- I like the look of the ECHA Newsletter.

75.1 % 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). This figure increases to 97.2 % if the somewhat agree statements are included (97.1 % in 2013; 96.2 % in 2014).

62.6 % 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). This figure increases to 96.2 % if the somewhat agree statements are included (94.7 % in 2013; 94.2 % in 2014).

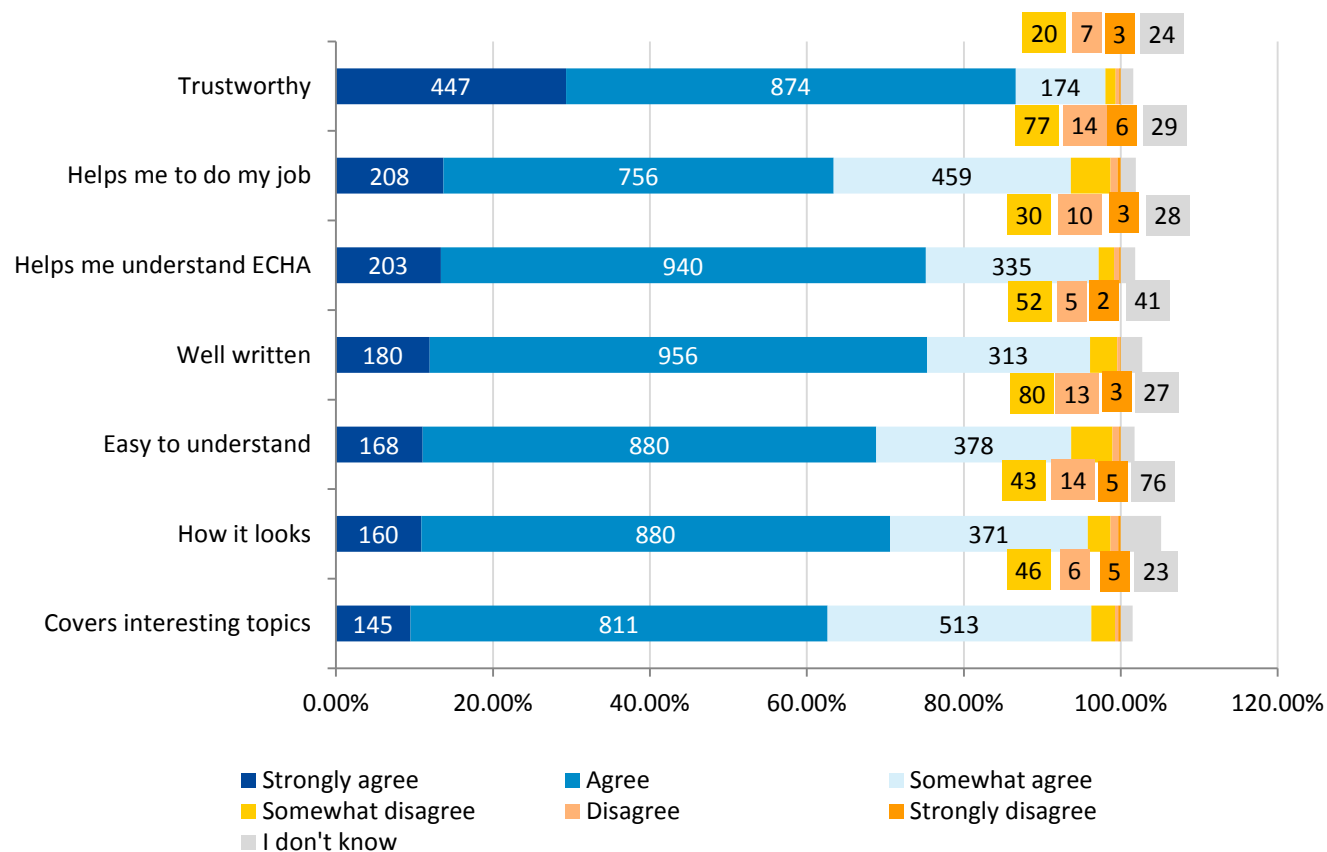
63.4 % of the respondents either agree or strongly agree that the Newsletter **gives them information which helps them to do their job** (60.6 % in 2013; 58.3 % in 2014). This figure increases to 93.6 % if the somewhat agree statements are included (92.3 % in 2013; 92.4 % in 2014)

68.9 % 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). This figure increases to 93.7 % if the somewhat agree statements are included (95.1 % in 2013; 94.1 % in 2014).

75.3 % 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). This figure increases to 96.1 % if the somewhat agree statements are included (96.9 % in 2013; 96.7 % in 2014).

86.6 % of the respondents either agree or strongly agree that they believe **the information in the Newsletter is trustworthy** (new question). This figure increases to 98.0 % if the somewhat agree statements are included.

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



**Graph 12: Statements about the ECHA Newsletter
(N=1 549)**

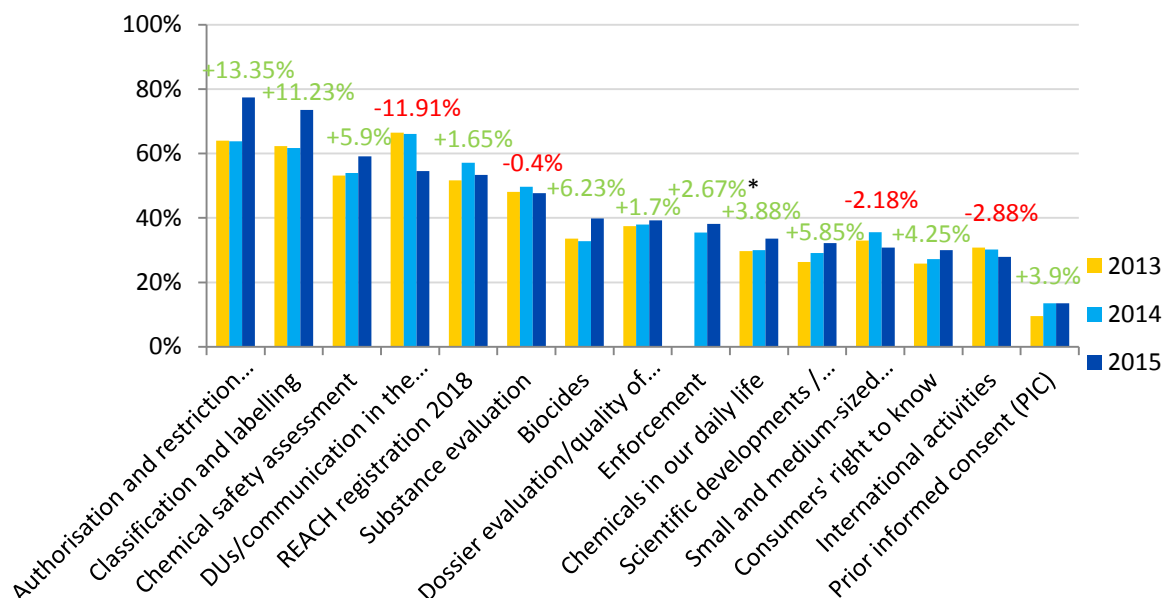
2.4.6 Other subjects to be covered in the newsletter

The next question looked at the subjects that recipients want to see covered in the ECHA Newsletter. The recipients could select as many options as they wanted.

The top five options are as follows:

- 1) Authorisation and restriction of chemicals - 77.4 % (**▲1** from 2014 (63.8 %))
- 2) Classification and labelling - 73.54 % (**▲1** from 2014 (61.7 %))
- 3) Chemical safety assessment – 59.1 % (**▲2** from 2014 (54.0 %))
- 4) Downstream users / communication in the supply chain – 54.6 % (**▼3** from 2014 (66.1 %))
- 5) REACH registration 2018 – 53.3 % (**▼1** from 2014 - 57.1 %)

The same subjects were also highlighted in the 2014 survey as the most selected, albeit in a different order as indicated above.



*Trends calculated from 2013 to 2015 for all categories other than Enforcement which was not asked in the 2013 survey. The trend for Enforcement is calculated from 2014-2015.

Graph 13: Trends in the percentage of recipients selecting subjects they would like to see covered in the ECHA Newsletter from 2013 to 2015 (N=11 09 for 2013; 2 107 for 2014 and 1 538 for 2015)

Respondents could also select to fill in a free-field other option. 78 respondents chose to do so. A breakdown of their open-field responses is below.

Legislations and the EU: 9 comments

- "New laws concerning REACH, CLP, etc."
- "Progress in implementation of ECHA conclusions in the EU."
- "Inconsistencies between EU regulations."
- "Link of REACH/CLP with other legislation."
- "Extra EU information."
- "REACH-substance of very high concern Candidates and Inclusion info only."
- "Relations between REACH, CLP, Biocides and between CLP and dangerous cargoes for transports."
- "What European Commission is doing in parallel, RAC, SEAC."
- "Simplification of the regulation implementation, instead of bureaucratic mess."

Mixtures and articles: 8 comments

- "Mixture issues, chemicals in articles."
- "Articles."
- "Chemicals in articles; import of mixtures and articles from 3rd countries."
- "Chemicals in articles."
- "Substances in articles (global context)."
- "Articles – SVHCs."
- "Information about chemicals and articles."
- "Substances in articles."

Alternatives to animal testing: 6 comments

- "Animal testing issues."
- "Alternatives to animal tests."
- "Anything in relation to animal testing and alternatives."
- "Data sharing, alternatives to animal testing."
- "Animal-free methods and risk assessment."
- "Toxicology: more information on methods used for testing of chemicals."

Complex substances: 3 comments

- "Substances with complex molecular structures as UVCBs and dyes."
- "Speciality chemicals as stable isotope-labelled compounds."

- "PBT and ED."

International context: 4 comments

- "Overview on global REACH requirements and comparison."
- "Information on other chemical rules like REACH in the world (USA, China, India...)."
- "World Regulation."
- "REACH EU vs global."

Exposure scenarios and safety data sheets: 4 comments

- "Safety data sheets."
- "eSDS for mixtures."
- "eSDS."
- "Exposure scenarios."

Risk assessment: 3 comments

- "Risk assessment."
- "RMOA (Risk Management Option Analysis)."
- "Background information on REACH procedures like RMOA."

Nanomaterials: 3 comments

- "Nanomaterials."
- "EDC, Nanomaterials."
- "Nanoparticles."

Inspections: 3 comments

- "Inspections."
- "Inspections, REACH enforcement approaches by MSs."
- "Results of inspection under REACH-ENFORCE (from 2010-currently) per EU country."

SIEFs and Consortia: 3 comments

- "News on consortium."
- "REACH Dossier data costs, what are the issues, what should I question, how do I question the costs they are charging me."
- "Legal tools used to defend own rights (e.g. against unjustifiable LoAs)."

RoHS: 3 comments

- "RoHS."
- "Relevant EHS regulations like RoHS."
- "REACH and RoHS."

Classification and labelling: 2 comments

- "Industry feedback on CLP issues, status updates on upcoming legislations."
- "ATP links."

Biocides: 2 comments

- "Article 95."
- "Topics related to biocides clarifying regulatory processes such as Article 95, UA, NA, transitional rules."

Mapping processes: 2 comments

- "Flowcharts to resume some major processes as CLH or substance evaluation with all the steps."
- "Plans of ECHA and summaries of the state of programs i.e. REACH and biocides."

Stakeholder engagement: 2 comments

- "Interviews or viewpoints from Stakeholders."
- "Roles of MSCA, NGO, Stakeholders."

Only representatives: 2 comments

- "Any items relevant to Only Representatives."
- "Only representative."

Evaluation: 1 comment

- "CoRAP."

Registration: 1 comment

- "Improving the crap Registrations you accepted (no data, no market; should be your standard. Absolutely criminal on their part, and shameful on yours.)"

IT tools: 1 comment

- "Development of ECHA's IT applications for industry."

Specific industries: 1 comment

"REACH for textiles."

Other: 9 comments

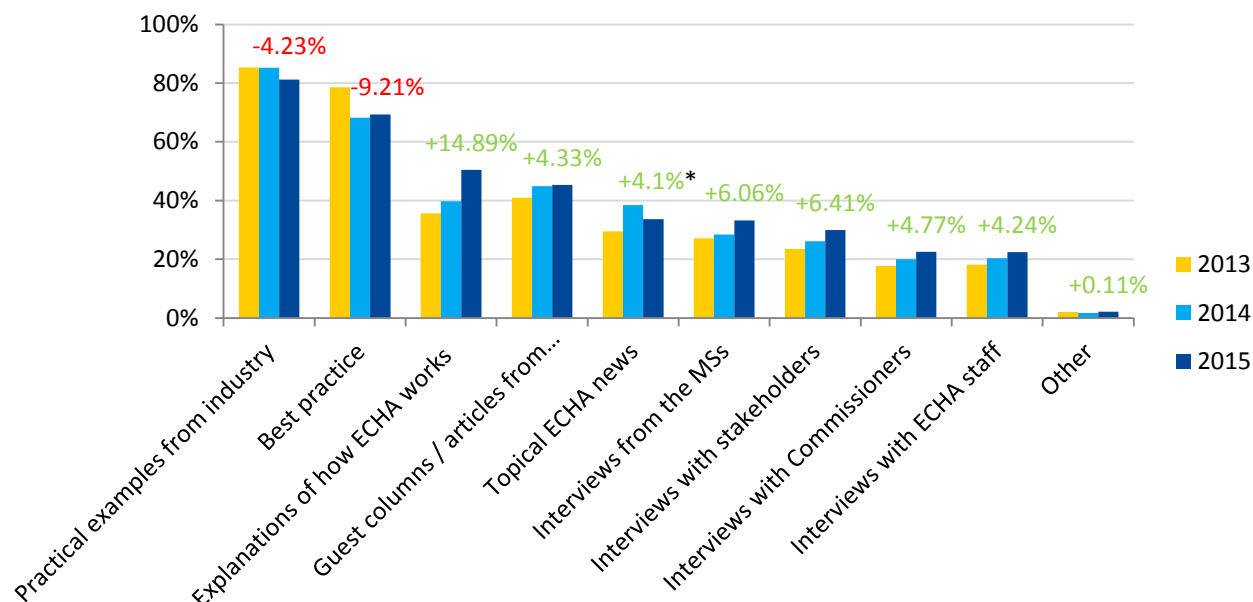
- "Small pack size exemptions."
- "How can companies, users, etc. comply directly with ECHA."
- "There is no reason to read on the idyllic world of REACH and BPR."
- "RAAF."
- "Emerging issues."
- "When new guidance are available."
- "Strictly controlled conditions."
- "Any of the subjects in the question, but as it is a "journal", the topics must be different from the daily/weekly headlines."
- "Agriculture."
- "Technical guidelines topics and practical examples."
- "Pesticides."
- "Medical devices."

2.4.7 Types of stories respondents would like 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.

Their top five choices were:

- 1) Practical examples from industry – 81.1 % (Also 1st in 2014 (85.2 %))
- 2) Best practice – 69.3 % (Also 2nd in 2014 (68.2 %))
- 3) Explanations of how ECHA works and makes its decisions – 50.5 % (▲1 from 2014 (39.8 %))
- 4) Guest columns / articles from experts on current topics – 45.3 % (▼1 from 2014 – 44.9 %)
- 5) Topical ECHA news – 33.6 % (Also 5th in 2014 (38.4 %)).



*Trend is calculated from 2013-2015. Note that for Topical ECHA News, there was a peak in 2014 and the proportion selecting this option actually dropped from 2014 to 2015.

Graph 14: Trends in the percentage of recipients selecting which types of stories they would like to see in the ECHA Newsletter from 2013 to 2015 (N=1 101 for 2013; 2 088 for 2014 and 1 517 for 2015)

Respondents could also select to fill in a free-field other option. 32 respondents chose to do so. A breakdown of their open-field responses is below. 2 respondents stated that they had no further comments to add.

- "As wrote, the niche chemicals."
- "Explanations of guidance as summary."
- "Evaluation of alternatives – ensuring that alternatives do not turn out to be as bad or worse than the substance they are replacing."
- "Inspections."
- "More detail on how you are replacing animal research."
- "Some updates about important subjects (EDC, Nano)."
- "Reader's letter – unmodified by ECHA."
- "Good practices (I prefer instead of best practice)."
- "Good practice."
- "Hints to improve registration dossier quality."
- "Consultant views and experience related to their work at the the interface between industry and authorities/regulators."
- "I'd like to see how some legal obligations are carried out in different Member States, some countries tend to have some exemptions and the like."
- "Once again: alternatives to animal testing."
- "Just need to be on top of substance of very high concern listings – that's all."
- "Interviews with local authorities committed with enforcements."
- "Case study and incident report on EHS issues."
- "Emerging issues e.g. SAICM EPPP, PIE etc."
- "Articles outlining the problems SMEs have had with REACH leading to closure/shutdown of the company."
- "Report about how alternatives work after substances exclusion."
- "News about Consortium."
- "Court decisions."
- "More examples."
- "ECHA's Income statement and how the money has been spent."
- "Relation between Education and Industry and Government."
- "Information from other stakeholders and from other agencies."
- "About successful strategy used by the Companies to defend own rights (e.g. against unjustifiable LoAs."
- "Only if the stories are balanced over the time."

- "Monthly a subject explained for dummies."
- "Interviews with NGOs and consumer associations."
- "Something which learns the readers something new (e.g. background, a new point of view)."

2.4.8 Additional feedback and suggestions for the Newsletter

The final question concerning the ECHA Newsletter was an open question, where the respondents to the survey were able to give additional feedback and suggestions for developing the ECHA Newsletter. 65 respondents gave their input (46 in 2013; 105 in 2014). Several of these stated that they had no further comments.

The responses are categorised below, with example quotes from the participants.

Subjects and story types: 23 comments

- "Where in the process is my substance: I want to be informed very specific."
- "It would be helpful if we know a restricted/harmful chemical is mostly used in a product or processing, so that we can work with a producer to stop using."
- "The history of a substance evaluation is not always easy to understand and even more difficult to find the context or history of the evaluation."
- "More examples of actual costs for REACH registration."
- "Tips and tricks to use more easily the site of ECHA. For example, do you know how to find."
- "Downstream user in articles in the information technology industry."
- "Information on chemicals restricted by ECHA related to sector of use."
- "The interviews will be useful to me, but as you know, there are many magazines from industries, peers and other sources which also circulate such articles, so I think it's better to focus on the decision-making subjects."
- "Substitution should be handled as a more core issue."
- "Real stories always are more realistic and meaningful – the theory is one thing but the practice is what helps me to understand and use for future needs."
- "The small companies are about to enter into the system and for them the biggest issues is how to connect with a lead registrant, and how to make sure they are not charged too much money, what are the allowed costs that the larger companies can pass on to them outside of the real data costs? If they move to early to avoid the rush at the end, how do they know they get paid back when other companies finally register and the data cost divisor goes up by more companies?"
- "Examples of regulation implementation would be interesting."
- "Timeline reminder of regulation."
- "The articles from stakeholders and SMEs are usually very interesting. I would also like to see more articles on enforcement, from Member State officials."
- "For me the most interesting part of the Newsletter are articles on best practice, examples of implementation in industry as well as summaries on updates of regulations and what they will mean in practice."
- "Failure examples and suggestions on improvements for inquiry are important. Besides, we focus on enforcement implemented by Member States."
- "There are upcoming discussions on the cross links of REACH outcomes (DNELs, PNECs, etc.) with other types of legislation (IED-BAT, OELs). Some more attention on these items is very welcome."
- "Rulings from EU court not even mentioned but is a major difference. Reality e.g. how should we work with 166 chemicals going to 1 000 or more in 2020? Content declaration (very difficult to get knowledge from chemical companies on content), very low knowledge of chemicals in products in several business segments, standard on how to communicate downstream should be developed."
- "The vision of consumers, industry and other economic sectors."
- "The best practice how to substitute or take measures to reduce the risks while working with dangerous substances. Especially using the chemical safety assessment to determine the best practice should be more elaborated. Which means that countries or companies can or should exchange information on the best practice in order to learn from each other."
- "Involve directly the EU companies and write with them articles about some specific/sensitive topics."

- "As it is not a suitable media for topical news, please develop it towards a "journal". Could e.g. some claimed/experienced issues be researched, and then published with good pictures? For example, how chemical safety is being realised in practice by suppliers factories in China, India, etc. Or how customs/harbours manage the safety of chemicals in transit/storage? (Tianjin accident) Or, how an EU buyer can access compositional information from an article imported from Asia? Can a consumer trust on the information available in a product label?"
- "Probably highlight stories of non-compliance and its effect on the company."

Perceptions about ECHA and the Newsletter: 12 comments

- "There's a lot of work going on in ECHA and sometimes it is hard to know how it all relates to each other."
- "The ECHA Newsletter should avoid as far as possible any "publicity" to one activity, one Member State or another. It should remain as factual as possible, and include scientific objective information."
- "The articles are too technical. As a Quality Manager in a small Aerospace company, I need to be aware of what is happening. I cannot do so if articles are written with the assumption that they are being read by people who work in the specific field."
- "I believe that there's too much influence by the business lobby on ECHA, and NGOs, consumer organizations and citizens' voices are not being heard. I would like to see MUCH more effort to reduce animal testing. ECHA can contribute by being much more strict in regard to allowing animal tests. The development of alternatives to animal tests aren't being pushed hard enough. If companies want to use animal tests, they can – that's the impression I am getting. No one reigns them in, and ECHA doesn't do enough either."
- "I think that most of the readers (inside industry) are not properly "experts" but should talk and discuss with experts (generally consultants), from a scientific point of view, and should be able to prepare the documents required for their industry. All information which could help them to do their job (in an efficient way for their industry) should be provided (dealing with consultants, SIEF, consortia, Labs, documents in the supply chains, suggestions for the implementation of regulatory requirements in the quality systems...). This part should be separated from the more scientific part on "information for experts" (new test, new alternatives...). Overall, it should be appreciable if everyone should be able to become an "expert" reading the information you provide, without attending special (and expensive) trainings."
- "So far so good."
- "Although interviews with stakeholders on topical issues is interesting, the problem is it always ends up being the same usual suspects who are interviewed so I would suggest avoiding this."
- "While the content is excellent, much of it is ECHA spin and very few articles deal with the negative effects of REACH, particularly on SMEs leading to dropping of products, financial distress, reduced employment, sourcing outside the EU and sometimes closure."
- "The required points for my job are in the weekly news – for me the newsletter would address only generic topics."
- "Interviews are welcome if concrete proposals/experiences are reported. General opinions are dispensable for me."
- "Also in this case: to write more does not mean more acceptance or more information, because if it is simply too much, it will not be read."
- "To be short."

Categorisation and subscription: 4 comments

- "Maybe different Newsletters. REACH-interested people might not be interested in biocides – and vice-versa."
- "Could you make clear partitions, for example, REACH 2018, biocides,...so I do not need to look at the information that does not relate to us."
- "The possibility to customize the information to focus only on certain topics."
- "REACH, CLP and ECHA are an industry in itself with many tentacles into society. The communications should realize different audiences have different needs. Perhaps it can be done best by labelling the article by intended readership."

Reader contributions: 3 comments

- "I am sure readers would have contributions worthy of featuring!"
- "Try to have a place where readers/users/stakeholders may be able to explain their impression of ECHA and their communication."
- "I am not aware of the possibility to sign-up and comment the ECHA Newsletter."

Support needed: 2 comments

- "We need more support especially to clarify the use of QSAR and read-across methods, as many other SMEs need to know how we can use it as well, maybe with an agency tutor in order to waste no time/effort/money and to be sure to play in the right directions as REACH requires. 2018 is very close and time is ticking. Grazie mille."
- "Anything dealing with daily work in a small and medium-sized enterprise regarding human and environmental security is really welcome. Regular updates of the most recent technology to achieve any problem in that area. Guest columns are really helpful: how others solve similar problems. What do experts have to say on substitution of dangerous substances by others less harmful? What are the trends? What are people investigating?"

ECHA's website: 2 comments

- "At the moment it is very difficult to trace guidance documents on your website. They are usually good documents but they are difficult to find in the structure. It is therefore important that the newsletter and weekly news gives good links."
- "Your website is designed for specialists. You should create a page with help to understand how it works."

Translations: 2 comments

- "Translation into German."
- "For improvement: the translation."

Audiences: 1 comment

- "It should focus on the downstream users of chemicals, with no or limited experts in chemical regulations."

Biocides: 1 comment

- "My company needs information about biocidal producers *in situ*. I want to exist more information about this subject."

IT tools: 1 comment

- "Facilitate all stakeholders in the use of IUCLID."

2.5 Background demographics

2.5.1 Country

The highest proportion of respondents (18.3 %) indicated that they were located in Germany but this proportion has also been reducing over the past three surveys (20.9 % in 2013; 19.8 % in 2014) See Graph 17 for more details on this.

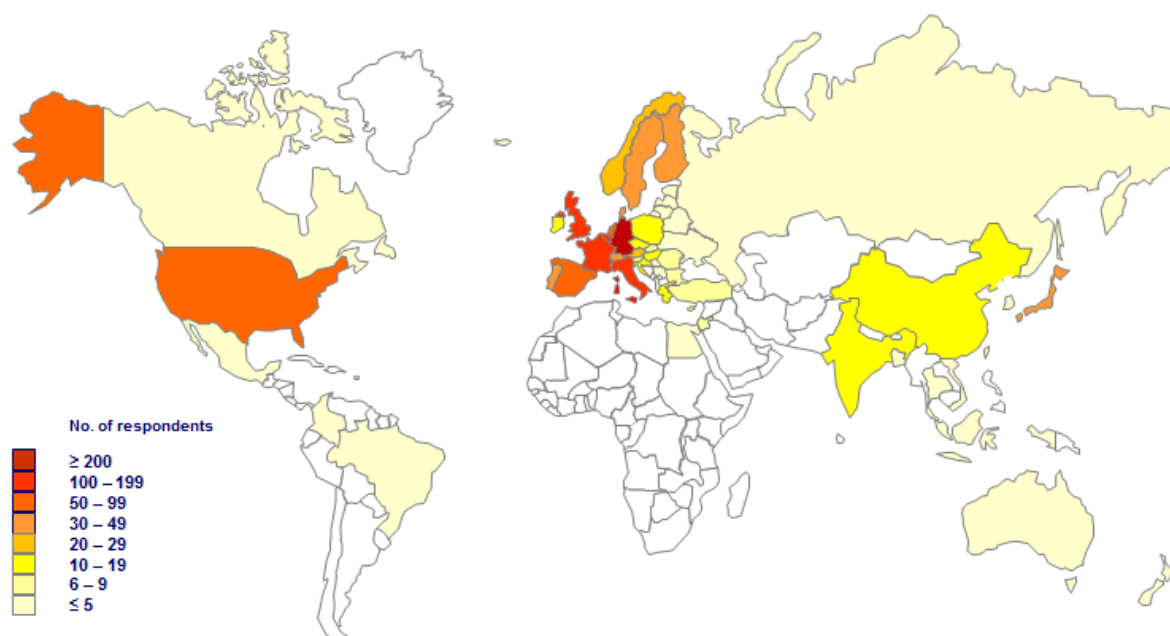
This year, Italy had the second highest proportion of respondents with 10.9 % (9.3 % in 2013; 9.4% in 2014). The proportion of respondents from Italy also shows the highest positive trend in terms of increase in proportion over the past three surveys.

The United Kingdom was third with 8.1 % (8.6 % in 2013; 9.5 % in 2014) with signs of a negative trend in the proportion of overall respondents from the UK over the past three surveys.

France was fourth with 7.7 % (8.1 % in 2013; 7.8 % in 2014). The trend for French respondents was also negative, with a lower proportion of overall respondents coming from France in 2015 than in 2013.

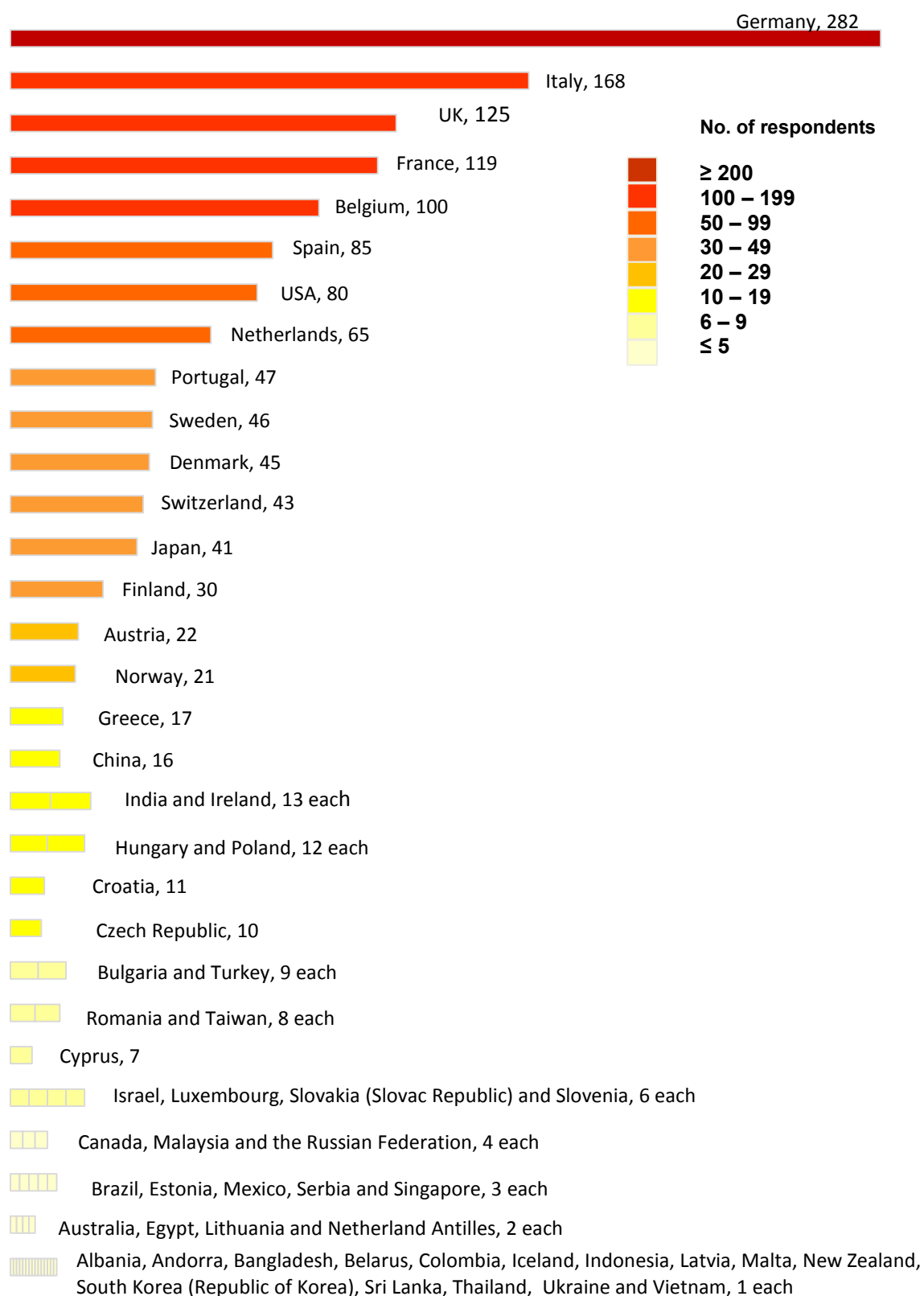
The proportion of respondents from Belgium increased to 6.5 % (5.7 % in 2013; 6.1 % in 2014). The trend for the proportion of overall respondents from Belgium is positive across the three surveys.

The proportion of respondents from Spain totalled 5.5 % (4.6 % in 2013; 5.2 % in 2014). The proportion of overall respondents from Spain has also increased over the past three surveys.

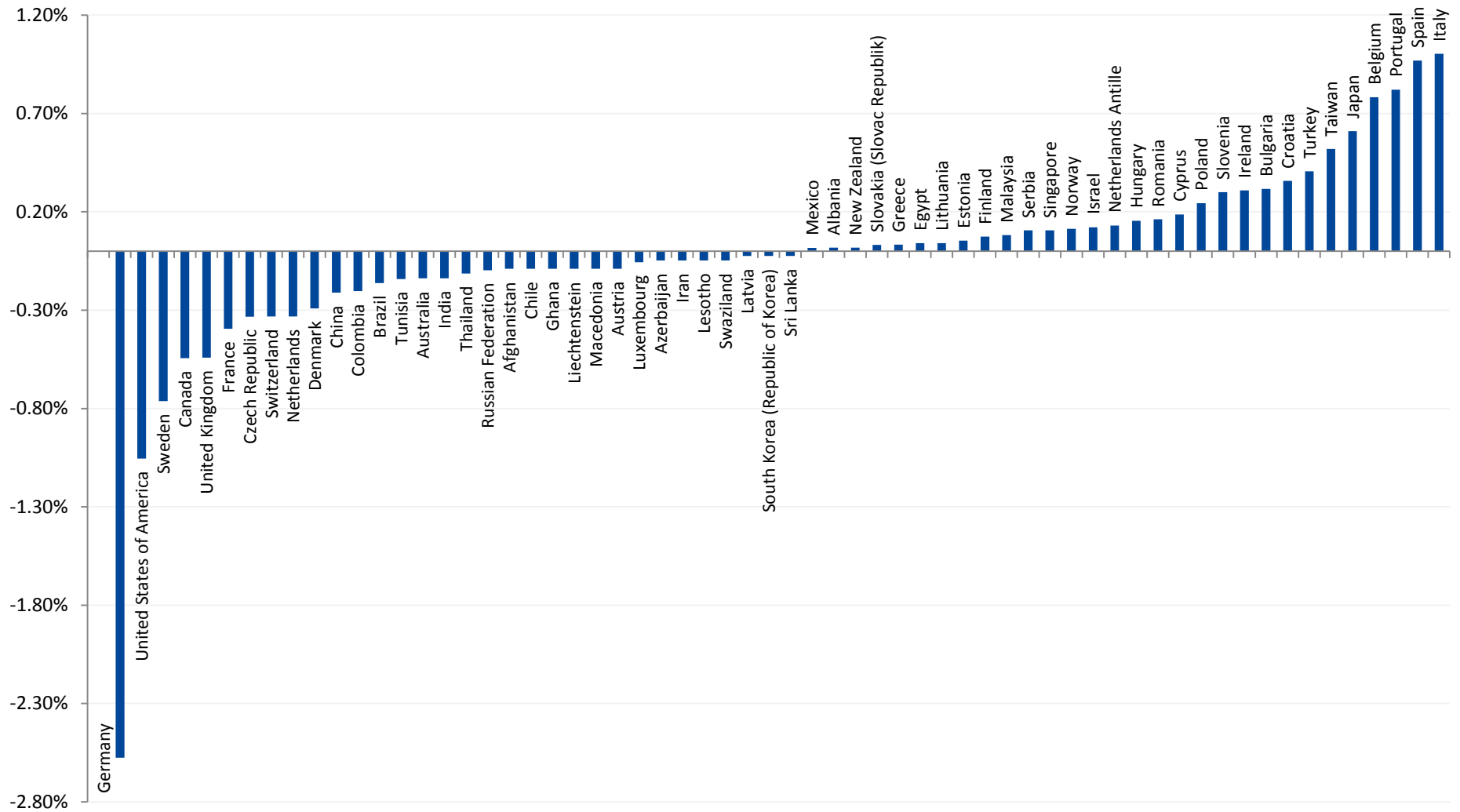


**Graph 15: Cartogram of number of respondents by country
(N = 1 538)**

This year, the respondents came from 60 countries (52 in 2013; 58 in 2014). For the first time, respondents from Andorra, Bangladesh, Belarus, Indonesia, Malta, Ukraine, Vietnam and Netherlands Antilles gave answers. This year also saw an increase in responses from Taiwan, which was not included in the list in the previous two years.



**Graph 16: Countries of respondents
(N= 1 541)**



Graph 17: Trends in proportion of respondents' countries from the 2013-2015 surveys
 (N= 1 119 for 2013; 2 123 for 2014 and 1 538 for 2015)

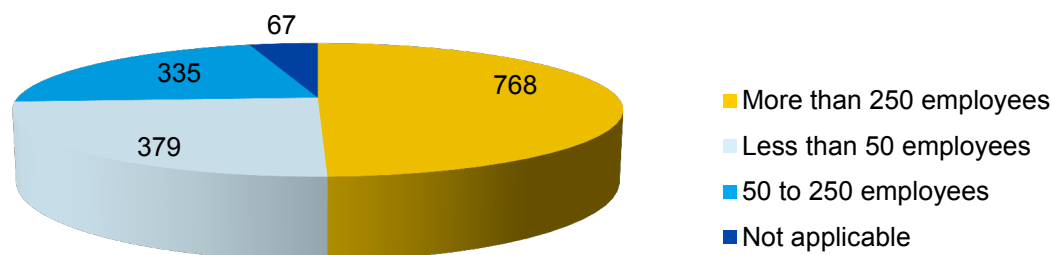
2.5.2 Company/organisation size

Just under half of the respondents (49.6 %) indicated that their company/organisation had over 250 employees. This is a slightly smaller proportion than last year, but slightly higher than the proportion in 2013 (49.2 % in 2013; 50.9 % in 2014).

24.5 % said that their company had less than 50 employees, which is a higher proportion than in the previous two surveys (23.4 % in 2013; 23.8 % in 2014).

21.6 % said that their company/organisation had between 50 and 250 employees. This proportion is higher than last year, but lower than in 2013 (22.2 % in 2013; 21.0 % in 2014).

The remaining 4.3 % of respondents indicated that this question did not apply to them, which is similar to last year's survey but less than 2013 (5.2 % in 2013; 4.3 % in 2014).



**Graph 18: Company/organisation size
(N=1 549)**

2.5.2.1 Satisfaction by company/organisation size

e-News

The questions asked regarding the respondents' satisfaction with the e-News are assessed to see if there is any direct correlation between their satisfaction and their company/organisation size.

The findings are somewhat mixed. For some of the questions about the e-News, such as covering news that interests them, how easy the e-News is to read and the e-News being trustworthy, there is a clear correlation with the responses from the smaller companies being more negative than the responses from the larger companies.

However, this correlation does not exist for the other aspects. The responses were more mixed across company sizes for the questions related to how the e-News looks, if it

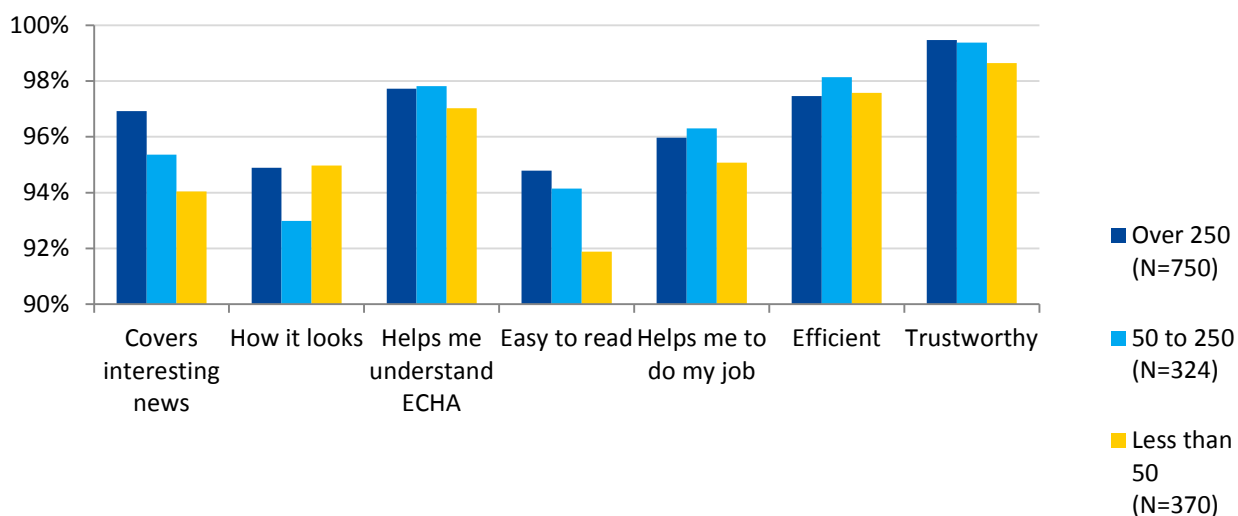
helps them to do their jobs, the e-News as an efficient way to receive news from ECHA and the e-News helping them understand ECHA.

When the average satisfaction across all the areas was calculated, there was a correlation between company/organisation size and satisfaction rates.

Companies with over 250 employees gave an average satisfaction rate of 96.75 % for the e-News.

Those with between 50 to 250 employees gave an average satisfaction rate of 96.3 % for the e-News.

Those with less than 50 employees gave an average satisfaction rate of 95.6 %.



Graph 19: Satisfaction with aspects of ECHA's e-News by company/organisation size (N= 750 for Over 250; 324 for 50-250 and 370 for Less than 50)

Newsletter

The questions asked regarding the respondents' satisfaction with the Newsletter are assessed to see if there is any direct correlation between their satisfaction and their company/organisation size.

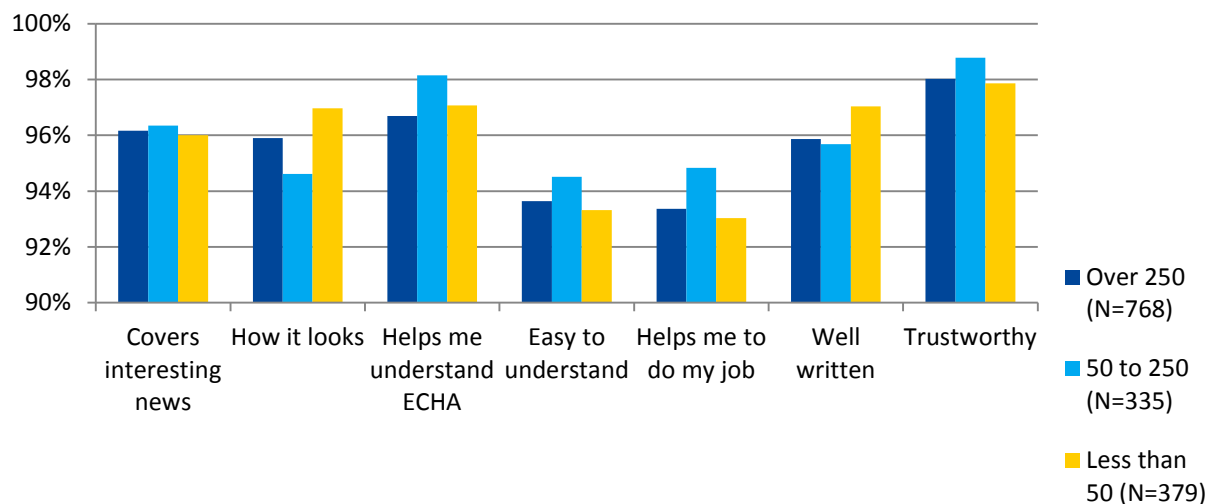
The findings are again somewhat mixed. For some of the questions about the Newsletter, the smaller companies with less than 50 employees actually gave higher satisfaction rates than the larger companies with over 250 employees in areas such as how it looks and how it is written.

The responses were much more mixed across company sizes for the Newsletter questions. In fact when we examine the average scores given, the larger companies with over 250 employees actually gave the lowest satisfaction rates.

Companies with over 250 employees gave an average satisfaction rate of 95.66 % for the Newsletter, which was the lowest for the three groups. In fact, of the three groups, the larger companies did not have the highest satisfaction rates for any of the questions.

Those with between 50 to 250 employees gave an average satisfaction rate of 96.13 % for the Newsletter. They gave the highest satisfaction rates for the questions related to covering interesting news, helping them understand ECHA, finding the Newsletter content easy to understand, helping them to do their job and finding the Newsletter trustworthy. They gave the lowest satisfaction rates of the three groups for the questions related to how the product looks and how well it is written.

Those with less than 50 employees gave an average satisfaction rate of 95.9 % for the Newsletter.



Graph 20: Satisfaction with aspects of ECHA's Newsletter by company/organisation size (N= 768 for Over 250; 335 for 50-250 and 379 for Less than 50)

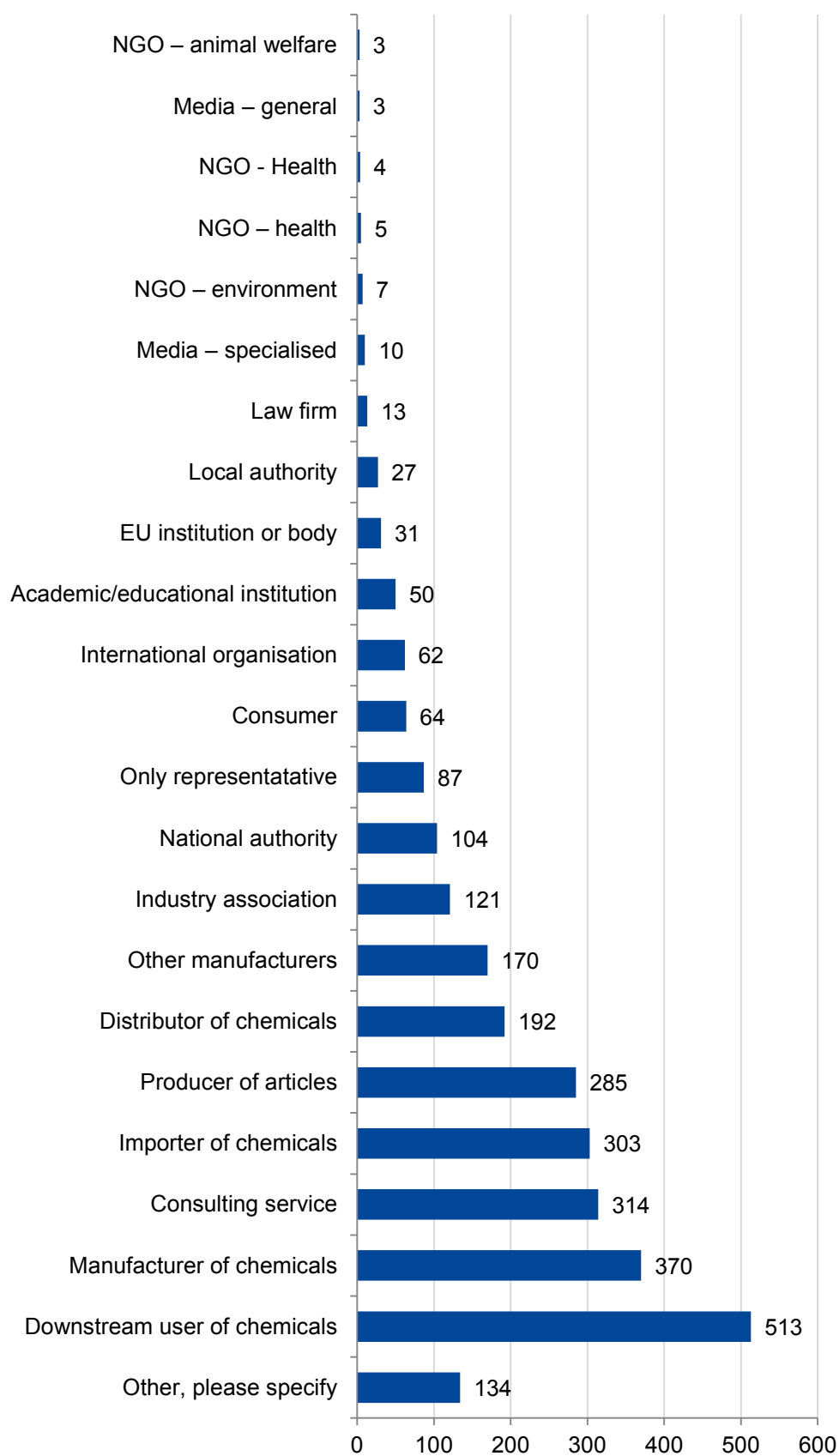
2.5.3 Primary fields of activity

The respondents were asked what their primary fields of activity were. They were able to select as many options as they wanted to, as last year we received feedback from respondents who wanted to have the option of showing that they operate in multiple fields.

The majority of respondents (33.1 %) said that they were downstream users of chemicals.

23.9 % said that they were manufacturers of chemicals and 20.3 % said that they were from a consulting service. Importers of chemicals represented 19.6 %, with producers of articles at 18.4 % and distributors of chemicals at 12.4 %. Other manufacturers accounted for 11.0 %.

A full breakdown of these figures is available in Graph 21 below.



Graph 21: Primary fields of activity (N=1 549).

In terms of other fields of activity, 133 respondents selected this option. The other fields indicated were as follows:

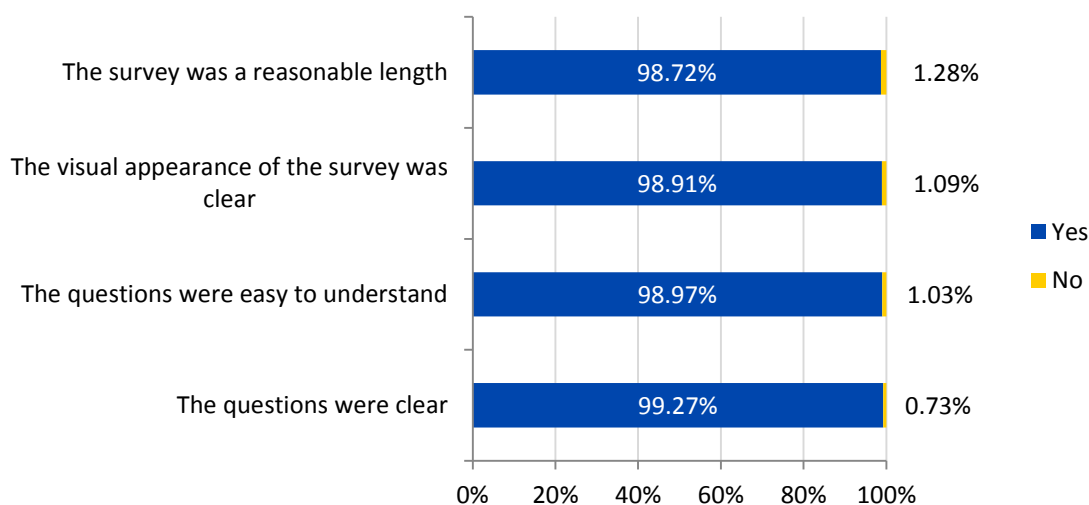
- "Plastic Manufacture."
- "Chamber of Commerce and Industry."
- "Production of cold drawn high carbon wire."
- "Producer of Biocides, MD, Medicines, Cosmetics, Detergents."
- "Manufacturer of biocidal products."
- "Waste management."
- "Construction and Metal work."
- "Retailer."
- "Regulatory Affairs."
- "Waste management."
- "Trade Union Organisation."
- "Laboratory."
- "Pharmaceutical and cosmetic company."
- "Paper mill."
- "Product Environmental Safety Advisor - Defence Industry."
- "Third party testing."
- "Pco."
- "Producer of biocidal substances *in situ*."
- "Public body."
- "Quality - Environmental - Social Accountability."
- "Fragrance manufacturer."
- "Distributor of finished products."
- "NI Environment Agency, DOE."
- "Environmental consultant."
- "Chemical information consultant with many contacts in Chemical manufacturing & supply industry."
- "ISO Consultant."
- "Expert."
- "Producer and seller of Biocides."
- "Distributor/supplier of articles."
- "Research agency."
- "Wholesale Safety Products."
- "Luxury."
- "National enforcement body."
- "Local authority of health and consumer protection."
- "Manufacturer of Valve Regulated Lead-Acid (VRLA) Industrial Batteries."
- "Fabricant de bracelets de montre en cuir et petite maroquinerie haut de gamme."
- "Retired; formally Head of the Unit Acute Toxicity at the dept. of chemicals at the BfR."
- "Downstream user of articles, manufacturer of articles."
- "Consultant."
- "SDS Authoring."
- "Systems (QMS/EMS/OHSAS etc.) Auditing company."
- "Importer of accessories which might be used restricted/harmful chemicals."
- "Regulatory and PLM business to business software company."
- "Extraction of botanicals."
- "Occupational health organisation."
- "Contract manufacture of cosmetics."
- "REACH-CLP national helpdesk."
- "Freelance journalist - I write mostly about EU environmental laws and related issues."
- "Software development."

- "Environmental consultant."
- "Employers liability insurance coverage."
- "Oil and Gas."
- "Medical device manufacturer."
- "Retail importer of record." – *no other options selected*
- "Paint and coatings manufacture."
- "Manufacture IC devices, use no restricted substances."
- "Stato." – *National authority*
- "Distributor of flavourings and colourants."
- "Laboratory."
- "Quality assurance adviser of an electronics manufacturer."
- "Testing institute."
- "Trading Company."
- "Data Storage System Manufacturer, affected by REACH."
- "Pharmaceutical Testing Laboratory."
- "International logistics and forwarding."
- "Consumer product chemical testing."
- "3rd-party service."
- "Interested citizen."
- "Buying Office/Agent."
- "Aerospace industry."
- "Distributor."
- "Pharmaceutical company."
- "Institute competent in the area of occupational risk prevention: protecting workers' health and safety and preventing occupational accidents or diseases."
- "Environmental services."
- "Product Stewardship."
- "Consultant working as advisor for a European association and individual companies."
- "Competent Authority of REACH."
- "Aviation Manufacturer."
- "Distributor of electronic components."
- "ARPA."
- "Research and development."
- "IT provider of EHS management software."
- "Consumer goods."
- "Competent Authority."
- "Non-EU (U.S.) Government/Public Policy."
- "Port of Melbourne."
- "Engineering."
- "IT."
- "Scientific institution in support of national authority."
- "Competent Authority."
- "Galvanic."
- "EH&S / Product Stewardship."
- "ECHA."
- "Paper industry."
- "Licensing of research products to marketing companies."
- "Electric components productions."
- "Market Research."
- "IT solutions for chemical management."
- "Food company."
- "IVD."
- "Third party testing service."
- "Testing and certification institute."
- "Retailer." – *no other options selected*
- "Consultancy and analytical services."

- "Occupational health and safety association."
- "Industry."
- "Importer of finished formulated consumer products."
- "Multi-utility company, potabilisation."
- "Competent authority."
- "Production of audio systems."
- "Occupational Health Care Service."
- "Technology centre for textile and clothing industry."
- "Retailer."
- "Manufacturing of Rubber and PTFE products."
- "Downstream user, Blenders."
- "Distributor."
- "Regulatory Affairs."
- "Downstream user of chemicals and article manufacturer."
- "Manufacturer and importer of rubber goods."
- "Aircraft maintenance."
- "Food Packaging."
- "Formulator of mixtures."
- "Enforcement Authority."
- "Regional environment agency."
- "Chemical Association."
- "Academic/retired."
- "Testing of REACH chemicals."
- "Electronic Manufacturer."
- "Manufacturer, Importer, OR, Downstream user and Formulator of chemicals; Academic chemicals professional; an environmentally conscious citizen."
- "Agency."
- "Industry."
- "Supply Chain."

2.6 General questions on the survey

The final sets of questions in asked the respondents for their feedback on the survey and for their opinions on the clarity, appearance, length and understandability of the survey.



Graph 22: Respondents opinions about the survey (N=1 659).

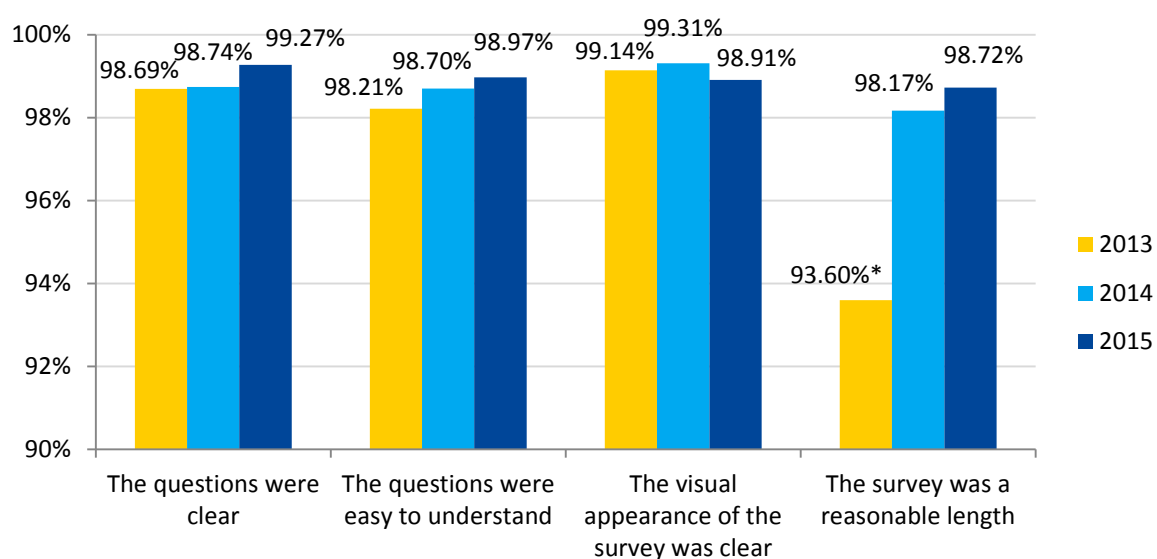
Generally, the feedback from the survey was extremely positive.

98.27 % of the respondents said that the questions were clear (98.69 % in 2013; 98.74 % in 2014).

98.97 % indicated that the questions were easy to understand (98.21 % in 2013; 98.70 % in 2014).

98.91 % said that the visual appearance of the survey was clear (99.14 % in 2013; 99.31 % in 2014).

98.72 % agreed that the survey was a reasonable length (93.6 % in 2013*; 98.17 % in 2014).



* Question wording was different in 2013, where respondents were asked to give their opinion on the statement 'It didn't take too long to respond'.

Graph 23: Trend in respondent's opinions about the survey from 2013 to 2015 surveys (N=1 295 for 2013; N=2 320 for 2014 and N=1 659 for 2015).

Respondents were then finally asked to provide general comments or suggestions for the survey. 84 respondents decided to do so. Several respondents indicated that they had no further comments here. The feedback is outlined below.

- "Large companies such as the one I work for have many Legal Entities and have centralised the REACH-related processes. All the received surveys are intended for one Legal Entity and there is no possibility to reply on behalf of many."
- "Hi, I feel instead of going for multiple selections would have gone with scale. This will help you analyse better the survey data."
- "I will subscribe to ECHA newsletters. Thank you."
- "I know to be repetitive, but should be great if also the surveys were made in my own language."
- "Don't understand so much English questions."
- "Thank you for the opportunity I have to evaluate ECHA publications which are very important for my job."
- "Sorry, too long."
- "It would be good to receive an alert for when a new edition of the Registered Substances list has been posted on the website."
- "It will be very interesting to have the results and feedback of the survey."

- "It is a basic survey, good to have a general overview."
- "Little bit confused about names which when you read through looks the same (news and e-News)."
- "Congratulations for you effort."
- "Sometimes it is not easy to insist people in taking their time to do it. However, you are arriving to a point in which it is really hard to meliorate."
- "Not clear whether referring to email or website."
- "Although it was shorter than other times, it might be shortened. Are all questions really necessary?"
- "For me unclear on what the objective was of the questionnaire: what is good or bad on the current communication tools? Only very high level generic questions."
- "I think a problem is that according SMEs, REACH registration is just a kind of tax, a way you forced to buy the right in case you want to produce. (sounds interesting, by the way) They do not see the real value of REACH."
- "Le même questionnaire mais en français! ça m'aurait éviter le traducteur google qui n'est pas top."
- "Merci."
- "Need bigger buttons."
- "URLs to websites not well defined."
- "Good luck! Peace!"
- "Better service for better result, a result of protect consumer's health and environment."
- "A German translation of this survey were nice."
- "The survey should have also addressed the access to ECHA information via the webpage as both the e-News as well as the Newsletter can also be retrieved via the ECHA webpage. ECHA-related information is not easy to find on their webpage."
- "ECHA are efficient and informative - I am impressed by all your formats of communication."
- "That the survey could be available in different languages. For example, all languages spoken in European community."
- "A survey about the site of ECHA would be welcomed. It needs to be improved."
- "I scan a text only newsletter and the news alerts."
- "I want to stay informed and this is not my area of professional focus I appreciate the background information."
- "Thank you."
- "Good job."
- "Thanks for the effort and your excellent work!!"
- "So far, so good."
- "How can i subscribe to the ECHA newsletter? How can I access the FB page? Please let me know."
- "Bitte in DEUTSCH das nächste mal."
- "Thank you for requesting the inputs."
- "Good survey! I hope you will make continual improvements."
- "Good luck! :)"
- "Thank you very much..."
- "English?"
- "I didn't know the Newsletter existed, so now I will subscribe to it."
- "Well done."
- One question was unclear: "Have you signed up to be able to comment and rate on the ECHA Newsletter?"
- "It took a long time to move to the next set of questions having selected "Next"."
- "It will be easier to have the translation in the country language."
- "Too often readership surveys are too detailed, incomprehensible and time consuming. You escaped this trap!"
- "In my experienced the best feedback comes from 1-1 sessions or group discussions."

- "A question of how long someone is subscribed to the ECHA e-News may provide information about why some answers were given."
- "I like ECHA's striving for continuous improvement of communication with stakeholders. I have the impression the range and amount of information and support provided is excellent. What I'm missing is some information of reasonable use of exposure scenarios. I know how to read them and understand the information within, but don't really see the practical use."
- "Please don't overweigh my comments – I'm an already retired Plastics Expert."
- "Thanks for giving me the opportunity to respond!"
- "Great job!"
- "ECHA works from an EU perspective. It should take more time to really understand what importers for formulations must deal with under the very complex system of ORs, downstream importer supported by upstream mfg."
- "Please avoid spending money about these surveys. The political and economical situation in Europe don't permit to spend time and money only to complete some internal report to demonstrate REACH is useful."
- "National helpdesks should be more available and easier to consult to resolve the issues REACH / CLP companies and to train staff to compliance."
- "I'd hope that ECHA Facebook gets a facelift - so many consumers use this social media and would probably benefit from more active and relevant postings. Thanks!"
- "Acabo de conocer nuevas posibilidades de la web de la echa."
- "If it isn't broken do not fix it."
- "Thanks for your valuable cooperation and information support."
- "Even though I don't normally read the email, when I have the time, I like looking through it."
- "It was easier to answer than I expected."
- "The time that each page loaded for some reason was quite long - I don't know if it related to my current connection of the survey platform itself."
- "The survey paid much attention on ECHA newsletter."
- "Some questions were double, that's boring!"
- "I'm not sure if the job or habilitations or the fact of being female or male and age would be of any importance, but some of them, I suppose so."
- "It would be good to receive some feedback or summarised information about the results of the survey. Consider including in Newsletter and giving info on what the follow-up actions are."
- "The survey is ok, just the right size which does not take too much time to complete. Thanks."
- "I feel you are doing a good job!"
- "I believe that that too many resources are spent on surveys like this one. What do you really gain by these simple questions?"
- "It took a long time (2 or 3 minutes) to load the next question page. This may be because it was dynamically generated content based on your previous answers, but other online surveys (from Chemical watch, Reach24 etc... are a similar format but seem to load much quicker)."
- "Good initiative!"
- "ECHA is stressing their Intention to help SMEs. The help you may provide is not to reduce fees (this might be nice but does not make a difference when LoA fees are 10 fold as high). REACH needs to be predictable and stable. Nobody is able to follow the fast changing software and requirements of ECHA. You need to be in a large community to at least grasp a small portion of all the requirements."
- "To help SMEs please keep REACH simple and do not change permanently."
- "The difference between e-News and Newsletter is not clear because they basically give the same information."
- "Thank you for the commenting opportunity! Please keep your windows open to the real world, which is full of natural and man-made chemicals! There are many things to explore."

- "Any survey of more than 3 pages makes me want to give up."
- "I miss questions about the construction of ECHA website, options to find easily specific issues at ECHA's website."
- "The questions were not always clear."
- "It would have been good to also ask questions about the ease of reading and getting information from the website. This is the one where it is not so easy to access everything or find everything as there are too many clicks involved."