

ECHA's Annual Stakeholder Survey 2014

Overview of results



Disclaimer

The report includes survey results presented in a manner in which the personal information of respondents is not revealed. The document is intended for information purposes only. The European Chemicals Agency does not accept any liability with regard to the contents of this document.

ECHA's Annual Stakeholder Survey 2014 - Overview of Results

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ECHA's Annual Stakeholder Survey 2014 - overview of results

SUMMARY

ECHA's annual Work Programmes outline the Agency's objectives for each year. Each Work Programme follows ECHA's activity based management approach, and in 2014 it was divided into 17 activities. Each activity has a set of objectives and outputs, as well as performance indicators, through which achievements can be followed up. Many of the performance indicators set in the annual Work Programme are evaluated with the help of statistical data and a number of non-numerical indicators are evaluated through a stakeholder survey. This survey consists of a number of audience-specific sub-surveys.

The annual stakeholder survey provides ECHA with valuable input on how its stakeholders perceive the Agency's work. The survey gives an indication on whether ECHA is on the right track and in which areas it could improve. It also provides valuable input for the planning of future activities.

One important part of the survey is the possibility for stakeholders to provide feedback in the form of free text. Although these texts are not published, ECHA analyses both these and the entire survey throughout, using the detailed information internally to improve its processes. At the end of the survey, the respondents were also requested to provide feedback on the survey itself. ECHA is also using this information as well as the lessons learnt to constantly improve the validity of the questions, the structure and the design of the survey.

This report contains an overview of the results of the 2014 survey. A separate report is available for the News readership survey. The results will be used to gauge stakeholders' satisfaction with ECHA's work in 2014 and will appear in ECHA's General Report.

The survey was conducted in November 2014. The sub-survey conducted with "Bodies and Networks" as well as the "Registrants and applicants" sections of the survey were open for respondents between 24 November 2014 and 12 December 2014. The "News Readership" survey link was sent to the respondents on 9 September 2014 and remained open until 30 September 2014.

The average response rate of all of the sub-surveys in 2014 was 15.4%.

The breakdown of the response rate was as follows:

- Registrants and Applicants 13.2% (820 responses from 6 218 recipients)
- Bodies and Networks 19.4% (325 responses from 1 671 recipients)
- News subscribers 13.7% (2 332 responses from 17 006 recipients)

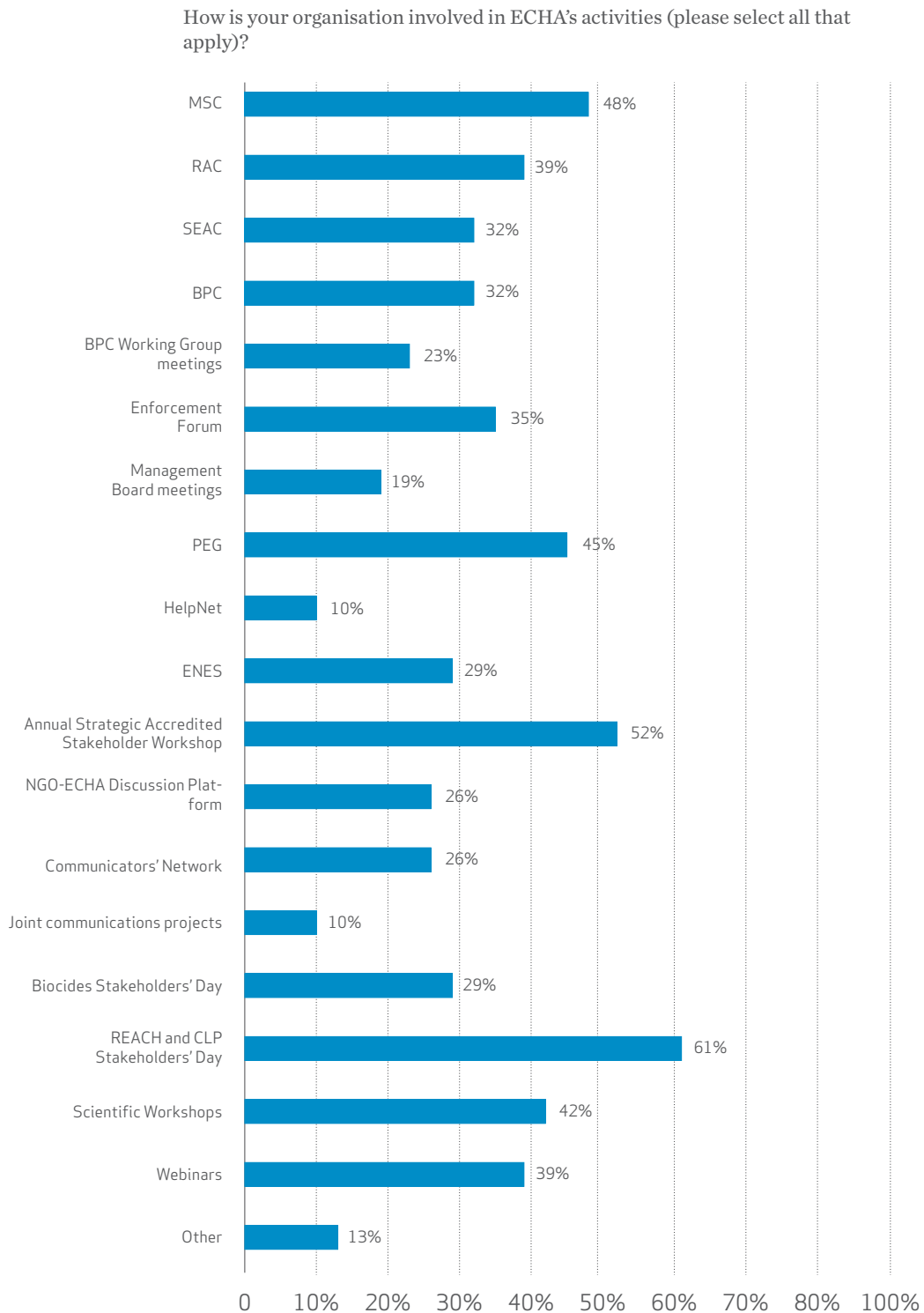
ECHA would like to take this opportunity to thank all those who took their time to answer the survey.



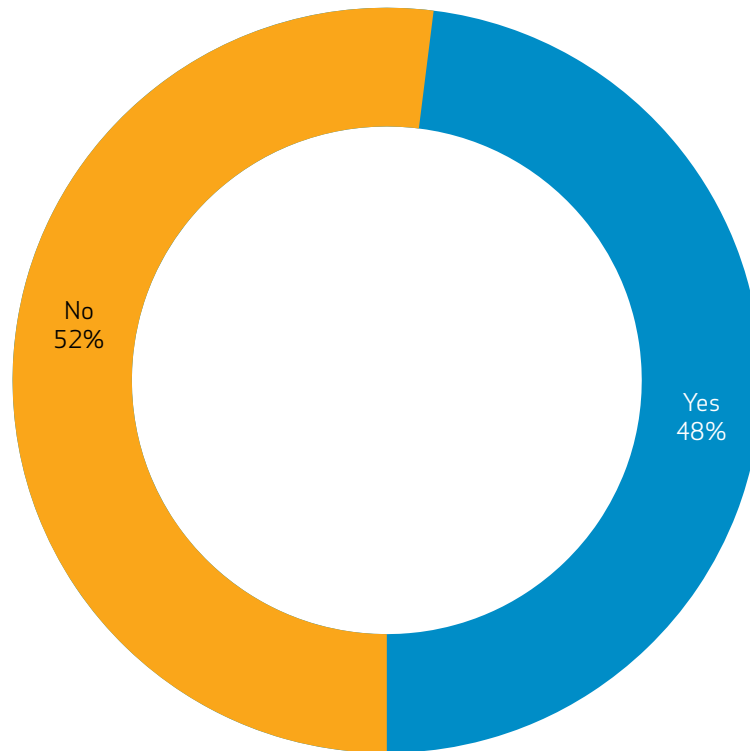
ECHA Stakeholder Survey 2014 - Report

BODIES AND NETWORKS SUB-SURVEY

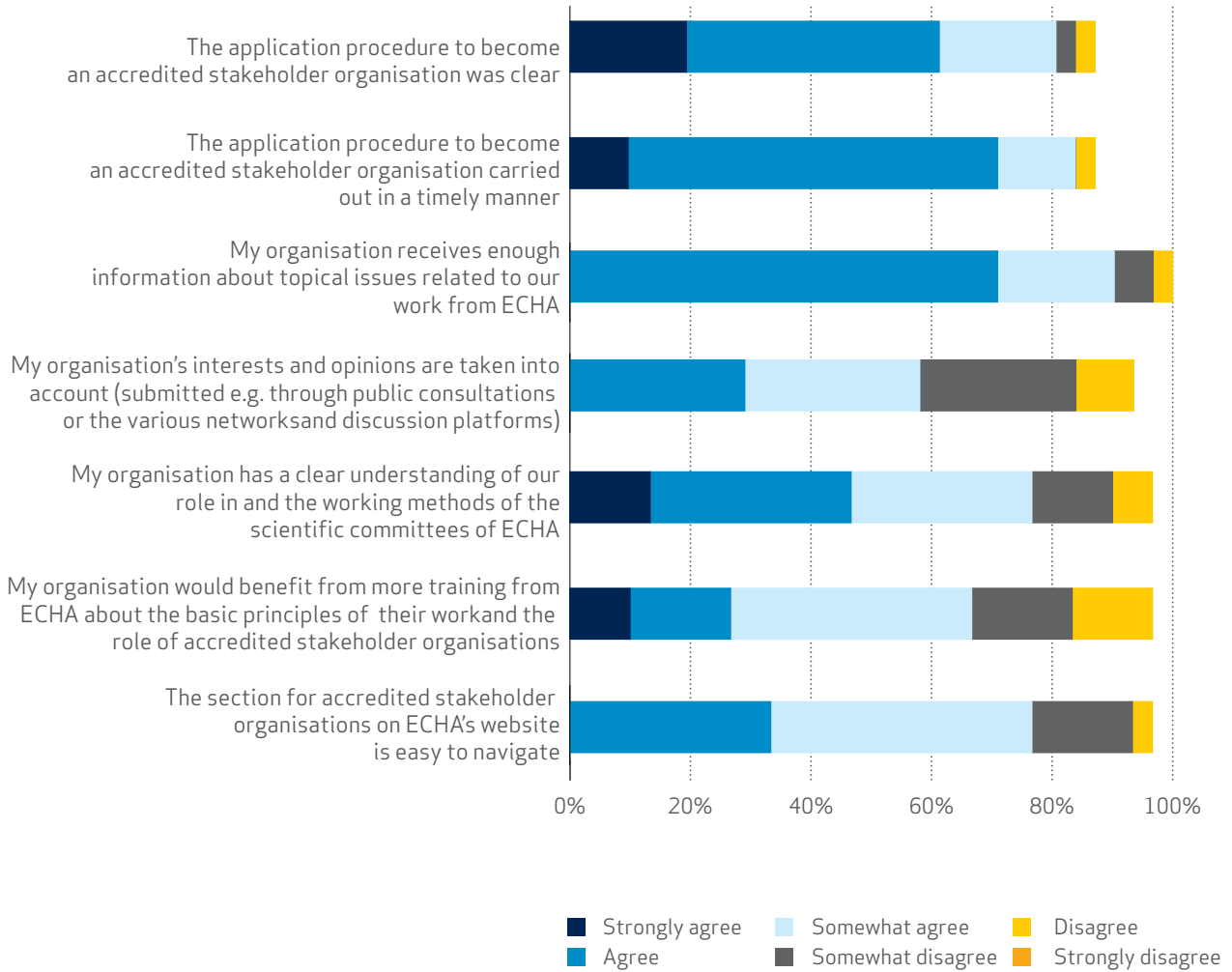
QUESTIONS ASKED TO ECHA'S ACCREDITED STAKEHOLDER ORGANISATIONS ABOUT THEIR INVOLVEMENT IN ECHA'S ACTIVITIES



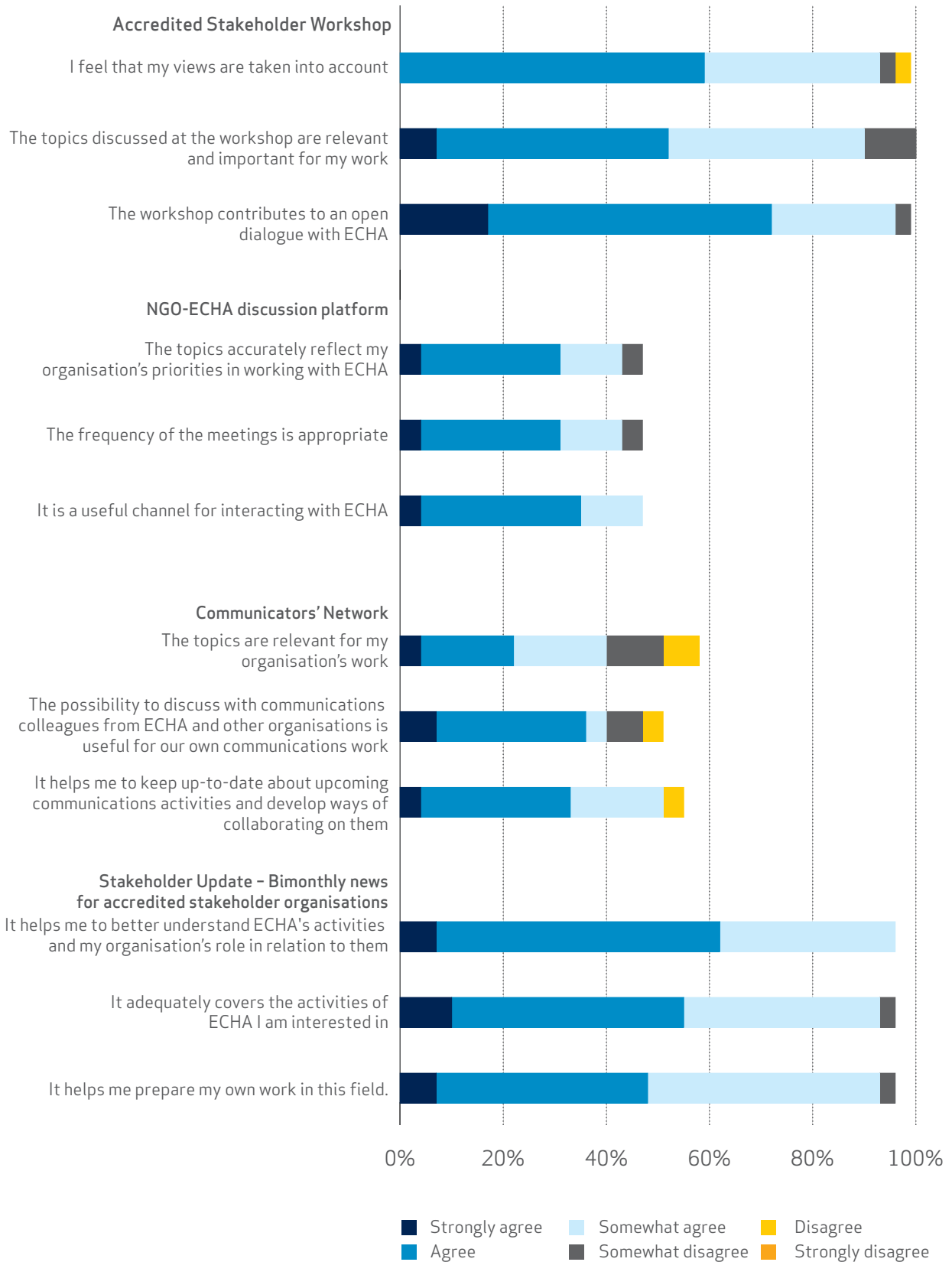
Would you like to be more involved in ECHA's activities?



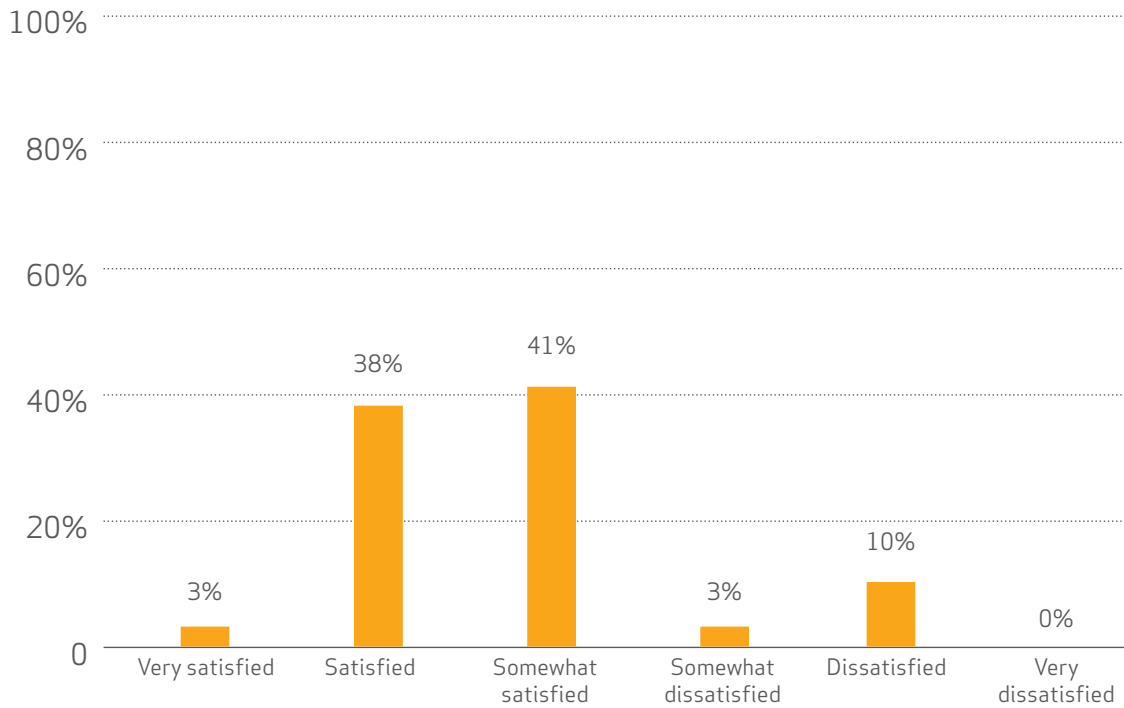
Please rate the following statements concerning your organisation's involvement with ECHA:



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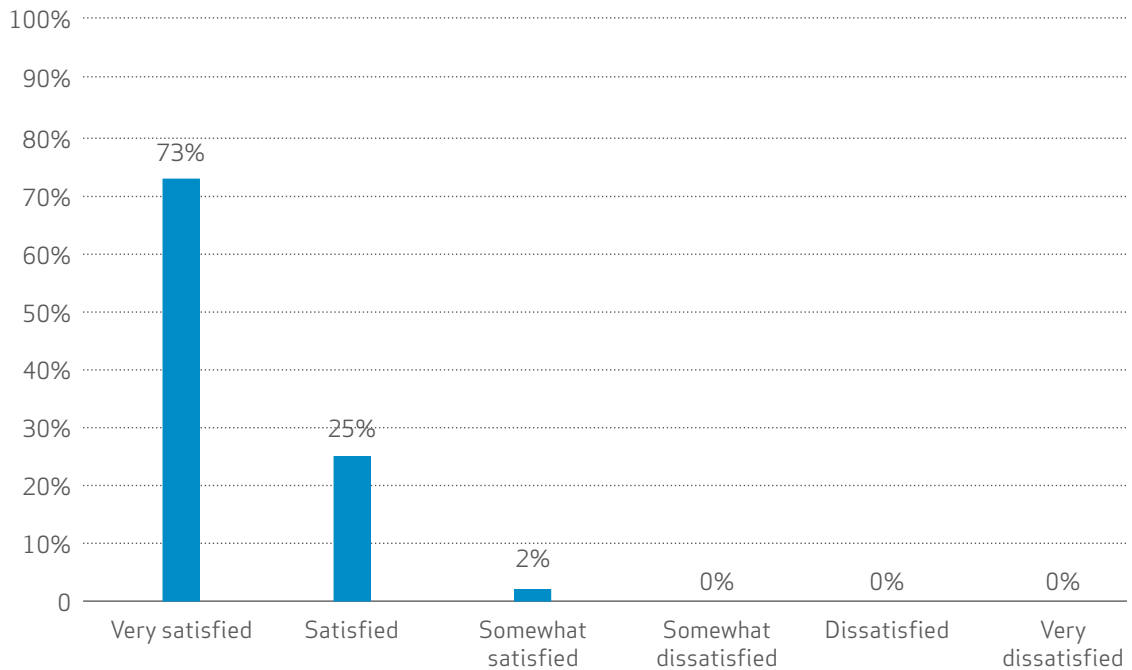


Overall, how satisfied are you that your organisation's views are heard and taken into account by ECHA?

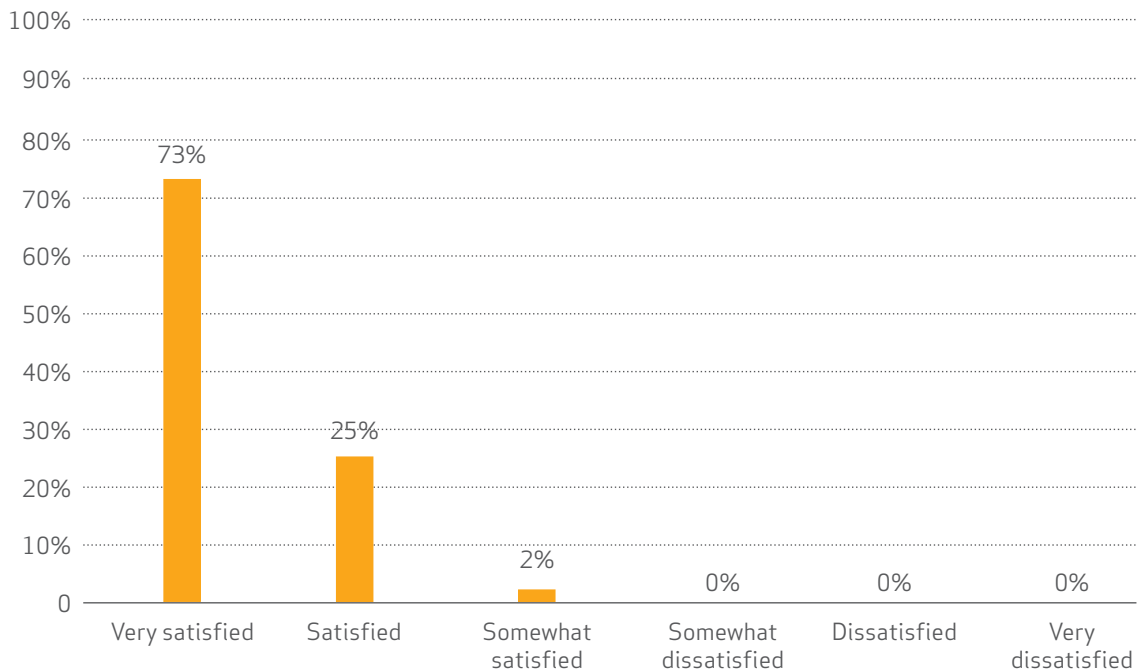


QUESTIONS ASKED TO ECHA COMMITTEE MEMBERS, FORUM MEMBERS AND MANAGEMENT BOARD MEMBERS ABOUT ECHA'S EVENT AND CONFERENCE SERVICES

How satisfied are you with the services of the Event Assistants (staff at the reception desk in the conference centre)?



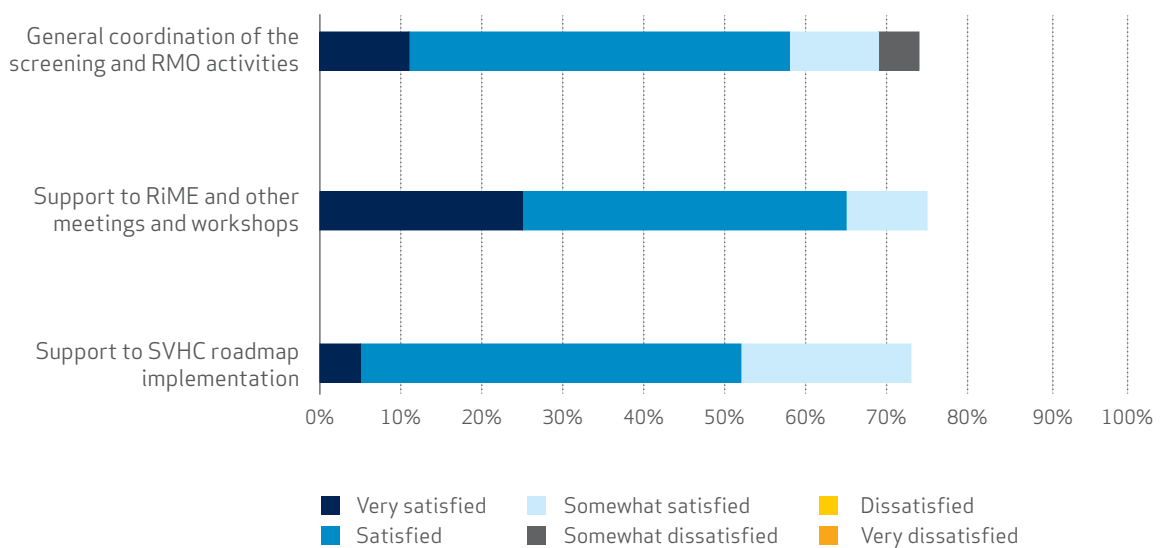
How satisfied are you with the services of the Conference and Audiovisual team?



QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES, EUROPEAN COMMISSION REPRESENTATIVES, COMMITTEE AND EXPERT GROUP MEMBERS ON RISK MANAGEMENT, RESTRICTIONS AND AUTHORISATIONS

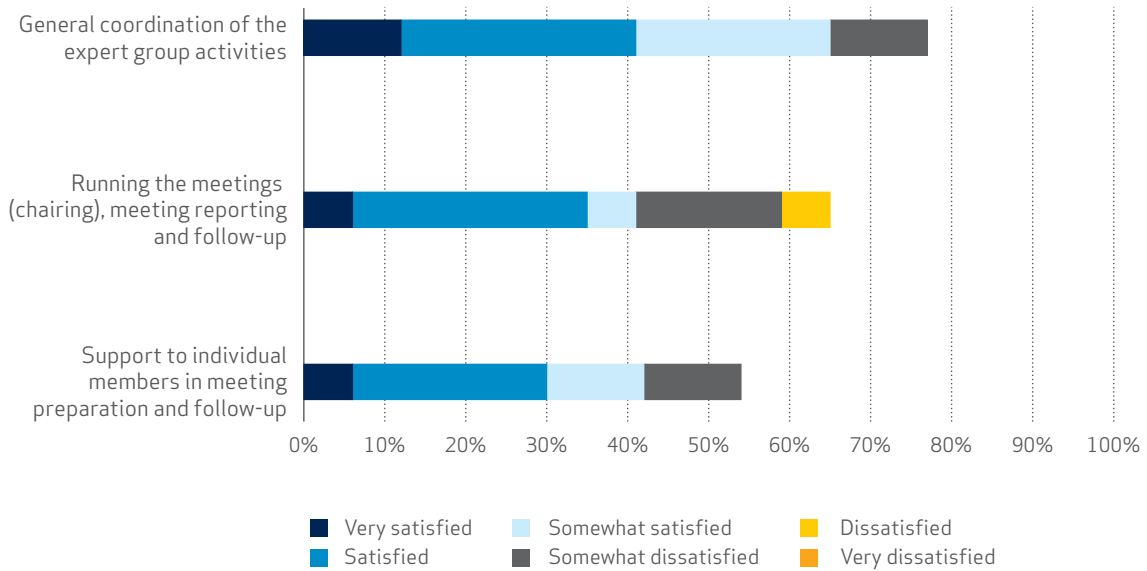
Question to Member State Competent Authorities and European Commission representatives

Identifying needs for regulatory risk management: How satisfied are you with the support given by ECHA on the following activities?



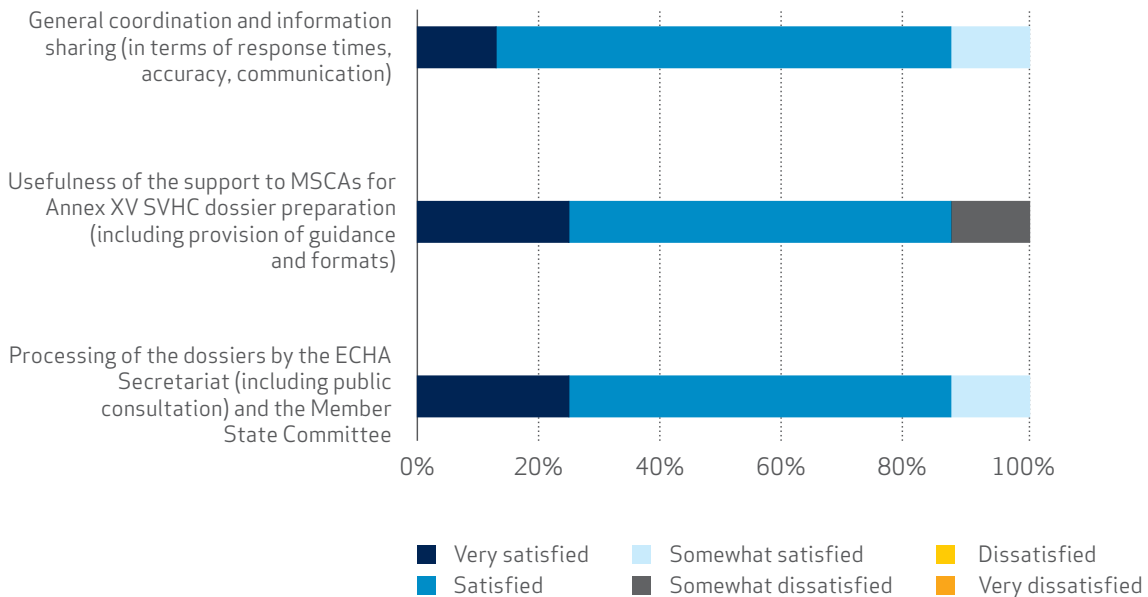
Question to European Commission representatives as well as PBT and ED expert groups

Identifying needs for regulatory risk management: How satisfied are you with the support given by ECHA on the following activities?

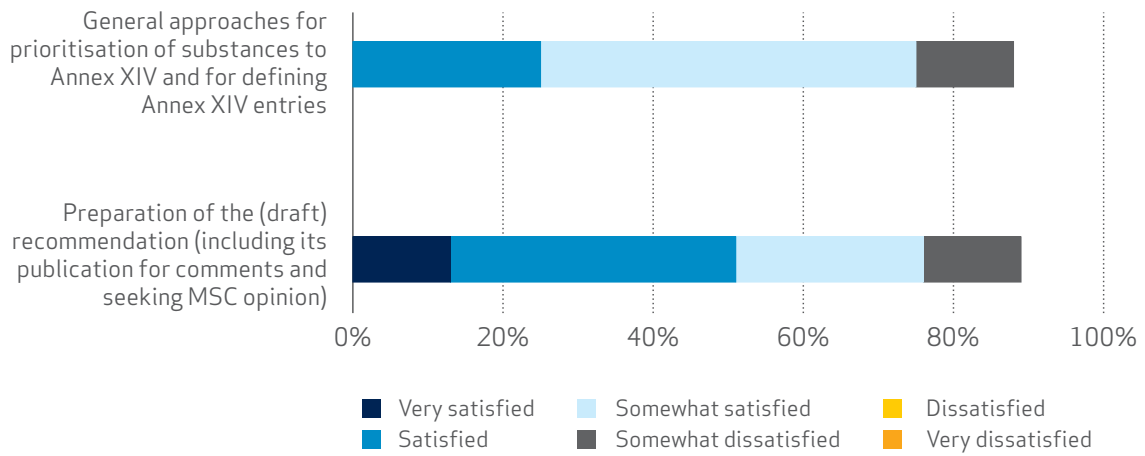


Questions to Member State Competent Authorities

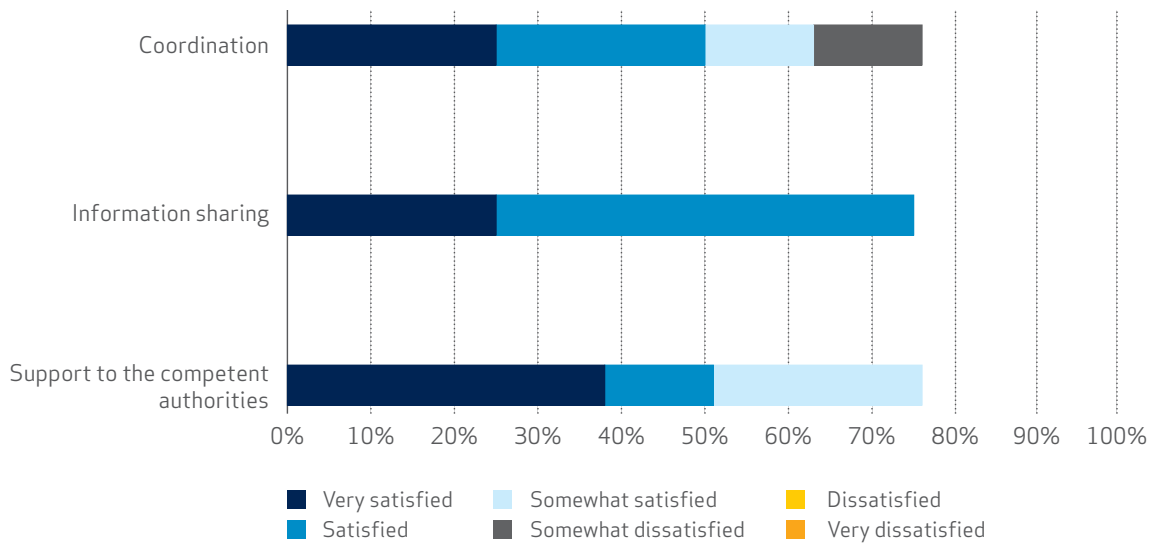
Identification of substances of very high concern (SVHCs): How satisfied are you with the support given by ECHA on the following processes?



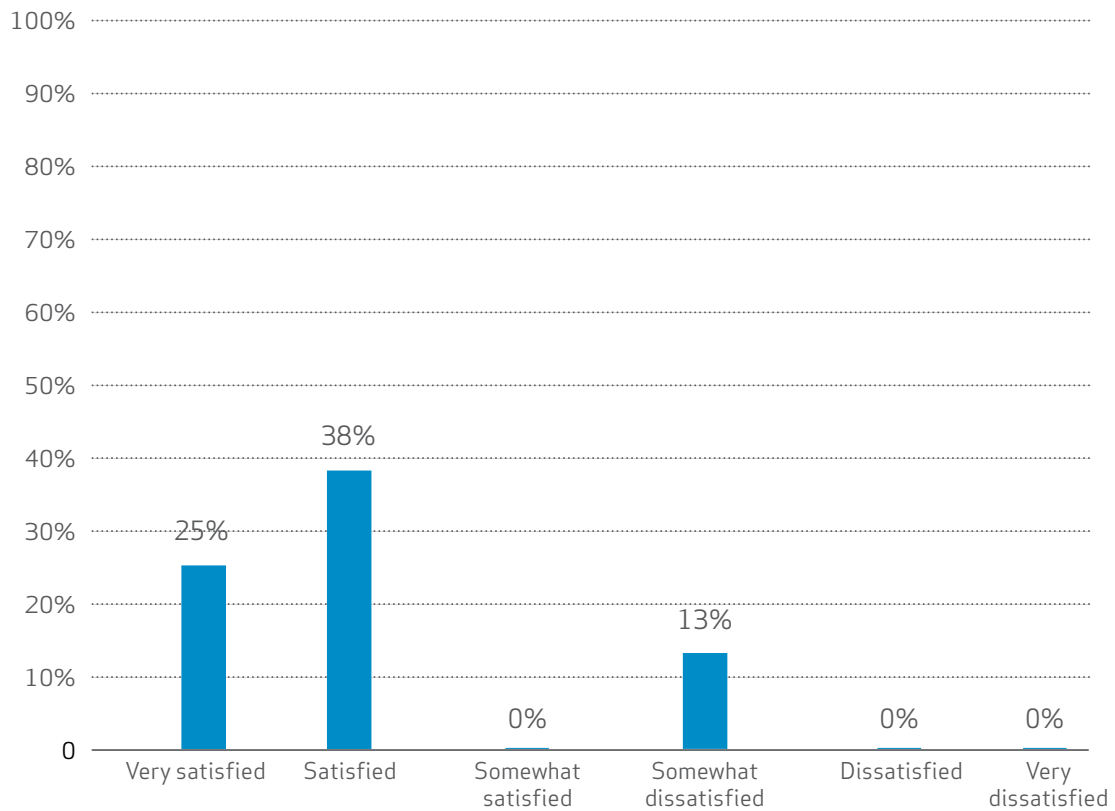
Authorisation: How satisfied are you with the support given by ECHA on the following processes?



How satisfied are you with ECHA's support been on the following aspects when preparing Annex XV restriction dossiers?

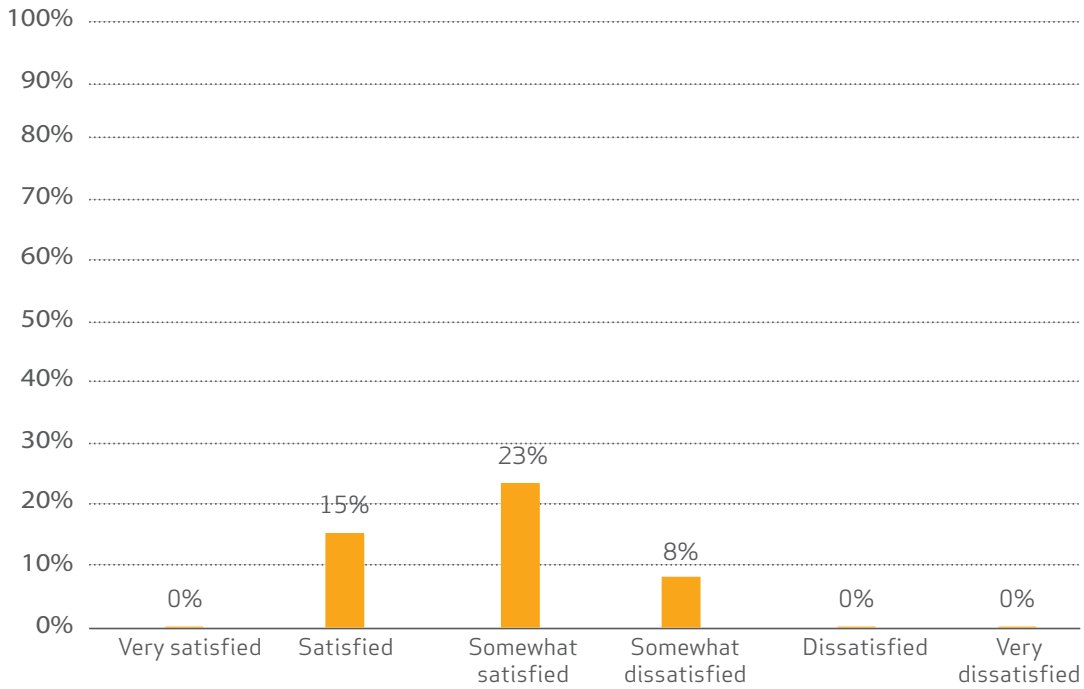


How satisfied are you with the way ECHA's restriction team collaborated with the dossier submitter (competent authority) during the opinion making of RAC and SEAC?

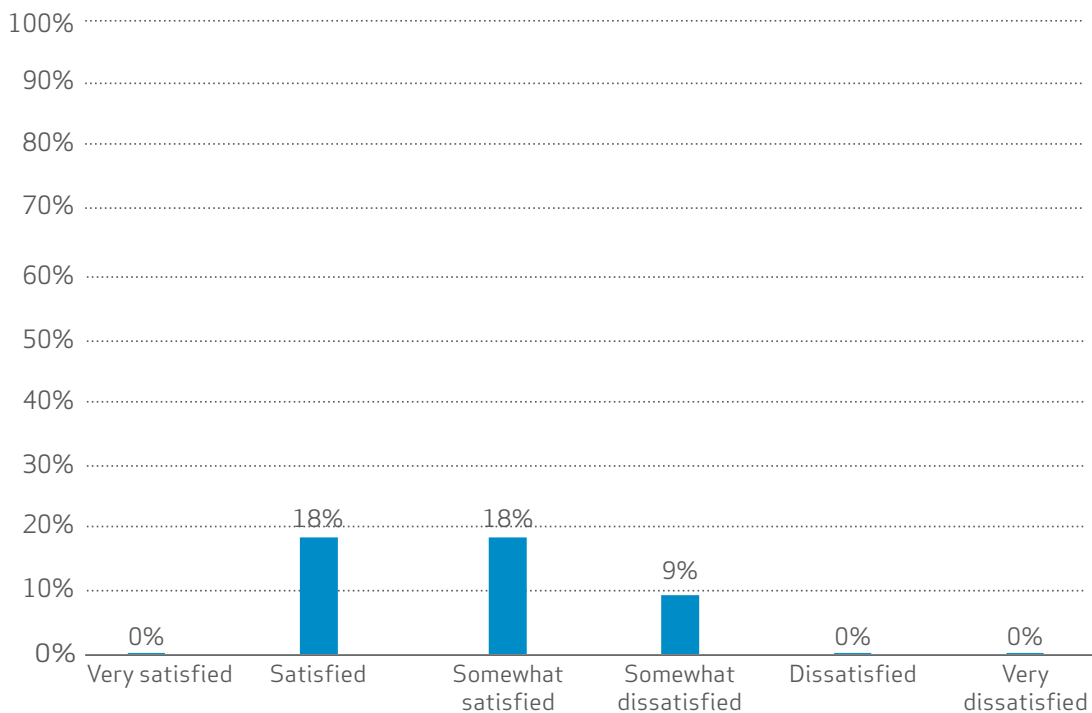


Questions to European Commission representatives

How satisfied are you with the way ECHA's restriction team collaborated with the dossier submitter (competent authority) during the opinion making of RAC and SEAC?

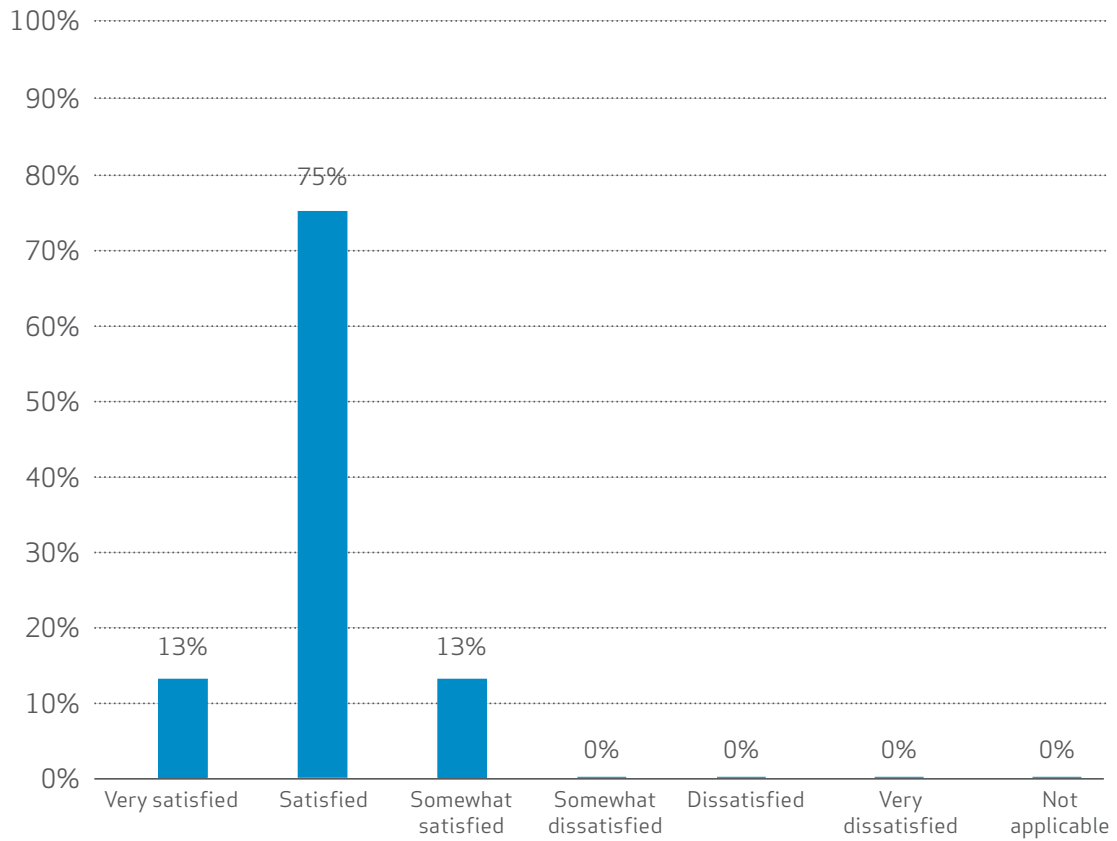


How satisfied are you with the way ECHA's authorisation team collaborated with the dossier submitter (competent authority) during the opinion making of RAC and SEAC?



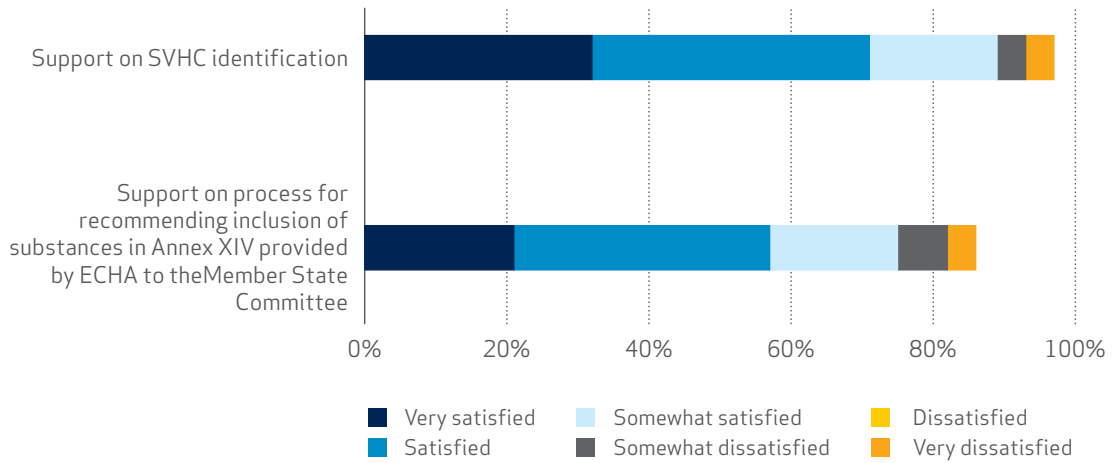
Question to Member State Competent Authorities

Overall, how satisfied are you with support for risk management?

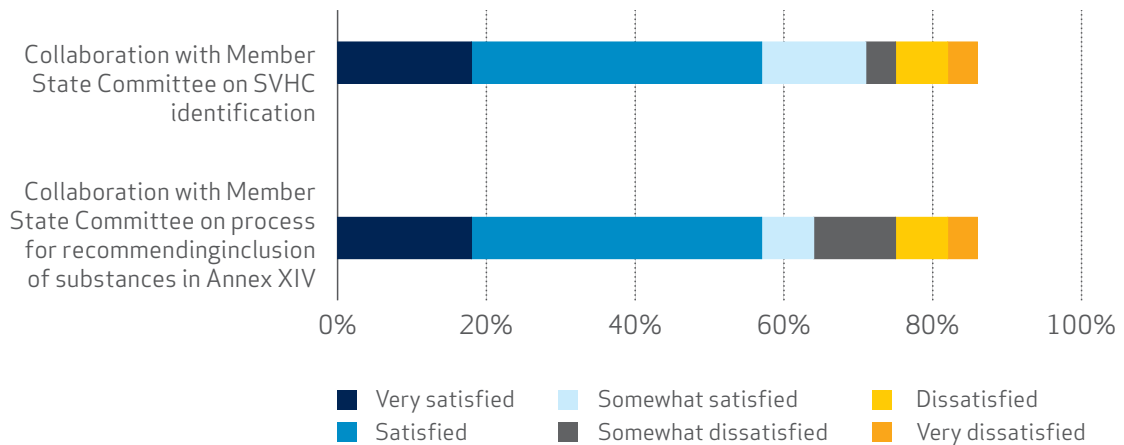


Questions to members of the Member State Committee as well as Member State Committee Accredited stakeholders

How satisfied are you with the usefulness of the scientific and technical support on the following topics:

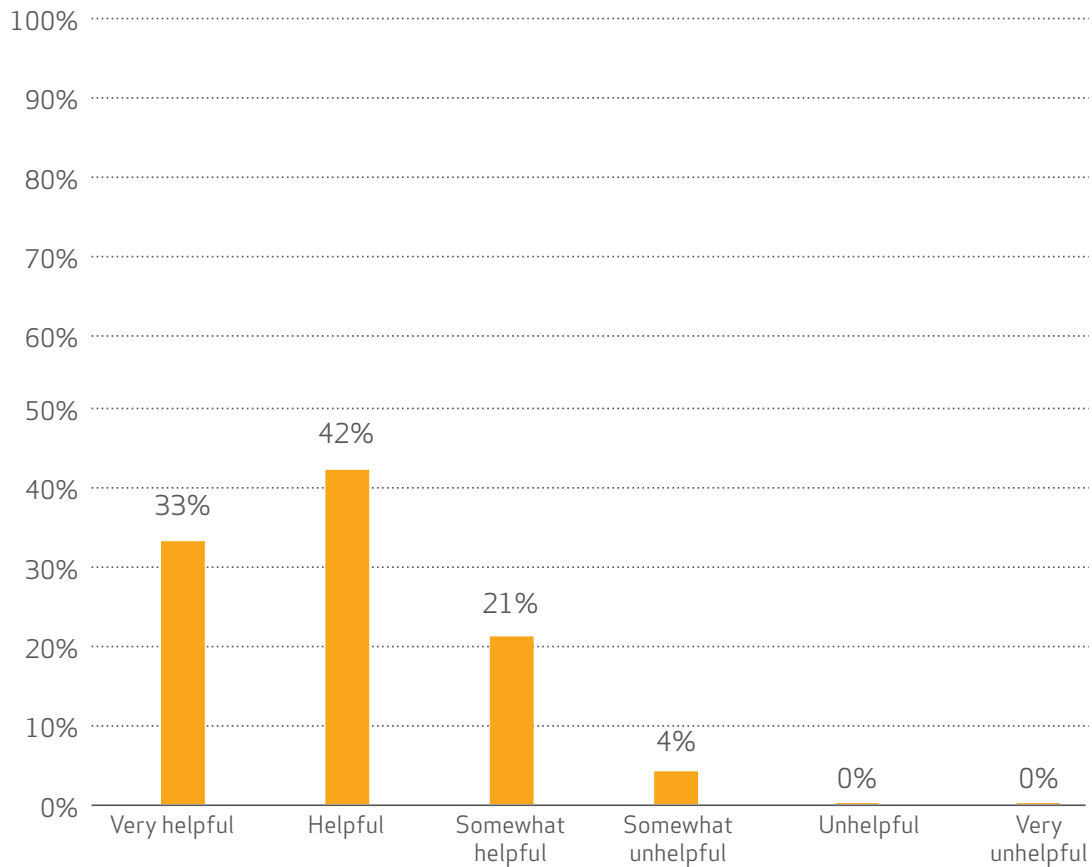


How satisfied are you with the collaboration with the Member State Committee on the following topics?

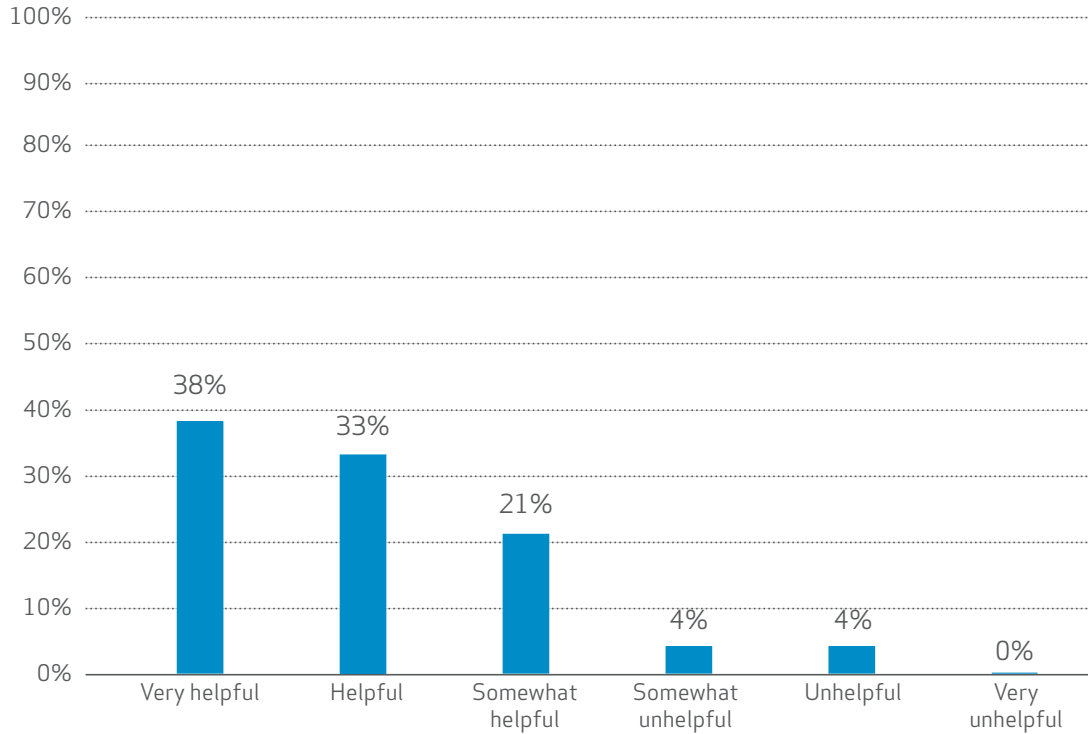


Questions to members of the Risk Assessment Committee as well as Risk Assessment Committee Accredited stakeholders

How helpful is the scientific and technical support for restrictions provided by ECHA's restriction team to the Committee for Risk Assessment (RAC)?

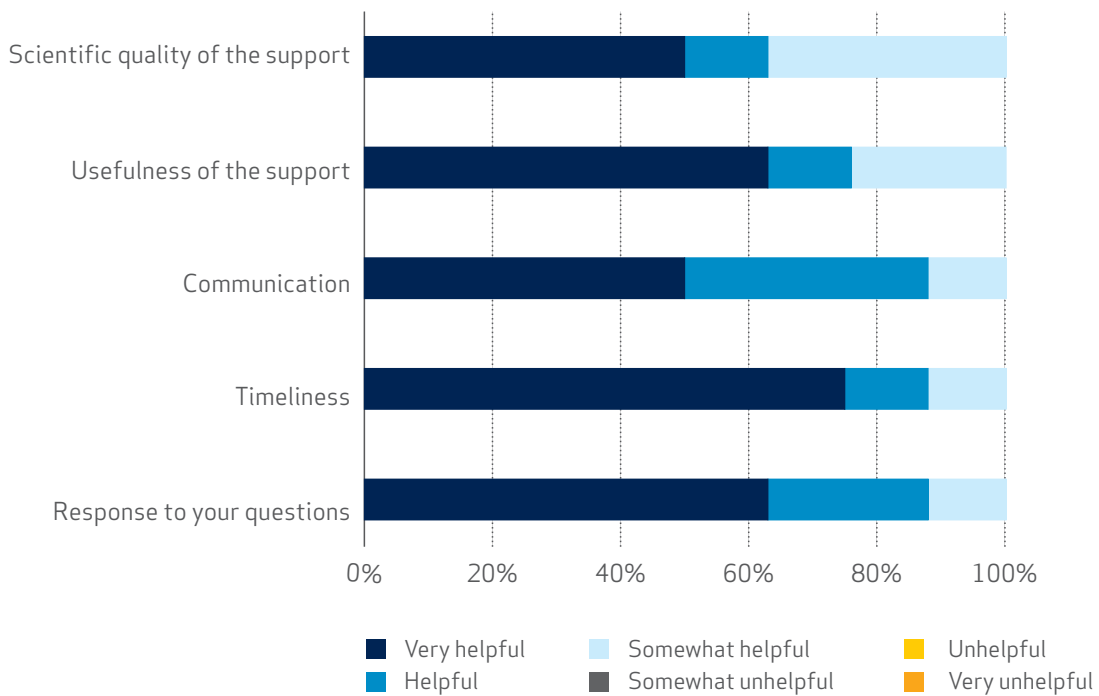


How helpful is the scientific and technical support for authorisation applications provided by ECHA's authorisation team to the Committee for Risk Assessment (RAC)?

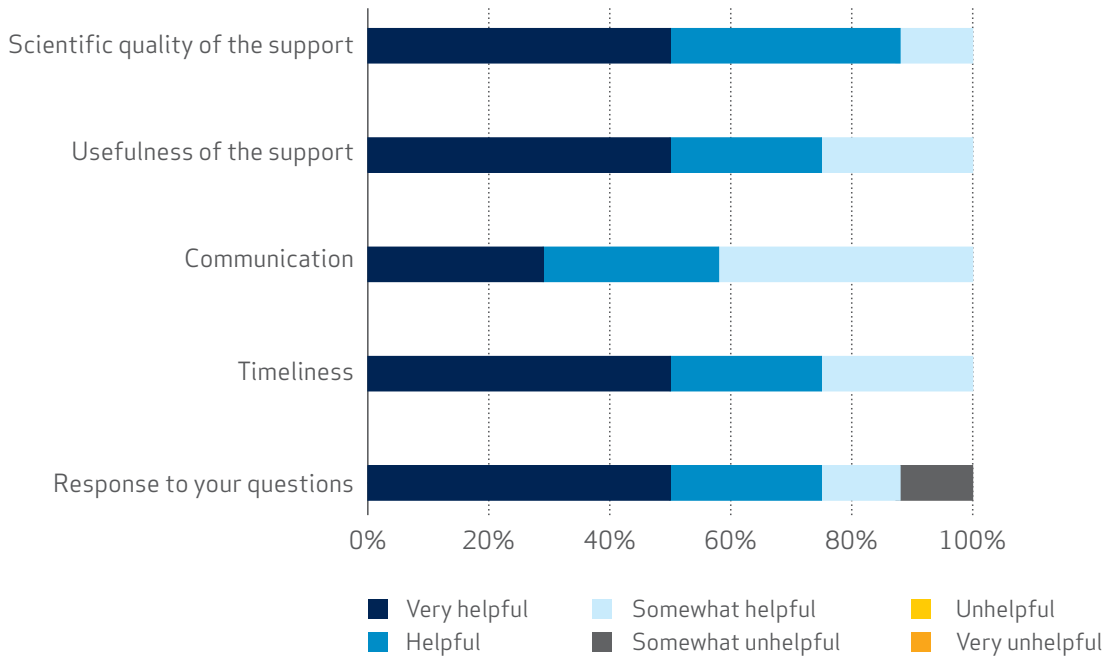


Questions to members of the Risk Assessment Committee

When acting as a (co)rapporteur, how helpful has ECHA's restriction team been regarding the following topics:

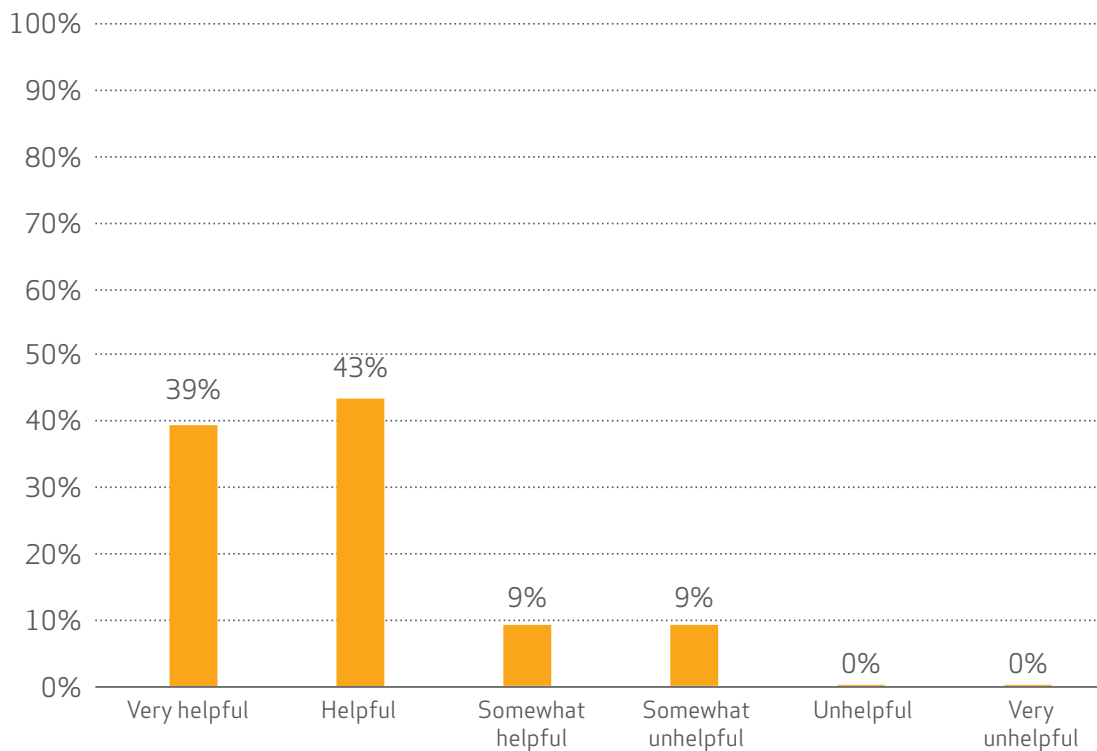


When acting as a (co)rapporteur, how helpful has ECHA's authorisation team been regarding the following topics:

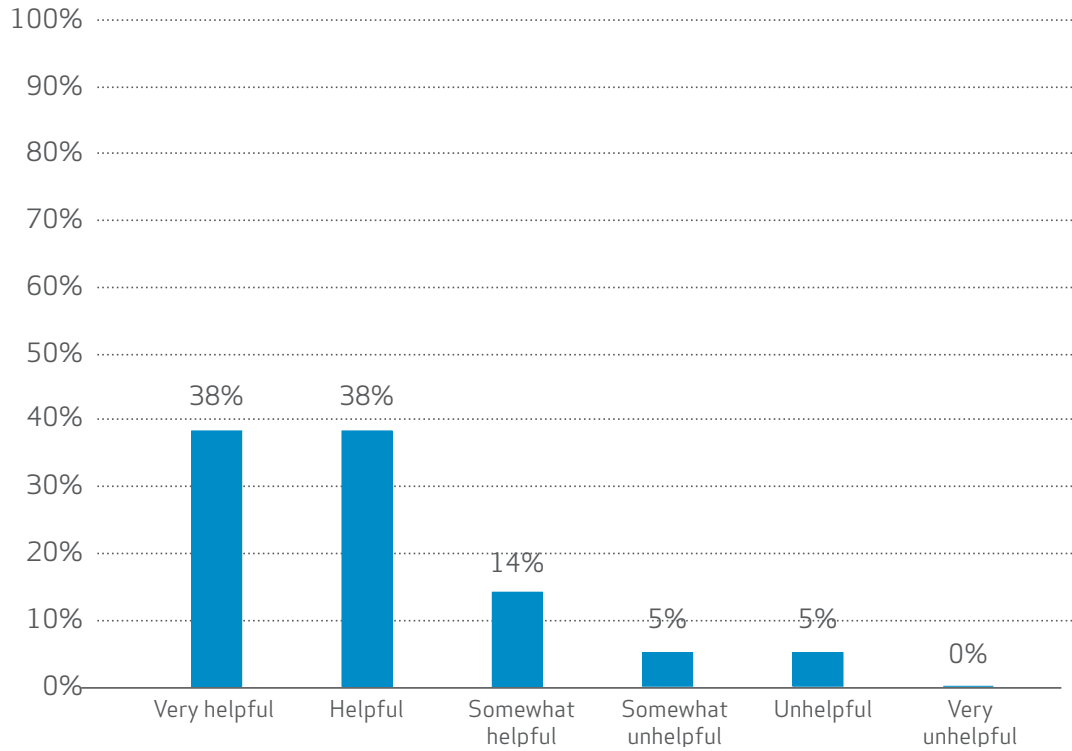


Questions to members of the Committee for Socio-Economic Analysis as well as SEAC Accredited stakeholders

How helpful is the scientific and technical support for restrictions provided by ECHA's restriction team to the Committee for Socio-economic Analysis (SEAC)?

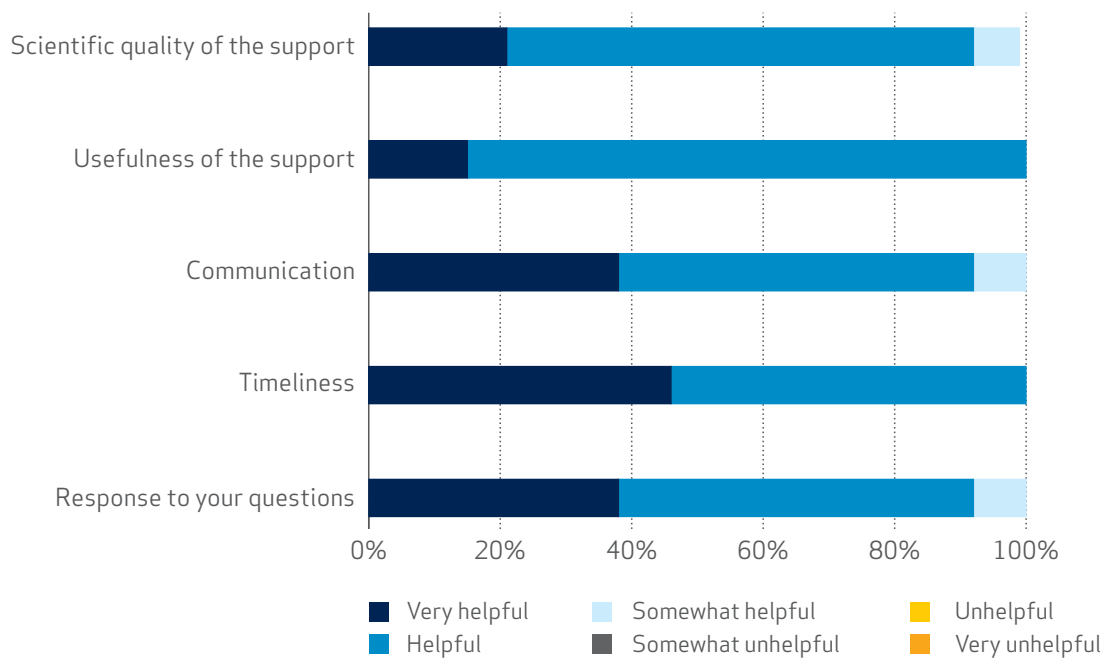


How helpful is the scientific and technical support for authorisation applications provided by ECHA's authorisation teams to SEAC?

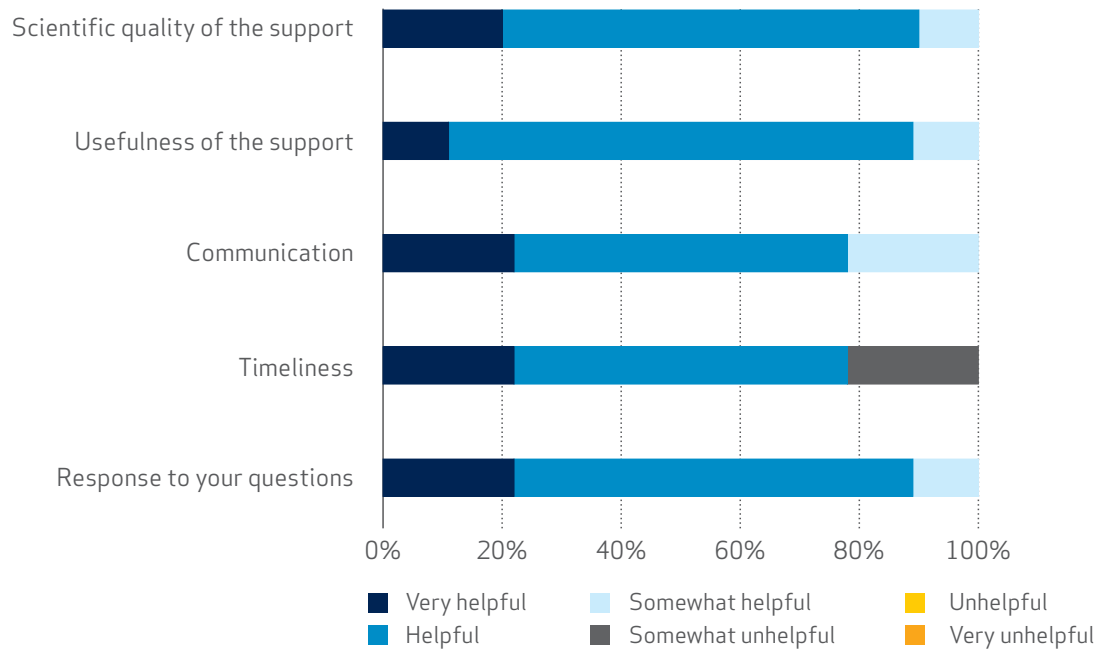


Questions to members of the Committee for Socio-Economic Analysis

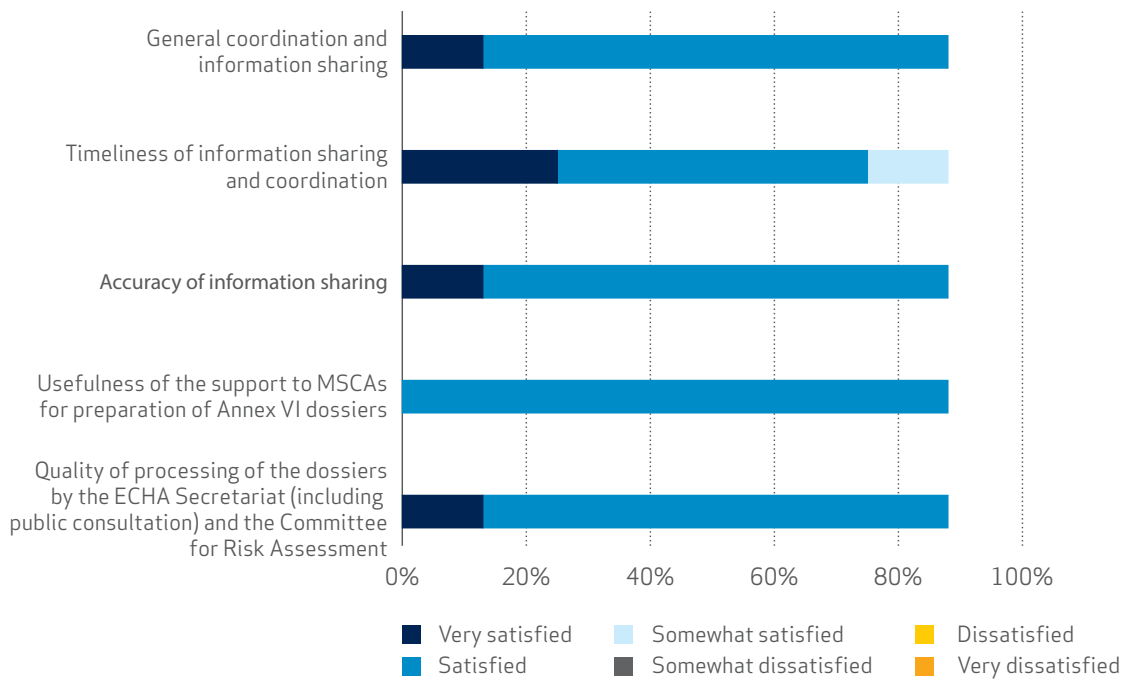
When acting as a (co)rapporteur, how helpful has ECHA's restriction team been regarding the following aspects:



When acting as a (co)rapporteur, how helpful has ECHA's authorisation team been regarding the following aspects:



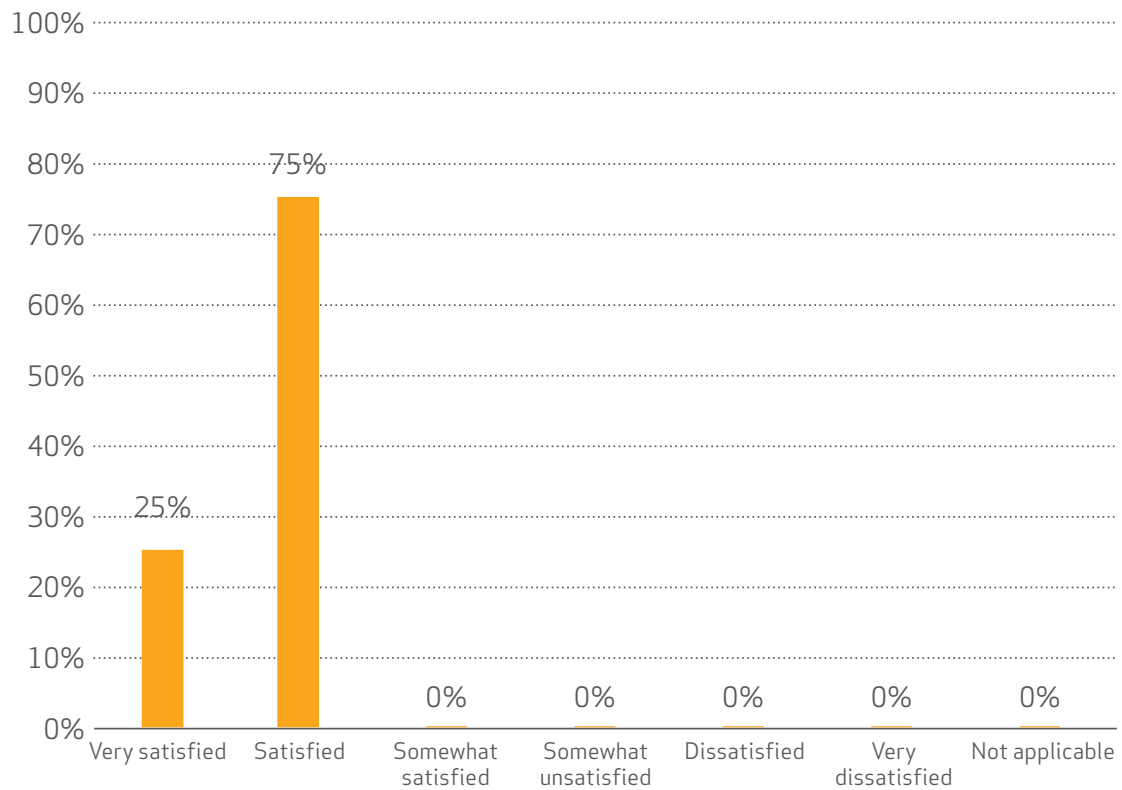
How satisfied are you with the support given by ECHA on the following topics?



QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES, RISK ASSESSMENT COMMITTEE MEMBERS AND EUROPEAN COMMISSION REPRESENTATIVES ON CLASSIFICATION AND LABELLING

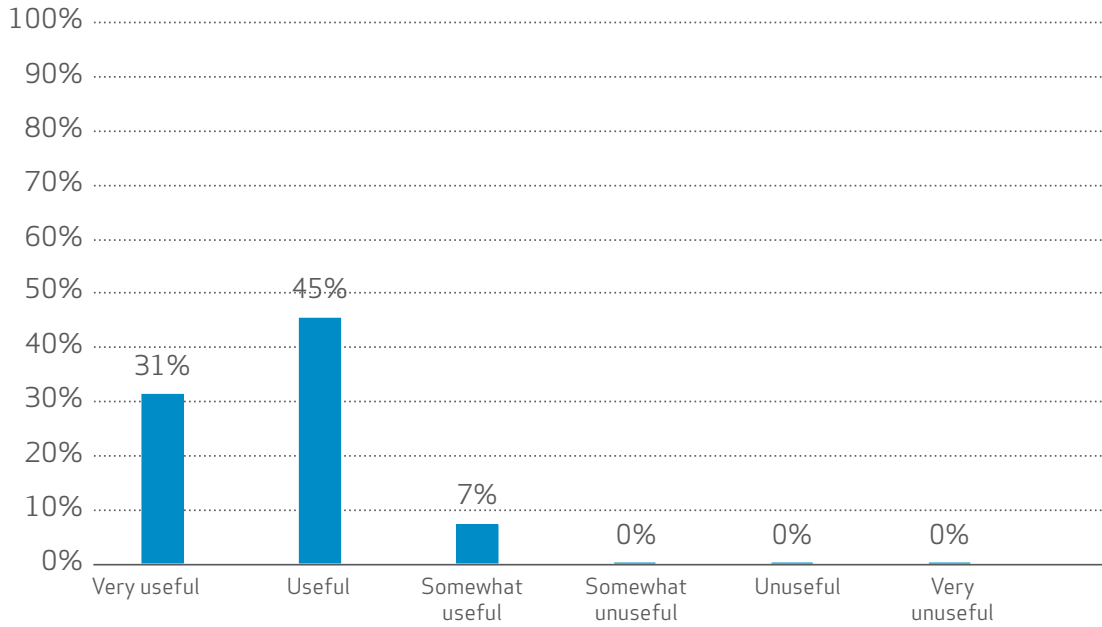
Question to Member State competent authorities

Overall, how satisfied are you with support for classification and labelling?

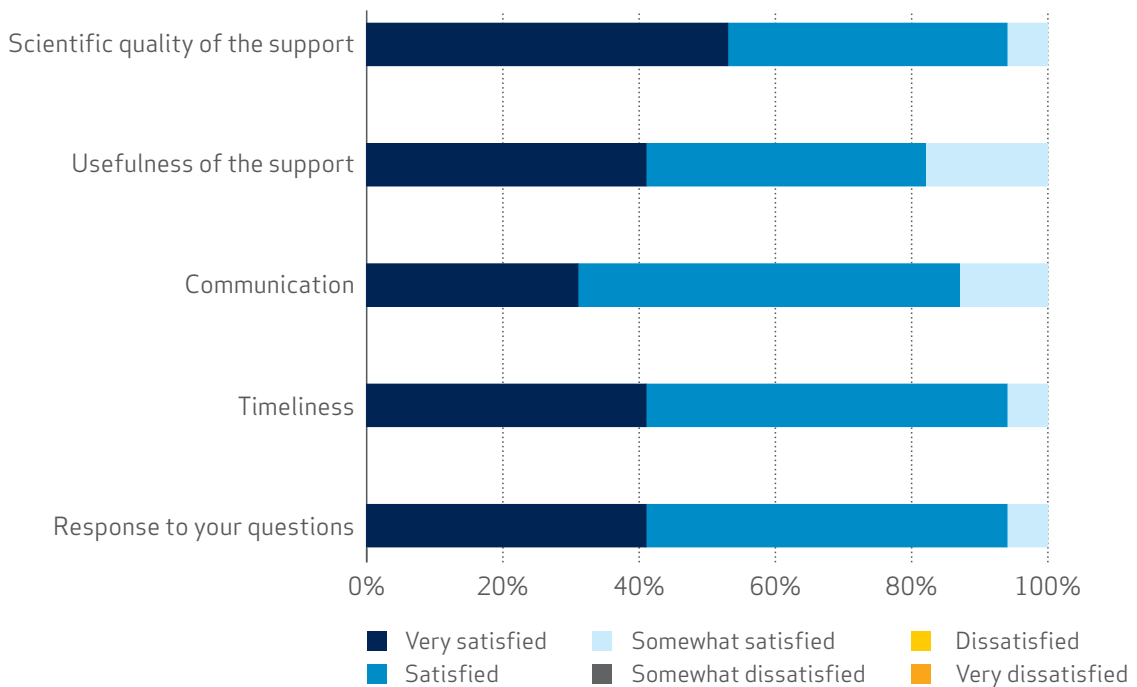


Questions to members of the Risk Assessment Committee

How useful is the scientific and technical support for harmonised classification and labelling provided by ECHA to the Committee for Risk Assessment (RAC)?

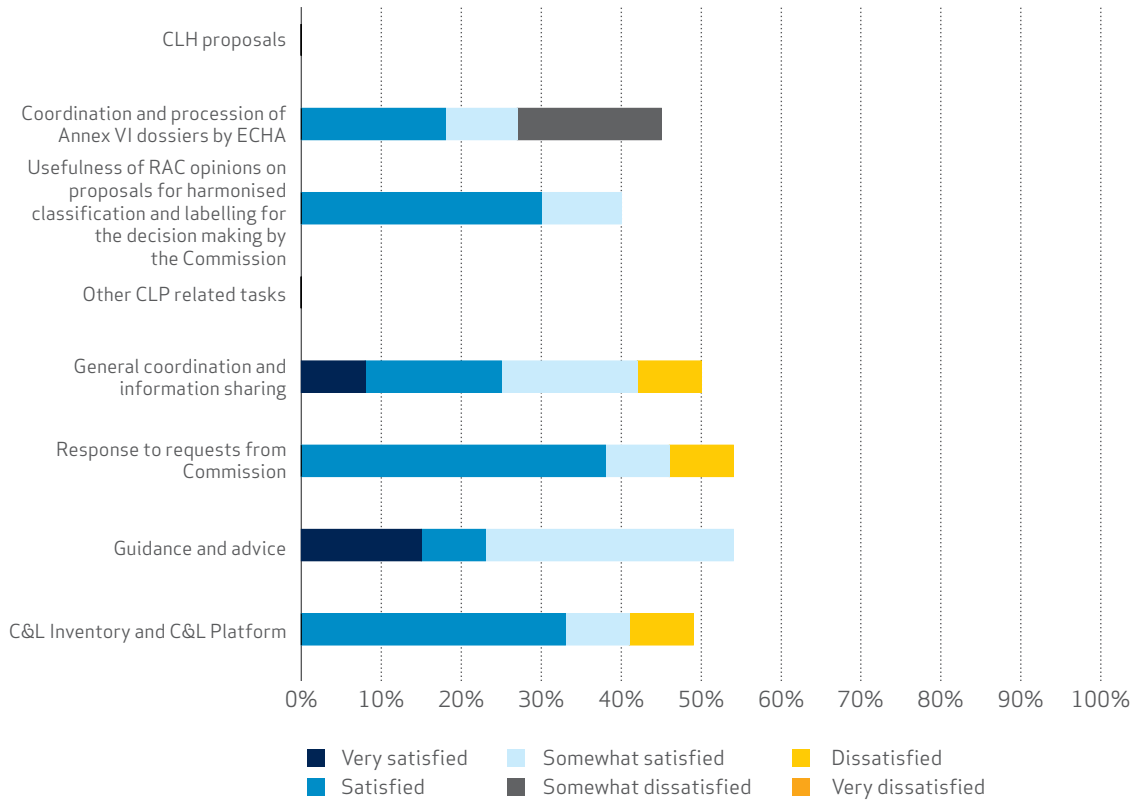


When acting as a (co)rapporteur, how satisfied are you with the collaboration with the (co)SDM regarding the following aspects:



Questions to European Commission representatives

How satisfied are you with the support given by ECHA on the following topics?



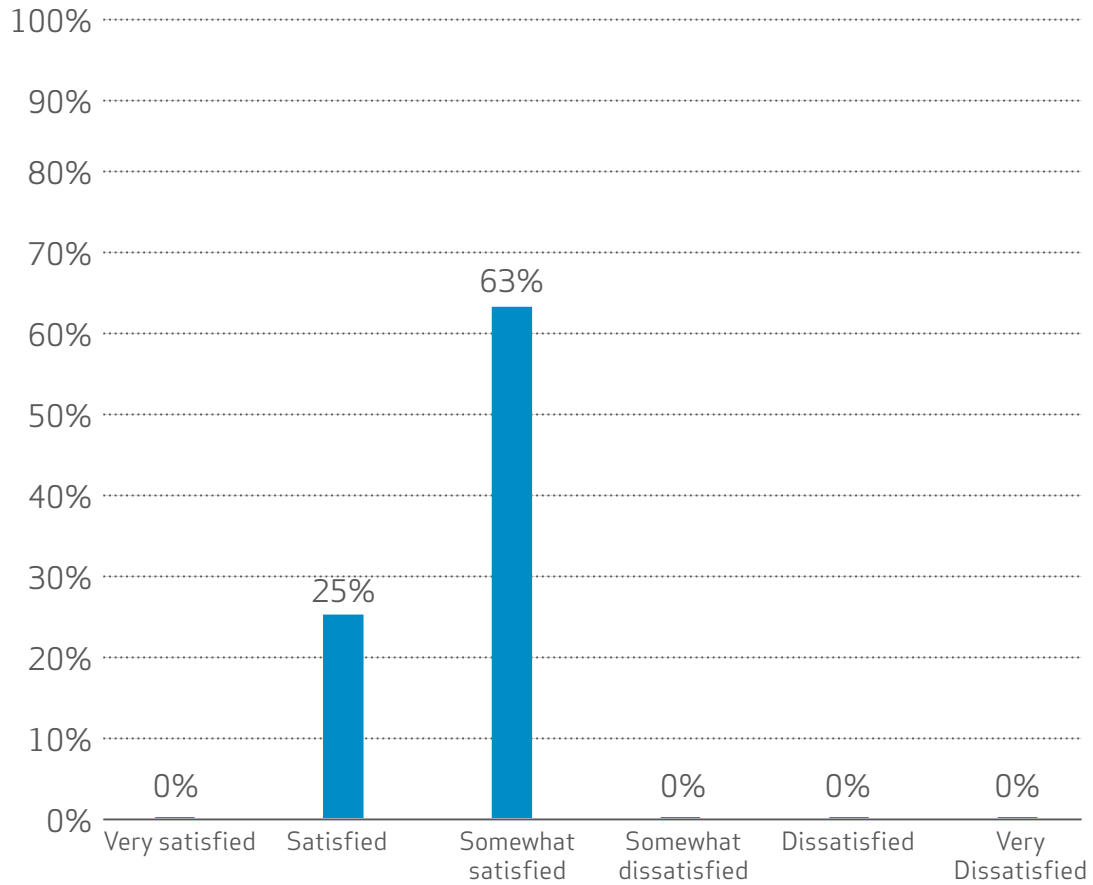
QUESTIONS ASKED TO DIRECTORS AT MEMBER STATE COMPETENT AUTHORITIES, EUROPEAN COMMISSION REPRESENTATIVES AND MEMBER STATE COMMITTEE MEMBERS ON DOSSIER AND SUBSTANCE EVALUATION

Questions to Directors at Member State competent authorities

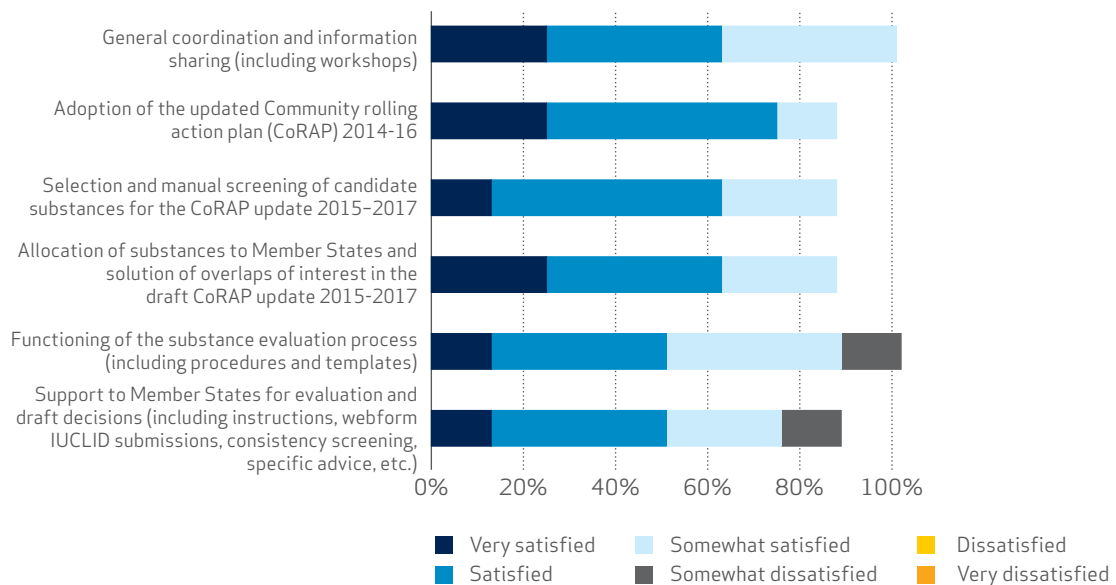
How satisfied are you with the support given by ECHA on the following topics?



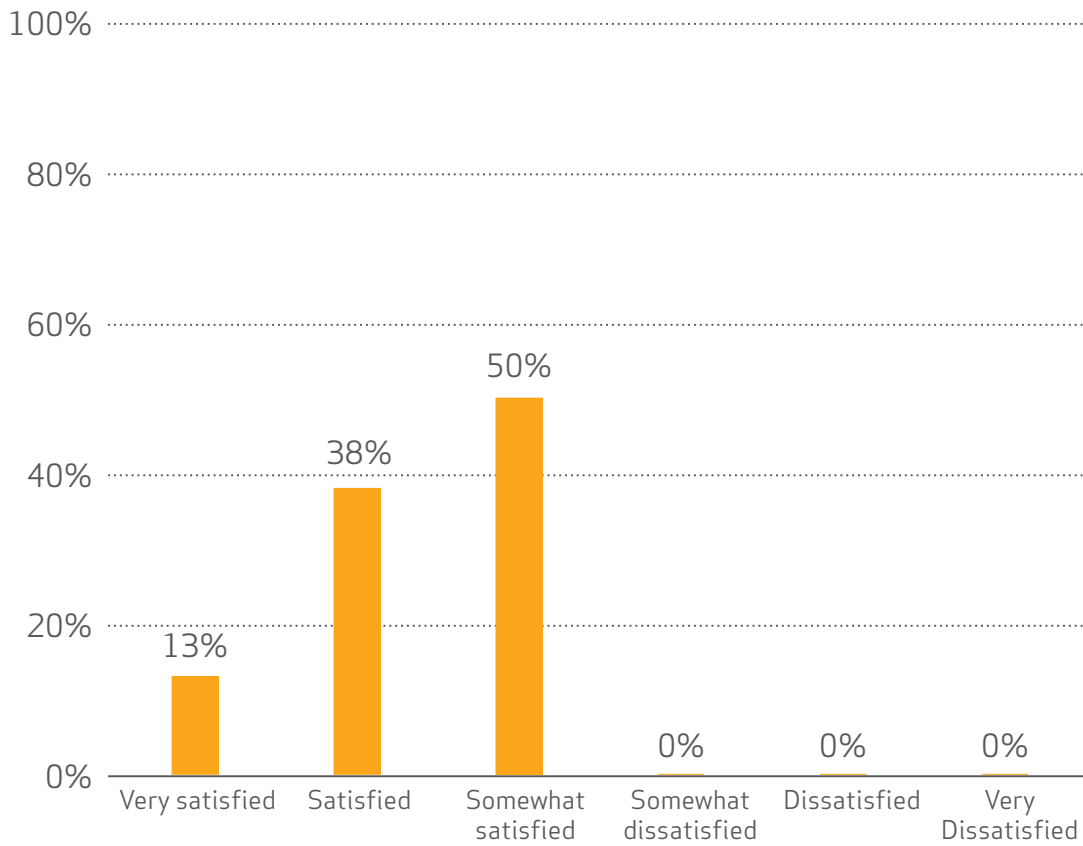
Overall, how satisfied are you with support for dossier evaluation?



How satisfied are you with the support given by ECHA on the following topics?

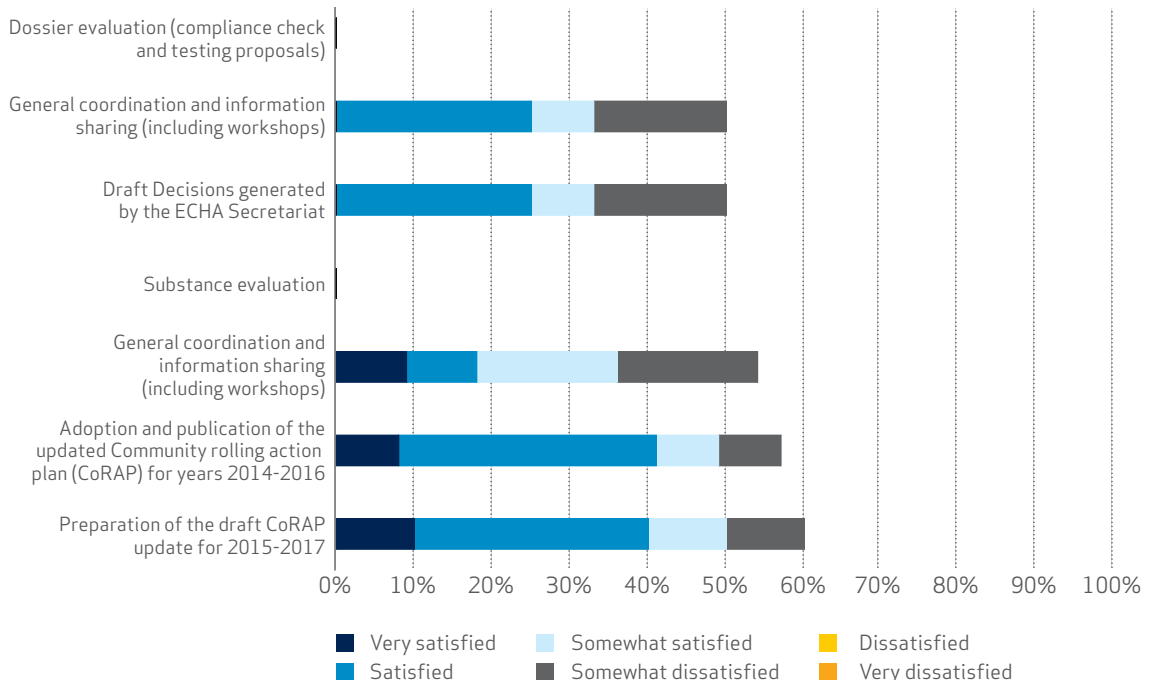


Overall, how satisfied are you with support for substance evaluation?



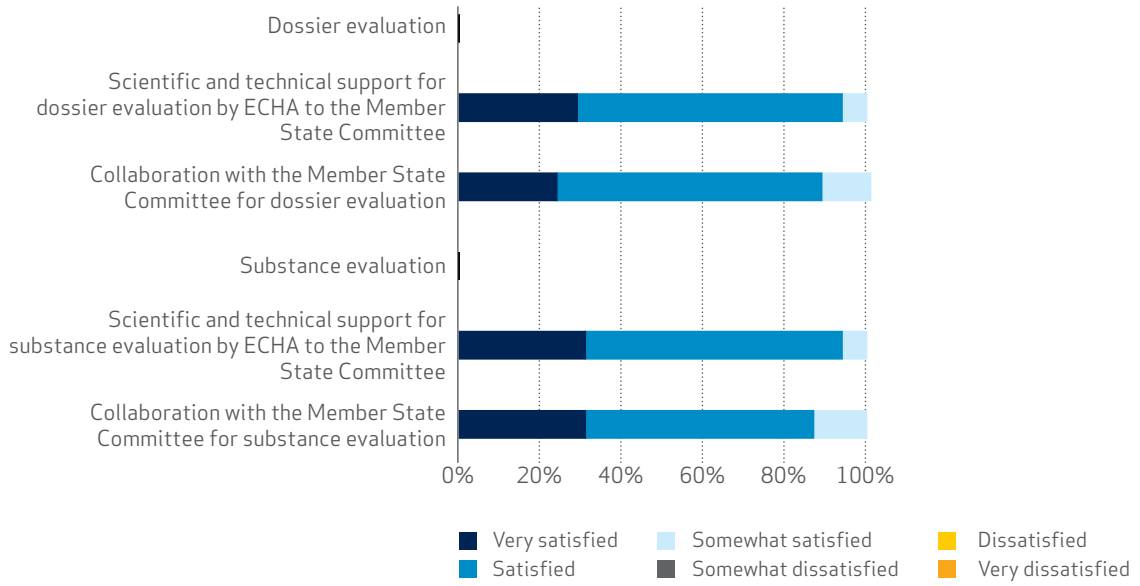
Question to European Commission representatives

How satisfied are you with the support given by ECHA on the following topics:



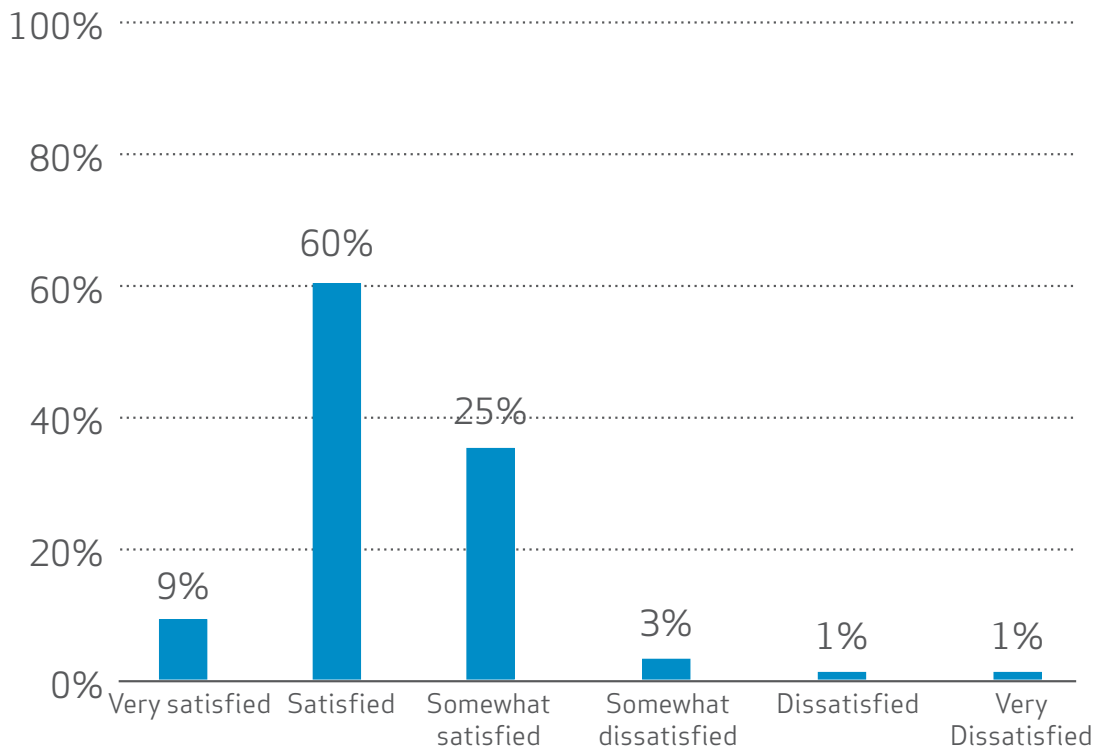
Question to members of the Member State Committee

How satisfied are you with the support given by ECHA on the following topics:

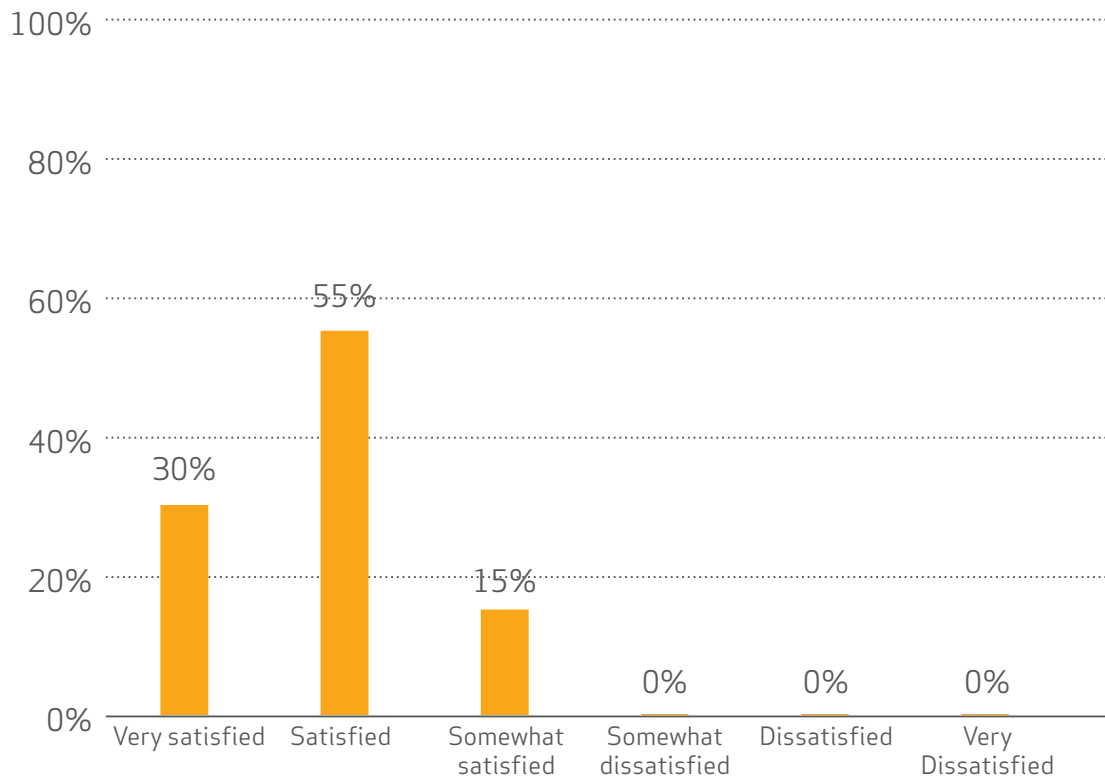


QUESTIONS ABOUT THE REACH INFORMATION PORTAL FOR ENFORCEMENT (RIPE) ASKED TO RIPE USERS AND SPOCS

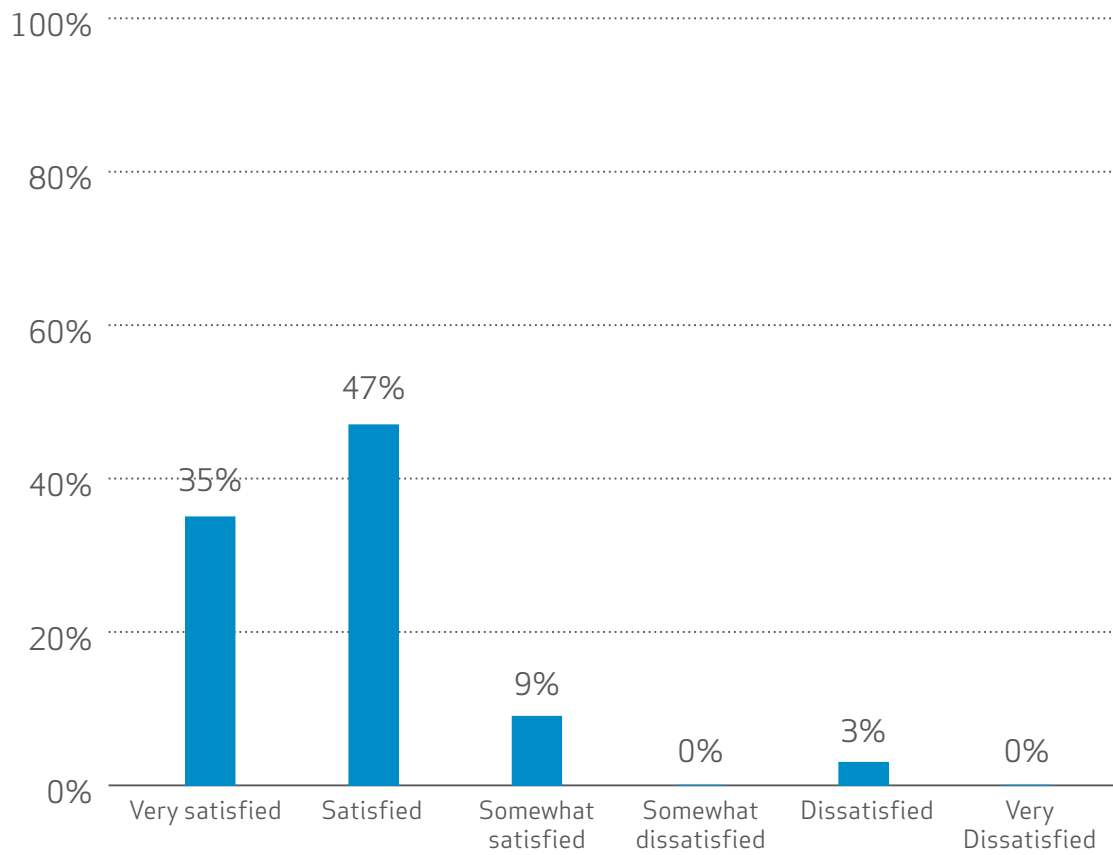
How satisfied are you with RIPE?



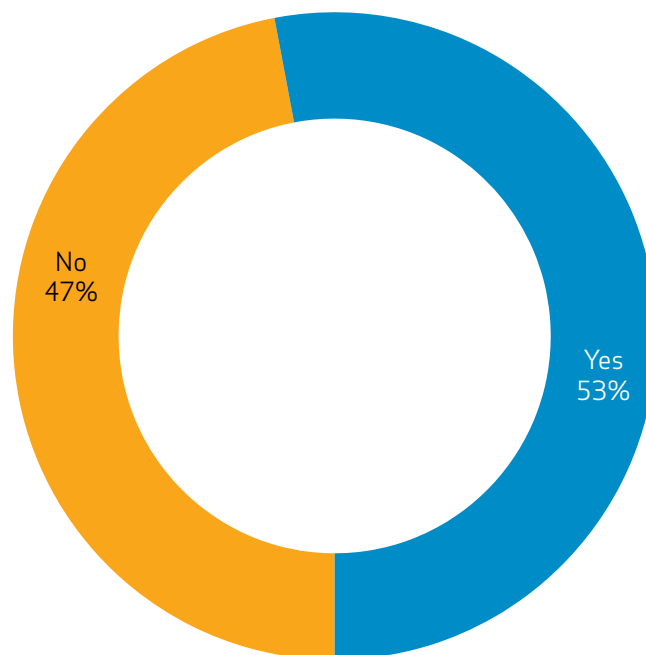
How satisfied are you with the support ECHA gives for RIPE administrators/single points of contact (SPOCs)?



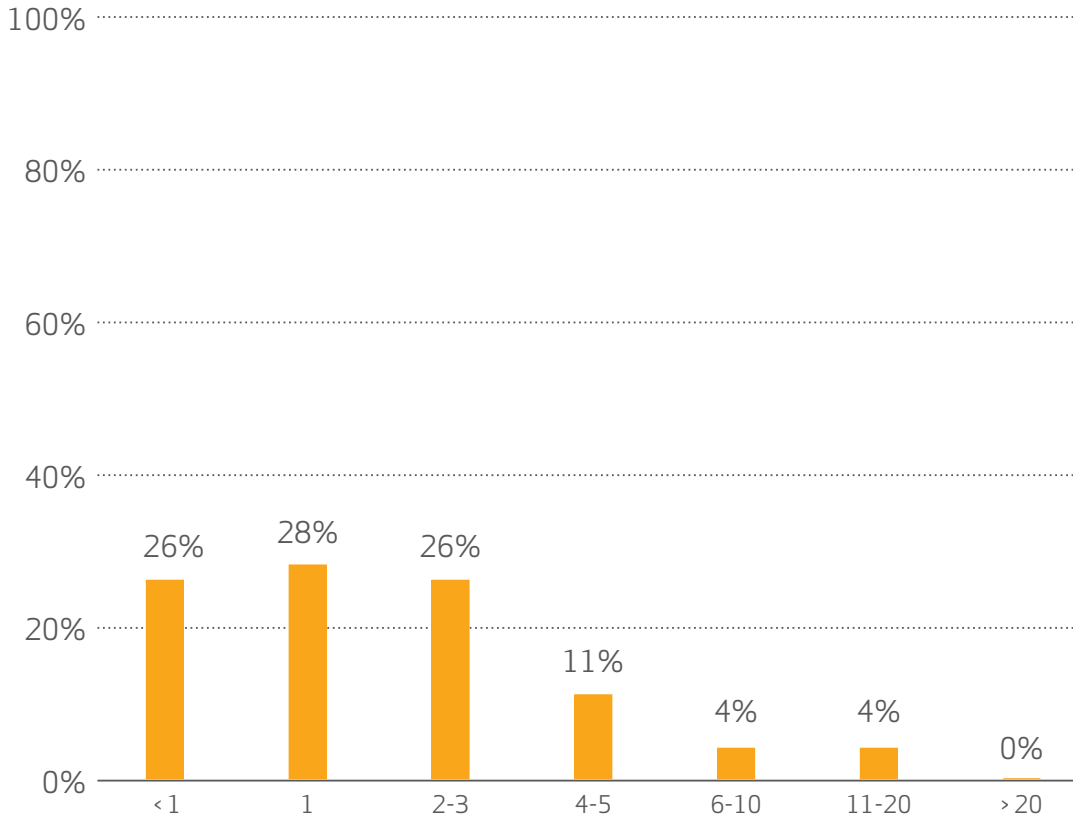
How satisfied are you with ECHA's RIPE manual?



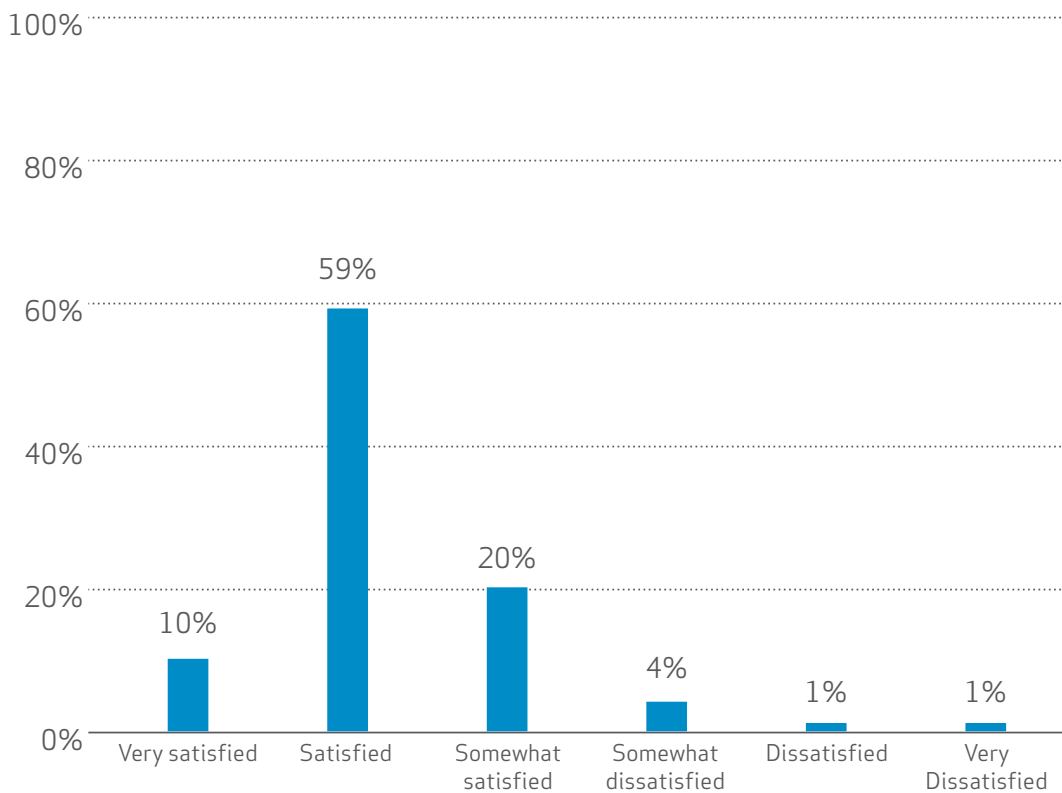
Do you think that further training for RIPE administrators and single points of contact (SPOCs) is necessary?



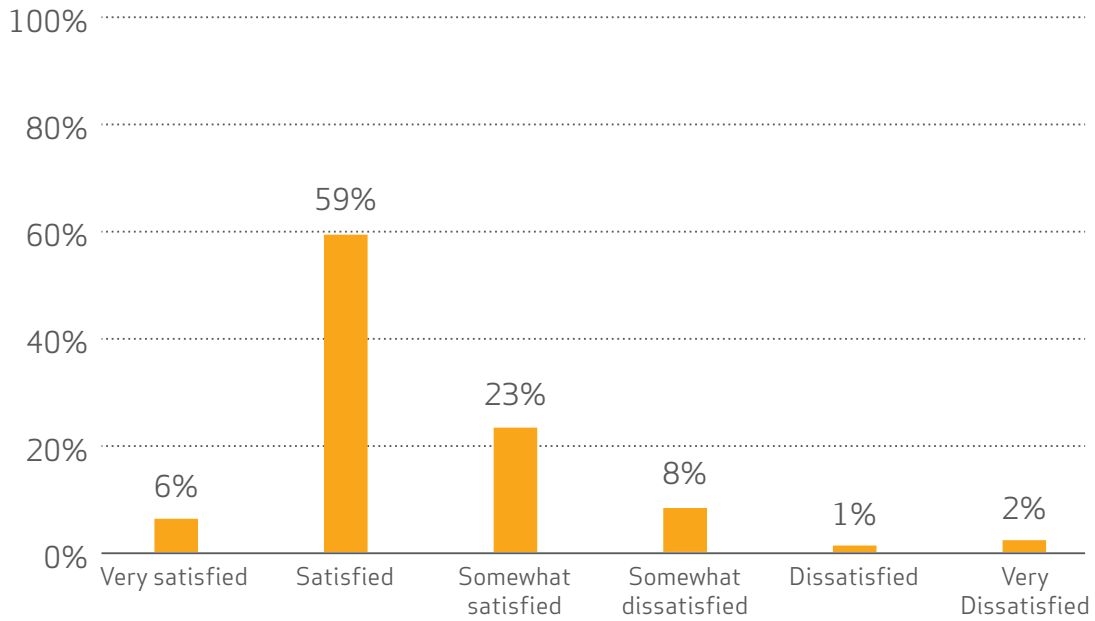
How many times do you think you will visit RIPE per month?



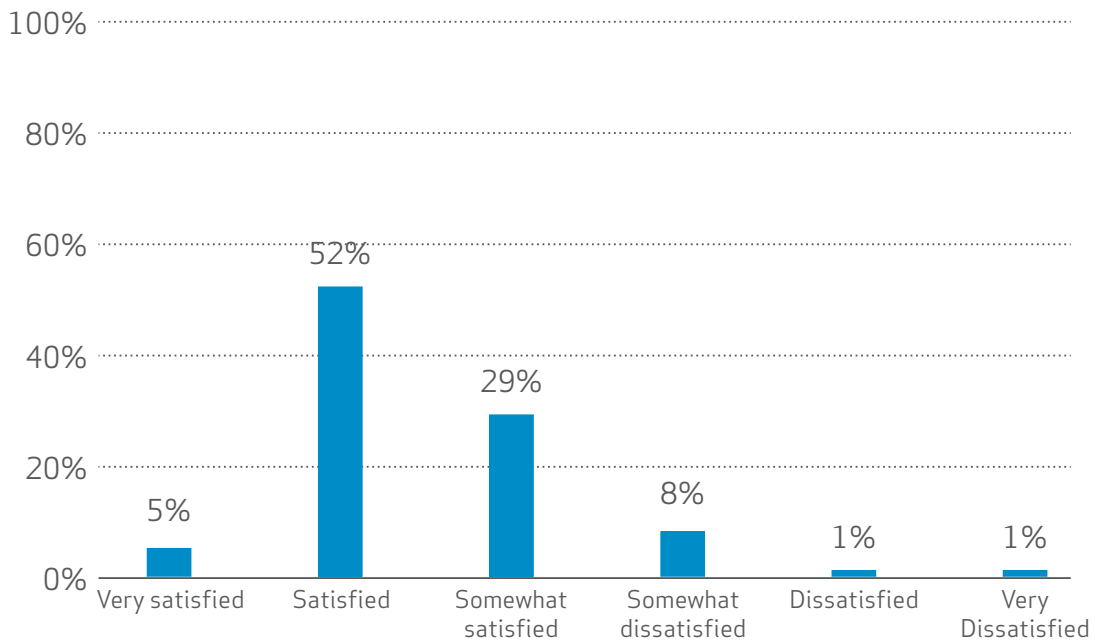
How satisfied are you with ECHA's RIPE manual?



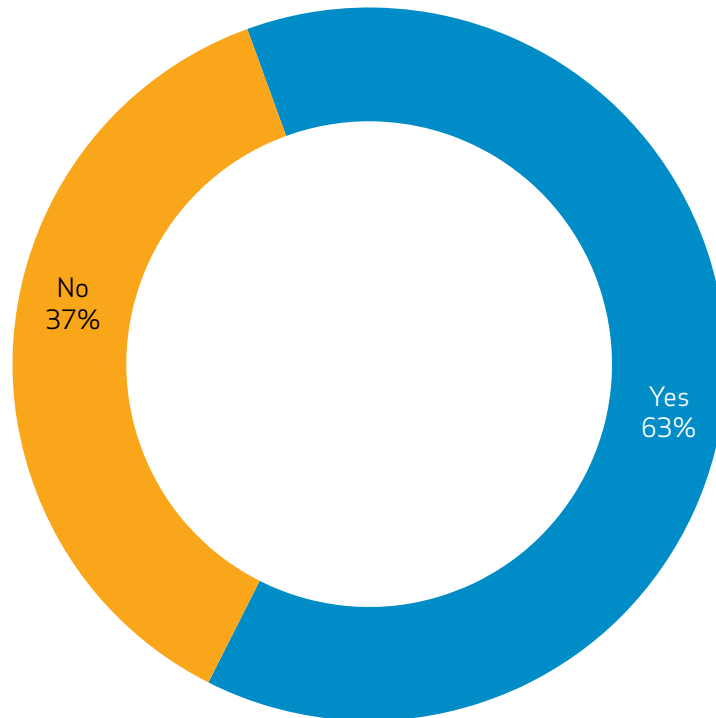
How satisfied are you with search functionality in RIPE?



How satisfied are you with scope of information covered in RIPE's standard/comparison reports?



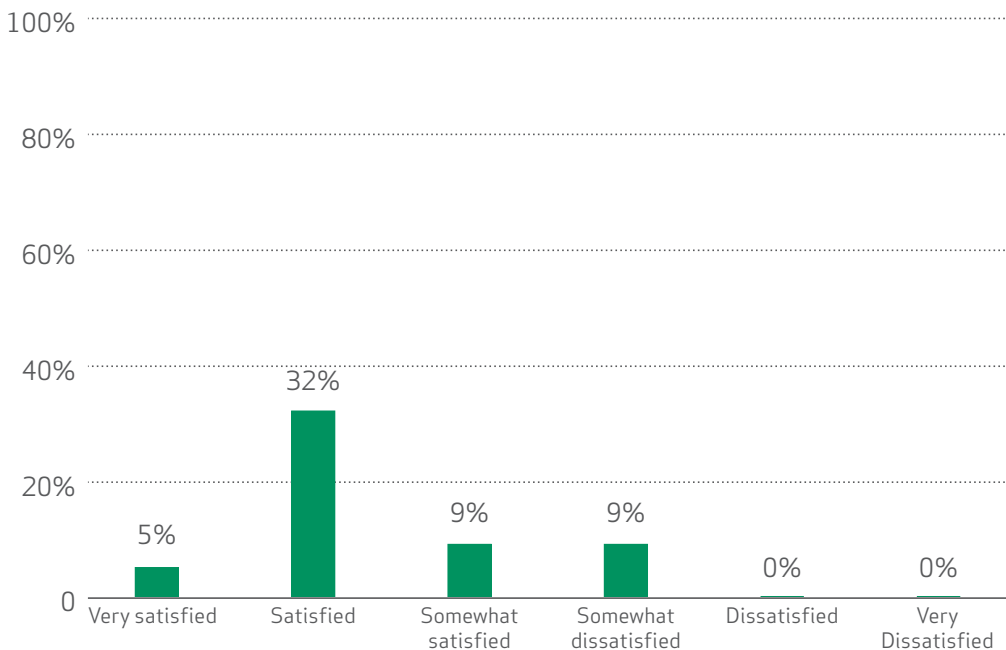
If RIPE were available in your national language, would you use it more frequently?



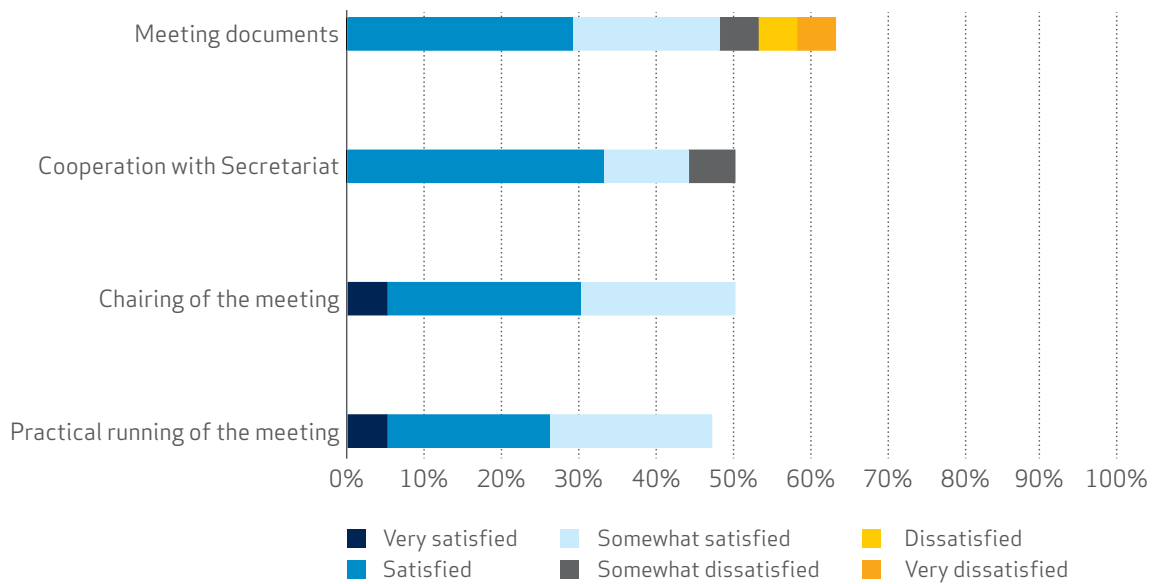
QUESTIONS RELATED TO THE WORK ON THE BIOCIDAL PRODUCTS REGULATION ASKED TO MEMBERS OF THE BIOCIDAL PRODUCTS COMMITTEE, BIOCIDES WORKING GROUP AND COORDINATION GROUP MEMBERS, ACCREDITED STAKEHOLDER ORGANISATIONS, DIRECTORS OF MEMBER STATE COMPETENT AUTHORITIES AND REPRESENTATIVES OF THE EUROPEAN COMMISSION

Question to European Commission representatives, MSCAs, members of the Biocidal Products Committee, Biocides Working Group and Accredited Stakeholder Organisations

How satisfied are you with the organisation and administrative support provided by ECHA for the BPC Working Group meetings (invitations, registration, travelling)?

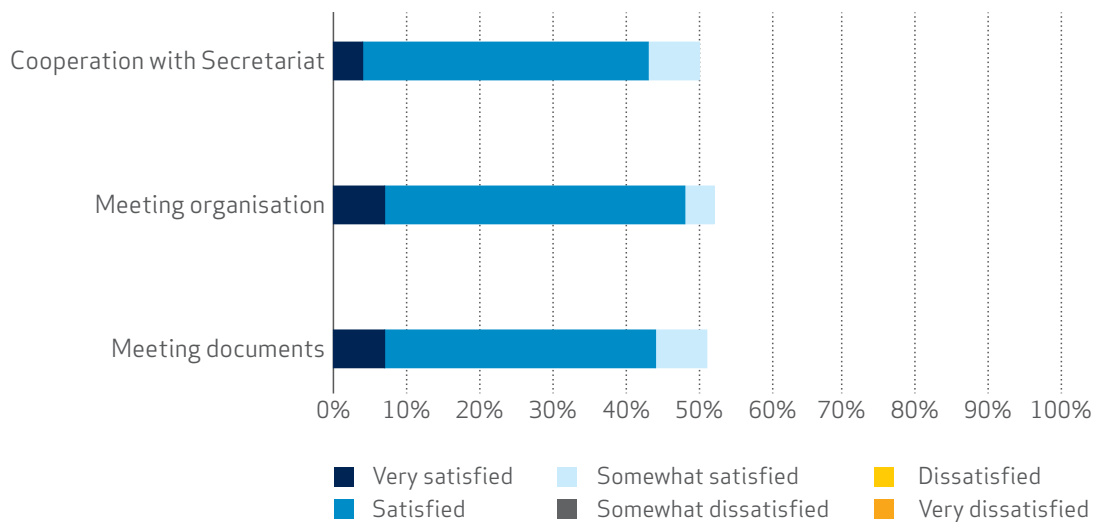


How satisfied are you with the procedures and organisation of the BPC Working Group meetings at the scientific level?



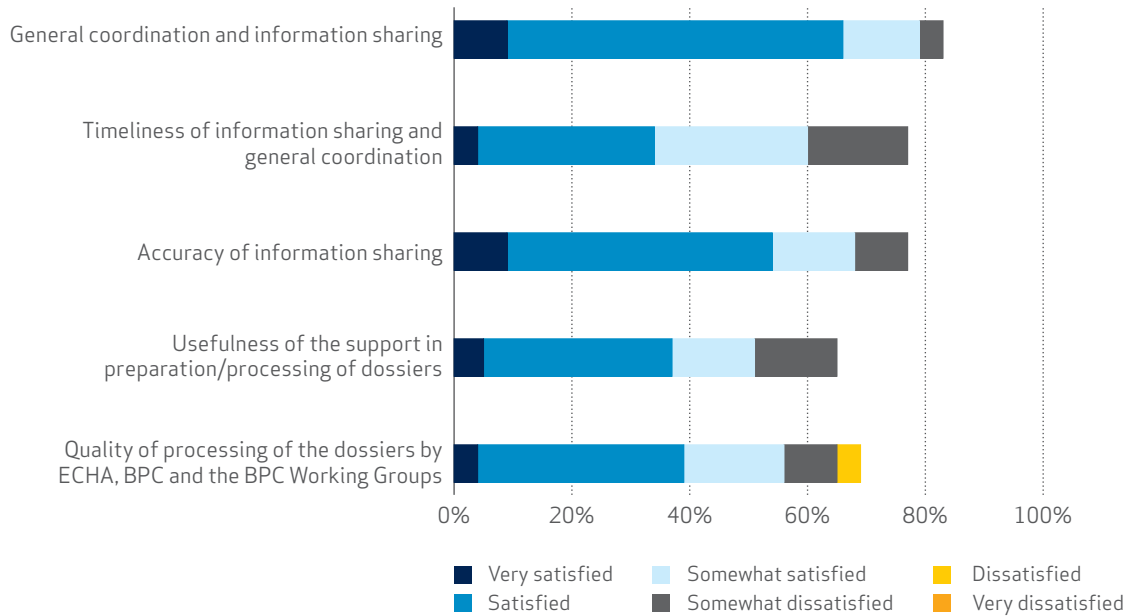
Question to European Commission representatives, Coordination Group members and BPC Accredited Stakeholder organisations

How satisfied are you with ECHA's role in the organisation of the work of the Coordination Group?



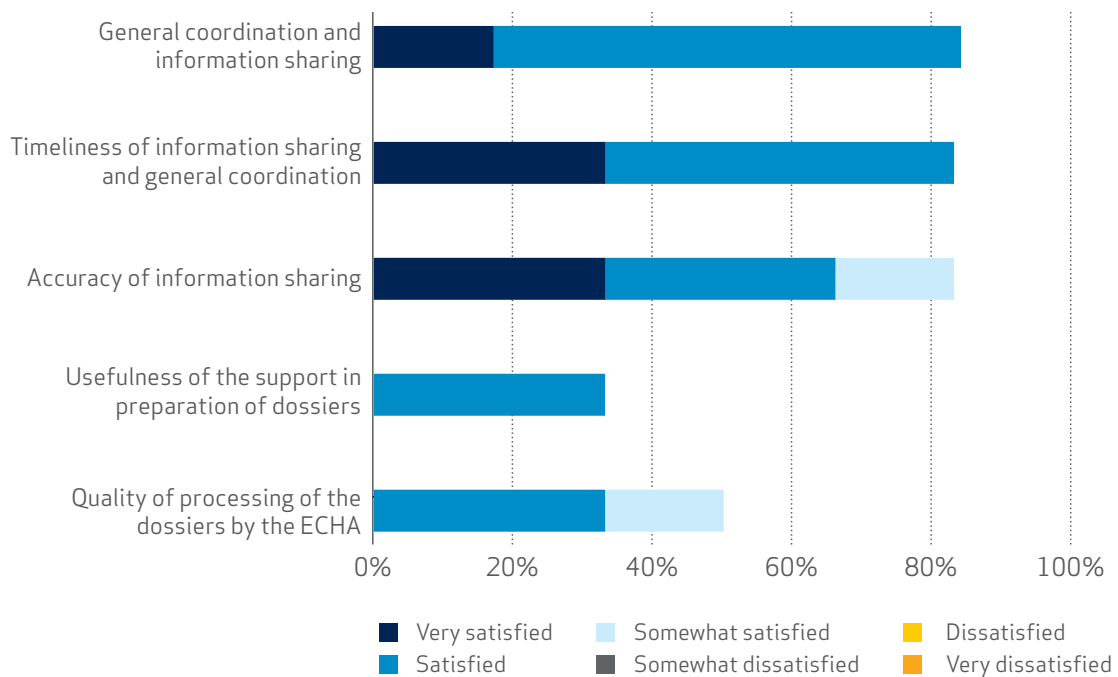
Question to European Commission representatives, MSCAs, BPC, BPC Working Groups and Accredited Stakeholder organisations

Approval of active substances and review programme: How satisfied are you with the quality of the scientific, technical and administrative support provided by ECHA on the following topics?



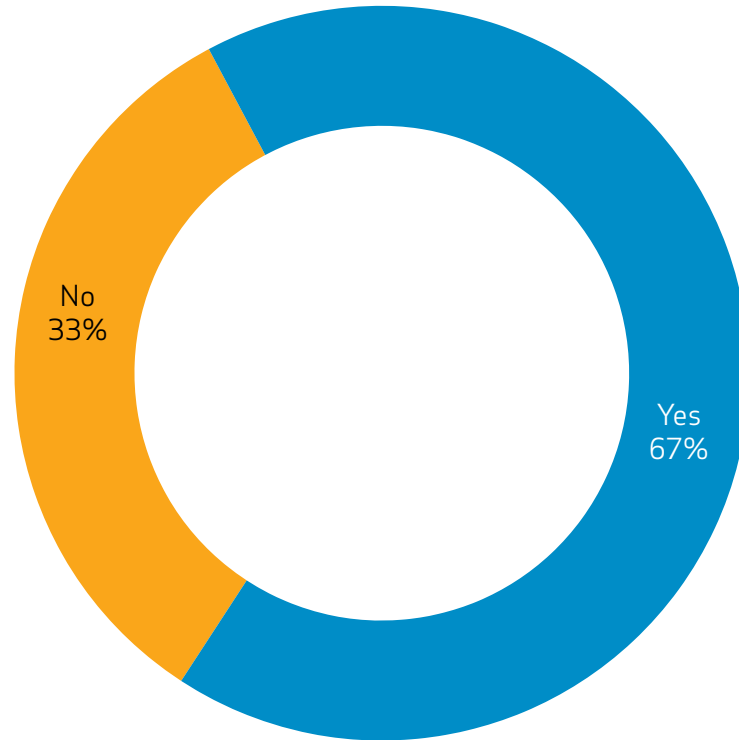
Question to Member State Competent Authorities

National authorisation and mutual recognition: How satisfied are you with the quality of the scientific, technical and administrative support provided by ECHA on the following topics?



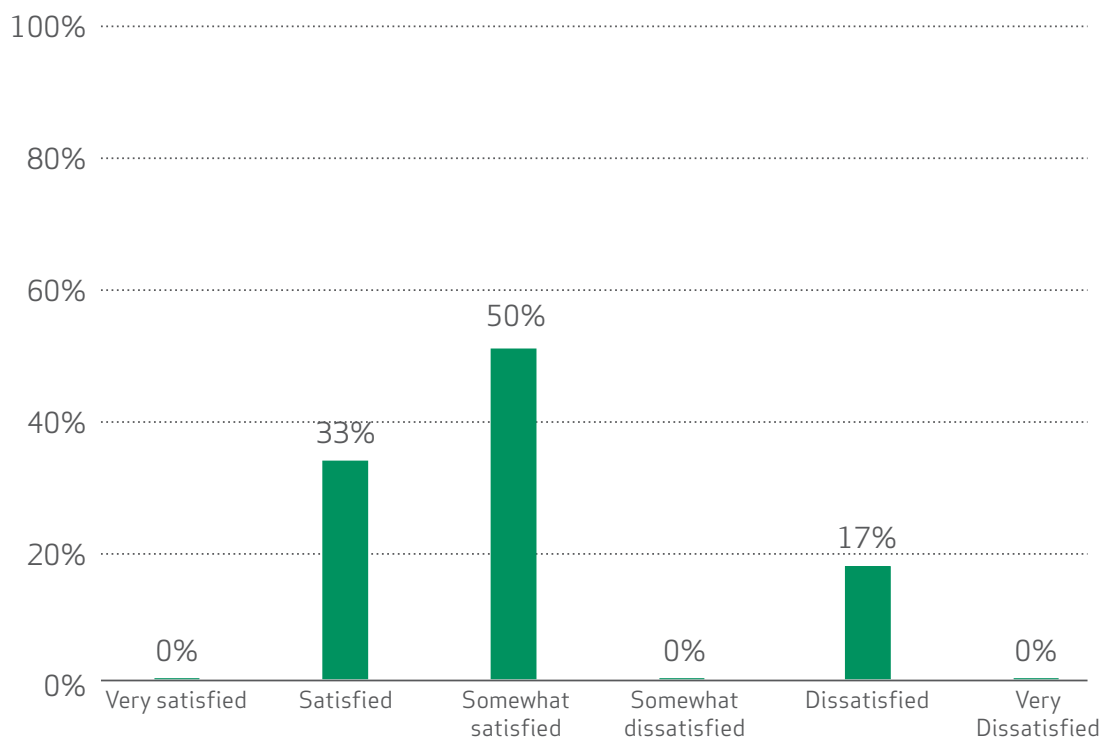
Question to European Commission representatives, BPC members and BCP working group members

Would you like ECHA to provide further scientific, technical and administrative support or guidance?

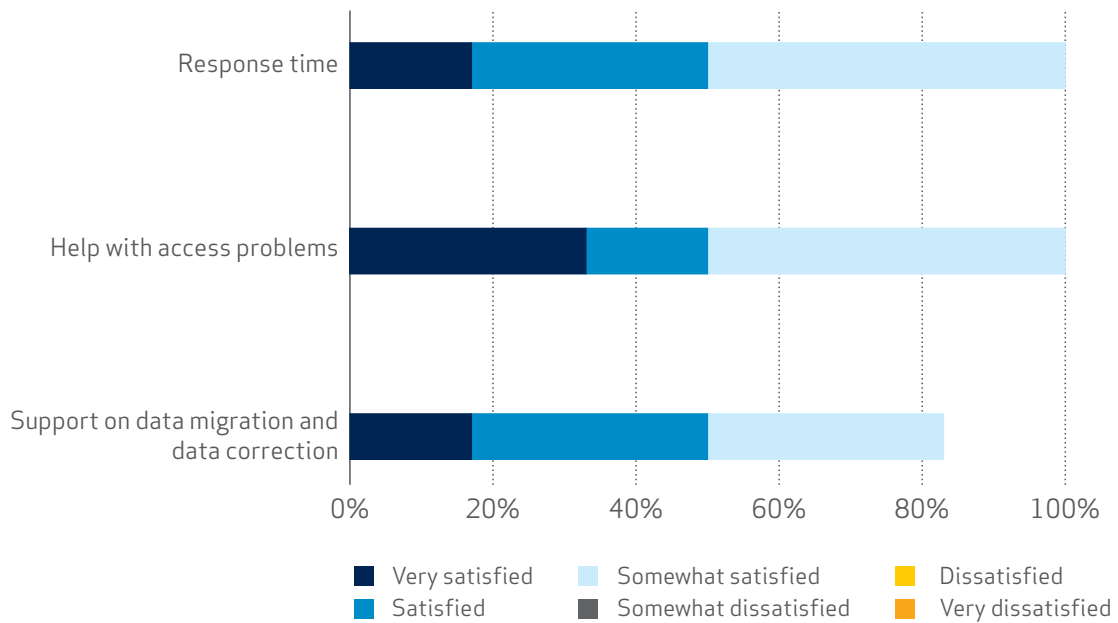


Questions to Member State Competent Authorities

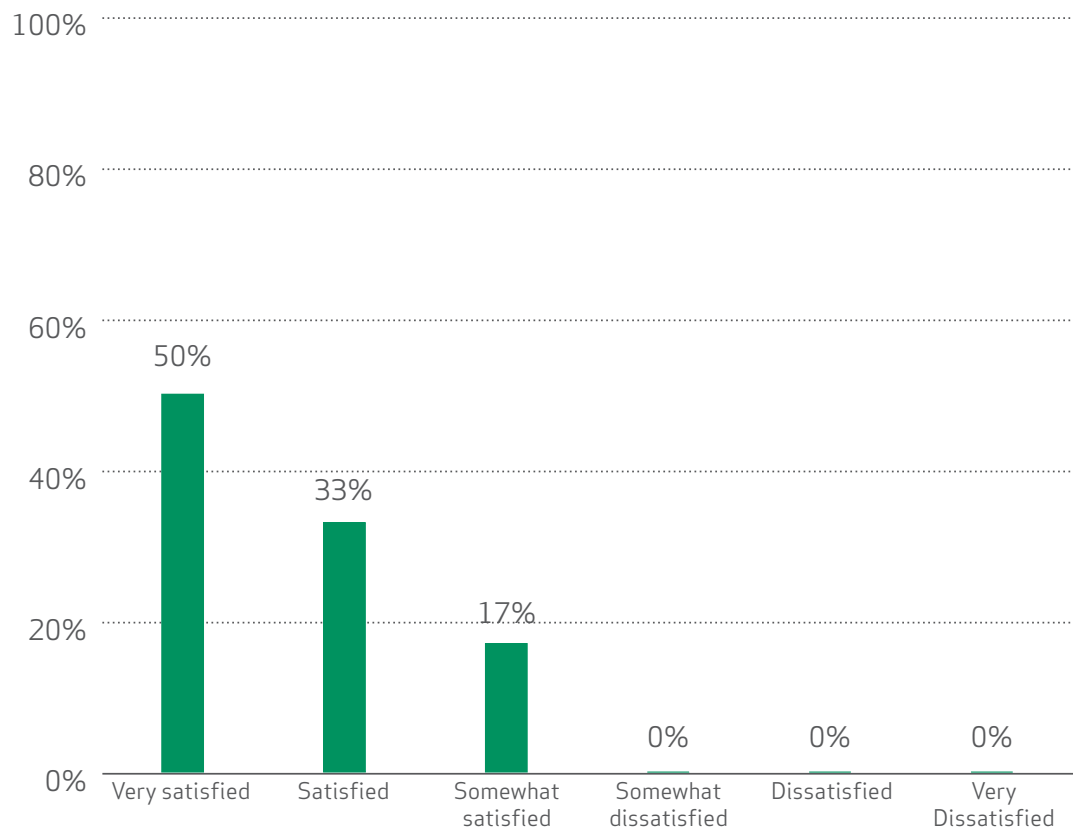
How satisfied are you with the functionalities offered by R4BP 3?



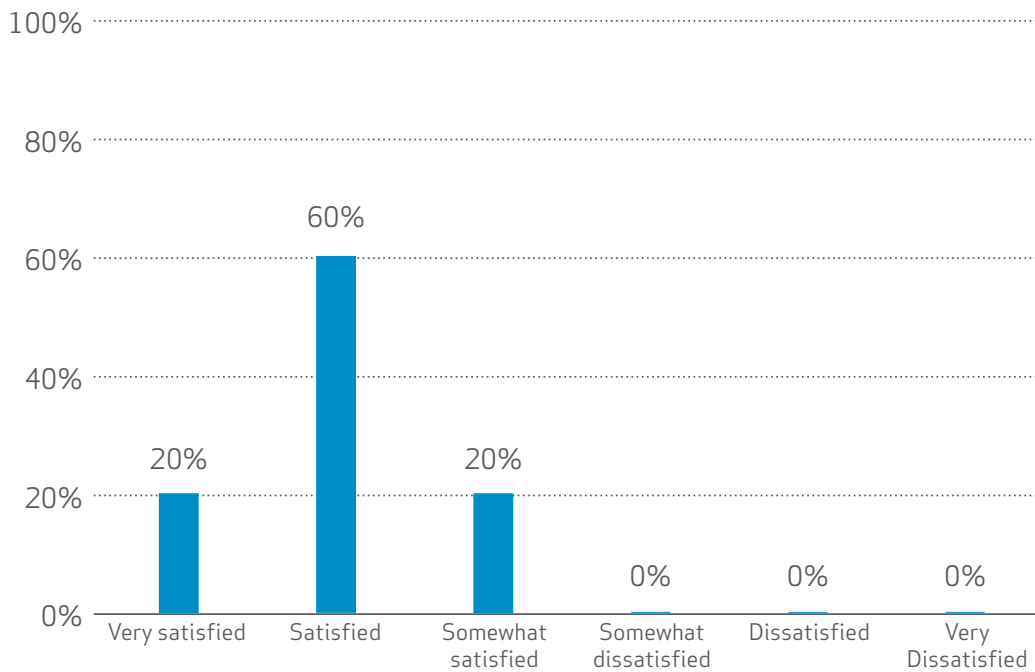
How satisfied are you with the following aspects of the support provided by ECHA in solving technical issues related to R4BP 3?



How satisfied are you with the documents and training supporting the use of R4BP3?



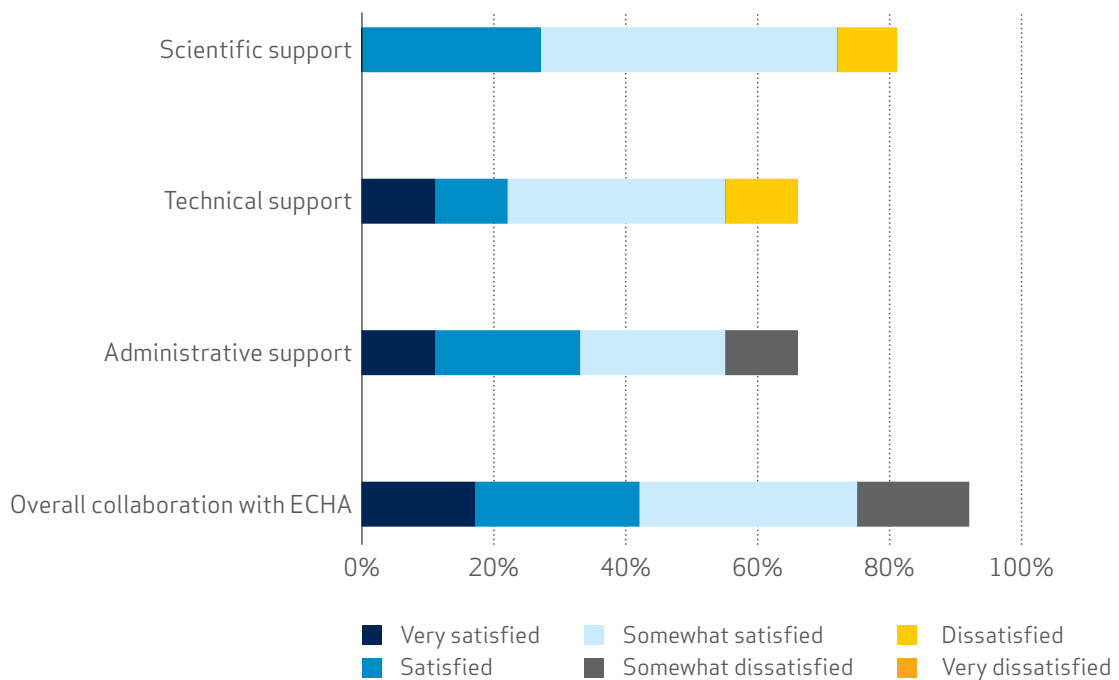
How satisfied are you with the documents and training supporting the use of IUCLID 5.6?



QUESTIONS RELATED TO ECHA'S SCIENTIFIC AND TECHNICAL ADVICE TO EU INSTITUTIONS AND BODIES ASKED TO MEMBER STATE COMPETENT AUTHORITIES, EUROPEAN COMMISSION REPRESENTATIVES, ACCREDITED STAKEHOLDER ORGANISATIONS, PEER AGENCIES AND INTERNATIONAL ORGANISATIONS

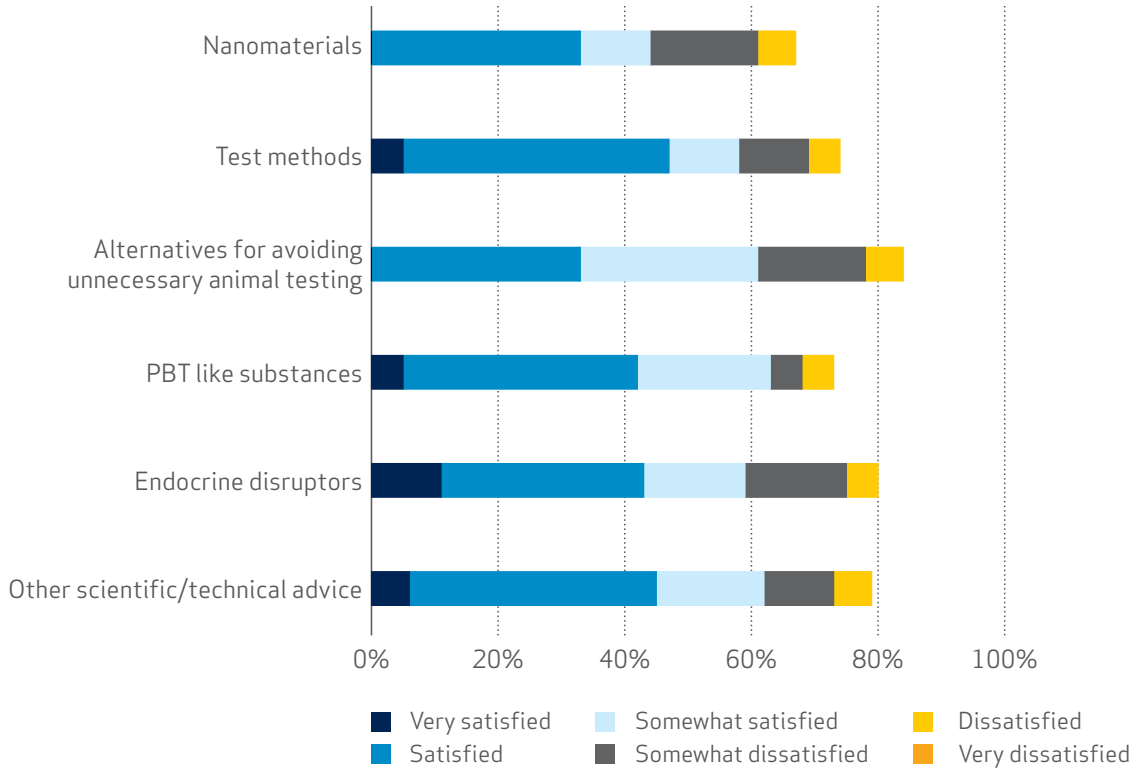
Questions to Member State Competent Authorities and European Commission representatives

How satisfied are you with the support given by ECHA on the following topics?



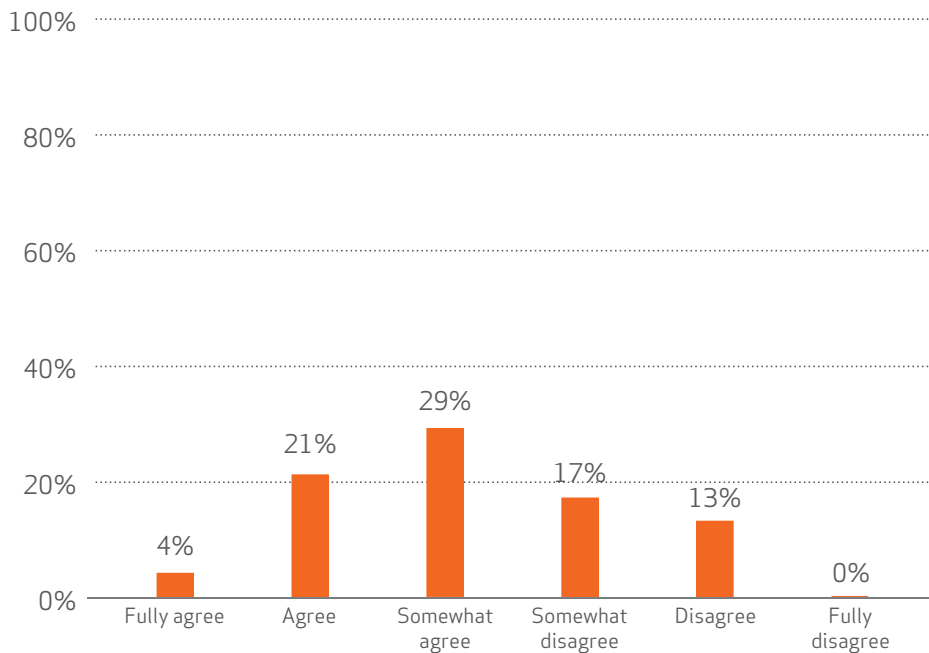
Questions to Member State Competent Authorities, European Commission representatives, accredited stakeholder organisations, peer agencies and international organisations

How satisfied are you with the support given by ECHA on the following topics?

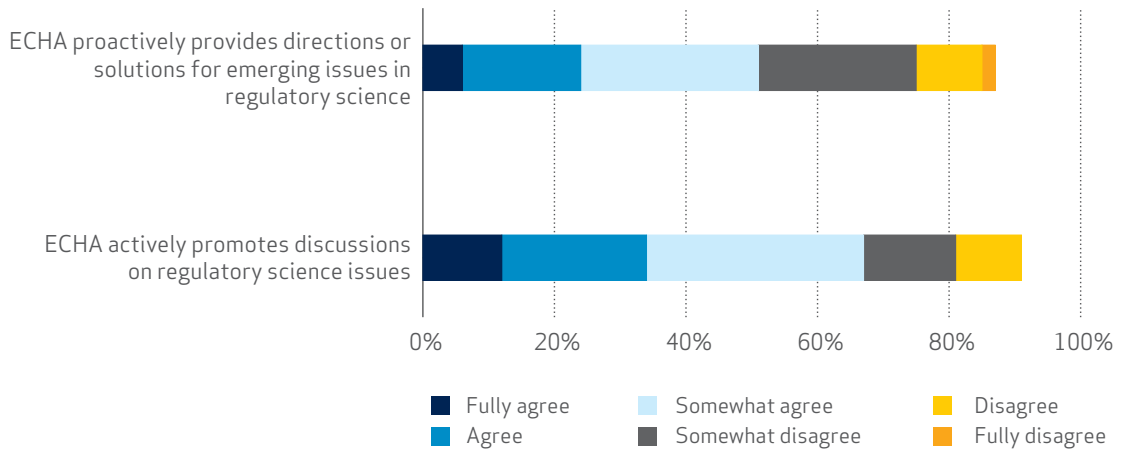


Questions to Member State Competent Authorities, European Commission representatives, accredited stakeholder organisations, peer agencies and international organisations

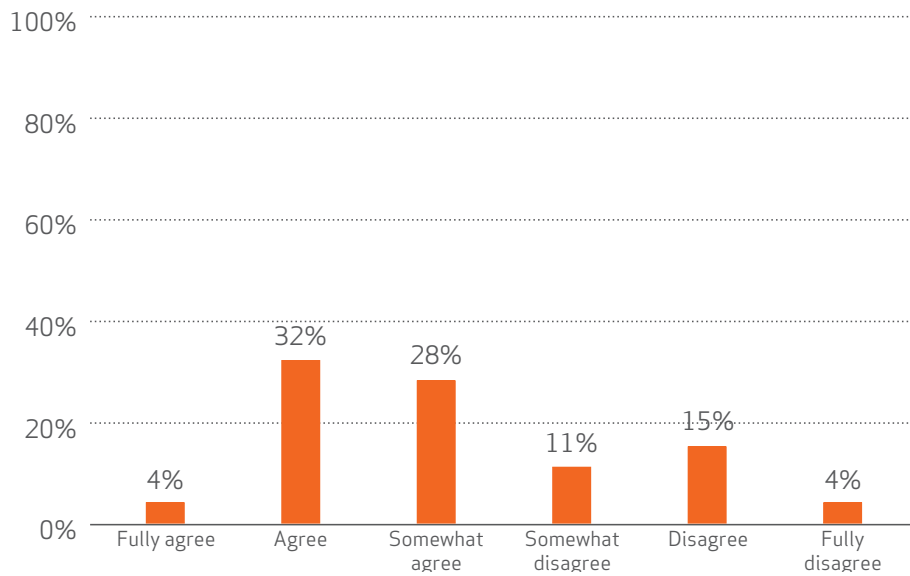
Please rate your level of agreement with the following statement: ECHA adequately communicates research and development needs in regulatory science to the scientific community.



Please rate your level of agreement with the following statements

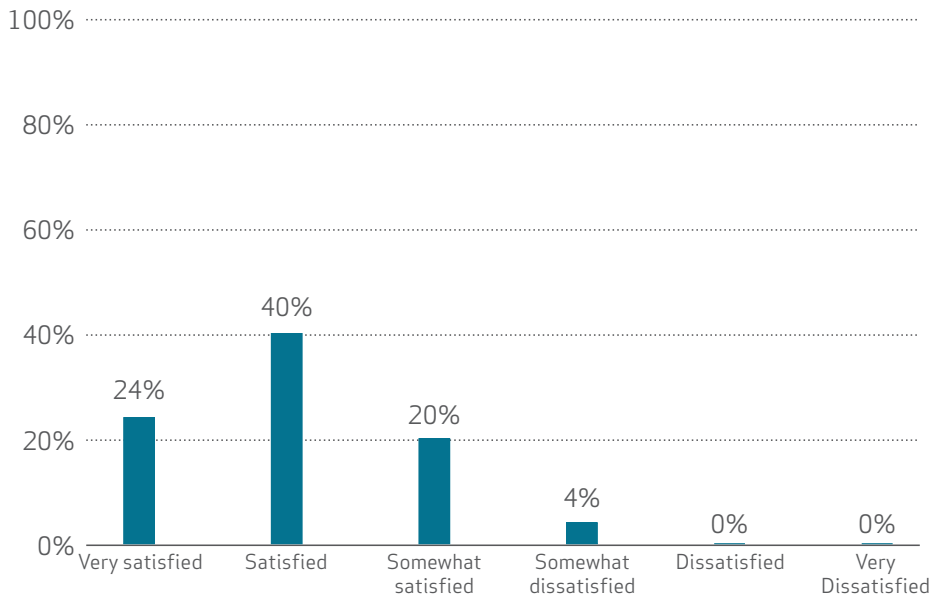


Please rate your level of agreement with the following statement: ECHA's guidance and advisory documents reflect latest developments in regulatory science sufficiently well.

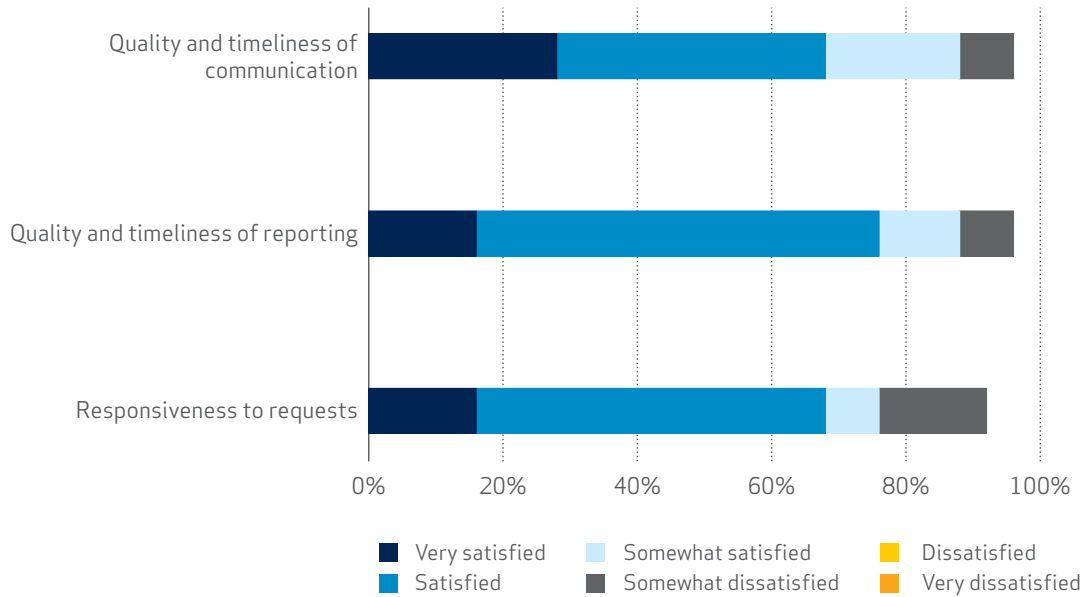


QUESTIONS ON INTERNATIONAL ACTIVITIES ASKED TO EUROPEAN COMMISSION REPRESENTATIVES, PEER AGENCIES OUTSIDE OF EUROPE AND TO REPRESENTATIVES OF TAIEX AND IPA

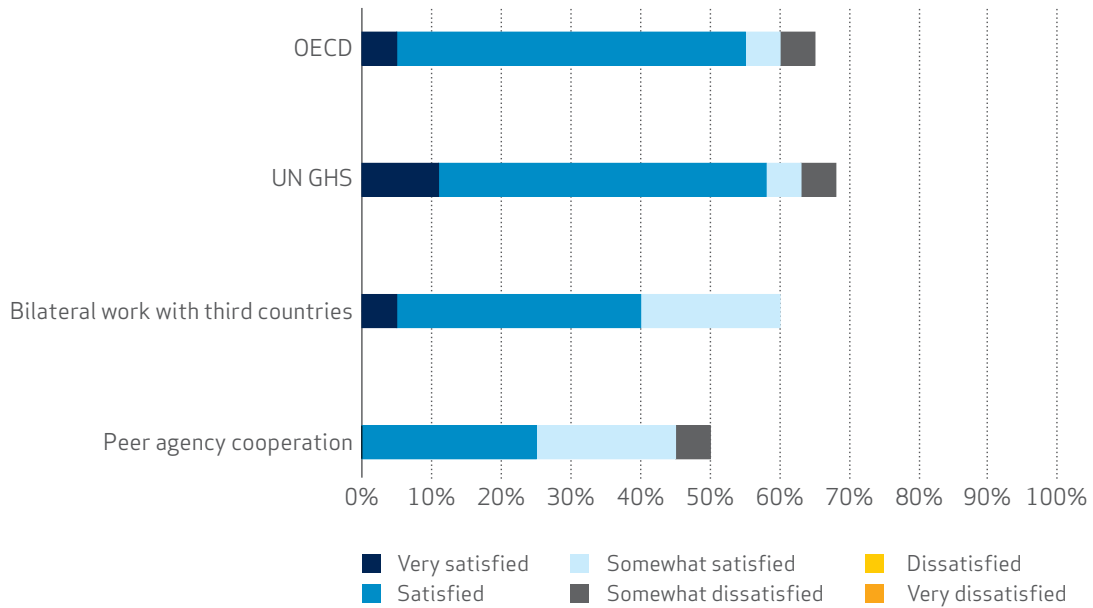
Overall, how satisfied are you with your organisation's interaction on international activities with ECHA?



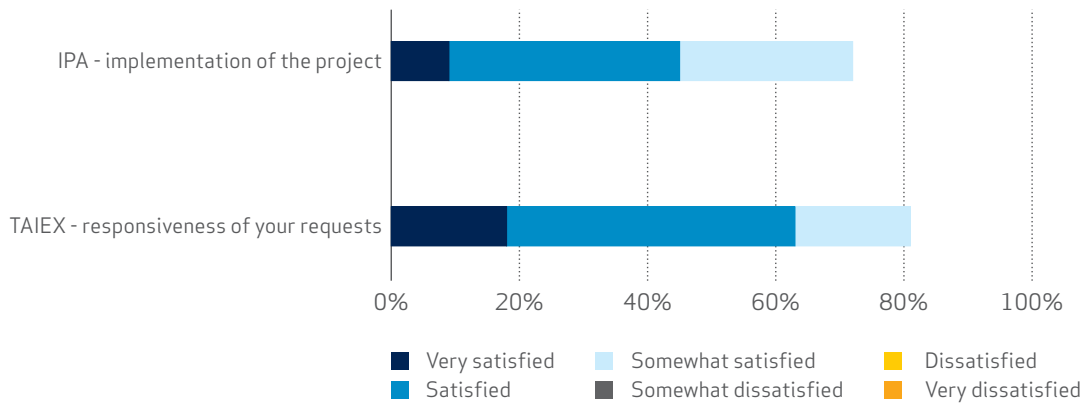
How satisfied are you with ECHA's performance related to the following?



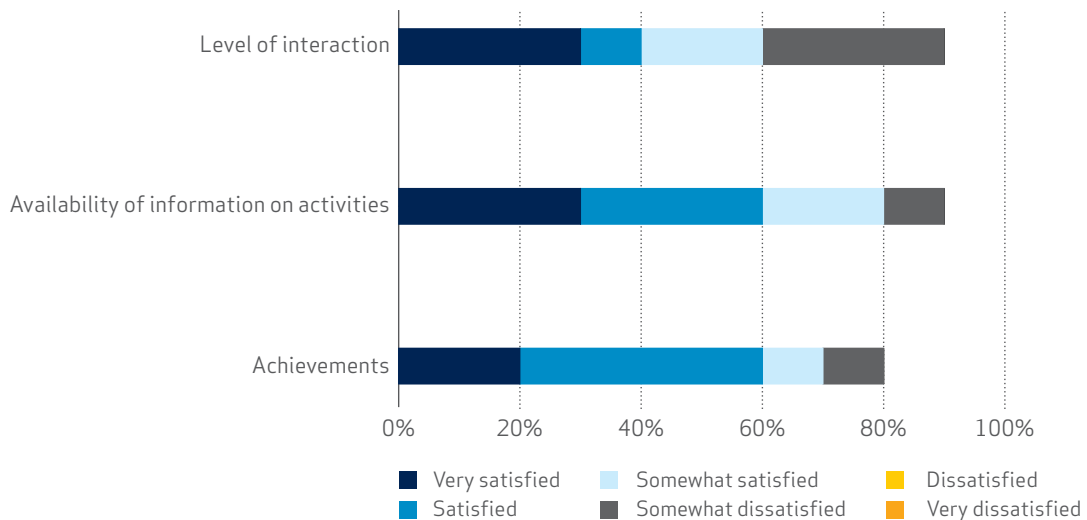
How satisfied are you with ECHA's contributions to the following?



How satisfied are you with ECHA's performance related to the following?

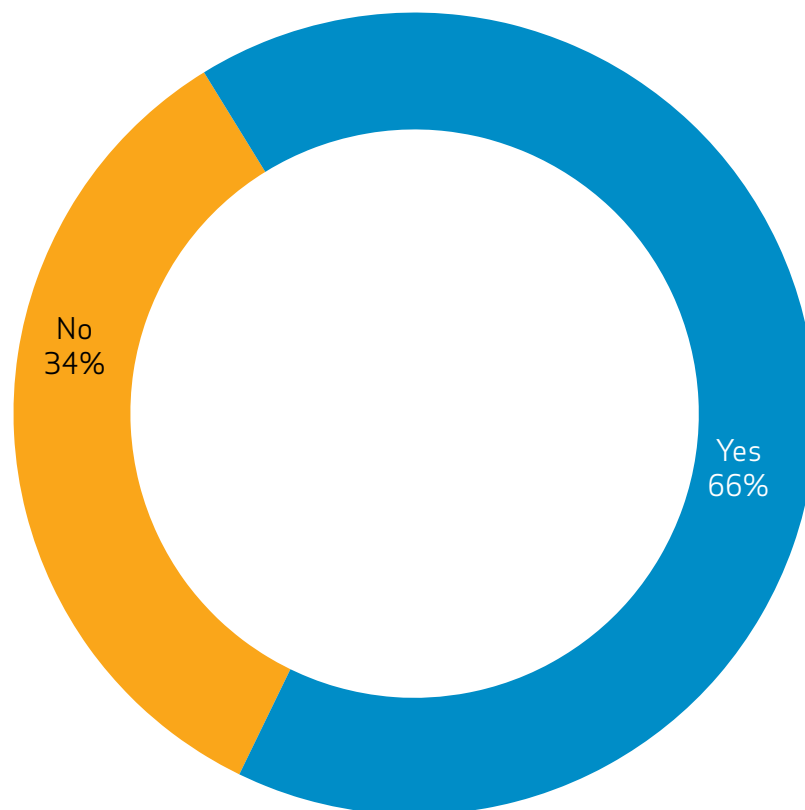


How satisfied are you with ECHA's performance related to the following?

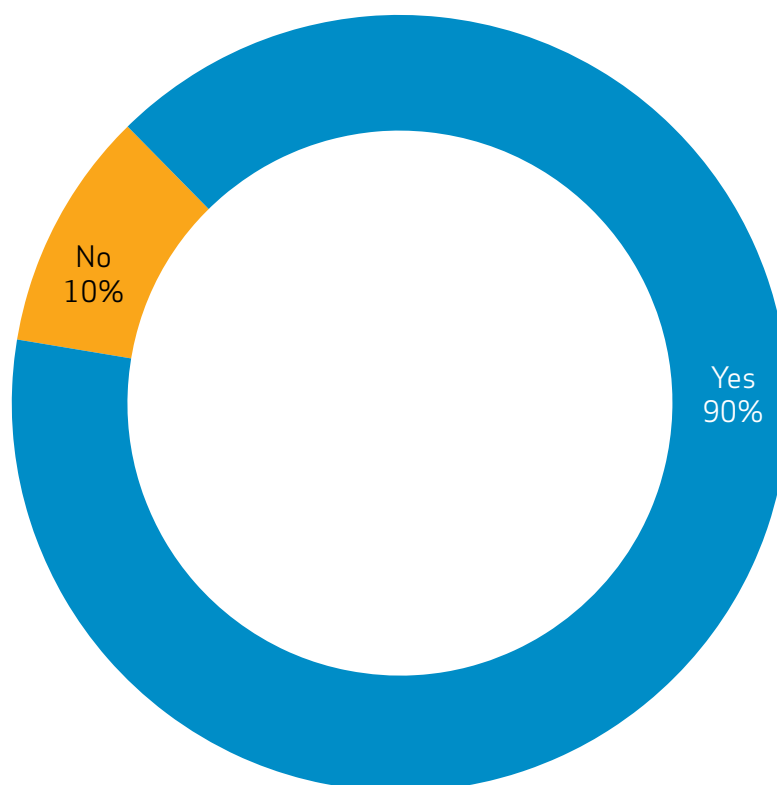


QUESTIONS ON PIC ASKED TO MEMBER STATES DESIGNATED NATIONAL AUTHORITIES AND EUROPEAN COMMISSION REPRESENTATIVES

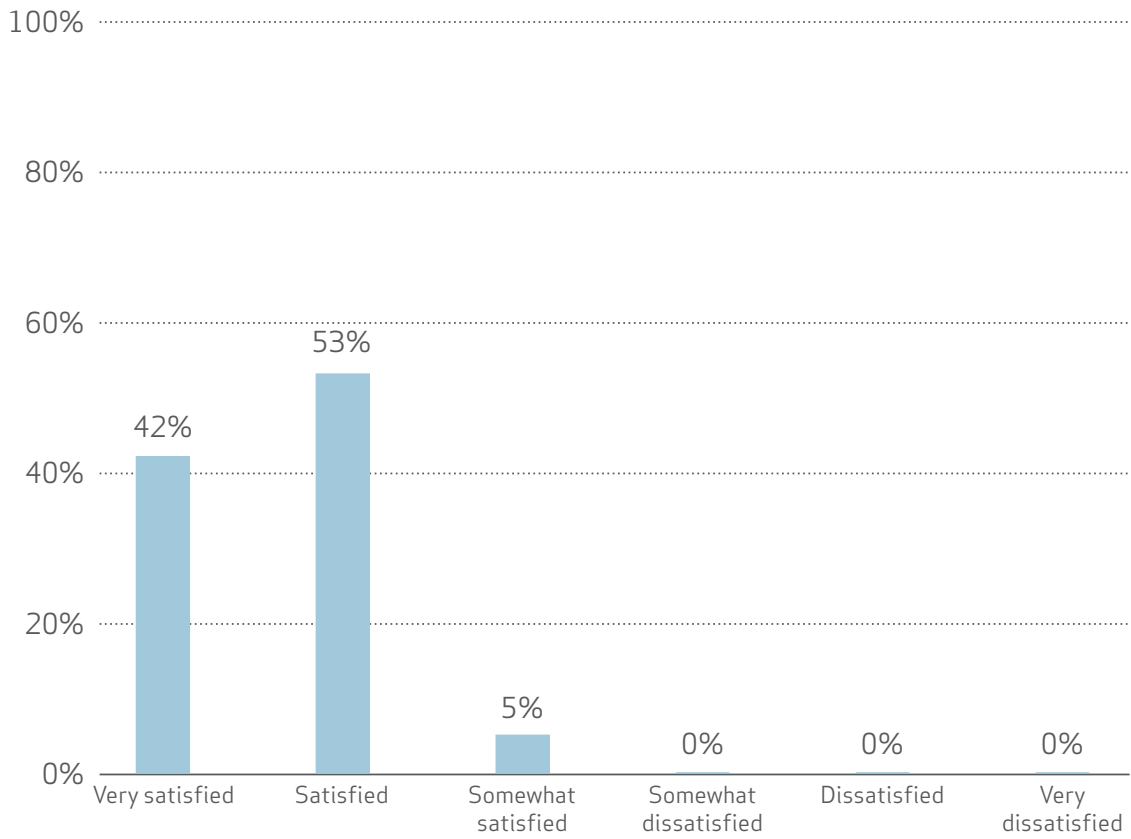
Are you involved in PIC related activities?



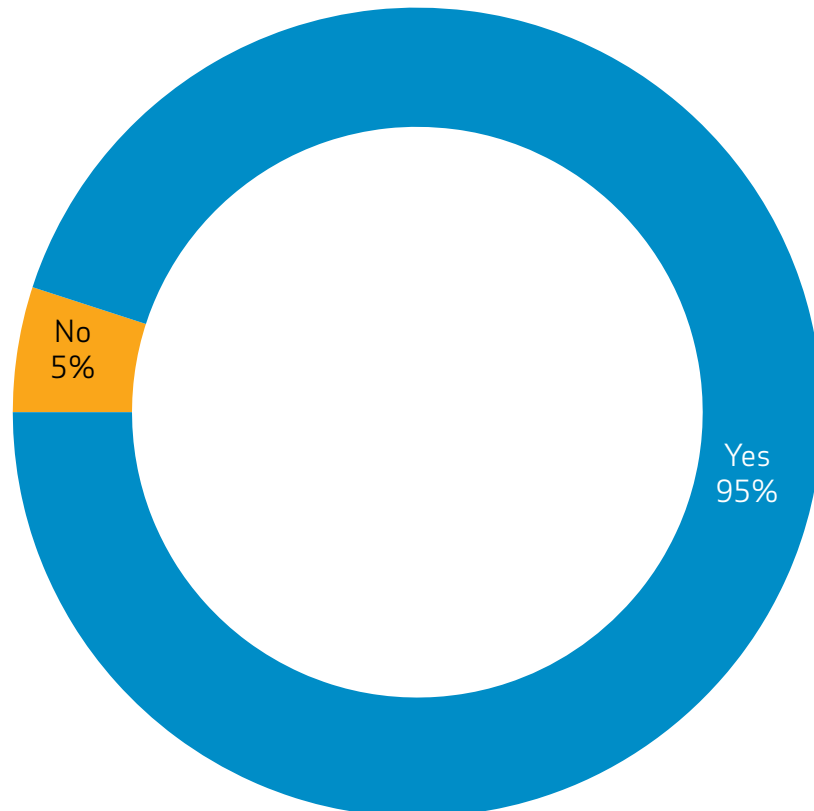
Were you working on PIC when ECHA took over from the JRC (on 1 March 2014)?



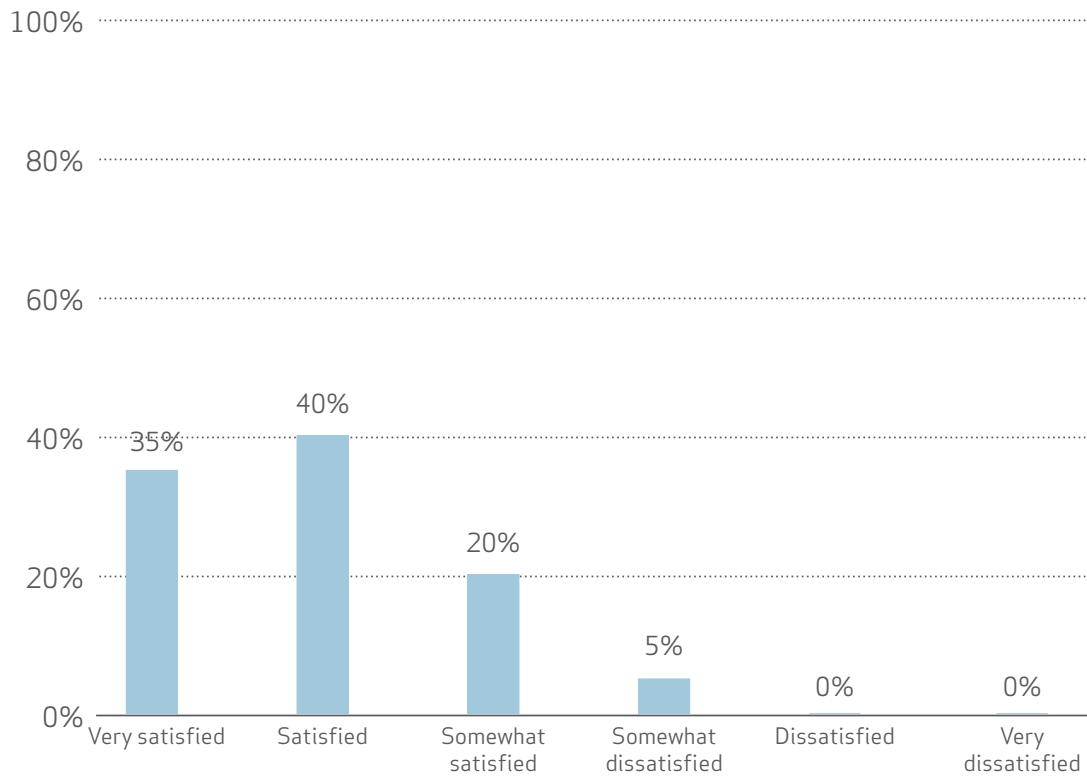
How satisfied are you with how the handover was managed?



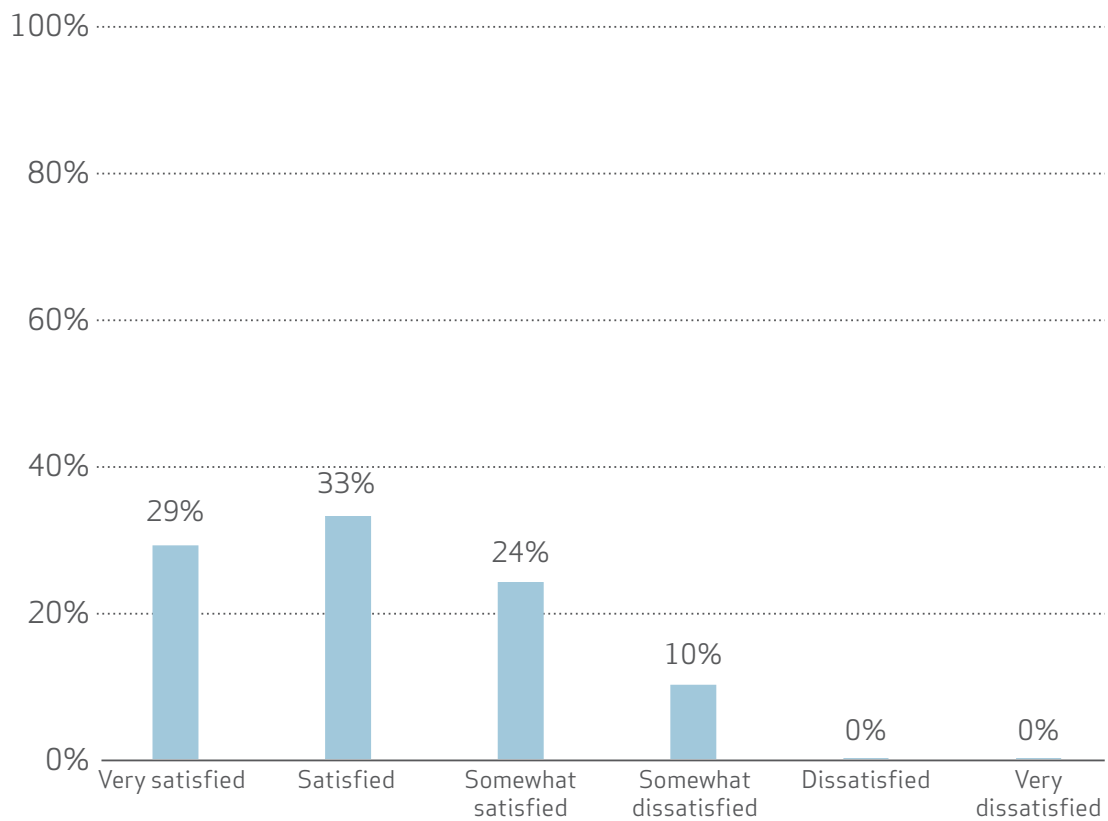
Were you working on PIC when ECHA switched from EDEXIM to ePIC?



How satisfied are you with the transition between the two operating systems?

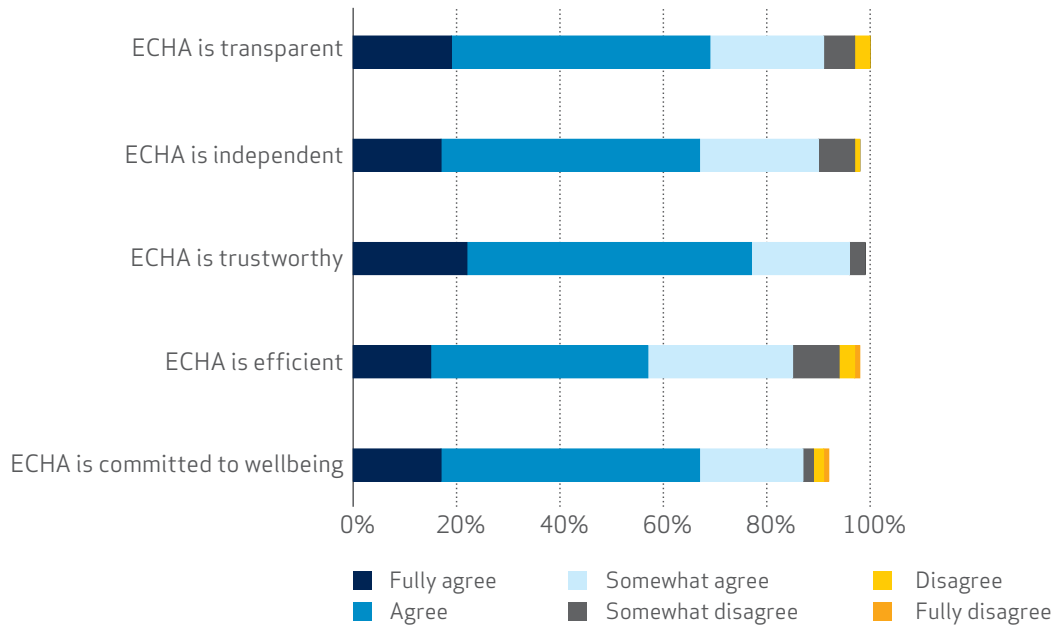


How satisfied are you with the new submission system, ePIC?



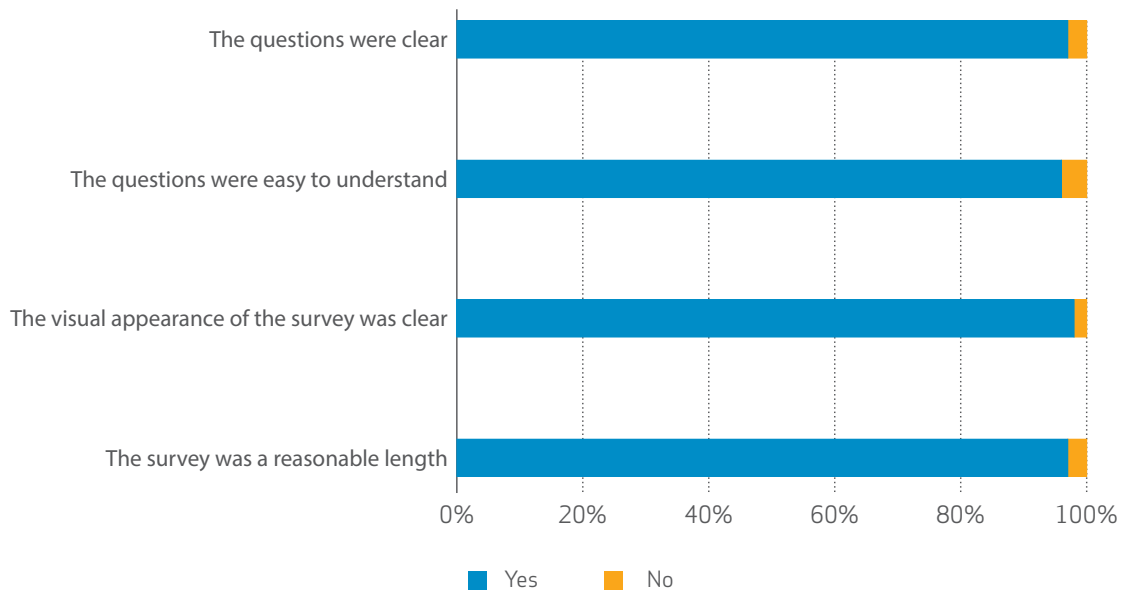
QUESTIONS ASKED TO ECHA'S BODIES AND NETWORKS ABOUT ECHA'S VALUES

ECHA values: Please rate the following statements about ECHA values



QUESTIONS ASKED TO ECHA'S BODIES AND NETWORKS ABOUT THIS SURVEY IN GENERAL

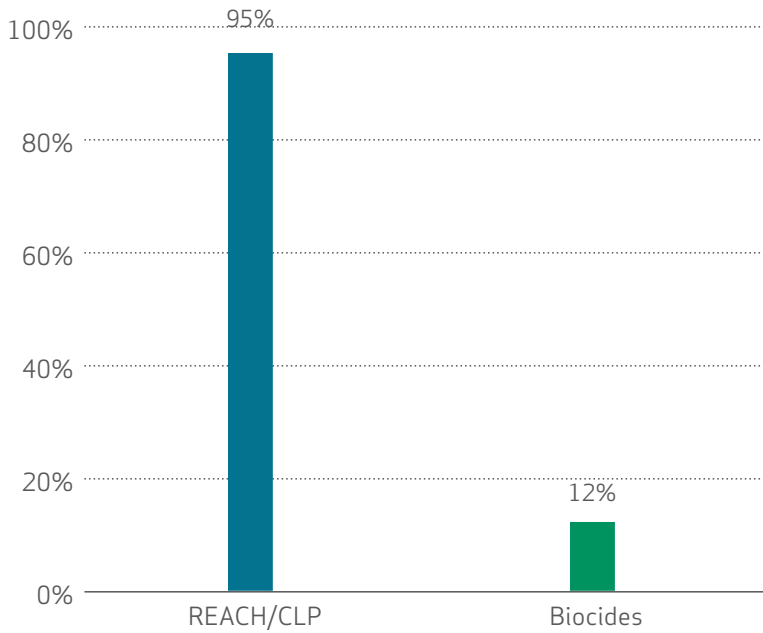
Please rate the following statements



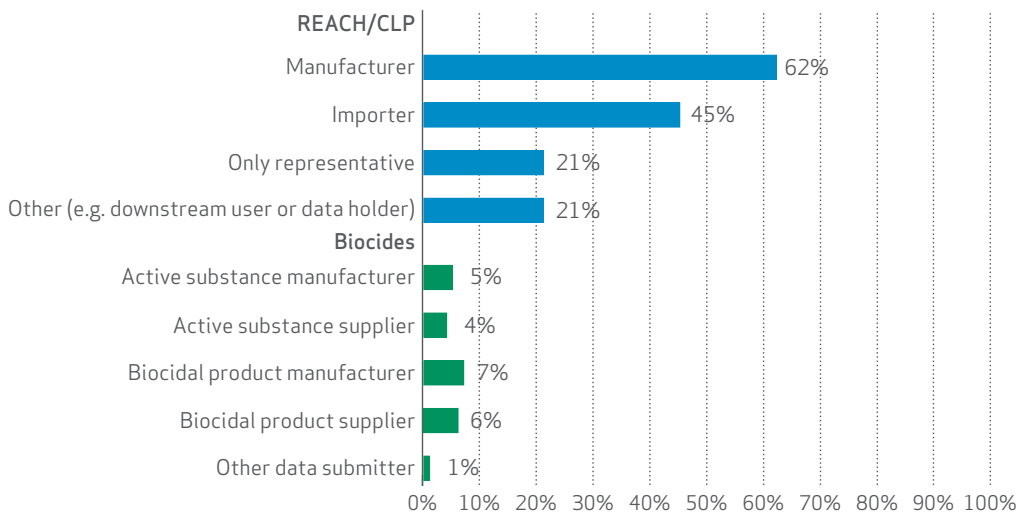
REGISTRANTS AND APPLICANTS SUB-SURVEY: QUESTIONS SENT TO REACH REGISTRANTS AND BIOCIDES APPLICANTS

GENERAL QUESTIONS ASKED TO REACH REGISTRANTS AND BIOCIDES APPLICANTS

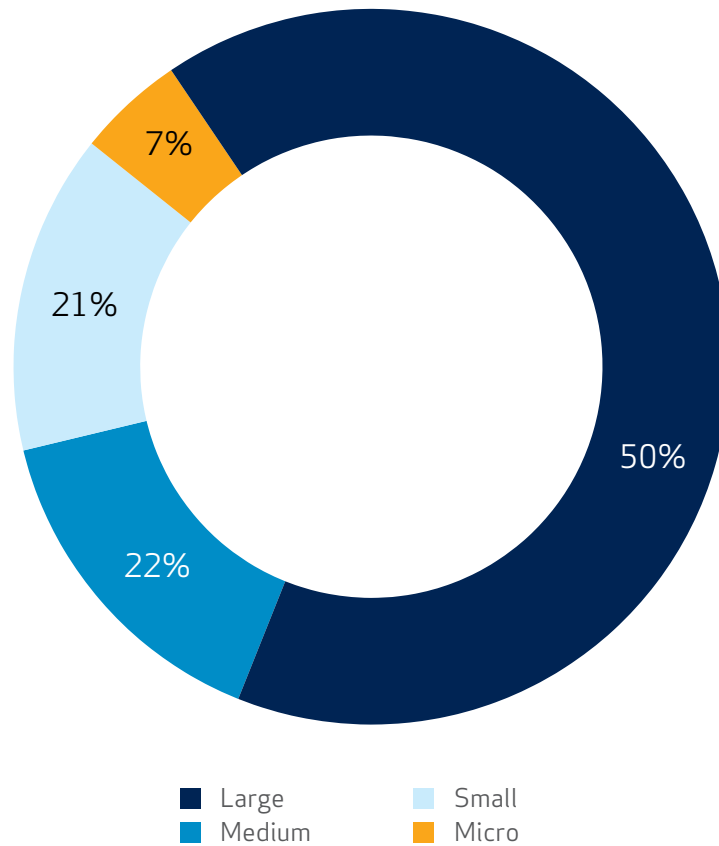
Please indicate under which legislation your legal entity has duties (please select all that apply):



Role of your organisation under the legislation (please select all that apply):

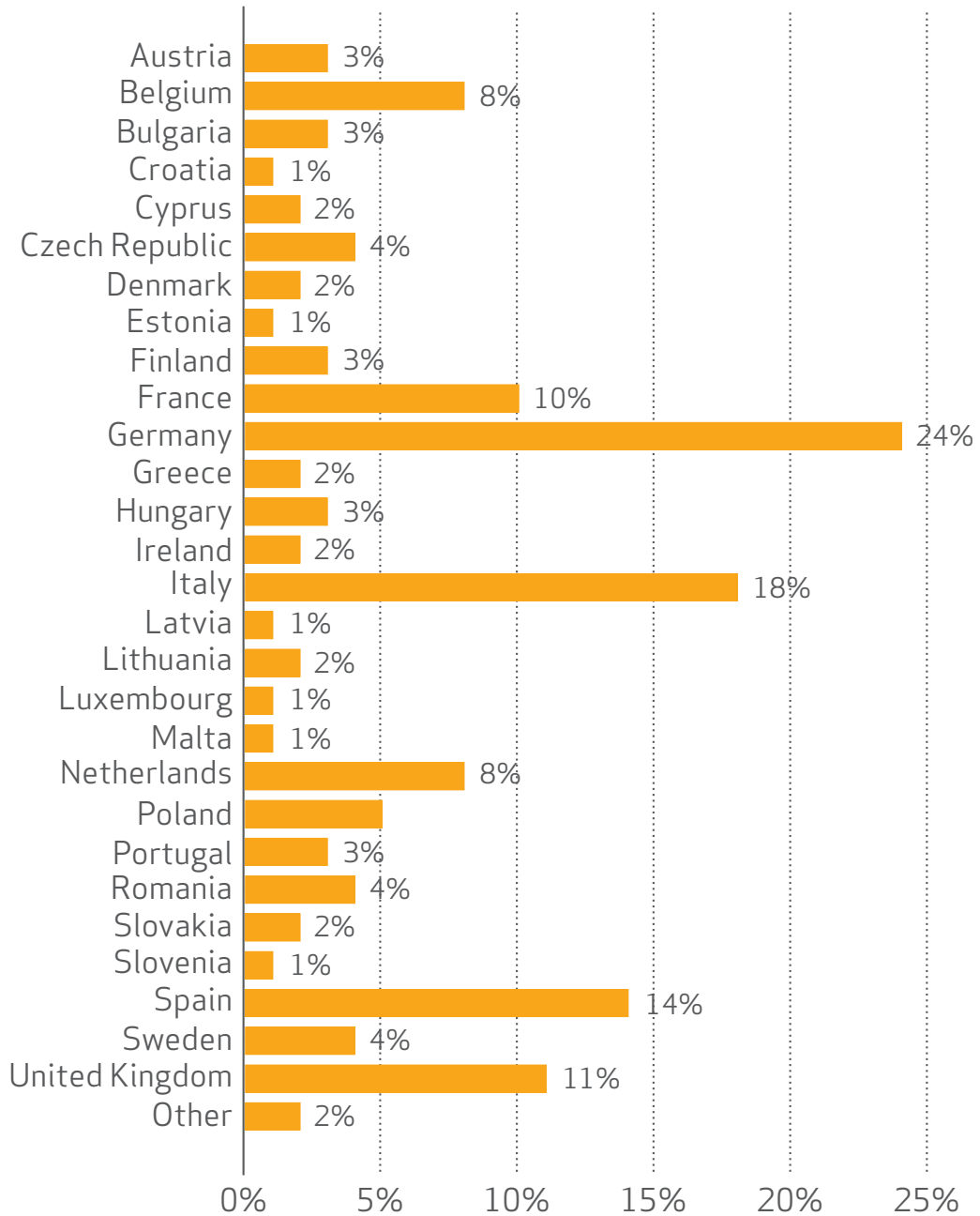


Please indicate the size of your legal entity:

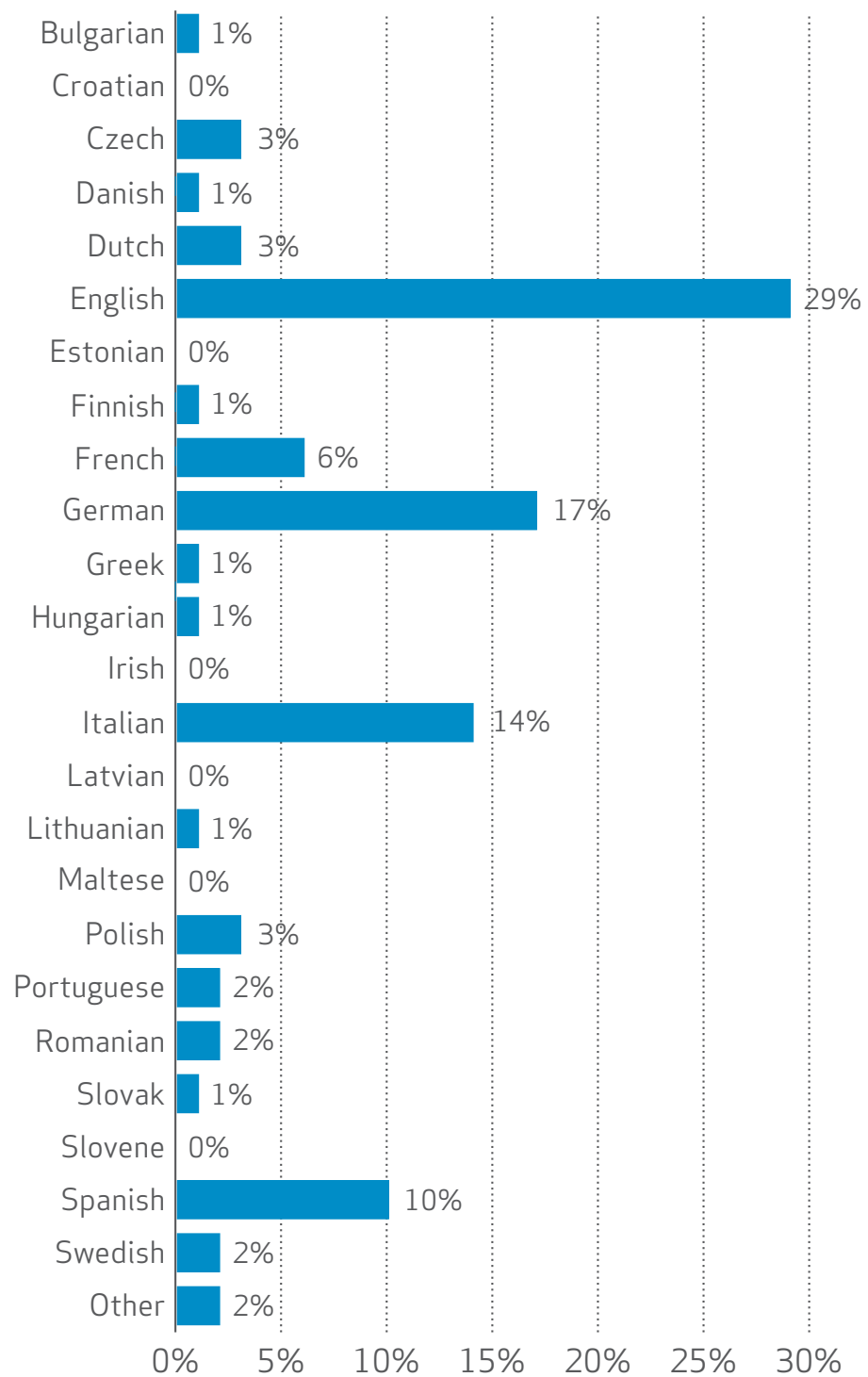


Questions asked to REACH registrants on REACH registration, data sharing and dissemination

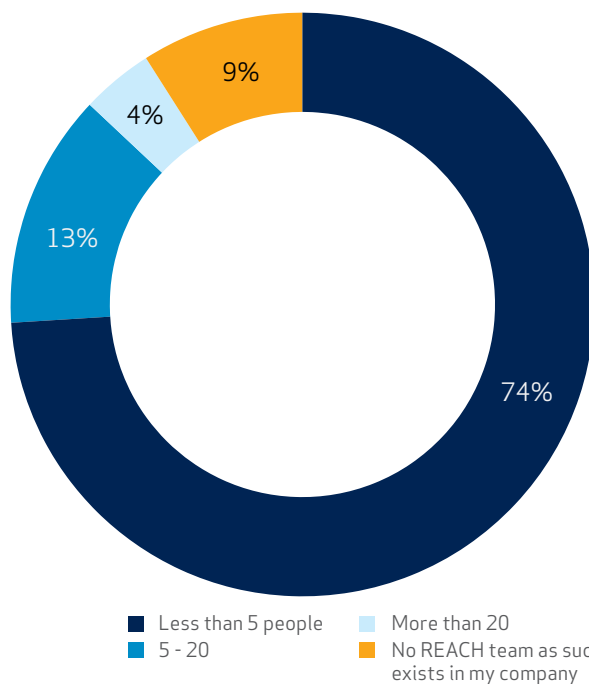
In which country are your legal entities, responsible for the registration, located?



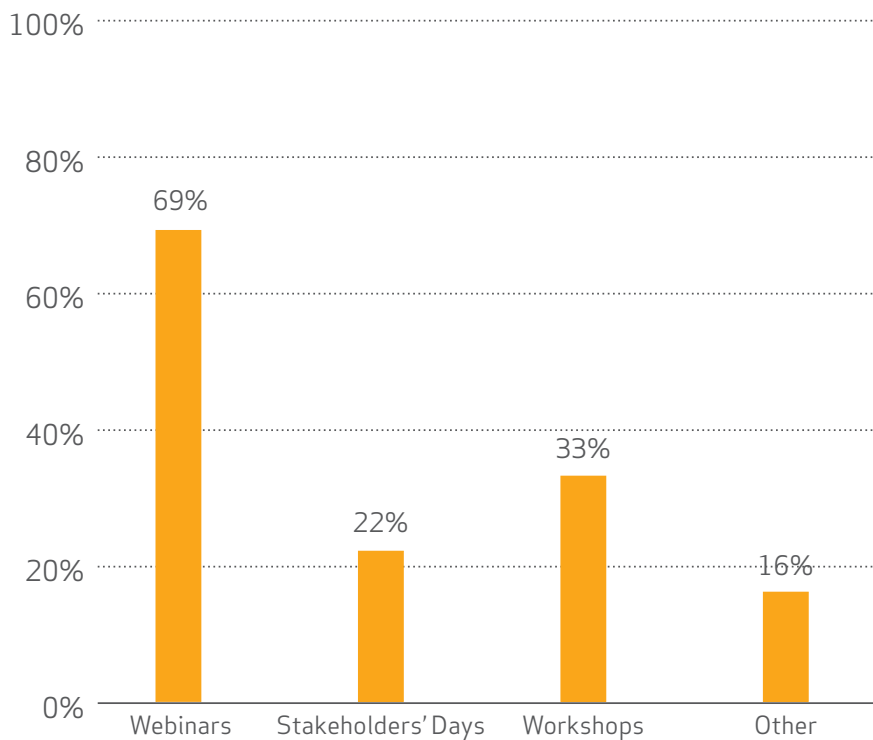
What is the main working language in your company?



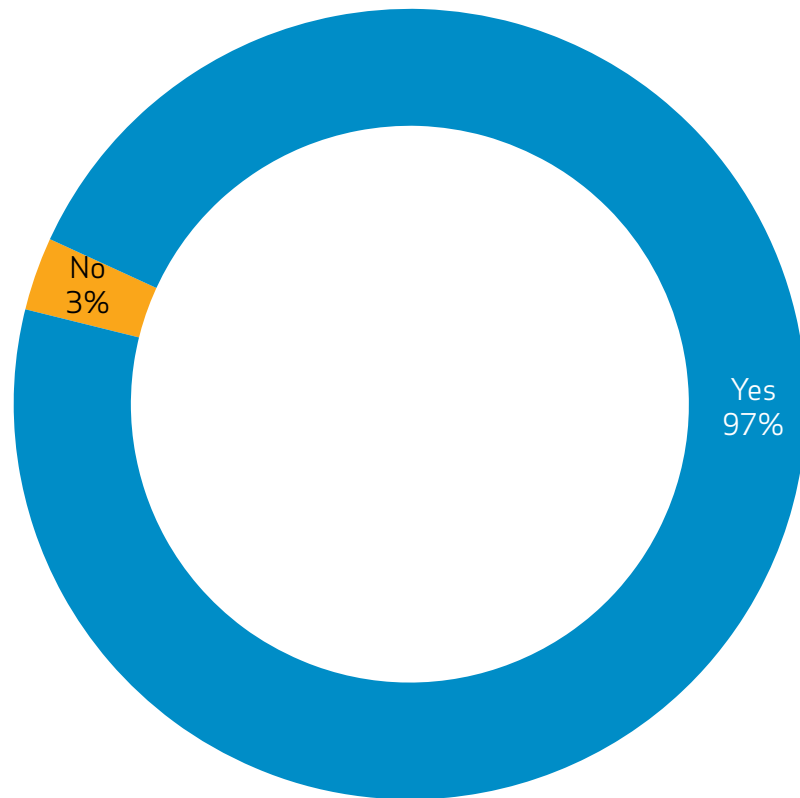
How many staff members in your company are involved in REACH-related activities?



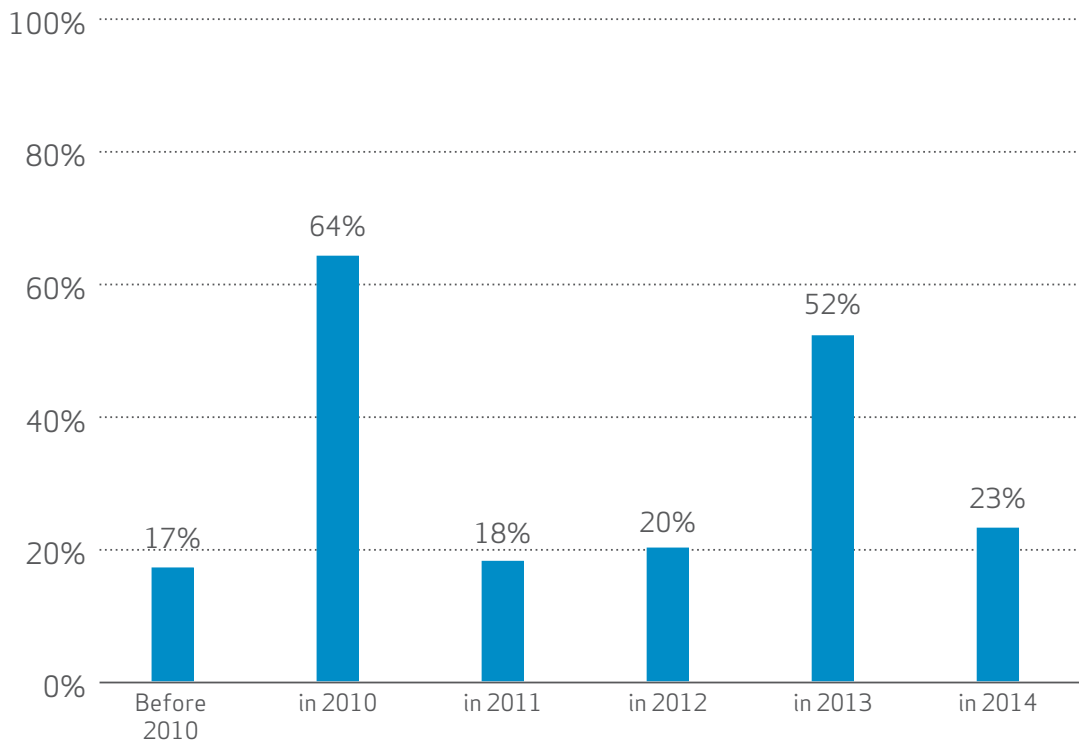
Has your legal entity attended any of the following types of event organised by ECHA?



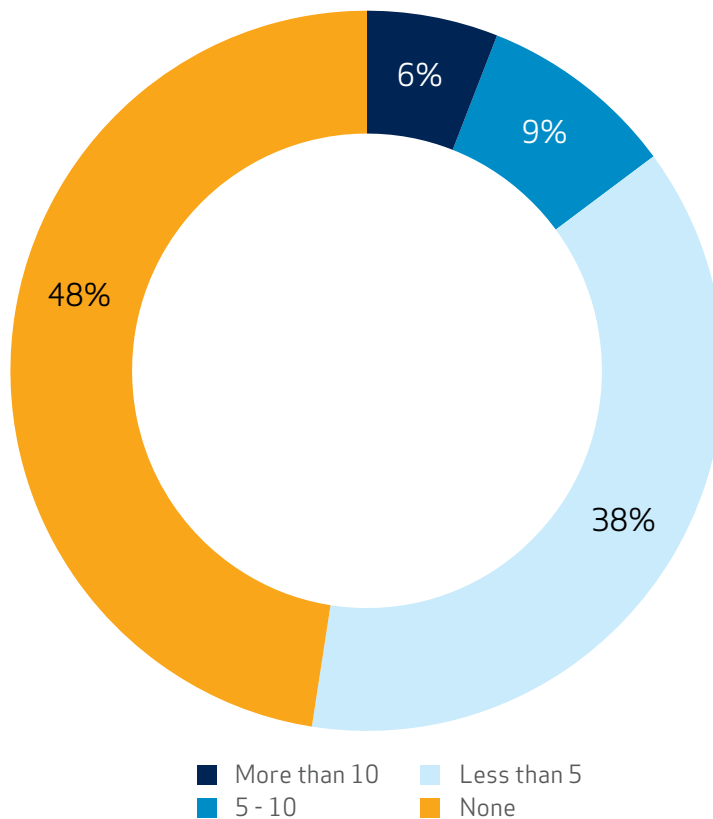
Have you registered substances under the REACH Regulation?



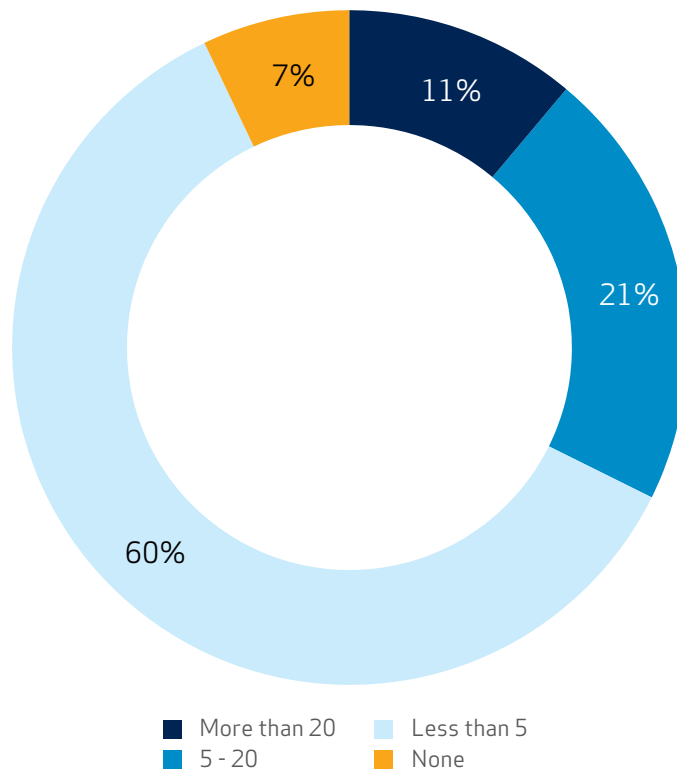
When did you submit registration dossier(s)?



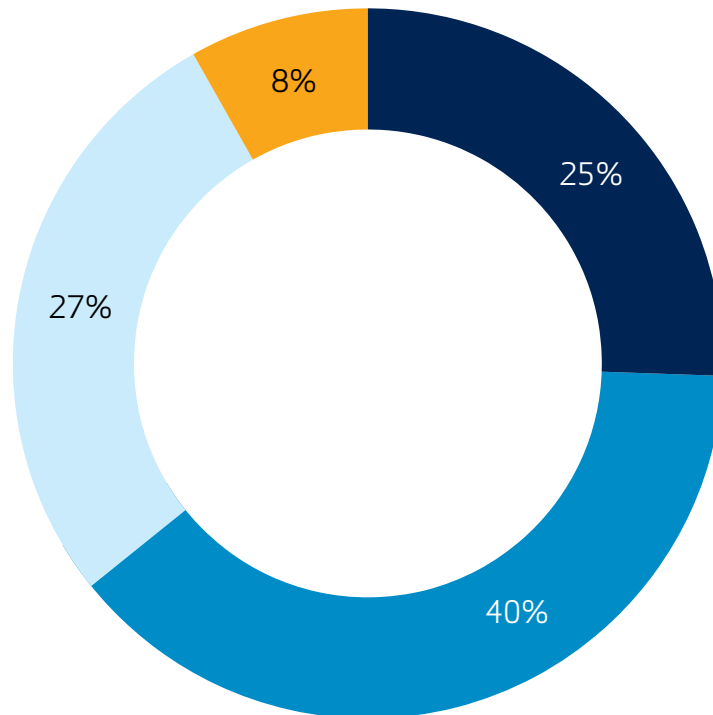
How many dossiers did your legal entity submit as a lead registrant?



How many dossiers did your legal entity submit as a member registrant?

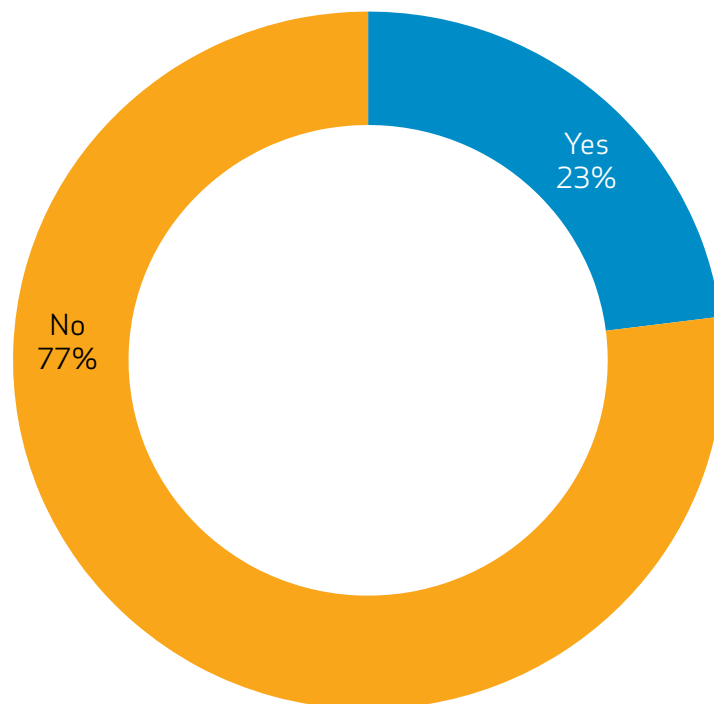


Who carried out the preparatory work for your registration(s)?

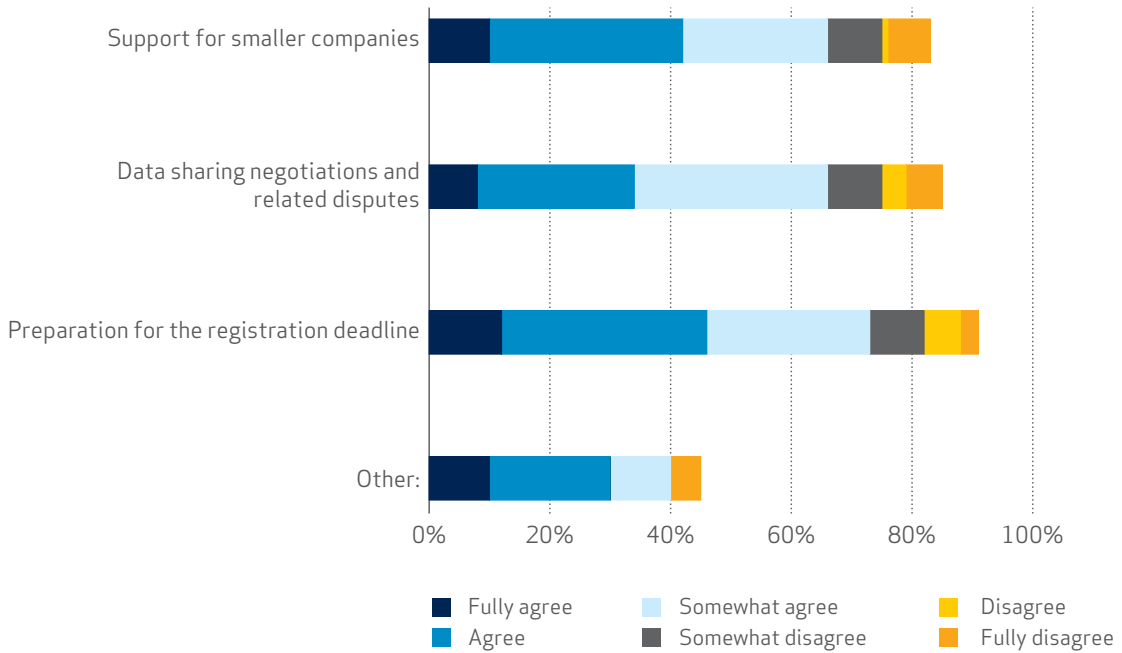


- Your company (supporting all legal entities)
- A consultant/consulting company/third party representative
- Your company, supported by a consultant
- Other

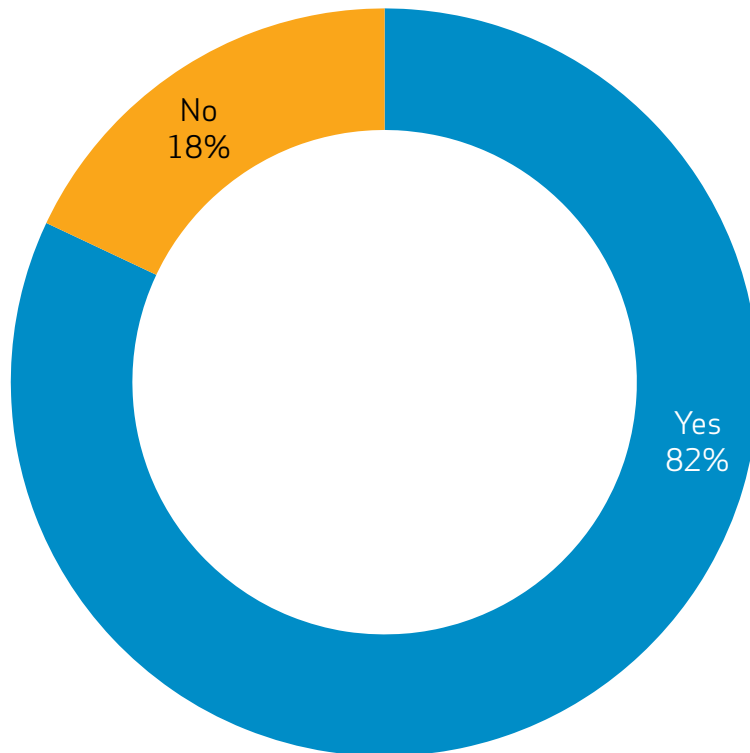
Did you require support from ECHA regarding your obligations under data sharing?
For example, support for smaller companies, data-sharing negotiations and related disputes, preparation for the registration deadline?



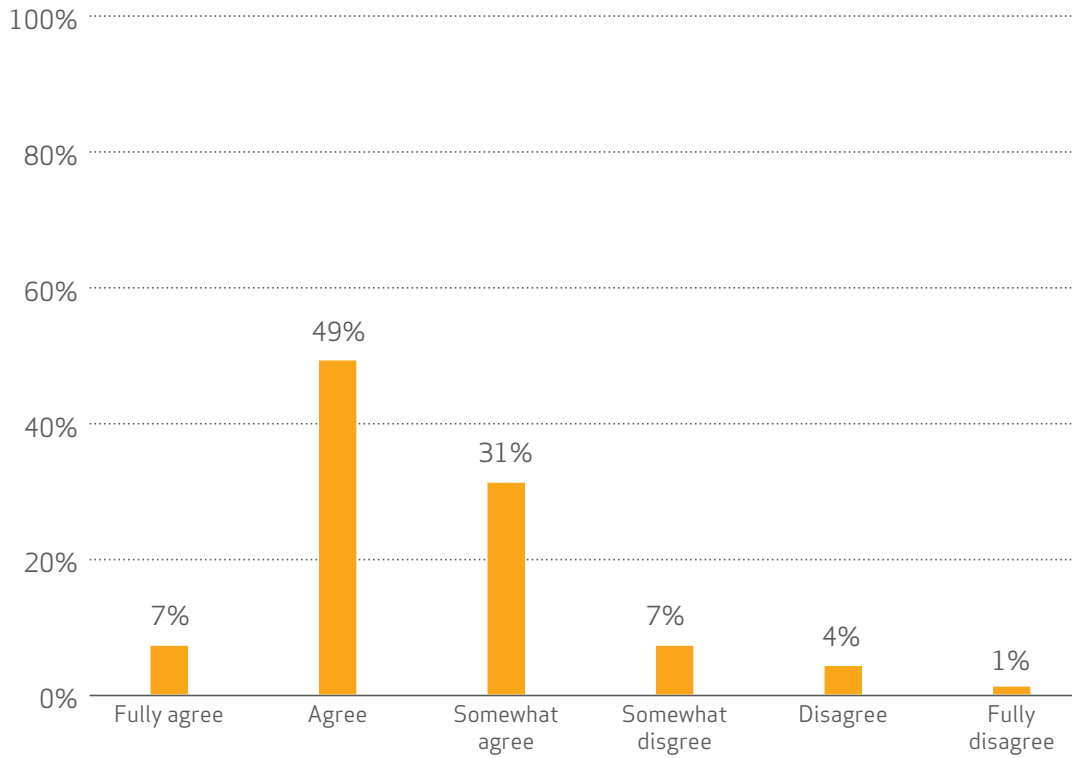
What is your level of agreement with the following statement?
 I was satisfied with the support I received to address the concern I had regarding one of the topics below:



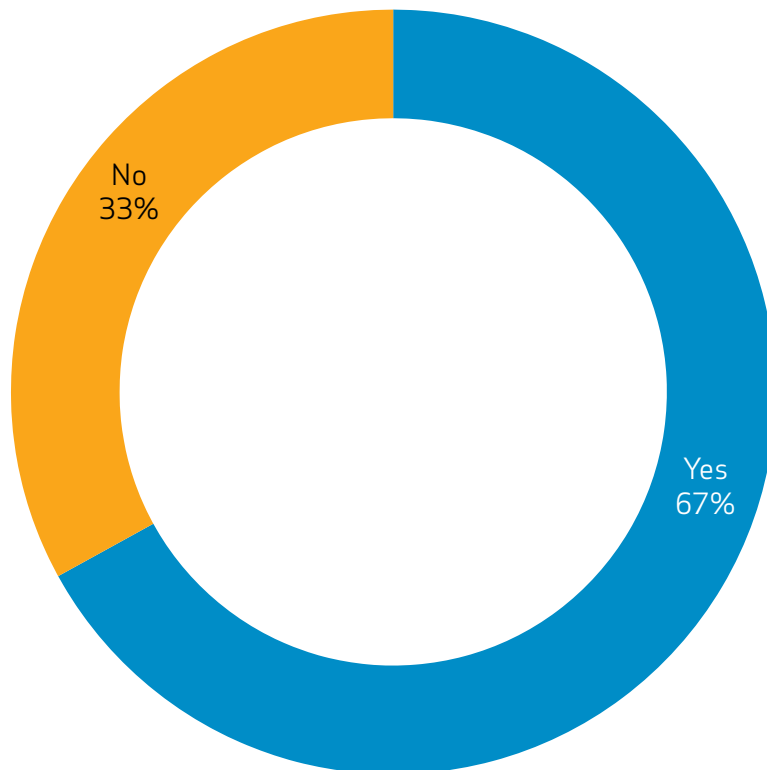
Did you use ECHA’s website to consult any supporting material produced by ECHA, prior to submitting your dossiers? For example, submission manuals, fact sheets, Q&A documents, webinars, video recordings, etc.



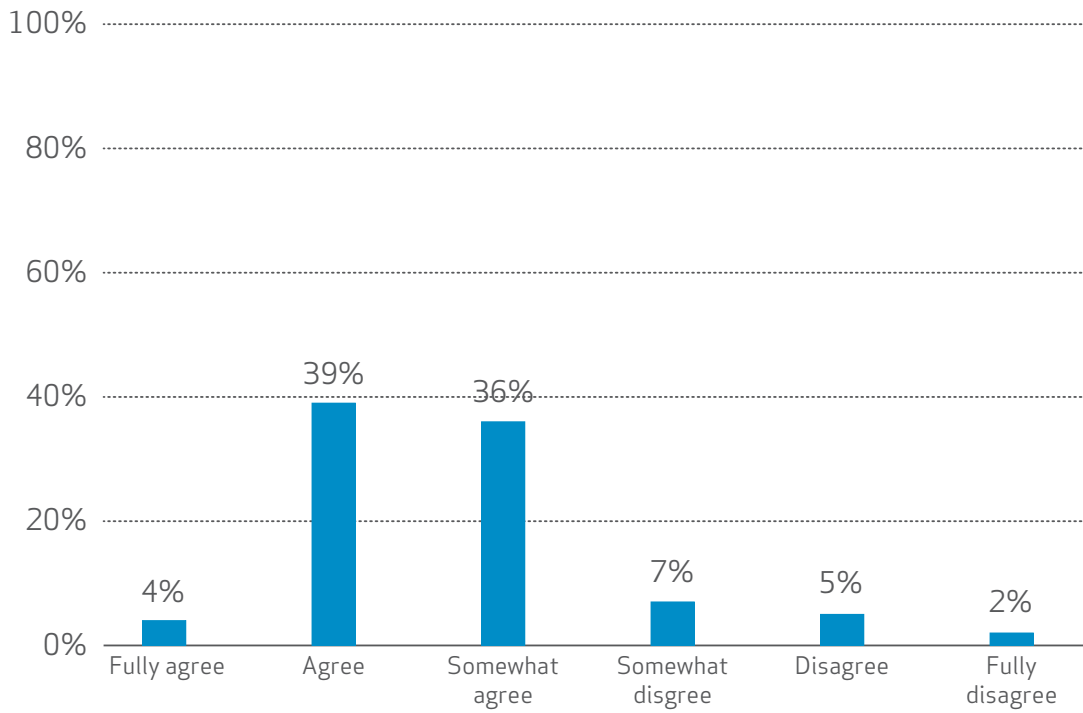
What is your level of agreement with the following statement?
To address my needs, the level of details provided in the documents I consulted was satisfactory



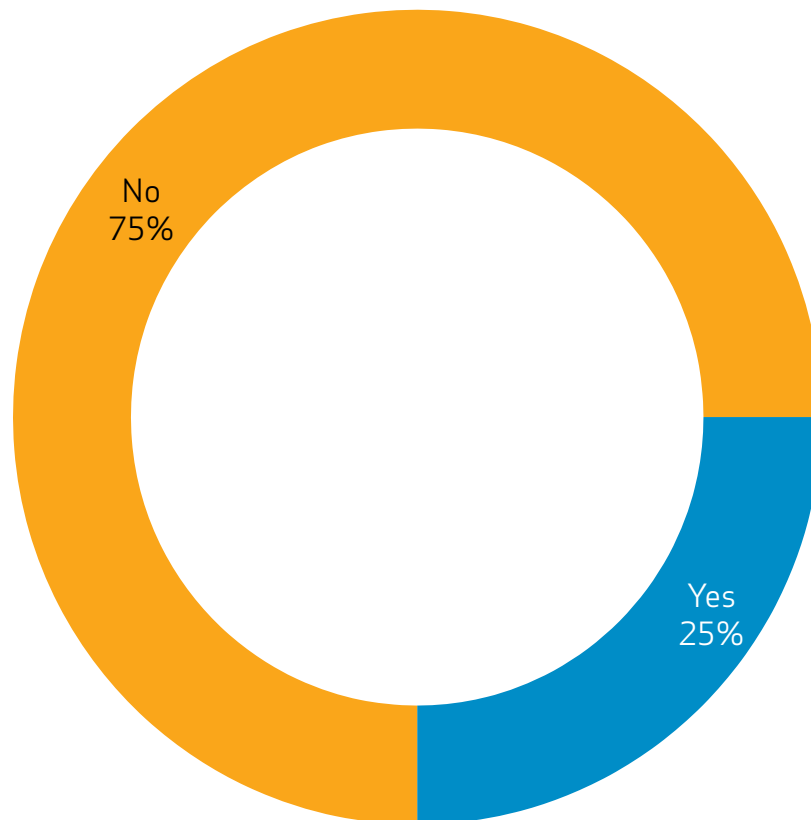
Are you aware of the Chemical Safety Report / Exposure Scenario (CSR/ES) Roadmap?



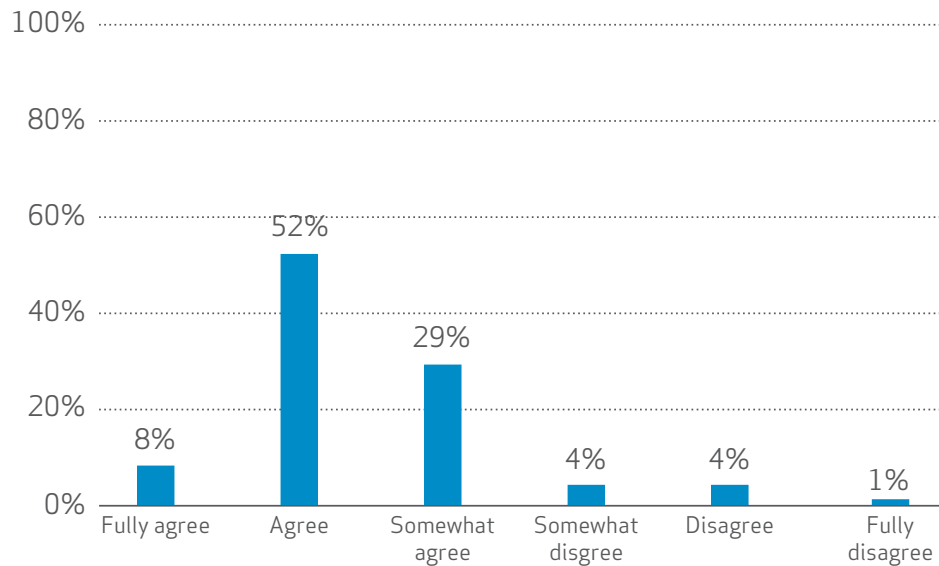
What is your level of agreement with the following statement?
The CSR/ES Roadmap reflects my current concerns



Have you used the illustrative examples and templates on exposure scenarios for communication?

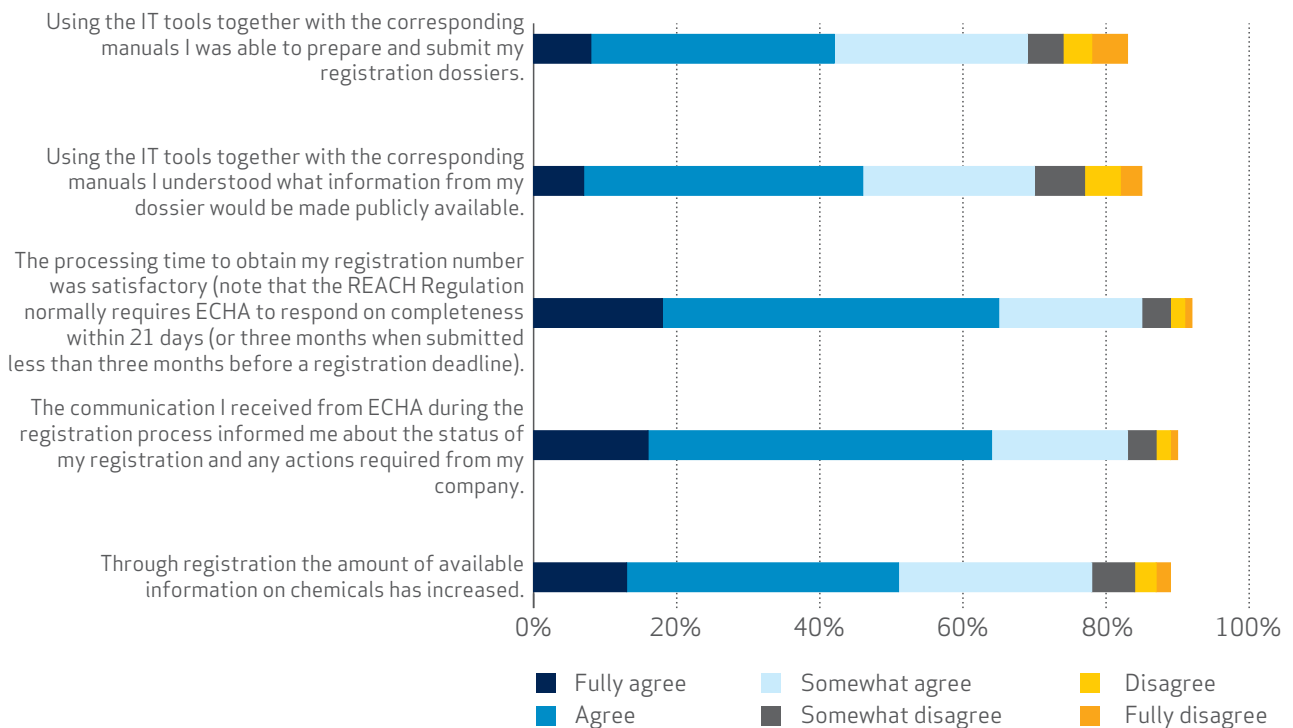


What is your level of agreement with the following statement?
The illustrative examples and templates on exposure scenarios for communication were helpful.

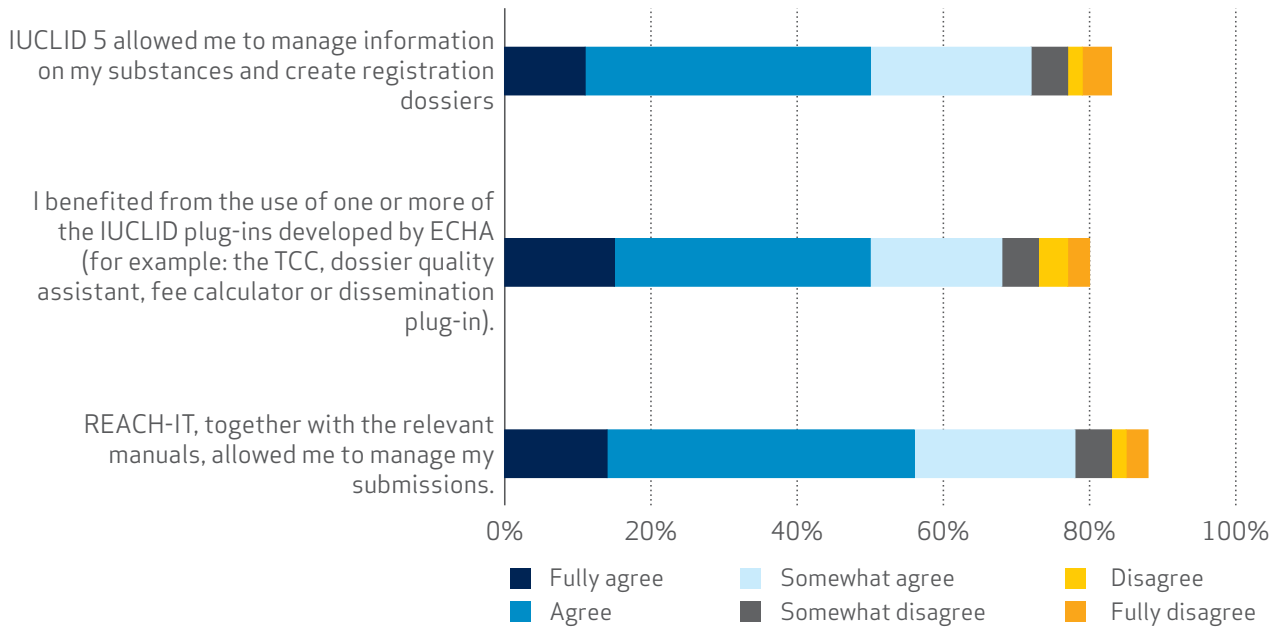


Questions asked to REACH registrants and Biocide applicants on scientific IT tools

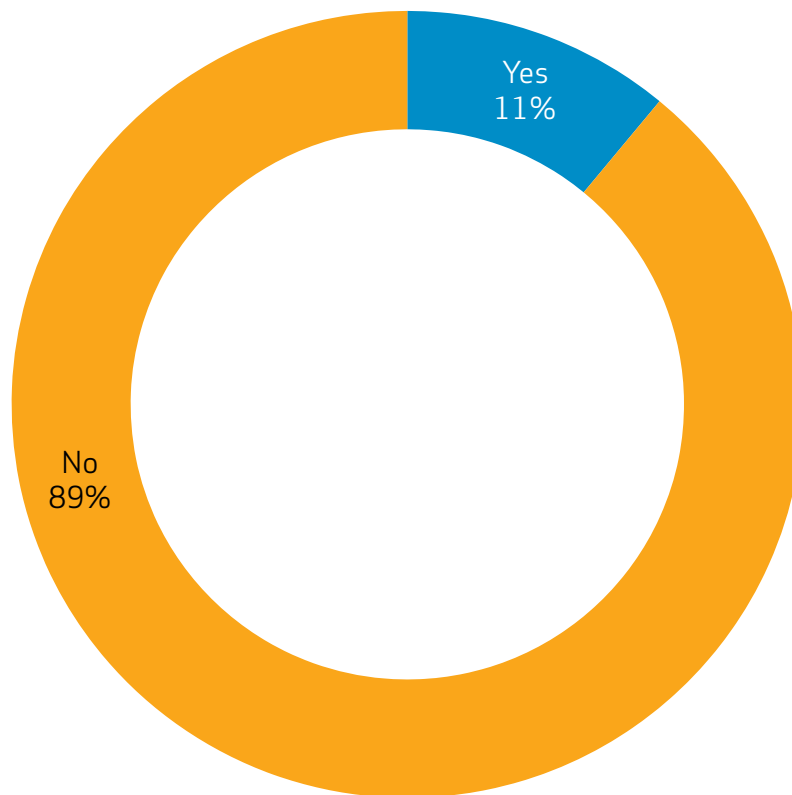
What is your level of agreement with the following statements?



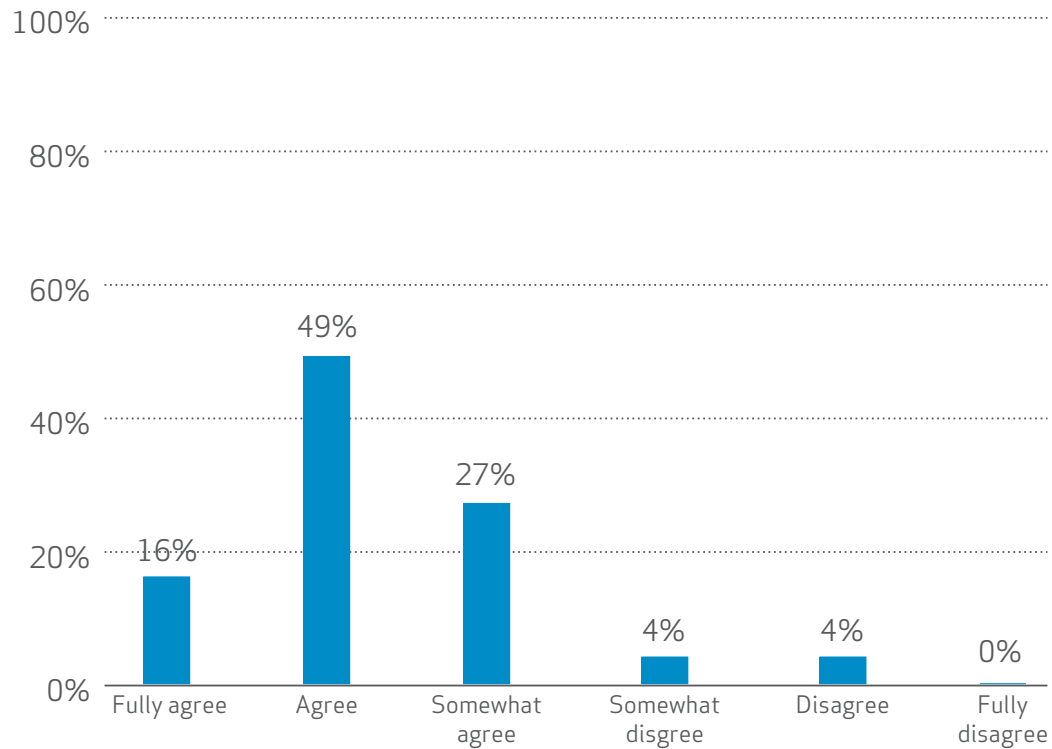
What is your level of agreement with the following statements?



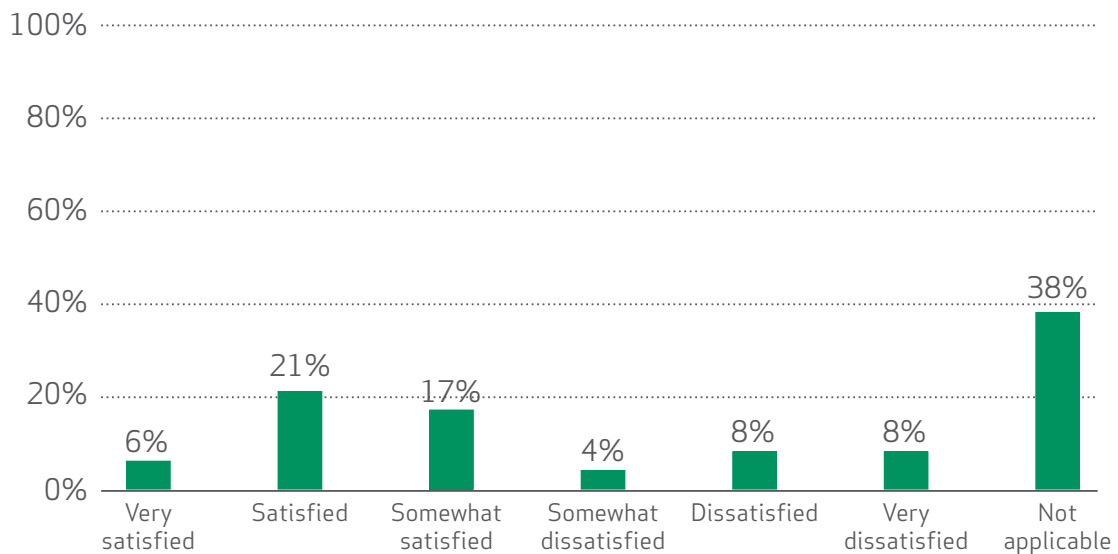
Have you used Chesar to create any chemical safety reports?



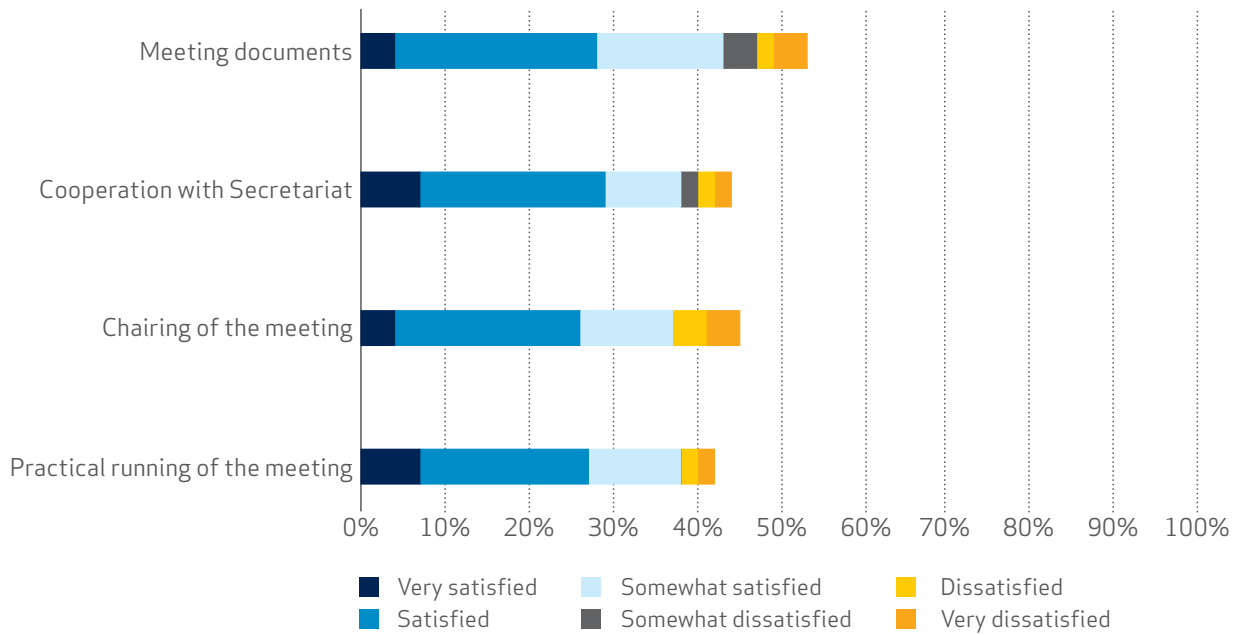
What is your level of agreement with the following statement?
Chesar was a helpful tool for performing my chemical safety assessment.



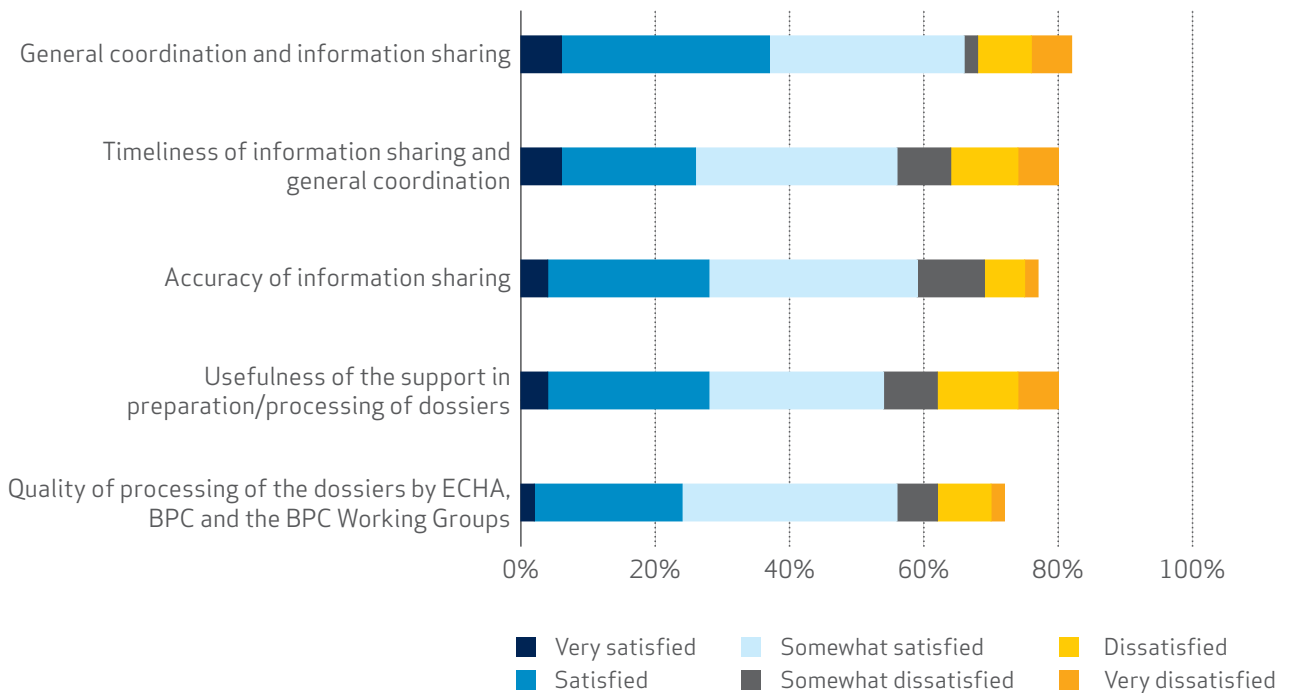
How satisfied are you with the organisation and administrative support provided by ECHA for the BPC Working Group meetings (invitations, registration, travelling)?



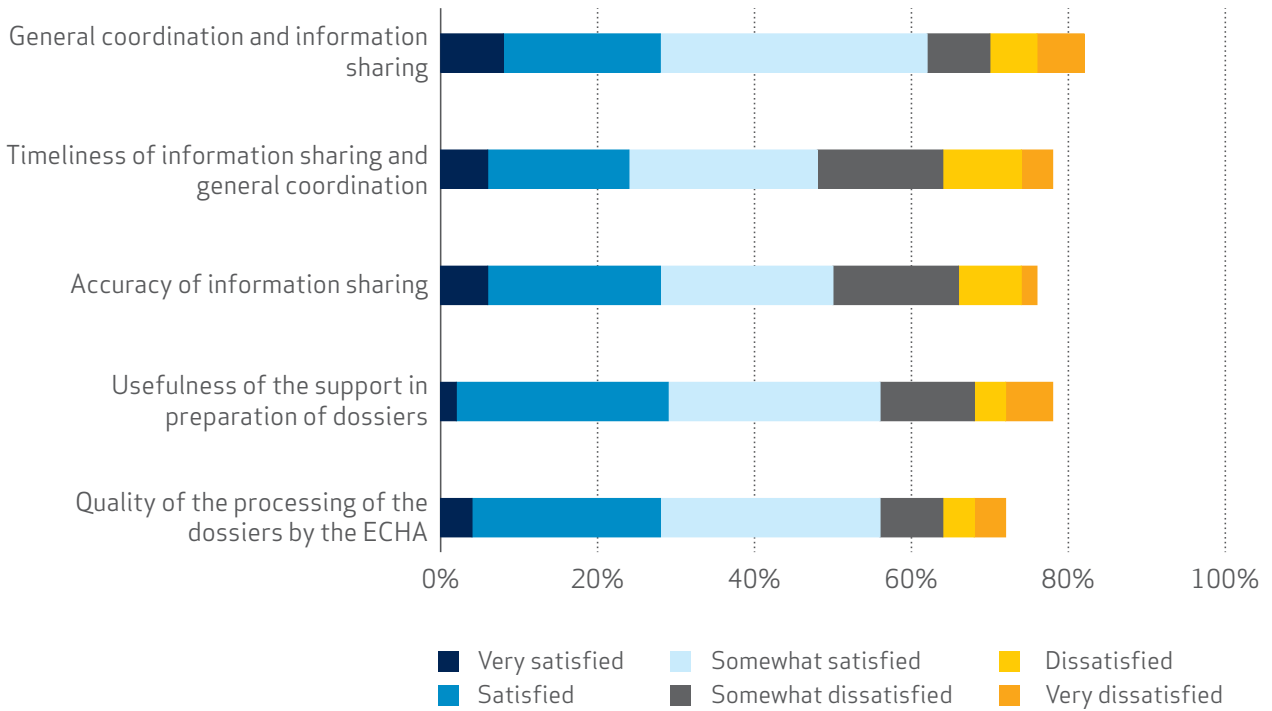
How satisfied are you with the procedures and organisation of the BPC Working Group meetings at the scientific level?



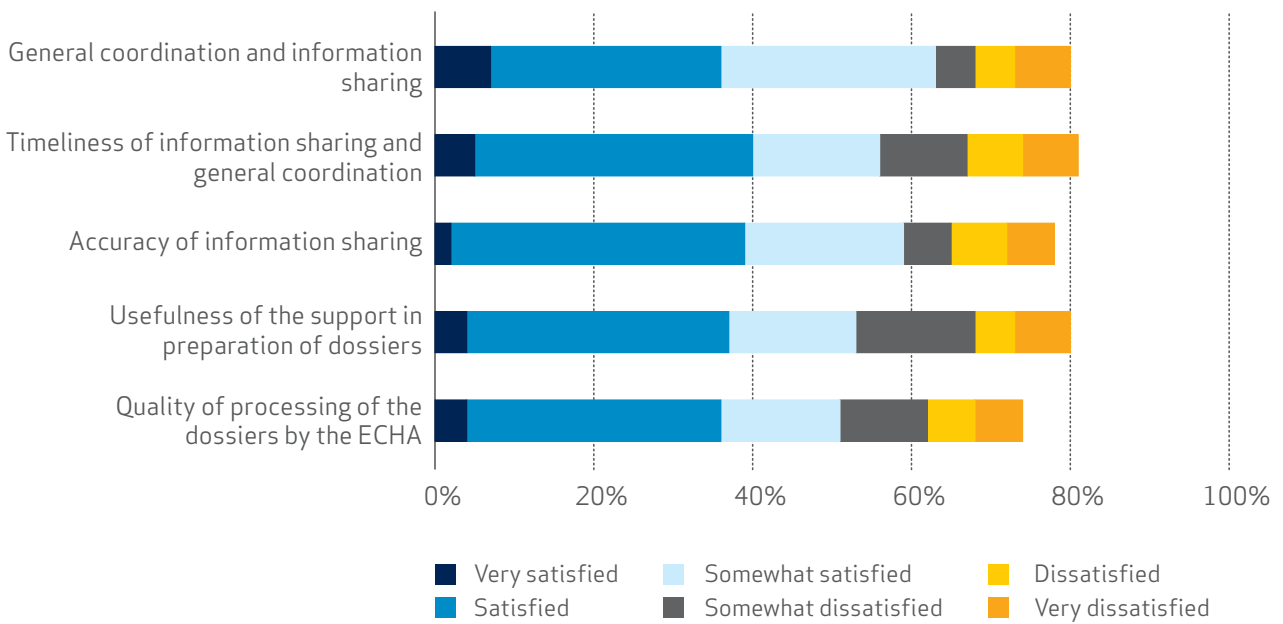
How satisfied are you with the support given by ECHA for the following topics?



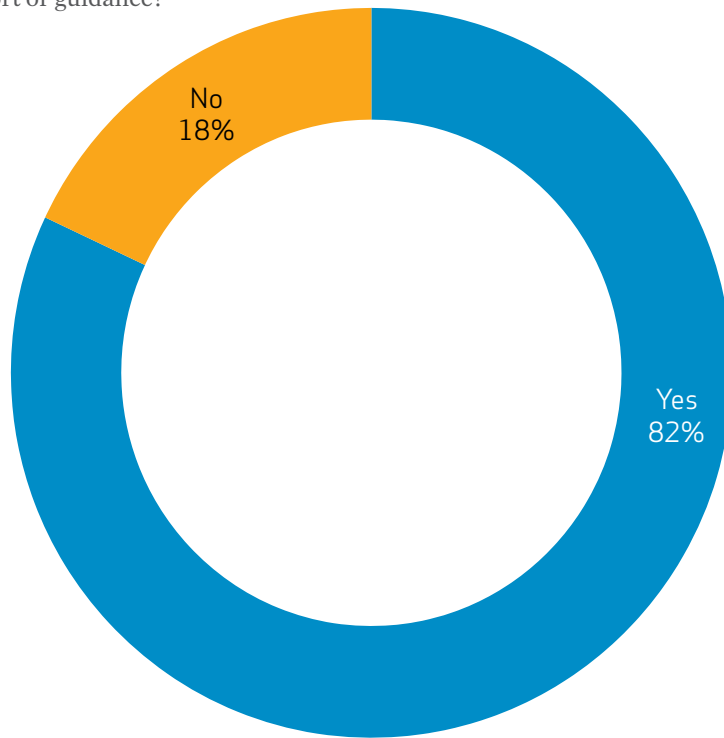
How satisfied are you with the support given by ECHA for the following topics?



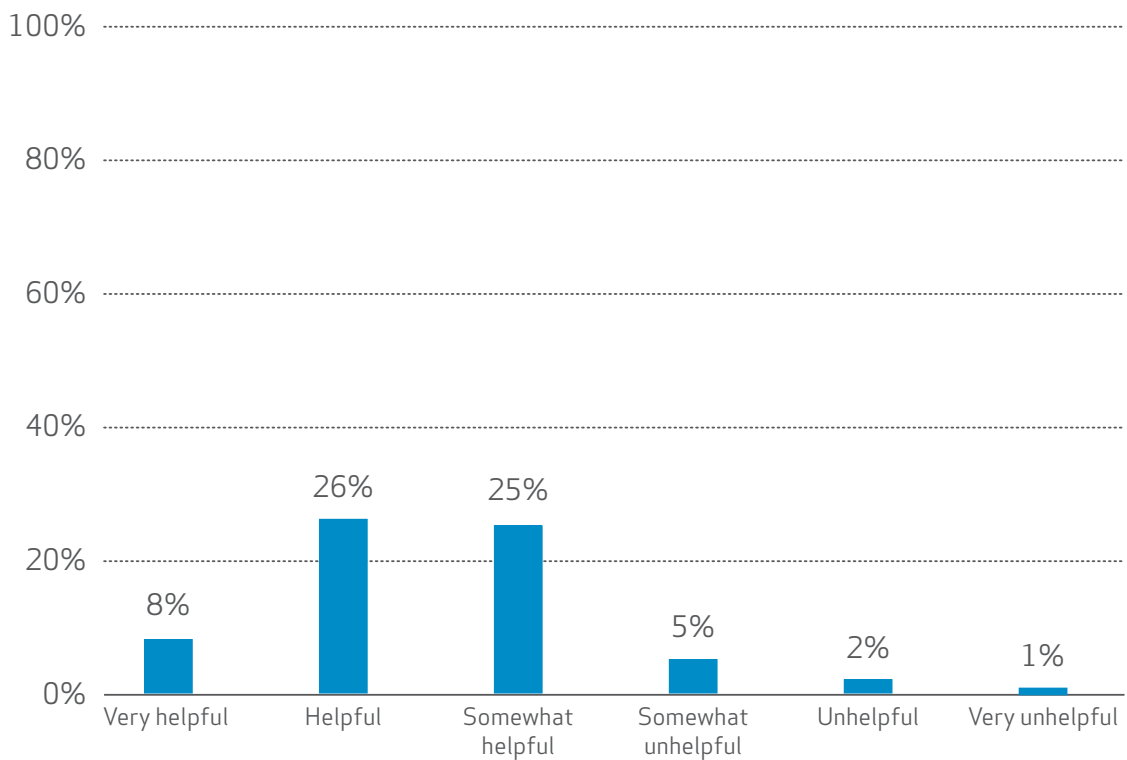
How satisfied are you with the quality of the scientific, technical and administrative support provided by ECHA on the following topics?



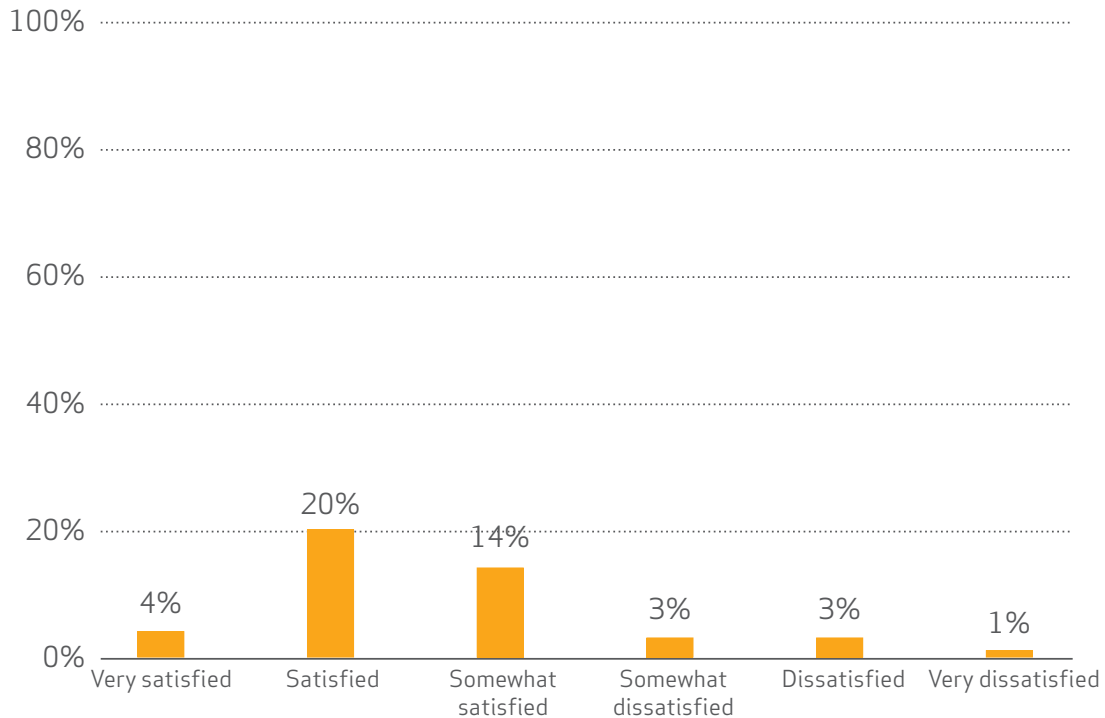
Would you like ECHA to provide further scientific, technical and administrative support or guidance?



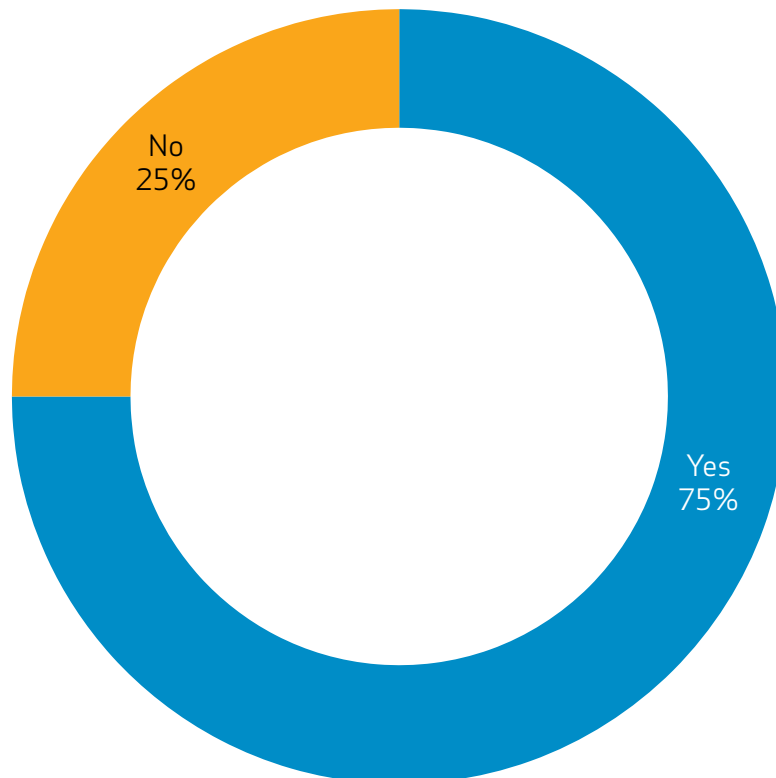
How helpful has ECHA's support been on coordination and information sharing, as well as the support to the potential applicants when preparing applications for authorisation?



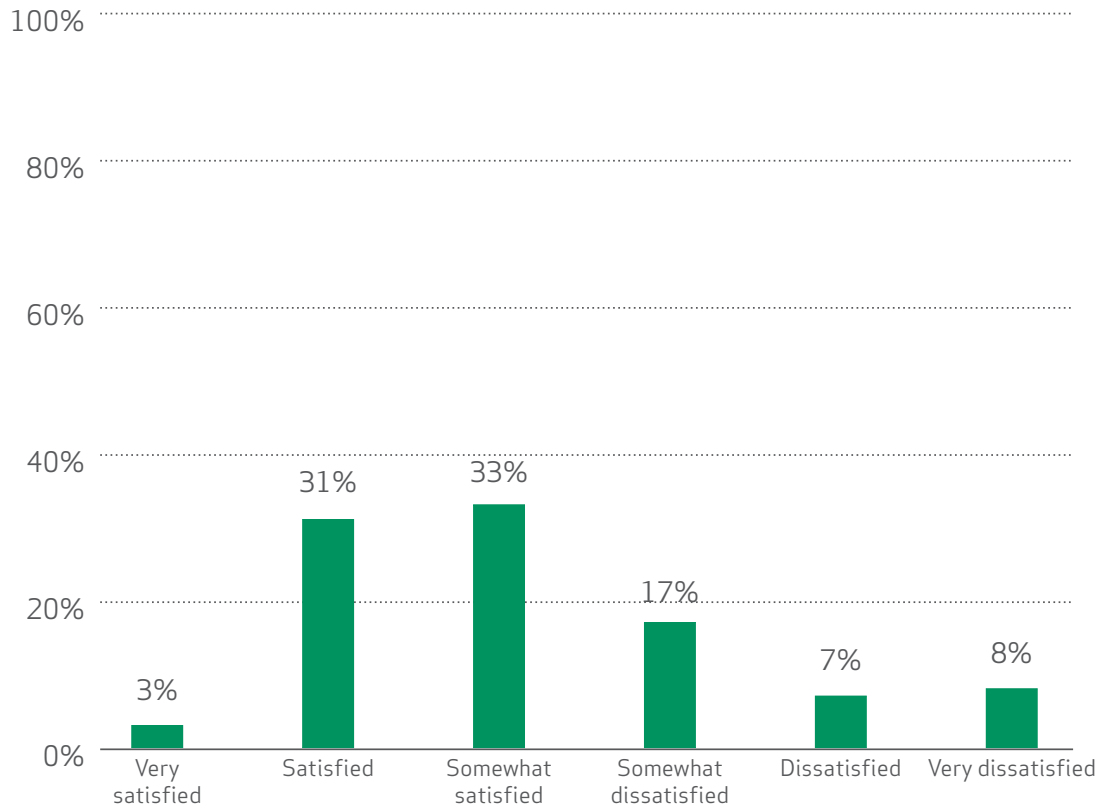
How satisfied are you with the way ECHA's authorisation team collaborated with the applicants during the opinion making of the Risk Assessment Committee (RAC) and the Socio Economic Analysis Committee (SEAC)?



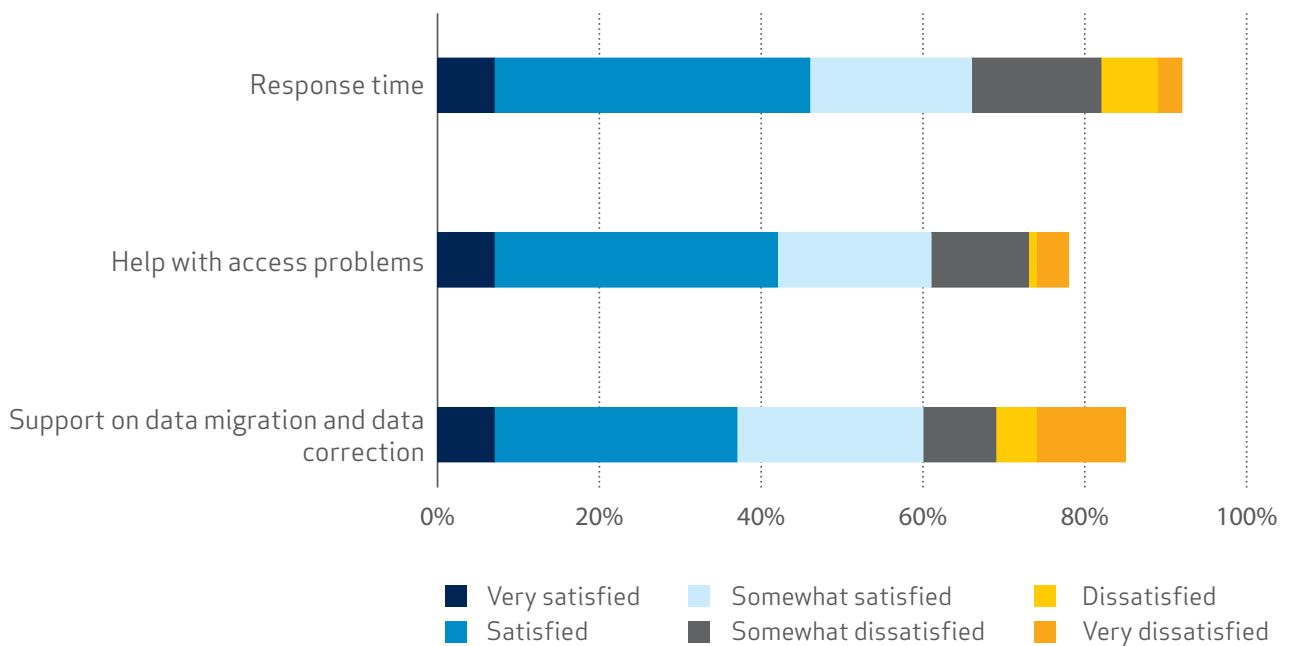
Have you used R4BP3?



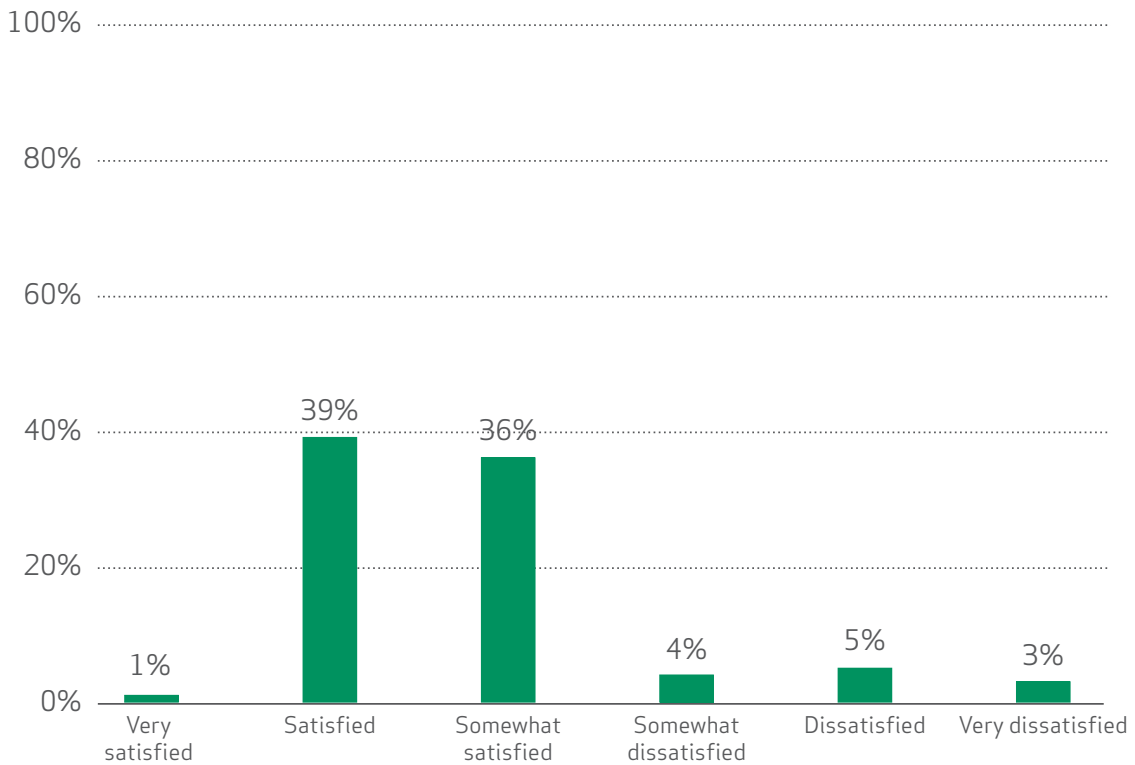
How satisfied are you with the functionalities offered by R4BP 3?



How satisfied are you with the following aspects of the support provided by ECHA in solving technical issues related to R4BP 3?

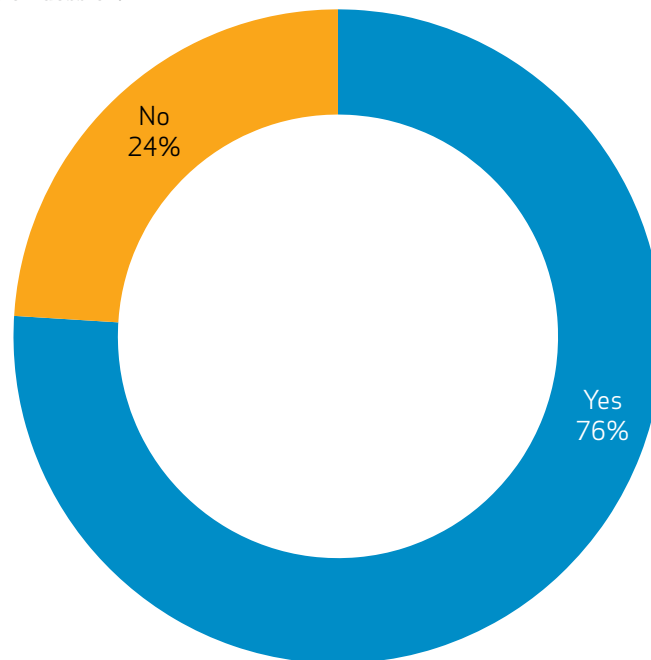


How satisfied are you with the documents and training supporting the use of R4BP 3?

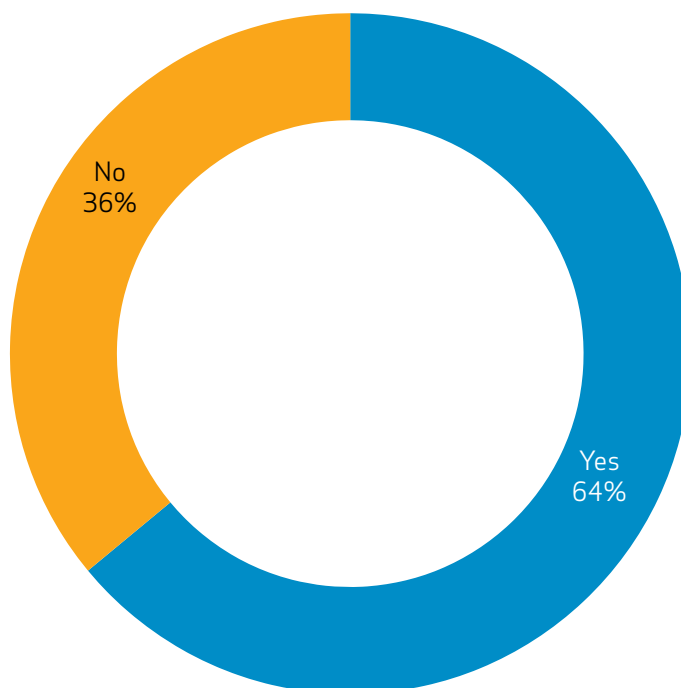


Questions asked to REACH registrants and Biocide applicants on guidance

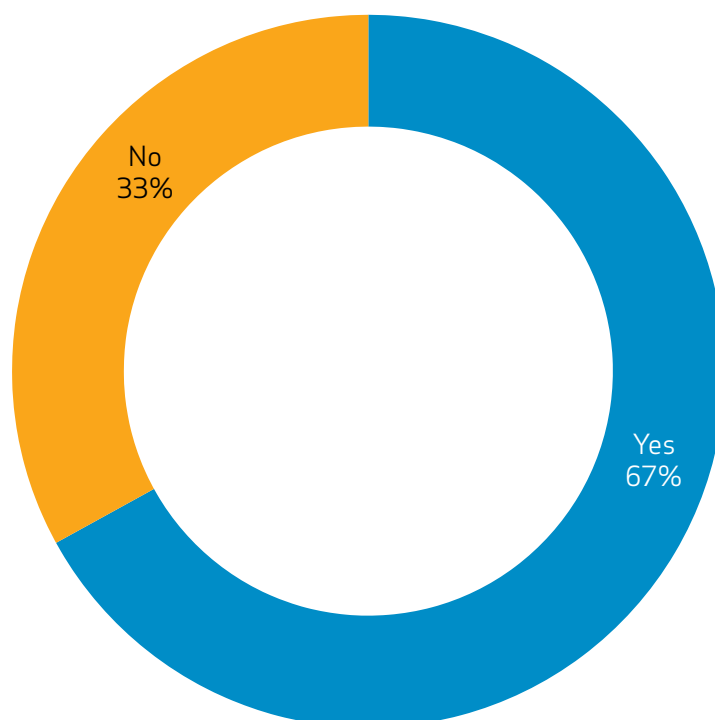
Have you used ECHA guidance documents (including guidance in a nutshell and guidance fact sheets) as support material when preparing/submitted a REACH registration dossier?



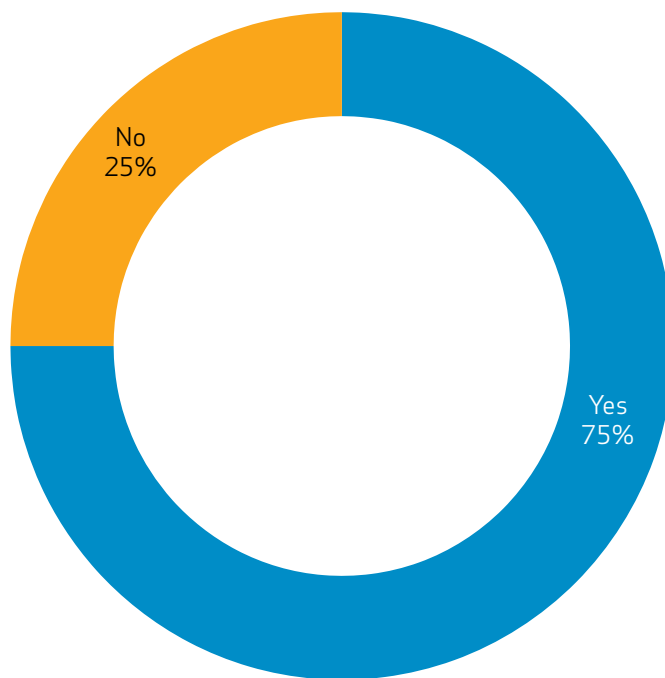
Have you used ECHA guidance documents for other purposes under REACH (for example, compilation of safety data sheets (SDSs))?



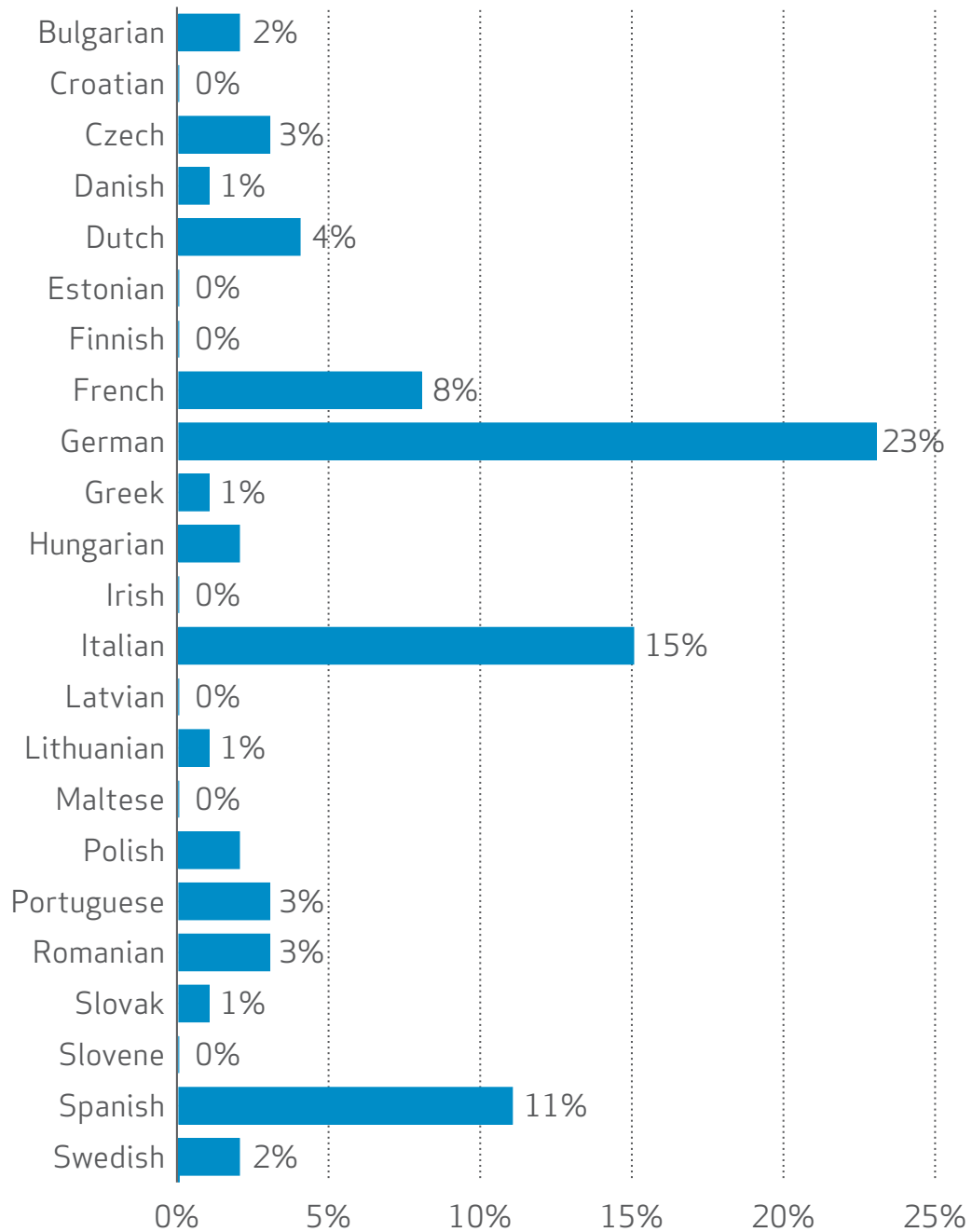
Have you used ECHA guidance documents to help in complying with the CLP Regulation?



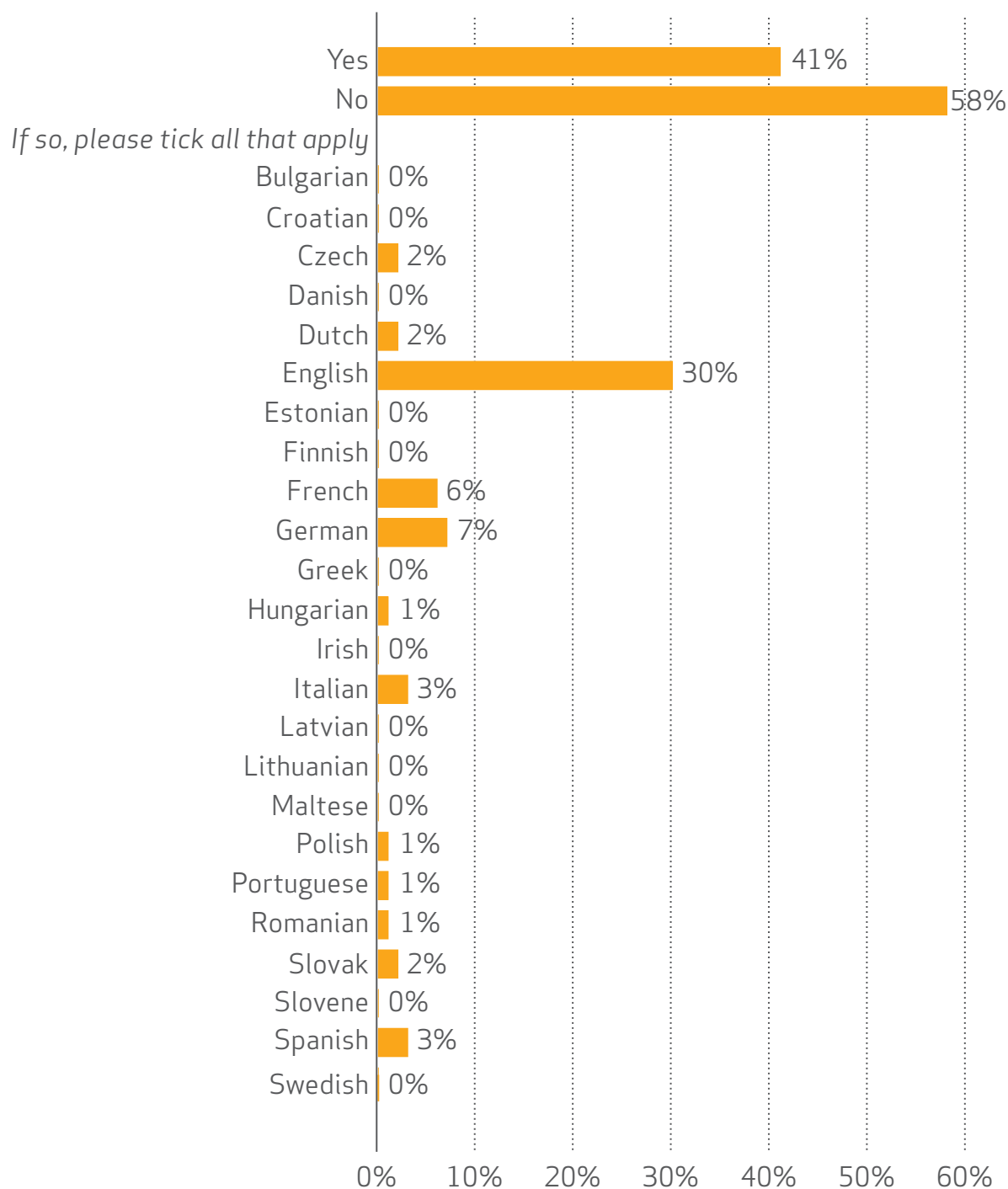
Have you used ECHA guidance documents to help in complying with the Biocidal Products Regulation (BPR)?



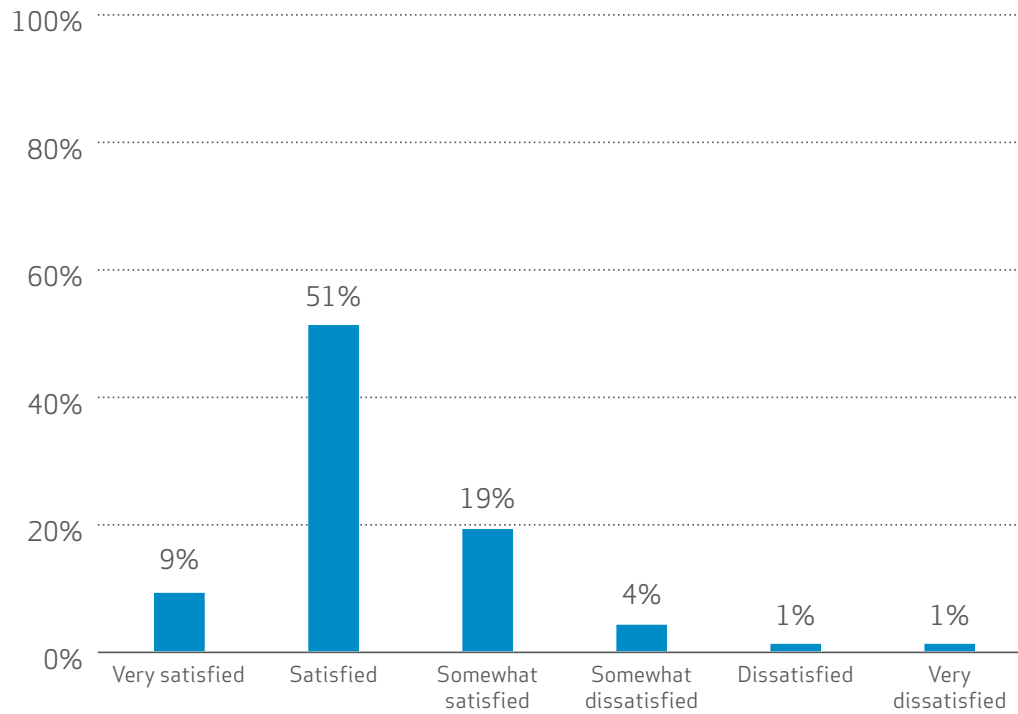
For documents for which versions were available in a language other than English, which language version of the documents did you consult most often?



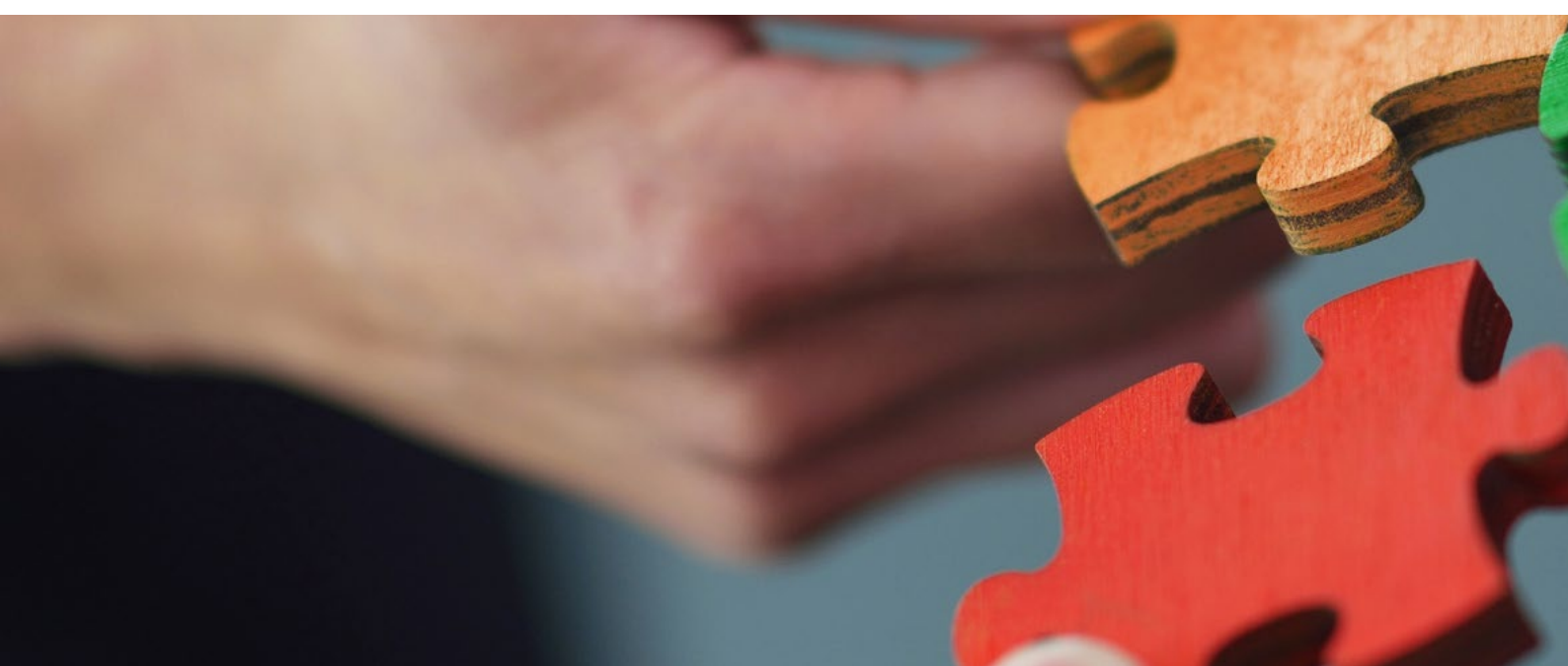
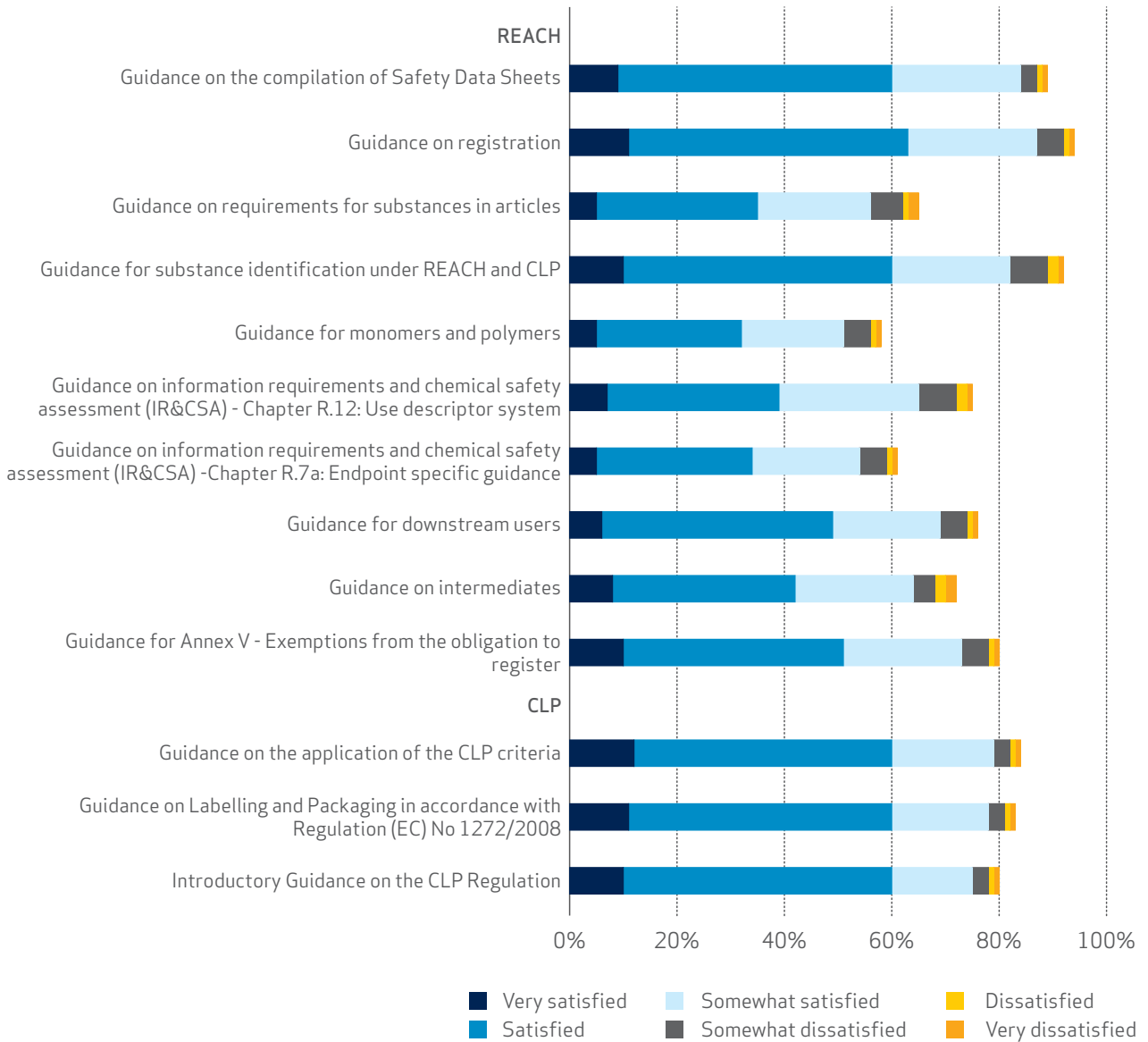
Did you consult other language versions?



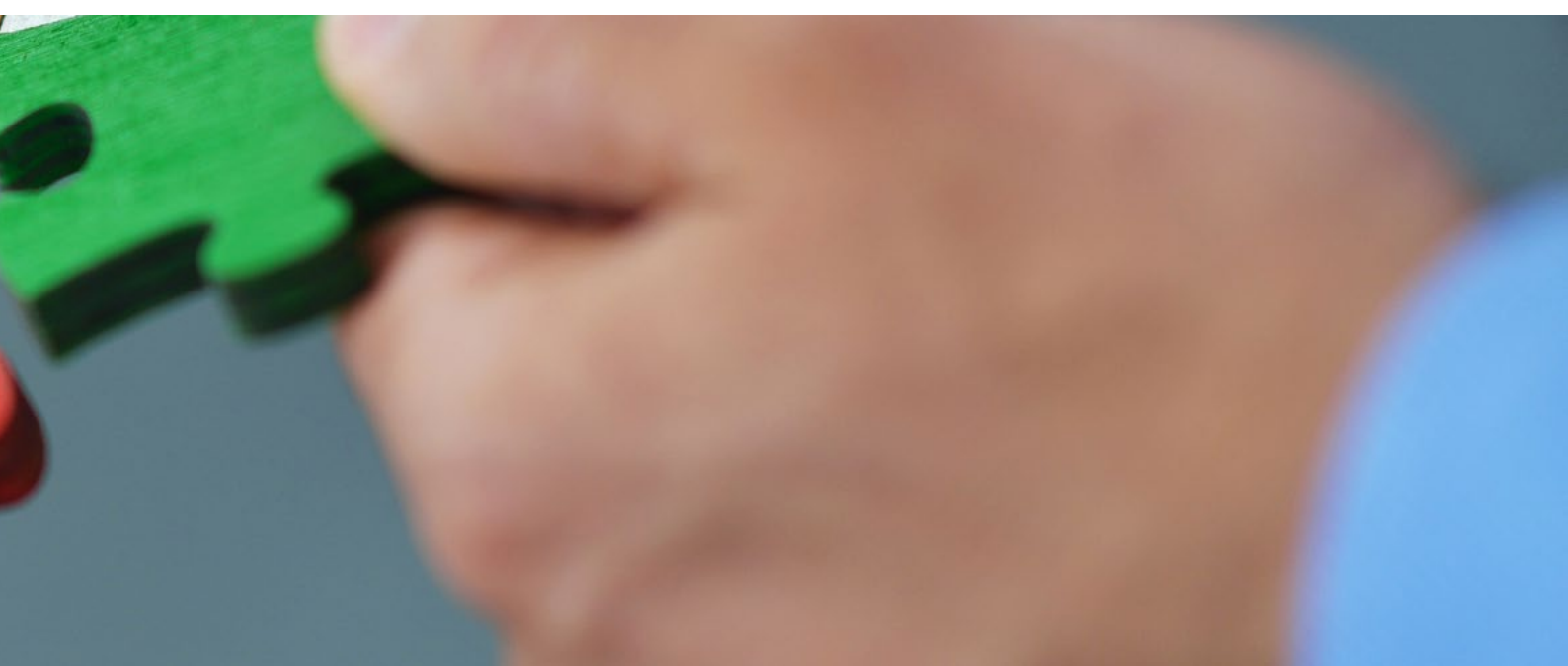
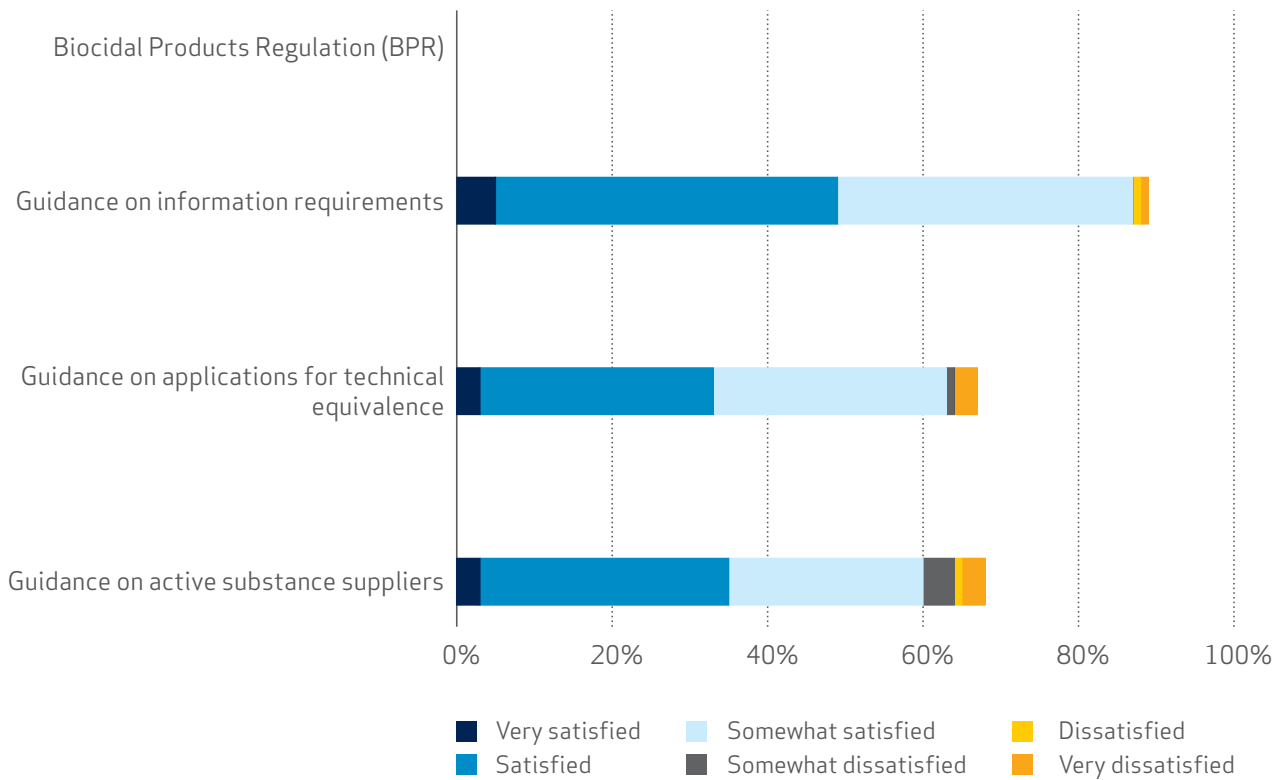
If you consulted translated guidance documents, please rate your degree of satisfaction:
With the quality of translations.



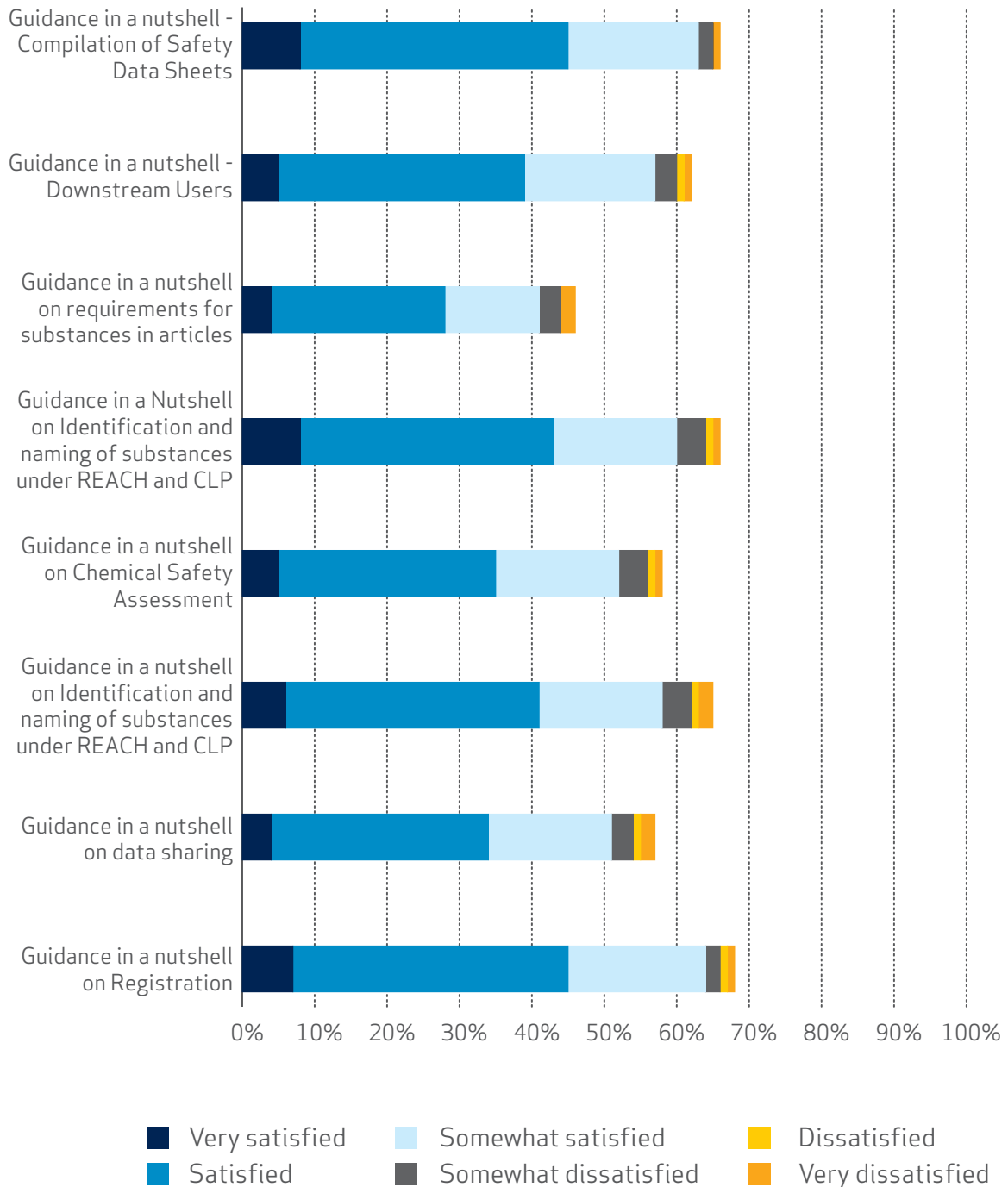
How satisfied were you with the usefulness of the guidance documents consulted
(please rate only the documents you actually consulted)?



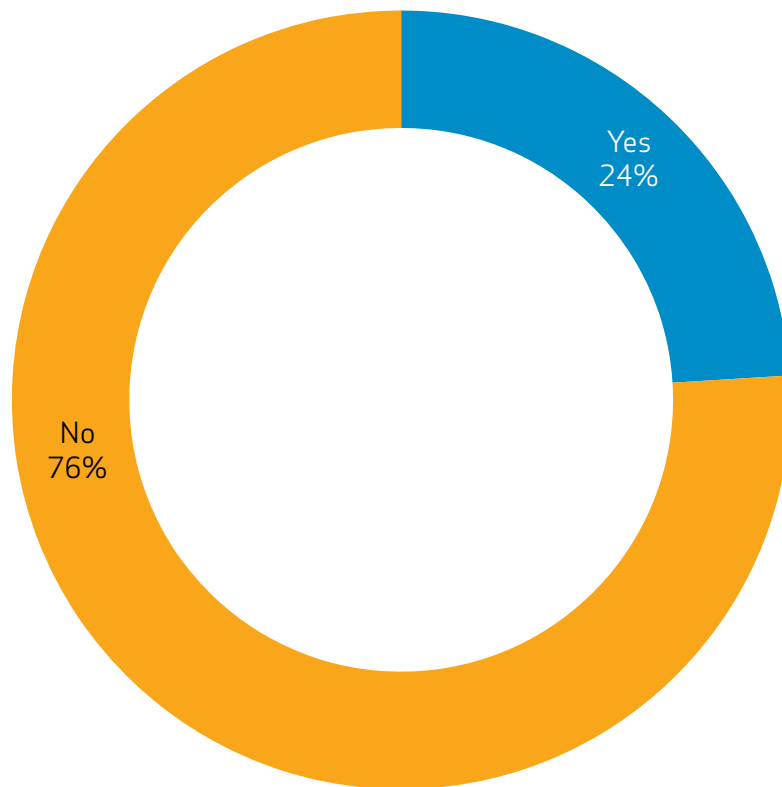
How satisfied are you with the following aspects of the support provided by ECHA in solving technical issues related to R4BP 3?



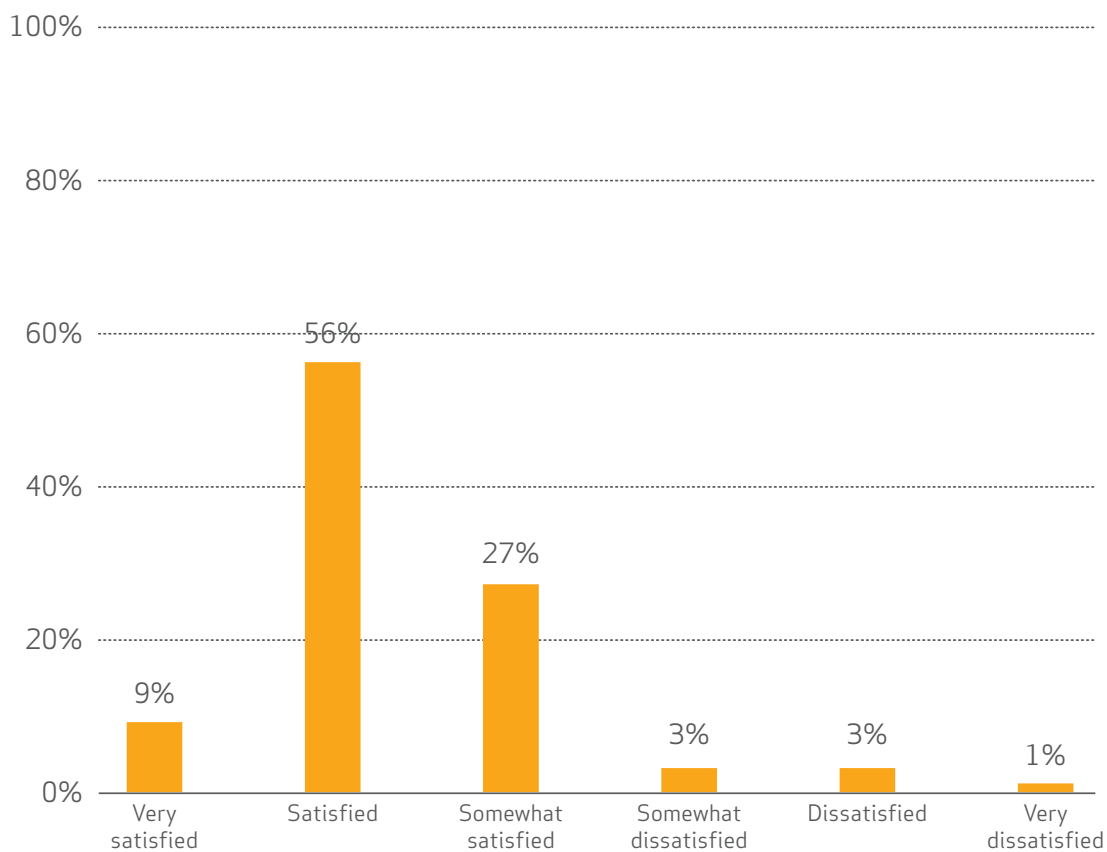
How satisfied were you with the usefulness of any “Guidance in a nutshell” documents in the list below which you have consulted (please rate only documents that you have actually consulted)?



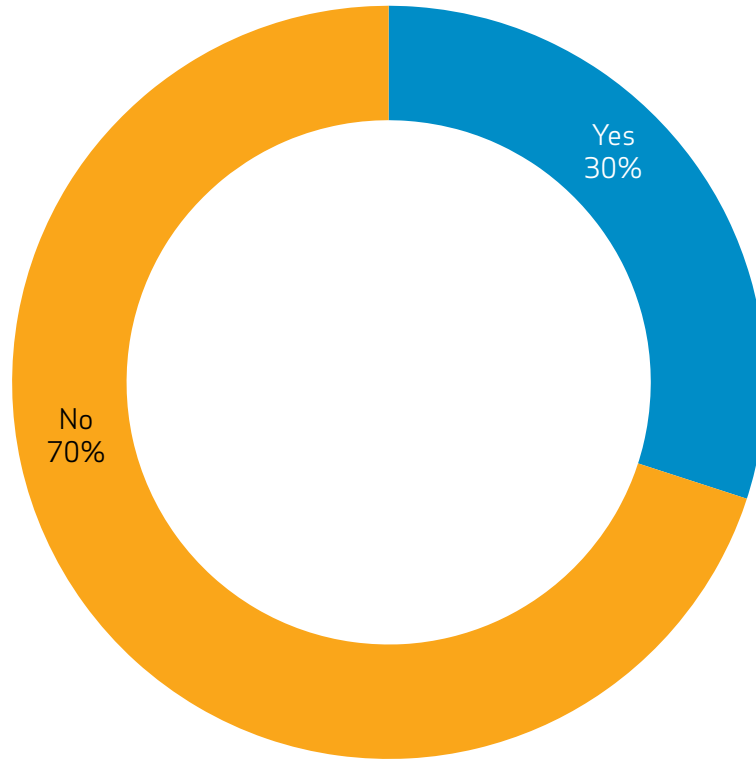
Have you used the eGuide on extended Safety Data Sheets?



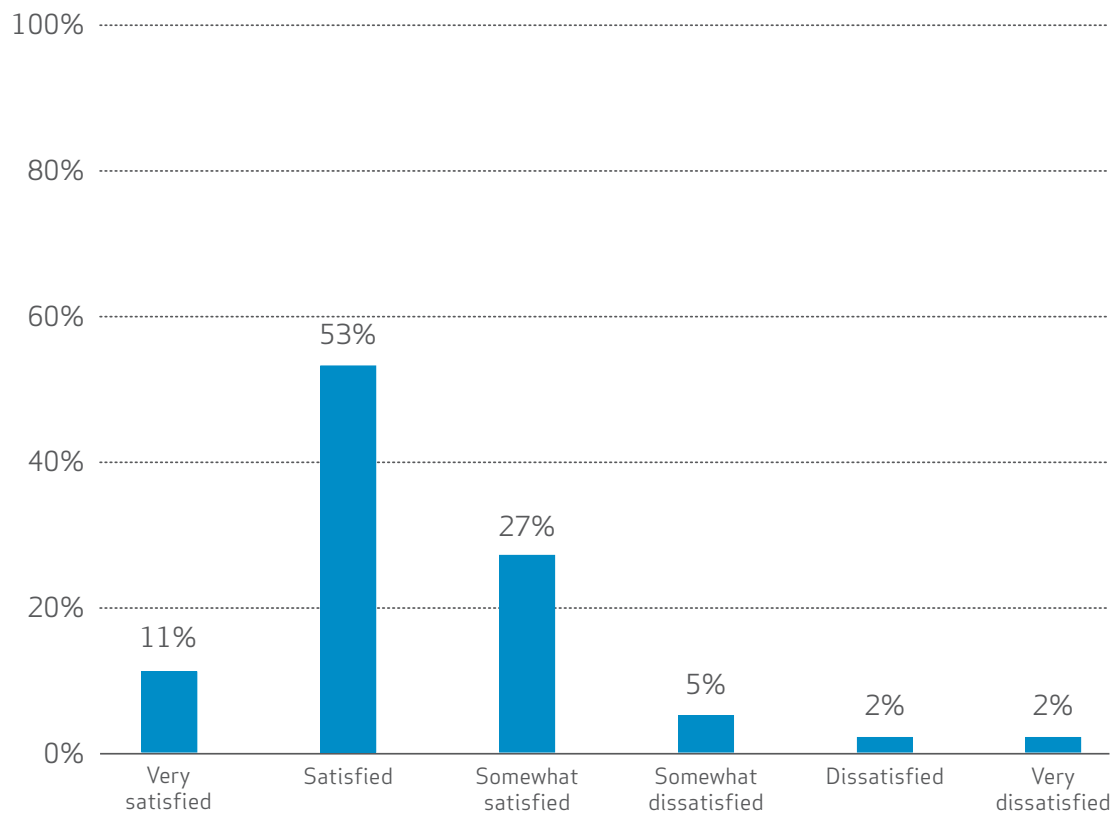
How satisfied were you with the eGuide on extended SDS?



Have you used the Navigator to help establish your obligations under REACH?

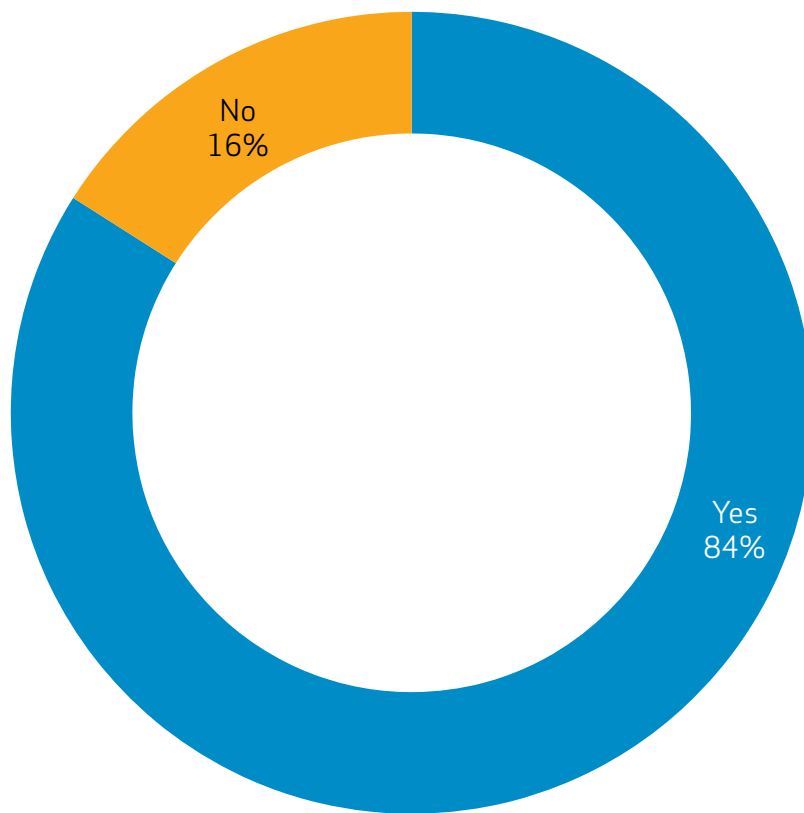


Please rate your degree of satisfaction with the usefulness of the Navigator

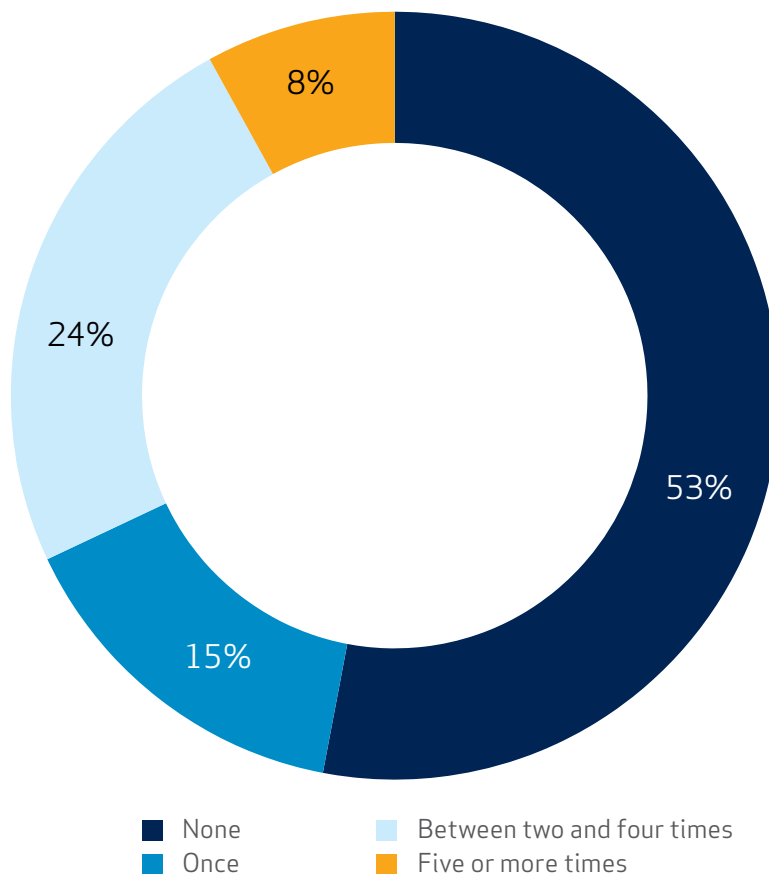


Questions asked to REACH registrants and Biocide applicants on the ECHA Helpdesk

Are you aware of the ECHA Helpdesk service?

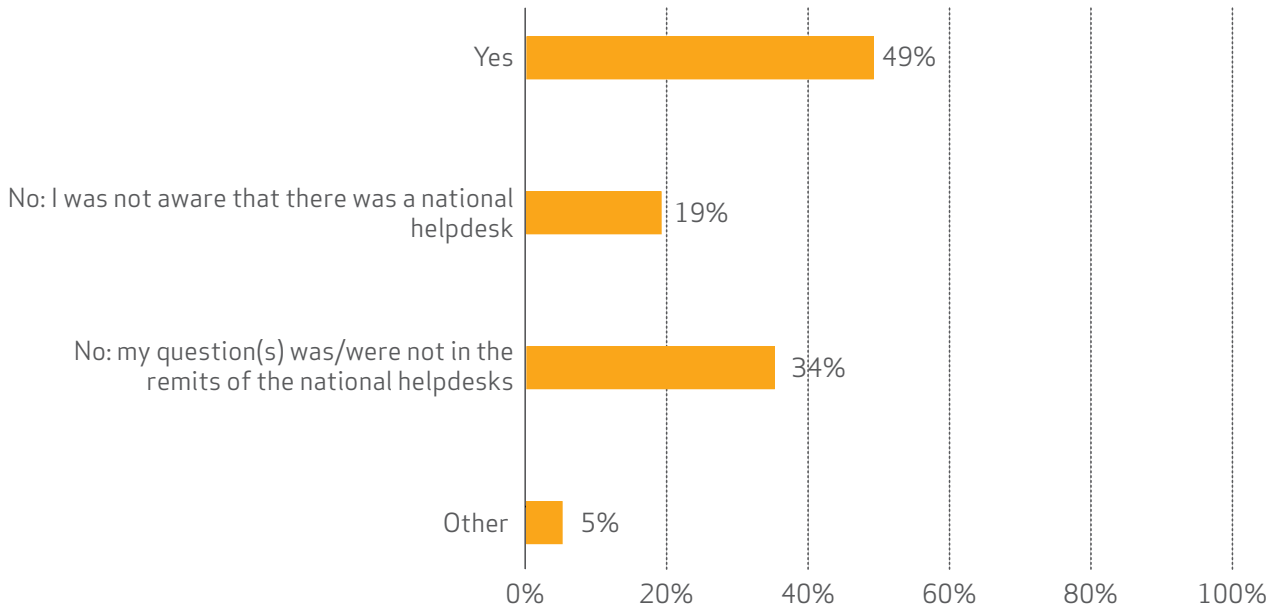


How many times did you contact the ECHA Helpdesk during 2014?

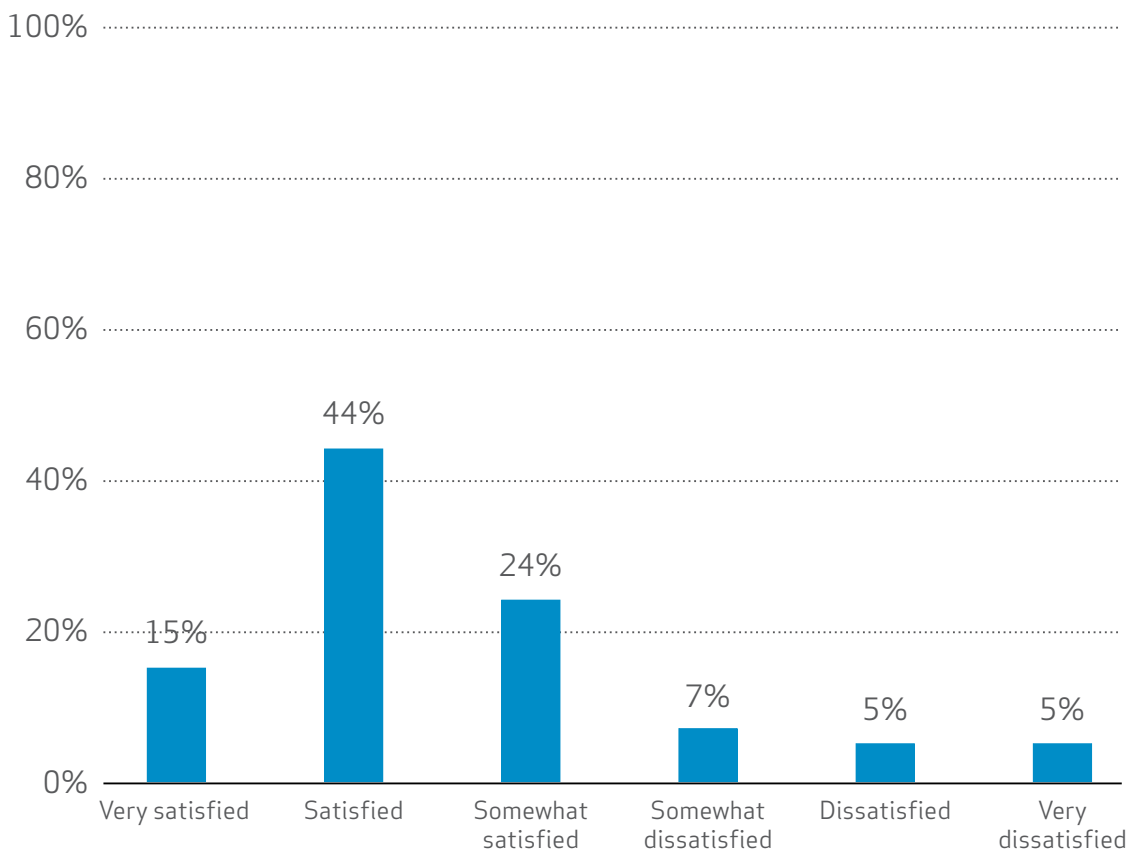


None
 Between two and four times
 Once
 Five or more times

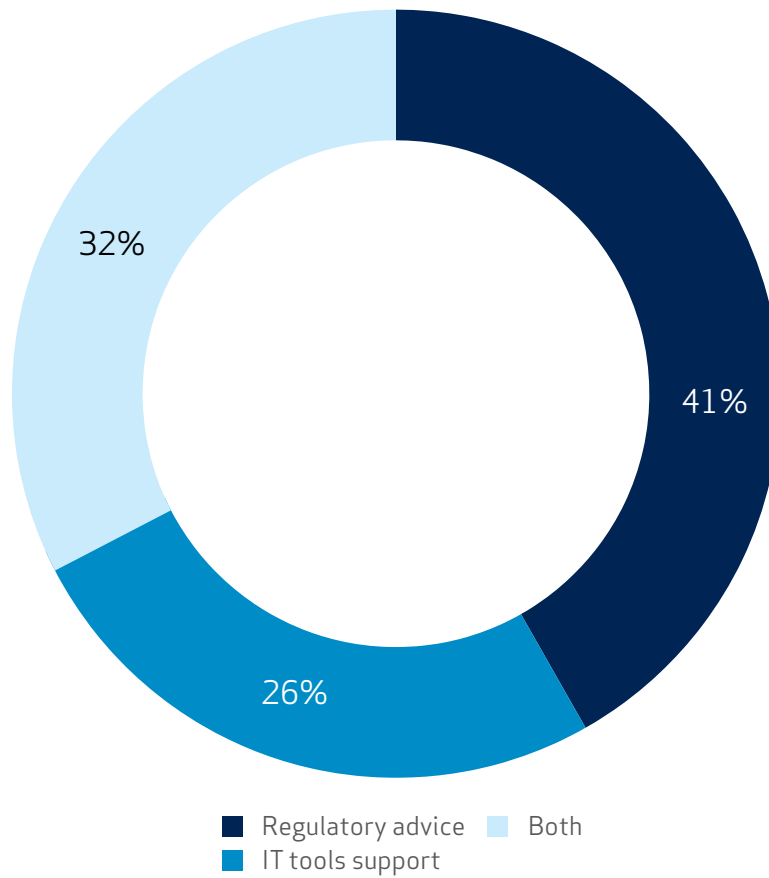
Did you contact your national helpdesk before contacting the ECHA Helpdesk?
(please select all that apply)



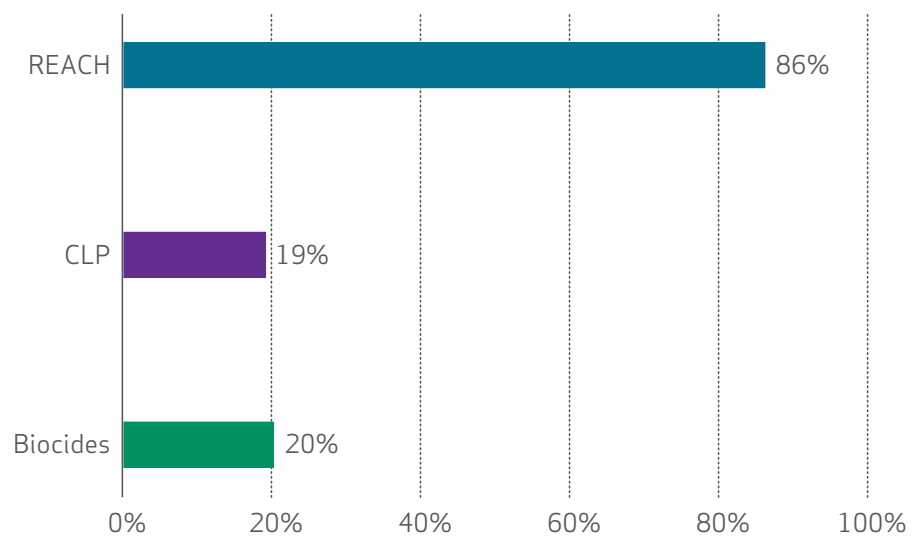
What is your level of satisfaction with the ECHA Helpdesk support?



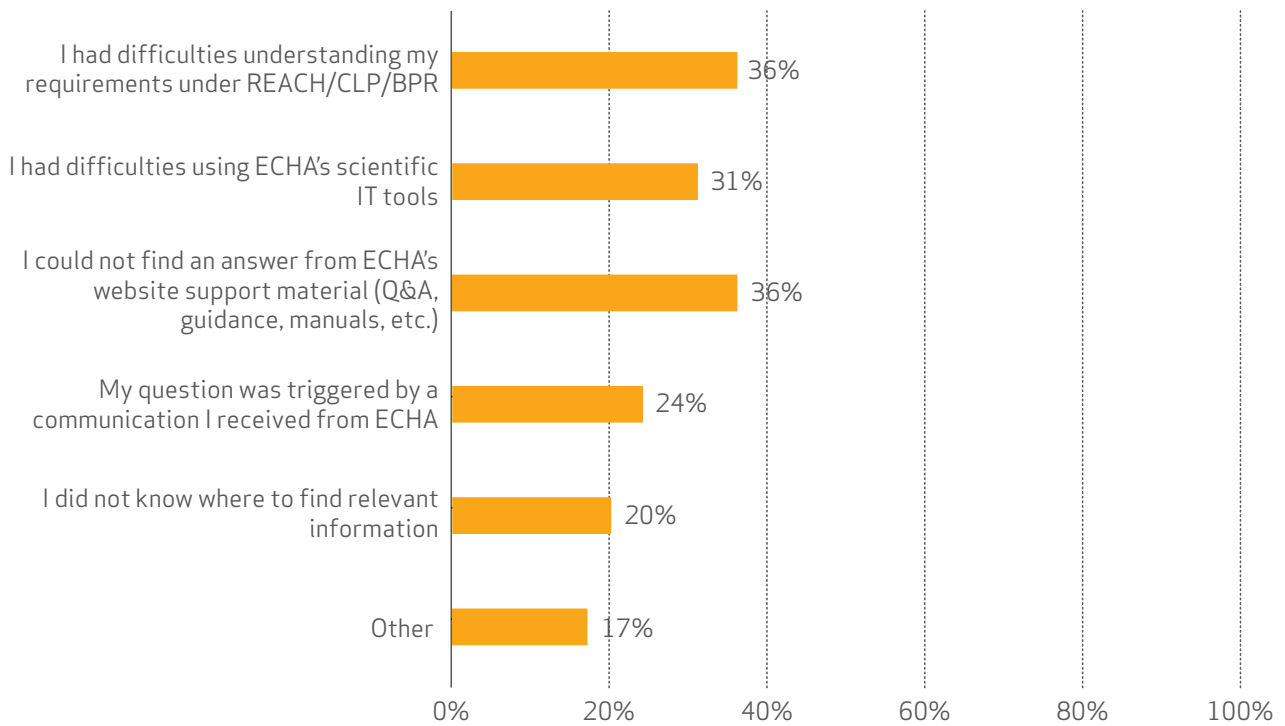
My questions were related to:



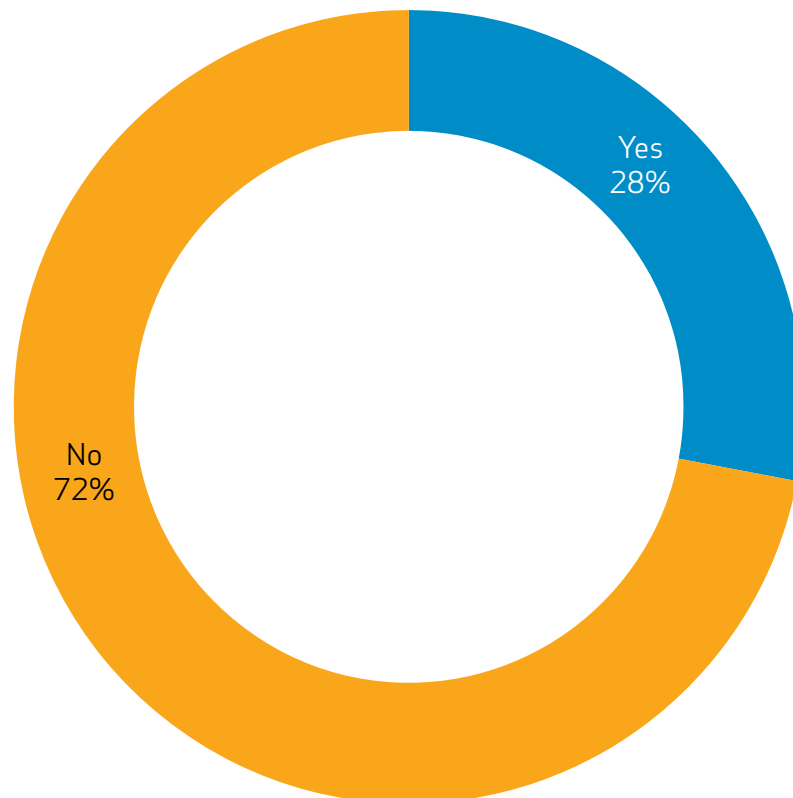
My questions were related to:



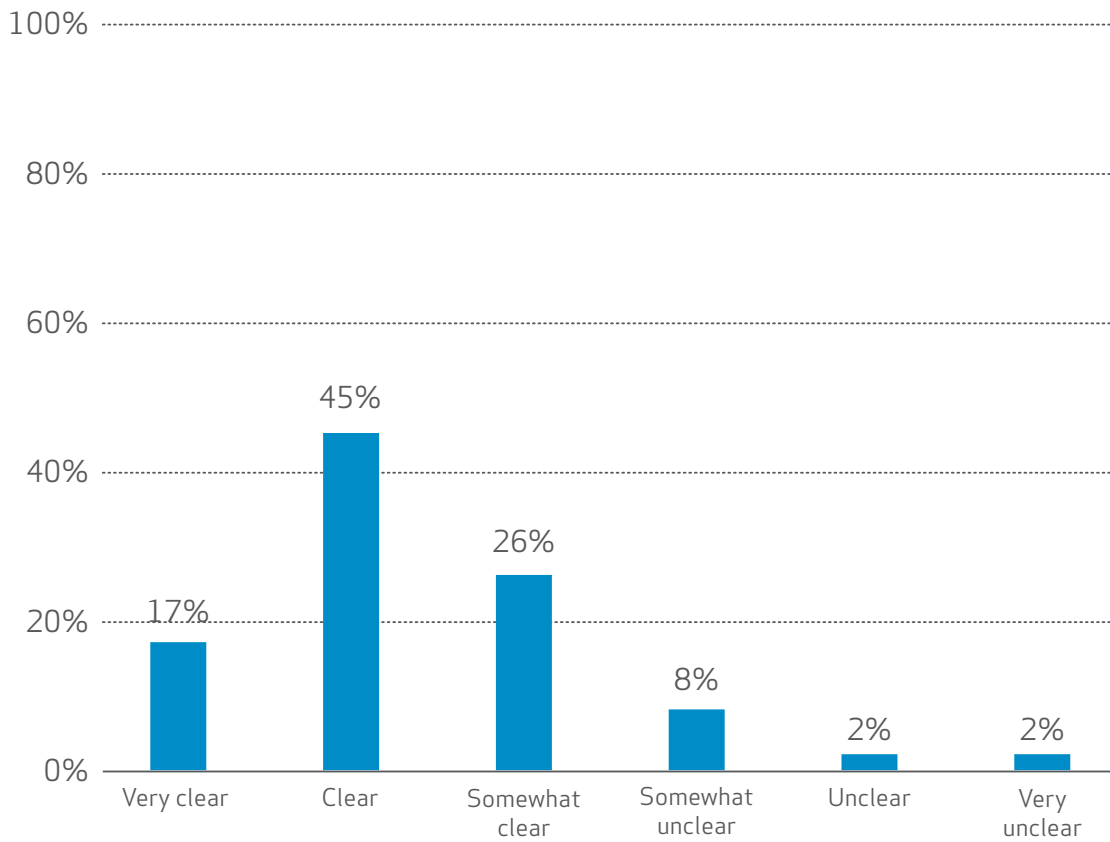
Why did you contact the ECHA Helpdesk?



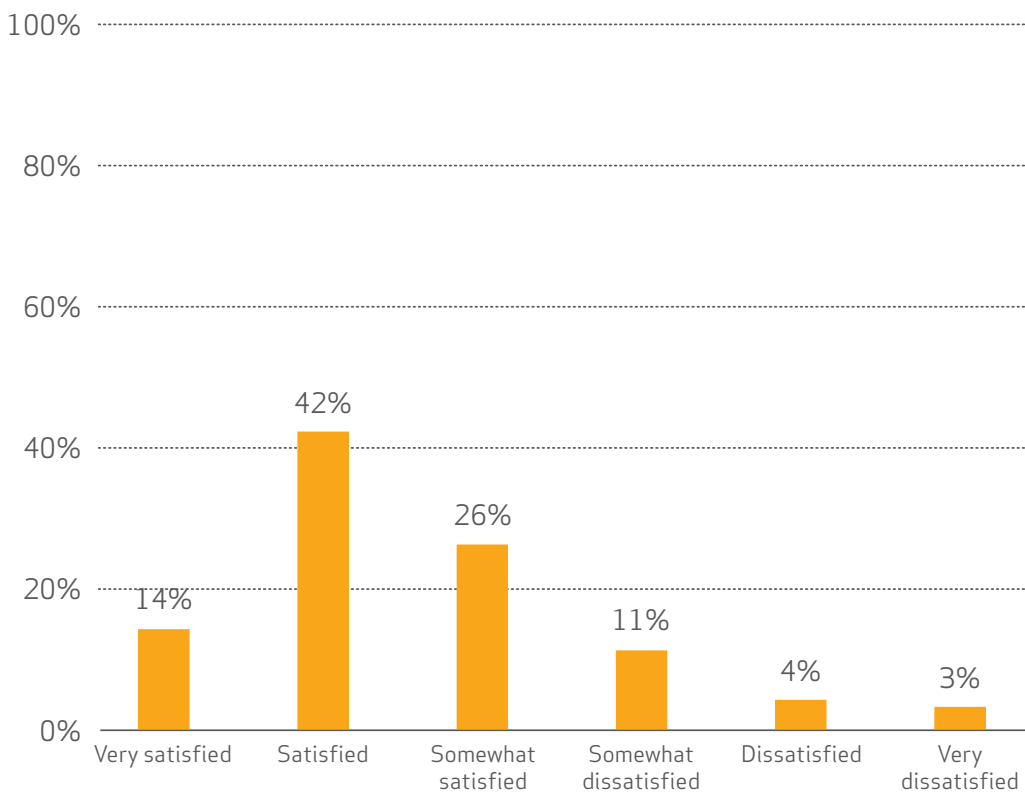
Did the ECHA Helpdesk contact you by telephone?



How clear were the answers from the ECHA Helpdesk service to you?

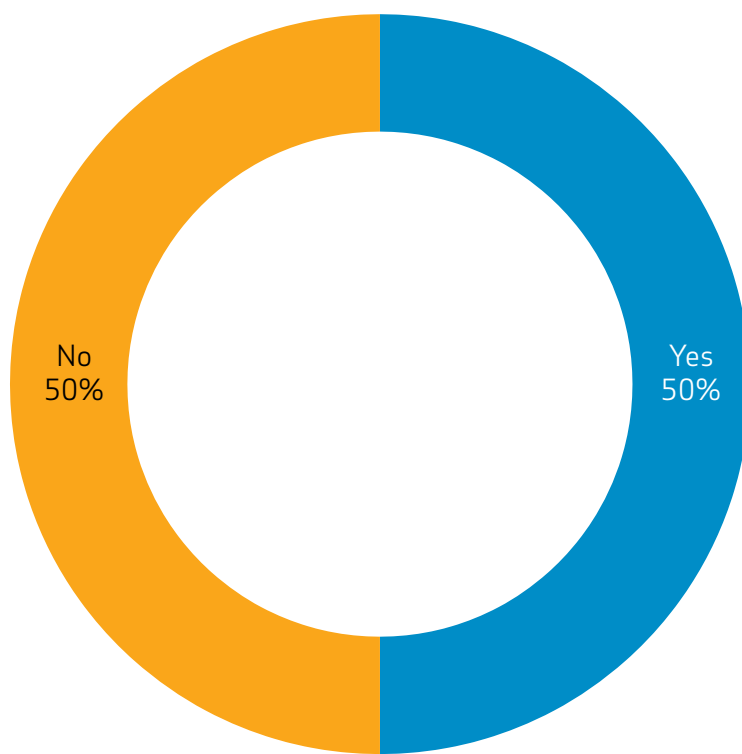


How satisfied were you with the response time of the ECHA Helpdesk service?

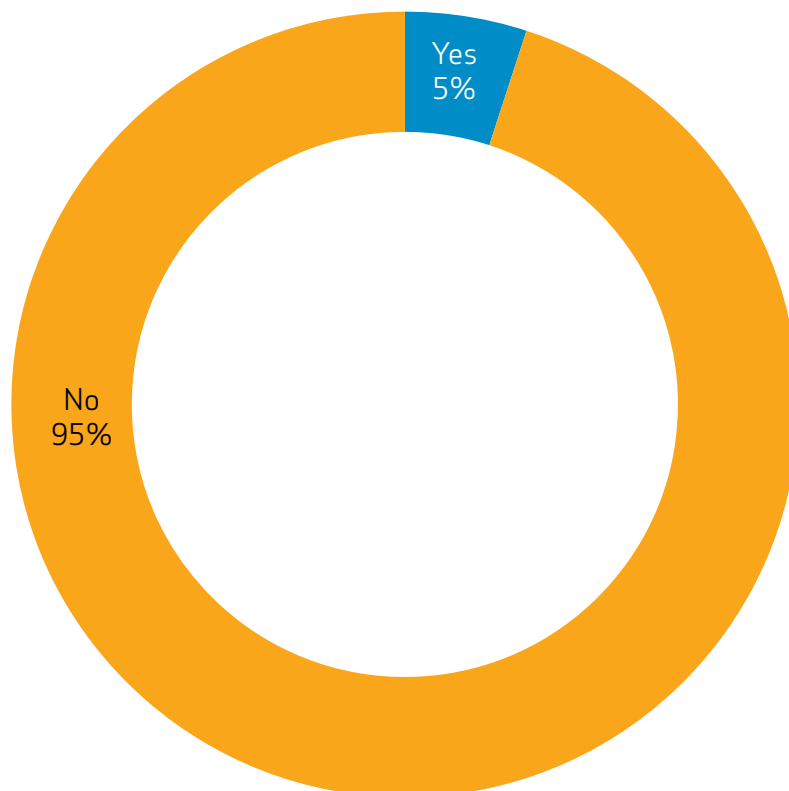


Questions asked to REACH registrants and Biocide applicants on ECHA's Board of Appeal

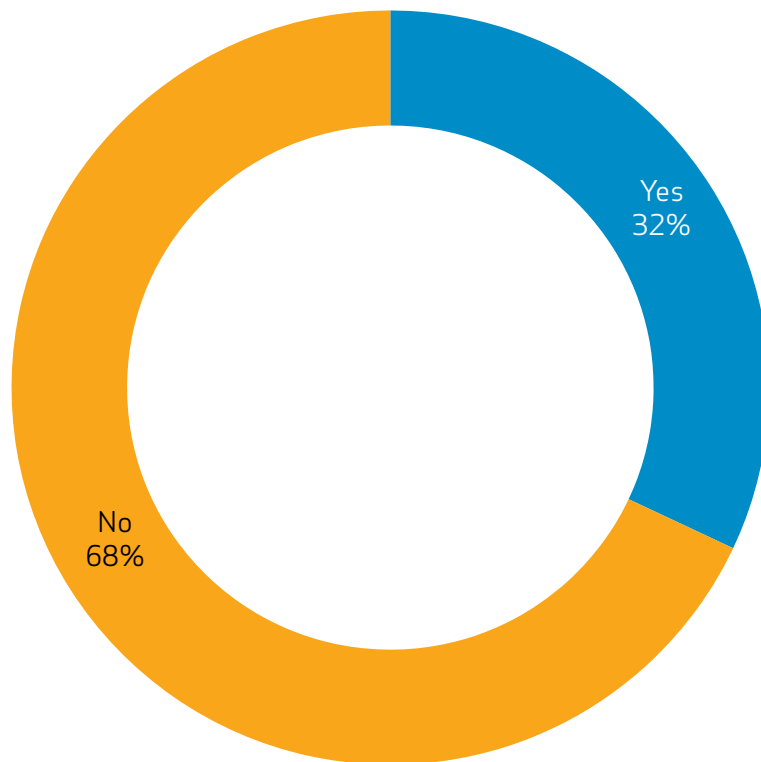
Did you know that you can appeal to the Board of Appeal against certain ECHA decisions?



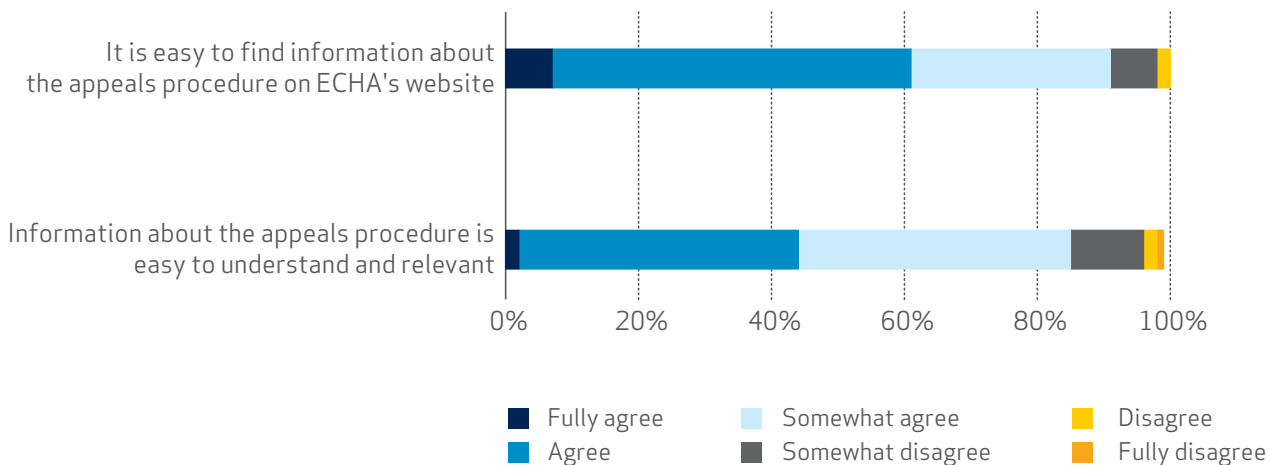
Have you had any direct involvement in the appeals process?



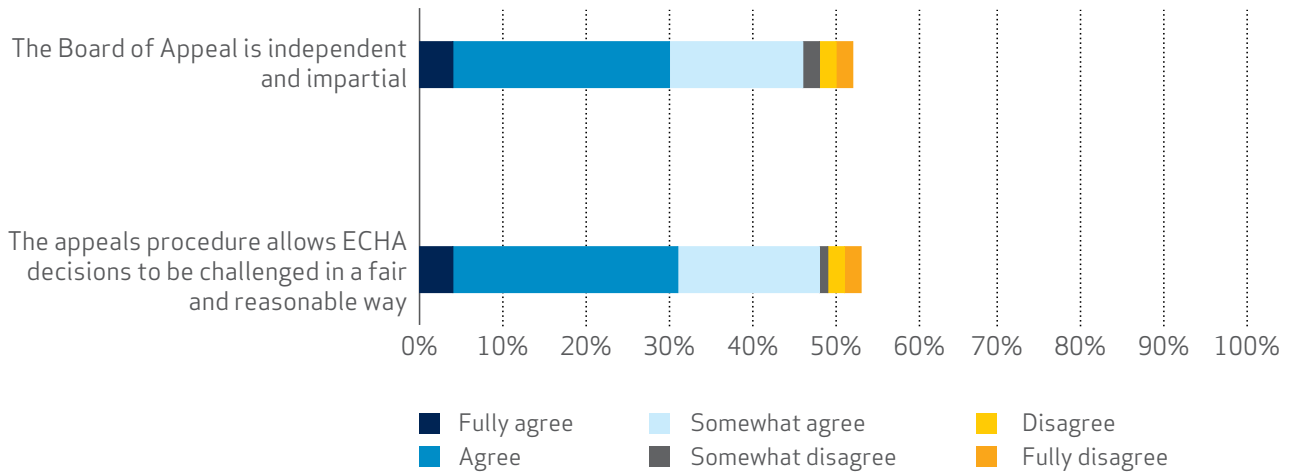
Have you visited the Appeals section of ECHA's website?



Please indicate your level of agreement with the following statements:

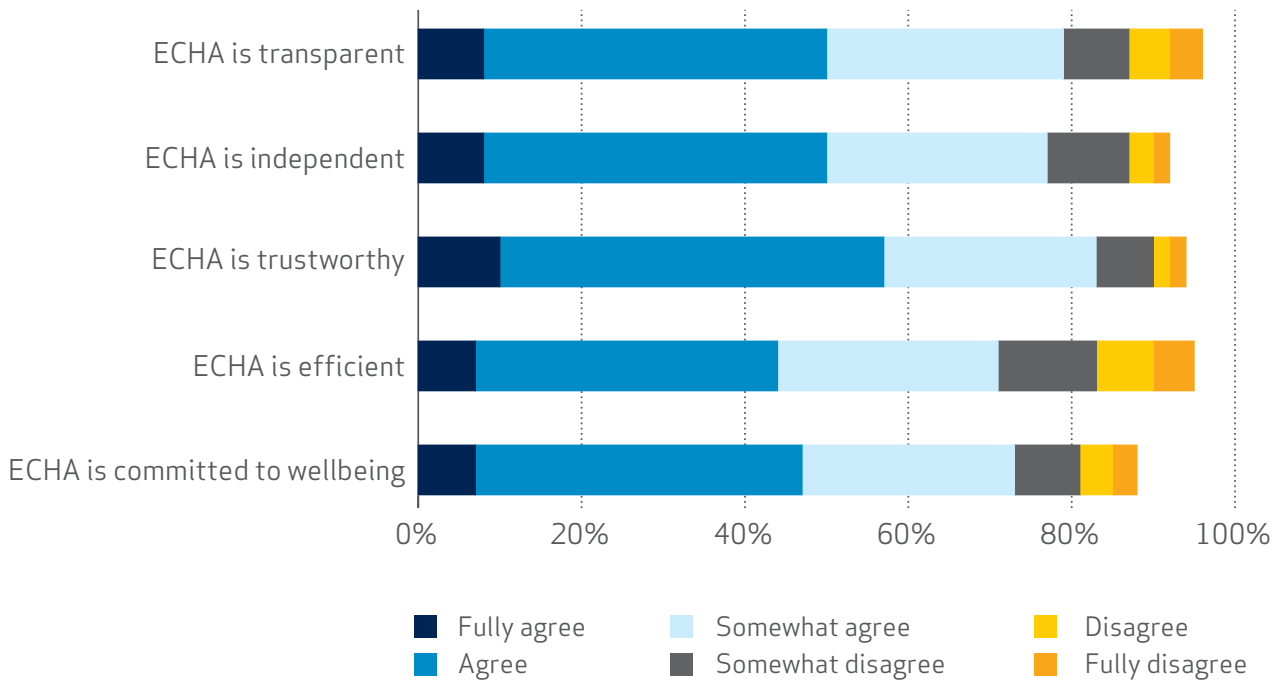


What is the level of your confidence in the appeals procedure? Please indicate your level of agreement with the following statements:



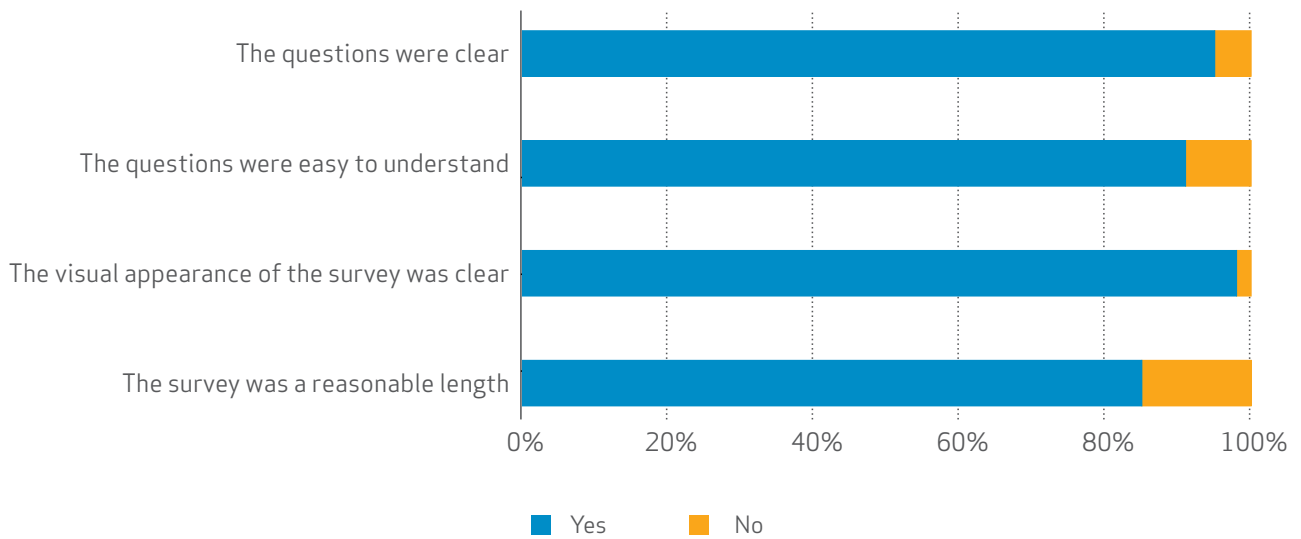
Question to REACH registrants and Biocide applicants about ECHA's values

Please rate the following statements about ECHA's values.



General question to REACH registrants and Biocide applicants about the survey

Finally, we would like your feedback on this survey in general. Please rate the following statements:





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