



**Role & Functioning of the
FPS Economy Helpdesk
REACH**

Jean-Pierre FEYAERTS

1 June 2011 – Prepared by D. Hoyaux)

Presentation

- 1. Origin of Helpdesk**
- 2. Organisation**
- 3. Questions & Answers**
- 4. Statistics**
- 5. Sources of Information**
- 6. National REACH Helpdesk**



1. Origin of Helpdesk

❑ First established in **March 2005**

→ **Information on our website**

→ **Inventory Tool : in partnership with industry**

❑ **October 2005** : role confirmed by the
Federal Policy declaration

❑ **December 2006** : confirmation as
national Helpdesk

Why a helpdesk in the FPS Economy ?

□ **Federal Public Service « Economy, SME's, Self-employed & Energy »**

→ **Contact Point** : with Industry & SME's
at the Federal Level

□ **Not the Competent Authority for REACH**

→ **Compagnies are less frightened**

2. Organisation

- ❑ **To answer Questions**
- ❑ **Other aspects of the Helpdesk**
 - **Cooperation with ≠ services**
- ❑ **Inter-service meetings**
- ❑ **Steering Committee** → « Comité d'accompagnement »
- ❑ **Other REACH issues & Activities**



The « REACH » Team

- **Jean-Pierre Feyaerts (F) : Team Leader** E4
 - Economist, Counsellor, Head of Service (industries)
 - Member of SEAC, former Sherpa in the HLG on chemicals
 - +/- 30% of time working on REACH
- **Daphné Hoyaux (F)** E4
 - Engineer in Chemistry, PhD in Biomedical Sciences
 - Member of HelpNet « Network of national Helpdesks »
 - +/- 90 % of time working on REACH
 - Answers, Database management, Website, Presentations, Press Campaign

The « REACH » Team

□ Reinhilde Bouckaert (N) E4

- Economist
- Alternate member of the HelpNet
- +/- 20% of time working on REACH
- Answers & Quality control

□ Sara Avermate (N) E6

- Engineer in Chemistry
- +/- 80% of time working on REACH
- Answers, Presentations, Quality control



3. Questions & Answers

- ❑ **Mainly via mail (96%)** reachinfo@economie.fgov.be
- ❑ **Not recorded** → various questions during meetings
- ❑ **2006** → First line for phone calls
Now → No more first line
- ❑ **Cooperation was never efficient with other services outside the FPS Economy**

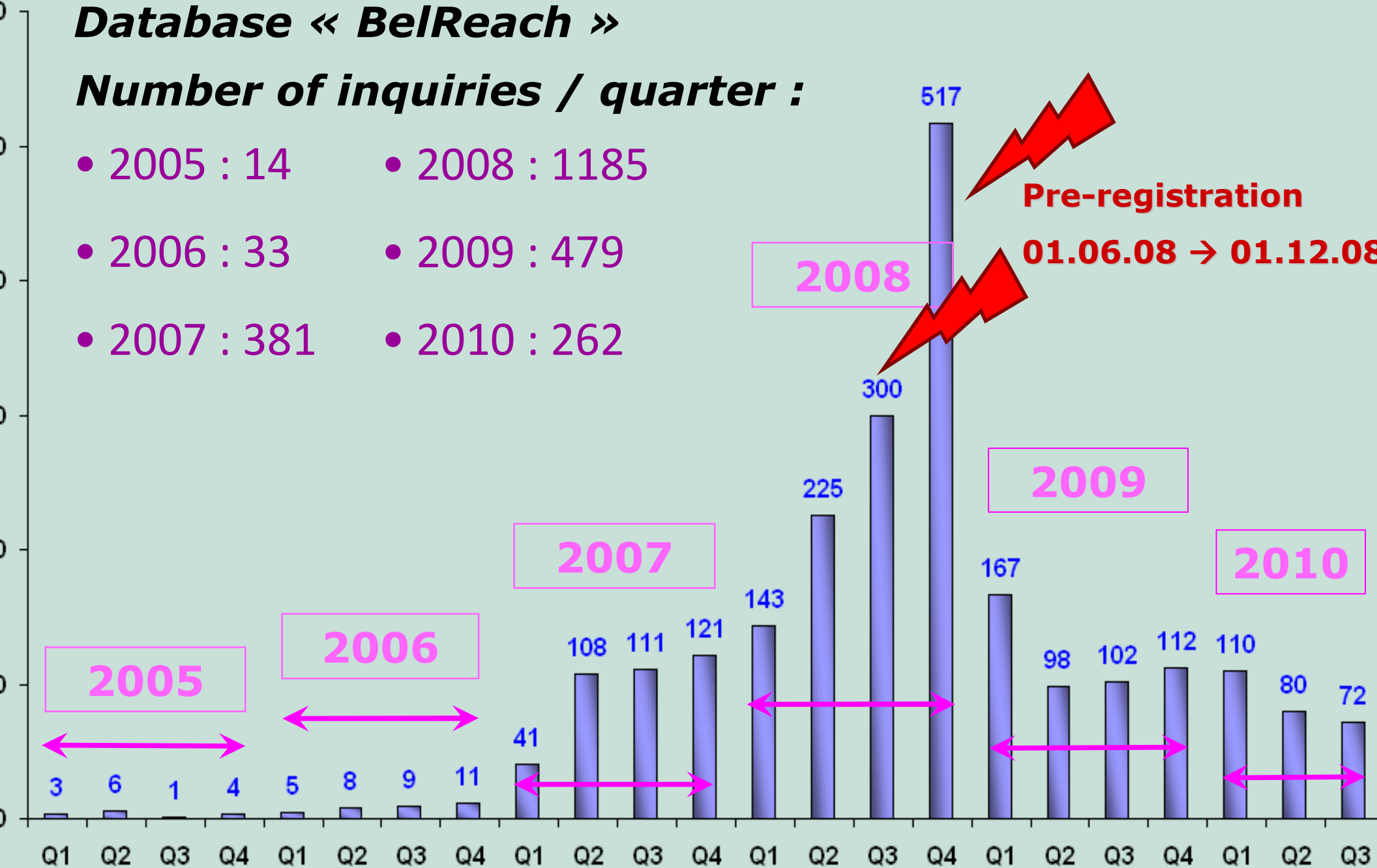


- ❑ **No SOP but some principles were agreed**
 - **double check of answers**
- ❑ **Refer to the legal provisions/guidances**
- ❑ **Priority for enterprises directly concerned**
 - >< consultants**
- ❑ **Questions from other MS or abroad**
 - **usually transferred**
 - **eventual answer if very easy**
- ❑ **Try to answer « As soon as possible »**

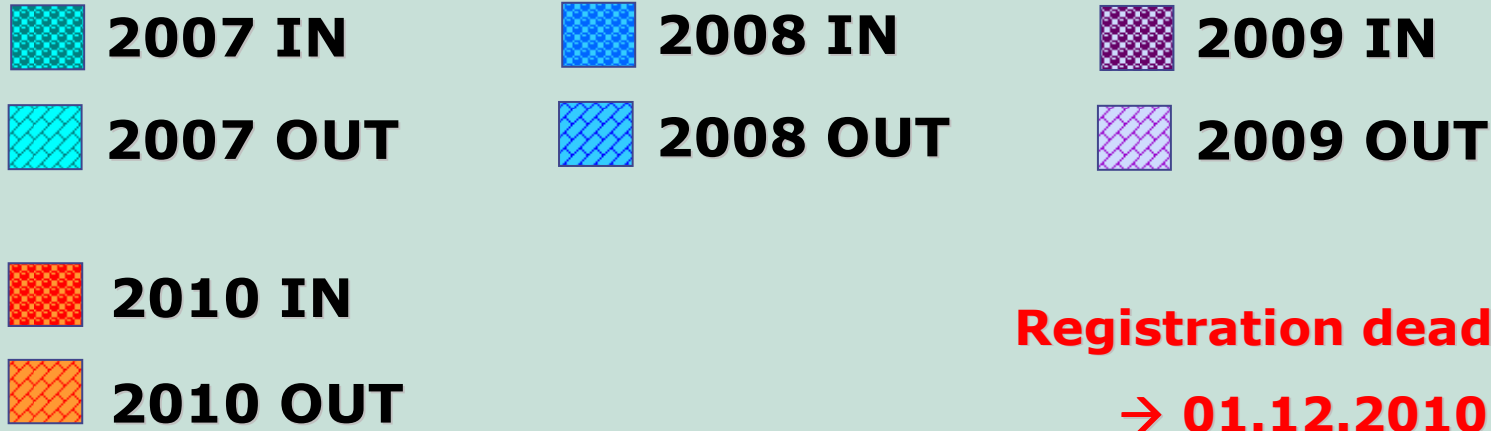
Database « BelReach »

Number of inquiries / quarter :

- 2005 : 14
- 2006 : 33
- 2007 : 381
- 2008 : 1185
- 2009 : 479
- 2010 : 262

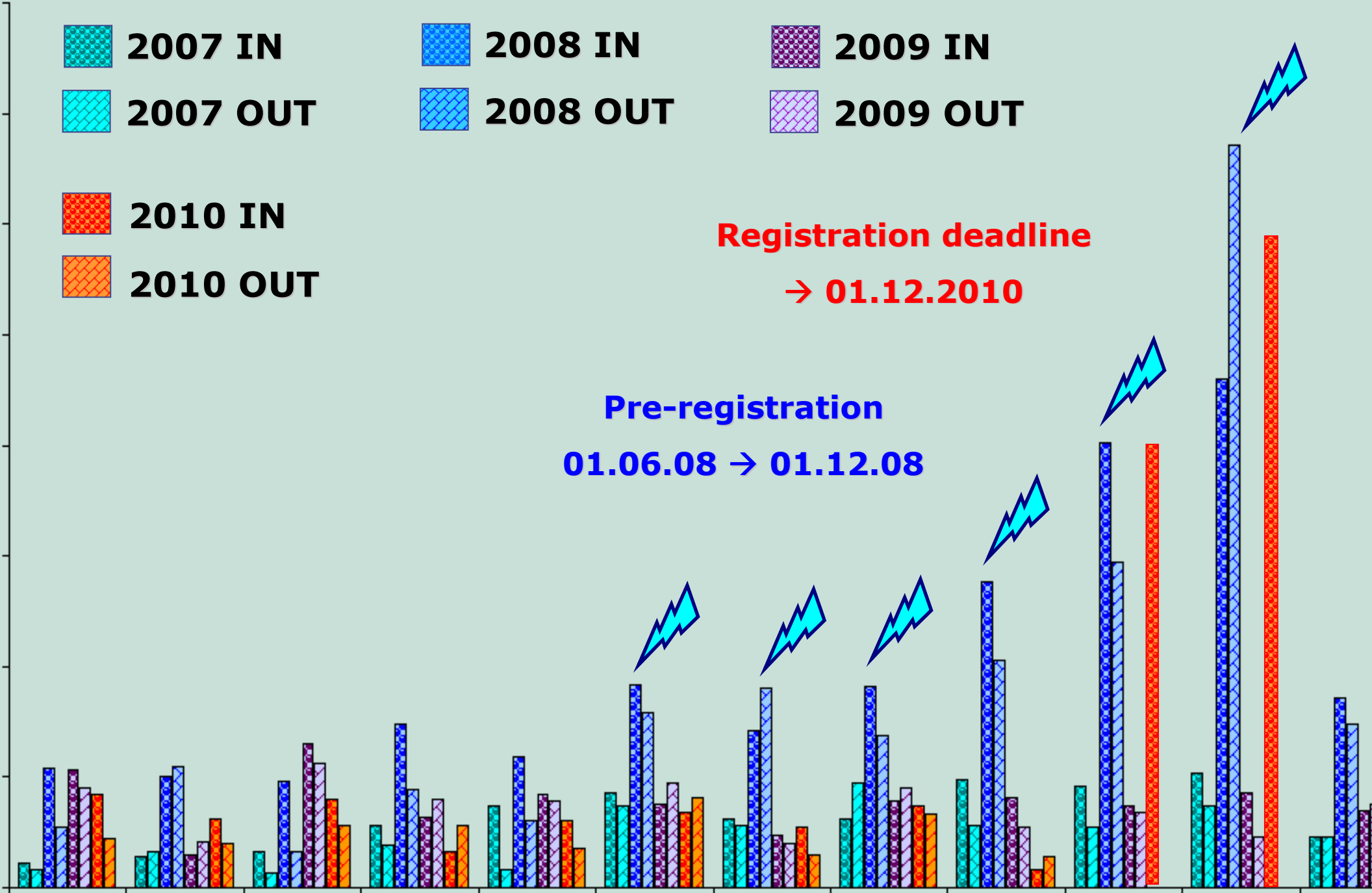


Number IN / OUT

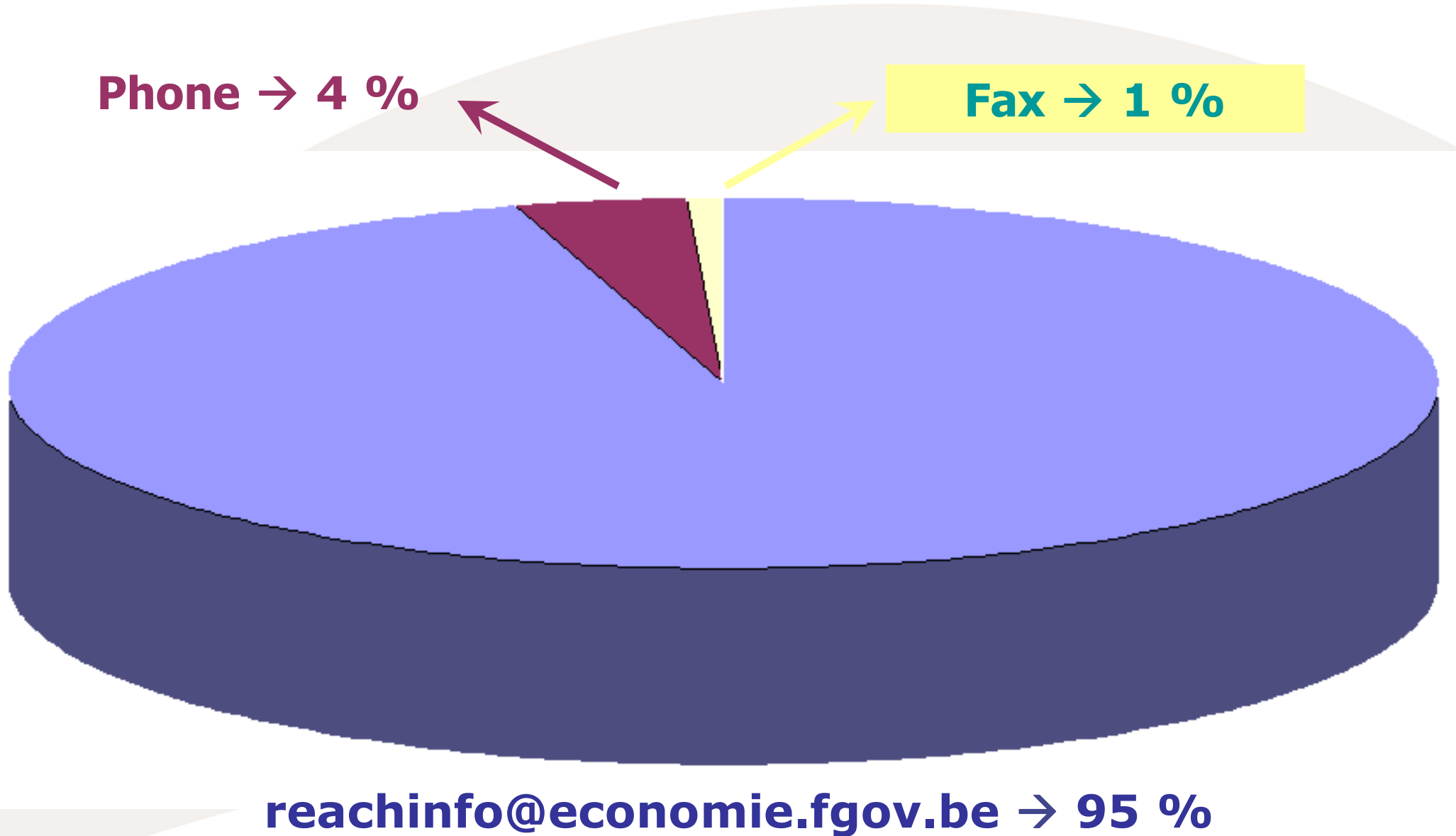


Registration deadline
→ **01.12.2010**

Pre-registration
01.06.08 → 01.12.08



Origin of Inquiries :

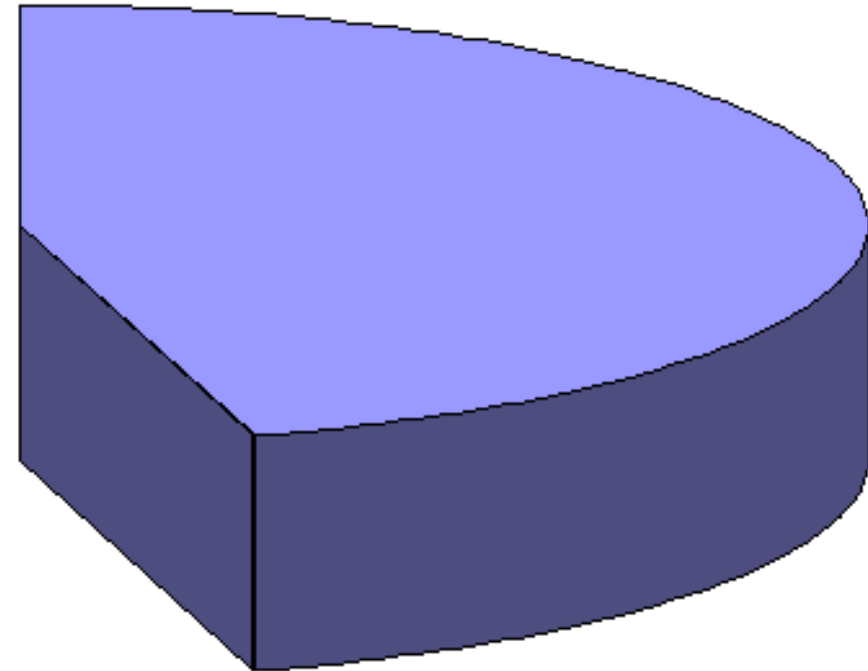
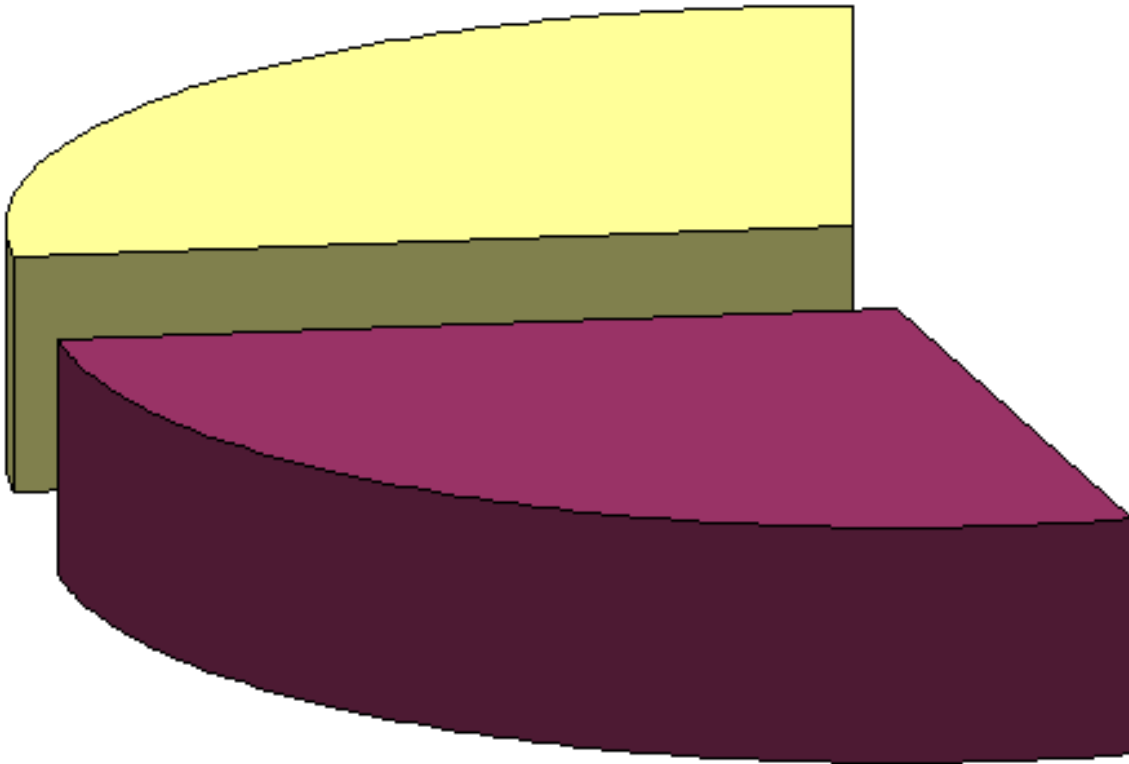


reachinfo@economie.fgov.be → 95 %

Reference : 2005 → 2010

Language of Questions :

English → 27 %

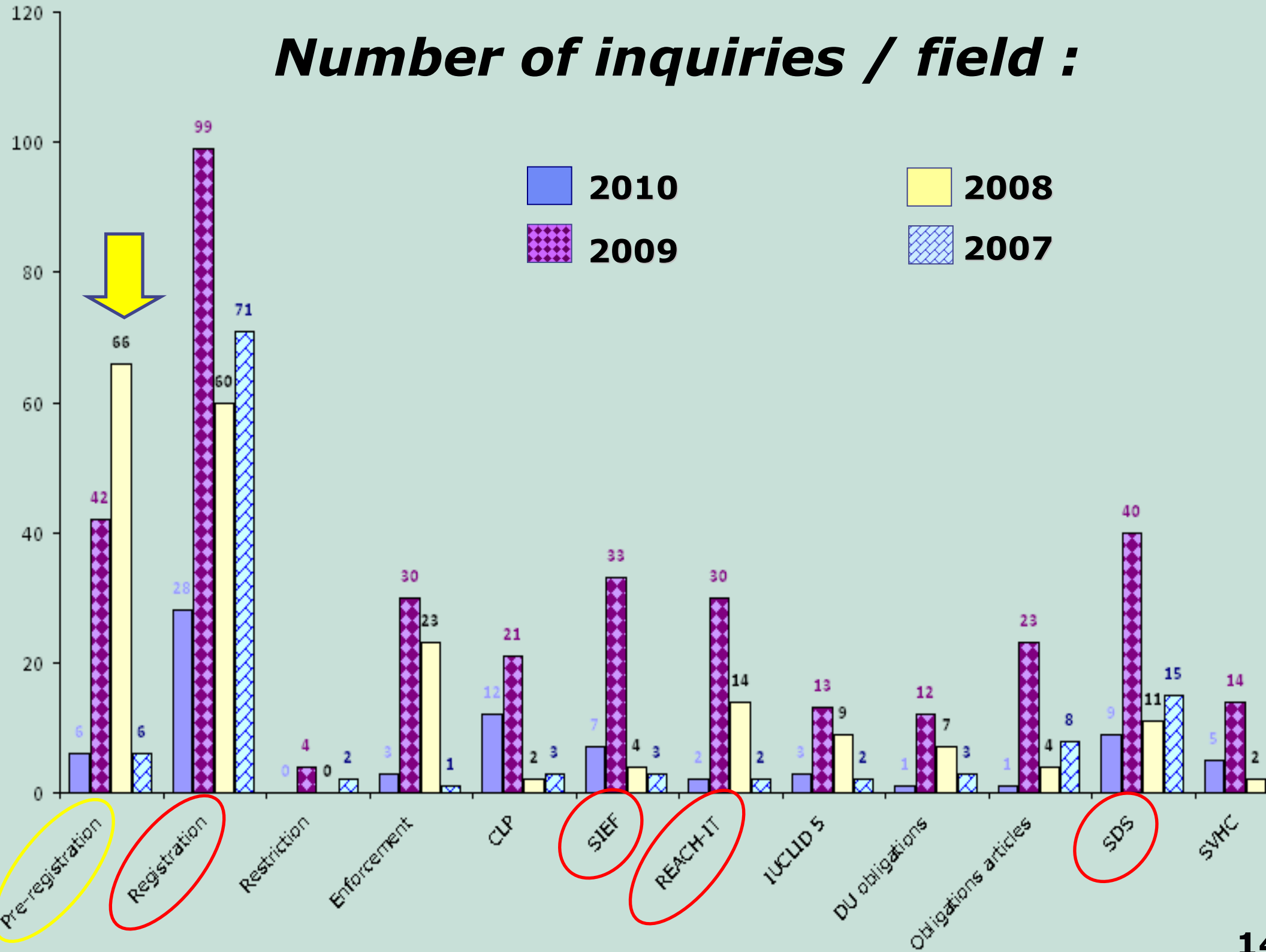


French → 27 %

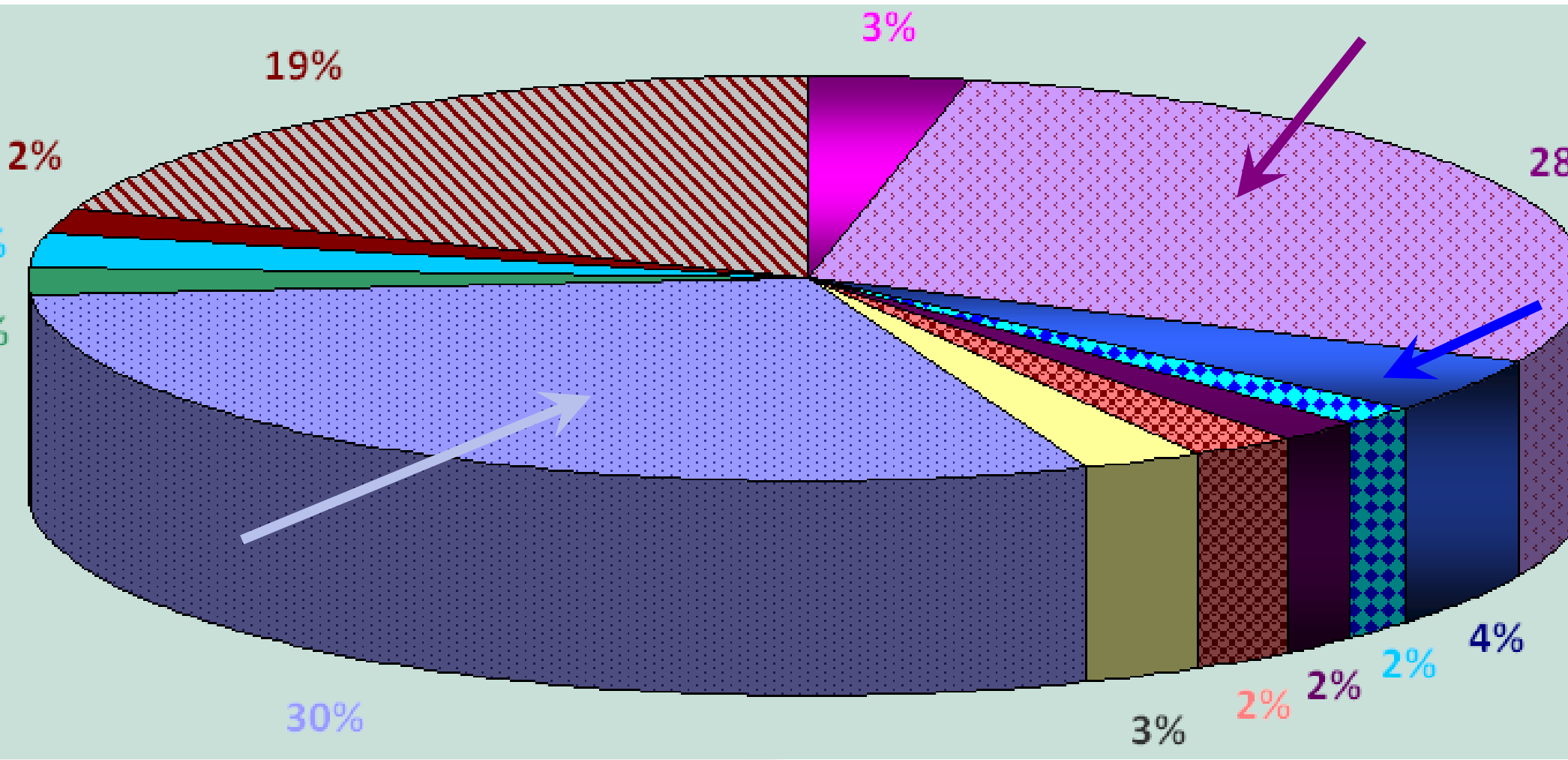
Dutch → 46 %

Reference : 2005 → 2010

Number of inquiries / field :



Inquiries by Sector :



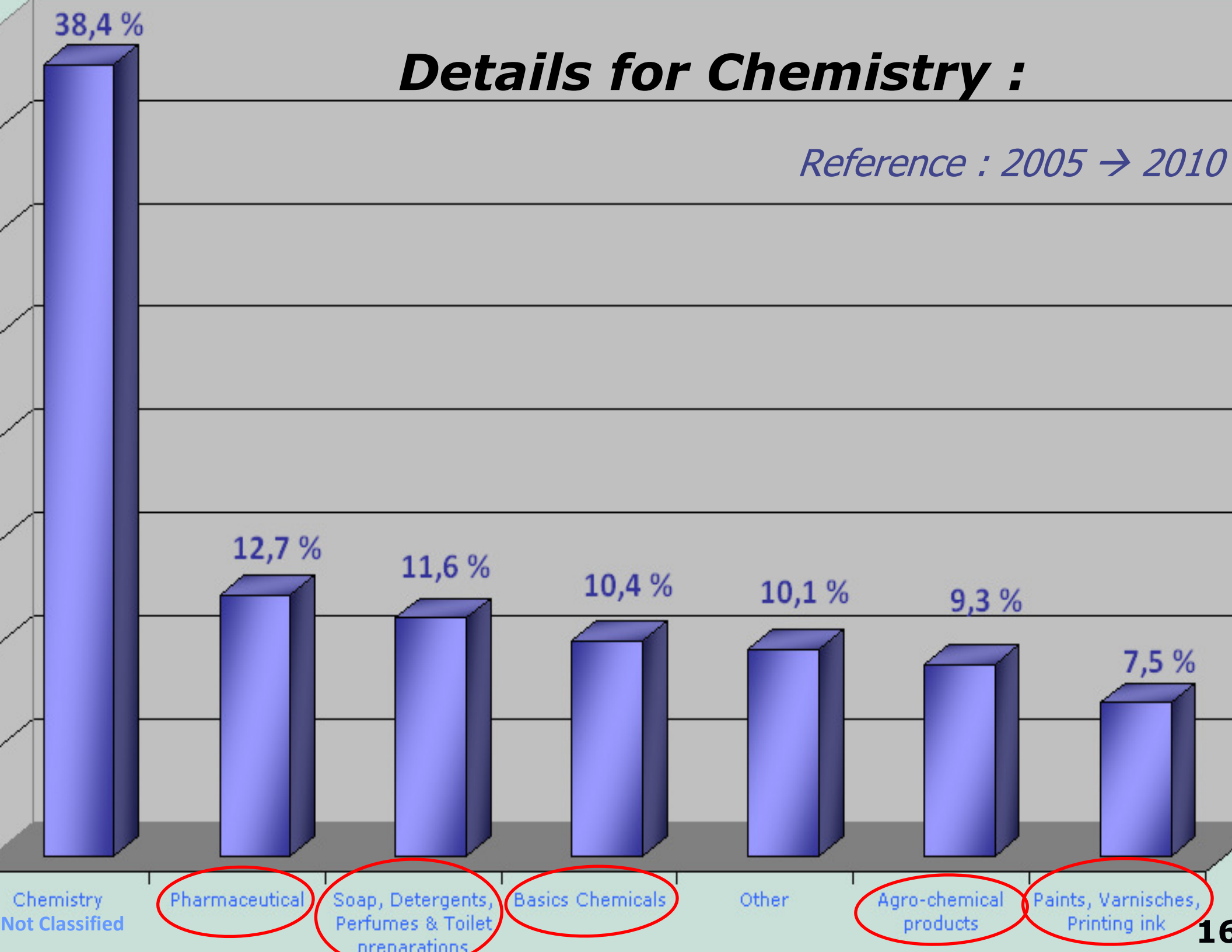
- Food
- Chemistry
- Rubber & Plastic
- Mineral Products
- Metals
- Vehicles
- Manufacturing
- Consulting
- Public Administration
- Education
- Service
- Other

Reference : 2005 → 2010

(Nace Code 200)

Details for Chemistry :

Reference : 2005 → 2010



5. Sources of Information

Regulations

→ REACH n° 1907/2006

→ Implementing rules (ex : Fees n°340/2008)

ECHA Website, FAQs

Guidance documents

→ Registration, DU, Data Sharing....

→ Monomers & Polymers, Identification...

HelpNet, REACH-IT

Contacts

Internet → To better understand some questions



5.1 Regulation

→ REACH

- The 'ultimate' source
- Text + Appendices
- Complex



*«REGULATION (EC) No 1907/2006 concerning the
Registration, Evaluation, Authorisation and
Restriction of Chemicals (REACH)»*



→ Fees & Charges

« *COMMISSION REGULATION (EC) No 340/2008
on the fees and charges payable to the
European Chemicals Agency* »

<http://eur-lex.europa.eu>

http://economie.fgov.be/nl/ondernemingen/specifieke_domeinen/chemie/REACH/index.jsp

http://economie.fgov.be/fr/entreprises/domaines_specifiques/Chimie/REACH/index.jsp

5.2 ECHA Website → Publications

- ✓ **Press Releases**
- ✓ **Newsletters**
- ✓ **FAQs, Fact Sheets**
- ✓ **Brochures**
- ✓ **Technical Manuals**



<http://echa.europa.eu>

http://echa.europa.eu/publications_en.asp

- HOME
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- REACH-IT
- CLP
- GUIDANCE
- LEGISLATION
- HELP
- SMEs
- PRESS AND EVENTS
- ABOUT ECHA
- PUBLICATIONS**

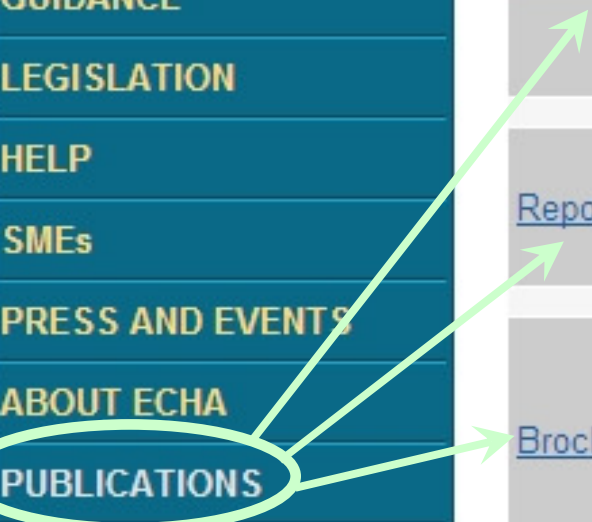
Publications

Every year, the Agency produces a variety of publications through which it provides technical and scientific guidance, and conveys information to a variety of audiences. These publications include guidance documents, IT-manuals, fact sheets, information leaflets and various reports. This section contains the current range of ECHA publications.

Please click on the general topic to see the documents concerning that particular category.

[ECHA Publications catalogue 2010](#) (📄) [en](#)

Publication categories	
Newsletters	ECHA Newsletter, the bimonthly newsletter of the European Chemicals Agency, provides regular information on the Agency's activities as well as lively stories and pictures of daily life within ECHA. To subscribe to the newsletter, send your e-mail address to info@echa.europa.eu
Reports	The European Chemicals Agency produces various reports. These reports include e.g. regulatory reports and workshop proceedings.
Brochures	For informational and promotional purposes the European Chemicals Agency produces brochures. These brochures provide concise and easy to understand overviews about ECHA and the various regulatory topics under the Agency's responsibility.



✓ **Guidance Documents :**

INDUSTRY

- Guidance on Registration
- Guidance on Pre-registration
- Guidance on Data-sharing
- Guidance for Intermediates
- Guidance on polymers
- Guidance on SR&D and PPORD
- Guidance for Downstream users
- Guidance on CLP
- Guidance on Autorisation application

http://guidance.echa.europa.eu/guidance_en.htm

METHODS

- Guidance on Substance Identification
- Guidance on CLP
- Guidance on Information requirements and CSA
- Guidance on Priority setting for Evaluation
- Guidance on IUCLID

AUTHORITY

- Guidance on Evaluation
- Guidance on Annex XV for C&L
- Guidance on Identification of SVHC
- Guidance on Annex XIV inclusion
- Guidance on Annex XV for restrictions

✓ **Formats** (Format for Chemical Safety Report)

✓ **Navigator**

Guidance Consultation Procedure

- See on ECHA Web Pages (Navigator > Guidance > Consultation Procedure: http://guidance.echa.europa.eu/guidance4_en.htm)
- Establishment of a Partner Expert Group (PEG) with representatives of EU authorities, ECHA, National authorities and stakeholders after a call of interest
- Consultation of other bodies, like the ECHA Forum
- Consultation of the CARACAL (Competent Authorities for Reach And Classification And Labelling)
- Information available on ECHA website
- Open Consultation for comments (/feedback) via a ECHA Web Sheet:
- <https://comments.echa.europa.eu/Comments/FeedbackGuidance.aspx>

NAVIGATOR

What are my obligations under REACH?

Obtain a list of your obligations by answering questions about the chemicals you handle !

Enter the Navigator



NEWS

- [Guidance Fact Sheet on Use descriptor system now available in 22 EU languages](#) (20/08/2010)
- [ECHA publishes Guidance Fact Sheet on Use Descriptor System](#) (21/07/2010)
- [Guidance Fact Sheet on waste and recovered substances now available in 22 EU languages](#) (14/07/2010)
- [New Annex XV report format for SVHC available](#) (08/07/2010)
- [Guidance on waste and recovered substances now available in 22 EU languages.](#) (24/06/2010)



DOCUMENTS

- [Technical Guidance Documents](#)
- [REACH Legislation \(legal text\)](#)
- [Formats](#)
- [Other Documents](#)



What can you find on this website?

This website assists industry and authorities to understand their obligations under REACH and provides guidance on how to fulfil them. It contains 5 main elements:

- **About REACH**
gives an overview of the processes foreseen by REACH, its scope and the main obligations of the actors involved in REACH
- **Navigator**
is an IT-tool to help industry determine its obligations under REACH
- **Guidance documents**
provides the Guidance Documents on REACH processes and methods, to be used by industry and authorities.
- **Formats**
contains the key templates that industry and authorities can use in the context of REACH (e.g. format for Chemical Safety Report, format for Substance Evaluation Report, formats for Annex XV dossiers)
- **Legislation**
contains different legislative texts related to EU chemicals policy, in particular the **REACH Regulation** in all official languages of the EU

Some parts of this website are still under construction, especially "Guidance Documents", and will be regularly updated with new documents as soon as they become available.

Parts of this website are accessible in all languages of the European Community. For the parts which are not translated, the default language used is English.

If you need an overview of REACH, we recommend that you start with "[about REACH](#)".

If you are a manufacturer, an importer or a user of chemicals and you are not familiar with REACH you can find out your obligations using the [Navigator tool](#). If you are a manufacturer, an importer or a user of chemicals familiar with your role or obligations under REACH you can access the relevant [guidance documents](#) directly.

Disclaimer : This website contains guidance on REACH explaining the REACH obligations and how to fulfil them. However, users are reminded that the text of the REACH Regulation is the only authentic legal reference and that the information in this website does not constitute legal advice. The European Chemicals Agency does not accept any liability with regard to the content of this website.

5.3 REACH-IT

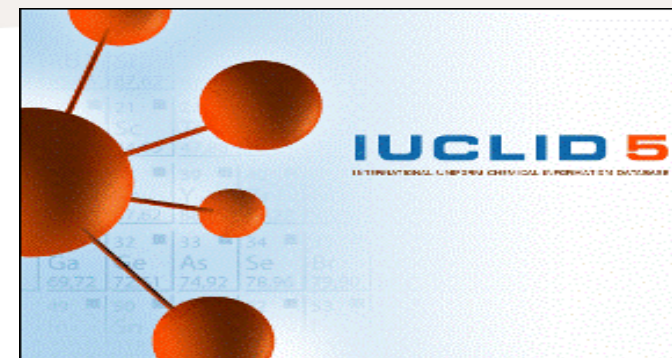
REACH = system without paper

- ❑ REACH workflows
- ❑ To Create & Manage files (**IUCLID 5**)
- ❑ To Submit files (**IUCLID 5**)
- ❑ To Distribute non confidential information

→ ***IUCLID 5 :***

- Harmonized format of data & Universally accepted
- Free Downloading
- **IUCLID 5-helpdesk**

<http://iuclid.eu>



5.4 ECHA Helpdesk



- Helpdesk for Helpdesks
- Questions in relation with ECHA
- Questions from outside the EU
- Questions from European Federations...

http://echa.europa.eu/help/echahelp_en.asp

HOME

ABOUT

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ECHA CHEM

REACH-IT

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National Helpdesks

ECHA helpdesk

PRESS AND EVENTS

ABOUT ECHA

ECHA Helpdesk

Information for registrants

When shall I contact the ECHA helpdesk?

The first point of contact for questions on REACH are the REACH helpdesks established in each Member State. The ECHA helpdesk is a service to companies registering a substance which provides advice and assistance concerning the REACH provisions.

What can I expect from the ECHA helpdesk?

With respect to information on REACH the ECHA helpdesk is a service which can provide information on provisions and obligations under REACH, but may not solve business-specific problems.

The ECHA helpdesk will not make recommendations on how a particular company should go about fulfilling obligations. For sector specific questions companies should consider contacting their industry association and for substances their suppliers can be the best source of information.

Do I have to pay for the service of the ECHA helpdesk?

No. The advice of the Agency is free of charge. The only cost you have to cover is that of the Internet connection.

5.5 Federations

GOOD Knowledge of sectors

Sectoral Support → specific problems, consortia...

Vlarip & Walrip :

- Essenscia
- Regional Authorities

www.essenscia.be

[Sections > essenscia wallonie > Dossiers > REACH](#)



5.6 Others

- Consultants (scientific, strategic, IT)
- Research Office
- Laboratories
- Lawyers ...



→ **Individual Help**

http://economie.fgov.be/fr/entreprises/domaines_specifiques/Chimie/REACH/REACH_Evenements_prestataires_services/index.jsp

→ **Events & Service Providers**

6. REACH Helpdesk

Each Member State → REACH National Helpdesk

Belgium → FPS Economy

« To provide information to the companies on their responsibilities and obligations »

→ Target cible : Entreprises (PME)

→ Freely : ***a) To sensitize & To inform***
b) To answer the questions

a) To sensitize & To inform

Website :

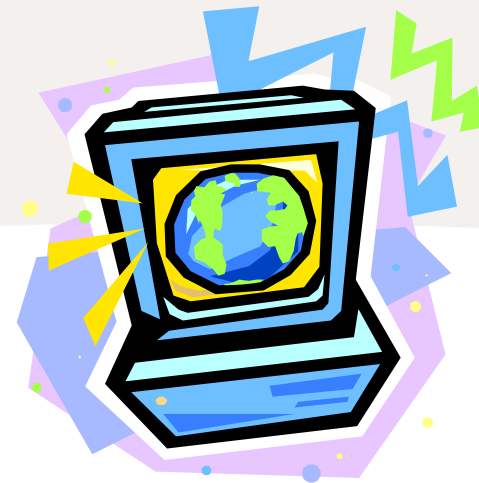
<http://economie.fgov.be>

- Information, FAQ's, Useful links
- REACH Tools : available in english
- Collaboration with FEB/VBO

Seminars

- Participation as speaker

Brochure & Press campaign





REACH

REACH - Evénements et prestataires de services

REACH - Rôle des partenaires dans REACH

Le Système Global Harmonisé de classification et d'étiquetage des produits chimiques et le règlement n°1272/2008

REACH – Reach en pratique

REACH - Législation et guides techniques

REACH - Helpdesk et FAQ

» Questions les plus fréquemment posées

REACH - Outil pratique

REACH - Autres instruments

REACH est-il important pour vous ?

Qu'est-ce que REACH?

Champ d'application de REACH

REACH - Définitions

REACH – Calendrier

Le règlement REACH (Enregistrement, Evaluation, Autorisation et restriction des substances Chimiques) est entré en vigueur le 1er juin 2007.

Ce règlement vise à assurer un niveau élevé de protection de la santé humaine et de l'environnement, y compris la promotion de méthodes alternatives pour l'évaluation des dangers liés aux substances, ainsi que

Contact Center

SPF Economie, PME, Classes moyennes et Energie
Contact Center

Rue du Progrès, 50
1210 Bruxelles

Tél. (n° gratuit) : 0800 120 33
Fax (n° gratuit) : 0800 120 57
E-mail : info.eco@economie.fgov.be

Brochure



REACH

Un guide pratique

The image shows the cover of a French brochure for REACH. It features a close-up photograph of a blue pen nib writing on a spiral-bound notebook. The text 'REACH' is prominently displayed in large white letters at the top, with the subtitle 'Un guide pratique' below it. The background is a soft-focus blue and white.

Un guide pratique



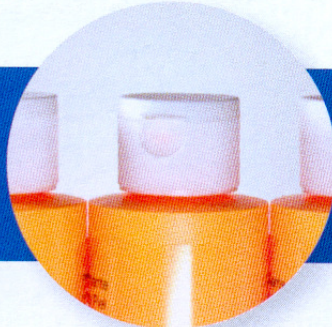
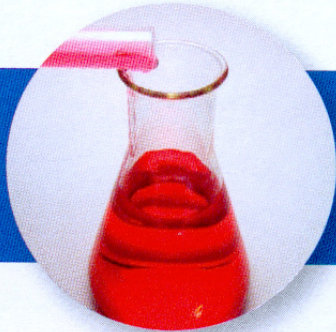
REACH

Wegwijs in REACH

The image shows the cover of a Dutch brochure for REACH. It features a close-up photograph of a blue pen nib writing on a spiral-bound notebook. The text 'REACH' is prominently displayed in large white letters at the top, with the subtitle 'Wegwijs in REACH' below it. The background is a soft-focus blue and white.

Wegwijs in REACH

REACH TOUCHE À PLUS DE SECTEURS QUE VOUS NE LE PENSEZ!



Est-ce que votre entreprise est concernée par REACH ?

Vous produisez des substances chimiques?
Vous importez des substances ou des préparations?
Vous utilisez des substances ou préparations ?
Alors REACH est important pour vous!

Ce nouveau règlement ne touchera pas seulement la chimie,
mais aussi leurs utilisateurs, comme dans le textile,
le bois, les matériaux de construction, le nettoyage,
les cosmétiques, la peinture, les matériaux d'emballage,
l'électronique, l'automobile, etc.

Le helpdesk REACH vous guidera!

Téléchargez notre brochure sur:
<http://economie.fgov.be/reach.htm>
ou demandez la via:
reachinfo@economie.fgov.be ou 0800 120 33

□ **MAGASINES :**

- *Forward (FEB)*
- *VOKA*
- *Trends / Tendances*
- *UCM*
- *Unizo*
- *Wallon dynamisme*
- *Usine - Entreprise /
Bedrijf*

b) To answer the questions

 **Only one e-mail :**

reachinfo@economie.fgov.be

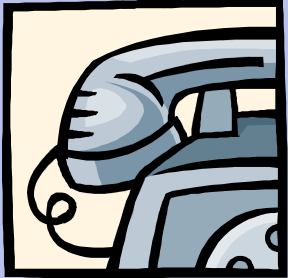


 **Contact center :**

Green Number : 0800/120 33

→ Preferably Written Questions

Belgian Helpdesk



Free Phone : **0800 / 120 33**

E-MAIL :

reachinfo@economie.fgov.be



INTERNET :

FPS Economy, SME's, Self-employed & Energy

http://economie.fgov.be/fr/entreprises/domaines_specifiques/Chimie/REACH/index.jsp

**Thank you
for your attention**