

The “R” in REACH

REACH Helpdesk Support by ECHA



Doris Thiemann
European Commission
Bonn, 21 June 2007

Overview:

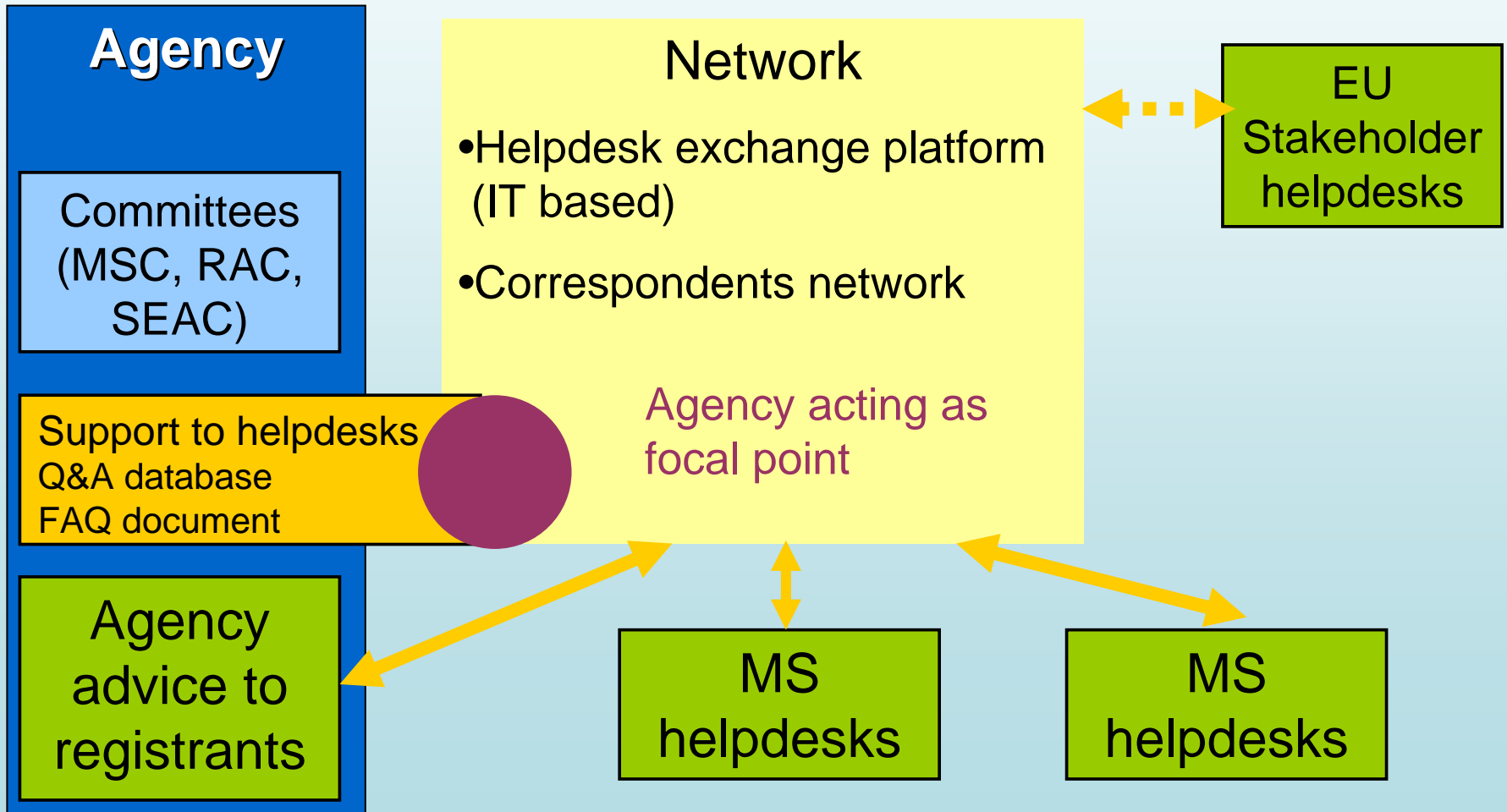
- EU National REACH Helpdesk Network
 - Objectives
 - What is REACH Help-Net?
 - Tools
 - Co-operation
- Further Support by ECHA
- Outlook

Objectives of REACH Help-Net

- To achieve consistent and harmonised advice to stakeholders across the EU by;
 - Discussing answers to questions concerning companies' duties under REACH;
 - Sharing information on pro-active actions;
 - Exchanging information on the operation of helpdesks;
- To provide the best possible advice to stakeholders.

What is REACH Help-Net?

trade associations, industry organisations, experts



Agency

Committees
(MSC, RAC,
SEAC)

Support to helpdesks
Q&A database
FAQ document

Agency
advice to
registrants

Network

- Helpdesk exchange platform (IT based)
- Correspondents network

Agency acting as focal point

EU
Stakeholder
helpdesks

MS
helpdesks

MS
helpdesks

Tools of REACH Help-Net

- REACH Helpdesk Correspondents Network – REHCORN
 - Composed of all national helpdesks established acc. to REACH and the Agency;
 - Managing and governing REACH Help-Net;
 - Drawing conclusions on unsolved questions and harmonisation of answers;
 - Establishment of FAQ.
- REACH Helpdesks Exchange Platform – RHEP
 - IT platform for daily cooperation
 - Allows helpdesks to discuss and help one another
 - Contains a database of questions and answers (Q&A)

How can REACH Help-Net benefit companies?

- **Harmonisation**

- All 27 helpdesks plus ECHA
- Common IT tool plus a working group to resolve difficult questions
- Enables harmonisation of answers to similar questions across the EU

- **Pooling knowledge**

- Same quality of answers from any national helpdesk as all have access to common pool of knowledge (as well as ECHA)

Support by ECHA

- The Agency provides on its webpage a one stop shop for REACH know how:
 - Overall guidance package with navigator tool,
 - More specific guidance documents,
 - FAQ,
 - Link to all national REACH helpdesks and
 - Web-form for sending questions to ECHA concerning REACH duties.

Take away messages

- **National REACH helpdesks and ECHA co-operate and ensure consistent quality of answers throughout Europe.**
- **First contact point to ask questions on *what to do* are the national helpdesks – their replies will be as good as the one from ECHA!**