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Introduction

This is a voluntary self-assessment Webtool developed by Cefic's Responsible Care Issue Team to help companies to:
- evaluate their Responsible Care performance and improve over time;
- identify areas of improvement at national and European levels;
- collect aggregate data on the Responsible Care implementation at national and European levels for communication, inside and outside the industry.

The webtool hosts a self-assessment for manufacturers and one for distributors, developed by the FECC’s Responsible Care Committee starting from the self-assessment tool made by Cefic for manufacturers and adjusting it to the needs of distributor companies.

The tool is based on a questionnaire with a simple multiple-choice format and is structured along the six elements of the Responsible Care Global Charter. Each question has four possible answers corresponding to four “levels of maturity” (different levels of Responsible Care implementation). To know more about the maturity levels see the “Responsible Care management framework” (pages 12-17). While the navigation of the tool is only in English the questionnaire itself (questions/replies/tips) is available in 18 languages for manufacturers (English, Turkish, Russian, Portuguese, French, German, Italian, Spanish, Slovak, Czech, Slovenian, Croatian, Bulgarian, Estonian, Polish, Hungarian, Finnish and Romanian) and in 9 languages for distributors (English, Portuguese, French, German, Italian, Spanish, Czech, Estonian and Romanian).

This user manual is directed to headquarters (HQ), but the main users of the Responsible Care self-assessment webtool are sites as the tool aims at helping companies to improve at site level. Furthermore, the tool is also used by HQ, national associations of the chemical industry, Cefic (for manufacturers at European level) and FECC (for distributors at European level).

By filling in the questionnaire conscientiously and meticulously, a site can generate a true and reliable assessment of its status or progress. The tool helps prioritise topics where progress is most needed. It will identify which changes are needed for each separate chapter to reach self-defined targets, among other things through quantification of outcomes, or to approach compliance with selected standards. It will get buy-in from senior leadership and will support on maturing the management processes. Last but not least the tool gives sites the possibility to benchmark, so to compare their results with others.

As HQ you can link your account to the ones of your “daughter sites” to visualise and aggregate their results and to make a “corporate assessment”, when management approaches are deeply harmonised between sites. You can also benchmark your corporate assessment or the aggregate assessment of your sites against the European aggregate or a specific daughter site.

N.B. there is full protection of data in the self-assessment webtool. Only the legal entity (site) that entered the data has online access to its own detailed filled in questionnaires. There are systems of protection that prevent the national associations, FECC, Cefic, other sites and headquarters of other mother companies to see the detailed filled in questionnaire of individual sites (for more information on data access please go to chapter 16.2).

In the following pages we will provide you with some technical, step-by-step guidance.

1. Login page

To obtain the Login page, please click this link: http://self-assessment.responsible-care.com/
Attention: This Webtool must be open with Google Chrome and for an optimal visualisation of the report the scale and layout of display should be set on 100%. If your default browser is not Google Chrome, please copy the link above, open Google Chrome and paste it in the url field.

The Login page appears:

![Login page](image)

To have access to the webtool you need to enter your credentials (login email and password) and click on “login”.
2. How to create the account in the webtool

To create your account, you need to contact Cefic at RCWebtool@cefic.be

In the webtool there is a self-service creation form to create accounts, but it is just for sites.

You will receive an email that informs you that your account has been created with your credentials to have access to it.

3. What to do if you forgot your password

If you have forgotten your password, please click on the link “Forgot your password” and we will get back to you with the information to reset it.

4. Accept Terms and Conditions and Disclaimer

After clicking on “login” the terms and condition and disclaimer appears, explaining you all features of the webtool, how your data is used and protected:

Please scroll down to read all text.
To have access to the webtool you need to accept the general of conditions by clicking on "Accept". If you click on "Close" you will come back to the login page and will not have access to the Application.
5. How to change your account information (login, password, language, etc.)

To change your account information please select "My profile" in the main menu.

5.1 To change login information and the language (of the assessment)

Please go to “Login information” and click on the icon showing a pencil.

It will appear the window below where you can change:

- the contact name;
- the login email to have access to the webtool;
- the communication email* (you have the possibility to insert a different email from the login one to receive all email sent by the webtool. In case you do not insert a communication email, then the webtool will automatically send the emails to the login email);
- the language (choosing one from the dropdown list).

Remark
To enable the language changes, you need to Logout and Login again.

- Activate or disactivate a login access.

Attention: Only the content of an assessment (Chapters, Sub-Chapters, Questions, Responses and Tips) appears in the User defined Language. The Menus are in English only;
If you disactivate the profile, it will be no longer possible to log into the application.

You must save your changes clicking on the button “Save”.

5.2. To change your password

Please go to “Login information” and click on the icon with a lock. You will be asked to insert your old password and then new one. The new password must have at least 8 characters, with at least one uppercase letter and one number (ex: Test123).
You must save the new password clicking on the button “Save”.

5.3. **To give access to the webtool to other colleagues**

You can have up to three logins for the webtool. Therefore, you can give access to other two colleagues by clicking on the + at the top right corner of the Login information and insert the required info. You must save your changes clicking on the button “Save”.
5.4. To enable the sharing of data of your daughter sites

Please click on the green button at the top of the page. This functionality will allow your daughter sites to share data between them (to produce an aggregate of their results, to visualise respective reports and to benchmark against each other).

You must save your changes clicking on the button “Save”.

5.5. To remove the connection with one of your daughter sites

In case one of your sites is bought by another company and you do not want to be connected anymore to it, you can remove the link between your accounts.

To do so, please go to the last section of the page called “My daughter sites” where there are listed all daughter sites with their related contact information. Click on the red cross in the margin of the box of the site that you want to disconnect from. Please mind that once removed the connection you cannot re-establish it yourself. You need to contact the administrators of the webtool for it (RCWebtool@cefic.be).
5.6 To export to Excel the contact info of your “linked accounts.”
If you want to export to excel the contact info of your linked accounts, please go to the last section of the page called “Linked accounts” and select the icon.

You get this:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Company Name</td>
<td>Email</td>
<td>Email Communication</td>
<td>Telephone</td>
<td>Country</td>
<td>Language</td>
<td>Share Data</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>DemoSite2</td>
<td><a href="mailto:e-mail@megabyte.be">e-mail@megabyte.be</a></td>
<td></td>
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<tr>
<td>3</td>
<td>DemoSite1</td>
<td><a href="mailto:e-mail@megabyte.be">e-mail@megabyte.be</a></td>
<td></td>
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</tr>
<tr>
<td>4</td>
<td>DemoSite1</td>
<td><a href="mailto:e-mail@megabyte.be">e-mail@megabyte.be</a></td>
<td></td>
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</tbody>
</table>
6. How to connect your account to the one of a daughter site

If you daughter sites have selected your HQ at the moment of the creation of their account, you will receive a notification by email to inform you that you need to connect to the webtool to approve the connection between your accounts.

Once logged in the webtool select “Home” in the main menu. At the top of this page you will visualise the list of the sites that asked to be connected to your HQ. You must click on the icon to approve them.

Click ✔️ to approve, click ✗ to reject

If you approve, you will receive this confirmation window:
In the same page, below this section, you can see the status of the assessment of all your daughter sites.
7. How to create accounts for your daughter sites

Your sites can create accounts on their own using the self-service creation form that can be accessed in the login page of the webtool by clicking on the link “Don’t have an account yet?”.

However, you can also create an account for them selecting “Create accounts” in the main menu. An account creation form will appear:

In which you must fill in the following info:

- All information with * is mandatory:
  - ✓ Company name,
  - ✓ Contact person,
  - ✓ Email,
  - ✓ Phone,
  - ✓ Category (producer or distributor),
  - ✓ Country,
  - ✓ Company Size,
  - ✓ National association (of the chemical industry you are member of),
  - ✓ Sector (please select one or more of the 17 NACE codes listed. If you are a distributor, please select “No sector for distributors”),
  - ✓ Year in which your company joined Responsible Care (If you do not know the exact year in which your organisation joined the Responsible Care programme please give an approximate year. This information is important to keep track on new companies joining the Responsible Care programme).

To submit the form, click on the button “Submit”. Please note that once created the accounts need to be approved by the National Association of the Country where the Sites are located before the sites can access to the webtool!
In the graphic below you can see the entire approval process for the creation of the account of a site.
8. How to do a corporate assessment (HQ prefill)

HQ are not obliged to do a corporate assessment for their daughter sites. This is an internal decision of each company. It is just a functionality thought for companies with management system very harmonised between sites to make them save time.

To do a corporate assessment select “Assessment” in the main menu. A list of assessments to prefill for your daughter sites will appear. You need to select the interested assessment and click on the icon “Prefill” to open the assessment.

A page will open showing on the left the six chapters of the assessment with their subchapters:

N.B.: Differently from sites, HQ do not have inside the assessment the following pages: assessment info, start and prefill, general outcome and tips.
Below the Title "Navigation" you can see the six chapters of the assessment. Under each chapter are visible the subchapters in italics.

*In order to gain more space on the screen, you can disable the assessment submenu by clicking on the icon:*
As a HQ you do not have the possibility to prefill an assessment based on standards or previous year assessments. You must reply to all questions manually. To visualise the questions, you must click on the subchapters (which are below each chapter).

**For each question, four possible answers are displayed**, with increasing level of maturity. **For each question, select the answer that best fit your organisation’s current status**, to the best of your knowledge.

Selecting a choice does not necessarily mean that your organisation’s practices fit the description in every possible aspect, but rather that this selection is the one which most closely aligns with your understanding of your organisational practices at this time.

**DO NOT FORGET TO SAVE YOUR RESPONSES**

To save the responses please click the button 🔄 You are not obliged to save each response. You can save at the end of a subchapter.
Close to each subchapter there is a counter indicating the total number of questions per subchapters and the number of questions that you have already replied.

You can stop filling in the questionnaire at any time and log out the application. Your replies will be saved if before leaving you click on the SAVE button.

In this way you can easily restart filling in the questionnaire from where you left it.

If you want to delete a reply that you have already given and leave that question unanswered to let your sites reply to it, please click on the cross at the start of the subchapter where there is that question.

Please note that in this way you will delete all replies given in that subchapter. Therefore, you must reply again to the questions for which you want your sites to have an answer.
After having replied to all questions please do not forget to come back to the “Assessment page” and click on “Submit” at the end of row of the assessment. In this way your corporate assessment will be published on the account of your daughter sites as HQ prefill.

Your daughter sites must go to the page “start and prefill”, select your HQ prefill and validate it to have their assessment prefilled with the replies that you have given. Your daughter sites can always review the responses and change them to suit their current situation as site before submitting it.

**Important:** Note that you are not obliged to respond to 100% of the questions to be able to submit your corporate assessment. You can decide to prefill only a part of the assessment for your daughter sites and leave them finish the assessment at site level, for example.

After submitting your corporate assessment, you will then receive an email informing you that you successfully submitted the assessment, with a link to a “feedback survey” to make your remarks on the Responsible Care self-assessment webtool. Your comments will be very useful to us to improve the tool!

### 9. General Outcome

To visualise the results of your assessment (corporate assessment) or the aggregate results of your daughter sites or the assessment of a specific daughter site select the “General outcome” in the main menu.

A page showing different filters and levels of reporting will appear.
To visualise the GENERAL OUTCOME, you must select the following filters:

A. the Data/Results to visualise:
   - by default, the aggregate of all daughter sites;
   - you can visualise also your corporate assessment or specific daughter sites.

B. the Assessment (current or previous year assessment).
After selecting the filters, you can choose which type of General Outcome you would like to visualise by picking one of the items from the list below:

- CHAPTERS;
- SUBCHAPTERS;
- QUESTIONS;
- SDGs;
- STANDARDS.
To hide the submenu of the General outcome and view the reports in full screen please click on the icon ⊹ on the top left of the grey bar.
Scores of the chapters

<table>
<thead>
<tr>
<th>Total score</th>
<th>Average : 2.41</th>
<th>Number of reporting sites : 3</th>
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<tbody>
<tr>
<td>Partial scores per chapter</td>
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<tr>
<td>A Corporate Leadership Culture</td>
<td>2.39</td>
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<tr>
<td>Safeguarding People and the Environment</td>
<td>2.57</td>
<td></td>
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<tr>
<td>Strengthening Chemicals Management Systems</td>
<td>2.53</td>
<td></td>
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<tr>
<td>Influencing Business Partners</td>
<td>2.19</td>
<td></td>
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<tr>
<td>Engaging Stakeholders</td>
<td>2.33</td>
<td></td>
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<tr>
<td>Contributing to Sustainability</td>
<td>2.32</td>
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<tr>
<td>Score minimum : 1</td>
<td>Score maximum : 4</td>
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</tbody>
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You get a PDF Report:
9.1. GENERAL OUTCOME (CHAPTERS)

This page provides a score, overall (in average and percentage) and per chapter (on a scale from 1 to 4). If you want to learn how the scores are calculated, please check chapter 16.

It also provides the number of reporting sites that make up the score (in case of aggregate data) and a spider chart that offers a visual highlight of the chapters your organisation performs in and the ways of improvement.

The philosophy behind the scoring is to provide a single figure position that gives each organisation a chance to evaluate where they stand and improve where they feel the need. The scoring makes it possible to track progress through time and to identify on which topics management processes could be improved and where they are already performing well.
9.2. GENERAL OUTCOME (SUBCHAPTERS)

This page shows chapter by chapter the scoring. You can search for “subchapters” in the top of the list.

9.3. GENERAL OUTCOME (QUESTIONS)

This page shows question by question the scoring. You can scroll to view more questions and you can search for “questions” in the top of the list.
9.4. GENERAL OUTCOME (SDGs)

This page lists the questions linked to one or more of the 17 United Nations Sustainable Development Goals (SDGs). The table offers a visual overview of your contributions to these goals, as reflected by your answers. It helps you to identify relevant SDGs you already contribute to (indicated as “fulfilled”), or SDG you can further focus on by implementing identified actions (signaled with “improve”). The Target indicates to which level you might consider increasing your score to reach SDG compliance.

You can scroll to view more SDGs / questions and you can search for “questions” or select a desired “SDG” and “status” on top of the list.
9.5. GENERAL OUTCOME (STANDARDS)

This page lists all the questions linked to a specific standard through the six chapters and indicates if an international standard is still far away or would already be within reach.

If your answer to a question reaches a score that is equivalent to or higher than the compliance level with one or more requirement(s) from this standard, this question will be indicated as “compliant”. If your score is lower, “improve” will appear for this question.

Only the relevant questions for a standard are reported in this page. You can scroll to view more standards / questions and you can search for “questions” or select a desired “standard” and “status” on top of the list.

Note: If all the questions related to a particular standard are marked as “compliant”, this does not mean that your company is compliant with this standard. The questions cover many points of the standards, but not all.

Therefore, it provides an indication of your situation in terms of implementation but does not guarantee your compliance or that all the requirements are met. For an organisation intending to set some steps towards certification against one of the selected standards, we advise to screen the mapping in the link at the top of the page “Additional information on the link between the questions and the standards”. In this way they can comprehensively evaluate how they stand towards all requirements, even those not included in the present self-assessment tool.
After clicking the link, you get this:

Detailed cross references of the Responsible Care self-assessment tool with international standards and chemical industry driven standards

**Legend:**
- Green: Requirement included in the standard and covered by the Responsible Care self-assessment tool
- Yellow: Requirement included in the standard but not covered by the Responsible Care self-assessment tool
- White: No requirement in that specific standard

**Table 1.1 Requirements of ISO9001, ISO14001, ISO 50001, ISO50001 and KC14001 as from chapter four because the first three chapters are not applicable to the self-assessment questionnaire.**

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<td>4. Context of the organization</td>
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<td>4.1 Understanding the organization and its context</td>
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<td>4.2 Understanding the needs and expectations of interested parties</td>
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<td>4.3 Determining the scope of the management system</td>
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<td>4.4 Management risks</td>
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<td>5. Planning</td>
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<td>5.1 Leadership</td>
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10. BENCHMARKING

Once the deadline for filling in the questionnaire has passed, you can compare your results with others going to the Benchmarking section. Please select in the Main Menu “BENCHMARKING”. A page showing different filters and levels of benchmarking will appear.

In the BENCHMARKING submenu, you must select the following filters:

A. the Assessment (this year assessment or a previous year assessment);

B. the Data/Results to visualise (your corporate assessment or the aggregate of your daughter sites);

C. the Comparison against (your benchmark):
   - by the default the “European aggregate” (It includes the data of the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, UK and Norway. Important: Turkey, Ukraine and Russia are not part of the European aggregate);
   - but you can also select one of your daughter sites.

After selecting the filters, you can choose at which level to benchmark by picking one of the items from the list below:
- CHAPTERS;
- SUBCHAPTERS;
- QUESTIONS
To hide the submenu of the General outcome and view the reports in full screen please click on the icon on the top left of the grey bar.

To save in pdf the reports please click on the button “Export to PDF” on the right corner of each page.

You get the PDF Report:
10.1 BENCHMARKING (CHAPTERS)

This page shows your total score and your partial scores per chapter against the scores of your benchmark, together with a graphical representation (spider chart).

10.2 BENCHMARKING (SUBCHAPTERS)

This page shows your scores per subchapter against the scores of your benchmark, together with a graphical representation (block chart).
10.3 BENCHMARKING (QUESTIONS)

This page shows your scores question by question against the scores of your benchmark.
11. LIBRARY OF GOOD PRACTISES

To support the aim of continuous development and information sharing, companies should actively share “good practices” of their responsibility work with other Responsible Care companies. The main value of sharing good practices is to assist other businesses that face similar challenges to improve their responsible care management.

With the term ‘good practice’ we refer to a well-documented management practice considered to be of value in improving the safety, health, security or environment aspects of managing risk and preventing incidents. Good practices are practical, replicable, transferable, and exportable to other Responsible Care companies. All documents are in English.

To visualise the good practices collected so far select in the main menu “Library of good practices” where you can find them listed per chapter. To visualise each document, click the related link.

This is an “ever green” library that will be updated each year with new documents.

If you have any good practice from your company that you would like to share with others or if you would like to ask for new ones on specific topics not covered yet, please contact your national association or write a remark in the “feedback questionnaire” that you will receive by email when you have submitting your assessment.
12. HELP

To download this manual and receive a technical step-by-step guidance on how to use the webtool please select “HELP” in the main menu.

If you have still questions after reading this user manual carefully, you can contact us at: RCWebtool@cefic.be

The application will display this User Manual:

European Responsible Care Self-Assessment Webtool
User Manual for Headquarters

November 2020
13. DISCLAIMER

To know more on data use and protection, cookies policy and copyright and trademarks select DISCLAIMER in the main menu.
14. GLOSSARY

In the Main Menu, select “GLOSSARY” to visualise the abbreviations used within the tool (in the questions, answers and/or tips) as well as the definitions of the technical terms.

The source of the definition is indicated in the last column.
15. QUIT APPLICATION

When you want to quit the application, click on the icon indicated by the arrow and then on “log out”:

Please mind that you need to login in again to have access to the webtool after logging out!

Now that you have carefully read this short guideline explaining you the main features of the RC self-assessment webtool you can proceed with your self-assessment.
16. HOW THE SCORE IS CALCULATED AND THE DATA AGGREGATED

16.1 How the score is calculated

The score per chapter is calculated based on the individual scores assigned to your answers. The total score is calculated as the weighed mean of all scores obtained per chapter using multi criteria analysis and gives an overall appreciation. The weights have been decided through consultation and co-creation with the industry participants in the tool creation process and can be consulted on the ‘Assessment info page’ and below.

The contributions of the various chapters to the overall scoring are as follows:

- Corporate Leadership Culture: 23%
- Safeguarding People and the Environment: 16%
- Strengthening Chemicals management Systems: 12%
- Influencing Business Partners: 12%
- Engaging Stakeholders: 18%
- Contributing to Sustainability: 16%

Chapter 2 on “safeguarding people and the environment”, the chapter with the largest set of questions, is also the chapter with the highest weight for the final score calculation. “Corporate leadership culture” and “contribution to sustainability” are also relatively important, although the differences in weight between the six chapters are rather low.

In the self-assessment tool, all the subchapters and all the questions within one chapter are of equal weight.

16.2 Data collection, access and aggregation

1. Sites:
   a. Each site will enter qualitative data on their level of Responsible Care implementation. Data is entered exclusively online.
   b. by default, only the legal entity (site) that entered the data has online access to its own detailed filled in questionnaires. There are systems of protection that prevent the national associations, Cefic, other sites and headquarters of other mother companies to see the detailed filled in questionnaire of individual sites.
   c. one exception to that rule: each legal entity pertaining to a same mother company can (i) disclose the contents of the questionnaire to the other legal entities pertaining to that same mother company, (ii) benchmark between them and (iii) aggregate the data at group/mother company level. The web-tool will be designed so that (i) the above functionalities are activities subject to agreement by each concerned legal entity; and
(ii) filled in questionnaires cannot be shared between legal entities that do not pertain to the same mother company.

2. Headquarters:
   a. Each headquarter can have access to the data of its daughter sites (sites pertaining to their mother company), once established the connection between their accounts;
   b. Each headquarter can do a prefilled assessment for its daughter sites;

3. National associations (staff):
   a. The National associations do not have access to the detailed questionnaires filled in at site level.
   b. The National associations have access to the aggregate data for their own country: i.e. the aggregated responses provided to the multiple-choice questionnaire by the sites operating in that specific country. The aggregated data consists of average scores of chapters, subchapters, questions, SDGs (Sustainable Development Goals) and standards. The average scores can be generated only when at least 5 independent companies (sites belonging to different company groups) have submitted the questionnaire. Free text will not appear in the aggregated country data. Aggregate data will be only available to the national association and to Cefic.
   c. The National associations have access to the aggregate data of other countries.

4. Cefic (staff):
   a. Cefic does not have access to the detailed questionnaires filled in at site level.
   b. Cefic has access to the country aggregates and to the European aggregate.

16.3. Benchmarking

1. Sites can benchmark anonymously against the country aggregate (made of all participating legal entities inside their country or in another country) or against the European aggregate – provided that at least 5 independent companies (sites belonging to different company groups) have submitted the questionnaire and are involved in the benchmarking. To protect the confidentiality of data when less than 5 independent companies have done the self-assessment the functionality that allows benchmarking and aggregation of data is automatically blocked.

2. Headquarters can benchmark either the aggregate data of their daughter sites or their prefilled assessment against the European aggregate.

3. National associations can benchmark their country aggregate against the European aggregate or the aggregate of other countries.

4. Cefic does not benchmark.
17. Q&A

1. Who should fill in the self-assessment?

The Responsible Care Manager of a site or the managers of the key processes are invited to fill in the self-assessment tool by responding to all these multiple-choice questions. Specific managers may be appointed to fill in specific parts of the tool:

- Health & Safety: Chapter 2 - Safeguarding people
- Product Stewardship: Chapter 3 - Strengthening chemicals management systems
- Environment: Chapter 2 - Safeguarding the environment
- Sustainability: Chapter 6 - Contribute to sustainability
- Energy: Chapter 6 - Contribute to sustainability
- Procurement: Chapter 4 - Influencing business partners

2. What is the difference between OHSAS 18001 vs ISO 45001?

Since its first publication in 1999, OHSAS 18001 has been a recognised occupational health and safety management system (OH & SMS) standard against which management systems can be assessed and certified. 19 years later, a new ISO standard has been released to replace OHSAS 18001; this standard is ISO 45001. ISO 45001 is an OH SMS standard developed by an ISO Project Committee, which was published on March 12th 2018.

3. What if a question is not applicable to my company?

There is no specific answer you can pick to indicate that a question is not relevant or not applicable. We advise you to select Level 2 and to indicate in the box for notes next to the question the reason why it is not applicable.

4. How many questions are to be filled in manually if I chose to automatically fill in the following international standards?

The self-assessment tool is made up of 101 questions in total for manufacturers and 102 for distributors. If you chose to automatically fill in the following international standards you will have fewer questions to fill in manually. Please see below the exact number of questions left to fill in manually, depending on the standard:

- ISO9001: 79 questions to be filled in manually.
- ISO14001: 70 questions
- ISO45001: 74 questions
- ISO50001: 81 questions
- ISO 9001 + ISO 14001: 63 questions
- ISO 9001+ISO 45001: 66 questions
- ISO 9001+ISO 14001+ISO 45001: 54 questions
5. What score does my company get when we have RC14001/ EMAS / ISO14001 or any other of the standards?

For an organisation certified for one of the linked standards, the number of questions is reduced, but a Responsible Care score cannot be obtained solely by clicking the pre-fill button. Addressing the requirements from the management systems will on average lead to a level 3 score. The overall score of a company with certification for a certain standard will vary on its implementation level of the other questions which are not pre-filled. This simplified scoring is not available, as the Responsible Care management framework represents the integration of all those topics into one framework. Therefore, a company should assess its implementation maturity for all the topics, not only those related to one specific standard, to get a complete view and score.

6. What is the “Simplified assessment for small businesses” prefill?

It is a prefill only available for distributors that allows small businesses (companies with only an office, for example) to get a simplified assessment, avoiding all questions that are not applicable to them. The selection of the questions not applicable to them has been already done by the FECC Responsible Committee and include the following questions: Q2.12, Q2.15, Q2.16, Q2.17, Q2.18, Q2.20, Q2.22, Q2.23, Q2.24, Q2.36, Q2.37, Q2.38, Q2.39, Q2.40, Q2.41, Q2.42, Q2.43, Q2.44 and Q2.45. A distributor selecting this “prefill” has automatically excluded all the above-mentioned questions from the assessment.

7. What answer should be selected if a company implements measures belonging to different answers (maturity levels)?

The maturity level that should be selected is the one with full completion of the measures. Your company might implement a few measures of a higher level, but not all. As long as you haven’t completed all the suggested implementation measures, the higher level shouldn’t be selected. With this approach, you will be able to demonstrate improvement from one year to another and use the action plan to ensure the next level can be reached in the future.

8. How long does it take to fill in the questionnaire on average?

Filling in the questionnaire for the first time takes between 2 and 5 hours, with an average of 3.5 hours (average over 60 testers, who tested the tool in English). Using the pre-filled buttons will save you some time (see Q&A 4). Also filling in the
questionnaire in your own mother tongue will facilitate the assessment (the questionnaire is available in 18 languages for manufactures and 9 for distributors). The time spent depends also on the notes you want to make to facilitate filling in next year.