

Responsible Care Management Framework and Self-Assessment Webtool Q&A

1) What is the Responsible Care management framework?

The Responsible care management framework is a pdf guidebook which explains the requirements of Responsible Care: what it is, who the main actors are, what maturity levels are and how to implement it according to the six elements of the Responsible Care Global Charter. It is based on Deming Cycle (PDCA Cycle), achieving continuous improvement.

2) What is the Responsible Care self-assessment webtool?

It is a web-platform hosting a questionnaire in 18 languages with 101 multiple-choice questions, which allows chemical manufacturer companies to self-assess their level of Responsible Care implementation. It presents four answers for each question, reflecting the four maturity levels, and answers linked with international and market standards. It also provides implementation tips to help companies improve over time and give them possibility to benchmark their performance against their industry peers.

Chemical companies are not the only users of this webtool. National associations of the chemical industry and Cefic can also access it to visualise aggregate data at national and European levels. This can be used to identify areas of improvement, for communication, and to undertake a benchmarking exercise. The webtool hosts also a tailor-made questionnaire for chemical distributor companies developed by the European Association of Chemical Distributors (FECC), starting from the self-assessment tool developed by Cefic for manufacturers and adjusting it to the needs of distributor companies, which is available in 9 languages.

3) What key changes have been incorporated?

The new Responsible Care management framework and self-assessment webtool link Responsible Care to the highest international standards, including [ISO9001](#), [ISO14001](#), [ISO50001](#), [ISO45001](#), [ISO26000](#), [EMAS](#), [RC14001](#) and [RCMS](#), along with Sustainability Principles such as [UN Sustainable Development Goals \(SDGs\)](#), [Cefic Sustainability Charter](#) and the [ChemistryCan](#) initiative. Four maturity levels (levels of Responsible Care implementation) are also introduced to help companies assess their performance over time.

4) Is the Responsible Care self-assessment web-tool to be used on corporate or site level?

This tool aims at helping companies improve at site level. It is then up to the organisation to decide how to conduct the self-assessment to reach this goal. Some organisations may choose to fill in at site level. By doing so, multiple-site companies can also use the self-assessment as a tool

to compare sites. In sharing this information within an organisation, the framework can serve as a catalyst to start sharing knowledge and learning from each other's practices. Other organisations may choose to analyse at company level, especially when management approaches are deeply harmonised between sites. To do so the webtool offers the possibility to open a headquarter account which allows headquarters do a corporate assessment that will be published in the account of all their member sites.

5) What happens if my maturity level is quite low?

You may follow the improvement tips to improve provided in the self-assessment webtool, but it is at your discretion to further develop your organisation to a higher level.

6) How will my assessment results be communicated?

There is high protection of data in the Responsible Care self-assessment webtool. The results stay within your organisation. 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, FECC (for the data of distributors), other sites and headquarters of other mother companies to see the detailed filled in questionnaire of individual sites. National associations have only 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, UN SDGs and standards. The average scores can be generated only when at least 5 independent companies (sites belonging to different company groups) have completed the questionnaire. Aggregate data will be only available to the national association and to Cefic.

7) What are the languages of the Responsible Care self-assessment webtool?

The primary and official language of the self-assessment tool is English, but the questions, answers and tips are also available in other 17 languages for chemical manufacturers (Turkish, Russian, Portuguese, French, German, Italian, Spanish, Slovak, Czech, Slovenian, Croatian, Bulgarian, Estonian, Polish, Hungarian, Finnish and Romanian) and in other 8 languages for chemical distributors (Portuguese, French, German, Italian, Spanish, Czech, Estonian and Romanian).

8) Will new improvement tips and “good practices” become available overtime?

Yes, we will enrich the improvement tips section and the “library of good practices” on a yearly basis.

9) May I propose tips for improvement and new “good practices”?

Yes, please suggest them in the feedback questionnaire received when you completed your assessment or directly send them to our Responsible Care Manager, Giulia Casasole (gca@cefic.be).

10) Can non-Responsible Care companies use the web-tool?

No, only Responsible Care companies can use the Responsible Care Self-assessment webtool. For information on how to join the Responsible Care programme please contact, Giulia Casasole (gca@cefic.be).

11) Who grants companies the right to use the Responsible Care logo and when?

There is no change: the status quo is maintained. In practice, the Responsible Care logo is granted at the start when the companies commit to Responsible Care and it is the national association of the country where the company operates to grant it the right to use the logo in the country.

12) Has the verification system of Responsible Care implementation of companies changed?

No, the verification system used in the different countries has not changed. Please check with the national association of the country where your activities are located to know which verification system applies in your country. The new Responsible Care evaluation tool remains focused on a self-assessment approach of your Responsible Care implementation.