

# European Responsible Care Self-Assessment Webtool User Manual for Headquarters



**Revised version July 2022**  
(new features in blue text highlighted in grey colour)

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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

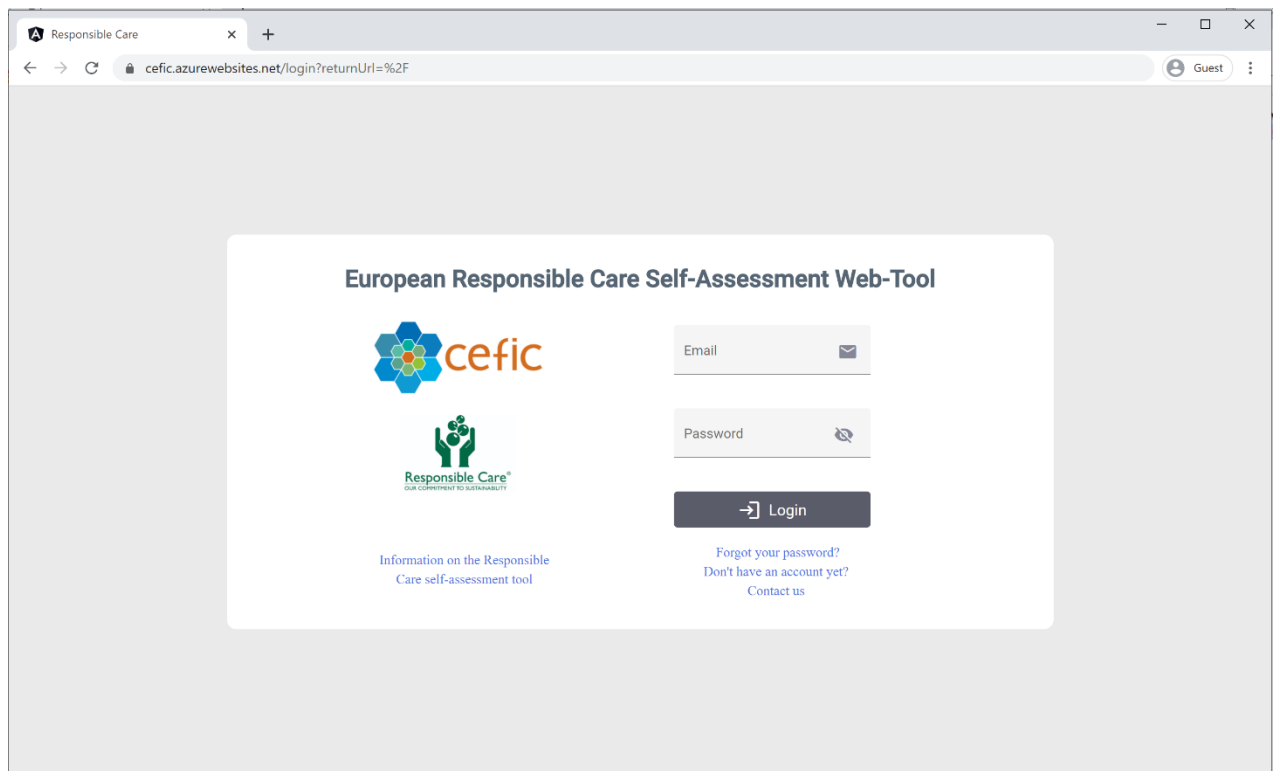
To obtain the Login page, please click this [link](http://self-assessment.responsible-care.com/): <http://self-assessment.responsible-care.com/>

**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.**

**For an optimal visualization of the reports please set the following « Display settings »:**

- **the scale and layout: 100%**
- **the minimal resolution: 1920 x 1080**

The Login page appears:



**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

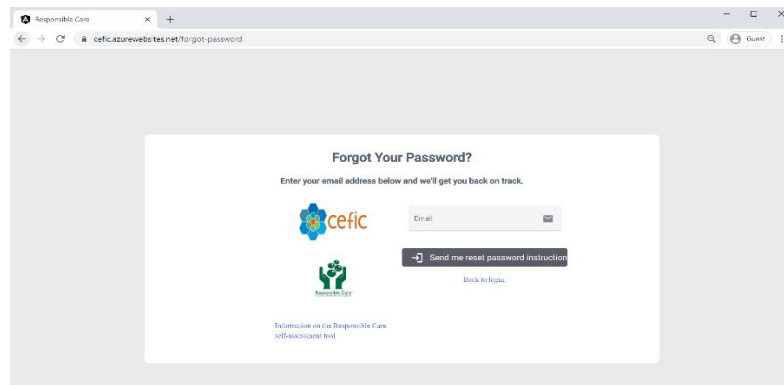
**To create your account, you need to contact Cefic at [RCWebtool@cefic.be](mailto:RCWebtool@cefic.be)**

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.

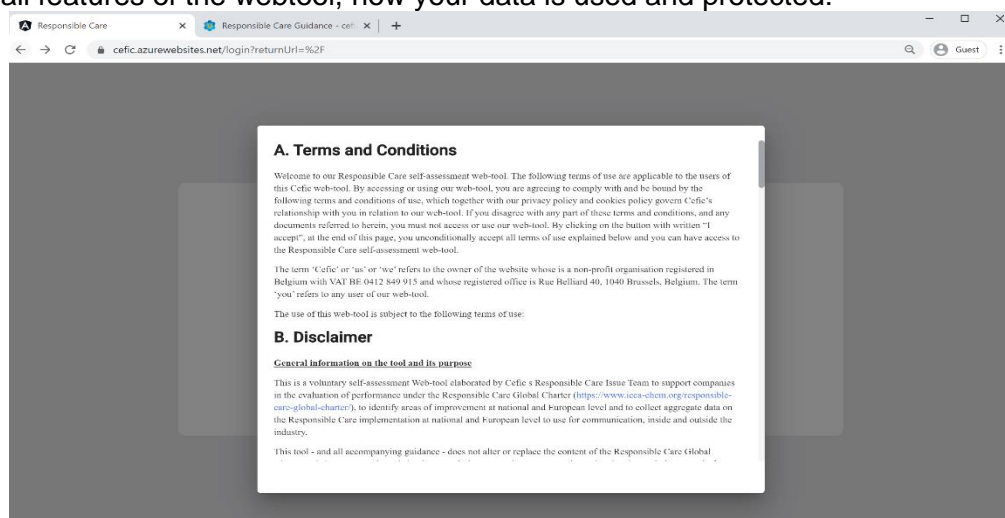
## 3. What to do if you forgot your password

**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.**

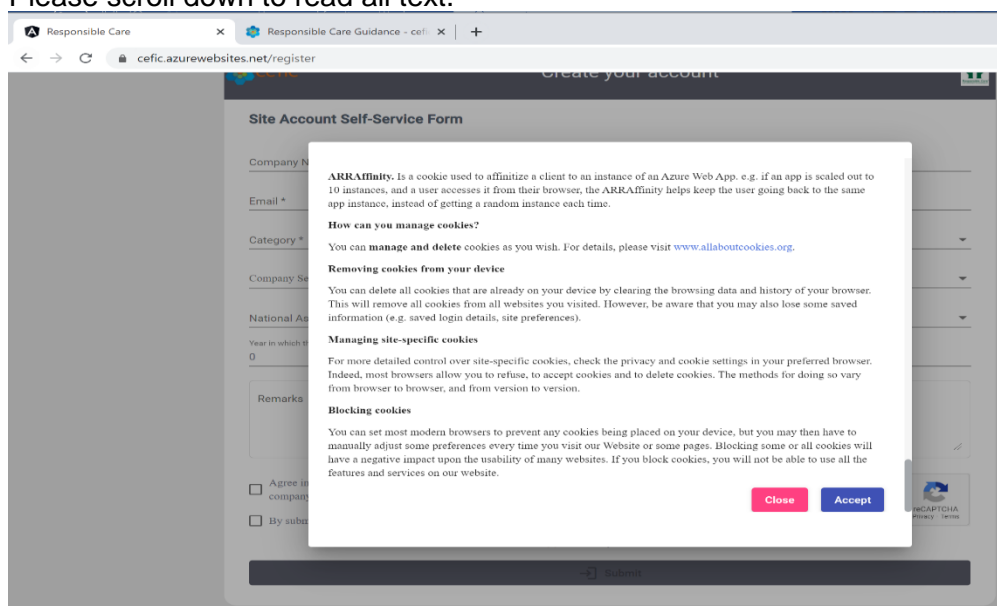


#### 4. Accept Terms and Conditions and Disclaimer

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.



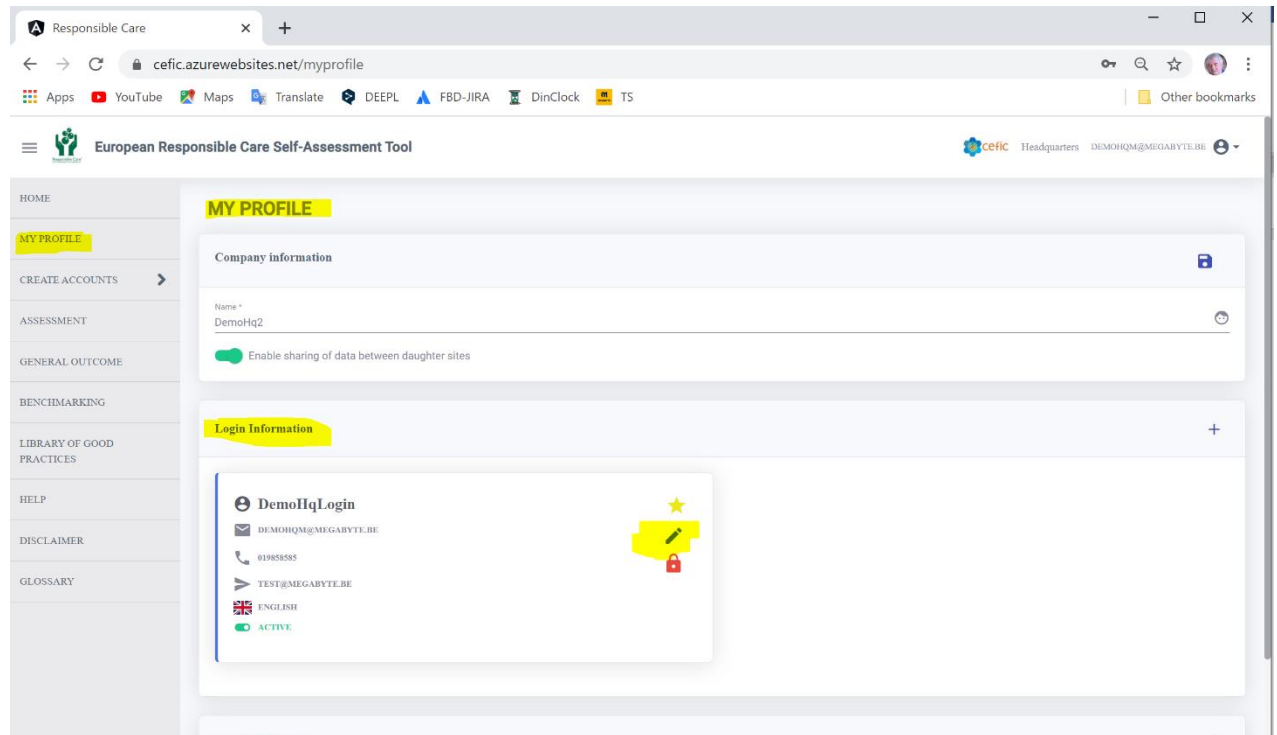
To have access to the webtool you need to accept the general of conditions by clicking on “Accept”. If you click on “Close” you will come back to the login page and will not have access to the Application.

## 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)

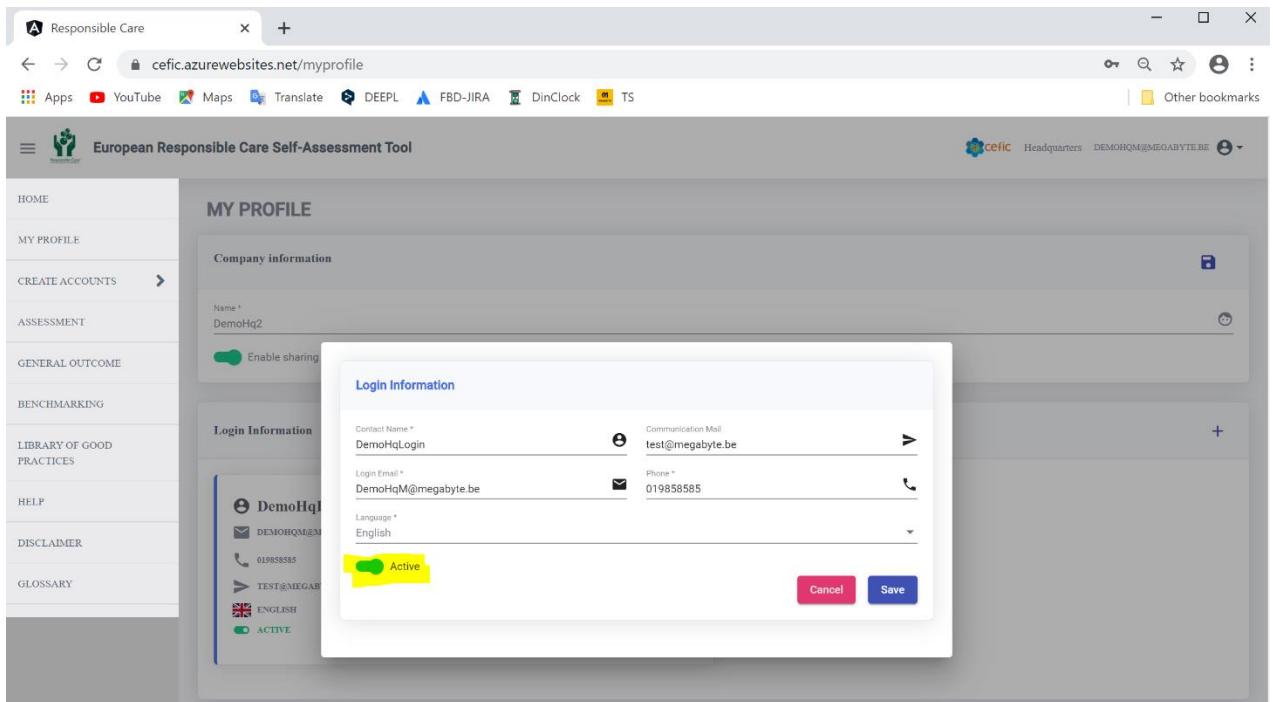
Please go to “Login information” and click on the icon showing a pencil.



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).
- Activate or deactivate 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;

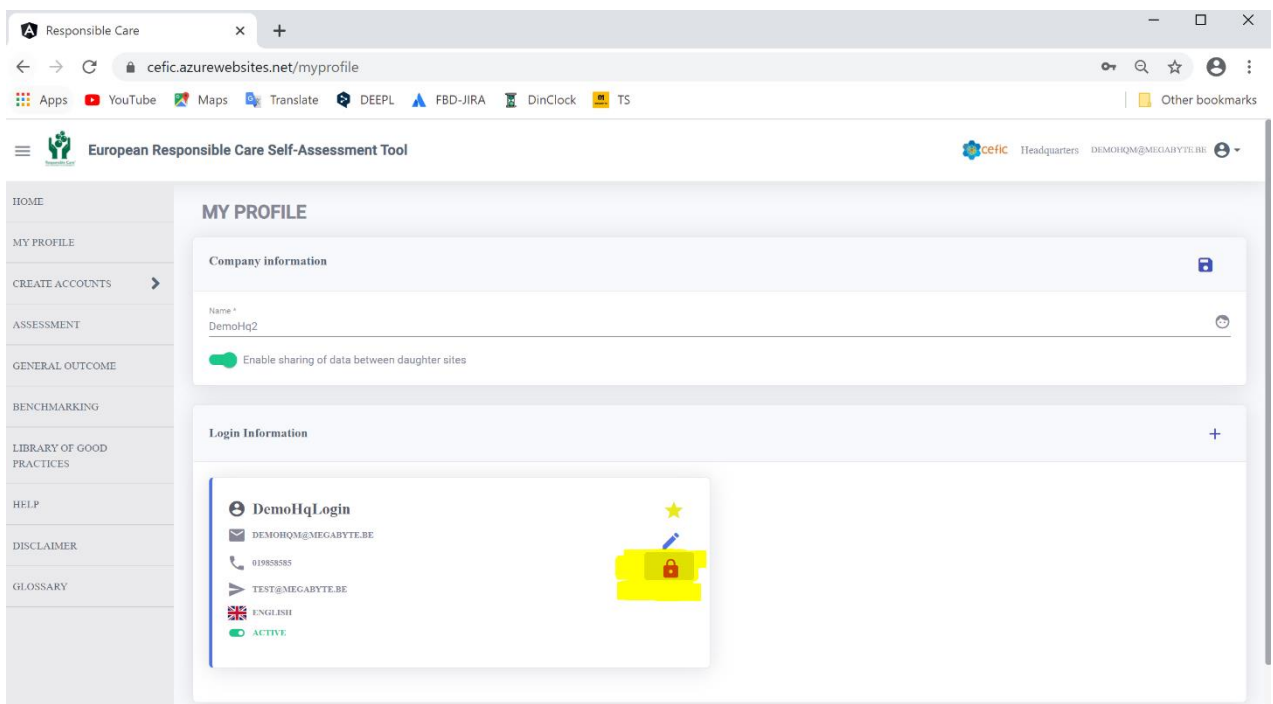


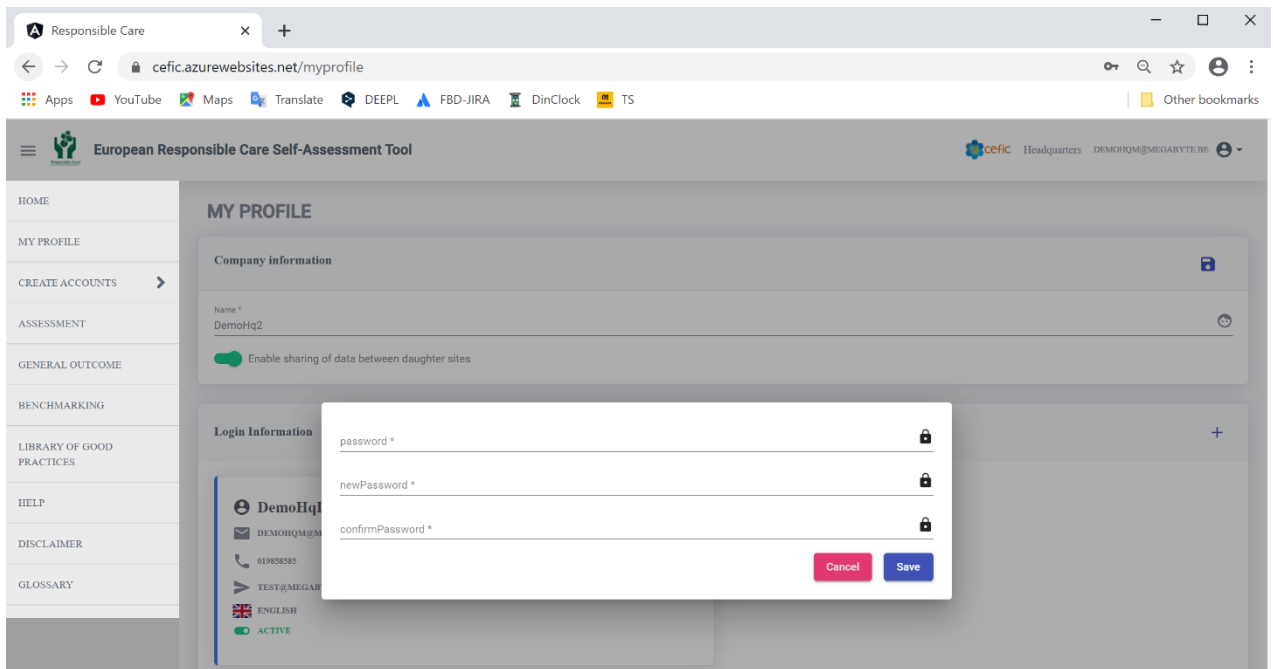
**If you disactivate the profile, it will be no longer possible to log into the application.**

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).

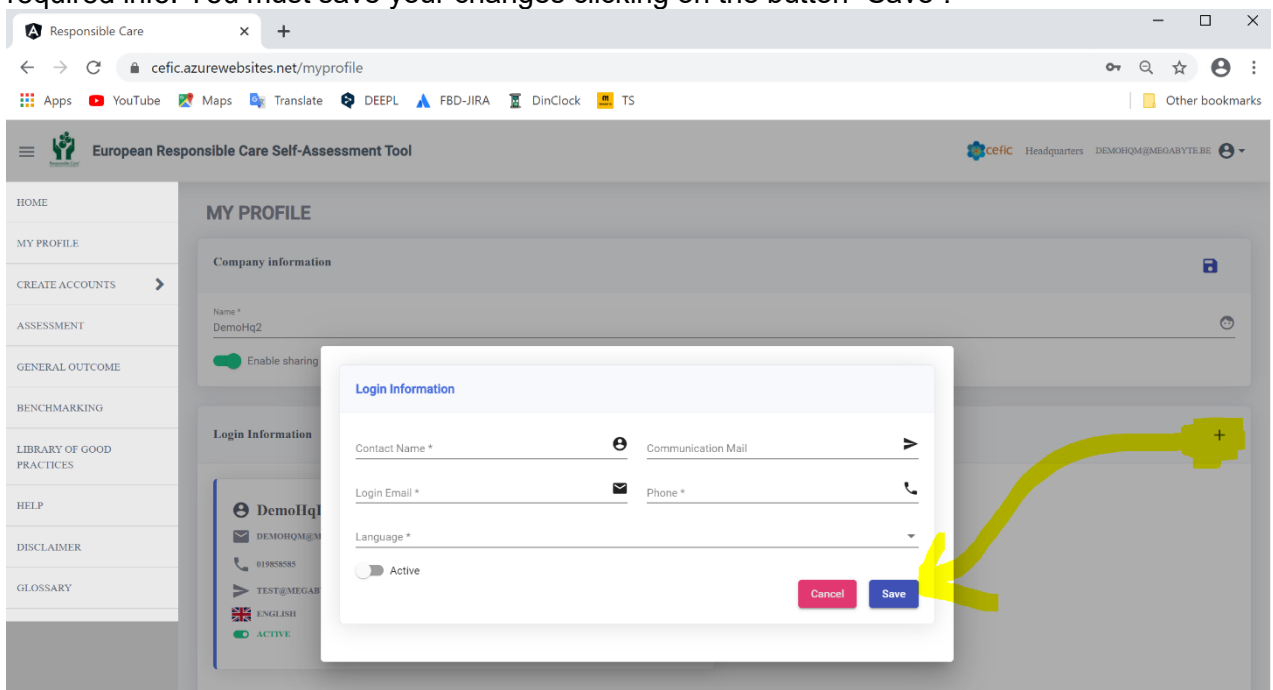




You must save the new password clicking on the button “Save”.

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

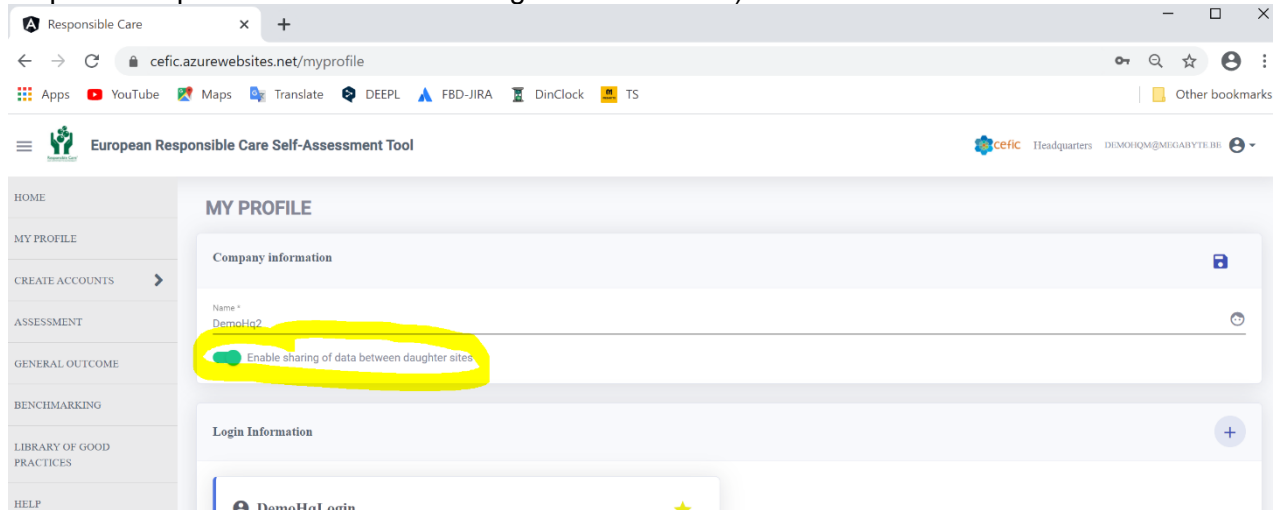
You can have up to three logins for the webtool. Therefore, you can give access to other two colleagues by clicking on the + at the top right corner of the Login information and insert the required info. You must save your changes clicking on the button “Save”.





#### 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).

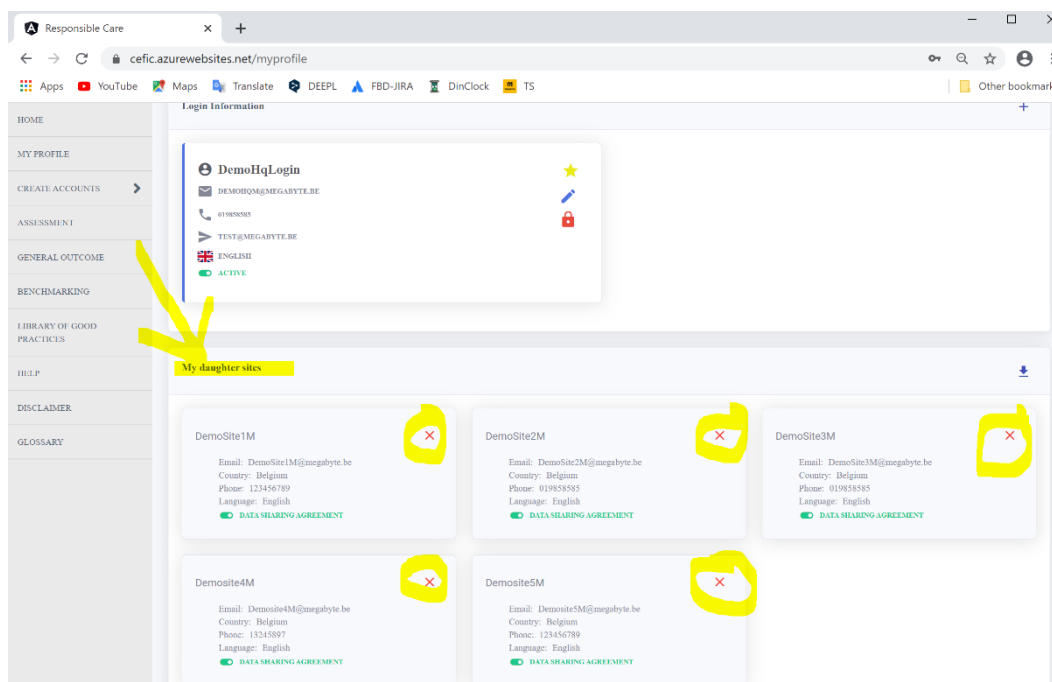


You must save your changes clicking on the button “Save”.


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

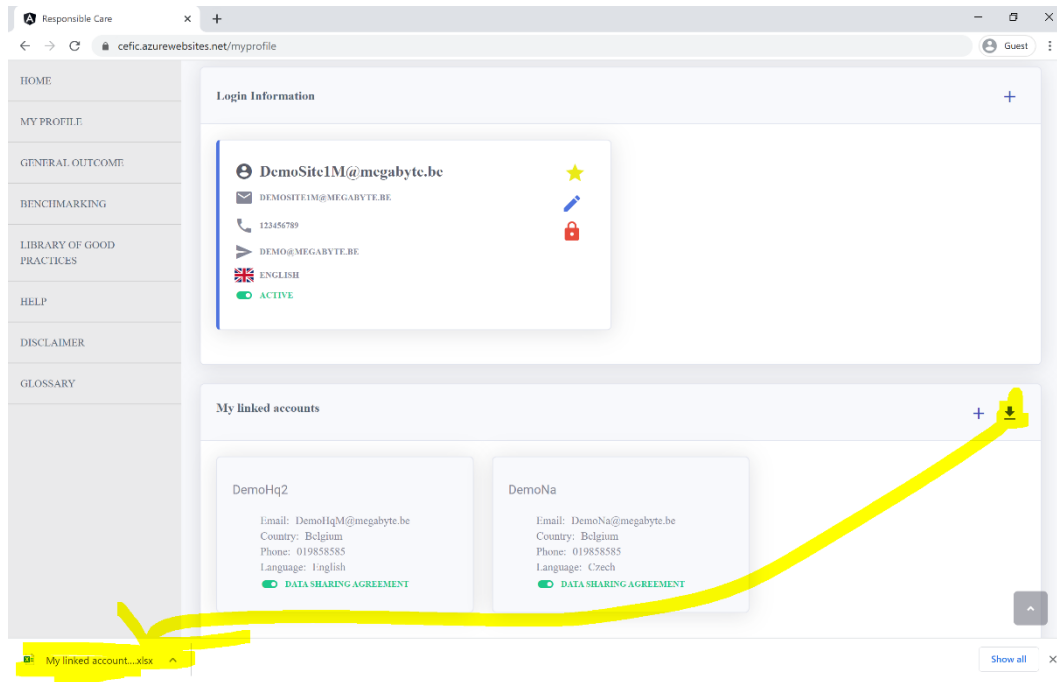
In case one of your sites is bought by another company and you do not want to be connected anymore to it, you can remove the link between your accounts.

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](mailto:RCWebtool@cefic.be)).

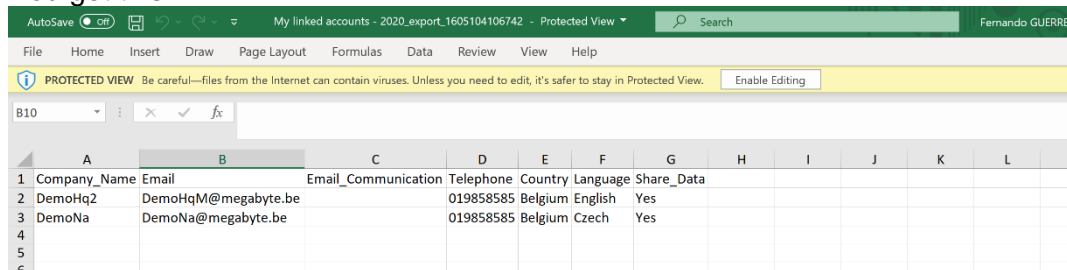


5.6. To export to Excel the contact info of your “linked accounts”

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:



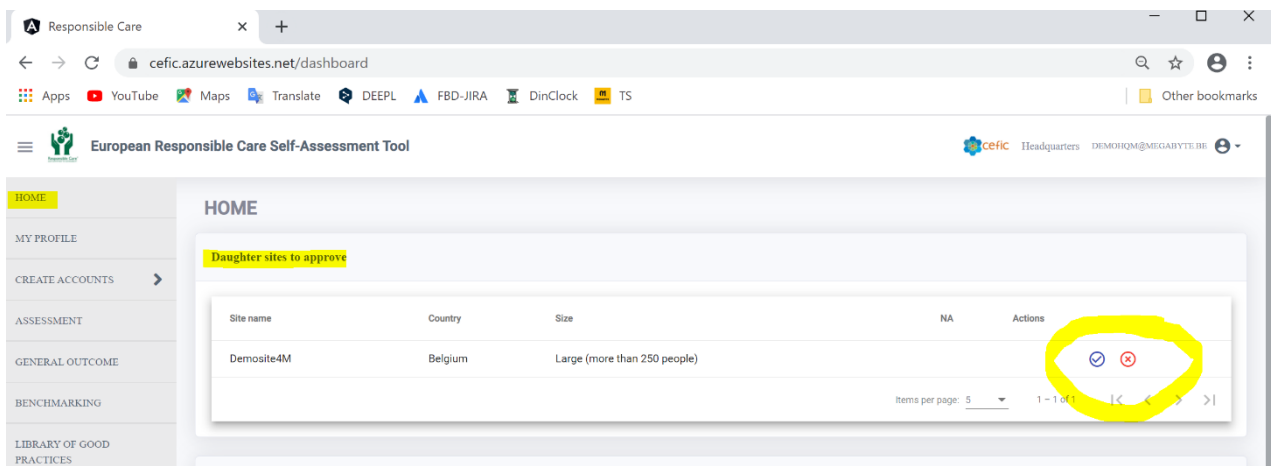
The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Company_Name	Email	Email_Communication	Telephone	Country	Language	Share_Data						
2	DemoHq2	DemoHqM@megabyte.be		019858585	Belgium	English	Yes						
3	DemoNa	DemoNa@megabyte.be		019858585	Belgium	Czech	Yes						
4													
5													
6													

## 6. How to connect your account to the one of a daughter site

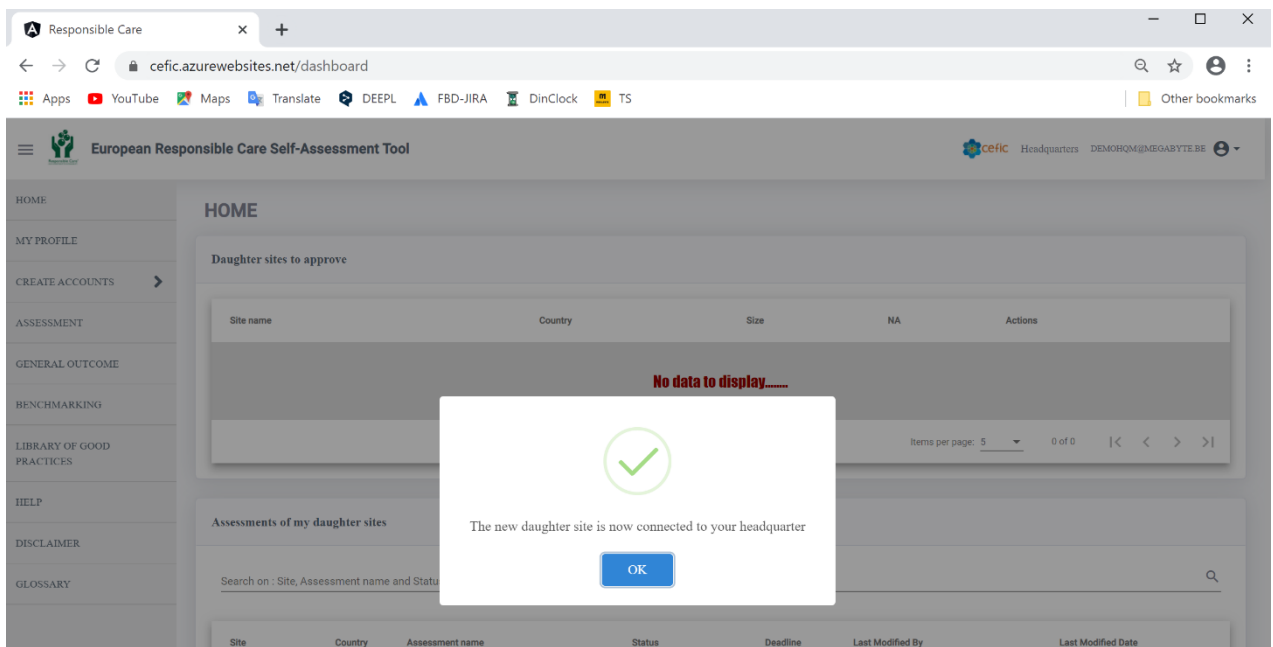
If your daughter sites have selected your HQ at the moment of the creation of their account, you will receive a notification by email to inform you that you need to connect to the webtool to approve the connection between your accounts.

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.

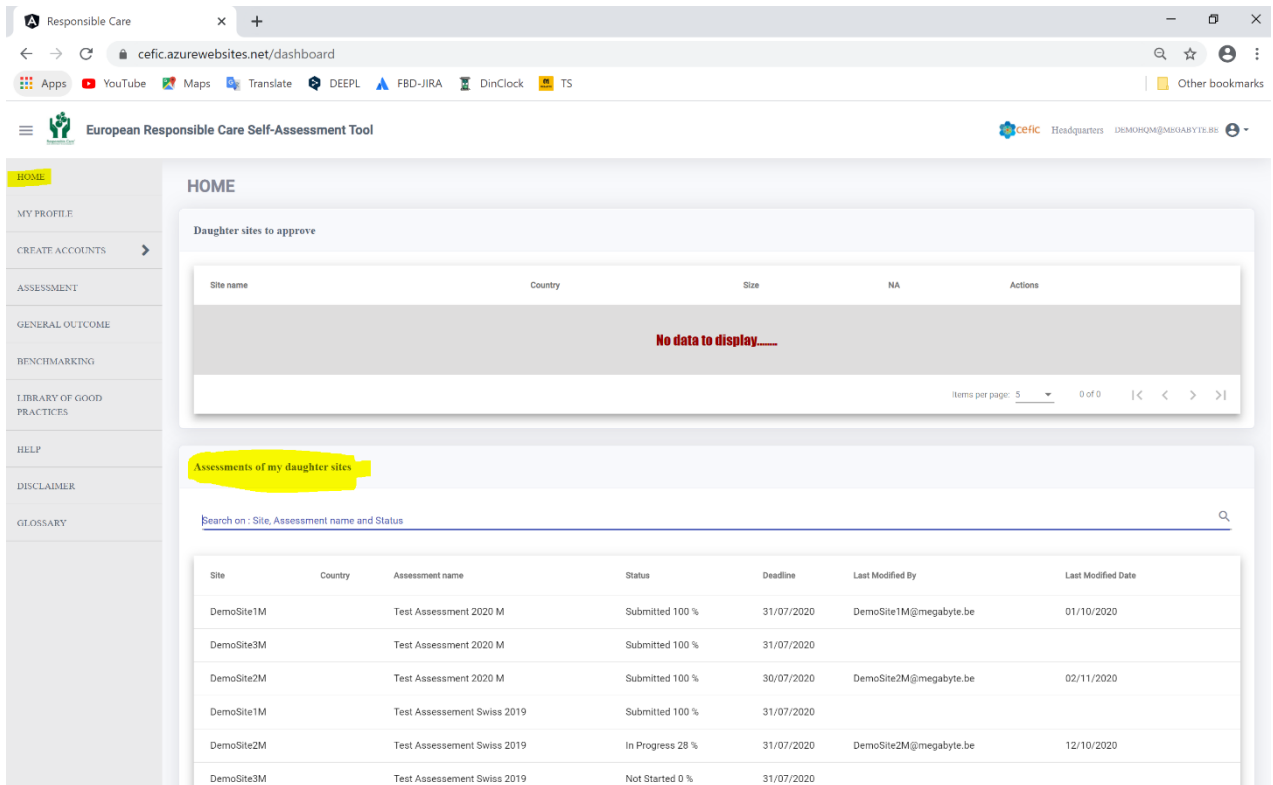


Click  to approve, click  to reject

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.



**HOME**

Daughter sites to approve

Site name	Country	Size	NA	Actions
No data to display				

Items per page: 5 0 of 0 |< < > >|

**Assessments of my daughter sites**

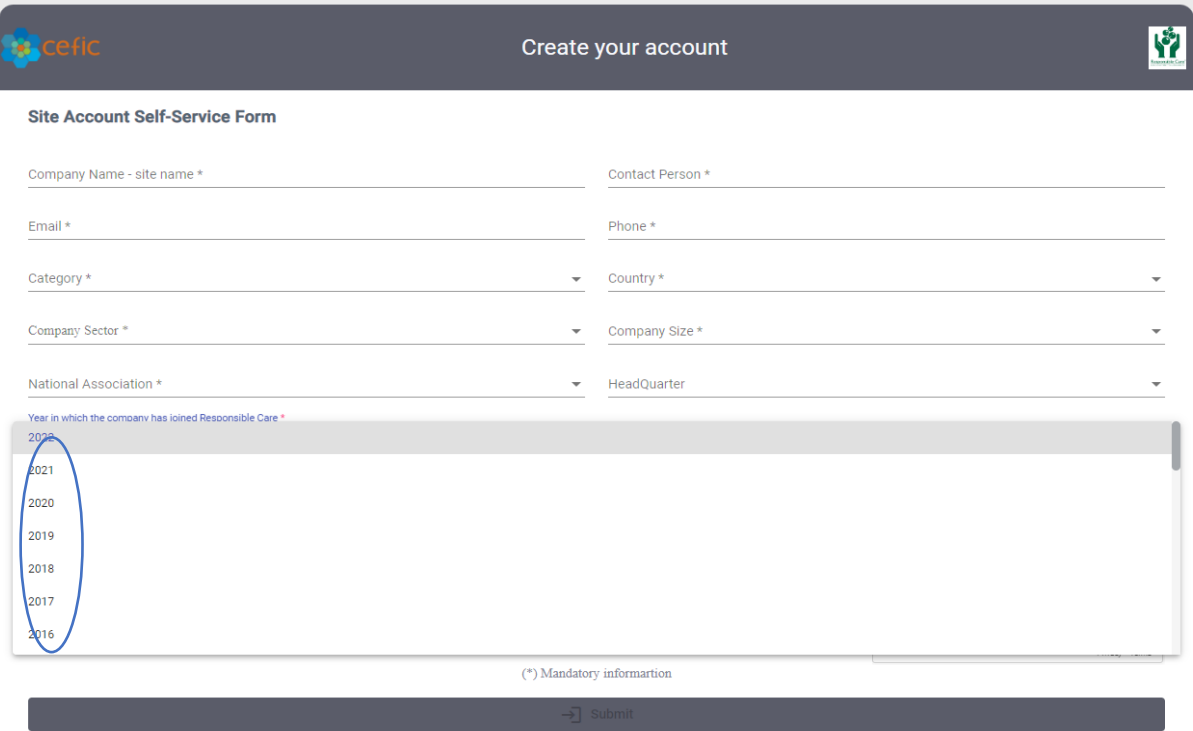
Search on: Site, Assessment name and Status

Site	Country	Assessment name	Status	Deadline	Last Modified By	Last Modified Date
DemoSite1M		Test Assessment 2020 M	Submitted 100 %	31/07/2020	DemoSite1M@megabyte.be	01/10/2020
DemoSite3M		Test Assessment 2020 M	Submitted 100 %	31/07/2020		
DemoSite2M		Test Assessment 2020 M	Submitted 100 %	30/07/2020	DemoSite2M@megabyte.be	02/11/2020
DemoSite1M		Test Assesment Swiss 2019	Submitted 100 %	31/07/2020		
DemoSite2M		Test Assesment Swiss 2019	In Progress 28 %	31/07/2020	DemoSite2M@megabyte.be	12/10/2020
DemoSite3M		Test Assesment Swiss 2019	Not Started 0 %	31/07/2020		

## 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:



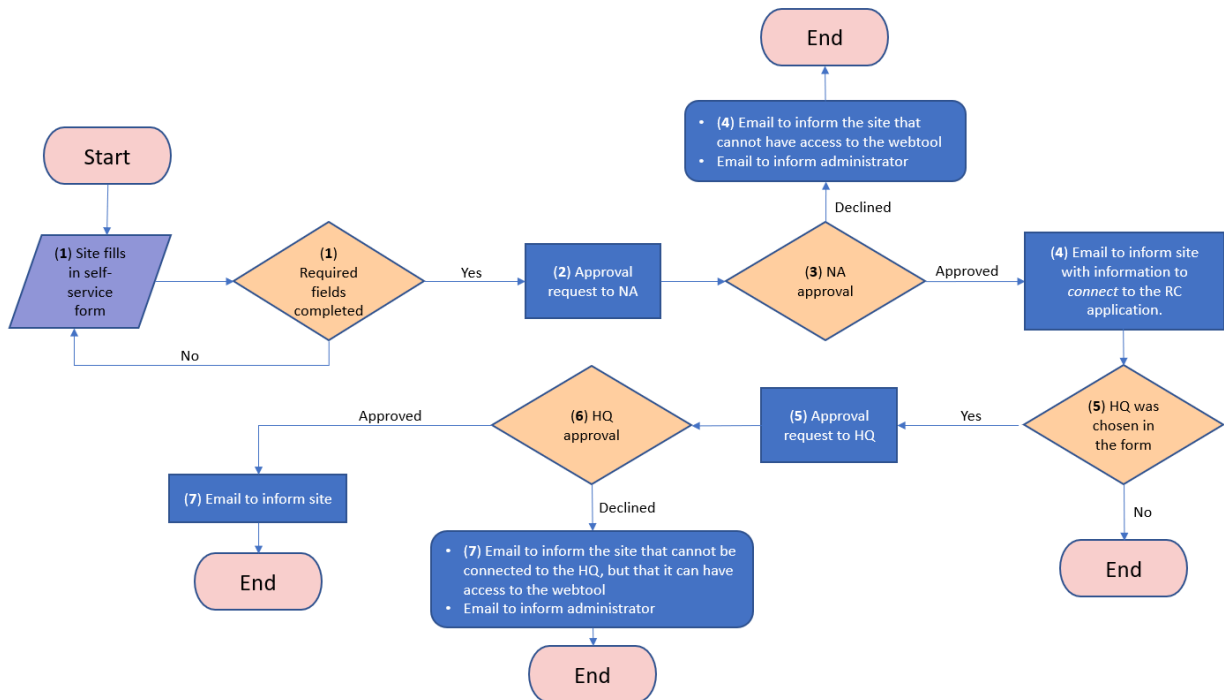
In which you must fill in the following info:

- All information with \* is mandatory:

  - ✓ Company name-site name (the “identification name” of the site-composed of both company name and site name- must be unique and not shared with other sites),
  - ✓ 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. Introduced a dropdown list with years to select from 1989 to the current year and make the selection mandatory.** (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).

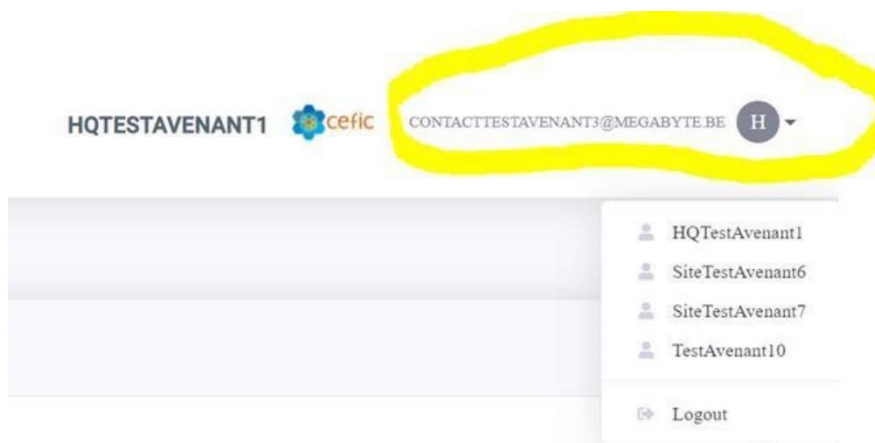
To submit the form, click on the button “Submit”. *Please note that once created the accounts need to be approved by the National Association of the Country where the Sites are located before the sites can access to the webtool!*

In the graphic below you can see the entire approval process for the creation of the account of a site.




**N.B. It is possible to create accounts of different daughter sites using the same login email and contact person, used also for the HQ.**

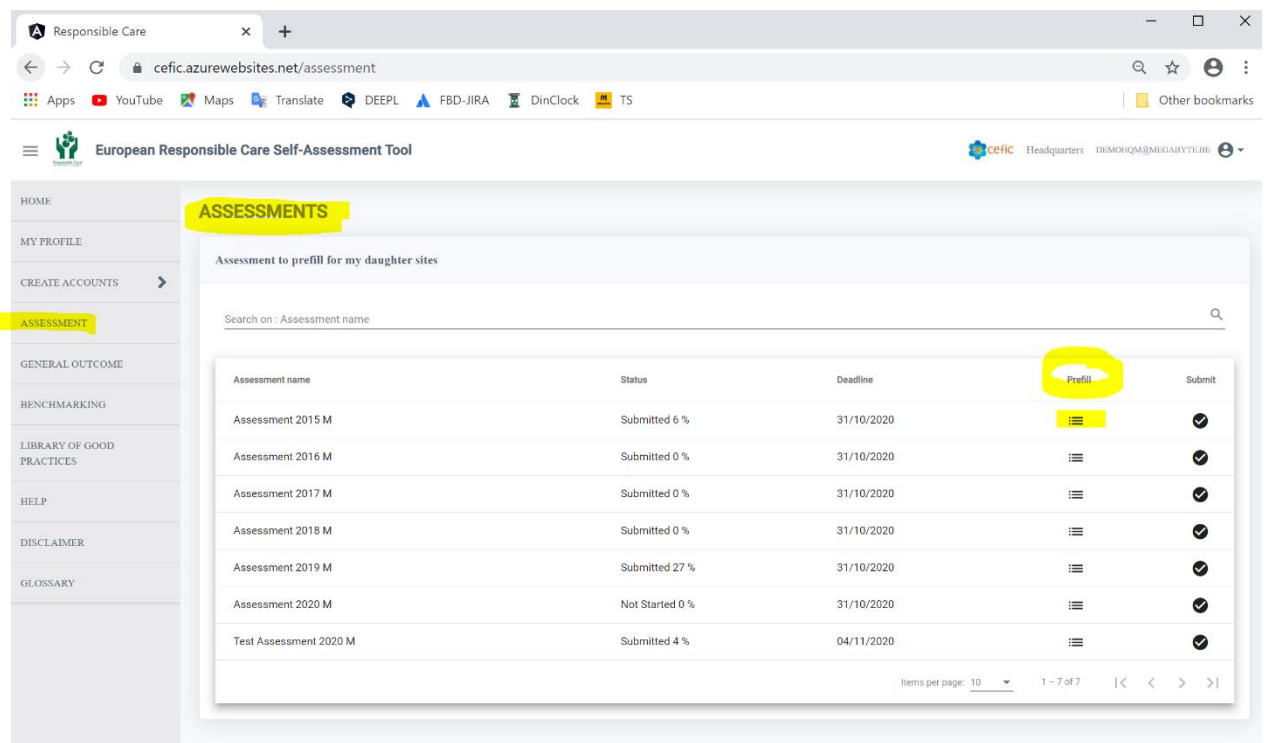
Those accounts will be linked in the tool and you can access to them using the same login email and password received when you created the first account. You can enter inside the different accounts by clicking on your login email/your account Icon on the top right corner of your account and by selecting in the dropdown list the name of the site or of the HQ that you want to access, as shown in the screen shot below.










## 8. How to do a corporate assessment (HQ prefill)

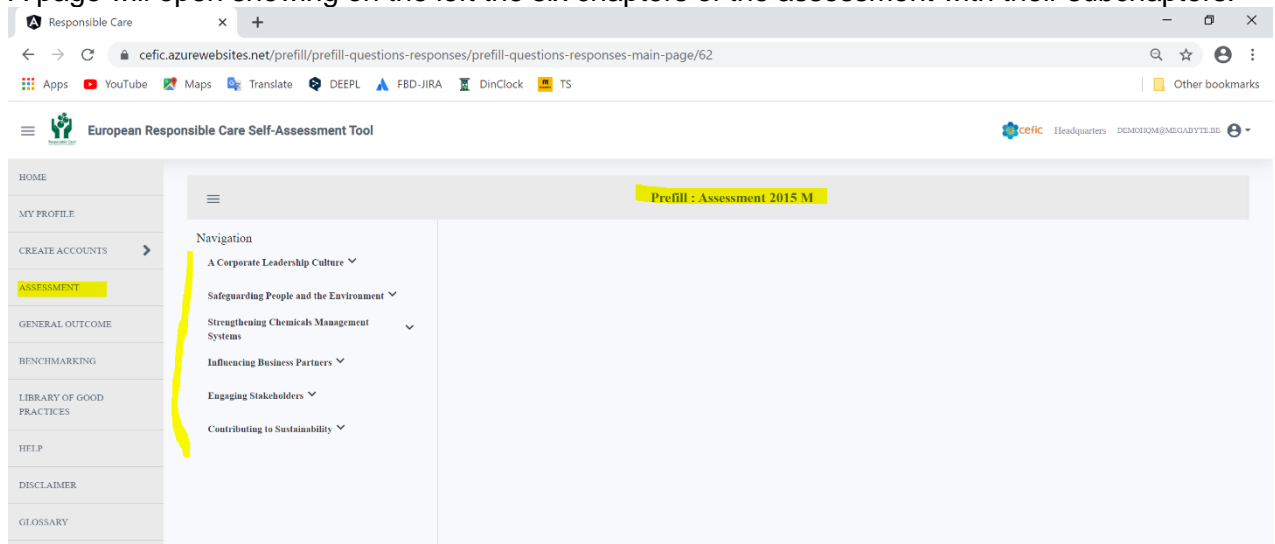
HQ are not obliged to do a corporate assessment for their daughter sites. This is an internal decision of each company. It is just a functionality thought for companies with management system very harmonised between sites to make them save time.

**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.



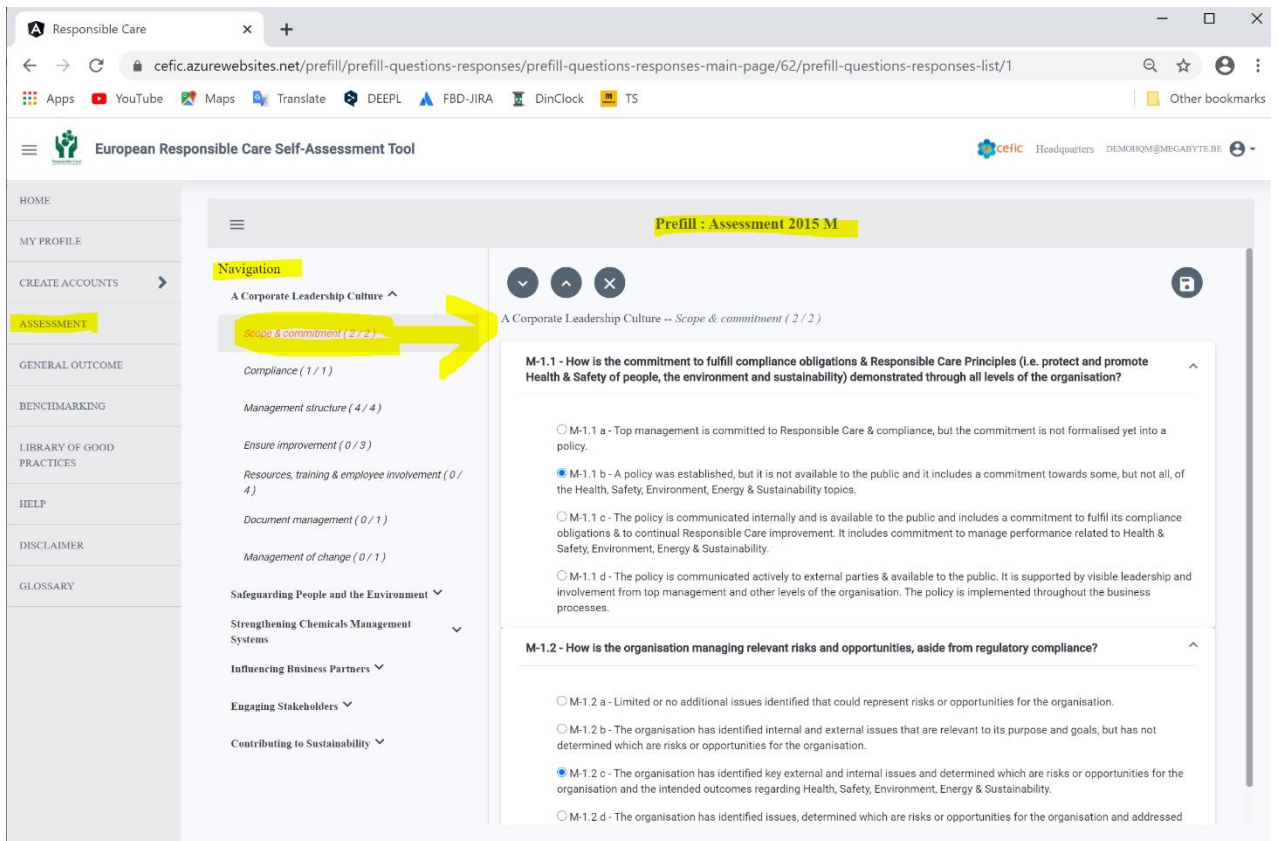
Assessment name	Status	Deadline	Prefill	Submit
Assessment 2015 M	Submitted 6 %	31/10/2020		<input checked="" type="checkbox"/>
Assessment 2016 M	Submitted 0 %	31/10/2020		<input checked="" type="checkbox"/>
Assessment 2017 M	Submitted 0 %	31/10/2020		<input checked="" type="checkbox"/>
Assessment 2018 M	Submitted 0 %	31/10/2020		<input checked="" type="checkbox"/>
Assessment 2019 M	Submitted 27 %	31/10/2020		<input checked="" type="checkbox"/>
Assessment 2020 M	Not Started 0 %	31/10/2020		<input checked="" type="checkbox"/>
Test Assessment 2020 M	Submitted 4 %	04/11/2020		<input checked="" type="checkbox"/>

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



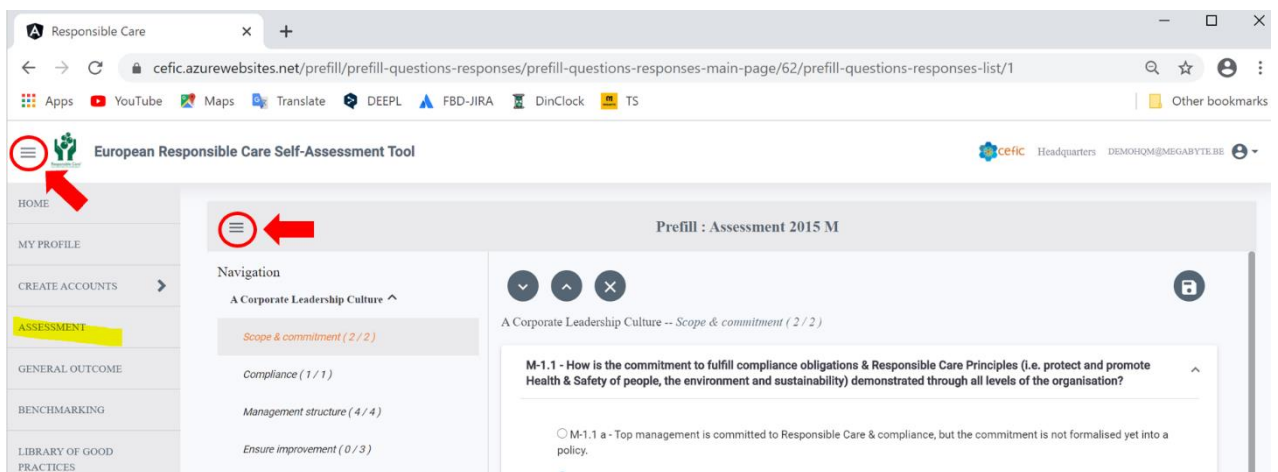
- Navigation
  - A Corporate Leadership Culture
  - Safeguarding People and the Environment
  - Strengthening Chemicals Management Systems
  - Influencing Business Partners
  - Engaging Stakeholders
  - Contributing to Sustainability

**N.B.:** Differently from sites, HQ do not have inside the assessment the following pages: assessment info and general outcome and tips.



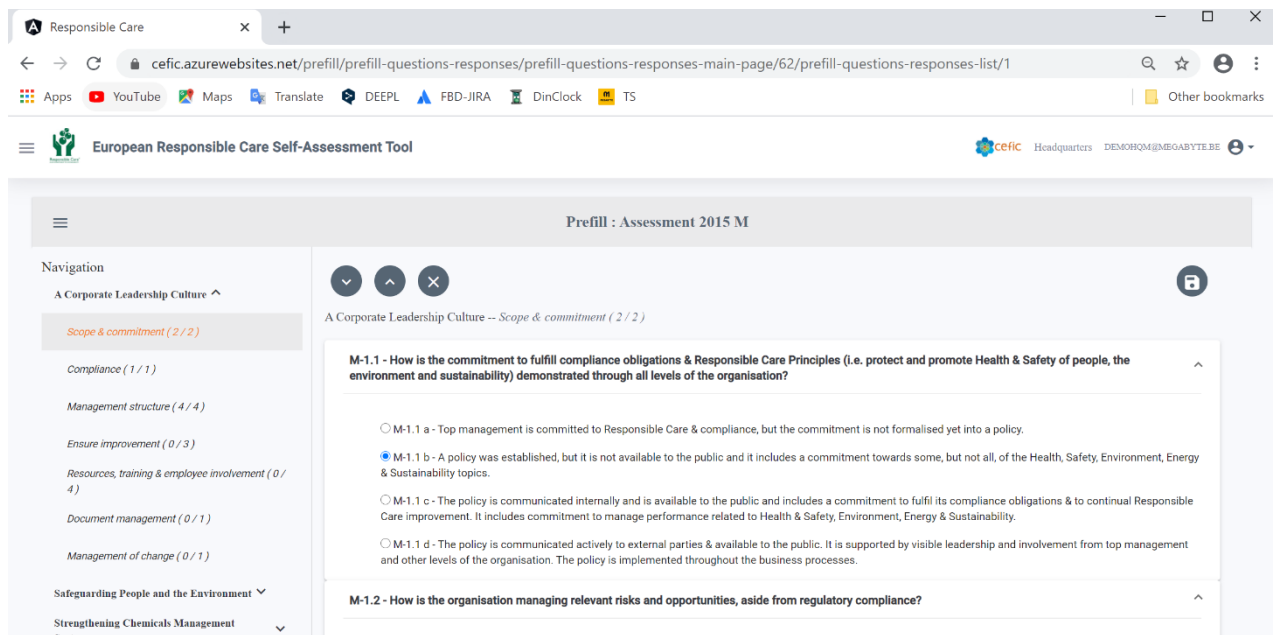
Below the Title "Navigation" you can see the six chapters of the assessment. Under each chapter are visible the subchapters in italics.

*In order to gain more space on the screen, you can disable the **assessment submenu** by clicking on the icon:*





You obtain this:



### 8.1. Two ways to reply the questions (manually or using the Start and Prefill function)

#### A. Reply the questions manually

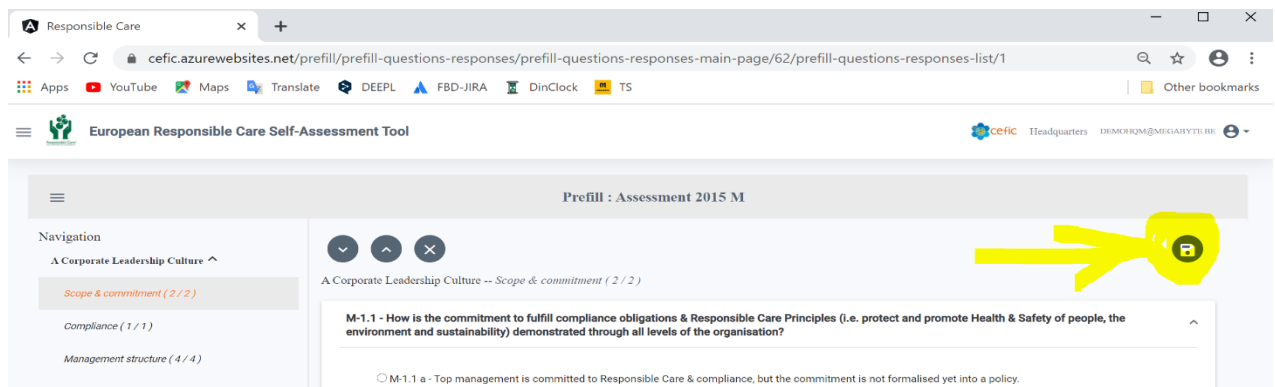
If you don't use the feature "Start and Prefill", you must reply to all questions manually. To visualise the questions, you must click on the subchapters (which are below each chapter).

**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.

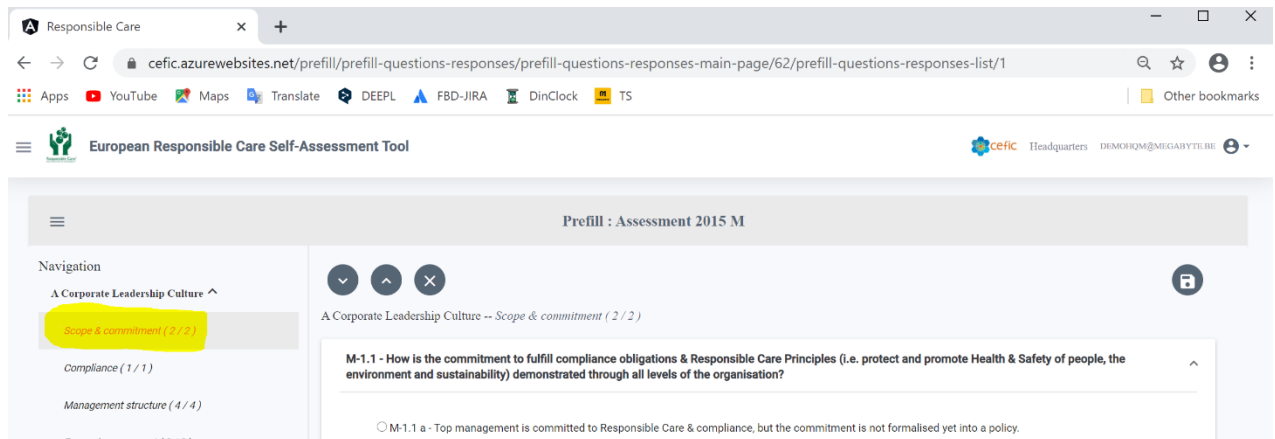
Selecting a choice does not necessarily mean that your organisation's practices fit the description in every possible aspect, but rather that this selection is the one which most closely aligns with your understanding of your organisational practices at this time.

**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.

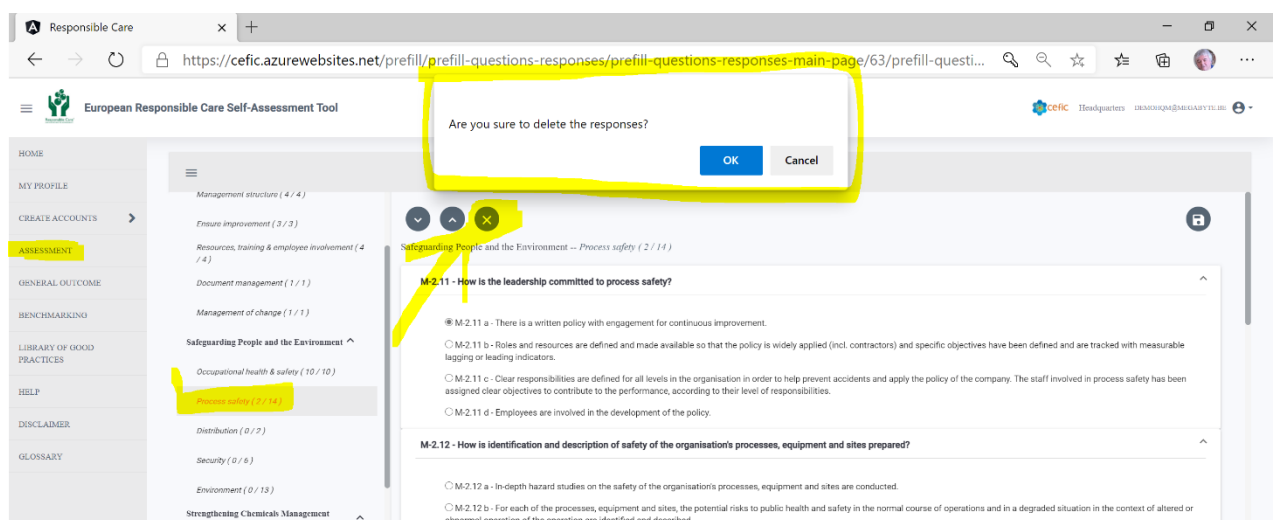


You can stop filling in the questionnaire at any time and log out the application. Your replies will be saved **if before leaving you click on the SAVE button**.



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.

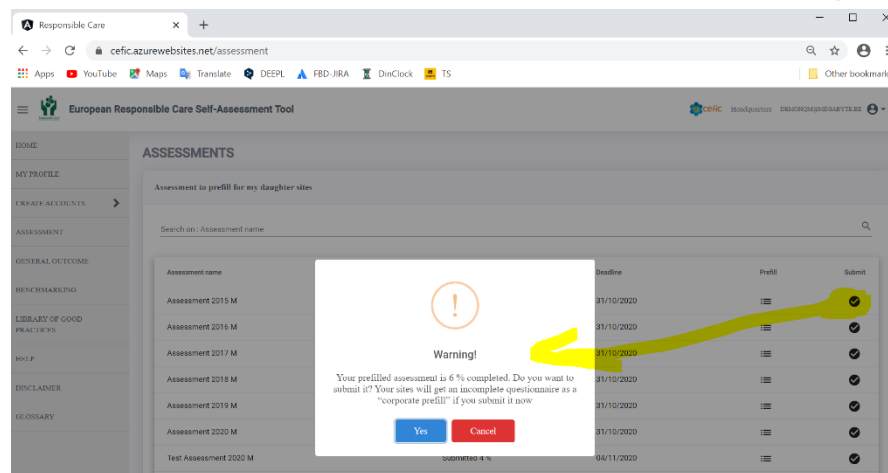


**Please note that in this way you will delete all replies given in that subchapter**. Therefore, you must reply again to the questions for which you want your sites to have an answer.

**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.

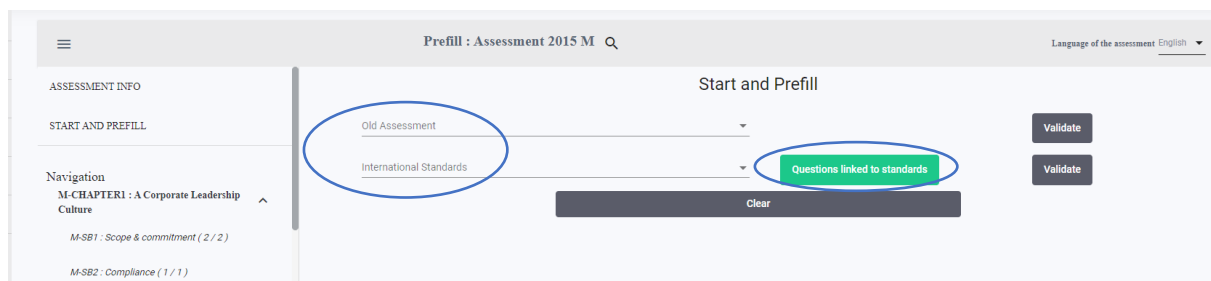


After submitting your corporate assessment, you will then receive an email informing you that you successfully submitted the assessment, with a link to a “feedback survey” to make your remarks on the Responsible Care self-assessment webtool. Your comments will be very useful to us to improve the tool!

## B. [Introduction of the “Start and Prefill” for Headquarter](#)

As a new feature, the Headquarter has now the same prefill functionality available for sites. There are two filters: “Old Assessment” and “International Standards”.

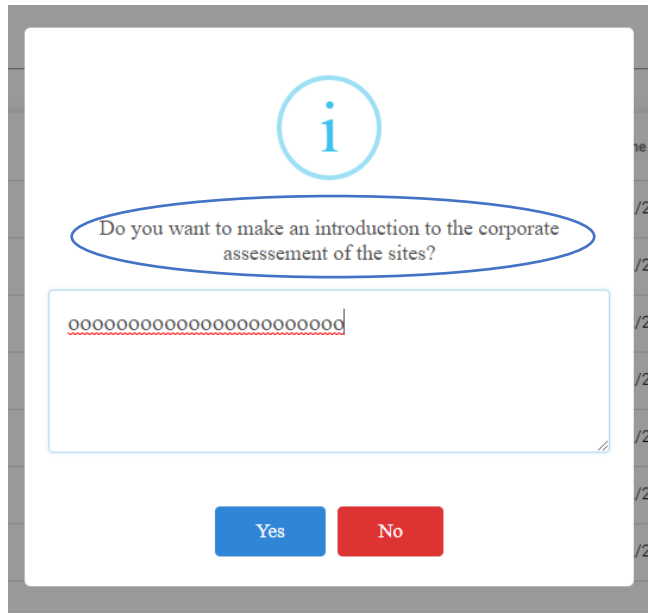
Inside the Assessment, you have the feature “START AND PREFILL”, by clicking on the green button “Questions linked to the Standards”, the questions that are linked to the standards will be shown.



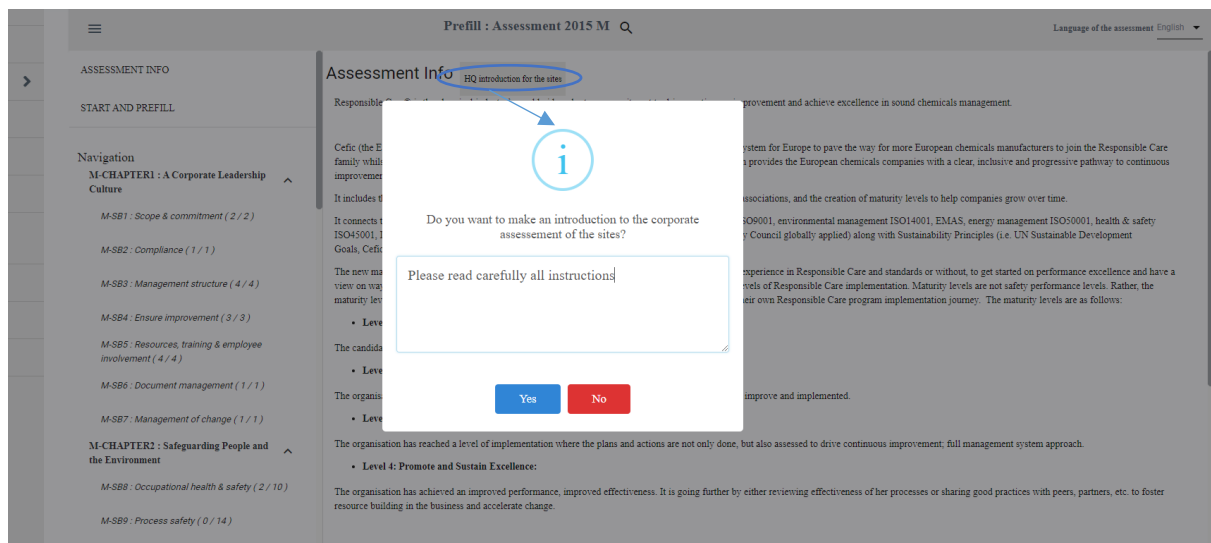
## [8.2. Two ways to write a global Introduction for the HQ prefill that will be visualized by the sites](#)

- A) **When you submit the corporate assessment, you will receive a warning message: “Do you want to make an introduction to the corporate assessment of the sites?”** If you

select **Yes** a new window will appear to insert the text. There is no limited characters to write in the box.



B) You can enter the introduction to the corporate assessment also inside the Assessment area. Close to Assessment Info, at the top page, there is a button written as "HQ introduction for the sites". If you click it , a window will open where you can enter the text. To save the text, you have to click on the button "Yes".



### 8.3. Possibility to make comments on the answers provided by the HQ that will be visualized by the sites

Inside the assessment, you can leave a remark at the end of each question. The remark will be automatically saved by saving the question.

**M-1.2 - How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?**

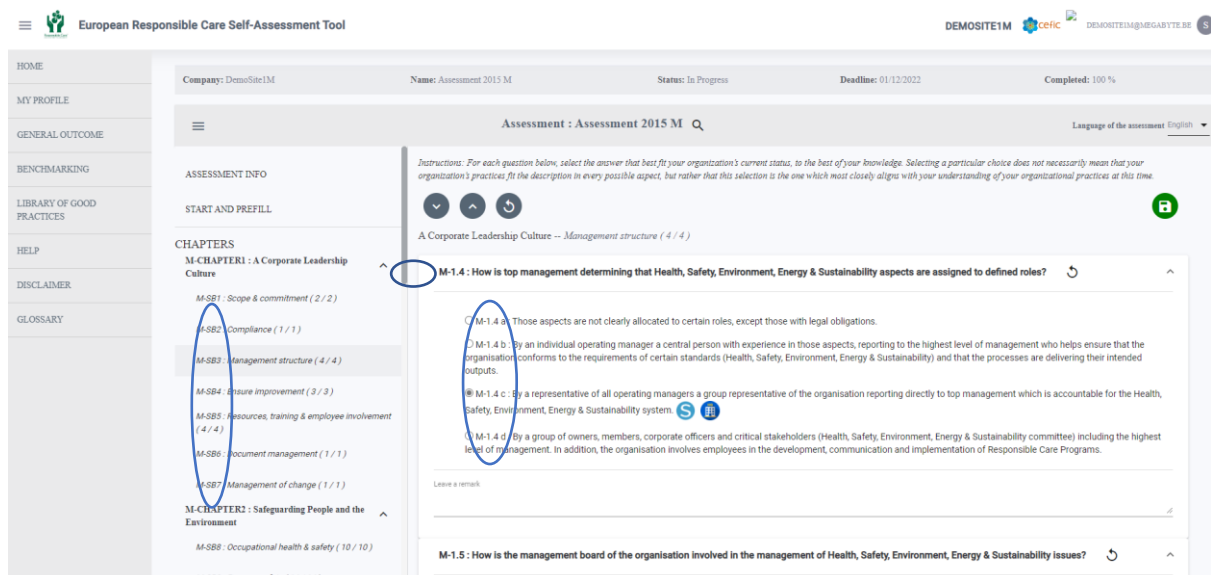
- M-1.2 a - Limited or no additional issues identified that could represent risks or opportunities for the organisation.
- M-1.2 b - The organisation has identified internal and external issues that are relevant to its purpose and goals, but has not determined which are risks or opportunities for the organisation.
- M-1.2 c - The organisation has identified key external and internal issues and determined which are risks or opportunities for the organisation and the intended outcomes regarding Health, Safety, Environment, Energy & Sustainability. **S**
- M-1.2 d - The organisation has identified issues, determined which are risks or opportunities for the organisation and addressed them proactively through setting up actions and periodic evaluation.

Leave a remark

**Important:** The field “Leave a remark” for the site is also used for the site which will be visible by members of your organisation.

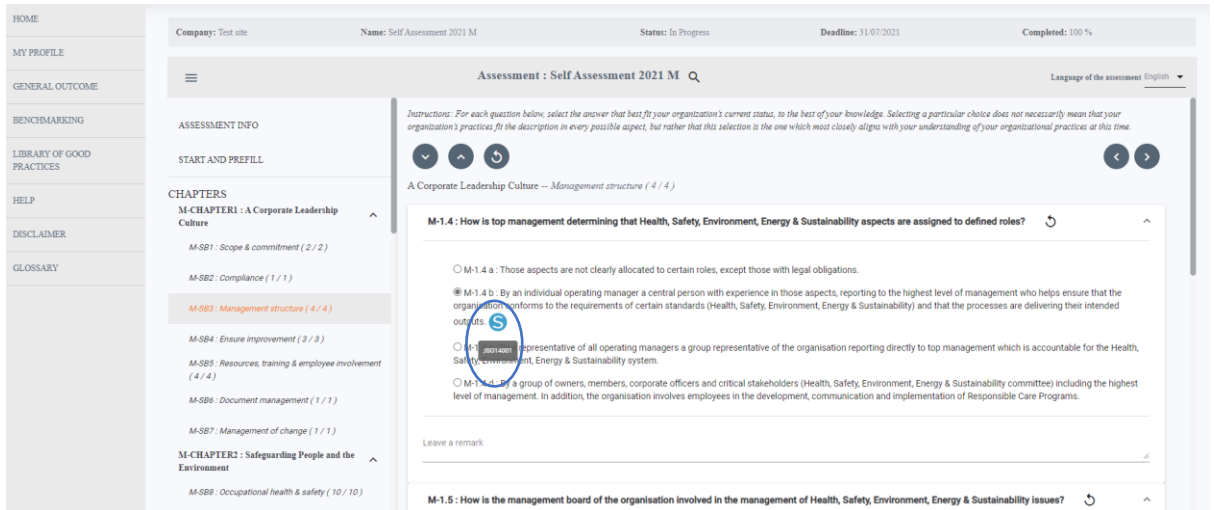
8.4. Numbering of Chapters, Subchapters, Questions and Replies in the assessment

In the assessment section, every chapter, subchapter, question and reply is numbered. The reply also includes the a,b,c,d.



8.5. Show of the links between questions and standards inside the questionnaire

Inside the questionnaire, close to the replies prefilled by the standard prefills, the icon **S** (S) is shown. When the mouse is on this icon **S** a tooltip will show all the standards connected to that reply.



HOME

MY PROFILE

GENERAL OUTCOME

BENCHMARKING

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HELP

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GLOSSARY

Company: Test site Name: Self Assessment 2021 M Status: In Progress Deadline: 31/07/2021 Completed: 100 %

Assessment : Self Assessment 2021 M Language of the assessment English

Instructions: For each question below, select the answer that best fit your organization's current status, to the best of your knowledge. Selecting a particular choice does not necessarily mean that your organization'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 organizational practices at this time.

START AND PREFILL

CHAPTERS

M-CHAPTER1 : A Corporate Leadership Culture

M-SB1 : Scope & commitment ( 2 / 2 )

M-SB2 : Compliance ( 1 / 1 )

M-SB3 : Management structure ( 4 / 4 )

M-SB4 : Ensure improvement ( 3 / 3 )

M-SB5 : Resources, training & employee involvement ( 4 / 4 )

M-SB6 : Document management ( 1 / 1 )

M-SB7 : Management of change ( 1 / 1 )

M-CHAPTER2 : Safeguarding People and the Environment

M-SB8 : Occupational health & safety ( 10 / 10 )

M-1.4 : How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?



M-1.4 a : Those aspects are not clearly allocated to certain roles, except those with legal obligations.

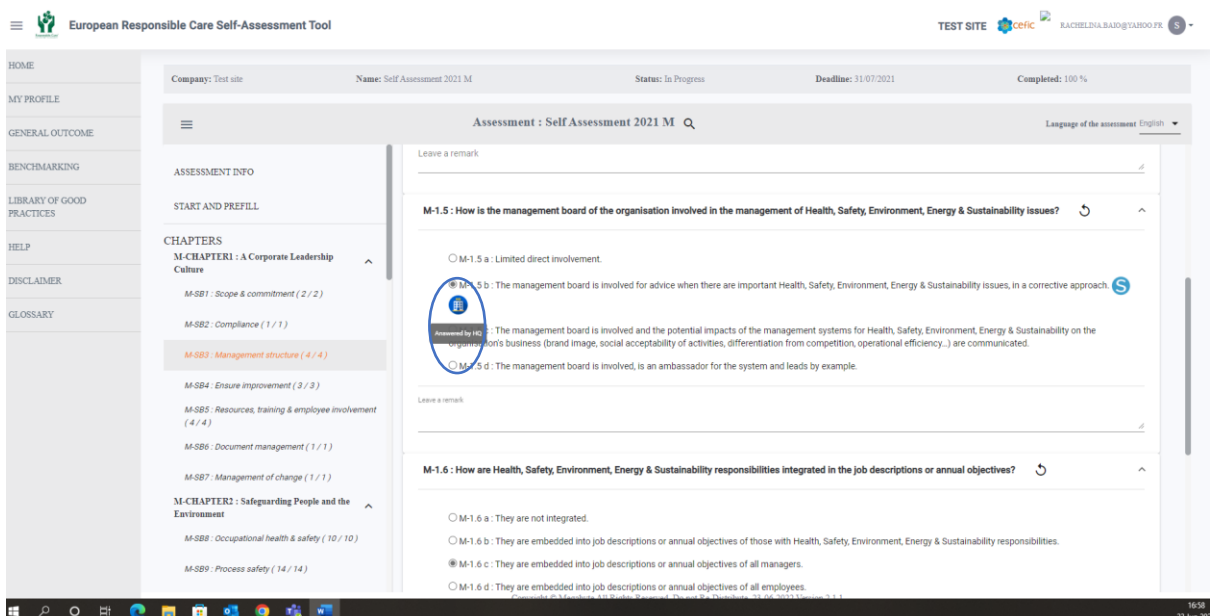
M-1.4 b : By an individual operating manager a central person with experience in those aspects, reporting to the highest level of management who helps ensure that the organization conforms to the requirements of certain standards (Health, Safety, Environment, Energy & Sustainability) and that the processes are delivering their intended outputs.

M-1.4 c : By a group of owners, members, corporate officers and critical stakeholders (Health, Safety, Environment, Energy & Sustainability committee) including the highest level of management. In addition, the organisation involves employees in the development, communication and implementation of Responsible Care Programs.

Leave a remark

M-1.5 : How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?

Inside the questionnaire, close to the replies prefilled by the Headquarter, the icon  (HQ building) is shown. When the mouse is on this icon  a tooltip will show that it is answered by the Headquarter.



European Responsible Care Self-Assessment Tool TEST SITE cefic RACHELINA.BAJO@SAHOO.FR

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GLOSSARY

Company: Test site Name: Self Assessment 2021 M Status: In Progress Deadline: 31/07/2021 Completed: 100 %

Assessment : Self Assessment 2021 M Language of the assessment English

Leave a remark

M-1.5 : How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?

M-1.5 a : Limited direct involvement.

M-1.5 b : The management board is involved for advice when there are important Health, Safety, Environment, Energy & Sustainability issues, in a corrective approach.

M-1.5 c : The management board is involved and the potential impacts of the management systems for Health, Safety, Environment, Energy & Sustainability on the organization's business (brand image, social acceptability of activities, differentiation from competition, operational efficiency...) are communicated.

M-1.5 d : The management board is involved, is an ambassador for the system and leads by example.

Leave a remark

M-1.6 : How are Health, Safety, Environment, Energy & Sustainability responsibilities integrated in the job descriptions or annual objectives?

M-1.6 a : They are not integrated.

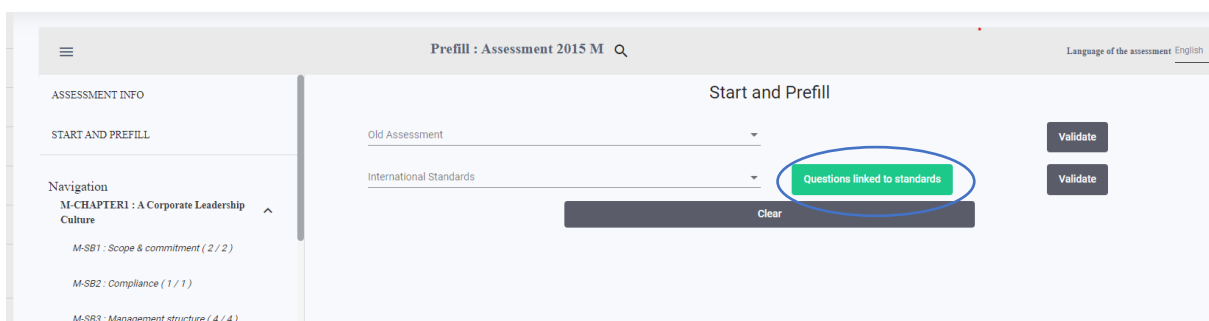
M-1.6 b : They are embedded into job descriptions or annual objectives of those with Health, Safety, Environment, Energy & Sustainability responsibilities.

M-1.6 c : They are embedded into job descriptions or annual objectives of all managers.

M-1.6 d : They are embedded into job descriptions or annual objectives of all employees.

## 8.6. Show of the links between Questions and Standards inside Start and Prefill area

From the "Start and Prefill" area inside the assessment, click on green box "Questions linked to standards" and the list of the questions that are linked to the standards will be shown.



Prefill : Assessment 2015 M Language of the assessment English

ASSESSMENT INFO

START AND PREFILL

Navigation

M-CHAPTER1 : A Corporate Leadership Culture

M-SB1 : Scope & commitment ( 2 / 2 )

M-SB2 : Compliance ( 1 / 1 )

M-SB3 : Management structure ( 4 / 4 )

Start and Prefill

Old Assessment

International Standards

Questions linked to standards

Validate

Validate


Clear

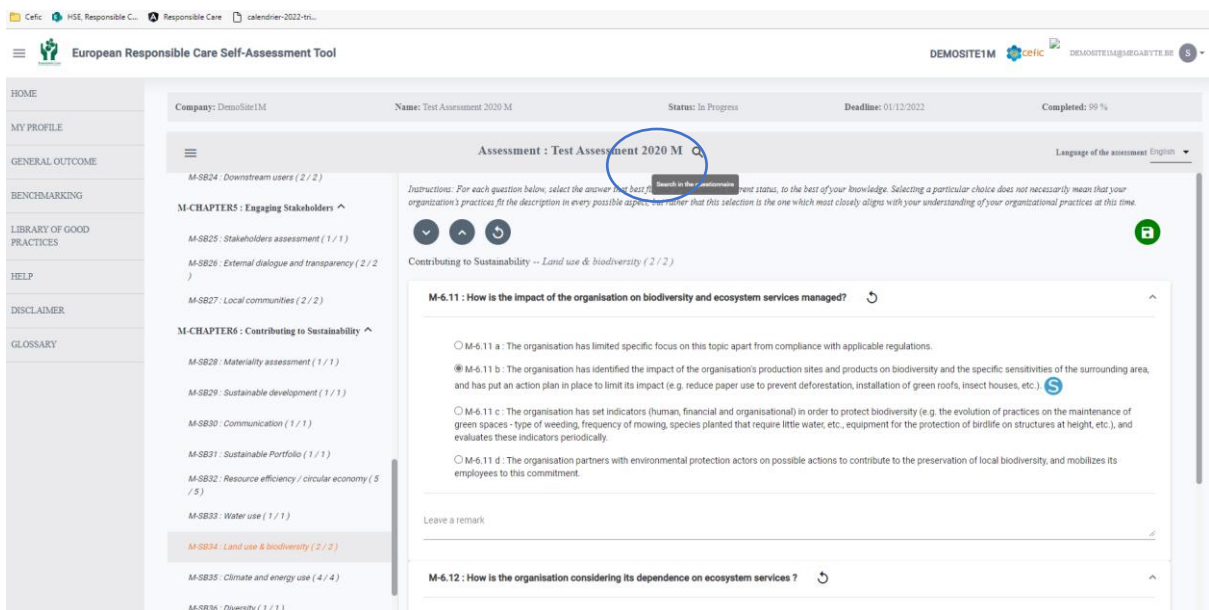
Standards

Code	Question
M-1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?
M-1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?
M-1.3	How is the organisation managing legal obligations?
M-1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?
M-1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?
M-1.6	How are Health, Safety, Environment, Energy & Sustainability responsibilities integrated in the job descriptions or annual objectives?
M-1.7	How are (core) processes concerning Health, Safety, Environment, Energy & Sustainability governed?
M-1.8	How is top management achieving continuous improvement in Health, Safety, Environment, Energy & Sustainability performance?
M-1.9	How is the internal audit programme conducted?
M-1.10	How are incident investigations handled?

Items per page: 10 1 - 10 of 375

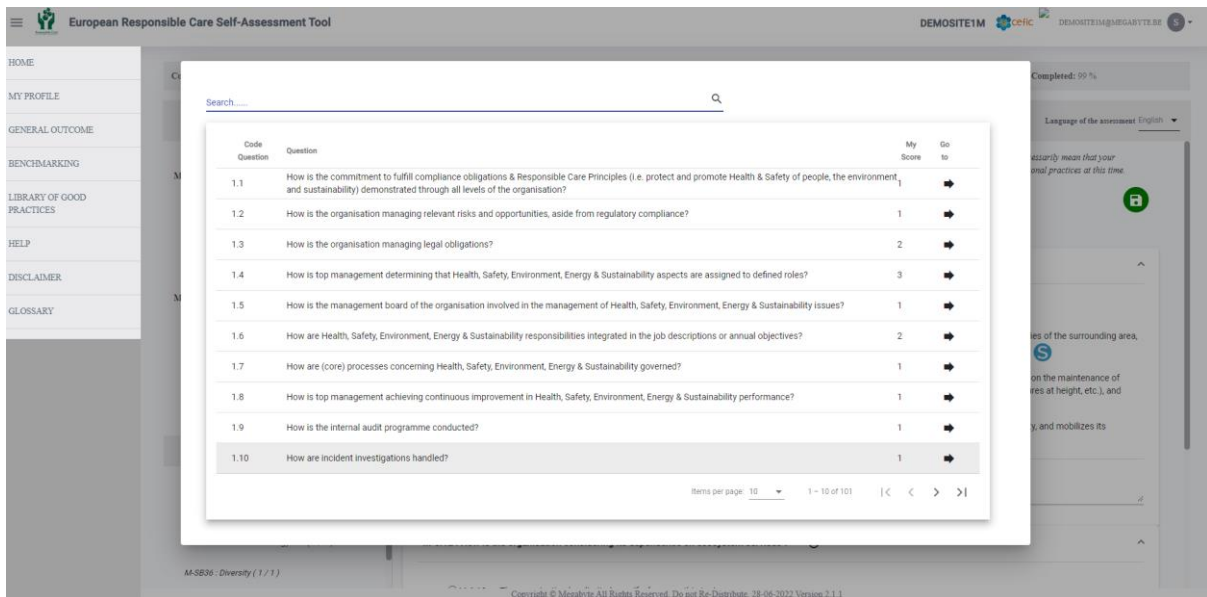
### 8.7. Search bar in the assessment

The Search functionality  is under the title "Assessment" on the top of the page as shown below.





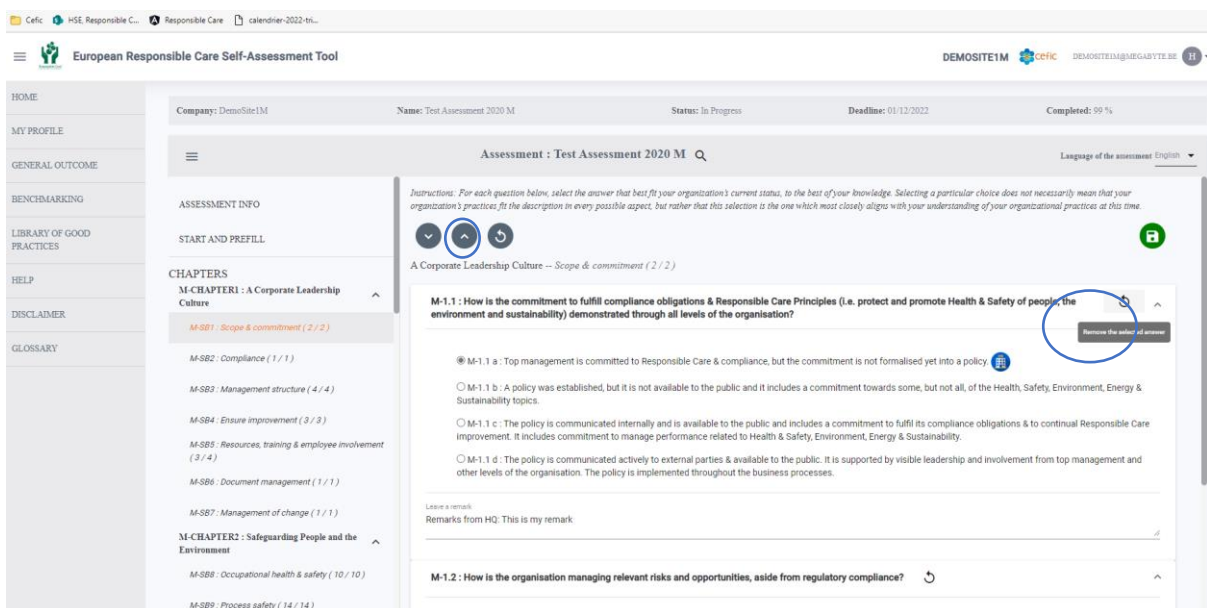
The screenshot shows the user interface of the European Responsible Care Self-Assessment Tool. At the top, there is a navigation bar with the Cefic logo and the text "European Responsible Care Self-Assessment Tool". Below this, there is a header section with "Company: DemoSite1M", "Name: Test Assessment 2020 M", "Status: In Progress", "Deadline: 01/12/2022", and "Completed: 99 %". The main content area is titled "Assessment : Test Assessment 2020 M" and includes a search bar with a magnifying glass icon. A blue circle highlights the search bar, and a callout box points to it with the text "Search in the assessment". The search bar contains the text "Assessment : Test Assessment 2020 M". Below the search bar, there are instructions for the assessment and a list of questions. The first question is "M-6.11 : How is the impact of the organisation on biodiversity and ecosystem services managed?". The second question is "M-6.12 : How is the organisation considering its dependence on ecosystem services?".

The Search bar  in the questionnaire box will open. Please click on the question you are looking for.

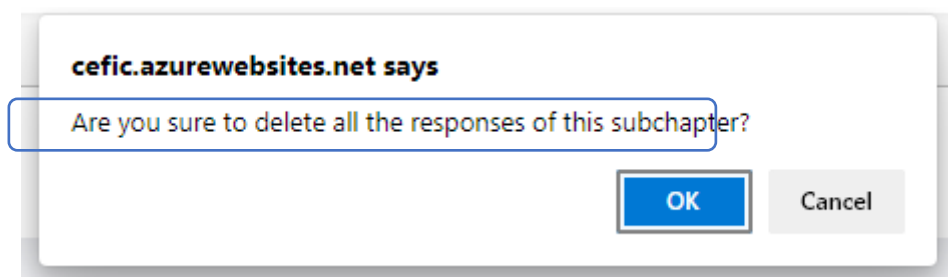


### 8.8. Cancellation of the selection of a reply in the assessment

There is an icon to cancel the selection of a reply close to the given question  and at the top left, an icon to cancel all answers of the subchapter .



When you click on the icon to delete the responses, a box will open and ask you to confirm “Are you sure to delete all the responses of this subchapter?”

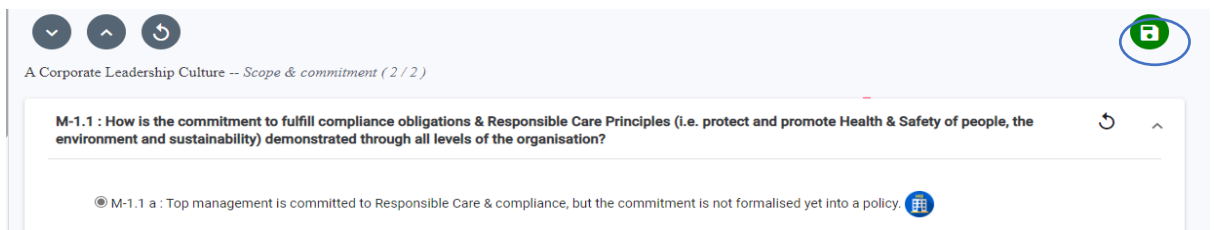
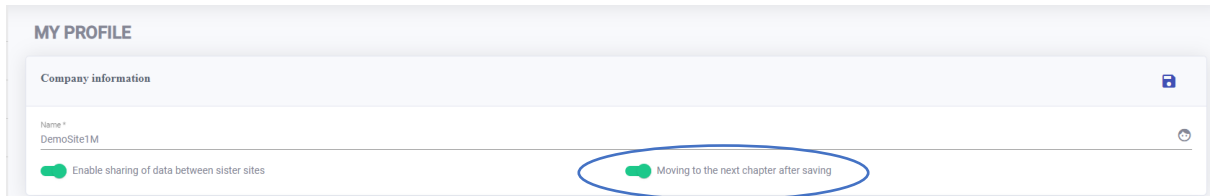




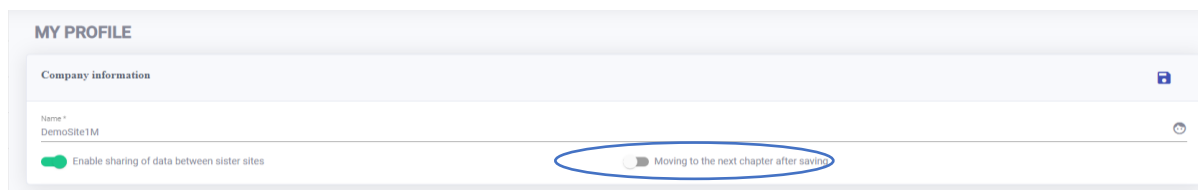
### 8.9. Choice to go to the next chapter after saving or not


By default, “after saving” you are directed to the following subchapter, but this option can be changed in “My Profile/Company information”.

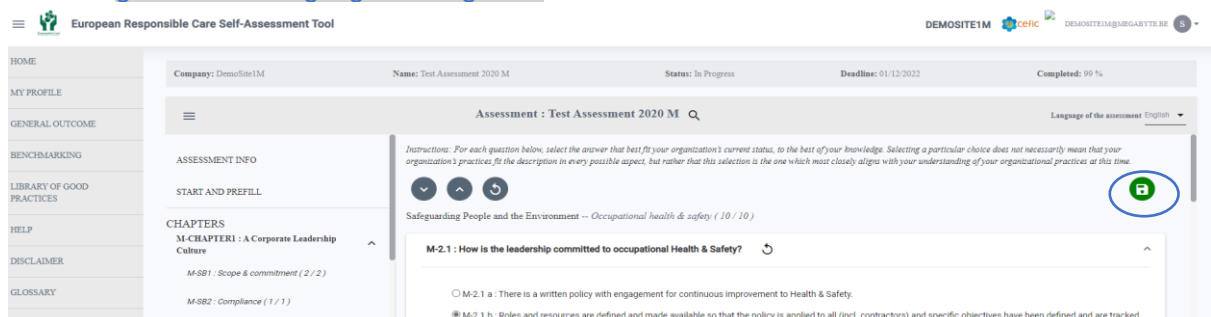
A) If you select “Moving to the next chapter after saving”, by default you will be directed to the next chapter and the icon saving will be shown.



B) If you deselect “Moving to the next chapter after saving” in “My profile/Company information”, two arrows will be shown in the assessment, to go back ◀ or to the next ▶ chapter (manually with an auto save).

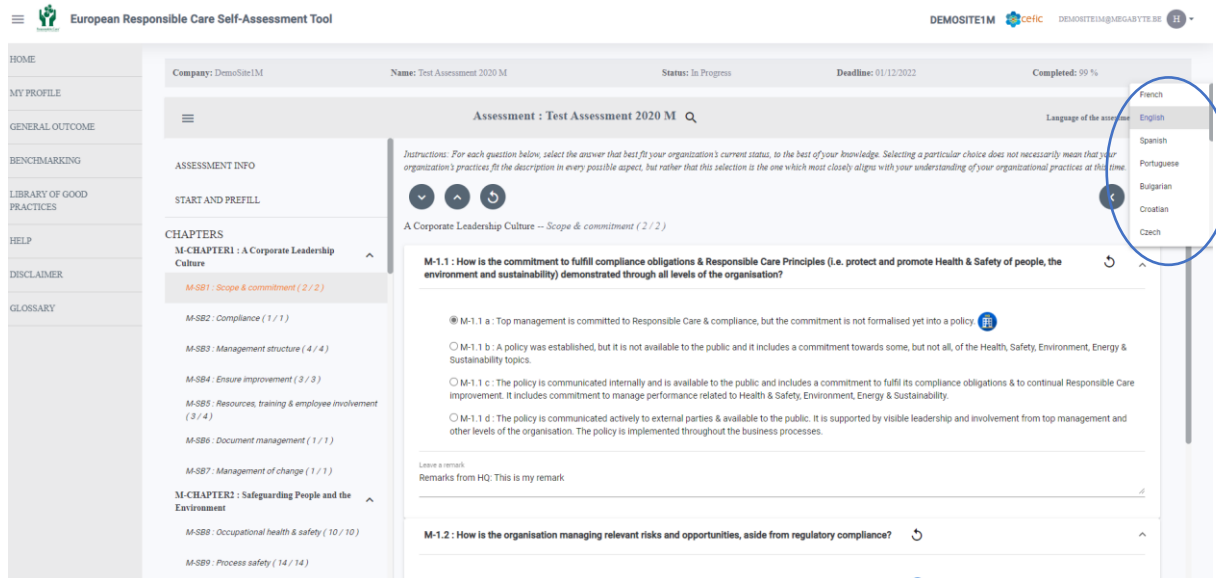


C) Better display the icon “Save”. You can find easily the Save button  for the replies given that is highlighted in green.



## 8.10. Possibility to change the language of the assessment from the top bar

Inside the assessment, you can change the language of the assessment without going anymore to “My Profile”. The language will be immediately changed (no need to log out and login anymore).

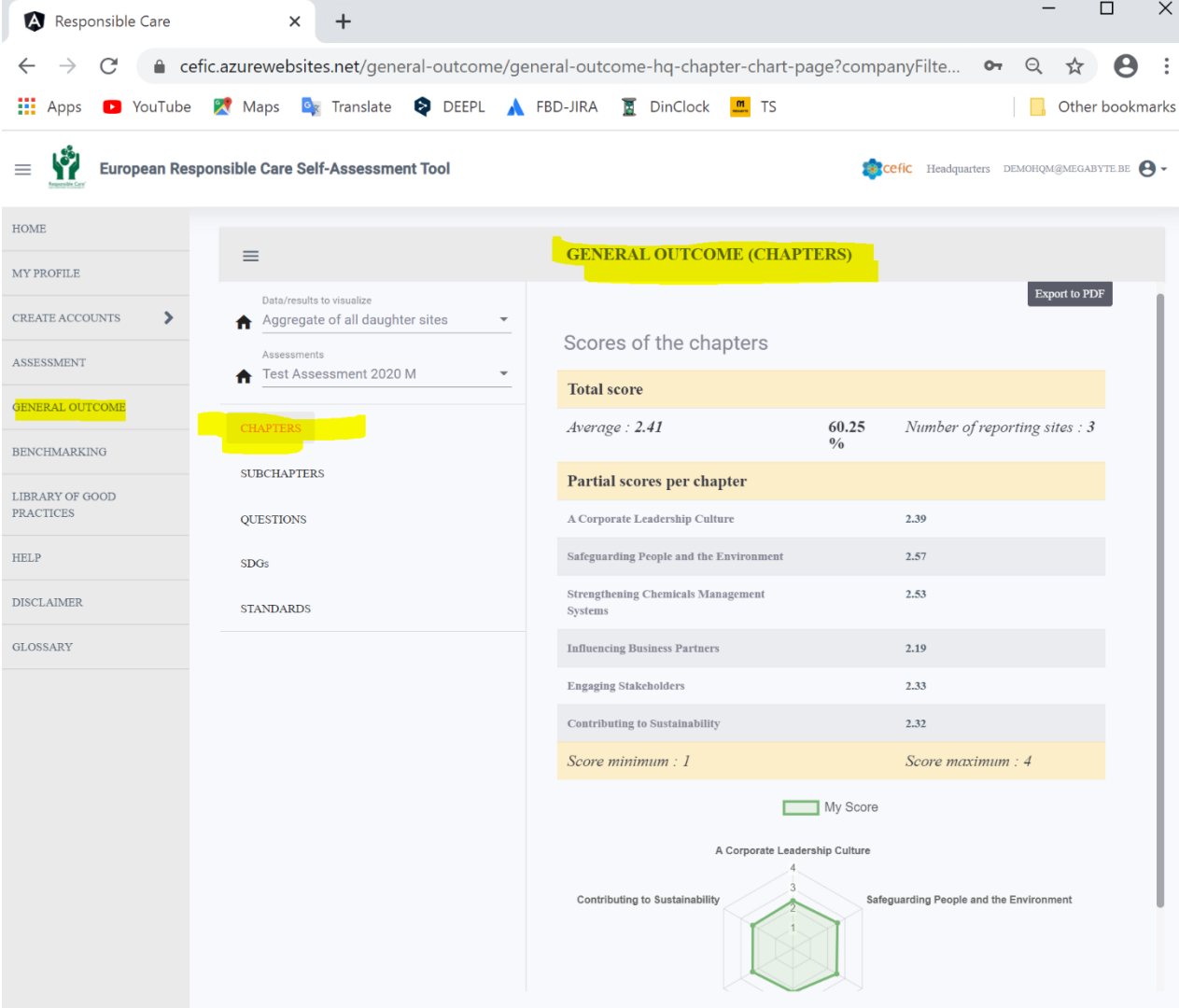


The screenshot displays the user interface of the European Responsible Care Self-Assessment Tool. The top navigation bar includes the tool's name, user information (DEMO SITE 1 M), and a language dropdown menu. The dropdown menu is open, showing options for French, English, Spanish, Portuguese, Bulgarian, Croatian, and Czech. The current language is English. The main content area shows an assessment titled "Test Assessment 2020 M" with a status of "In Progress" and a completion rate of 99%. The assessment content includes instructions, a question about compliance obligations, and a list of radio button options for different levels of commitment.

## 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.



The screenshot shows the 'GENERAL OUTCOME (CHAPTERS)' page in the European Responsible Care Self-Assessment Tool. The page is filtered to show 'Aggregate of all daughter sites' and 'Test Assessment 2020 M'. The main content area displays the following information:

- GENERAL OUTCOME (CHAPTERS)** (highlighted in yellow)
- Scores of the chapters**
- Total score**: Average : 2.41, 60.25%, Number of reporting sites : 3
- Partial scores per chapter**:
 

A Corporate Leadership Culture	2.39
Safeguarding People and the Environment	2.57
Strengthening Chemicals Management Systems	2.53
Influencing Business Partners	2.19
Engaging Stakeholders	2.33
Contributing to Sustainability	2.32
- Score minimum : 1** and **Score maximum : 4**
- A radar chart titled 'My Score' comparing scores across six categories: A Corporate Leadership Culture, Safeguarding People and the Environment, Contributing to Sustainability, and three unlabeled axes.

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).

Responsible Care

cefic.azurewebsites.net/general-outcome/general-outcome-hq-chapter-chart-page?companyFilde...

Apps YouTube Maps Translate DEEPL FBD-JIRA DinClock TS

European Responsible Care Self-Assessment Tool

cefic Headquarters DEMOHQM@MEGABYTE.BE

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**GENERAL OUTCOME (CHAPTERS)**

Data/results to visualize

Aggregate of all daughter sites

Assessments

Test Assessment 2020 M

**CHAPTERS**

SUBCHAPTERS

QUESTIONS

SDGs

STANDARDS

Export to PDF

**Scores of the chapters**

**Total score**


Average : 2.41      60.25 %      Number of reporting sites : 3

**Partial scores per chapter**

A Corporate Leadership Culture	2.39
Safeguarding People and the Environment	2.57
Strengthening Chemicals Management Systems	2.53
Influencing Business Partners	2.19
Engaging Stakeholders	2.33
Contributing to Sustainability	2.32

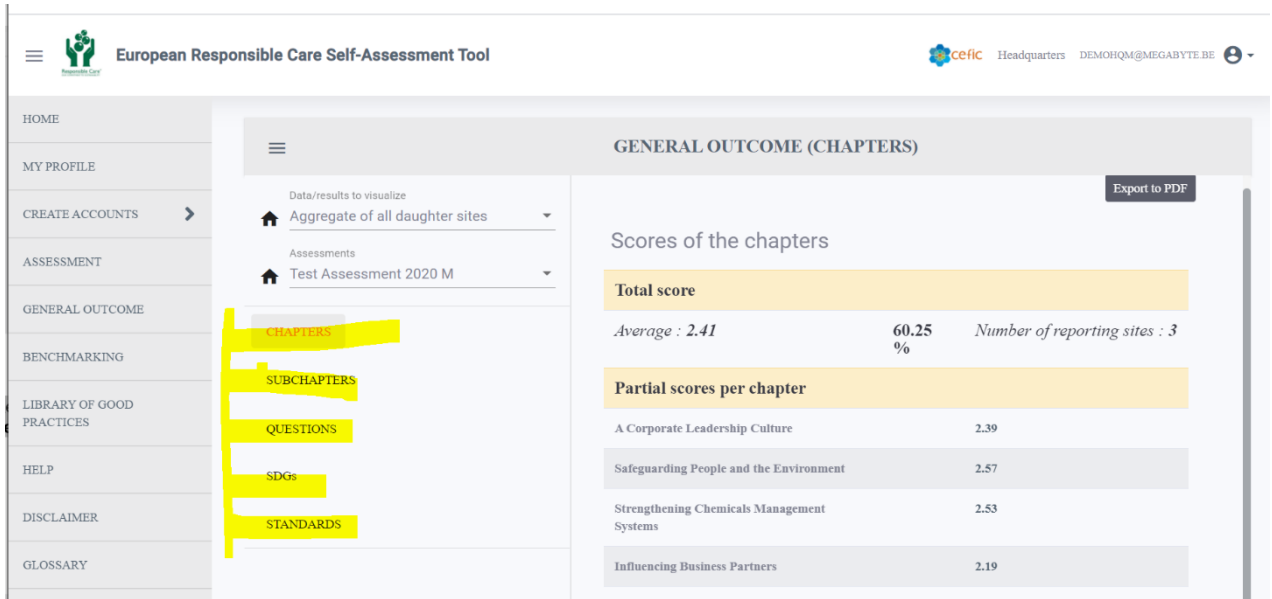
Score minimum : 1      Score maximum : 4

My Score



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.



**GENERAL OUTCOME (CHAPTERS)**


Data/results to visualize  
 Aggregate of all daughter sites  
 Assessments  
 Test Assessment 2020 M

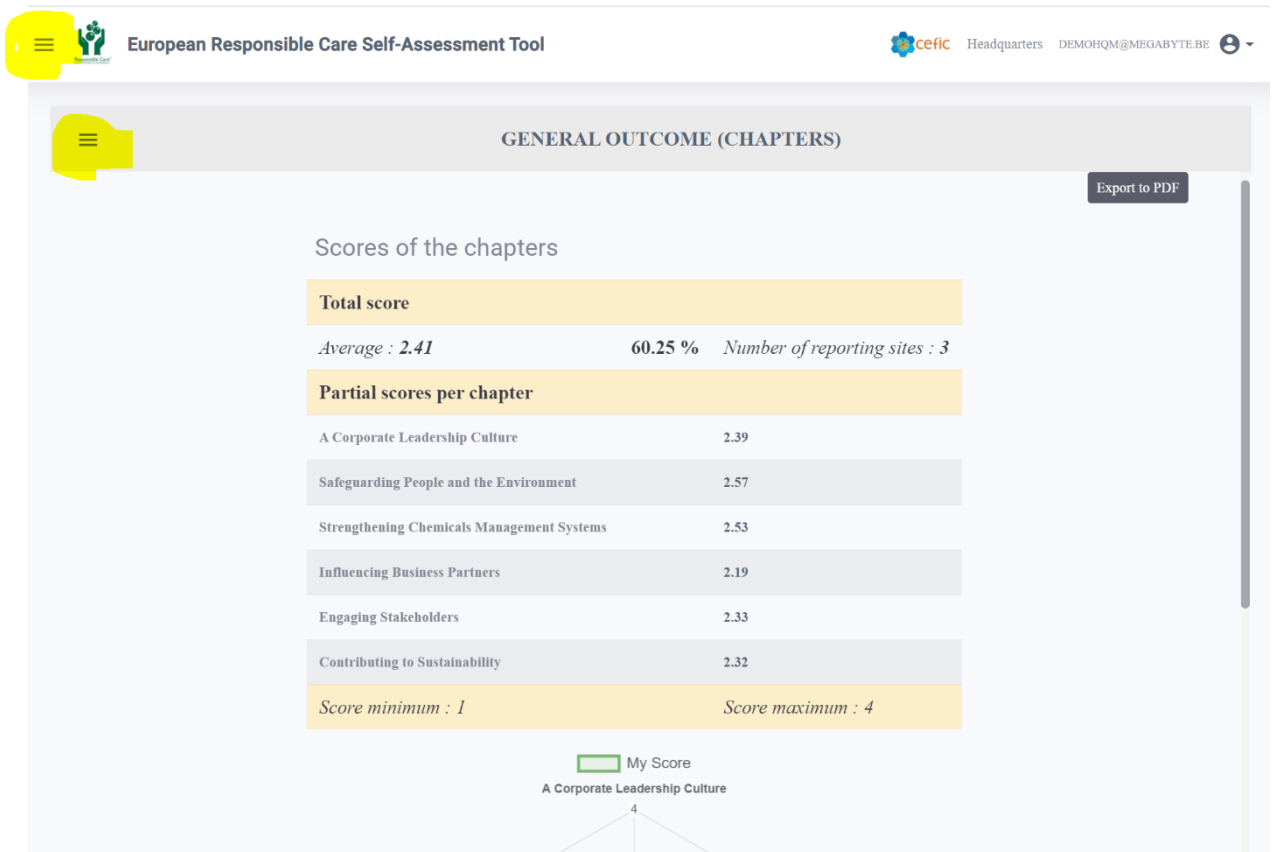
**Scores of the chapters**

**Total score**  
 Average : 2.41      60.25 %      Number of reporting sites : 3

**Partial scores per chapter**

A Corporate Leadership Culture	2.39
Safeguarding People and the Environment	2.57
Strengthening Chemicals Management Systems	2.53
Influencing Business Partners	2.19

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.



**GENERAL OUTCOME (CHAPTERS)**

**Scores of the chapters**

**Total score**  
 Average : 2.41      60.25 %      Number of reporting sites : 3

**Partial scores per chapter**

A Corporate Leadership Culture	2.39
Safeguarding People and the Environment	2.57
Strengthening Chemicals Management Systems	2.53
Influencing Business Partners	2.19
Engaging Stakeholders	2.33
Contributing to Sustainability	2.32

Score minimum : 1      Score maximum : 4


My Score  
 A Corporate Leadership Culture  
 4

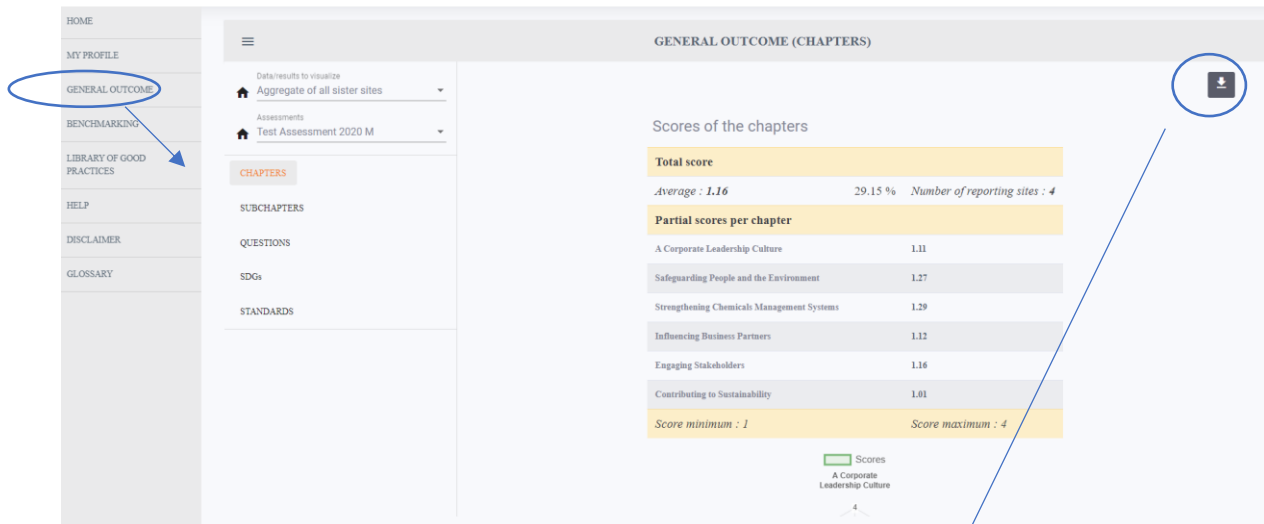
**Export of reports of the GENERAL OUTCOME in Excel and PDF and all reports together with a single click**

[Export all reports in Excel and/or PDF](#)

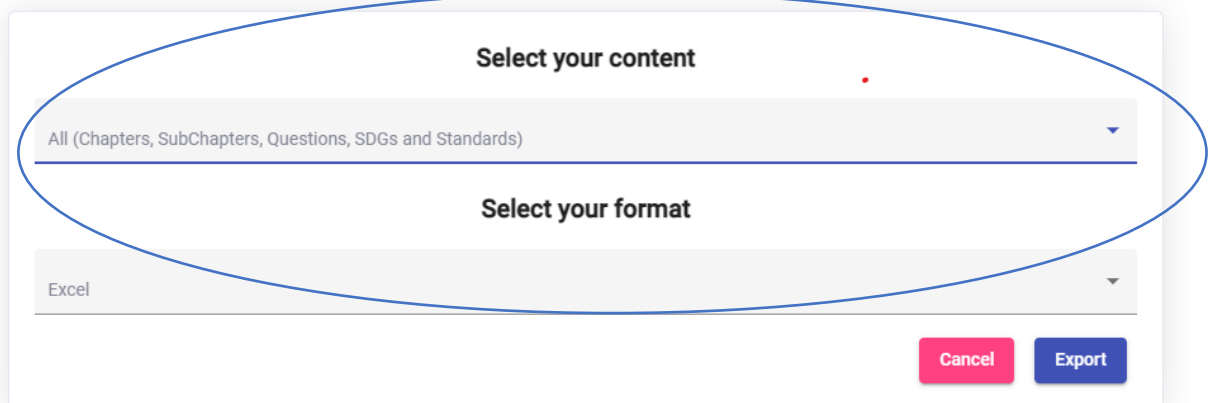
If you want to download any document in Excel - PDF, please click on the icon .

[Export of reports in Excel and PDF and all reports together](#)

To export all reports together in Excel and/or PDF, please, go to the “GENERAL OUTCOME” and select “CHAPTERS”, click the icon , two fields will be shown: “Select your content” and “Select your format”.



Scores of the chapters	
<b>Total score</b>	
Average : 1.16	29,15 % Number of reporting sites : 4
<b>Partial scores per chapter</b>	
A Corporate Leadership Culture	1.11
Safeguarding People and the Environment	1.27
Strengthening Chemicals Management Systems	1.29
Influencing Business Partners	1.12
Engaging Stakeholders	1.16
Contributing to Sustainability	1.01
Score minimum : 1	Score maximum : 4



**Select your content**

All (Chapters, SubChapters, Questions, SDGs and Standards)

**Select your format**

Excel

Cancel Export

By selecting your content, the below options will be displayed:

- **“All (Chapters, SubChapters, Questions, SDGs and Standards)”** : This will allow you to get in one report all reports together i.e. Chapters, Subchapters, Questions, SDG and Standards
- **“Current view”**: This will allow you to get the current Chapters only.

**Select your content**

All (Chapters, SubChapters, Questions, SDGs and Standards)

Current view

Excel

[Cancel](#) [Export](#)

Please select your format “Excel” or “PDF”, and click “Export”.

**Select your content**


All (Chapters, SubChapters, Questions, SDGs and Standards)

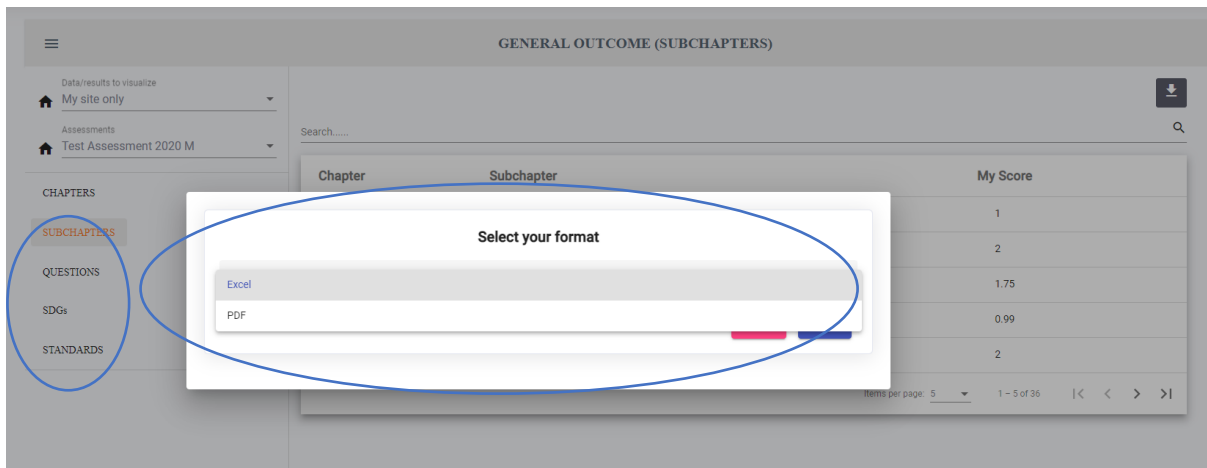
**Select your format**

Excel

PDF

[Cancel](#) [Export](#)

**Important:** All reports of the “GENERAL OUTCOME” are available together in a single click from the “GENERAL OUTCOME (CHAPTERS)” only. From the “GENERAL OUTCOME” “SUBCHAPTERS”, “QUESTIONS”, “SDG” and “STANDARDS”, by clicking the icon download  , the possibility to “Select your format” (Excel or PDF) will be shown but not the functionality “Select your content” anymore. Only the current page can be exported and not all reports together.

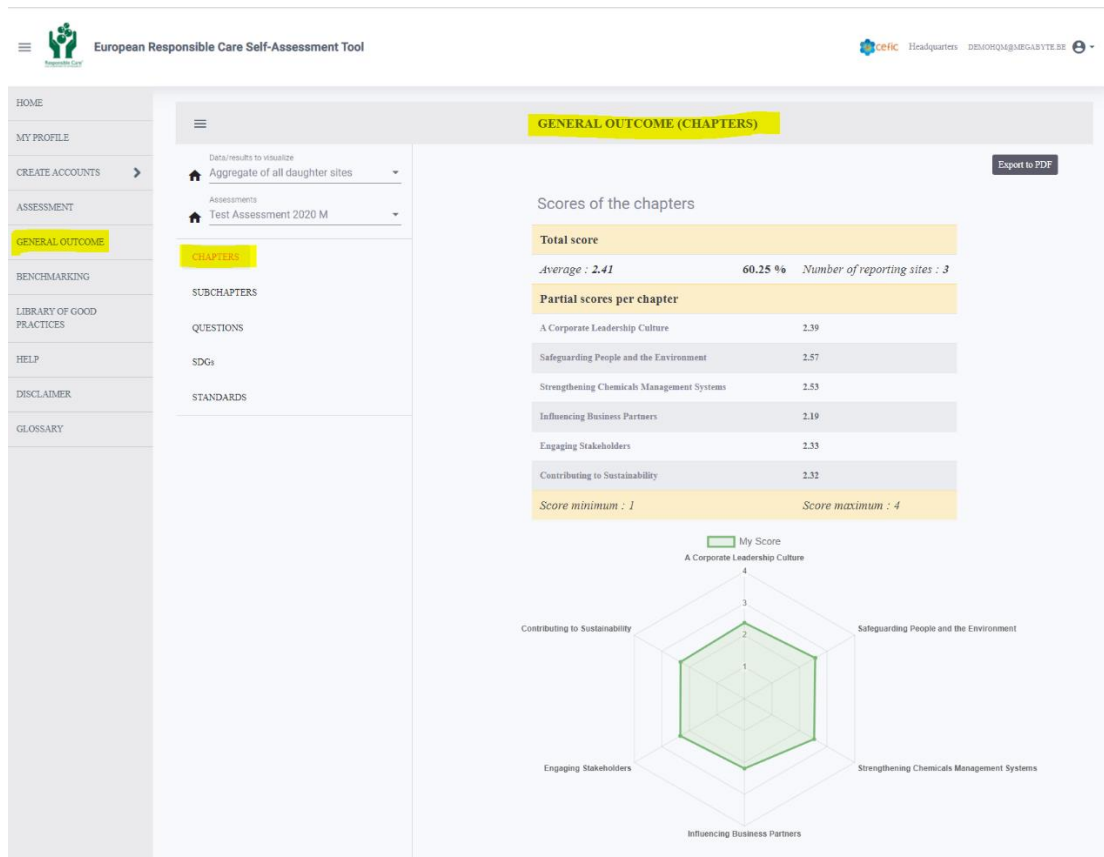


### 9.1. GENERAL OUTCOME (CHAPTERS)

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 17](#).

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.



**GENERAL OUTCOME (CHAPTERS)**

Data/results to visualize: Aggregate of all daughter sites

Assessments: Test Assessment 2020 M

Export to PDF

Scores of the chapters

**Total score**

Average : 2.41      60.25 %      Number of reporting sites : 3

**Partial scores per chapter**

Chapter	Score
A Corporate Leadership Culture	2.39
Safeguarding People and the Environment	2.57
Strengthening Chemicals Management Systems	2.53
Influencing Business Partners	2.19
Engaging Stakeholders	2.33
Contributing to Sustainability	2.32

Score minimum : 1      Score maximum : 4

My Score

A Corporate Leadership Culture

Contributing to Sustainability

Engaging Stakeholders

Influencing Business Partners

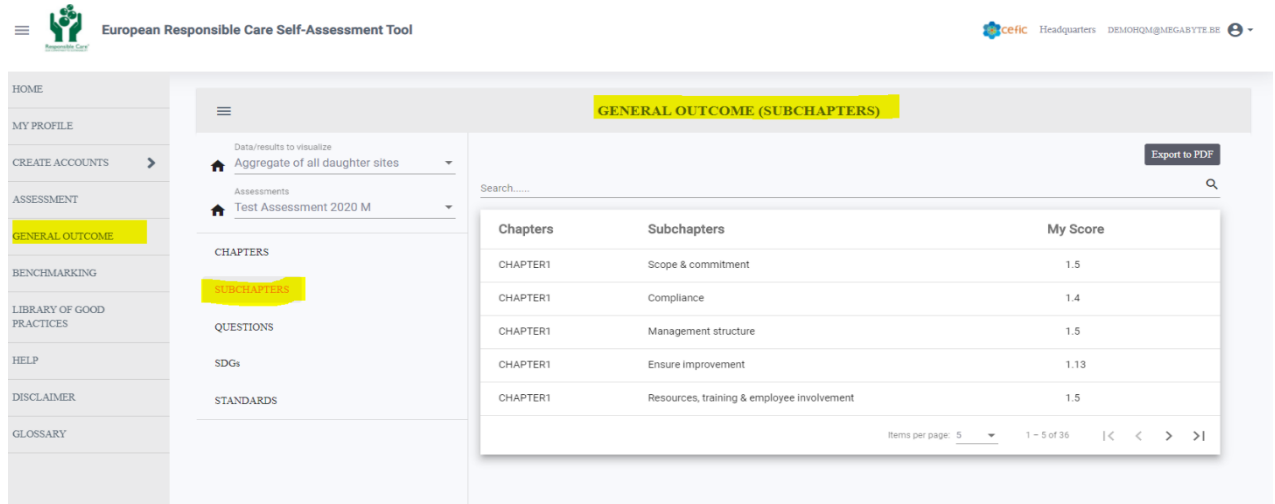
Safeguarding People and the Environment

Strengthening Chemicals Management Systems



## 9.2. GENERAL OUTCOME (SUBCHAPTERS)

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



European Responsible Care Self-Assessment Tool

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GENERAL OUTCOME (SUBCHAPTERS)

Data/results to visualize: Aggregate of all daughter sites

Assessments: Test Assessment 2020 M

Export to PDF

Search.....

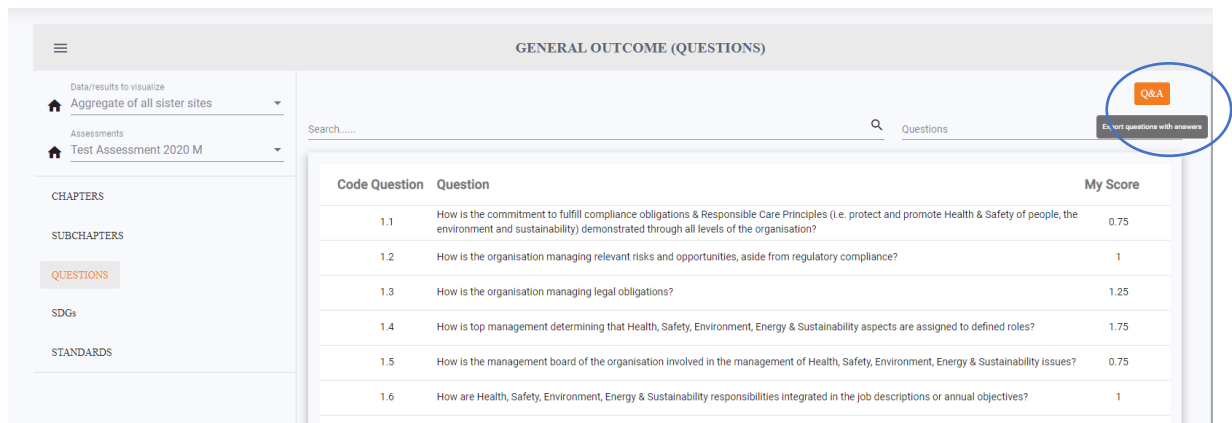
Chapters	Subchapters	My Score
CHAPTER1	Scope & commitment	1.5
CHAPTER1	Compliance	1.4
CHAPTER1	Management structure	1.5
CHAPTER1	Ensure improvement	1.13
CHAPTER1	Resources, training & employee involvement	1.5

Items per page: 5 1 - 5 of 36 |< < > >|

## 9.3. GENERAL OUTCOME (QUESTIONS)

[GENERAL OUTCOME/Questions with score and replies to Excel or PDF](#)

In the GENERAL OUTCOME/QUESTIONS, you can visualize and export the code questions, the questions, the code response, the selected response and the score. If you click on the icon **Q&A**, a window will open asking to select your format to Excel or PDF. When the mouse is on the icon **Q&A** at tooltip will explain it.



GENERAL OUTCOME (QUESTIONS)

Data/results to visualize: Aggregate of all sister sites

Assessments: Test Assessment 2020 M

Export to PDF

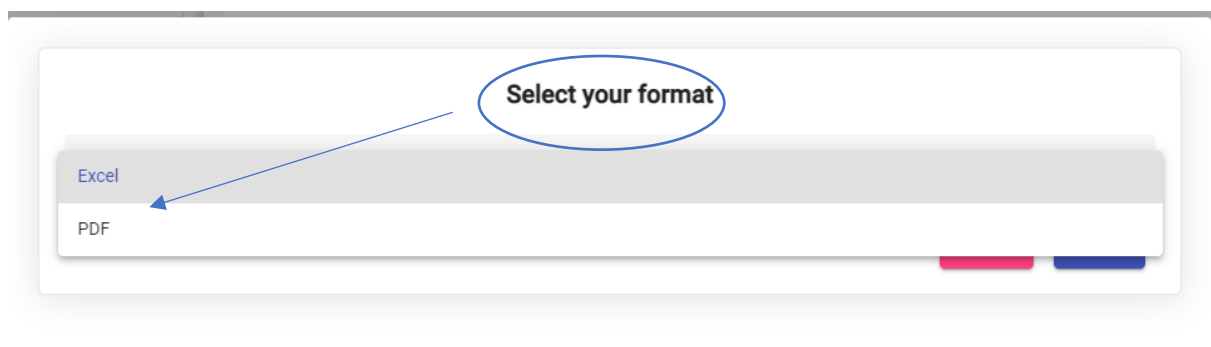
Search.....

Questions

Q&A

Export questions with answers

Code Question	Question	My Score
1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	0.75
1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	1
1.3	How is the organisation managing legal obligations?	1.25
1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?	1.75
1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?	0.75
1.6	How are Health, Safety, Environment, Energy & Sustainability responsibilities integrated in the job descriptions or annual objectives?	1



Select your format

Excel

PDF

AutoSave Off | General Outcome questions | Search (Alt+Q) | BAIC

File Home Insert Page Layout Formulas Data Review View Help

Clipboard Font Alignment Number Styles Cells

D16 The organisation informs employees and workers representatives on the topics potentially impacting the organisation and Responsible Care.

	A	B	C	D	E	F	G	H	I
1	List of all Questions with the answer								
2									
3	Code Que	Question	Code resp	selected response	Score				
4	M-1.1	How is the M-1.1 a	M-1.1 a	Top management is committed to Responsible Care & compliance, but the commitment is not formalised yet into a policy.	1				
5	M-1.2	How is the M-1.2 a	M-1.2 a	Limited or no additional issues identified that could represent risks or opportunities for the organisation.	1				
6	M-1.3	How is the M-1.3 b	M-1.3 b	The organisation's management has designated a department/employee responsible for documenting regulations related to health, safety, energy and environmental protection and for evaluating the degree of their compliance with the applicable text. In	2				
7	M-1.4	How is the M-1.4 a	M-1.4 a	By a representative of all operating managers a group representative of the organisation reporting	3				
8	M-1.5	How is the M-1.5 a	M-1.5 a	Limited direct involvement.	1				
9	M-1.6	How are the M-1.6 b	M-1.6 b	They are embedded into job descriptions or annual objectives of those with Health, Safety, Environment and Sustainability responsibilities.	2				
10	M-1.7	How are the M-1.7 a	M-1.7 a	The governance structure has not been defined.	1				
11	M-1.8	How is the M-1.8 a	M-1.8 a	There are no systematic reviews concerning Health, Safety, Environment, Energy & Sustainability with the organisation.	1				
12	M-1.9	How is the M-1.9 a	M-1.9 a	Limited or informal internal auditing is undertaken of health, safety, environment, energy & sustainability.	1				
13	M-1.10	How are the M-1.10 a	M-1.10 a	Systematic incident investigation typically limited to regulatory or legal requirements.	1				
14	M-1.12	How does the M-1.12 d	M-1.12 d	In addition to the internal communication plan, the effectiveness of communication is measured.	4				
15	M-1.13	How does the M-1.13 b	M-1.13 b	The required competences and training needs are identified and key roles get a basis Health, Safety and Environment.	2				
16	M-1.14	How is the M-1.14 b	M-1.14 b	The organisation informs employees and workers representatives on the topics potentially impacting the organisation and Responsible Care.	2				
17	M-1.15	How is the M-1.15 b	M-1.15 b	The organisation's activities are governed by a comprehensive set of internal policies for departments and business units.	2				
18	M-1.16	How are the M-1.16 c	M-1.16 c	There is a procedure to manage changes (of all type including classification of substances and preparation of safety data sheets).	3				
19	M-2.1	How is the M-2.1 b	M-2.1 b	Roles and resources are defined and made available so that the policy is applied to all (incl. contractors and subcontractors).	2				
20	M-2.2	How are the M-2.2 b	M-2.2 b	For each of the processes, equipment and sites, the potential risks to health and safety in the normal operation are identified and assessed.	2				
21	M-2.3	How are the M-2.3 c	M-2.3 c	Any special medical tests that would be useful for evaluating individuals for a particular job (e.g., vision tests) are performed.	3				
22	M-2.4	How is the M-2.4 d	M-2.4 d	The Health & Safety programme is regularly evaluated on its effectiveness (e.g. externally verified, or through internal audits).	4				
23	M-2.5	How is the M-2.5 c	M-2.5 c	The effectiveness of the maintenance program is evaluated on a regular basis, the success is measured against the objectives.	3				
24	M-2.6	How is the M-2.6 a	M-2.6 a	There is no formal verification in place.	1				

QuestionResponse

### GENERAL OUTCOME (Q&A)

Code Question	Question	Code Response	Selected Response	Score
M-1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	M-1.1 a	Top management is committed to Responsible Care & compliance, but the commitment is not formalised yet into a policy.	1
M-1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	M-1.2 a	Limited or no additional issues identified that could represent risks or opportunities for the organisation.	1
M-1.3	How is the organisation managing legal obligations?	M-1.3 b	The organisation's management has designated a department/employee responsible for documenting regulations related to health, safety, energy and environmental protection and for evaluating the degree of their compliance with the applicable text. In	2

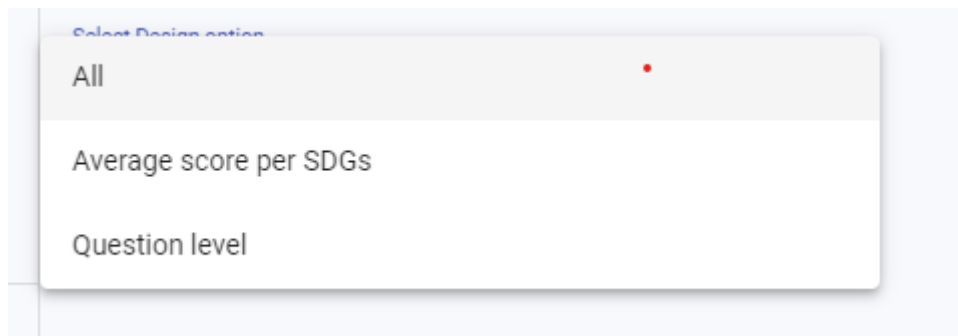
**Important:** The selected reply is seen by the site only and the Headquarter when looking at their own assessment. The HQ can see the score average/aggregate for the daughter sites only.

#### 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.



#### A colorful visual achievement

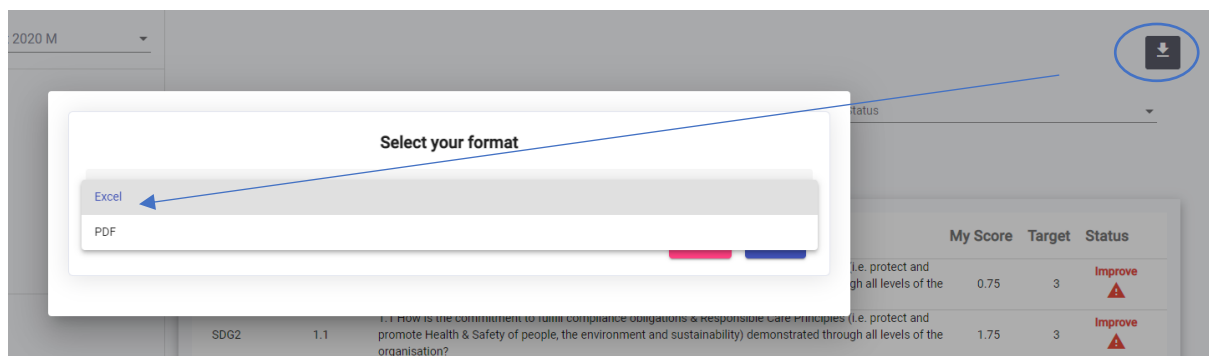
In the GENERAL OUTCOME/SDGs, by clicking on the “Select Design option”, three different visualizations for the SDGs report are available: “All”, “Average score per SDGs” and “Question level”.



#### A) All

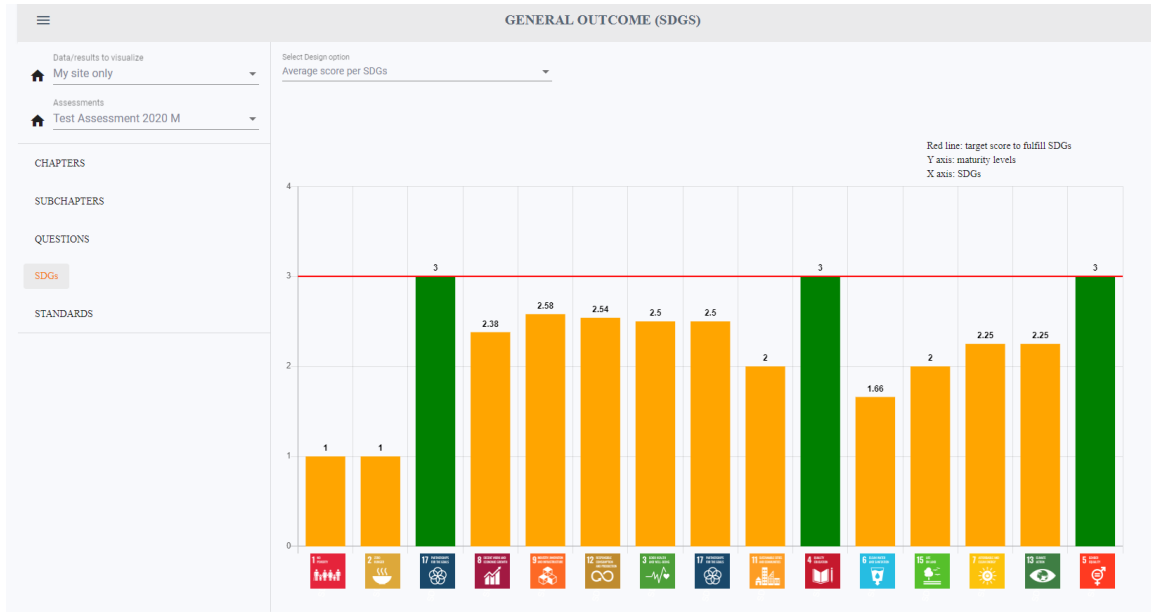
If you select “All” the following table will be displayed. All visualizations can be exported in Excel and PDF (as all other reports)

SDGs	Code	Question	My Score	Target	Status
SDG1	1.1	1.1 How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	0.75	3	Improve 
SDG2	1.1	1.1 How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	1.75	3	Improve 
SDG30	1.4	1.4 How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?	1.75	0	Fulfilled
SDG8	2.1	2.1 How is the leadership committed to occupational Health & Safety?	22.5	3	Fulfilled
SDG9	2.33	2.33 How is the potential environmental impact of the activities of the organisation being evaluated?	23.25	3	Fulfilled
SDG12	2.33	2.33 How is the potential environmental impact of the activities of the organisation being evaluated?	31.75	3	Fulfilled



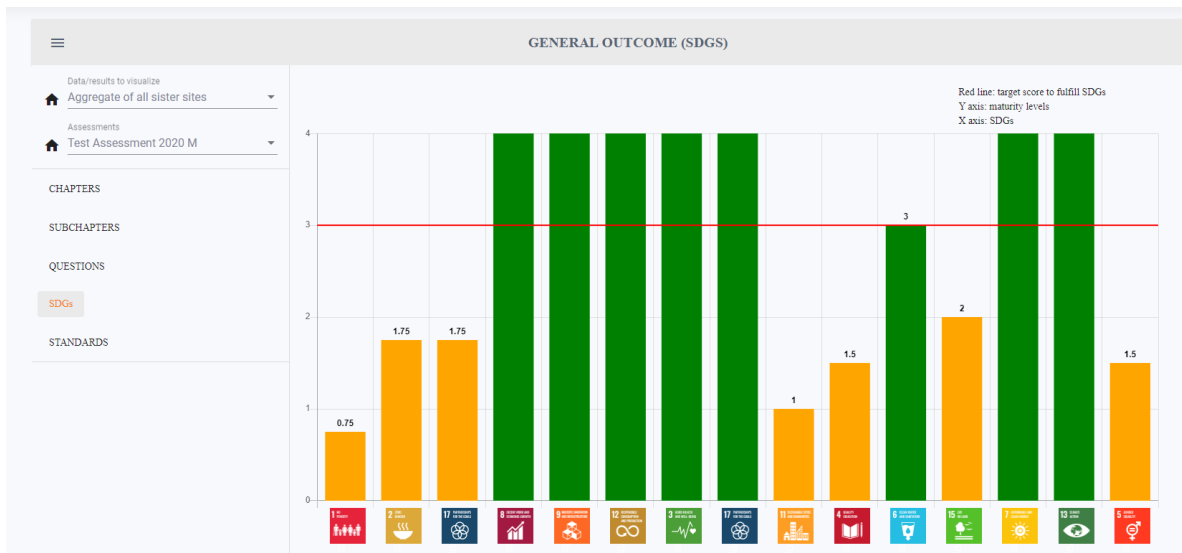
### B) Average score per SDGs

If you select “Average score per SDGs,” the following graph will be displayed. The Y axis is the average maturity level and the X axis is the average score for SDGs. The red line is the target score to fulfill SDGs. The column is in green if you have reached level 3, and the column is in yellow if you have to improve.



### C) SDGs at question level

By selecting SDGs at question level, the following graph is shown.



**Export to PDF in ordered table**

You can change the order by clicking on the top of the table and export it in the new order (e.g. ordered per SDG).

SDGs	Code	Question ↑	My Score	Target	Status
SDG3	3.4	Does the organisation have a process in place to manage the existing risk information on its products?	2.5	3	Fulfilled
SDG17	3.4	Does the organisation have a process in place to manage the existing risk information on its products?	2.5	3	Fulfilled
SDG6	6.10	How does the organisation control and optimise water consumption, aside from compliance with applicable regulations?	1.66	3	Fulfilled
SDG1	1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	1	3	Improve ▲
SDG2	1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	1	3	Improve ▲
SDG15	6.11	How is the impact of the organisation on biodiversity and ecosystem services managed?	2	3	Fulfilled

**GENERAL OUTCOME (SDGs)**

*Data/results to visualize : My site only  
Assessments : Test Assessment 2020 M*

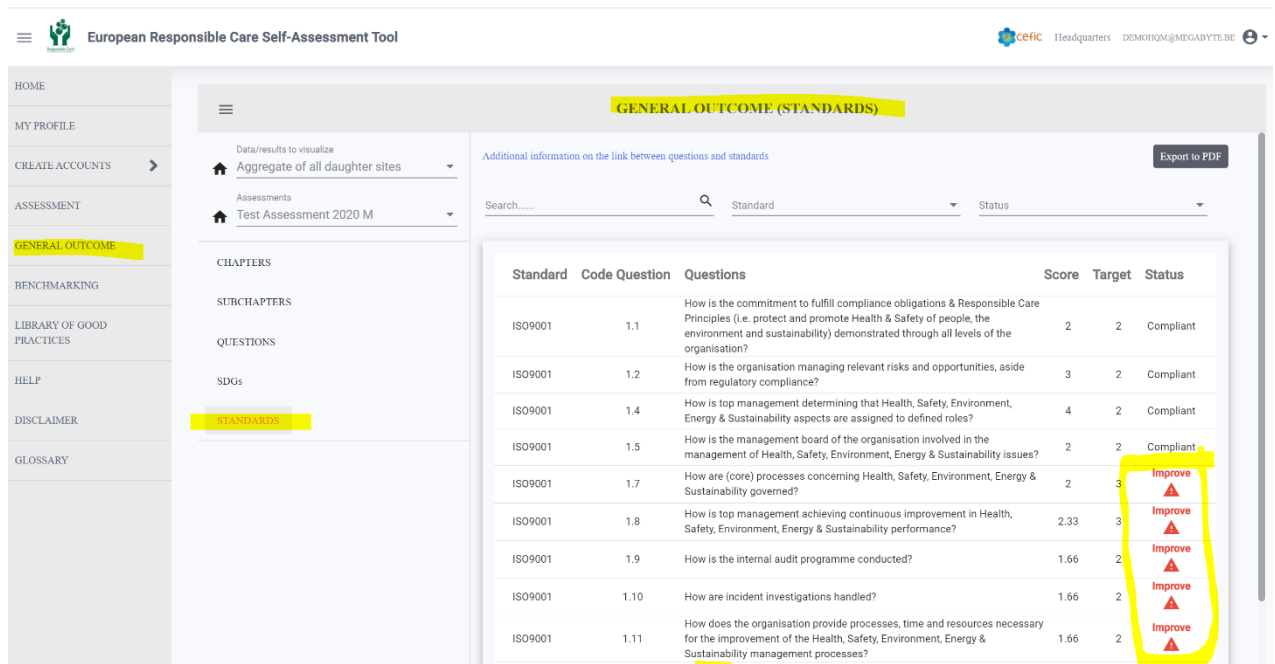
SDGs	Code Question	Question	Score	Target	Status
SDG3	3.4	Does the organisation have a process in place to manage the existing risk information on its products?	2.5	3	Fulfilled
SDG17	3.4	Does the organisation have a process in place to manage the existing risk information on its products?	2.5	3	Fulfilled
SDG6	6.10	How does the organisation control and optimise water consumption, aside from compliance with applicable regulations?	1.66	3	Fulfilled
SDG1	1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	1	3	Improve
SDG2	1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	1	3	Improve
SDG15	6.11	How is the impact of the organisation on biodiversity and ecosystem services managed?	2	3	Fulfilled
SDG8	2.1	How is the leadership committed to occupational Health & Safety?	2.38	3	Fulfilled
SDG5	6.17	How is the organisation achieving equal opportunities for recruitment and throughout the careers of all?	3	3	Fulfilled
SDG7	6.13	How is the organisation managing its energy performance?	2.25	3	Fulfilled
SDG13	6.13	How is the organisation managing its energy performance?	2.25	3	Fulfilled

## 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.



The screenshot shows the 'GENERAL OUTCOME (STANDARDS)' page in the European Responsible Care Self-Assessment Tool. The page includes a sidebar with navigation options like HOME, MY PROFILE, CREATE ACCOUNTS, ASSESSMENT, GENERAL OUTCOME, BENCHMARKING, LIBRARY OF GOOD PRACTICES, HELP, DISCLAIMER, and GLOSSARY. The main content area displays a table of standards and questions. The table has columns for Standard, Code, Question, Score, Target, and Status. A yellow box highlights the 'Improve' status for several questions.

Standard	Code	Question	Score	Target	Status
ISO9001	1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	2	2	Compliant
ISO9001	1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	3	2	Compliant
ISO9001	1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?	4	2	Compliant
ISO9001	1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?	2	2	Compliant
ISO9001	1.7	How are (core) processes concerning Health, Safety, Environment, Energy & Sustainability governed?	2	3	Improve
ISO9001	1.8	How is top management achieving continuous improvement in Health, Safety, Environment, Energy & Sustainability performance?	2.33	3	Improve
ISO9001	1.9	How is the internal audit programme conducted?	1.66	2	Improve
ISO9001	1.10	How are incident investigations handled?	1.66	2	Improve
ISO9001	1.11	How does the organisation provide processes, time and resources necessary for the improvement of the Health, Safety, Environment, Energy & Sustainability management processes?	1.66	2	Improve

**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.

HOME

MY PROFILE

CREATE ACCOUNTS

ASSESSMENT

**GENERAL OUTCOME**

BENCHMARKING

LIBRARY OF GOOD PRACTICES

HELP

DISCLAIMER

GLOSSARY

**GENERAL OUTCOME (STANDARDS)**

Data/results to visualize

Aggregate of all daughter sites

Assessments

Test Assessment 2020 M

Search..... Standard Status

Export to PDF

Standard	Code	Question	Questions	Score	Target	Status
ISO9001	1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?		2	2	Compliant
ISO9001	1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?		3	2	Compliant
ISO9001	1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?		4	2	Compliant
ISO9001	1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?		2	2	Compliant
ISO9001	1.7	How are (core) processes concerning Health, Safety, Environment, Energy & Sustainability governed?		2	3	Improve
ISO9001	1.8	How is top management achieving continuous improvement in Health, Safety, Environment, Energy & Sustainability performance?		2.33	3	Improve
ISO9001	1.9	How is the internal audit programme conducted?		1.66	2	Improve
ISO9001	1.10	How are incident investigations handled?		1.66	2	Improve
ISO9001	1.11	How does the organisation provide processes, time and resources necessary for the improvement of the Health, Safety, Environment, Energy & Sustainability management processes?		1.66	2	Improve

After clicking the link, you get this:

Additional information on the links between questions and standards.pdf 1 / 15

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

**Legend:**

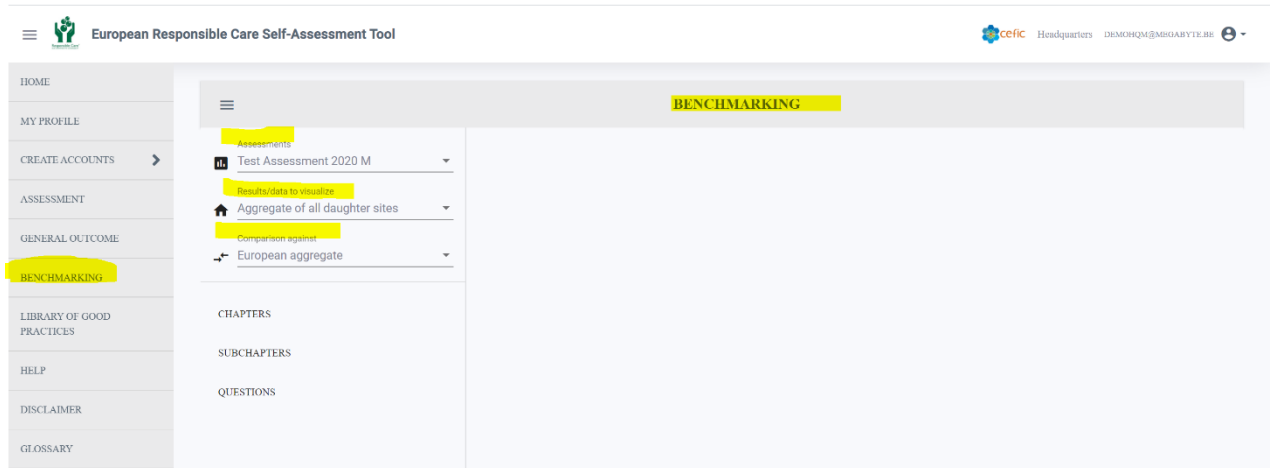
	Requirement included in the standard and covered by the Responsible Care self-assessment tool
	Requirement included in the standard but not covered by the Responsible Care self-assessment tool
	No requirement in that specific standard

**Table 1.1 Requirements of ISO9001, ISO14001, ISO 50001, ISO50001 and RC14001 as from chapter four because the first three chapters are not applicable to the self-assessment questionnaire.**

Requirements of standards	ISO9001: 2015	ISO14001: 2015	EMAS IV	RC14001: 2015	ISO45001: 2018*	ISO50001: 2018			
<b>4. Context of the organisation</b>									
4.1 Understanding the organisation and its context									
4.2 Understanding the needs and expectations of interested parties									
4.3 Determining the scope of the management system									
4.4 Management system									
<b>5. Leadership</b>									
5.1 Leadership and commitment									
5.1.1 General									

## 10. Benchmarking

You can compare your results with others **at any time** going to the Benchmarking section. Please select in the Main Menu “BENCHMARKING “. A page showing different filters and levels of benchmarking will appear.

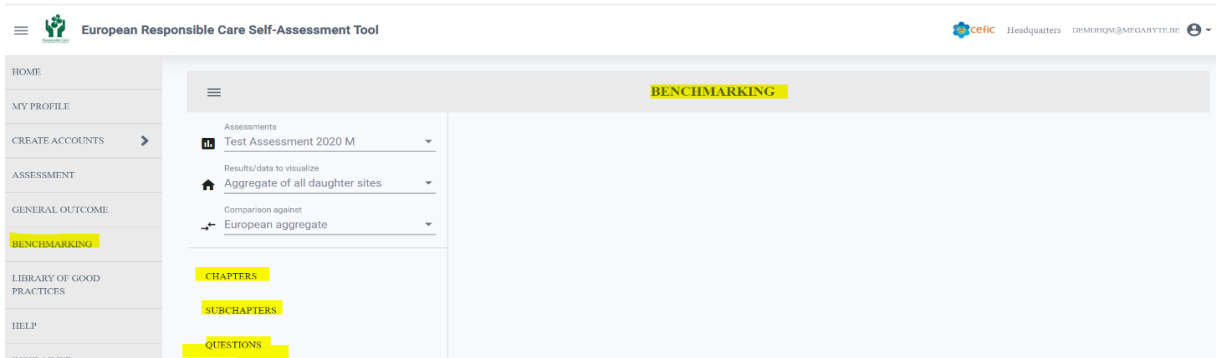


In the BENCHMARKING submenu, **you must select the following filters:**


- 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:

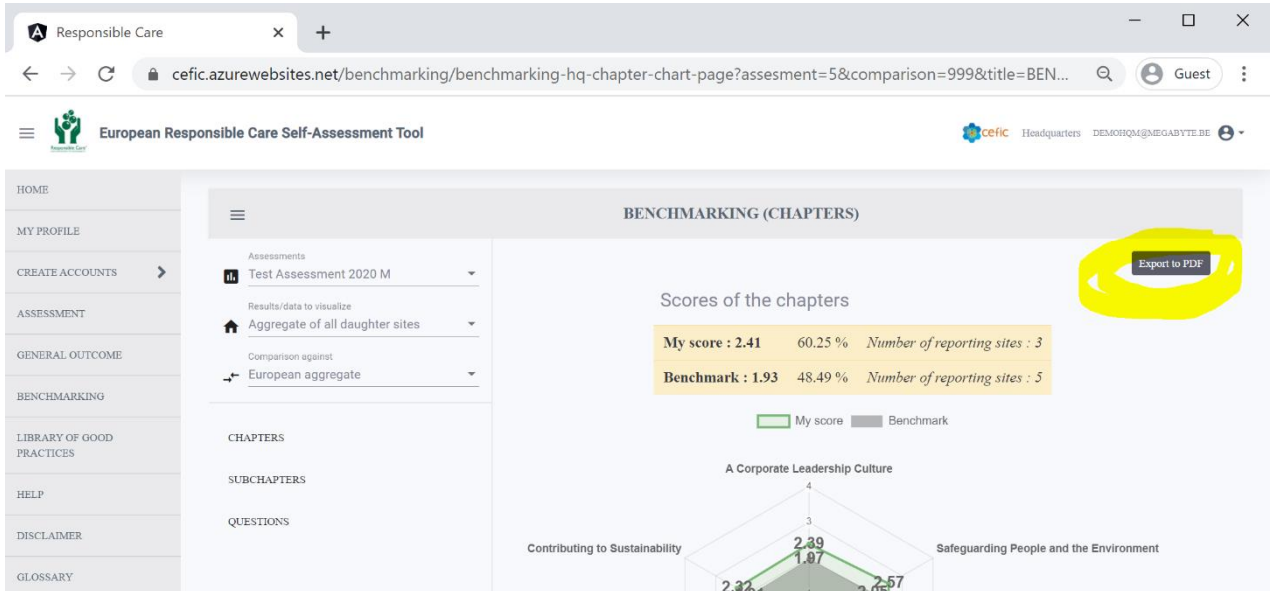
- CHAPTERS;
- SUBCHAPTERS;
- QUESTIONS





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.**




Category	Score	Percentage	Number of reporting sites
My score	2.41	60.25 %	3
Benchmark	1.93	48.49 %	5

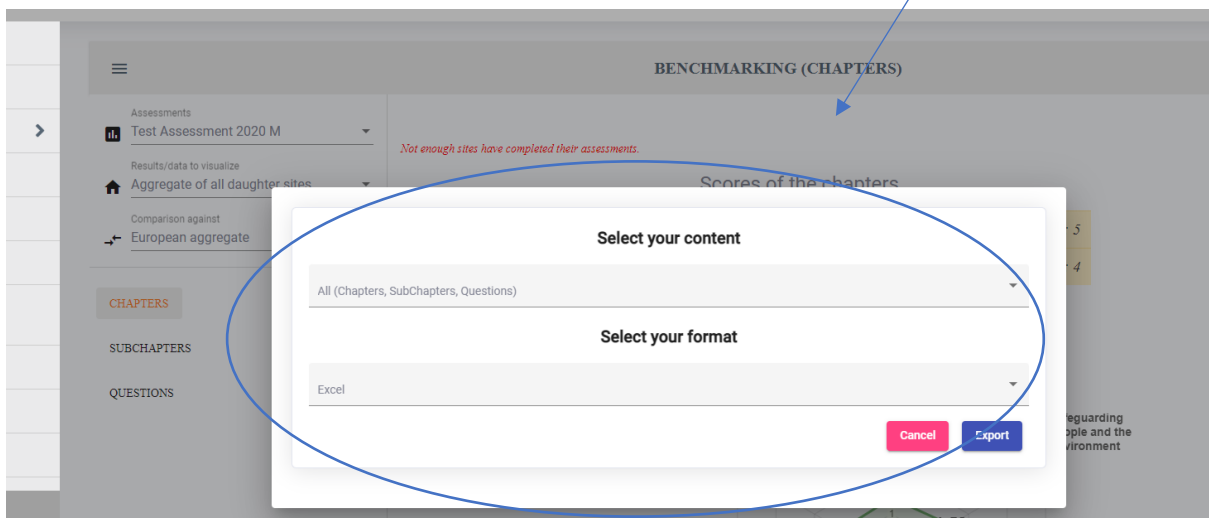
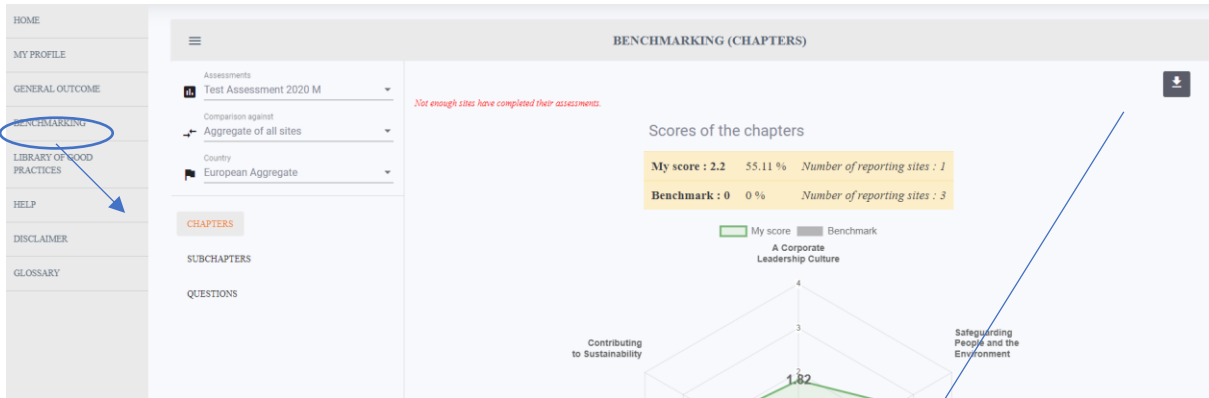
## Export of reports of the BENCHMARKING in Excel and PDF and all reports together with a single click

### Export all reports in Excel and/or PDF

If you want to download any document in Excel - PDF, please click on the icon .

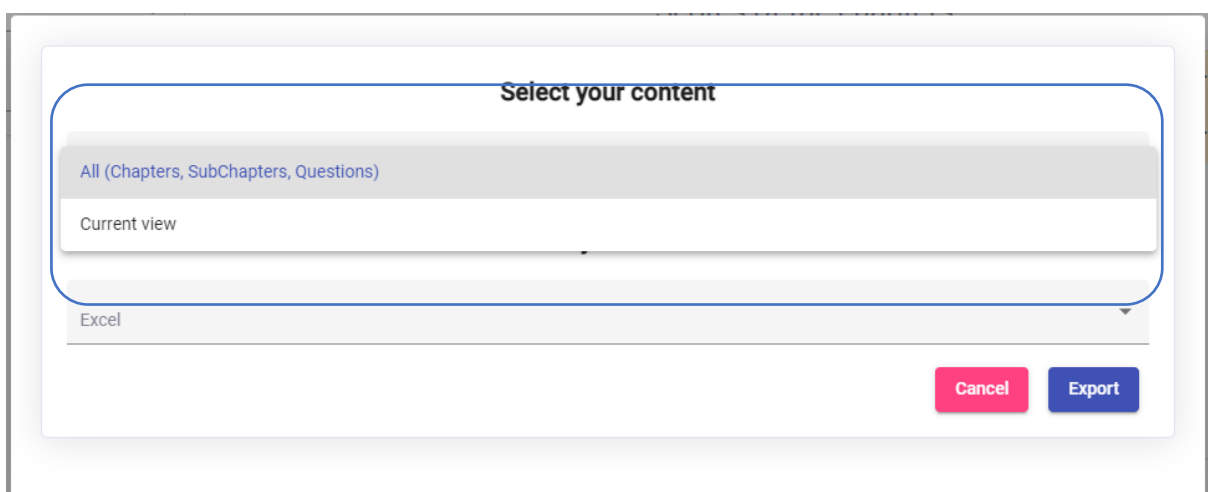
### Export of reports in Excel and PDF and all reports together

As with the case of the “GENERAL OUTCOME”, the same options are available to the “BENCHMARKING”. To export all reports together, please go to the “BENCHMARKING” and select “CHAPTERS”, and click the icon download , two fields will be shown: “Select your content” and “Select your format”:



By selecting your content, the below options will be displayed:

- **“All (Chapters, SubChapters, Questions)”** : This will allow you to get in one report all reports together i.e Chapters, Subchapters and Questions.
- **“Current view”**: This will allow you to get the current Chapters only.



Select your format Excel or PDF and click on **“Export”**.


### Select your content

All (Chapters, SubChapters, Questions)

### Select your format

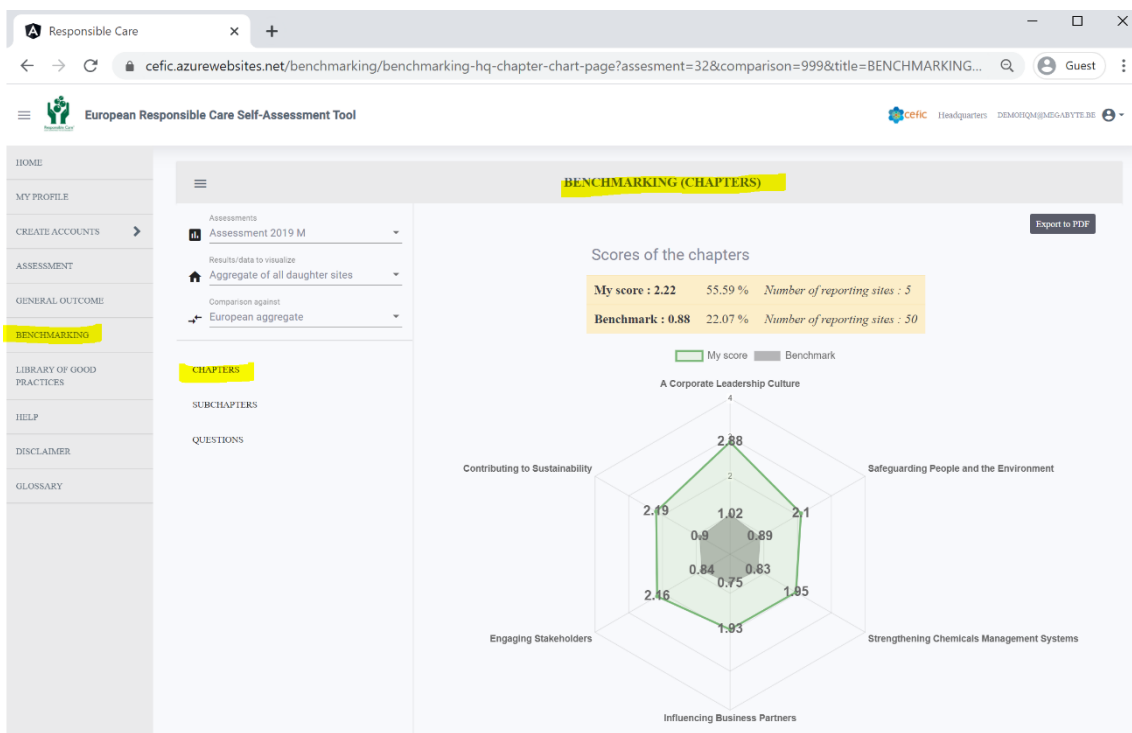
Excel

PDF

**Important :** All reports of the “BENCHMARKING” are available together in a single click from the “BENCHMARKING (CHAPTERS)” only. From the “BENCHMARKING” “SUBCHAPTERS” and “QUESTIONS”, by clicking the icon download , the possibility to “Select your format “will appear but not the “Select your content” anymore. Only the current page can be exported and not all reports together.

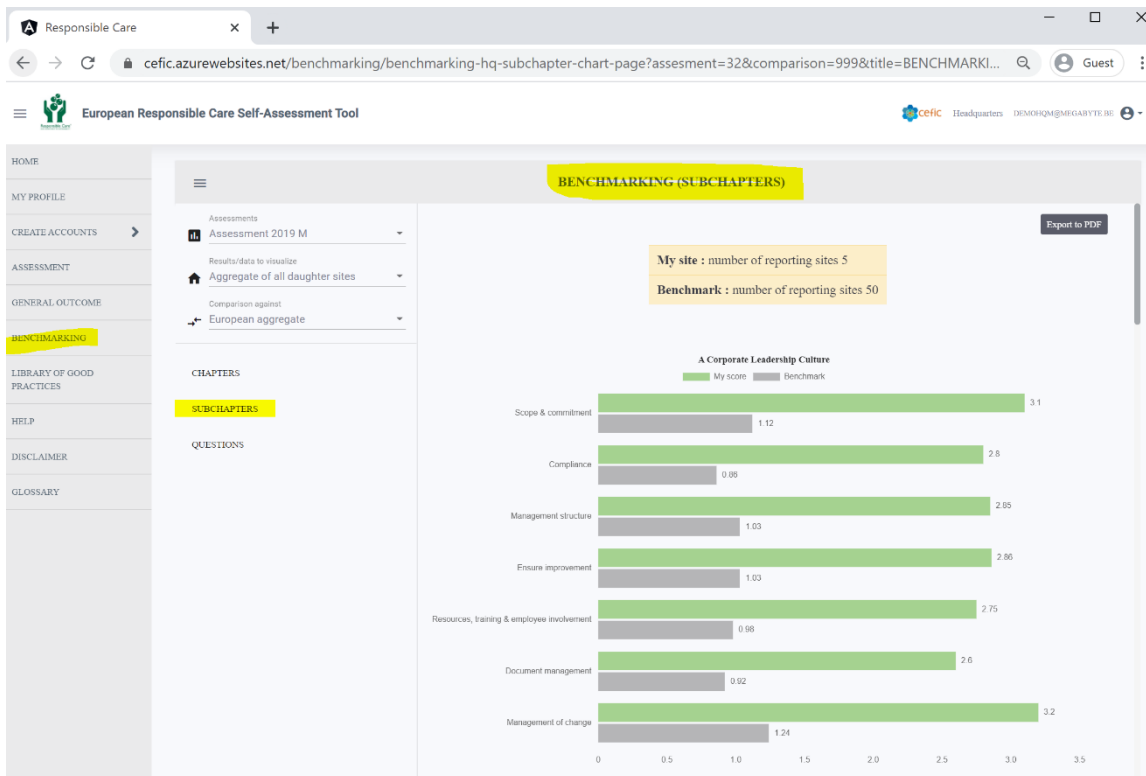
### 10.1 BENCHMARKING (CHAPTERS)

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).



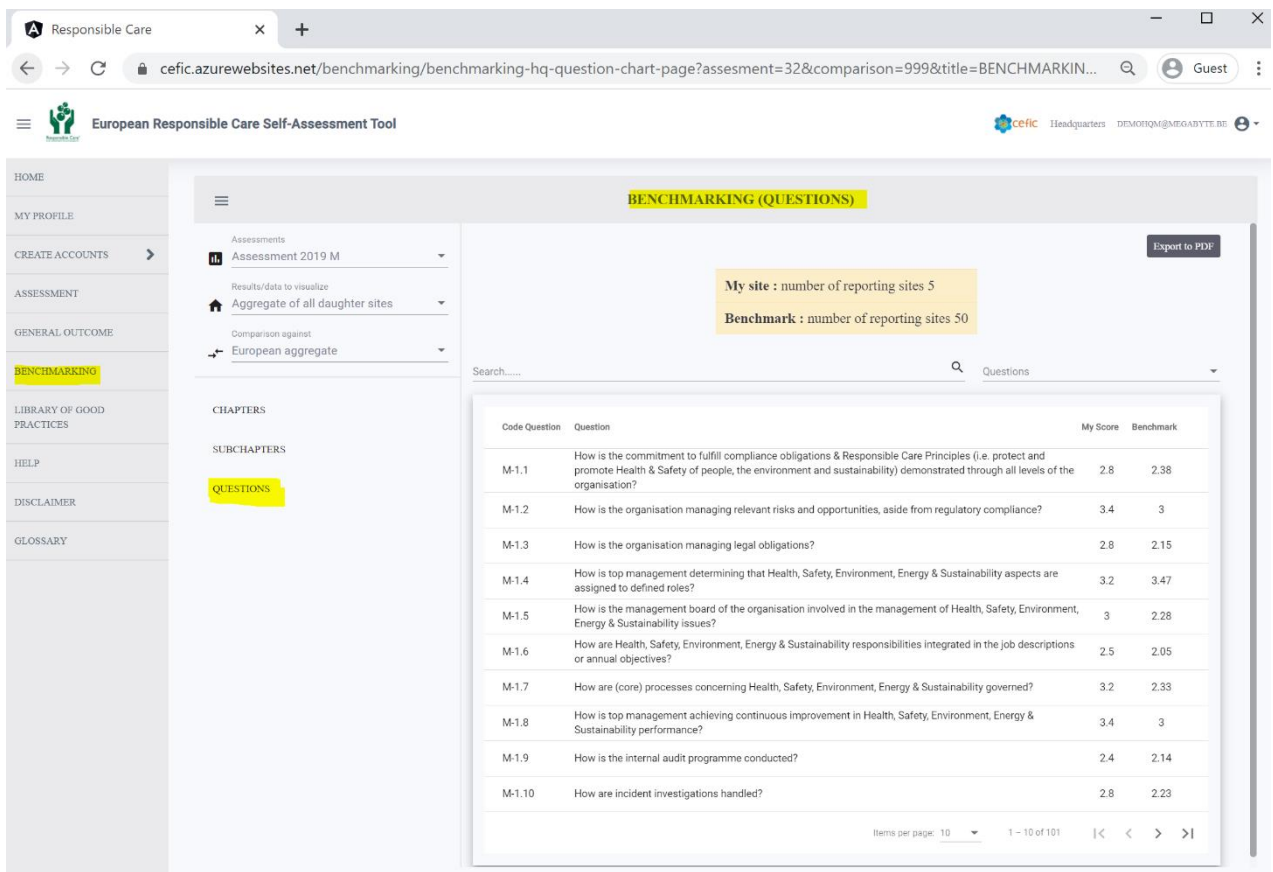
### 10.2 BENCHMARKING (SUBCHAPTERS)

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.



**BENCHMARKING (QUESTIONS)**

Assessments  
Assessment 2019 M

Results/data to visualize  
Aggregate of all daughter sites

Comparison against  
European aggregate

CHAPTERS  
SUBCHAPTERS  
QUESTIONS

My site : number of reporting sites 5  
Benchmark : number of reporting sites 50

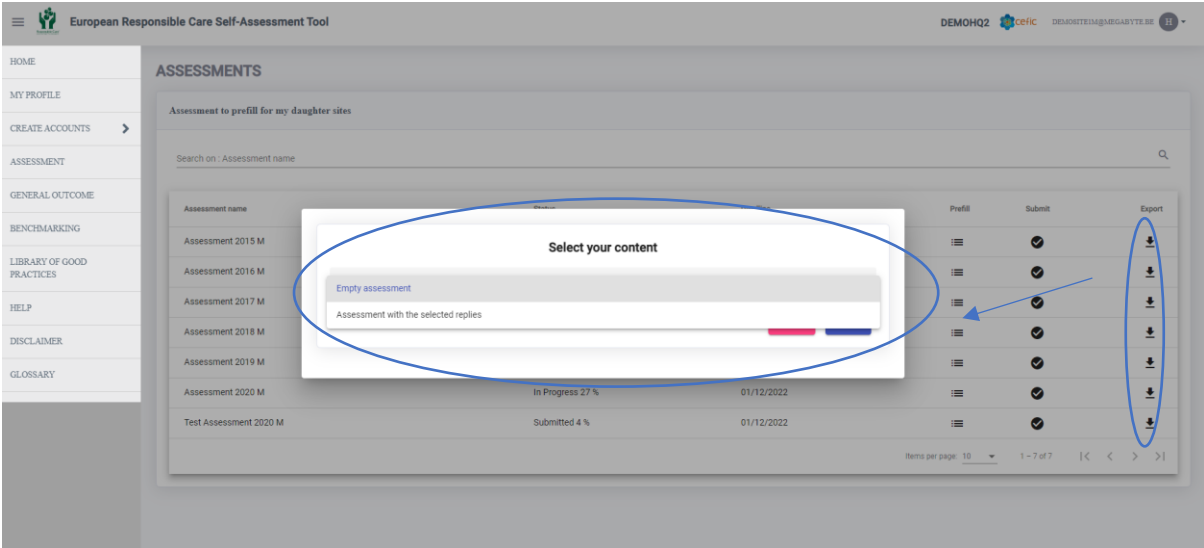
Search..... Questions

Code	Question	My Score	Benchmark
M-1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	2.8	2.38
M-1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	3.4	3
M-1.3	How is the organisation managing legal obligations?	2.8	2.15
M-1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?	3.2	3.47
M-1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?	3	2.28
M-1.6	How are Health, Safety, Environment, Energy & Sustainability responsibilities integrated in the job descriptions or annual objectives?	2.5	2.05
M-1.7	How are (core) processes concerning Health, Safety, Environment, Energy & Sustainability governed?	3.2	2.33
M-1.8	How is top management achieving continuous improvement in Health, Safety, Environment, Energy & Sustainability performance?	3.4	3
M-1.9	How is the internal audit programme conducted?	2.4	2.14
M-1.10	How are incident investigations handled?	2.8	2.23

Items per page: 10 1 - 10 of 101

## 11. Export of the questionnaire in Excel with the chosen answers or empty

You can export the questionnaire in Excel, for example to share it with your colleagues, with the chosen answers or empty.



The screenshot shows the 'ASSESSMENTS' page of the 'European Responsible Care Self-Assessment Tool'. A modal window titled 'Select your content' is displayed over the table, allowing the user to choose between 'Empty assessment' and 'Assessment with the selected replies'. The 'Export' column in the table is circled in blue, and an arrow points from the 'Empty assessment' option in the modal to the 'Export' column.

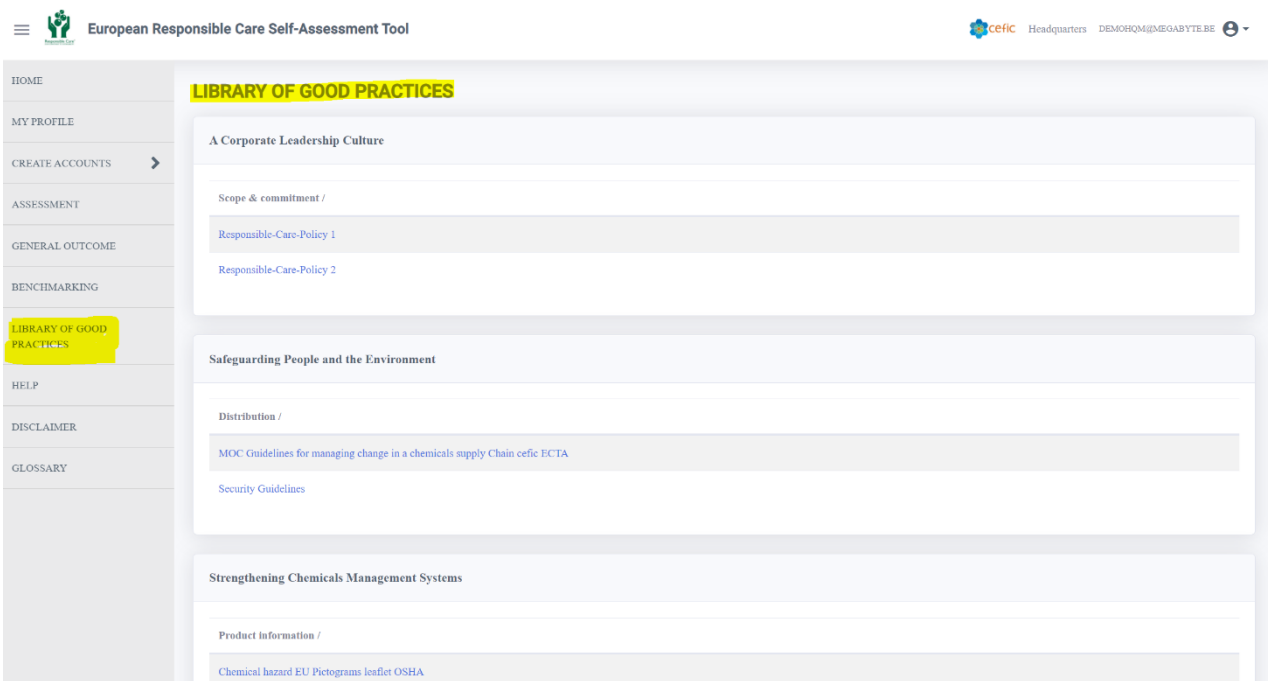
Assessment name	Progress	Due date	Prefill	Submit	Export
Assessment 2015 M			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Download</a>
Assessment 2016 M			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Download</a>
Assessment 2017 M			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Download</a>
Assessment 2018 M			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Download</a>
Assessment 2019 M			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Download</a>
Assessment 2020 M	In Progress 27 %	01/12/2022	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Download</a>
Test Assessment 2020 M	Submitted 4 %	01/12/2022	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Download</a>

## 12. 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.



The screenshot displays the 'European Responsible Care Self-Assessment Tool' interface. The top navigation bar includes the CEFIC logo, 'Headquarters', and a user profile 'DEMOHQM@MEGABYTE.BE'. The left sidebar contains a menu with items: HOME, MY PROFILE, CREATE ACCOUNTS, ASSESSMENT, GENERAL OUTCOME, BENCHMARKING, LIBRARY OF GOOD PRACTICES (highlighted in yellow), HELP, DISCLAIMER, and GLOSSARY. The main content area is titled 'LIBRARY OF GOOD PRACTICES' and is organized into three sections:

- A Corporate Leadership Culture**
  - Scope & commitment /
  - Responsible-Care-Policy 1
  - Responsible-Care-Policy 2
- Safeguarding People and the Environment**
  - Distribution /
  - MOC Guidelines for managing change in a chemicals supply Chain cefic ECTA
  - Security Guidelines
- Strengthening Chemicals Management Systems**
  - Product Information /
  - Chemical hazard EU Pictograms leaflet OSHA

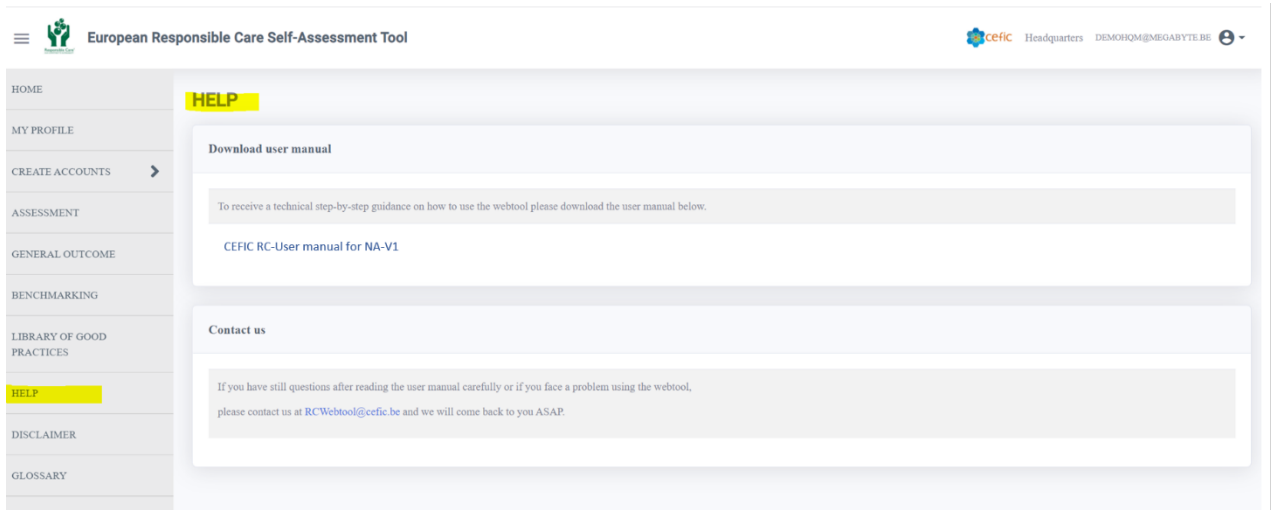
This is an “ever green” library that will be updated each year with new documents.

*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.*

## 13. 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](mailto:RCWebtool@cefic.be)




The screenshot shows the user interface of the 'European Responsible Care Self-Assessment Tool'. On the left is a navigation menu with items: HOME, MY PROFILE, CREATE ACCOUNTS, ASSESSMENT, GENERAL OUTCOME, BENCHMARKING, LIBRARY OF GOOD PRACTICES, **HELP** (highlighted in yellow), DISCLAIMER, and GLOSSARY. The main content area is titled 'HELP' and contains two sections: 'Download user manual' and 'Contact us'. The 'Download user manual' section includes a text box stating 'To receive a technical step-by-step guidance on how to use the webtool please download the user manual below.' and a link for 'CEFC RC-User manual for NA-V1'. The 'Contact us' section includes a text box stating 'If you have still questions after reading the user manual carefully or if you face a problem using the webtool, please contact us at [RCWebtool@cefic.be](mailto:RCWebtool@cefic.be) and we will come back to you ASAP.'


The application will display this User Manual:



## 14. Disclaimer

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

☰

European Responsible Care Self-Assessment Tool


Headquarters
DEMOHQ@MFCGARYTE.BE
⌵

- HOME
- MY PROFILE
- CREATE ACCOUNTS >
- ASSESSMENT
- GENERAL OUTCOME
- BENCHMARKING
- LIBRARY OF GOOD PRACTICES
- HELP
- DISCLAIMER
- GLOSSARY

**DISCLAIMER**

### A. Terms and Conditions

Welcome to our Responsible Care self-assessment web-tool. The following terms of use are applicable to the users of this Cefic web-tool. By accessing or using our web-tool, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy and cookies policy govern Cefic's relationship with you in relation to our web-tool. If you disagree with any part of these terms and conditions, and any documents referred to herein, you must not access or use our web-tool. By clicking on the button with written "I accept", at the end of this page, you unconditionally accept all terms of use explained below and you can have access to the Responsible Care self-assessment web-tool.

The term 'Cefic' or 'us' or 'we' refers to the owner of the website whose is a non-profit organisation registered in Belgium with VAT BE 0412 849 915 and whose registered office is Rue Belliard 40, 1040 Brussels, Belgium. The term 'you' refers to any user of our web-tool.

The use of this web-tool is subject to the following terms of use:

### B. Disclaimer

General information on the tool and its purpose

This is a voluntary self-assessment Web-tool elaborated by Cefic's Responsible Care Issue Team to support companies in the evaluation of performance under the Responsible Care Global Charter (<https://www.icca-chem.org/responsible-care-global-charter/>), to identify areas of improvement at national and European level and to collect aggregate data on the Responsible Care implementation at national and European level to use for communication, inside and outside the industry.

This tool - and all accompanying guidance - does not alter or replace the content of the Responsible Care Global Charter. It is by no means intended to be prescriptive or mandatory; companies and national associations remain free to define the way they implement the Global Charter including in terms of priorities and level of engagement. Ultimately, it is for each signatory of the Global Charter to assess the appropriateness of actions taken in fulfilment of the Global Charter. No representations or warranties are made with regards to the tool's completeness or accuracy and no liability will be accepted by Cefic nor any company participating in Cefic for damages of any nature whatsoever resulting from the use of or reliance on the information it contains. Your use of any information or materials on this web-tool is entirely at your own risk, for which we shall not be liable.

The information provided on the web-tool may contain third-party information and links to other websites. These links are provided for your convenience to provide further information. Cefic does not endorse - and cannot be held liable for the content of third-party information or website(s).

**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;



## 15. 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.

European Responsible Care Self-Assessment Tool

cefic Headquarters DEMORQM@MEGABYTE.BE

HOME

MY PROFILE

CREATE ACCOUNTS >

ASSESSMENT

GENERAL OUTCOME

BENCHMARKING

LIBRARY OF GOOD PRACTICES

HELP

DISCLAIMER

**GLOSSARY**

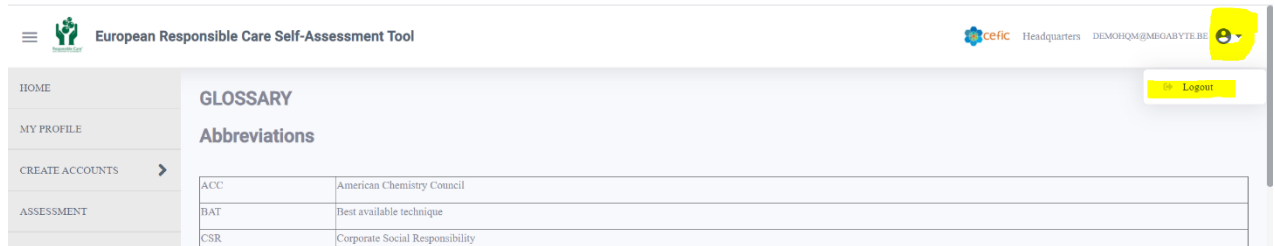
**GLOSSARY**

**Abbreviations**

ACC	American Chemistry Council	
BAT	Best available technique	
CSR	Corporate Social Responsibility	
EnB	Energy Baseline	
EnPI	Energy Performance Indicator	
EWS	European Water Stewardship	
GHG	Greenhouse Gas	
GRI	Global Reporting Initiative	
H&S	Health and safety	
ICCA	International Council of Chemical Associations	
ICE	Intervention in Chemical Transport Emergencies	
KPI	Key Performance Indicator	
LoPC	Loss of Primary Containment	
MoC	Management of Change	
PDCA	Planning Doing Checking and Acting	
PPE	Personal protective equipment	
R&D	Research and Development	
REACH	Registration, evaluation, authorisation and restriction of chemicals	

## 16. Quit application

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



The screenshot shows the top navigation bar of the 'European Responsible Care Self-Assessment Tool'. On the left, there is a menu with options: HOME, MY PROFILE, CREATE ACCOUNTS (with a right arrow), and ASSESSMENT. The main content area is titled 'GLOSSARY' and 'Abbreviations'. It contains a table with three rows: ACC (American Chemistry Council), BAT (Best available technique), and CSR (Corporate Social Responsibility). On the right side of the page, there is a user profile icon with a dropdown arrow and a yellow 'Logout' button.

Abbreviations	
ACC	American Chemistry Council
BAT	Best available technique
CSR	Corporate Social Responsibility

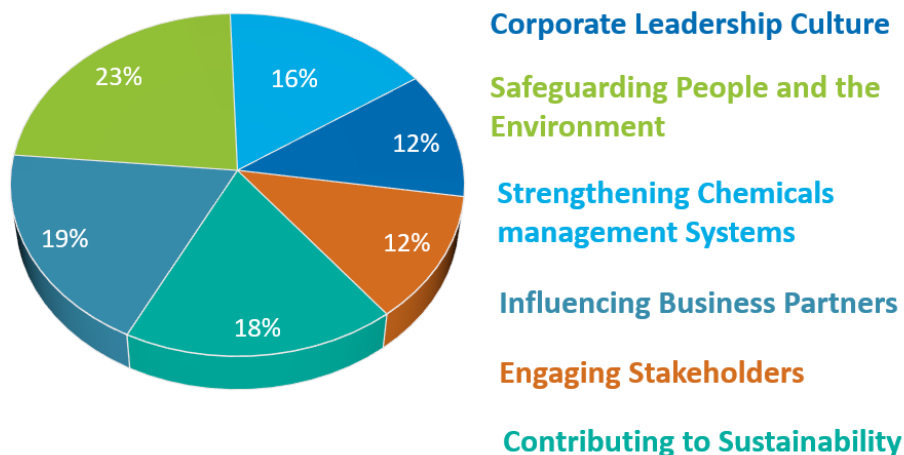
Please mind that you need to login in again to have access to the webtool after logging out!

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.**

## 17. How the score is calculated and the data aggregated

### 17.1 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:



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.

### 17.2 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.

### 17.3. Benchmarking

1. **Sites** can benchmark **at any time** 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 **at any time** 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.

## 18. 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 12<sup>th</sup> 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.

### 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
- ISO 9001+ISO 14001+ISO 45001 + ISO 50001: 53 questions
- EMAS: 67 questions
- RC14001: 55 questions
- RCMS: 63 questions

Further the ISO26000 principles are present within 26 questions and the SDGs are linked with 43 questions, but for those “standards” there is not the prefilled functionality as an organisation cannot certify against them.

#### 5. What score assessed companies obtain by clicking on the ISO Prefill?

When assessed companies are clicking on the ISO Prefill, it generates a score below 3. The maturity levels are four different levels of Responsible Care implementation to accompany companies on their path towards continuous improvement. They explain the performance obtained by the company as a whole by chapters and sub-chapters. It does not apply to the score attributed to the individual question and answer. They have been defined as follows: Level 1: Commit to Responsible Care: The candidate company commits to Responsible Care and starts acknowledging the implementation steps. Level 2: Initiate and Plan: The organisation has started implementing Responsible Care throughout its business; plans are made to improve and implement. Level 3: Improve continuously: Full management system in place. Continuous improvement. Level 4: Promote and Sustain Excellence: The organisation has achieved an improved performance, improved effectiveness. It is going further by either reviewing the effectiveness of its processes or sharing best practices with peers, partners etc to foster resource building in the business and accelerate change.

#### 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.