European Responsible Care Self-Assessment Webtool

User Manual for National Associations

Revised version July 2022

(new features in blue text highlighted in grey colour)

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Introduction

This is a voluntary self-assessment Web-tool 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 please 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).

The main users of the Responsible Care self-assessment webtool are sites as the tool aims at helping companies to improve at site level, but the tool is also used by Headquarters (HQ), to visualize and aggregate the results of their "daughter sites" and make a "corporate assessment"(when management approaches are deeply harmonised between sites), national associations of the chemical industry, Cefic (for manufactures at European level) and FECC (for distributors at European level).

This user manual is directed to National associations, to show them how to visualize the aggregate results of their member sites and benchmark.

N.B. there is full protection of data in the self-assessment webtool. Only the legal entity (site or HQ) 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 18.2).

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

1. Login page

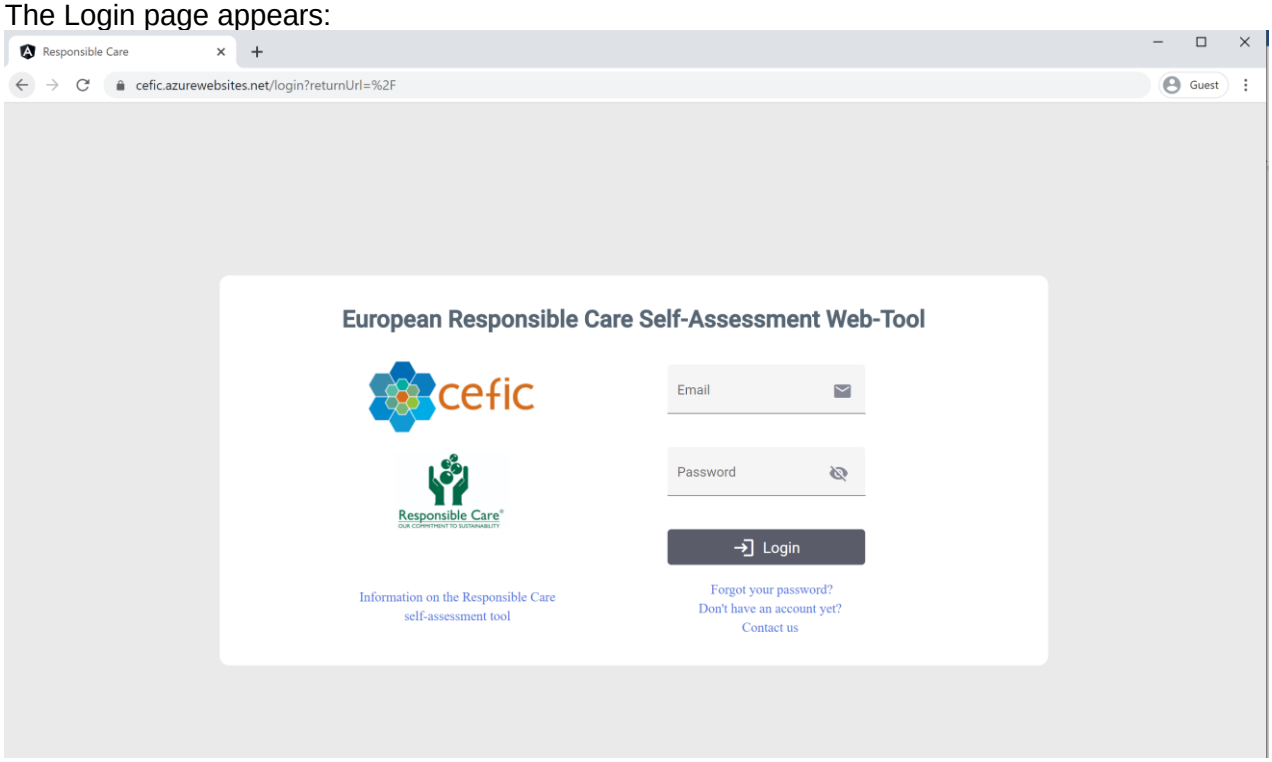
To obtain the Login page, please click this link: http://self-assessment.responsible-care.com/

Attention: This webtool must be open with Google Chrome and for an optimal visualization 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".

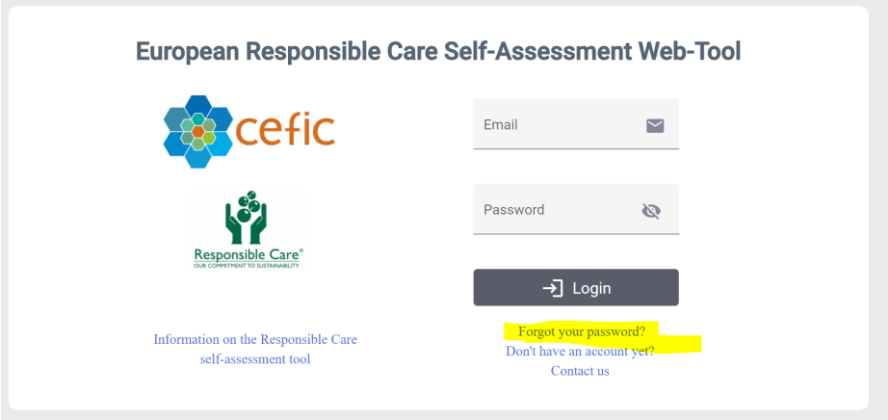
2. How to create your own account in the webtool

To create your account, you need to contact Cefic at RCWebtool@cefic.be
In the webtool there is a self-service creation form to create accounts, but it is just for sites.

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

3. What to do if you forgot your password

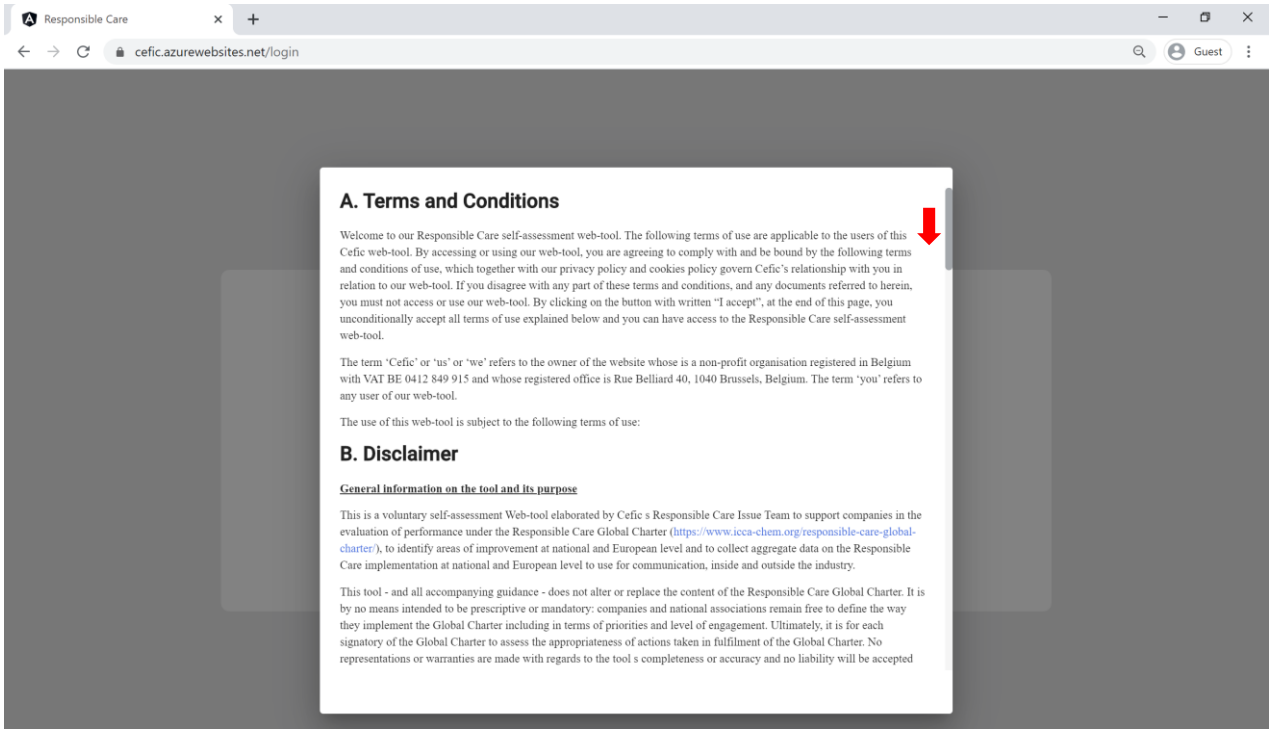
If you have forgotten your password, please click on the link "Forgot your password" and we will get back to you with the information to reset it.



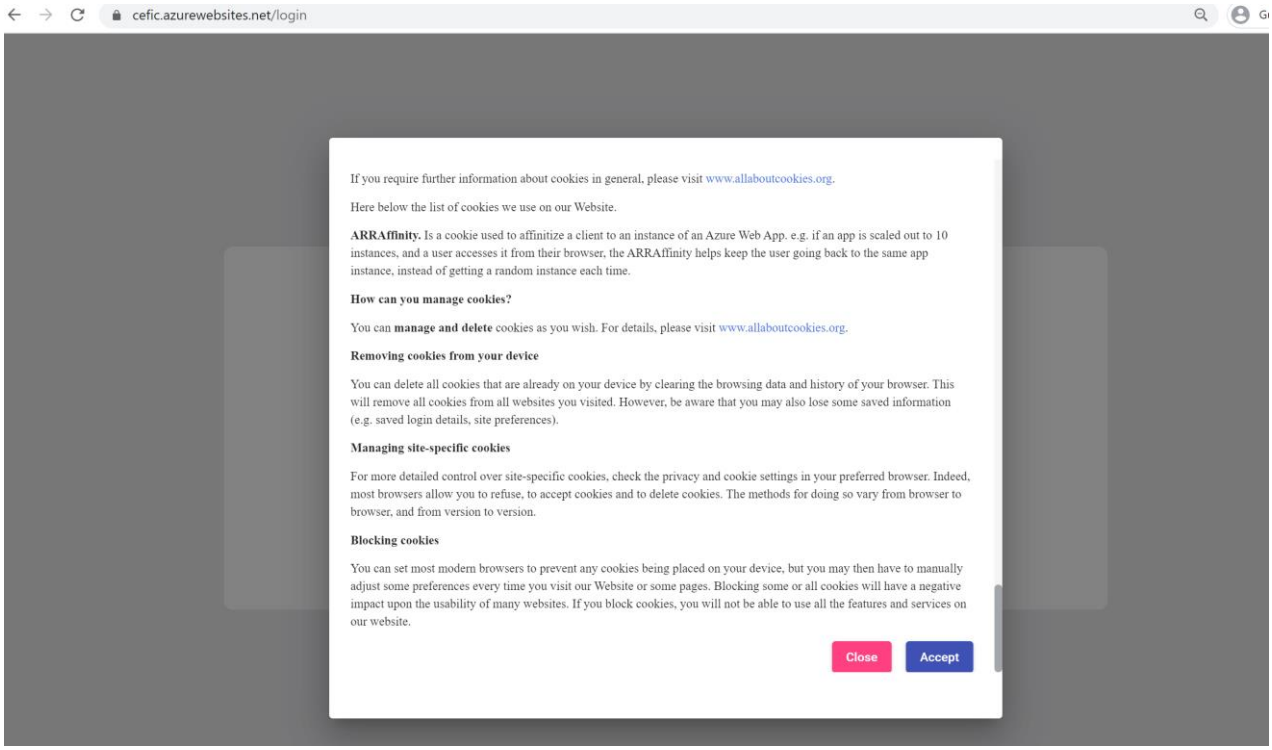
You will be invited to introduce your email address to receive instructions for Password reset.

4. Accept Terms and Conditions and Disclaimer

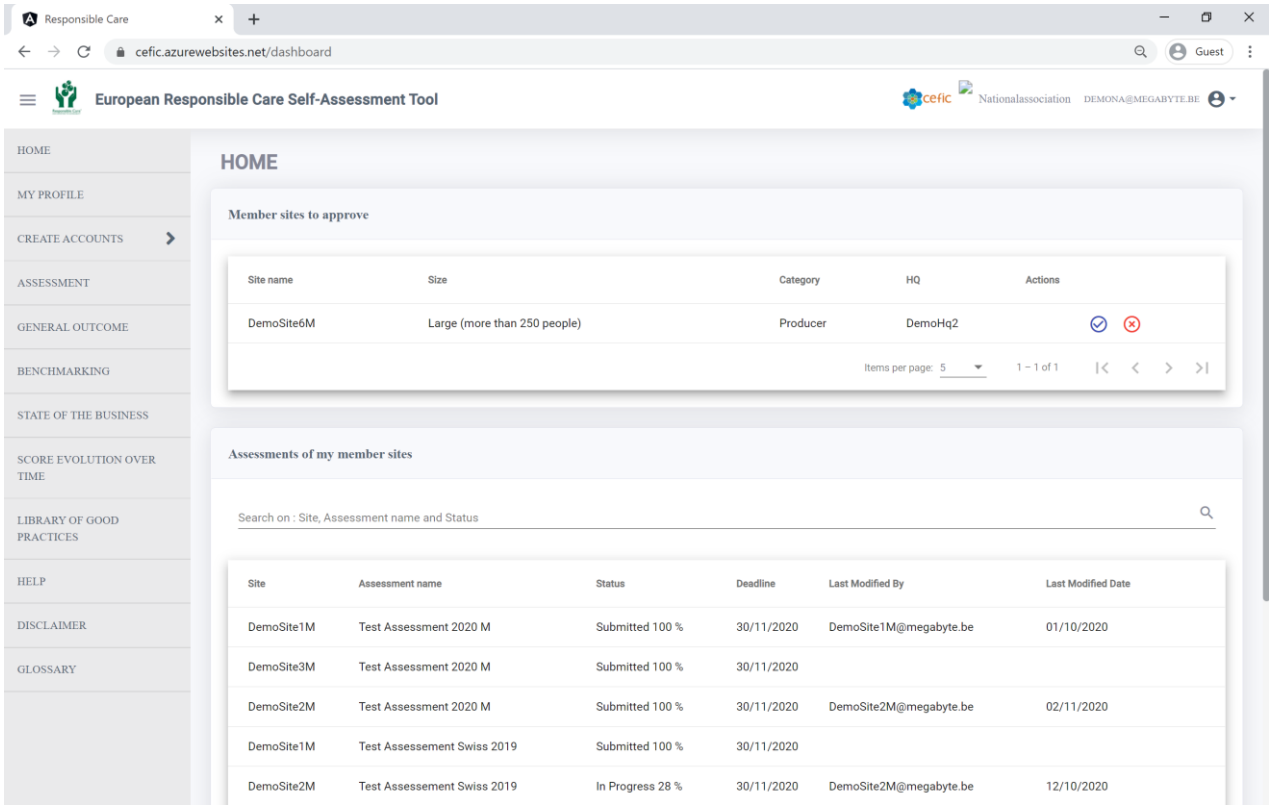
After clicking on "login" the terms and condition and disclaimer appears, explaining you all features of the webtool, how your data is used and protected:



Please scroll down to read all text.



To have access to the webtool you need to accept the terms of conditions by clicking on ''Accept''. If you click on ''Close'' you will not have access to the Application.
After login, you arrive at the HOME page:

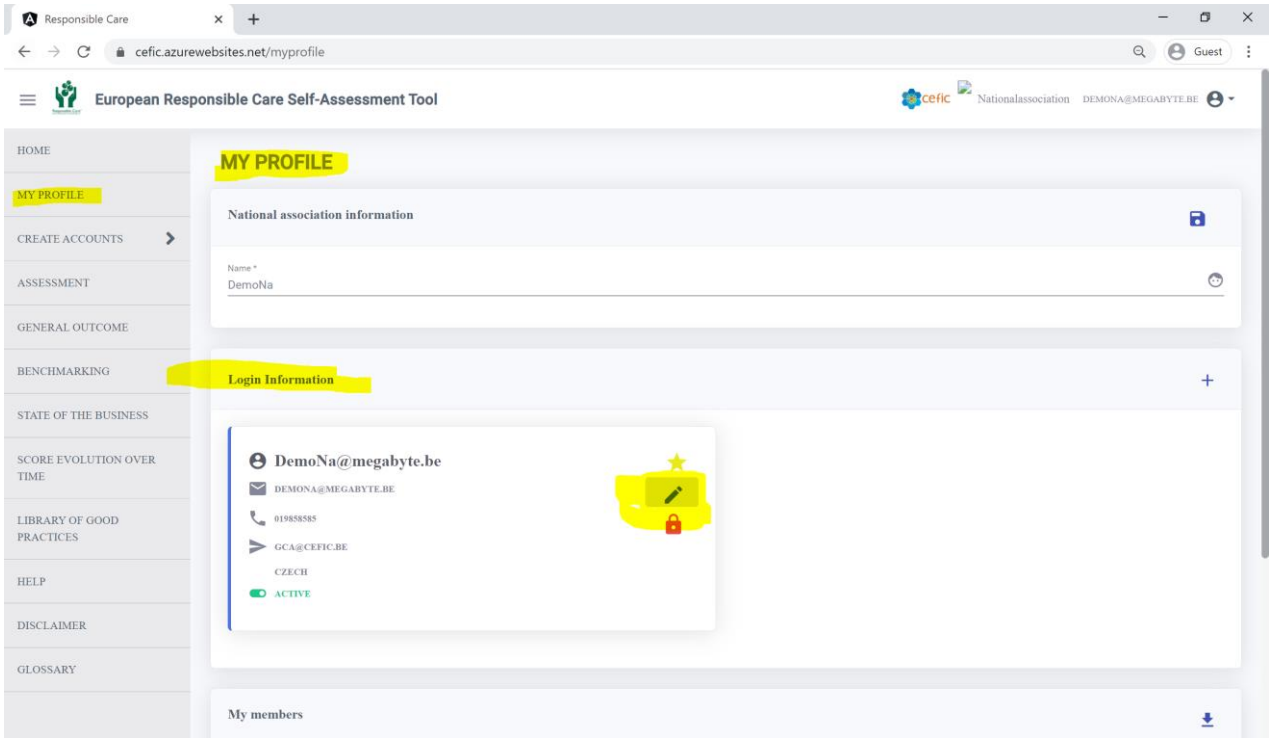


5. How to change your account information (login, password, language)

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)

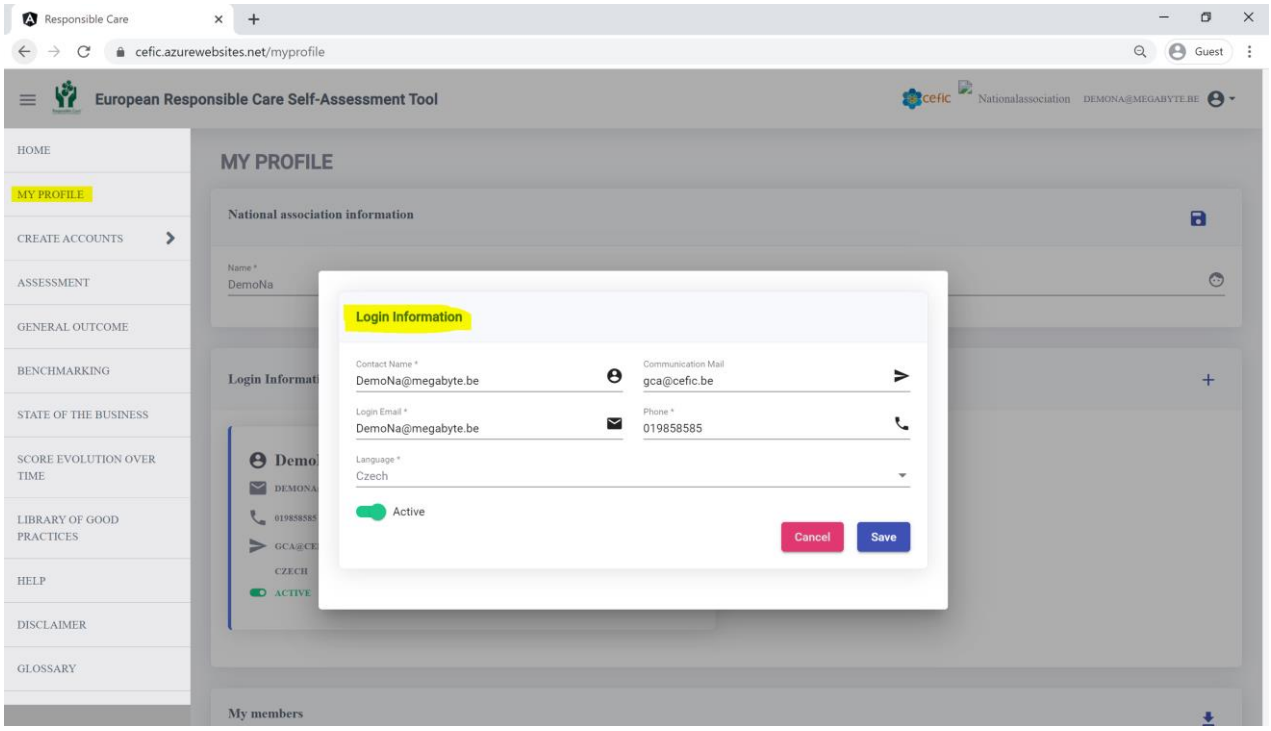
Please go to “Login information” and click on the icon showing a pencil.



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). Attention: Only the content of an assessment (Chapters, Sub-Chapters, Questions and Responses) appears in the User defined Language. The Menus are in English only;

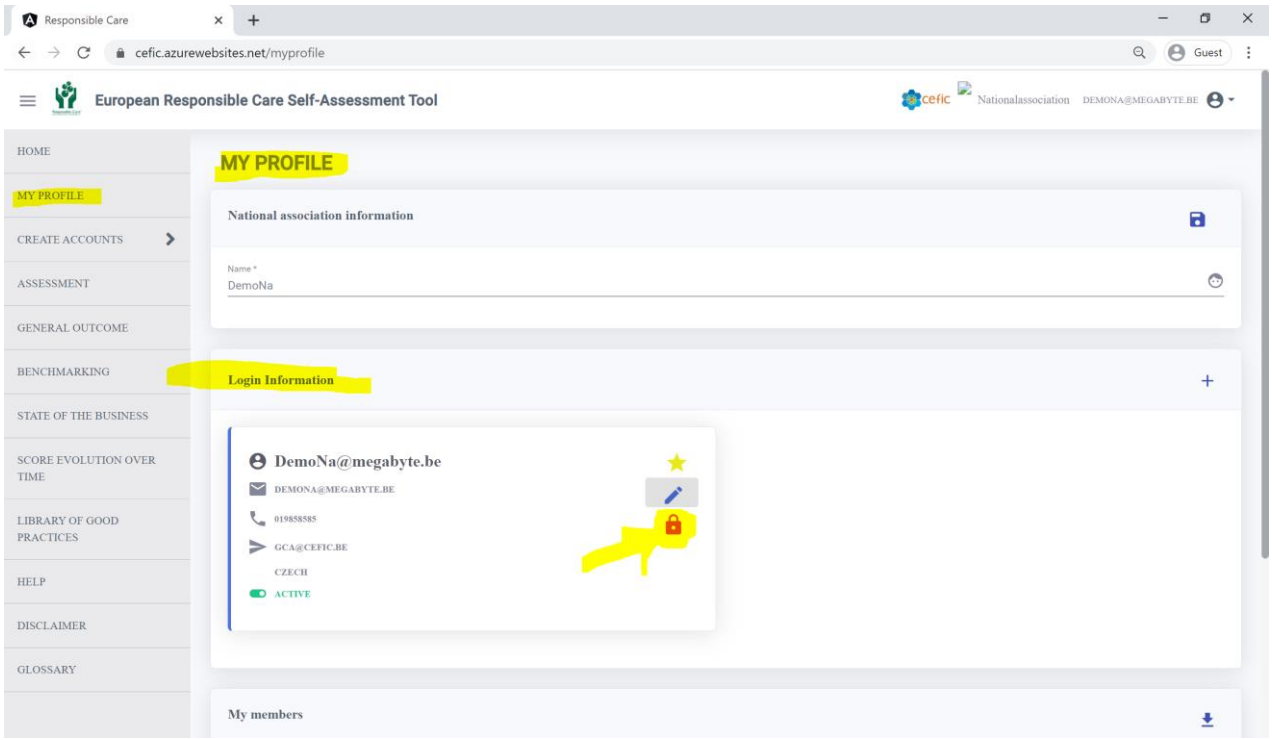
- Activate or disactivate a login access. You can have up to 3 login emails per HQ (you can add by using the + on the right on the Login Information line). If you want to make inactive one of these logins, disable the green button ACTIVE. Once INACTIVE it’s not possible to enter the web site. At any time, you can make it ACTIVE again.

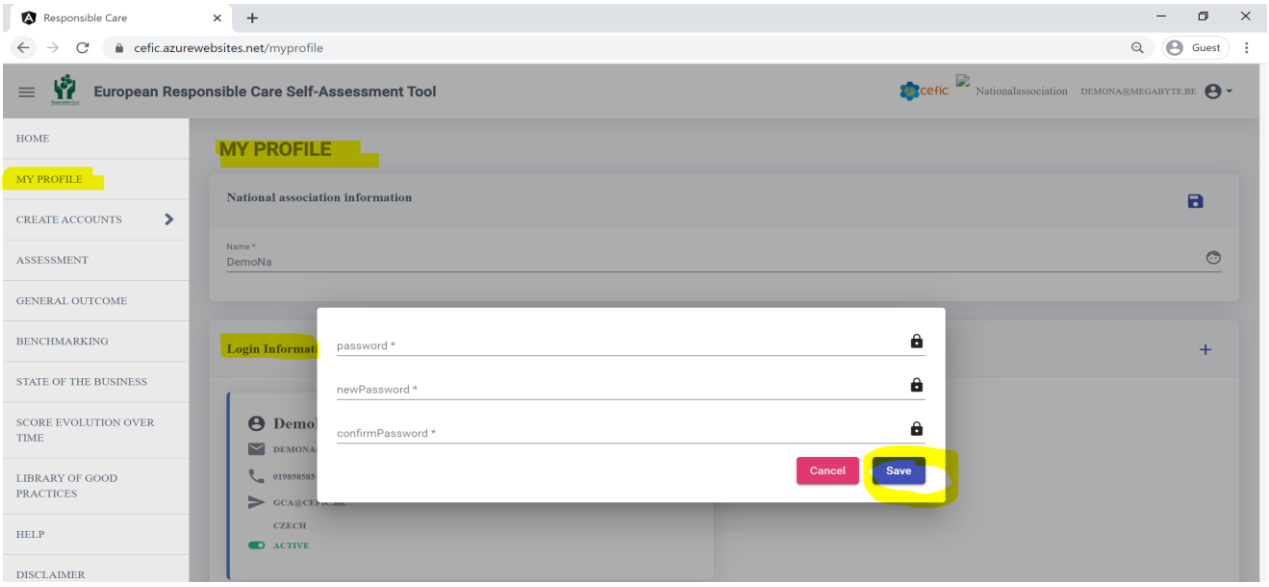


You must save your changes clicking on the button “Save”.

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).

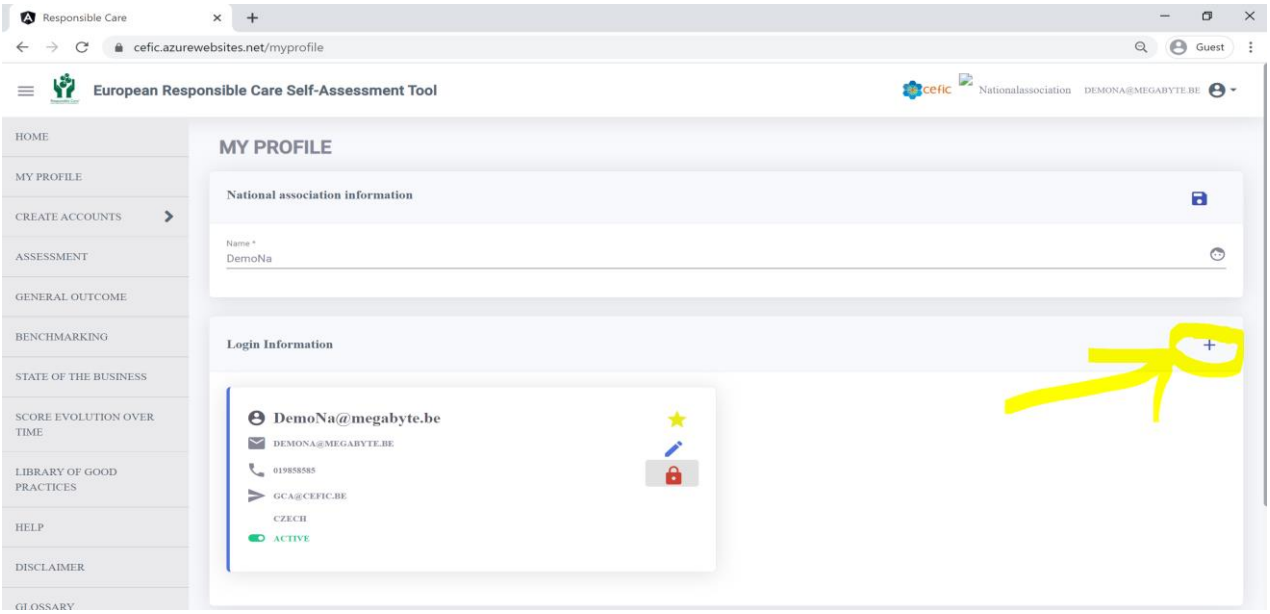




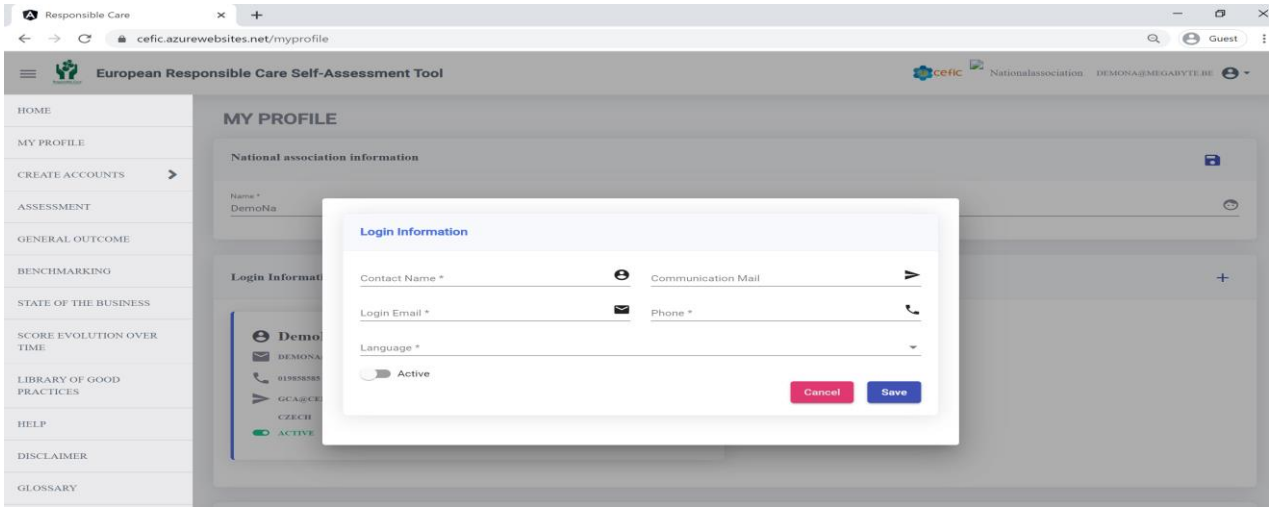
You must save the new password clicking on the button “Save”.

5.3. To give access to the webtool to other colleagues

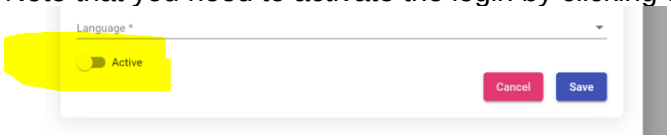
You can have up to three logins for the webtool. Therefore, you can give access to other two colleagues by clicking on the + at the top right corner of the Login information and insert the required info.



Enter the requested information:



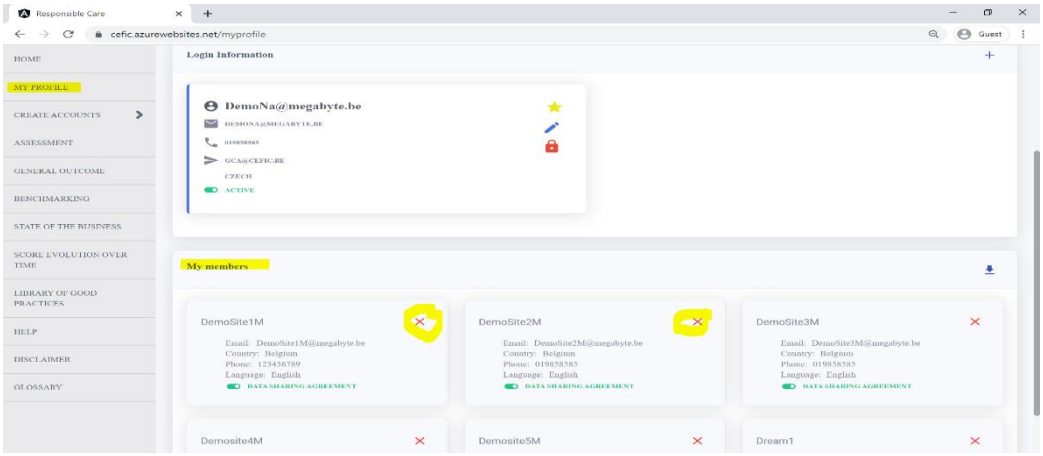
Note that you need to activate the login by clicking on the button :



Save the information.

5.4. To remove the connection with one of your member sites

In case one of the sites is not part anymore of your association and you would like remove its data from the calculation of your country aggregate, please go to the last section of the page called “My members” where there are listed all member sites with their related contact information. Click on the red cross in the margin of the box of the site that you want to remove.

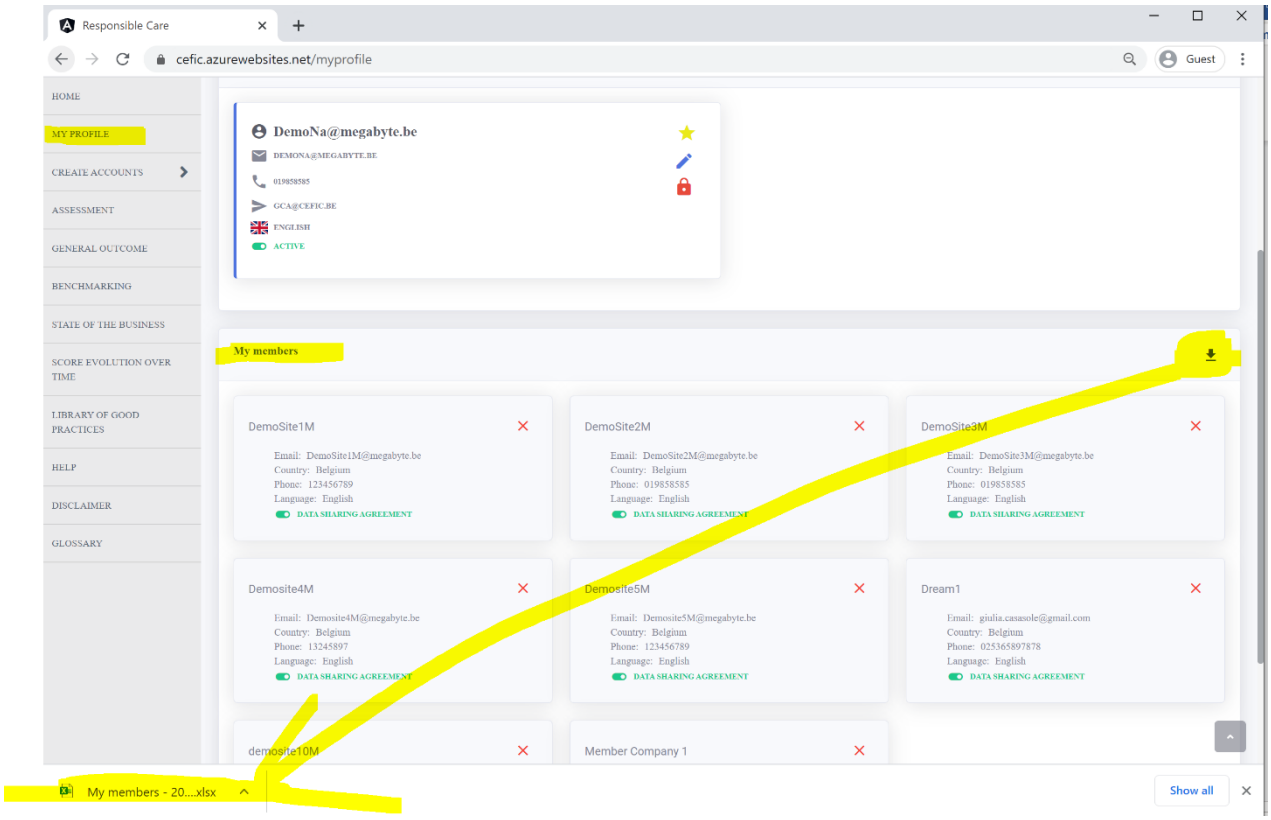


Please think carefully before deleting a site because once removed it, you cannot re-integrate it yourself. You need to contact the administrators of the webtool for it (RCWebtool@cefic.be).

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

5.5. Export the information on the accounts of your member sites

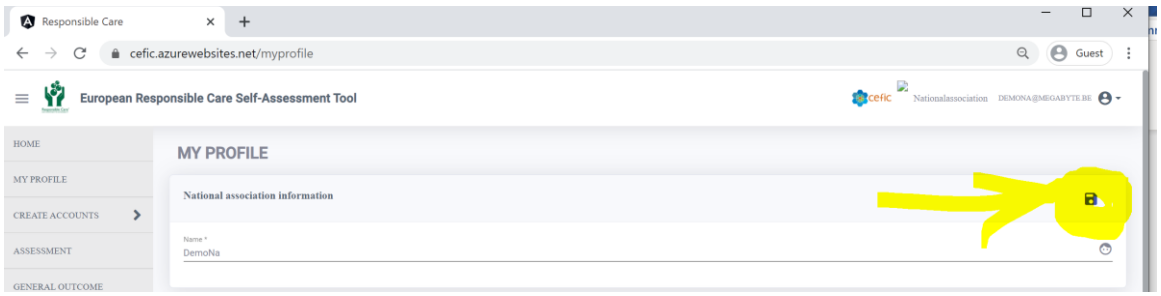
To export to excel the information of the accounts of your member sites please go to the section “My members” and click on the icon in the top right.



You get this list:

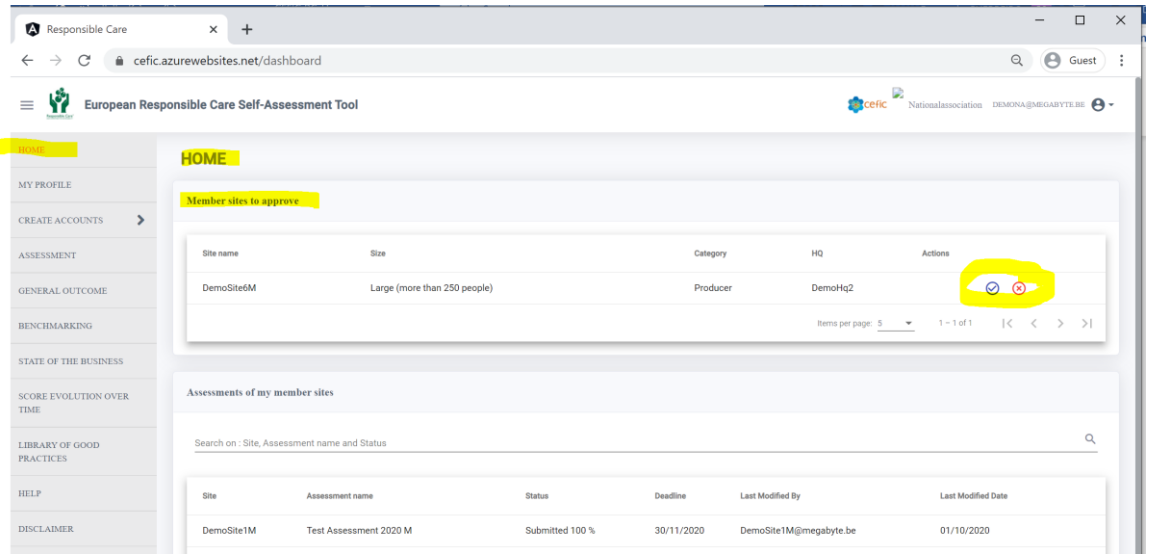
	A	B	C	D	E	F	G	H
1	Company_Name	Email	Email_Communication	Telephone	Country	Language	Share_Data	
2	DemoSite1M	DemoSite1M@megabyte.be		123456789	Belgium	English	Yes	
3	DemoSite2M	DemoSite2M@megabyte.be		019858585	Belgium	English	Yes	
4	DemoSite3M	DemoSite3M@megabyte.be		019858585	Belgium	English	Yes	
5	Demosite4M	Demosite4M@megabyte.be		13245897	Belgium	English	Yes	
6	Demosite5M	Demosite5M@megabyte.be		123456789	Belgium	English	Yes	
7	Dream1	giulia.casasole@gmail.com		025365897878	Belgium	English	Yes	
8	demosite10M	demosite10M@megabyte.be		12345789	Belgium	English	Yes	
9	Member Company 1	jfarlane@megabyte.be		0499 99 99 99	Belgium	English	Yes	
10								

We suggest you to yearly check the accounts of your member sites to make sure that there is not duplication of accounts.
You must save your changes clicking on the button “Save”.



6. How to approve the account of your member sites

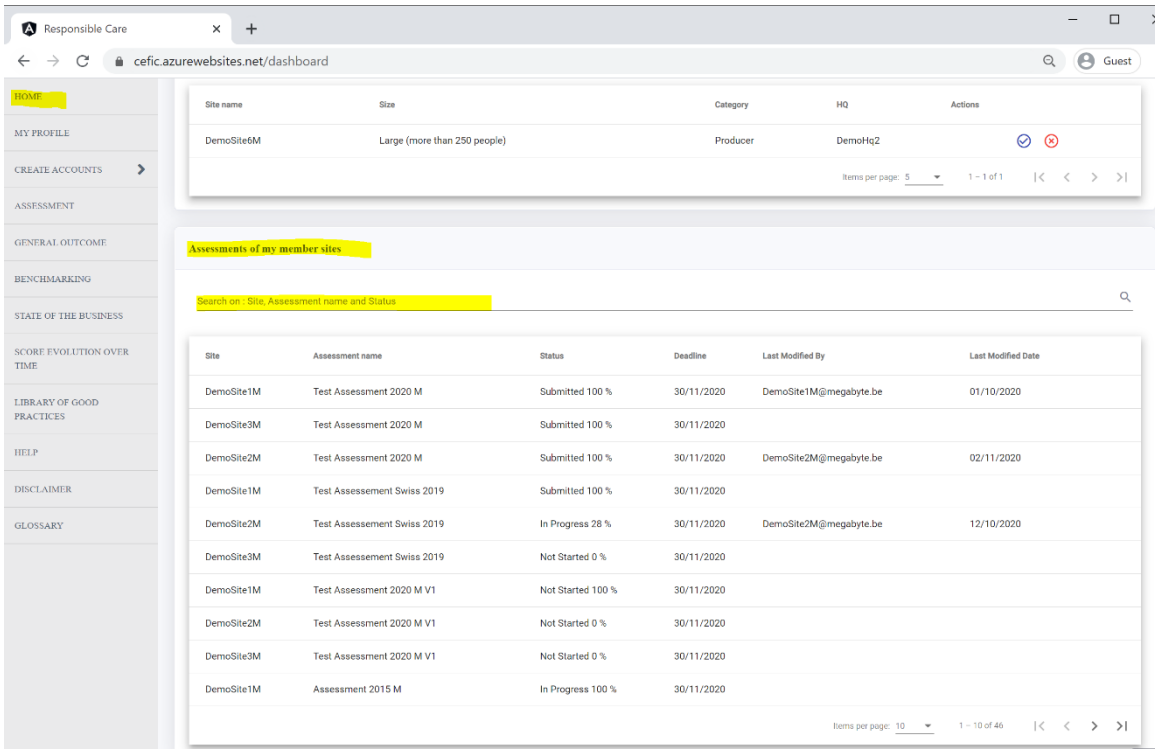
If a member site has created its own account through the self-service form, you will receive a notification by email to inform you that you need to connect to the webtool to approve it.
Once logged in the webtool **select "Home" in the main menu**. At the top of this page you will visualize the list of the sites that asked to have an account.



You must click on the icon to approve them.

Click ✓ to approve, click ✗ to reject

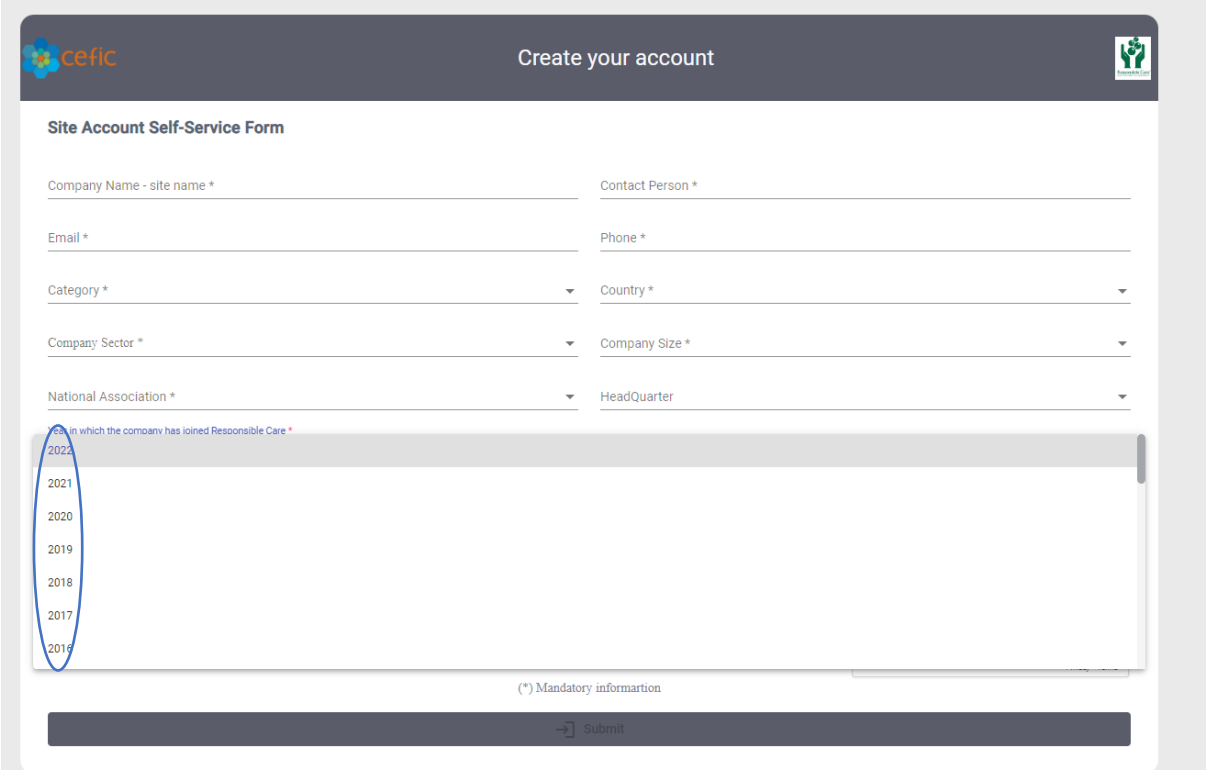
In the same page, below this section, you can see the status of the assessment of all your member sites.



7. How to create accounts for your member sites

Your member sites can create their 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 **:**

New



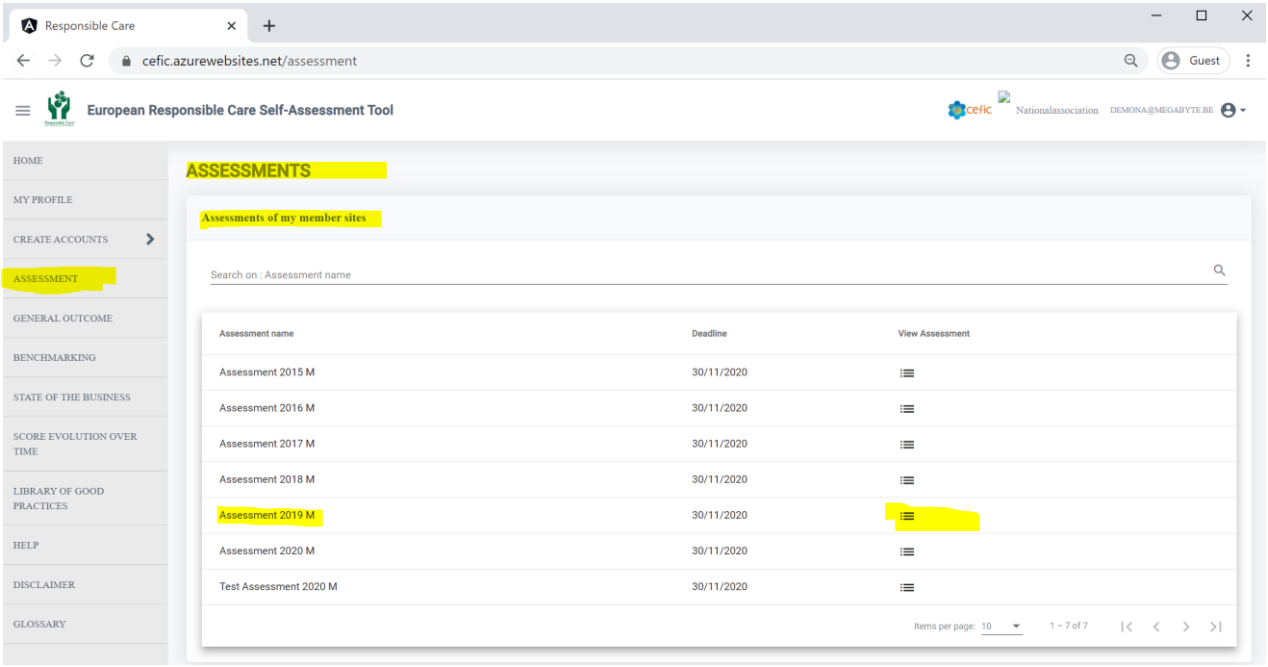
In which you must fill in the following info (all information with * is mandatory) :

- ✓ Company name,
- ✓ Contact person,
- ✓ Email,
- ✓ Phone,
- ✓ Category (producer or distributor),
- ✓ Country,
- ✓ Company Size,
- ✓ National association (of the chemical industry you are member of),
- ✓ Sector (please select one or more of the 17 NACE codes listed. If you are a distributor, please select “No sector for distributors”),
- ✓ Year in which your company joined Responsible Care. 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).

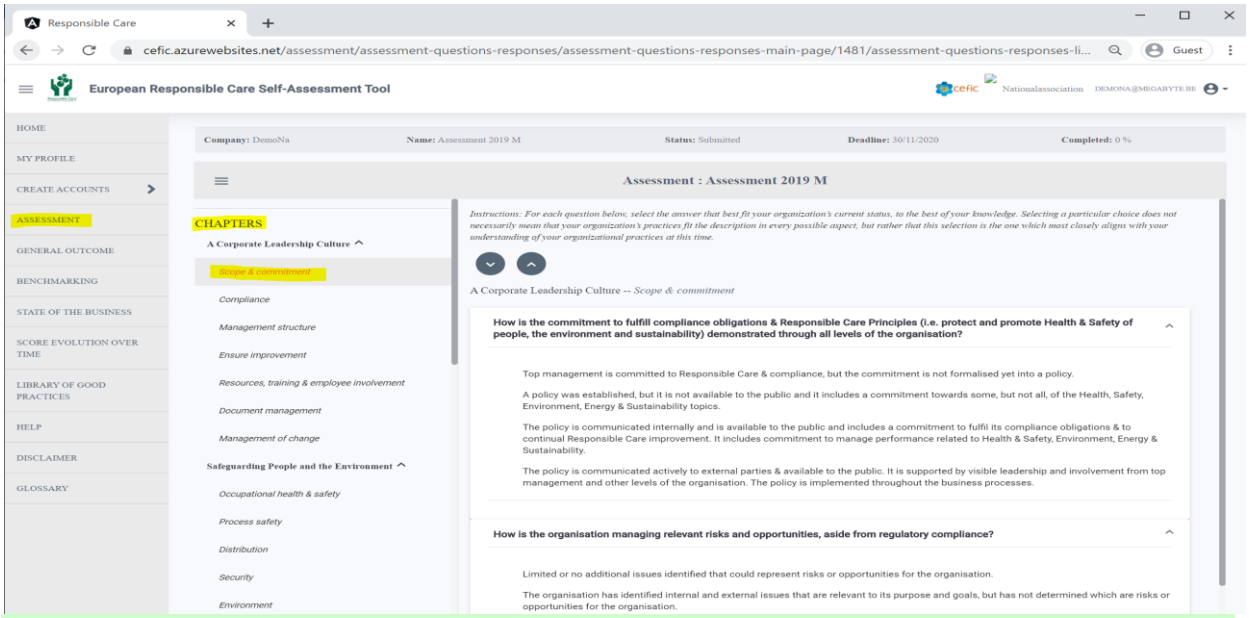
To submit the form, click on the button “submit”. After creating the account, the site will receive an email informing that its account was created with the credentials to have access to the webtool.

8. How to view an assessment

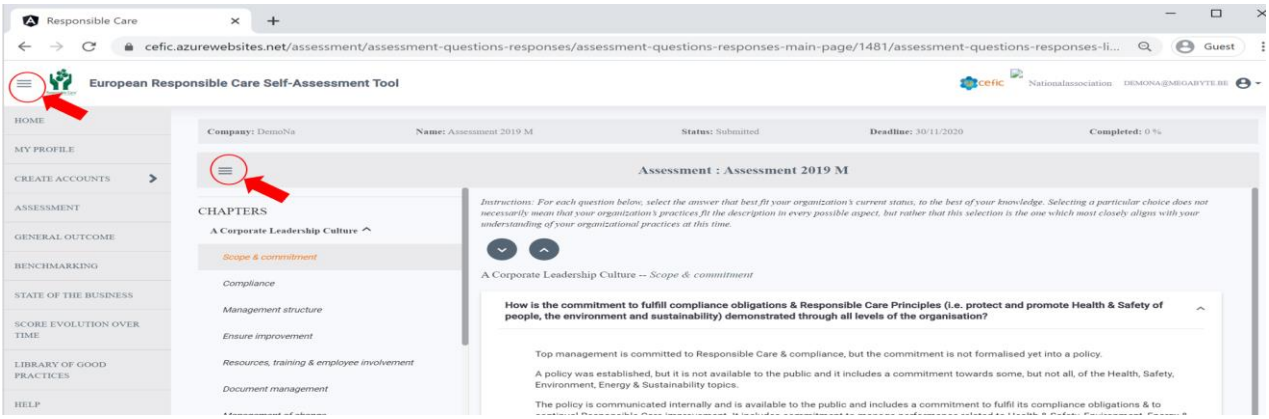
National associations do not fill in an assessment (which can be filled in only by sites and HQ), but they can view the questions and the replies of an empty assessment in the language chosen **by selecting "Assessment" in the main menu and then clicking on the icon "View assessment".** A page will open showing the questions and the replies.



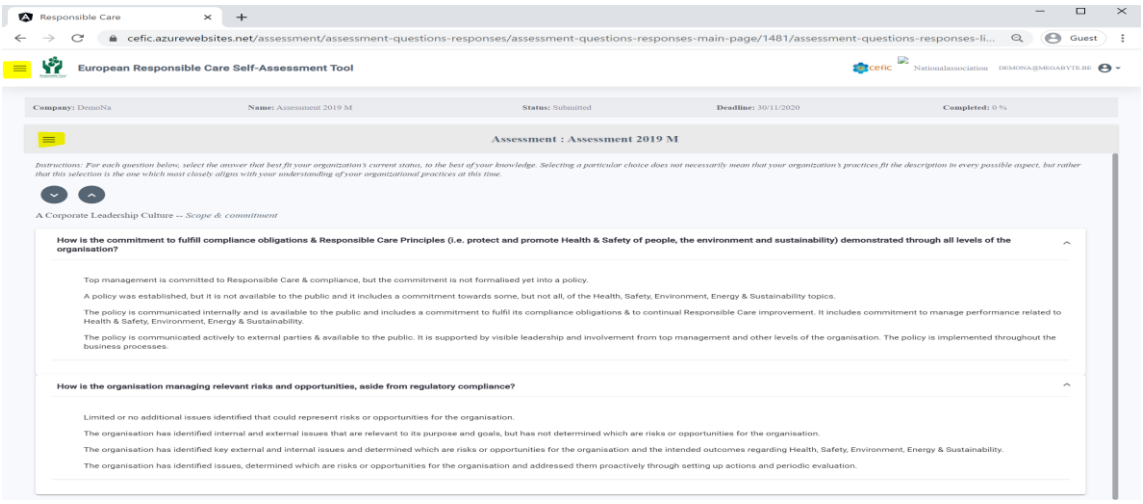
N.B.: Differently from sites, national associations do not have inside the assessment the following pages: assessment info, start and prefill, general outcome and tips.



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

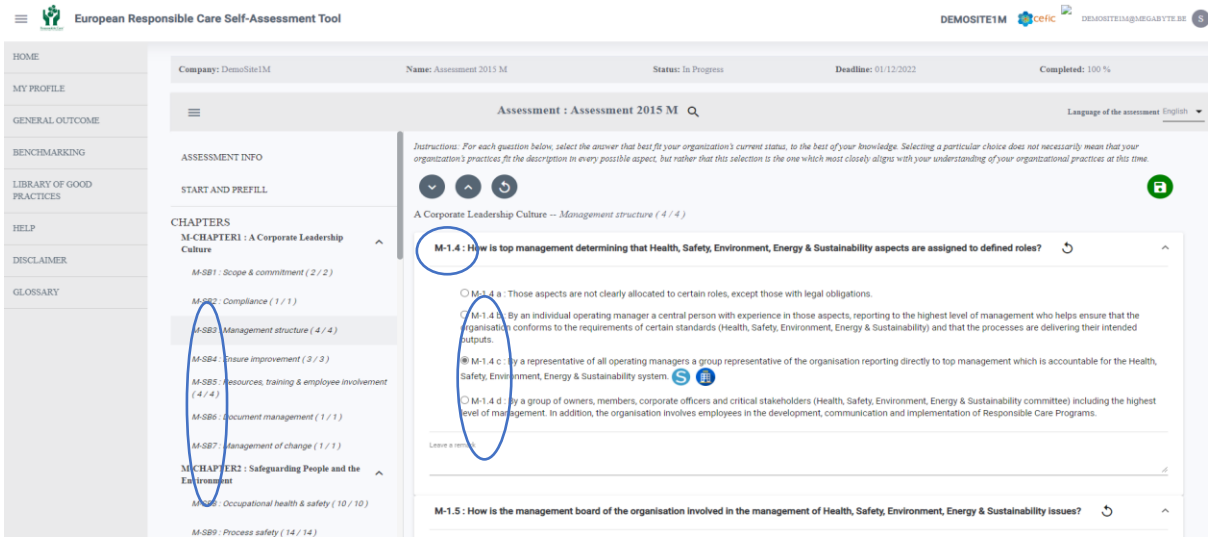


You obtain this:



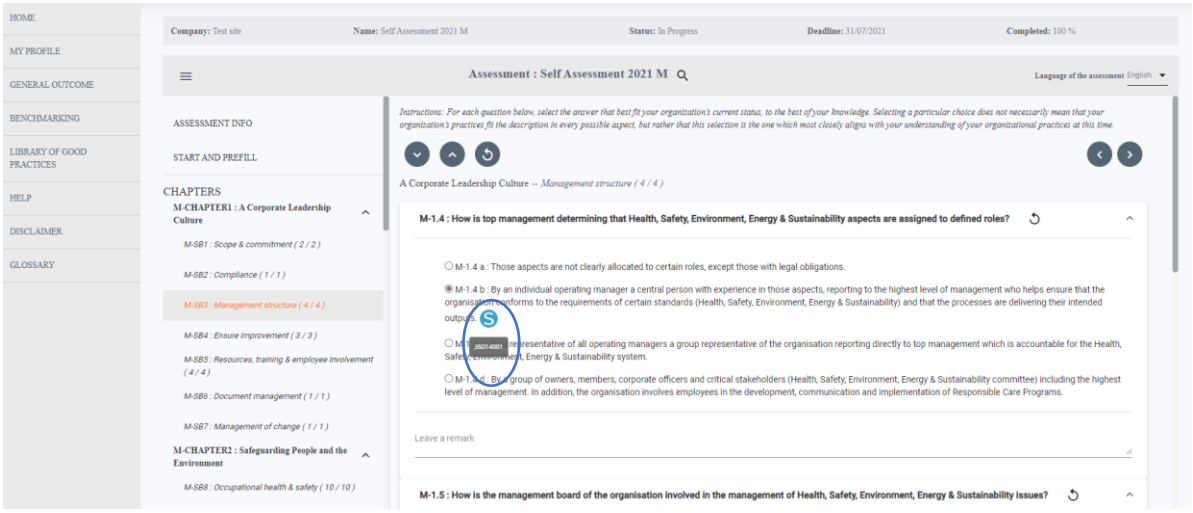
8.1. Numbering of Chapters, Subchapters, Questions and Replies in the assessment

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

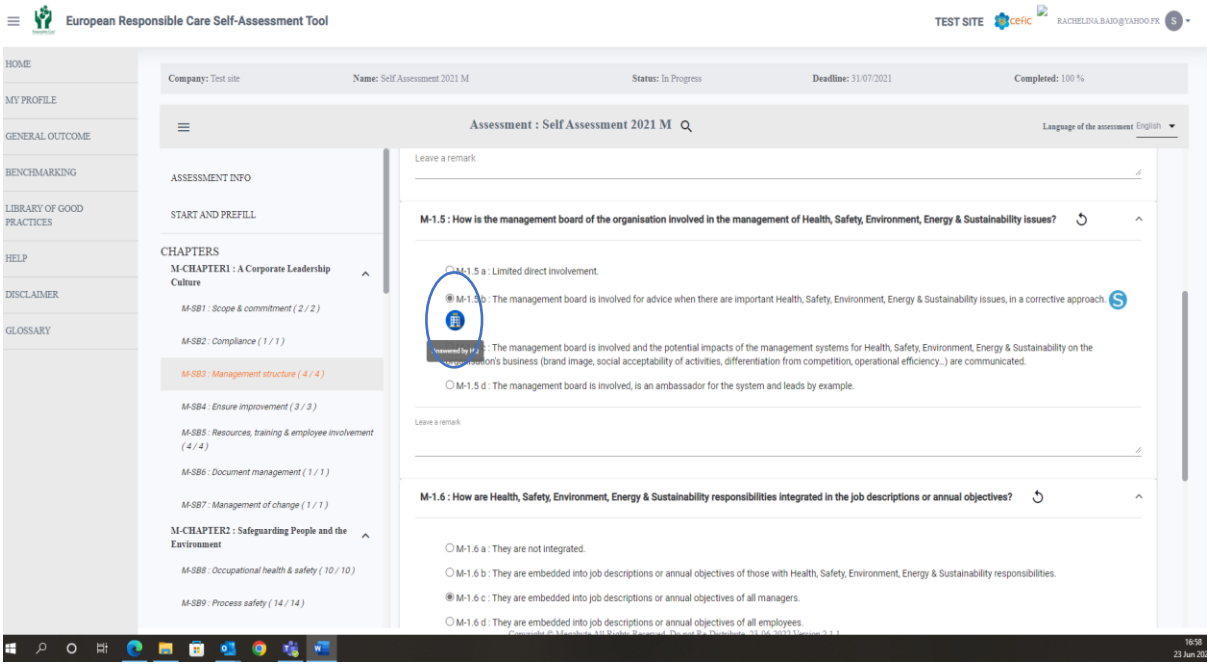


8.2. Show of the links between questions and standards inside the questionnaire

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

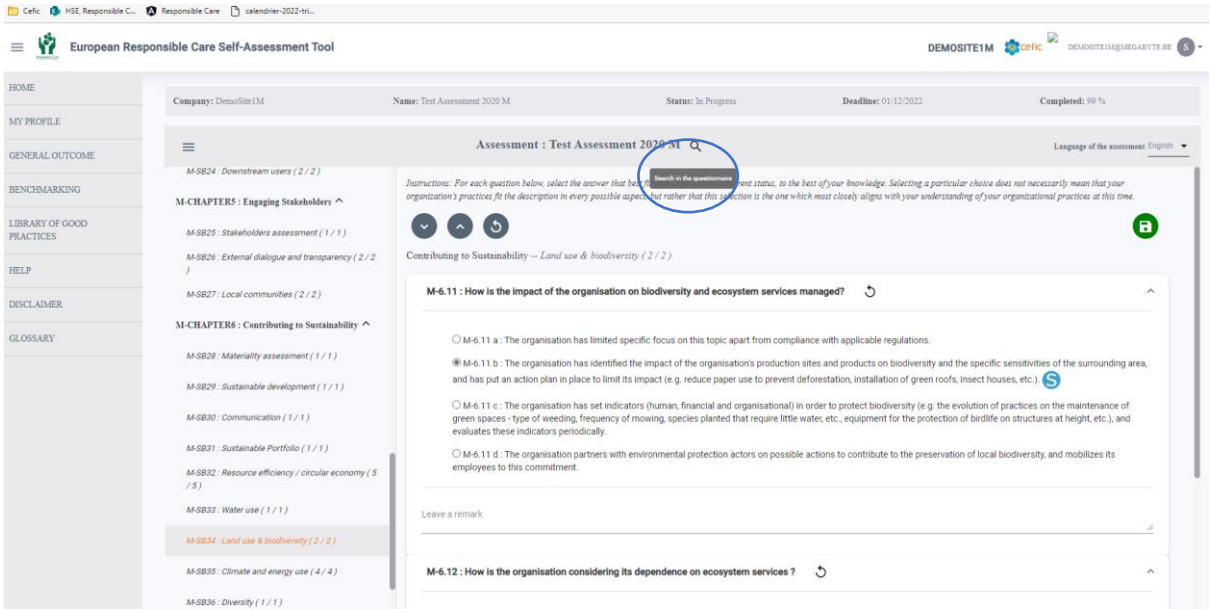


Inside the questionnaire, close to the replies prefilled by the Headquarter, the icon (HQ building) is shown. When the mouse is on this icon a tooltip will show that it is answered by the Headquarter.

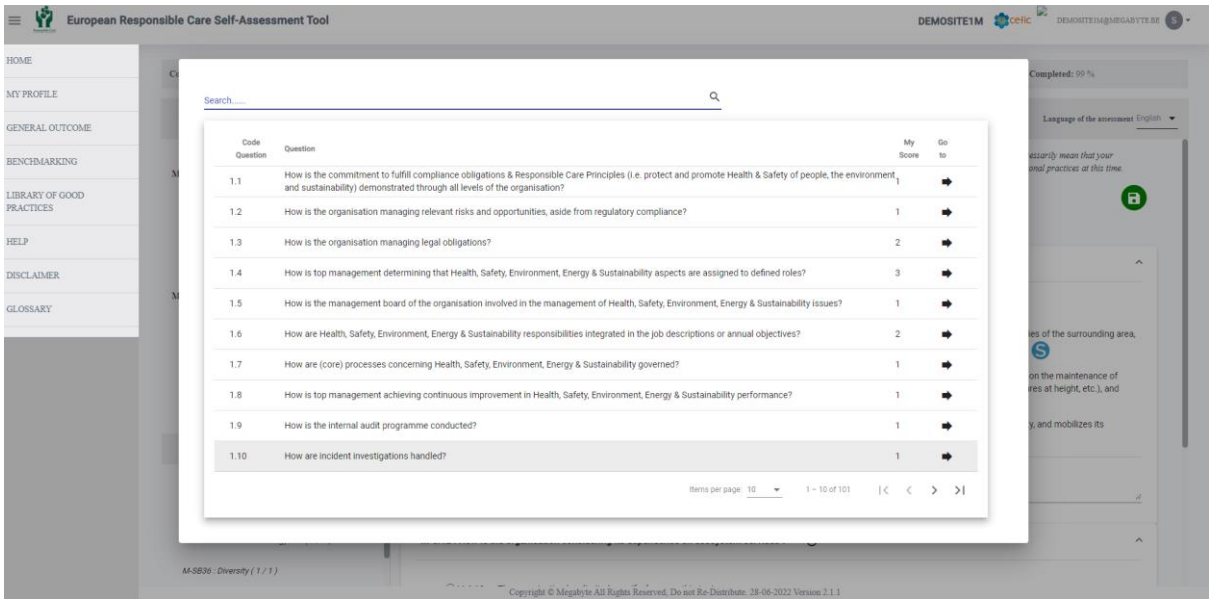


8.3. Search bar in the assessment

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



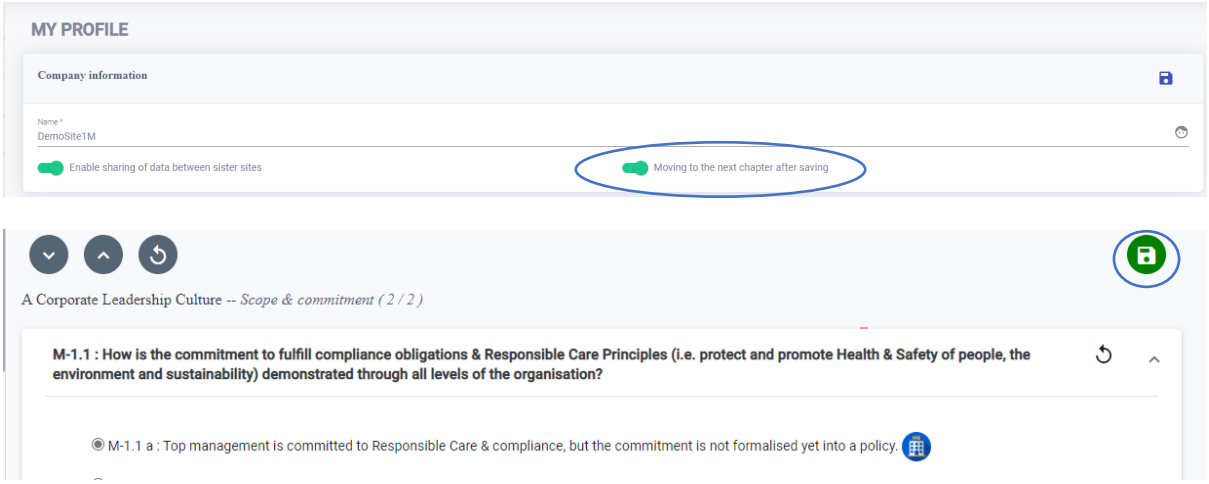
The Search bar in the questionnaire box will open. Please click on the question you are looking for.



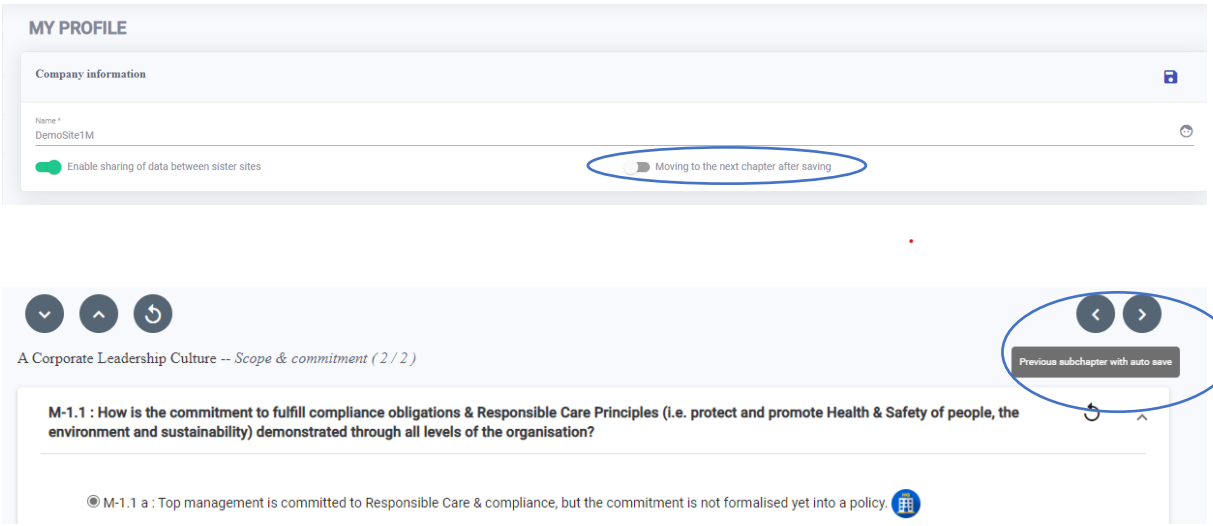
8.4. Choice to go to the next chapter after saving or not

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

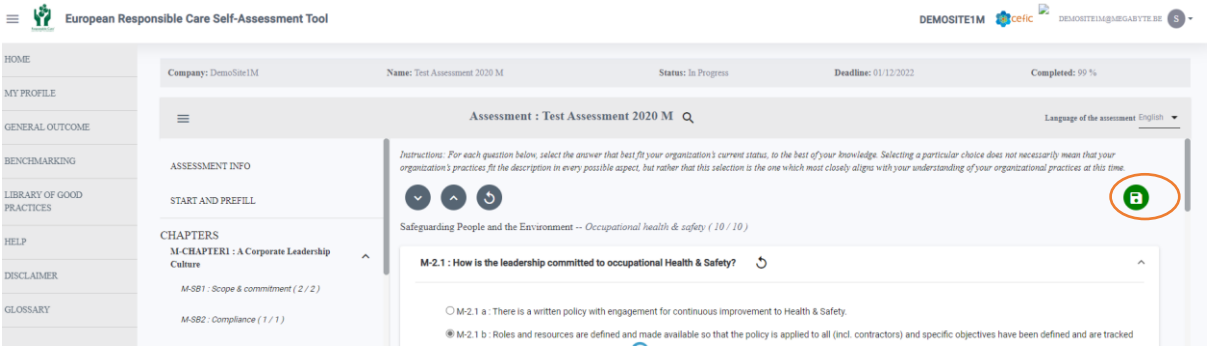
A) If you select “Moving to the next chapter after saving”, by default you will be directed to the next chapter and the icon saving will be shown.



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).

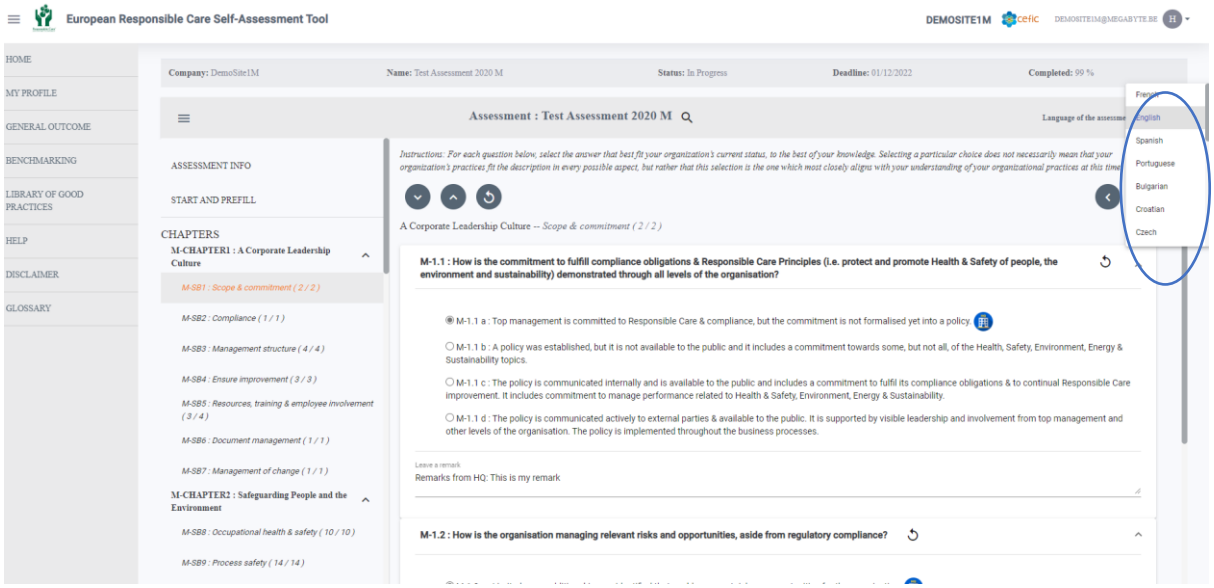


C) Better display the icon "Save": You can find easily the Save button for the replies given that is highlighted in green.



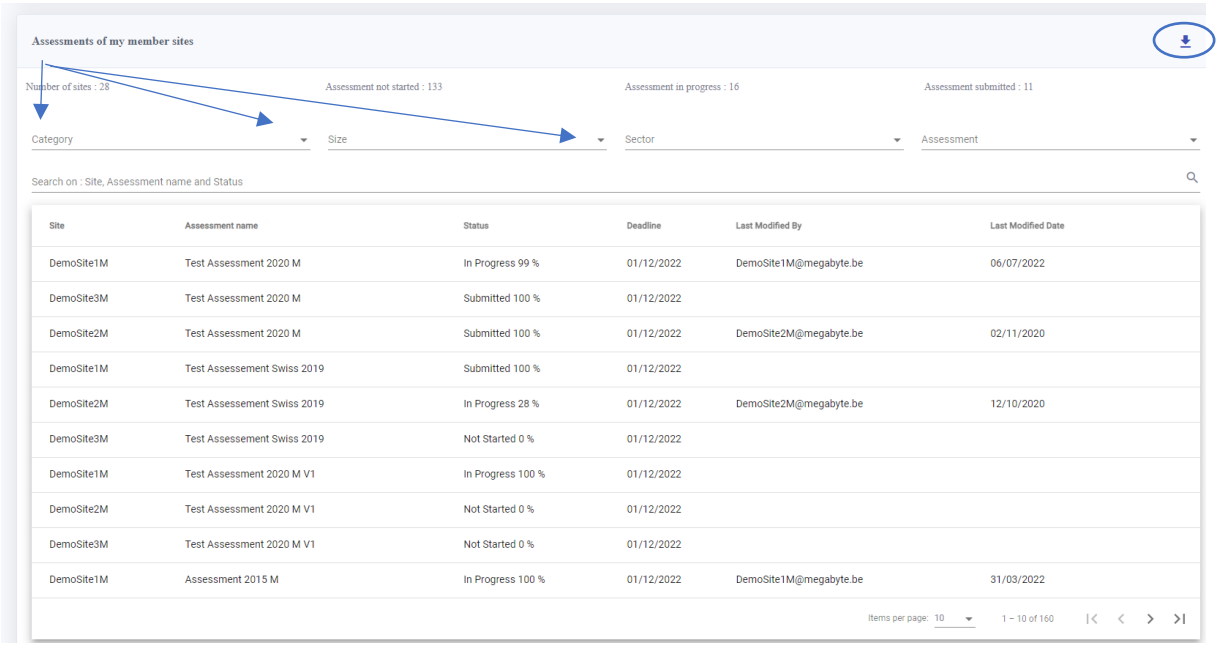
8.5. Possibility to change the language of the assessment from the top bar

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).



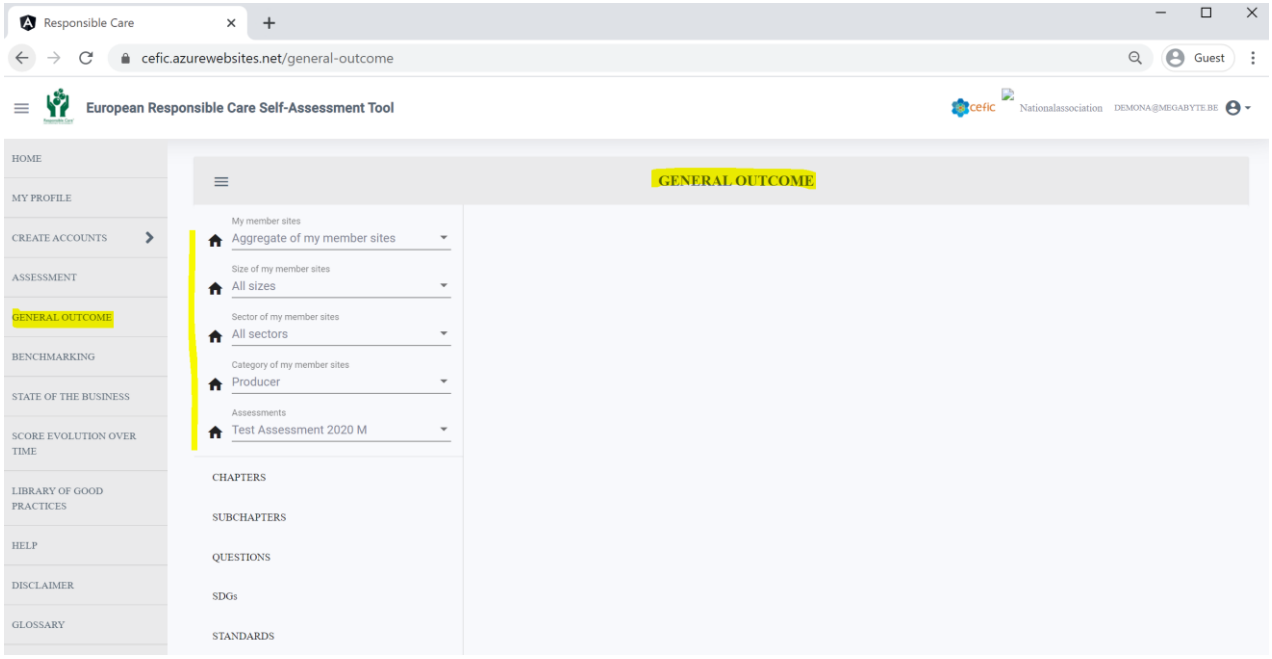
8.6. Additional information at the Homepage

At the Home page under the “ASSESSMENTS”, you can select the data per “size”, “sector” and “category” with possibility to extract the data into Excel.



9. General outcome

To visualize the results of your member sites please select the “General outcome” in the main menu. A page showing different filters and levels of reporting will appear.



To visualize the GENERAL OUTCOME, you must select the following filters:

A. the **Data/Results to visualize (My member sites)**:
   - the aggregate of my member sites, by default;
   - you can also visualize the results of each member site in an anonymous way (e.g. member site Ba, member site Wy, and so on).

B. The **Size of my member sites**:
   - all sizes, by default;
   - small (less than 50 people);
   - medium (between 50 and 250);
   - large (more than 250)

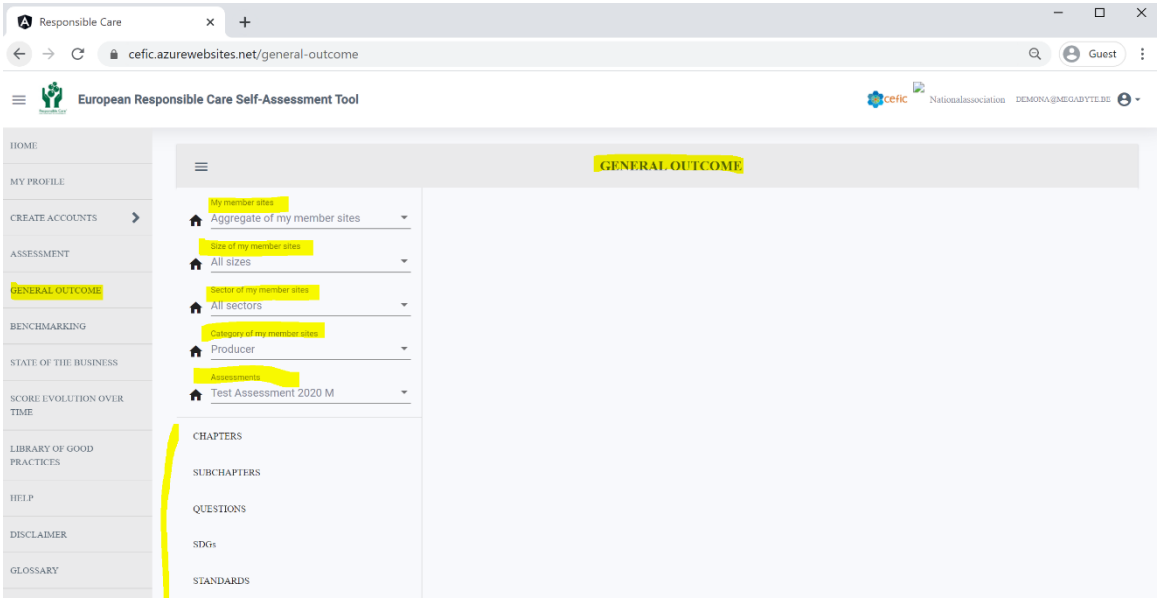
C. **Sector of my member sites**:
   - All categories, by default;
   - You can select one of the 17 categories (identified by NACE codes) listed in the dropdown list.

N.B. This filter “Sector of my member sites” is only shown in the profile of national associations of manufacturers. Distributors do not have sectors!

D. The **Category of my member sites**:
   - producer, by default;
   - distributor.

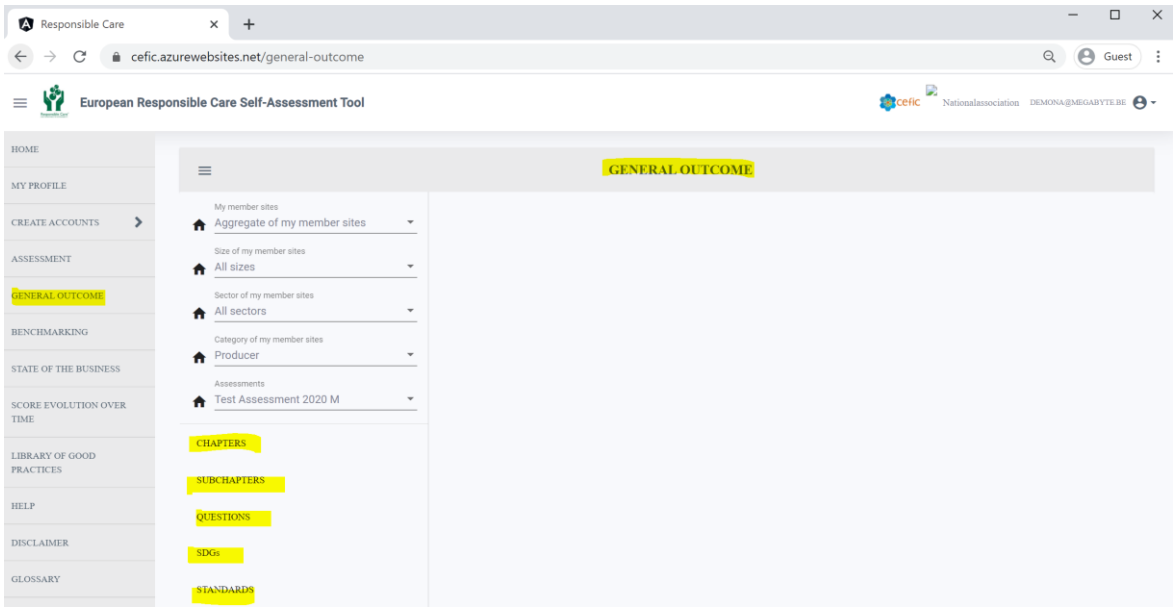
N.B. The filter “Category of my member sites” is only shown in the profile of national associations which have both producer and distributor members. They must select if they want to visualize the general outcome of their producer members or distributor members.

E. the **Assessment** (current or previous year assessment).



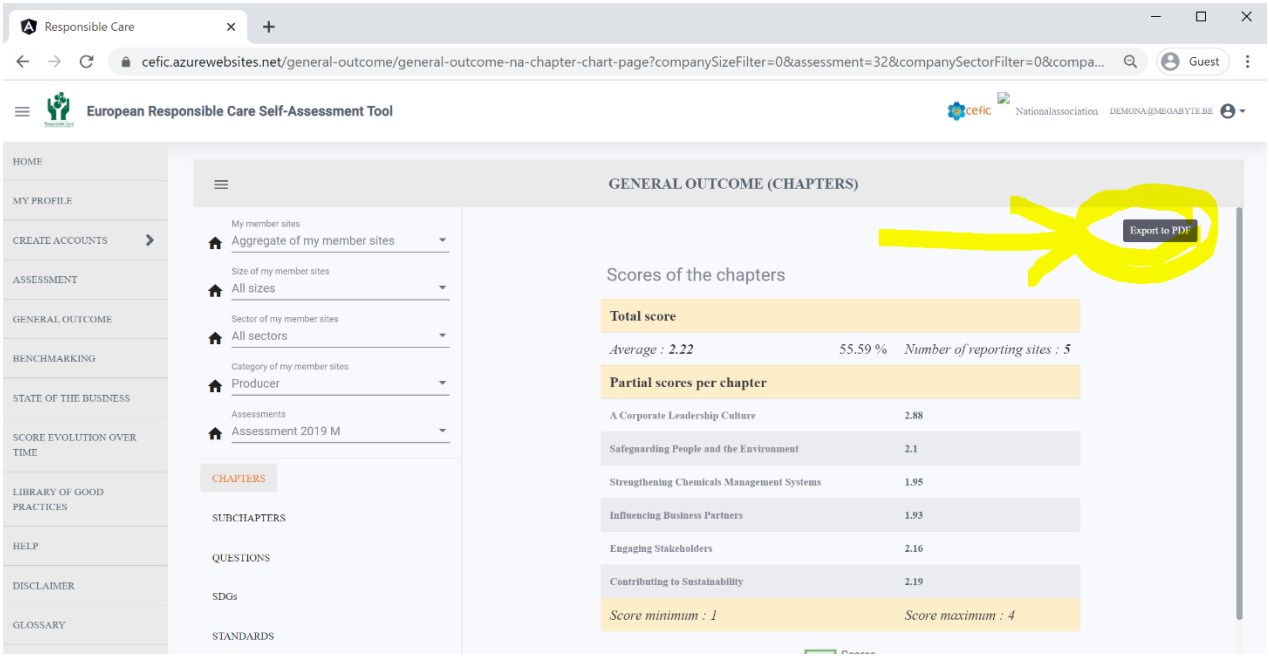
After selecting the filters, **you can choose which type of General Outcome you would like to visualize** by picking one of the items from the list below:

- CHAPTERS;
- SUBCHAPTERS;
- QUESTIONS;
- SDGs;
- STANDARDS;
- COMPARISON REPORT.

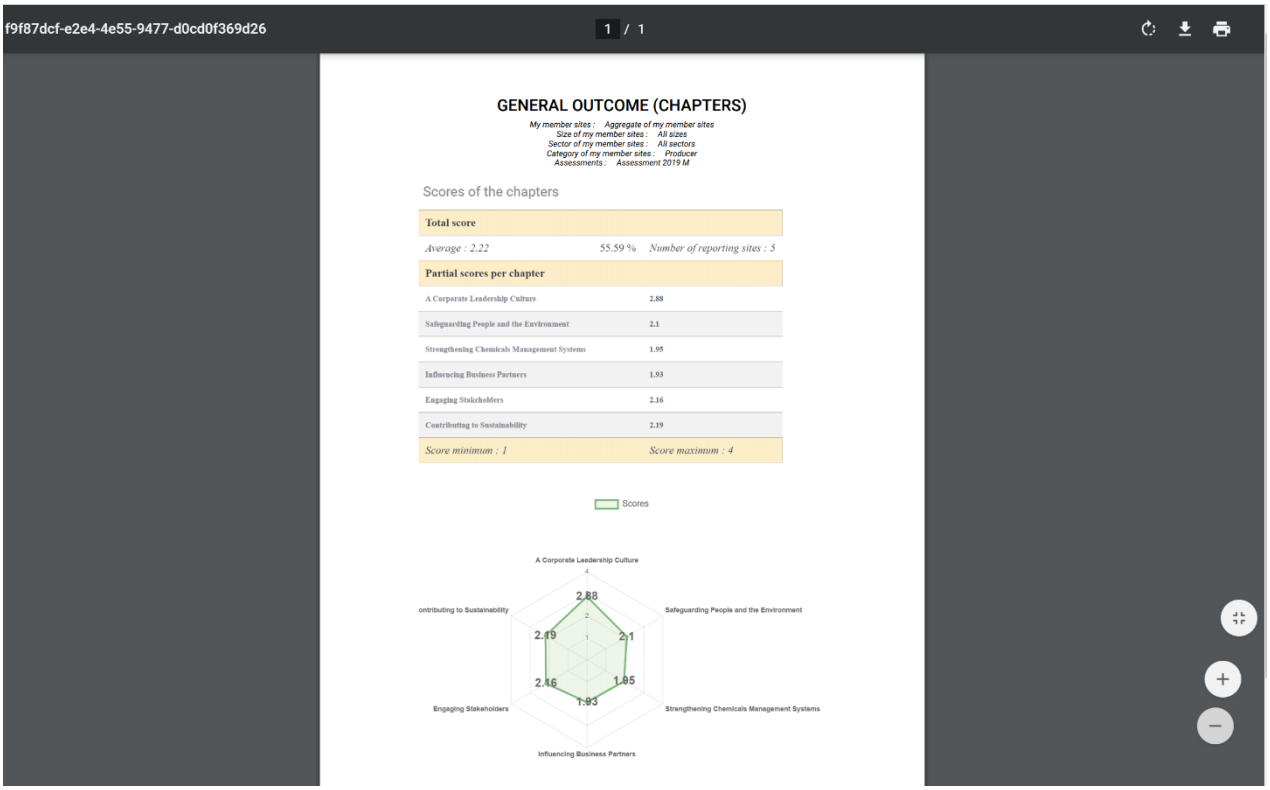


To hide the submenu of the General outcome and view the reports in full screen please click on the icon ☰ on the top left of the grey bar.

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



To obtain this PDF document:



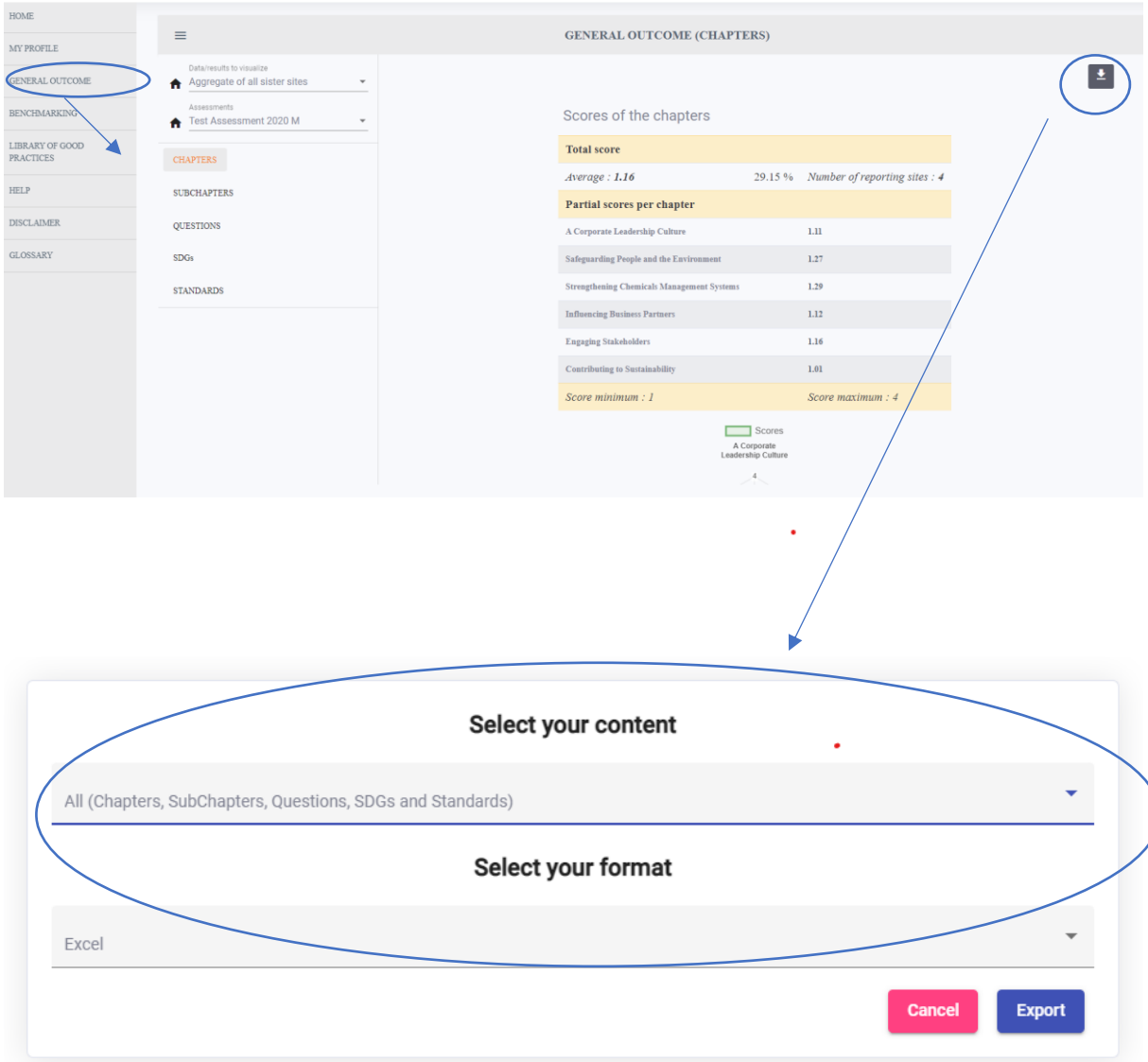
Export of reports of the GENERAL OUTCOME in Excel and PDF and all reports together with a single click

Export all reports in Excel and/or PDF

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

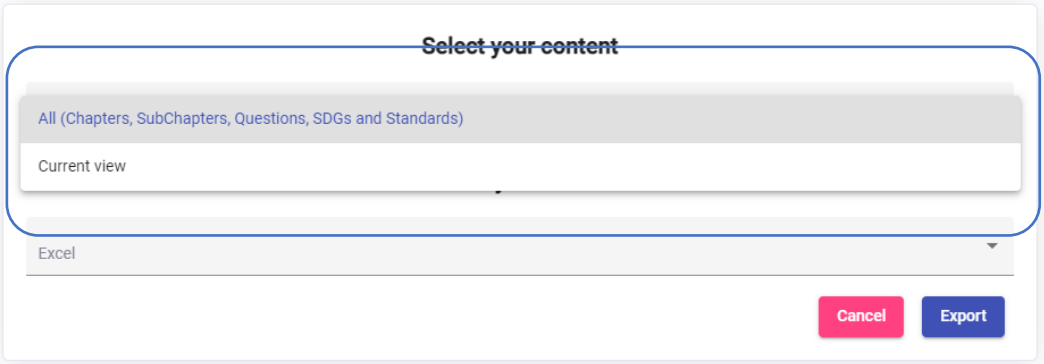
A. In the GENERAL OUTCOME : Export of reports in Excel and PDF and all reports together

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” .

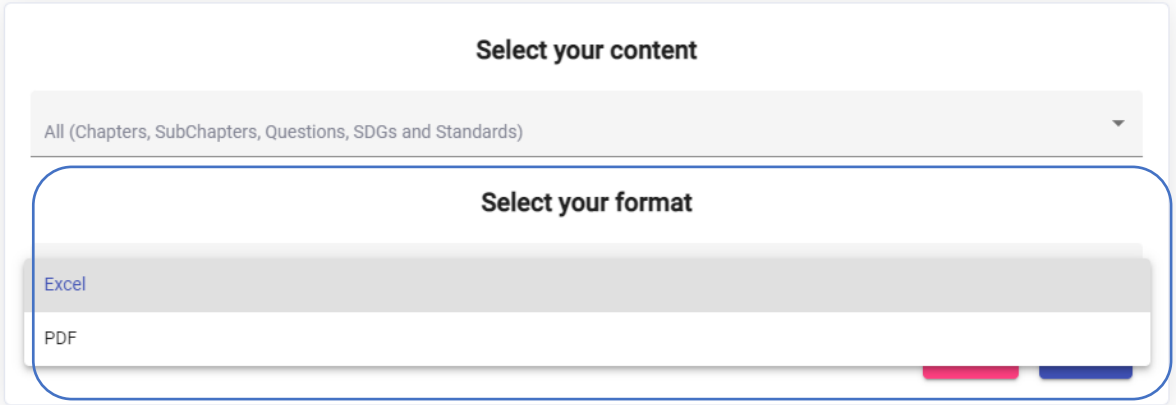


By selecting your content, the below options will be displayed:

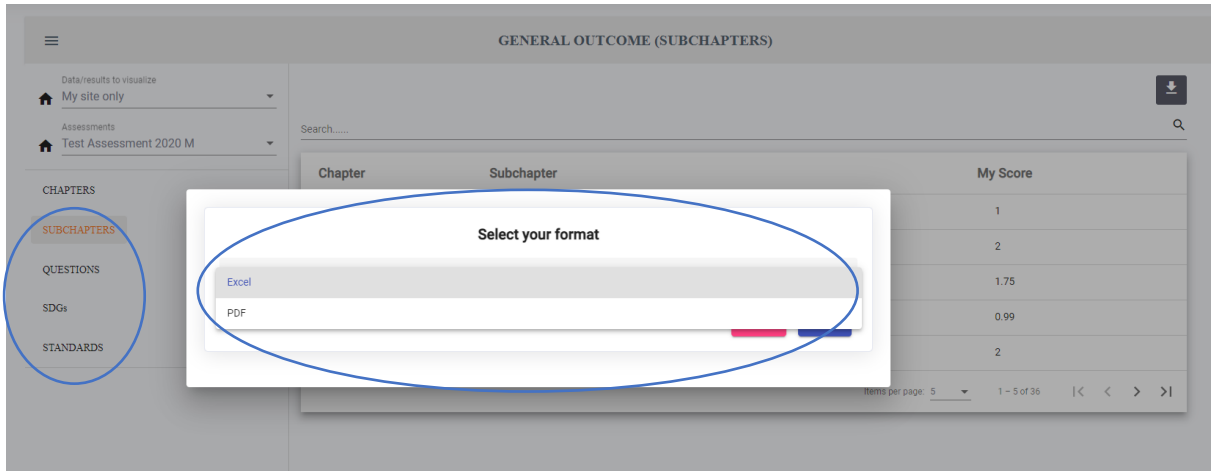
- “**All (Chapters, SubChapters, Questions, SDGs and Standards)**” : This will allow you to get in one report all reports together i.e. Chapters, Subchapters, Questions, SDG and Standards
- “**Current view**”: This will allow you to get the current Chapters only.



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



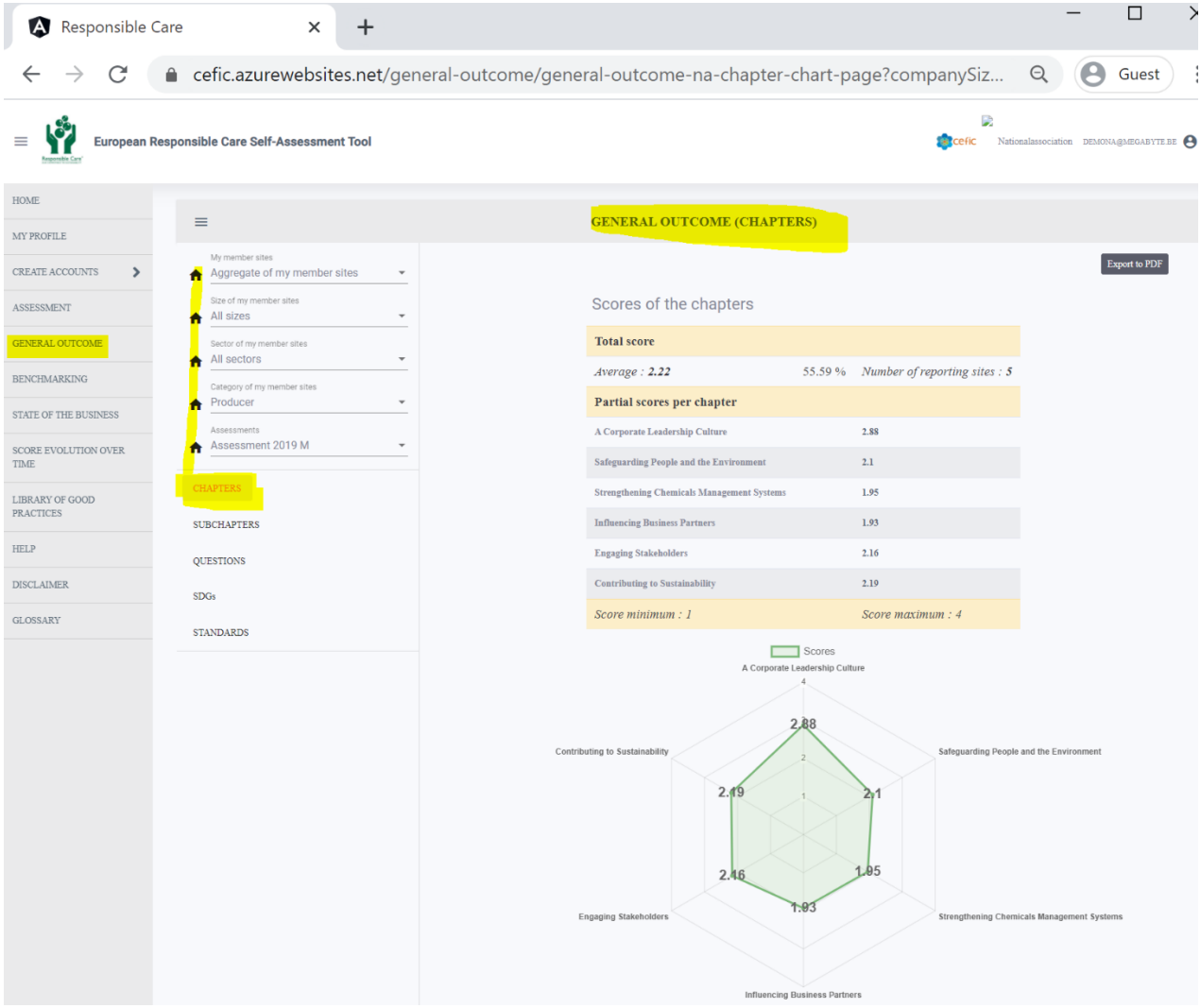
Important: **All reports of the “GENERAL OUTCOME” are available together in a single click from the “GENERAL OUTCOME (CHAPTERS)” only.** From the “GENERAL OUTCOME” “SUBCHAPTERS”, “QUESTIONS”, “SDG” and “STANDARDS”, by clicking the icon download , the possibility to “Select your format” (Excel or PDF) 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)

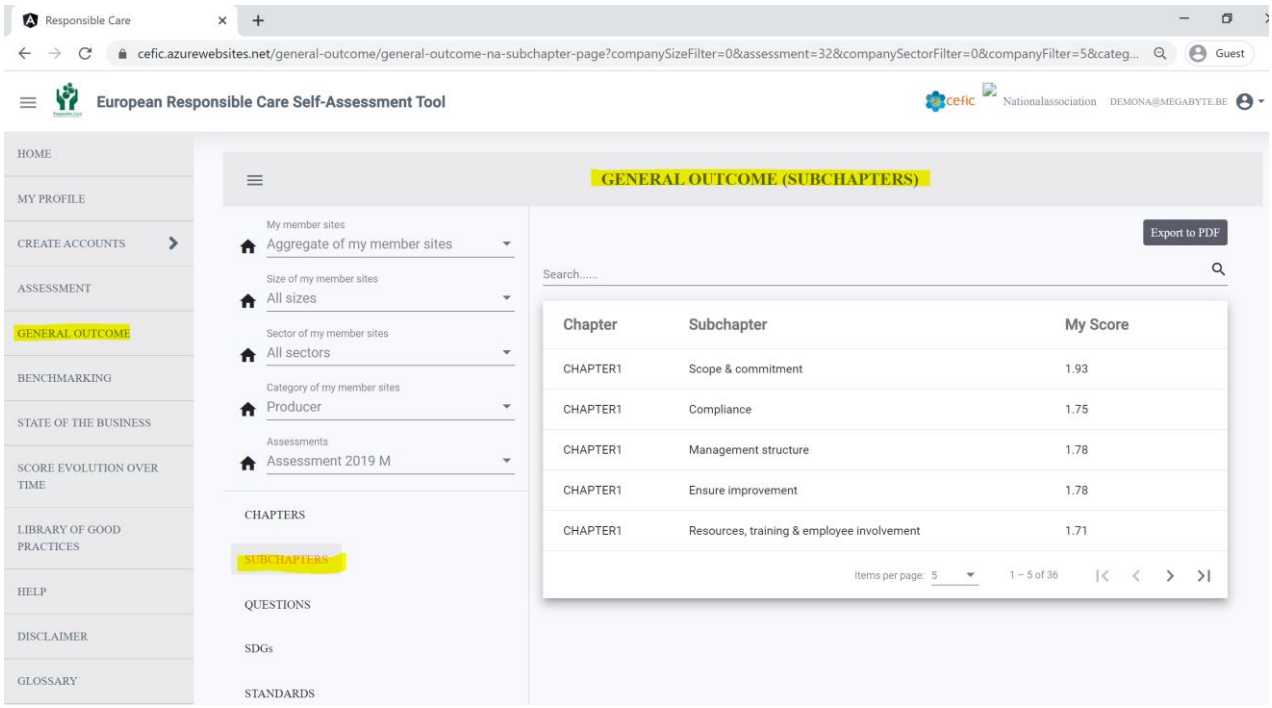
This page provides a score, overall (in average and percentage) and per chapter (on a scale from 1 to 4). If you want to learn how the scores are calculated, please check chapter 18 .

It also provides the number of reporting sites that make up the score and a spider chart that offers a visual highlight of the chapters. The scoring makes it possible to track progress through time and to identify on which topics management processes could be improved and where they are already performing well.



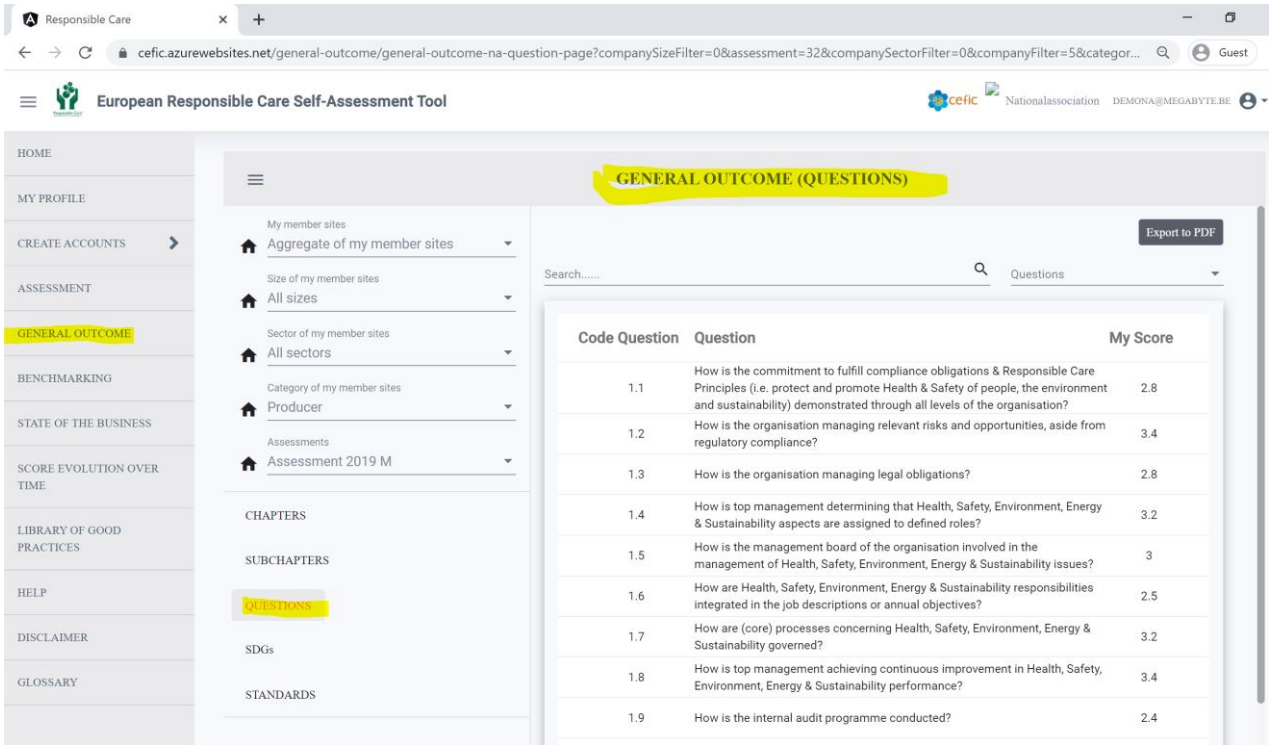
9.2 GENERAL OUTCOME (SUBCHAPTERS)

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



9.3 GENERAL OUTCOME (QUESTIONS)

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



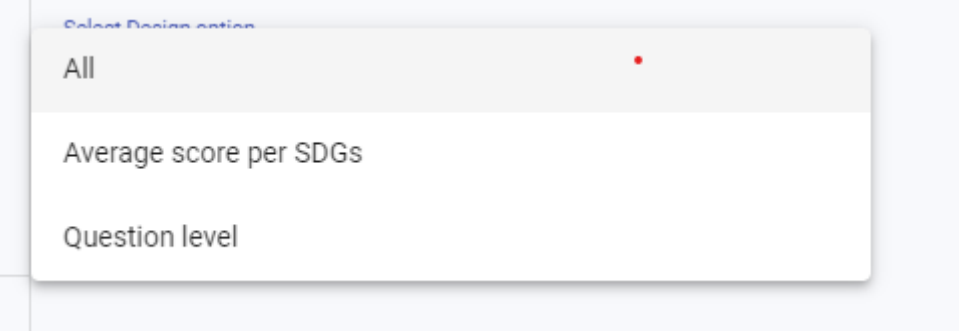
NB: National associations can visualize only the score and not the selected reply. The selected reply is seen by the site only and the Headquarter when looking at their own assessment. The HQ can see the score average/aggregate for the daughter sites only.

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 the contributions of your member sites to these goals, as reflected by your answers. It helps you to identify relevant SDGs your member sites already contribute to (indicated as "fulfilled"), or SDG your member sites can further focus on by implementing identified actions (signaled with "improve"). The Target indicates to which level your member sites might consider increasing your score to reach SDG compliance.

A colorful visual achievement

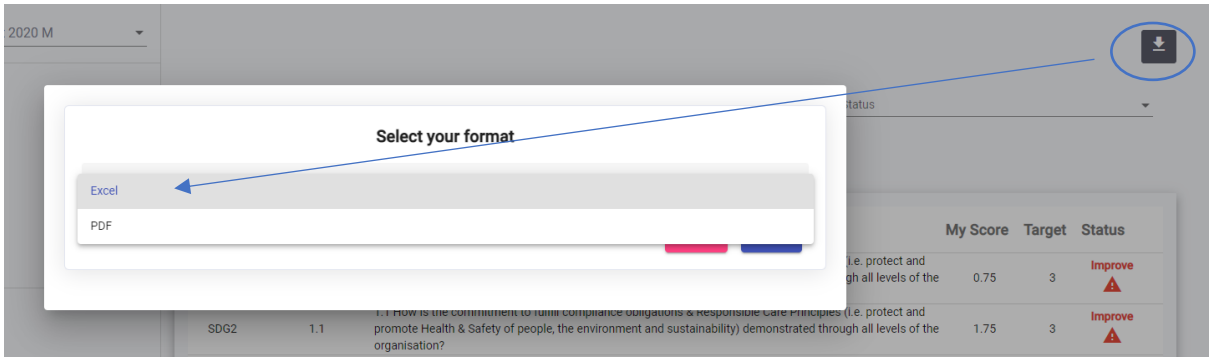
In the GENERAL OUTCOME/SDGs, by clicking on the "Select Design option", three different visualizations for the SDGs report are available: "All", "Average score per SDGs" and "Question level".



A) All

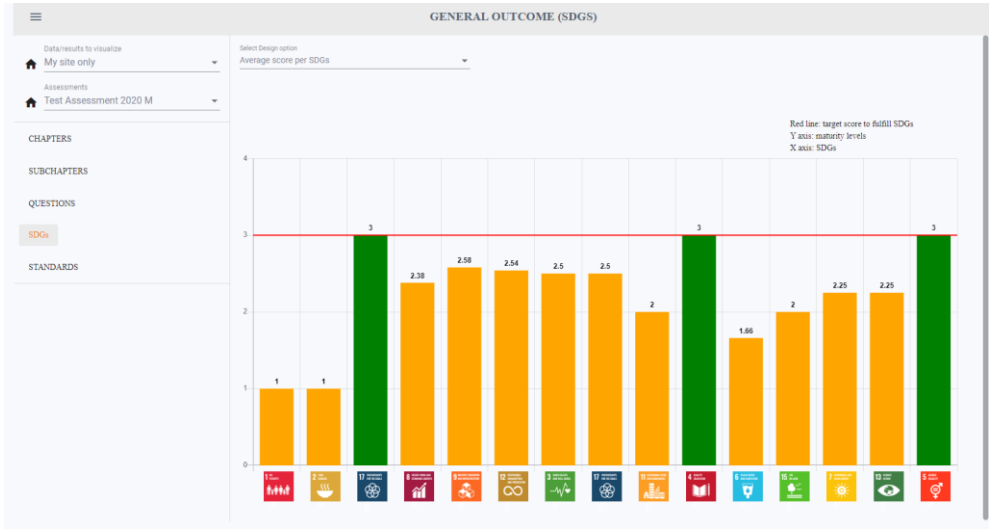
If you select "All" the following table will be displayed. All visualizations can be exported in Excel and PDF (as all other reports)

SDGs	Code Question	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



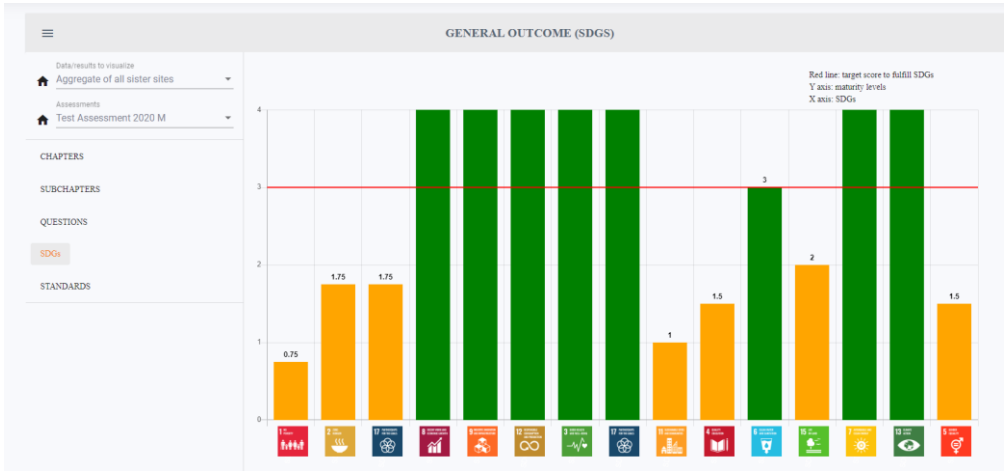
B) Average score per SDGs

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	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)

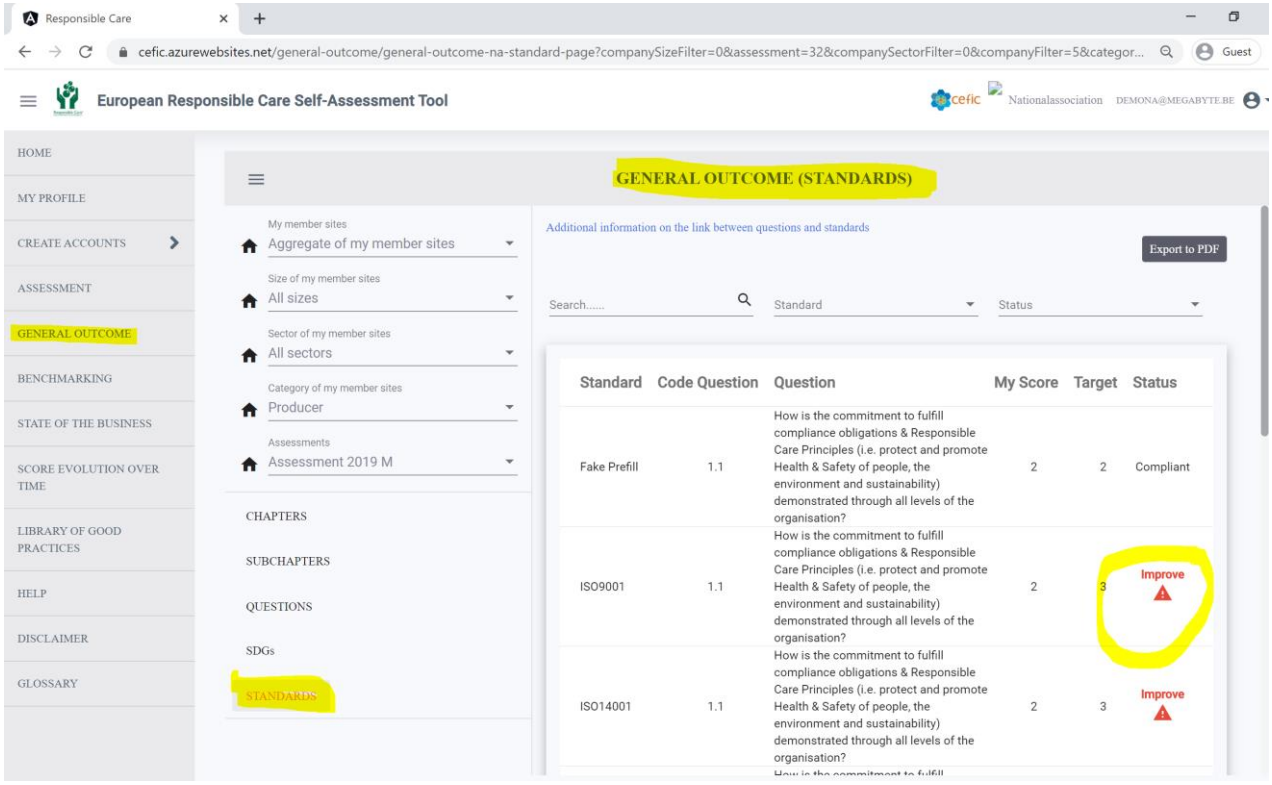
Data/results to visualize : My site only
Assessments : Test Assessment 2020 M

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)

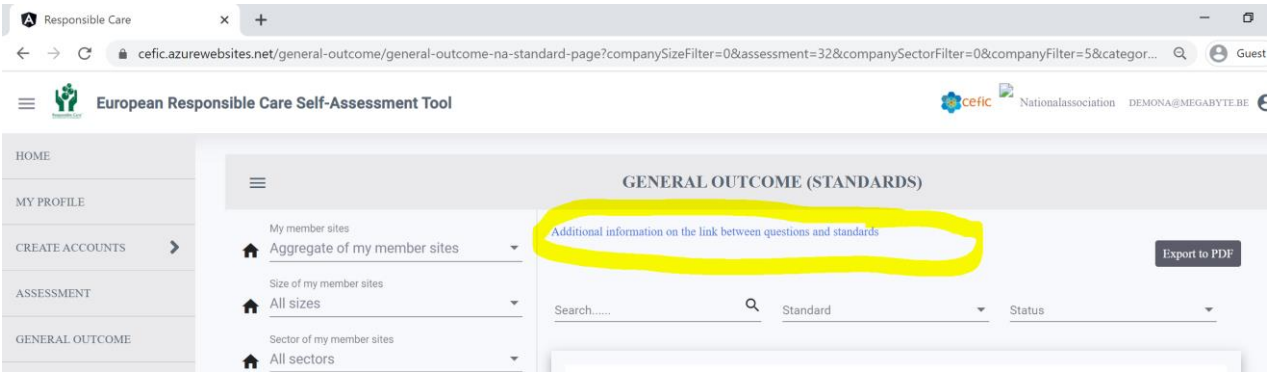
This page lists all the questions linked to a specific standard through the six chapters and indicates if an international standard is still far away or would already be within reach.

If your member sites' 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 the score is lower, "improve" will appear for this question. By using the implementation tip related to this question, your member sites can work to improve their score for this question and reach a level of maturity equivalent to compliance with the standard. Only the relevant questions for a standard are reported in this page.

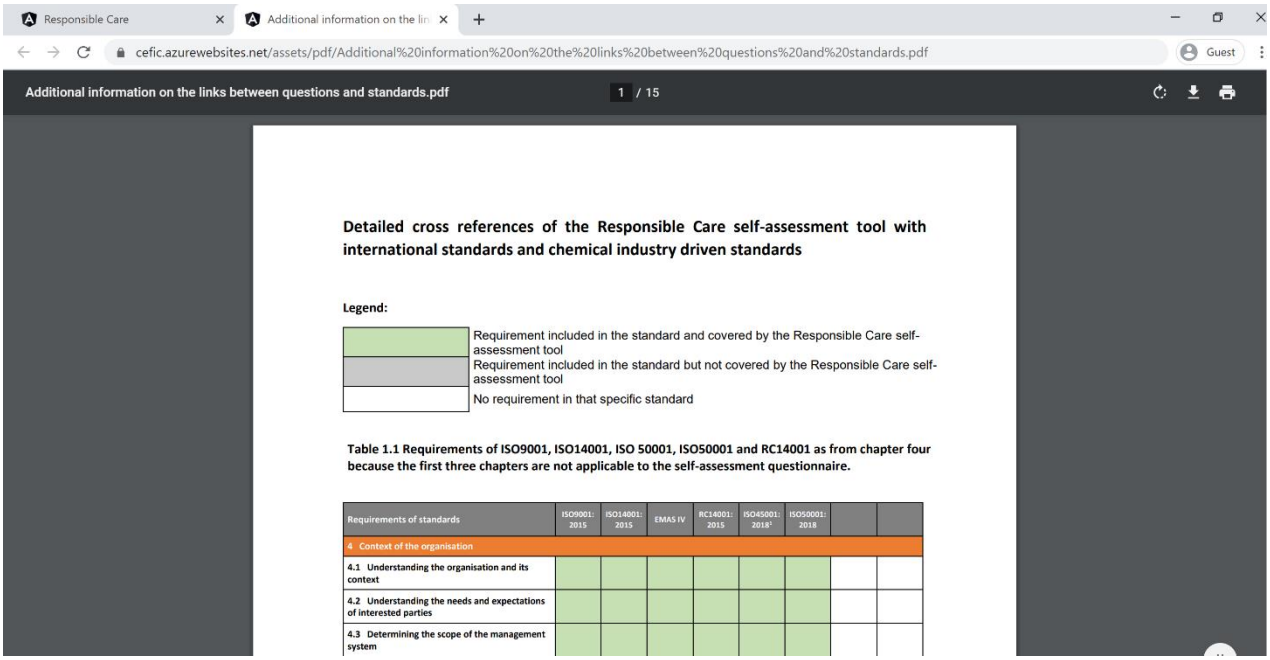


You can scroll to view more standards / questions and you can search for "questions" or select a desired "standard" and "status" on top of the list.

Note: If all the questions related to a particular standard are marked as "compliant", this does not mean that your member sites are compliant with this standard. The questions cover many points of the standards, but not all. Therefore, it provides an indication of their situation in terms of implementation but does not guarantee their compliance or that all the requirements are met. For organisations intending to set some steps towards certification against one of the selected standards, we advise to screen the mapping in the
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.



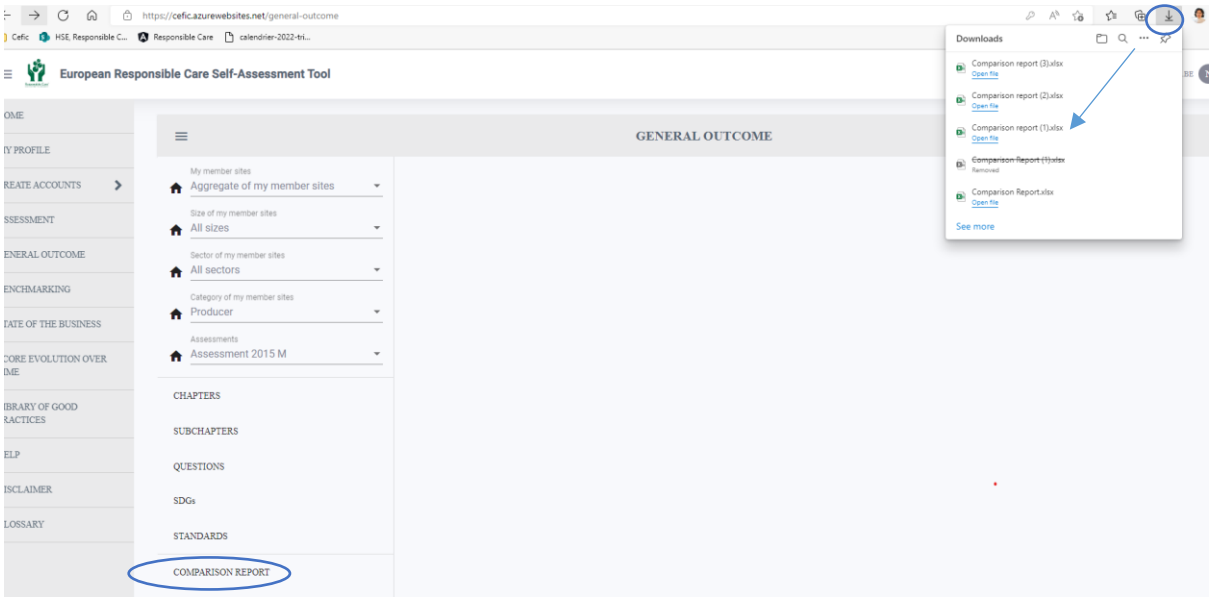
Click on the link to obtain :



9.6. GENERAL OUTCOMES (COMPARISON REPORT)

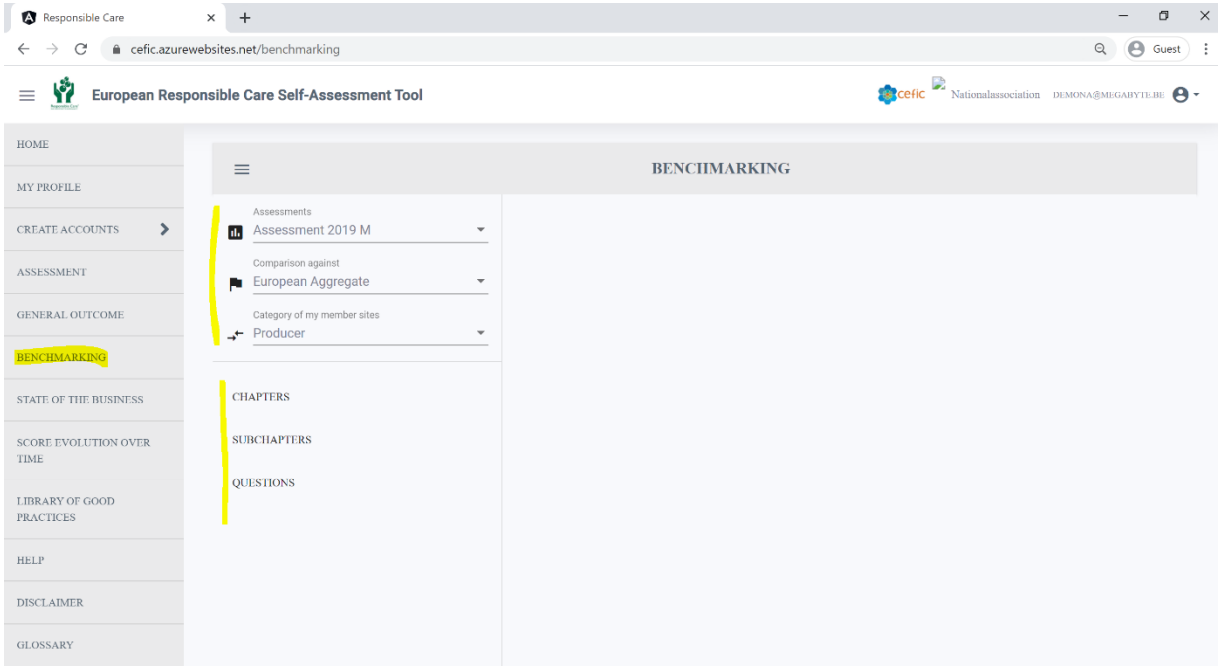
Export in Excel of the scoring with comparison between sizes and sectors at all levels (chapters, subchapters, questions, SDGs, and ISOs)

In the “GENERAL OUTCOME”, at the bottom of the menu, below “STANDARDS”, there is the item “COMPARISON REPORT”. If you click it, there is no visualization, but there is an arrow on the top right to download into Excel a comparison report comparing data of your member companies by size and sector, in case of NA of producers. There is one Excel sheet per type of data, Chapters, Subchapters, Questions, SDGs, Standards.


https://cefic.azurewebsites.net/general-outcome
European Responsible Care Self-Assessment Tool
GENERAL OUTCOME
Downloads
Comparison report (3).xlsx
Open file
Comparison report (2).xlsx
Open file
Comparison report (1).xlsx
Open file
Comparison Report (1).xlsx
Removed
Comparison Report.xlsx
Open file
See more
My member sites
Aggregate of my member sites
Size of my member sites
All sizes
Sector of my member sites
All sectors
Category of my member sites
Producer
Assessments
Assessment 2015 M
CHAPTERS
SUBCHAPTERS
QUESTIONS
SDGs
STANDARDS
COMPARISON REPORT

10. Benchmarking

You can benchmark at any time, to compare the results of your member sites with others 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:**

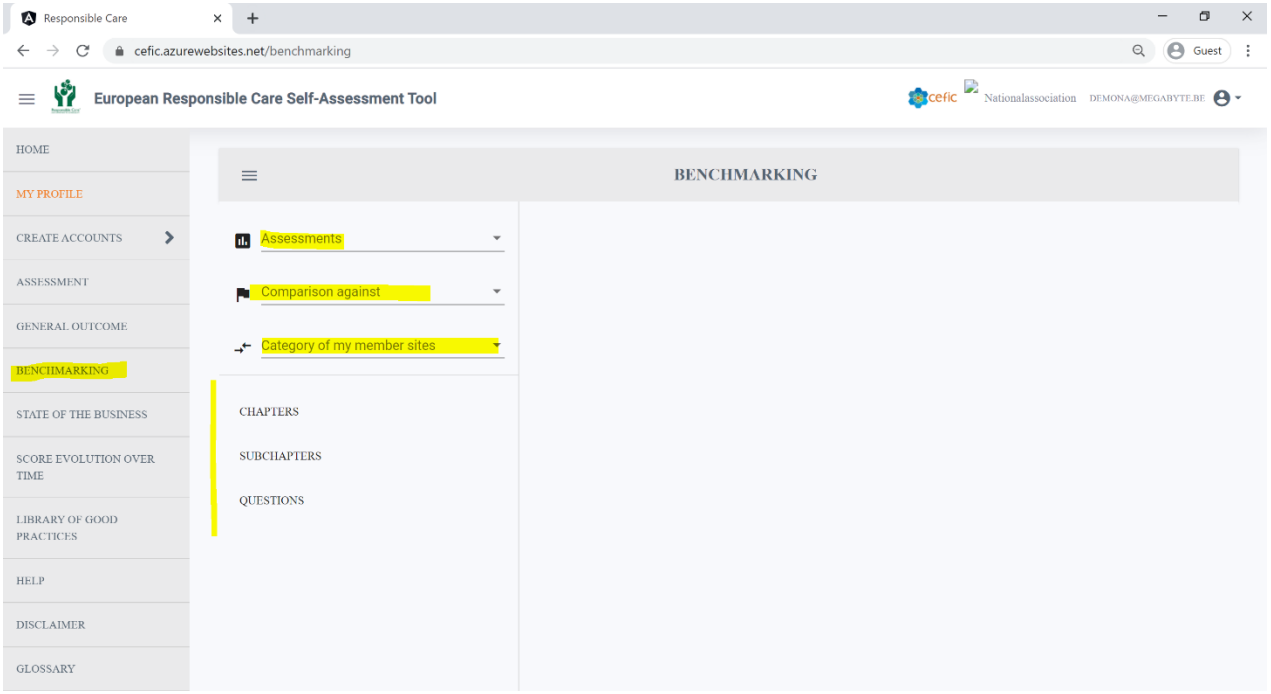
A. the **Assessment** (this year assessment or a previous year assessment);
B. the **Comparison against** (your benchmark)**:**
   - the “European aggregate”, by default (It includes the data of the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, 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 the countries in the dropdown list.

N.B. If you cannot visualize the data of one of the chosen countries, it means that there are not at least 5 independent sites reporting for that country (please see “how the data is aggregated at chapter 18.2). the message ‘’ Not enough sites have completed their assessments’’ is displayed.

C. The **Category of my member sites**:
   - producer, by default;
   - distributor.

N.B. The last filter “Category of my member sites” is only shown in the profile of national associations which have both producer and distributor members. They must select if they want to visualize the data of their producer members or distributor members.

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.

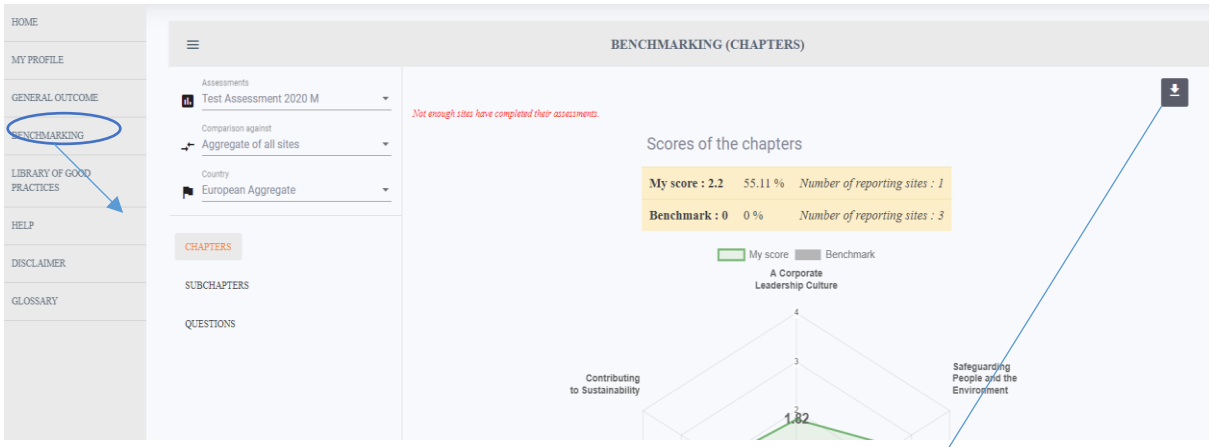
Export of reports of the BENCHMARKING in Excel and PDF and all reports together with a single click

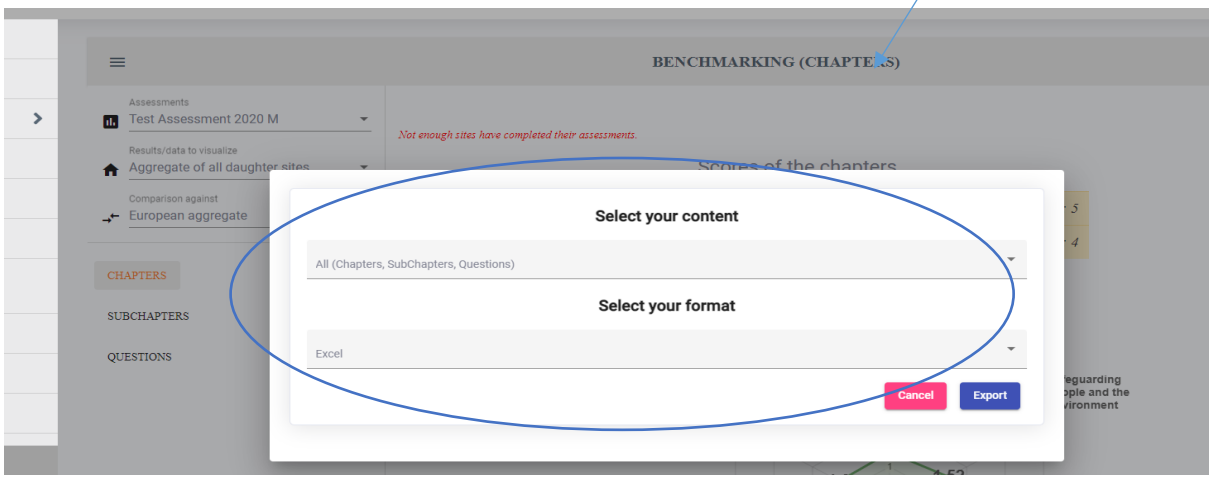
Export all reports in Excel and/or PDF

If you want to download any document in Excel and/or PDF, please click on the icon ⬇.

A. In the “BENCHMARKING” : Export of reports in Excel and PDF and all reports together

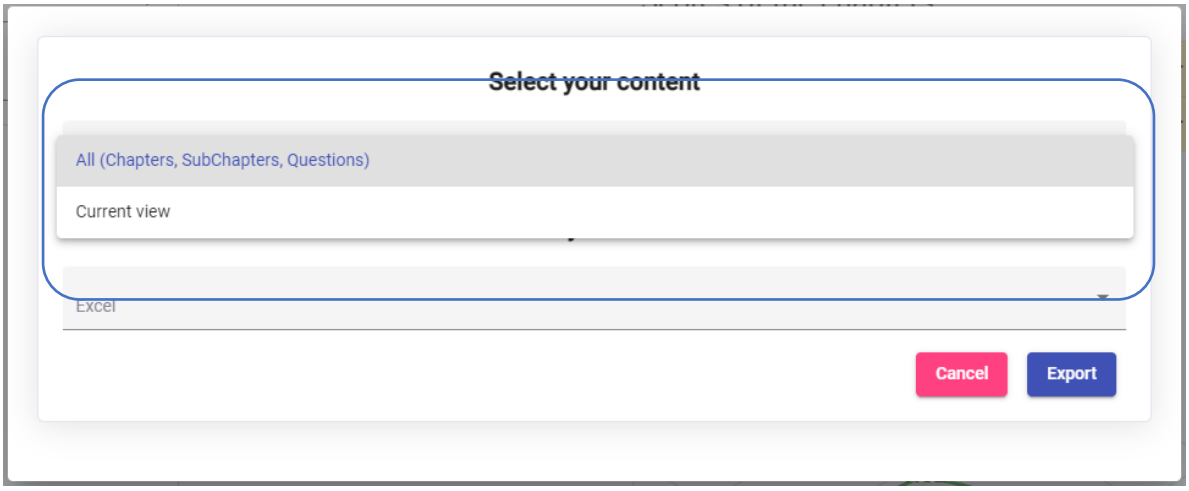
As with the case of the “GENERAL OUTCOME”, the same options are available to the “BENCHMARKING”. To export all reports together, please go to the “BENCHMARKING” and select “CHAPTERS”, and click the icon download ⬇, two fields will be shown: “Select your content” and “Select your format”:



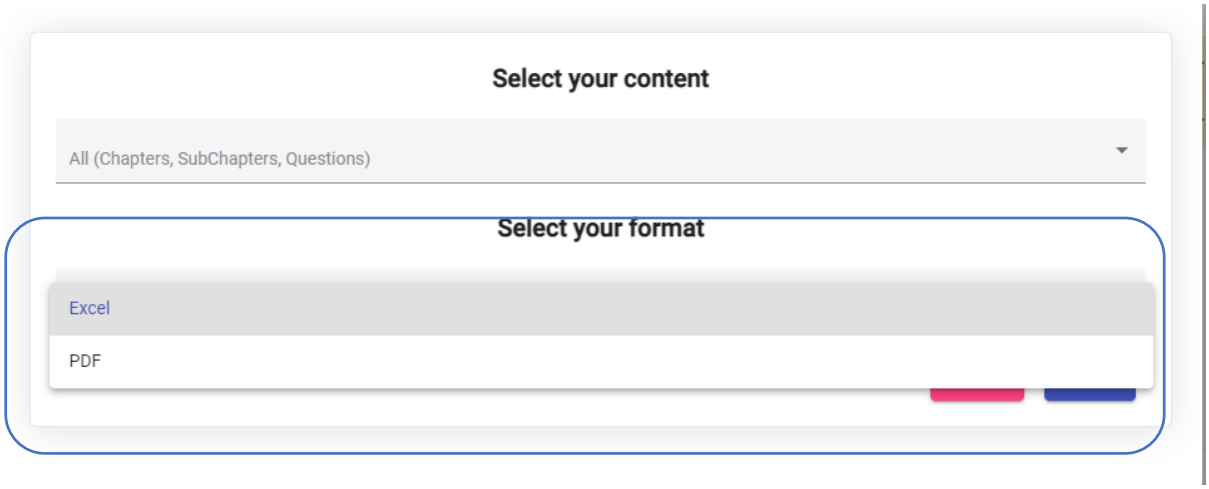


By selecting your content, the below options will be displayed:

- "**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.



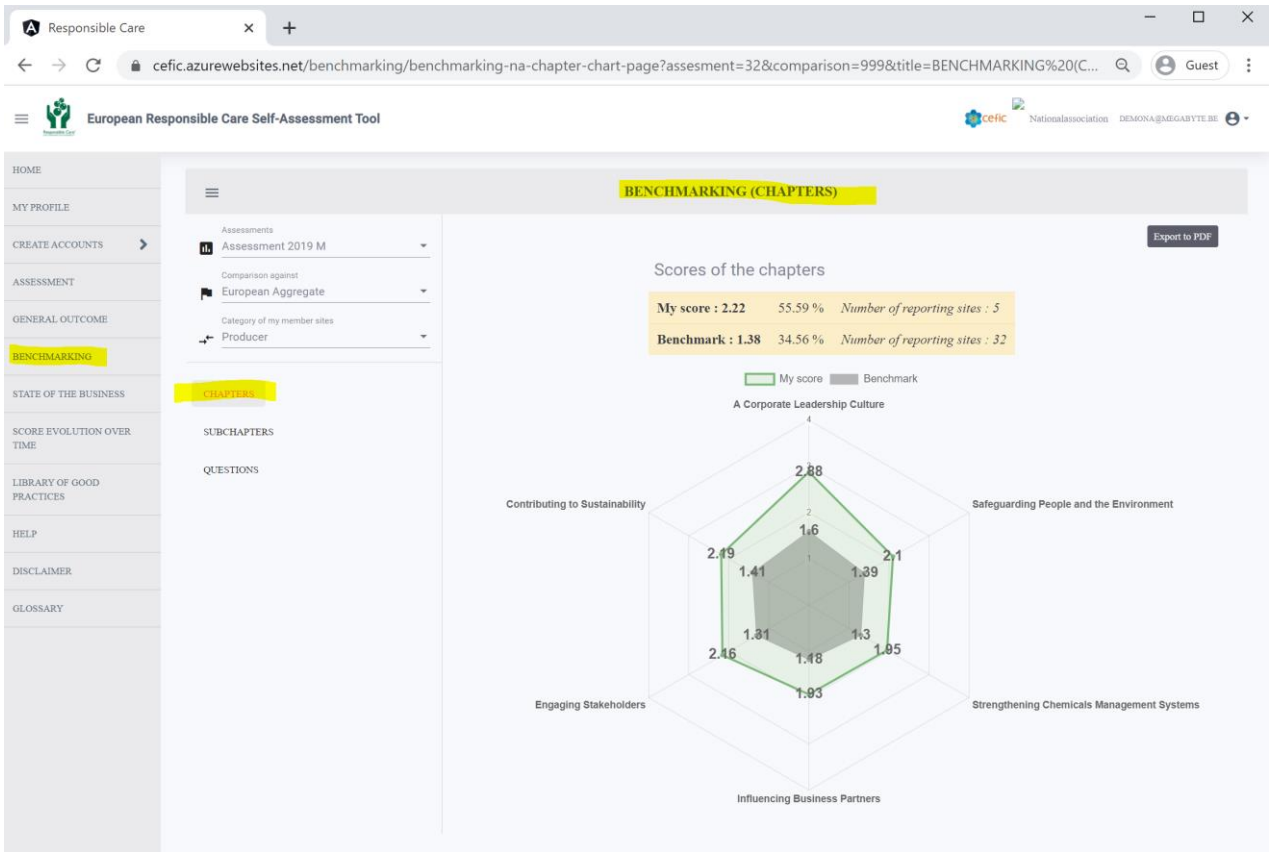
Select your format Excel or PDF and click on "**Export**".



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.

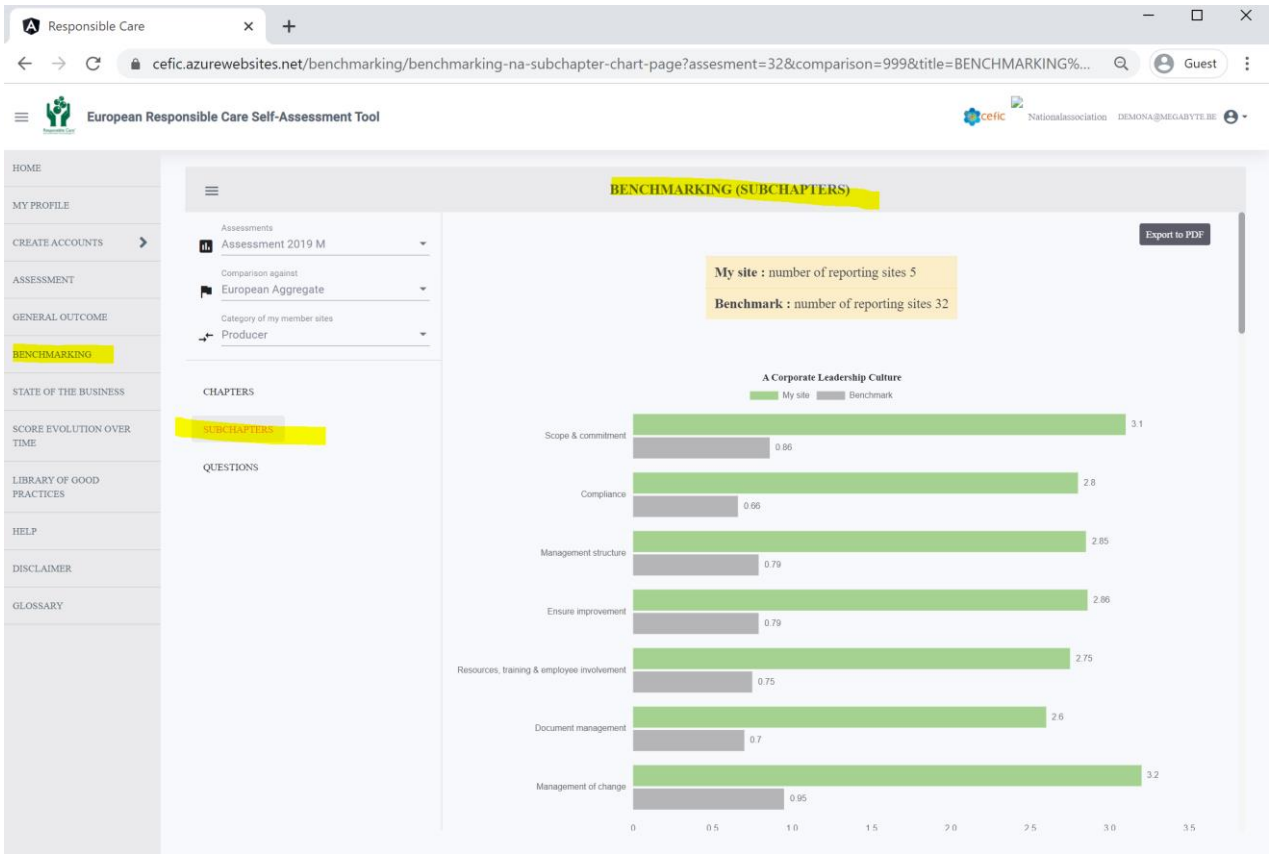
10.1 BENCHMARKING (CHAPTERS)

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).



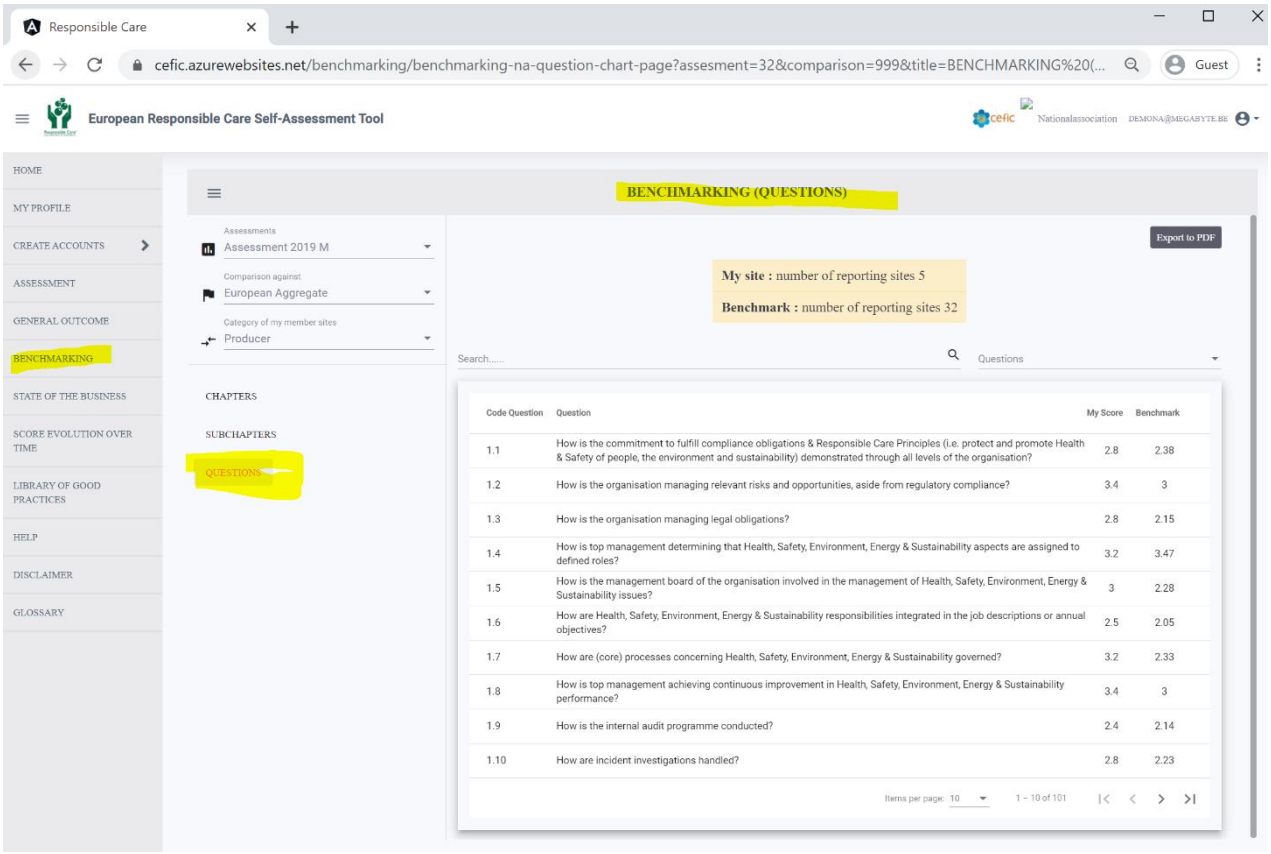
10.2 BENCHMARKING (SUBCHAPTERS)

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



10.3 BENCHMARKING (QUESTIONS)

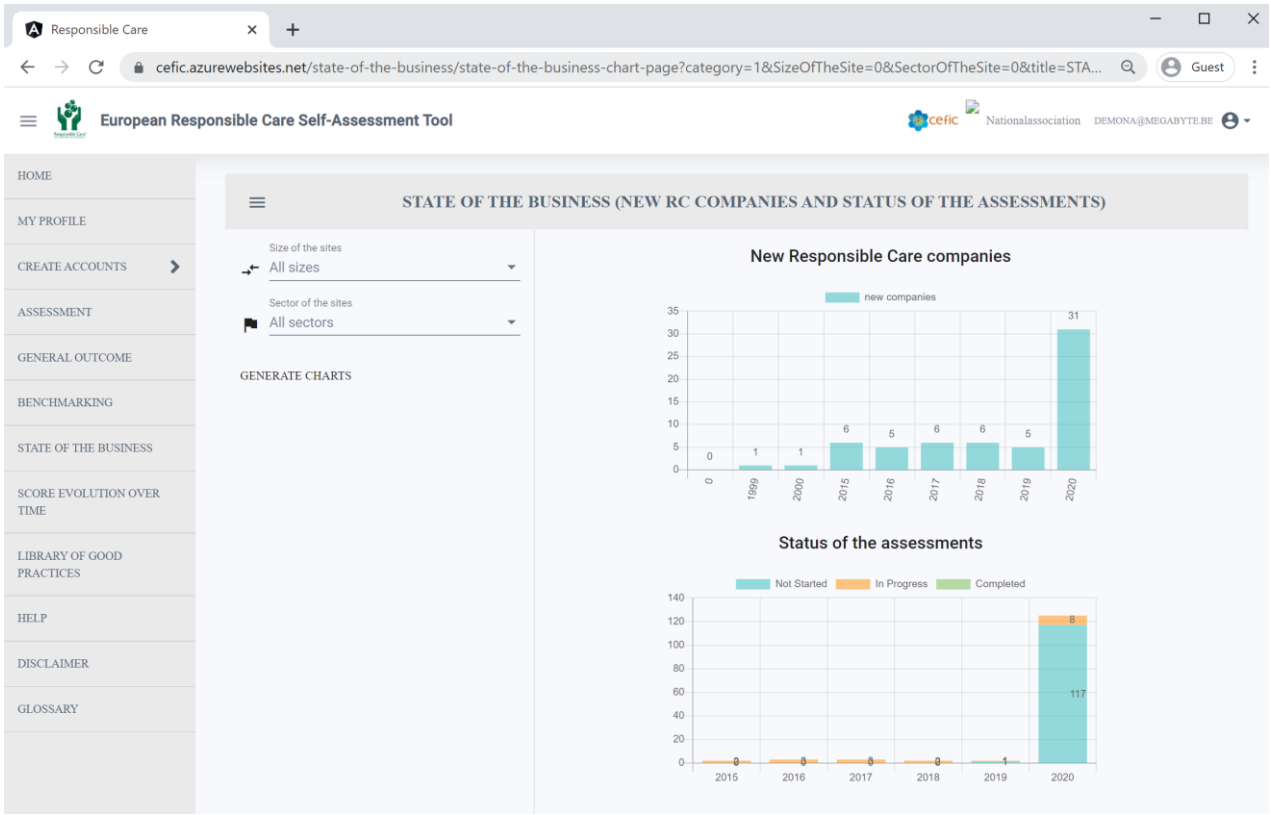
This page shows your scores question by question against the scores of your benchmark.



11. State of the business

Please select “State of the business” in the main menu in order to visualize the following information:

- **Number of new companies joining the Responsible Care programme** over time;
- **Status of the assessment of your member sites over the years** (how many assessments not started, in progress and completed).



You must select the following filters:

A. The **Size of the sites**:
   - all sizes, by default;
   - small (less than 50 people);
   - medium (between 50 and 250);
   - large (more than 250)

B. The **Sector the sites**:
   - All categories, by default;
   - You can select one of the 17 categories (identified by NACE codes) listed in the dropdown list.

N.B. The filter “Sector of the sites” is only shown in the profile of national associations of manufacturers. Distributors do not have sectors!

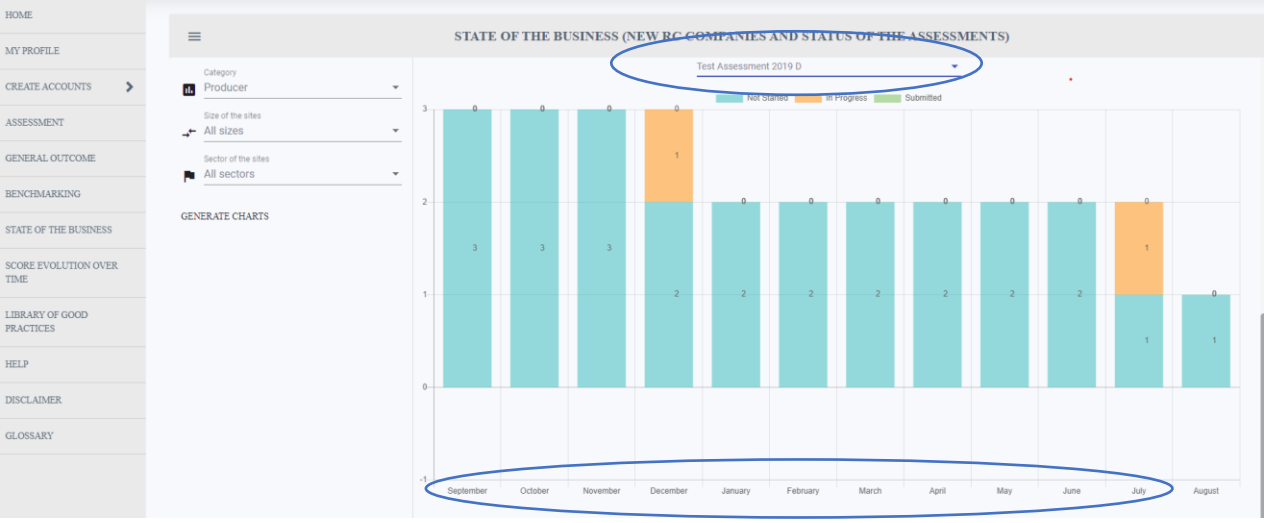
C. The **Category of the sites**:
   - producer, by default;
   - distributor.

N.B. The last filter “Category of the sites” is only shown in the profile of national associations which have both producer and distributor members. They must select if they want to visualize the data of their producer members or distributor members.

After selecting the filters, **you can select “GENERATE CHARTS”** to visualize two block charts showing the new Responsible Care companies and the status of the assessments per month and per year.

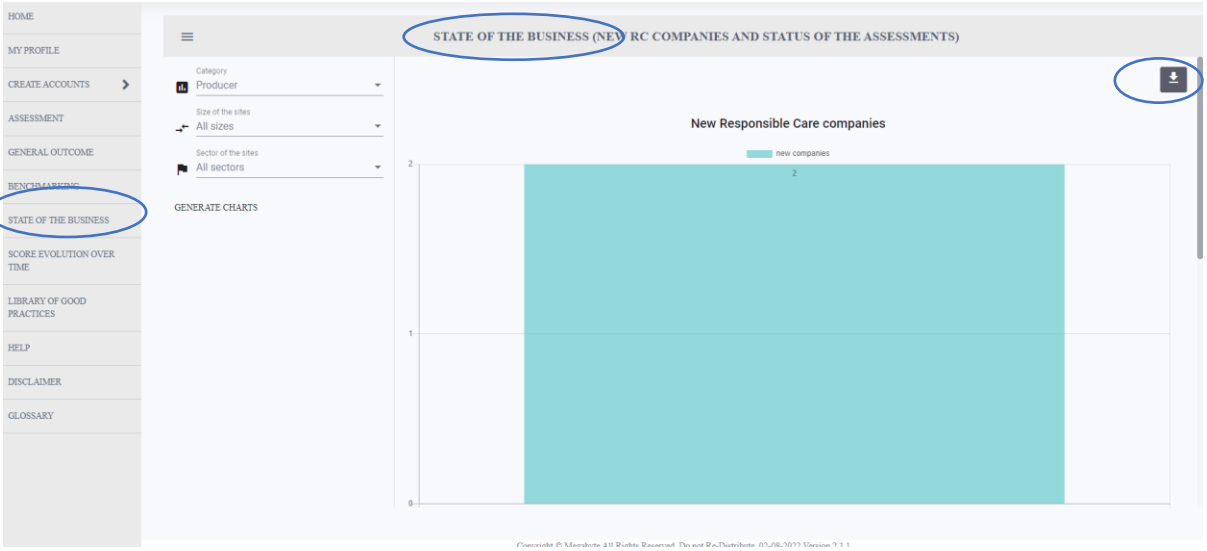
Status of the assessment per month and per year

In the “STATE OF BUSINESS”, you can select any assessment and visualize the status of the assessment per year selected in the filter and per month.



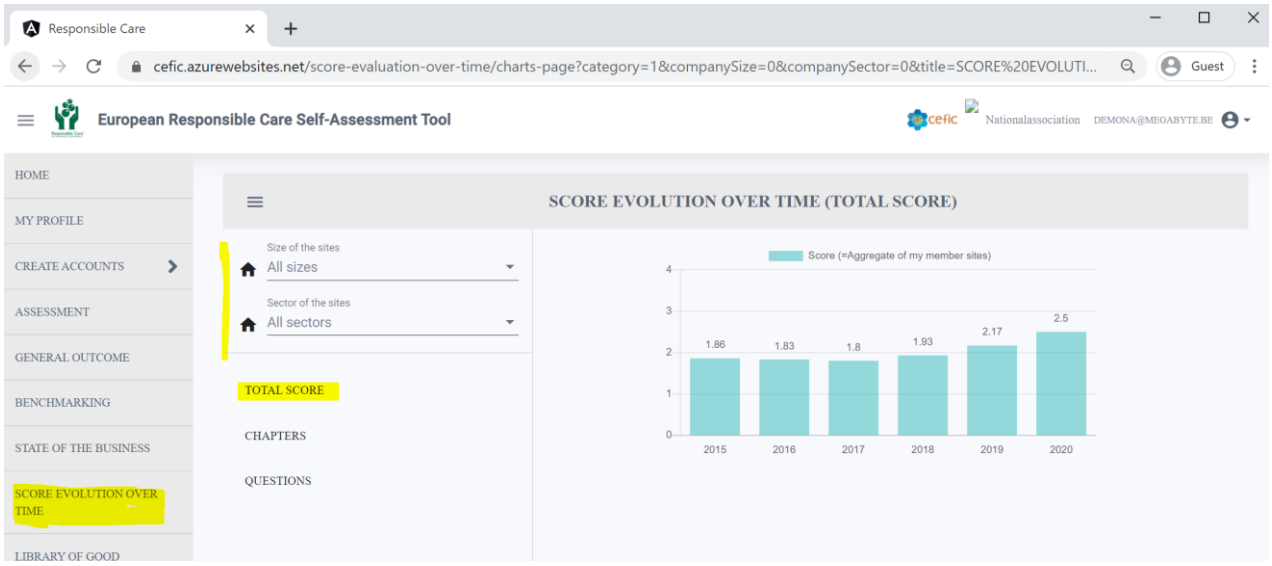
Export in PDF the graph of the state of business

In the “Main menu”, under “STATE OF BUSINESS” , you can export the graph into PDF



12. Score evolution over time

To have an **overview of the scores of your member sites over time** please select “Score evolution over time” in the main menu. A page will appear showing different filters and levels of overview over time.



You must select the following filters:

A. The **Size of the sites**:
   - all sizes, by default;
   - small (less than 50 people);
   - medium (between 50 and 250);
   - large (more than 250)

B. The **Sector the sites**:
   - All categories, by default;
   - You can select one of the 17 categories (identified by NACE codes) listed in the dropdown list.

N.B. This filter “Sector of the sites” is only shown in the profile of national associations of manufacturers. Distributors do not have sectors!

C. The **Category of the sites**:
   - producer, by default;
   - distributor.

N.B. This last filter “Category of the sites” is only shown in the profile of national associations which have both producer and distributor members. They must select if they want to visualize the data of their producer members or distributor members.

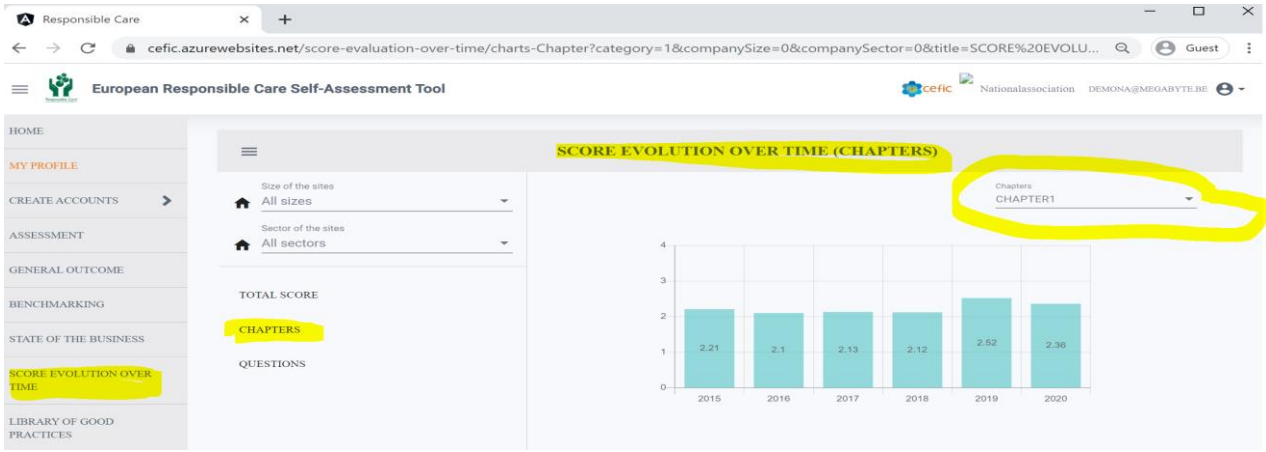
After selecting the filters, **you can choose at which level to show the overview** by picking one of the items from the list below:
- Chapters;
- Subchapters;
- Questions

Export in PDF the graph of the score evolution over time

In the “Main menu”, under “SCORE EVOLUTION OVER TIME”, you can export the graph into PDF.

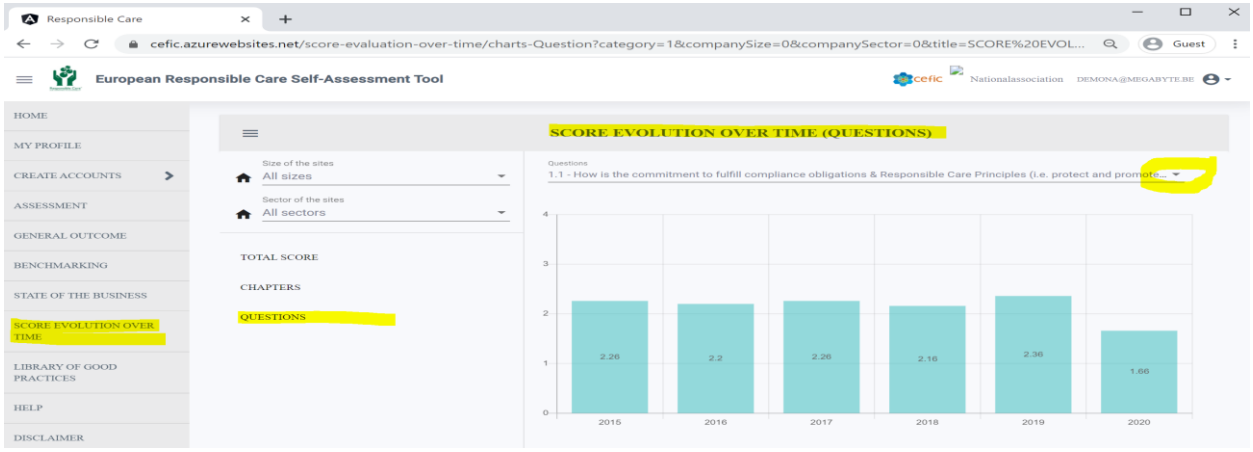
12.1 Score evolution over time (Chapters)

In this page you can visualize with a block chart how the score of the chapters of your member sites evolve over the years. You can select the chapters in the filter above the chart.



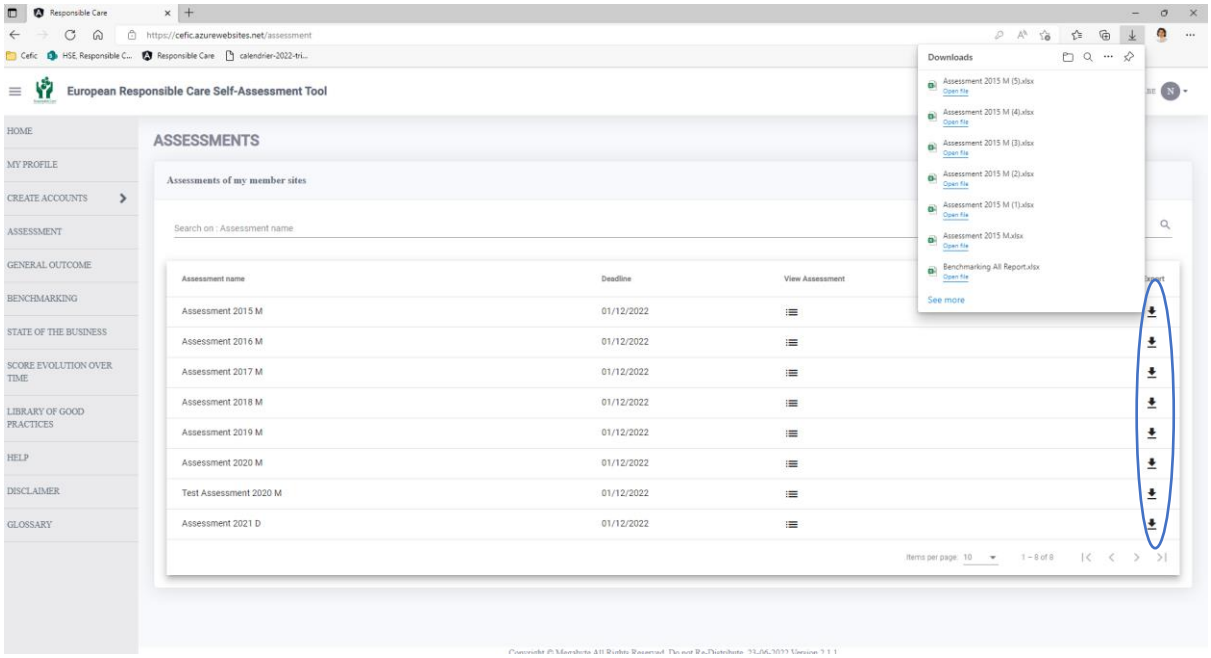
12.2 Score evolution over time (Questions)

In this page you can visualize with a block chart how the score of the questions of your member sites evolve over the years. You can select the questions in the filter above the chart.



13.Export the questionnaire in excel empty

The Headquarter and the sites will be able to export the questionnaire in Excel with the chosen answers or empty. National association will be able to export the empty questionnaire only.



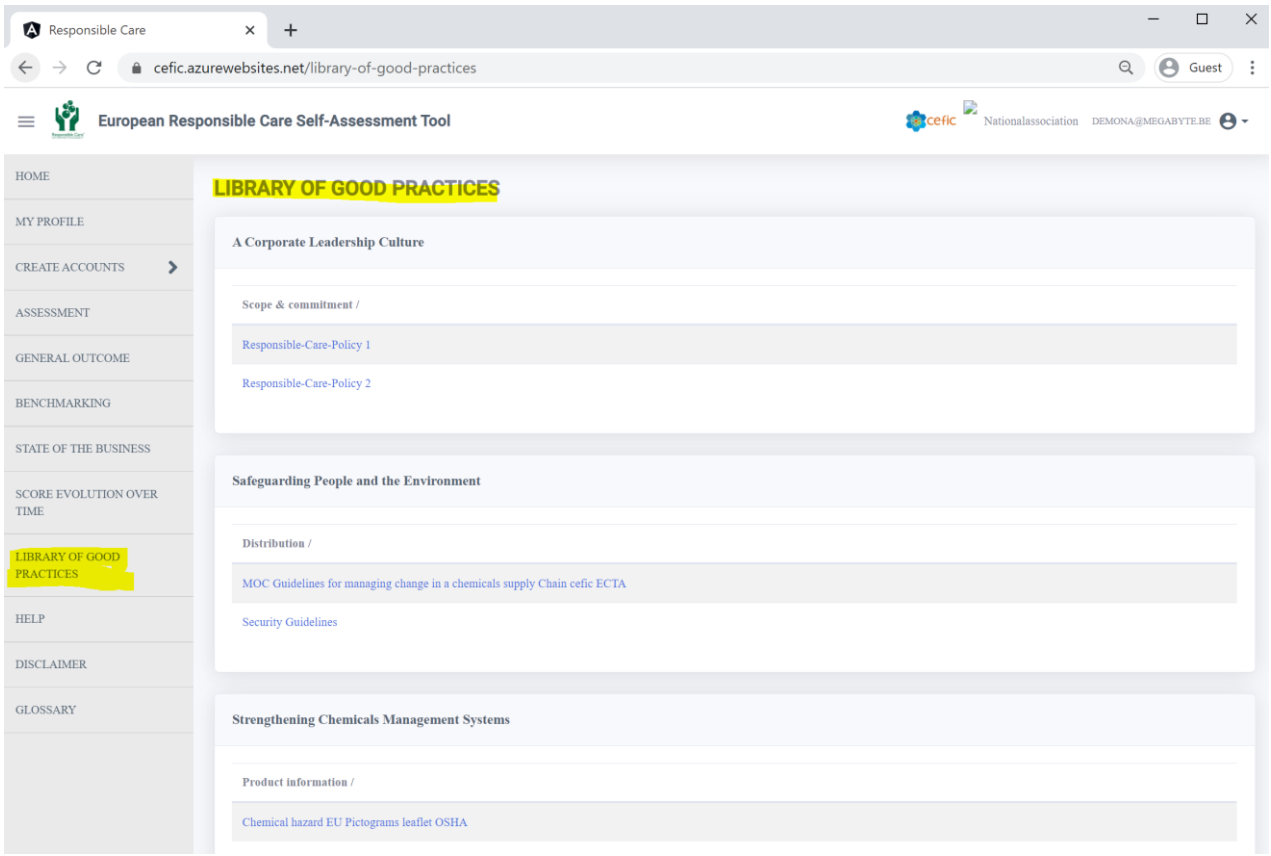
14. Library of good practises

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.

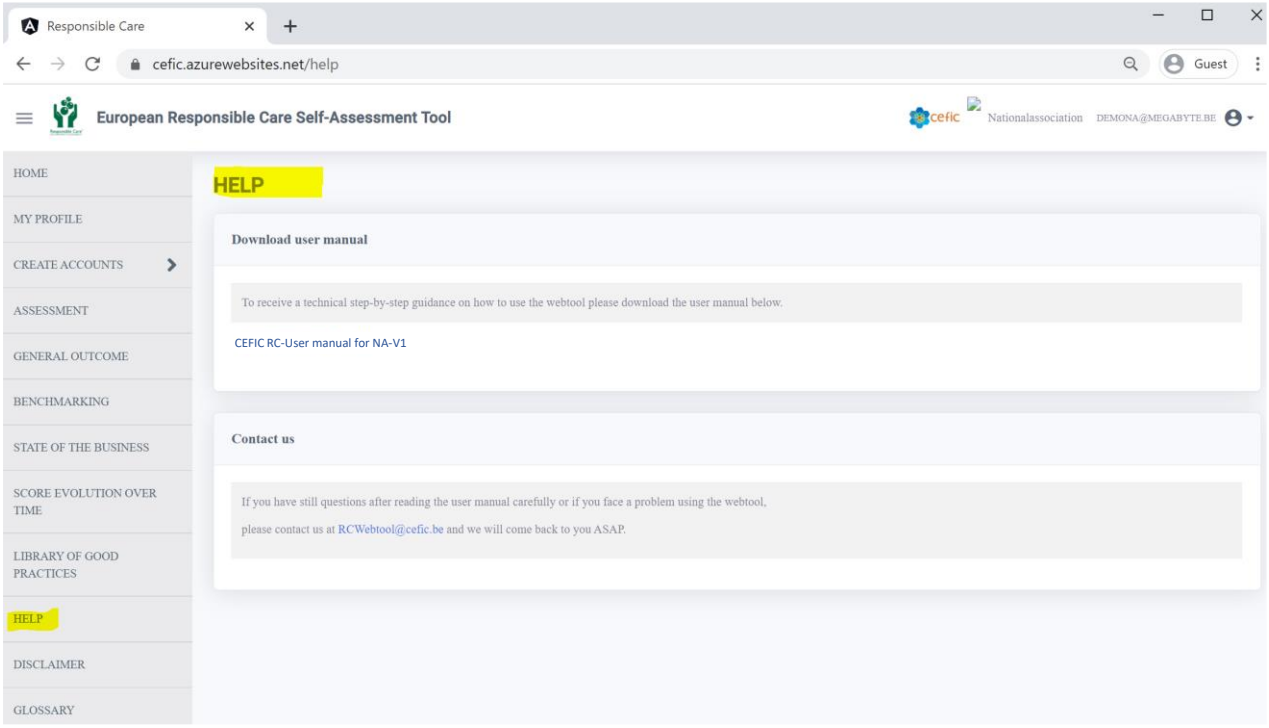
To visualize the good practices collected so far select in the main menu “Library of good practices” where you can find them listed per chapter. To visualize each document, click the related link.



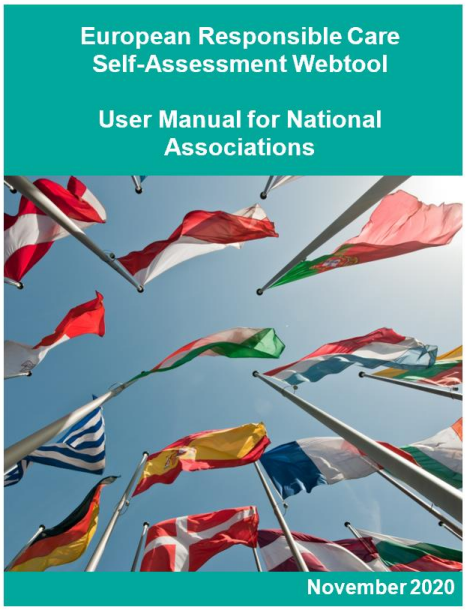
This is an “ever green” library that will be updated each year with new documents. *If you have any good practice of your national associations or of any of your member sites that you would like to share with others please send an email to* RCWebtool@cefic.be

15. Help

To download this manual and receive a technical step-by-step guidance on how to use the webtool **please select "HELP"** in the main menu.
If you have still questions after reading this user manual carefully, you can contact us at: RCWebtool@cefic.be

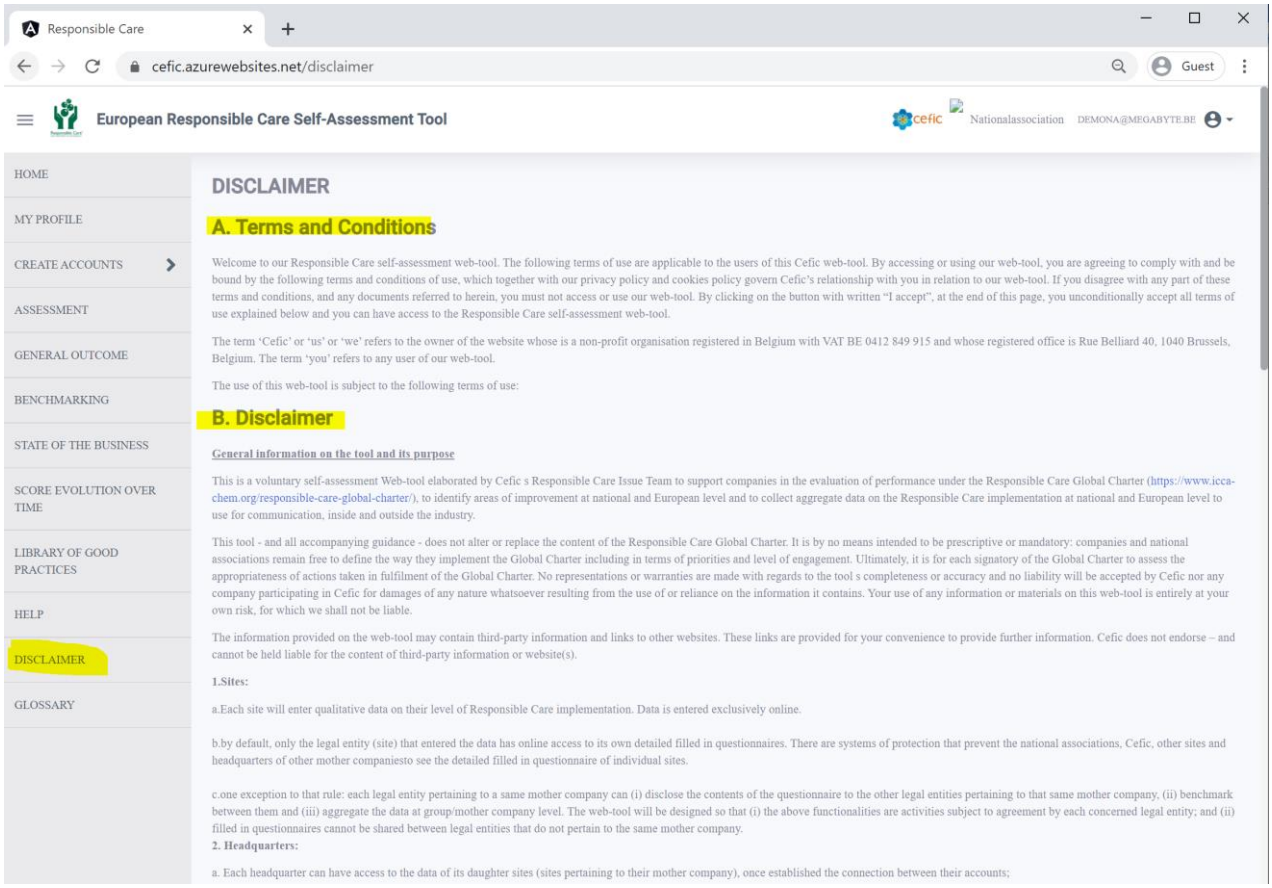


The application will display this User Manual:



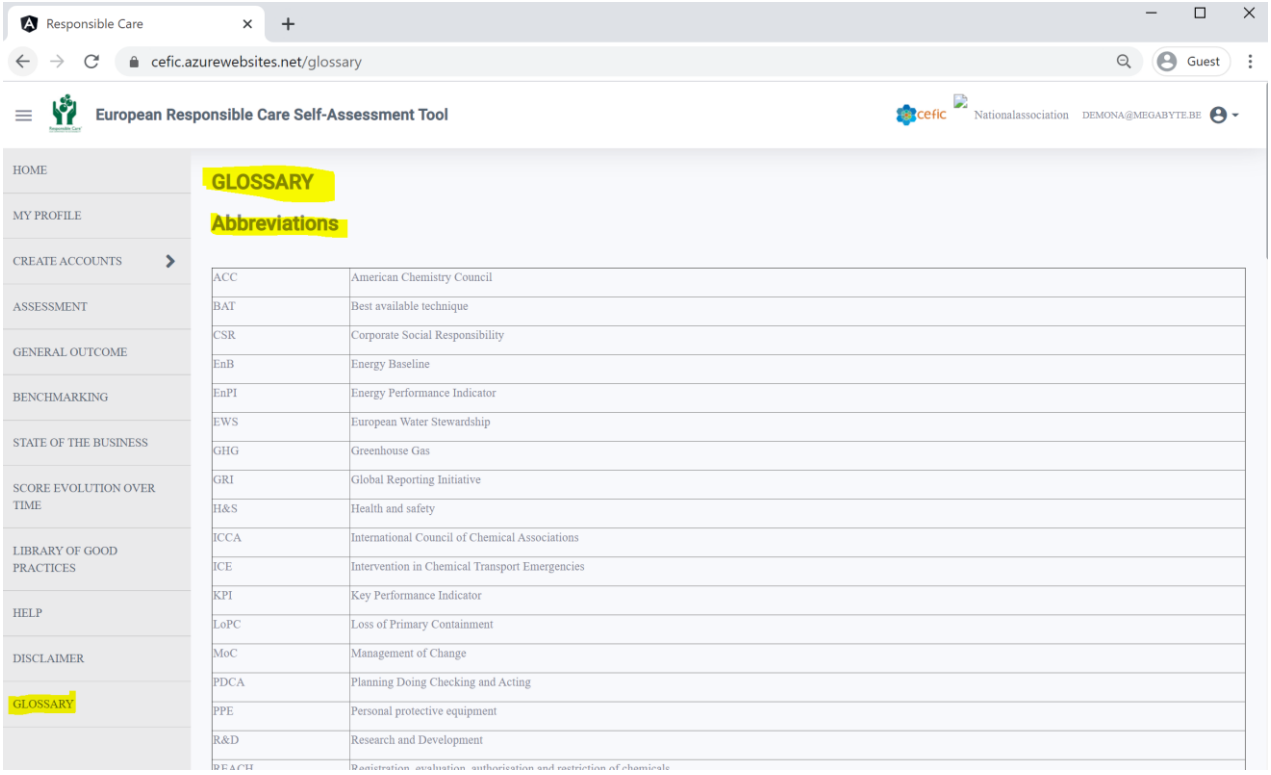
15. Disclaimer

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



16. Glossary

In the Main Menu, **select "GLOSSARY"** to visualize 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.



17. Quit application

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

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

Now that you have carefully read this short guideline explaining you the main features of the RC self-assessment webtool **you can proceed with your self-assessment.**

18. How the score is calculated and the data aggregated

18.1 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.

18.2 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 completed 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.

8.3. 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 at any time their country aggregate against the European aggregate or the aggregate of other countries.

4. **Cefic** does not benchmark.

19. Q&A

1. Who should fill in the self-assessment?

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

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

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

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

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

There is no specific answer you can pick to indicate that a question is not relevant or not applicable. We advise you to select Level 2.

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.