

# European Responsible Care Self-Assessment Webtool

## User Manual for Sites



**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 check 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 sites**, which are the main users of the Responsible Care self-assessment webtool as the tool aims at helping companies to improve at site level. However, the tool is also used by Headquarters (HQ), national associations of the chemical industry, Cefic (for manufactures 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.

*Important: Sites which are part of multinational companies can connect to their HQ to allow the HQ to visualise their results and aggregate them and to make a "corporate assessment", when management approaches are deeply harmonised between sites. These sites can also decide to share data with their sister sites (sites of the same mother company) to visualise respective results and benchmark against each other.*

**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 15.2).

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

## 1. Login page

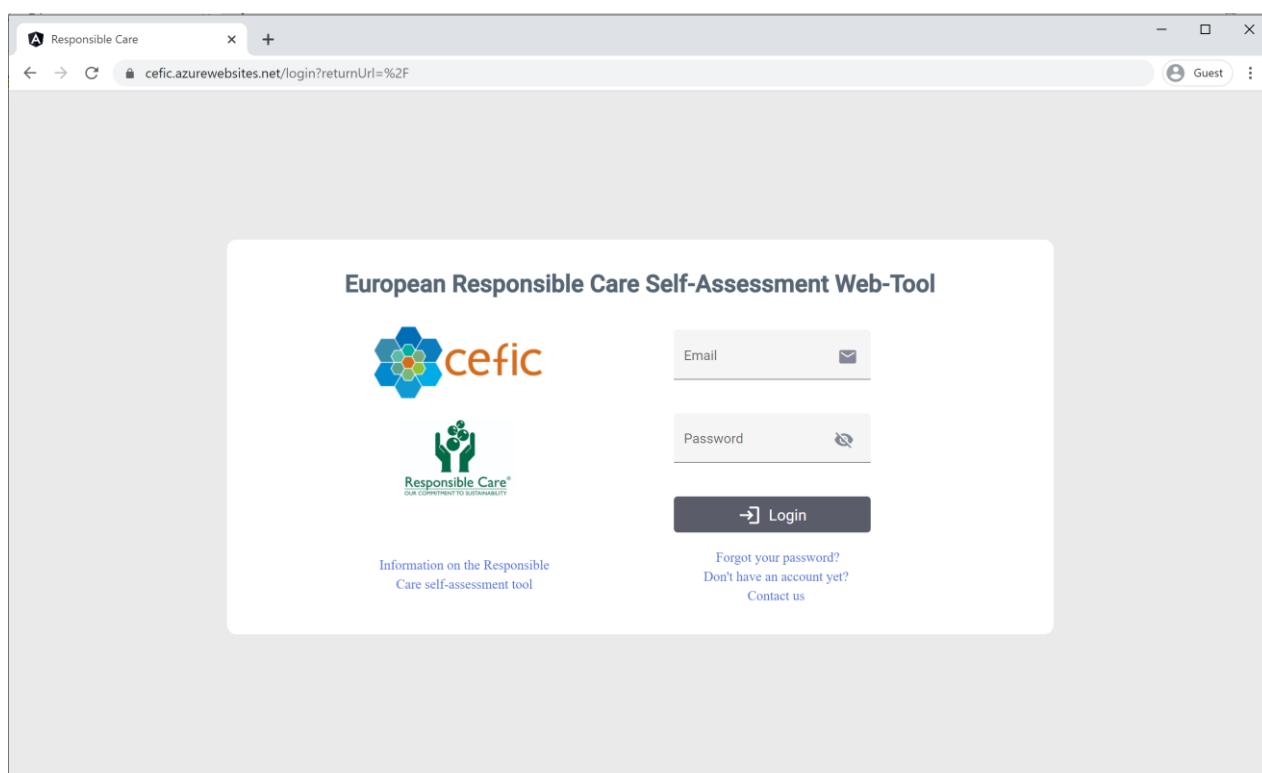
To obtain the Login page, please click this **link**: <http://self-assessment.responsible-care.com/>

**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, 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

The screenshot shows a web form titled "Create your account" for the "Site Account Self-Service Form". The form contains several mandatory fields marked with an asterisk (\*). A dropdown menu for "Year in which the company has joined Responsible Care" is highlighted with a blue circle, showing a list of years from 2016 to 2022. The "Submit" button is located at the bottom of the form.

**To create your account to have access to the webtool please click on the link “Don’t have an account yet” and you will be directed to the “Site Account self-service form” that will allow you to create your account to have access to the Responsible Care self-assessment webtool.**

- 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 years 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).

*Connecting your site account to a Headquarter (HQ) account is not mandatory.* It is an internal decision for your company which allows the HQ to make a corporate assessment and/or visualise the reports of all company’s sites and benchmark at corporate level. **If you do not find your HQ in the dropdown list, please write it in the “remarks section” at the bottom of the page.**

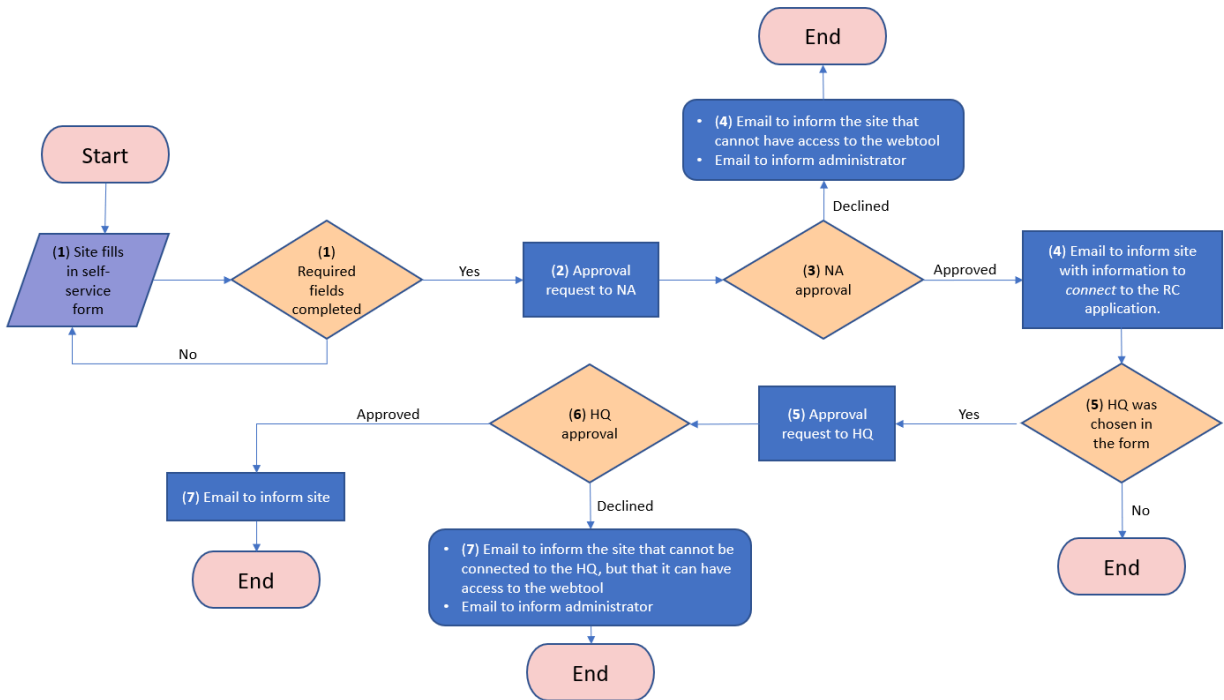
If you miss some of the information above and/or you would like to provide any additional, information please leave your comments in the “remarks section”.

If you are part of a multinational company and you agree on sharing data with your sister sites (sites of your same mother company) please tick the related box at the bottom of the page.

Agree in sharing my data with the sister sites (sites of my same mother company)

Before submitting your form clicking on the button “submit” please accept the webtool terms and conditions ticking the box and tick the reCaptcha box.

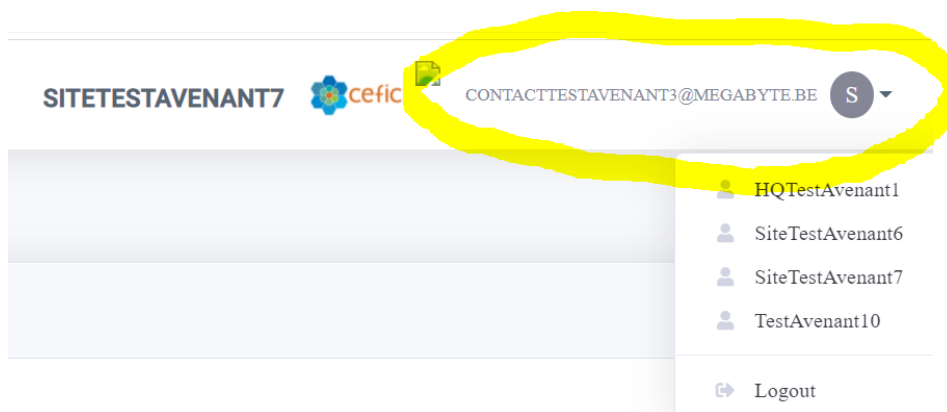
Account approval process:



You will receive an email that informs you that your account has been created and it waits for the approval of the national association and of the HQ (in case you have linked to your HQ). Once the account has been approved you get a second email providing you with your credentials to have access to the webtool. If your account won't be approved by the national association you will be informed of it and unfortunately you will not be allowed to have access to the webtool.

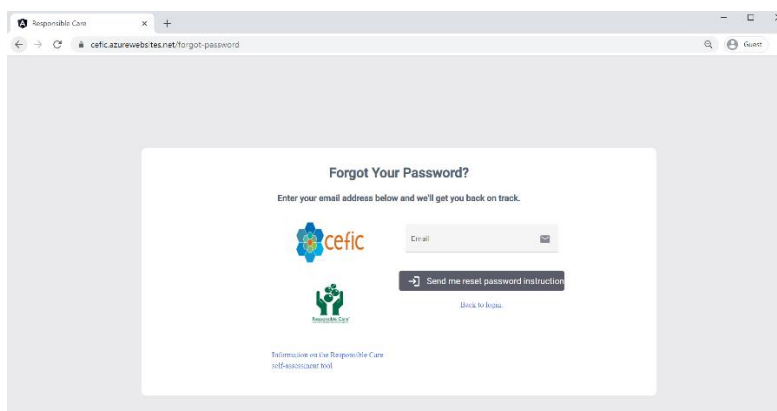
**Create accounts of different sites of the same mother company with the same login email**

It is possible to create accounts of different sites of the same mother company using the same login email and contact person. It can be also used the login email registered for the HQ of that mother company. 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.



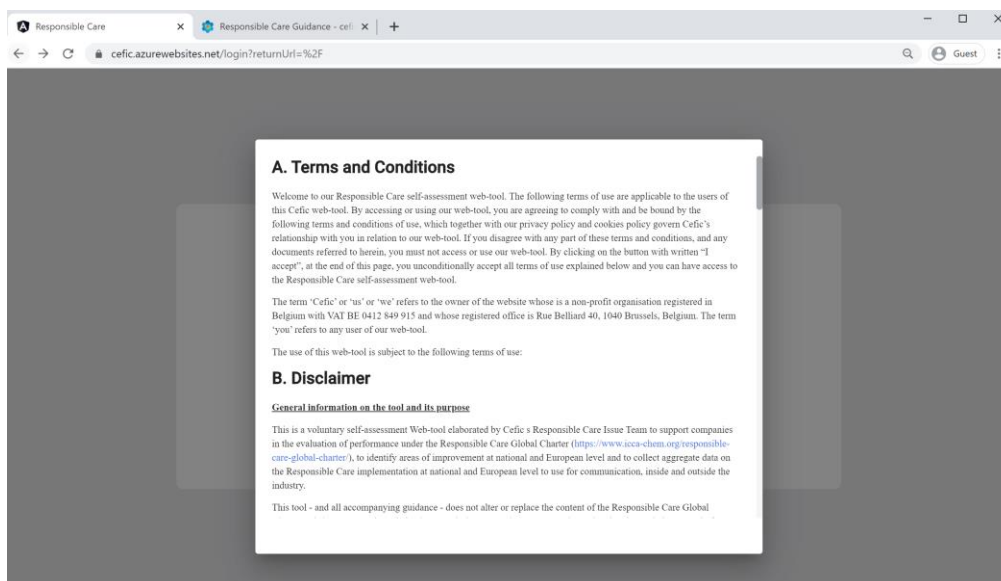
### 3. What to do if you forgot your password

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.



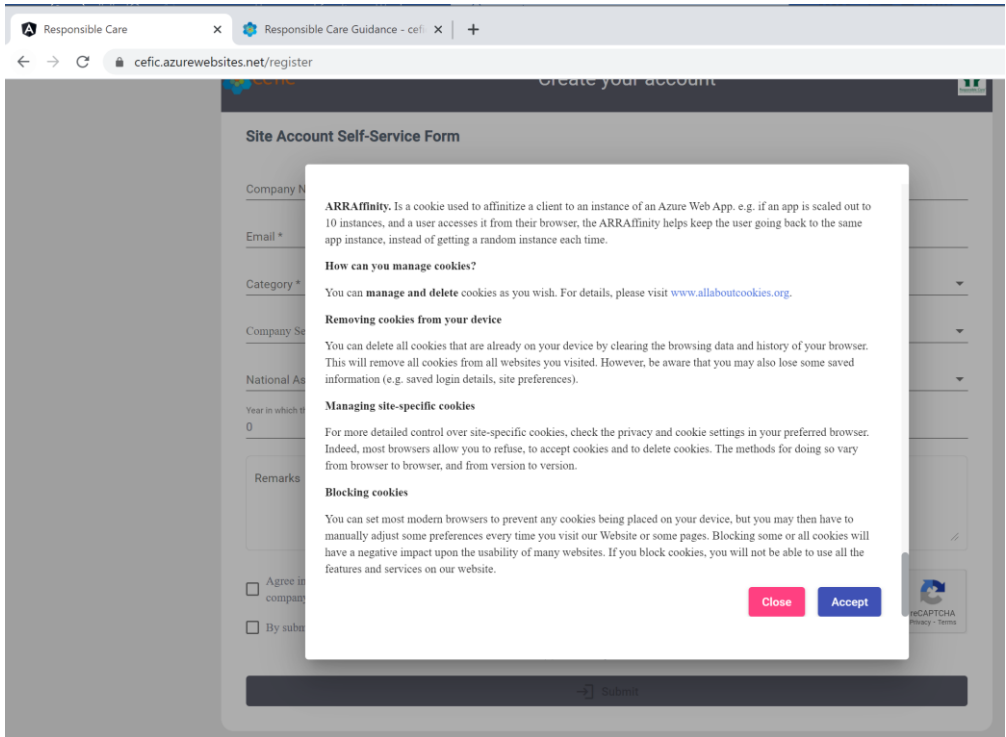
### 4. Accept Terms and Conditions and Disclaimer

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.

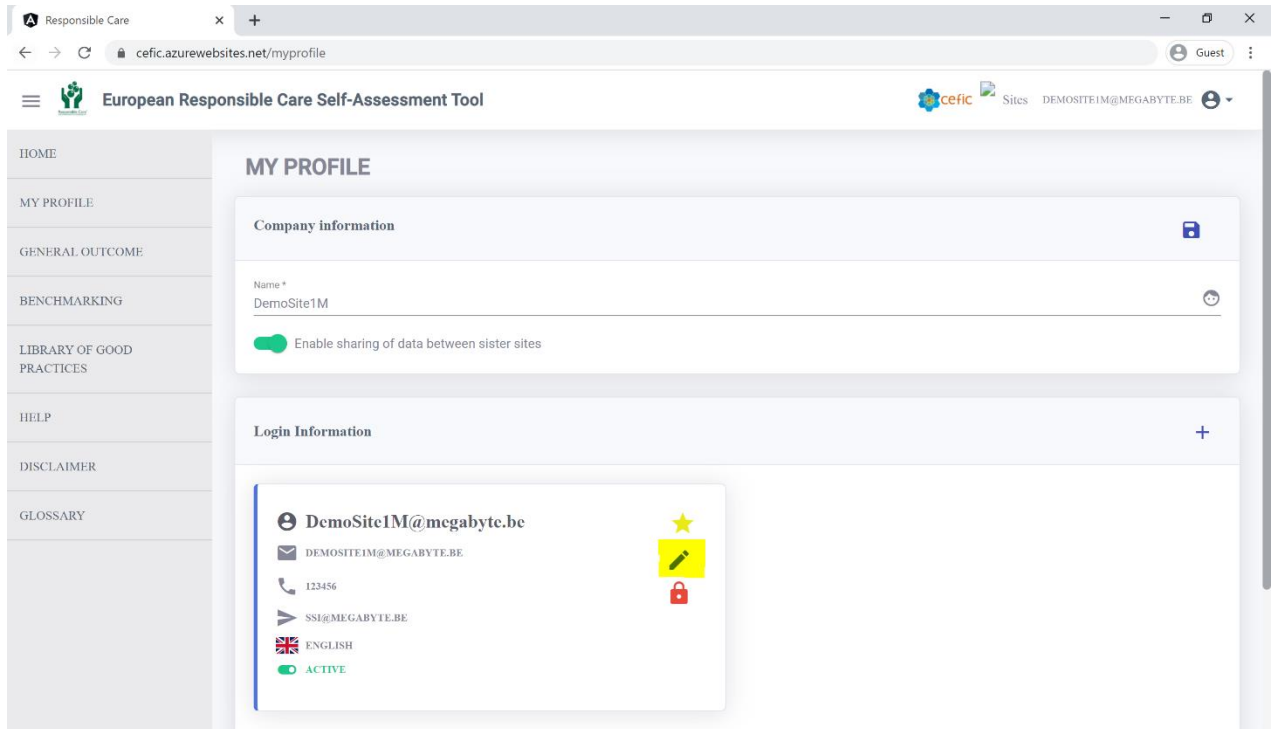


## 5. How to change your account information (login, password, language, etc.)

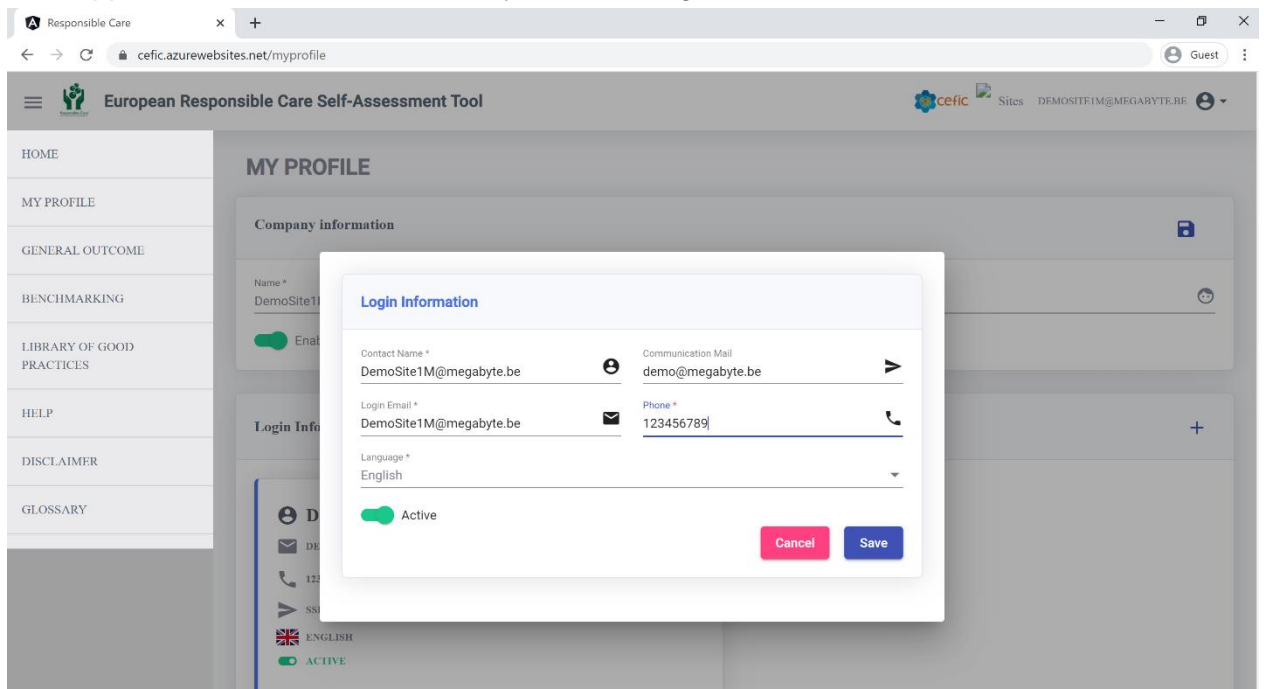
To change your account information please select “My profile” in the main menu.

### 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.



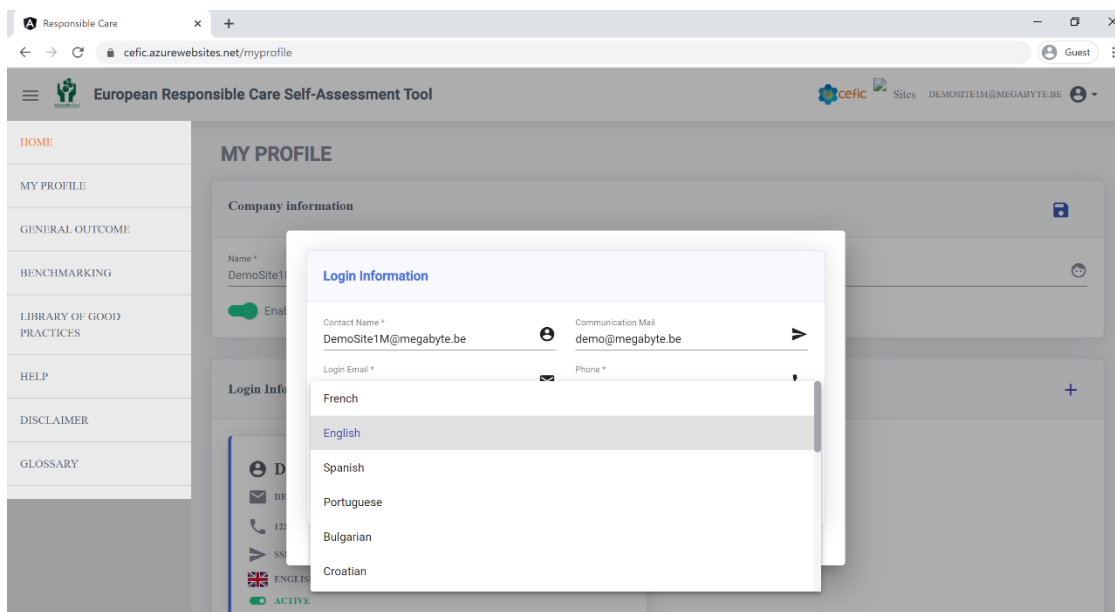
It will appear the window below where you can change:



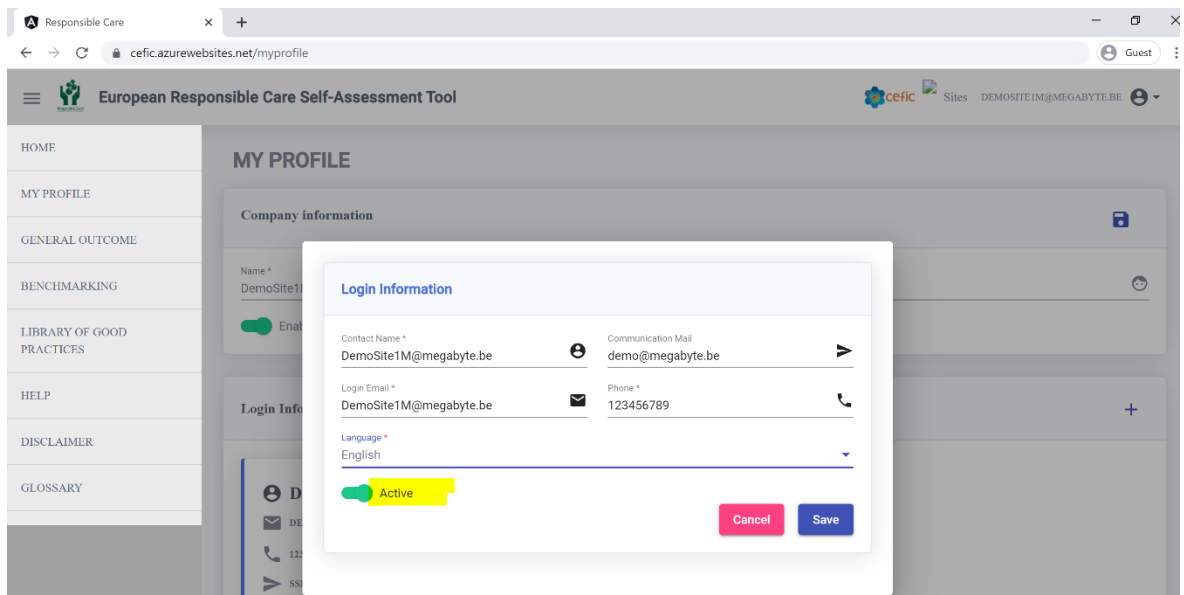


- the contact name;
- the login email to have access to the webtool;
- the communication email\* (you have the possibility to insert a different email from the login one to receive all email sent by the webtool. In case you do not insert a communication email, then the webtool will automatically send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

**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.



- Activate or deactivate a login access.

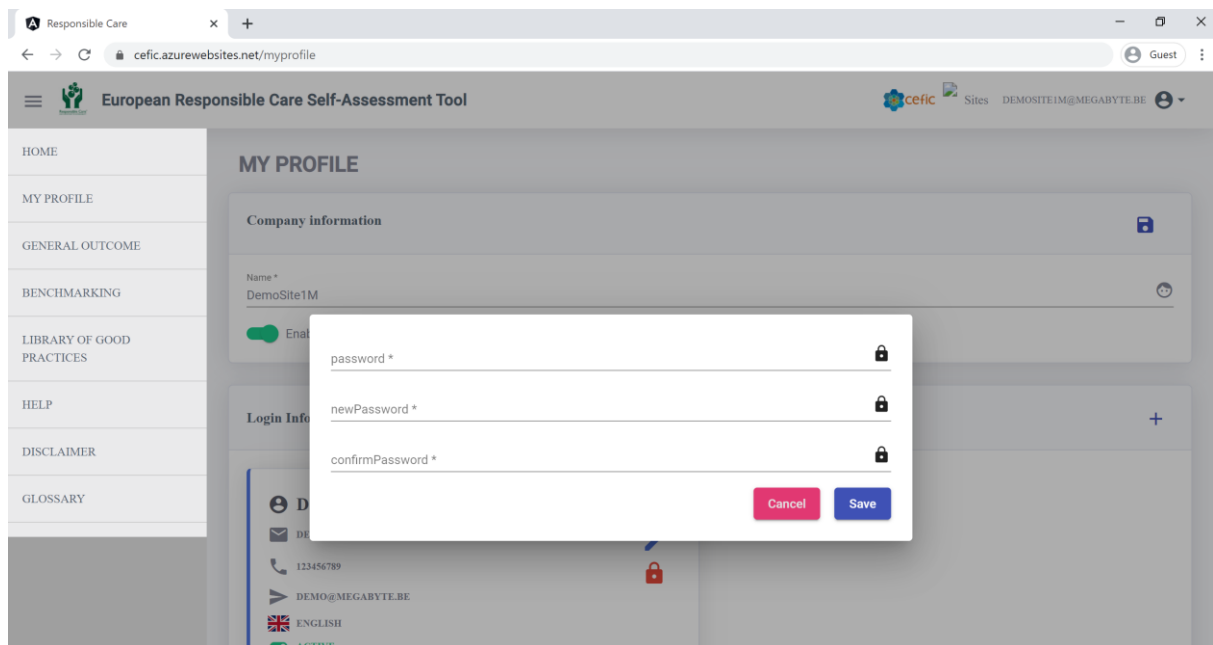
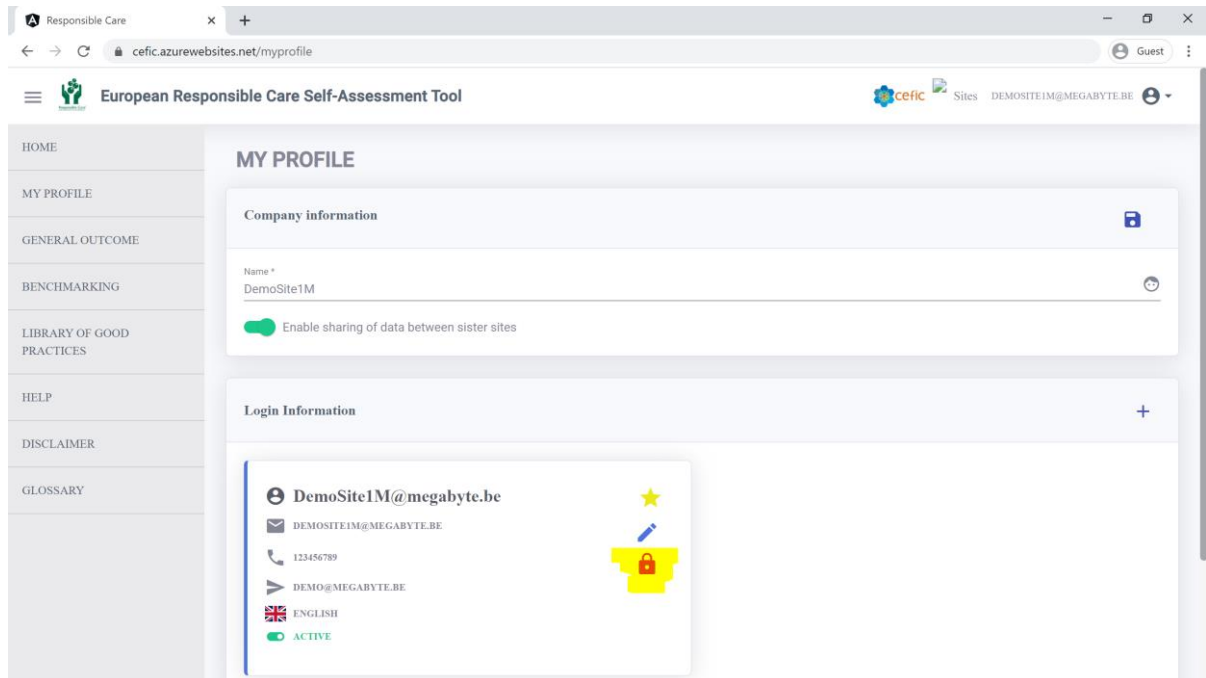


**If you deactivate the profile, it will be no longer possible to log into the application.**

You must save your changes clicking on the button "Save".

## 5.2. To change your password

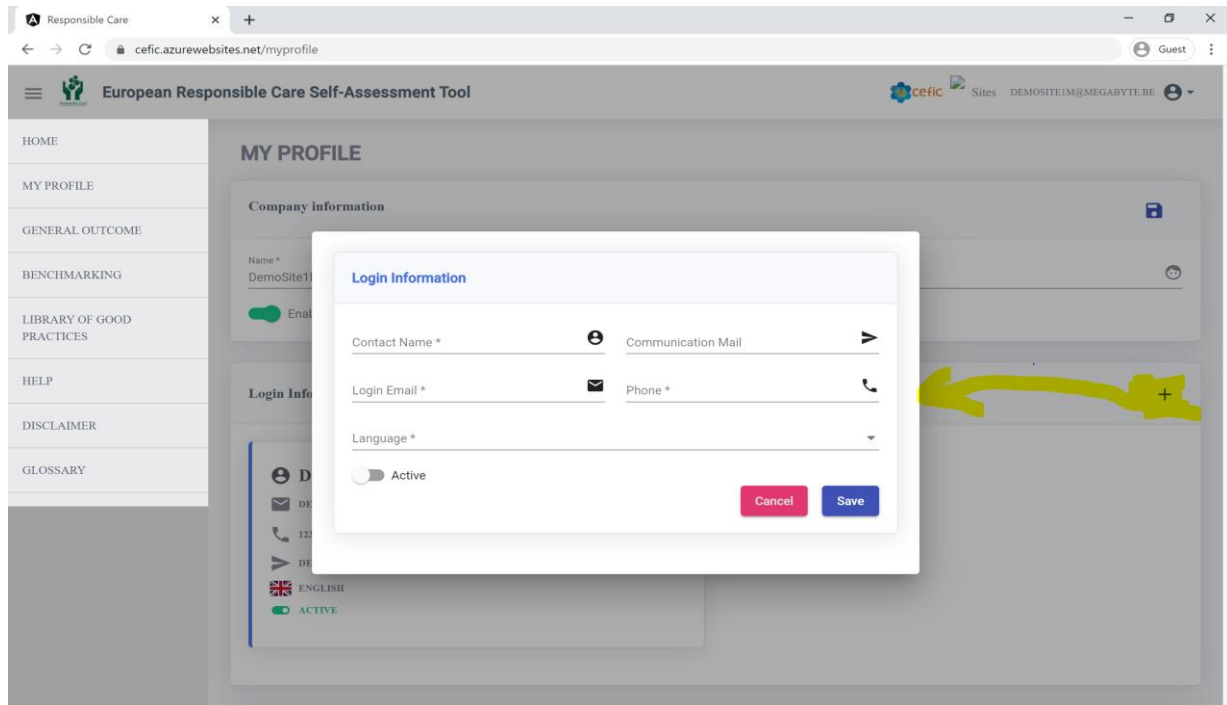
Please go to “Login information” and click on the icon with a lock. You will be asked to insert your old password and then new one. The new password must have at least 8 characters, with at least one uppercase letter and one number (ex: Test123).



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

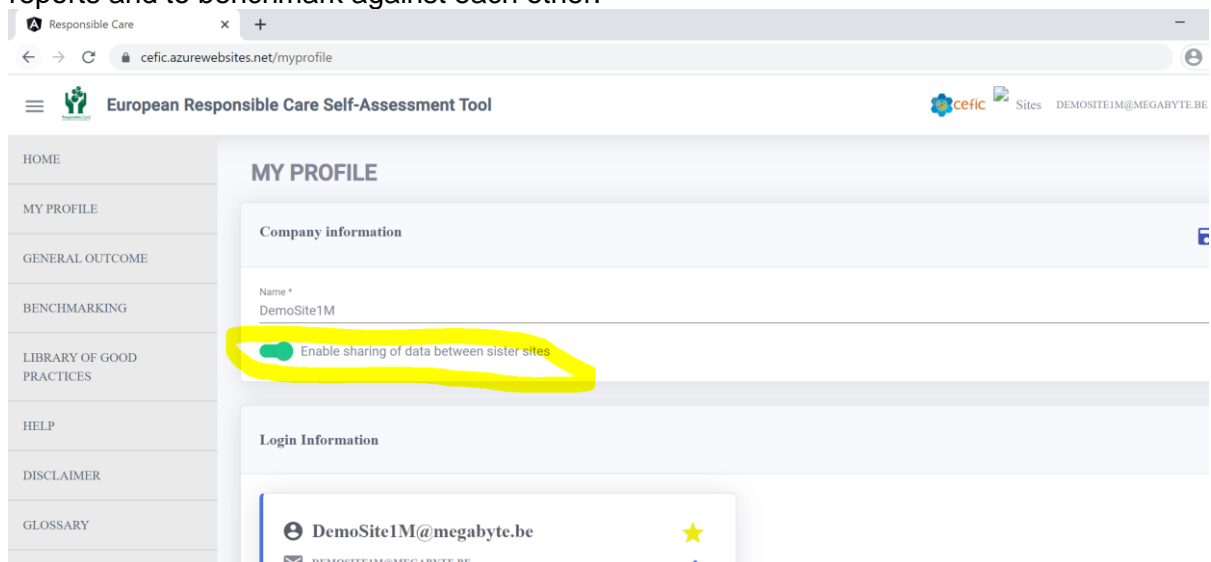
### 5.3. To give access to the webtool to other colleagues

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 it clicking on the button “Save”.



### 5.4. To enable the sharing of your data with your sister sites

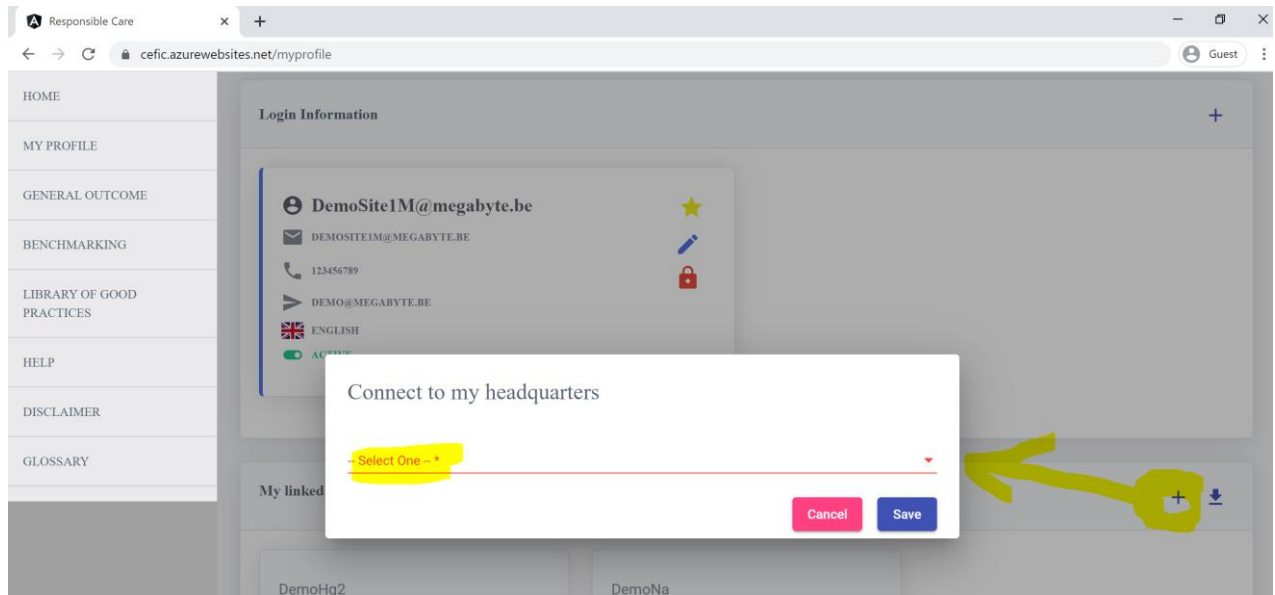
Please click on the green button at the top of the page. This functionality will allow you and your sister sites (sites of the same mother company) to aggregate your data, to visualise respective reports and to benchmark against each other.



You must save your changes clicking on the button “Save” (same line as Company Information).


### 5.5. To connect your account to the one of your HQ

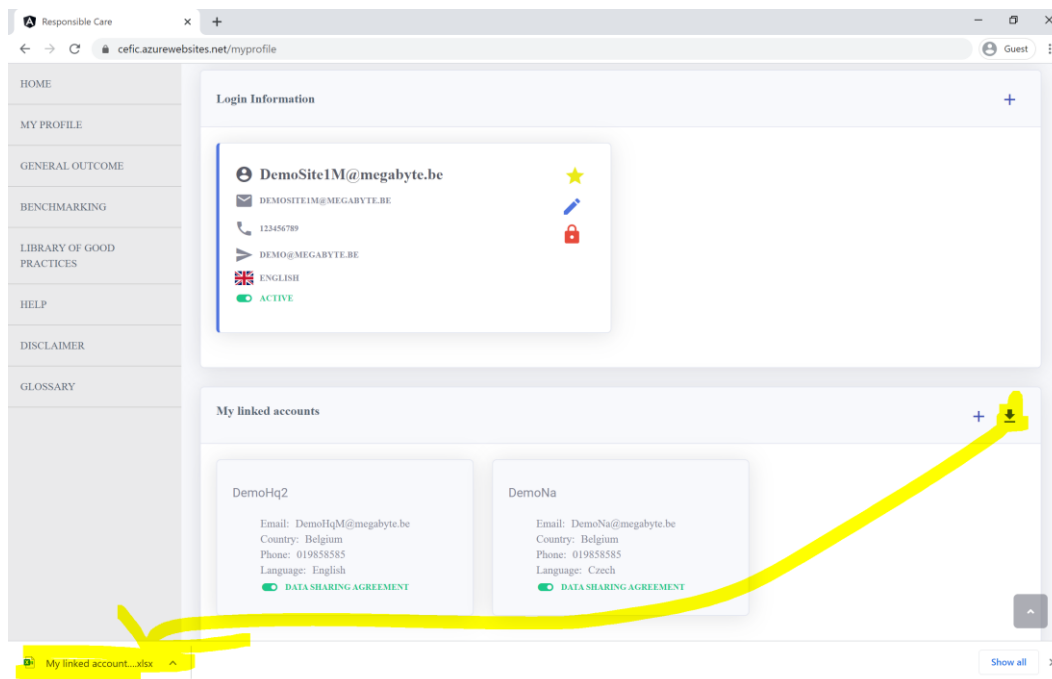
If you haven't connected your account to your HQ when you created your account and you want to do it now, please go to the last section of the page called "Linked accounts" (where the info on the accounts of your national association and eventually your HQ are shown). Then click on the icon **+**, select your HQ from the dropdown list and save it.



You will be informed by email when the HQ has approved your request. If you cannot find your HQ in the dropdown list, please contact [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:

AutoSave  Off My linked accounts - 2020\_export\_1605104106742 - Protected View Search Fernando GUERREI

File Home Insert Draw Page Layout Formulas Data Review View Help

**PROTECTED VIEW** Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. [Enable Editing](#)

B10

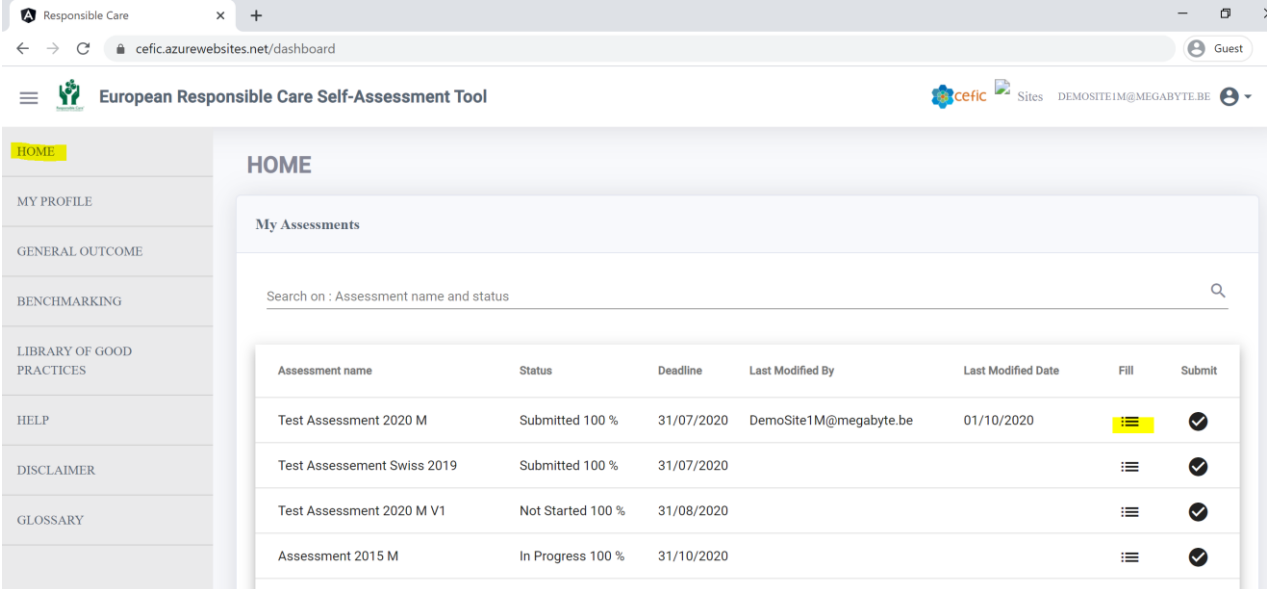
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Company_Name	Email	Email_Communication	Telephone	Country	Language	Share_Data						
2	DemoHq2	DemoHqM@megabyte.be		019858585	Belgium	English	Yes						
3	DemoNa	DemoNa@megabyte.be		019858585	Belgium	Czech	Yes						
4													
5													
6													

## 6. How to do the self-assessment

To do your self-assessment you need first to select the assessment and then filling it in. After completing your assessment, you are warmly encouraged to check the “improvement tips” which can help you build up an “improvement plan” for the next year.

### 6.1. Select an Assessment to fill in

After a successful Login, you receive the home page:



Assessment name	Status	Deadline	Last Modified By	Last Modified Date	Fill	Submit
Test Assessment 2020 M	Submitted 100 %	31/07/2020	DemoSite1M@megabyte.be	01/10/2020	☰	✔
Test Assesement Swiss 2019	Submitted 100 %	31/07/2020			☰	✔
Test Assessment 2020 M V1	Not Started 100 %	31/08/2020			☰	✔
Assessment 2015 M	In Progress 100 %	31/10/2020			☰	✔

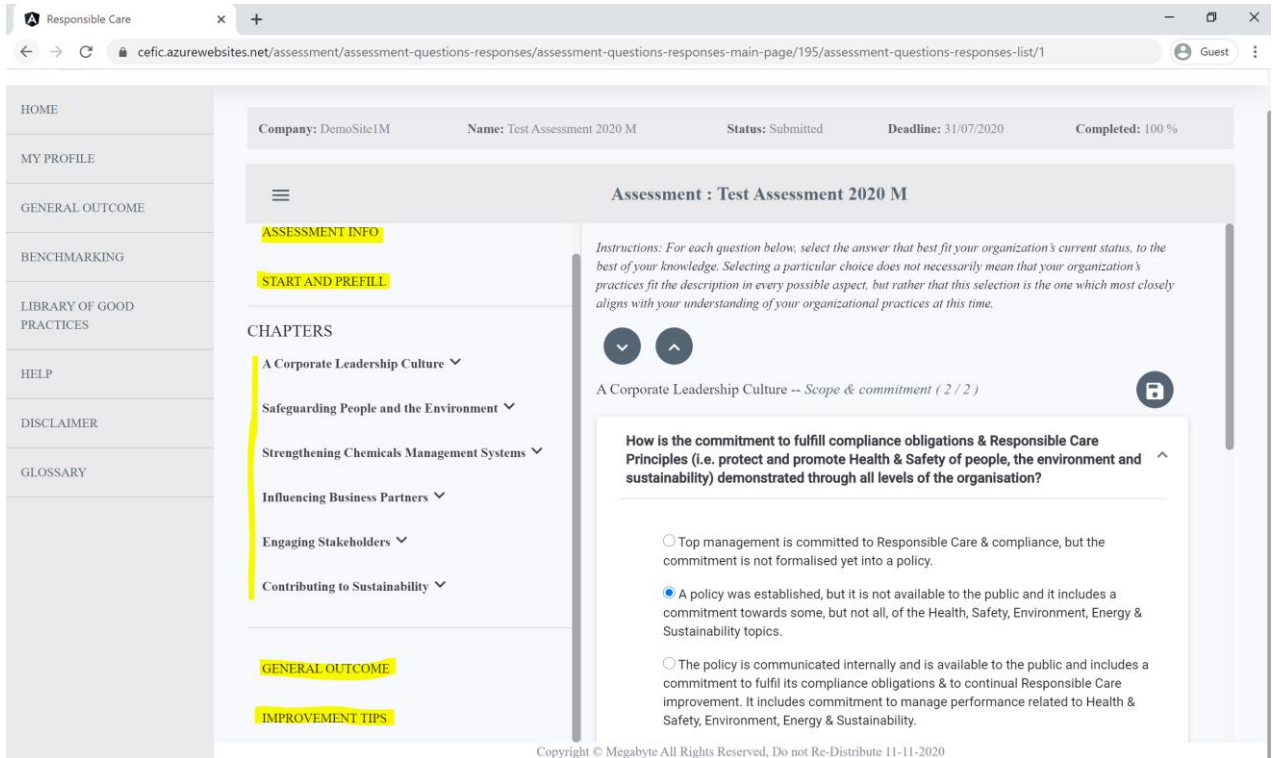
In this page you have reported all year assessments (the ones already submitted together with the current year assessment that you have still to fill in).

To fill in your assessment please click on the icon with written on the top “Fill” ☰ on the right end of the arrow.

The page of the self-assessment is displayed showing the following items:

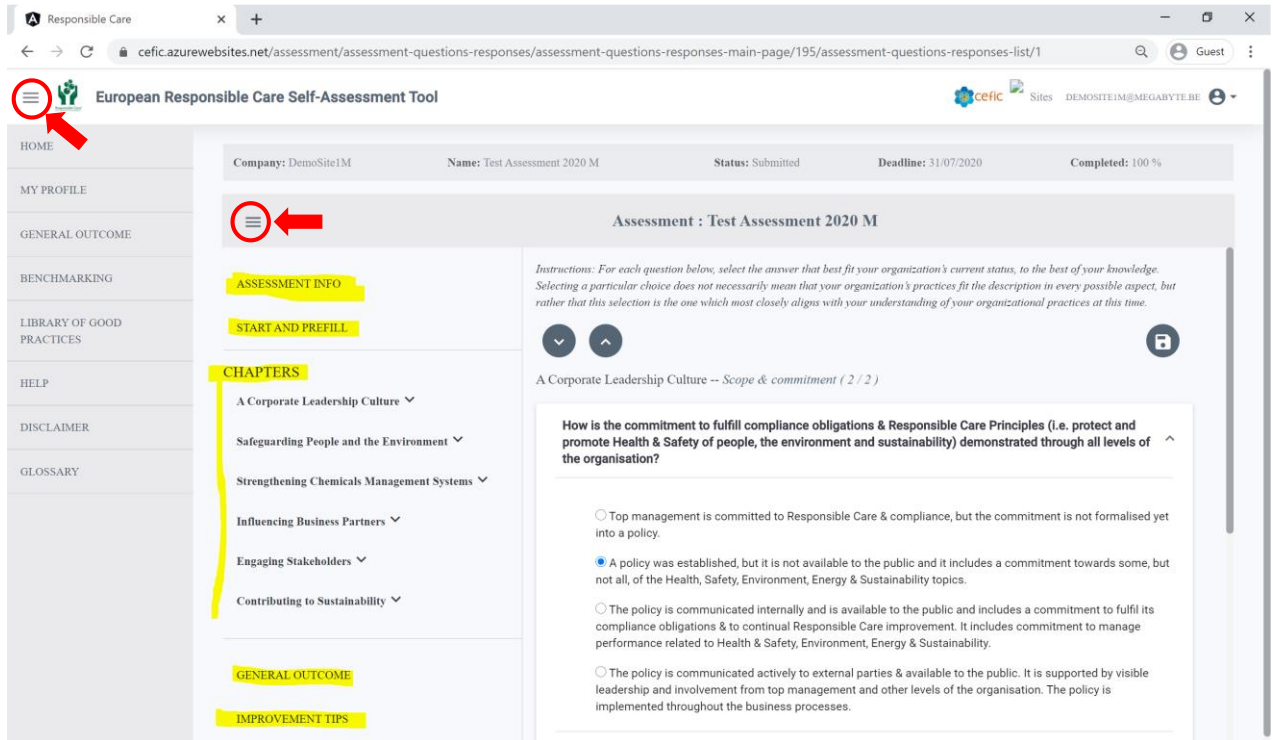
- Assessment info;
- Start and prefills;
- 6 chapters of the questionnaire;
- General outcome;
- Improvement tips.





Below the Title "CHAPTERS" you can see the six chapters of the assessment. Under its chapter are visible the subchapters in italics. To visualise the questions, click on the subchapters.

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



You obtain this:

Company: DemoSite1M      Name: Test Assessment 2020 M      Status: Submitted      Deadline: 31/07/2020      Completed: 100 %

Assessment : Test Assessment 2020 M

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.

A Corporate Leadership Culture -- Scope & commitment ( 2 / 2 )

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?

- Top management is committed to Responsible Care & compliance, but the commitment is not formalised yet into a policy.
- A policy was established, but it is not available to the public and it includes a commitment towards some, but not all, of the Health, Safety, Environment, Energy & Sustainability topics.
- The policy is communicated internally and is available to the public and includes a commitment to fulfil its compliance obligations & to continual Responsible Care improvement. It includes commitment to manage performance related to Health & Safety, Environment, Energy & Sustainability.
- The policy is communicated actively to external parties & available to the public. It is supported by visible leadership and involvement from top management and other levels of the organisation. The policy is implemented throughout the business processes.

Leave a remark

How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?

## 6.2. Fill in your Assessment

Before filling in the questionnaire we suggest you **clicking on “Assessment info” and take some time to read the introduction and familiarise yourself with the four different maturity levels** (i.e. different levels of implementation of Responsible Care) your company can reach when answering a question. In this section there are also the contributions of the various chapters to the overall scoring. A good understanding of the context of the development of this tool will help to assimilate the questions from the self-assessment tool.

The screenshot shows the 'Assessment Info' page of the European Responsible Care Self-Assessment Tool. The page header includes the company name 'DemoSite1M', the assessment name 'Test Assessment 2020 M', and the status 'Submitted'. The page content is divided into two main sections: 'ASSESSMENT INFO' and 'Assessment Info'. The 'ASSESSMENT INFO' section lists various chapters and subchapters, such as 'A Corporate Leadership Culture' and 'Scope & commitment (2 / 2)'. The 'Assessment Info' section provides a detailed overview of the Responsible Care management system, including its purpose, standards, and maturity levels.

You have **two ways of filling in an Assessment**:

- Manually replying to all questions;
- Using the feature "START AND PREFILL".

### 6.2.1. Manually replying to all questions

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

The screenshot shows the 'Scope & commitment' subchapter of the assessment. The page displays instructions for answering questions and a list of radio button options for the question: "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?". The options are:

- Top management is committed to Responsible Care & compliance, but the commitment is not formalised yet into a policy.
- A policy was established, but it is not available to the public and it includes a commitment towards some, but not all, of the Health, Safety, Environment, Energy & Sustainability topics.
- The policy is communicated internally and is available to the public and includes a commitment to fulfill its compliance obligations & to continual Responsible Care improvement. It includes commitment to manage performance related to Health & Safety, Environment, Energy & Sustainability.
- The policy is communicated actively to external parties & available to the public. It is supported by visible leadership and involvement from top management and other levels of the organisation. The policy is implemented throughout the business processes.

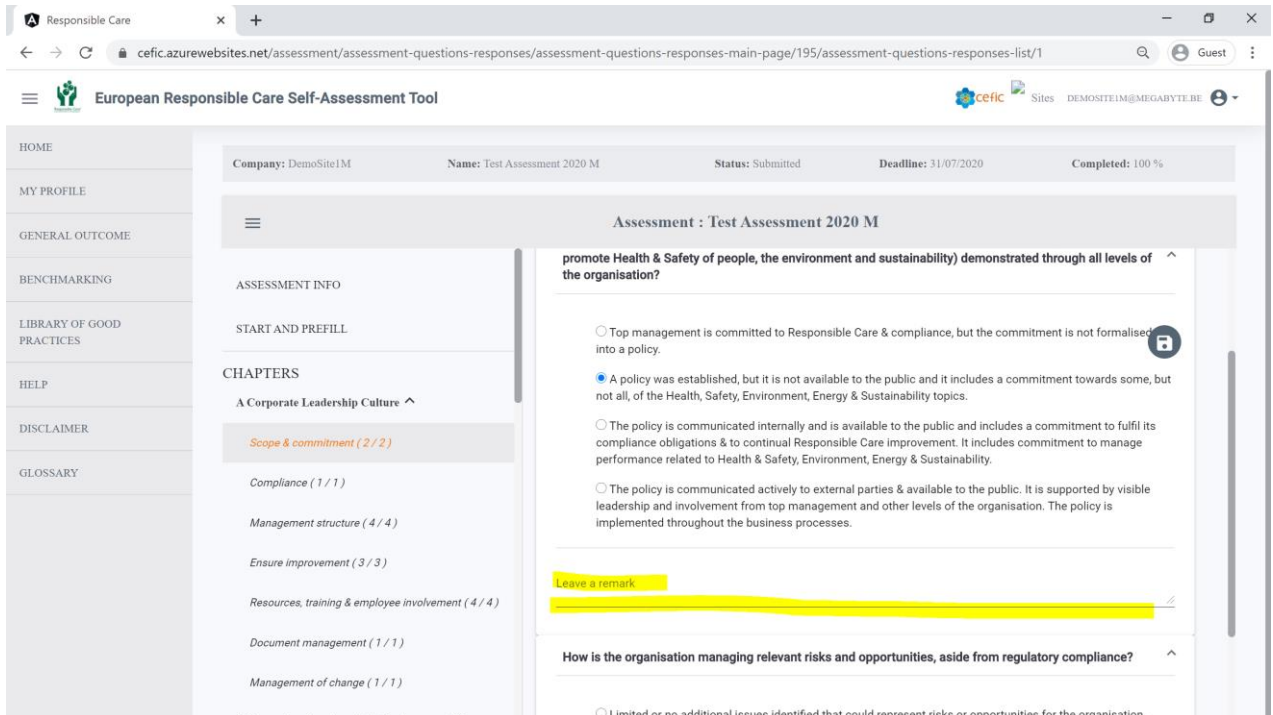
To visualise the questions, click on the subchapters.

**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.**

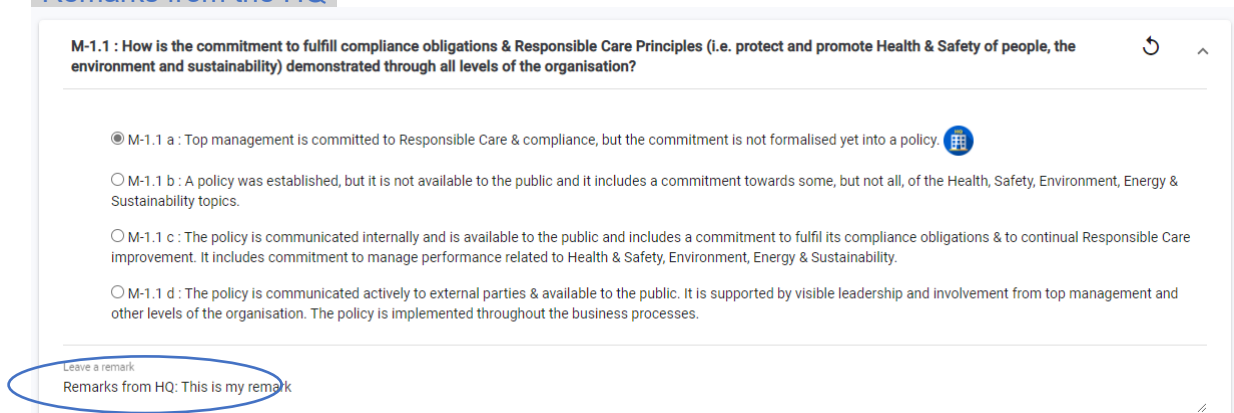
Selecting a choice does not necessarily mean that your organisation's practices fit the description in every possible aspect, but rather that this selection is the one which most closely aligns with your understanding of your organisational practices at this time.

Under each question you can leave a Remark that will be only visible by members of your organisation.



### Visualization of the comment of the HQ inside the assessment

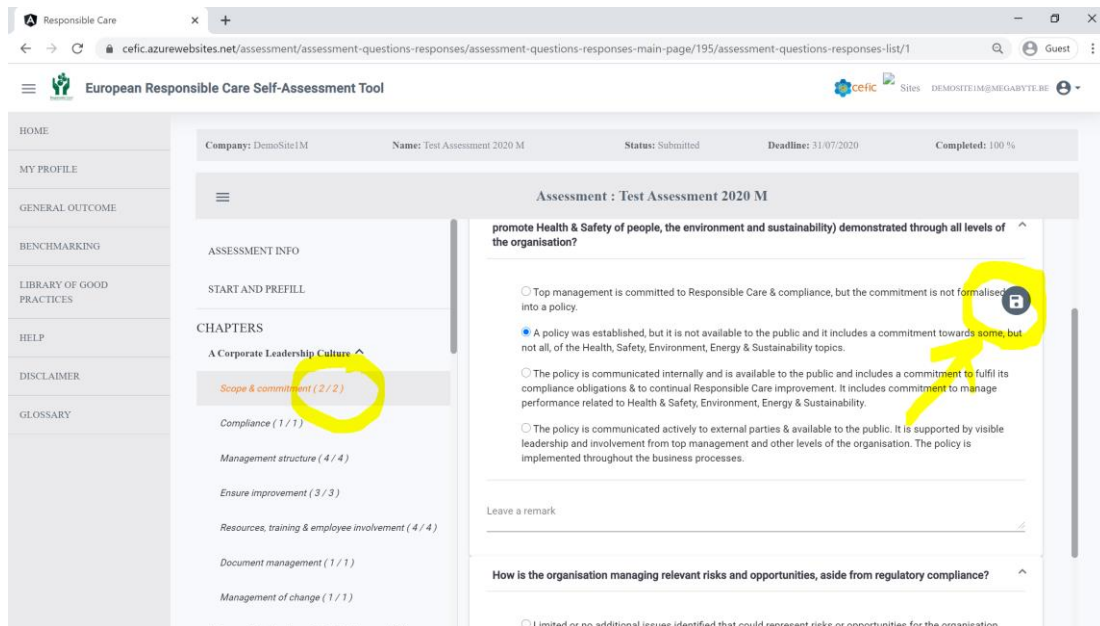
Inside the assessment, below each question, in the field "Leave a remark", you can visualize "Remarks from the HQ"



**Important:** As mentioned above, the field "Leave a remark" for the site is also used for the site which will be visible by members of your organisation.

**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.

When you have finished to reply to the questions of one subchapter, **and click SAVE button**, you are moved automatically to the next subchapter.

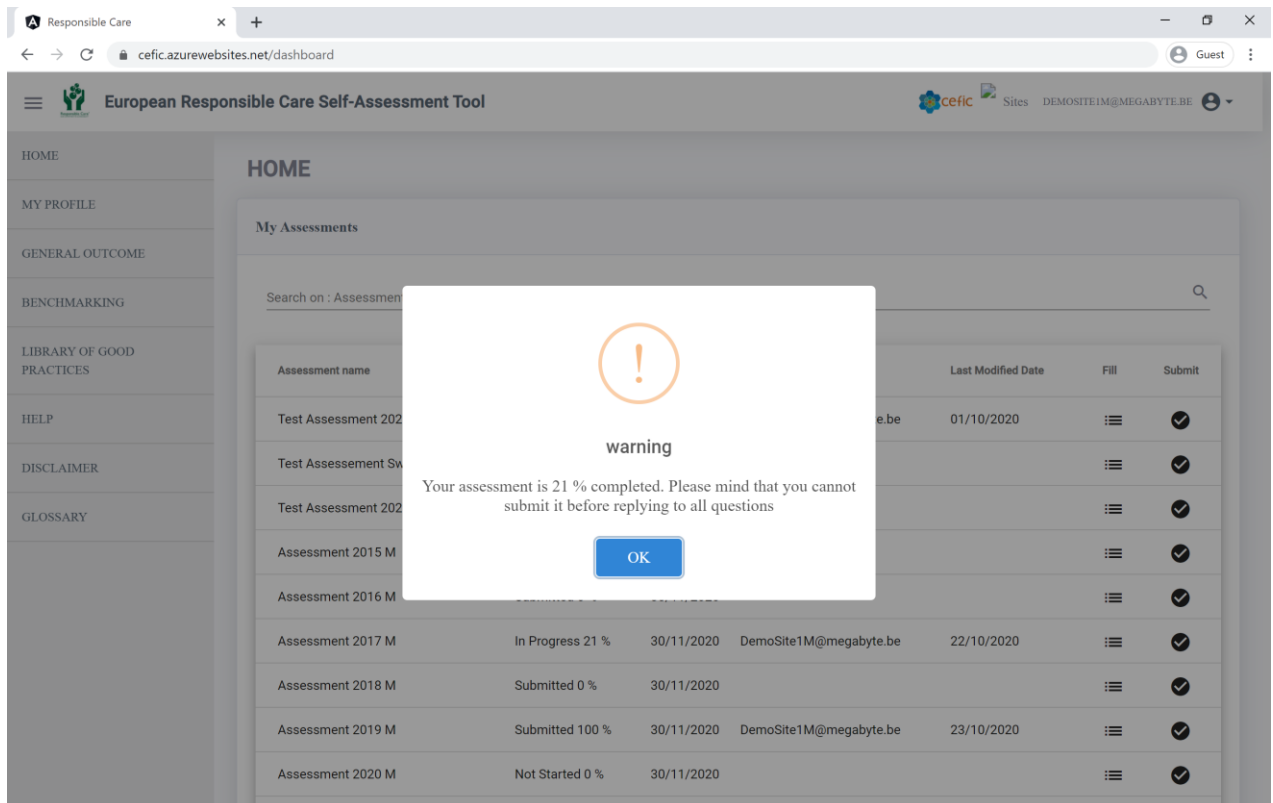
You can stop filling in the questionnaire at any time and log out the application. Your replies will be saved **if before leaving you click on the SAVE button**. In this way you can easily restart filling in the questionnaire from where you left it.

**After having replied to all questions please do not forget to** come back to the homepage and **click on “Submit”** at the end of row of the assessment.

In this way your data will enter in the system and will be used after the reporting deadline to create aggregates at national and European levels and benchmark.

**Important:** If you do not submit your assessment before the deadline, it will not be used in the different statistics (General Outcome, Benchmarking, ...). Note that you are obliged to respond to 100% of the questions to be able to submit the assessment.





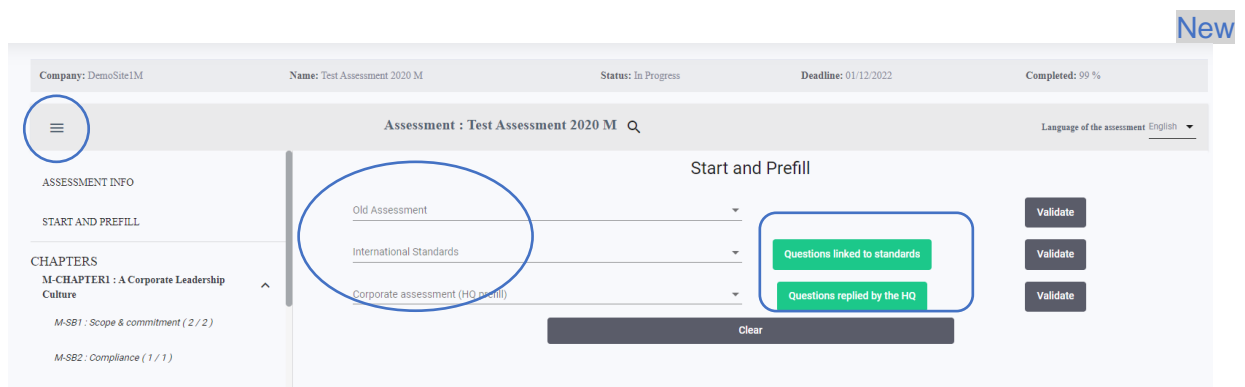
You will then receive an email informing you that you successfully submitted the assessment, with a link to a “feedback survey” to make your remarks on the Responsible Care self-assessment webtool. Your comments will be very useful to us to improve the tool!

### 6.2.2. Using the feature START AND PREFILL

The feature “START AND PREFILLS” facilitates your assessment, making you save time.

Inside the Assessment, you have the feature, “START AND PREFILL”. There are three filters: “Old Assessment”, “International Standards” and “Corporate assessment (HQ prefill)”. Two green buttons for the site are shown: “Questions linked to standards” (questions linked to the standards will be shown) and “Questions replied by the HQ” (Questions replies by the Headquarter will be shown).

Click on the symbol on the left corner of the grey area ☰ to obtain the full screen with the different options to prefill your assessment.





You can prefill your assessment based on:

- a. an **Old Assessment** (i.e. "Test Assessment 2019");
- b. **International Standards** against which you are certified (ISO 9001, ISO 14001, ISO 50001, ISO 45001, RC 14001 and RCMS). Answers matching with the requirements of those standards are automatically pre-filled;
- c. **Headquarter (HQ) Prefill** (a corporate assessment made by your HQ. This prefill is only shown if the HQ has made the assessment);
- d. **Simplified assessment for small businesses** (special prefill available only for distributors). It is intended for small distributor companies with just an office. Differently from the other prefills, this one does not prefill/answer automatically to some questions, but instead it excludes from the assessment all questions that are not applicable to those small companies, allowing them to have a simplified assessment).

Please consider that:

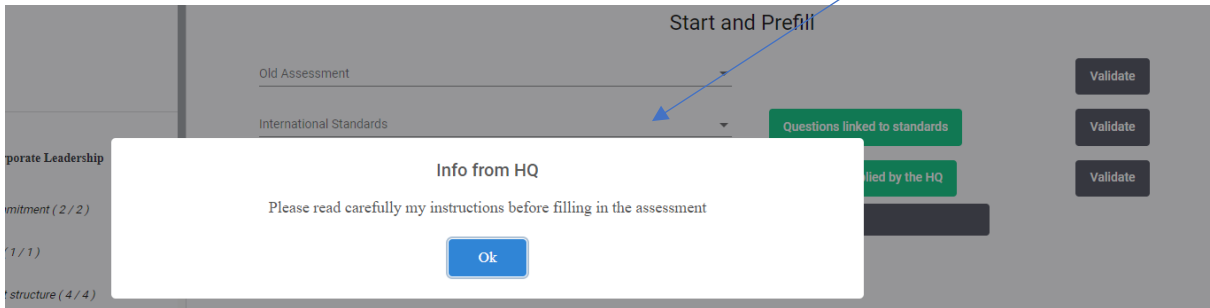
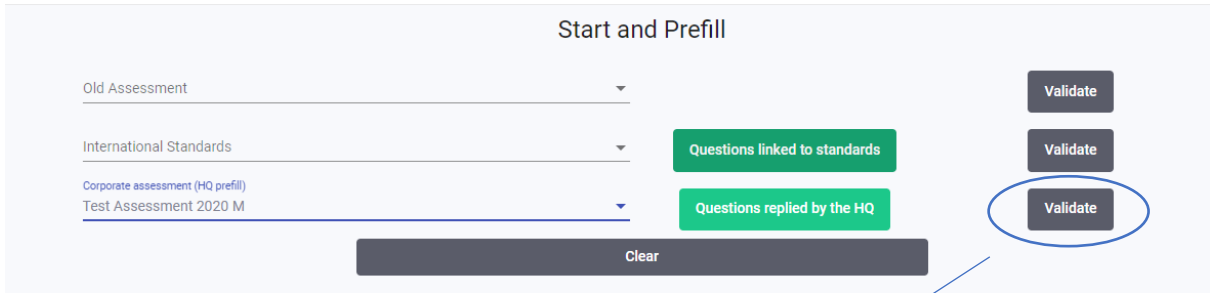
- If you choose to prefill your assessment with an "**Old Assessment**" (Old assessment prefill) or a "**HQ prefill**" (in case your HQ has made a corporate assessment), all the questions are already pre-filled. However, you can change the responses to adapt the assessment to your current situation.
- If you choose to prefill your assessment clicking on one of the '**International Standards**', the questionnaire will be pre-filled only for those questions that are related to the standards. Therefore, you will have to manually reply to the rest of the questions. Further, the pre-filled answers reflect what is at least required by that standard, but perhaps your organisation does even better than that. Therefore, we strongly recommend that you review the pre-filled answers to see whether the assigned score can be adjusted to your actual situation.

**N.B.:** Although you have pre-filled your assessment with one of the prefills mentioned above you can always overwrite the pre-filled answer manually.

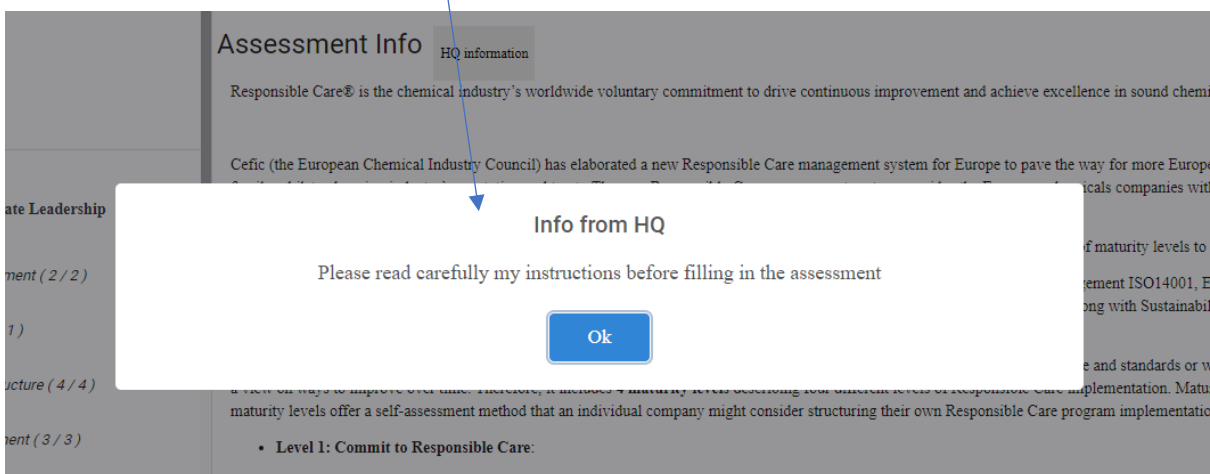
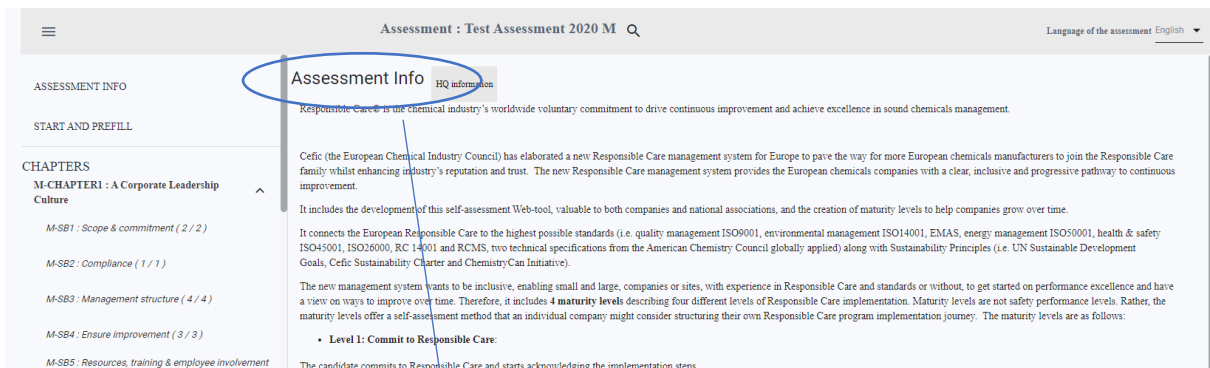
**Important:** After selecting the Prefill option, you **MUST CLICK** on the "**Validate**" button to confirm your choice! In some cases, it's possible that the system takes more time to respond. Please do not quit the page and wait for some seconds.

### Two ways to visualize a global introduction to the corporate assessment inside the assessment

- A) Inside the "Start and Prefill" feature, when you validate the "Corporate assessment (HQ prefill)", a window will appear with the Info from HQ introduction to the corporate assessment.

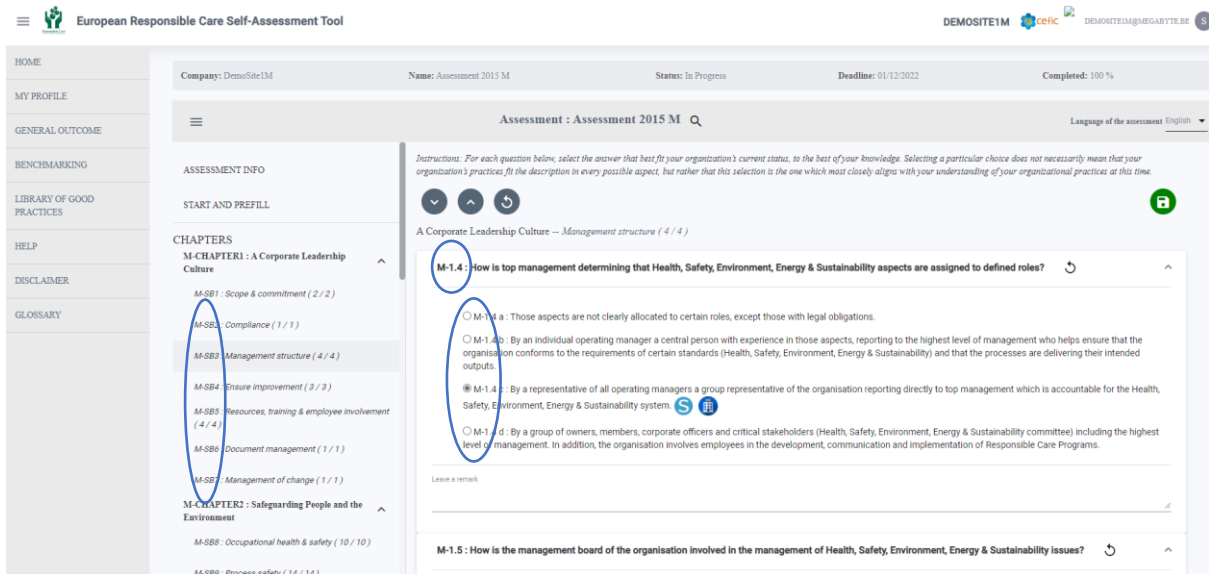


B) Next to the title “Assessment info”, you can also visualize the introduction to the corporate assessment inside the assessment by clicking on HQ information.



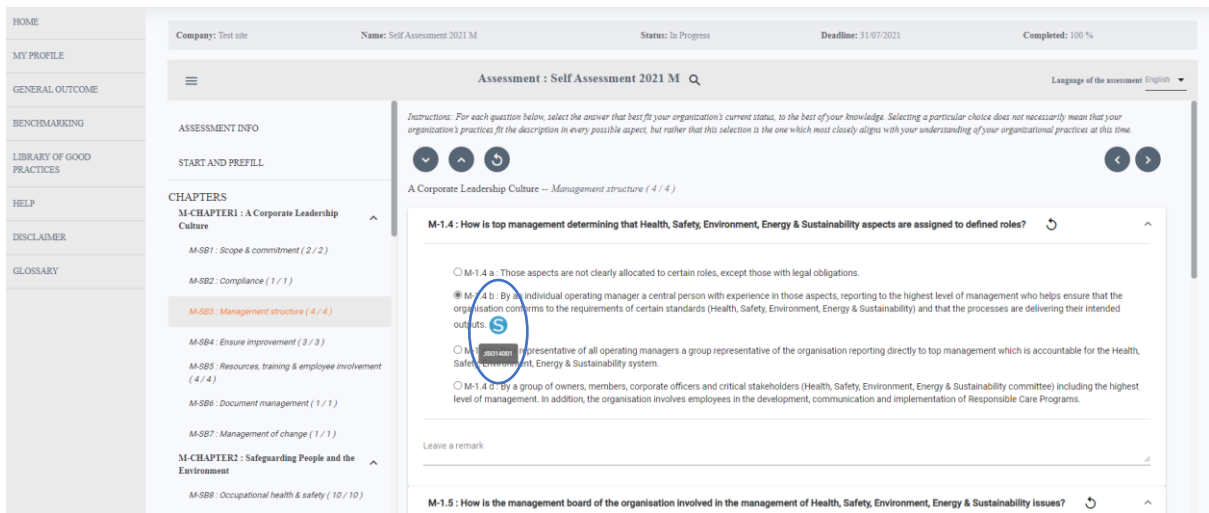
### 6.3. Numbering of Chapters, Subchapters, Questions and Replies in the assessment

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

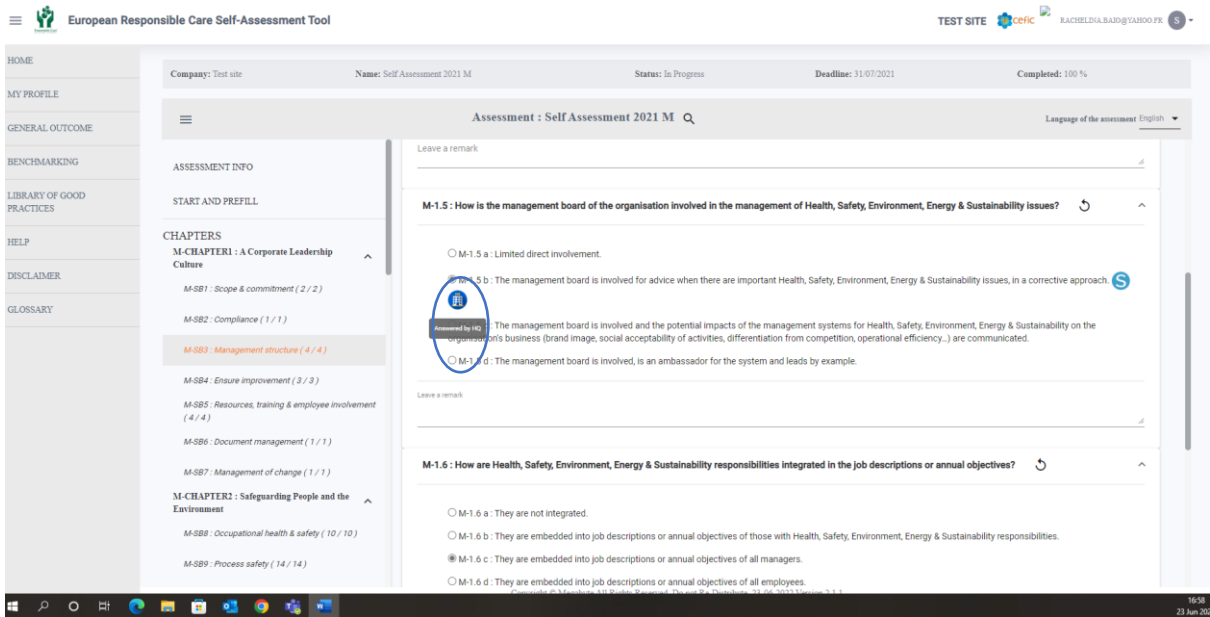


### 6.4. Show of the links between questions and standards inside the questionnaire

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.

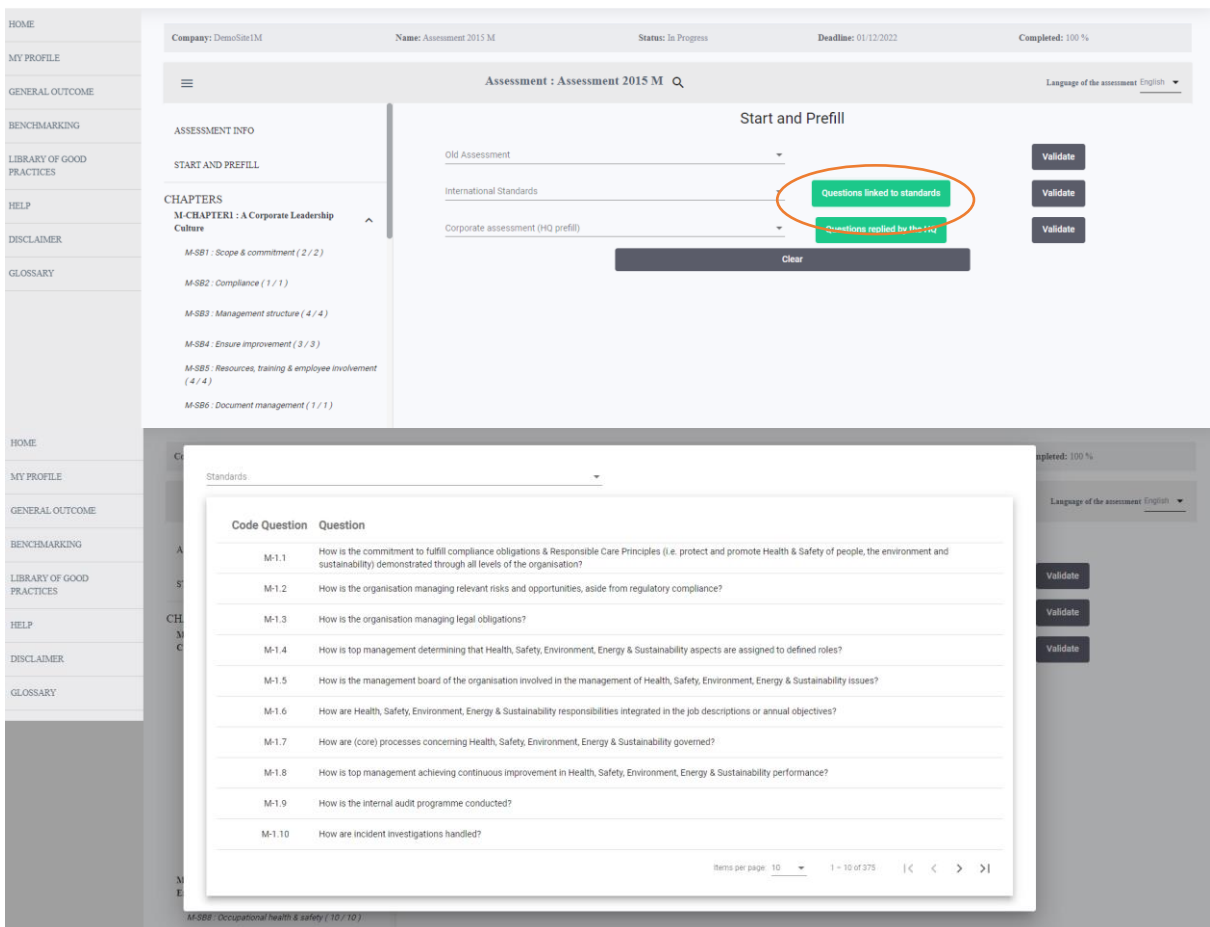


Inside the questionnaire, close to the replies prefilled by the Headquarter, the icon **HQ** (HQ building) is shown. When the mouse is on this icon **HQ** a tooltip will show that it is answered by the Headquarter.



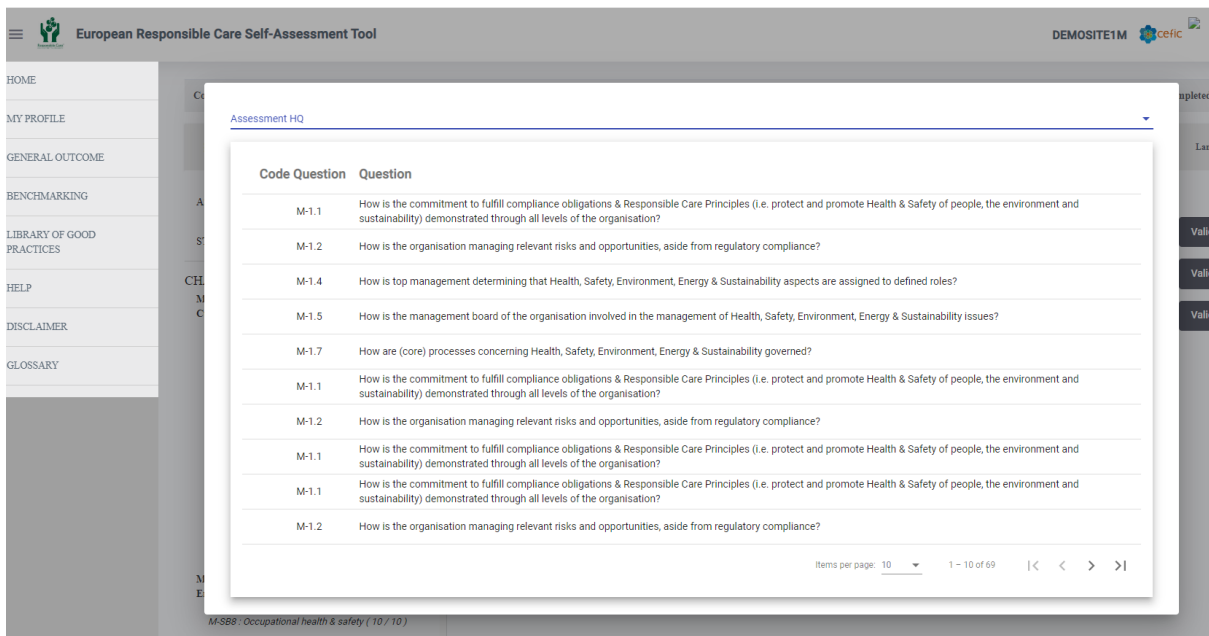
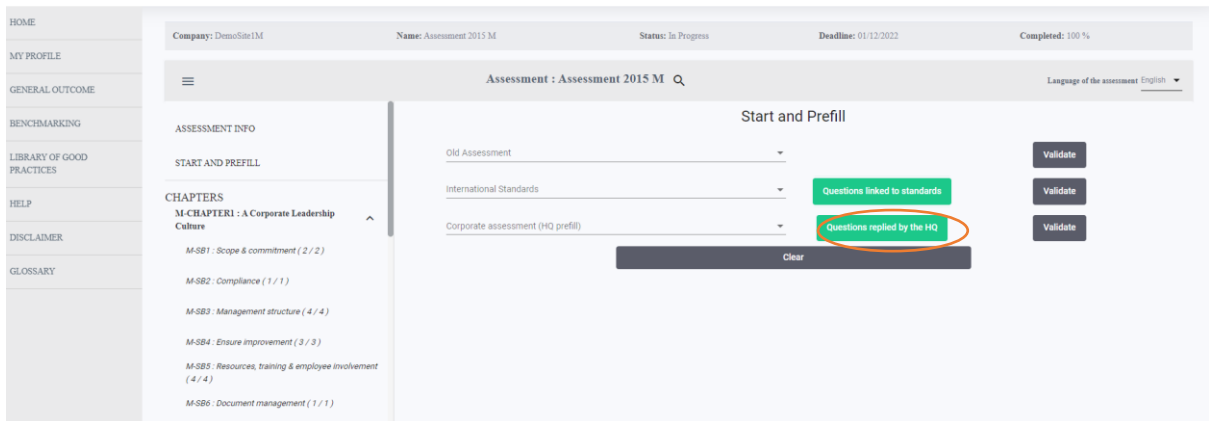
### 6.5. Show of the links between Questions and Standards inside Start and Prefill area

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.

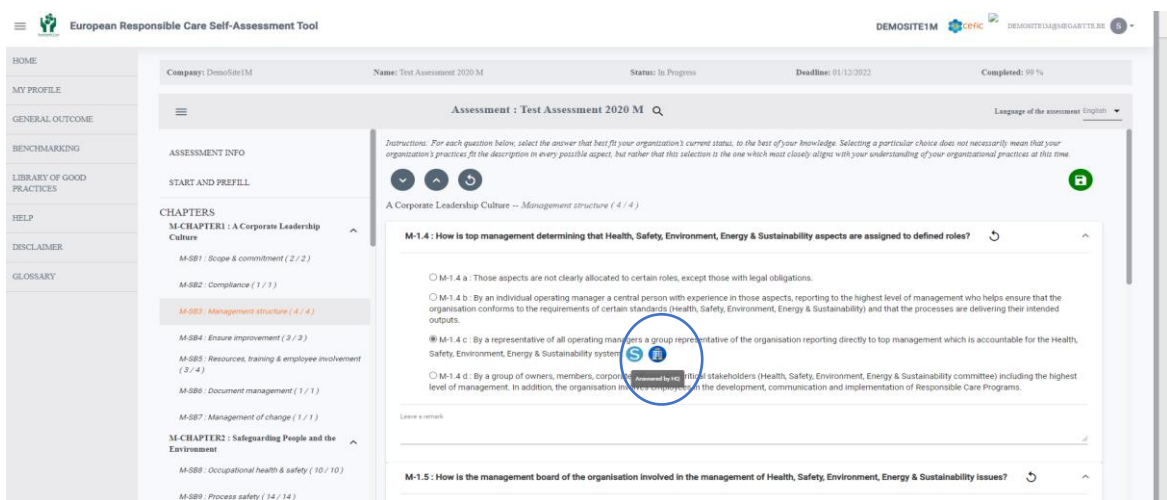


Select the “Corporate assessments HQ prefill” inside the assessment, click on questions replied by the Headquarter (the green button) and all the questions which were replied by the

Headquarter will be shown. When clicking on prefill, those questions will be automatically filled.

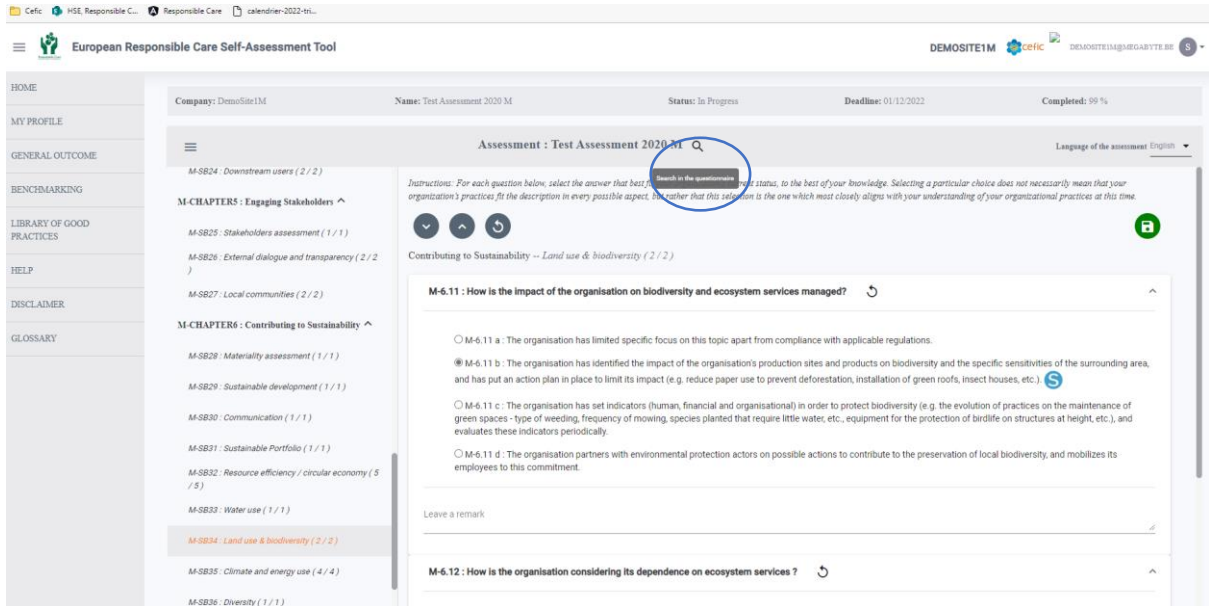


### 6.6. Highlight of the replies given by the HQ inside the questionnaire




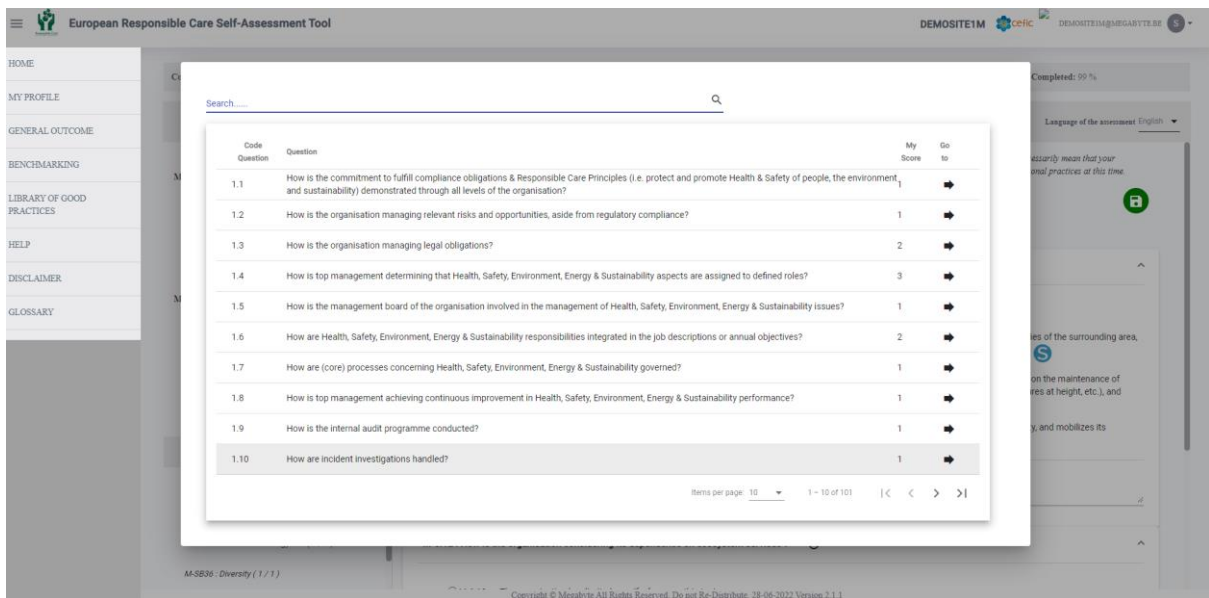
## 6.7. Search bar in the assessment

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



The screenshot shows the "European Responsible Care Self-Assessment Tool" interface. The top navigation bar includes "HOME", "MY PROFILE", "GENERAL OUTCOME", "BENCHMARKING", "LIBRARY OF GOOD PRACTICES", "HELP", "DISCLAIMER", and "GLOSSARY". The main content area displays the "Assessment : Test Assessment 2020 M" with a search bar highlighted by a blue circle. The search bar contains the text "Search in the questionnaire". Below the search bar, the assessment questions are listed, including "M-6.11 : How is the impact of the organisation on biodiversity and ecosystem services managed?". The interface also shows a sidebar with various assessment categories and a progress indicator at the top right.

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





The screenshot shows the search results for the assessment questionnaire. The search bar is open, and the results are displayed in a table. The table has columns for "Code Question", "My Score", and "Go to". The results are as follows:

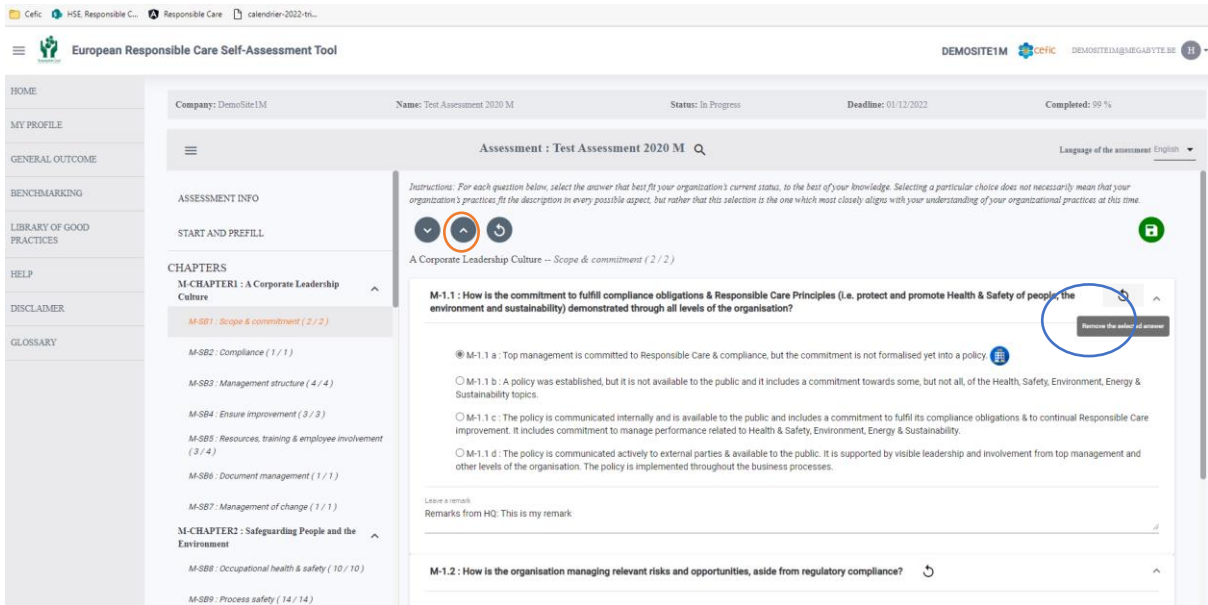
Code	Question	My Score	Go to
1.1	How is the commitment to fulfill compliance obligations & Responsible Care Principles (i.e. protect and promote Health & Safety of people, the environment and sustainability) demonstrated through all levels of the organisation?	1	➔
1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	1	➔
1.3	How is the organisation managing legal obligations?	2	➔
1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?	3	➔
1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?	1	➔
1.6	How are Health, Safety, Environment, Energy & Sustainability responsibilities integrated in the job descriptions or annual objectives?	2	➔
1.7	How are (core) processes concerning Health, Safety, Environment, Energy & Sustainability governed?	1	➔
1.8	How is top management achieving continuous improvement in Health, Safety, Environment, Energy & Sustainability performance?	1	➔
1.9	How is the internal audit programme conducted?	1	➔
1.10	How are incident investigations handled?	1	➔

The interface also shows a sidebar with various assessment categories and a progress indicator at the top right.

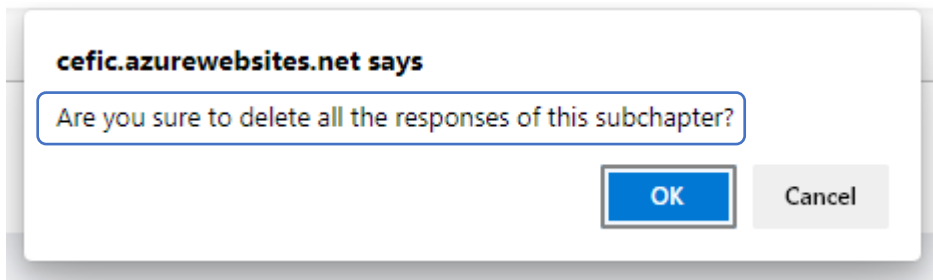
## 6.8. Cancellation of the selection of a reply in the assessment

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 .





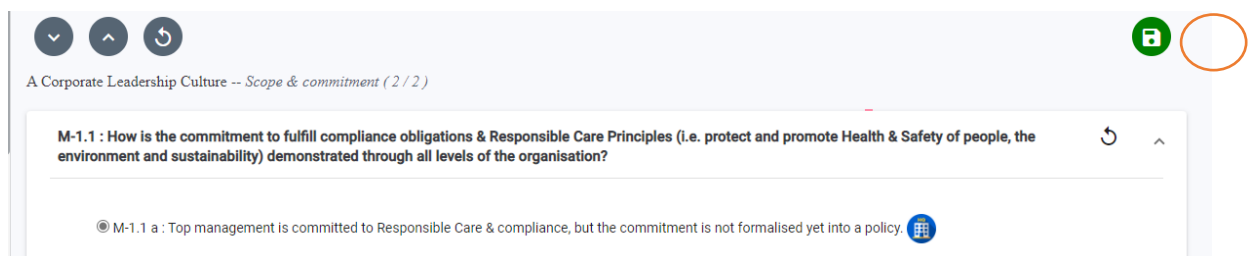
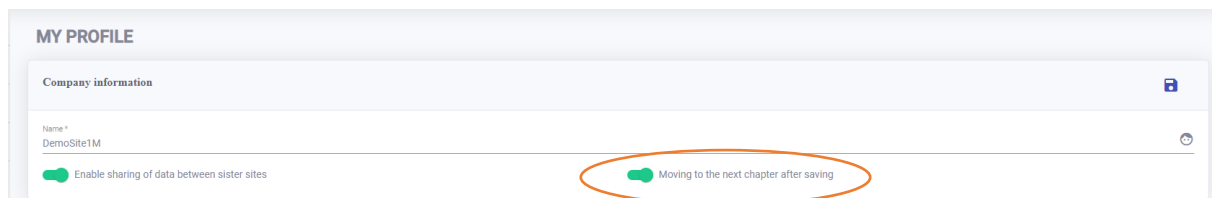
When you click on the icon to delete the responses, a box will open and ask you to confirm "Are you sure to delete all the responses of this subchapter?"



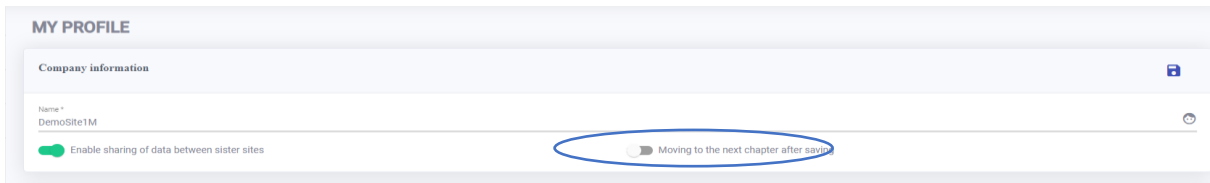
### 6.9. Choice to go to the next chapter after saving or not


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

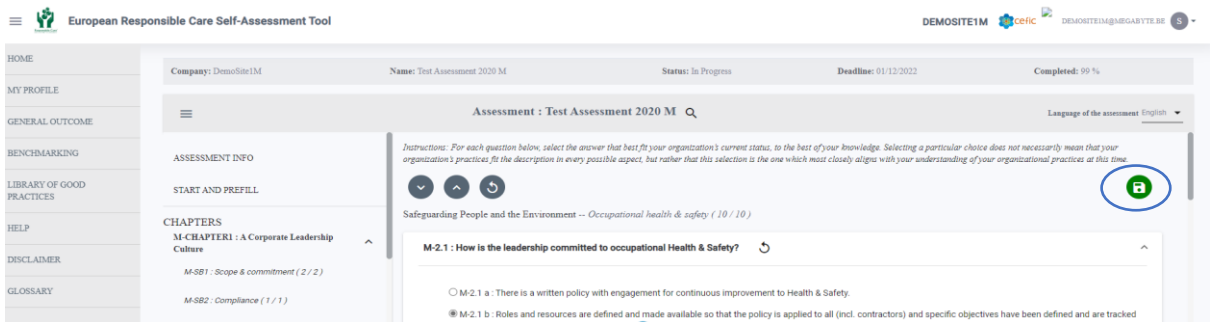
A) If you select "Moving to the next chapter after saving", by default you will be directed to the next chapter and the icon saving will be shown.



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).

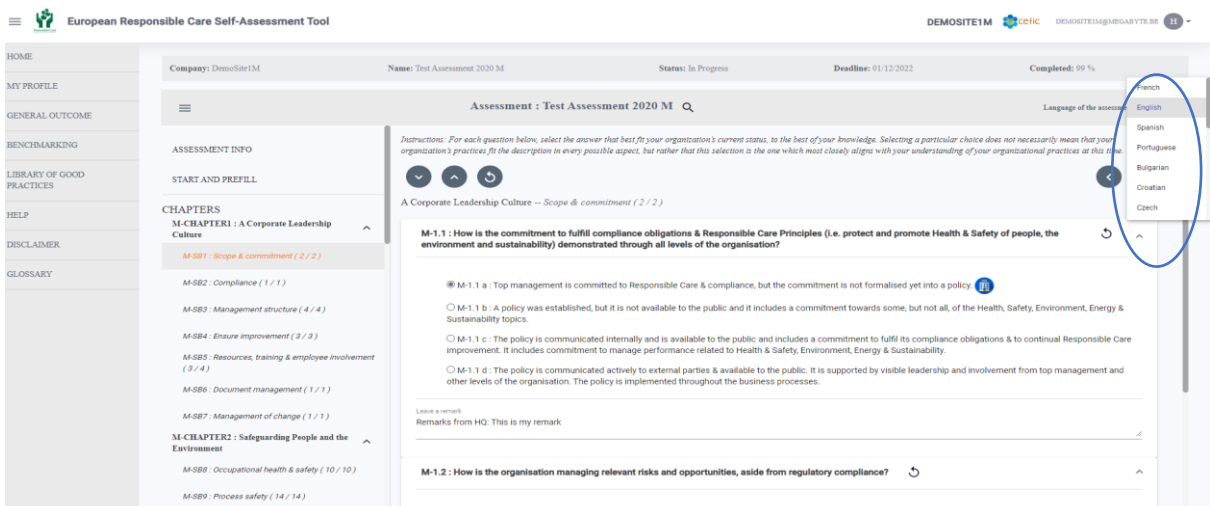


C) Better display the icon “Save”. You can find easily the Save button  for the replies given that is highlighted in green.



### 6.10. 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).



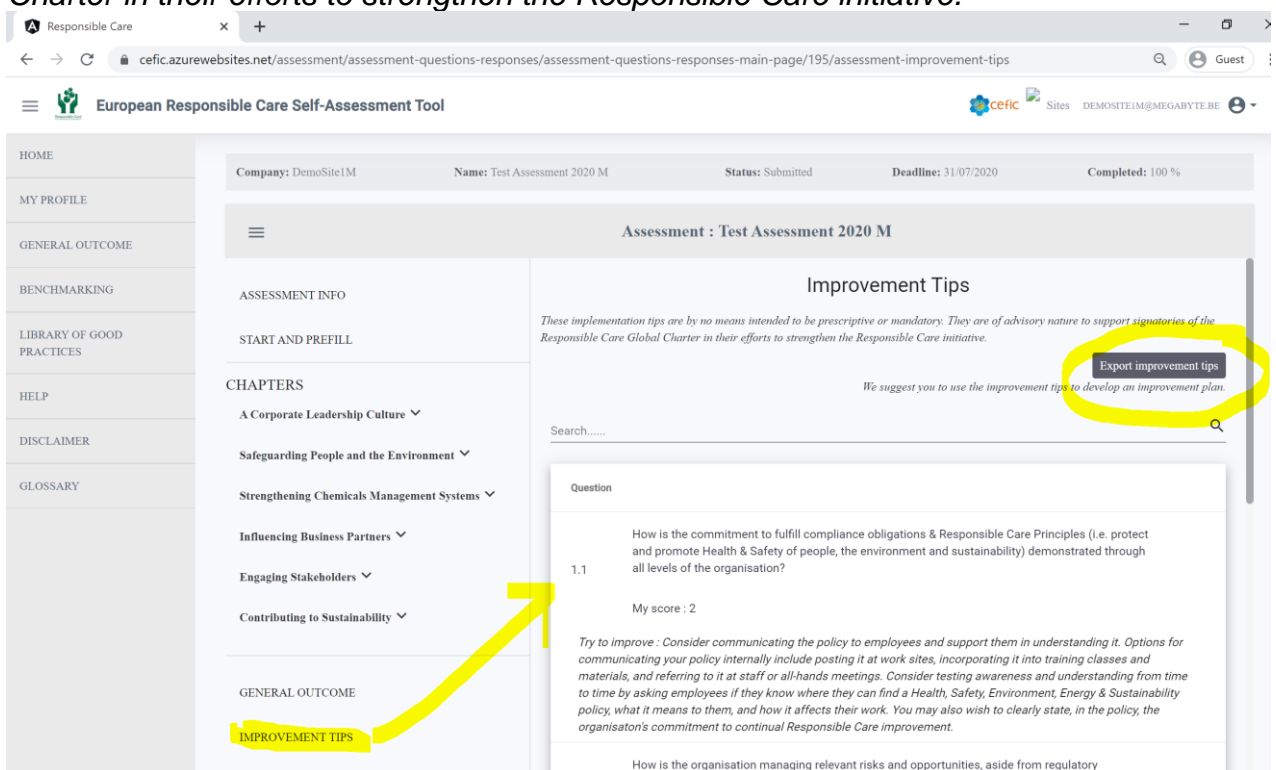
### 6.11. Check the “Improvement tips”

**Once your total score is calculated, the tool suggests some ideas to improve your score in the section “Improvement tips”.**

Based on your answers, some practical implementation tips are provided to reach a higher level of maturity (procedures to implement, communication to stakeholders and commitment).

For each question, the score you obtained, and the implementation tip provided to help you reach the next level of maturity for this question are indicated.

*These implementation tips are by no means intended to be prescriptive or mandatory. They are of advisory nature to support signatories of the Responsible Care Global Charter in their efforts to strengthen the Responsible Care initiative.*



Some levels have been identified as key for the implementation of the Responsible Care programme. These levels need to be reached to be associated with a minimum level of commitment to Responsible Care. When this is not the case, this will be indicated in red as “major issue”. This provides you with some high-level indication of the level of priority for the questions to focus on. The levels are systematically set at level 1, unless level 1 does not include any action, then level 2 is indicated as the threshold.

Company: DemoSite1M Name: Test Assessment 2020 M Status: Submitted Deadline: 31/07/2020 Completed: 100 %

Assessment : Test Assessment 2020 M

Health, Safety, Environment, Energy & Sustainability issues?

Items per page: 5 1 - 5 of 101

### GENERAL OUTCOME (SDGs)

SDGs	Code	Question	My Score	Target	Status
SDG8	2.1	How is the leadership committed to occupational Health & Safety?	2	3	Improve
SDG8	2.2	How are the risks and exposures regarding Health & Safety determined?	2	3	Improve
SDG8	2.3	How are medical requirements evaluated?	3	3	Fulfilled
SDG8	2.7	How does the organisation manage stress and well-being, aside from legal requirements ?	3	3	Fulfilled
SDG8	2.8	How are work site injuries, incidents and near-miss incidents investigated, aside from legal requirements?	3	3	Fulfilled
SDG8	2.10	How does the organisation achieve the competences of its workers regarding the Health & Safety requirements that are related to their work?	2	3	Improve
SDG9	2.33	How is the potential environmental impact of the activities of the organisation being evaluated?	2	3	Improve

On the top of the page there is a **button to export the improvement tips to Excel**. In the exported file you can add some information related to a particular tip to make an “improvement plan” and efficiently implement actions for improvement.

Company: DemoSite1M Name: Test Assessment 2020 M Status: Submitted Deadline: 31/07/2020 Completed: 100 %

Assessment : Test Assessment 2020 M

### Improvement Tips

*These implementation tips are by no means intended to be prescriptive or mandatory. They are of advisory nature to support signatories of the Responsible Care Global Charter in their efforts to strengthen the Responsible Care initiative.*

*We suggest you to use the improvement tips to develop an improvement plan.*

[Export improvement tips](#)

Search.....

Question

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?

My score : 2

*Try to improve : Consider communicating the policy to employees and support them in understanding it. Options for communicating your policy internally include posting it at work sites, incorporating it into training classes and materials, and referring to it at staff or all-hands meetings. Consider testing awareness and understanding from time to time by asking employees if they know where they can find a Health, Safety, Environment, Energy & Sustainability policy, what it means to them, and how it affects their work. You may also wish to clearly state, in the policy, the organisation's commitment to continual Responsible Care improvement.*

How is the organisation managing relevant risks and opportunities, aside from regulatory

## 7. “General Outcome”

To visualise the results of your assessment you must go to the “General outcome”.

The screenshot displays the 'European Responsible Care Self-Assessment Tool' interface. The top navigation bar includes 'HOME', 'MY PROFILE', 'GENERAL OUTCOME', 'BENCHMARKING', 'LIBRARY OF GOOD PRACTICES', 'HELP', 'DISCLAIMER', and 'GLOSSARY'. The 'GENERAL OUTCOME' section is highlighted in yellow. The main content area shows the assessment details: 'Company: DemoSite1M', 'Name: Test Assessment 2020 M', 'Status: Submitted', 'Deadline: 31/07/2020', and 'Completed: 100 %'. The assessment title is 'Assessment : Test Assessment 2020 M'. The instructions state: '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.' The current question is 'A Corporate Leadership Culture -- Scope & commitment ( 2 / 2 )' and asks '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?'. The options are:   
-  Top management is committed to Responsible Care & compliance, but the commitment is not formalised yet into a policy.   
-  A policy was established, but it is not available to the public and it includes a commitment towards some, but not all, of the Health, Safety, Environment, Energy & Sustainability topics.   
-  The policy is communicated internally and is available to the public and includes a commitment to fulfil its compliance obligations & to continual Responsible Care improvement. It includes commitment to manage performance related to Health & Safety, Environment, Energy & Sustainability.   
-  The policy is communicated actively to external parties & available to the public. It is supported by visible leadership and involvement from top management and other levels of the organisation. The policy is implemented throughout the business processes.

The General outcome gives you the possibility to visualise the results at different levels:

- CHAPTERS (to view the overall score and the score by chapter);
- SUBCHAPTERS (to view the scores subchapter per subchapter);
- QUESTIONS (to view the scores of the questions);
- SDGs (to check if you fulfill the United Nations 17 Sustainable Development Goals);
- STANDARDS (to check if you are ready to certify against an International Standards such as ISO 9000, ISO 14001, ISO45001, etc.)).

You can access the “General Outcome” in two ways:

- a) In the Assessment Sub menu (for the current assessment)
- b) From the General Menu (for any assessment)

### 7.1. In the Assessment Sub menu (inside current Assessment)

In this General Outcome you can have access only to the **results of the running assessment**. After you have responded to all questions, click on GENERAL OUTCOME in the Sub-Menu of the assessment to visualise the “General outcome at chapter level” followed by the “General outcome at subchapter, question, SDG and standard level” (all types of general outcomes are explained in details in 7.2).

Company: DemoSiteIM Name: Test Assessment 2020 M Status: Submitted Deadline: 31/07/2020 Completed: 100 %

Assessment : Test Assessment 2020 M


You must complete all questionnaire if you want to view the full scoring!

**GENERAL OUTCOME (CHAPTERS)**

Chapter	Subchapters	My Score
CHAPTER1	A Corporate Leadership Culture	2.18
CHAPTER2	Safeguarding People and the Environment	2.57
CHAPTER3	Strengthening Chemicals Management Systems	2.42
CHAPTER4	Influencing Business Partners	2.08
CHAPTER5	Engaging Stakeholders	2.33
CHAPTER6	Contributing to Sustainability	2.04

**GENERAL OUTCOME (SUBCHAPTERS)**

Chapter	Subchapters	My Score
CHAPTER1	Scope & commitment	2.5

If you click on the icon  on the top left of the grey bar you can hide the Assessment submenu and view the General outcome for the current assessment in the full screen as it is shown below.

Company: DemoSiteIM Name: Test Assessment 2020 M Status: Submitted Deadline: 31/07/2020 Completed: 100 %

Assessment : Test Assessment 2020 M

You must complete all questionnaire if you want to view the full scoring!

**GENERAL OUTCOME (CHAPTERS)**

Chapter	Subchapters	My Score
CHAPTER1	A Corporate Leadership Culture	2.18
CHAPTER2	Safeguarding People and the Environment	2.57
CHAPTER3	Strengthening Chemicals Management Systems	2.42
CHAPTER4	Influencing Business Partners	2.08
CHAPTER5	Engaging Stakeholders	2.33
CHAPTER6	Contributing to Sustainability	2.04

**GENERAL OUTCOME (SUBCHAPTERS)**

Chapter	Subchapters	My Score
CHAPTER1	Scope & commitment	2.5
CHAPTER1	Compliance	2

A warning message at the top of the page reminds you that you must reply to all questions to get a full scoring.

Assessment : Test Assessment 2020 M

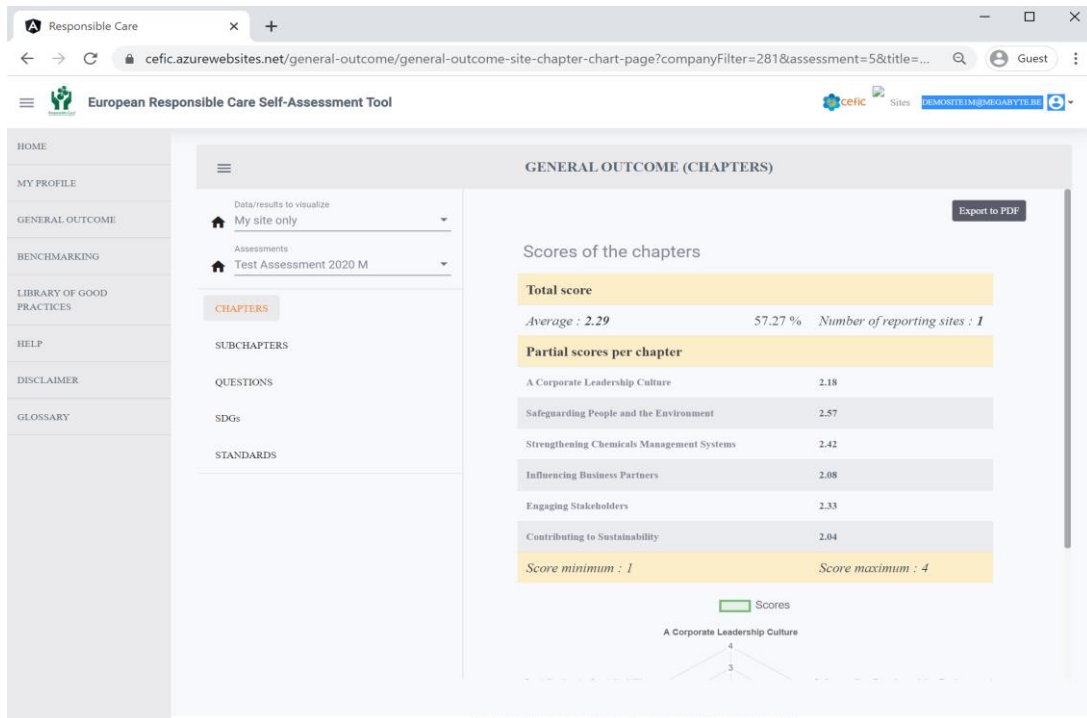
You must complete all questionnaire if you want to view the full scoring!

GENERAL OUTCOME (CHAPTERS)

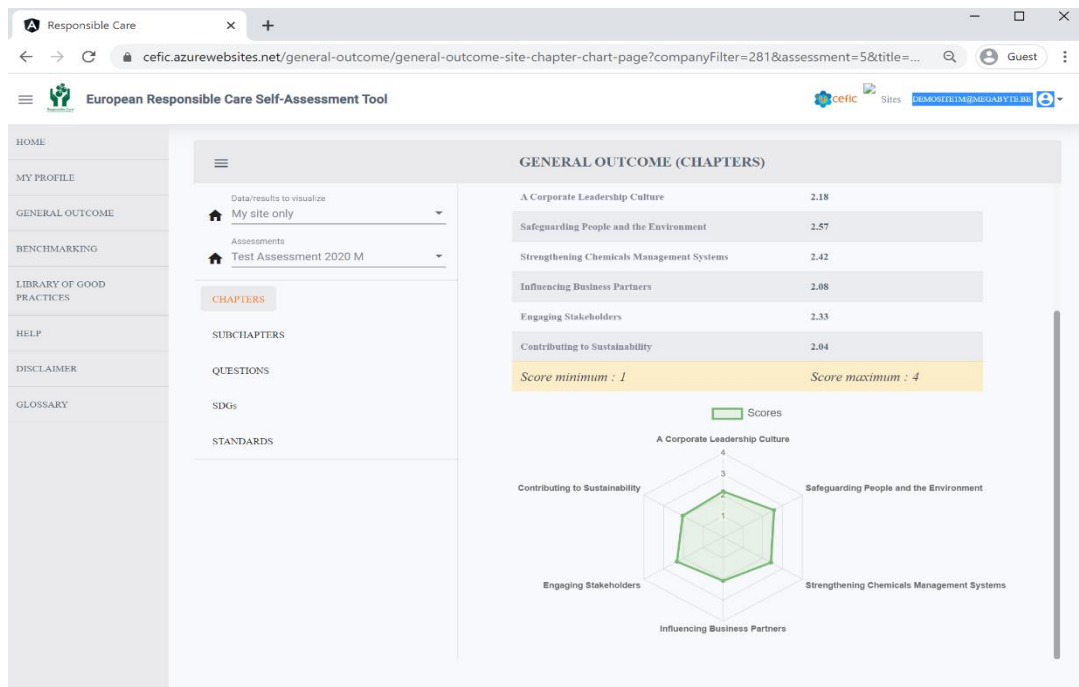


## 7.2. From the General Menu

At any time, select the Main Menu item “GENERAL OUTCOME” to view the submenu with the different filters and levels of reporting.



Scroll the vertical bar on the right to view the graph:



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

A. the **Data/Results to visualise**:

- by default, my site only,
- if you are part of a multinational company that agreed on sharing data between the sites you can visualise also the aggregate of all sister sites or specific sister sites.

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

The screenshot shows the 'European Responsible Care Self-Assessment Tool' interface. On the left is a navigation menu with options: HOME, MY PROFILE, GENERAL OUTCOME (highlighted), BENCHMARKING, LIBRARY OF GOOD PRACTICES, HELP, DISCLAIMER, and GLOSSARY. The 'GENERAL OUTCOME' section is expanded, showing filters for 'Data/results to visualize' (set to 'My site only') and 'Assessments' (set to 'Test Assessment 2020 M'). Below these are options for 'CHAPTERS' (highlighted), 'SUBCHAPTERS', 'QUESTIONS', 'SDGs', and 'STANDARDS'. The main content area displays 'GENERAL OUTCOME (CHAPTERS)' with a table of scores and a radar chart.

Chapter	Score
A Corporate Leadership Culture	2.18
Safeguarding People and the Environment	2.57
Strengthening Chemicals Management Systems	2.42
Influencing Business Partners	2.08
Engaging Stakeholders	2.33
Contributing to Sustainability	2.04

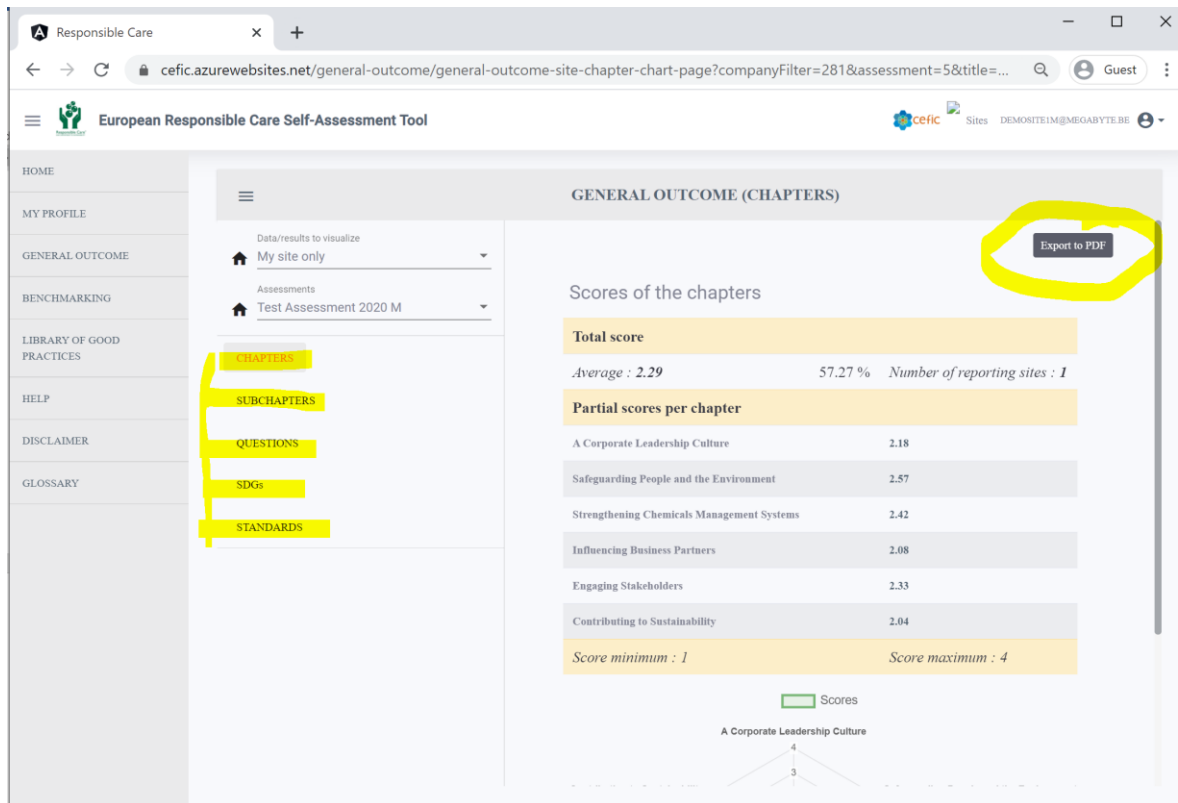
Score minimum : 1      Score maximum : 4


The radar chart shows scores for each chapter on a scale of 1 to 4. The scores are: A Corporate Leadership Culture (2.18), Safeguarding People and the Environment (2.57), Strengthening Chemicals Management Systems (2.42), Influencing Business Partners (2.08), Engaging Stakeholders (2.33), and Contributing to Sustainability (2.04).

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

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






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

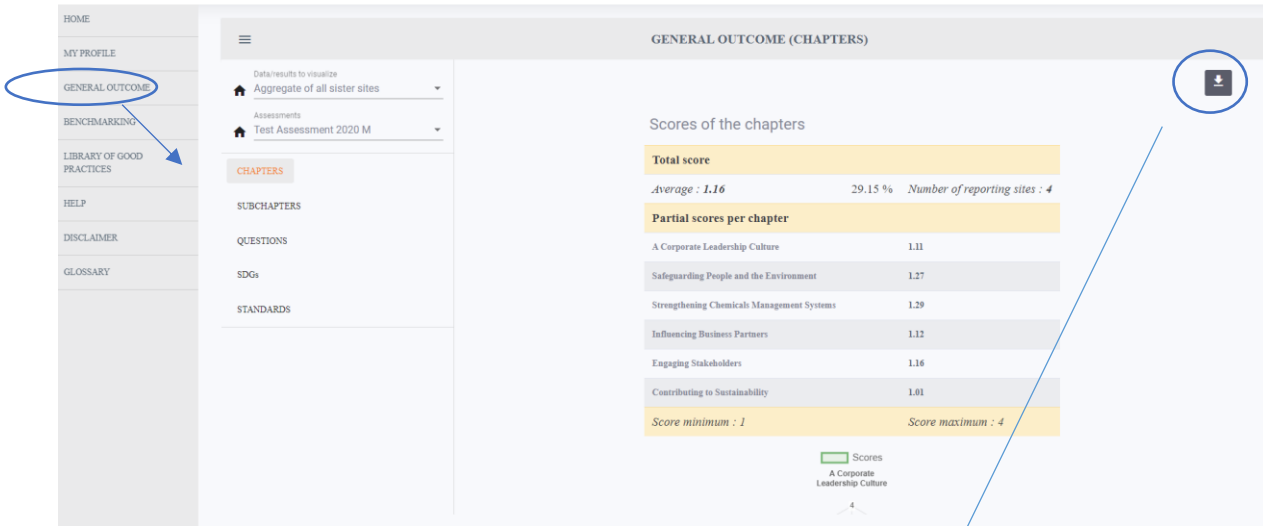
**Export of reports of the GENERAL OUTCOME in Excel and PDF and all reports together with a single click**

[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 .

[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”.



**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)

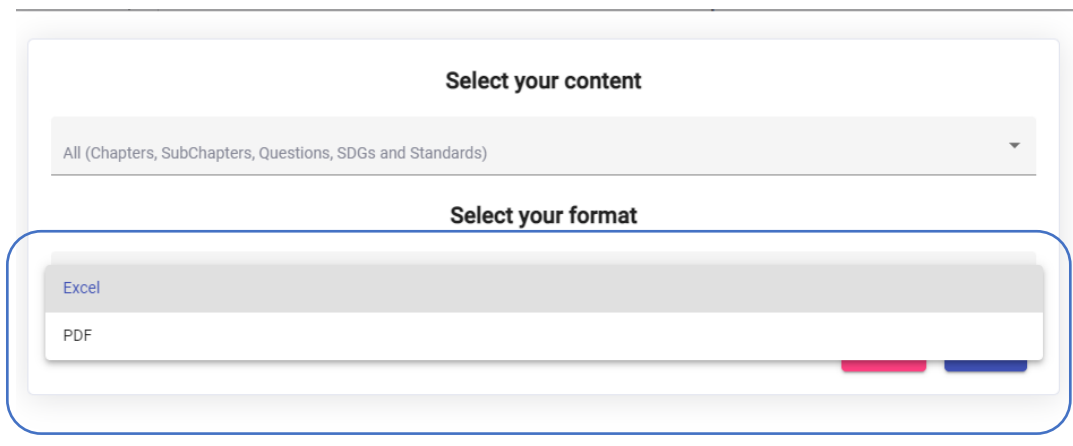
Current view ▼


---

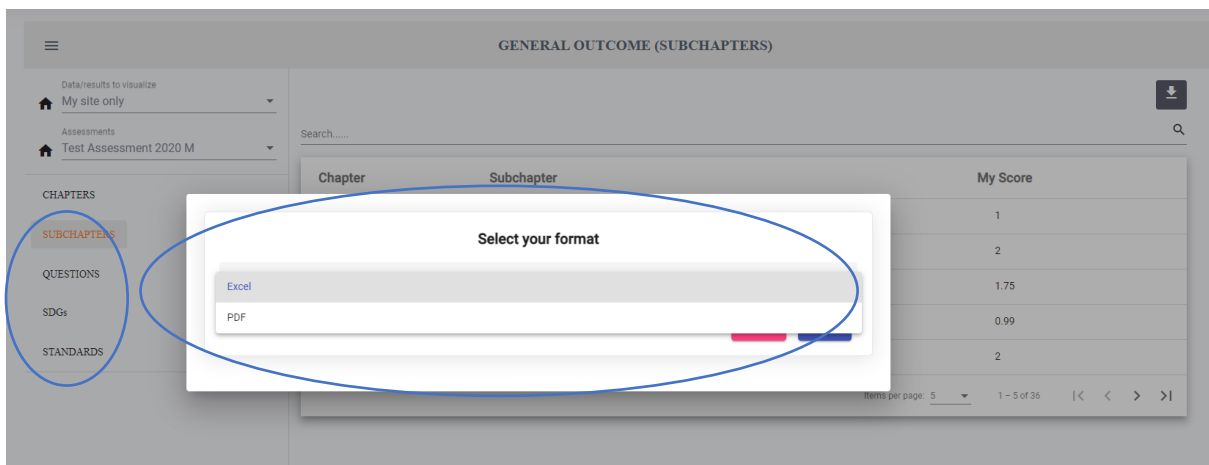
Excel ▼

Cancel
Export

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



**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.

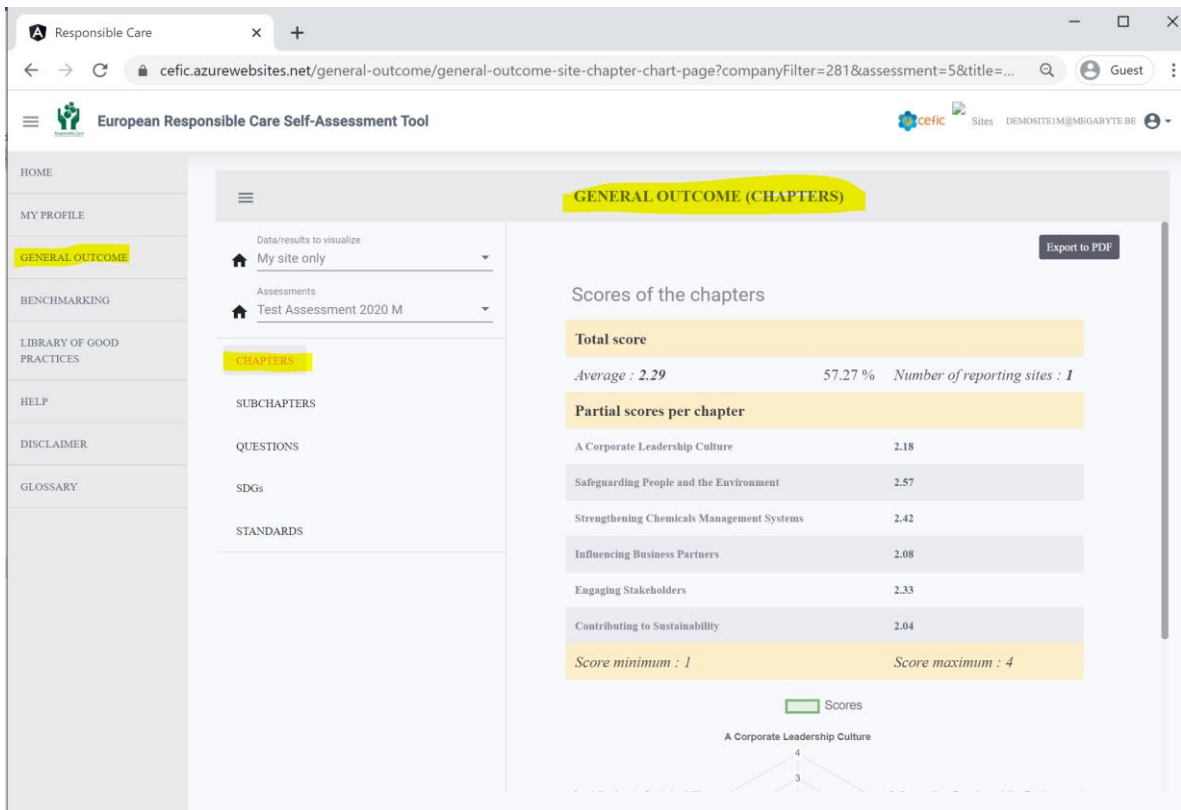


### 7.2.1 GENERAL OUTCOME (CHAPTERS)

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 12](#). 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.



## 7.2.2 GENERAL OUTCOME (SUBCHAPTERS)

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

**GENERAL OUTCOME (SUBCHAPTERS)**

Data/results to visualize: My site only

Assessments: Test Assessment 2020 M

**GENERAL OUTCOME (SUBCHAPTERS)**

Search.....

Chapter	Subchapter	My Score
CHAPTER1	Scope & commitment	1.25
CHAPTER1	Compliance	2
CHAPTER1	Management structure	0.62
CHAPTER1	Ensure improvement	0.33
CHAPTER1	Resources, training & employee involvement	0.56

Items per page: 5      1 - 5 of 36

## 7.2.3 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.

The screenshot shows the 'GENERAL OUTCOME (QUESTIONS)' page. The table below represents the data shown in the screenshot:

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?	2
1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	3
1.3	How is the organisation managing legal obligations?	2
1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?	4
1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?	2
1.6	How are Health, Safety, Environment, Energy & Sustainability responsibilities integrated in the job descriptions or annual objectives?	2
1.7	How are (core) processes concerning Health, Safety, Environment, Energy & Sustainability governed?	2
1.8	How is top management achieving continuous improvement in Health, Safety, Environment, Energy & Sustainability performance?	1
1.9	How is the internal audit programme conducted?	1
1.10	How are health and safety practices conducted?	1

### GENERAL OUTCOME/QUESTIONS WITH SCORE AND REPLIES TO EXCEL OR PDF

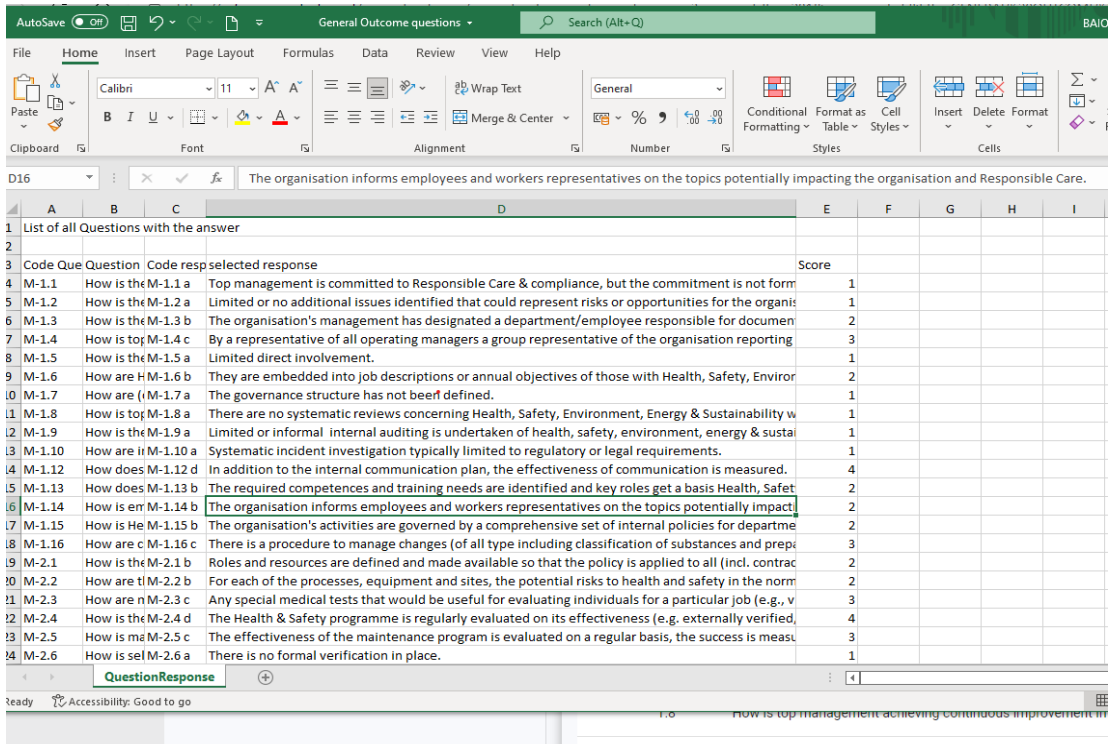
In the GENERAL OUTCOME/QUESTIONS, you can visualize and export the code questions, the questions, the code response, the selected response and the score. If you click on the icon **Q&A**, a window will open asking to select your format to Excel or PDF. When the mouse is on the icon **Q&A** that tooltip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

The screenshot shows the 'GENERAL OUTCOME (QUESTIONS)' page with a tooltip for the 'Q&A' icon. The table below represents the data shown in the screenshot:

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

The screenshot shows the 'Select your format' dialog box. The options are:

- Excel
- PDF



### 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

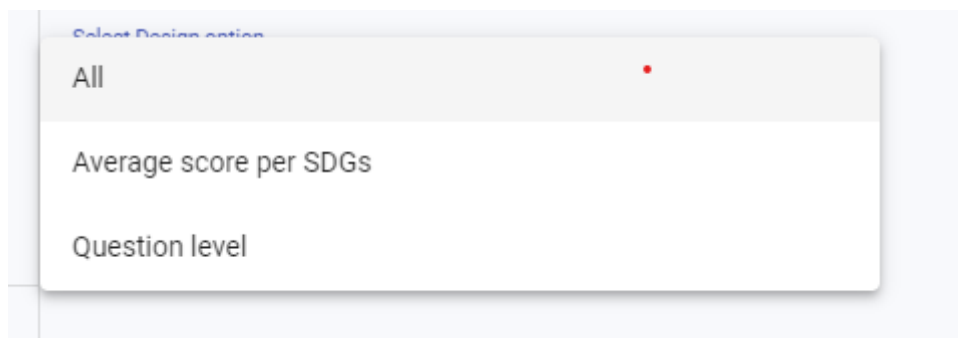
**Important:** The selected reply is seen by the site only and the Headquarter when looking at their own assessment. The HQ can see the score average/aggregate for the daughter sites only.

## 7.2.4 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 (signalled with “**improve**”). The Target indicates to which level you might consider increasing your score to reach SDG compliance.

### A colorful visual achievement

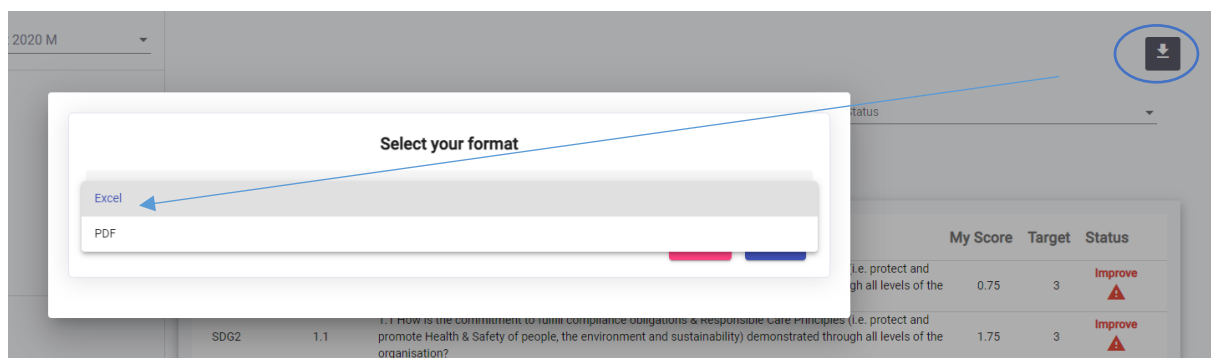
In the GENERAL OUTCOME/SDGs, by clicking on the “Select Design option”, three different visualizations for the SDGs report are available: “All”, “Average score per SDGs” and “Question level”.



#### A) All

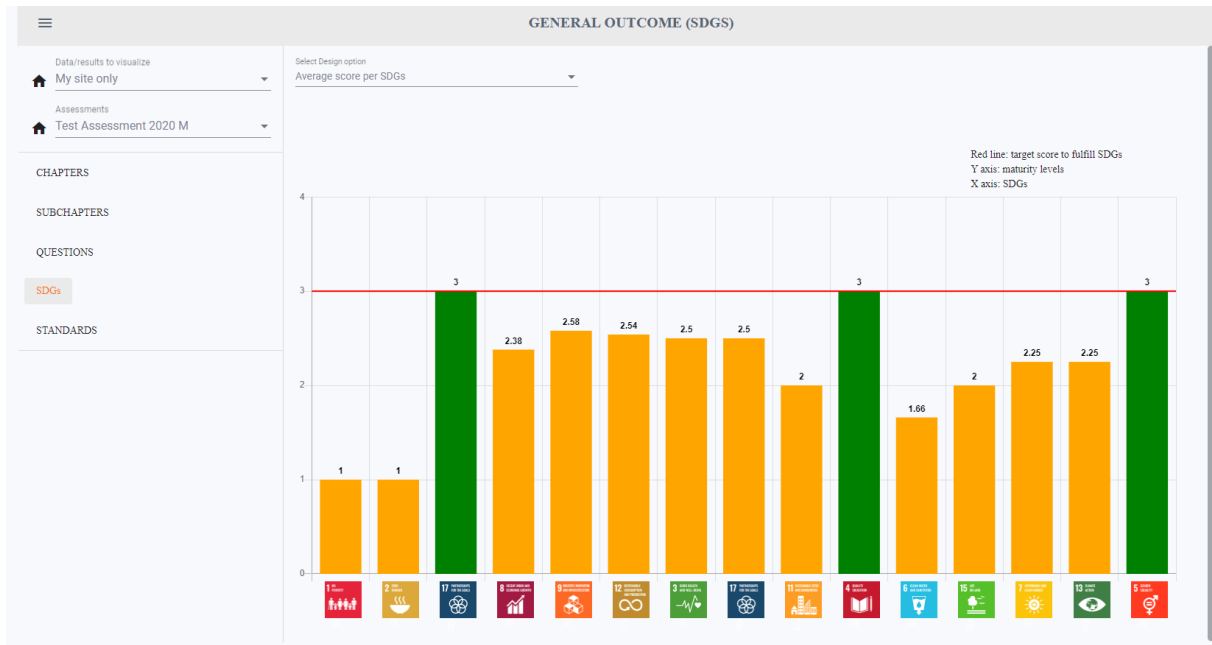
If you select “All” the following table will be displayed. All visualizations can be exported in Excel and PDF (as all other reports)

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



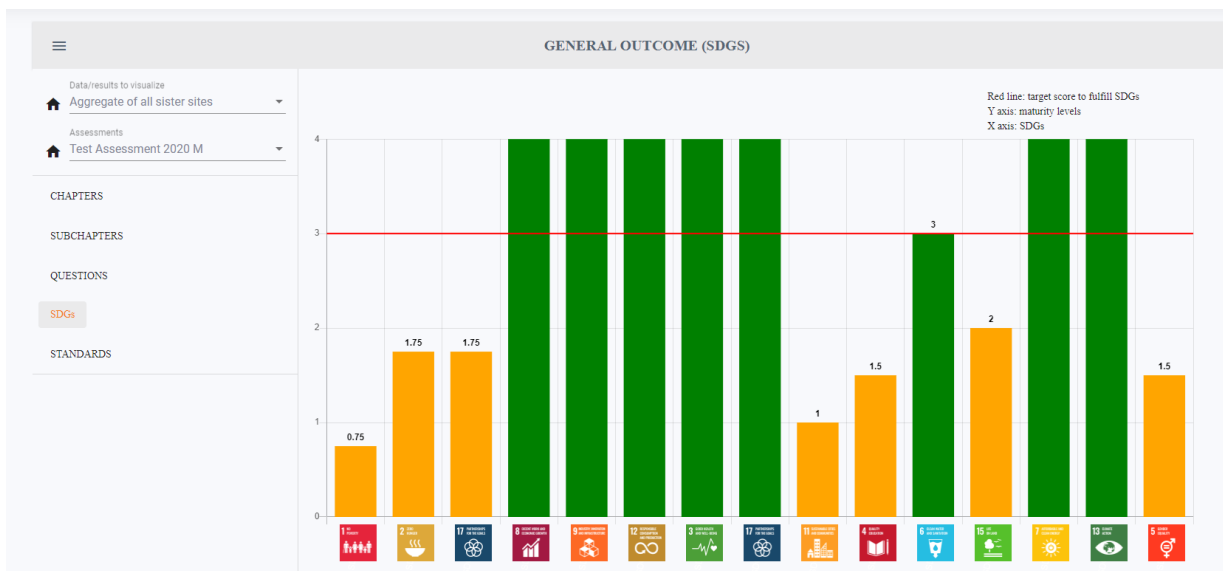
## B) Average score per SDGs

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 <span>↑</span>	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

## 7.2.5 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. By using the implementation tip related to this question, you can work to improve your score for this question and reach a level of maturity equivalent to compliance with the standard (for the “Implementation tips” check the [chapter 6.3](#)). Only the relevant questions for a standard are reported in this page.

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

**Note:** If all the questions related to a particular standard are marked as “compliant”, this does not mean that your company is compliant with this standard. The questions cover many points of the standards, but not all. Therefore, it provides an indication of your situation in terms of implementation but does not guarantee your compliance or that all the requirements are met. For an organisation intending to set some steps towards certification against one of the selected standards, we advise to screen the mapping in the link at the top of the page “Additional

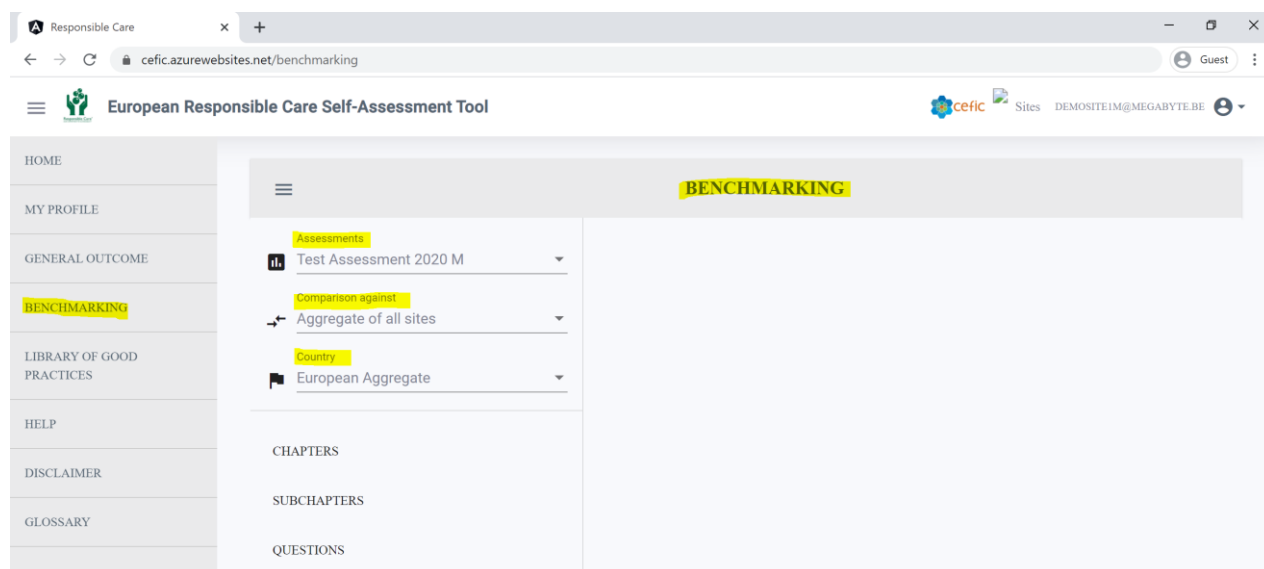
The screenshot shows the 'GENERAL OUTCOME (STANDARDS)' page in the 'European Responsible Care Self-Assessment Tool'. A yellow callout box highlights a link: 'Additional information on the link between questions and standards'. Below this is a table with columns: Standard, Code, Question, My Score, Target, and Status. The table lists 11 ISO 9001 standards with their corresponding questions and current status.

Standard	Code	Question	My 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	3	Improve
ISO9001	1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	3	3	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	3	Improve
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?	1	3	Improve
ISO9001	1.9	How is the internal audit programme conducted?	1	3	Improve
ISO9001	1.10	How are incident investigations handled?	1	3	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	3	Improve

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.

## 8. 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.

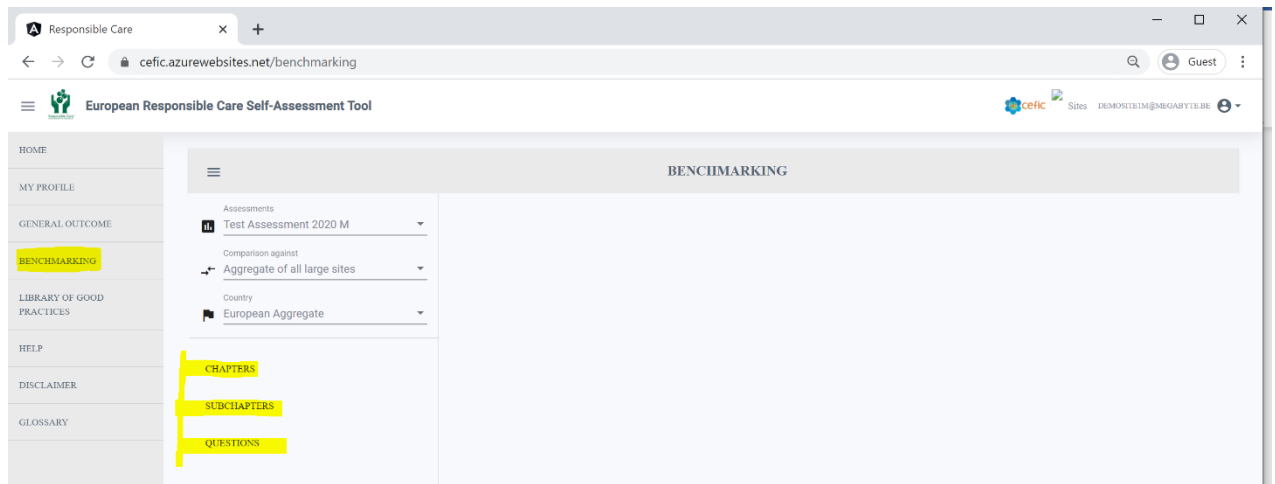



In the BENCHMARKING submenu, **you must select the following filters:**

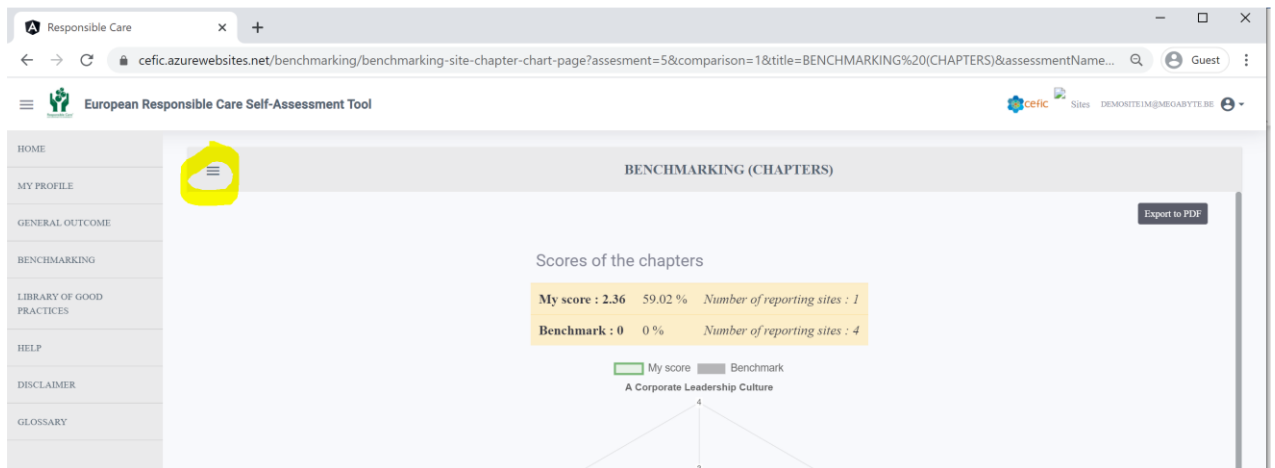
- A. the **Assessment** (this year assessment or a previous year assessment);
- B. the **Comparison against** (your benchmark):
  - by the default the “aggregate of all sites”,
  - but you can also select “Large”, “Medium” and “Small size”,
  - and in case of a multination company the “aggregate of all sister sites” and “specific sister sites”.
- C. the **Country** in which you want to benchmark.
  - By default, is 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 choose any of the countries in the dropdown list. Please mind that if you cannot visualise the data of one country is because there are not 5 independent sites reporting for that country (for more information see [chapter 12.1](#)). In this case a warning message will appear (“Not enough sites have completed their assessment”).

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.




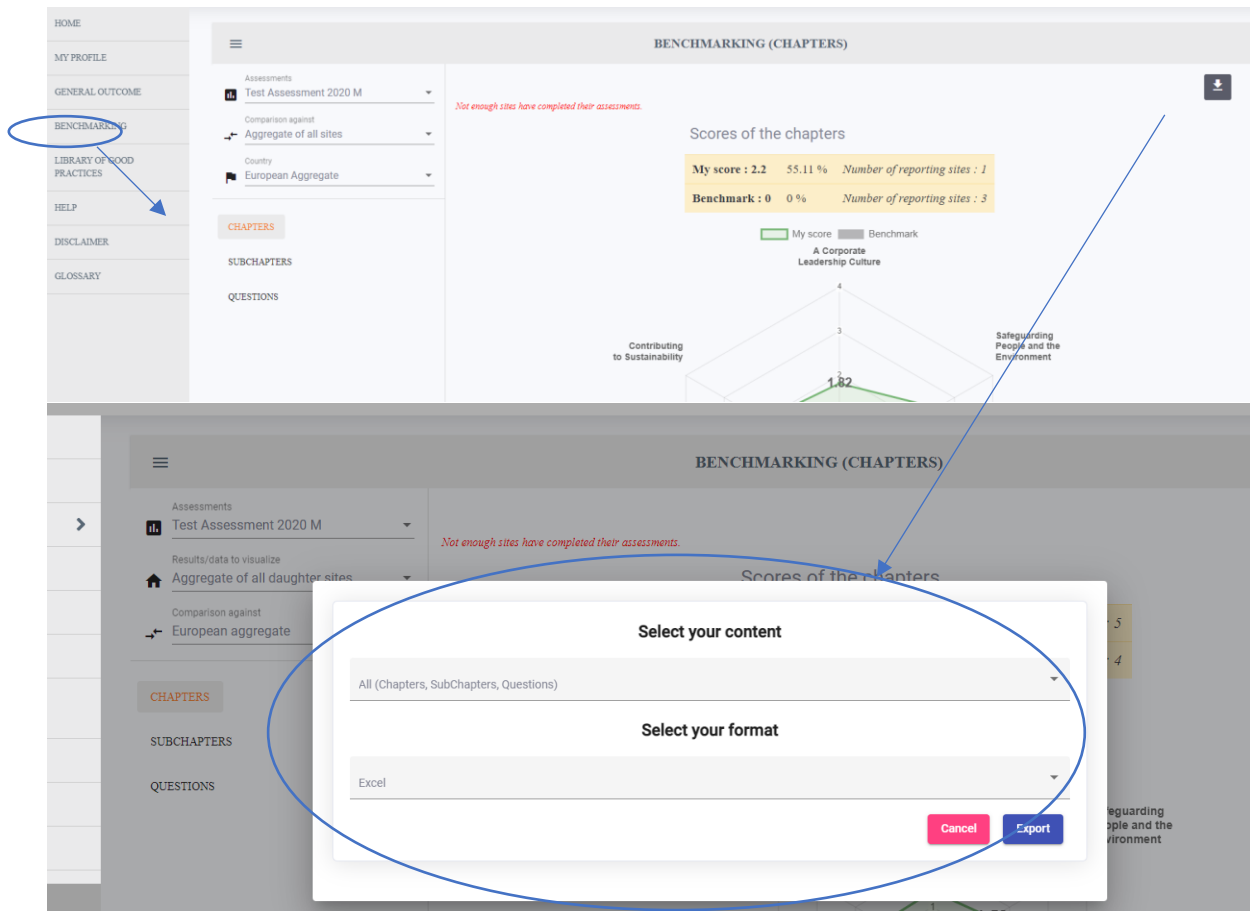
## Export of reports of the BENCHMARKING in Excel and PDF and all reports together with a single click

[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 .

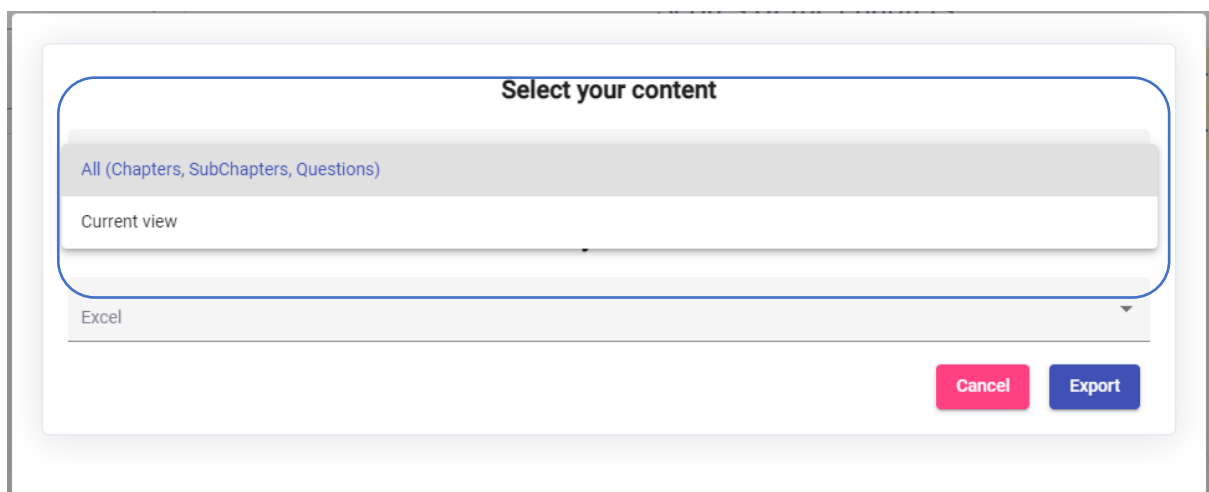
[In the "BENCHMARKING" : Export of reports in Excel and PDF and all reports together](#)

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":

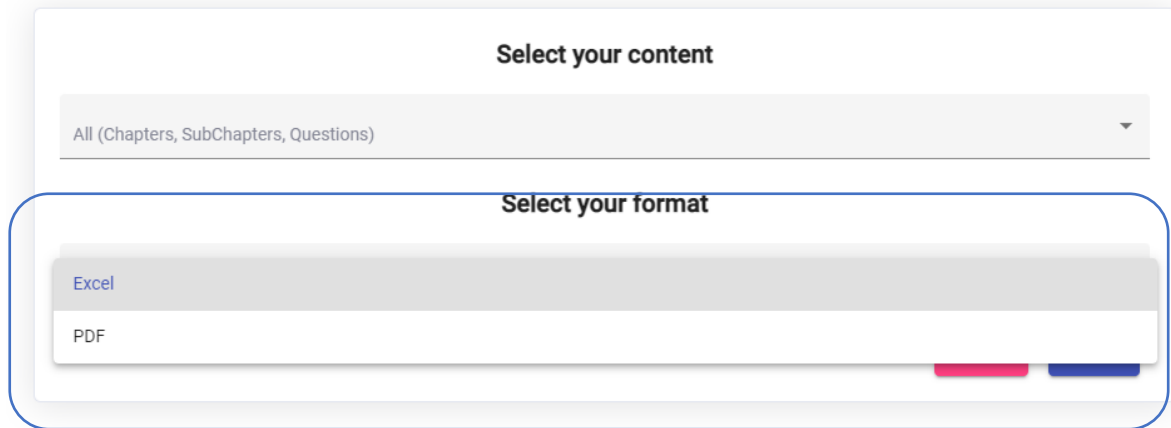



By selecting your content, the below options will be displayed:

- **“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.



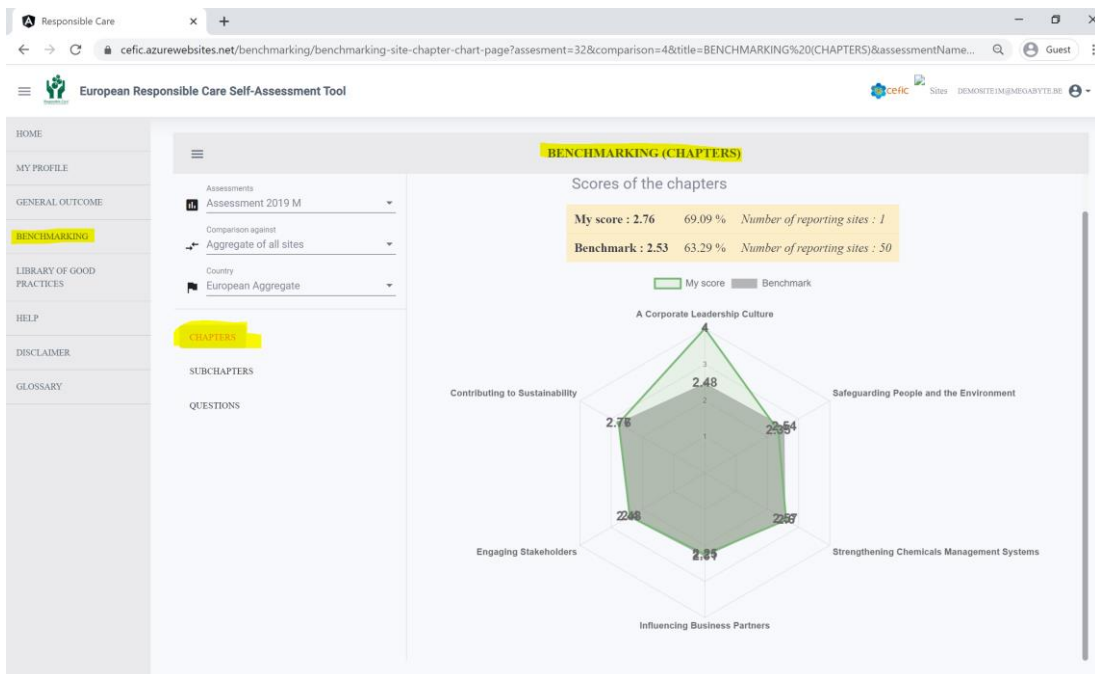
Select your format Excel or PDF and click on **“Export”**.



**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.

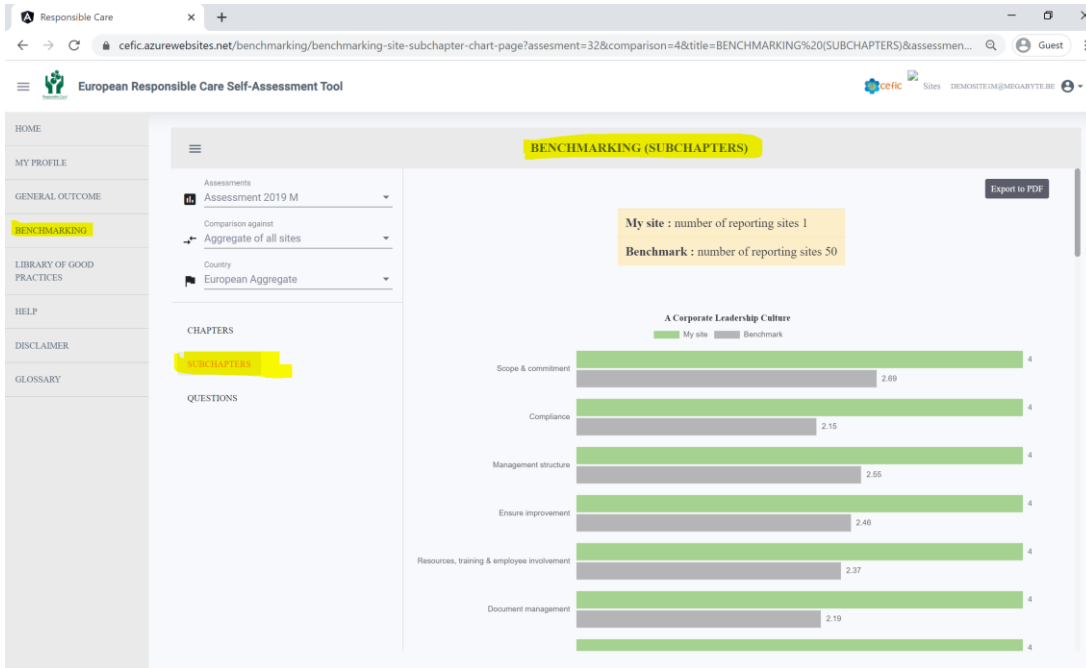
### 8.1 BENCHMARKING (CHAPTERS)

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).



### 8.2 BENCHMARKING (SUBCHAPTERS)

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



### 8.3 BENCHMARKING (QUESTIONS)

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

Code	Question	My Score	Benchmark
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?	4	2.38
1.2	How is the organisation managing relevant risks and opportunities, aside from regulatory compliance?	4	3
1.3	How is the organisation managing legal obligations?	4	2.15
1.4	How is top management determining that Health, Safety, Environment, Energy & Sustainability aspects are assigned to defined roles?	4	3.47
1.5	How is the management board of the organisation involved in the management of Health, Safety, Environment, Energy & Sustainability issues?	4	2.28
1.6	How are Health, Safety, Environment, Energy & Sustainability responsibilities integrated in the job descriptions of annual objectives?	4	2.05
1.7	How are (core) processes concerning Health, Safety, Environment, Energy & Sustainability governed?	4	2.33



## 9. 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 displays the 'European Responsible Care Self-Assessment Tool' interface. The main content area is titled 'HOME' and 'My Assessments'. A table lists various assessments with columns for 'Assessment name', 'Status', 'Last Modified Date', 'Created Date', 'Fill', 'Submit', and 'Export'. A modal dialog box titled 'Select your content' is overlaid on the table, offering two options: 'Empty assessment' and 'Assessment with the selected replies'. A blue circle highlights the 'Export' column of the table, and a blue arrow points from the dialog box to the 'Export' icon of the first row.

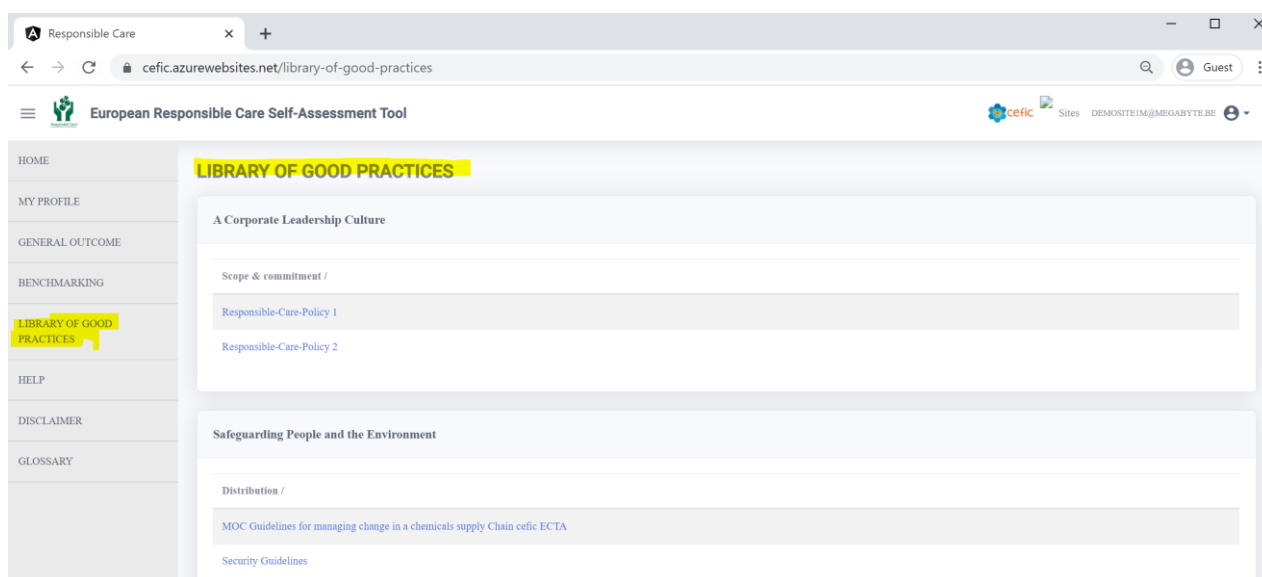
Assessment name	Status	Last Modified Date	Created Date	Fill	Submit	Export
Test Assessment 2020 M	In Progress 88 %	01/12/2022	DemoSite1M@megabyte.be	22/04/2022	✓	📄
Test Assessment 2019 M	In Progress 38 %	01/12/2022	DemoSite1M@megabyte.be	22/06/2022	✓	📄
Test Assessment 2020 M V1	In Progress 100 %	01/12/2022	DemoSite1M@megabyte.be	07/04/2022	✓	📄
Assessment 2015 M	In Progress 100 %	01/12/2022	DemoSite1M@megabyte.be	01/03/2022	✓	📄
Assessment 2016 M					✓	📄
Assessment 2017 M					✓	📄
Assessment 2018 M					✓	📄
Assessment 2019 M					✓	📄
Assessment 2020 M					✓	📄

## 10. 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.



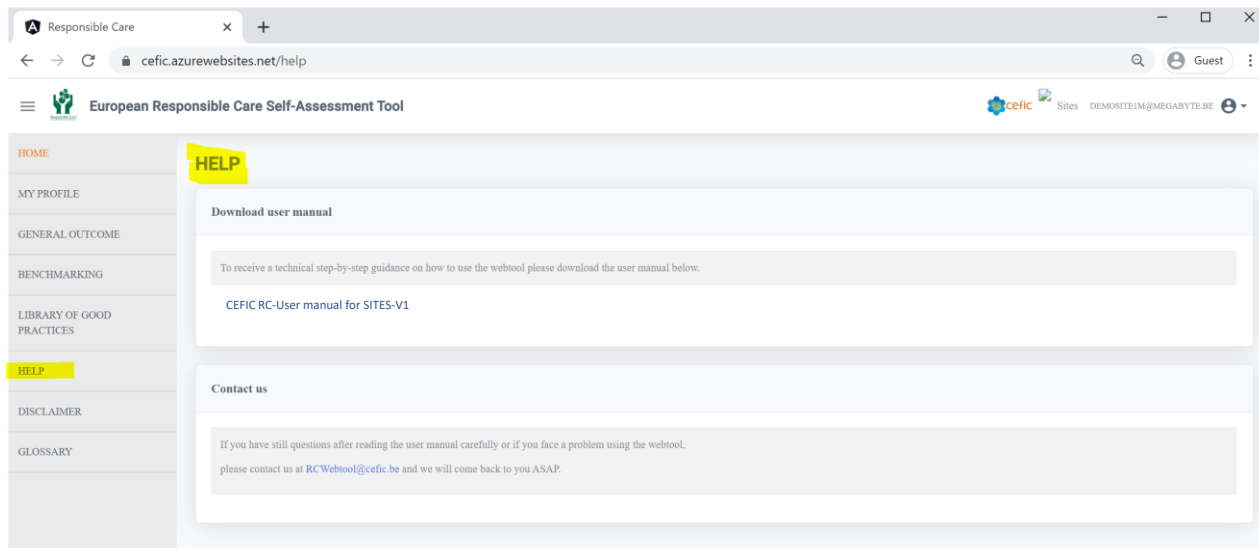
The screenshot shows a web browser window with the URL [cefic.azurewebsites.net/library-of-good-practices](https://cefic.azurewebsites.net/library-of-good-practices). The page title is "European Responsible Care Self-Assessment Tool". The left sidebar contains a navigation menu with the following items: HOME, MY PROFILE, 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 divided into two sections. The first section is "A Corporate Leadership Culture" and contains two links: "Responsible-Care-Policy 1" and "Responsible-Care-Policy 2". The second section is "Safeguarding People and the Environment" and contains two links: "MOC Guidelines for managing change in a chemicals supply Chain cefic ECTA" and "Security Guidelines".

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 submitted your assessment.*

## 11. 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)

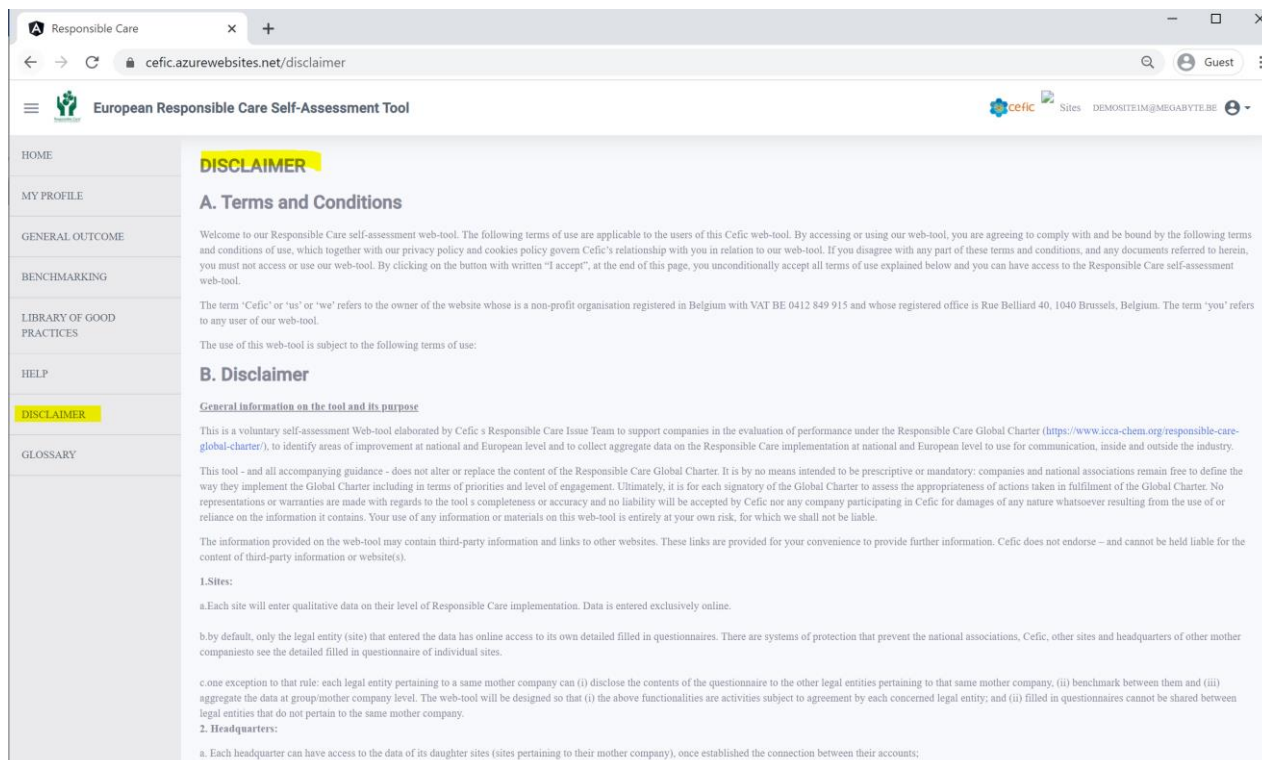


The application will display this User Manual:



## 12. Disclaimer

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



The screenshot shows a web browser window with the URL [cefic.azurewebsites.net/disclaimer](https://cefic.azurewebsites.net/disclaimer). The page title is "European Responsible Care Self-Assessment Tool". The left navigation menu includes: HOME, MY PROFILE, GENERAL OUTCOME, BENCHMARKING, LIBRARY OF GOOD PRACTICES, HELP, **DISCLAIMER** (highlighted), and GLOSSARY. The main content area is titled "DISCLAIMER" and is divided into two sections: "A. Terms and Conditions" and "B. 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 fulfillment 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.

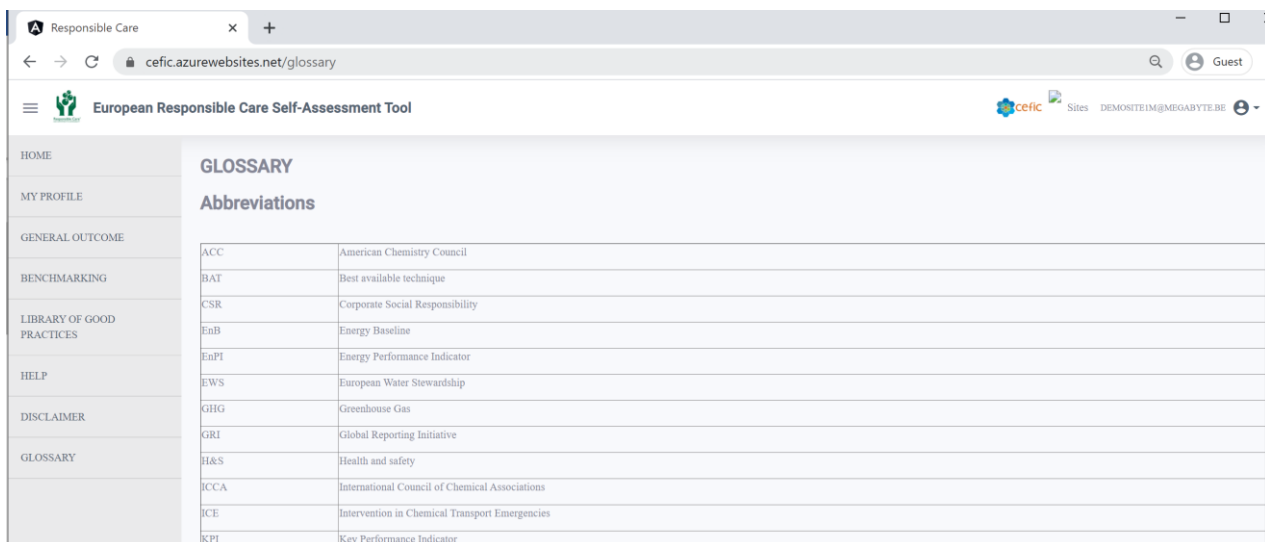
c. One exception to that rule: each legal entity pertaining to a same mother company can (i) disclose the contents of the questionnaire to the other legal entities pertaining to that same mother company, (ii) benchmark between them and (iii) aggregate the data at group/mother company level. The web-tool 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;

## 13. 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.

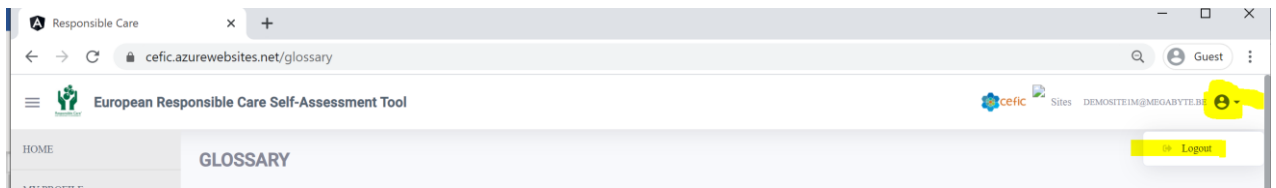


The screenshot shows a web browser window with the URL `cefic.azurewebsites.net/glossary`. The page title is "European Responsible Care Self-Assessment Tool". The navigation menu on the left includes: HOME, MY PROFILE, GENERAL OUTCOME, BENCHMARKING, LIBRARY OF GOOD PRACTICES, HELP, DISCLAIMER, and GLOSSARY. The main content area is titled "GLOSSARY" and "Abbreviations". It contains a table with the following data:

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

## 14. Quit application

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



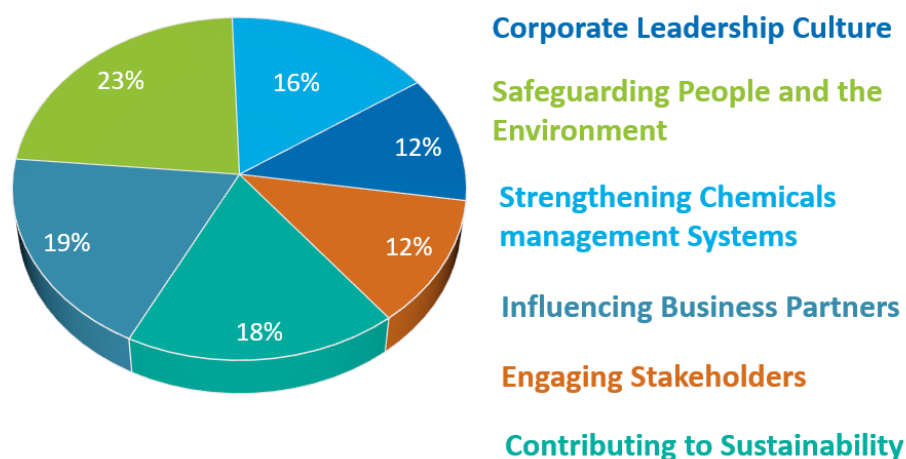
Please mind that you need to login in again to have access to the webtool after logging out!

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.**

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

### 15.1 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.

### 15.2 Data collection, access and aggregation

#### 1. Sites:

- Each site will enter qualitative data on their level of Responsible Care implementation. Data is entered exclusively online.
- 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.
- 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.

### 15.3. Benchmarking

1. **Sites** can benchmark anonymously against the country aggregate (made of all participating legal entities inside their country or in another country) or against the European aggregate – provided that at least 5 independent companies (sites belonging to different company groups) have submitted the questionnaire and are involved in the benchmarking. To protect the confidentiality of data when less than 5 independent companies have done the self-assessment the functionality that allows benchmarking and aggregation of data is automatically blocked.
2. **Headquarters** can benchmark either the aggregate data of their daughter sites or their prefilled assessment against the European aggregate.
3. **National associations** can benchmark their country aggregate against the European aggregate or the aggregate of other countries.
4. **Cefic** does not benchmark.

## 16. 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.