

Fact sheet

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National helpdesks - at your service, in your language



The countries of the European Union, Norway, Iceland and Liechtenstein run helpdesks who give support on questions related to BPR, CLP and REACH obligations. In many cases, they are located in national competent authorities. These national helpdesks are the first point of contact for companies based in those countries.

ECHA hosts the network of national BPR, CLP and REACH helpdesks (HelpNet). The European Commission and observers from stakeholder helpdesks and from candidate countries are also members of HelpNet. One of the main objectives of the network is to promote harmonisation of the advice given by its members.



WHAT KIND OF ADVICE CAN I GET FROM MY NATIONAL HELPDESK?

National helpdesks will give advice to you on the provisions of the BPR, CLP and REACH. They will also advise on the responsibilities you may have under these regulations. They will not, however, focus on giving tailor-made information on how you should meet those obligations. This remains your responsibility.

Further information about the national helpdesks can be found at:

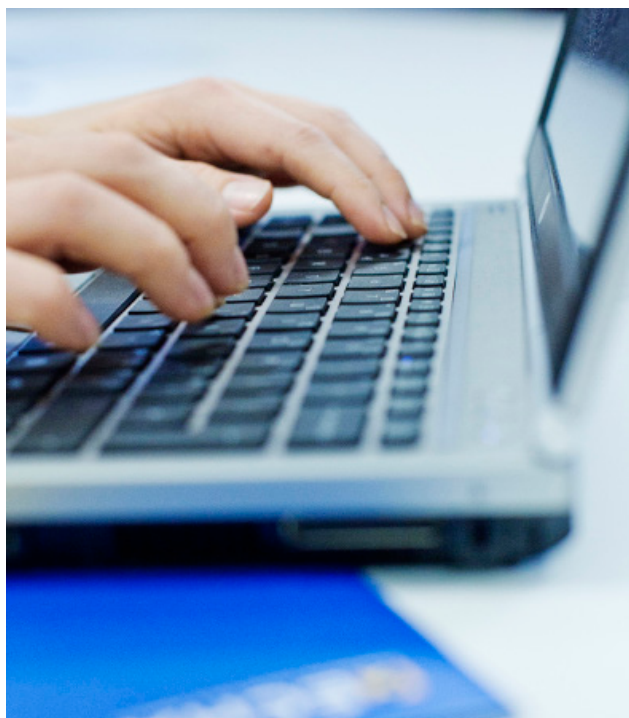
» echa.europa.eu/support/helpdesks

WHY SHOULD I CONTACT MY NATIONAL HELPDESK?

In most cases, the national helpdesk should be your first point of contact when you are seeking advice on your BPR, CLP or REACH obligations. Your national helpdesk provides services in your local language(s) and has a good understanding of national conditions. You may also receive information on certain aspects of enforcement.

Contact your national helpdesk:

» echa.europa.eu/support/helpdesks/national-helpdesks/list-of-national-helpdesks



HOW TO FIND MORE INFORMATION?

A lot of useful information, as well as answers to many questions, can be found on the websites of the national helpdesks. The BPR, CLP and REACH FAQs that can be found on ECHA's website have also been agreed by the national helpdesks:

» echa.europa.eu/support/qas-support/qas

WHEN SHOULD I CONTACT THE ECHA HELPDESK?

If your question is outside the scope of your national BPR, CLP or REACH helpdesk, such as issues related to dossier submissions and scientific IT-tools, you can contact the ECHA Helpdesk at:

» echa.europa.eu/contact

BPR: Biocidal Products Regulation

The Biocidal Products Regulation concerns the placing on the market and use of biocidal products, which are used to protect humans, animals, materials or articles against harmful organisms, like pests or bacteria, by the action of the active substances contained in the biocidal product.

CLP: Classification, Labelling and Packaging

The CLP Regulation makes sure that the hazards presented by chemicals are clearly communicated to workers and consumers in the European Union through the classification and labelling of chemicals.

REACH: Registration, Evaluation, Authorisation and Restriction of Chemicals

REACH was adopted to improve the protection of human health and the environment from the risks that can be posed by chemicals, while enhancing the competitiveness of the EU chemicals industry. It also promotes alternative methods for the hazard assessment of substances in order to reduce the number of tests on animals.