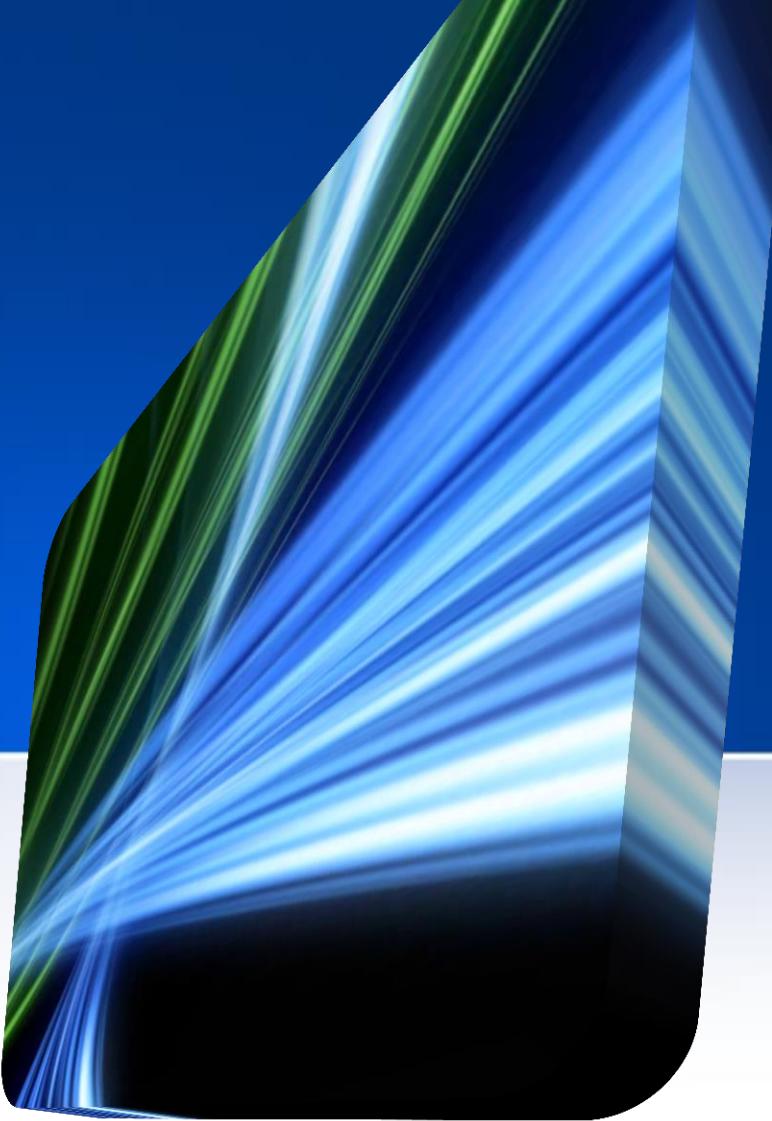


Belgian Helpdesk Biocides - *An Overview*

Kristof Claes

18 december 2013



Introducing ...



FPS HFCSE – DG5 Environment

INSP

Helpdesk
Civilians

...

FAPE

Risk
Management

Biocides

Product Policy

Helpdesk Companies

CLP

Chemicals

Biocides

Products

Our mission ...



The mission of our national helpdesk Biocides is to give companies, in particular SMEs, easier access to adequate information on all aspects of the new Regulation and the still existing national procedures, so that they can meet their legal obligations.

Counterexample ...



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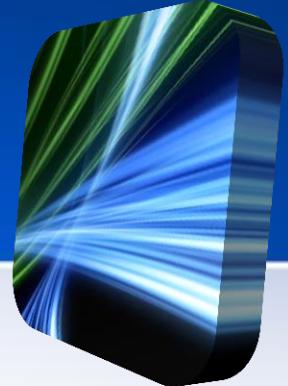
1. Some history



- Until the end of 2010: Questions on biocides directly treated by a member of the biocides service via Outlook (time-consuming)
- January 2011: Integration of info.biocides@health.fgov.be in the Ariane project (Front office vs. Back office)
- September 2013: Integration of the new Regulation 528/2012 in the helpdesk activities (cf. art. 81, §2.) + support from ECHA



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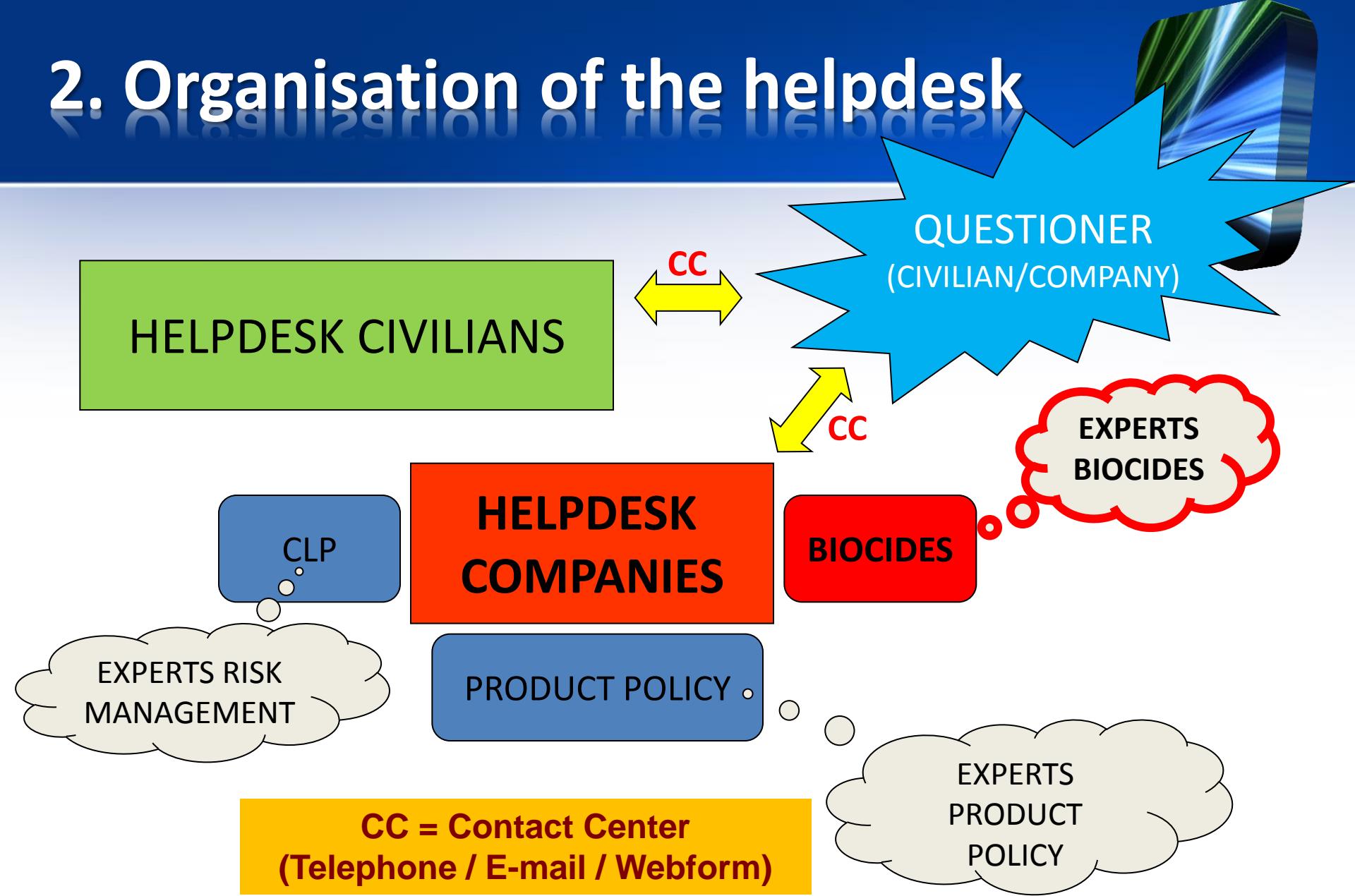


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2. Organisation of the helpdesk



2. Organisation of the helpdesk



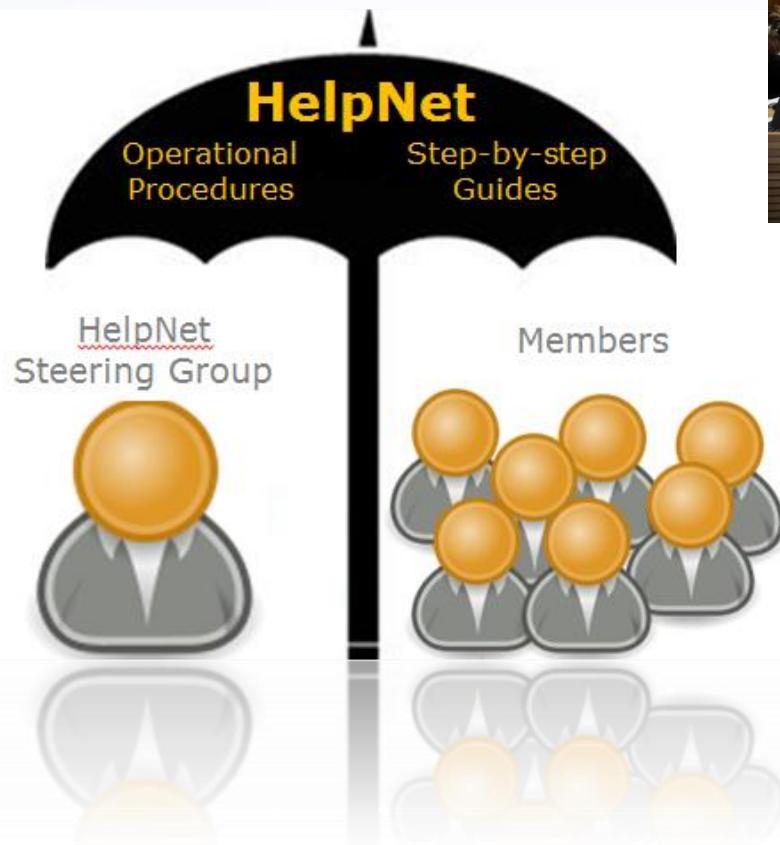
2. Organisation of the helpdesk



2. Organisation of the helpdesk



HelpNet = network of 29 national helpdesks biocides



2. Organisation of the helpdesk



Austria
Peter Schindler



Belgium
Kristof Claes



Bulgaria
Silviya Simeonova



Croatia
Ivana Vrhovac Filipovic



Cyprus
Andreas Hadjigeorgiou



Czech Republic
Katerina Hrušková



Denmark
Lone Munk Soderberg



Estonia
Anu Meriste



Finland
Hannu Mattila



France
Bertrand Bitaud



Germany
Sylvia Gassel



Greece
Vasileios Vagias



2. Organisation of the helpdesk



Hungary
Balázs Németh



Ireland
Patricia Mc Guire



Italy
Raffaella Cresti



Latvia
Anta Jantone



Lithuania
Saulius Majus



Luxembourg
Jeff Zigrand



Norway
Suzanne C. Gordon



Poland
Elżbieta Buchmiet



Portugal
Cesaltina Ramos



Romania
Horatiu Antoniu



Slovakia
Škultétyová Mária



Slovenia
Marta Pavlič Čuk



2. Organisation of the helpdesk



Spain
Prado Gómez Gallego



Spain
Judit Martin Arribas



Sweden
Kerstin Nordenhäll



The Netherlands
Eveline Beij



The Netherlands
Wilhelmus Andriessen



United Kingdom
Martin Ball



The Chair
Andreas Herdina



ECHA
Doris Thiemann



ECHA
Henna Piha



ECHA
Theodora Basmatzi



ECHA
Nicola Tecce



2. Organisation of the helpdesk

The ECHA Helpdesk



Applicants, particular SMEs



Approval of Active Substance, inclusion in Annex I,
Union authorisation



Advice and assistance



Helpdesk contact form, written replies



<http://echa.europa.eu/contact/helpdesk-contact-form>

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3. Treatment of incoming questions



- Company asks a question via the CC (**FO**)
 - 02/524.97.97
 - info.biocides@environment.belgium.be
 - Webform at www.health.belgium.be
- Question comes up in "Ariane" (electronic transfer platform)
- Creation ticket number 2-XXXXXXXXXX
- Transfer to corresponding helpdesk (CLP, Biocides, Products, Chemicals) (**BO**)
- Helpdesk provides an adequate response within 5-10 days
 - Directly based on FAQ / database with Q/A pairs
 - After consulting an expert within the unit(s) involved

2. Treatment of incoming questions

Ariane - Windows Internet Explorer

https://siebel.smals.be/ariane_nl/start.swf?SWEChnd=Login&SWEPl=1&SWETS=1380026227211

Bestand Bewerken Beeld Favorieten Extra Help

Ariane

Bestand Bewerken Weergeven Navigeren Query Hulpmiddelen Help

Opgesl. query's:

Thuis: Startpagina Bedrijven Contacten Serviceaanvragen Activiteiten Correspondentie Oplossing

Lay-out bewerken

STARTPAGINA Welkom Terug Kristof Claes. Vandaag is Dinsdag 24 september 2013.

Mijn serviceaanvragen

Status	SA-nummer	DG / Dienst	Functieel Dom/Type	Gebied	Overzicht
> Open	2-286639029	DGS	Helpdesk Biociden		Re: apply for renewal of national au
Open	2-286638930	DGS	Helpdesk Biociden		< No Subject >
Open	2-286638664	DGS	Helpdesk Biociden		registratie 2-componenten-systeem
Open	2-286416825	DGS	Helpdesk CLP	Vraag voor informat	Request For Information => 20-09-
Open	2-286388328	DGS	Helpdesk Biociden	Vraag voor informat	

Mijn Gedelegeerde Service Aanvragen

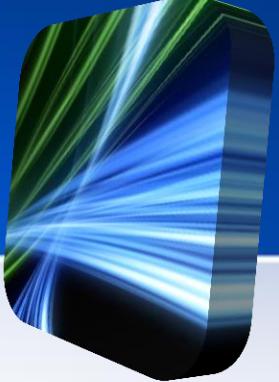
Status	Substatus	Lijn	SA-nummer	DG / Dienst	Functieel Dom/Type	Gebied
> Open	External Party Upda	2-286639029	2-279349397	DGS	Helpdesk Biociden	Vraag voor informat
Open	In behandeling	2-286638930	2-279150724	DGS	Helpdesk Biociden	Vraag voor informat
Open	Bijwerkend klant	2-286638664	2-2828594991	DGS	Helpdesk Biociden	Vraag voor informat
Open	In behandeling	2-286416825	2-281149970	DGS	Inspectie	Vraag voor informat
Open	In behandeling	2-286388328	2-279127349	DGS	Helpdesk Biociden	Vraag voor informat

Mijn activiteiten

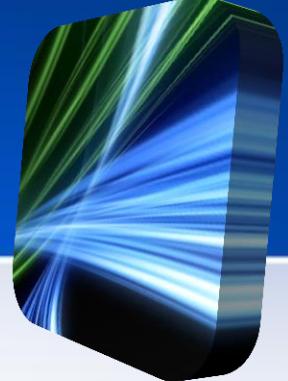
Activiteit-ID	Categorie	Type	Subtype	Taal	Overzicht
> 2-40AE0R	Algemeen	Aantekeningen			SR Update: Final Answer
2-40AE06	Algemeen	Aantekeningen			SR Update: Final Answer
2-40AE0F	Algemeen	Aantekeningen			SR Update: Final Answer
2-4PT0GM	Algemeen	Aantekeningen	Nederlands		SR Update: Final Answer
2-4PIOH9	Algemeen	Aantekeningen	Frans		SR Update: Final Answer

Spotlight Oplossingen

Gereed 0 van 0 Vertrouwde websites 100%



3. Treatment of incoming questions



Communication preferably by e-mail:

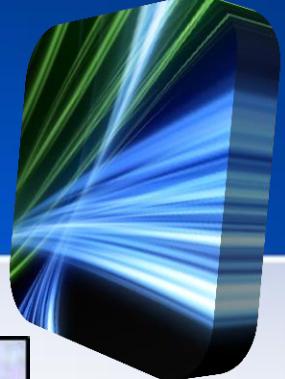
- Technical nature of the subject
- Facilitates research work
- Promotes the set-up of a qualitative Q/A database and FAQ

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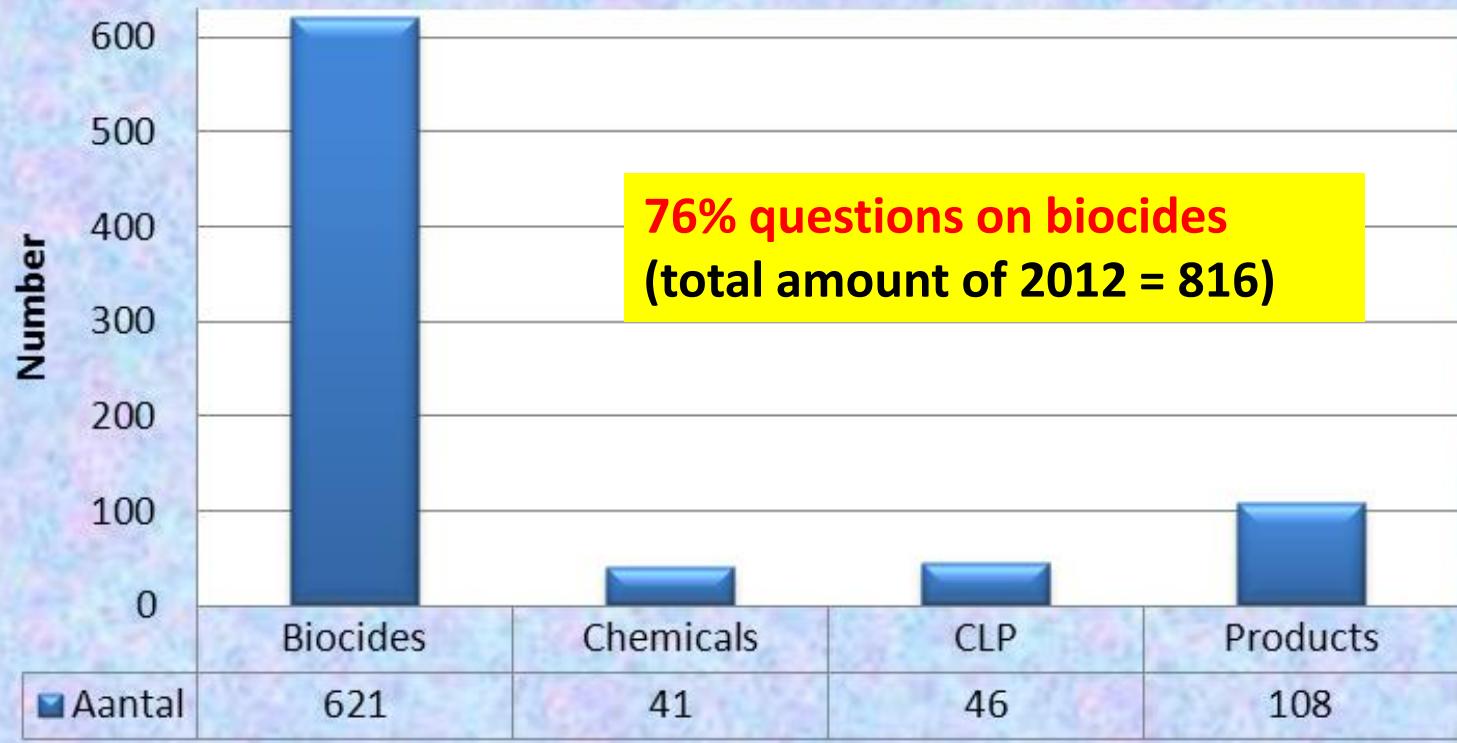


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4. Some statistics (2012)



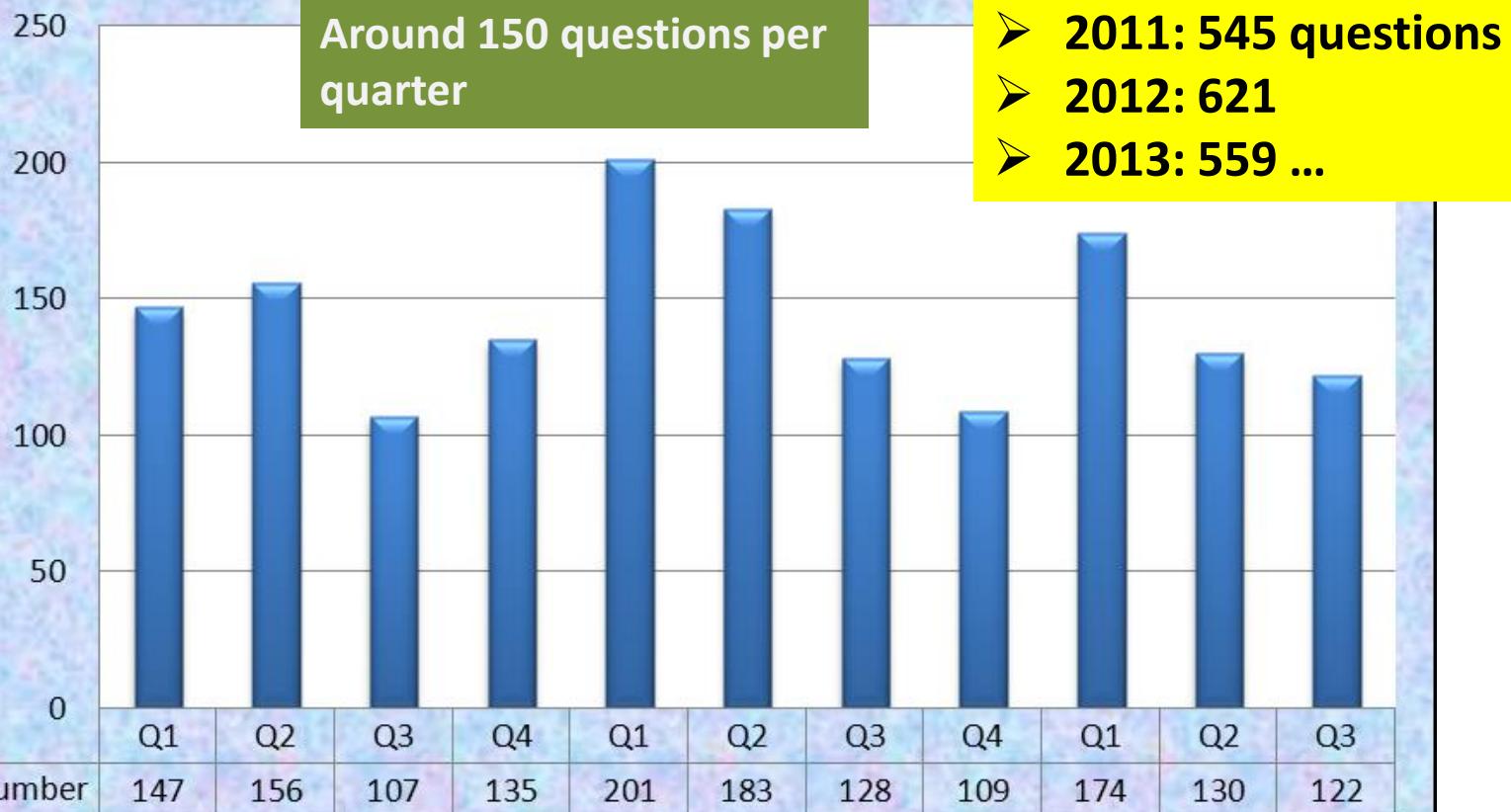
Registered questions by helpdesk



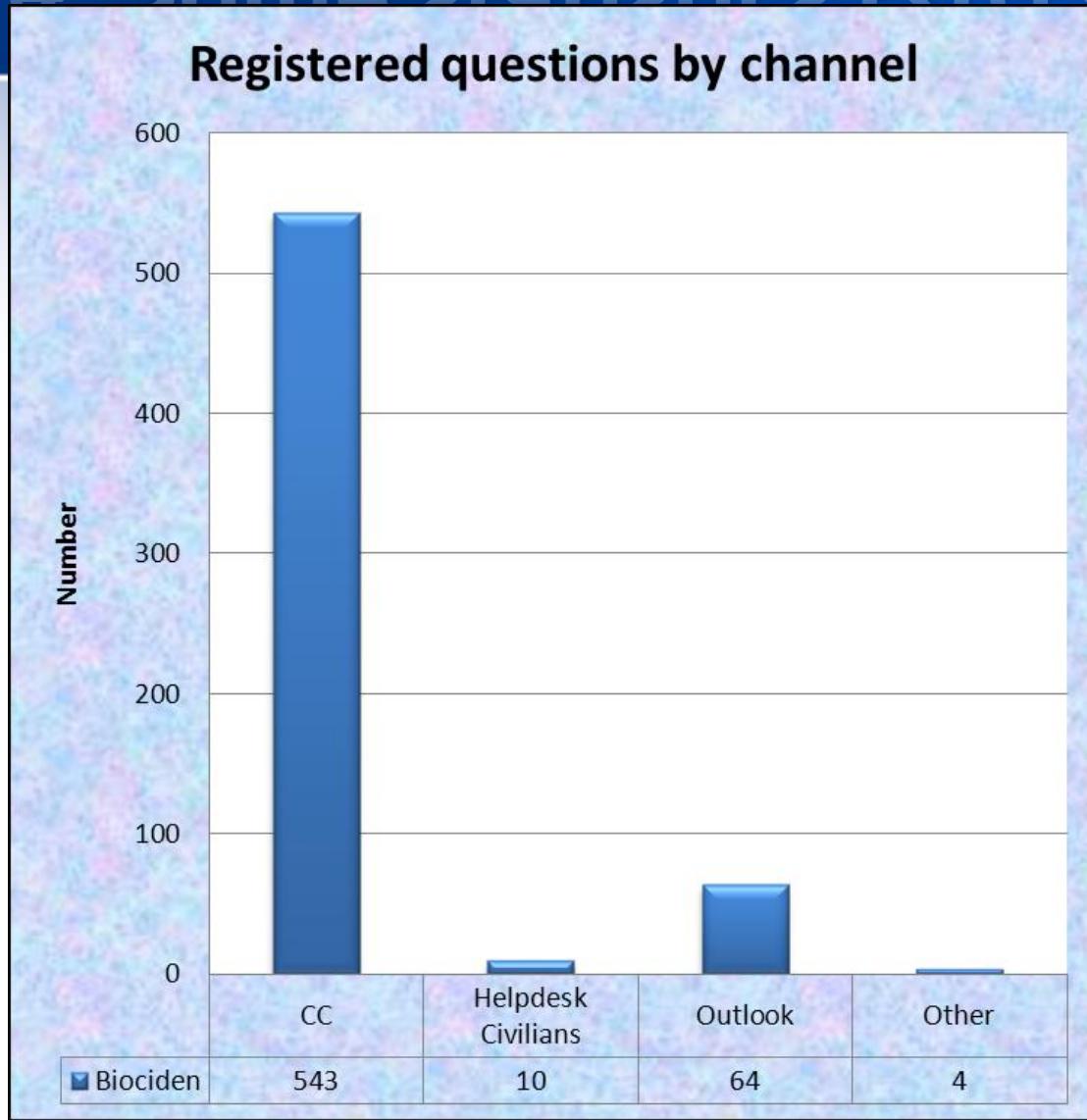
4. Some statistics (2011-2013)



Number of questions by quarter

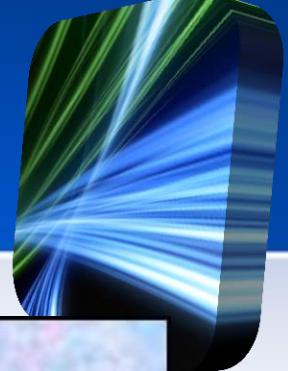


4. Some statistics (2012)

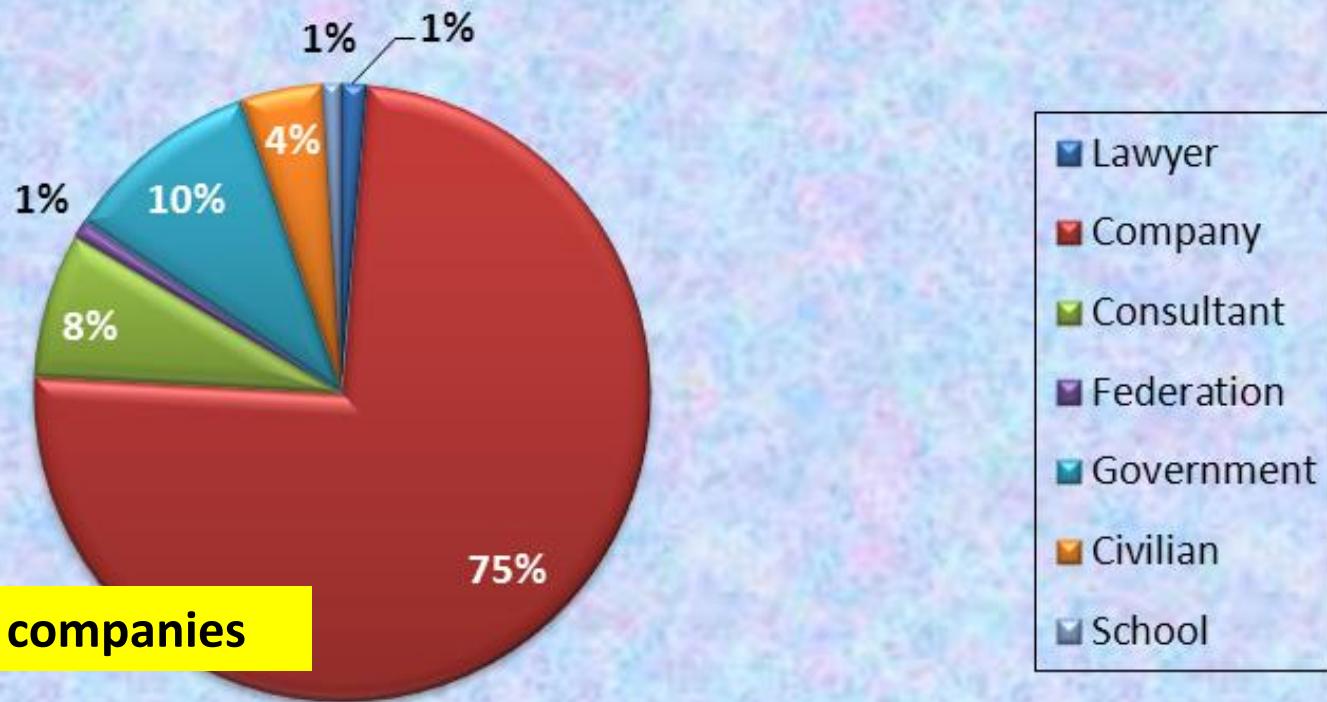


About 87.5% received by
the CC

4. Some statistics (2012)



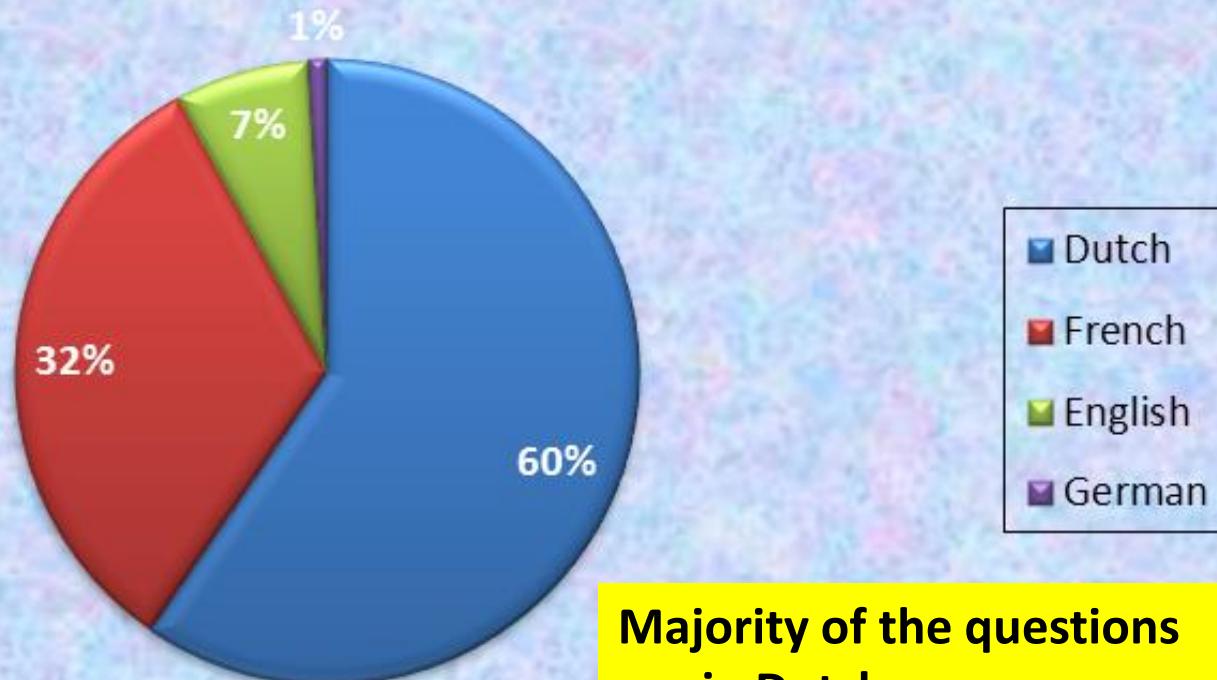
Procentual share of each stakeholder



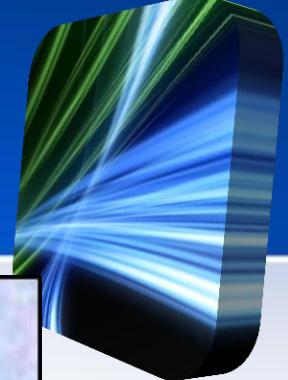
4. Some statistics (2012)



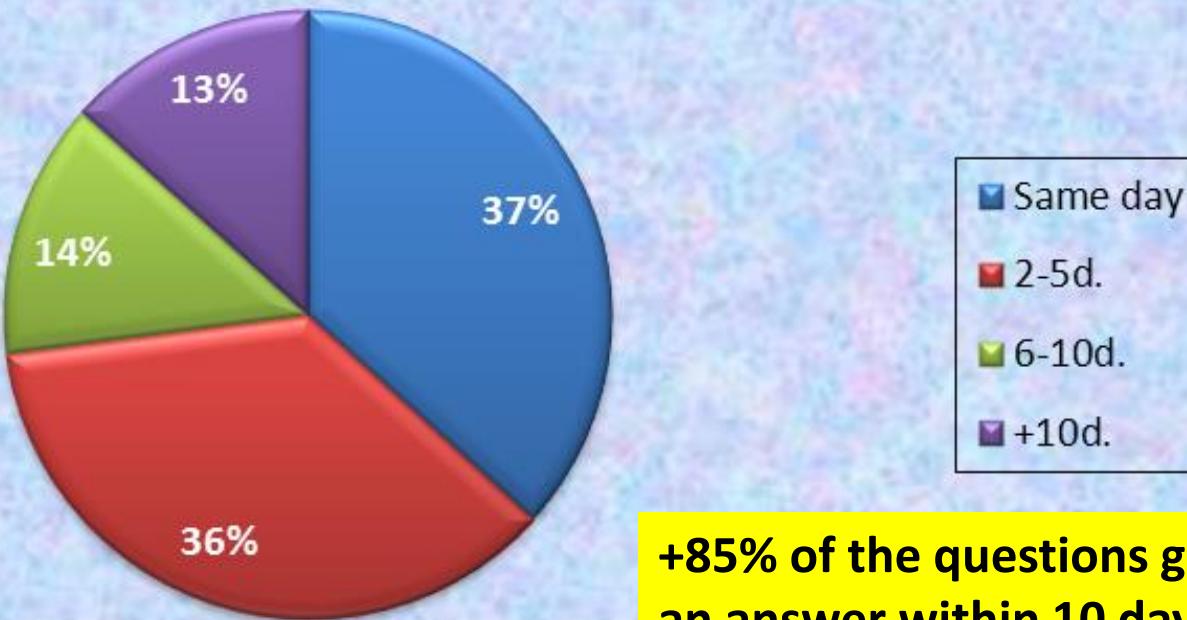
Procentual share of each language



4. Some statistics (2012)



Procentual share of each respond time

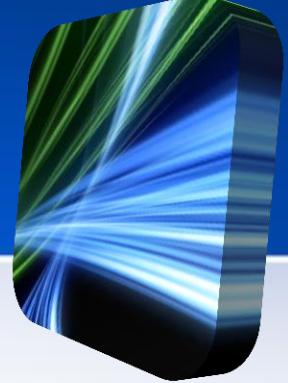


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5. Satisfaction survey 2012



- 446 organizations surveyed, of whom 82% companies
- 101 respondents have participated = 22,5%

CONCLUSIONS (attention: for all the helpdesks together !!!):

- 26% very satisfied ↔ 23% unsatisfied
- Satisfied, because:
 - Contact information is easy to find (82%)
 - Phone conversations go smoothly (91%)
- Unsatisfied, because:
 - Information seems unclear and incomplete (25%)
 - Waiting time is too long (50%)

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6. Communication actions

The screenshot shows the homepage of the Belgian government's website for Biocides. The top navigation bar includes links for 'My health', 'Food safety', 'Health care', 'Animals and Plants', and 'Environment'. The sidebar on the left lists various environmental topics such as REACH, Fertilisers, Asbestos, Biocides, PRPB, Pollutants organiques persistants (POP), Prior Informed Consent (PIC), Globally Harmonised System (GHS/CLP), CLP Helpdesk, Detergents, CropProtection, Biocides, Persistent Organic Pollutants, and Import-export.

Biocides from A to Z: for citizens and businesses!

Are you a **citizen** who uses disinfectants and insecticides at home? Do you then use biocides and perhaps ask yourself sometimes about the risks of these products?

Biocides are chemical or biological products that kill, remove or deter harmful organisms. You use them in or around your home. They fight for example, ants, wasps, mosquitoes, flies, fungi, bacteria etc. Use them with caution and only when needed.

In this section, you will find more general information on biocides, their packaging and labelling. What exactly is stated on such label? What precautions can you take to protect yourself and your environment and to limit the impact on the environment? What must you do in case of an accident while using a biocide?

Besides, attention is also paid to the federal program on reducing the risks associated with the use of biocides. You find for instance, information about the operation of this program and the different actors and about the measures already taken and the awareness campaigns conducted.

Or are you a **business** that intends to launch a biocide in the Belgian market?

You then need a permission for this. What procedure do you have to exactly follow for the purpose? What can you change in an existing permission and how do you report it? Are you a distributor who would like to sell biocides and wonder whether you need a special recognition for this? Would you be using biocides during your professional activities? Then you will find here all the answers to your questions!

If you are interested in brochures, reports or studies regarding biocides, see our publications.

Federal Public Service (FPS) Health, Food Chain Safety and Environment



www.biocide.be

6. Communication actions



- www.echa.europa.eu
- Stakeholder's day (foreseen May 2014, Helsinki)
 - 2013: http://echa.europa.eu/view-article/-/journal_content/2a841ed1-7761-479d-91a8-3e439a11ebbb
- Guidance documents
 - <http://echa.europa.eu/en/guidance-documents/guidance-on-biocides-legislation>
- Specific web pages for SMEs
 - <http://echa.europa.eu/web/guest/support/small-and-medium-sized-enterprises-smes>
- IT tools, procedures, lists of approved biocides and substances, ...
 - <http://echa.europa.eu/regulations/biocidal-products-regulation>

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7. Future activities

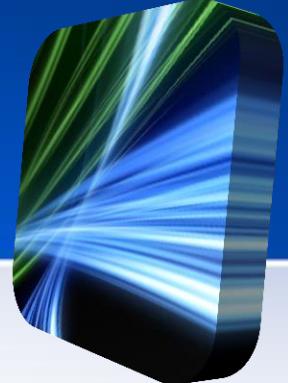


- Further reorganisation of our website (new content, new look)
- Separate alias for the helpdesk
 - www.helpdesk-biocides.be
- Publication of the first FAQ on BPR
- Webinars, training on IT tools, ...
- Guidance developments



Finally ...

Thank you for your attention !



Questions about biocides?

- Contact the Belgian Helpdesk Biocides !!!
- T : 02/524.97.97
- E : info.biocides@environment.belgium.be
- W : <http://www.biocide.be>

