



Responsible Care[®] Brussels Breakout Group Discussions

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Emergency Response & Crisis Communication



- Establish dedicated, cross-functional crisis management team
- Keep external partners (e.g. hospitals) informed about exposures & toxicological risks
- Conduct regular drills and exercises with your workforce & involve relevant external partners in trainings

- Establish & test your crisis communication procedures
- Keep communities constantly informed and involved – don't wait for a crisis to happen
- Organize regular media trainings for staff & keep up good contact with media

Process Safety, Occupational Safety & Health



- Use lagging & leading indicators to assess your process safety management
- Improve transparency about incidents and share best practices
- Use performance data and best practice examples in communication
- Conduct regular audits

- OHS: established indicators & reporting has triggered progress achieved
- To maintain employee awareness & build up a corporate safety culture:
 - Management must *live* safety; reinforce safe behaviour & address unsafe behaviour
 - Explain why safety procedures are relevant
 - Continuous dialogue among workers through regular safety meetings
 - Use visual communication tools



REACH & Responsible Care / Product Stewardship

- REACH triggers the dialogue about the safe use of chemicals between supplier and customer (registrant defines the supported uses)
- It provides & regulates supply of hazardous product information through the value chain
- Authorisation will speed up substitution of SVHCs
- Responsible Care triggers the sharing of best practice & capacity building – support of SMEs to set up REACH dossiers crucial in REACH phase II
- Concern about bureaucratic procedures that SMEs might not be able to master
- Industry's Global Product Strategy improves free information on chemicals in layman language (safety summaries: 1500 uploads on ICCA portal)



Public Perception of Chemicals

- ‘Chemical industry sells chemicals = hazard’ vs ‘Retailers sell comfort, beauty, technology = benefits’
- How can the chemical industry show that chemicals are the source of the benefits?
- Public focus on hazards (instead of risks) is driven by fears ... this accelerates development of new (but not always more sustainable) products
- Industry should show stronger visible support for safe products
- Debate on chemicals is too polarised and reduced to chemical industry on the one hand and public (often voiced by NGOs) on the other
- Public debate must involve all stakeholders including downstream users and their role

Sustainability & the Role of Responsible Care



- Responsible Care is an important pillar of SD but not the complete package
- On the other hand, RC should be open and flexible to address new concerns
- RC is a good support for companies building up a sustainability strategy eg through its requirements to report against KPIs, improve transparency and verify implementation of procedures
- RC should trigger more dialogue with regulators and improve cooperation on EHS standards of downstream users (especially SMEs)
- RC Focus on clean manufacturing & safe management of chemicals
- Responsible Care is the chemical industry's 'brand' for its contribution to sustainable development



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- Anna Gietka (Poland)
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Many Thanks for Your Attention! Questions?

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