



Poison Centre Notifications

**Industry support and
current communication campaign**

Heidi Rasikari

November 2021
Poison Centre team
European Chemicals Agency

Topics covered

- Poison centre website – available tools and support
- Stakeholder engagement channels
- UFI awareness raising campaign

Navigating the poison centre website

Work in progress considerations...

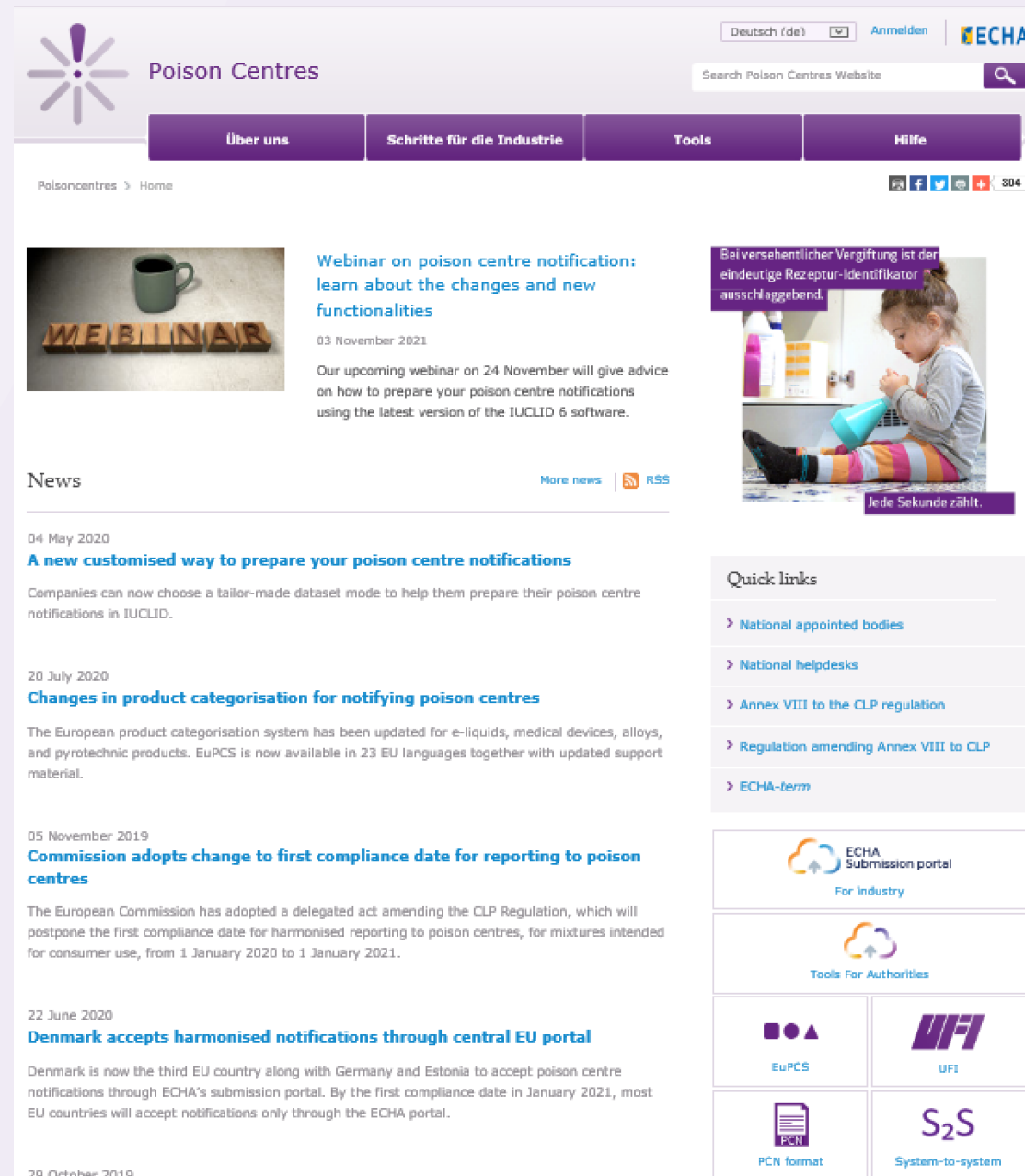
- Firstly, updates are in plan
- Recent upgrade in software platform – all web related requests put on hold
- Increased backlog ordered by priority
- Improvements and updates delayed
 - Tool pages
 - Q&As
- Not everything is translated due to constant changes
 - ECHA policy only 'stable' content sent for translation

We have just carried out a challenging software upgrade on our websites, to enable future developments and increase security. You might experience some issues, like features not correctly working or content temporarily missing. We are doing our best to solve such pending issues. We apologise for any inconvenience that you might experience.

Website homepage

- Header tool bar translated
- News – not translated - no subscribing
- Quick links to documents
- Short cuts to tools
- Link to our new consumer site – *'Why the UFI matters!'*

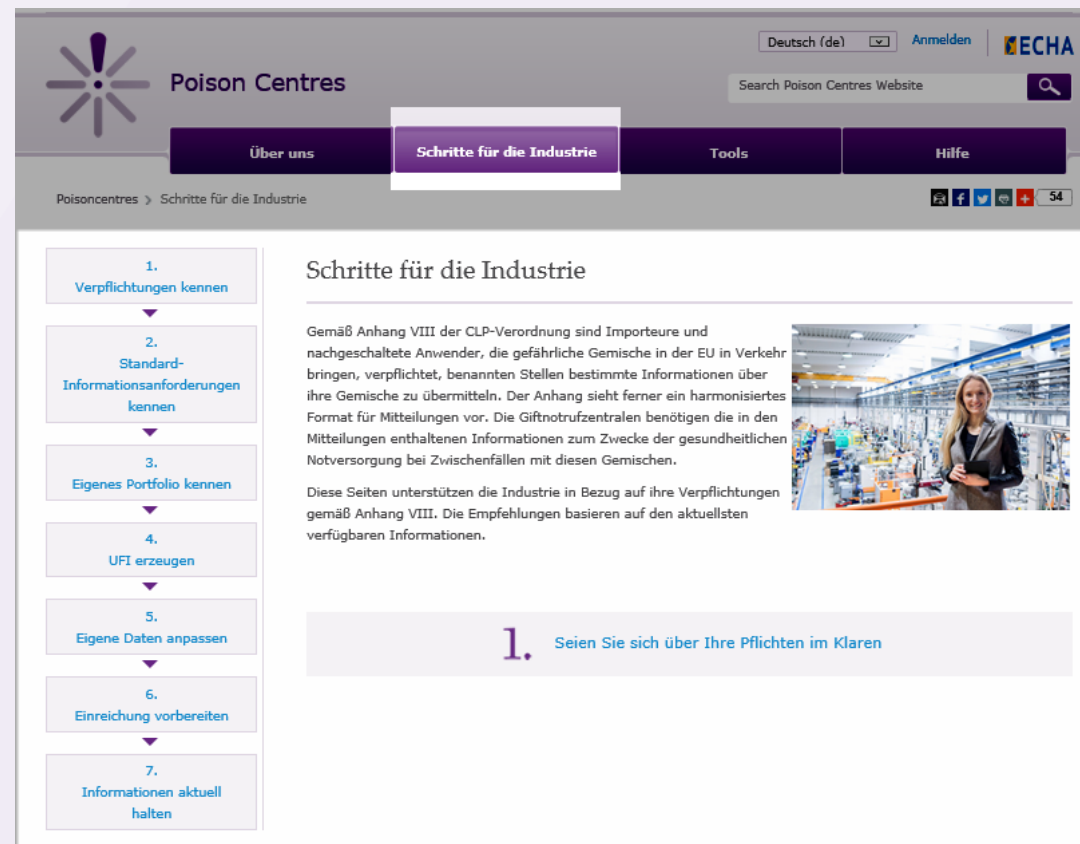
<https://poisoncentres.echa.europa.eu/de/home>



The screenshot shows the Poison Centres website homepage. At the top, there is a header with the Poison Centres logo, a language selector set to 'Deutsch (de)', a login button 'Anmelden', and the ECHA logo. Below the header is a navigation bar with links: 'Über uns', 'Schritte für die Industrie', 'Tools', and 'Hilfe'. A search bar is also present. The main content area features a featured article titled 'Webinar on poison centre notification: learn about the changes and new functionalities' dated 03 November 2021. Below this is a 'News' section with several articles: 'A new customised way to prepare your poison centre notifications' (04 May 2020), 'Changes in product categorisation for notifying poison centres' (20 July 2020), 'Commission adopts change to first compliance date for reporting to poison centres' (05 November 2019), and 'Denmark accepts harmonised notifications through central EU portal' (22 June 2020). On the right side, there is a 'Quick links' section with links to 'National appointed bodies', 'National helpdesks', 'Annex VIII to the CLP regulation', 'Regulation amending Annex VIII to CLP', and 'ECHA-term'. Below this are four boxes: 'ECHA Submission portal For industry', 'Tools For Authorities', 'EuPCS', and 'UFI'. At the bottom right, there are boxes for 'PCN format' and 'S₂S System-to-system'. A footer at the bottom left shows the ECHA logo and the text 'EUROPEAN CHEMICALS AGENCY'.

Steps for industry

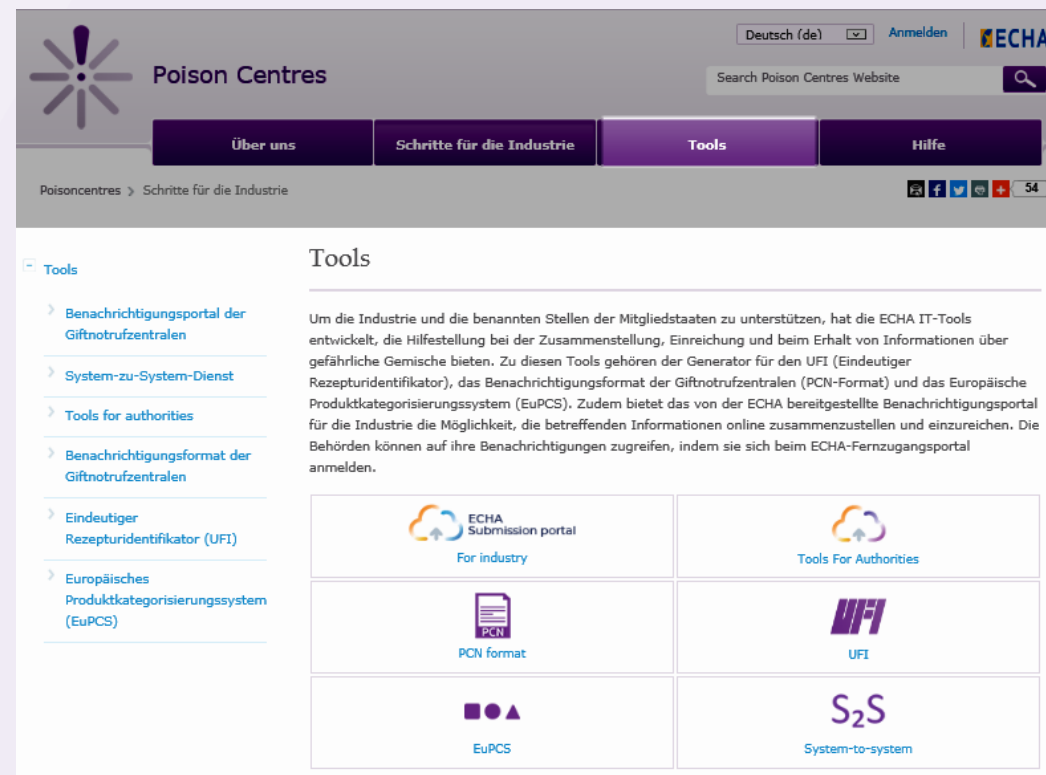
- Step by step guide from how to start preparing to submitting and keeping information up to date.
- Each step contains links to specific support
- Pages available in all EU languages



The screenshot shows the 'Poison Centres' website interface. At the top, there is a logo and navigation links for 'Deutsch (de)', 'Anmelden', and 'ECHA'. A search bar is also present. The main navigation menu includes 'Über uns', 'Schritte für die Industrie' (highlighted), 'Tools', and 'Hilfe'. Below the navigation, a breadcrumb trail reads 'Poisoncentres > Schritte für die Industrie'. The 'Schritte für die Industrie' section features a vertical list of seven steps: 1. Verpflichtungen kennen, 2. Standard-Informationsanforderungen kennen, 3. Eigenes Portfolio kennen, 4. UFI erzeugen, 5. Eigene Daten anpassen, 6. Einreichung vorbereiten, and 7. Informationen aktuell halten. The first step, '1. Verpflichtungen kennen', is expanded, showing a detailed description of the CLP Regulation requirements for importers and downstream users, a photo of a woman in a laboratory setting, and a sub-header '1. Seien Sie sich über Ihre Pflichten im Klaren'.

Tools tab & pages

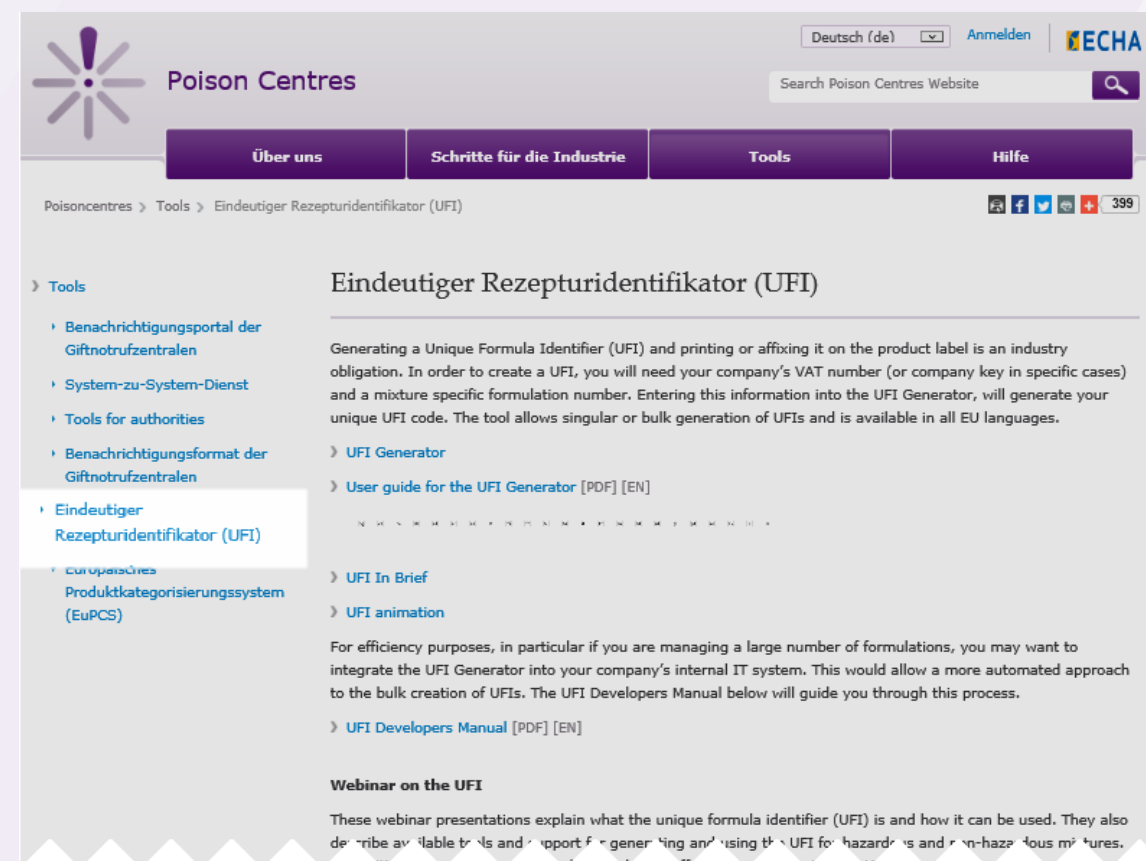
- Contains specific pages for each tool, with links to the related tool & support material
- For industry
 - **UFI Generator**
 - **European product categorisation system**
 - **ECHA Submission portal**
 - PCN format
 - System to system
- Content of each 'tool' page not translated
- Updates and translations Q1 2022



The screenshot shows the Poison Centres website interface. At the top, there is a header with the Poison Centres logo, a language selector set to 'Deutsch (de)', a login button 'Anmelden', and the ECHA logo. Below the header is a navigation bar with four tabs: 'Über uns', 'Schritte für die Industrie', 'Tools' (which is highlighted), and 'Hilfe'. A search bar is located to the right of the navigation bar. Below the navigation bar, there is a breadcrumb trail: 'Poisoncentres > Schritte für die Industrie'. The main content area is titled 'Tools' and contains a list of links on the left and a grid of tool icons on the right. The list of links includes: 'Benachrichtigungsportal der Giftnotrufzentralen', 'System-zu-System-Dienst', 'Tools for authorities', 'Benachrichtigungsformat der Giftnotrufzentralen', 'Eindeutiger Rezepturidentifikator (UFI)', and 'Europäisches Produktkategorisierungssystem (EuPCS)'. The grid of tool icons includes: 'ECHA Submission portal For industry', 'Tools For Authorities', 'PCN format', 'UFI', 'EuPCS', and 'S₂S System-to-system'.

Unique Formula Identifier page

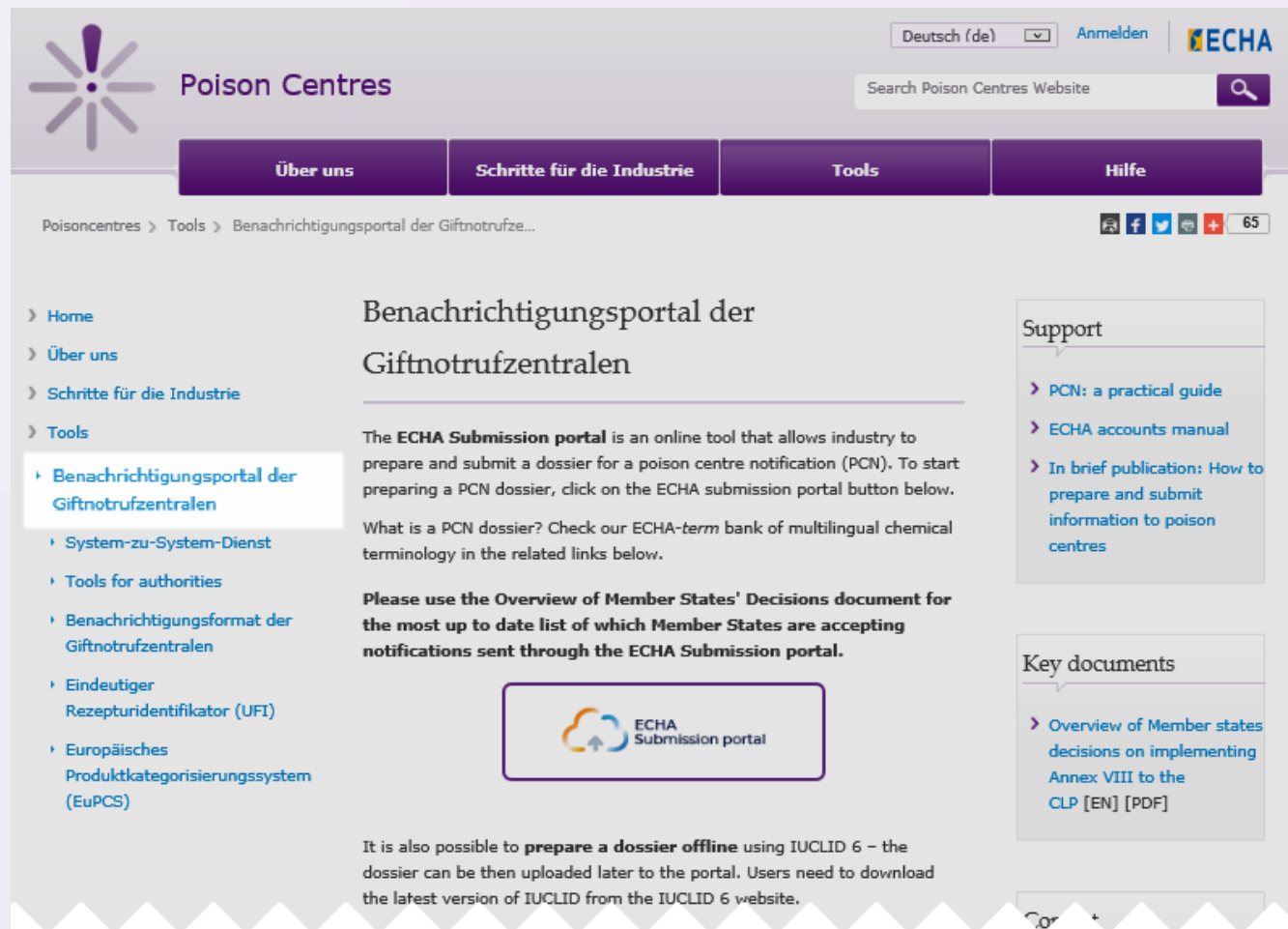
- Most questions received are about the UFI!
- Generate UFIs either by:
 - UFI Generator tool (translated)
 - user guide available in EU languages
 - UFI generator algorithm
 - Developer's manual – EN only
- Additional support material
 - In brief 'The UFI and what it means for your labels'
 - Animation
 - Webinars
 - Q&As



The screenshot shows the 'Poison Centres' website interface. At the top, there is a navigation bar with the Poison Centres logo, a language dropdown set to 'Deutsch (de)', an 'Anmelden' button, and the ECHA logo. Below this is a search bar labeled 'Search Poison Centres Website'. A main navigation menu contains links for 'Über uns', 'Schritte für die Industrie', 'Tools', and 'Hilfe'. The breadcrumb trail indicates the current location: 'Poisoncentres > Tools > Eindeutiger Rezepturidentifikator (UFI)'. The left sidebar lists various tools, with 'Eindeutiger Rezepturidentifikator (UFI)' selected. The main content area is titled 'Eindeutiger Rezepturidentifikator (UFI)' and contains the following text: 'Generating a Unique Formula Identifier (UFI) and printing or affixing it on the product label is an industry obligation. In order to create a UFI, you will need your company's VAT number (or company key in specific cases) and a mixture specific formulation number. Entering this information into the UFI Generator, will generate your unique UFI code. The tool allows singular or bulk generation of UFIs and is available in all EU languages.' Below this text are links for 'UFI Generator', 'User guide for the UFI Generator [PDF] [EN]', 'UFI In Brief', 'UFI animation', and 'UFI Developers Manual [PDF] [EN]'. At the bottom, there is a section for 'Webinar on the UFI' with a brief description of the webinar content.

ECHA Submission portal page

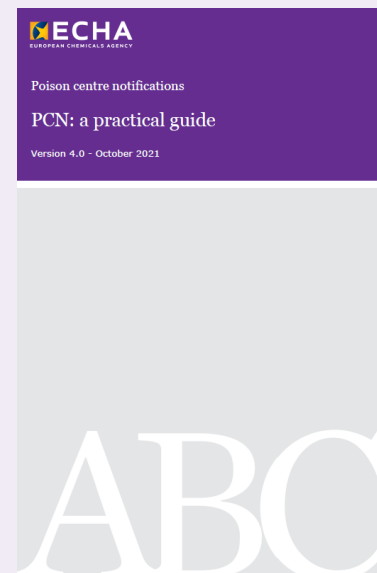
- Link to the tool
- Main support
- Key documents
- Page update underway!



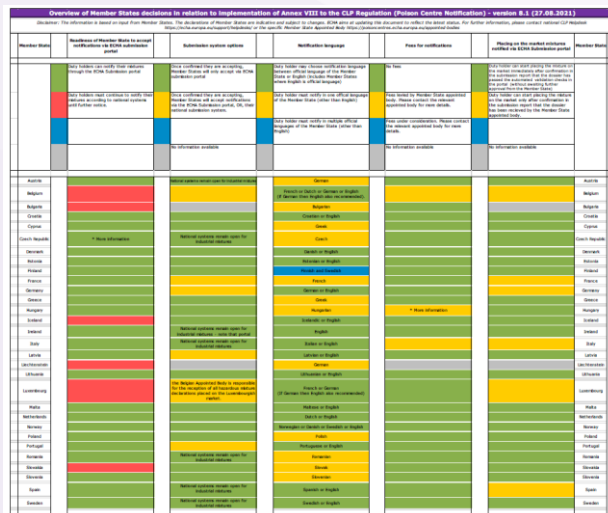
The screenshot shows the ECHA Submission portal page for Poison Centres. The page is in German (Deutsch (de)) and includes a search bar and navigation links. The main content area is titled 'Benachrichtigungsportal der Giftnotrufzentralen' (Notification portal for poison centres). It describes the ECHA Submission portal as an online tool for preparing and submitting a PCN dossier. A button labeled 'ECHA Submission portal' is highlighted. The page also includes a sidebar with links to Home, Über uns, Schritte für die Industrie, and Tools. The Tools section is expanded, showing links to the Benachrichtigungsportal der Giftnotrufzentralen, System-zu-System-Dienst, Tools for authorities, Benachrichtigungsformat der Giftnotrufzentralen, Eindeutiger Rezepturidentifikator (UFI), and Europäisches Produktkategorisierungssystem (EuPCS). A 'Support' section on the right lists links to PCN: a practical guide, ECHA accounts manual, and In brief publication: How to prepare and submit information to poison centres. A 'Key documents' section lists the Overview of Member states decisions on implementing Annex VIII to the CLP [EN] [PDF].

ECHA Submission portal

- ECHA Cloud services – IUCLID Cloud & ECHA Submission portal
- IT tools are not translated.
- But we have a lot of support documentation!
- PCN practical guide
 - recently updated - next update December
 - Translations 2022
- IUCLID Functionalities manual
 - All EU languages
 - Available in IUCLID/IUCLID website



Additional support

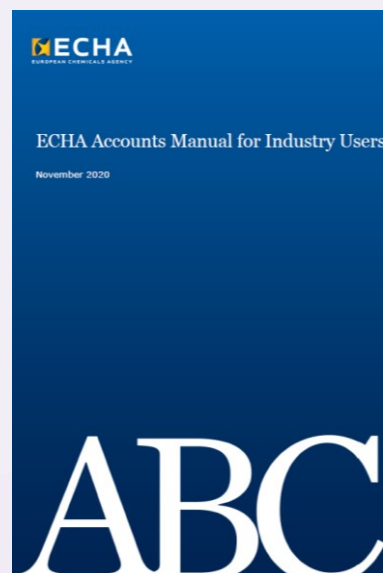


Overview of Member States decisions in relation to implementation of Annex VIII to the CLP Regulation (Poison Centres Notification) - version 8.1 (27.06.2021)

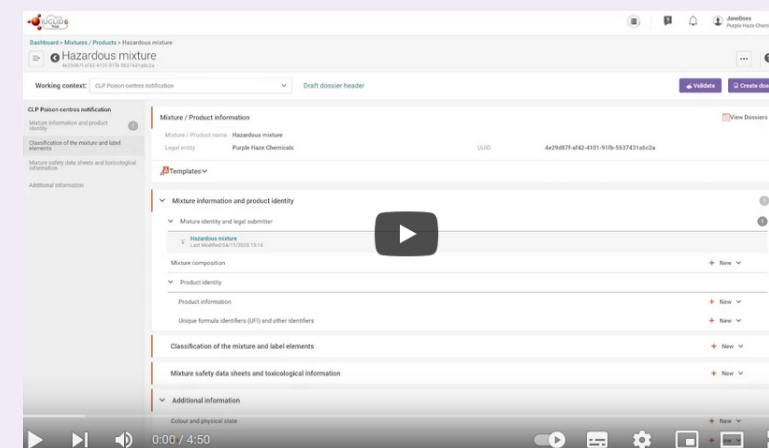
Legend: The following table provides an overview of the implementation of Annex VIII to the CLP Regulation (Poison Centres Notification) by the Member States. The table is organized by Member State and includes information on the implementation status, the implementation date, and the implementation details.

Member State	Implementation status	Implementation date	Implementation details
Austria	Not implemented		
Belgium	Not implemented		
Bulgaria	Not implemented		
Croatia	Not implemented		
Cyprus	Not implemented		
Czech Republic	Not implemented		
Denmark	Not implemented		
Estonia	Not implemented		
Finland	Not implemented		
France	Not implemented		
Germany	Not implemented		
Greece	Not implemented		
Hungary	Not implemented		
Ireland	Not implemented		
Italy	Not implemented		
Latvia	Not implemented		
Lithuania	Not implemented		
Malta	Not implemented		
Netherlands	Not implemented		
Poland	Not implemented		
Portugal	Not implemented		
Romania	Not implemented		
Slovakia	Not implemented		
Slovenia	Not implemented		
Spain	Not implemented		
Sweden	Not implemented		
Switzerland	Not implemented		
Turkey	Not implemented		
United Kingdom	Not implemented		

Member States overview



ECHA Accounts manual

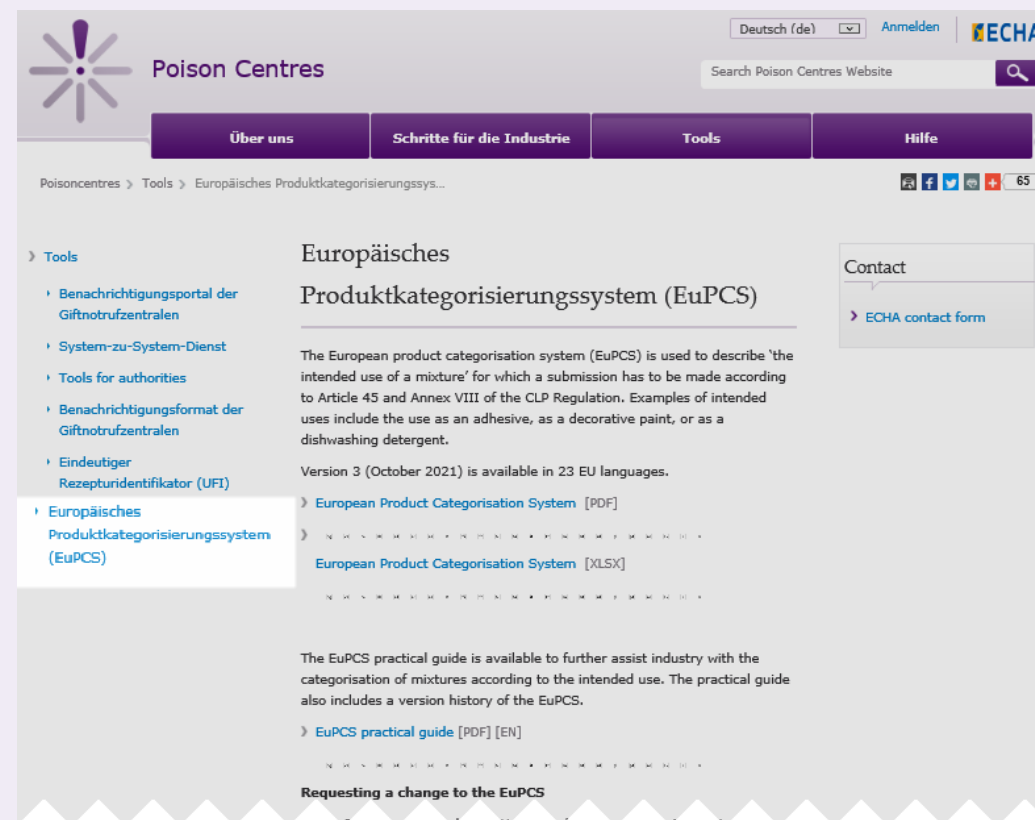


Video tutorials available
'Support -> e-Learning'

European Product Categorisation System page

- One main intended use category required to describe the mixture/product.
- Translated system and EuPCS guide available
- What if you don't know which to select?
 - Check with your association first.
- Request for change process possible

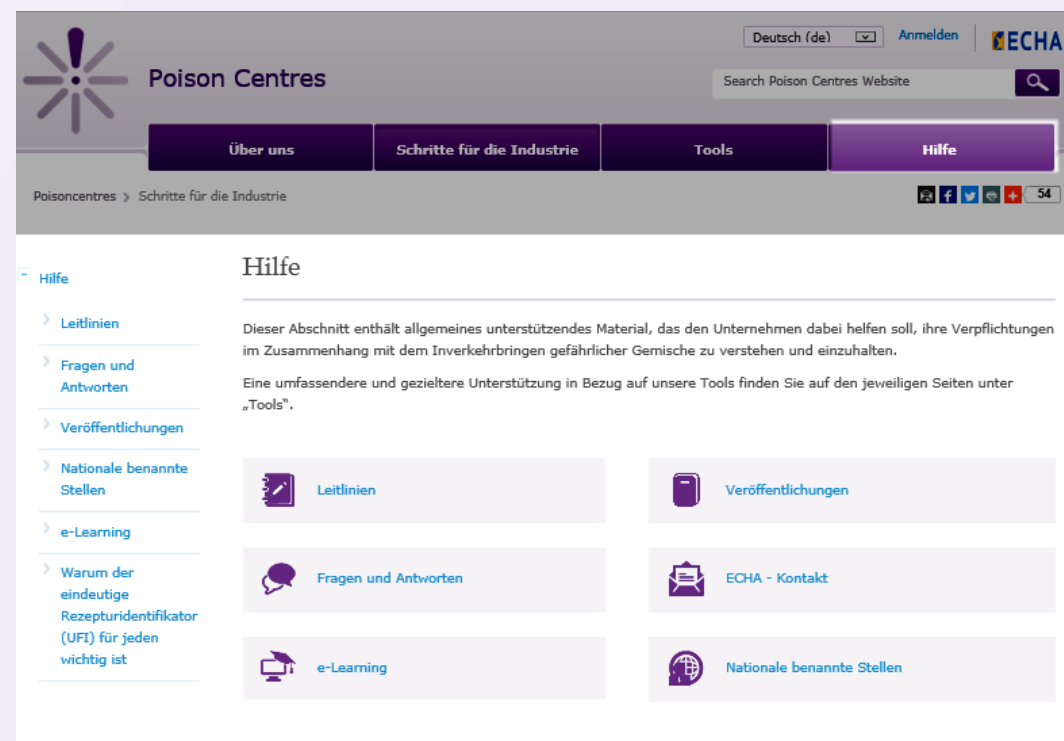
<https://poisoncentres.echa.europa.eu/eu-product-categorisation-system>



The screenshot shows the website for the European Product Categorisation System (EuPCS). The header includes the Poison Centres logo, a language selector set to 'Deutsch (de)', a login button 'Anmelden', and the ECHA logo. A search bar is also present. The main navigation menu has four items: 'Über uns', 'Schritte für die Industrie', 'Tools', and 'Hilfe'. The 'Tools' menu is expanded, showing a list of links including 'Benachrichtigungsportal der Giftnotrufzentralen', 'System-zu-System-Dienst', 'Tools for authorities', 'Benachrichtigungsformat der Giftnotrufzentralen', 'Eindeutiger Rezepturidentifikator (UFI)', and 'Europäisches Produktkategorisierungssystem (EuPCS)'. The 'Europäisches Produktkategorisierungssystem (EuPCS)' link is highlighted. The main content area is titled 'Europäisches Produktkategorisierungssystem (EuPCS)' and contains a description of the system, a version history, and a link to the 'EuPCS practical guide'. A 'Contact' section with a link to the 'ECHA contact form' is also visible.

Support tab and specific pages

- Contains specific pages for general support
- Range of different support types
 - Guidance
 - Q&As
 - e-Learning for audio visual material
 - In Brief publications (translated)
 - Contact ECHA
 - National support



Relevant regulatory Guidance

- Links to ECHA website for:
 - Annex VIII Guidance
 - Labelling and packaging
 - Substances in articles
 - Compilation of safety data sheets
- Translations available for version 4
- Version 5 in the plans

<https://echa.europa.eu/de/guidance-documents/guidance-on-clp>

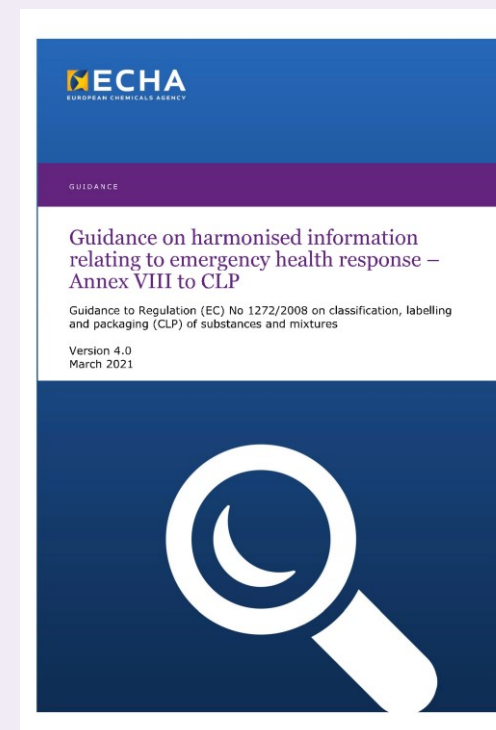
Leitlinien

Die erste Fassung der „Leitlinien zu harmonisierten Informationen für die gesundheitliche Notversorgung – Anhang VIII der CLP-Verordnung“ wurde im März 2019 nach formeller Konsultation der Partner der ECHA – der Partnerexpertengruppe, des Forums, der zuständigen Behörden der Mitgliedstaaten und der Kommission – veröffentlicht. Die Entwürfe der eingegangenen Textbemerkungen und die Antworten der ECHA aus jeder Phase der Konsultation sind auf der ECHA-Website unter „Closed guidance consultations“ (Abgeschlossene Konsultationen zu Leitlinien) verfügbar.

Die Leitlinien zu „Anhang VIII“ unter „Leitlinien“ Antworten von Anhang VIII der

Further support

- › [Guidance section of ECHA's website](#)
- › [Closed Guidance consultations](#)



Q&As

- Q&A common questions
- 'This week in Helpdesk' to support in the lead up to the first compliance date
- Generally not translated
- Update to align with ECHA website Q&As
 - Date
 - ID number
 - Version number

Fragen und Antworten

Dieser Abschnitt enthält Antworten auf die am häufigsten gestellten Fragen zu den Verpflichtungen im Zusammenhang mit dem Inverkehrbringen gefährlicher Gemische. Wenn Sie die gesuchten Informationen nicht finden, können Sie sich an die ECHA wenden.

Zuletzt aktualisiert am 26.10.2020

[ECHA - Kontakt](#)

Duty holders and Annex VIII scope

Who has the duty to submit?

Article 45 places direct submission obligations to importers and downstream users based in the European Economic Area, i.e. Members States of the European Union and Norway, Iceland and Liechtenstein. These operators, when placing hazardous mixtures on the market, have to submit information according to Annex VIII. Nevertheless, all operators have the obligation to make sure they place on the market mixtures which are in compliance with CLP as a whole. This means that distributors (in particular rebranders) and companies distributing a mixture in another Member State have to submit themselves if the relevant information was not submitted by the supplier.

Please note that the interpretation of the role (namely re-branders) has not been agreed on yet.

December 2020

Toll formulators are downstream users. If they supply and make a mixture available on the market, they are duty holders in accordance with Article 45 and have the obligation to generate a UFI and make a notification – even if they do not own the product or the intellectual property rights of the mixture they formulate.

What obligations does the toll formulator's customer have? The toll formulator's customer will not have any notification obligations if they only store and place the mixture on the market, meaning, they act as a distributor. However, they do have obligations under Article 4(10) of CLP.

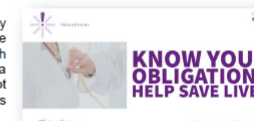
What if the customer makes a change? If the customer performs any activities as a downstream user (formulation, re-packaging, re-fill) then they also have the obligation to generate a UFI and make a notification.

This week in Helpdesk

- [Submitting before the compliance date \(corrigendum\)](#)
22/12/2020 [PDF]
- [Toll formulators and PCN](#)
22/12/2020 [PDF]
- [EU importers/UK suppliers \(corrigendum\)](#)
09/02/2021
- [PDF]
- [Legal submitters & foreign users](#)
23/10/2020 [PDF]
- [Generic product identifiers](#)
16/09/2020 [PDF]

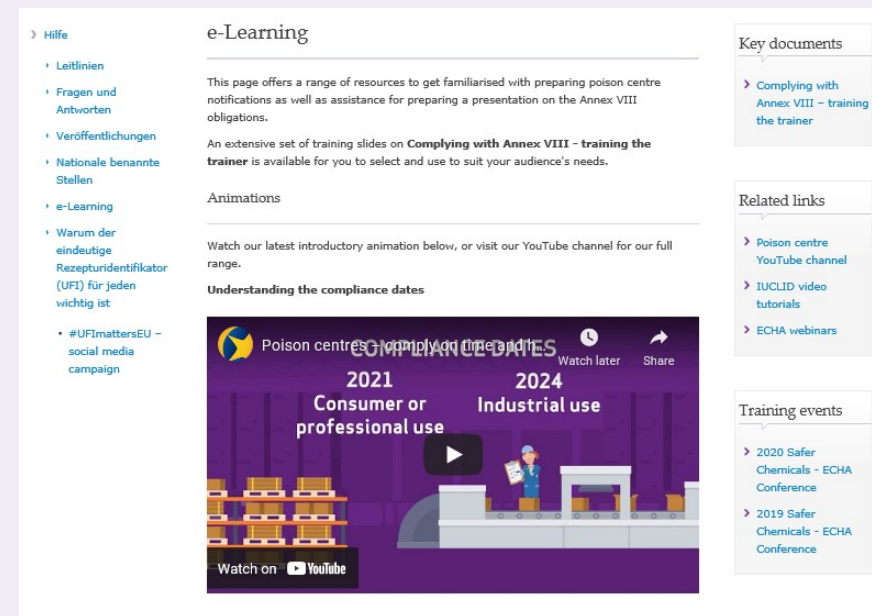
THIS WEEK IN HELPDESK

Toll formulators and PCN



e-Learning page for audio-visuals

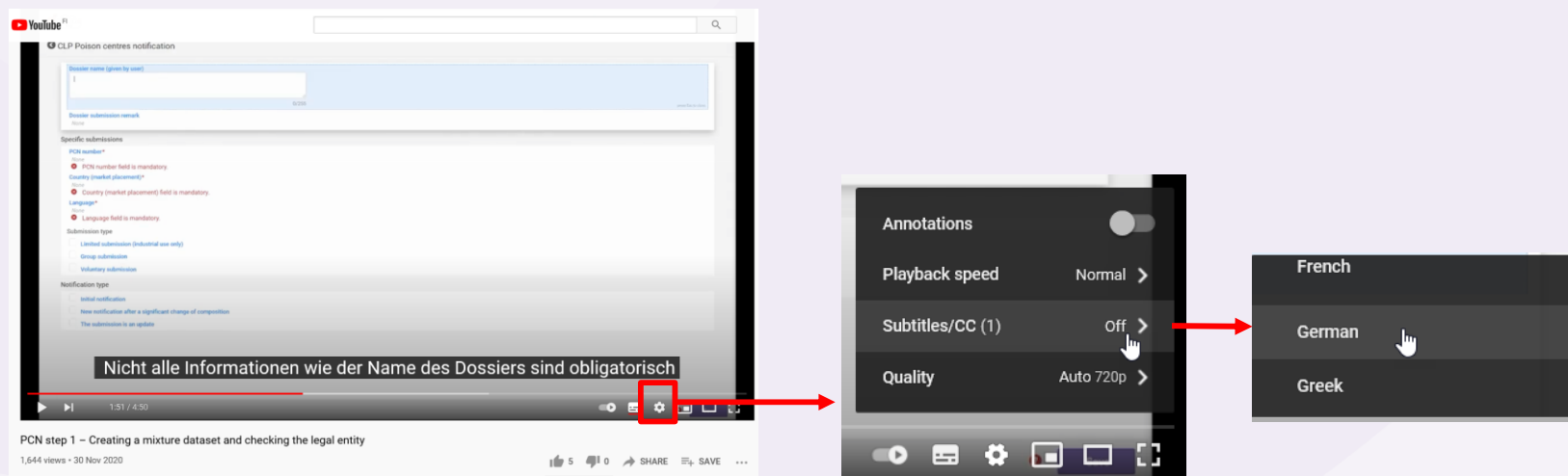
- Animations
- Webinars
- Demonstrations / video tutorials
- Links to
 - IUCLID video tutorials
 - Training events
 - PCN YouTube channel
- Sub-titles in EU language versions not provided



The screenshot shows a web page titled "e-Learning" with a sidebar menu on the left. The sidebar includes links for "Hilfe", "Leitlinien", "Fragen und Antworten", "Veröffentlichungen", "Nationale benannte Stellen", "e-Learning", "Warum der eindeutige Rezepturidentifikator (UFI) für jeden wichtig ist", and "#UFImattersEU - social media campaign". The main content area has a heading "e-Learning" and a paragraph stating: "This page offers a range of resources to get familiarised with preparing poison centre notifications as well as assistance for preparing a presentation on the Annex VIII obligations." Below this, it says: "An extensive set of training slides on **Complying with Annex VIII - training the trainer** is available for you to select and use to suit your audience's needs." There is a section for "Animations" with the text: "Watch our latest introductory animation below, or visit our YouTube channel for our full range." Underneath is a section titled "Understanding the compliance dates" featuring a video player. The video player has a purple background with the text "COMPLIANCE DATES" and "2021 Consumer or professional use" and "2024 Industrial use". It also includes a "Watch on YouTube" button and "Watch later" and "Share" icons. On the right side of the page, there are three sections: "Key documents" with a link to "Complying with Annex VIII - training the trainer", "Related links" with links to "Poison centre YouTube channel", "IUCLID video tutorials", and "ECHA webinars", and "Training events" with links to "2020 Safer Chemicals - ECHA Conference" and "2019 Safer Chemicals - ECHA Conference".

Poison Centre playlist - YouTube

- Recorded material in YouTube
<https://www.youtube.com/playlist?list=PLOPGDACSD6qy-pVbXvKkxsIukZ3XAKOMy>
- Try the auto-translate functionality for subtitles – it may be helpful*



Contacts page

1. National Helpdesks

- First point of contact
- For regulatory questions (some technical support)
- Answer in national language

<https://echa.europa.eu/support/helpdesks>

2. ECHA Helpdesk

- For technical support
- Redirect regulatory questions to National helpdesks – ECHA supports through training, videoconferences and events

<https://echa.europa.eu/contact/clp>

3. National appointed bodies

- For information referring to national systems & procedures e.g. on-boarding to the Portal, fees.

<https://poisoncentres.echa.europa.eu/appointed-bodies>



ECHA - Kontakt



Nationale benannte Stellen

Stakeholder engagement channels

PCN stakeholder meetings

- Meet several times a year
 - Industry representatives
 - Poison centres/Appointed Bodies
 - Software providers
- Discuss range of topics
- Inform about upcoming changes
- Receive feedback for improvements
- Check if your industry association is a member!

Join us for our upcoming webinar!

- November 23 from 10am CET (11am Helsinki)
- Latest developments following October release
- Q&A session

<https://echa.europa.eu/de/-/webnar-pcn-20211124>

Time	Title	Speaker
11:00	Introduction and update of the latest developments	Heidi Rasikari, ECHA
11:15	Upcoming changes to the IT solution – cease product vs. disable submissions	Claudia Rimondo, ECHA
11:35	Making a 'Group submission'	Daniele Ape, ECHA
12:00 – 13:00	Webinar open for questions	

Webinar listings

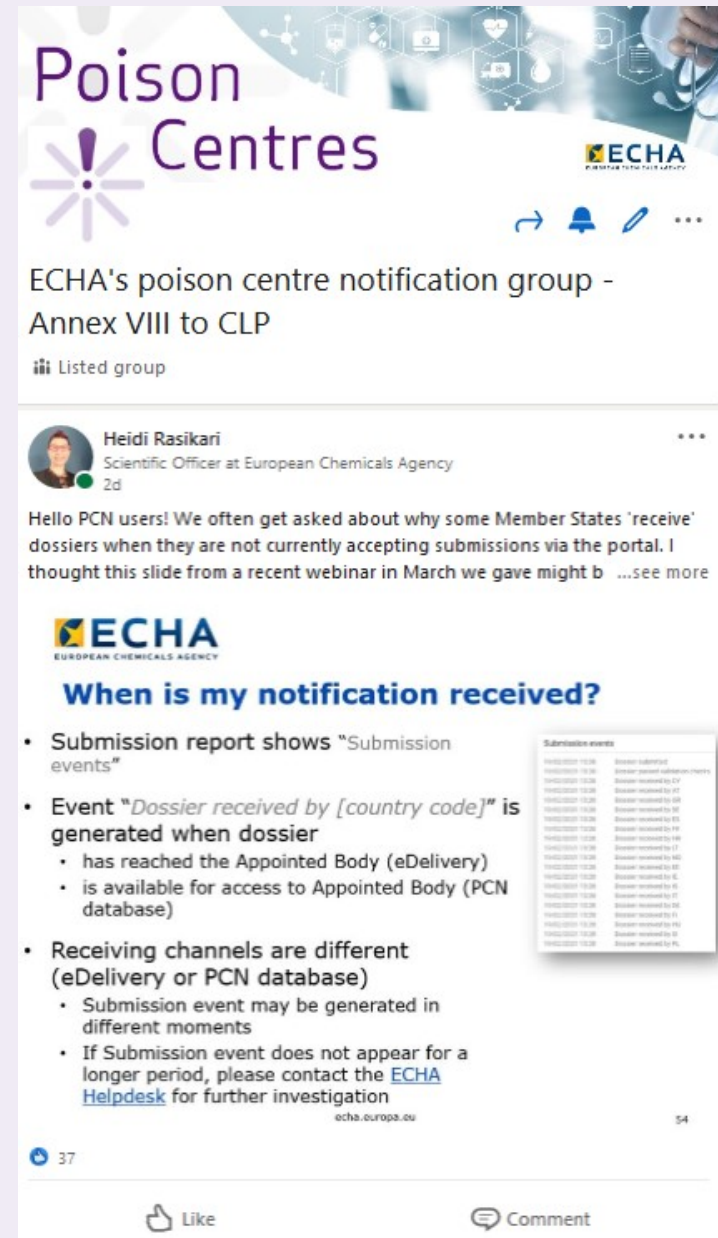
- If you miss our webinar:
 - All previous webinars (videos, slides, Q&As) available from ECHA website
 - The latest webinar (and most relevant) available from the e-Learning page on the poison centre website



Engage in LinkedIn

- New channel to support companies
- Started January 2020
- Over 2,200 members
- Post questions, share knowledge and experience
- Stay informed about PCN news and updates

<https://www.linkedin.com/groups/12364138/>



Poison Centres

ECHA's poison centre notification group - Annex VIII to CLP

Listed group

Heidi Rasikari
Scientific Officer at European Chemicals Agency
2d

Hello PCN users! We often get asked about why some Member States 'receive' dossiers when they are not currently accepting submissions via the portal. I thought this slide from a recent webinar in March we gave might b ...see more

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When is my notification received?

- Submission report shows "Submission events"
- Event "*Dossier received by [country code]*" is generated when dossier
 - has reached the Appointed Body (eDelivery)
 - is available for access to Appointed Body (PCN database)
- Receiving channels are different (eDelivery or PCN database)
 - Submission event may be generated in different moments
 - If Submission event does not appear for a longer period, please contact the [ECHA Helpdesk](#) for further investigation

echa.europa.eu

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Like Comment

Raising awareness

UFI campaign



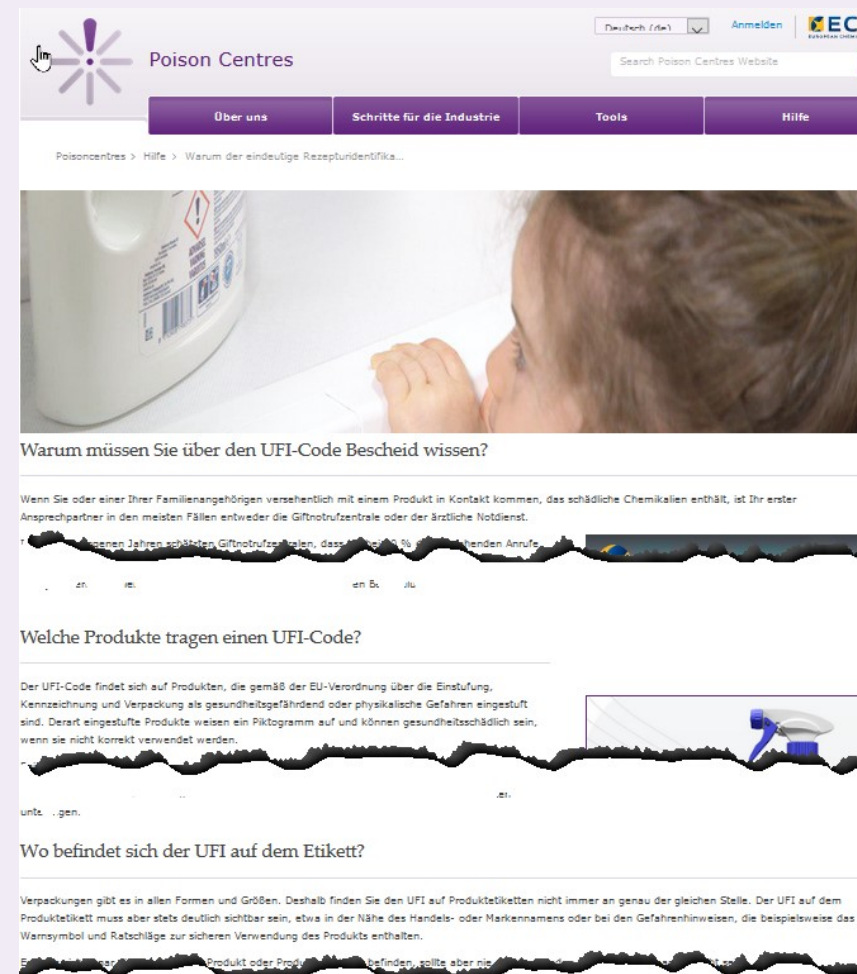
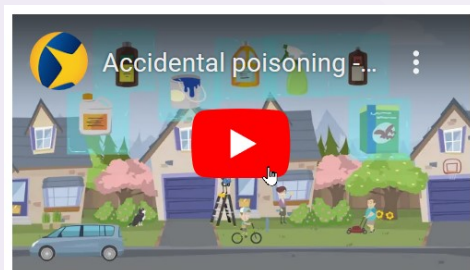
The UFI matters when every second counts!

- In a matter of minutes, poison centres must identify the exact product, assess the information available and provide a response.
- The UFI code supports process!
- Our goal is to educate caregivers of small children about the UFI code.
- Why caregivers? Because around half of calls made to poison centres are incidents that involve children!



Consumer site

- To explain the importance of the UFI
 - Why?
 - Which products contain a UFI
 - Where?
- Educational information in all EU language



<https://poisoncentres.echa.europa.eu/de/why-the-ufi-matters-for-everybody>

But, we need to reach further!

- Social media campaign
- Facebook, Instagram, LinkedIn & Twitter
- Working with multiple partners including BfR
- Campaign over two phases:



8 November 'awareness raising'.



19 November social media 'challenge'



Awareness raising – phase 1

- Start date 8th November
- Bringing awareness about the UFI code and why it exists
- Give tips how accidental poisonings can be avoided
- Post materials in all EU languages e.g.

‘Chemische Alltagsprodukte können schädlich sein, wenn sie nicht sachgemäß verwendet werden. Lesen und teilen Sie unsere Tipps – so schützen Sie Ihre Liebsten! Warum das so ist: #UFImattersEU’

» SORGEN SIE DAFÜR, DASS IHRE LIEBEN SICHER SIND



Unfälle mit chemischen Produkten des täglichen Gebrauchs können jederzeit passieren! Verwenden Sie den UFI-Code, um rascher ärztliche Beratung zu bekommen.

Machen Sie sich mit dem UFI-Code vertraut. Vergewissern Sie sich, wo sich der Code auf den Produkten bei Ihnen zu Hause befindet.

Finden Sie heraus, wen Sie bei einem Unfall kontaktieren müssen und speichern Sie die Nummer auf Ihrem Telefon.

Chemische Produkte des täglichen Bedarfs können schädlich sein, wenn sie nicht korrekt angewendet werden – um Unfälle zu vermeiden, bewahren Sie die Produkte außerhalb der Reichweite von Kindern auf.

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Challenge – phase 2

- Runs 19 November (coincide World Children's Day) to 10 December
- Social media 'challenge' to find UFI codes on products at home.
- Work with stakeholders, Member States, as well as institutional and national influencers
- Aim to spread the message & share on social media.
- All materials translated

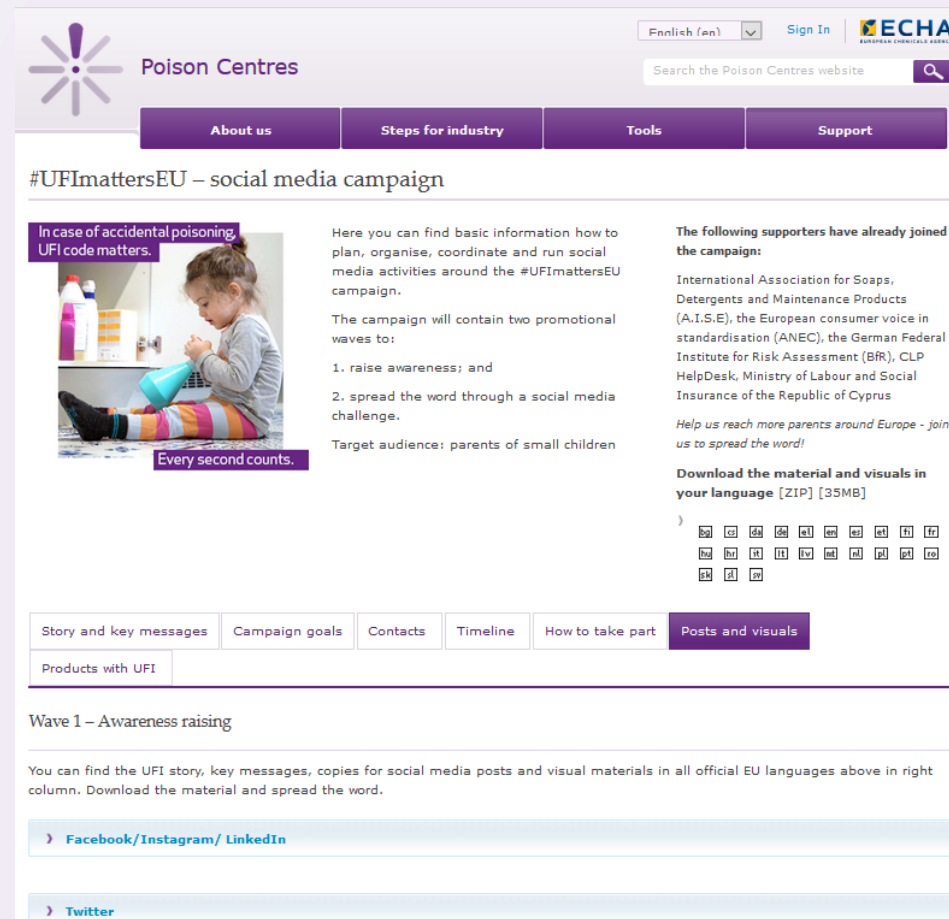
Unfälle mit chemischen Produkten des täglichen Bedarfs können jederzeit passieren. So werden Eltern kleiner Kinder im Ernstfall dank des UFI-Codes schneller ärztlich beraten. Taggen Sie Ihre Liebsten, wenn Sie diesen Beitrag teilen. #UFImattersEU.



Website campaign page

- Easy to share for all multipliers!
- A 'tool kit' of information, posts and visuals prepared
- Download translated material
- Campaign follow up to track success
- Join us to help to make this campaign a success with **#UFImattersEU**

<https://poisoncentres.echa.europa.eu/de/ufi-matters-social-media-campaign>



The screenshot shows the website for the #UFImattersEU social media campaign. The header includes the Poison Centres logo, a language selector (English (en)), a sign-in button, and the ECHA logo. A search bar is also present. The main navigation bar has links for 'About us', 'Steps for industry', 'Tools', and 'Support'.

The main content area is titled '#UFImattersEU – social media campaign'. It features a central image of a child playing with a toy, with the text 'Every second counts.' below it. To the left of the image, a text box states: 'In case of accidental poisoning, UFI code matters.' To the right, a text box explains: 'Here you can find basic information how to plan, organise, coordinate and run social media activities around the #UFImattersEU campaign. The campaign will contain two promotional waves to: 1. raise awareness; and 2. spread the word through a social media challenge. Target audience: parents of small children'.

Below the central image, there is a section titled 'The following supporters have already joined the campaign:' which lists several organizations including the International Association for Soaps, Detergents and Maintenance Products (A.I.S.E.), the European consumer voice in standardisation (ANEC), the German Federal Institute for Risk Assessment (BfR), CLP HelpDesk, Ministry of Labour and Social Insurance of the Republic of Cyprus, and others. A call to action says: 'Help us reach more parents around Europe - join us to spread the word!'

Below this, there is a section titled 'Download the material and visuals in your language [ZIP] [35MB]' with a grid of language selection buttons (en, es, fr, it, pt, etc.).

The footer contains a navigation bar with links for 'Story and key messages', 'Campaign goals', 'Contacts', 'Timeline', 'How to take part', and 'Posts and visuals'. Below this, there is a section titled 'Wave 1 – Awareness raising' which states: 'You can find the UFI story, key messages, copies for social media posts and visual materials in all official EU languages above in right column. Download the material and spread the word.' At the bottom, there are links for 'Facebook/Instagram/ LinkedIn' and 'Twitter'.



Thank you!

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