

ECHA's values and competencies

When working towards our mission of becoming world's leading regulatory authority on the safety of chemicals, our actions are guided by our corporate values which serve as the principles underlining how we work and how we behave.

- **Integrity**

We earn trust by being accountable and delivering our mandate in a fair, consistent, and independent manner. We uphold the highest professional, financial, governance, and ethical standards.

- **Transparency**

We make our opinions and decisions in an open, understandable and accessible way. We communicate clearly, courteously, and respectfully. We are open to engaging and embracing diverse perspectives and are inclusive in how we work. We welcome feedback.

- **Collaboration**

We work closely with our EU and Member State partners and institutions to deliver our shared goals and priorities. We consult and cooperate with stakeholders. We listen, engage, and consult with each other.

- **Innovation**

We continuously review and respond to changing circumstances. We analyse and use data and best available evidence to inform and deliver our mandate. We exploit synergies and are open to adapting operations using new technologies and ways of working.

These values are embodied in our everyday work through the competencies we exhibit. These observable behaviours, knowledge, skills, abilities and attributes are summarised by ECHA's six general competencies which contribute to effective job performance.

Presenting and communicating information - Communicates effectively. Relates (listens, speaks, tailors language, shares information) to others in a collaborative, confident and relaxed manner.

- expresses opinions, information and key points of an argument clearly
- makes presentations with skill and confidence
- responds quickly to the needs of an audience and to their reactions and feedback
- projects credibility
- speaks and writes clearly, effectively and correctly in a well-structured and logical way
- adapts and structures information (language, tone, style) to meet needs and understanding of the intended audience and context

Analysing and interpreting - Shows evidence of analytical thinking. Shows an understanding of complex matters and issues. Applies own expertise effectively. Quickly learns new technology.

- applies specialist and detailed technical expertise efficiently
- shares expertise and knowledge with others
- analyses numerical data, verbal data and all other sources of information
- breaks information into component parts, patterns and relationships
- probes for greater understanding of a problem and produces proactively workable solutions
- makes rational judgements from the available information and analysis, examines consequences of intended action
- contextualises the matter - examines how one issue may be part of a much larger system

Learning and researching – Open to new ideas and experiences. Seeks out learning opportunities proactively. Handles situations and problems with innovation and creativity. Supports organisational change.

- rapidly learns new tasks and quickly commits information to memory
- gathers comprehensive information to support decision making
- shows understanding of newly presented information
- encourages an organisational learning approach (i.e. learns from successes and failures and seeks colleagues and customer feedback, contributes to the learning of colleagues)
- manages knowledge (collects, classifies, and disseminates knowledge of use to the Agency)
- develops job knowledge and expertise through continual professional development

Delivering results and meeting customer expectations – plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to agreed standards.

- focuses on customer needs and satisfaction, both internally and externally
- monitors and maintains high standards for quality and productivity
- works in a systematic, methodical and orderly way to meet set deadlines
- consistently achieves project goals
- identifies and organises resources needed to accomplish tasks within the expected time, cost, quality and environmental standards
- complies with legal obligations of the role
- follows procedures and policies
- accountable and responsible for successes, and shortcomings

Adapting and Responding to Change – Adapts and responds well to change. Manages pressure proactively, effectively and copes well with setbacks, while maintaining a positive outlook.

- adapts to changing circumstances
- accepts new ideas and change initiatives
- deals with ambiguity, making positive use of the opportunities that it presents
- proactively proposes changes and improvements

Working with People - Shows support, respect and positive regard for people in day-to-day workplace situations. Achieves results by working effectively with individuals, teams and stakeholders, as appropriate. Behaves consistently in accordance with the organisational mission, values and people principles.

- works collaboratively with other colleagues to achieve organisational goals
- adapts to the needs of the team and builds team spirit
- recognises and acknowledges the contribution of others
- listens, consults others and communicates proactively by soliciting input, as appropriate
- is willing to learn from others and/or from own strengths and weaknesses
- follows ECHA's values and people principles
- relates well to people at all levels
- adapts interpersonal style to suit different people or situations
- shows respect and sensitivity towards cultural and religious differences