

Chemical Manager

Product and Services Description



Chemical Manager provides an essential platform for assessing risk, maintaining up-to-date Safety Data Sheets (SDSs), supporting chemical substitution, monitoring exposure, and reporting on chemical compliance.

Contents

Solution Overview	3
Key Features	4
Benefits	4
Service Summary	5
Onboarding & Implementation	5-6
Service Management & Support	6
Service Availability & Performance	7
Security & Data Protection	7

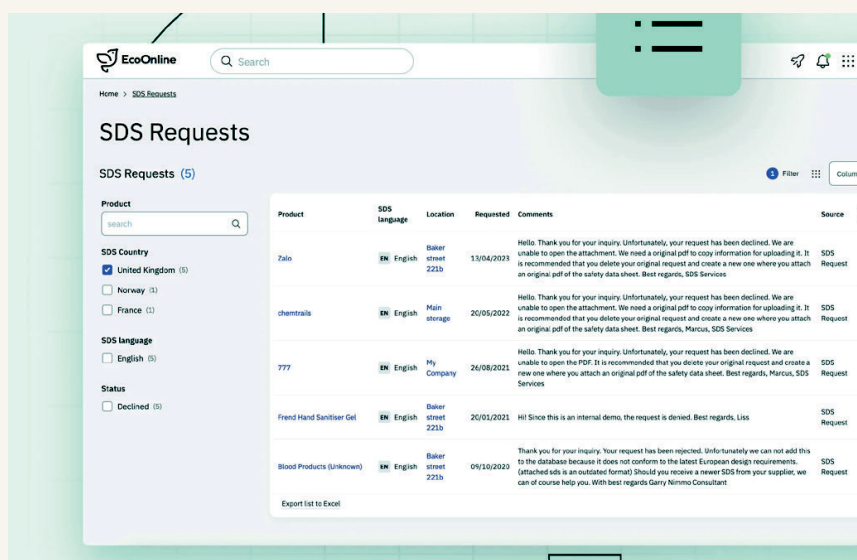
Disclaimer: Information correct as of January 2026. Please refer to our live G-Cloud 15 listing profile for the most up-to-date product and service details.

Solution Overview

Those responsible for health and safety play a critical role in protecting workers worldwide. While regulations differ by region, most require organisations to ensure that information on the safe use of hazardous substances is readily available to anyone who may be exposed.

Chemical Manager brings all chemical safety information together in a single, EcoOnline maintained system. Safety Data Sheets (SDSs), legislation requirements, and supporting documents are centralised and kept up to date, ensuring compliance is easier to maintain. Workers can quickly access the key safety information they need, presented in clear, simplified formats such as Safety Protection Sheets. Information is accessible on desktop and mobile devices, with offline access via a mobile app ensuring critical safety data is always available, even in remote or high-risk environments.

The platform also streamlines core chemical safety processes. Guided workflows support efficient risk assessments, chemical approvals, and substitution by allowing substances in your inventory to be compared and safer alternatives identified. Built-in legislation lists help you check substances against regulatory requirements, while exposure tracking provides greater visibility of worker risk. Centralised reports and dashboards deliver clear insights into chemical usage, hazards, PPE, and compliance—providing audit-ready evidence and confidence that chemical safety is being effectively managed across your organisation.



Product	SDS language	Location	Requested	Comments	Source
Zalo	English	Baker street 221b	13/04/2023	Hello. Thank you for your inquiry. Unfortunately, your request has been declined. We are unable to open the attachment. We need a original pdf to copy information for uploading it. It is recommended that you delete your original request and create a new one where you attach an original pdf of the safety data sheet. Best regards, SDS Services	SDS Request
chemtrails	English	Main storage	20/05/2022	Hello. Thank you for your inquiry. Unfortunately, your request has been declined. We are unable to open the attachment. We need a original pdf to copy information for uploading it. It is recommended that you delete your original request and create a new one where you attach an original pdf of the safety data sheet. Best regards, Marcus, SDS Services	SDS Request
777	English	My Company	24/08/2021	Hello. Thank you for your inquiry. Unfortunately, your request has been declined. We are unable to open the PDF. It is recommended that you delete your original request and create a new one where you attach an original pdf of the safety data sheet. Best regards, Marcus, SDS Services	SDS Request
Frend Hand Sanitiser Gel	English	Baker street 221b	20/01/2021	Hi! Since this is an internal demo, the request is denied. Best regards, Liss	SDS Request
Blood Products (Unknown)	English	Baker street 221b	09/10/2023	Thank you for your inquiry. Your request has been rejected. Unfortunately we can not add this to the database because it does not conform to the latest European design requirements. (attached sds is an outdated format) Should you receive a newer SDS from your supplier, we can of course help you. With best regards Garry Nimmo Consultant	SDS Request

Key Features

- Chemical inventory management – Centralise chemical hazards and risk information in one maintained repository.
- Worker safety information – Ensure critical safety information is available when and where needed.
- Simplified hazard data – Provide clear essential safety information through Safety Protection Sheets.
- Chemical risk assessments – Use guided workflows or reusable templates to save time.
- Legislation lists – Check substances against legislation and create custom focus lists.
- Mobile access – Access SDS, Safety Protection Sheets, and risk assessments on mobile devices.
- Offline mobile access – Enable access to critical safety data without network connectivity.
- Reports and dashboards – Analyse chemical usage, hazards, legislation, and PPE through reporting.
- Multilingual user interface – Support worker safety with over thirty selectable interface languages.
- Chemical exposure management – Record high risk exposures to improve workplace safety controls.
- Chemical substitution – Compare substances to identify safer alternatives for people and environment.
- Chemical approval workflows – Manage chemical requests and approvals using structured workflows.
- Compliance reporting – Demonstrate compliance with audit ready data and reporting.

Benefits

Maintain Compliance

- Reduce time and cost with an online SDS library automatically maintained by EcoOnline.
- Create and maintain chemical risk assessments quickly using guided workflows or templates.
- Give workers easy access to chemical safety data anytime in their local language.
- Protect workers by automatically checking substances against relevant legislation lists.

Streamline chemical safety business processes, saving time and cost

- Maintain a clear record of substances stored at each location across operations.
- Speed approvals by streamlining workflows for alternative substance authorisation.
- Identify safer alternative substances to reduce risks to people and environment.
- Reduce errors and effort when monitoring worker exposure to hazardous substances.

Demonstrate compliance with chemical safety legislation

- Reduce risk and cost by proving chemical safety information is available when required.
- Respond to audits faster with instant access to compliance ready reports and records.

Service summary

Chemical Manager is available in two packages, depending on customer requirements:

A. SDS Access & Risk Management

Best for organisations who wish to efficiently manage access to chemical safety information and demonstrate chemical safety compliance. This does not include the Chemical Approval and Chemical Exposure features.

B. Advanced Compliance Management

Best for organisations who have the same requirements, but also may be in higher risk industries, for whom chemicals management is an operational priority and who may utilise chemical safety specialists. This includes all available features.

Whichever package is provided, the core features and functions of the software are the same. Amongst the universal features are:

- Set up of user access & permissions
- Location set up
- Set up of "My products"
- SDS library set up
- Managed SDS updates
- Core E-Learning content
- Access to country and jurisdiction related legislation lists
- Comprehensive help guides

Onboarding & Implementation

Implementation

Chemical Manager implementation follows two flows.

Essential – Activities are mostly the responsibility by the customer

Standard – Activities are jointly the responsibility of the customer and EcoOnline

The following diagram outlines the process steps, where "We" = EcoOnline.

Implementation Flow

Essential– Customer configure it	Standard – We configure it with customer	Standard Plus
We set up the account, invite the admin, and provide resources so the customer can configure their own data and workflows at their own pace. Ideal for teams who prefer a self-guided implementation.	We set up the account, invite the admin, and provide resources plus a dedicated implementation resource who manages communication and completes account configuration for the parent location (Build Up). Perfect for customers who need support.	Includes everything in Standard, plus full account configuration and location hierarchy setup for all locations . Best for organizations with limited time and resources.



14

Service Management & Support

Chemical Manager offers a free extensive library of inline help and e-Learning content which enables users to resolve many types of enquiry without the need to contact EcoOnline.

Technical Support

Our technical support services are designed to ensure you receive timely, reliable assistance whenever you need it.

Customers can raise support requests via email or our online ticketing system, providing a simple and efficient way to log and track issues.

Support Response Times

We operate a structured priority-based response model to ensure critical issues are addressed quickly:

Category 1 (Critical): Initial response within 2 business hours, with regular updates provided until the issue is resolved.

Category 2 (High): Initial response within 4 business hours, with ongoing communication maintained through to resolution.

Category 3 (Medium): Initial response within 12 business hours of case creation.

Category 4 (Low): Initial response within 24 business hours of case creation.

Support Channels

Phone support: Available 24 hours a day, 7 days a week

Email & online ticketing: Available for logging and managing support requests

Onsite support: Available by arrangement and at an additional cost

Service Availability & Performance

- EcoOnline offers 99.95% application uptime and 99.99% hosting uptime. The application and hosting environment is continuously monitored. We have 24/7 provider support SLAs in place to ensure uptime of the hosting infrastructure.
- EcoOnline maintain full disaster recovery plans for all business activities and hosted infrastructure. These are audited as part of our ISO 27001 certification and are managed as part of an overall audit program.

Security & Data Protection

Business Continuity & Disaster Recovery

Chemical Manager is delivered to clients through a Software as a Service ("SaaS") model in which the application is hosted physically remotely from client sites within a data centre and accessed through web pages delivered to the user via a standard web browser. Chemical Manager provides and maintains all hardware and ensures that the system meets the required levels of performance for clients and ensures that all systems are secure and patched to industry standards and performs all upgrades, backups and maintenance of hardware, software and data. The Chemical Manager Managed Service covers three critical areas: Physical security, operational security and system security to ensure that customer data is totally secure, meets the highest levels for legal and compliance requirements and for Chemical Manager to deliver a truly world class solution.

Chemical Manager Data Centre

Chemical Manager is hosted in AWS' data centres located in Ireland.

Network security

All application and network security is provided by AWS' infrastructure.

Data & Configuration Backup and Storage

Chemical Manager data is backed up daily, and stored in a private S3 bucket for 30 days.

Data Encryption at Rest

All data is encrypted both in transit and at rest.

Data Retention

EcoOnline do not store or keep any unnecessary PII data. Customers' data is deleted from our system in the case of a contract termination, while data such as exposure information is saved in accordance with the associated legislation.



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