

COSHH Risk Management (Sypol)

Product and Services Description



Create COSHH risk assessments online in minutes with our COSHH management system. Empower your employees with easy access from anywhere to information on material hazards and risks. Elevate your approach to compliance with a complete end to end solution for the management of online COSHH risk assessments – powered by Sypol.

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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

By UK law, COSHH legislation requires employers to conduct a formal risk assessment for any exposure to a hazardous substance that could occur in conjunction with their work. The regulations are enforced by the HSE (Health and Safety Executive).

Sypol is EcoOnline's expert-led COSHH Management solution, delivering fast, compliant, and continuously updated chemical safety documentation. Powered by an extensive knowledge base and supported by on-demand specialists, Sypol helps organisations stay audit-ready, reduce risk, and confidently protect their people.

Sypol enables users to create comprehensive exposure scenarios, summary sheets, worker reference sheets, and COSHH control sheets. It covers substances classified under both health and environmental hazard classifications, ensuring complete regulatory coverage.

Creating COSHH assessments is quick and intuitive, taking just minutes via a simple six-step wizard. Users enter details about the product(s) in use, how they are used, quantities involved, and the working environment. Sypol then generates a clear, single-sheet assessment summary. Assessments can be created for:

- Individual substances
- Multiple substances used together in a single process (e.g. manufacturing or recipes)
- A range of substances used across multiple activities (e.g. maintenance or repair work)

Products and activities are automatically RAG-rated, providing instant visual insight into risk levels and helping prioritise control measures.

The Sypol database contains over 900,000 detailed COSHH assessments, all accessible at the click of a button, with approximately 10,000 new assessments added every month. Emergency COSHH assessment requests can be completed in under 24 hours, and the system also functions as a digital Safety Data Sheet repository.

Key Features

Sypol offers a comprehensive set of features which are designed to simplify compliance and reduce the time and resources required necessary for the COSHH Management process.

- End-to-end, guided assessment creation process, typically completed in under five minutes
- Assessments authored and maintained by qualified scientists and safety professionals
- Access to a library of over 900,000 pre-written COSHH assessments
- Generates exposure scenarios, summary sheets, worker reference sheets and COSHH control sheets
- Recommends safer substitute products in line with the COSHH hierarchy of control
- Automatically updates assessments to reflect legislative and regulatory changes
- Clear, easy-to-use reporting to support audits and demonstrate compliance
- In-house helpdesk support available by phone or email, up to seven days a week
- Optional additional services including on-site audits, consultancy and user training
- Unlimited user access, enabling organisation-wide use of assessments
- Full digital audit trail providing visibility of all user actions
- Multi-site assessments, allowing shared assessments across multiple locations
- Centralised digital safety data sheet (SDS) repository

Benefits

Save Time and Reduce Administration

- Cut COSHH assessment creation time from up to 90 minutes to under five minutes
- Instantly reuse assessments from a library of 900,000+ pre-written COSHH records
- Optimise COSHH training spend with cost-effective training recommendations
- Automatically generate all required COSHH documentation, including control sheets

Maintain Compliance and Audit Readiness

- Gain real-time visibility of COSHH status, tasks and documentation via a central dashboard
- Confirm worker understanding with “read and understood” tracking
- Quickly access COSHH compliance data across assessments, hazards, controls and REACH
- Monitor usage, engagement and compliance through management reporting

Rely on Trusted Expertise and Data Quality

- Use COSHH assessments created and maintained by qualified safety professionals
- Access a free in-house COSHH helpdesk, available up to seven days a week
- Improve SDS accuracy with expert review and automatic flagging of non-compliant data
- Strengthen supplier oversight with SDS quality scoring to identify risks early

Service summary

What is included

- System set up
- User creation by role
- Location creation
- Self-guided training
- Access to a helpdesk, up to 7 days per week (Standard is Mon-Fri, UK office hours)

What is not included

- The ability for users to self-author risk assessments

Optional add-ons or extensions

- Fast track, On or Off Site (One off)

A Fast Track project is the EcoOnline term for the process by which a customer's assessments are created in bulk, using data either provided by them or following a site visit by a consultant. Note that this doesn't mean that they are created instantly, but the process usually represents a significant time and effort saving for customers as opposed to doing it themselves.

- **Compliance Check (One off)**

A Compliance Check involves the EcoOnline Professional Services team conducting a site walkthrough to identify hazards and assess risk control measures and producing a comprehensive post visit report summarizing the findings and including actionable recommendations by which any risks or compliance issues can be addressed.

- COSHH related training courses (Virtual or In Person) (One Off)
- Languages (Billed Annually)
- Labelling (Billed Annually)

Dependencies

Sypol is a SAAS based product that works optimally on the latest versions of Chrome and Edge. No additional licenses are required.

Onboarding & Implementation

Your Success Team

EcoOnline's customer success team is here to help you create a safer workplace. With our expertise, you can benefit from years of experience and a proactive approach to building a culture of safety and achieving operational excellence. Each member of our customer success team plays a critical role at various stages of your partnership with EcoOnline.

Stages of Implementation



Our system supports quick and efficient configuration of an organisation's structure. Our project team will ensure a seamless and structured approach to the implementation of your solution, which includes mitigating any risks. You can be assured that we will keep in contact with you every step of the way.

Service Availability & Performance

- EcoOnline offer 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.

Service Management & Support

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

Business Continuity & Disaster Recovery

Sypol 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. Sypol 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 Sypol 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 Sypol to deliver a truly world class solution.

SYPOL Data Centre

Sypol's hosting partner is Microsoft Azure, one of the world leading cloud hosting providers. EcoOnline works closely with Azure to ensure that the hosting infrastructure meets the needs of our clients, has appropriate levels of security in place and has the ability to be maintained, scaled and upgraded with minimal, if any, impact to clients.

Sypol servers are located within Azure UK South Region, where all client data is held, backup storage uses geo-replication which replicates data to Azure UK West Region. Core customer data is held within the UK, with limited additional information held in the EU. More details are available on request.

Security & Data Protection

Network Security

Sypol complies with ISO 27001 and employs strict internal security policies around anti-virus protection and firewalls to protect and control internal IT systems.

The hosting platform is protected by a high availability pair of Fortinet firewall dedicated virtual appliances which also separates the web server cluster within a DMZ from the data network segments. An internal load balancer is used in front of the web servers to protect against hardware or software failure and allows servers to be taken out of the pool for maintenance with no loss of service. Any changes to the production environment are subject to a robust change management procedure with a full audit trail of all system access as well as documentation of all changes to the production system.

The Azure environment includes:

- Centralised logging and alerting via Azure Monitor
- Dedicated firewall appliances services to help block unauthorized system access
- Intrusion prevention services (IPS) to provide additional layer of protection against unauthorised system access
- Web application firewall to help block web specific attacks (OWASP top 10)
- Distributed Denial of Service (DDoS) mitigation services from Azure Front Door
- Fully updated anti-virus/antimalware
- Data is backed up using Microsoft Recovery service with Geo-redundant storage

Data & Configuration Backup and Storage

Data within the Sypol environment is backed up using Azure Recovery service vault technology. This data is stored using geo redundant storage (data is copied synchronously three times within a single physical location in the primary region using LRS. It then copies the data asynchronously to a single physical location in the secondary region).

Sypol databases are backed up using a full daily backup and transaction logs backups taken every hour.

The Sypol web server configuration is shared among the web servers from a Microsoft Azure storage account which utilises Zone Redundant Storage and is backed up by a Geo-Redundant storage vault.

No Sypol customer data is stored on web servers.

Daily and transaction log backups are kept for 14 days, weekly backups are kept for 4 weeks, and monthly backups are kept for 40 years.

Data Encryption at Rest

Microsoft Azure provides data-at-rest encryption of all Sypol server virtual machine hard disks, Azure Storage Accounts and recovery service vaults (used for backups) using 256-bit AES encryption one of the strongest block ciphers available and is FIPS 140-2 compliant.

Sypol utilises Microsoft Platform managed keys which are managed and rotated to meet compliance requirements.

Sypol databases and transaction logs are encrypted using SQL Managed Instance TDE encryption. The database encryption key is protected by a built-in server certificate using the encryption algorithm AES 256.

Data Retention

There are no default data retention policies within the Sypol system. Client data is generally retained within the system for the life of the contract, enabling clients to perform historical reporting across their data. For personal data, a data archive option can be configured to archive records after a defined period of time and we would work with clients to define this if required. At the end of any contract with a client we would also engage with the client to ensure that historical data can be removed from the system. At that point, data and users would then be removed from Sypol servers.



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