



EHS

Product and Services Description



EcoOnline EHS software enables businesses to establish a proactive and effective safety program. Unlike manual processes and outdated digital systems, EcoOnline transforms safety by providing greater visibility into participation, exposing hidden risks, and optimizing your health and safety program.

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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.

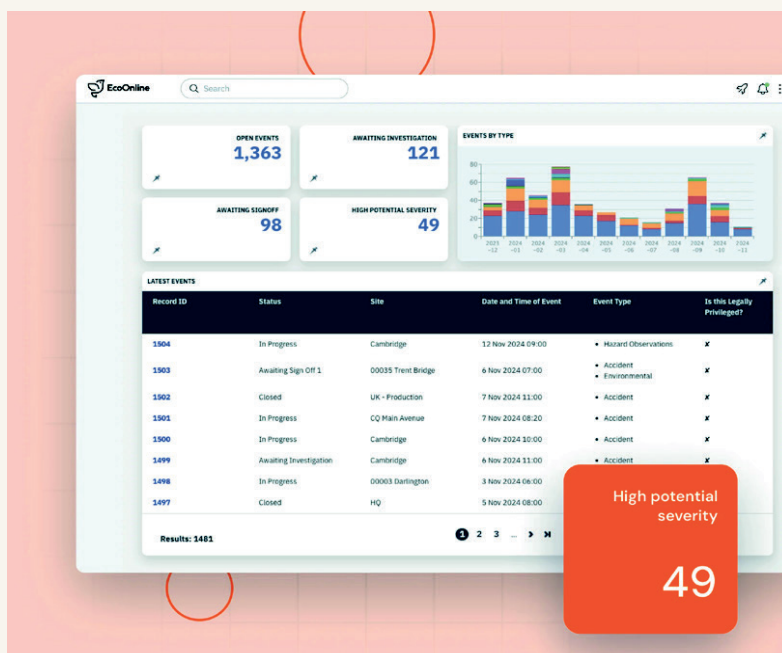
Solution Overview

EcoOnline's EHS software enables businesses to establish a proactive and effective safety program. It promotes positive behaviours, encourages worker participation, and provides actionable insights to reduce risks and ensure compliance. Frontline workers can efficiently conduct safety inspections, report hazards and near-misses, access relevant procedures and policies, and transform unsafe behaviours into learning opportunities.

Unlike manual processes and outdated digital systems, EcoOnline EHS management software offers greater visibility into safety participation, uncovers hidden risks, and streamlines the management of your health and safety program. With EcoOnline, you can prevent injuries, perform safety more efficiently, and build a strong safety culture.

Outcomes that our customers can achieve include:

1. Reduce injuries & costs
2. Improved efficiency
3. Increased safety participation
4. Maintain compliance



Key Features

- Capture, investigate, and manage incidents, hazards, and near misses using structured workflows
- Create and manage task-based risk assessments with configurable risk ratings
- Design and deploy inspections, checklists, and audits using flexible, configurable forms
- Assign, track, and close corrective actions across all safety processes
- Record and analyse safety observations, behaviours, coaching activities, and improvement trends
- Maintain training records, competency matrices, certifications, and renewal notifications
- Store, control, and approve safety documents with acknowledgement tracking
- Maintain workforce profiles linking people, training, incidents, and safety activities
- Visualise safety performance through dashboards, analytics, indicators, and reports

Benefits

- Proactively identify hazards through simple, accessible reporting for all workers
- Streamline incident reporting using configurable forms aligned to your procedures
- Improve investigations through structured root cause analysis to prevent recurrence
- Strengthen compliance with automated regulatory reporting and accurate recordkeeping
- Identify and resolve nonconformities early to reduce injury risk and exposure
- Gain clear, real time visibility into safety performance and trends
- Increase engagement by making safety tasks simple, accessible, and easy to complete
- Ensure workforce competency by tracking training requirements and renewal notifications
- Support proactive risk management through consistent assessments and effective controls
- Maintain uninterrupted safety operations anywhere with secure mobile offline access

Service summary

What Is Included

Core Implementation Services

- Project initiation and planning – scoping workshops to capture business requirements and define success criteria. (Professional services typically include discovery and planning components.)
- Configuration & setup of EcoOnline EHS – system configuration tailored to customer processes (incident management, audits, risk assessments, action tracking, dashboards, etc.).
- Data importation support – assistance bringing existing EHS data (e.g., incidents, actions) into the new platform where required. (Often part of initial setup.)
- User acceptance testing coordination – supporting testing activities to validate configurations prior to go-live.
- Training & enablement – classroom or virtual training (“train the trainer”) to ensure internal users and admins can operate the system confidently.
- Go-live support – guidance during early system adoption and functional use.

What Is Not Included

Ongoing Managed Services & Support

- Post-go-live application support beyond the agreed transition period (long-term support, SLA-based assistance, or day-to-day user help are separate offerings or subject to support contracts).
- Custom software development or third-party integrations not scoped in the initial programme. (Integration beyond standard API usage typically requires separate engagement.)
- Creation of industry-specific content (e.g., specialised risk templates) unless explicitly included in an agreed statement of work.

Operational Dependencies

- Data cleansing or restructuring prior to import – responsibility of the customer unless separately contracted.
- Licence costs for third-party software or modules outside of the standard subscription are not included.

Optional Add-Ons or Extensions

Advanced Professional Services (can be offered at extra cost)

- Custom integrations – connecting EcoOnline with HR systems, ERP, ERP safety modules, or other enterprise systems.
- Advanced analytics & dashboard customisation – tailored BI dashboards or bespoke report packages.
- Change management consulting – adoption programmes, change readiness support, and internal communications planning.
- Extended training programmes – role-based or advanced admin training workshops.
- Site-specific acceptance testing support and formal UAT management services.

Dependencies

Platform & Software Requirements

- EcoOnline EHS subscription – customers must have an active platform licence.
- Browser and connectivity – up-to-date internet browser and reliable internet access are required.

Onboarding & Implementation

EcoOnline's EHS Implementation and Onboarding Services are designed to support customers in the successful deployment of the EcoOnline EHS platform. The service provides structured onboarding, configuration support, training, and go-live assistance, with clearly defined service packages to ensure transparency and avoid procurement misunderstandings.

Customers can choose between two implementation models:

Standard Implementation

This service provides guided implementation support, enabling customers to configure and deploy EcoOnline EHS using best-practice templates with hands-on support from EcoOnline specialists.

Typical implementation timeline: 4–8 weeks per delivery phase

Premium Implementation

This service provides a more hands-off approach, with EcoOnline leading the implementation and configuration in close collaboration with the customer.

Typical implementation timeline: 8–12 weeks per delivery phase

Typical implementation scope

1. Project Initiation
2. System Configuration
3. Review and Validation
4. Training and Change Management
5. Go-Live and Transition

Optional Add-Ons and Extensions

The following services are available at additional cost:

- Data migration and additional data imports
- Data warehouse setup
- Single Sign-On (SSO) support
- Integration services (APIs, feeds, webhooks)
- Additional user imports
- Internationalisation support (system languages and translation services)
- Additional hosted environments or environment re-synchronisation
- Professional Services consultancy (day-rate based)
- Live training sessions (virtual or on-site)

Service Management & Support

EcoOnline's EHS is delivered as SaaS service, enabling customers to achieve their required outcomes without the need to own or manage the underlying technology, operational costs, or associated risks. Service management is focused on ensuring availability, performance, security, and continuity of the service throughout its lifecycle.

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

Security & Data Protection

Data-in-transit protection

Protection between networks

- Data protection between buyer and supplier networks
- Private network or public sector network
- TLS (Version 1.2 or above)

Protection within your network

- Data protection within supplier network
- TLS (Version 1.2 or above)
- IPsec or TLS VPN gateway

Data storage and processing locations

- United Kingdom
- European Economic Area (EEA)

User control over data storage and processing locations

Datacentre security standards

- Complies with a recognised standard, for example CSA CCM v4.0 or SSAE-18 / ISAE 3402

Penetration testing frequency

- At least once a year

Penetration testing approach

- 'IT Health Check' performed by a CREST-approved service provider

Protection of data at rest

- Physical access control, complying with CSA CCM v4.0
- Physical access control, complying with SSAE-18 / ISAE 3402

Data sanitisation type

- Deleted data can't be directly accessed / Cryptographic Erasure
- Data Erasure
- Explicit overwriting of storage before reallocation / Secure Erase
- Degaussing
- Physical Destruction / Hardware containing data is completely destroyed

Equipment disposal approach

- Complying with a recognised standard, for example CSA CCM v4.0, CAS (Sanitisation) or ISO/IEC 27001

Service Availability & Performance

- EcoOnline offers 99.95% application uptime and 99.99% hosting uptime. The application and hosting environment is continuously monitored. EcoOnline 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.



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