

CASE STUDY 1

001



Chemical Management & Spill Response Program

Client: Large Frontline Service Provider

Background

An operational organisation with around 600 workers across frontline, health and safety, and maintenance roles had a chemical management problem.

An audit revealed staff were purchasing unauthorised, sometimes prohibited, cleaning products from outside sources. This prompted a broader review that uncovered significant gaps in chemical handling knowledge and practice across the workforce.

The challenge was to build capability at scale while providing clear, practical guidance for high-risk, role-specific scenarios.

Approach

We designed a layered learning solution that built capability progressively from knowledge to action. This included:

- a **multi-lesson eLearning program** on safe chemical management, including animated explainer videos, to make a complex subject accessible to a diverse frontline workforce
- a **targeted microlearning module** on spill response for roles with frequent chemical exposure, accessible to all staff via the Cloud Assess LMS
- consistently branded **on-the-job aids** including depot posters and point-of-need spill response infographics, designed to provide critical guidance at the moment of need
- supporting **rollout communications** to drive engagement across sites.

Outcome

The program achieved strong completion rates and positive feedback from the health and safety team. Staff across the organisation built practical, role-relevant capability, from foundational chemical safety knowledge through to confident spill response.

Our recommendation to embed spill response infographics directly into spill kits prompted the safety team to audit their existing kits, uncovering missing equipment and instructions that were promptly rectified. The engagement laid the groundwork for an ongoing collaborative relationship with the organisation's safety team.