



## CASE STUDY

### Organisations involved:

Chloros Environmental,  
Aerospace Manufacturer

### Working with hazardous substances – Modular training course developed for over 200 delegates a success

#### THE CHALLENGE

Chloros Environmental was approached by a pre-existing hazardous waste customer regarding our bespoke training and consultancy services. Following an Occupational Hygienist audit and report, the customer was advised to provide chemical hazard awareness training to all employees who used chemical substances as part of their daily role. Due to the nature of the business, employees were required to work in different 'cells', meaning that their use of certain chemical substances could vary from each employee. The customer was interested in devising a training course tailored to both business and employee requirements.

#### THE SOLUTION

Chloros Environmental's Technical Manager, Hayley Hurdle, has a number of years experience in both organising, developing and delivering Chemical Hazard Awareness courses tailored to the needs of her customers. As a qualified chemist, experience within both the hazardous waste and chemical emergency response industry, and attending a number of courses developed to improve training and communication methods, Hayley was deemed the person for the task. Due to the nature and the number of delegates who required training, she devised a 'modular' training programme. This modular system comprised of 8 modules, each module dedicated to each of the chemical substances used by the customer and advised by their dedicated occupational hygienist.



The modules were approximately an hour each, comprising of both PowerPoint and multiple choice quiz. All modules were tailored not only to the hazardous substance in question, but to the needs of the business, so all staff were able to apply their new knowledge to their daily tasks. Items discussed consisted of the risks to health of the substance, historical background, required personal protective equipment, results of any tests in the workplace and any health surveillance programs. Having the training delivered by an external source also gave the delegates an opportunity to discuss any of their questions and queries with an independent perspective. Each course was followed up with both an assessment form for the delegates and a review session between the presenter and the Health & Safety Representative. This allowed the course to be managed by the receiving company, and for the Health & Safety Representative to follow up on any points raised by delegates.

## THE RESULTS

- ✔ Over a period of five working days, over 200 delegates were effectively trained in the working with hazardous substances specific to their job role.
- ✔ 98% of delegates rated both the course and the presenter as either good or excellent.
- ✔ A large amount of positive, written feedback received.
- ✔ Health & Safety Representative for the company not only established a solution of train all staff in the required areas, but also created a gateway of information on any of the employee's questions and queries through an external source.
- ✔ All delegates received training as required by the Occupational Hygienist reports and all information relayed to employees through a standardised format; being easy to understand and applicable to their working practices.