

APPROVALS USER GUIDE Version 2.0

APPROVALS MODULE





CHEMWATCH
Melbourne, Australia
2025



Table of Contents

| Approvals Terms and Descriptions | 2 |
|---|----|
| 1.0 Introduction to Approvals Module | 4 |
| 1.1 Approvals Module Workflow and Dashboard | 6 |
| 1.2 Start and Finish Points | 9 |
| 1.3 Workflow Stages | 11 |
| 1.4 Stage Actions Descriptions | 12 |
| 2.0 Request Stage | 24 |
| 2.1 Workflow Request Stage Process | 25 |
| 3.0 Management Review Stage | 37 |
| 3.1 Workflow Transition Modes | 40 |
| 3.2 Workflow Stage Conditions | 41 |
| 3.3 Workflow Management Review Stage Process | 42 |
| 4.0 Environmental Review Stage | 48 |
| 4.1 Workflow Environmental Review Stage Process | 50 |
| 5.0 Health & Safety Executive (HSE) Stage | 55 |
| 5.1 Workflow HSF Stage Process | 57 |



Approvals Terms and Descriptions

The glossary below provides vital information of terms utilised in the Approvals Constructor settings mode to gain insight on how to construct the approvals workflow using the approval editor.

| Term | Description | |
|-----------------------|---|--|
| Approver | This is a user (stakeholder) who has the responsibility of approving a request at a particular stage of the approvals workflow. | |
| Approvals Editor | This is the Approvals Constructor graphical editor for creating an approvals workflow. | |
| Stage | This is the main building block of the workflow. The properties of a stage can be set, including stakeholders and approve/reject/return features. | |
| Action | This is the basic element of the workflow, which can be a part of stage element only. Each element allows stakeholders to do specific actions; for example, review SDS report, select a folder, complete a risk assessment as part of the activities required to be completed before going onto the next step. For instance, when a stakeholder arrives at the "Select Location" action, the result of this action must be at least having one selected folder. Additionally, elements could be "read only", which means that the stakeholders are not allowed to change data in these actions. | |
| Approvals Workflow | This is a set of stages, actions, transitions, starting points, conditions and other elements that fully described the business process for the entire Approvals Module. | |
| Request ID | An approval request is assigned a request identification number in the database. This number is recorded in My Requests tab by default and used across the approval cycle for tracking the request. | |
| Starting Point | This is the point of the workflow which describes the beginning with conditions such as, "Registration step is required". | |
| Parent Stage | A specific stage that doesn't contain any actions but has "child" stages. It's the logical construction for the workflow which allows the stakeholder to send requests to several stages for parallel review, e.g., several departments. The approval request can't be rejected from this stage. | |
| Child Stage | This is a specific stage with actions and linked to a Parent stage (part of parallel review). | |
| Condition Stage | This is a specific stage without actions and stakeholders, which describes the transitions and related conditions for each of them (plus default transition if there is no condition passed). | |
| Approve/Reject | This means the final approval and the end of the approval workflow (exit from the workflow). It means that the request is approved and will appear in selected folder(s), or that the request is rejected and no data will appear in the selected folders. This feature can be set in the Stage's properties only and in the drag & drop line from the respective stage to the Finish element in the Approvals Editor. | |
| Return Request | Use this feature to return an approval request to the previous stage(s); for example, to modify some values. | |



| Term | Description |
|------------------|---|
| Finish Point | This is the final approval of the request. Refer to the term "Approve/Reject". |
| Owner | This is the user (request to be an "owner") who starts a particular approval request. All requests can have one owner per request and can't be changed. |
| Stakeholders | These are users who are responsible for reviewing approval requests on particular stages. According to the configuration of the workflow, stakeholders can be set by username, user group or user role. |
| Process Element | A specific stage without involving users (stakeholders) for the review of a request. For example, if it's needed to send a message to a specific email after a certain stage. |
| Requestor | This is a user who initiates a request to get material to be approved. |
| Transition | This is the process of the transit of an approval request between other elements (usually, stages) inside of the workflow. The transition element is displayed as a row in the editor (but outside of the stages) and it contains many levels of possible customisation. |
| UGD | User Generated Data is a manual process initiated by a user of the Chemwatch system where information from the original Vendor SDS is extracted to identify important data points, e.g., DG codes, GHS codes, physical properties, composition, classification (GHS, DHD/DSD, REACH, etc. |
| VGD | Vendor Generated Data is data extracted by Chemwatch from the original Vendor SDS as a service and made available during data extraction phase of an SDS upload or SDS updating process initiated by a Chemwatch client who has decided to use the VGD solution. Key information is extracted to identify DG codes GHS codes, physical properties, composition, classification (GHS, DHD/DSD, REACH, etc. which is used by many features functionalities of the Chemwatch system. |
| Send to Approval | Requestor sends a request for material to be approved by stakeholder of the beginning stage of the approval's workflow using the right click option from the context menu. |
| Phase Out | Assignment of an authorisation and sunset dates for phase-out substances. This feature is applicable in the EU. |
| HSE | Health and Safety Executive is the stakeholder or group responsible for the final approval of a request. |



1.0 Introduction to Approvals Module

This topic will cover the following components.

- → Overview of the Approvals Module
- → Approvals workflow
- → Access profile and approvals dashboard view
- → Approvals starting and finishing points
- → Stages of a generic approvals workflow
- → Possible actions of a stage
- → How to request approval for a material
- → How to approve/reject/return a request



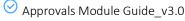
The Approvals Module enable businesses or organisations to create a workflow for the approval of materials/chemicals by using a graphical editor as an option to the text-based version. All approvals related requests for materials/chemicals in the chemicals management system will follow through a number of configurable workflow stages until the request is reviewed and approved by stakeholders across the approval cycle. These approval stages can also be assigned to workgroups based on:

- Business processes controlling the purchase of new chemicals
- Maintaining business compliance requirements
- Enforcing corporate or organisational values
- Fostering communication between parties within the work groups

Generally, organisations must maintain a sound workplace health and safety environment through robust policies and procedures relevant to chemicals management and the flow of chemicals in the workplace.

In this guide, the approvals workflow is based on four-pronged stages of an approval process.

- Request Stage
- Management Review Stage
- Environment Review Stage
- Health And Safety Executive (HSE) Stage







It is best practice to apply an approval's process prior to the procurement, delivery, use and storage of chemicals in the workplace due to a variety of health and safety requirements that have to be taken into account; such as the control of restricted chemicals, prohibited chemicals, chemicals of security concern due to their significant hazardous nature, tracking movement of chemicals within the workplace. Some of these measures may include:

- Inventory control to determine whether chemicals of security concern have been identified, misplaced or otherwise diverted
- Receipt of chemicals through a systematic way to reconcile quantities orders with actual products received as well as ensuring chemicals are approved, kept in locked and secure areas
- Transportation of chemicals of security of concern for effective security and inventory control
- Assessing risks of hazardous chemicals to human health

An effective Chemicals Management Cycle starts with the evaluation of products and substances and integrates:

- Approval requests for products and substances
- Supply chain and product management objectives
- Business processes and procedures
- Environmental reviews
- Health and safety reviews



The approvals evaluation process can be determined by regulatory requirements; many of which may be driven by GHS compliance, workplace health and safety such as assessing potential impacts to worker health and safety, following codes of practice and standards, availability of appropriate personal protection, clear safe use instructions, storage requirements, emergency response information, spills containment, disposal management, etc.

1.1 Approvals Module Workflow and Dashboard

The domain administrator of the Chemwatch system has full access to the system's settings including the approvals contructor. Prior to deployment of the approvals module, the workflow would have been constructed, reviewed and approved for use by stakeholders with the support of the Chemwatch approvals team.

The workflow is an automation process that governs and directs all components of the approvals system and automates the entire approval process in the background. The frontend of the Approvals Module provides stakeholders with a tailored dashboard view of immediate and up to date requests, status of a request, approval history and stakeholder activity.



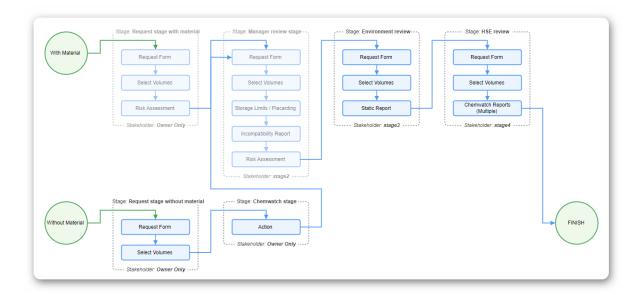
In this guide, a standard workflow is used to illustrate the composition of the approvals module and how it works. The starting point of the request stage of the process will begin with a request with material for approval and discuss the approvals cycle based on four stages of a standard workflow:

What is a Stage?

A stage is a logically constructed phase of a process which describes the list of actions that particular stakeholders have to view/complete before moving a request further. A stage describes the interrelated tasks and activities that are performed consistently to achieve specific intermediate outcomes.

The image below shows an example of an approvals workflow in graphical view mode in the Approvals Constructor (Editor); which is composed of various stages, actions, transitions up to the final (finish) stage of the process.





Next, lets look at the requirements of each stage of the standard process.

Request Stage

Users (requestors) initiate a request with or without material for approval. They may request for materials from the full Chemwatch collection by searching for a document (SDS).

| Actions | Attribute | Note |
|----------------------------|---|---|
| Fill out a request form | The form design may contain text fields, calendar, drop-down list menus, checkboxes and any other elements dependent on required information to be provided in the form for this stage. | Upon request completion, email alerts are sent to appropriate |
| Select location and volume | User to select the specific location and set the volume/weight of the material. | stakeholder for follow action(s). |
| Perform a risk assessment | User to conduct a quick risk assessment of the material. | |

Management Review Stage

Manager receives the request notification by email. They may also access the request from their own Appovals Pending view mode in the Approvals Module dashboard.

| Actions | Attribute | Note |
|---------------------|---|---|
| Review request form | Manager to review the filled request form to ensure | Manager can review comments and attached documentation in |



| Attribute | Note |
|---|--|
| information about the request is provided adequately. | this stage. Volume/Weight can also be edited by the Manager |
| Manager to review the specific folder location and amount of volume/weight of the material before approving the request. | when reviewing the location/volume. Manager can pass to the next stage, reject the request or return the request to previous stage. |
| Manager to review if there are any placarding required for the area/section/location where the material is to be approved for storage requirements. | |
| Manager to review if there are any incompatible materials in the same folder/location where material is to be stored. | - |
| Manager to review risk assessment performed by user. | |
| | information about the request is provided adequately. Manager to review the specific folder location and amount of volume/weight of the material before approving the request. Manager to review if there are any placarding required for the area/section/location where the material is to be approved for storage requirements. Manager to review if there are any incompatible materials in the same folder/location where material is to be stored. Manager to review risk assessment |

Environment Review Stage

Environmental Manager receives the request notification by email. They may also access the request from their own Appovals Pending view mode in the Approvals Module dashboard.

| Actions | Attribute | Note |
|-----------------------------|---|--|
| Review form | Environment Manager to review the request form. | Environmental Manager can pass to the next stage, reject the |
| Review environmental report | Environmental Manager to review the environmental report of the material. | request or return the request to a previous stage. |

HSE Review Stage

HSE Manager receives the request notification by email. They may also access the request from their own Appovals Pending view mode in the Approvals Module dashboard.

| Actions | Attribute | Note |
|---------------------|---------------------------------|----------------------------|
| Review request form | HSE Manager to review the form. | HSE Manager can approve or |



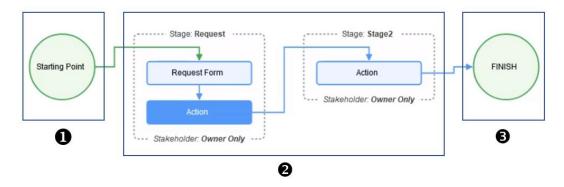
| Actions | Attribute | Note |
|-----------------------------------|---|---|
| Review volumes | HSE Manager to review the volume/weight of the material. | reject the request or return the request to a previous stage. |
| View Chemwatch reports (multiple) | HSE Manager to check/read the respective Chemwatch report(s). | |

The next topic discussed the start and finish points.

1.2 Start and Finish Points

The approvals workflow has start and finish points. The starting point describe the conditions of the start of a workflow approval process. In summary, a basic workflow will involve the following overall main steps:

- Starting point
- Stages and actions
- Finishing point

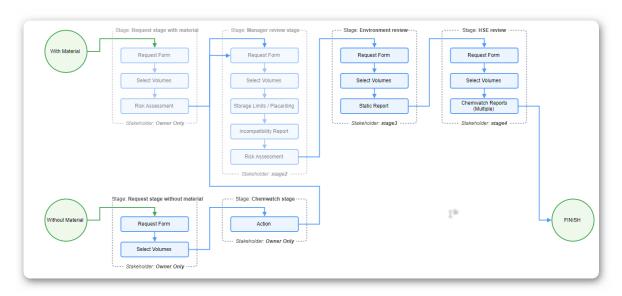


The system currently supports three starting points of two types:

| Start | ing Point | Attribute | Note |
|-------|---|--|---|
| : | Regular starting point | Requestor sends a request "With Material". | No additional information is needed. |
| ; | Registration required (no document) | Requestor sends a request "With Registration Starting Point" | No document exists in the system. |
| ; | Registration required (document exists) | Requestor sends a request "With Registration Starting Point" | Document exists in the system but additional data is required (VGD) – starting point with Chemwatch Review. |



In the case where a workflow is standard, a request with material will be sent by going through the starting point and completing the request stage actions to submit a request to the next stage. The workflow below illustrates the backend for the two options for the starting point; With Material or Without Material.



In the case where registration required is a starting point in a workflow, the first stage will contain the action "Chemwatch Registration". The Registration Request Stage may be applied a condition where stakeholder is Owner and a transition name to subsequent stages.



The Finishing Point is a visual representation of the final Approve button.



The Approve button can also be shown with a title given by the approvals constructor which would be displayed in the Approval's mode user interface for the respective stages.





1.3 Workflow Stages

The Approvals module workflow depends on how the workflow process is structured; where it incorporates various actions required for each of the stages of the approvals process. The approvals framework constitutes building blocks designed to allow requests to be captured by using forms, checklists as part of the requisition stage of the process. Each stage is defined by specific actions and configured transitions to distribute the requests with the relevant information to the right stakeholders across the approval cycle.



A stage will contain a variety of actions that particular stakeholders have to review/complete before moving a request further to subsequent stages of the workflow to complete the approvals cycle. Requestors must be aware that each subsequent stage will have decision points (according to the configuration of a workflow/stage) to review information provided about the request and actions performed by the requestor and respective stakeholders.

The respective stakeholder of a particular stage may reject request, approve request or return request to the previous stages and add comments where applicable. Take note that in some cases, there may be special conditions or situations that warrant special responses at any stage of a process and these can be as follows:



- Processing delays
- Significant regulatory concerns that may be external
- Internal HSE concerns, especially for high-risk chemicals
- Business risk such as financial or vendor related, etc.

Special conditions can trigger automatic alerts or notifications as approvals module can also be used as a communication/escalation tool and becomes key in a business workflow/process where an alert mechanism serves as a way to update stakeholders about the nature and status of any requisition submitted for approval. As the approvals workflow can be broken down into simple components to process requests through workflow stages, actions and transitions to proceeding stages, requesters will go through the required conditions set for any activities where individual users can be tied to a stage or groups or roles. Users tied to any stage are deemed as stakeholders/owner of that particular stage and make the approval/rejection of any requests.

Depending on the configuration of the stages, parameters for a stage may include:

- Approve title/button
- Reject title/button
- Return title/button

In summary, the approvals process engages specific stakeholders in each stage to perform certain actions to complete until the finishing point is reached and the requestor is informed of the status of the requisition and/or including any configured escalations between stages with alerts and notifications where it these may apply.

1.4 Stage Actions Descriptions

Generally, actions of each stage in a workflow are set by the approvals administrator.

- Add part number
- Attached documents
- Chemwatch registration
- Chemwatch reports (multiple)
- Comments history
- Incompatibility
- Ingredient review
- Material review
- RA separator
- View Vendor SDS

- Recommendation results
- Request form
- Risk assessment
- Select location(s)
- Select volume
- Stage form, stage form summary
- Static report
- Storage limits/placarding
- Tag separator
- UGD review

Add Part Number

This Action is used to capture organisational-specific identifiers (Part Numbers). Once a numerical digit sequence is established, the system will automatically generate the next



number in the sequence. No alphabetic or special characters can be added. Part numbers are never shown to requesters or reviewers during the workflow. Part numbers can only be seen in the User-Vendor Part Number field.

Attached Documents

Attached Documents action is used to view documents that have been attached to the Form Builder form field "**Upload**" button. Attachments can be viewed as an independent action step or in any stage in the workflow using the Documents button.



Chemwatch Registration

This action is used for:

- Clients who want to register new material into the collection.
- VGD (Vendor Generated Data) clients who want requested products to be registered and data extracted prior to entering the approvals workflow.



Chemwatch can provide a complete like solution with Vendor Generate Data (VGD), which is extracted and made available during the Data Extraction (VGD) phase of an SDS upload or SDS updating process initiated by Chemwatch client who has decided to utilise Chemwatch's Vendor Generated Data (VGD) solution. This solution is a service where key information from the Original Vendor SDS is extracted to identify DG codes, GHS codes, physical properties, composition, classifications (GHS, DHD/DSD, REACH, etc.) to be used in the system's many features and functionalities.

Chemwatch Report Multiple

This action is used to view documents or reports in the action step viewing pane. The following reports are available:

- China report
- Gold SDS report
- Mini SDS report
- Risk Assessment report (ILO)
- Risk Assessment report (UN)
- First Aid report
- Fire Fighting report
- China report
- Gold SDS report
- Mini SDS report
- Risk Assessment report (ILO)

- Risk Assessment report (UN)
- First Aid report
- Fire Fighting report
- Spills and Disposal report
- Advice to Doctor report
- Environmental report
- Personal Protection report
- Standard Operating Procedures (SOPs) report
- Toxicological report





Comments History

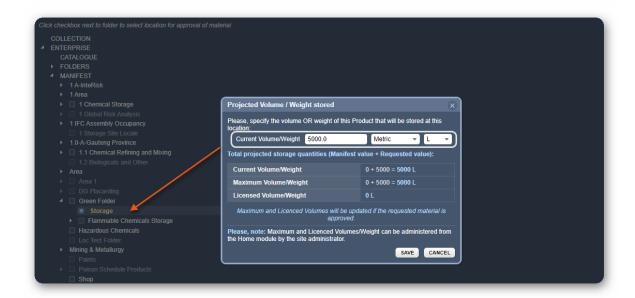
This action is used to view the comments history given in the pop-up boxes between each stage. Comments can be viewed as an independent action step or they can simply be viewed via the comments button which is always available in the upper right-hand corner of a stage review.



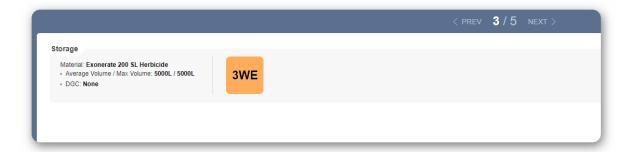
Incompatibility Report

This action is used to display the Chemwatch Incompatibility Report based on location. Please note that the report will be run against all ticked location folders selected in the Location(s) action step.





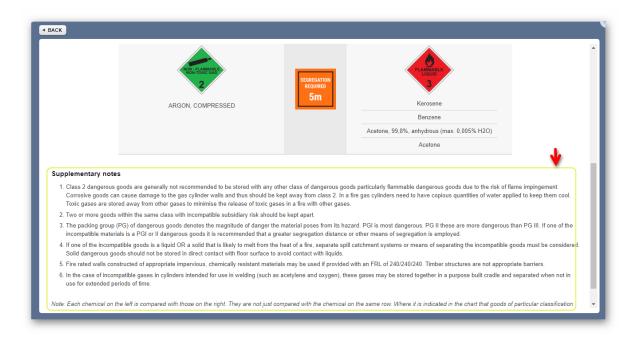
If the material contains current/maximum volume meeting or exceeding the storage/placarding threshold; then the respective incompatibility report will display the appropriate information, e.g., Hazchem code for hazardous/dangerous goods in the folder location.

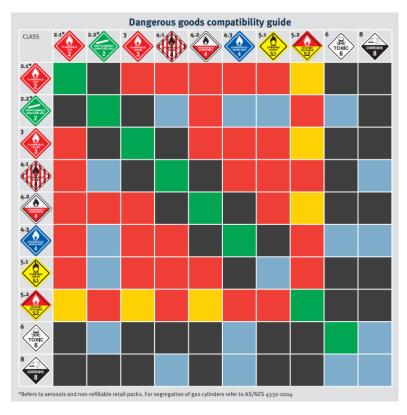


You may consider the following incompatibility rules used to check against each class compatibilities for storage of dangerous goods.

Furthermore, segregation rules apply where the Incompatibility Report may flag-out the recommended segregation requirements for comparison of specific dangerous goods classes based on the classification of the materials stored in the folder location. An information icon would provide the details on segregation as per the compatibility status for the compared classes.



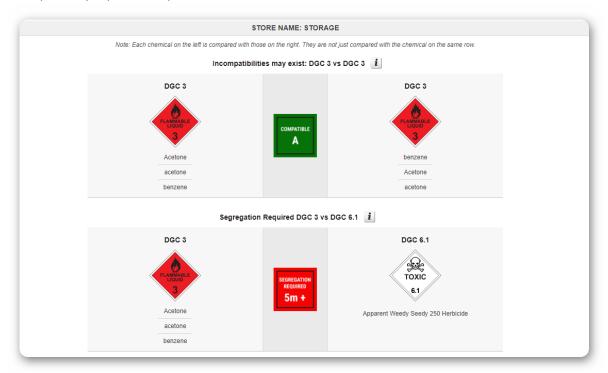




| Key | | |
|---|---|--|
| SEPARATE | Dangerous goods of these two classes should be kept apart by at least three metres or other suitable control measures. Consult safety data sheet (SDS) or supplier. | |
| SEGREGATE | Dangerous goods of these two classes are likely to interact with each other in such a way as to significantly increase risk and should not be kept in the same area unless it can be demonstrated that the risks can be fully controlled. Consult SDS for further guidance. | |
| ISOLATE | Dedicated stores or storage cabinets are recommended. Adequate separation from other buildings and boundaries is required. Consult SDS for further guidance. | |
| REFERS TO SDS | Segregation of these two classes may be necessary. Refer to the SDS for further guidance. All Class 9 dangerous goods should be segregated in accordance with the SDS. | |
| ок | Dangerous goods of the same class have similar primary hazards and are usually considered compatible. Consult with the SDS or supplier about requirements for individual substances. | |
| Class 3 — Flar Class 4.1 — Flar Class 4.2 — Spo | i Flammable Class 5.1 — Oxidising Agent i Toxic Gas Class 5.2 — Organic Peroxide nmable Liquid Class 6 — Toxic nmable Solid Class 8 — Corrosive | |



Incompatibility report example.



Ingredient Review

This action is used for reviewing ingredients and relative proportions. Ingredient data is derived from VGD data or GOLD data (Chemwatch datapoints) based on the preference domain settings of the account.



Additionally, if created, system tags will show in the "Tags" column. Tag-queries limits may apply. Please note that rendering time may be delayed, depending on the complexity of the tag queries.





Material Review

The Material Review action displays a report which contains product name; material name; DG class; GHS pictograms; Hazards (Environment, Health, Physical) and Dangerous Goods specific categories.

Risk Assessment (RA) Separator

This element divides up Risk Assessment ILO (Health) and UN (Storage) actions. Consider the following notes for the cases where the RA Separator may be used in your workflow.

- This action doesn't have a user interface for reviewers.
- RA action should be completed before the request comes to this action.
- It also must be the last action at the stage, as it initiates transition to the next stage according to Risk Value on RA action.
- Each level (from 0 to 4+) would be set once only.

Recommendations Results

Recommendation Results action is used to review the recommendations given for parallel action steps. Please note that unlike other linear stages, parallel stages do not show the Reject and Return button options.



Instead, only two buttons are available: "Recommend" and "Not Recommended". Once either option is clicked a pop-up comment window will appear. All Comments entered in this box will be shown in the recommendation results grid.



This allows stakeholders to review recommendations given from the stakeholders in the parallel stage as a part of their review.



Request Form

This section shows the Request Form used to capture data stored against the material once approved. Request Forms can be viewed in edit or read-only mode in any subsequent workflow stage. Allowed types of forms for this action include:

- Approvals type
- Folder-material type



Risk Assessment

This action is used to perform or view an ILO (Health) or UN (Storage) risk assessment for a material. It can be applied to more than one stage; for example, a user A could fill (or partially fill) out a risk assessment while user B could review the assessment completed by user A in read-write or read-only mode. The action step has all of the same functionality as risk assessments performed in the risk Assessment module (COBRA) except for the right click functions.





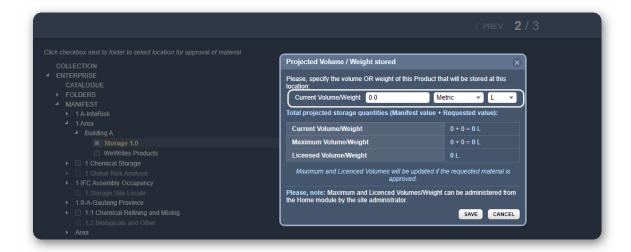
Select Location(s)

This action is used to select the destination folder (via the folder tree) where the requested material will be approved and stored. This action step is required; a destination folder must be selected so the system knows where to place the item if or when material is approved. Note that one or multiple locations can be selected within the tree. If approved, the item will go into all ticked location folder(s).



Select Volume

This action is used to select the destination folder (via folder tree) where the requested material will be approved and stored. This action step is required; a destination folder must be selected so the system knows where to place the item if or when approved. One or multiple locations can be selected within the tree and if approved, the item will go into all ticked location folder(s). Once a location is ticked, a "Projected Volume/Weight Stored" popup window will display the Current Volume/Weight fields to set the respective amount of volume/weight. If approved, the Volume/Weight will be added to the Current Volume/Weight value in the Home Folders/Manifest grid for that folder location.





Stage Form

Stage form is used to capture data to be viewed by stakeholders in subsequent stages of the workflow. These forms can be viewed in a single action by stakeholder(s) downstream called "Stage Form Summary". Forms allowed for this action include:

- Approvals type
- Folder-Material type

Stage Forms Summary

Stage Form Summary is used to review submitted stage form data. Stage form field submissions will be provided in an easy-to-read table format.

Static Report

This action is used to review a Chemwatch report as an action step. The following reports can be asset for any stage action in a workflow as read only.



The user interface stage toolbar will display the documents button.

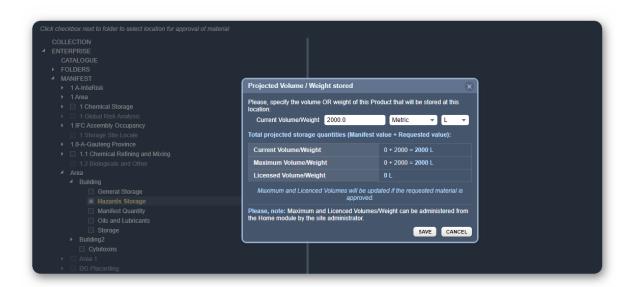




Storage Limits/Placarding

This action is used to review storage limits (volume/weight), DG, location information and placard symbols. Placarding rules apply based on the Manifest Placarding Threshold Limits set by default (Australian jurisdiction) or custom placarding limits can be created. It is important to confirm what placarding rules are applied in your specific domain in your system.

The projected volume weight stored is viewable by stakeholder for the specific folder location with the current volume/weight of the material.

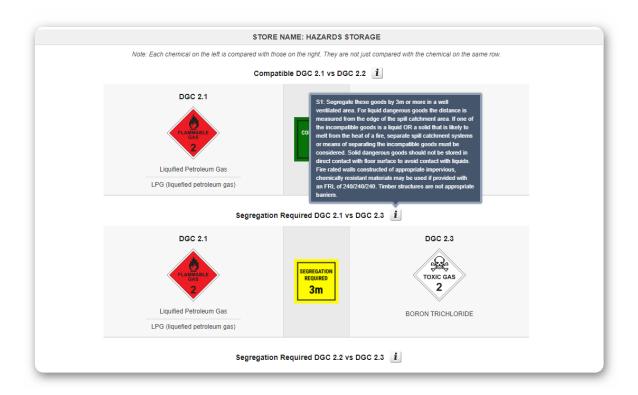


The hazard storage information for the material is displayed in the subsequent action step detailing the average/maximum volume/weight of the material. This piece of the information may include the Hazchem signage and the respective dangerous good(s) diamond.



In this example, the material Boron Trichloride (DGC 2.3) is requested to be stored in a folder location containing other dangerous goods where segregation (S1) is required due to incompatibility with DGC 2.1 (Flammable Gas) with a Toxic Gas.





Tag Separator

This action is used as a means of separating or splitting a workflow based on tag type. The workflow is split based on whether a product does or does not have tag(s). The domain administrator or user(s) that have been granted edit right to tags settings can define query tag parameters.

UGD Review

This action is used to create UGD (User Gold Data) for approving item. The UGD dataset will be placed in a folder with a document in case of an approved request. Data extraction is important to extract specific sets of data to enable the system to draw classification information for use in a variety of application module features such as hazards/dangerous goods filters, labels, Mini SDS, risk assessments, report generator and many more features.

View Vendor SDS

This action enables users to view vendor SDS. The request must be launched (via "Send to Approval") from the system.



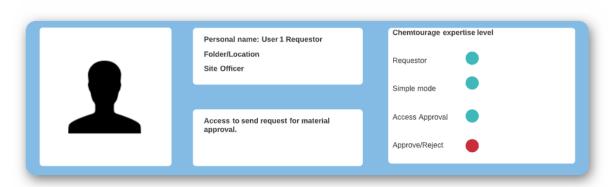
2.0 Request Stage

In this topic you will learn about the Request Stage and how to submit a request for material to be approved by stakeholder.

- → Overview of the Request Stage process
- → Loggin into the Chemwatch application
- → How to search for a material from the full collection
- → How to request approval for a material
- → How to complete the specific tasks (steps) relevant to the Request Stage
- → How to submit a request for approval



Users (requestors) initiate a request with or without material for approval.



They may request for materials from the full Chemwatch collection by searching for a document (SDS)] first and once the material has been found, then the request stage can start.

| Starting Point | Attribute | Note |
|--|--|--------------------------------------|
| Regular starting point, e.g., Start with material | Requestor sends a request "With Material", e.g., request for approval for acetone. | No additional information is needed. |

In this case, the Requester user will access the approvals module (if granted permission) and be able to conduct simple search to request for material approval from a stakeholder (Management Reviewer) in Stage 2 of the workflow.

| Actions (Steps) | Attribute | Note |
|--|---|---|
| Fill out a request form. The request form is in-built in the approvals request | The form design may contain text fields, calendar, drop-down list menus, checkboxes and any other | Upon request completion, email alerts are sent to appropriate stakeholder for follow up |

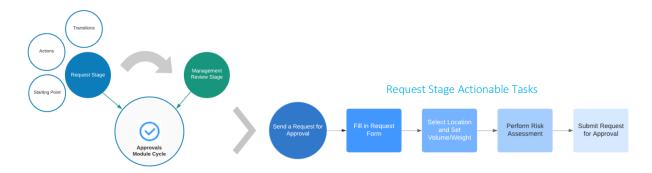




| Actions (Steps) | Attribute | Note |
|---------------------------------------|--|---|
| workflow steps required to be filled. | elements dependent on required information to be provided in the form for this stage. | action(s). In this case, the requestor fills in required information and goes through all the steps in stage 1 (Request Stage) to submit the request to the next stage (stage 2 – Management Review). |
| Select location and volume | User to select the specific location and set the volume/weight of the material to ensure the material will stored appropriately in accordance with organisational and local jurisdictional requirements. | |
| Perform a Risk Assessment | User to conduct a risk assessment of the material to determine the level of risk band and appropriate protective equipment needed for use or storage of hazardous chemical. | |

2.1 Workflow Request Stage Process

The Request Stage (Stage 1) contains a number of actionable required steps to complete before submitting the request. The chart flow below provides the stepwise process to complete an approval request.



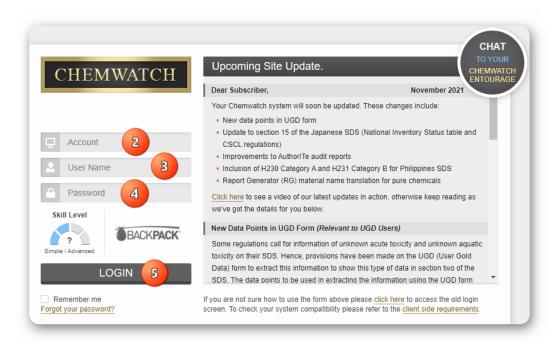
The steps below show how a requestor can complete a request in stage 1 of the approvals process. This requestor's profile allows simple mode access (basic) with minimum level of available features to send a request for approval to respective stakeholder.

Steps: Login to the Chemwatch application

- 1. Go to Chemwatch application or click on the web address below. If your organisation uses autologin, click on the autologin link or single-sign-on. https://jr.chemwatch.net/chemwatch.web/
- 2. Type the account name in the Account text field.

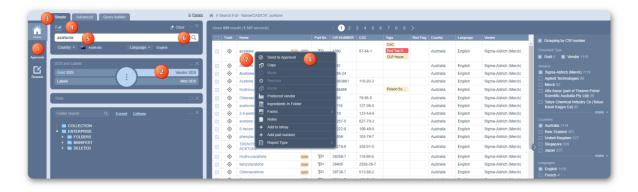


- 3. Type user name in the User Name text field.
- 4. Type password in the Password text field.
- 5. Click on the Login button.



Steps: Search for Material from Full Collection

- 1. Click the **Home** button .
- 2. Click the **Vendor SDS** button.
- 3. Click the **Simple tab** (this is generally the default search mode).
- 4. Click the Full link to direct the search to the entire Chemwatch full collection.
- 5. Type the **Material Name** in the search text field.
- 6. Click the **Magnifying Glass** $\stackrel{\frown}{\sim}$ to search.
- 7. Click on the **Material Name** from the search results to open document list if there are more than one SDS.
- 8. Right-click on **Document Name**. If there is only a single material with an exact match of the Vendor SDS, simply **Right-Click** on the **Material Name** as shown below.





Steps: Fill in Request Form

- 9. Click the Open **Approvals Module checkbox** □ to open the module after submitting request for approval.
- 10. Click the **OK** button to open the Approvals Module Request Mode.



- 11. Fill in the Request Form (Step 1).
- 12. Click the **Submit** button to go to the next step.

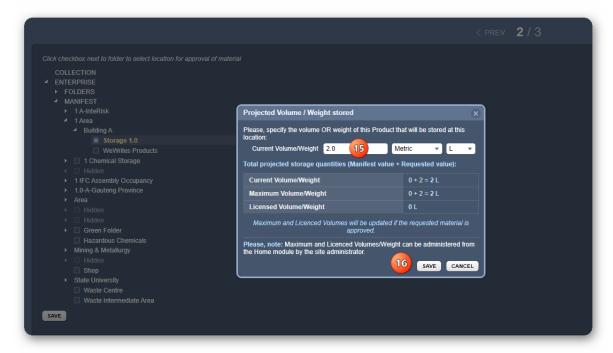


- 13. Click the **Next** button NEXT > .
- 14. Click Checkbox \square next to the folder to select the location for approval of material.





- 15. Type the **Current Volume/Weight** value for this product that will be stored at this location and set the unit measure, e.g., Metric, L (litres).
- 16. Click the Save button to lock in the current volume/weight for this product.



17. Click the **Save** button to save the record entry to lock in the volume/weight to the respective selected folder/location to move to the next step (step 3) of the Request Stage process.





Go the next step

< PREV 3/3

Steps: Perform a Risk Assessment for Material

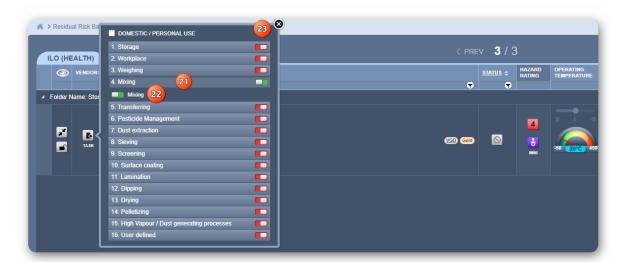
The risk assessment module will default to the UN (Health) tab to conduct a risk assessment for the material. The material is intended for use and the health risk assessment model adopts GHS for the determination of chemical hazard classification.

- 18. Click the **Expand** icon.
- 19. Open the Lock icon.
- 20. Click the Task icon.



- 21. Select a Task parent name.
- 22. Choose a **Task option** from the menu.
- 23. Close the Task window.





- 24. Change the **Operating Temperature** (if applicable) by dragging the gauge or typing the integer in the text field. Note that the operating temperature defaults to 20°C.
- 25. Click the drop down-arrow for the **Scale of Use** and select respective unit measure, e.g., Litres.
- 26. Click the drop-down arrow for the **Frequency of Use** and select the respective frequency, e.g., Weekly.
- 27. Click the drop-down arrow for the **Frequency of Use** and select the respective **exposure time frame**, e.g., 1-4hrs.
- 28. Click on the Risk Band Controls button to apply the appropriate controls.



29. Select the appropriate **Risk Band Control level**, e.g., rating automatically set to 4 based on the set parameters. Notice the applied controls will effect change to the Risk Band rating from rating 4 to rating 2 in this worked example.





- 30. Click the Review **PPE** button. Personal protective equipment (PPE) recommended by Chemwatch will be shown with a switch turned on (green). Turn the ones that are not applicable to customise your PPEs or maintain the recommended ones.
- 31. Click the **Submit** button.
- 32. Close the PPE window.



- 33. Turn on the Training Required option by switching the OFF (red) button to (green).
- 34. Close the Controls windows.





35. Click the **Unlocked icon** to save the risk assessment.



36. Click the Yes option to confirm from the resultant saving dialogue window.

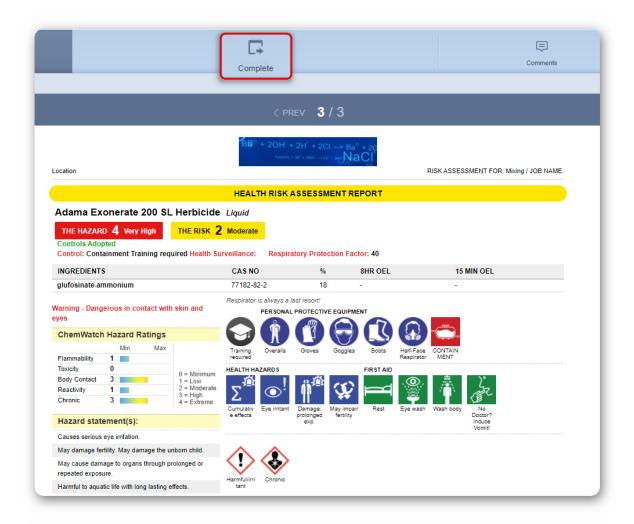


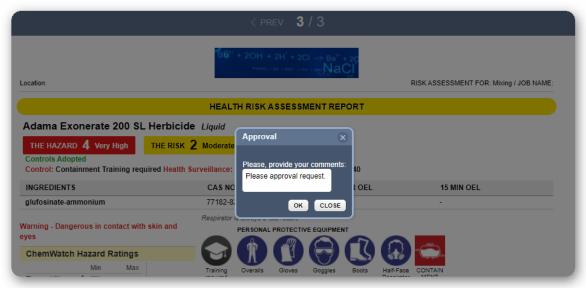
- 37. Click the **No** option from the dialogue message not to copy the relevant risk assessment data to other modes unless a dangerous goods risk assessment is required.
- 38. Click the **Report** button to print or download the risk assessment report.

Steps: Submit a Request for Approval

39. Click the **Complete** button and provide any comments and then click the OK button to close the Approval dialogue window.





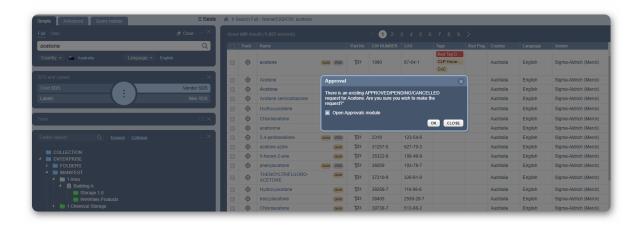


The system will be redirected to the Approvals Module display to open My Requests tab to view status of the requisition record. The request has moved to the next stage of the process, in this worked example and waiting for approval from the Management Review Stage.



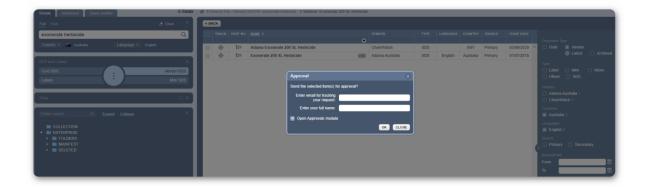
Approval Request Sent and Try to Submit another Identical Material

If an approval request has already been sent to a stakeholder and try to send another approval request of the same material, the system will recognise the existing request and present a message on screen to replace the existing request. Click the Close button to ignore effecting any changes and maintain existing request in Approved/Pending/Cancelled status.



Approval Tracking when Sending a Request

Sending a request from document list grid will provide a window to enter an email address and full name for approvals module tracking selected item(s).



The system will be redirected to the Approvals Module display to open My Requests tab to view status of the requisition record. The request has moved to the next stage of the process, in this worked example and waiting for approval from the Management Review Stage. A confirmation email alert will be sent to the recipient (Requester) with the respective details to track requisition. Use the web address link contained in the notification email to check status of the requisition in My Requests tab.



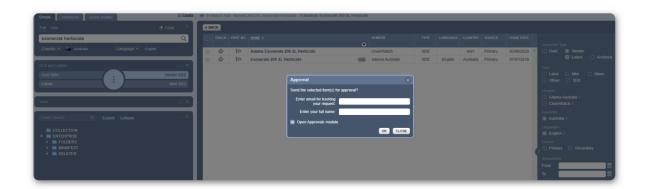


Opening the Approvals Module My Request tab will display the respective record.



Approval Tracking when Sending a Request

Sending a request from the Document List grid will provide an Approval window to provide an email address and full name for tracking the selected item(s).



Tracking Approved Request by Requestor

The requestor will receive a notification email from the final approval of the request. In this standard workflow, the HSE Stage Approval will trigger an automatic email to be sent to the requestor when the request is approved/rejected. The image below shows the final email for an approved request.

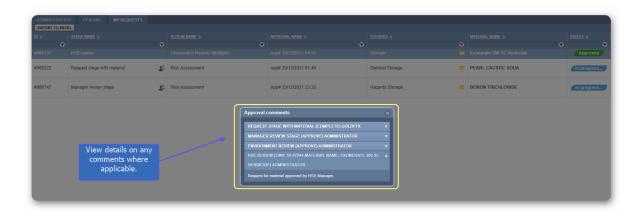




The HSE Stage (Stage 4) of this process is now complete. The requestor will use the request link to view "My Requests" tab to confirm the status of the request ID# as Approved/Rejected.



Select the Request to view details/any comments made from each stage where applicable in the Approvals Comments window.



The next chapter provides descriptions of transition modes, workflow stage conditions and approval steps of the Management Review Stage.



3.0 Management Review Stage

In this topic you will learn about the Management Review Stage and how to approve a request for a material as a stakeholder.



- → Overview of the Management Review Stage process
- → How to locate an approval request
- → How to process actions for the Management Review Stage
- → How to complete the specific tasks (steps) relevant to the stage
- → How to approve a request within the stage



Users (requestors) initiate a request with or without material for approval; which is received by the Management Review Stage stakeholder.





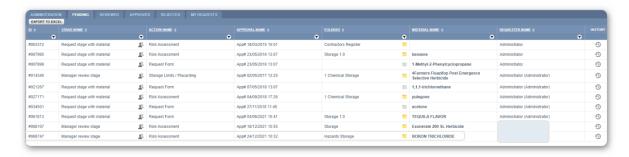
| Starting Point | Attribute | Note |
|---|--|--|
| Open an email notification of the approval request or login to the Approvals Module and open the Pending tab. | The email thread from projects@chemwatch.net contains details of the requisition ID, storage location folder, volume/weight of the material requested and a hyperlink to the system's approval request | The title of the email is normally "Approvals: You have new pending request (#ID). If comments were submitted with the request, this information will be included in the email notification. |

Sample email thread will be like this:



Pending Tab to View Request

The approvals module pending tab provides a table that captures requisition ID, stage name, action name, approval name, folders, material name, requester name and history.



In this case, the Management Review Stage stakeholder approver will access the approvals module and be able to review the actions and subsequent steps undertaken by approval requestor who submitted the request.

The approver will then approve/reject the request. Once the request is approved, it will transition to the next stage (Stage 3 – Environmental Review Stage). The table below summarises the actions to be undertaken by the Management Stage Reviewer.



| Actions (Steps) | Attribute | Note |
|---|--|---|
| Review the request form. The request form will contain details about the request. | The form design may contain text fields, calendar, drop-down list menus, checkboxes and any other elements dependent on required information to be filled by the requester. | Upon approval completion, |
| Review location and volume/weight of the material | Check the specific location and confirm the volume/weight of the material to ensure the material will be stored appropriately in accordance with organisational and local jurisdictional requirements. | email alerts are sent to appropriate stakeholder for follow up action(s). In this stage, the approver would have gone through the various steps to confirm details of the request by completing all the steps of this stage to approve and transition |
| Hazard Storage Review | Review the hazard storage requirements for any Hazchem signage and/or placarding limits/threshold amount is adhered to as per local jurisdictional requirements or organisation business compliance. | the request to the next stage (stage 3 – Environmental Review). |
| Review Risk Assessment | Review the completed risk assessment of the material to determine the level of risk band and appropriate protective equipment needed for use, application or storage of the hazardous chemical. | |
| Approve/Reject/Return Request | Add comments where applicable and Approve/Reject/Return request. | - |

Transition of the Request from Management Review Stage to Environmental Review Stage

Transition is a process of the transit of approval requests between stages (or other elements) inside of a workflow. Once the management review has been completed; the request will transition to the next stage as per the set parameters between the two stages; e.g., the stakeholders for the next stage will be based on the active modes set by the Approvals Constructor (Editor):

- Username of the stage stakeholder
- Role or user group



Stakeholders and Assignment Mode

The following important notes provide the limitations for the Action Mode:

- The Approvals Module doesn't check folders permissions, so if an administrator assigns a user as a stakeholder to a folder with read-only or deny permissions, such requests will be locked.
- It is possible to select several folders for the request. If a workflow contains a "By Folder" assignment mode, then the system expects that stakeholder (of the next stage) must have read-write permissions for all selected folders. As an example, if the document is requested for folder-A and folder-B, and no stakeholder exists with read-write permissions to folder-A and folder-B, this request will be locked as well.
- There are no "default" stakeholders for such assignment mode. If a specific folder has not been configured, then all requests for that folder will be locked.

The next topic will looks at the Transition Modes available in the Approvals Module and the Management Review process including the approval of a request.

3.1 Workflow Transition Modes

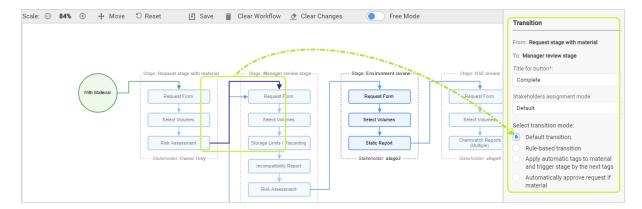
Any one of the following transition modes available in the approvals system is enabled by the administrator.

- Default transition
- Rule-based transition
- Apply automatic tags to material and trigger stage by next tags
- Automatic approval of requests

What is a default transition mode?

A regular transition mode without specific rules or conditions is termed a default transition mode. An example is depicted below for an already set default transition for a 4-pronged stage workflow. The example of a workflow below illustrates the transition from a Stage 1 to a Stage 2 workflow with a risk assessment task required to be completed as part of the steps in Stage 1 to transition to Stage 2.

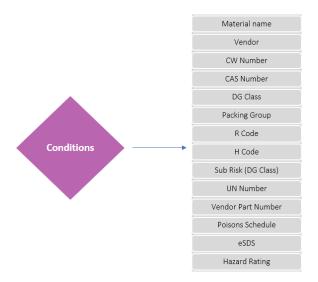




Transitions in a domain account are based on how the configuration of the Approvals Module is set up by the Administrator in the Approvals Constructor/Editor. In this guide, the default transition mode is employed for illustration purposes.

3.2 Workflow Stage Conditions

Conditions is a new element in the approvals module. It allows stakeholders to send requests to specific stages, according to a chemical characteristic or datapoint.

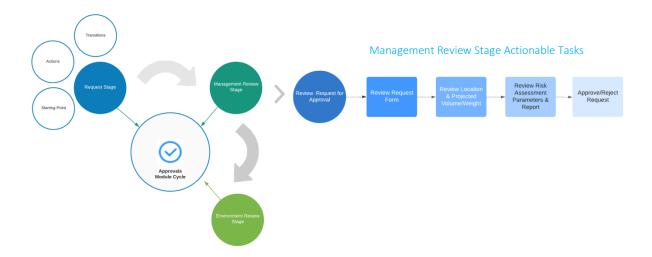


If a condition element is added to a particular stage of the workflow, it will be active for that particular stage. It automatically checks requests with the condition(s) applied and moves items to stages according to the prescribed condition(s). Conditions are checked in turn, from top to bottom. For example, if material has H201 and DGC=3, then the request will be moved to a stage review because it's the first condition from the list that passed. Several conditions can be linked to the same stage; for example, if a requested material has "H201" code or DGC=3 can be checked before moving to a stage review. In this guide, conditions in the workflow stage are not applied to keep the workflow as simple as possible.



3.3 Workflow Management Review Stage Process

The Management Review (Stage 2) for the standard workflow contains a number of actionable steps to review and approve a request. The chart flow below provides a summary of the stepwise process to complete the Approval/Rejection/Return of the request.

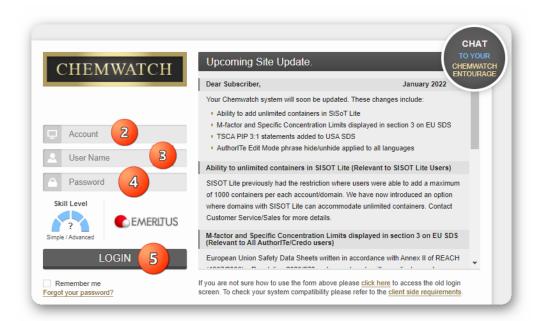


The steps below show how an Approver (stakeholder) can approve a request in Stage 2 of the approvals process. The Approver's profile allows the Approvals Module dashboard access to locate the request and go through the various steps undertaken by the requestor to check input information for approval to respective Stage 3 stakeholder.

Steps: Login to the Chemwatch application

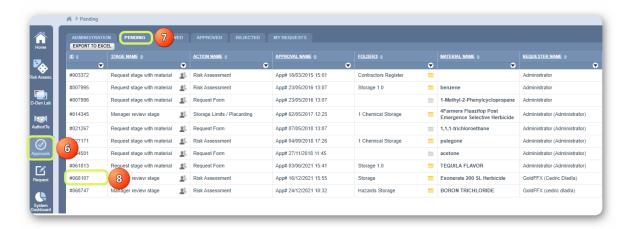
- 1. Go to **Chemwatch application** or click on the web address below. If your organisation uses autologin, click on the autologin link or login using your internal single-sign-on platform. If you manually login, continue with the steps below. For those that use autologin, go to step 6.
 - https://jr.chemwatch.net/chemwatch.web/
- 2. Type the account name in the **Account** text field.
- 3. Type username in the **Username** text field.
- 4. Type password in the **Password** text field.
- 5. Click on the **Login** button.





Steps: Open Approval Request Email & Click on Link or Open the Pending Tab

6. Click the **Approval Request Link** provided in the email request for approval or simply go to the approvals module's pending tab to view a list of requests.

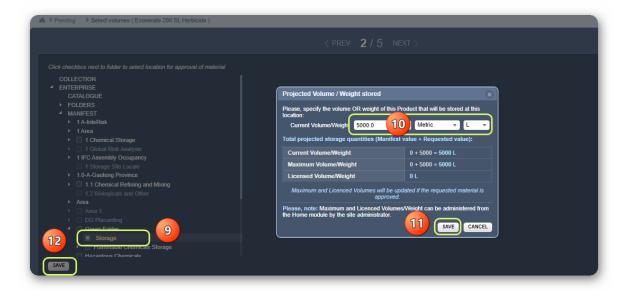


- 7. Review Step 1 of 5 **Request Form** filled by requester.
- 8. Click the **NEXT>** button $\stackrel{\text{NEXT}>}{}$.





- 9. Click the **folder location** to review data input for volume/weight for the requested material. This is Step 2 of 5 for the Management Review stage.
- 10. Review the Projected Volume/Weight of the material for that selected location.



- 11. Click the Save button for the Projected Volume/Weight stored window.
- 12. Click the **Save** button for the **storage folder location**. This will automatically go to the next step of the process to complete the respective actions.
- 13. Review the Storage Compatibility, any Hazchem signage, the Average/Maximum Volume/Weight of the material requested. This is Step 3 of 5 of the Management Review stage.
- 14. Click on the **NEXT>** button NEXT>.

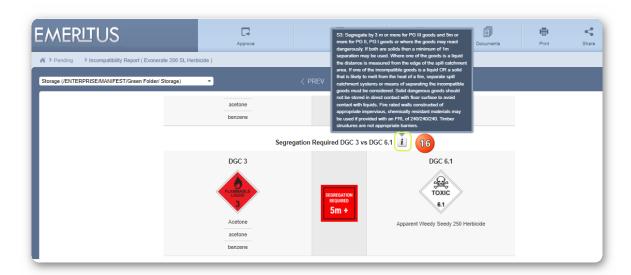




15. Review the storage Incompatibility of the material against any other substances stored in the same folder location. This is Step 4 of 5 of the Management Review stage. Identify if segregation is required and the segregation distance stipulated in the incompatibility report.



16. Click the Information icon for more details on the segregation required.



17. Click the **NEXT>** button NEXT >





Final Step: Review of the Risk Assessment Parameters and Risk Band

This is the final step of the Management Review Stage to complete the approval request review and approve or reject. Note that the risk assessment modes available are;

- ILO (Health)
- UN (Storage)
- 18. Click the **Expand** icon to review the risk assessment parameters; task, status, hazard rating, operating temperature, volatility/dustiness, scaler of use, frequency of use, risk band, controls, PPE.
- 19. Click the **Risk Assessment Report** button to open the document and use the approval form to input specific information about the personnel and approval of the risk assessment and assign signature where applicable.



Chemwatch applications; GoldFFX or Chemeritus user guide has a full section on how to conduct risk assessments using the Risk Assessment module and also provide a Risk Assessment elearning for training users of the module. Contact your Account Manager or send an email to training@chemwatch.net to find out more.

- 20. Click the **Approvals link** to fill in the specific information.
- 21. Fill in the Approvals Form fields.
- 22. Click the Submit the form.
- 23. Click the Approve/Reject button located at the top toolbar.





The risk assessment will be automatically saved and archived.

Steps: Approval of the Request in Management Review Stage

- 24. In the final approval dialogue window, type your comments.
- 25. Click the **OK** button to approve the request.



The Management Review Stage is now complete. The next stage is the Environmental Review (Stage 3 of the Approvals Process).



4.0 Environmental Review Stage

In this topic you will learn about the Environmental Review Stage and how to approve a request for a material as a stakeholder.



- → Overview of the Environmental Review Stage process
- → How to locate an approval request
- → How to process actions for the Environmental Review Stage
- → How to complete the specific tasks (steps) relevant to the stage
- → How to approve a request for the stage



Users (requestors) initiate a request with or without material for approval; which is received by the Management Review Stage stakeholder. Once the Management Review stakeholder has approved the Stage 2 request, it is then sent to the Environmental Review Stage for subsequent Approval/Rejection.





| Starting Point | Attribute | Note | |
|---|--|--|--|
| Open an email notification of the Management Review approval request or login to the Approvals Module and open the Pending tab. | The email thread from projects@chemwatch.net contains details of the requisition ID, storage location folder, volume/weight of the material requested and a hyperlink to the | The title of the email is normally "Approvals: You have new pending request (#ID). If comments were submitted with the request, this information will be included in the email | |

notification.

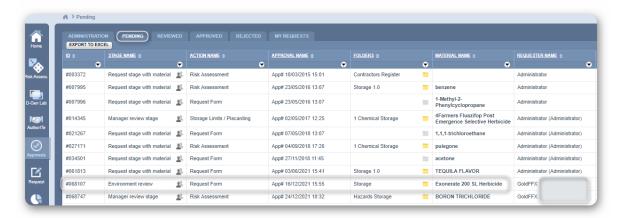
system's approval request

Sample email thread will be like this:



Pending Tab to View Request

The approvals module pending tab provides a table that captures requisition ID, stage name, action name, approval name, folders, material name, requester name and history.



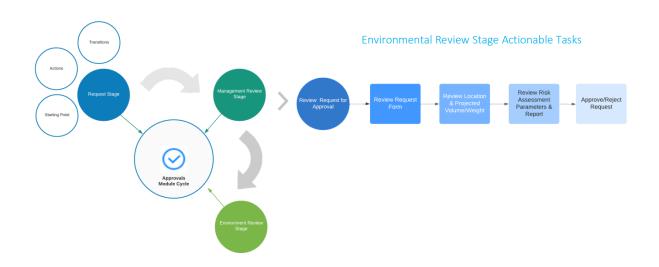
In this case, the Environmental Review Stage stakeholder/approver will access the approvals module and be able to go through the steps and actions required for this stage.

The approver will then Approve/Reject the request. Once the request is approved, it will transition to the next stage (Stage 4 – Health and Safety Executive Stage). The table below summarises the actions to be undertaken by the Environmental Stage Reviewer.



| Actions (Steps) | Attribute | Note | |
|---|--|--|--|
| Review the request form. The request form will contain details about the request. | The form design may contain text fields, calendar, drop-down list menus, checkboxes and any other elements dependent on required information to be filled by the requester. | Upon approval completion, | |
| Review location and volume/weight of the material | Check the specific location and confirm the volume/weight of the material to ensure the material will be stored appropriately in accordance with organisational and local jurisdictional requirements. | email alerts are sent to appropriate stakeholder for follow up action(s). In this stage, the approver would have gone through the various steps to confirm details of the request by completing all the steps of this stage to approve and transition the request to the next stage. | |
| Environmental Report Review | Review the environmental impact requirements for amount of material stored is adhered to as per local jurisdictional requirements or organisation business compliance. | | |
| Approve/Reject/Return Request | Add comments where applicable and Approve/Reject/Return request. | - | |

4.1 Workflow Environmental Review Stage Process



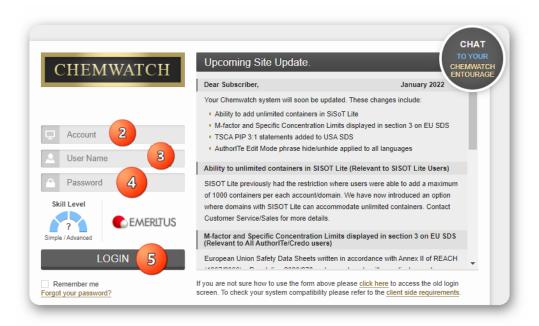


The Environmental Review (Stage 3) for the standard workflow contains a number of actionable steps to review and approve a request. The chart flow above provides a summary of the stepwise process to complete the Approval/Rejection/Return of the request.

The Approver's profile allows the Approvals Module dashboard access to locate the Requisition ID of the request and go through the various steps to Approve/Reject the request for this stage. The steps below show how an Environmental Review Stage Approver (stakeholder) can approve a request in Stage 3 of the approvals process.

Steps: Login to the Chemwatch application

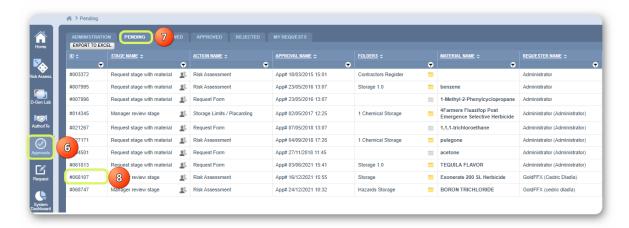
- 1. Go to Chemwatch application or click on the web address below. If your organisation uses autologin, click on the autologin link or login using your internal single-sign-on platform. If you manually login, continue with the steps below. For those that use autologin, go to step 6.
 - https://jr.chemwatch.net/chemwatch.web/
- 2. Type the account name in the **Account** text field.
- 3. Type the username in the **Username** text field.
- 4. Type password in the **Password** text field.
- 5. Click on the Login button.



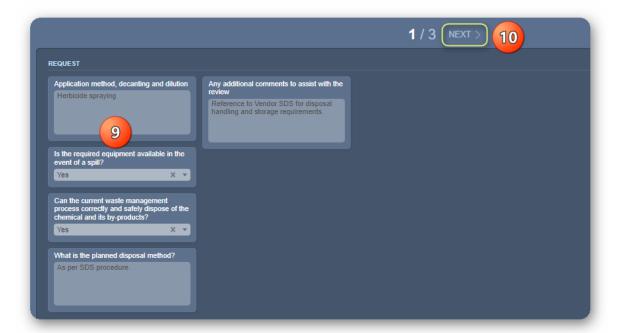
Steps: Open Approval Request Email & Click on Link or Open the Pending Tab

- 6. Click the Approvals Module button or use the **Approval Request Link** provided in the email inbox.
- 7. Go to the **Approvals Module's Pending tab** to view a list of pending requests.





- 8. Click on the **Requisition ID** relevant to the Environmental Review Stage.
- 9. Review Step 1 of 3 Request Form.
- 10. Click the **NEXT>** button NEXT > .

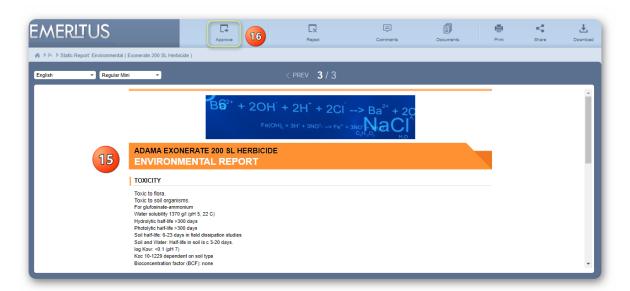


- 11. Click the **folder location** to review data input for volume/weight for the requested material. This is Step 2 of 3 for the Environmental Review stage.
- 12. Review the projected Volume/Weight of the material for that selected location.
- 13. Click the Save button for the Projected Volume/Weight stored window.
- 14. Click the **Save** button for the storage folder location. This will automatically go to the next step of the process to complete the respective actions.





15. Review the **Environmental Report** for the material. This is Step 3 of 3 of the Environmental Review stage.

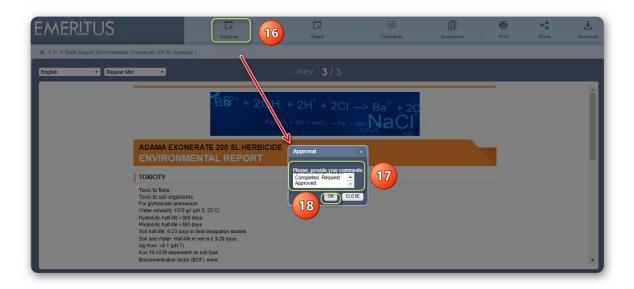


Final Step: Approval of the Request in Environmental Review Stage

This is the final step of the Environmental Review Stage to approve or reject the request.

- 16. Click the Approve/Reject button located at the top toolbar.
- 17. In the final approval dialogue window, type your comments.
- 18. Click the **OK** button to approve the request.





The Environmental Review Stage is now complete. The next stage is the Health & Safety Executive (Stage 4 of the Approvals Process).



5.0 Health & Safety Executive (HSE) Stage

In this topic you will learn about the HSE Review Stage and how to approve a request for a material as a stakeholder.



- → Overview of the HSE Review Stage process
- → How to locate an approval request
- → How to process actions for the HSE Review Stage
- → How to complete the specific tasks (steps) relevant to the stage
- → How to approve a request within the stage



Users (requestors) initiate a request with or without material for approval; which is received by the HSE Review Stage stakeholder when the final request is approved by the Environmental Stage Reviewer.





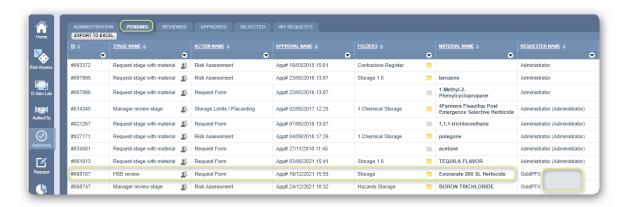
| Starting Point | Attribute | Note |
|---|--|--|
| Open an email notification of the approval request or login to the Approvals Module and open the Pending tab. | The email thread from projects@chemwatch.net contains details of the requisition ID, storage location folder, volume/weight of the material requested and a hyperlink to the system's approval request | The title of the email is normally "Approvals: You have new pending request (#ID). If comments were submitted with the request, this information will be included in the email notification. |

A sample email thread will look like this for HSE approval request:



Pending Tab to View Request

The approvals module pending tab provides a table that captures requisition ID, stage name, action name, approval name, folders, material name, requester name and history.



The HSE Review Stage Approver (stakeholder) has access to the Approvals Module and will be able to review the actions and subsequent steps undertaken across the previous stages.

The HSE Approver will then Approve/Reject the final stage of request. Once the request is approved/rejected, an email notification will be sent to the initial (stage 1) requester.



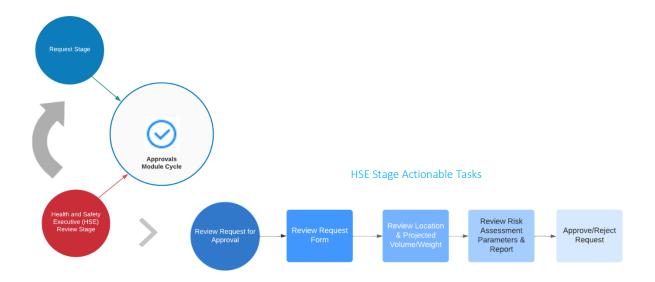
The table below summarises the actions to be undertaken by the HSE Stage Approver.

| Actions (Steps) | Attribute | Note |
|---|--|---|
| Review the request form. The request form will contain details about the request. | The form design may contain text fields, calendar, drop-down list menus, checkboxes and any other elements dependent on required information to be filled by the requester. | Upon approval completion, |
| Review location and volume/weight of the material | Check the specific location and confirm the volume/weight of the material to ensure the material will be stored appropriately in accordance with organisational and local jurisdictional requirements. | email alerts are sent to appropriate stakeholder(s). In this final stage, the approver would have gone through the various steps to confirm details of the request and approve/reject the request. |
| Hazard Storage Review | Review the hazard storage requirements for any Hazchem signage and/or placarding limits/threshold amount is adhered to as per local jurisdictional requirements or organisation business compliance. | |
| Review Risk Assessment | Review the completed risk assessment of the material to determine the level of risk band and appropriate protective equipment needed for use, application or storage of the hazardous chemical. | |
| Approve/Reject/Return Request | Add comments where applicable and Approve/Reject the request. | - |

5.1 Workflow HSE Stage Process

The HSE Review (Stage 4) for the standard workflow contains a number of actionable steps to review and approve a request. The flow chart below provides a summary of the stepwise process to complete the Approval/Rejection of the request.



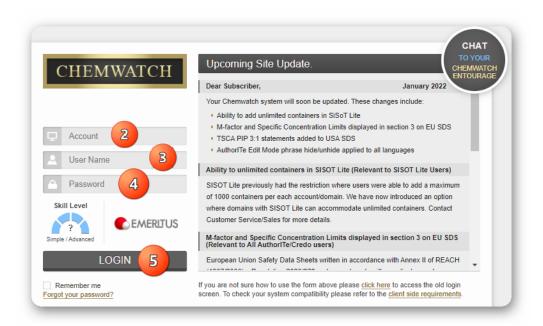


The Approvals Module dashboard access enables the HSE Approver to locate the Requisition ID of the request and go through the various steps to Approve/Reject the request for this final stage. The steps below show how an HSE Stage Approver (stakeholder) can approve a request in Stage 4 of the approvals process.

Steps: Login to the Chemwatch application

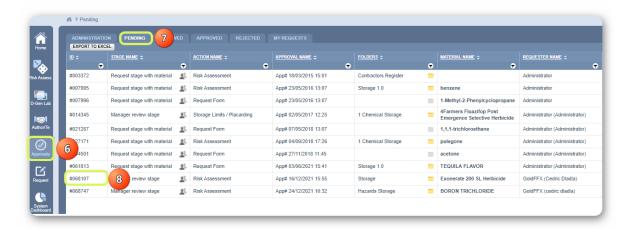
- 1. Go to **Chemwatch application** or click on the web address below. If your organisation uses autologin, click on the autologin link or login using your internal single-sign-on platform. If you manually login, continue with the steps below. For those that use autologin, go to step 6.
 - https://jr.chemwatch.net/chemwatch.web/
- 2. Type the account name in the **Account** text field.
- 3. Type username in the **Username** text field.
- 4. Type password in the **Password** text field.
- 5. Click on the Login button.





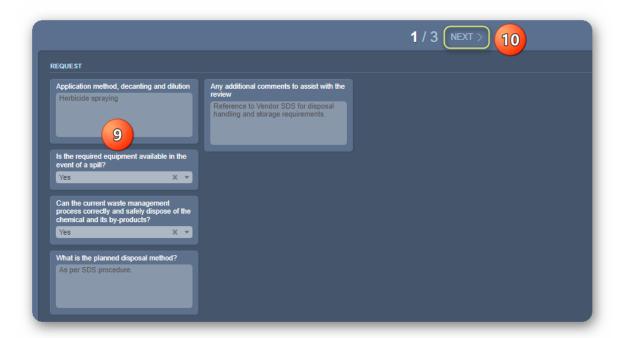
Steps: Open Approval Request Email & Click on Link or Open the Pending Tab

- 6. Click the **Approvals Module** button **or use the Approval Request Link** provided in the email inbox sent from the previous stage.
- 7. Go to the **Approvals Module's Pending** tab to view a list of pending requests.

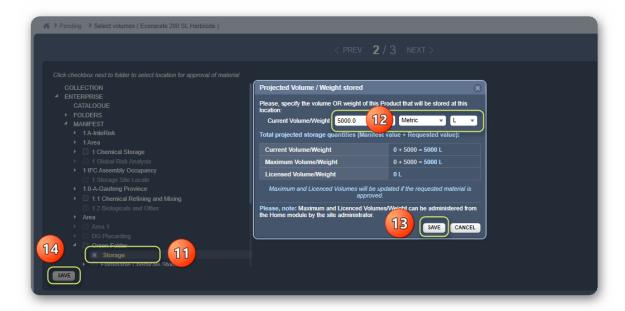


- 8. Click on the **Requisition ID** relevant to the HSE Stage.
- 9. Review Step 1 of 3 Request Form.
- 10. Click the **NEXT>** button NEXT > .



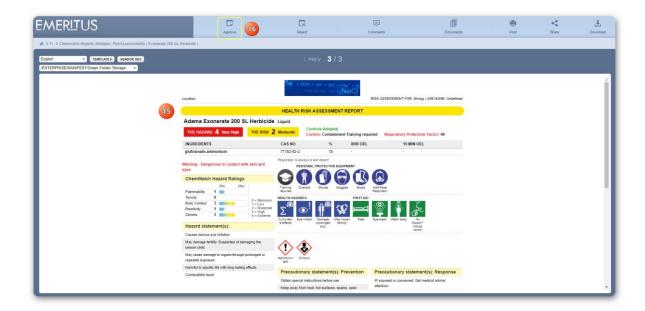


- 11. Click the **folder location** to review data input for **volume/weight** for the requested material. This is Step 2 of 3 for the HSE stage.
- 12. Review the projected Volume/Weight of the material for that selected location.
- 13. Click the Save button for the Volume/Weight stored window.
- 14. Click the **Save** button for the **storage folder location**. This will automatically go to the next step of the process to complete the respective actions.



15. Review the **Risk Assessment Report** for the material. This is Step 3 of 3 of the HSE Stage.

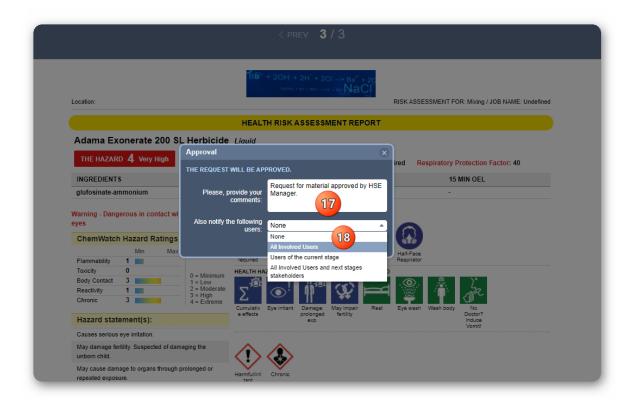




Final Step: Approval of the Request in HSE Stage

This is the final step of the Environmental Review Stage to approve or reject the request.

- 16. Click the Approve/Reject button located at the top toolbar.
- 17. In the final approval dialogue window, type your comments.
- 18. Also **Notify users** from the drop-down list; e.g., All involved Users has been selected for this exercise.





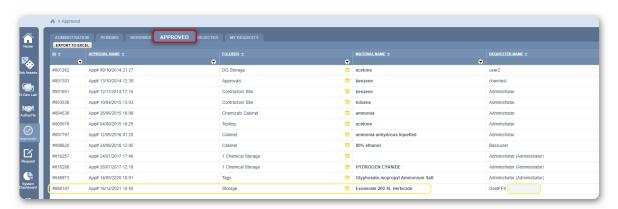
19. Click the **OK** button to approve the request.



The HSE Stage is now complete. The approval requestor will receive a notification of the approved request which will contain the request link to view "My Requests" tab.



The administrator/stage approvers can view a list if approved requests in the Approved tab.



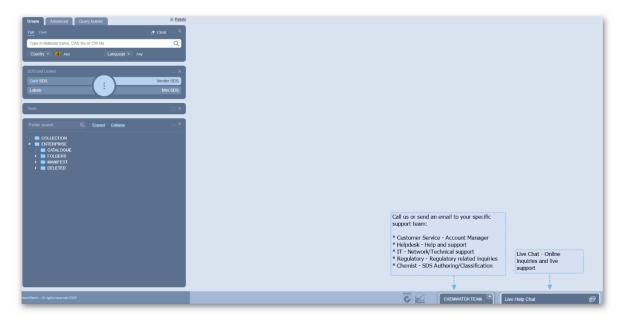


About Help and Support

Chemwatch utilizes Live Help Tools and a Ticketing System to enable users to request support online, submit complaints, issues, bugs or errors and questions through the following tools:

| Help Tool | Description |
|-----------|---|
| Chat | Live help chat panel is available in the application user interface, positioned on the bottom right corner. This chat panel enables users to come into the chat room to request for Chemwatch help live online (24/7). |
| Live help | Live help icon is available within the application's user interface, positioned on the top left corner. This live chat icon links to the live help chat room at the bottom right corner of the user interface, which allows users to request for instant online support 24/7. |
| Calls | Incoming and outgoing calls are integrated with the Chemwatch CRM to enable help and support service teams to create tickets for any follow up actions required for better support and updates about the submitted inquiries. |
| Emails | Incoming help and support emails are integrated with the Chemwatch CRM to allows help and support service teams to troubleshoot and lodge subsequent tickets for follow action required and thus; send any updates to submitted issues or complaints. For help and support" send an email to helpdesk@chemwatch.net . |

Users who have logged into the system, will access a **Live Chat** and Chemwatch Teams **Chemtourage** bars at the bottom right corner of the application to make it easier to engage and assist users with any questions or issues they may have.



These bars will be shown in a collapsed mode as shown in the image above. When in expanded mode, users will be able to:

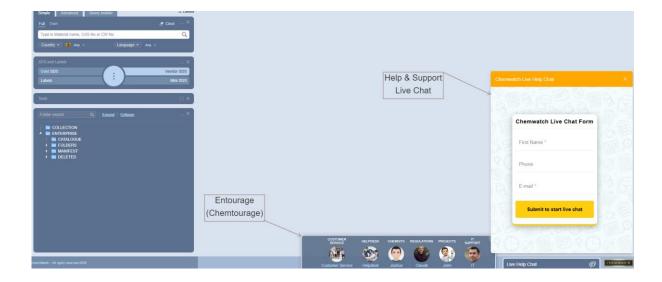
Submit an inquiry through the live chat panel



- Submit an inquiry through the Chemwatch Teams Chemtourage email function
- Make a phone call directory from the Chemwatch Teams Chemtourage call function

The following table provides further descriptions of these helped and support related tools.

| Support | Function | Description |
|--------------------------------------|--|--|
| Live Chat | Online instant messaging | The chat form is used to request for support or submit an inquiry to Chemwatch. Inquiries that require follow-up action will be assigned a ticket to track progress until the ticket (task) issue is resolved. |
| Chemwatch Teams CHEMWATCH TEAM | Making a call chat or email to submit an inquiry | This panel is used to make a call right from the system to direct it to your Chemwatch support team. You can also send an inquiry through the email function or chat with your Chemwatch support team |







IT'S NOT THE HAZARD IT'S THE RISK!

Chemwatch

1227 Glen Huntly Road Glen Huntly Victoria 3163

Telephone : +61 3 9573 3100 Facsimile: +61 3 9572 4777 Email: info@chemwatch.net Website: www.chemwatch.net