



With a strong reputation for safety, Qantas takes compliance very seriously. They needed a Chemical Safety Management system that was proven with large organisations, specifically met national legislative requirements, and promoted efficient processes with guaranteed up-to-date, locally compliant SDSs. They also wanted to deal with a local vendor providing a high level of service and support.

Qantas is Australia's largest domestic and international airline and widely regarded as the world's safest airline and one of the strongest brands in Australia. The Qantas Group uses over 4,000 chemical products over 250 sites domestically and internationally.

“In addition to ChemAlert's user-friendly, contemporary and intuitive system, the strong working relationship developed between Qantas and RMT has resulted in an efficient, supportive and productive culture, making compliance easy to achieve. ”

– Vineet Kapur Manager WHS, Risk & Compliance Qantas Airways Ltd.

The Challenge

Qantas' previous system had a significant number of Safety Data Sheets that were out of date and therefore non-compliant. This presented a significant concern to Qantas. The problem was compounded by the fact that the system did not provide an accurate way of determining which products were non-compliant and why.

The system was also not conducive to developing, amending or reviewing risk assessments, which was a key requirement.

Qantas had no local support as the system's supplier was on the other side of the world and the time difference created delayed responses to system failures. In addition, the supplier often required Qantas to source their own SDSs and then charged to add them to the system.

Qantas also required foreign SDSs translated into the locally compliant format, which was a service the previous supplier did not provide.

The Solution

After carefully considering all available options, Qantas chose ChemAlert with the confidence of knowing it was successfully used by other large companies including other airlines.

The system was easily implemented with support from RMT who proactively migrated relevant data from the old system which significantly reduced the imposition on Qantas. The cloud hosting (SaaS) service makes it easily accessible to all Qantas personnel, both domestically and internationally.

Since implementation Qantas has found their response to compliance requirements has significantly improved. Additionally, the intuitive, user-friendly interface makes it simple to maintain SDSs with alerts where action is required. It also provides guided risk assessments which can be easily tracked, reviewed and updated.

Qantas also benefits from excellent service by RMT with quick response times, strong knowledge of legislative requirements, and a locally compliant SDS authoring and regulatory advice service on tap.

Photo credit: Qantas
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