

Case Study

From Professional Safety to **Enterprise-** **Wide Risk Insight:** Opal & Evotix

Industry

Manufacturing

Employees

3300+

Customer since

2020

Opal is one of Australia and New Zealand's largest recycling, paper and packaging businesses, with a long history providing innovative circular solutions, supplying local and global markets. Opal offers a fully integrated cardboard packaging value chain from raw materials to finished packaging to recycling and back as raw materials.

Its operations include energy-intensive production environments where safety and risk management are critical to protecting people and maintaining reliable output.

As the business has grown to support more than 60+ sites, Opal has prioritized enterprise-wide visibility and consistent governance to meet evolving safety, environmental and regulatory expectations.



Challenges

Opal operates across a large, complex industrial footprint that includes paper mills, recycling facilities, manufacturing plants and extensive distribution networks across Australia and New Zealand. Its operating model tightly connects material recovery, processing and production, requiring coordination across sites operating at different levels of maturity.

As the organization grew, Opal had already established a strong safety foundation using Evotix Professional, supporting frontline reporting and day-to-day EHS activity in high-risk environments involving heavy machinery, energy-intensive processes and continuous operations.

” Safety sits at the center of everything we do at Opal.



Annette Bury
General Manager, Risk and Assurance, Opal

However, the pace and scale of operations began to place new demands on visibility, consistency and enterprise-wide accountability. Regulatory expectations, assurance requirements and sustainability reporting obligations increased, requiring clearer linkage between site-level activity and executive oversight. Safety, risk and

environmental data needed to be comparable across locations and accessible at an enterprise level to support confident decision-making. This shift in complexity and accountability created the need to evolve from a site-focused safety system to a more integrated, enterprise-wide approach to risk management.

“ We needed a system that could talk to safety, environment, risk and assurance as one — not as separate pieces.

Before Evotix Enterprise

Before upgrading, Opal was using Evotix Professional to support site-level safety reporting and frontline engagement across its manufacturing and logistics operations. While this provided a strong safety foundation, the platform was largely focused on incident and safety processes and did not extend easily into

enterprise-wide risk, assurance and environmental oversight. As the business matured, information across disciplines had to be managed separately, limiting the ability to connect insights, compare performance across sites or provide leadership with a single, integrated view.

After Evotix Enterprise

After upgrading to Evotix Enterprise, Opal brought safety, risk, assurance and environmental data together in one connected platform. Frontline workflows remained simple and familiar, while leaders gained broader visibility through integrated modules, automated data flows and consistent

governance across sites. The upgrade enabled Opal to move from strong safety foundations to a more holistic, enterprise-level approach, supporting clearer oversight, more confident decision-making and long-term regulatory and sustainability goals.

“ The system really becomes our eyes and ears across the business.



Annette Bury
General Manager, Risk and Assurance, Opal

The Outcome

Upgrading to Evotix Enterprise marked a step change in how Opal manages risk, safety and environmental oversight across the organisation. Building on strong safety foundations, the business gained broader visibility, stronger assurance and a scalable platform to support more confident decision making as operations continue to grow.

Broader visibility across the organisation

Upgrading from Evotix Professional to Evotix Enterprise allowed Opal to move from site-level safety reporting to a more connected, organization-wide view of risk, assurance and environment. Frontline reporting remained simple and familiar, while the business gained the ability to connect insight across sites and functions.

Clearer oversight for leadership

With safety, risk, audit and environmental data unified in a single platform, leaders now have a clearer and more consistent understanding of what is happening across the business. This visibility supports stronger assurance at executive and board level, as well as more confident, timely decision making.



Continued participation from the field

The upgrade did not disrupt how people work day to day. Team members continue to report incidents and risks using low-friction workflows, including QR-code access, while the organisation benefits from greater consistency and integration of data behind the scenes.

A platform ready for the future

Together, these outcomes have positioned Opal with a scalable foundation for regulatory readiness, sustainability reporting and long-term growth. Evotix Enterprise supports not only safer operations today, but stronger governance and resilience as the business evolves.

20+

Modules implemented

One connected system replacing disconnected safety, risk, sustainability and assurance processes

3,300+

Team members

Providing central teams with faster insight into emerging risks and site-level trends

60+

Sites supported across ANZ

Supporting scalable oversight across safety, environment and compliance obligations

” Evotix is the tool that will help us better manage safety, environmental risk and sustainability as one connected picture.



Annette Bury
General Manager, Risk and Assurance, Opal



Why Evotix?

Opal selected Evotix to support the next stage of its EHS&S maturity as the business moved beyond site-level safety reporting toward enterprise-wide risk, assurance and environmental oversight. The

platform provided the flexibility and scale needed to unify multiple disciplines within a single system, while maintaining the simplicity required for frontline adoption.

To date, Evotix has helped Opal:

Extend safety foundations into enterprise-wide risk oversight by upgrading from Evotix Professional to Evotix Enterprise

Unify safety, risk, assurance and environmental data across more than 60+ sites in a single platform

Maintain strong frontline participation through familiar QR-code reporting while expanding enterprise capability

Strengthen regulatory and assurance reporting with clearer visibility for executives and the board

“ Bringing everything into one system puts Opal in a much stronger position for the future. ”



Annette Bury

General Manager, Risk and Assurance, Opal

By upgrading from Evotix Professional to Evotix Enterprise, Opal was able to expand capability without disrupting how teams work day to day. Evotix supported a smooth transition by preserving

familiar reporting workflows for team members, while giving leadership clearer, integrated visibility across all critical operations as the organization continued to grow.

Looking Ahead

Opal's long term focus is on strengthening how safety, risk and environmental responsibility are managed together across the organization. With safety, risk, assurance and environmental data connected through Evotix Enterprise, Opal has a scalable foundation to support this next phase.

Looking ahead, Opal plans to deepen its use of analytics and AI enabled capabilities to surface trends earlier,

interpret data more effectively and guide investment decisions and site level prioritization. By continuing to simplify reporting and maintain strong frontline participation, the business is improving executive and board level visibility while positioning itself to meet future regulatory and sustainability goals with confidence.



The logo for EVOTIX, featuring the word "EVOTIX" in a bold, white, sans-serif font with a small dot above the 'i'.

EVOTIX

A rounded rectangular card with a light blue background. It features a map of North America with a red location pin over the United States. Below the map, the text "US" and "Chicago" is displayed. At the bottom, a white rounded rectangle contains the phone number "+1(872) 215 5913".

US
Chicago

Chicago

+1(872) 215 5913



UK

Manchester
Glasgow

+44 (0) 161 521 8490



AU

Melbourne
Perth

+61 3 8595 5909

Let's chat

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Evotix is a global leader in environmental, health, safety and sustainability (EHS&S) software solutions for midsize and enterprise markets. With more than 25 years of experience and a global team of EHS&S experts, Evotix serves more than 800 customers worldwide across industries. Evotix's all-in-one, no-code platform centralizes incident management, audits, inspections and risk mitigation, automating workflows and digitizing procedures to enhance regulatory compliance and data management.

Evotix's mobile app provides workers with on-the-go training and safety guidelines to ensure they receive health, safety and sustainability information anytime, anywhere.