



Accolade Wines

EVOTIX

Case Study

# Accolade Wines & Evotix: Streamlining Safety Management



Industry

Wine

Employees

1,000+

Customer since

2022

**Accolade Wines is a leading wine producer and one of the biggest wine companies in the world.**

Headquartered in Australia, the company employs over 1,000 people worldwide and runs the largest winery and wine storage facility in the Southern Hemisphere. Accolade sources grapes and wine from internationally recognised regions in Australia, New Zealand, Europe, South Africa, South America and the United States, and delivers quality wine to over 130 countries.

As of 2023, the company owns over 50 renowned wine brands, including Hardys, Echo Falls, Grant Burge, St Hallett and Banrock Station.

Accolade prides itself on its international reach, specialised expertise and exceptional quality.

The business is dedicated to achieving a set of defined ESG goals, which include empowering people, cultivating sustainable brands and promoting environmental stewardship.

# Day-to-Day Challenges

Accolade handles every stage of the winemaking process, operating at the intersection of the agricultural and manufacturing industries. Consequently, workers face significant risks associated with both sectors.



## Risks include, but are not limited to:

- 01** Operating machinery and vehicles
- 02** Handling chemicals
- 03** Working at height
- 04** Working in confined spaces
- 05** Working with electrical equipment
- 06** Slips, trips and falls due to the advanced age of the facilities and equipment at long-established wineries



You had to print the document, then scan it, then put actions into another system - it was messy.

Trevor Paynter, HSE Advisor



To manage safety, the company's numerous sites used a variety of independent and isolated systems to record and analyse safety information, making it difficult for the safety team to collate incident data and take swift corrective actions.

**"That's where we've suffered,"** says Russell Chalmers, Head of Health, Safety and Environment (HSE) at Accolade. "The information we have is often lagging. It may be four to six weeks old, and by that point, it's too late."

These systems, some of which relied on spreadsheets and printed files, often resulted in disorganised safety management. As Trevor Paynter, HSE Advisor, reports, the company's standard audit management process rested on a Word document.

Accolade's various isolated safety management systems also made it difficult for the company to measure and record its compliance with regulations and standards.

## Before Evotix

Accolade initially sought a new software solution to create a global risk register aimed at identifying and managing risks faced by workers across the company's sites. The goal was to better anticipate and control potential hazards.

As Shane Moll, HSE Advisor, explains:



We started looking for a new platform, initially, to host our risk register. It was developed at the company level, and then rolled out progressively through different branches and sites to be customised to the operational risks at each site. And that was getting hard to manage with spreadsheets.

## Before Evotix, Accolade Wines:

- 01 Used disparate systems to collate, organise and analyse safety data, leading to difficulties in implementing corrective actions
- 02 Struggled to demonstrate the company's compliance with certain standards, regulations and certifications
- 03 Lacked a platform capable of hosting a centralised risk register that spanned the organisation

With such volume and variety in risks faced by workers at each of the company's sites, Accolade needed a centralised software solution capable of handling large amounts of safety information. In short, **Accolade needed a "one-stop-shop"— a software system that would enable them to effectively collate data, demonstrate compliance, build an extensive risk register and streamline safety management.**

## With Evotix

Because of the size and breadth of Accolade's operations, implementation of Evotix's HSE software solution, Assure, is an ongoing process.

However, the system has already made significant improvements in key areas, and the company's HSE team anticipates further advantages as they finalise the implementation.

"It's certainly ticking the boxes of what we want to achieve at this stage," Paynter says. "It's going to be fantastic when we eventually finalise the lot."

To date, Accolade has implemented Assure's Incident, Risk, Asset, People and Audit modules. In the future, they plan to evaluate and implement Assure's Contractor, Environment and Learn modules.

Beginning with Assure's Incident module was a matter of necessity, Moll says: "Given that the driver for the biggest number of actions coming from anywhere was incident management, we thought that was a pretty core area to begin with."

## But Assure's capabilities exceeded Accolade's expectations.



Throughout that process, [of implementing Assure] we discovered things that we didn't know we wanted. And now we have them! It's been a great learning process.

Ian Thomas, HSE Advisor  
Accolade Wines

## The Outcome

### Improved Centralisation and Accuracy in Reporting

As Accolade's implementation of Assure progresses, the company has found centralisation to be a key advantage in the process of collating and analysing data.

Beyond centralisation, Assure enables Accolade's leaders to investigate reports before they're published. As Thomas remarks, the program allows for "the ability to verify that the information being reported is accurate so we can just get on it straightaway."



Having all of our actions in one place is handy. Being able to have a one-stop-shop for all our improvement plans, our corrective actions, our preventative actions, our risk assessments... it's a great benefit; it's incredible.

Shane Moll, HSE Advisor

### Involving Employees in HSE with Configurable Modules

One of Accolade's key criteria in choosing a software solution was the ability to configure the system.

As Paynter points out, "One of the issues that we've had with off-the-shelf systems is that you can't change what you'd like to change - you have to rely on their questions and their terminologies. We wanted our own."

Assure's unique flexibility has proven immensely useful to Accolade. With Assure, Paynter says, "we were able to set up our own systems with our own terminology so that our people would understand the system far better."

In particular, Assure has enabled Accolade to encourage employee ownership of health and safety through the incident reporting process by adding specific action-based questions.

"Previously, most of our reporting was, 'I've reported it, now I'm going home,'" Paynter explains. "But now we ask them a second question: 'What do you think we should do about it?' In my experience, nine out of ten of our workers will know how to resolve an issue that they find."

In addition, Assure's easy-to-use mobile interface has boosted engagement. As Thomas explains,



We're seeing some great improvements in the quality of reporting. We're also seeing a lot of buy-in from people who previously wouldn't have put a report in.

Ian Thomas, HSE Advisor



## Why Evotix?

**Assure has been well received by employees across the business. One of the salient features of the company's implementation of Assure has been their relationship with Evotix.**

As Thomas says, "The support we received from Evotix across the process was great. We had a lot of meetings to get the platform up and running. We still have open conversations with Evotix to help us get the most out of the software. And if we have an incident that we can't resolve, we just jump on and have a chat."

To date, Evotix has helped Accolade Wines:

- 01** Replace the company's disparate safety systems with one centralised software solution, making it easier to analyse safety data and implement corrective actions
- 02** Boost employee engagement, buy-in and ownership of health and safety via configuration and an easy-to-use interface
- 03** Improve the accuracy of safety data by offering an option for verification and investigation of reports before publishing

As Assure's implementation is finalised, Accolade plans to use Assure to host their new risk register and to transform the company's ability to demonstrate compliance with certain standards, regulations and certifications.

The volume and variety of risks faced by Accolade Wines produced significant HSE challenges that, without intervention, they often struggled to control.

With the implementation of Assure, Accolade has seen significant improvements in the centralisation and streamlining of safety management across the organisation.

As they continue to implement additional modules and conduct further training, Accolade will draw more benefits in terms of data accuracy, health and safety compliance and risk reduction.





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# Let's chat

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Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organisations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

**Evotix: your all-around partner for the journey.**

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