

Challenges:

Sustainability is an integral aspect of day-to-day operations at Opal Contracts. Over the past 20 years in business, the company's understanding of sustainability has developed significantly. As a result, Opal Contracts consistently reviews its processes and incorporates ideas provided by the Supply Chain Sustainability School.

A key challenge the company has prioritised is reducing its carbon footprint. Operating nationally, surveyors and operators are required to undertake site visits; therefore, electric vehicles are being phased in where possible, with a target of switching entirely to electric by 2030. Additionally, site visits are organised geographically to minimise mileage each day.

To create a sustainable recruitment process, Opal Contracts offers diverse roles for women, BAME and LGBT+ individuals. Since 2023, the company has partnered with Barnardo's ETS Midlands to provide work experience to young people, with potential for full-time roles. Ongoing, role-specific training is also encouraged for all staff.

Impact:

The Supply Chain Sustainability School provides a structured and focused approach to further improving sustainability across Opal Contracts. The consistent evolution of the School's materials gives confidence that the company will continue to have access to the relevant resources for success.

In terms of carbon footprint, the improvements made have led to both short- and long-term advantages. For example, the average mileage covered by operators has decreased, resulting in increased operational efficiency and lower running costs.

Assessments

Opal Contracts found the assessments especially helpful when initially joining the School, as they provided a clear overview of the company's knowledge base and a defined learning plan moving forward. The assessments continue to be used to identify areas for improvement.

E-learning Modules

The variety in difficulty levels and lengths of E-learning modules has enabled Opal Contracts to support ongoing, efficient learning for staff across the business.

Fact box



Company

Opal Contracts (UK) Limited

No of employees

11

HQ

Solihull, West Midlands

Website

www.opalcontracts.co.uk

Main contact

Ariane Moore
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Services

Opal Contracts supplies and installs blinds (inc. bespoke, high level, motorised etc) and curtains to commercial spaces nationally.

About

Opal Contracts UK Ltd was formed in 2005 and since then has achieved sustainable growth, year on year, working closely with their customers, defining their requirements, sourcing and installing exceptional yet affordable products. This, in turn, has been achieved by employing a skilled and highly trained workforce whilst sourcing quality components and fabrics from trusted suppliers throughout the UK and Europe and working in conjunction with these suppliers to offer the innovative, dependable and elegant products.

Value gained:

Since joining the School, Opal Contracts has used its resources to review and reimagine its recruitment process. While inclusivity and accessibility were already priorities, the School offered valuable insights to further improve these efforts. As a result, the company has welcomed new employees, reduced staff turnover, and increased confidence in the fairness of its recruitment practices.

These recruitment improvements are just one example of how the School has helped Opal Contracts operate more efficiently. After two decades in business, it was easy to rely on established routines; however, the School has introduced straightforward, gradual methods for streamlining processes, leading to greater productivity and overall success.

Future proofing:

At Opal Contracts, the team looks forward to continuing its learning journey with the School. With the wide range of resources, assessments and E-learning modules already available, the company is confident that the School will keep evolving and providing the information needed to support sustainable operations moving forward.