

XGRC[®]
SOFTWARE
by Strategix



CCH's SHEQX SUCCESS STORY



1 BACKGROUND

Commercial Cold Holdings (CCH) is Southern Africa's leading cold storage and logistics provider, committed to reducing food waste, enhancing food security, and supporting economic growth across the continent. With facilities in South Africa, Namibia, and Mozambique, CCH serves a broad range of industries including agriculture, fishing, fruit exports, retail, and food services.

As one of the 25 largest refrigerated warehousing providers globally, CCH operates in a highly regulated environment where food safety, quality assurance, and environmental compliance are non-negotiable.

MAINTAINING STRINGENT SHEQ (SAFETY, HEALTH, ENVIRONMENT, AND QUALITY) STANDARDS IS NOT ONLY A MATTER OF OPERATIONAL INTEGRITY; IT IS CENTRAL TO SECURING CUSTOMER TRUST, MEETING EXPORT PROTOCOLS, AND SUPPORTING INTERNATIONAL TRADE.

GAUTENG



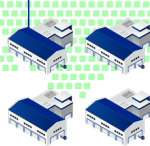
MOZAMBIQUE



EASTERN CAPE

KWA-ZULU NATAL

WESTERN CAPE



2 CHALLENGE



As CCH scaled its operations and integrated more facilities across regions, the complexity of managing SHEQ systems also grew. The business faced several pain points that risked undermining compliance and slowing down responsiveness:

- **Fragmented SHEQ data across business units**
- **Manual compliance tracking and limited audit traceability**
- **Poor visibility into compliance risks, expiry dates, and corrective actions**
- **Time-consuming incident and non-conformance reporting (NCR) processes**

With food safety certifications and export approvals hinging on real-time visibility and proactive risk management, it became clear that a more robust, digitised approach was needed.

3 SOLUTION

IN PARTNERSHIP WITH OSA INTERNATIONAL, CCH IMPLEMENTED SHEQX, A CENTRALISED, CLOUD-BASED COMPLIANCE PLATFORM FROM XGRC SOFTWARE.



SHEQX was selected for its ability to digitally transform the way SHEQ is monitored, reported, and managed across CCH's network.

The platform allows CCH to unify its approach to workplace safety, environmental stewardship, and food quality management, ensuring alignment with ISO 22000, 14001, and 45001 standards.

KEY CAPABILITIES INTRODUCED



REAL-TIME INCIDENT, AUDIT, AND INSPECTION CAPTURE

via mobile devices



A CENTRALISED, AUDITABLE DATABASE

for all SHEQ documentation and data



AUTOMATED COMPLIANCE TRACKING

across sites, certifications, & legal registers



SMART NOTIFICATIONS AND ESCALATIONS

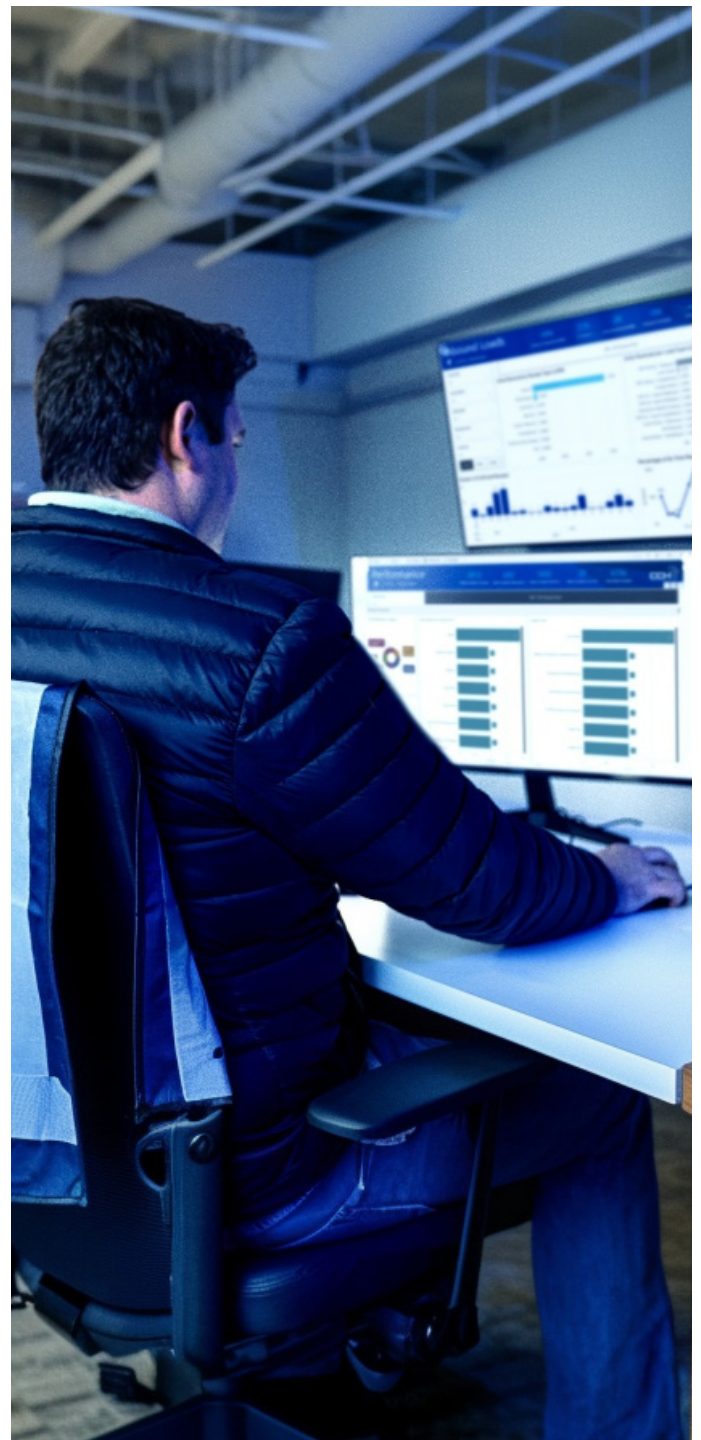
for incidents, actions, & document expiries



LIVE DASHBOARDS

for compliance performance monitoring and decision support

By digitising SHEQ workflows, SHEQX enables CCH to take a proactive, data-driven approach to compliance and food safety, protecting both people and product integrity.



4 IMPLEMENTATION JOURNEY



The rollout began in mid-2024 and followed a phased, well-governed implementation plan led by OSA International. It included:

**CORE SYSTEM CONFIGURATION
AND DOCUMENT MIGRATION**

**SETUP OF EMPLOYEE PROFILES AND
TRAINING PATHS**

**TWO FOCUSED TRAINING SESSIONS FOR
SUPER USERS & ADMINISTRATORS IN JULY**

**GROUP-WIDE GO-LIVE ON
1 AUGUST 2024**

MODULES IMPLEMENTED

1

**PROFILE
MANAGEMENT**

2

**DOCUMENT
MANAGER**

3

**ACTION
MANAGER**

4

**INSPECTION AND
NCR MANAGEMENT**

5

**INCIDENT
MANAGEMENT**

6

**MOBILE
APPLICATION
ACCESS**

The initial rollout covered major CCH facilities including Paarden Eiland, Duncan Dock, Epping, Walvis Bay, Midrand, Keystone, Richmond, Aeroton, & Greenbushes, laying the foundation for group-wide standardisation.

5 THE RESULTS

Since the go-live, CCH has seen meaningful improvements in both compliance capability and operational confidence. By consolidating SHEQ

data into a single platform, CCH has unlocked better reporting, faster decision-making, and a more responsive compliance culture.



GROUP-WIDE, REAL-TIME SHEQ VISIBILITY

across all operations



FASTER INCIDENT RESPONSE

and trend identification



IMPROVED AUDIT READINESS

and ISO alignment



REDUCED MANUAL EFFORT

and fewer data errors



GREATER ASSURANCE IN MAINTAINING EXPORT- CRITICAL CERTIFICATIONS

(FSSC 22000, PPECB, DALRRD, HACCP)

5 LESSONS LEARNED

CCH's transformation highlighted several critical success factors:

1

EARLY STAKEHOLDER ENGAGEMENT DRIVES SMOOTHER ADOPTION

2

SUPER USER TRAINING IS KEY TO BUILDING INTERNAL CAPABILITY

3

SHEQ DIGITISATION SHOULD BE SEEN AS AN ENABLER, NOT AN OVERHEAD, FOR PERFORMANCE, FOOD SAFETY, AND CUSTOMER TRUST

6 TESTIMONIALS

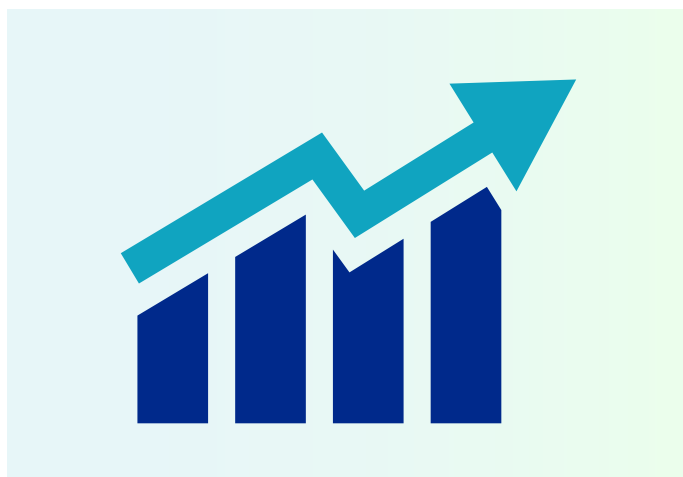
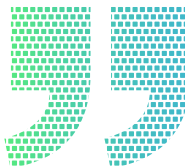


Implementing SHEQX has been a turning point in our compliance journey. We have not only digitised key processes but also gained real-time visibility into SHEQ performance across the group.

LARNA JODAMUS
GROUP COMPLIANCE MANAGER
CCH

SHEQX empowers our teams to manage risk proactively. With better data and mobile functionality, we have created a safer, smarter operating environment.

JURIE SCHOEMAN
CHIEF OPERATIONS OFFICER
CCH



7 CONCLUSION

Through its partnership with OSA International and the adoption of SHEQX, CCH has strengthened its position as a compliance-first, food safety-driven cold chain leader. The digitisation of SHEQ has enabled CCH to meet international expectations, support sustainable growth, and build confidence with both regulators and customers.



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