

Case Study

# Interwaste

## Advancing Environmental and Safety Leadership through Digital Transformation

Waste No Opportunity: How Interwaste Strengthened Environmental and Safety Leadership Through Digital Transformation with SHEQX<sup>®</sup>

**INTERWASTE**

A proud  Séché environnement company

## ABOUT INTERWASTE

Interwaste is one of South Africa's leading waste management companies, delivering integrated environmental solutions across the country. With services spanning hazardous waste management, recycling, leachate treatment, and landfill operations, Interwaste is widely recognised for driving sustainability innovation and compliance excellence. Their mission is clear: to transform waste into a resource, reduce environmental harm, and lead the sector in responsible operations.





In line with this vision, Interwaste implemented the SHEQX® platform from XGRC® Software in 2019 to digitise its approach to Safety, Health, Environmental, and Quality (SHEQ) management. Since then, the company has grown from strength to strength – driving compliance®, improving visibility, and setting the standard for environmental and safety excellence.

## THE CHALLENGE

Prior to SHEQX®, Interwaste relied on fragmented systems for incident reporting, document control, inspections, and SHEQ-related communication. Processes were often site-specific and required manual consolidation of spreadsheets, emails, and disparate documentation. This created delays in risk visibility and hindered timely, informed decision-making at an operational and executive level.



Interwaste needed a centralised digital platform that would:

-  Unify SHEQ processes across multiple regions and facilities
-  Improve reporting accuracy and traceability
-  Provide real-time insights into risk, compliance, and safety performance
-  Enable faster decision-making to support environmental and safety leadership

## THE SHEQX® SOLUTION

Since 2019, Interwaste has leveraged the SHEQX® platform to create a fully integrated, single source of truth for SHEQ management. The system was rolled out to support core functions such as:



### Incident Management:

capturing, investigating, and resolving incidents across all business units vulnerabilities.



### Near Miss Reporting:

Manages identity and access controls, providing secure



### Inspections:

standardising audit trails and inspection outputs across



### Meeting Manager:

tracking key SHEQ meetings, actions, and follow-ups storage with advanced security features.



### Document Management:

ensuring controlled, accessible safety documentation.vulnerabilities and security risks without compromising on efficiency.

SHEQX®'s flexibility allowed Interwaste to configure processes to match its operational requirements – improving efficiency while embedding a stronger culture of safety and accountability.



## RESULTS AND HIGHLIGHTS

- Significant reduction in administrative reporting effort and turnaround time
- Faster closure of safety actions across all operations
- Increased near miss reporting volumes
- Enhanced executive oversight through real-time dashboards
- Digitised, auditable SHEQ records now accessible for clients, regulators and board reporting.

“The ability to demonstrate credible, traceable and auditable SHEQ performance has become a differentiator in maintaining key customer contracts and securing new business in a competitive marketplace.”

**Recognition and Environmental Leadership** Interwaste’s dedication to operational safety and sustainability continues to earn industry recognition. In recent years, Interwaste was named **Best Safety Contractor by Sappi**, and launched its flagship **Delmas Leachate and Effluent Treatment Plant** – a R100million investment in environmental responsibility and water conservation.



## EXECUTIVE PERSPECTIVE

“SHEQX® has become more than a reporting tool. It has transformed how we embed safety and accountability into our daily operations. Real-time insights give our teams the visibility to act fast and the confidence to maintain the highest environmental and compliance standards.”

Juan Dorfling, Group Safety Manager, Interwaste

## LOOKING AHEAD

As regulatory expectations and ESG frameworks evolve, Interwaste plans to expand its digital SHEQ footprint with SHEQX®. Future developments will focus on integrating SHEQ outcomes with ESG, sustainability and enterprise risk platforms - ensuring Interwaste remains a leader in responsible and transparent governance.



**“Tools like SHEQX® lay the foundation for integrated GRC reporting - linking SHEQ outcomes to sustainability, enterprise risk, and stakeholder assurance.”**

## CYBERSECURITY AND COMPLIANCE

Interwaste benefits from SHEQX®'s ISO 27001:2022-certified security framework. All data is encrypted and access-controlled, ensuring compliance with POPIA, GDPR, and global data protection standards.

## Contact Information:



+27 (0)87 802 0179

First Floor, York House, Tybalt Place, Waterfall Park, Bekker Rd, Midrand, 1685

For more information, see the [SHEQX® brochure](#) and [Cybersecurity and Compliance document](#).



**INTERWASTE**

A proud  *Séché environnement* company