

Pallet Management Policy

Purpose

The purpose of this policy is to establish clear guidelines for the management, movement, and accountability of CHEP pallets within CoolTranz operations. This ensures efficient pallet handling, cost control, and compliance with industry best practices.

1. Scope

This policy applies to all CoolTranz sub-contractors, and customers who handle CHEP pallets as part of our network.

2. CHEP Pallet Management

Customers and subcontractors must adhere to the following principles, depending on whichever process is relevant to them:

2.1 Transfers

- CoolTranz will endeavour to process pallet hires off our account in a reasonable timeframe, ensuring accurate recording of movement dates.
- When CHEP pallets are transferred onto the CoolTranz account, we will accept hire for a maximum of **7 days**.
- Customers are advised to have an **active Pallet account** and provide CoolTranz with their Pallet account number.
- Where possible it is recommended that customers transfer directly to the receiver's account.

As a transporter, CoolTranz typically handles consignments on CHEP pallets for an average of **4 days**.

- If the hire period exceeds **7 days**, customers must contact our representative to discuss further arrangements.
- Transfers onto a CoolTranz Pallet account will only be accepted according to the information supplied on the consignment note. All transfers must clearly specify:
 - Consignment note number
 - The number of pallets per consignment note.

2.2 Swaps

- At sites that carry CHEP pallets in stock, CoolTranz will complete a **1-for-1 swap process**. This means for every CHEP pallet delivered to a site, another CHEP pallet must be collected in exchange.

- In the event that the **1-for-1 swap** does not occur at the time of delivery, CoolTranz reserves the right to:
 - Reverse the transfer back to the originating customer's account.
 - Charge **\$0.15 cents per day per pallet** from the date of dispatch until that pallet has been recovered and de-hired back to CHEP.
 - Charge for the cost of any lost pallets if they cannot be retrieved.

2.3 Running Tally

- CoolTranz may, upon prior agreement, operate a **Running Tally** of CHEP pallet movements (Ins and Outs).
- This method is generally avoided due to additional administrative workload and reliance on accurate record-keeping by all parties.

3. Responsibilities

- **Operations Team:** Ensures that pallet transfers and swaps are correctly recorded and processed within the stipulated timeframes.
- **Drivers:** Responsible for ensuring pallet swaps are executed correctly and recorded at each site.
- **Customers & Partners:** Must adhere to the agreed pallet handling processes and maintain communication for any extended hire periods.

4. Compliance & Continuous Improvement

- Regular audits will be conducted to ensure compliance with this policy.
- Non-compliance may result in additional charges or refusal of service.
- This policy will be reviewed periodically to reflect changes in operational needs and industry best practice.