



QLD Container Refund Scheme

Container Refund Point Operator

Application Pack

July 2018

Contents

The opportunity	1
1. Introduction	2
2. Scheme structure	4
3. Role of Container Refund Point Operators	6
4. Container Exchange IT Platform	13
5. How to apply?	17
6. Terms and Conditions	18
Attachment A: Container Collection Agreement	19
Attachment B: Application Form	20

The opportunity

What?

The Queensland Government is establishing a Container Refund Scheme (the Scheme) from 1 November 2018, to play a major role in reducing beverage container litter across the Queensland.

The Scheme provides a 10 cent Refund Amount for each Eligible Container returned for recycling at one of the many Container Refund Points (CRPs) to be established across Queensland.

Why?

The Scheme is an important initiative that will help:

- Increase the recovery and recycling of empty beverage containers;
- Reduce the number of empty beverage containers that are littered or disposed of to landfill;
- Ensure the manufacturers of beverage products meet their product stewardship responsibility in relation to their beverage products;
- Provide opportunities for social enterprise, and benefits for community organisations; and
- Complement existing collection and recycling activities for recyclable waste.

How?

The Scheme will comprise a network of more than 300 CRPs, which are locations across Queensland where members of the public can return Eligible Containers in exchange for a 10 cent Refund Amount.

Operators of CRPs will be responsible for:

- Collecting, counting and sorting of collected containers;
- Paying refund amounts to members of the public; and
- Preparing containers for collection for further processing and recycling.

Container Refund Point Operators (CRPOs) will be the face of the Scheme and will be expected to provide high levels of customer service.

In return for providing these services, CRPOs will receive the benefit of a Handling Fee.

Who?

Interested businesses, community groups, charities and organisations are all encouraged to participate in the delivery of CRPs.

Container Exchange is currently seeking Applications from Applicants that:

- Are proposing to deliver a CRP in a location where adequate coverage and access has not been achieved through the recent Tender Process; and
- Can deliver the CRP by the Scheme Commencement Date of 1 November 2018.

If you are interested in becoming a Container Refund Point Operator, read this Application Pack to find out more.

1. Introduction

1.1. Queensland's Container Refund Scheme

In September 2017, the Queensland Government amended the *Waste Reduction and Recycling Act 2011* (the Act) to provide for the introduction of a state wide Container Refund Scheme (the Scheme), to commence on 1 November 2018. The Scheme aims to increase the rate of recycling and to reduce the impact of beverage container litter on the natural environment.

The Scheme aims to encourage the collection and recycling of empty beverage containers by providing incentives in the form of a 10 cent Refund Amount on the return of an Eligible Container to a Container Refund Point (CRP). The Scheme follows the introduction of schemes in South Australia, the Northern Territory, New South Wales and the ACT.

As stated in the Act, the Scheme aims to:

- Increase the recovery and recycling of empty beverage containers;
- Reduce the number of empty beverage containers that are littered or disposed of to landfill;
- Ensure the manufacturers of beverage products meet their product stewardship responsibility in relation to their beverage products;
- Provide opportunities for social enterprise, and benefits for community organisations; and
- Complement existing collection and recycling activities for recyclable waste.

The Scheme will apply to most beverage containers between 150mL and 3L in size (refer to **Section 3.6** for further information on Eligible Containers).

1.2. About Container Exchange

Container Exchange has been appointed the Product Responsibility Organisation (PRO) by Government to deliver the Scheme.

As PRO, Container Exchange will be responsible for:

- Scheme Accessibility – Establishing a network of CRPs to provide communities in Queensland with access to a places to return Eligible Containers;
- Product stewardship – Ensuring that Beverage Manufacturers fund the Scheme;
- Scheme Payments – Setting and facilitating payments under the Scheme;
- Scheme awareness – Promoting the Scheme and managing of complaints with respect to both members of the public and Scheme Participants;
- Recycling – Ensuring ongoing, efficient and effective arrangements are available in Queensland for empty Eligible Containers to be collected, sorted and recycled; and
- Scheme Integrity – Ensuring that the Scheme is transparent, fair and equitable.

For further information please visit Container Exchange's website: www.containerexchange.com.au

1.3. The Tender Process

Container Exchange has just concluded a Tender Process to select Container Refund Point Operators (CRPOs) to deliver the Scheme.

Container Exchange received a pleasing number of Proposals from the market through the Tender Process, including from:

- Experienced CDS / RVM Operators that are active in other jurisdictions;
- Large waste management businesses;
- Material Recycling Facilities;
- Small scrap metal yards; and
- Charities and community groups.

The Tender Process has given Container Exchange a fair basis to set Handling Fees to be paid to all CRPOs and to finalise the Scheme contract documents having taken into account feedback from the market.

1.4. Purpose of this Application Pack

While the Tender Process described in **Section 1.3** will result in the appointment of numerous CRPOs to deliver a large number of CRPs, Container Exchange has identified a number of gaps in CRP coverage across the State.

Accordingly, **Container Exchange invites interested businesses, community groups, charities and organisations to apply to become a CRPO through this Application Process to participate in the successful delivery of the Scheme.**

This Application Process is separate to the Tender Process.

1.5. Structure of the Application Pack

This Application Pack comprises of the following sections:

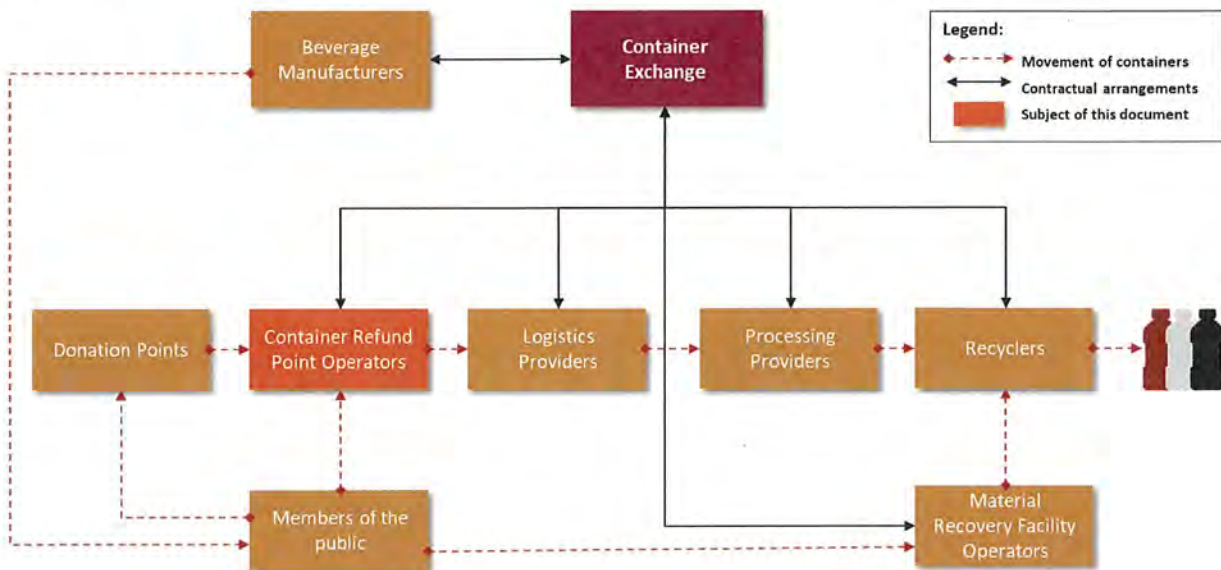
- **Section 2:** Provides a brief overview of the structure of the Scheme;
- **Section 3:** Describes the responsibilities and obligations of a CRPO;
- **Section 4:** Describes the IT Platform which will support all CRPOs;
- **Section 5:** Sets out how interested parties should apply to become a CRPO; and
- **Section 6:** Contains the Terms and Conditions applying to the Application Pack and the Application Process.

2. Scheme structure

The Scheme has been designed to facilitate the active participation of small businesses, community groups and charities.

The figure below provides an overview of how the Scheme will operate, demonstrating the flow of Eligible Containers through the Scheme from members of the public to different Scheme Participants, before exiting the Scheme via approved Recyclers.

Figure 1: Scheme structure



The activities undertaken by members of the public and each of the Scheme Participants in the figure above include:

- **Members of the public** – Return Eligible Containers by either:
 - Presenting Eligible Containers at CRPs in exchange for Refund Amounts; or
 - Placing Eligible Containers in kerb side bins (no Refund Amounts given); or
 - Gifting Eligible Containers to Donation Points (no Refund Amounts given).
- **CRPOs** – Responsible for the following activities:
 - Operating CRPs;
 - Paying Refund Amounts in exchange for Eligible Containers collected;
 - Sorting collected Eligible Containers by Material Type; and
 - Securing and storing sorted Eligible Containers prior to collection by Logistics Providers.
- **Donation Points** – Community enterprises that accept gifts of Eligible Containers from the community. Donation Points must then return the collected containers to CRPs in exchange for Refund Amounts. **Donation Points are not subject to this Application Process.**
- **Logistics Providers** – Responsible for picking up containers from CRPs and transporting them to Processing Providers.
- **Processing Providers** – Responsible for the following activities:
 - Providing Collection Infrastructure to CRPs;
 - Verifying the number of Eligible Containers collected at the CRPs;

- Preparing the collected containers for recycling by either crushing or baling i.e. transforming them into a scrap commodity;
 - Sale of scrap materials to Recyclers via Container Exchange's auction platform; and
 - Managing the transfer of containers to the Recycler who has purchased them through the auction platform.
- **Recyclers** – Purchase containers by Material Type via the auction platform, and are then responsible for ensuring this material is recycled. Recyclers must enter into a panel agreement with Container Exchange and be approved by the State before being permitted to purchase materials through the Scheme.
- **Material Recovery Facilities Operators (MRFOs)** – Collect Eligible Containers through kerbside recycling bins. This material is then available for sale through the auction platform for purchase by registered Recyclers. MRFOs cannot receive a Refund Amount unless the material has been sold through the auction platform.
- **Container Exchange** – Responsible for the governance and administration of the Scheme as the Product Responsibility Organisation.
- **Beverage Manufacturers** – All companies in the business of manufacturing, importing and distributing beverage products in Queensland. Beverage Manufacturers are responsible for providing funding to operate the Scheme under obligations contained in a Container Recovery Agreement.

The focus of this Application Pack is to support the identification and appointment of CRPOs.

3. Role of Container Refund Point Operators

3.1. Overview

CRPOs will be required to deliver a range of services at each CRP they operate, including the:

- Collection, counting and sorting of Eligible Containers by Material Type;
- Timely and accurate payment of Refund Amounts to members of the public presenting Eligible Containers (10 cents per Eligible Container);
- Use of the Container Exchange IT Platform (provided free of charge) to record all transactions, and make electronic payments where members of the public provide their Customer Scheme Account;
- The secure storage of containers in the Collection Infrastructure provided by the Processing Providers (arranged by Container Exchange);
- Preparation of materials for pick-up by Container Exchange's appointed Logistics Providers. For the avoidance of doubt, the CRPO will not own the collected containers. However, it is responsible for the collected containers and their condition until the time they are accepted by the Logistics Providers;
- Any activities required to comply with relevant legislative or regulatory requirements such as planning approvals and maintaining a clean, safe environment;
- Participation in Container Exchange's marketing and branding activities to raise awareness of the Scheme and create a positive experience for the consumer;
- Maintenance of high levels of service and customer satisfaction and to improve public experiences at the CRP, such as targeting minimal customer waiting times;
- Maintenance of clean and safe environments including the security of Collection Infrastructure and Eligible Containers; and
- Compliance with Container Exchange's audit and verification activities.

Further commentary around the role of the CRPO is provided in the remainder of this Section.

Applicants must read and fully understand the Container Collection Agreement (**Attachment A**). Where this is an inconsistency between this document and the Container Collection Agreement, the Container Collection Agreement prevails.

3.2. Types of CRPs

CRPOs are free to determine the type of CRP they wish to operate. It is expected that across the State different types of CRPs will be utilised to deliver a robust network of CRPs to ensure coverage and accessibility across Queensland. Types of CRPs include:

- **Traditional 'depot-style' CRPs** – Also known as Over the Counter CRPs. Permanent locations where members of the public can return their Eligible Containers to be counted and processed by an operator (either manually or with an automated system) on the spot;
- **Drop-Off CRPs** – Operations where members of the public can return Eligible Containers in identified bags to be processed at a later time by the CRPO. The Refund Amounts will be paid by electronic funds transfer to a nominated Customer Scheme Account once the return has been processed. CRPOs operating Drop-Offs are responsible for transporting and aggregating Eligible

Containers at a central location (i.e. a depot-style CRP) to be counted and sorted. The IT Platform will assist with the operation of Drop-Off CRPs (refer to **Section 4**);

- **Reverse Vending Machines (RVMs)** – Automated CRPs that process inserted Eligible Containers. **If you intend to operate a RVM, additional requirements within the Container Collection Agreement not summarised in this Section will apply;** and
- **Mobile CRPs** – Temporary CRPs (e.g. cages, trailers) that operate on a scheduled timetable to facilitate access to CRPs for remote communities.

3.3. CRP operating hours

CRPOs have the flexibility to determine the appropriate operating hours for the CRPs they operate. CRPOs must, however, ensure that:

- Each CRP is available to the general public;
- The opening hours of the CRP are reasonable in light of the volume of Containers collected at the CRP;
- The opening hours are well advertised to the general public; and
- The operating hours meet the requirements of the Act and Regulation.

3.4. Payments to CRPOs

Container Exchange will pay CRPOs a **Handling Fee** in respect of each Eligible Container collected plus the total value of **Refund Amounts** paid by the CRPO **declared** to Container Exchange via a Payment Claim.

CRPOs are required to submit a Payment Claim (through the IT Platform supplied by Container Exchange) declaring the number of Eligible Containers collected during the previous 7 day period each Monday by noon. CRPOs will be **paid by Container Exchange within 5 Business Days of the valid Payment Claim being made**. Late Payment Claims will be processed the following week.

Payments to CRPOs will be subject to (and may be adjusted for) the verification of Eligible Container volumes by the Processing Providers and the results of Container Exchange's audit and verification activities.

3.4.1. *Refund Amounts*

Container Exchange will pay CRPOs the total Refund Amounts paid directly by the CRPO to members of the public in exchange for Eligible Containers. The Refund Amount is set by legislation at 10 cents per Eligible Container (including GST).

All CRPs must offer to make payment of Refund Amounts to members of the public electronically through the IT Platform via a Customer Scheme Account (refer to **Section 4.3**).

Furthermore, CRPOs may also elect to make payment of Refund Amounts in cash or other non-cash payment methods.

3.4.2. Handling Fees

The Handling Fees to be paid by Container Exchange to the CRPO for the CRP Services, as determined through the Tender Process, are set out below:

Table 1: Handling Fees

Region	Handling Fee (Cents per Container, Exclusive of GST)
Greater Brisbane, Gold Coast, Sunshine Coast, South East, Mackay, Townsville	6.00
Other Regions	6.25

3.5. Acceptance of Eligible Containers

CRPs must:

- accept all Eligible Containers; and
- Not a make payment of a Refund Amount in respect of containers that are not Eligible Containers.

CRPOs are not required to utilise barcode identification to identify Containers, providing that they can ensure that any containers collected are Eligible Containers (which can be done by trained staff).

CRPOs are encouraged to accept crushed or damaged containers, providing that they can verify that the container is a single Eligible Container.

CRPOs will have the discretion to refuse to accept Eligible Containers that are unreasonably contaminated (e.g. sand, liquid, oil, noxious substances or other contaminants). Signage to this effect should be in place by CRPOs at their CRPs. Under the Container Collection Agreement CRPOs will be responsible for ensuring that containers collected and transported to the Processing Provider are free from unreasonable levels of contamination.

CRPOs may also accept containers which are not Eligible Containers (e.g. milk or wine bottles) for recycling, however these must be kept completely separate from any Eligible Containers collected as part of the Scheme, and Refund Amounts must not be paid in respect of these containers.

CRPOs should ensure that bottle caps are removed from bottles (to aid with the crushing of containers by the Processing Provider and to limit material contamination). Bottle neck seals need not be removed. Bottle caps and any other containers which are not part of the Scheme should be independently stored and can be sold to recyclers at the discretion of the CRPO and need not be sold through the auction platform.

3.6. Eligible Containers

As part of the scheme, most aluminium, glass, plastic, steel and liquid paperboard beverage containers between 150ml and 3L are Eligible Containers.

A number of drink containers are not eligible for a refund. These excluded containers include:

- Plain milk containers;

- Glass containers which have contained wine or pure spirits;
- Large containers (1L or more) which have contained flavoured milk, pure juice, cask wine or cask water;
- Cordial or vegetable juice containers;
- Sachets above 250ml which have contained wine; and
- Registered health tonics.

All containers smaller than 150mL and bigger than 3L are not eligible for a refund.

Refer to the following link for a full list of Eligible Containers:

<https://www.ehp.qld.gov.au/waste/pdf/qld-container-refund-scheme-eligible-beverage-containers.pdf>

3.7. Sorting of Eligible Containers

CRPOs are required to sort the collected Eligible Containers by Material Type, and store the sorted containers utilising the Collection Infrastructure provided by the Processing Providers (arranged by Container Exchange), within a secure holding area until such time that the containers are scheduled for collection by Container Exchange's nominated Logistics Provider.

In the case of glass, the CRPO can "smash" but not crush the containers to facilitate efficient storage.

The CRPO may also "lightly crush or compact" the other types of containers, providing that this is agreed between the CRPO and Processing Provider.

3.8. Working capital

CRPOs are responsible for maintaining sufficient working capital. CRPOs will need to maintain working capital that is at least sufficient to cover 2 weeks of operations (7 day operating week plus up to 5 Business Days for Container Exchange to process a Payment Claim).

Paying Refund Amounts to members of the public via their Customer Scheme Account (refer to **Section 4.3**) will significantly reduce the working capital requirements of the CRPO, as these payments will be made directly to the customer by Container Exchange.

3.9. Use of the Container Exchange IT Platform

Container Exchange will provide CRPOs with the free use of the IT Platform to support the successful establishment and efficient operation of the Scheme.

Use of the IT Platform is mandatory, and further detail around the functionality of the IT Platform is provided in **Section 4**. The provision of the IT equipment needed to run the IT Platform is the responsibility of the CRPO, and the equipment requirements are discussed in **Section 3.10** and set out in Schedule 5 to the Container Collection Agreement.

3.10. Equipment to be provided by the CRPO

CRPOs need to provide all equipment required to deliver the CRP Services. For example:

- Counting table(s);

- Drop-Off drop receptacles (if applicable);
- Community Collection Infrastructure (refer to **Section 3.11**)
- IT equipment (e.g. windows 10 PC's or iPads and printers);
- IT consumables (e.g. printer cartridges and printer labels); and
- Power and internet access.

Further details in respect of the equipment to be provided by the Operator are set out in the Container Collection Agreement (Schedule 2 and Schedule 5).

CRPOs will not need to provide the Collection Infrastructure for the storage and transportation of containers, as Container Exchange will have an agreement with a Processing Provider to provide appropriate Collection Infrastructure to each CRP.

3.11. Community Collection Infrastructure

Social enterprise and community participation is an important part of the Scheme.

Where a given CRP collects more than 5 million containers per annum, the CRPO is required to make available a transportable cage or trailer (Community Collection Infrastructure) at or near the CRP, for the use of social enterprises, not-for-profit organisations and other community groups, to facilitate the collection of containers.

The CRPO will earn the Handling Fee to process containers that are returned through the CRP, with the Refund Amounts to be provided to the collector – for example, the social enterprise or community organisation.

3.12. Interface with Logistics Providers and Processing Providers

Container Exchange will partner with Logistics Providers and Processing Providers to support the transport and processing of containers collected at CRPs. CRPOs will be required to work with these providers to ensure efficient operation of the Scheme, as set out below.

3.12.1. *Logistics Providers*

CRPOs will need to work with Container Exchange's appointed Logistics Providers to ensure the efficient movement of Eligible Containers from CRPs to Processing Providers. This includes:

- Storing sorted containers in the Collection Infrastructure (provided by the Processing Provider), by Material Type, within a secure holding area until such time that the containers are scheduled for collection by Container Exchange's Logistics Provider. The holding area must be of sufficient size to reasonably accommodate the volume of containers collected at the CRP with consideration of the reasonable frequency that containers are to be collected by Logistics Providers;
- Notify Container Exchange and the Logistics Provider when the Collection Infrastructure is full and ready for collection;
- Provide reasonable access to the CRP for the Logistics Provider; and
- Generate a shipping manifest (via the IT Platform) to be provided to the Logistics Provider (and in turn the Processing Provider) for each collection.

It should be noted that the logistics costs is paid by Container Exchange.

3.12.2. *Processing Providers*

CRPOs must utilise the Collection Infrastructure provided by the Processing Providers to store collected containers and to facilitate the transportation of containers by the Logistics Providers.

The specifications of the Collection Infrastructure (e.g. wool bales, cages or bins) will soon be finalised and agreed between Container Exchange and the successful Logistics Providers and Processing Providers. The Collection Infrastructure is expected to be available in a variety of sizes and configurations.

3.13. Audit, verification and reporting

The accuracy of container collection reporting is critical to the success and integrity of the Scheme. To support this, CRPOs are required to actively support Container Exchange with its audit and verification activities and comply with the Verification Methodology set by Container Exchange.

The IT Platform will capture all data required for CRPOs to meet their data reporting requirements and will be the platform used to make Payment Claims and other required declarations.

During routine audits, the Container Exchange's audit team will check the accuracy of declared container volumes and sorting completed by the CRPO to ensure that it meets the standards stipulated by Container Exchange.

In addition to making regular Scheme declarations to Container Exchange, CRPOs will be required to notify Container Exchange immediately if any of the following occurs:

- Identification of any unregistered or unapproved materials;
- Environmental, health or safety incidents; and
- Any false, misleading or fraudulent claims.

3.14. Operating and planning considerations

CRPs must ensure that the appropriate Federal, State and Local Government planning approvals and conditions, including land use approvals, are met prior to providing CRP Services, and on an ongoing basis. It is the responsibility of the CRPO to ensure that planning approvals and requirements are obtained and complied with.

Furthermore, CRPOs must ensure that they comply with all relevant Federal, State and Container Exchange Workplace Health and Safety requirements.

3.15. Scheme branding

CRPOs will be required to adhere to any Scheme branding guidelines developed by Container Exchange.

Container Exchange will make available some signage and branding material to each CRP. Furthermore, appropriate electronic files will be provided for CRPOs to produce any additional signage. Signage will be subject to implementation compliance checks by Container Exchange. Any additional branding materials, such as signage of the CRPOs organisation, can be utilised by the CRPO with the written approval of Container Exchange.

QLD Container Refund Scheme

Container Refund Point Operator | Application Pack



All branding must be consistent with the visual identity of the Scheme and support members of the public in identifying the CRP as a participant in the Scheme.

4. Container Exchange IT Platform

4.1. Overview

Container Exchange is developing an IT Platform which is mandatory for all CRPOs to utilise to deliver the CRP Services. The IT Platform will be provided free of charge, and will support the successful establishment and efficient operation of the Scheme.

4.2. Functionality of the IT Platform

The key functionality of the IT Platform is as follows:

- Creation of Customer Scheme Accounts to be used at all CRPs and to facilitate the electronic payment of Refund Amounts to consumers or other parties seeking to redeem the Refund Amount (refer to **Section 4.3**);
- Point of Sale (POS) capability (refer to **Section 4.4**);
- Drop-Off capability (refer to **Section 4.5**);
- Payment of Refund Amounts (refer to **Section 4.6**);
- Export of data for use by the CRPO (refer to **Section 4.7**);
- Lookup of containers to see whether they are Eligible Containers;
- Lodgement of Payment Claims and reporting to Container Exchange;
- Preparation of logistics manifests to be provided to the Logistics Providers.

4.3. Customer Scheme Accounts

The IT Platform will maintain a secure database of registered customers and their direct deposit details. Each Registered customer will be allocated a unique Customer Scheme Account number, which they will be able to provide at any CRP throughout the State to receive an electronic payment of their Refund Amount.

All customer banking data will be kept securely within the IT Platform by Container Exchange. This data will be strictly confidential and only accessible by Container Exchange.

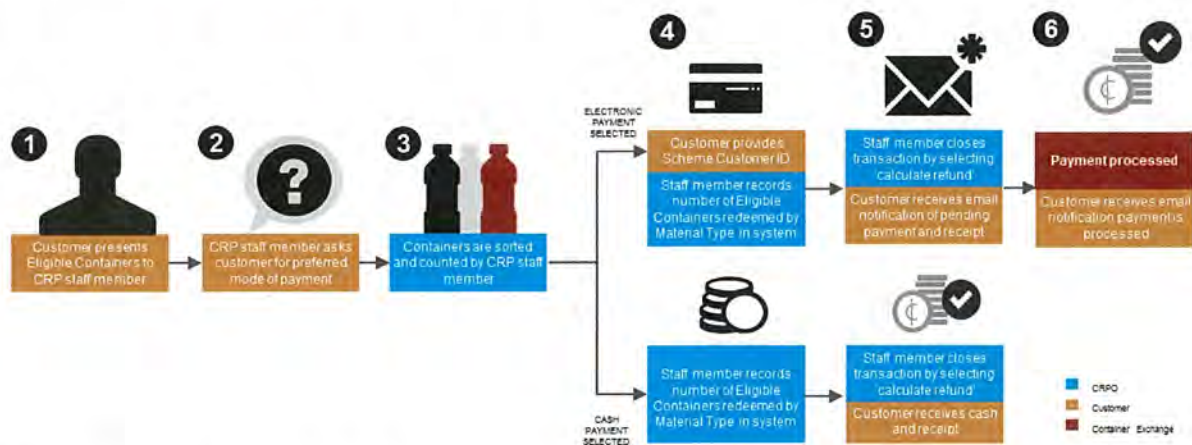
Customers will be required to register for a Customer Scheme Account through the Scheme website. Charity organisations will also be able to register for a Charity Customer Scheme Account. A list of approved Charity Customer Scheme Accounts will be stored in the system and any customer may elect to gift their Refund Amounts to these charities.

4.4. POS capability

The IT Platform provides the over-the-counter functionality required to record customer transactions and make payment of Refund Amounts.

The figure below illustrates how a transaction would take place at an Over the Counter CRP using the IT Platform.

Figure 2: Customer deposit at an 'Over the Counter' CRP Example



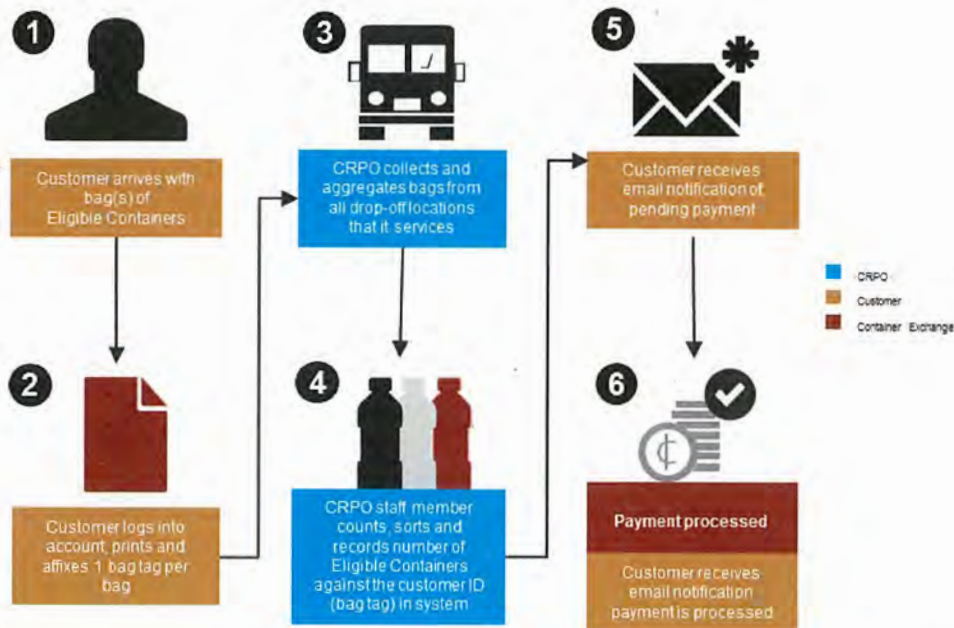
- The IT Platform will act as the “transaction record system” to capture required data and facilitate the payment of Refund Amounts to customers.
- Payment can be made via cash or can be made electronically by the PRO (as directed by the CRPO) against the Customer Scheme Account where supplied by the customer. Payment advice is emailed to the customer when Customer Scheme Accounts are used.
- The IT Platform will facilitate the preparation of Payment Claims.
- The IT Platform will create an inventory of total Eligible Containers redeemed by the CRP for a particular period.
- The IT Platform will prepare shipment manifests for Logistics Providers from the recorded inventory.
- For reconciliation and audit purposes, an electronic end of the day report is generated in accordance with Material Type and payment method.

4.5. Drop-Off capability

The Drop-Off POS has been designed to support CRPOs operating Drop-Off CRPs, where members of the public can deposit labelled bag(s) containing Eligible Containers at unmanned (or any other) location, with the return processed at a later time by the CRPO, using a Customer Scheme Account. Customers will be required to enter into an agreement with Container Exchange to utilise the Drop-Off system.

The figure below illustrates how a transaction would take place at a Drop-Off CRP using the IT Platform.

Figure 3: Customer deposit at 'Drop-off' CRP Example



- The IT Platform provides a means for customers to return bags of Eligible Containers to a CRP for later processing.
- Customer returns tracked against a Customer Scheme Account.
- Customer Scheme Account used to generate unique labels (to be printed at the CRP) to be attached to bags of Eligible Containers by the customer.
- Labels can be printed on attendance at the drop off location or printed at the location and taken home to facilitate time efficient drop offs in the future.
- When the bags of Containers are processed by the CRPO, the CRPO will scan the bags label and record the count of Eligible Containers by Material Type.
- Payment to be made electronically by the PRO (at the direction of the CRPO) against the Customer Scheme Account. Payment advice is emailed to the customer. In case of disputes, correction to the accounts will be done as required by Container Exchange on advice from the CRPO.
- The IT Platform will facilitate the preparation of Payment Claims.
- For reconciliation and audit purposes an electronic end of the day report is generated in accordance with Material Type and payment method.

4.6. Payment of Refund Amounts

The IT Platform will facilitate the direct payment of Refund Amounts from the PRO to the Customer, where the Customer has registered and provides a Customer Scheme Account number:

- Customers are paid via direct deposit to their bank account;
- Remittance advice is sent to the Customer's registered email address; and
- Transaction details of both redemption and payment in the Customer Scheme Account are recorded.

The IT Platform will also record where the Refund Amount being paid by other means (e.g. cash, EFTPOS, Voucher), however the CRPO will need to manage these payment methods.

4.7. Data from the IT Platform

CRPOs will be able to download the following reports in CSV format via the 'Container Exchange Web Portal':

- Transaction records;
- Payment Claims;
- Daily shipment manifest data; and
- Daily stock on hand records by Material Type.

4.8. Training and support

The IT Platform will be made available during the mobilisation period to provide Scheme Participants with the opportunity to familiarise themselves with the system before the Scheme Commencement Date.

Additionally, Container Exchange will provide each CRPO with in person or online training (participation is mandatory) and documentation in relation to the use of the IT Platform.

5. How to apply?

5.1. Who can apply?

Interested businesses, community groups, charities and organisations are all encouraged to participate in the delivery of Container Refund Points.

Container Exchange is currently seeking Applications from Applicants that:

- Are proposing to deliver a CRP in a location where adequate coverage and access has not been achieved through the recent Tender Process; and
- Can deliver the CRP by the Scheme Commencement Date of 1 November 2018.

5.2. Step 1: Contact Container Exchange

If you are interested in becoming a CRPO, we encourage you to first contact us at tenders@containerexchange.com.au with your:

- Contact details (name, business name, phone number and email address); and
- Proposed location(s) for CRPs.

Container Exchange will then review whether CRPs are required at your proposed location(s), and advise you accordingly. Container Exchange will not, at this time, consider Applications in locations where the Scheme coverage targets have already been achieved.

5.3. Step 2: Review the Container Collection Agreement

Container Exchange will enter into a standard contract, known as the Container Collection Agreement, with each CRPO. The Container Collection Agreement is provided as **Attachment A**.

Container Exchange requires that the Container Collection Agreement is consistent across all CRPOs for fairness and manageability, and therefore no changes are permitted to this agreement.

Applicants should carefully review the Container Collection Agreement and seek independent legal advice before completing their Application to become a CRPO.

5.4. Step 3: Complete the Application Form

Applicants should complete the Application Form provided in **Attachment B** as soon as possible and return it to Container Exchange by email to tenders@containerexchange.com.au:

Container Exchange will then review your Application, and then at its absolute direction either:

- Ask you clarification questions;
- Look to enter into the Container Collection Agreement with you; or
- Advise you that your Application has been unsuccessful at this time.

5.5. Contact us

If you have any queries in relation to becoming a CRPO, contact us at tenders@containerexchange.com.au.

6. Terms and Conditions

The terms and conditions set out in this Section are a condition of, and will apply to the Applicant's participation in the Application Process to become a CRPO.

Liability

To the extent permitted by law, Container Exchange disclaims all liability (whether in contract, tort (including negligence), under statute or otherwise) arising from information contained in or omitted from this Application Pack or otherwise provided to any Applicant.

No Warranties

Container Exchange makes no representation or warranty, express or implied, as to the reliability or completeness of the information contained in this Application Pack, or any information that may be provided in association with it, including any information provided by Container Exchange in response to any enquiry.

Applicants to Inform Themselves

By submitting an Application, Applicants are deemed to have:

- Examined and considered this Application Pack, all other information made available to Applicants in writing by Container Exchange in connection with this Application Pack and all other necessary information which may be relevant to the risks, contingencies and other circumstances which may have an effect on their Application;
- Satisfied themselves as to the correctness and sufficiency of their Application; and
- Acknowledged and agreed that they do not rely on any oral or written warranty or representation by or on behalf of Container Exchange, including any warranty or representation.

Reservation of Rights

Container Exchange reserves the right to (in its absolute discretion):

- Vary or amend the terms and conditions of this Application Pack at any time;
- Terminate the process outlined in this Application Pack at any time;
- Select Applicants or choose not to do so;
- Reject Applicants; and
- Award multiple contracts that may result in competition.

Decision Making

Container Exchange has absolute discretion in connection with any and all decisions made or actions taken, refused to be made or taken or required to be made or taken by it in connection with this Application Pack. To the extent permitted by law, Container Exchange has no liability to any Applicant for any such decision, action or refusal.

Confidential Information

Any information supplied by or on behalf of Container Exchange to Applicants which is not in the public domain is the confidential information of Container Exchange. Applicants must maintain confidentiality of that information. Applicants may disclose, with the prior written consent of Container Exchange, the confidential information provided to it by Container Exchange to a consultant it engages for the purpose of this Application Process. Any such consultant must preserve the confidentiality of the confidential information disclosed to it. It is the responsibility of the Applicant to ensure that they do so.

If any part of an Application is confidential information to the Applicant, it must be clearly marked as confidential. Applicants must only mark those parts of their Application that are actually confidential. Container Exchange will take reasonable steps to keep confidential those parts of an Application that are clearly marked as confidential and that actually contain confidential information, but Container Exchange may disclose:

- Any part of an Application where that disclosure is authorised or required by law; or
- Confidential information (including Application documentation) to its consultants, Applicants, the State or advisers for the purpose of assessing the Application or awarding a contract.

The Applicant grants Container Exchange the right to make copies of or use its Application for any purpose in connection with the assessment of the Application or awarding a contract.

Any information or documentation supplied by or on behalf of Container Exchange to Applicants in connection with this Application Process remains the property of Container Exchange.

At the request of Container Exchange, Applicants must return or destroy any and all documentation supplied by or on behalf of Container Exchange in connection with this Application Process.

Reliance by Container Exchange

Container Exchange may, without any further communication with an Applicant, rely on all conduct and representations of any kind (whether solicited or not) by an Applicant in connection with this Application Pack, including any representations made / information provided by Applicants in response to any clarification questions asked by Container Exchange as part of its evaluation of Applications.

Legal Implications of this Application Pack

This Application Pack is not an offer capable of acceptance and therefore will not form part of a contract between Container Exchange and an Applicant.

No contractual obligations, express or implied, will arise between Container Exchange and an Applicant as a result of Container Exchange's provision of this Application Pack or an Applicant's submission of an Application.

To the extent permitted by law, Applicants will have no claim against Container Exchange arising out of Container Exchange's release of this Application Pack, nor any exercise or failure to exercise any of its rights under this Application Pack.

Governing law

The laws of Queensland apply to this Application Pack. Container Exchange and the Applicants irrevocably and unconditionally submit to the non-exclusive jurisdiction of the Courts of Queensland.