



Dear operator,

Since our new COEX leadership team came on board last year, we've been working together to review our organisation and how we operate. We have reaffirmed our values, refreshed our strategic plan and committed to a clear vision that no container goes to waste.

We have also reviewed our organisational structure, including how Network Delivery can best focus on consistently supporting safety, operational excellence, customer service and day-to-day network operations from collection to processing.

Today I shared some changes we will be making within Network Delivery with the wider COEX team, and I wanted to communicate them to you as well.

Network Delivery team changes

We have reshaped the role of Regional Manager into a Network Lead role, reporting into a single Operations Manager, Sean Fitzpatrick.

Our intention is to have more of the Network Lead roles based within their operational regions. Sean will also continue to have accountability for growth and operations in First Nations Local Government areas and Mary Bani will continue to report to Sean with the refreshed title of First Nations Manager.

Regrettably, this means impacts to the roles of our interim Operations Manager Morgan Brennan and our team of regional managers. We have briefed each individual on what the changes mean for their role, and the support and options available to them, which may include redeployment into roles within COEX where possible.

I know our RMs have close ties with many of our operators and I want to assure you this was a difficult decision to make but one we know is necessary to help us deliver better support across our network.

Transition arrangements

As you can understand, we're working through a transition process and will confirm more details on new contacts within Network Delivery team in the coming weeks.

In the interim, to ensure we can effectively support your operations, please use the following points of contact:

- For business-as-usual enquiries please email regionalmanagers@containerexchange.com.au
- For questions about the changes please contact me via mick.shea@containerexchange.com.au or 0432 547 024 or Operations Manager Sean Fitzpatrick via sean.fitzpatrick@containerexchange.com.au or 0461 399 181.

Once again, I want to acknowledge the contributions of our RMs to the network we have built to date and I will provide further updates in consultation with them as we work through the transition process.

Thanks for your support and please reach out if I can help with any matters during this change. I look forward to seeing you and sharing further updates in our operator forums this month.



Kind regards,

Mick Shea
Executive General Manager
Network Delivery



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