

Monthly Network Delivery update

Dear operator

Thank you to the operators who joined us at the May forums in Cairns, Hervey Bay, Longreach, Rockhampton, and Brisbane! We saw a fantastic turnout, especially at the final Brisbane forum on Monday.

We appreciate your participation in discussing important network updates including presentations from the Customer Acquisition and Growth Team and Safety Assurance.

Didn't make it to the forums? You can still catch up by contacting Network Delivery via email at networklead@containerexchange.com.au

We value your feedback!

Our survey to understand your communication preferences and content suggestions for future forums and the Change Maker Conference is open until the end of June. Please take a few minutes to complete it by clicking the button below.

[Operator feedback survey](#)

Photos from the operator forums



Hervey Bay



Cairns



Longreach

Key dates in June



- Brisbane operator forum - 3 June
- WHSE Compliance Program commences this week.
- Monthly HSE report due - 7 June

Staying vigilant about site security

Last week, we sent you a WHSE alert about a recent spate of break-ins within the network. This alert includes essential information about depot security and cash handling measures. If you missed the alert, you can access it [here](#).



Pop-up bags to be rolled out soon

We're excited to announce that after positive feedback from our recent pop-up bag survey from customers, operators and team, we will add the pop-up bags to our product portfolio.

During the trial, 75% of customers said the pop-up bags made storing containers more convenient and 50% said they helped collect more containers.

In addition to this feedback, we also received feedback on the bags design. The feedback demonstrated value in also introducing a half-size pop-up bag to cater for various storage requirements.

Thank you for your participation in the trial. Stay tuned for more information on our roll-out and distribution plan to follow.



Safety update: WHSE Network Compliance Program

We're pleased to announce the start of the 2024 WHSE Network Compliance Program, with the first compliance checks having now commenced this week. The program will be ongoing through to August.

The compliance criteria have been updated to align with contract requirements, current WHSE legislation, codes of practice and known risks within the network. A copy of the compliance criteria was sent to you in mid-May, and you will also receive one when your compliance check is scheduled.

The program ensures continual assessment of WHSE network systems' effectiveness. Operators with multiple staffed sites will receive one overall systems report along with individual site reports.

Please refer to the [WHSE compliance closeout process](#) (located in the Operator Hub on the [COEX website](#)), which provides clarity on the process, required actions and ultimately the process to be followed if actions are not closed out in a timely manner.

For any questions, please contact WHSE Manager Phil Gordon at phil.gordon@containerexchange.com.au

Network expansion update

We are pleased to introduce the newest member of our Network Expansion Team, India Ault, who has joined COEX as Contract Administrator.

As we continue to expand, please remember to send all applications, enquiries, and tenders for new sites to tenders@containerexchange.com.au

Stay tuned for more updates on our network expansion.

Celebrating World Environment Day and World Oceans Day

This week we are celebrating World Environment Day today on Wednesday 5 June and World Oceans Day on Saturday 8 June, highlighting our collective efforts in driving environmental change.

We're excited to share [this striking visual with you](#) for World Environment Day inspired by a bale of aluminium cans, which will be displayed on digital billboards across Queensland. Feel free to share this through your social media channels.

Additionally, for customers interested in the recycling process and how their containers get baled, check out our new Meet the Processor video below.



Marketing update : Change It Up

Our second burst of Change It Up advertising recently launched and received strong engagement.

Our 'cost of living' advert has been the best performing, highlighting how Queenslanders are finding ways to ease daily expenses like groceries and fuel bills. Check it out below.



Missed any of our updates?

If you missed any safety alerts or announcements, visit our Operator Hub on the [COEX website](#). Updates can be found in the 'Updates from COEX' section. Click on the button below to view these updates.

[Updates from COEX](#)

Have you got a nice story you'd like to share for the next edition of this newsletter? Email your story to enquiries@coex.com.au



Mick Shea
**Executive General Manager
Network Delivery**



Copyright 2024 © Container Exchange
All rights reserved.



[OPERATOR HUB](#) | [THE GREEN GUIDE](#) | [BUSINESS PARTNER PORTAL](#)

