



Dear operator,

Welcome to the July edition of our Network Delivery update!

We're gearing up for the next round of operator forums in August. Keep an eye out for more details coming your way soon.

What's on in July



- Annual statutory declaration - due 26 July

Change Maker Awards opening soon for nominations

Get ready as nominations for our Change Maker Awards will be opening in the coming weeks for nominations!

Our Change Maker Conference and Awards will be even bigger and better this year and will be held at the Sofitel on 7 November. Lock it in your calendar!

If you have any suggestions for exhibitors and speakers at the conference, please email enquiries@containerexchange.com.au

Introducing our Partners Team

We're excited to introduce our newly formed Partners Team who are here to help you increase your impact.

Our statewide partnerships, include our partnering with P&Cs QLD to boost school participation, helping each business maximise their potential.

Meet our team members and see what they specialise in:

- **Jeremy Cheetham:** Retail specialist covering shopping centres, airports, commercial buildings, corporate chains and tourism.
- **Leslie Heagney:** Championing health and charity sectors, including charities, not-for-profits, social enterprises, health, welfare and community groups.
- **Louise Lam and Lachlan Sandbrook:** Experts in multiple unit dwellings (MUDs), retirement/aged care, hospitality, hotels and caravan parks.
- **Adam Moseley:** Supporting government sectors at local and state levels, encompassing public spaces, departments, manufacturing and industrial sectors.

- **Dan Ruhle:** Managing event sectors, from permanent venues and sporting clubs to festivals and temporary events.
- **Mandy Harber:** Overseeing education initiatives across primary, high school, private education, tertiary education and early learning.

You can get in touch with our Partners Team by emailing solutions@containerexchange.com.au



Our Partners Team talk to P&C representatives on how they can raise funds and clean up their schools at their recent P&C Conference.

Collection program co-design

Collection programs are an important part of Container Exchange's (COEX's) commitment to ensure no container goes to waste. Across the state, these programs are improving accessibility to Containers for Change for all Queenslanders.

With this in mind we, are giving all operators the opportunity to express their interest in joining a working group to help co-design what these popular services might look like in the future.

We will be communicating our next steps relating to this co-design process with the network soon but in the meantime, if you would like to express your interest, please email us at containercollect@containerexchange.com.au.

Marketing update

\$5K container competition

Thanks to all our operators who supported 'The \$5K Container' promotion. We received nearly 20,000 entries and saw a lift in volumes and transactions in the last two weeks of June as a result.

Our winner, Natalie, started with Containers for Change six months ago and has returned more than 2,000 containers since! Her regular CRP is TOMRA Carseldine.

Change It Up

Change It Up continues to be in market throughout the winter months, with the best-performing ads being switched in for this latest burst of activity.



Safety update: WHSE Network Compliance Program



The 2024 WHSE Network Compliance Program has commenced.

We're three weeks into a nine-week compliance program that will continually assess how effective the networks WHSE systems are.

We've seen a positive response to the compliance checks by many operators, including improved depot and bag drop presentation, introduction of safety notice boards and introduction of online management systems.

The main criteria not being met relate to switchboards, health surveillance and plant risks.

The compliance program is scheduled to be completed in early August.

Speak up - reporting inappropriate behaviour

Reporting instances of misconduct within COEX and Containers for Change is important to find out about any behaviour or conduct that goes against our standards.

Our *Speak Up* program means telling an appropriate person in a position of influence if you suspect that misconduct has occurred. Alternatively, you can anonymously submit any activity that does not meet the COEX standards via our website [here](#).

To raise awareness please display [this poster](#) in a staff area at your refund point/s.



Reporting misconduct can be done by a simple click on the COEX website.

Exchange Shed and Express Recycling celebrate 5 years!

Our operators Exchange Shed and Express Recycling recently celebrated their 5-year anniversaries.

Exchange Shed celebrated with a show of appreciation for their local community which included free face painting and hot dogs for customers. Since opening, they have made a big impact in the Jimboomba community helping homeless organisations, local schools and sporting clubs achieve their fundraising goals.

Express Recycling celebrated their achievement of a whopping 93.5 million containers they have diverted from landfill since opening their doors. They acknowledged the loyalty of their customers ranging from the community to commercial customers and charities.



Exchange Shed Team celebrate with cake and hot dogs for customers



Express Recycling celebrate 93.5 million containers diverted from landfill.

If you missed our updates

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

Updates from COEX

Send us your stories

Have you got a nice story you'd like to share in the next Network Delivery update? Email your story to enquiries@coex.com.au

Thank you for your continued dedication to our network. We look forward to seeing you soon at our August operator forums.



Mick Shea

**Executive General Manager
Network Delivery**



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