

Monthly Network Delivery update

Dear operator

Welcome to the August edition of the Network Delivery Update. It was great to be in the network with our Board at the end of July and have the opportunity to meet some of our local operators. Read on to find out more about our visit as well as some other important updates.

Reminders this month



Please ensure you have completed the following items that are now overdue:

- Industrial Relations Statutory Declaration (quarterly)
- Total volume/refund amount Statutory Declaration (annual)
- Disaster Recovery Plan (annual)
- Safety Management Plan (annual)

- Emergency Management Plan (annual)
- Environmental Management Plan (annual)

Once completed, please email the above items to networklead@containerexchange.com.au

Change Maker Awards opening this month!

Get ready, nominations for the 2024 Change Maker Awards are opening soon.

You can nominate your refund point and employees across the following categories:

- Small Operator of the Year
- Medium Operator of the Year
- Large Operator of the Year
- Refund Point Employee of the Year

An email will be sent to you shortly with a link to nominate. In the meantime, have a look at the awards criteria on [the operator hub](#) to find out more on how to prepare a nomination for the awards.

If you have any questions, contact us at enquiries@coex.com.au

WHSE update: Network Compliance Program nearly complete

We'd like to thank you for your support of our 2024 WHSE Network Compliance Program. Since June, we've conducted more than 300 site assessments, achieving a compliance rating of 92% This result is a testament to the efforts of our operators.

Out of the 1200+ identified actions, approximately 10% have already been closed out. Common themes include electrical/switchboards, psychosocial and plant risks. We appreciate you closing out your actions within the required timeframes.

Thank you again for your commitment to maintaining high standards.

Celebrating success with Mackay operators

Our board and executive leadership team recently met with local operators in Mackay, including Mackay Recycling, Return-It Paget, Anything Environmental Paget and Recycle Well Sarina.

The visit allowed us to hear first-hand experiences from our operator partners as well as celebrate the milestone of more than 400 million containers returned in the Mackay region. This achievement translates to over \$40 million in refunds to local households, businesses, charities and community groups. Congratulations to all involved!



COEX team and Recycle Well Sarina at the recent Mackay visit.

Opportunity to operate in the Gulf of Carpentaria

We have a new opportunity for an operator to purchase an established container refund point depot including surrounding mobile services out of Normanton. For more information or if you know of any other opportunities in your area to expand Containers for Change email tenders@containerexchange.com.au.



Ensuring container deposit systems are used correctly

To prevent ineligible containers from entering our network, please remember to ensure proper use of automatic redemption terminal machines (ART).

It's important that staff supervise these machines closely, inspect containers visually and ensure only eligible containers are deposited before starting the machine. ART machines should never run unattended.

Please speak with your team to make sure they are aware of their obligations in operating these machines in line with the Container Deposit System Manual and are not caught up in other tasks that prevent them from supervising these machines.

Working with schools to increase recycling efforts

Meet operator team Andrew Lambert and Julie Farrelly from Browns Plains Bottles and Cans. Andrew and Julie are passionate about promoting recycling, engaging schools and getting young people involved in the circular economy.

They have collaborated with Marsden State High School, resulting in more than 100,000 containers recycled and a 12.6% increase in the past year. The Browns Plains Bottles and Cans team also work closely with several schools in the area to amplify their recycling efforts.

Additionally, they encourage customers to drop off aluminium can ring pulls. The money raised through recycling the ring pulls is matched by Browns Plains Bottles and Cans and used to purchase wheelchairs for local residents in need. Well done, Andrew, Julie and their team!



L-R: Mandy Harber from COEX, Andrew Lambert and Michelle Stehn from Marsden State High School.

We want to hear from you

Our refund point network is critical to ensuring no container goes to waste and we want to ensure we are maintaining strong working relationships with all our operators to achieve this vision.

As we embark on a new financial year, we want to get your feedback on your experience working with us. You will soon be receiving a simple online survey that will only take a few minutes to complete.

Your responses to this survey will help us measure how easy it is to do business with COEX and establish a baseline from which we can work with you to improve what's not working and continue what is.

We will be in touch with more information on this survey soon.

Missed any 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.



Mick Shea

Executive General Manager

Network Delivery



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