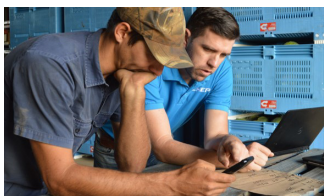




CREATE VALUE AND DELIVER PROACTIVE SUPPORT



UPDATED EQUIPMENT CONTROL TRAINING CARDS!

[Available here](#) for you to help your team manage CHEP equipment and build a good equipment control culture.

RELEASE OF PUBLIC HOLIDAY TRADING HOURS 2021

[Access here!](#) This will help you plan your orders to meet production needs and is another way we are supporting you deliver your goods to your customers.

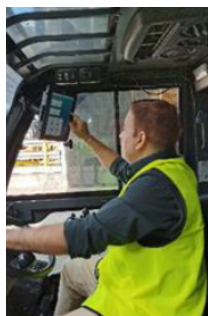
Our team of specialists have also adapted quickly to the current environment, providing consistent and proactive support virtually with intelligent trend analysis.

SIMPLIFY PROCESSES AND SUPPORT

DIGITAL LOGISTICS APPLICATIONS MAKING EQUIPMENT CONTROL FASTER AND EASIER

Continuing the roll out of our Forklift Driver Enablement (FDE) Application across the network. FDE enables:

- + Dockets/ Proof of Delivery (POD) immediately available in myCHEP for 24/7 access.
- + Improved driver safety with transaction processing at the vehicle instead of at a despatch office.
- + Streamlined processes improve vehicle flows and turnaround times at the sites.
- + Reduced carbon footprint with less paperwork.



Implementation of a new Transport Management System (TMS) in December is enabling us to unlock more network efficiencies for our customers and enhance sustainability performance.

CONSISTENT AND RELIABLE PLATFORMS AND SERVICES

PIONEERING REGENERATIVE SUPPLY CHAINS

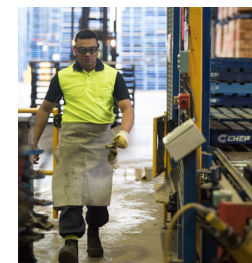
Say hello to our 2025 Targets for a regenerative future. We're evolving our successful 'Better' model into a 'Positive' model to pioneer regenerative supply chains. This means creating, restoring or replenishing into society and the environment what the business takes out.

Are you ready to join us? [Learn more here](#) and [reach out to our team](#).



SERVICE CENTRE IMPROVEMENTS

- ✓ New nail rollers installed at Rocklea and Altona improving pallet quality.
- ✓ Upgraded Rocklea with new digital quality checkers and vision technology to check for pallet quality defects and to be able to supply Assured pallets.
- ✓ New loading bay added as part of yard upgrade at Dandenong South, improving turnaround times and vehicle movements.
- ✓ New hardstand surface at Wagga Wagga improving vehicle cleanliness and product quality.
- ✓ New pallet washer installed at Oxley improving pallet quality and cleanliness.
- ✓ Installation of solar at Cairns, Altona, Derrimut and Dandenong South completed, enhancing our sustainability performance.
- ✓ New repair and condition processes rolled out across NSW service centres to fulfil increasing demand and unlock efficiencies.



MYCHEP UPDATE: TRADING PARTNER DETAILS ONLINE!

Quickly and easily view trading partner contact details in myCHEP. Go to 'Administration > Manage Other Parties' as well as the 'Manage Transactions > Review / Modify' sections of myCHEP.



NEW PERTH SERVICE CENTRE AT ROE HIGHWAY LOGISTICS PARK



Opened in September 2020, this state-of-the-art site designed by our team members is delivering consistent and reliable platforms. We are achieving higher repair productivity and improvements in vehicle turnaround times. This convenient site is also enhancing safety performance and improving the experience for customers.