



YOUR INSIGHTS, OUR ACTIONS

We're listening to you, and taking action

CHEP

A Brambles Company

CREATE VALUE AND DELIVER PROACTIVE SUPPORT

ORDER YOUR CHEP SUSTAINABILITY CERTIFICATE



Request your Sustainability Certificate [here](#)

CHEP's Sustainability Certificate is a valuable information resource, which outlines your organisation's contribution to a more sustainable supply chain and circular economy. If you're a member of APCO, the certificate can assist with annual reporting and show how you're contributing towards Australia's 2025 National Packaging Targets.

Using an independent, peer reviewed Life Cycle Assessment (LCA) methodology, your CHEP Sustainability Certificate helps you determine the environmental savings achieved by using CHEP's circular solutions against common single-use alternatives.

SIMPLIFY PROCESSES AND SUPPORT

IMPROVING THE WAY WE SUPPORT YOU

- + We've introduced a new, best-in-class system along with process improvements to enable our teams to better serve you.
- + When you contact customer service, you will see that we have replaced the Email ID with Case ID. Please use your Case ID when contacting our teams as customer service and your account manager will use this to keep you updated on your query.
- + These improvements enable our teams to deliver faster response times and improve your overall experience with us.



SERVICE CENTRE PUBLIC HOLIDAY TRADING HOURS

To support your business, we've updated our public holiday trading hours schedule.

For CHEP Australia's Easter and ANZAC Day Holiday Trading Hours, [click here](#).



CONSISTENT AND RELIABLE PLATFORMS AND SERVICES

NEW SERVICE CENTRE - DIREK IN SA

Construction of CHEP Australia's new purpose-built service centre in Direk, South Australia is underway. This state-of-the-art site will be operational in mid-2022 and will provide increased capacity, capability and efficiency, with an optimised layout for quicker vehicle turnaround times.

Featuring the latest CHEP repair equipment, nail rollers and digital quality checkers, this new site will optimise pallet quality. It is also conveniently located near major northern arterial routes and close to our customer base, providing fast and efficient connectivity.



INTRODUCING THE INNOVATIVE NEW PDF1 CONTAINER

[Click here](#) to see this in action
[Click here](#) for more information

SERVICE CENTRE AND LOGISTICS IMPROVEMENTS

- ✓ Upgraded wash facilities in place at CHEP Oxley Service Centre to support optimal wash quality and consistency of CHEP Plastic Pallets PP3. This has also supported more efficient order fulfilment.
- ✓ New, industry leading wash centre now operational at CHEP Kemps Creek (since mid-January). This has supported the optimal wash quality and wash consistency of Reusable Plastic Containers (RPCs).
- ✓ The CHEP North Melbourne Service Centre will be implementing a Pantech Platform, expected this quarter. This will make it easier to load and unload Containers from vehicles, supporting safety and quicker vehicle turnaround times.
- ✓ New investments in pallet lines, tables and conveyors at CHEP Altona Service Centre are improving inspections and the consistency of pallet repairs.



SERVICE CENTRE DEVELOPMENTS - ROCHEDALE IN QLD



CHEP Australia's new purpose-built service centre at Rochedale Motorway Estate in Queensland will provide customers with access to CHEP RPCs, Plastic Pallets, Bins, and Intermediate Bulk Containers from a single location.

This state-of-the-art site with the latest RPC wash equipment will be operational in Quarter 4 FY22. [Click here](#) to learn more.