

**Collaborative  
Safety**

**CHEP**  
A Brambles Company



## Building a safer, smarter workforce.

### This is the Supply Change.™

#### The opportunity:

Creating a safer working environment does not happen by accident, it happens by empowering your workforce to proactively drive behavioural change. All of the people working at your company – in store operations, at headquarters, driving on the roads, in the distribution centres – want to make it home in the same condition as they arrived. The same is true for your trading partners, contractors and visitors, and particularly true for your customers.

Reducing accidents improves staff satisfaction and morale, increases productivity and lowers costs. It also helps empower your workforce to uncover opportunities for productivity improvements and sales growth. The more empowered and engaged your workers feel, the smarter they'll act. And that will drive real innovation throughout the company.

Instituting new solutions that motivate and influence worker behaviour creates a culture of constant improvement throughout your company. Empowering your workforce to improve their well being helps you address your risks today and take advantage of your opportunities tomorrow.

**Global Good:** We're committed to improving the safety of our people and yours. Our higher quality platforms have been reducing accidents in the workplace for more than 60 years. It's all part of our Better Planet initiative, as we work to minimise the impact of the supply chain on the planet and the people on it.

#### What we do:

We'll work together to understand your current safety culture with the goal being to develop your people into drivers of safety and other process improvements throughout the company. We'll help your team optimise what you already have in place, or start a new safety initiative. We can also work with your suppliers to set up their efforts in support of yours.

Safety and process improvement start with top managers putting words into action and setting examples with their day-by-day behaviours.

We'll work with you to identify risks sooner and better, and then share insights that will drive down the number and severity of accidents in the workplace and beyond. Not only will the resulting program keep everyone and everything safer, it will also help drive repeatable workplace improvements that will have positive results on your bottom line.

We'll leverage our combined best practices to not only find the base causes of safety challenges, but also build behaviour sets for your people that will have them pushing innovations.

Throughout the process, we'll learn from each other and share what has worked across the industry and what hasn't. After all, safety shouldn't be a competitive advantage. It should be a shared goal for all.

## Our safety journey won't stop until all workplace accidents end.

#### We'll evaluate all areas of risk and recommend areas of improvement

<p><b>Automated and manual equipment</b></p> <ul style="list-style-type: none"> <li>Manual handling</li> <li>Entanglement</li> <li>Repetitive strain</li> <li>Collision with machinery</li> <li>Equipment maintenance</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Warm-up exercises</li> <li>Job rotation</li> <li>Machine guarding</li> <li>Safe equipment design</li> </ul>	<p><b>Office safety</b></p> <ul style="list-style-type: none"> <li>Workstation ergonomics</li> <li>Repetitive strain</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Information guides</li> </ul>	<p><b>Hazardous materials</b></p> <ul style="list-style-type: none"> <li>Handling</li> <li>Storage</li> <li>Regulatory compliance</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Handling training</li> <li>Storage strategies</li> <li>Database development</li> </ul>
<p><b>Mobile equipment</b></p> <ul style="list-style-type: none"> <li>Forklifts</li> <li>Trucks</li> <li>Trolleys</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Hazard control selection</li> <li>Facility layout planning</li> <li>Pedestrian segregation</li> </ul>	<p><b>Transport safety</b></p> <ul style="list-style-type: none"> <li>Truck load restraint</li> <li>Truck driver fatigue</li> <li>Vehicle accidents</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Load restraint standards</li> <li>Fatigue management</li> <li>Non-conformance reporting</li> <li>Driver training</li> <li>Driving plans</li> </ul>	<p><b>Emergency scenarios</b></p> <ul style="list-style-type: none"> <li>Internal events</li> <li>External events</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Emergency planning</li> <li>Employee drills</li> <li>Incident simulations</li> </ul>
<p><b>Field staff</b></p> <ul style="list-style-type: none"> <li>Customer visits</li> <li>Driving</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>App-based worker alerts</li> </ul>	<p><b>Non-employees</b></p> <ul style="list-style-type: none"> <li>Contractor management</li> <li>High-risk work on site</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Risk permit process</li> <li>Contractor control systems</li> <li>Visitor inductions</li> </ul>	<p><b>Personal wellbeing</b></p> <ul style="list-style-type: none"> <li>Mental health</li> <li>Diet</li> <li>Exercise</li> <li>Fatigue</li> </ul> <p><b>CHEP Safety Processes</b></p> <ul style="list-style-type: none"> <li>Employee assistance</li> <li>Health checks</li> <li>Diet guidelines</li> </ul>

### How we'll work together:

Our framework helps make your people the engine for creating a safety and process improvement culture across your company. We'll start with executive discussions to understand your safety and process challenges and priorities. Joint workshops and site visits will be conducted to review current practices and uncover opportunities for improvement.

Next, we'll identify the best places to focus our efforts, co-create programs and develop action plans that deliver results. Finally, our teams will collaborate on specific projects under executive sponsorship, and monitor all program outcomes.

### How you'll benefit:

An empowered workforce with a safety focus will help create a wide variety of business improvements, including:

- + Peer-to-peer leadership
- + Fewer accidents and injured workers
- + Reduced asset damage
- + Lower insurance costs
- + Improved productivity and product/service quality
- + Process innovation
- + Compliance with more demanding government regulations

### Only CHEP:

Health and Safety are essential parts of our core values. Our efforts have been recognised by the Royal Society for the Prevention of Accidents, which granted us the RoSPA Gold award for three consecutive years. In addition, our management system is OSHAS certified.



### Transforming your culture to build a smarter workforce



## Benefits we have received from our ZeroHarm program around the world.

### Our safety initiatives reduce accidents and identify risks before they become serious.

#### Yard Improvements

A vehicle accident occurred in a yard at one of our CHEP service centres, causing us to review all safety standards. We implemented a new layout and truck-loading procedures, produced signs and brochures and conducted one-on-one training with drivers. The yard redesign project is not only safer; it's more productive for our customers with a 40% reduction in service time.

#### Significant Manual Handling Training Project

Over the last two years, CHEP Europe stressed the importance of manual handling training - not just for our operatives, but for all employees. To reduce risk throughout the network we established annual refresher training throughout our plant locations across Europe, and are now rolling this project out to our office and field based employees. This is significantly reducing risk and incidents for all European employees.

#### Chain of Responsibility Procedure

To ensure we were able to comply with the regulations covering road transport of goods, CHEP developed an internal reference guide that was easy to use and understand by site personnel who had to apply the procedures. This resulted in excellent stakeholder engagement that facilitated change with both CHEP and external transport.

#### Plant Segregation

One of the highest risks we face is the interaction of people and equipment in the plant. We developed a spreadsheet-based risk assessment tool to enable clearer definitions of risks and advised controls. This tool, now the global standard, has substantially reduced risks associated with pedestrian/equipment interaction.

#### Nail Gun Redesign

As part of the strategy to reduce recordable injuries in the CHEP operations network, our safety team worked with the procurement department to develop and implement a new nail gun designed to prevent employees from accidentally injuring themselves. The implementation of the two handed nail gun and an improved ricochet guard reduced nail gun related injuries in Europe by 98%.

#### Repetitive Stress

The leading injuries in our operation are back and shoulder sprains and strains due to the manual nature of repeatedly lifting heavy pallets. We launched a multi-pronged strategy to actively reduce these injuries by deploying capital solutions, establishing a training program and implementing a national warm-up exercise program, which has reduced recordable injuries by 33%.

#### Near Miss Issues

Our safety team developed a global Near Miss program that increased employee awareness and engagement within the Zero Harm culture. In the last three years, more than 260,000 near misses have been reported across our European network, and the practical actions taken to stop them happening again have led to a reduction of 47% of incidents reported that caused harm to our employees.

#### Promoting First Aid

We launched a First Aid awareness campaign because not all minor injuries were being reported properly. In order to properly assign resources and corrective actions, we needed to have a better understanding of their first aid injuries. First Aid reporting and investigation has improved, resulting in a reduction of first aid incidents by over 40%.

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**Together we can  
make it happen.™**

Collaborative Safety.  
Just 1 of **XX** Retail Solutions  
from CHEP.

If you're looking to improve  
your supply chain, let's talk.

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