

Pallet Policy

1. Introduction and Purpose

This Pallet Policy outlines the rules and requirements for the transfer of CHEP or Loscam pallets between:

- 1.1. Super Retail Group Limited and its subsidiaries (jointly referred to as “SRG”), on the one hand; and
- 1.2. SRG’s stock trade partners (referred to as “Third Parties” or individually as “Third Party”), on the other hand.

2. Policy Application

This Policy applies to all Third Parties who deliver any CHEP or Loscam pallets to, or collect any CHEP or Loscam pallets, from any SRG location.

3. Policy Statement

3.1. Deliveries of CHEP or Loscam pallets into SRG Distribution Centres

- The Third Party is responsible for supplying a Pallet Transfer to SRG with each delivery.
- Pallet Transfers issued by carriers of the Third Parties are not permitted without prior written agreement of SRG (which may be withheld at SRG’s sole discretion).
- SRG do not permit the Exchange of pallets at any of its Distribution Centre. All transactions concerning the movement of pallets are to be completed by way of Pallet Transfer.
- The Third Party must not combine multiple SRG Purchase Orders on any Pallet Transfer.
- Pallet Transfers are to be placed in an envelope attached to the outer plastic wrap on a pallet that forms part of a delivery.
- The primary reference on all Pallet Transfers must be the SRG Purchase Order number.
- The movement/shipment date and effective date on every Pallet Transfer is to be the receipt date into SRG Distribution Centre.
- The Third Party is responsible for Processing Pallet Transfers with CHEP or Loscam (as relevant) within the calendar month of delivery to SRG.

3.2 Deliveries of CHEP or Loscam pallets into SRG Retail Stores (i.e. Supercheap Auto, BCF Boating Camping Fishing, Macpac, and Rebel – jointly referred to as “SRG Retail Stores”)

- SRG Retail Stores do not permit the use of Pallet Transfers without prior agreement of SRG (which may be withheld at SRG’s sole discretion).
- The Third Party or its carrier is responsible for Hand Unloading the stock off the pallet/s at the time of delivery onto the area immediately in front of the Loading Dock Door, and collecting the CHEP/Loscam pallet at the time of delivery.
- SRG does not engage in any IOU or Pallet Bank arrangements, and will not be held responsible for any hire equipment utilised by the Third Party at SRG’s premises.

Policy Owner Name and Position	Policy Manager Name and Position	Version
Name: Vicky Thomas Position: Pallet Lead	Name: Brendan Walsh Position: Productivity and Assurance Manager	V1.00 Date: 18 th July, 2019

- SRG disclaims all liability for pallets not taken by the Third Party or its carrier at the time of delivery.

4. Policy Compliance

Failure to comply with this Policy may result in Pallet Transfers being rejected by SRG.

- If a Pallet Transfer was not provided on delivery, please contact the SRG Pallet Team to provide Proof of Delivery and the pallet transfer.
- Non-compliant Pallet Transfers may be rejected by SRG without prior communication to the Third Party.
- All pallet enquiries must be made in writing with the following supporting documentation per enquiry in one email:
 - a) Copy of the Pallet Transfer referencing the SRG Purchase Order number; and
 - b) Signed Proof of Delivery.
- Pallet enquiries approved within 90-180 days from delivery date will have the new transfer/effective date as determined by SRG.
- SRG will not accept or investigate any claim over 180 days from the date of delivery and disclaims (and the Third Party releases SRG from) all liability for any loss or expense incurred by the Third Party or its carrier, in relation to the transfer of pallets after the 180 day period.
- All pallet enquiries are to be sent to z_pallets@superretailgroup.com.

5. Policy Amendment

This Policy cannot be amended without approval from the Policy Owner unless it is for non-material changes to the Policy e.g. corrections, modification to titles, revision of forms, and the like, which shall not require further approval.

ANNEXURE A

POLICY GUIDELINES

Definitions:

“CHEP” pallet	In Australia means CHEP 10001 equipment. In New Zealand means CHEP 16001 equipment.
“Loscam” pallet	In Australia means WP equipment. In New Zealand means NP equipment.
“Pallet Account”	Means to have an active Account with the pallet supplier enabling electronic transfers to occur.
“Pallet Transfer”	Means the document used to record the movement or transfer of pallets from one Pallet Account to another Pallet Account, and such document must include the following information as a minimum: <ul style="list-style-type: none"> • Shipment/Receipt/Movement date – Date of delivery into SRG • Effective date – Date of delivery into SRG • Reference – SRG purchase order number • Sending account number – Third Party CHEP or Loscam account number • Receiving account number – SRG CHEP or Loscam account number • Quantity – Number of CHEP or Loscam pallets being delivered into SRG • Pallet transfer number – The unique pallet transfer number used to transfer the CHEP or Loscam pallets from the Third Party to SRG
“Processing Pallet Transfers”	Means to notify CHEP or Loscam (as the case may be) of the relevant Pallet Transfer.
“Exchange”	Means the physical swap of pallets.
“Purchase Order”	Means the SRG generated purchase order provided to the Third Party in relation to the purchases of goods by SRG.
“Hand Unloading”	Means to take all the goods off the pallet.
“Loading Dock Door”	Means entry and exit door of the relevant SRG Retail Store storeroom.
“IOU”	Means to return at another time or day to collect the pallet/s.
“Pallet Bank”	Means to return at another time or day to collect the pre-agreed quantity of pallet/s.
“Rejected”	Means to transfer the pallets back to the Third Party’s Pallet Account.
“Proof of Delivery”	Means the document that is signed by a SRG team member confirming the SRG delivery location, the date the delivery, the pallet type (CHEP or Loscam), and number of pallets delivered.
Claim	Means a query related to a Pallet Transfer that: <ul style="list-style-type: none"> • has not been processed by the Third Party; • has been rejected by SRG; or • corrected by SRG.

Related Documents:

Super Retail Group Distribution Terms and Conditions