

ONTIME HAULERS PTY LTD

PALLET MANAGEMENT & HIRE PALLET POLICY

2026 EDITION | OTH-PAL-008 | CONTROLLED DOCUMENT

Document Number	OTH-PAL-008	Version	2026.2
Effective Date	15 September 2026	Owner	Ontime Haulers Pty Ltd
Approved By	Director / General Manager	Review	At least annually and after material legal, regulatory or operational change

Legal hierarchy: applicable law and mandatory regulator requirements prevail over this policy. Customer-specific requirements and executed agreements must also be followed where applicable.

1. Purpose

Provide clear control of CHEP, LOSCAM and other hire-pallet movements, including the transfer and dehire of pallets moved through Ontime Haulers.

2. Standard Method

Preferred method is direct customer-to-customer transfer with Ontime Haulers as carrier only. Ontime Haulers accepts approved CHEP/LOSCAM wooden pallet transfers subject to account arrangements. Plain pallets are not automatically returned or exchanged.

3. Documentation

- Record correct pallet type and quantity on consignment/POD.
- Transfer dockets must quote the Ontime Haulers consignment note or pickup number.
- Sending party remains responsible for submitting transfers to hire companies where required.
- Current standard Ontime Haulers account delay is 30 days unless a written customer arrangement states otherwise.

4. Reconciliation

Ontime Haulers may reject unrecoverable movements, correct discrepancies and adjust effective dates. Investigations should be submitted with POD and signed transfer documentation within 30 days unless management approves otherwise.

5. Services & Charges

Pallet dehire / transfer charge: Where pallets are transferred through Ontime Haulers and require dehire from the applicable hire-pallet account, a charge of **\$2.00 per pallet** applies, plus the applicable fuel levy and GST.

This charge applies to CHEP, LOSCAM and other approved hire pallets where Ontime Haulers is required to process or facilitate the pallet transfer/dehire.

Exchange/IOU is subject to recovery capability; unrecoverable pallets may incur a collection run fee. Lost/broken pallets may be charged at the current compensation rate. Eligible pallet drop-offs may be offered once the applicable minimum quantity is reached and may incur the current per-pallet fee.

6. Responsibility

Customers remain responsible for their hire-pallet accounts and exchange capability. Written customer-specific arrangements may override this policy.

Controlled document — the current communicated version applies to future work in accordance with the applicable agreement and law.