

Pallet Policy

Purpose: The purpose of this pallet policy is to establish guidelines and standards for the proper handling, storage, and transportation of palletized goods within our freight transport and warehousing operations in Archerfield, in the State of Queensland, in Australia. This policy aims to ensure the safe, efficient, and compliant handling of pallets, promoting workplace safety, and minimizing damage to goods during handling and transport. This policy applies to all clients of Ontime Haulers Pty Ltd.

Ontime Haulers Pty Ltd is committed to providing the highest level of service to its clients, therefore this policy has been created to provide concise advice to all clients involved in the handling of hire pallets. Ontime Haulers will only take responsibility for Hire Pallets under the terms included below unless a separate written agreement is in place.

- Ontime Haulers' preferred method of controlling pallets is by "DIRECT CLIENT TRANSFER" noting Ontime Haulers as the "carrier only".
- Ontime Haulers will only accept the transfer of CHEP or Loscam wood pallets onto its accounts. The transfer of other CHEP or Loscam equipment will not be accepted. Plain pallets are not returned or exchanged.
- All pallets must be clean, free of debris and have all pallet boards intact for collection.
- Please inform us in advance if you wish to exchange the pallets upon collection of freight.
- All hire equipment is to be transferred in accordance with the best practice policies released by the relevant hire companies.

Please note Ontime Haulers will only accept wooden pallets onto the relevant hire accounts, any other items/products will be promptly rejected from the account.

Please ensure all pallets being transferred onto the relevant Ontime Haulers pallet account have a 30-day delay applied to their effective date. Neglecting to apply the delay days to the pallet movement may result in your transfer being rejected instead of being corrected.

Transfer dockets must quote either Ontime Haulers consignment note or pick up number as a reference number on the physical transfer docket, this enables complete transparency for the efficiency of pallet control.

Please ensure all relevant sections on Ontime Haulers consignment note are completed regarding the pallet type and quantity. Overlooking the importance of completing these details on Ontime Haulers consignment note may result in your pallet docket being corrected or rejected. Ontime Haulers reserves the right to:

- Reject any movements deemed unrecoverable at the point of delivery.
- Correct any discrepancies of quantities.
- Amend any effective dates to impose the company wide delay days.

Investigations are to be submitted with all supporting documentation and within 45 days of the amendment to your movement. Clients are to supply copies of PODs and Signed Pallet transfer. Management approval must be sought prior to an investigation commencement that exceeds the 45-day period. Two copies of the transfer docket are required as a minimum and will need to be supplied along with all other documentation for the collection of freight.

Transfers being processed onto the relevant Ontime Haulers pallet account must be submitted by the sending party to the relevant hire companies.

Ontime Haulers will not be held responsible for declaring any movement onto the relevant Ontime Haulers account.

Ontime Haulers will not accept movements in excess of 120 days.

Ontime Haulers does offer two services for pallet movements at the time of delivery:

- Transfers – Account numbers and Trading terms must be supplied to Ontime Haulers (Please ensure pallet dockets are signed with the POD).
- Exchange-IOU – All efforts will be made to successfully complete a one for one pallet exchange at the time of delivery. Any unrecoverable pallets at the time of delivery will incur a run fee for collection of outstanding pallets. Lost or Broken pallets will be charged at the current rate of compensation to the customer invoice: \$40.00 excluding GST.

Daily hire fees could be imposed in the interim on pallets that remain outstanding in excess of 7 days.

This policy may be customised to suit individual and business requirements at the discretion of Ontime Haulers.