



GOODPACK CUSTOMER HEALTH & SAFETY POLICY

June, 2025

Version 1

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Promoting Safe and Responsible Use of Goodpack Containers

1. Introduction & Scope

At Goodpack, we provide reusable intermediate bulk containers (IBCs) through a global leasing service supporting sectors such as food & beverage, rubber, automotive components, and chemicals. This Health & Safety Policy outlines our recommended practices to support safe container use across handling, transport, storage, and return.

It applies to all parties interacting with Goodpack containers, including customers, logistics providers, vendors, and site personnel. It is intended to complement, not replace your existing workplace safety programs.

2. Our Commitment to Safety

Goodpack is committed to delivering safe and reliable containers that serve as tertiary packaging to protect your goods and support operational efficiency. Our containers are manufactured, cleaned, and maintained to meet durability and standards appropriate to their end use.

Health and safety in container use is a shared responsibility. We aim to provide clear information, practical resources, and responsive support to help our customers uphold safety throughout the container lifecycle.

3. Supporting Safe Operations

To support safe and consistent use of our containers, Goodpack provides a Customer Handbook that outlines key guidance for safe handling, equipment compatibility, cleaning, stacking, and transport. This handbook is shared with all customers and users of Goodpack containers as part of our onboarding and support process.

3.1 Inspection & Cleaning

- Containers are visually inspected and cleaned by Goodpack before being returned to circulation.
- Customers are encouraged to inspect containers prior to filling.
- Cleaning and inspection protocols are detailed in the Customer Handbook.

3.2 Handling & Logistics

- Customers should handle containers using appropriate equipment (e.g., forklifts or pallet trucks) as illustrated in the Customer Handbook.
- Correct safe handling procedures are detailed in the Customer Handbook.
- We recommend maintaining stable, clear storage areas to minimize handling risks.

3.3 Transportation

- Secure containers properly during transit to avoid load shifting or damage.
- Where applicable, drivers and logistics personnel should be familiar with load distribution principles appropriate to the type of container and cargo and must adhere to local transportation regulations.

3.4 Contamination Control & Approved Use

- To help ensure container integrity and hygiene, we recommend that containers are only used for materials specified in your agreement with Goodpack. If you are considering products outside those (e.g., chemicals, dangerous goods) defined in the agreement, please reach out to your Goodpack contact so we can confirm compatibility and advise on best practices.
- If you are unsure whether a new product is suitable for use with our containers, please reach out to your Goodpack contact before proceeding.

4. Customer Roles & Responsibilities

- **Training & Awareness:** It is the responsibility of each user to ensure that personnel handling containers are familiar with safe lifting techniques, equipment use, contamination prevention, and incident protocols.
- **Following Guidance:** We encourage customers to refer to the Customer Handbook and any relevant SOPs provided by Goodpack. These documents contain tailored recommendations for container use.
- **Incident Reporting:** Any damage, contamination, or operational incidents should be reported to your Goodpack contact to support investigation and resolution.

5. Continuous Improvement & Collaboration

- We strive to continuously improve container safety and performance and welcome customer feedback.
- In some cases, we may collaborate on reviews or provide updated materials when new use cases, regulations, or risks are identified.
- Usage data and container tracking tools are available to support operational transparency and efficiency.

6. Policy Alignment & Review

This policy complements our broader Occupational Safety, Health & Well-being Commitment and reflects Goodpack's ongoing efforts to support a safe and responsible supply chain.

It is reviewed annually or when major changes occur and is made available on our website to promote shared understanding and consistent implementation.

7. Conclusion

Goodpack is committed to supporting safe and responsible container use. By sharing recommended practices, providing technical guidance, and promoting clarity of roles, we aim to foster a cooperative approach to safety that benefits all stakeholders.

If you have any questions about this policy or the safe use of Goodpack containers, please reach out to your account representative.