

Cooler Return and Collection Policy

1. Purpose

This policy outlines the procedures and responsibilities for the return, collection, recovery, and management of water coolers, bottles, stillages, bottle stands, covers, and related company assets supplied by Beck & Scott LTD and Beck & Scott (Services) LTD (Besceau).

The purpose of this policy is to:

- Protect company-owned assets
- Ensure timely collection and recovery of equipment
- Maintain hygiene and product quality standards
- Minimise loss or damage to equipment
- Clarify customer and employee responsibilities

2. Scope

This policy applies to:

- All customers supplied with company equipment
- All employees, drivers, engineers, and contractors
- All company-owned assets including:
 - Bottled water coolers
 - Plumbed-in (POU) coolers
 - 19L and 11L returnable bottles
 - Bottle stands
 - Stillages
 - Bottle covers
 - Cups dispensers and related accessories

3. Ownership of Equipment

All coolers, returnable bottles, stillages, stands, and loaned accessories remain the property of Besceau unless otherwise agreed in writing.

Customers must:

- Keep equipment in good condition
 - Prevent misuse, loss, theft, or intentional damage
 - Allow reasonable access for collection, servicing, or replacement
 - Return company property promptly upon request or termination of service
-

4. Cooler Collection Triggers

Equipment collection may occur under the following circumstances:

- Termination or cancellation of service
 - Non-payment or overdue accounts
 - Replacement or upgrade of equipment
 - Health and hygiene concerns
 - Faulty or damaged equipment requiring replacement
 - Long-term inactivity or non-usage
 - Breach of customer agreement
-

5. Customer Responsibilities

Customers are responsible for:

- Ensuring coolers and bottles are accessible for collection
- Providing a safe access route for drivers and engineers
- Returning empty bottles at the time of delivery where possible
- Informing the company of any damaged or missing equipment

- Not relocating equipment without prior approval
- Not disposing of company-owned bottles or equipment

Customers may be charged for:

- Missing or unreturned assets
 - Deliberate damage
 - Excessively dirty or contaminated equipment
 - Failed collections where access is unavailable
-

6. Collection Procedures

6.1 Standard Collections

- Collections should be scheduled in advance where practical
- Drivers or engineers must record all collected assets
- Customers may be asked to sign a collection note or electronic confirmation
- Returned assets must be inspected upon return to depot

6.2 Failed Collections

A failed collection may occur if:

- No access is available
- Equipment cannot be located
- The customer is unavailable
- Health and safety risks prevent collection

Repeated failed collections may result in:

- Additional collection charges
 - Suspension of service
 - Asset recovery action
-

7. Driver and Employee Responsibilities

Employees involved in collections must:

- Follow all manual handling procedures
- Wear appropriate PPE
- Record all returned assets accurately
- Report damaged or unsafe equipment
- Report missing assets immediately
- Follow customer site safety requirements

Drivers and engineers must not:

- Remove equipment without proper documentation
- Lift equipment unsafely
- Leave collected equipment unsecured in vehicles

8. Hygiene and Sanitation

All returned coolers and reusable equipment must:

- Be inspected for cleanliness and damage
- Undergo sanitation procedures before reuse
- Be quarantined if contamination is suspected

Damaged or unsafe equipment must be removed from circulation.

9. Deposits and Charges

Where deposits apply:

- Deposits may be refunded once equipment is returned and inspected
- Refunds may be reduced where equipment is damaged or incomplete

- Outstanding account balances may be deducted from deposit refunds where permitted by contract

Charges may apply for:

- Missing bottles
- Lost stillages
- Damaged coolers
- Unreturned accessories

10. Asset Recovery

Where company assets are not returned:

- The company may issue written requests for return
- Recovery visits may be arranged
- Charges may be invoiced for non-returned items
- Legal recovery action may be considered where appropriate

11. Health and Safety

All collections must comply with company:

- Manual Handling Policy
- Driver Safety Policy
- Customer Site Safety Procedure
- PPE Policy

Employees must stop collections immediately if conditions are unsafe.

12. Records and Documentation

The company will maintain records of:

- Equipment supplied
- Deposits paid
- Collection dates
- Returned assets
- Missing or damaged equipment
- Customer communications relating to asset recovery

Records should be retained in accordance with company data retention procedures.

13. Policy Review

This policy will be reviewed periodically and updated where necessary to reflect operational, legal, or health and safety requirements.