



**RECLAIM & TIMBER CO.**

# Capability Statement 24'

50 Years Of Experience,  
Across Diverse Industries,  
Quality Tailored Solutions.



[reclaimtimber.com.au](http://reclaimtimber.com.au)



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# About Us.

Reclaim and Timber Co. a family owned and operated business was established in 1974, showcasing a legacy of craftsmanship and a commitment to providing high-quality wooden packaging solutions for businesses across Melbourne, Sydney, and Brisbane.

The company has evolved over five decades, expanding its services to a diverse range of industries, emphasising sustainable timber solutions that contribute to both customer satisfaction and environmental well-being.

The Reclaim and Timber Co. approach includes a focus on personalised customer service, 'just in time' solutions, and leveraging modern production technology for custom-designed timber packaging products, such as pallets, crates, and timber.

## ✔ Preventing Damage

Without proper securing, products can shift, collide, or get damaged during transport or while in storage. This can lead to financial losses, rejections, and customer dissatisfaction.

## ✔ Cost-Efficiency

Ensuring products are securely packed reduces the risk of damage, minimising the need for replacements and repairs. This translates to cost savings in the long run.

## ✔ Customer Satisfaction

Delivering products in perfect condition enhances your reputation and customer trust. Satisfied customers are more likely to become repeat buyers and recommend your business to others.

## ✔ Compliance

Many industries and shipping regulations require products to be properly secured during transport. Failing to comply can result in fines and legal consequences.

## ✔ Inventory Management

Properly secured products are easier to organise and manage in storage facilities, reducing the likelihood of errors and the need for extensive tracking and sorting.

## ✔ Competitive Advantage

Businesses that prioritise product security can gain a competitive advantage by offering a superior level of protection compared to competitors.

## ✔ Safety:

Inadequate securing can pose safety risks to employees handling the products. Securely packed goods reduce the risk of accidents and injuries.

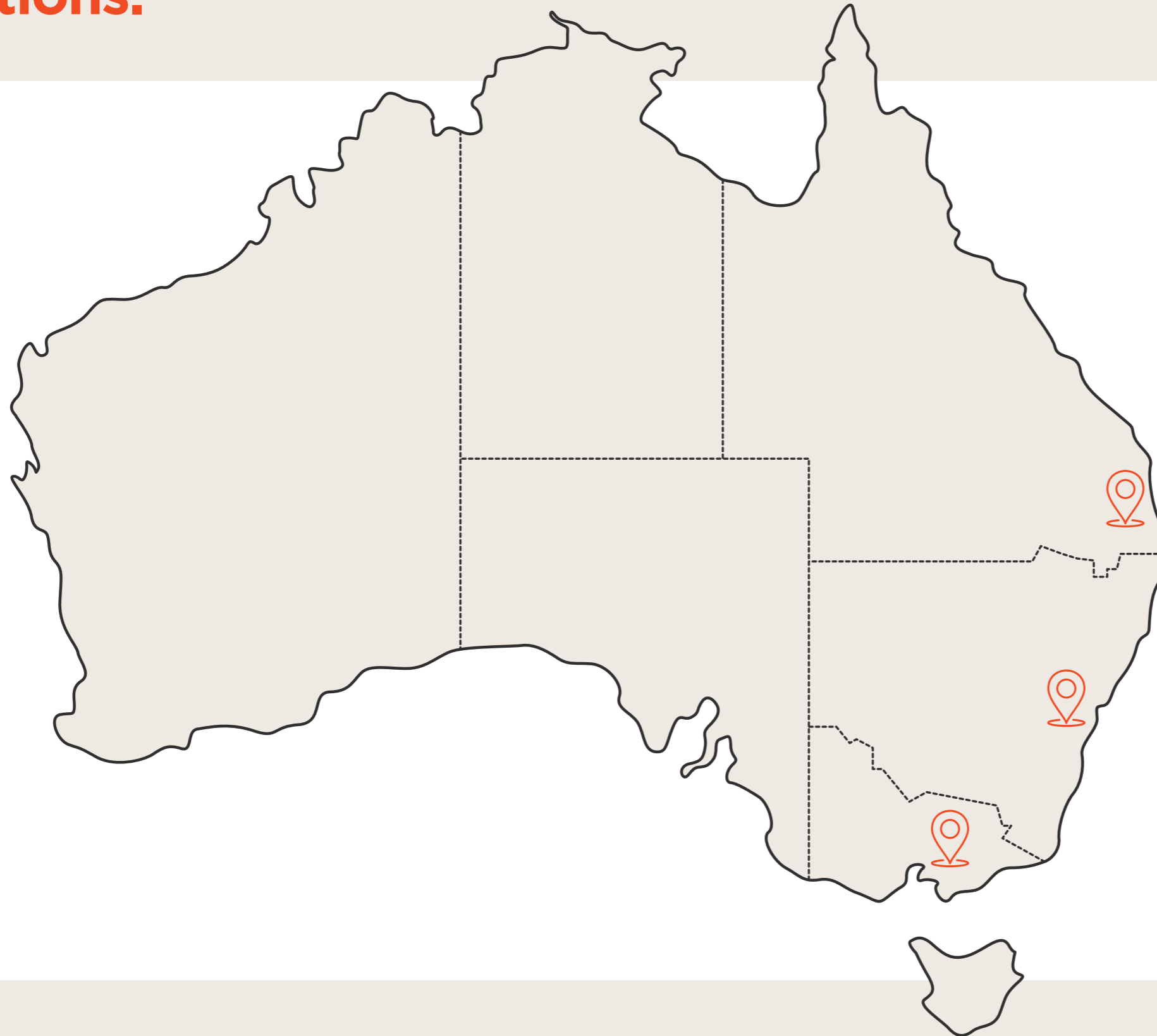
## ✔ Minimising Waste

Damage to products can lead to waste, especially in industries dealing with perishable goods. Secure packaging helps minimise waste and supports sustainability efforts.



**Proudly  
Australian:  
From Local Woods  
to Global Goods**

# Locations.



With operating factories in Melbourne, Sydney, and Brisbane, our strategically located facilities enable us to offer nationwide and international service. Our advanced production technology ensures we can meet the unique demands of various industries, delivering “just in time” full service solutions.

The company’s commitment to operational excellence is reflected in its innovative approach, leveraging semi-automated and fully automated machinery to ensure precision and efficiency in every order.

## Melbourne

22-30 Remington Drive  
Dandenong South VIC 3175

## Sydney

88 Helen Street North  
Sefton NSW 2162

## Brisbane

157 Jackson Road  
Sunnybank Hills QLD 4109



# Capabilities.

Reclaim and Timber Co. specialises in custom-made wooden boxes, pallets, stillages, and storage crates, offering a range of solutions tailored to business needs.

Reclaim and Timber Co. boasts a wide range of custom wooden packaging solutions, emphasising sustainability with the use of plantation pine. Their “Just In Time” service model ensures operational efficiency and a seamless ordering process, enhancing the customer experience.



## Pallets and Crates

Our wooden pallets and crates serve as the backbone of secure product transit. Manufactured with precision and durability, these solutions are designed to withstand the rigours of transportation, ensuring your goods reach their destination in pristine condition. Our pallets and crates are the reliable choice for safeguarding your products.



## Wooden Boxes

Discover the functionality of our wooden boxes, perfect for businesses in seeking a touch of organisation in their packaging or to be used for specialised storage solutions. Our wooden boxes add a distinct aesthetic while providing robust protection to your valuable products.



## Stillages

Our stillages are the epitome of strength and versatility. Ideal for heavy or irregularly shaped items, our stillages are meticulously engineered to optimise storage space efficiently. Our stillages are tailored to meet the demands of your unique manufacturing processes.



## Timber Solutions

Our commitment extends beyond standard offerings. We provide high-quality timber solutions to businesses across Australia to the world. Our timber is sourced sustainably and crafted with precision, ensuring it meets the exacting standards of industries across Sydney.



### Custom Packaging Solutions:

Tailored wooden pallets, crates, and timber to safeguard your products during transit and storage.

### Green Credentials:

Committed to sustainability, we use plantation pine for an eco-friendly approach.

### Custom Orders:

Flexibility of our services with custom-sized pallets, heavy-duty options, and personalised crates, boxes, and stillages.

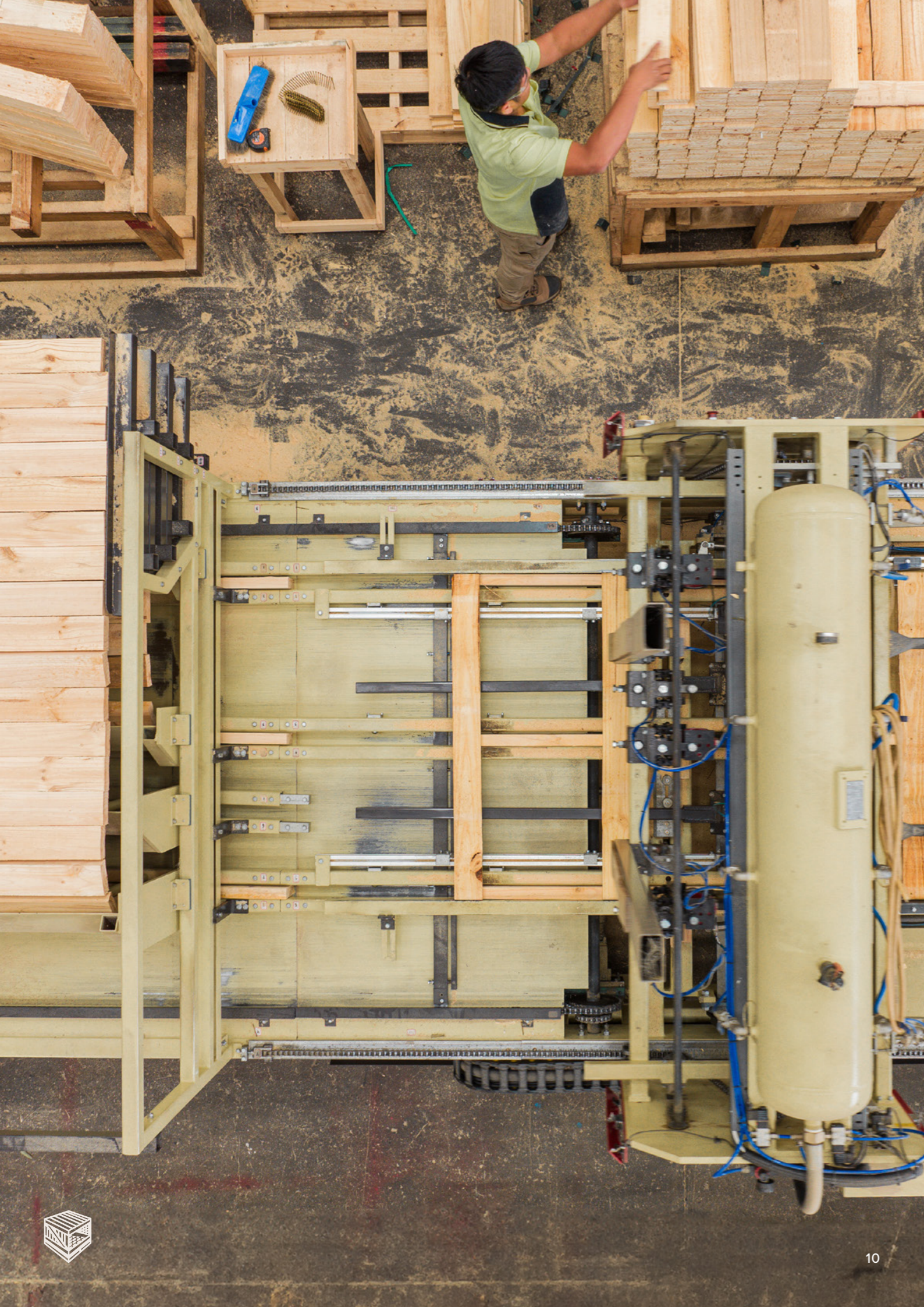
### Efficiency Redefined:

Explore our “Just In Time” solutions designed to streamline your operational rhythm and enhance overall efficiency.

### Ordering Process:

Understand our straightforward ordering process, emphasising email communication, proper Purchase Orders, and EFT payments.

Request  
your ***FREE***  
quote today!



# Custom Product Packaging Solutions and Sustainability.

Specialising in customisable, eco-friendly packaging options, we use plantation pine from sustainable forests, emphasising durability and environmental responsibility.

Our commitment to sustainability is at the core of everything we do. By using renewable resources and maintaining a near-zero carbon footprint, we ensure our business practices contribute positively to the environment.

At Reclaim & timber Co. we are supported by all of our major suppliers and their own sustainable forest management policies ensuring that we are all working hard to contribute positively to being as sustainable as possible.



### Cutting-Edge Technology

Our production facilities boast cutting-edge machinery, both semi-automated and fully automated. This technology, coupled with our partnership with industry leaders, enables us to fulfil orders of any size and deliver top-notch quality.



### Special Delivery

To best serve you and your specific requirements, we strive to meet your scheduling needs by extending after-hours delivery services on a case-by-case basis. Should you urgently require wooden pallets, timber, or other packaging solutions, don't hesitate to reach out to us.



### Design and Consulting

If you are based in Melbourne, Sydney or Brisbane our professional design experts will come to you to provide you with a tailored solution. We want to make sure you have the best and most affordable solution for your business needs. We will also provide you with a free quote which includes any additional services you may need.



### Custom-Made Solutions

At Reclaim & Timber Co., we understand that one size doesn't fit all. That's why we specialise in crafting custom solutions for crates, boxes, and stillages. Our commitment to customization ensures that your wooden packaging precisely meets the unique requirements of your business, providing optimal protection for your products during transit and storage.



### Custom Sizing Options

When it comes to sizing, we offer a range of options tailored to meet your specific needs. While we adhere to Australian standards, including the common 1165 x 1165 dimensions for pallets, we also specialise in custom sizes. Our pallets can be crafted to meet heavy-duty requirements (up to 2 tons), medium weight (700-800kg), or light weight (300-400 kg). For sizes beyond these standards, we excel in providing made-to-order solutions for crates, boxes, and stillages.



### Cut-to-Length Timber

Reclaim & Timber Co. specialises in cut-to-length timber solutions, leveraging cutting-edge machinery and custom expertise to meet diverse project needs. Our capabilities include precision cutting and sizing to specific dimensions, ensuring impeccable quality and versatility for both small-scale and large-scale projects. This service is offered across all three of our locations.





# ISPM 15 Accreditation For Exports.

*Proudly ISPM 15 accredited, we adhere to international standards for timber packaging, facilitating global trade while prioritising environmental protection and sustainability.*

Reclaim and Timber Co. prides itself on its ISPM 15 accreditation, ensuring global compliance and eco-friendly practices in timber packaging. This accreditation signifies adherence to international standards, facilitating smooth global trade by preventing pest spread and promoting sustainable practices.

## Key Features of Our ISPM 15 Accredited Timber Packaging

### **Pest Prevention:**

Our treated timber packaging prevents the spread of pests, safeguarding both your products and the ecosystems they encounter during transportation.

### **Global Compliance:**

With ISPM 15 accreditation, our timber packaging is recognised and accepted worldwide, facilitating smooth customs clearance for your international shipments.

### **Environmental Responsibility:**

Beyond meeting regulatory requirements, our commitment to ISPM 15 aligns with our broader dedication to environmental responsibility. We aim to contribute to sustainable and eco-friendly practices in the timber industry.

## How ISPM 15 Benefits Your Business

### **Market Access:**

Our ISPM 15 accreditation ensures that your products can access global markets without delays or rejections at customs.

### **Reduced Risks:**

By using ISPM 15 compliant timber packaging, you minimise the risk of potential plant health issues and associated legal complications in the destination country.

### **Customer Confidence:**

Your clients can have confidence in the quality and compliance of your shipped products, contributing to enhanced customer satisfaction and trust.



*Crossing Oceans,  
Connecting Continents:*  
**Our International  
Promise**



## Our Directors.

Led by a team of seasoned professionals, our leadership is dedicated to steering the company towards innovation, quality, and excellence in customer service.



Robert John De Graaf founded Reclaim & Timber Co in 1974.

Over five decades, we've remained proudly Australian-owned and operated. While Robert John De Graaf Senior has taken a step back from day-to-day operations, he remains involved in special projects as they arise.

Stepping into his father's legacy, Robert Dare De Graaf Junior joined Reclaim & Timber Co in 1992. Today, he leads our operations, leveraging the company's strengths to enhance productivity, drive automation, expand our product offerings and customer base across diverse industries, all while maintaining our commitment to the Australian economy and sustainability.

Our dedicated teams in Victoria, Queensland, and NSW, along with strong relationships with our suppliers and customers, enable us to deliver exceptional results.

## Contact.

For inquiries, quotes, or additional information, reach out to us.

**[1300 359 799](tel:1300359799)**

**[sales@reclaiamtimber.com.au](mailto:sales@reclaiamtimber.com.au)**

Our team is ready to assist with your packaging needs.



## **Mission Statement**

At Reclaim & Timber Co., our mission is to safeguard the integrity of your goods during storage and transit. With a commitment to quality. We specialise in crafting custom wooden pallets, crates, and timber for sale to businesses in Melbourne, Sydney, and Brisbane.

Our roots trace back to 1974 when we were founded by Rob De Graaf as a family-owned business. Over five decades, we've evolved into a thriving operation with production facilities in Melbourne, Sydney, and Brisbane. Dedicated to providing specialised packaging solutions. Our journey began with reclaiming old plywood car cases and has expanded to serve a diverse range of industries. From livestock and fresh produce to glass and steel manufacturing.

What sets us apart is our dedication to personalised customer service, tailored to your specific needs. When you purchase wooden pallets or storage crates from us, you'll experience 'just in time' service. Designed to support your business's efficiency and safety. We take pride in our state-of-the-art production facilities, equipped with cutting-edge machinery, enabling us to fulfil orders of any size.

Our partnership with modern production technology leaders allows us to create custom crates, pallets, boxes, and timber that cater to your unique requirements.

At Reclaim & Timber Co., we believe in delivering not just products but solutions. Our success is a reflection of our gratitude to you, our valued customers. We are here to protect your goods, enhance your business, and provide the high-quality, customised wooden packaging solutions you deserve.

since 1974.

