



## Cool solution for sustainable shipping

**Jacobs Douwe Egberts (JDE) has proudly distributed quality coffee and tea for more than 265 years.**

As one of the world's largest coffee and tea companies, JDE has invested heavily in their Corporate Responsibility.

We spoke to Sue Evans, Customer Services and Logistics Manager at Jacobs Douwe Egberts NZ, about how OfficeMax helped them with a sustainable packaging solution for a temperature-sensitive coffee product.

**"Sustainability is one of our core values. It's something we live and breathe – and something our customers want too."**

Sue Evans, Customer Services and Logistics Manager

### Results at a glance



Sustainable packaging solution



Temperature-controlled shipping



Saving on storage space



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“We’ve got business partners – like some of the ski fields who definitely weren’t keen on having Poly bins up on the mountain. We had to find a solution for them too.”

Sue Evans, Customer Services and Logistics Manager



## The Challenge

JDE’s liquid coffee is a popular product for large companies around New Zealand. It’s cost-effective and high quality. For JDE, it’s important that their customers receive the product in excellent condition. Previously, they’ve used Poly bins to transport this product to their customers. The bins are sturdy, and hold the temperature of the coffee well. However, they came with a few significant downsides:

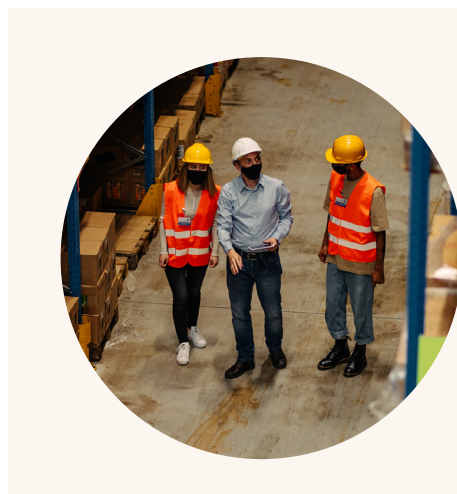
1. No sustainable recycling option;
2. Huge amount of storage space needed; and
3. Time cost  
(JDE reps had to spend extra time picking up the bins from their customers once they were used.)

## The Solution

Sue spent a long time looking for a sustainable, cost-effective packaging solution herself. With a small selection of options and not a lot of helpful information, she finally turned to OfficeMax Packaging Specialist, Brian Rowe, for help. Brian came in to look at the product and understand what they were trying to achieve.

The first trial was with a wool solution. While Sue believes the product is great, it didn’t quite do the trick for JDE. When this product failed the first trials, Brian returned with another option: TempGuard liners.

These liners ticked all the boxes. They’re flexible enough to wrap securely around the product, hold the temperature perfectly, and are completely kerbside recyclable.



“Brian was awesome. He was super supportive, understood what we wanted, and was fully involved in the trial. He wanted the best for us and understood what we were looking for.”

Sue Evans, Customer Services and Logistics Manager

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## The Results

The TempGuard liners passed the trials with flying colours. Although the first wool solution didn't survive being stored in the warehouse, TempGuard kept the temperature through storage and transport – including trips on the Interislander from the North Island to the South.

Now JDE's customers can put the packaging straight into their recycling without compromise to the quality of the product.

Sue is also happy with the saving on storage space. Where the Poly bins took up large amounts of their warehouse space, TempGuard liners can be stored flat.

They're easy to use and, best of all, tick the boxes for sustainability.

“Our customers love it because they can just get rid of the packaging – no dramas – when it arrives.”

Sue Evans, Warehousing Logistics and Customer Services



**Need help with temperature controlled shipping solutions?  
Or after more sustainable packaging options? We can help.**

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