

# EMPTYING SERVICE FOR GLASS BOTTLES



## SERVICE DESCRIPTION

### Operating model

- At the emptying service, the glass containers are emptied at the return location in the agreed emptying rhythm. The driver of the service provider empties the containers into a glass collection truck and returns them to the return location after emptying.
- The service is provided on weekdays between 6 am and 10 pm. Public holidays postpone the emptying day to the previous or next working day. If, due to public holidays, the day of emptying must be postponed more, Palpa will inform the matter at least two weeks in advance.
- The service will be switched to with the existing containers of the return location. It is good to make sure that the return location has enough containers. The appropriate amount is approximately the current weekly container requirement.
- Containers should only be labeled with a Palpa sticker if the return location returns extra or broken containers by the beverage supplier.
- Container rinses
  - **Return locations with reverse vending machines:** The containers are rinsed circa 5 times a year, considering seasons and seasonal variations.
  - **Return locations without reverse vending machines:** The containers are rinsed regularly circa every 4 to 8 weeks, considering the seasons and seasonal variations.
- The service does not affect the deposit refunds paid by Palpa.

### How the service differs from the round-trip operating model

- In the service, the containers are emptied at the return location. The beverage supplier does not pick up the containers for transport to the processing plant.
- Containers are not labeled at the service. Palpa receives information on emptied containers from the service provider.

### Benefits of the service

- **Free service.** Palpa is responsible for all costs of the service. Does not require a written agreement, Palpa will inform beverage suppliers of the return locations served.
- **Makes everyday life easier.** There is no need to order, send or label containers in the service. The service requires a smaller number of containers. The emptying rhythm is always tailored to the return volume of the return location and can be changed quickly if necessary.
- **Flexible service.** The emptying service is already in use in about 2,000 locations throughout Finland and customers have been very satisfied with it based on customer satisfaction surveys.

### Joining the service

- Requires a survey in a return location to ensure the suitability of the return location for the service.
- Palpa informs the new return location the service provider performing the survey and the time of the survey. Emptying service targets will be surveyed with the consent of the beverage supplier.
- The return location can also contact Palpa's customer service if it wishes to join.

### Starting the service

- Palpa informs the return location about the starting time, emptying rhythm, emptying days and the contact information of the service provider a few weeks before the start.
- Palpa informs the beverage supplier when the return location is transferred to the service.

### Glass containers



*Big container, average weight 170 kg, tonnage 600 liter  
Width x height x depth (cm): 125,5 x 103,0 x 77,5*



*Small container, average weight 70 kg, tonnage 240 liter  
Width x height x depth (cm): 58,0 x 107,5 x 72,5*