

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.
- 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.
- Containers are rinsed once a month from spring to autumn every year. At other times, dirty containers can be exchanged through the beverage supplier. Container cleanliness is promoted by putting only intact and empty glass bottles in the container.
- 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 the 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 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 several thousand locations throughout Finland. The return locations participating in the service have been very satisfied with it based on our 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 service provider about a potential new target and the surveyor agrees the time of the survey with the target. Emptying service targets will be surveyed with the consent of the beverage supplier.

Starting the service

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

Glass containers

- Big container: 600 L, width x height x depth (cm): 125,5 x 103,0 x 77,5
- Small container: 240 L, width x height x depth (cm): 58,0 x 107,5 x 72,5