



ECR Baltic survey on pallets management and standardization

Proceed to tertiary packaging
survey:



EPAL, EUR, One-way and poolers
(Chep and other) pallets

On behalf of ECR Baltic pallets assessment working group, we have created a survey for pallet user companies in Baltic FMCG sector and would like to invite you to fill it out or forward to your Supply Chain Director / CFO / Warehouse manager. It shouldn't take more than 10 minutes and your answers will help us to identify pallets exchange issues for improvement between retailers and suppliers.

Take a survey!




Your feedback is very valuable to us and we thank you in advance for taking your time to answer these questions.

Once you have filed the survey you can opt for a free pass to you and your colleagues at ECR Baltic Riga Food seminar and fair!

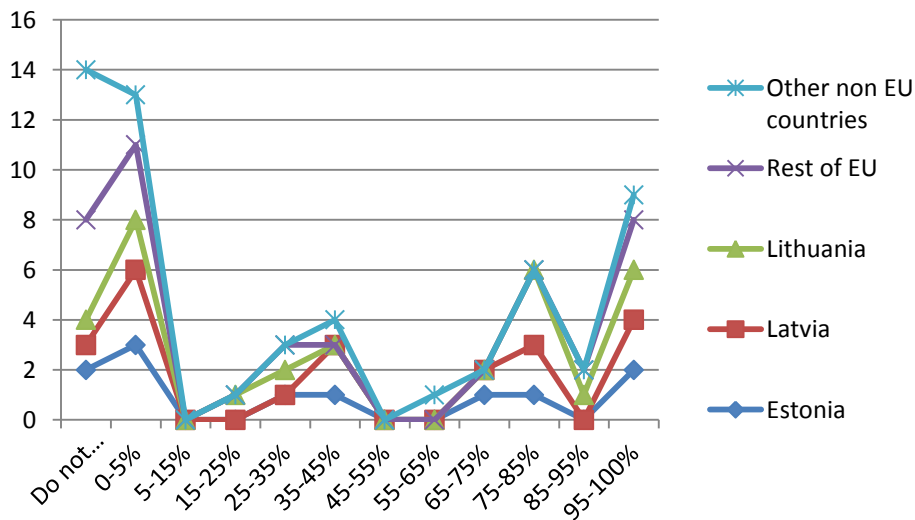
Want to check questions or consult with colleagues, view questions offline, [here!](#)

General Statistics

3. Company type: retailer, manufacturer, distributor, transport, logistics, other?

| Answer | | Number of replies | Percentages |
|------------------------------|---|-------------------|-------------|
| Retailer |  | 3 | 27.3% |
| Manufacturer (food/non food) |  | 6 | 54.5% |
| Distributor |  | 3 | 27.3% |
| Transport company | | 0 | 0.0% |
| 3PL (Logistics) | | 0 | 0.0% |
| Other answer | | | 0.0% |
| Total | | 11 | 100% |

8. Please indicate % of your total goods volume you send/receive on UIC/EUR and EPAL pallets. (in open white pallets exchange) in 2014 (for the first 6 months)?



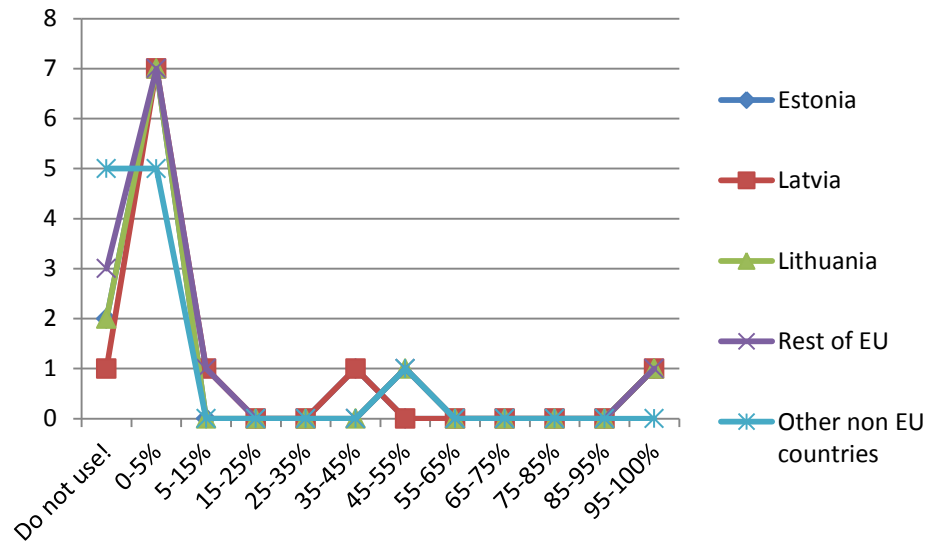
Comments:

- We use nonstandard pallets to CIS countries
- We use quality EUR pallets for all deliveries but we don't follow the colour scheme because white colour does not give for pallet better quality from logistics perspective. So I can't evaluate the share of white pallets. I can only say that to Lithuania we send only white pallets due to their demand.

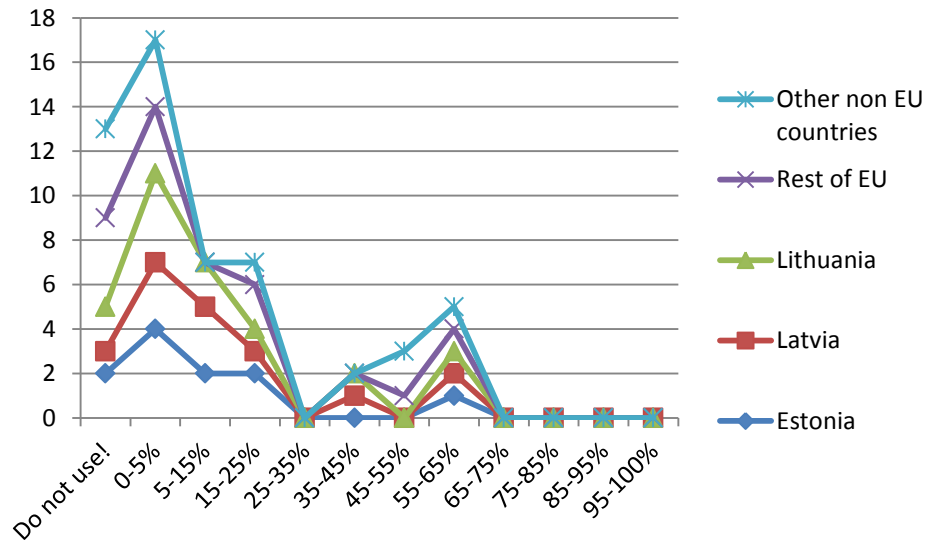
9. Please indicate % of your total goods volume you send/receive on pallets at pallet pools (Colored pallets i.e. Chep, EuroPoolSystem, Others) in 2014 (for the first 6 months)?:



Comments: no comments!



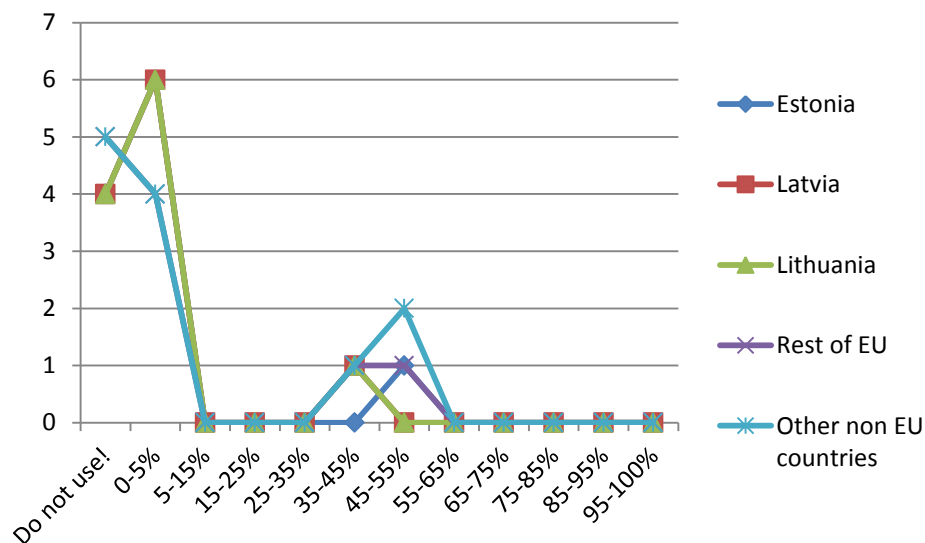
10. Please indicate % of your total goods volume you send/receive on "one way use" pallets (not exchangeable pallets, also disqualified EUR and EPAL pallets on recipient side) in 2014 (for the first 6 months)?



Comments:

- In Baltics the main problem is disqualified EUR and EPAL pallets which we get back from customers. Under rest of EU is mainly Finalnd who is sending their goods on one way pallets.

11. Please indicate % of your total goods volume sent/received in other means of tertiary packaging (dollies, roll cages, big boxes) in 2014 (the first 6 months):



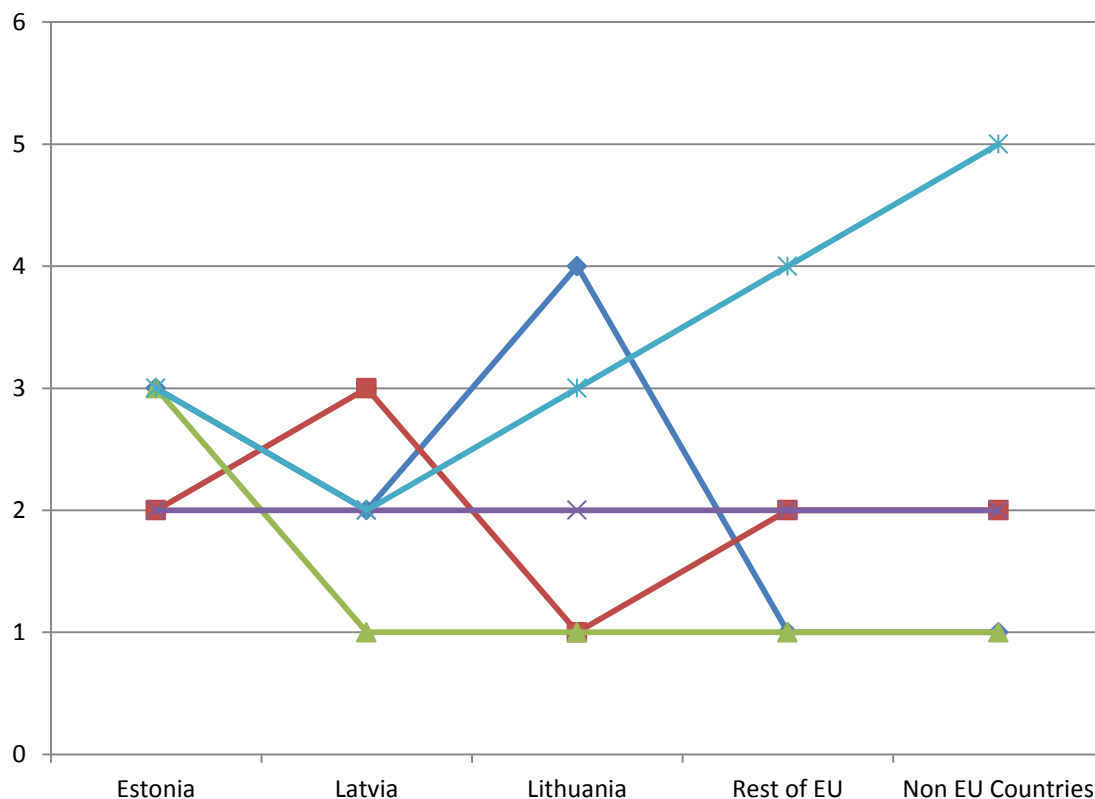
Comments: -

- Roll containers we are using for deliveries to stores only. We are not receiving goods in roll containers.
- In-company logistics are provided mainly with roll cages. The numbers indicated are for receiving from customers - rented roll cages from Retailer

12. For EUR and EPAL pallets exchange (also when buying new/used pallets) which pallet assessment tools you use to assess pallets minimum quality requirements for exchange, repair or disposal?



Comments: -

- We use our own instruction. But it is not introduced for customers. Problem at Estonian market is that we don't have one common assessment card for all the parties.



- ◆ A. We use ECR Baltic v1.0 Pallet Assessment Cards
- B. We use v2.1 temporary pallet assessment card for Latvia
- ▲ C. We follow original EN 13698-1 (summary) norm UIC-Leaflet 435-2 (our staff is well educated and well acquainted with the standard).
- ✕ D. Simple assessment, we simply check if pallet has EUR or EPAL markings.
- ✱ E. We use other tools (in-house developed or other leaflets given by trading partners), please comment below or give a link?




13. Do you experience differences in quality requirements between your trading partners for EUR and EPAL pallets which leads to unnecessary sorting of pallets (keeping different quality stocks of exchangeable pallets)? Please comment!

| Answer | | Number of replies | Percentages |
|--------|---|-------------------|-------------|
| Yes |  | 7 | 63.6% |
| No |  | 4 | 36.4% |
| Total | | 11 | 100% |

Comments:

- There are different quality requirements in different supermarket chains, in different countries, for example: What suits for Retailer A, does not suits for Retailer B
- Biggest retailers follow ECR agreements. Other retailers have lower quality requirements.
- We sort out lot of pallets with bad quality and usually utilizing those by our own costs.





14. Please rank 3 criteria: 1. pallet quality, 2. having one standard in Blatics and 3. lowest possible cost for EUR and EPAL pallets exchange by importance to your company [where 1 least important ,10 - the most important]:

| Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Number of replies | Average rating |
|---|--|---|---|---|---|---|---|---|---|----|-------------------|----------------|
| 1. Pallet quality (maintaining higher quality pallet pool for seamless and safe exchange and operations)? |  | | | | | | | | | | 11 | 7.5 |
| 2. One Standard (Common exchange and quality assessment between trading partners also cross borders, not to keep different quality pallet stocks for different trading partners)? |  | | | | | | | | | | 11 | 7.9 |
| 3. Low cost (opportunity to buy proper used and new EUR and EPAL pallets at lowest possible price)? |  | | | | | | | | | | 11 | 7.6 |
| Total | | | | | | | | | | | 11 | 100% |

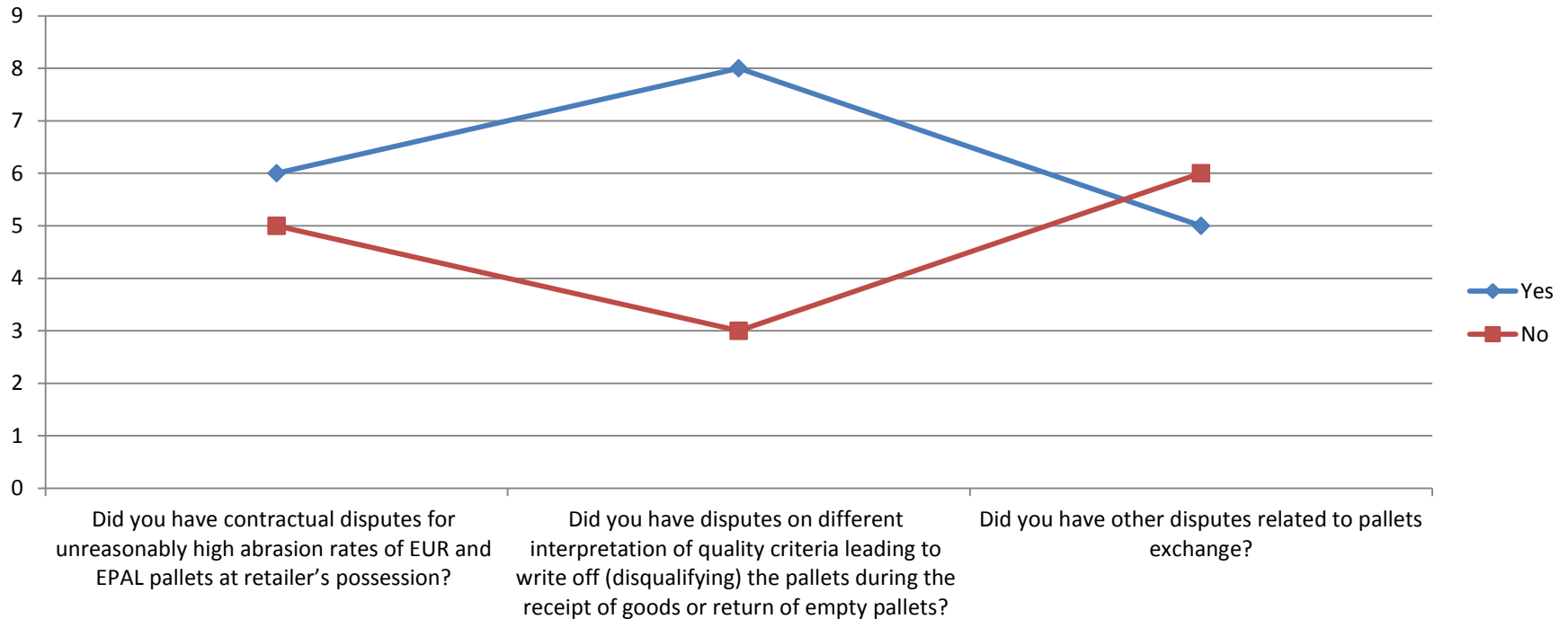
Comments:

- Cost is very important. But we never sacrifice quality because of it. So, in general, lowest for acceptable pallets quality
- And one more time white colour doesn't increase pallet quality.

15. When calculating your pallet operation and management costs, what model you use?

| Answer | | Number of replies | Percentages |
|---|---|-------------------|-------------|
| A: "Book keeping" – just the price paid for the new/used pallet(s)? |  | 6 | 54.5% |
| B: You have asked 3rd party (consultant or pallet pooling company) to calculate your pallet costs for you? |  | 1 | 9.1% |
| C: "ABC" – Activity Based Costing model (including administrative, frozen capital, storage space, transportation and labour costs on pallet related activities) |  | 3 | 27.3% |
| D: "LEAN", "SCOR", Other model (please comment?) |  | 2 | 18.2% |
| Total | | 11 | 100% |







16. Pallet exchange disputes and dispute resolving options during 2014 (first 6 months):



Comments:

- On different cases supplier is invited to see their delivery reception, the reception process is explained.

17. Pallet exchange disputes and dispute resolving options. In case you had pallet exchange disputes, please [x] options how you resolved them (multiple answers accepted):

| Answer | | Number of replies | Percentages |
|--|---|-------------------|-------------|
| A: left unresolved (too much time and cost to argue) |  | 2 | 18.2% |
| B: participated in joint retailer – supplier trainings on pallet assessment |  | 3 | 27.3% |
| C: our trucker/warehouse staff is instructed to resolve pallet quality disputes on the spot (at the point of exchange) |  | 8 | 72.7% |
| D: sent photos of conforming and/or returned non-conforming pallets to dispute write off |  | 3 | 27.3% |
| E: made claim to the trading partner company management |  | 2 | 18.2% |
| F: made claim through mediation of Industry association: EPAL, ECR Baltic, manufacturers and/or retailers association? | | 0 | 0.0% |
| G: sued partner or made claim to the State authorities ? | | 0 | 0.0% |
| H: Did not have any disputes! |  | 4 | 36.4% |
| Total | | 11 | 100% |

Comments:

- On different cases supplier is invited to see their delivery reception, the reception process is explained.

18. Pallets storage facilities. Do you use sheltered storage area to protect empty pallets from snow/rain? Please comment!





| Answer | | Number of replies | Percentages |
|--------------|-----------------------------------|-------------------|-------------|
| Yes | <div style="width: 63.6%;"></div> | 7 | 63.6% |
| No | <div style="width: 9.1%;"></div> | 1 | 9.1% |
| Partially | <div style="width: 27.3%;"></div> | 3 | 27.3% |
| Total | | 11 | 100% |

Comments:

- 80% is under roof
- EUR and EPAL pallets - 100%. Pool pallets - partially.

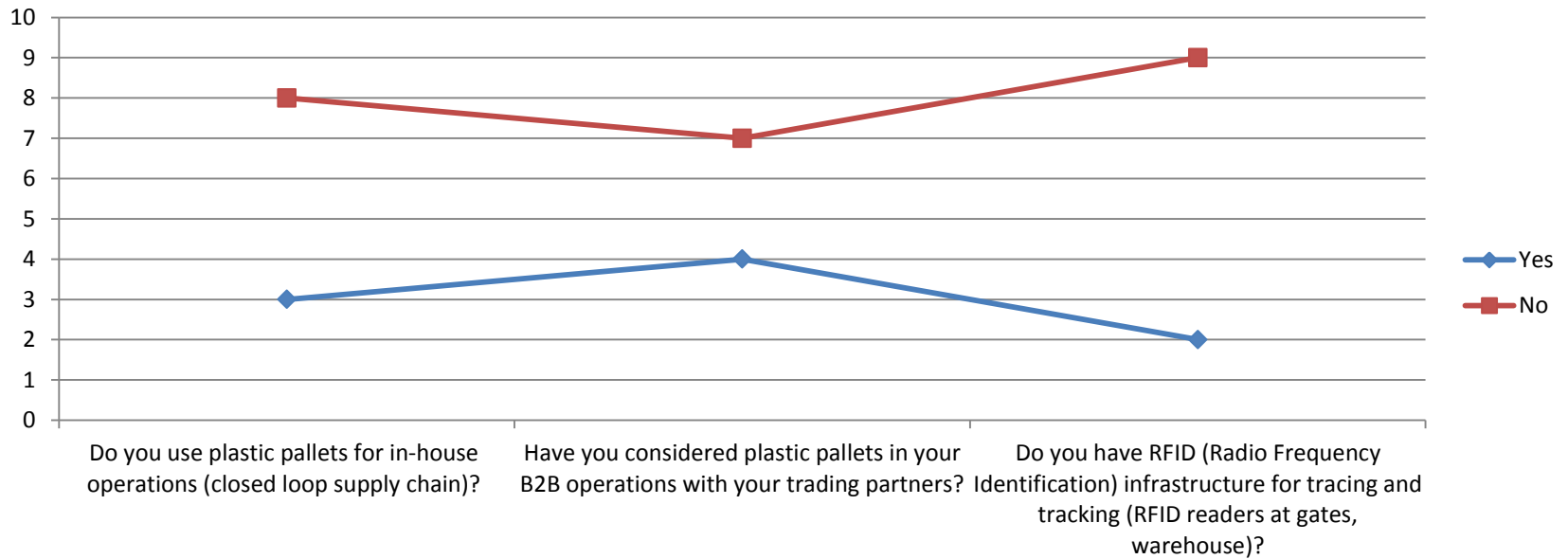
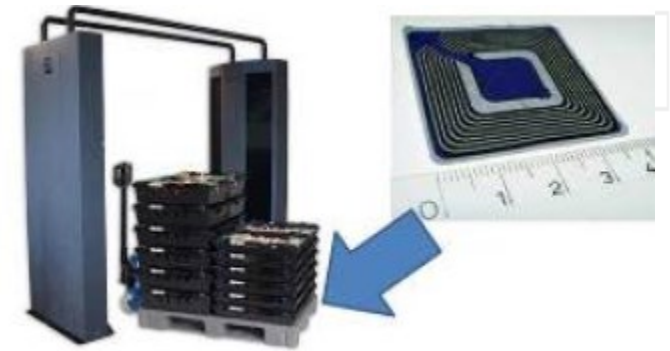
19. Trainings and Education. Would you be interested in trainings with your trading partners (retailers-suppliers) for EUR and EPAL pallets assessment and management issues?

| Answer | | Number of replies | Percentages |
|--------|--|-------------------|-------------|
| Yes |  | 7 | 63.6% |
| No |  | 4 | 36.4% |
| Total | | 11 | 100% |

Comments:

- But at first we need one common assessment card.

20. Trends.



21. Any other comment, suggestion to ECR Baltic and its pallet working group?

Comments:

To take out colour scheme from pallet assessment card and implement the card at Baltics market.

Companies who allowed to discuss their individual answers:

*Royal Unibrew
Rigas Pienšaimnieks
Dreigasas UAB
UAB Palink (IKI)
Coca-Cola HBC Lietuva UAB
Saku Brewery*



Survey results presented thanks to



**National Committee
in Baltic States**



at ECR Baltic [gold membership](#) program

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