

0%  
Completed



1. Your Name?

2. Company?

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

- ☐ Retailer
- ☐ Manufacturer (food/non food)
- ☐ Distributor
- ☐ Transport company
- ☐ 3PL (Logistics)
- ☐ Other

4. Your position at the company?

5. Your e-mail?

6. Your contact phone?

7. Do you operate locally or cross borders, please mark Countries you deliver/receive goods on pallets (multiple answers allowed)?

- ☐ Estonia
- ☐ Latvia
- ☐ Lithuania
- ☐ The rest of EU
- ☐ Other non EU Countries

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)?



	0-5	5-10	10-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	85-95	95-100	Do not use!
Estonia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latvia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithuania	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rest of EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other non EU countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment:

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)?:



	0-5	5-10	10-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	85-95	95-100	Do not use!
Estonia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latvia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithuania	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rest of EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other non EU countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment:

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)?



	0-5	5-10	10-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	85-95	95-100	Do not use!
Estonia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latvia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithuania	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rest of EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other non EU countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment:

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):



	0-5	5-10	10-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	85-95	95-100	Only on pallets!
Estonia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latvia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithuania	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rest of EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other non EU countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment:

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?



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

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?

the standard).

Estonia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latvia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithuania	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rest of EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non EU Countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment:

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!

☐ Yes

☐ No

Comment:

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]:

	1	2	3	4	5	6	7	8	9	10
1. Pallet quality (maintaining higher quality pallet pool for seamless and safe exchange and operations)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Low cost (opportunity to buy proper used and new EUR and EPAL pallets at lowest possible price)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment:

15. When calculating your pallet operation and management costs, what

## model you use?

- ☐ A: "Book keeping" – just the price paid for the new/used pallet(s)?
- ☐ B: You have asked 3rd party (consultant or pallet pooling company) to calculate your pallet costs for you?
- ☐ C: "ABC" – Activity Based Costing model (including administrative, frozen capital, storage space, transportation and labour costs on pallet related activities)
- ☐ D: "LEAN", "SCOR", Other model (please comment?)

Comment:

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

	Yes	No
Did you have contractual disputes for unreasonably high abrasion rates of EUR and EPAL pallets at retailer's possession?	<input type="radio"/>	<input type="radio"/>
Did you have disputes on different interpretation of quality criteria leading to write off (disqualifying) the pallets during the receipt of goods or return of empty pallets?	<input type="radio"/>	<input type="radio"/>
Did you have other disputes related to pallets exchange?	<input type="radio"/>	<input type="radio"/>

Comment:

## 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):

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

Comment:

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



- ☐ Yes
- ☐ No
- ☐ Partially

Comment:

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?

- ☐ Yes
- ☐ No

Comment:

20. Trends.



Yes

No

Do you use plastic pallets for in-house operations (closed loop supply chain)?

☐☐

Have you considered plastic pallets in your B2B operations with your trading partners?

☐☐

Do you have RFID (Radio Frequency Identification) infrastructure for tracing and tracking (RFID readers at gates, warehouse)?

☐☐

Comment:

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

22. Please advise if you allow communicating your survey answer to ECR Baltic pallets working group or treat it confidential (only aggregated results to be communicated):

- ☐ Yes, please communicate the response to ECR Baltic pallets working group!
- ☐ No, please treat my answer confidential!

23. Finally, the intermediary results of this survey will be presented on ECR Baltic seminar at Riga Food Fair on 04.09.2014, please [x] if you would like to receive a free pass?





Schoeller Allibert



**Meet us at the No. 1 food fair!**

**4-7 September**  
**Riga Food 2014**

Kipsala International Exhibition  
Centre, **Riga, Latvia**

Booth No. **C** Hall No. **2**

4 September  
14.00–17.00

**Seminar “Sustainable trading relations  
between producers and traders to satisfy  
customer needs better, faster and at a lower  
cost”**

*Conference Room No. 3*

☐ Yes, please send me the free pass

☐ No, thanks!

Comment:

Ok