



Quality takes top priority, including multi-trip secondary packaging.

Our aim is to work with you, our customers, to improve the quality of our shipments and increase our mutual satisfaction.



Sustainability – for pallets and PP layer pads, too.

If our glass containers are to make it to their destination safe and sound, they have to be packaged securely – using pallets and PP (polypropylene) layer pads that are in perfect condition and suitable for transport. These are really items of value.

Vetropack's own pool consists of 1.1 million pallets and 6 million PP layer pads, which are in circulation more than twice a year and travel an average of 500 km on each trip. The number of returns that have to be scrapped has been increasing recently. We check, repair and clean all packaging and dispose of it if necessary. Since all of this costs a lot of time and money, Vetropack will be focusing on working more closely with its customers in future, not least with sustainability in mind.



Our quality criteria have been set in stone.

Vetropack undertakes to only use packaging material that meets the requisite specifications and level of suitability. To make sure this is the case and keep its shipments in tip-top condition, Vetropack has been investing selectively in its own pool of pallets and PP layer pads and replacing them on an ongoing basis – and it plans to continue in this approach.

These investments are a reflection of Vetropack's commitment to quality assurance. We will not accept any further deterioration in the returns we receive from our customers. That is why our newly defined quality acceptance criteria for multi-trip packaging are a fixed, non-negotiable component of contracts. This clear criteria forms the basis for reviewing and sorting the pallets and PP layer pads.

Vetropack will take back a lot, but not everything.

In the case of returnable pallets and PP layer pads the supply agreement with Vetropack will include specific percentage rates for repair and scrapping rates. Vetropack will only accept packaging of the type and dimension issued. Of course, we will accept the usual signs of wear and tear on its packaging as well as some that need repairing or discarding – but we have to draw a line somewhere.

In the case of pallets, this line is crossed if five per cent of a shipment needs repairing and two per cent needs scrapping,

or for PP layer pads if three per cent of a shipment needs scrapping. Vetropack will not tolerate any more excessive damage or any material that is returned incorrectly in terms of its dimensions, properties or quantities. The costs of disposing of or returning material of this kind will be borne by the customer. Multi-trip packaging is coordinated throughout the Group with the help of a new piece of software. This creates transparency and makes communication easier for you and us. It also ensures that you are always put in touch with the right contact partners (single point of contact).

Traceability is key – for everyone.

Vetropack's new approach to returns management includes a standard procedure that sets out each individual step – making it easy for everyone to understand, including customers. Return shipments where more than the permitted proportion of packaging has to be scrapped or repaired will be documented with photographic evidence.

What does this entail?

1. Initial visual check
2. Unloading
3. Counting, reviewing and sorting
4. Logging, documenting (depending on the condition) and putting into interim storage (if necessary).
5. If the thresholds are exceeded, the customer will be notified and invoiced.

And customers have exactly the same rights: if Vetropack supplies them with faulty or unusable packaging, they can document this and make a corresponding claim.



Due care pays off, as does sustainability.

Everyone – your company, Vetropack and the environment – benefits from pallets and dividers being handled with due care:

- Fault-free packaging plays a key role in ensuring smooth transport both ways.
- Greater safety and security are guaranteed at all times: when delivering, loading, unloading, handling, storing and returning.
- Top quality right down the line: Vetropack is committed to quality assurance and only sends out packaging material in specification. We expect our customers to do the same.



