

# Empty containers

## Inspection, maintenance and repair

Empty containers, i.e. letter crates, bulk containers, roll boxes, pallets and newspaper bags are permanently in use and correspondingly subjected to strain. Therefore it is hardly surprising that signs of wear and defects can appear: The procedures for the inspection, maintenance and repair of empty containers are efficiently organized at Swiss Post. Below you will find all information concerning the maintenance of the different empty containers, and everything associated with it.

### Defective containers

#### Letter crates

Maintenance is not carried out on letter crates (LC) due to their low procurement costs.

#### Roll boxes

The roll boxes (Rx) undergo preventative maintenance every year.

#### Newspaper bags

Defective and/or heavily soiled newspaper bags are recycled.

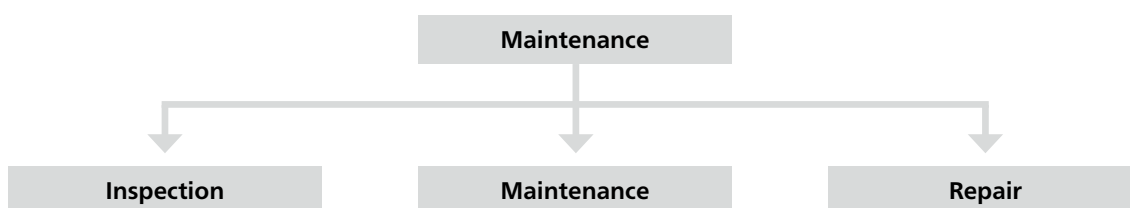
#### Bulk containers

Bulk containers (BC) undergo preventative maintenance every year.

#### Pallets

Defective and/or heavily soiled pallets (PAL) are returned to the pallet pool.

### General overview of maintenance



### Explanations

Terms	Definitions
Maintenance	Includes inspection, maintenance and repair.
Inspection	Assessing the actual condition. The inspection is an important basis of information for maintenance and repair.
Maintenance (preventative)	Measures are taken to maintain the target state. Thanks to these measures disruptions caused by defects (containers and equipment) are minimized and production is maintained.
Repair (corrective)	Measures are employed to restore the target condition. This involves repairs carried out as a result of defects.
Stickers	Containers are labelled with regard to preventative maintenance. This is carried out in a defined, periodic rhythm.

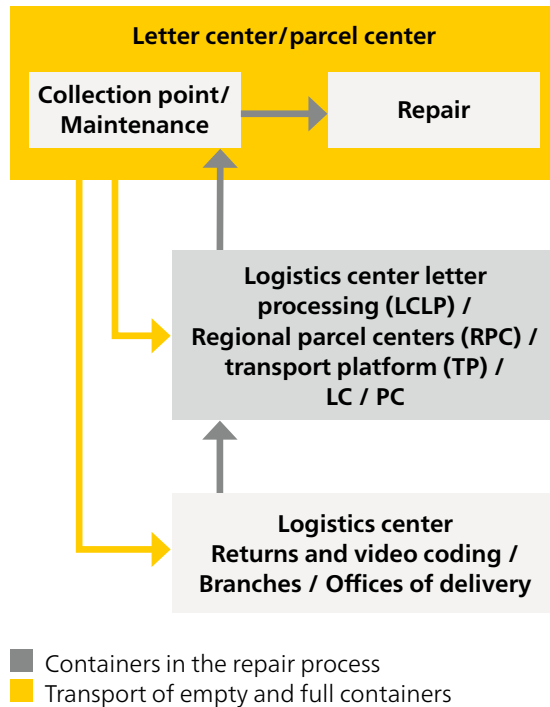
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## Process

### Maintenance and repair allocation

Defective containers are labelled using a report form (standard form). The report form is available on the empty containers information page ([www.swisspost.ch/empty-containers](http://www.swisspost.ch/empty-containers)) and can be printed out as required. The defective containers are brought to the letter centers (LC) for inspection, maintenance and repair.

### Principles of the maintenance and repair allocation:



### Separating out the containers

Before the actual repair process, containers that are no longer usable are separated out (letter crates, bulk containers, Rx, pallets and newspaper bags).

The business units are responsible for separating them out. Containers that are no longer usable are labelled with a standardized report form and sent to the defined target center with the planned means of transport. At the letter centers and parcel centers the containers are made available at defined collection points for an initial assessment (inspection) or for further processing.

### Letter crates

The supplier pledges to take back and appropriately recycle the letter crates, dividing plates and lids at the end of their useful life. Swiss Post delivers the rejected products in a clean and correctly sorted condition to the agreed address.

### Bulk containers/roll boxes

Procedures for repairing bulk containers/Rx:

- First, an inspection takes place.
- The containers are then sorted for maintenance or repair/rejection.

### Inspection

The staff at the bulk container/Rx repair shops are responsible for inspection.

### Maintenance (preventative)

Maintenance is carried out by the repair shop staff. After maintenance, bulk containers/Rx are labelled with a sticker for one year:



### Repair (corrective)

Repairs are also carried out at the bulk container/Rx repair shops.

In addition to carrying out repairs, the repair shop staff also identify bulk containers and Rx that are no longer worth repairing.


### Pallets

Swiss Post is a member of the Holliger (Holpal) pallet pool. Pallet repair is covered by Holpal. Defective and no longer exchangeable pallets are directed to the upstream letter center by the post offices and LCLP. At the letter centers, the pallets are collected and transferred to Holpal for repair or disposal.

## Report form for containers

The report form is to be used by the business units for containers that are soiled or defective.

**Report form for defective bulk containers and roll boxes (Rx)**



Sender \_\_\_\_\_

Date \_\_\_\_\_

**Recipient**

**Letter center** (for bulk containers)  
**Parcel center** (for roll boxes)


  


**Procedure**


1. Complete the form and attach it to the container
2. Forward the container to the center (collection point)
3. Repair and maintenance of the container at the repair shop

  
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Gebinde Defekt

  
Gebinde Defekt

## Newspaper bags

Defective and heavily soiled newspaper bags are sent to the central bag warehouse at the Zurich-Mülligen letter center. There, the bags are sorted by staff for "further use" or "disposal".

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