



# HOW TO CONTRALOAD

A warm welcome  
to Contraload

Your pooling company

## INTRO

### Thank you for joining our POOL!

We believe that by working together on **managing your load carriers**, we can create **a more sustainable supply chain** and push down the **total cost of ownership** of load carriers throughout Europe.

This brochure contains all the basics for a long lasting pooling partnership, Contraload style...

We are here to **"help you carry the load"** every step of the way.

## TABLE OF CONTENT

1. What is pooling
2. Our network
3. Quality
4. Load Carriers
5. Procedures
  - a. POOL-IT
  - b. Cruise Control
  - c. Loss Prevention
  - d. Free consultancy
6. Pricing

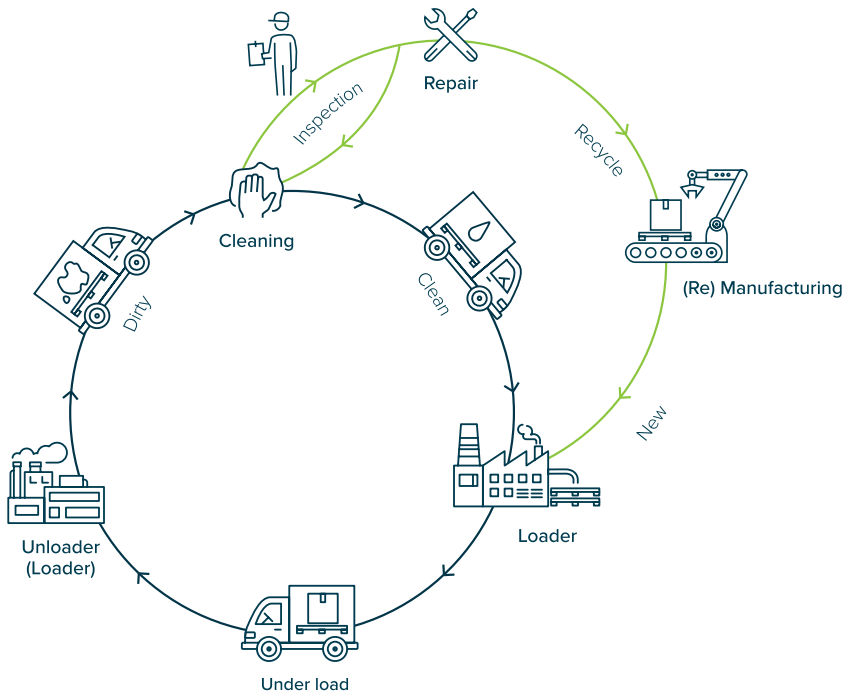
## 1. WHAT IS POOLING

Pooling is all about grouping & sharing resources, minimizing risk, protecting assets, reducing your carbon footprint and maximizing your supply chain advantages.

As a pool provider we safeguard that you can work with a consistent high quality of load carriers, we ensure availability, avoid that you need to invest in load carriers and we help you meet your hygiene requirements in your production area and beyond.

### 6 easy steps!

1. You order the load carriers you need.
2. Contraload delivers clean, ready for use load carriers from one of our Conditioning Centers, strategically placed throughout Europe to your production location.
3. You send your products safely to your customer.
4. You declare where you have sent our load carriers.
5. We pick-up the empties at your customer site.
6. We inspect, clean, repair and in worst case recycle.



## 2. OUR NETWORK

Contraload has a fast growing network and offers a Europe-wide solution for your pooling-needs. Our head office is situated in Belgium and we have affiliates in Germany, France, Spain, Poland, Italy, UK and Turkey. Our commercial teams and conditioning services have a broad reach across the whole of Europe.

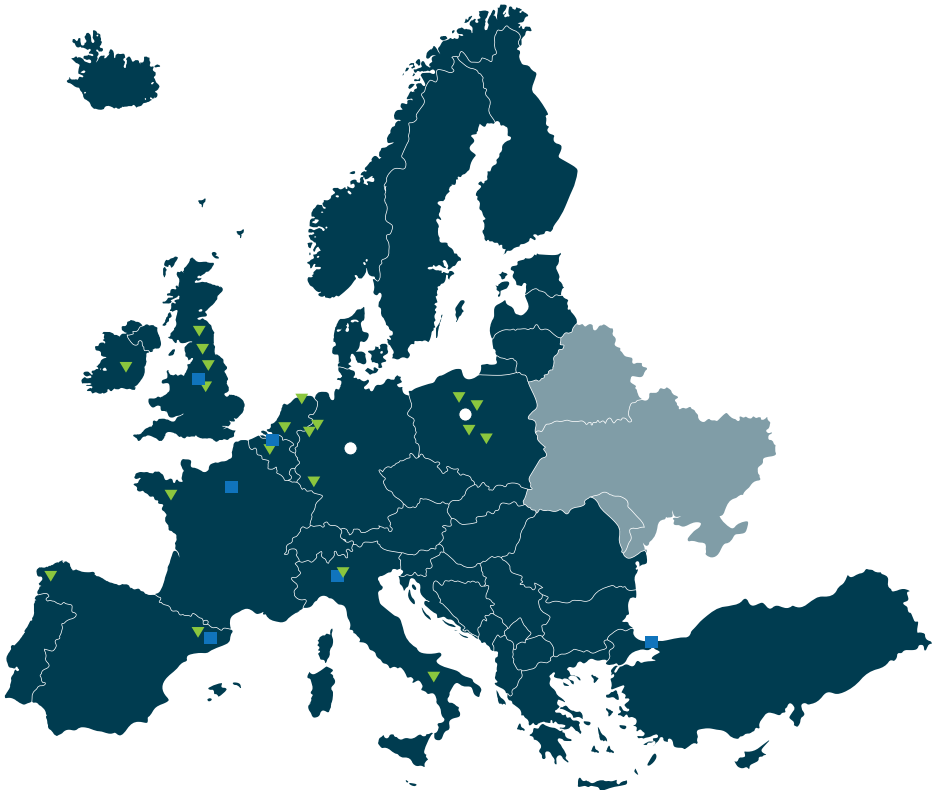
- Contraload Office
- Contraload Sales Team
- ▼ Conditioning Services

## 3. QUALITY

As a pooling company, our load carriers need to comply with the highest technical and hygienic requirements to meet your industry standards.

Our load carriers are individually inspected after every trip to make sure they meet our Asset Quality Standard (AQS), stability and load bearing capacity are essential. This standard is available for you at your request, as well as a visit to one of our conditioning services for an on-site explanation.

In case of damages, our load carriers are repaired by our own in-house repair team to bring them back within the AQS standard.



## 4. LOAD CARRIERS

You can find our current product line-up on our website, but our teams are trained to understand your requirements and to support any request or question for any type of load carrier challenge you might have.

Contraload owns and controls approximately 1 million pallets and containers and more than 2 million layer pads.

## 5. PROCEDURES

### a. POOL-IT

POOL-IT is our [on-line tracking tool](#) which you can use for placing orders, requesting collections, declaring load carriers movements or simply to pull reports on movement history and basic pooling parameters. [www.pool-it.net](http://www.pool-it.net)

Request your log-in data at [info@contraload.com](mailto:info@contraload.com) and we will train you on-line!

### b. Cruise Control

We want your trip to be a smooth one, so we will continuously monitor your part of the pool and check the parameters we agreed together in the contract against what happens in real life. In case we find significant deviations, we will contact you and support you with all the information you need and send you additional reports and insights to keep you on track. **We've got your back!**

### c. Loss Prevention

We hate lost load carriers as they need to be replaced. This requires unnecessary investments and costs and has a negative effect on the relationship with our customers.

We therefore suggest to perform 4 audits per year, so we can detect potential losses, get the load carriers back in time and correct administrative mistakes.

**Zero loss** is our target. We also have a tailored insurance coverage in case you want an additional security.

### How does an audit work?

1. We agree on a date when you count the Contraload load carriers at your site.
2. After your count, you send us the number of load carriers you have counted.
3. We double check if all declarations have been done, if trucks with load carriers were "en route", etc. so we can validate the count result against the administrative balance and establish a loss or a surplus.
4. In case of a small loss or surplus, we accept the fact that this could have been a small miscount, so we can keep this difference on your stock audit result account for the next audit.
5. In case of a larger loss or surplus, we activate SARA... Our "Stock Audit Result Allocation" system, where we investigate the losses and surpluses of all your customers to see if your balance can be offset against the balances of your customers as a result of a possible missed or wrong declaration.
6. If there are any losses left that SARA cannot trace back, we will discuss the settlement of these losses with you.

With our unique SARA system, we want to be part of the SOLUTION and work towards a loss free pooling partnership !

#### d. Free Consultancy

Our sales teams are experts in re-usable load carriers and by asking you the right questions about your supply chain and current packaging, they can help you select and implement the right choice of load carriers.

We would love to “walk the line” with you through your company and production area to be able to offer suggestions and free advice on potential improvements that can help your company in creating a safer, more hygienic and trouble free working environment.

We are convinced that any offer arising from our visit will help you in taking a step forward towards a more sustainable supply chain. [Invite us!](#)

## 6. PRICING

Price is what you pay, value is what you get! We offer [transparency](#) in how your price is calculated, how it is built up and give you one price per load carriers to cover the complete flow from delivery to collection.

Questions about pricing for existing or new flows? Contact our sales team!





[www.contraload.com](http://www.contraload.com)