

The background features a large, abstract geometric design. It consists of several overlapping triangles. A large green triangle is at the top left, pointing towards the bottom right. Below it, a darker green triangle is partially visible. At the bottom left, there is a dark blue triangle pointing upwards. The right side of the page is white, where the text is located.

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 to for a long lasting pooling partnership, Contraload style...

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

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1. WHAT IS POOLING

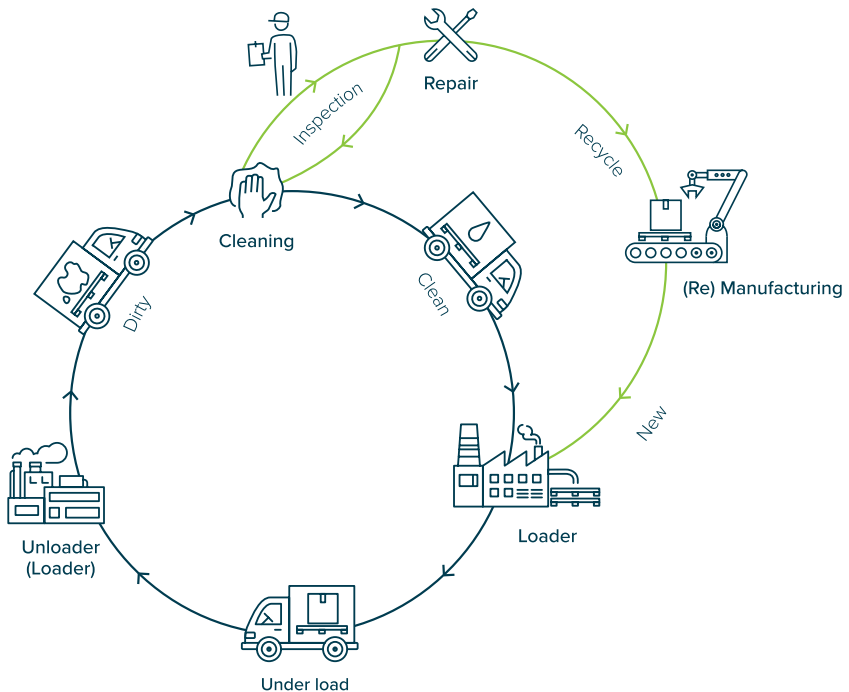
Pooling is all about grouping & sharing resources, minimizing risk, protecting assets, reducing your carbon footprint and maximizing your supply chain advantages.

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.

4 easy steps!

1. Contraload delivers cleaned empty load carriers from one of its Conditioning Centers, which are located all over Europe, to your supplier. They supply their products goods on Contraload load carriers to you.

2. Your suppliers declare in our POOL-IT system exactly how many of which load carriers they have sent to you. You have the possibility to check these declarations and confirm or refuse.
3. When the Contraload load carriers are empty, please stack them outside and either order a collection via POOL-IT or wait until we contact you for a collection. Our truck will pass by and take the empty load carriers from your site. Damaged load carriers need to be returned as well.
4. After collection, the load carriers will be inspected, washed, repaired where needed and made ready to be used once again.



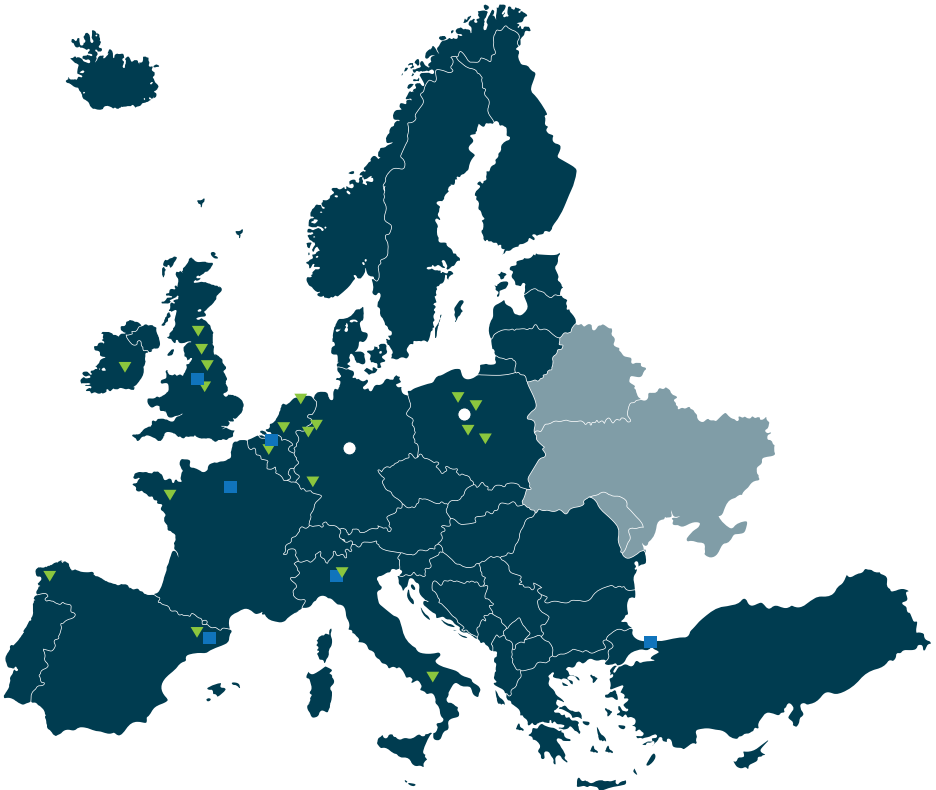
Important remarks...

- You do not need to pay for the use of the load carriers, nor for the collection, unless specifically agreed.
- Please do not return the Contraload empty load carriers to your suppliers.
- Please do not send them further onwards to your customers, but keep them until Contraload comes to collect.
- There is an agreed minimum quantity for collection for your site, based on the incoming volumes and distances. If you would like to know your collection quantity, please contact our customer service department.
- Pallets are collected in stacks of 15 empty pallets, container stack heights are dependent on the type.

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 France, Germany, 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 hygienical 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), especially stability and load bearing capacity are considered. 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 to 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 asking for collections, checking and confirming load carrier declarations or simply to pull reports on movement history and basic pooling parameters.
www.pool-it.net

Request your log-in data at info@contraload.com and we will train you on-line!

b. Loss Prevention

An audit is done to double check the physical stocks against the administrative stocks in our POOL-IT system. We suggest to perform at least 2 and if possible 4 physical audits per year. Contraload organizes audits at all locations that are part of the Contraload pool on a regular basis.

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 by your supplier, 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 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 suppliers to see if your balance can be offset against the balances of your suppliers 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 !





www.contraload.com