

Return of Wooden Drums

QUALITY ACCEPTANCE CRITERIA

How to return the Dura-Line wooden drums?

Fill in the **online request form** and submit through the **portal**. The pick up request will be received by the Dura-Line logistics team and a pick up will be arranged for you.

www.duraline-europe.com/en/contact/contactform-Drum

Only the wooden drums supplied by Dura-Line can be accepted as part of Dura-Line's drum return program. Please prepare suitable loading equipment and ensure there is enough free space around each drum for them to be collected by the third-party courier arranged by Dura-Line.

Drums will only be accepted according to the criteria outlined in this document.

For more information, please contact

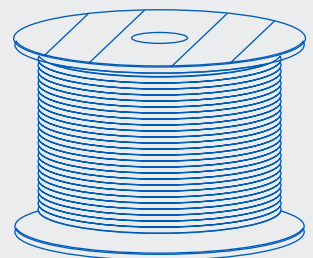
dura-line_drums_return_eu@orbia.com

Purpose

Dura-Line is committed to doing our part to reduce our impact on the environment. One of the ways we're doing this is through our Drum Return program, which allows us to reuse the drums after you return them. By working together to reduce our consumption, we can conserve resources and support our shared Zero Waste to Landfill commitment.

The purpose of this document is to outline the quality acceptance criteria for wooden transportation drums as part of Dura-Line's drum return program in Europe. Please note that the program excludes plywood drums.

In order to maximize the number of wooden drums that can be reused, we ask that only drums that comply with the following criteria are returned using the drum return program. If a drum returned does not meet one or more of the criteria or is otherwise in a condition that cannot be reasonably reused, Dura-Line reserves the right to not accept the drum under the drum return program.



Instructions

- ✓ The wooden drums shall be sound and free from defects that weaken the structure
- ✓ The wooden part shouldn't be rotten
- ✓ Drums shall be free from excessive splitting
- ✓ There should be no protrusion of nails or sharp objects on the drum

Dimensions

Only Dura-Line wooden drums and dimensions listed in the pickup form can be collected by Dura-Line:
www.duraline-europe.com/en/contact/contactform-Drum

Drum's Condition

1 Core

Check the completeness and shape of the core. The maximum acceptable gap between boards in the core is 7 mm.



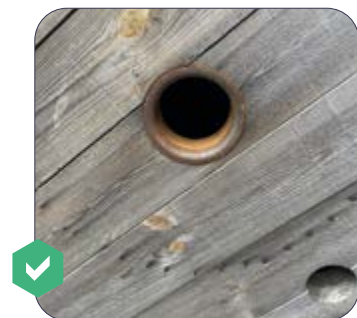
Acceptable



Not acceptable

2 Metal Plate

For drums fitted with metal plates at the hub, check that plates are present on both sides and that they are also fastened.



Acceptable



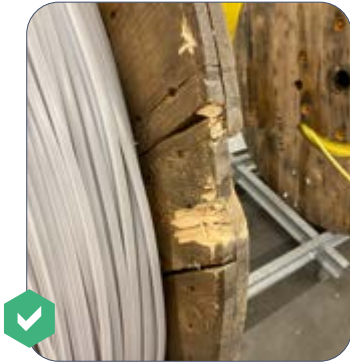
Not acceptable



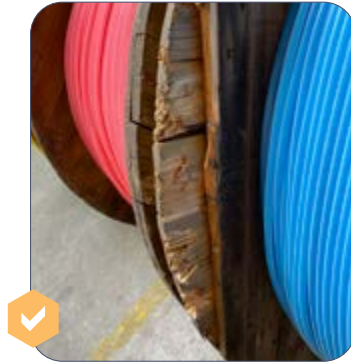
Drum's Condition (continued)

3 Flanges

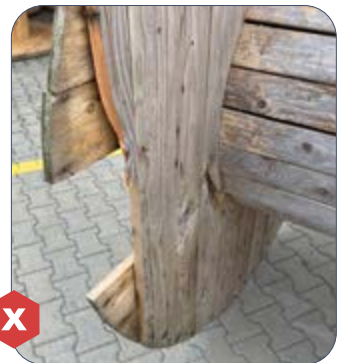
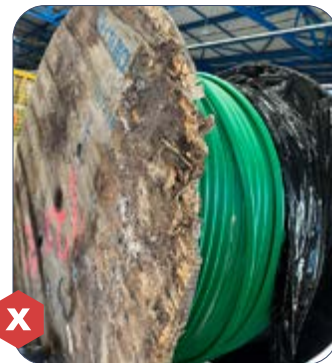
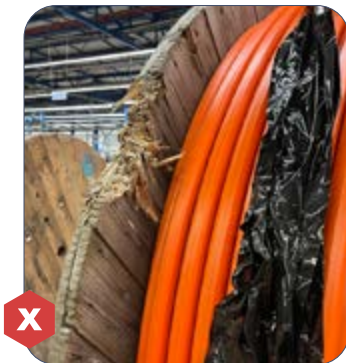
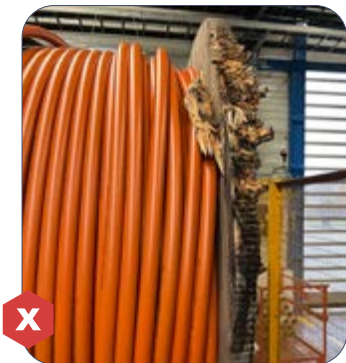
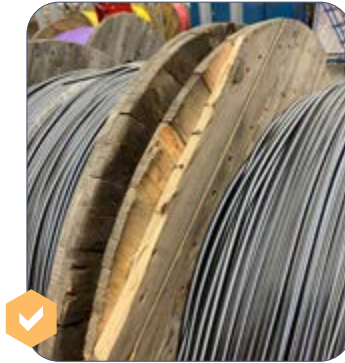
Check that flanges are straight, uncovered, and that nuts have been tightened. Ensure that flanges are tight to the drum. Flanges should be unbroken, though small gaps may be accepted provided all elements are secured and are not scratched.



Acceptable



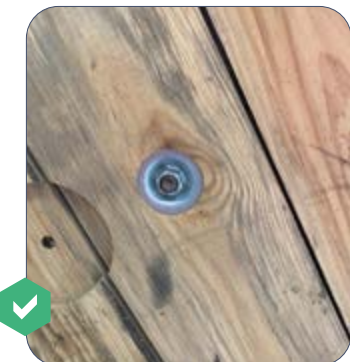
Dura-Line will replace



Not acceptable

4 Screws

Check that threaded screws, washers, and nuts on flanges are all present.



Drum's Condition (continued)

5 Structure of the drum

The drum should be centered and not lopsided.



Loading Instructions for Returned Empty Drums

- ▶ Only drums originally supplied by Dura-Line can be **accepted** under the drum return process.
- ▶ The loading area must be **unobstructed and with enough space for a standard truck with trailer** (16 x 4.1 x 2.5 m) to enter and manoeuvre safely and easily. The drums should be easily accessible and not stacked on top of each other.
- ▶ **Suitable loading equipment (e.g., forklift) must be available** at the return location and used for loading, e.g. forklift. Crane collection can be arranged but this is a non-standard service and may come at additional cost.
- ▶ Drums should be loaded into the trailer in the **vertical flange position and secured during transport** (see images below for correct and incorrect drum loading).
- ▶ A collection may be **postponed or refused in exceptional cases**, such as a drum being in an inaccessible or remote location, or a lack of opportunity for Dura-Line to reuse a drum due to its dimensions
- ▶ The minimum pick up quantity is **3 Dura-Line drums**



For more information, please contact
dura-line_drums_return_eu@orbia.com