

Information on cleanliness standards for Migros reusable equipment

Dear reusable equipment manager,

Below you will find an overview of the cleanliness standards of Migros reusable equipment.

The following cleanliness standard targets apply to ordered REs:

Criterion	Description	Examples	Used	Clean
Minor contamination	The contamination can be easily wiped off with a dry or moist cloth leaving nothing behind	Dust, soil, crumbs	May contain	None
Heavy contamination	Greasy and sticky residues on the inside or outside of a reusable equipment item	Leaked fluids	May contain	None

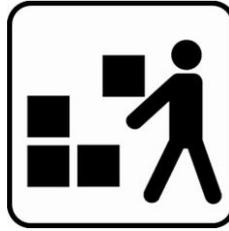
Used: Reusable equipment is returned into circulation unwashed

Clean: Reusable equipment is visually clean after washing (additional service)

The following requirements apply to all RE users:

- Every user is committed to achieving the targets of the cleanliness standard «**used**».
- No stickers or adhesive tape may be attached to Migros reusable equipment. If a user does not comply with this requirement, he bears the costs for restoring or replacing the reusable equipment.
- When planning internal processes and systems, it must be considered that the defined target requirements for **used** reusable equipment will not be complied with 100%.

The empty REs are provided to the MTM partner in an uncleaned condition. Cleaning is the duty of the MTM partner. They are responsible for the cleanliness of the goods and the REs.



Rights and obligations of the driver when picking up reusable equipment

When picking up reusable equipment, the driver is entitled to demand containers that correspond to the ordered quality. He must perform reception control on site on the ramp (number, type and quality) and acknowledge confirmation. The number, type and quality are deemed of reusable equipment as accepted upon signing the delivery papers. Retrospective complaints can no longer be accepted.

Please instruct your drivers and transport partners to observe the inspection duty accordingly.

Additional information on handling reusable equipment can be found in the driver manual on our homepage:

<https://www.logistiktransport.ch/en/mtm/general-information>

Many thanks for your attention and cooperation.

Best regards
Your MTM-Team