

Pickup Procedure – Soprema

To ensure the quality of our service, here are the key points to observe regarding the requirements for the collection of your recyclable waste.

For the first shipment, an email requesting transportation, including your information, must be sent to **demandepickup@soprema.ca** (QUEBEC) or **pickup@minimaxexpress.com** (ONTARIO).

1. Include the following information:

- a) Company name
- b) Contact person
- c) Full address of the pickup location
- d) Number of pallets
- e) Approximate weight per pallet

2. MATERIAL QUALITY

a) **CONTAMINATION:** To avoid a shipment being rejected by the factory, here are the main sources (not limited to) of contamination to avoid:

- i) Wood
- ii) Plastics
- iii) METALS (iron, steel, aluminum, etc.)
- iv) Organic waste
- v) Moisture (> 8%) (Materials must be always stored indoor)

3. Cardboard

Glassine and cardboard must be collected apart. Only mandrel will be accepted if glassine is rolled back on it.

4. Packaging

Glassine must be place in either: shuttle containers/gaylords, or Supersack. Each containers/supersack, must be place on a wood pallet. Each pallet must weight at least 175LBS. Use manual compaction to increase volume. Containers will be recycled. Supersacks will be repurposed.

5. PICKUP

a) **SAFETY:** The responsibility for loading rests with the client. The material must be secured in suitable, undamaged containers and

placed on pallets.

b) **DEADLINE:** Soprema requires a minimum of 72 hours to proceed with the pickup. Exceptions may apply depending on the region/logistics routes. In such cases, Soprema will contact the requester if necessary.

c) **BILL OF LADING:** The document, provided by Soprema, must be pre-filled at the time of pickup. The areas to be filled out are clearly identified.

d) **MATERIAL TO BE PICKED UP:** Identify the pallets, including the following information:

i) Shipper/warehouse # (to ensure traceability of your material/statistics purposes)

ii) Recipient (Soprema locations or where your material will be recycled)

iii) Total number of pallets

iv) Approximate weight of each pallet

e) The carrier must be loaded within a reasonable time. Any waiting fees will be billed to the client.

6. **REQUEST FOR PACKAGING MATERIAL**

a) Allow 14 days for processing the request.

b) Subject to inventory availability. Certain minimums and fees may apply.

c) Standard supply: Soprema cardboard boxes (subject to availability), Gaylord, Super Sac

For questions, contact TJ Butler TButler@Soprema.us