

-planned logistic sorting and verification arrangements are likely to make over-the-counter redemption points which can store containers for a reasonable period a more cost effective option, as well as a more convenient one, than the redemption points suggested for remote areas. We would therefore dispute population thresholds modelled as having the best cost ratio. Less collection points simply transfer costs onto consumers and reduce the effectiveness of the scheme.

Perhaps of more importance and not addressed in the draft Customer Service Standards is the standard of the number of collection points and their locations (e.g. at a town or suburb level) in respect of Customer Service and only one factor in driving convenience and participation. Equally or sometimes more important are

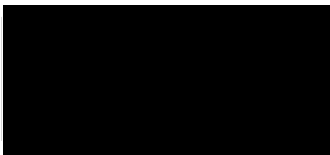
- 1) the specific location (e.g. the difference between an industrial area as a destination site such as a supermarket shopping centre) and how convenient it is to get there without a car
- 2) Opening hours
- 3) Type of service offered, volume throughput and capacity etc.

In summary we would recommend that one collection point per 5,000 people is regarded as an absolute minimum, and that the government should plan to go well beyond this and build the necessary incentive structures to do so.

In addition, customer service standards should take account of opening hours and the need for collection points at convenient locations (such as shopping centres and supermarkets) that are already incorporated into consumers busy lives

Thank you for the opportunity to comment and please do not hesitate to contact me if you have any questions in relation to the above.

Yours faithfully,



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