



Drop & Go Design Specifications

Version 1.1

Updated as of 18/08/2024

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PURPOSE

This document covers the mandatory infrastructure, presentation and signage requirements for Drop & Go refund points. Refund Point Operators (RPOs) must refer to this specification when applying for additional Drop & Go sites, upgrading an existing Drop & Go site, and upgrading fence line Drop & Go infrastructure.

BACKGROUND

In 2023, WARRRL embarked on a project to renovate its Bag Drop solutions, with the objective of improving the customer experience to increase container recovery through Bag Drops, now known as Drop & Go.

The project uncovered the need for three key improvements:

1. Consistency with how Drop & Go sites are presented to existing and new customers. By creating consistency, the Drop & Go network would be recognisable to existing and new customers through seamless alignment to the Containers for Change (WA) brand. Identified through consumer research, the name Drop & Go ties together the customer experience and brand, making this service easier to understand for our customers.
2. Improved infrastructure designs. Standard infrastructure designs in various sizes were developed that would minimise the manual handling risks to customers and staff.
3. The development of clear standards that would pull together all the learnings, designs and expectations moving forward so that the hard work of renovating the Drop & Go sites would be sustained.

This document captures the Drop & Go design specifications.

In the spirit of continuous improvement, this design specification may be updated from time to time.

DROP & GO INFRASTRUCTURE

STANDARD INFRASTRUCTURE

To keep the Drop & Go sites as consistent as possible WARRRL has developed four standard designs for Drop & Go infrastructure (Standard Infrastructure). These are:

- Small Bin
- Large Bin
- Shipping Container 8ft
- Shipping Container 20ft

The Standard Infrastructure designs are available in [APPENDIX A](#) and are engineer [design verified](#).

For operator ease, WARRRL facilitates the procurement of Standard Infrastructure with approved suppliers. This infrastructure is painted and labelled with all the mandatory signage. RPOs must submit an Application Form for all new refund points for WARRRL approval and award. The Application Form is available on the RPO Portal.

The provision of infrastructure is subject to availability and lead times may vary. WARRRL may also continue to expand the range of Standard Infrastructure and available sizing.

In the Application Form, RPOs can propose a Standard Infrastructure type, which should be based on the available footprint on site, estimated container volume, and collection frequency. WARRRL will provide an alternative infrastructure type if the proposed selection is not deemed suitable or available. Multiple Small Bins may be provided where volume is high, and space does not permit larger infrastructure.

RPOs may provide Standard Infrastructure designs to fabricators to have the infrastructure manufactured in their local area. Please see the section below [‘Non-standard Infrastructure’](#) for the requirements where fabricators deviate from the standard design.

NON-STANDARD INFRASTRUCTURE

RPOs may apply for WARRRL approval to use non-standard infrastructure such as modified sheds, intermediate bulk containers (IBCs), steel cages, and chutes in buildings.

Non-standard Infrastructure may be proposed for regional locations only where Standard Infrastructure:

- Is not suitable for the site or volume.
- Is not safe.
- Poses hazards with transporting bags to the Depot.
- Is not feasibly able to be supplied by approved suppliers or manufactured locally (e.g. for location/transport constraints).

RPOs must provide details of proposed Non-standard Infrastructure in their Application Form, such as:

- Infrastructure dimensions with design/engineered drawings.
- Description and number of chute design.
- Estimated container capacity.
- Internal bin infrastructure (e.g. bulka bags).
- Quotes for infrastructure purchase price.
- Confirmation and evidence that the structure is fit for purpose and is engineered correctly (i.e. design has been certified/verified by competent person).
- Proposed labelling placement (all approved Non-standard Infrastructure must still contain the mandatory Drop & Go signage and be painted green in *Taubman's Clover Hilltop*. This is the closest match to Pantone 339).

SAFETY AND DESIGN VERIFICATION STANDARDS

RPOs are responsible with ensuring the safety of Drop & Go infrastructure for customers, staff and members of the public.

Like all services and activities performed by RPOs, risks and hazards should be assessed and controlled for instance (but not limited to):

- Safe and secure placement of Drop & Go infrastructure. RPOs must consider and assess any requirements to secure infrastructure and door to the ground in locations that are prone to turbulent winds or tipping.
- Hazards that arise from unmaintained Drop & Go infrastructure.
- Reputational risks from poor customer service, visual amenity and lack of servicing.

- Traffic management considerations.
- Manual handling risks.

DESIGN VERIFICATION:

RPOs have a duty under WHS Law to ensure that modifications to the existing standard design or new designs are design verified. Further information on design verification can be found [HERE](#), or at [Reference Material 1](#).

RPOs must provide evidence of design verification for new infrastructure and Non-standard Infrastructure designs.

Standard Infrastructure is already design verified.

INTERMEDIATE BULK CONTAINER USE

An intermediate bulk container (IBC) has previously been an economical way to provide Drop & Go sites where a bulk return solution is required. However, they can lack visual amenity, require high levels of manual handling and provide limited to no security for deposited bags of 10¢ containers. For this reason, IBCs should be phased out and proposed only where [Standard Infrastructure](#) and approved [Non-standard Infrastructure](#) is not practicable.

If proposing the use of an IBC as a Drop & Go station, RPOs are required to demonstrate why other infrastructure cannot be used, and the steps that have been taken that minimise and prevent fraud in respect of the Scheme as per Schedule 2 section 2.3 (a) (i) (C) of the Refund Point Agreement.

All effort is to be made to find a suitable location that provides sufficient physical barriers to prevent customers from entering the IBC accessing deposited bags. For example:

- IBC located behind fencing with a chute or hole in fencing facilitating the Drop & Go and preventing direct access to the IBC.
- Site is supervised or has CCTV which can be accessed by the RPO.
- IBC is fitted with a chute cover.

If WARRRL has approved the use of an IBC as Drop & Go infrastructure, RPOs must ensure that the infrastructure is kept clean, regularly inspected for damage and other hazards, and branded correctly, using the standard Drop & Go IBC Wrap. This IBC Wrap can be purchased on the [Containers for Change Shop](#), also at [Reference Material 3](#).

RPOs must ensure all mandatory signage is visible to customers.



Figure 1: Drop & Go IBC Wrap.

DROP & GO SITES WITH NO STANDALONE INFRASTRUCTURE

RPOs may apply for Drop & Go sites where there is no standalone infrastructure. This may include a drop-off point inside a retail outlet, a chute in a wall of a shopping centre, or mobile drop-off point such as a trailer left at a fixed location on a schedule.

When considering this type of Drop & Go, it is important to consider the customer experience. For instance:

- Can the drop-off location be easily identified for new customers?
- Is there ample parking?
- Will the host site monitor overflow so that bags of 10¢ containers are not left unattended?
- What training and level of customer service will be provided by the host site?
- Is the site accessible?
- In a retail outlet, will there be an accompanying POS Kiosk for customers to print labels?
- What will be used to store the collect bags? E.g. cages, bulka bags?
- How will signage and instruction be provided to meet the criteria contained in this document?

These proposals will be considered on a case-by-case basis. In all instances, all mandatory signage and colour schemes must be used in the proposed design. Operators must propose a design in their application that includes all mandatory elements for review and approval.

CHUTE DESIGN

Drop & Go sites should have open chutes for customers to deposit bags of 10¢ containers. Open chutes provide a safe option for customers while still ensuring the security of bags.

An open chute design applies to both Standard Infrastructure and approved Non-standard Infrastructure.



Figure 2: Dual open chute design on Shipping Container (20ft).



Figure 3: Open chute design on Small Bin.

Mechanical chutes present the below risks and should be avoided:

- Often heavy and require awkward manual handling for customers.
- Often rusty presenting a biological hazard.
- Create pinch points where customers can get injured or stuck.
- Have metal handles that are hot to touch.
- Expand in heat making the chute difficult to open.

Limit the capacity of a Drop & Go if jammed by a bag.

For these reasons, bucket style mechanical chutes should not be used and phased out.



Figure 4: Bucket mechanical chute, rusted over time and difficult to open.



Figure 5: Bucket mechanical chute, jammed open due to stuck bag, resulting in limited capacity.

Where mechanical chutes are permitted:

Some Local Government Areas (LGA) may require some form of chute cover as a means to manage environmental risks with animals.

For this reason, mechanical chutes may be accepted if the hinge is at the top of the chute with a lightweight lid or flap, as this mitigates (although does not entirely remove) the above risks.

Any bin lid used must be white with no rosette. Flaps and other covers must be painted green in *Taubman's Clover Hilltop*. This is the closest match to Pantone 339.



Figure 6: White lid chute cover.



Figure 7: Lightweight top hinge painted green.

OPEN CHUTE DIMENSIONS

The below dimensions for two chute designs reflect the chute design for all Standard Infrastructure. RPOs may use these chute design for Non-standard Infrastructure. RPOs must ensure that chutes are securely fixed to infrastructure and structurally supported.

Chute height for standard infrastructure is 1050mm from the bottom chute to the ground.

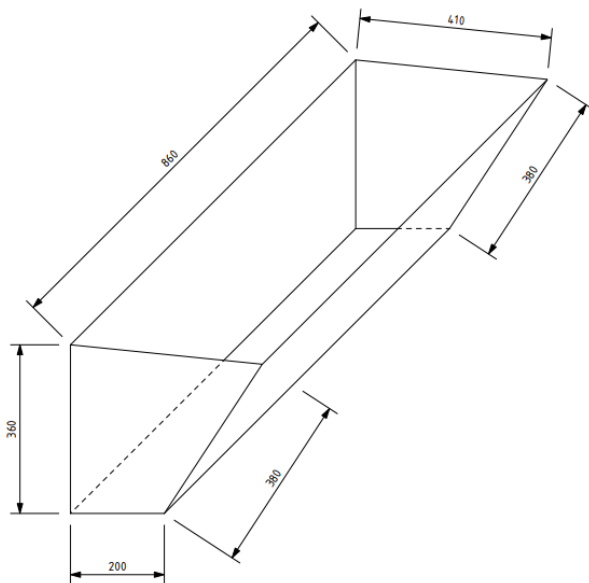


Figure 8: Side profile of the standard open chute design for a Small Bin. Dimensions are in millimetres.

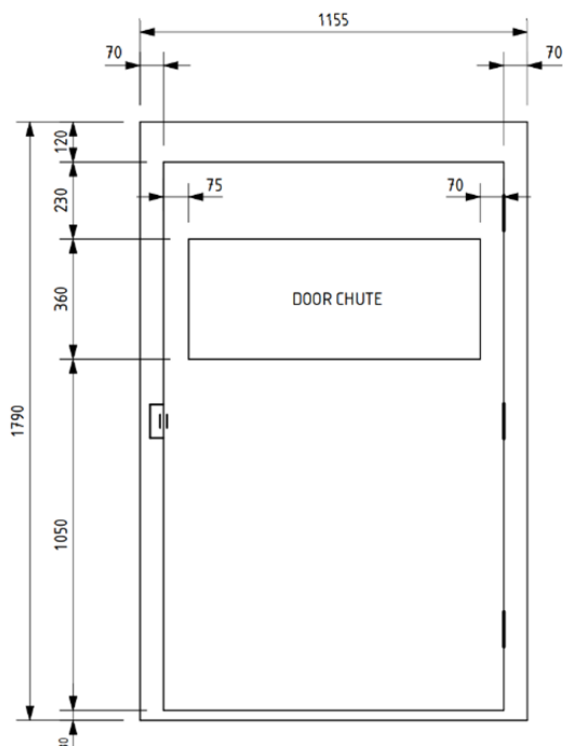


Figure 9: Small Bin, front door elevation, 1:20 scale.

INFRASTRUCTURE COLOUR

All Drop & Go infrastructure must be painted entirely in the Containers for Change primary green.

- The closest paint colour on the market is *Taubman's Clover Hilltop*. This is the closest match to Pantone 339.
- No other colour, pattern or gradient can be applied to the infrastructure.

Where the Local Government Area (LGA) planning requirements restrict colour palettes, please provide the requirements in the Refund Point Application with the LGA permitted colour palette. WARRRL Marketing can assist in developing a design and labelling that meets the LGA requirements, whilst adhering to the [Containers for Change \(WA\) brand guidelines](#), also available as [Reference Material 4](#).

Primary

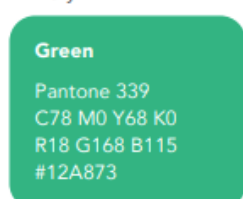


Figure 10: Containers for Change primary green colour codes.

MANDATORY SIGNAGE AND INSTRUCTION

An overview of the mandatory Drop & Go signage for all bin sizes can be found as [Reference Material 5 – Drop & Go Signage Matrix](#).

No other colour, signage, instruction or artwork can be applied to the infrastructure.

Mandatory signage can be downloaded from [WARRRL Operator Brandfolder](#) or purchased from the [Containers for Change Shop](#). Signage has been developed to suit each Standard Infrastructure design.

All Standard Infrastructure supplied by WARRRL will be provided with mandatory signage applied.

SIGNAGE PLACEMENT

Prescribed layouts for signage placement have been developed to keep the Drop & Go customer experience as consistent as possible.

The prescribed layouts reflect each of the [Standard Infrastructure](#). If Non-standard Infrastructure is approved for use, Operators must make best endeavours to ensure all mandatory signage is placed on infrastructure as close to the prescribed layout. Common sense should be used with applying signage.

NON-MANDATORY SIGNAGE

RPOs must not display any signage or instruction other than the mandatory signage, unless approved by WARRRL. Approval must be obtained prior to the application of any additional signage.

RPOs may request additional instruction only where it enhances the service offering, such as where to collect bags, and instructions for bulk return days. Any approved instruction must align to the Containers for Change (WA) brand guidelines and must not look to alter or replace any of the mandatory signage.

To request non-mandatory instructional signage, RPOs must provide in their application the purpose of the additional instruction, proposed wording, and placement.

TRACK YOUR RETURN STICKER

‘Track your return’ functionality is a feature intended to improve customer trust in the Drop & Go process.

Customers:

In conjunction with the Containers for Change app, customers enter the unique 4-digit pin to the app when returning their bags of 10¢ containers at a Drop & Go.

RPOs:

When servicing the Drop & Go site drivers also enter in the 4-digit pin, or refund point name, to the Driver App as proof of collection. Doing so notifies customers that their bag/s has been collected. This creates an additional touch point with customers between their bag deposit and receiving the refund.

WARRRL will administer this number and provide the unique 4-digit pin labels to RPOs for application to infrastructure. If a site has multiple infrastructure at a single site, the same 4-digit pin will be used.

This functionality will be available to customers for all Drop & Go sites, and Fenceline Drop & Go available at Depots. RPOs will not be required to verify collections for a Fenceline Drop & Go.

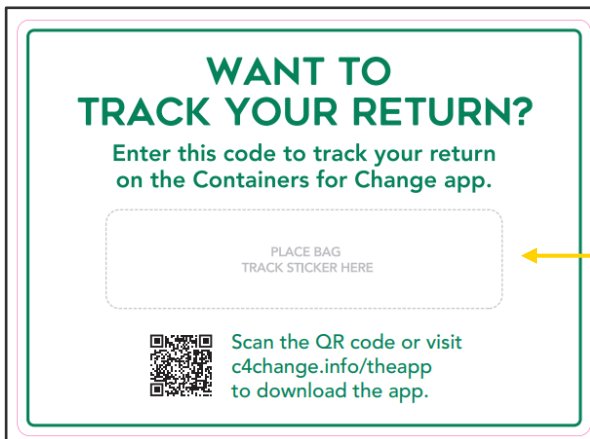


Figure 11: 'Track your return' sticker.



Figure 12: Unique 4-digit pin.

SIGNAGE PRINTING AND FINISH

Mandatory signage and instruction must be placed on flat surfaces. Panelling is only required on faces where signage will be applied.

Print finishes:

- Self-adhesive labels printed on waterproof Hi Tac vinyl, suitable for flat and smooth surfaces.
- Aluminum Composite Panels (ACM) with UV laminate, suitable for corrugated recessed faces.

Corflute should not be used for mandatory signage due to quick wear and tear.

Adhesive labels are available for purchase on the [Containers for Change Shop](#). Digital files can be provided to RPOs by their WARRRL Regional Manager should RPOs need to print signage on ACM panels.

Standard Infrastructure supplied by WARRRL will come with all required signage. If RPOs are replacing signage or arranging signage for Non-standard Infrastructure, RPOs should ensure that measurements are taken before procuring so the correct size is selected.

OPERATIONS AND MAINTENANCE

INSIDE THE DROP & GO

RPOs are strongly encouraged to employ various methods to minimise bag and glass breakage. Here are some examples:

- Utilise shock absorption mats, typically made of rubber in various thicknesses. These also help minimise noise.
- Hook bulka bags from the chute frame to catch bags of 10¢ containers. Standard Infrastructure comes with hooks. Large standard infrastructure will also fit 1100L bins, which may also assist in clearing out bags quicker.
- Regularly inspect the chute and repair sharp or worn surfaces.
- Keep good housekeeping inside and around the infrastructure, regularly clean to remove debris, broken glass build up, and odour.

BIN SENSORS

Most Drop & Go sites will be fitted with bin sensors that assist operators to monitor bin fill levels between collections. RPOs will be able to access bin sensor information in the [Service Provider Portal \(SPP\)](#) and the Containers for Change consumer app.

WARRRL procure the sensors and arrange for installation. Once fitted, ensure the sensor is not obscured, relocated or tampered with. Bin sensors remain the property of WARRRL and must be returned to WARRRL for any decommissioned site.

Do report any sensor damage or faults to operations@warrri.com.au for troubleshooting, or replacement if required.

DROP & GO MAINTENANCE REQUIREMENTS

RPOs must have processes that ensure the ongoing safety, maintenance and visual amenity of their Drop & Go infrastructure. Regional Managers when conducting their site inspections will look for the below maintenance requirements and provide corrective actions if deemed necessary.

Minimum maintenance requirements:

- RPOs must maintain their infrastructure and locking mechanisms in good working order and promptly repair damage. RPOs must take appropriate steps to manage hazards and should tag-out/isolate any infrastructure that is unsafe for use.
- Replace all faded, damaged, peeling and missing signage.
- Ensure the 'danger' sticker is always present on each chute and that the RPO phone number is always clearly written.
- Remove any graffiti and unauthorised signage. We recommend keeping *Taubman's Clover Hilltop* paint at the Depot to cover graffiti and for general touch ups. This is the closest colour match to Pantone 339 and Containers for Change primary green.
- Ensure the area around the infrastructure is kept tidy and illegal dumping is removed.

FENCELINE DROP & GO STATIONS AT DEPOTS

Fenceline Drop & Go infrastructure is strongly encouraged at Depots to divert low volume returns from the queue, and offer a way for customers to return after hours.

RPOs should follow the same specifications for Drop & Go infrastructure colour and mandatory signage to Fenceline Drop & Go sites. As good practice prior to making any site changes or upgrades, RPOs should risk assess infrastructure suitability, placement, chute design, security and consider accessibility.

RPOs do not need to apply to WARRRL for Fenceline Drop & Go infrastructure however should notify their Regional Manager if installing one. Please note that any use of the Containers for Change (WA) brand needs to be approved by the WARRRL Marketing team.

DUAL DROP & GO AND DONATION BINS

Refer to the [Drop & Go Signage Matrix](#) for signage related to Donation Points. As Donation Points are not refund points, no approval is required from WARRRL to establish one. However, where an RPO is looking to provide a Donation Point as ancillary to the Drop & Go site, RPOs must provide this detail in their Application Form and ensure in their design that:

- Donation Point chutes must be visually separate and distinct from refund point chutes through use of colour PMS 341 green for infrastructure AND Donation Point signage.
- Donation Point signage must be as per the [Drop & Go Signage Matrix](#).
- The structure is fit for purpose and is engineered correctly (i.e. design has been certified/verified by competent person).
- The correct donation recipient must be displayed on the Donation Point Signage.

While standalone Donation Points do not require approval, they still require the same thoughtful approach to safety, scheme integrity and customer service as Drop & Go sites. Do consider and risk assess aspects related to safety, security and reputation for any standalone Donation Point.

REFERENCE MATERIAL

1. [Duties of a Design Verifier – WorkSafe WA.](#)
2. [Containers for Change Shop.](#)
3. [Containers for Change \(WA\) Brand Guidelines.](#)
4. [Drop & Go Signage Matrix.](#)
5. [WARRRL Operator Brandfolder.](#)
6. [Service Provider Portal.](#)
7. [RPO Portal – operational processes and tools.](#)

APPENDIX A

STANDARD INFRASTRUCTURE DIMENSIONS

Standard Infrastructure	Height (mm)	Width (mm)	Depth (mm)	Chute size H X W (mm)	Number of chutes	Internal Bin Capacity
Small Bin	1,790	1,155	1,155	360 x 870	1	Bulka bag
Large Bin	1,994	1,500	1,458*	362 x 860	1	1 x 1100L bins
Shipping Container 8ft	2,000	2,489*	2,000	400 x 800	2	2 x 1100L bins
Shipping Container 20ft	2,590	6,050*	2,440	360 x 860	4	4 x 1100L bins

*Excludes Ramp

ENGINEERED DESIGNS

Engineered designs with detailed measurements of each Standard Infrastructure are available on the [RPO Portal](#).

VISUAL EXAMPLES

Small Bin



Large Bin



Shipping Container 8ft



Shipping Container 20ft



Note: This example displays a dual Donation Point signage design. Standard Infrastructure does not come with this feature as default.