

Media Release

SULO scores a high distinction

11 February 2010

The contract for the supply of Mobile Garbage Bins between SULO Australia and the Orana Regional Organisation of Councils (OROC) has been extended for a further twelve months after SULO scored a high distinction on a survey of member councils.

The contract first began on the 1st of January 2008 and nominated SULO as the sole supplier of Mobile Garbage Bins (MGBs) to the member councils for a period of two years, with the option of a twelve month extension.

Before the contract extension was official, member councils were asked to complete a series of survey questions and rate SULO based on the quality of products supplied and their level of customer service. SULO's Sales and Marketing Director, John Kernahan, *believes "SULO's high score in the survey is confirmation that our high quality products and exceptional level of customer service can take us that step further"*.

SULO scored an impressive 86% on the survey, receiving a total average of 27 out of a possible 30 from each member council surveyed. SULO's product quality received an average rating of 4.5 out of 5 and overall service averaged 4.1 out of 5. *"We are proud of our efforts in delivering excellence to each of our customers but are also sobered in the knowledge that we can always strive to do just a little better"* said Mr Kernahan.

SULO will continue to supply the OROC and *aims to achieve an increased overall rating in the 2010 survey. "While a rating of 100% would be nice, our goal is to achieve an increase and prove that SULO is constantly striving to provide the best possible service to our customers"* states Mr Kernahan.

For further information:

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