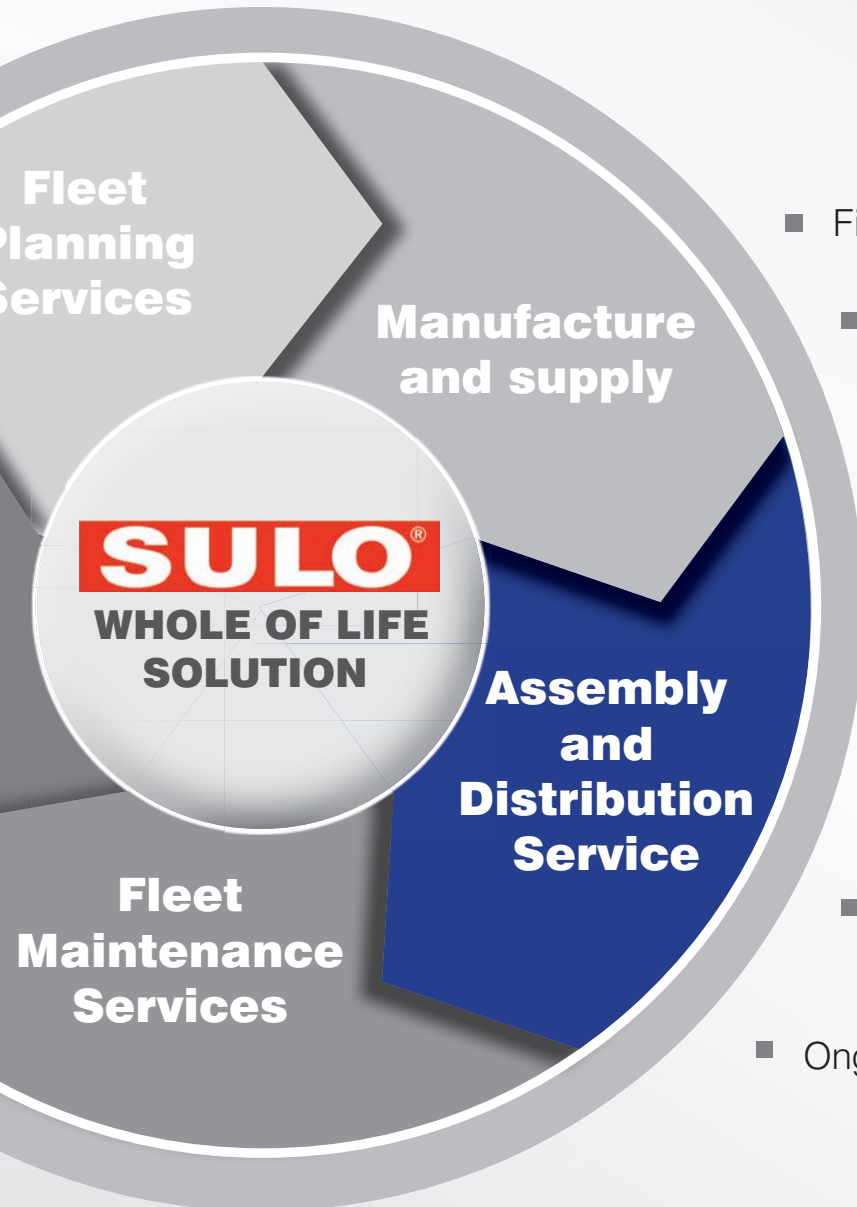


SULO Assembly and Distribution Service

SULO prides itself on the technology and innovation that it has invested in becoming a dominant player in the pre-collection waste services industry. Our core business is the manufacturing of quality bins through to the recycling process of the bin at the end of its usable life. In order to maximise the lifespan of our product we have developed a range of services to assist our clients in maintaining their fleet. At SULO we call this a Whole of Life Solution.



- Field fleet replacement
- New service delivery
- Pull back of bins at end of usable life
- Removal of bin dividers
- Inclusion of RFID tags
- Event litter bins
- Public space litter bin stands
- Replacement of lids to meet DECCW Australian Standards
- Ongoing distribution of ancillary items



What is an Assembly and Distribution (A&D)?

When a business or organisation replaces part or its entire bin fleet there is a requirement to deliver the bins to individual locations or households within a designated timeframe. Clients choose to outsource this task to an expert such as SULO as it is a specialised task and many errors and costs can be involved if the task is not completely accurately or on time.

How is it implemented?

An A&D starts with the manufacturer of new bins, dividers or lids which will form part of the distribution service. Each new bin is marked with a unique number and the optional insertion of a radio frequency identification (RFID) tag occurs. SULO has a customised A&D management application that creates bin and run creation and manages the pre delivery processes including allocating bins per property by serial number. The system also manages the post delivery data input of completed run sheets and provides reporting functionality.

Once all bins (and or parts) are delivered to the distribution depot the bins are assembled and individual bins are registered and identified eg, via a street name and number sticker.

The run schedule is confirmed and distribution begins. If SULO are required to add educational booklets or stickers with each bin is would be completed during bin delivery.

Regular communication occurs between the client and SULO. The SULO management system is regularly updated throughout the implementation in order to provide the client with daily reporting. If the database in relation to bin allocation and what is at the actual property varies considerably eg at a council street or on a university campus, on the spot communication occurs (where possible) with the client and confirmation is sort to ensure that the correct deliveries are made.

At the end of the distribution a post implementation review occurs between both parties and the client is provided with an updated database.

Does there need to be a minimum amount of bins for the service to be conducted?

SULO assesses all A&D requests and depending on the service location, number and types of bins in most cases SULO would be in a position to offer the service.

Could we conduct a divider removal or lid changeover at the same time that the service is being conducted?

SULO works with the client to ensure that their requirements are meet. We also have the experience to be able to maintain and repair the fleet as an ongoing contract after the distribution service has been completed.

Our organisation has an organics service and we are interested in introducing the SULO Kitchen Tidy. We would like the compostable bags delivered regularly as part of the distribution service. Is this something that SULO can help with?

Yes, SULO would deliver the Kitchen Tidies and would distribute the bags as per a service agreement. We would also be willing to work with you on a trial service if this is something that you are interested in.

How soon should we plan for this service to be conducted?

Many clients contact us during the decision making process to ensure that their timeframes are achievable and that they have all the information to support such a service. We encourage clients to notify us at least 4 months before a service is to begin especially for larger distributions as the project management process is in-depth and this would ensure that all stakeholders are involved and that service standards are not compromised.

What does SULO require from us in order to conduct this service?

There is a routine process that SULO undertakes before the service begins. It is important that SULO receives up-to-date data on exactly where the bins need to be distributed. The more accurate the data provided the more accurate the process is going to be. We use the data provided, and where needed GPS and manually derived data from the service area to efficiently schedule distribution runs to ensure every property is serviced.

What are the major issues that could occur during this process?

Planning is the most important part of all SULO provided services. If our clients have taken the time to ensure that their databases are up-to-date minimal issues will occur. In all cases there are usually a small amount of enquiries or complaints what will come from residents and this is normal. Complaints are usually regarding the new service and how it will affect them. No matter how much time is spent on education there will still be someone that will miss the communication.

Scenario: If a truck turns up to a property and the information on their paperwork states that a bin is needed but it is a vacant block of land what is the process? And via versa?

SULO has a policy where it does not deliver a bin to a vacant block of land or a building site where the house has not been completed. We do not provide a bin to a house if it's not specified on the schedule. In this circumstance if the resident disputes the situation onsite we encourage them to contact the client.

Does SULO have quality standards and are they able to provide assurance?

This service is conducted in full compliance with occupational health and safety regulations and environmental best practises. All procedures and processes are publically available for clients.

SULO's detailed planning and project management ensures timelines and KPI's are met. A stage-gate approach ensures critical data is captured and minimises the opportunity for data errors.

Are SULO able to provide consultancy advice to senior management regarding how this process will be rolled out?

SULO are conducting A&D's regularly and we would be more than willing to share our expert knowledge regarding best practises to ensure a smooth service delivery.

Where would SULO conduct the service from?

Would they need access to our depot? We would use a SULO warehouse if one is within a short distance to where the service is going to be conducted. If not, the project team would secure a suitable distribution depot on a short term lease within close proximity. If the clients depot is an option and meets the requirements needed this could be discussed with the client as a possible option.

We would like to include an information booklet and or a sticker on each household bin. Is this an option?

Yes it is. We tailor every service to meet our client's needs. We actually encourage permanent address labels to be affixed to the side of the bin showing address and collection day/week. With an information package providing all the information that residents need including directing them to the side of their bin for collection details.

We have some new bins in the field and some that do not need to be replaced. Are SULO able to pull back these bins and provide them to us so that we can use them for future replacements or events?

If clients choose to store bins for events or future repair/ replacement use this can be arranged. It is recommended that councils ensure that they have appropriate storage facilities as some clients have done this in the past and it has lead to hiring containers and external storage facilities which can be costly.

What happens to all of the old bins that have been pulled back from households?

All bins will be taken from the field, stripped down, shredded and re-processed so that the materials can be reused in the manufacture of new wheelie bins and other parts such as axles could be re-used in other ongoing requirements.

Would SULO use local labour to conduct the service?

This would depend on where the service area is located. In some cases we may need to bring in a team of trained labourers however in most cases we utilise local labour. Depending on the most efficient way, ensuring that the contract is completed within the scheduled timeframe.

Why Choose SULO for this service?

SULO understands the product lifecycle of a bin from quality manufacturing standards to recycling parts at the end of a bins useful life and everything in between. The company is Australian Owned and bins are manufactured locally. Our clients have benefited from our specialised service, simplified operations and resident satisfaction when outsourcing their A&D service.

Specialised service

- SULO has experience, processes and best practises to implement an A&D
- A professional roll-out approach using advanced technology to conduct service
- SULO buys back bins that have been taken from the field as part of SULO Recycling Services

Simplified operations

- SULO can conduct the service in a staged approach or replace or introduce a new service at once
- Guaranteed component availability

Resident Satisfaction

- Efficient and timely completion of services
- Service delivery standards meet

Operations and financial benefits

- Database management
- SULO manages all aspects of process
- Progress can be tracked daily online

Am I able to contact a SULO client regarding this service?

SULO prides itself on its ability constantly supply a high quality product and service. Our clients attest to our expertise and we would be willing to provide details of clients whom you can contact to discuss our Assembly and Distribution Service.



**DELIVERING VALUE THROUGH
 INTEGRATED SOLUTIONS**



SULO MGB Australia Pty Ltd
 123 Wisemans Ferry Road
 Somersby NSW 2250

Australia

Tel: +61 (0) 2 - 4348 8188
 Fax: +61 (0) 2 - 4348 8128
 Internet: www.sulo.com.au
 E-mail: info@sulo.com.au

SULO – Queensland Office
 11 Argon Street
 Sumner Park QLD 4074

Australia

Tel: +61 (0) 7 - 3725 5000
 Fax: +61 (0) 7 - 3725 5099

SULO – Victorian Office
 1950 Hume Hwy
 Campbellfield VIC 3061

Australia

Tel: +61 (0) 3 - 9357 7320
 Fax: +61 (0) 3 - 9357 7340

SULO - Talbot
 13 Kerwyn Avenue
 East Tamaki, Auckland 2013

New Zealand

Tel: +64 9 - 968 2180
 Fax: +64 9 - 968 2188