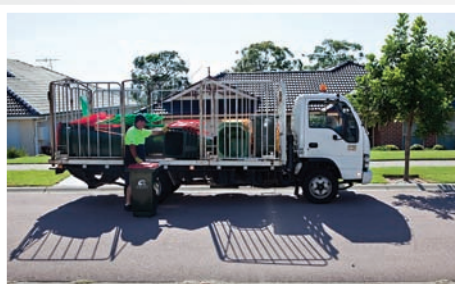
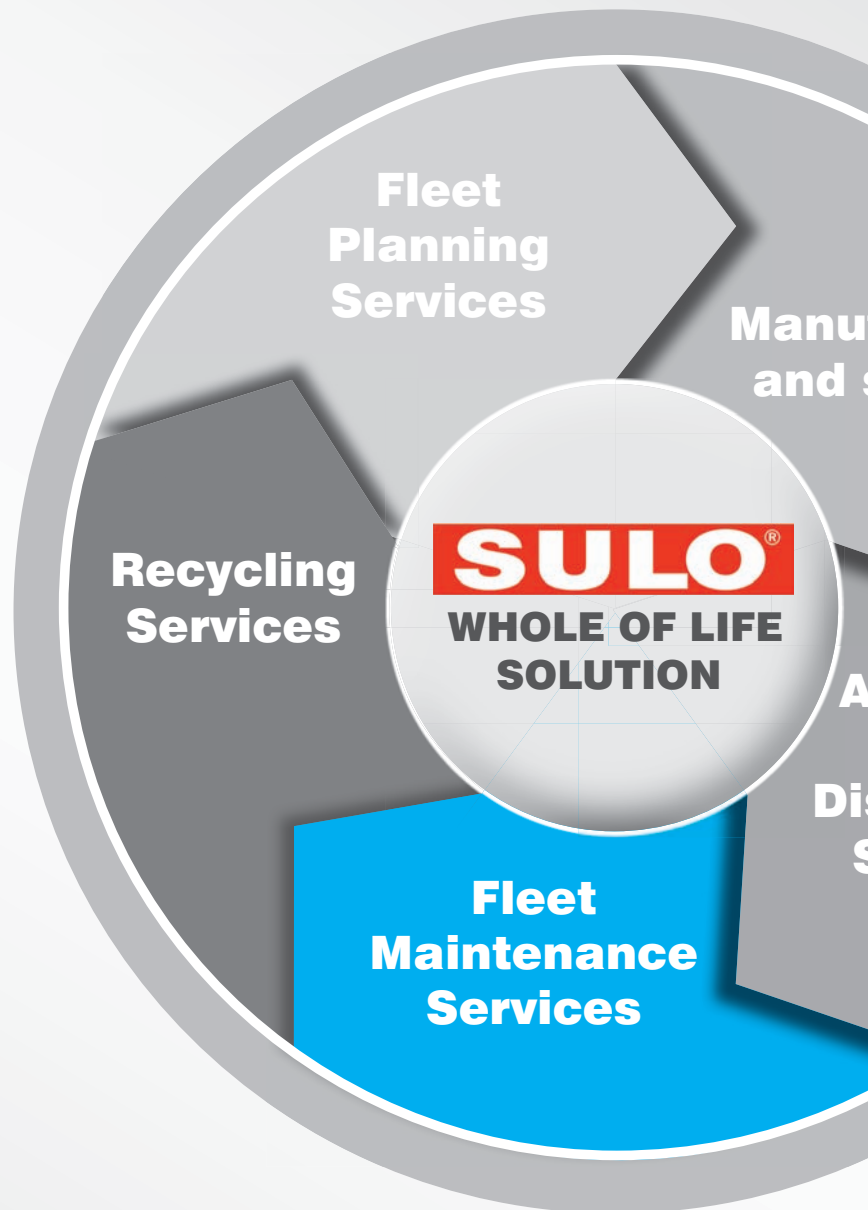


SULO Fleet Maintenance Service

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.

- Delivery of new services
- Replacement of existing services
- Repair of existing services
- Cleansing of existing services
- Disposal/reprocessing of recovered material
- Database management



What is Fleet Maintenance Service (FMS)?

Fleet Maintenance Service is a specialised service where SULO takes full responsibility of the maintenance of a council's bin fleet. This includes repairs, replacements or new service requests and can extend to database management.

How is it implemented?

Residents lodge a service request through the council's standard customer service channels. This information is transferred securely to SULO daily through an electronic data file, the service is then scheduled with the maintenance team who perform the job on a daily basis ensuring the agreed response times are achieved.

SULO has a specialised FMS management application that manages the maintenance processes and documents the reallocation of serial numbers to households that require a new service or replacement. Where a bin is replaced, the old bin is removed from the field and old parts are salvaged to use on other replacement services and the body of the bin is recycled to ultimately re-manufacture new bins.

SULO can also manage the customer's database.



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

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

We successfully provide Fleet Maintenance Services to a number of LGA across the East Coast of Australia.

These contracts range from relatively small bin fleets to Brisbane City Council which has in place a fleet of over 750,000 mobile bins.

SULO operates a fleet of maintenance vehicles and technicians servicing Brisbane's maintenance requirements on a daily basis with service requests completed within 48 hours of notification.

Could we conduct a divider removal, lid changeover or new bin delivery at the same time that the FMS service is being conducted?

SULO work with clients to ensure that the services provided meet all client waste management needs or

requirements. FMS services are only conducted through resident's requests. In this case we would extend the service and provide a separate service where the team would follow collection trucks and implement the new service area by area as per the council's requirements. SULO has the skills to be able to implement an assembly and distribution service for a council and all systems and requirements would already be in place.

How soon should we plan for this service

Many clients contact us during the decision making process to ensure that their timeframe, expectations and service delivery standards can be achieved.

We are a council wanting to conduct this service. What would you require from us?

No two fleet maintenance services are the same therefore SULO creates a customised service for each council using established best practices and processes. SULO spends a significant amount of time researching current processes that council currently provide to residents and understanding the long term requirements that the council. This includes any future waste management planning opportunities that may impact the service delivery process. Council will need to provide this information to SULO through a number of scheduled meetings and questionnaires.

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

Planning is the most important part of all SULO provided services. We encourage clients to notify us of any planned advertising in advance to ensure that SULO schedules more runs to accommodate an increase in jobs. Complaints from residents usually occur when a resident fails to place their bin out on the scheduled day or expected the service to be completed within their property.



Scenario: If when a truck turns up to a property and the information on their paperwork states that one bin needs repaired and actually two bins are broken or a number of bins are

broken in the one street what occurs in this situation?

SULO will only replace the bin as per the initial request. A card will be left at the property to highlight if a second bin needs to be replaced. If there happens to be a number of broken bins within close proximity of where the maintenance is being conducted a service card will be placed in the letterbox of those properties advertising the service and encouraging them to contact their council and request the service.



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

This service would be 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.

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

We have never outsourced this type of service. SULO are conducting this service regularly for our clients and we would be more than willing to share our expert knowledge regarding best practises to ensure a smooth service delivery throughout the entire process.

Where would SULO conduct the service from?

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 depot within close proximity.

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 improved financial outcomes, simplified operations and resident satisfaction when outsourcing their bin fleet maintenance service.

Improved financial outcomes

- Agreed pricing means known expenditure
- Monthly invoicing improves cash flow
- Reduced overheads
- SULO buys back damaged bins as part of SULO Recycling Services

Simplified operations

- Eliminates inventory management and storage
- Guaranteed component availability

Resident Satisfaction

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

Operations and financial benefits

- SULO manages all aspects of process
- Inventory management, just in time supply and flexibility
- Assists with cash flow – additional 30 days credit
- Fixed pricing
- Reporting on performance
- One point of contact and project manager
- Consistent service delivery standards

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 Fleet Maintenance Service with.





**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