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### POLICY STATEMENT

The ecoBright® Group of Companies (ecoBright®) operate in Australia, New Zealand and the Pacific Islands and purchases, warehouses and retails energy saving technology and also undertakes maintenance and contracting activities for our customers. As employees we are committed to providing customers with the highest possible levels of service as we recognise this is needed to remain competitive in our industry.

**Our vision is to be the supplier of choice to our customers providing value by being: Customer focussed, easy to do business with and safe, caring, reliable and efficient.**

**Our goal is to provide high quality customer service to our customers.** A high level of customer service is essential to gain an edge in our highly competitive market. Without service our customers will seek it elsewhere irrespective of product price, quality or performance. To become market leaders we must set goals and service our customers to the highest standard.

To achieve our goals, ecoBright® must:

- Efficiently manufacture and supply energy saving products, which conform to the relevant specifications, meet contractual and regulatory requirements and meet or exceed the expectations of our customers. In conducting these activities we strive for Incident Free Operations.
- Work together as a team from market planning to project implementation, by building strong relationships throughout the sales and supply chain and by encouraging feedback.
- Understand who our customers are and their needs and expectations.
- Understand our marketing needs and expectations.
- Improve communication and communication channels.
- Monitor KPI's in a continuous effort to improve customer service and increase efficiency.
- Develop a customer-focused culture through out the business.
- Be aware that every function or role we perform impacts on customer service.

ecoBright® measures, and is highly committed to on time in full (OTIF), as a key customer service measure. Everyone at ecoBright® contributes to our OTIF figures and thus is responsible and accountable for overall customer service levels. Through good leadership practices and an increased customer service focus, ecoBright® will become a market leader and the supplier of choice for our customers.

### APPROVAL

A handwritten signature in black ink, appearing to read "T. Kanellos", written over a large, light green leaf graphic.

Terry Kanellos  
ecoBright® Group Managing Director  
28<sup>th</sup> July 2010