



NEWS LETTER

DECEMBER 2018



Hi to all the CI Group,

Well, what a quarter from app updates, phone automation, making promotional videos and moving CalCon into new factory and merging with the CI group.

I would like to thank all the team for their effort this year and would also like to welcome the team from Calcon, Graham and Mario, into the company. I hope that 2019 will be a great year for us all. For those in the group who have been with us longer, you would know we had a topsy turvy year but have battled through and are coming out the other side with a stronger new team.

Welcome additions are Dale, Nezsy and Esther, all working their way into their roles and finding their feet. In the past months we have also acquired a new supplier with the Range of LUM, being signed only this wee, specializing in a unique particle disbursing system. Thank you to all the team in service and accounts in battling through and making it happen for us with new clients coming on board such as Visy, Tismorand Aegic, just to mention a few major ones.

Congratulations to Louise on her announcement of the coming event of a new baby and Michael in getting his trade license for tanks for the Calcon business.

Well once again, thank you and have a safe and happy holiday.



METROLOGY

2018 is indeed a year for upgrades for the CI group.

Altaf moved from CI quality assurance to metrology department. Altaf completed calibration training for few equipment, he completed the full stock count and organized the store and finally completed few full validation protocol for customers. Altaf learned to operate the calibration app and developed different templates and test methods for calibration. Altaf supported the quality

assurance and quality control team in a regular basis.

As we approach the new year, Altaf has lined up some goals he aims to achieve. There will be training for different equipment calibration, create a yearly calendar for internal equipment calibration for proper tracking and Altaf will be checking the background table/lookup table of the report in a regular basis to ensure all the information are updated and the calculations are working properly.

SALES

Have you heard the saying “Begin by always expecting good things to happen” by Tom Hopkins? This is definitely a great reminder not just to our sales-team but to everyone.

This quarter, our sales-team has given us a great show of their achievements. As the new year approaches our Kurt and Dallas has started their training for NIR. CI Scientific was able to sell their pouches and had their first order for Aqualab, now that is a great way to end a year. During the last quarter CI was able to have more orders for Laboklav and Platograph Extruder. If we were able to achieve these this quarter, just imagine the upcoming achievements we will be having this 2019!

Challenges have always been a part of success. it helps us to be wiser and better. This quarter our sales team had a bit of difficulty in making budget, with suppliers

in general, having no stocks for Autoclaves due to damaged goods, lack of product knowledge and training for specialized equipment, staff being away because of illness and with the website not reflecting the right content.

2019 has a lot of great opportunities and events waiting. CI Scientific will have visits from their partners this 2019. Our partner Frigortech will be visiting us this January, a great opportunity to start up the year. Our new partner LUM will also pay us a visit this coming year. We have a new project on Brabender for New Castle University and we will be finding resellers for pouches.

As CI grows bigger, its team grows along with it. There may be some challenges as we push for our success, but sure CI Group will continuously soar higher.



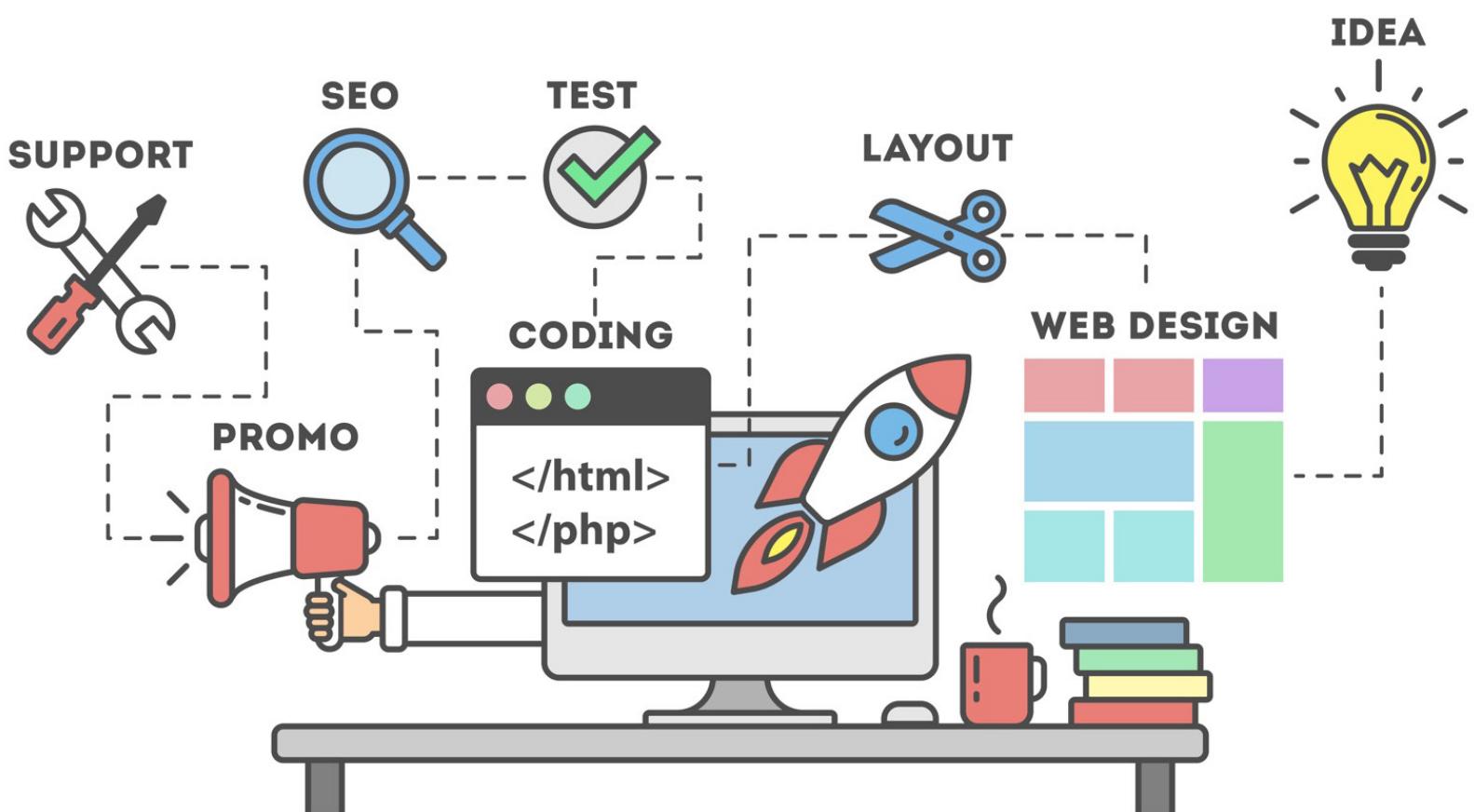
WEB DEVELOPMENT

This quarter, we get to launch our new online store! We may had a bit of downtime with the transferring of the site from Wix to Bigcommerce but it was still made possible by our web developer Dale. Lastly, we were able to get acquisition for our domain ciscientific.com

Our new web developer has also faced some challenges this quarter, Dale encountered difficulties routing and traffic redirection from old website to new one. It took him almost a week to have everything settled. Just imagine those sleepless nights because you're busy coding and transferring everything. There were also delays and missing information on Online Infrastructure.

This 2019 CI Scientific will be having a website revamp, we follow the trend 'new year. New look'. CI will have better presence online, we aim to give our clients better experience as they shop online and we will be launching our online portal for CIS Equipment hiring services.

This year, Calcon and Autoclave Australia websites will be launched. Since the digital age continuously advances, CI will also advance along with it. CI Scientific will launch their mobile app, portal for the new hire training and certification and online ERP for the sales team.



MARKETING

CI Scientific has started working on their presence online during the last quarter. Now that we are in the digital age, it's about time that we join the trend. Nezsy pushed through into creating and posting in our social media pages, creating blogs, sending out call to action email campaigns like the CIS pouches and CCEM campaign.

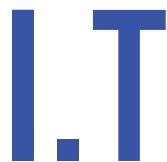
CI Scientific also participated in trade shows like ICEAN and AOA where we got featured at Prime7 news giving us publicity. Optimizing our Google Ad campaigns has also given us more lead and generated more clicks and interaction. Now, we have a marketing plan that we have presented to some of our partners which resulted into good feedback. All we need now are the execution of the plan.

As a company or even as ourselves,

we don't grow when things are easy; we grow when we face challenges. Challenges come to us to make us better not bitter. This quarter, CI Scientific has faced different challenges from different department which has given us the opportunity for improvement. There was a bit of challenges as we end the year, challenges like the turn around time for online orders and quotes, lead to sale conversion and generating website traffic.

For 2019, we aim to soar higher and remain in trend as we generate leads to sale. CI will be implementing programs like loyalty program, referral program, social media program and partner-sponsorship program. These programs will help generate more lead and PR as we take care of our clients and partners. We will be having webinars, product live demos, quarterly pairing promos, product and brand feature email campaigns and we will be releasing our time line .





Chris! As awesome as always!
Just look at what have kept him busy
this quarter:

App updates and versions- App v3.28 has various new equipment types were added so that, now, most types are able to be calibrated on the application. Service History, where company equipment is added to a job card using the app, the service history will also now come across. App v3.3 provided functionality then upgraded to App v3.3 where Chris added dockets which automatically refreshes to show the current status of the job, allowing deletion of any job card item and also added loggers that is updating lists of valid loggers.

NATA Audit support - Provision of automated dummy data checks and various template updates.

Integration with website- Automatic creation of invoices in the FileMaker when purchases are made

on the website.

Automatic calculation of customer rankings and monthly reporting.

MYOB Integration - Provision of functionality to allow creation of MYOB invoices and orders directly from FileMaker.

Filemaker Communications - A better interface for seeing FM communications related to companies, people and quotes.

This 2019, we will be having a lot of upgrade from Chris. Chris will develop automated calibration reports where he will build an automated way of producing calibration reports straight from app data all the way to putting them in customer's portal. We will also have a functionality to improve job scheduling and calendaring and we will have standard pricing templates. Chris will also integrate the calibration consultant services into the filemaker.



ACCOUNT MANAGEMENT

Last quarter, Kristina was able to achieve automatic invoicing out of FMP and automatic job cards and notification of job completion.

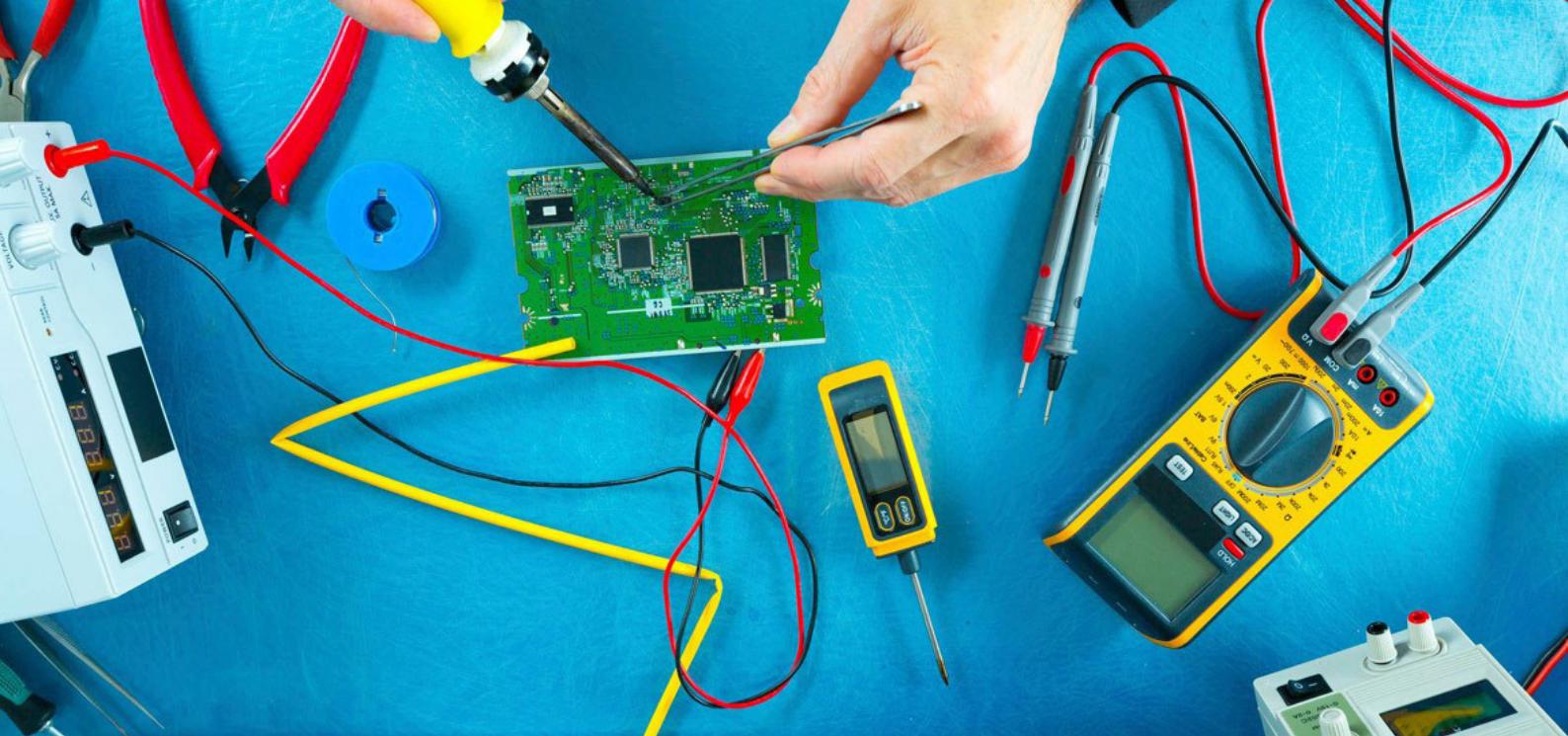
Accounts is now automatically processed between FMP and MYOB and reduced paper consumption for Job Cards processing. From manual labor to automatic! How 'bout that!

Account management is a challenge in general especially if everything needs to be done manually. Kristina has encountered reviewing each job thoroughly as all information needs to be current and in FMP. Online orders are being created in FMP and then an invoice is being created. This makes it difficult to track as customers are being duplicated in MYOB and have to find those invoices and apply the square bank charges. For the bigger jobs, paper forms of job cards require printing out as it needs to be marked

off what was and wasn't completed as all equipment gets included in the invoice even if it's not completed. For calibration jobs, this is a relatively easy process, but for repairs, information is not being provided with times, parts used and full descriptions of work carried out, thereby causing holdups. Still finding that the invoicing backs up very quickly thus needing to work weekends to catch up.

Cash flow is always a struggle and just when you think you are going great, the government is always there to remind you that you work for them, it's called tax. Supplier bills:- trying to find an equilibrium in keeping the suppliers happy and having enough cash flow for things the company wishes. Finding the time to upload the prices in the FMP and being swamped by emails.





SERVICES

CI Group assures clients that we give them high quality services for their equipment. This quarter, Nicole and her team, the services department won the Visy contract in Kings-park. They have secured a contract from Tismor Health. The service team received referrals for Calibration Consultant, the office of CI Scientific located in Victoria finally got registered as "Calibration Consultants a Division of the CI Group"

The team moved into new premises in Victoria. PNG was a success for items on the job cards and on the application. Addition to the service department trade scope, they now have 8.1 and 9.1 for farm

milk tanks and road fuel tankers with 1 verifier. Submitted proposal for DPI Wagga Wagga. Delivered consistent service quality across the group.

The Service department has a lot lined up for 2019. They will be launching training programs this February, they will have service tech performance reviews, integrate calibration consultant onto app, trade licenses are to be completed on January for all technician and new dimensional metrology lab to be set up in Victoria and New South Wales. Michael will be joining the service team full time.

RECEPTION



Our soon to be mom has also given us her share of achievements, Louise was able to achieve faster turn around times for CIS online purchases and we are no longer mailing out NATA stickers to our customers. Louise helped for the preparation for the NEWCASTLE trade show, hosted NATA for 3 days, effectively chasing overdue accounts and improved communication between departments. She also received positive customer feed back and decorated the CI Christmas tree. Christmas spirit is love!

Louise also had challenges during the last quarter of 2018. There was incorrect ETA provided to some of our clients, some goods are damaged from TNT during transit and had some difficulties with Thendro loan autoclave collections. As the Receptionist, Louise is usually the person who makes the office lively and welcoming, she had a bit of a hard time adjusting with her new role.





CI SCIENTIFIC

"WHERE MEASUREMENT IS PARAMOUNT TO SUCCESS"

