



**NEWS
LETTER
DECEMBER
2019**



Hi everyone!,

So 2019 ended on a positive note with the acquisition of KIW and AIS now becoming part of the CIS group. These acquisitions will give us more resources and more depth of talent and makes for a super dynamic and talented team. We also welcomed on board a new sales member with Sharifa and also had Tyra join us in store.

Last year's acquisition of Calcon has continued to bear fruits with the largest tank manufacture in Australia Tiemen becoming a CI client. With things improving it looks to be a bright future for the rest of this financial year.

I'd like to thank all of the team from the CI group for the fantastic effort in the last quarter and I look forward to more continued growth.

Let me also not forget to wish Michael and Nicole all the best and congratulate them on the birth of their first child Marius Peter Cyrulla and hope things continue to go from strength to strength.

A handwritten signature in black ink, likely belonging to the author of the message.



METROLOGY

The year of 2019 just ended and as we greet the year new year, our metrology department is proud to flaunt their success and achievements. They were able to add NATA mass calibration up to 3 tonne, prepared a template that can do all masses into a single template, which allows to enter results in any unit. Adding NATA calibration on Torque Wrenches as per ISO 6789:2017. Adding Centrifuge Temperature to NATA scope - prepared new template and procedure to meet requirements. Prepare for upcoming NATA audit on Weighing, Centrifuge, Hydrometer

Of course, it is common to experience some challenges as we upgrade. The metrolo-

gy department experienced challenges such as Designing a template to meet this requirements and looking up the masses based on new codes. Difficult to prepare a template which suits all size of scales, defining acceptable tolerances, performing interlab and updating quality manual and procedures.

We can expect a lot more from the this 2020. Our metrology department will buy scales to cover certain ranges and finalise the application, calibrate all masses up to 1 tonne and design new template, perform interlab and prepare application, apply for editorial revision and finalise missing parts of quality management update templates.

SALES

This quarter we had some achievements with the sale of Autoclaves picking up and the number of organic leads has been growing. We secured exclusive rights on the Autoclaves. We have now started to negotiate with Steroglass for exclusive deals and this looks to bring us access to our own brand of water activity meter and will give us access to service of our competitor machines. Closed out some sales contracts for service and also picked up some good sales on torque wrenches

This quarter, we had a few challenges. The new team from Kontrols and Industrial Weighing and Active Instrument Services integrating into our system while we are keeping the sales process going, the websites being now managed by our team and to get these

into a platform that is much easier to manage by CIS. This has resulted in a delay of leads for KIW team with links and phone numbers not working or not being correct. Sales process training with the sales team to all be presenting the same process to our clients

On the next quarter, we have the training sales seminar for Zeutec coming up, and a number of extruder projects. We have Vinidex looking to place some orders and possible orders for JC's on a production line system. We will be attending a trade show in the Philippines, site visit with Collins, possible sales of calibration projects up to 100k to be closed out in early January and possible sales for Frigortec systems in silo management.



MARKETING

CI Scientific appreciates the good gestures of our clients, thus the reason we started the customer feedback post in our social media accounts. We have announced the acquisition of Kontrols and Industrial Weighing and Active Instrument Services to our database and to their database as well. We also had a wonderful exhibit in the National Olive Industry Conference 2019.

Here are some of the challenges we've faced for this quarter: we had a bit of problem with some of our suppliers. The marketing team of Zeutec GmbH doesn't respond much which resulted to us not having a representative from them during the exhibit. We are having difficulties tracking the conversions and website visits since we have relocated the CI Scientific website to its new platform. Most contacts from Kontrols and Industrial Weighing and Active Instrument Services don't have complete details which resulted into us sending the announcement to few of their database instead. Cleaning the masters list of CI Scientific took more time than expected

Cyrulla

because of its redundant records.

You can expect the following this coming quarter: Autoclave services referral program to be sent to our existing clients under Autoclave Australia. Will be data mining emails of companies for the promotion of the Nitrile Gloves. Will be sending an email campaign to the contacts we data mined and offer a introduction offer for the gloves and a bundle offer for the autoclaves. Still under planning but we aim to have a live demo/webinar for the SpectraAlyser. Google Adword campaigns will have additional services under the 'CIS calibration' ad campaign and additional campaigns for KIW and AIS. Autoclave Australia will have a bundle promo for the 1st quarter. There will be a new email template for Autoclave Australia customers when our sales representative send their replies, invoices and purchase orders to their customers. We will be uploading meta data to AIS and KIW websites and revamp the meta-data for CI Scientific. Can't wait for an awesome 2020!



ACCOUNT MANAGEMENT

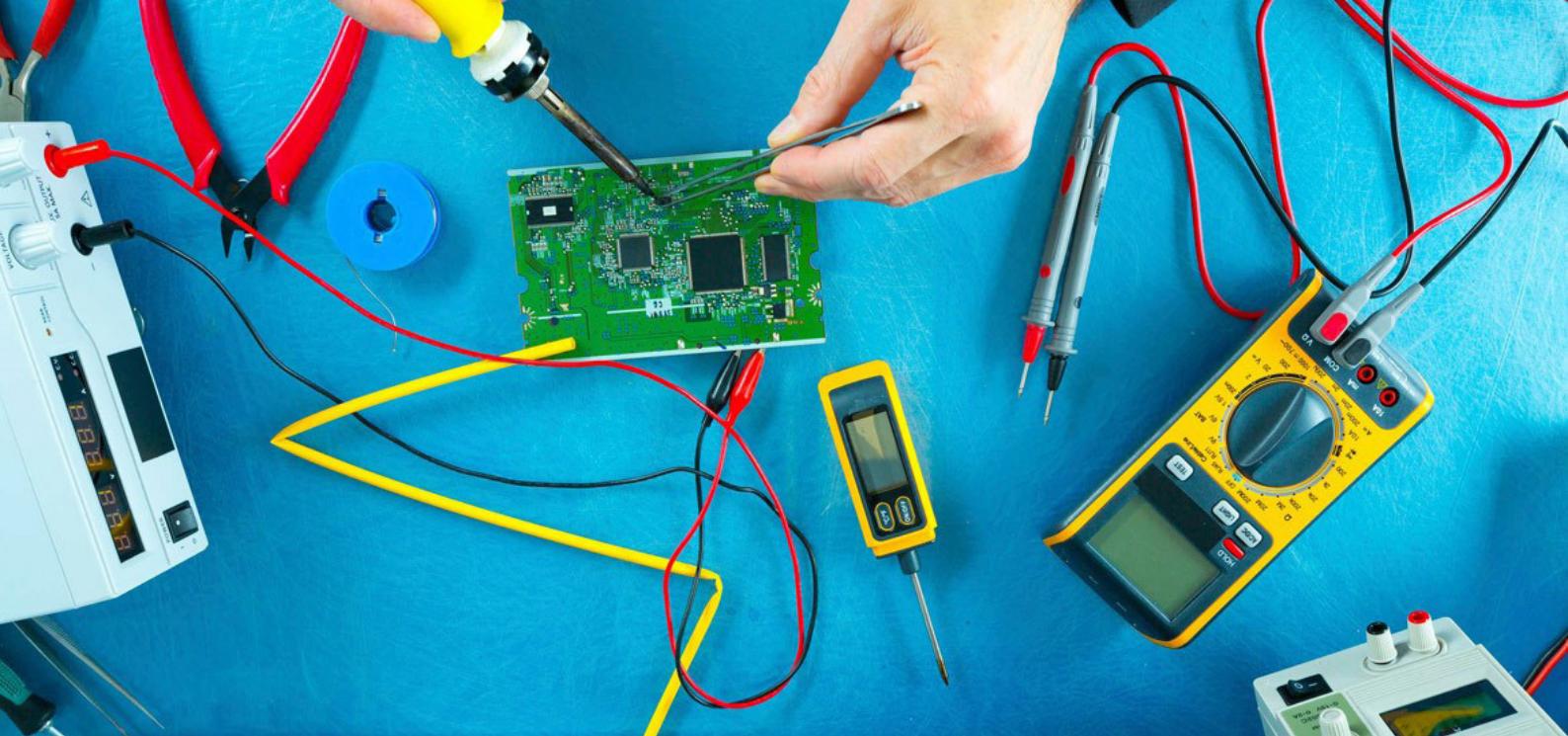
Account management's not an easy task but Kristina was able to achieve a lot this quarter. They were able to achieve integration of Active Instrument Services and Kontrols & Industrial Weighing. This has now come into the CI clan and will be looking to increase her hours in the new year.

Moving forward, our accounts department also experience challenges

for this quarter. Challenges like pricing integration of Active Instrument Services as well as Kontrols & Industrial weighing pricing and few discrepancies in cash flow.

Expect the improvement and faster account management from the CI group of companies this coming 2020. As the years progress, we will make sure that we progress with it as we aim to keep on moving forward.





SERVICES

Our service team constantly amazes us with their achievements every quarter. In Victoria, we have secured a 3 year contract for Secured Laucke. We have additions to the service team through KIW, thus we welcome Colin, Hamza and Vincent. For New South Wales, Active Instrument Services successfully merged with CI premises and we started servicing Canon Torque Wrenches.

This quarter, we have a bit of challenges for both states. In Victoria, the new team needed training if calibrations which we provided and there are a bit of distance

between offices. In New South Wales we have technician off this quarter, had challenges integrating AIS calibrations into CI, scheduling technicians to ensure Canon and AMSL was covered as soon as possible and organising factory floor and laboratory gave us a challenge.

This coming quarter, we can expect the installation of laser engraver for Victoria and KIW merger. For New South Wales, we will be starting of Papua New Gunniea calibrations, Queensland calibration and DPI



CI SCIENTIFIC

"WHERE MEASUREMENT IS PARAMOUNT TO SUCCESS"

