

COMPANY

PROSPECTUS



FOOD SERVICE EQUIPMENT
CLEANING



PLAYGROUND
CLEANING



COMMERCIAL RESTAURANT
CLEANING



HIGH PRESSURE WATER
CLEANING

WORKING WITH CleanSource

We are **CleanSource**, a leading Australian cleaning services company.

When you work with **CleanSource** it is easy to do business with us. We have been in the equipment services industry for close to 15 years.

Our people are professional, reliable and service oriented. In every interaction you have; on site, receiving help from our service support staff, or rolling-out new cleaning sites, you will see and feel the benefits of using **CleanSource**. The pride we take in our work and a prevailing focus on employees, customers and partners, delivers a consistent and superior ongoing service



OUR PURPOSE

To support and extend the life of equipment, maximize product yield and achieve high quality hygiene standards for our food and equipment service clients. We deliver this by ensuring every person in our service chain delivers their work focusing on high quality and reliable cleaning standards.



OUR VISION

A sustainable food service and equipment cleaning company that creates value for customers, supports its employees in work and life and gives back to the community – now and for generations to come.



OUR STRATEGY

To differentiate ourselves through a prevailing focus on customer service, in everything we do and every interaction we have. We treat our people as skilled cleaning professionals who are the foundation of our company's sustainability.

WE VALUE

- Safety and the Environment - We are committed to providing a safe and healthy working environment;
- Professionalism/Integrity - We are committed to doing what we say we are going to do;
- Sustainability - Achieving results that are mutually beneficial for our employees, our customers, our partners and the company;
- Positive Working Relationships - Having relationships that focus on shared goals and creation of value for all parties;
- Respect for each other - The embracing of diversity, enriched by openness, sharing, trust, teamwork and involvement.

WE ARE **CLEANSOURCE**, A LEADING AUSTRALIAN CONTRACT CLEANING COMPANY.

The Photo Gallery demonstrates our work on Taylor C606 Sundae Machines, Carpigiani 191-K Krusher Machines and SPM I-Pro Slushy Machines. Cleansource is an approved and authorised Service Agent for JL Lennards for the Brush Cleaning Services.



FOOD SERVICE

EQUIPMENT CLEANING

Our focus on quality,
our value add experience
and professionalism



Full cleaning, sanitising and tune up kit service for food service equipment, including Taylor and Carpigiani sundae, soft serve and yogurt machines.

FEATURES

Full service includes

- Empty mix;
- Dismantle machine;
- Check O-rings, blade, and general machine parts;
- Sanitize and clean machine;
- Lube seals and O-rings;
- Reassemble machine, rinse thoroughly to clear chemical residue;
- Fill with mix, and set into cool down mode in preparation for production.

BENEFITS

Consistent, high quality equipment cleaning supports maintenance of machine to required health and safety standards, extended life of machine and optimal product yield. Utilizing CleanSource allows you to focus staff on core service activities and eliminate the need to continually train new crew members

ORGANISATIONAL STRATEGY

Our Business Strategy is to align strong, professionally skilled resources to each of our customers with a focus on a quality service delivery experience, to create a dynamic and productive work environment where members contribute to a profitable and sustainable organisation. As part of our strategic difference our Team Members leverage from backgrounds including mechanics, fitters and turners or qualified trades resources that are focused on delivering a professional quality driven service. Our Team Members are aligned to our business strategy through supplying and focusing on providing standard service sundae and slushy cleaning and maintenance services.

COMPANY FACTS

- Cleansource has been in business since May 2005 Australian ABN Number is 62 117 242 289.
- The last ten years we have worked with key Multinationals including positive references from SPC/Coca Cola, KFC and McDonalds.
- We have Service Managers in each State in terms of our service coverage across Australia and Singapore.
- Our people are carefully selected as they are our brand and represent our company in service delivery and professionalism.
- We have appropriate policies and practices in place including our Business Charter that outlines our Goals and Objectives, Code of Conduct policy which includes working professionally and respectfully, our OHSE Safety and environment policy including risk management in the field and working safely.



CUSTOMER SUPPORT & INSURANCES

- National Customer Support phone for all support enquiries: 1300 343 918
- National Customer Support email: service@cleansource.com.au
- Service Call outs we are on site within 24 hours
- Our Head Office is available: Monday to Friday from 8am to 5pm

Cleansource Pty.Ltd is covered with \$20 Million General and Product Liability coverage through JLT Insurance and has workers' compensation cover in place for all our employees in place Australia wide, across Sydney, Brisbane, Melbourne, and Adelaide.

COMPANY INFORMATION



OWNER AND Organisational Development Director. The Owner of the Business leverages a background in business, hospitality and organizational development, with a Masters in Organisational Development and a Degree in Business Tourism Management. In collaboration with team members, CleanSource established the strategy of the business to provide quality focused and professional brush cleaning services to key clients.

Service Management – Head Office Details

National Telephone: 1300 - 343 - 918

Service Mobile: 0417 252 074

Email: service@cleansource.com.au

Location: 47 Pembroke Street, Carina,

QLD, 4152

CLEANSOURCE STRATEGY



Our strategy is to differentiate ourselves through our focus on customer service in everything we do and every interaction we have. We are focused on delivering quality specialized equipment cleaning and maintenance services.

We treat our people as skilled cleaning professionals who are the foundation of the company's sustainability.

In terms of our people strategy we have been focused on recruiting people who leverage from professional qualified backgrounds including members who are qualified mechanics, fitter and turners, refrigeration mechanics, and trades people who enjoy working hands on, that is they want to be involved with working on the tools.

Given the machines we work on including 191k Carpigiani, Taylor and IPRO Carpigiani machines are somewhat technical it enables the resources we employ to be passionate, engaged and focused on their work as Team Members enjoy basic technical related work such as disassembling and reassembling the equipment service slushy and sundae machines.

Cleansource provides a positive and ethical environment to work in, as a result we have found that this has created a dynamic and energetic

culture. Our resources enjoy coming to work and they are aligned and committed to our values. Through understanding our values and culture we have found that our Team Members stay committed and engaged with the company. This is evidenced in very low turnover for example in the last five years' turnover has been around 2% i.e. 2 or 3 Team Members have left the organisation in the past five years.

Cleansource has a strong and effective management hold across the Eastern Seaboard of Australia and Nationally.

STRATEGY FOR COMPETITIVE ADVANTAGE

KEY DIFFERENCES

- Our people are our strategic core strength, their skills, competencies and capabilities to deliver.
- Focus on delivery of a quality driven service.
- Positive culture and working environment, focused on values of safety, professionalism, sustainability, positive working relationships, respect for each other and basic technical capabilities.

MARKET FORECAST

Research indicates that the Slushy market has a massive social media presence which engages with a youthful audience. Frozen drinks are a niche market and growing especially as soft drink and fruit juice brands declines. One of the important aspects of the frozen drink market in a growing market is to pinpoint exactly who to target and how best to reach them. (Reference published, Ray Morgan Research Paper, Melbourne, Australia, March 2019).



SERVICE RELIABILITY

Cleansource has been a reliable service provider with a sound track record for our customers as per our professional references such as key customers including SPC/ Coca Cola, KFC and McDonalds working with Multinationals reliably across 4 States, NSW, QLD, VIC, SA for the past 7 years track record since acquiring ongoing long term contracts with our key multinational customers.

SERVICE MANAGEMENT

Management Strategy: To ensure brush cleaning services are delivered on time we have clear planned rosters set in place a month in advance. If there are any changes or requirement for back up plans if a particular resource was unable to attend a service, then we have an extra team member on hand ready to go to complete the service in accordance to the planned roster.

STRATEGY

OPERATIONAL FOCUS

The current key long- term operational initiatives and focus for Cleansource is to;

01

Deliver a quality focused driven brush cleaning and sanitisation business solution to the customer. Deliver a positive experience to the customer at each and every service interaction.

02

Continue to build excellence in our people and build organizational capability through great performing teams and rewarding people appropriately for a focused quality service delivery and professionalism. Perform refresher training for tweaking and refining our equipment service delivery techniques. Focus Team Members to continue to build on their knowledge and competencies to always ensure a professional standard of service to our customers aligned with our Business Strategy.

03

Continue to create a dynamic, productive, and positive work environment. The company is committed to Occupational Health, Safety and Environment (OHSE) and creating a productive, positive and ethical work environment through safe work code practices, safety work method statements and clear policies focused on OHSE.

04

Build workforce competency through clear KPIS and provide regular quarterly feedback to employees to encourage employee engagement.

05

Explore how technology can further assist the company more effectively in capturing services performed and more advanced reporting for our customers and efficiencies across the business.



SERVICE MANAGEMENT

OFFICE HOURS	NORMAL BUSINESS HOURS	CAPABILITY TO DELIVER AT SHORT NOTICE RESPONSE TIME	COSTINGS
Weekdays (Monday-Friday)	Head Office	within 24 hours	Call out fee \$ 40.00 + GST
Weekends (Saturday & Sunday)	8am – 5pm N/A	within 24 hours	Call out fee \$ 40.00 + GST
Public Holidays	Yes, for rostered services	within 24 hours	Public Holiday fee \$ 50.00 + GST (single unit machine) or \$75.00 +GST (double unit machine)

TEAM MEMBERS, EMPLOYEES & SUBCONTRACTORS

The Cleansource employment model is based on predominately employees so we have strong hold on the quality of the delivery of service. All Team Members have a clear understanding of Cleansources Goals and Objectives, Code of Conduct Policy, OHSE Safety Policy, and the Service Delivery Model to be achieved.

APPROX. % OF GOODS/SERVICES SUPPLIED/ PERFORMED BY EMPLOYEES AND SUB-CONTRACTORS	COMMENTS
80%	Employees
20%	Subcontractors with a professional track record working with Cleansource Pty. Ltd.



DEMONSTRATED SUCCESS

- RELATIONS WITH CLIENTS

EXAMPLE 1 - **KFC**

When Cleansource started working on the KFC 191- K Carpigiani machine roll out in July 2012 to June 2019 (7 years). It was very important that the Strategy for implementation was in place. KFC Management first communicated and introduced Cleansource as the company responsible for the Brush Cleaning Service and Preventative Maintenance for the 191- K Carpigiani machines. All follow up and if any assistance was required on the machines in relation to the Brush Cleaning Service the customer would call the National Customer Support phone: 1300 343 918 for assistance with any items in relating to Brush Cleaning Service on email: service@cleansource.com.au

KFC clearly communicated that technical related and warranty issues in relation to the equipment be followed up with the equipment supplier Moffat directly and that Cleansource was to manage this process with supplying the customer information to Moffat directly.



Prior to starting Service Delivery, we planned the rosters and grouped them in the most efficient groups, keys and alarm codes were handed over to Cleansource. We then started service and the service delivery ran well. Any adjustments in terms of customers preparing product for the brush cleaning service such as placing the product in the fridge prior to Cleansource arrival was communicated to store managers as required.

First impressions and professionalism is very important on new project implementation, this is reinforced by delivery of a quality and focused service. Staff members wear Cleansource standard uniforms, we have appropriate service reports, appropriate equipment and tool kits on hand, as well as Cleansource branded towels for under the feet to ensure leaving the area neat and tidy.

We supplied KFC with follow up on site meetings with the Duty Managers within the first quarter of the roll out as a check point to see all was going well from there perspective.

Service Reports and Invoicing: We supplied KFC with a weekly service summary and invoice on a weekly basis for consistency, also for effective cash flow management.

Brush Cleaning Services where maintained in accordance to the 191- K Carpigiani cleaning procedure manual, and Preventative Maintenance kits are installed on a 6 monthly basis.



EXAMPLE 2 - **SPC/COCA COLA**

In this project Cleansource Pty.Ltd was responsible for the roll out of 200 machines including the Gelmatic 151 and the Gelmatic 258 Carpigiani Machines across NSW, QLD, and VIC.

The National Equipment Manager for SPC/Coca Cola trained all our resources at designated offices in each of the States. Once effective training was completed we planned a resource plan to manage the Brush Cleaning Services and the roster was supplied to SPC.

Once training and rosters where completed, The National Equipment Manager introduced Cleansource to the customers as the responsible company for looking after the Brush Cleaning Services for the project.

We started the roll out in April 2014 and supplied SPC with weekly Service Summaries and within the first quarter we conducted on site Audits/inspections of the equipment to ensure cleaning standards where being adhered to.

SUPPLIER PERFORMANCE & REPORTING

KPI PROCESS

Cleansource Pty. Ltd has key KPIs in place around key items including: Cleaning and Servicing, Professionalism, Health and Safety, Communication

Quarterly score card report for KPIs are reviewed in consultation with the customer each quarter.

REPORTING CAPABILITIES

In terms of Cleansources Reporting, we have an online tracking system that each of the Service Agents completes for each service, this is compiled into a Service Summary by Cleansource Pty. Ltd and supplied to the customer on a weekly basis for consistency. This reporting capability is a basic online google tracking survey that is completed after each brush cleaning service and compiled into a spreadsheet for the purpose of reporting and invoicing.

Please see below a clear example of our reporting capabilities.

Timestamp	Store Name and Number	Store State	Service Technician	Report Number	Service Category	Service Date	Kruscher Machine Service	Inspect	Washing	Tune	Tune Extra	Parts Sur	Risk Assess
3/24/2019 16:57:47	Villawood - 6528	NSW	Ramesh Gajurel	7077	Planned Service	21/3/19	Orrings Checked, All parts cleaned	Yes	8	Yes	N/A	N/A	Yes
3/24/2019 17:05:42	Wentworthville Leagues	NSW	Ramesh Gajurel	7079	Planned Service	22/3/19	Orrings Checked, All parts cleaned	Yes	8	No	N/A	N/A	Yes
3/31/2019 9:53:22	Bermondsey - 6686	NSW	Tim Connel	A3211	Planned Service	24/3/19	Orrings Checked, All parts cleaned	No	5	N/A	N/A	N/A	Yes
3/31/2019 9:55:00	Womersley - 6735	NSW	Tim Connel	A3212	Planned Service	24/3/19	Orrings Checked, All parts cleaned	No	2	N/A	N/A	N/A	Yes
3/31/2019 18:30:03	Ketter Burger Airport Retail	NSW	Ramesh Gajurel	7082	Planned Service	25/3/19	Orrings Checked, All parts cleaned	Yes	7	N/A	N/A	N/A	Yes
3/31/2019 18:31:05	Chicken Confidential Airport Retail	NSW	Ramesh Gajurel	7081	Planned Service	25/3/19	Orrings Checked, All parts cleaned	Yes	5	No	N/A	N/A	Yes
3/31/2019 18:32:23	Hungry Jacks - Airport Retail	NSW	Ramesh Gajurel	7080	Planned Service	25/3/19	Orrings Checked, All parts cleaned	Yes	8	Yes	N/A	N/A	Yes
3/31/2019 18:44:48	Wentworthville Leagues	NSW	Ramesh Gajurel	7090	Planned Service	29/3/19	Orrings Checked, All parts cleaned	Yes	8	Yes	N/A	N/A	Yes
4/4/2019 7:31:27	Tuggerah - 6717	NSW	Kevin Richey	A6051	Planned Service	4/4/19	Orrings Checked, All parts cleaned	Yes	5	N/A	N/A	N/A	Yes
4/4/2019 7:32:19	Brina Bar	NSW	Kevin Richey	A6052	Planned Service	4/4/19	Orrings Checked, All parts cleaned	Yes	4	N/A	N/A	N/A	Yes
4/4/2019 7:33:17	Wyoming - 6720	NSW	Kevin Richey	A6053	Planned Service	4/4/19	Orrings Checked, All parts cleaned	Yes	4	N/A	N/A	N/A	Yes
4/5/2019 7:53:27	Asquith - 6724	NSW	Kevin Richey	A6056	Planned Service	5/4/19	Orrings Checked, All parts cleaned	Yes	3	N/A	N/A	N/A	Yes
4/7/2019 16:41:03	Wentworthville Leagues	NSW	Ramesh Gajurel	A5753	Planned Service	5/4/19	Orrings Checked, All parts cleaned	Yes	7	No	N/A	N/A	Yes
4/7/2019 16:43:32	Lidcombe - 6610 Krusher	NSW	Ramesh Gajurel	A5767	Planned Service	1/4/19	Orrings Checked, All parts cleaned	Yes	2	No	N/A	N/A	Yes
4/7/2019 16:45:07	Villawood - 6528	NSW	Ramesh Gajurel	A5759	Planned Service	4/4/19	Orrings Checked, All parts cleaned	Yes	4	No	N/A	N/A	Yes
4/7/2019 16:46:27	Warwick Farm - 6527	NSW	Ramesh Gajurel	A5758	Planned Service	4/4/19	Orrings Checked, All parts cleaned	Yes	4	No	N/A	N/A	Yes

TECHNOLOGY SOLUTIONS & INTELLECTUAL PROPERTY

E-COMMERCE EFFICIENCIES
Cleansource Pty.Ltd works on ServiceVu for the governance and management of our Service Agents schedule as aligned to the customers set scheduled. We have an online tracking system through google for uploading each service information after the brush cleaning service has been

completed. This reporting information then feeds into the invoicing process and reporting information for customers in terms of identifying that the brush cleaning service has been completed.

In terms of intellectual property in the business this is the knowledge of the procedures for cleaning and maintaining the 191- K Carpigiani and Taylor Machines. Training over a period of 4 -6 weeks is required to step new employees and contractors through step by step training on how to clean and service the sundae and slushy machines correctly in accordance to the set manual standard procedures.

VALUE ADDED

HYGIENE MONITORING & SWAB TESTING

Our value-add services include swab testing, to validate in a laboratory setting the bacteria levels of the sundae or slush machine post cleaning services. It is highly recommended that swab testing be implemented as a regular quarterly part of the auditing process for hygiene monitoring to ensure the machines are maintained in an immaculate and hygienic condition. Sample swab testing attached.



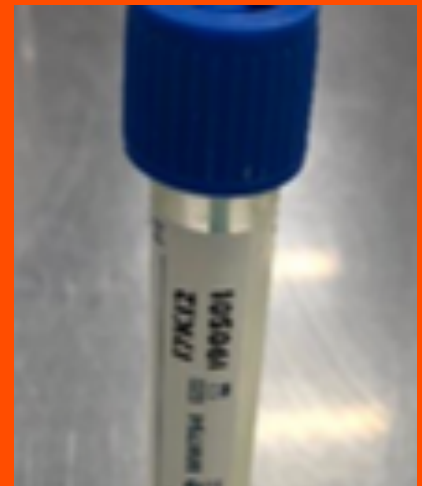
5 LHS - Left Bowl (above and below the max line)

5 RHS - Right Bowl (above and below the max line)



6 LHS - Left Auger Jaggered End

6 RHS - Right Auger Jaggered End



Place the swab immediately back in the container. Be careful not to touch any other surface.

If the swab does accidentally touch any other surface, then dispose of the swab and start again.

Date	Store Name	Person name	Before Clean swabs (cfu/g)				After Clean Swabs (cfu/g)											
			2A	2B	3A	3B	1A	1B	2A	2B	3A	3B	4A	4B	5A	5B	6A	6B
2/05/2019	George St	David	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	20	<10	<10	<10
2/05/2019	Deception bay	David	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	10	<10	<10	<10	<10
2/05/2019	BP Botany	Sudhir G	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10
3/05/2019	Chippendale NSG	Sudhir G	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	130	<10	10	<10
4/05/2019	Kangaroo pt	David	<10	<10	<10	<10	<10	10	<10	<10	<10	<10	<10	<10	<10	20	<10	<10
5/05/2019	Albion Park	Mark P	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	40	<10	<10
6/05/2019	Moorabin	Manjot	20	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10
6/05/2019	Geelong	Manjot	<10	<10	<10	<10	<10	10	<10	10	<10	<10	10	<10	<10	10	<10	<10
6/05/2019	Ashburton	Manjot	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	10	<10	20
7/05/2019	LEX Stratfield	Sudhir G	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	20	<10	<10
7/05/2019	BP Condell Park	Sudhir G	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10	<10
7/05/2019	Wantirna	Manjot	<10	<10	<10	<10	20	<10	<10	<10	<10	<10	<10	<10	10	<10	<10	<10

REFERENCES

BUSINESS RELATIONSHIP

01

COCA-COLA
AMATIL



Nick Salapatas - Equipment Development Manager
Level 15, 40 Mount Street, North Sydney NSW, 2060
Mobile: +61 418 281 204
Email: nick.salapatas@ccamatil.com
lumidairyfree.com

Years of Supply Relationship: We worked closely with SPC and Coca Cola from 2010 to 2019 (9 years). We worked with Coca Cola for the Trial for the Perfect Fruit Machines in 2010-2012. When SPC commenced the project in April 2014 with the Gelmatic 151 and 258 machines Cleansource was engaged to manage the Brush Cleaning Services focused across 3 States, NSW, QLD, and Victoria.

02

KFC YUM!
RESTAURANT
SOPAC



Daniel Jones - Facility Manager & Projects
20 Rodborough Road, Frenchs Forest, 2086
Mobile: 0466 422 249
Email: Daniel.Jones2@yum.com

Years of Supply of Relationship: From July 2012 to July 2019 we had a positive working partnership with KFC Yum (7 years) . We worked on the 191-K Carpigiani machines, across 4 States including NSW, QLD, Victoria and South Australia.

03

MCDONALDS



Izzy Trafficante - People & Culture Manager
Collins Street, Abbotsford, Brunswick & Clifton Hill
Phone: 0432 144 927
Email: 0525@au.stores.mcd.com

Years of Supply Since 2005, 14 years working with double barrel Taylor Machines, full brush cleaning services.

2020 MARKET RATES

SCOPE OF SERVICES AND PRICING STRUCTURE

Single Barrell Asset Machine Brush Cleaning Service. Provision of Taylor, Carpigiani, IPRO or Gelmatic machine full brush cleaning service including sanitiser, service booklet, taylor lube and brush kit.

\$ 120.00 + GST per service

Double Barrell Asset Machine Brush Cleaning Service.

\$160.00 + GST - Fortnightly service

\$200.00 + GST - Monthly Service

Deliming Service – deep cleansing machine hygiene treatment. Performed to rid machine of bacteria and milk stone build up. Quarterly

\$30.00 + GST per quarterly service.

Tune- up Kit Quarterly Installation.
Kit supplied by store.

Complimentary service.

Pricing relates to all local metro stores. For service runs > 50km and regional stores standard travel/km schedule applies as noted. As per Service Agreement.

> 50km Service Run	Fuel Levy/ Km Charge			
	NSW	QLD	VIC	WA
>50KMS	\$20.00	\$20.00	\$20.00	\$20.00
>60KMS	\$40.00	\$40.00	\$40.00	\$40.00
>70KMS	\$60.00	\$60.00	\$60.00	\$60.00
>80KMS	\$75.00	\$75.00	\$75.00	\$75.00
>100KM	\$100.00	\$100.00	\$100.00	\$100.00
>110KM	0.78 km	0.78 km	0.78 km	0.78 km

Value Add Swab Testing - swab testing to monitor hygiene levels post cleaning service.

Standard Plate Count Swab Test
\$350.00 + GST (plus courier costs).

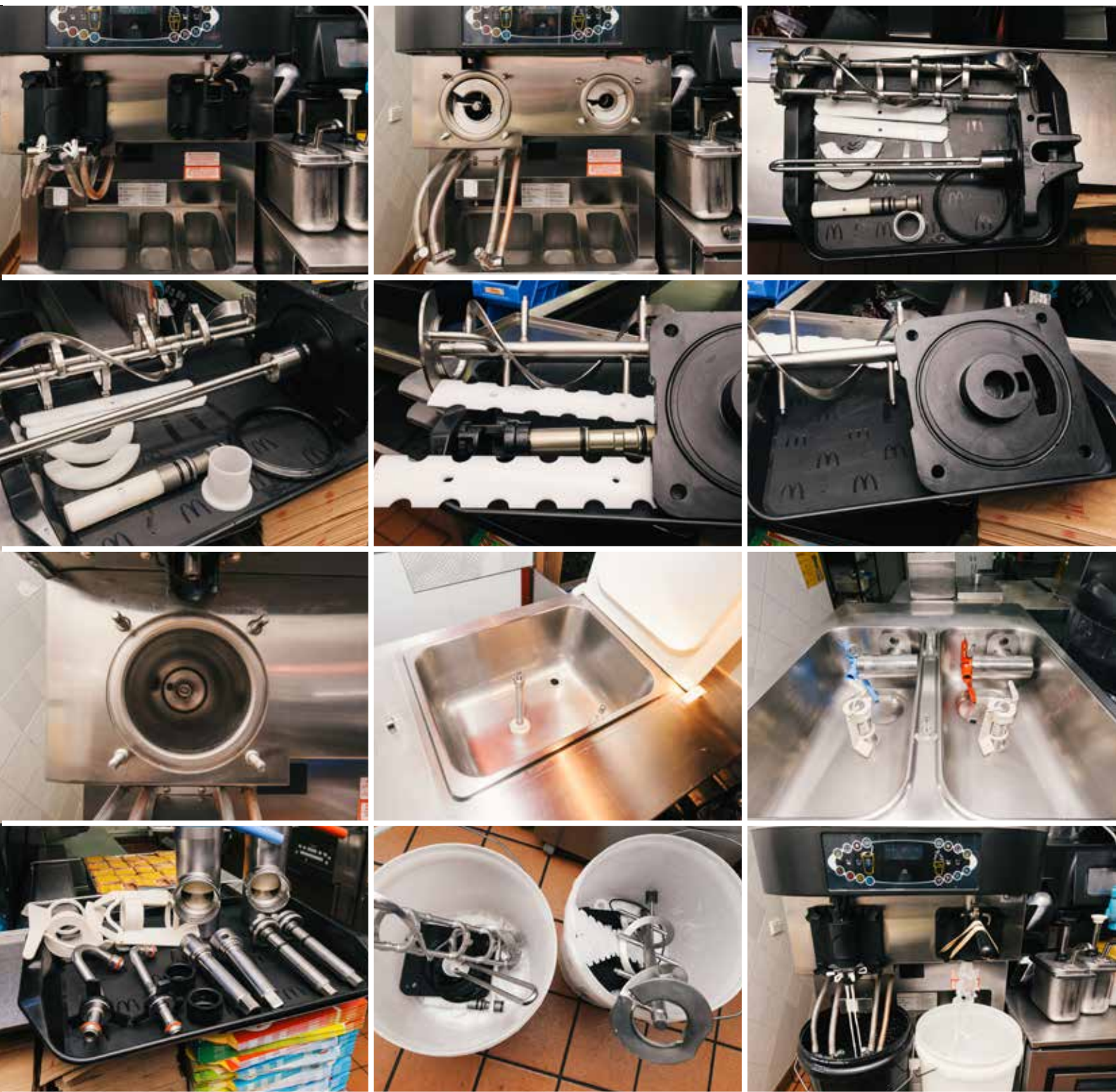
Project Work – National or State Project Roll Outs.

Large scale volume project work pricing reviewed based on volume. Aligned to customer quote and service agreement. Refer to Service Agreement.

WE ARE
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A LEADING AUSTRALIAN
CONTRACT CLEANING
COMPANY.







Cleansource Pty.Ltd,

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