

Creating a Sustainable **ADVANTAGE**

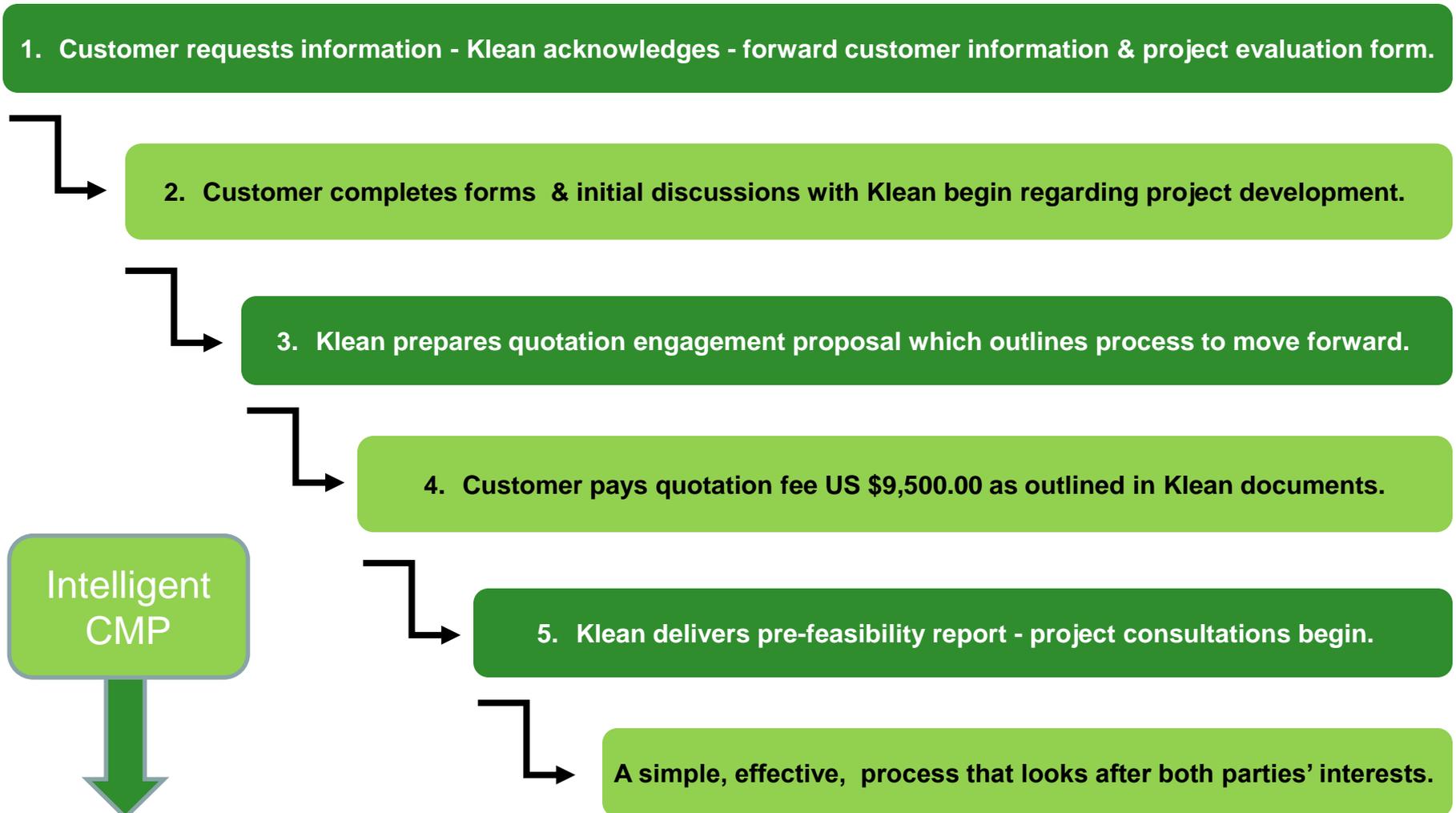
Information on: Customer Management Process “CMP”

Presented by:



Klean Industries
Renewable energy, resource recovery & recycling

The Klean - Customer Management Process “CMP”



*** Quotation/Application fee may change without notice ***
*** Quotation fee is not refundable, no refunds of any kind ***
*** All sales are final regarding the Klean CMP process ***

1st Step - Complete Equipment Quotation

Introduction:

- **Statement of Customer's business objectives**
- **Re-statement of customer's specific project needs**
- **High level cost summary and project estimation**

Equipment Specification Detail:

- **High level flow diagram**
- **Detail on input / output**
- **Sample Microsoft Excel spread sheet – revenue, expenses & estimated return on investment**

Listing of Carbonization/Liquefaction/Pyrolysis/Gasification Technology Solution Components:

- **Input processing – pre-processing required (shredding / no shredding) (drying / no drying)**
- **Reactor processing technology design (BCAT suitable kiln for feedstock)**
- **Output management, packaging and off-take sales (current contract prices)**
- **What is not included balance of plant (BOP)**
- **Engineering, Procurement and Construction (process guarantees)**
- **List of reference facilities / operating plants (operational history)**

Other Elements:

- **Shipping & delivery times**
- **Installation & commissioning**
- **Financing & next steps**

**Go Forward / Next Step Recommendations / Feasibility Study
(see next power point slide)**

Next Steps - Elements of Klean CMP

Now that Klean Industries has provided you with a detailed quotation on proven technologies, your next steps will probably include the necessary due diligence and research to validate that the technologies work and meet your business needs.

Your due diligence may include some of the following:

- ✓ Discussion on feedstock quality & input processes
- ✓ Understanding the liquefaction, gasification, pyrolysis & drying processes
- ✓ Performance & safety
- ✓ Regulatory & permitting
- ✓ Output quality & market for sales
- ✓ Validation of detail financial assumptions
- ✓ A site visit to an operating plant
- ✓ Site plan discussions

Klean Industries has the necessary resources and expertise to assist you with your research and due diligence.

After the detailed equipment quotation, we will prepare a proposal for a detailed feasibility study which includes project specific consultations that are tailored for your business and technology solution. This will fast track your project, getting you to a position of making a go forward decision in a significantly reduced amount of time. Although you are not obligated to choose the Klean Solution, all funds paid for these services are credited to the Klean Solution if it is chosen. Not only do these services address your Due Diligence requirements, but they are capped to allow you to manage your research budget.

The kick-off session is usually set up near your site location with 3 or 4 of Klean's Senior Management Team and includes a 3 to 4 day structured curriculum to get you up to speed on technologies quickly.

“The Klean Team has the technology, experience & knowledge you need!”

2nd Step - Engagement of customer feasibility study

As a part of our CMP, the 2nd step to fast tracking your project is the completion of a detailed feasibility study. This study is a mandatory part of your project development cycle and is essential to getting your project to a financial close. We use a three-phase approach which has an estimated cost of approximately 2-5% of the equipment capital costs outlined in the 1st Step – the Detailed Quotation (est. on case-by-case basis).

Please note that the feasibility study for your specific project is based on the following payment terms:

- **Phase I** - 100% upon acceptance of proposal
- **Phase II** - 100% upon completion of Phase I and acceptance of Phase II
- **Phase III** - 100% upon completion of Phase II and acceptance of Phase III
- **Travel Expenses** - Customer is responsible for all travel expenses include transportation, accommodation, and sustenance costs which will be subject to 10% administration charge.

Our experience has proven that it is much more effective and economical for you to proceed using our services. We have found our customers (partners) benefit in terms of research ramp up time and completing the necessary due diligence more thoroughly. Not only is the time reduced significantly, but access to our engineering expertise and database of information provides a valuable asset to you.

If the customer decides not to move forward . . .

No problem, our quotation still stands but Klean is not in a position to provide any additional information or site visits. We just have too many customers who are willing to follow a successful process to make that purchase decision.

- ✓ **Funds paid are credited towards final solution and are credited back a close of finance – nothing to lose**
- ✓ **Ability to Fast Track your project with a proven process and technology**
- ✓ **Builds a foundation for long term business relationships**

“If you want to work us - this is what you have to do - no exceptions!”