



**CSC CRIME SCENE CLEANUP (PTY) LTD**

# **FRANCHISE**

**MICRO**

**PORTFOLIO  
2020**



**BLOEDSUSTERS SINCE 2000**

454745955

# WELCOME

Every day across South Africa, someone is hurt in an industrial accident; or a customer has a GI bleed out in a hotel room. Worse, when crime hits a place of business and the area becomes a place of tragedy and danger, and often the result is a biohazard situation that requires a professional cleanup service during all hours of the day or night.

It is becoming standard practice for retailers, manufacturers, transportation providers and hotel chains to establish a contractual relationship with CSC, so that when a situation occurs we're just a phone call away. We work with some of the largest companies in South Africa, and we offer discount programs for ongoing contracts and proactive sanitizing services.

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### **CERTIFICATION AND INSURANCES**

**BIOHAZARD REMEDIATION SERVICES CAN HAVE AN IMPACT ON PUBLIC HEALTH AND WELFARE, EMPLOYEE SAFETY AND THE ENVIRONMENT. AS SUCH, IT IS CSC'S DIRECTIVE TO ENSURE FULL COMPLIANCE WITH THE LAWS AND REGULATIONS CONCERN THIS INDUSTRY AND ITS ANCILLARY EFFECTS.**

**CSC IS FULLY INSURED AND BONDED TO MEET OR EXCEED COMMERCIAL AND GOVERNMENT REQUIREMENTS. IN ADDITION, WE ARE LICENSED TO OPERATE IN ALL PROVINCES OF RSA.**

# THE COMPANY

As a nationwide industry leader in biohazard and trauma cleaning, we handle situations on a daily basis. We understand how families can be overwhelmed by the after effects of a loss, and our hearts go out to those who are trauma stricken. It is our job to help lift the burden from the minds of those who are grieving: the physical evidence of a tragedy.

The CSC way is more than a cleaning regimen. It is a mindset instilled in all CSC Technicians that our clients deserve the highest quality service while being treated with dignity and respect. We respect their privacy by maintaining confidentiality.

We document the work we perform in detailed reports provided to the insurance company. We help settle claims when possible, and work directly with the client and their insurance agent when needed.

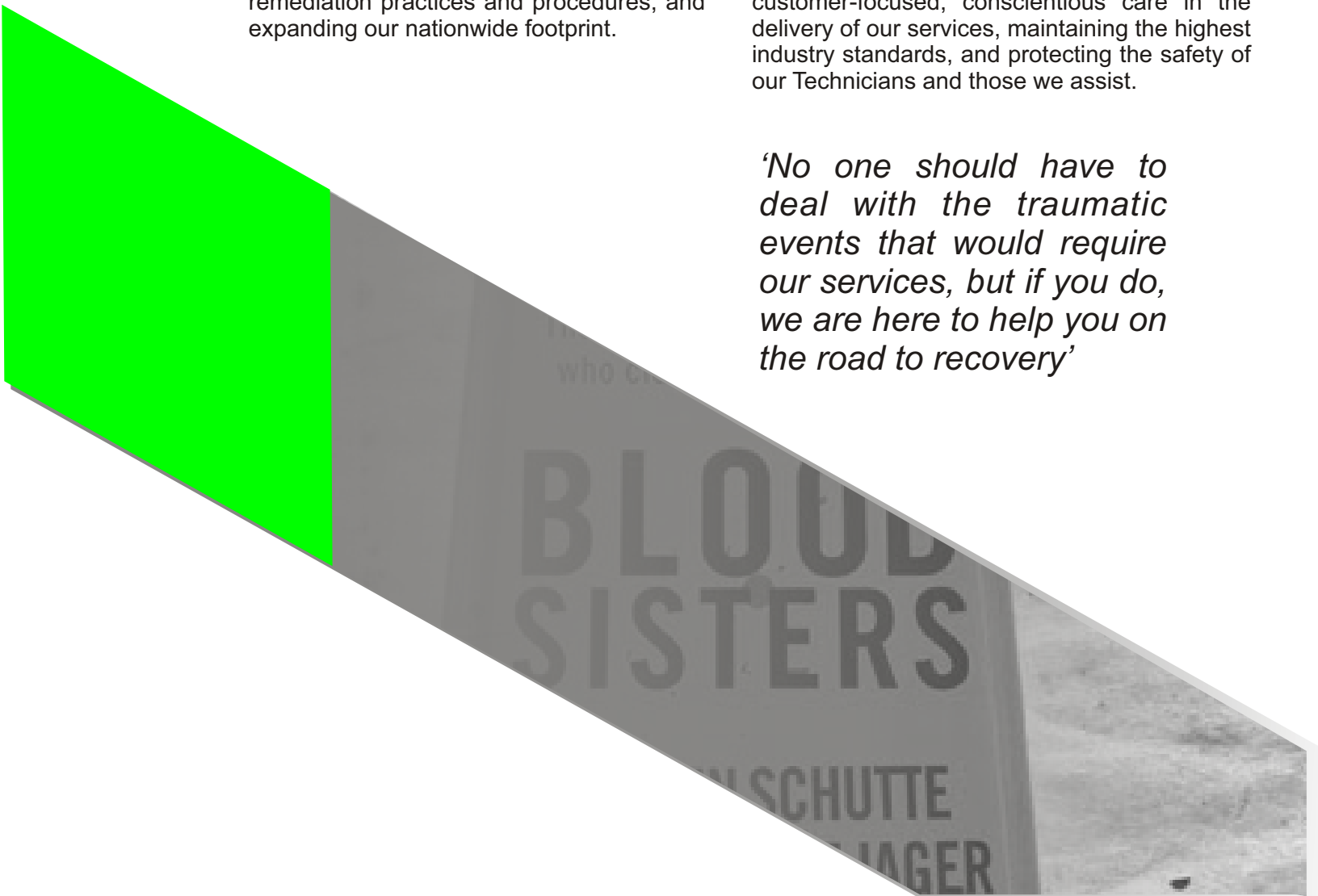
## OUR OBJECTIVE

Our objective is to remain the trusted and premier market leader in the biohazard industry by delivering on our promise of world-class customer service and safety, continuing to be innovative in our biohazard remediation practices and procedures, and expanding our nationwide footprint.

## OUR VISION

We believe no one should be left to clean the scene where a traumatic incident occurred. Therefore, as the industry leader in biohazard remediation, the mission of CSC is to relieve the clients burden by providing compassionate, customer-focused, conscientious care in the delivery of our services, maintaining the highest industry standards, and protecting the safety of our Technicians and those we assist.

*'No one should have to deal with the traumatic events that would require our services, but if you do, we are here to help you on the road to recovery'*



# MEET OUR TEAM



CSC Crime Scene Cleanup teams are fully insured, experience biohazard remediation and trauma cleaning specialists. CSC Technicians wear personal protective equipment and follow approved safety and sanitation procedures to help return the scene to a clean, decontaminated state. If required, we will remove personal property and affected structural elements such as flooring, and dispose according to biohazard regulations.

Our teams are dedicated, passionate and more than willing to assist in your every cleanup need.

## CSC Technicians complies to the following:

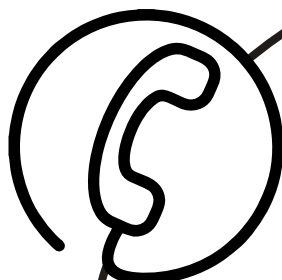
- Blood borne pathogen training
- Personal Protective Equipment
- Respiratory Protection
- Hazard communication
- Lock out/Tag out protocols
- HCRW handling and transportation
- Environmental compliance
- Exposure control program
- General liability insurance
- Biohazard placarding
- HCRW transport license
- Hepatitis B vaccinations
- Expertise in biohazard remediation
- Specialised chemicals

*'Our branches include 14 regional and mobile offices, strategically located in major metropolitan centers around the country. Our locations are staffed with qualified and experienced crime scene cleanup professionals.'*



**Roelien Schutte and Eileen de Jager also known as the Blood Sisters  
Founders of CSC Crime Scene Cleanup that was brought to life during 2000**

# THE PROCESS

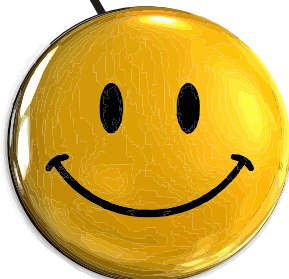


Call our national 24 hour line **0844 333 999**  
The closest branch will be dispatched  
to the scene of the crime or trauma incident  
Cleanup and decontamination procedures

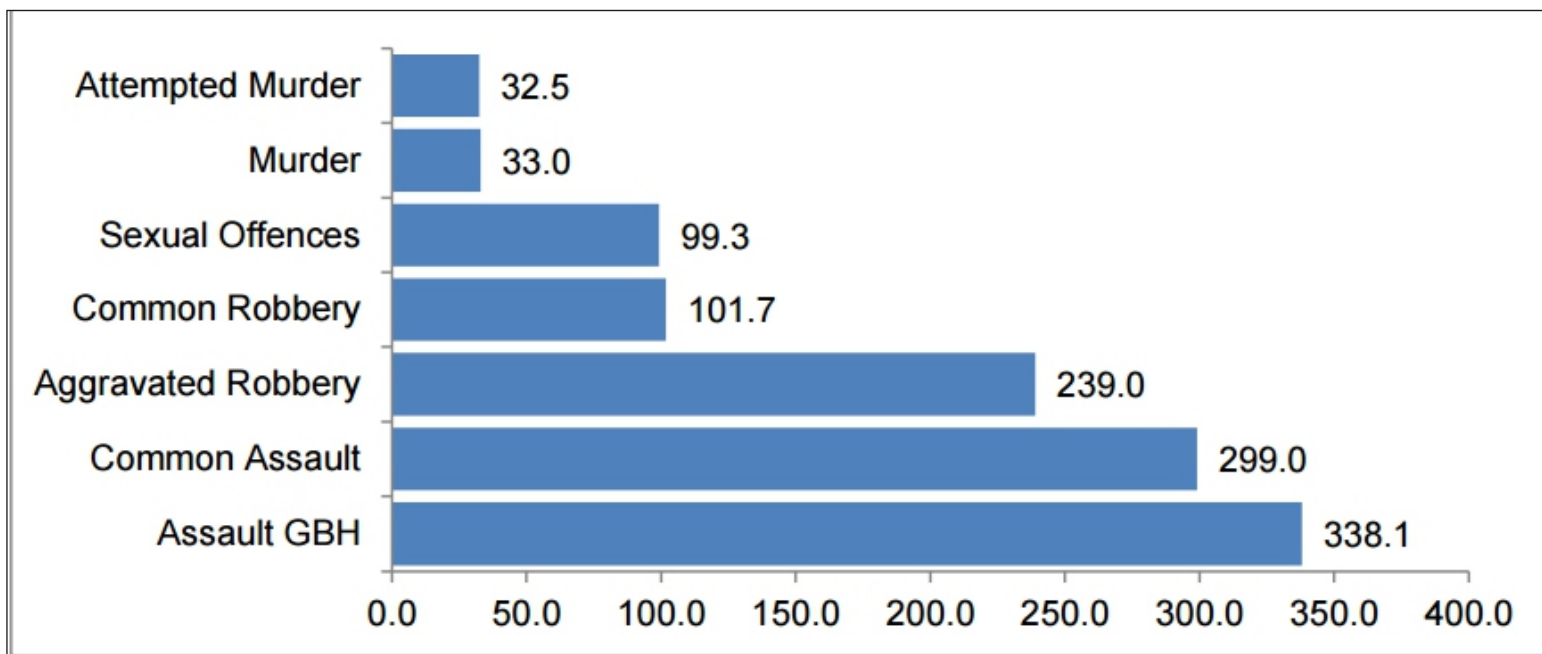


A Statement of Clearance will be  
issued for insurance purposes  
or applicable department in your  
company.

Your feedback is always important to us.



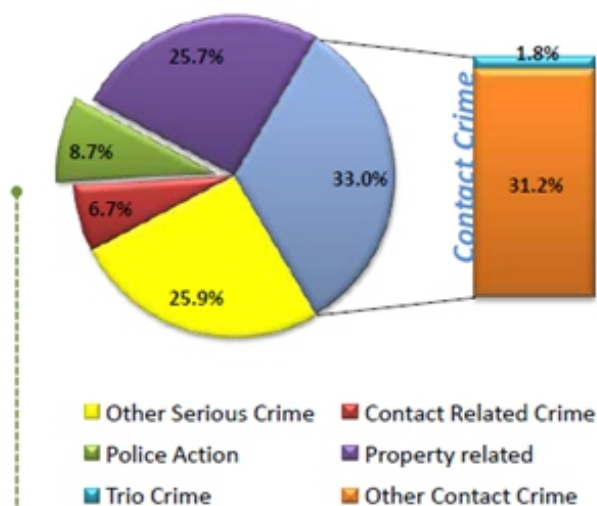
# ANNUAL STATISTICS



## Anatomy of Serious Crime

### Serious Crime Categories

(Distribution calculated by 8 year crime data)



Crimes dependent on police action for detection are categorised as serious crime but excluded as these crimes may increase as a result of police action.

- **Contact Crime**
  - Murder, Attempted Murder, Sexual Offences, Assault GBH, Common Assault, Robbery Aggravating & Common Robbery
  - **Trio Crime**
    - Carjacking, Robbery Residential & Business
- **Contact Related Crime**
  - Arson, Malicious Damage to Property
- **Property Related Crime**
  - Burglary Residential and Non-Residential, Theft of Motor Vehicle/Cycle, Theft out of Motor Vehicle & Stock Theft
- **Crime Detected – Police Action**
  - Illegal Possession of Firearm/ Ammunition, Driving Under Influence & Drug Related
- **Other Serious Crime**
  - Other Theft, Commercial Crime & Shoplifting

# OUR SERVICES

As a nationwide leader, CSC maintains the highest standards in cleaning, sanitizing and safety compliance. Our specialized chemicals are specifically formulated to ensure all bacteria and contaminants are removed safely without damaging the areas we work with. Our chemicals are not available for public use and are registered to CSC. Our technique is based on years of experience and are only used by our Technicians. We perfected the art of cleaning while minimizing the impact on the environment. Updated techniques and legal requirements are made available to CSC Technicians in the field as they become available.

## Homicide & suicide cleanup

If you had a homicide, suicide or other serious blood spill in your home/workplace, we know it's an unbelievably painful experience for those left behind. After the sirens fade, you're the one left with the chaos, the pain and the mess. Besides blood and other body fluids, there may be damage to property, tear gas, fingerprint dust and chemicals. The investigation of crime scenes often yield cross contamination from room to room. It may seem to overwhelming to even know where to start and what to do next.

We have helped thousands of families, property owners, government agencies and businesses to get back to normal as quickly as possible, and ensure that they have the peace of mind regarding sanitation and legal obligation.

## Hoarder cleaning

CSC has been helping families and friends recover properties from neglect for over 16 years. Recent media attention highlighted hoarding as a serious issue, but the social stigma still remains. When faced with difficult circumstances, one responsible thing you can do is call a professional hoarding cleanup specialist like CSC.

CSC works discreetly with families and friends of those who are unable to take care of their property due to physical or mental limitations, and need help with hoarder cleanup. What many people do not realize is how dangerous it can be to clean hoarder homes, from a health risk perspective.

Hoarding cleanups often involve large mounds of material, which may promote the growth of mold or bacteria while preventing normal cleaning activity or even access to clean water.

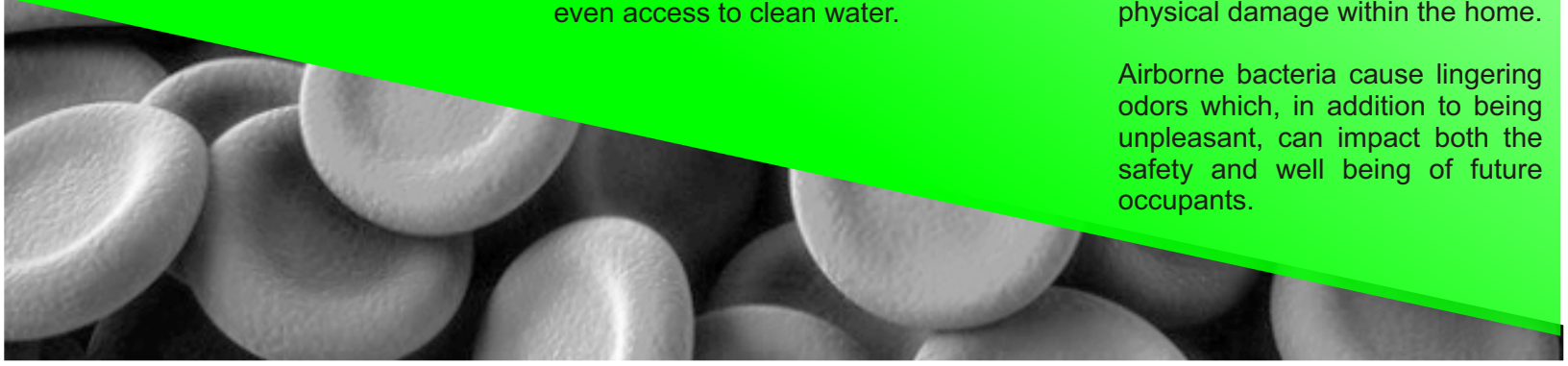
No obligation estimate  
Insurance approved  
Payment options accepted  
Down payment plans available

## Unattended death/ Decomposition

One of the most challenging situations we face as trauma cleanup specialists is the unattended death, when a person dies and is not found for days or even longer. For the family affected, dealing with a death cleanup can be a grim experience. Considering the difficult and disturbing nature of decomposition, as well as the potential health hazard associated, remediating the situation is a job for professional trauma scene cleaners like CSC.

If left unattended, even the smallest amount of biological material may lead to serious physical damage within the home.

Airborne bacteria cause lingering odors which, in addition to being unpleasant, can impact both the safety and well being of future occupants.



## Bloodborne pathogen cleanup

CSC treats all crime scenes and blood spills as if they contain life threatening infection... and with good reason. These diseases are invisible and yet can cause severe illness or even death, without proper Blood-borne pathogen cleanup. Frighteningly, some viruses can remain dormant and reactivate when exposed to water, placing you and your family at risk during later years.

CSC uses the same Blood-borne pathogen cleanup techniques that food preparation facilities, manufacturing, health care and other industries use to eradicate disease and restore safety.

First we meticulously clean the area with proprietary cleaning agents, followed by a strict sanitation protocol. After remediating the scene, our technicians dispose of all bio hazardous materials in HCRW containers and transport them to an approved bio-hazard disposal site, following local and national laws.

### Fire & Flood

Soot and mould is a serious health risk that should be taken care of as soon as it is present. The danger of soot and mould is the health risk on the respiratory track that could result in respiratory illness.....

CSC uses techniques and chemicals in these instances that allows for safe breakdown, decontamination and disposal of such contaminated areas.

Building contractors do not have the time nor the expertise to remove soot and or mould before restoration can commence on flooded or fire damaged areas. Therefore, the area would need to be professionally cleaned before handed over to building contractors or maintenance personnel.

### Manufacturing, commerce & transportation

Accidents can happen anywhere. Although most of our work is performed in building structures, CSC teams are frequently asked to clean up vehicular and mechanical contamination in manufacturing operations, industrial plants, construction and transportation.

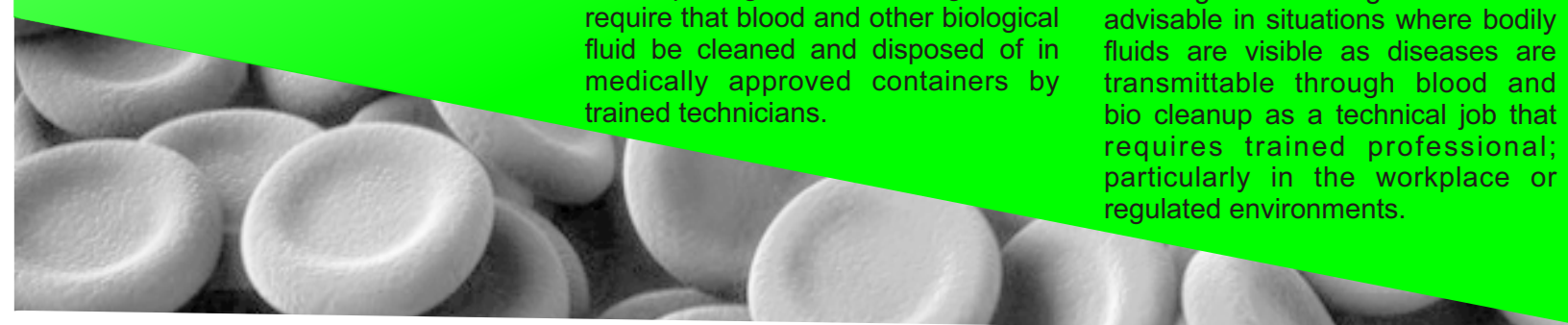
We have cleaned and sanitized very complex situations involving heavy machinery, buses, cars, semi trucks, trains and even airplanes. We are fully trained to support all lock out/ tag out procedures in facilities and manufacturing operations.

Due to potential health risk from blood borne pathogens, OSHA regulations require that blood and other biological fluid be cleaned and disposed of in medically approved containers by trained technicians.

### Industrial accidents

South African National and local companies trust CSC for bio-hazard remediation services to help minimize business interruption and return them to full safety as quickly as possible, as we know that time is of the essence. CSC has worked with some of the largest retail and industrial organizations in SA related to workplace injuries, crime and accidents. These companies trust CSC for professionalism, speed and attention to safety standards.

Sending in cleaning staff is not advisable in situations where bodily fluids are visible as diseases are transmittable through blood and bio cleanup as a technical job that requires trained professional; particularly in the workplace or regulated environments.





# WHAT WE OFFER OUR FRANCHISEES

CSC H/O supplies you with our patented chemicals only available to CSC Franchisees.  
 All PPE and equipment are available to you from our catalogue.  
 24 Hour telephonic assistance.  
 Quote assistance and counselor arrangements to assist your clients while you are on scene.  
 Full office functionality when you are on scene.  
 Monthly tactical marketing plans with worksheets.  
 A Whatsapp group available to all Franchisees with enquiries, scene assistance and check in/out info.  
 Just to name a few...

## How do I know that I will be able to handle a cleanup?

If you have thought about becoming a crime scene cleaner and did some research on the subject, you most probably seen what the job entails. If you still want to go ahead, we will supply you with a questionnaire to confirm this.

Fact: Yes, we have had to resell an area because the Franchisee could not handle the trauma involved.



# FRANCHISE INFORMATION

Cost of Franchise License: R 57,500.00

[Payable as follows:]

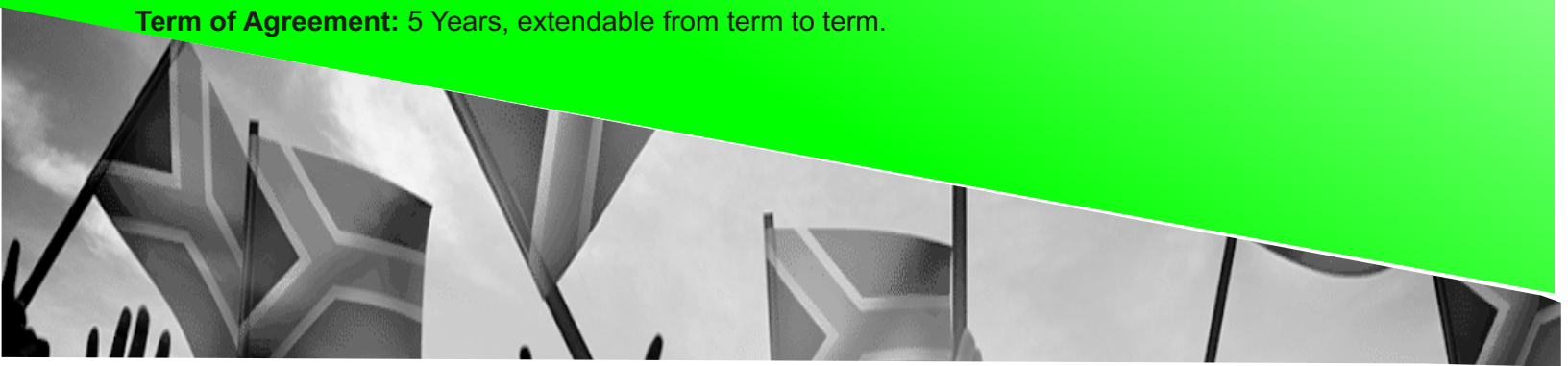
Registration fee/initial fee: R 10,000.00

Final payment before commencement of training: R 47,500.00

### The cost includes the following start up items:

- PPE (Personal Protective Equipment)
- CSC Chemicals
- Equipment
- Kit box
- Operations Manual
- Branded shirt
- Business documents incl. Invoice book
- Company email address
- Area social media platform
- HCRW containers & service
- Use of CSC licenses & marketing
- 24 Hour assistance, just to name a few.

**Term of Agreement:** 5 Years, extendable from term to term.



# WHAT HAPPENS NEXT?

**Step 1:**

Complete the registration document, sign and send back via email to CSC Head Office. Please use [info@crimescenecleanup.co.za](mailto:info@crimescenecleanup.co.za)

**Step 2:**

When the registration document is received, you will receive the Disclosure Document [DD]. The DD will give you more detailed information regarding the financials and all other questions you may have.

**Step 3:**

As soon as the signed DD is received back, you will receive the Franchise Agreement with Annexures. You can submit the Agreement to your legal advisor for review.

**Step 4:**

On return of the signed Franchise Agreement, you will be required to pay the registration fee/initial fee of R10,000.00. This fee is refundable for 28 (twenty eight) days as per the CPA (Consumer Protection Act.)

**Step 5:**

On completion of the cooling off period, the final payment of R47,500.00 must be made.

**Step 6:**

Training will commence 14 (fourteen) days after the final payment was made.

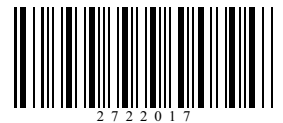
**Please note:** *when a refundable deposit was paid and for some unforeseen reason the area licence are cancelled, a R1,000.00 admin fee will be deducted from the registration fee/initial fee before it is paid back into your account.*

## REGISTRATION INFORMATION

On completing the registration document, you will not be committing yourself to an agreement. The registration document is a mere document for us to be able to find out a bit more about who you are. The process can be cancelled at any time until the 'cooling off' period expire.







## CONTACT US

24 HOUR CALL CENTER

**0844 333 999**

HEAD OFFICE

EMAIL: [info@crimescenecleanup.co.za](mailto:info@crimescenecleanup.co.za)

WEBSITE: [www.crimescenecleanup.co.za](http://www.crimescenecleanup.co.za)