



Communications Plan

FBL was founded on the vision to be the premier multinational solution specialist.

FBL is committed to creating fast, portable and accessible communication solutions to fit any client's needs in any business scenario.

FBL aspires to a paperless policy supported by customized web based solutions allowing instant information access, transparency, cost and time savings and business efficiencies.

FBL has developed a communications plan that is designed to meet or exceed all clients expectations.

This plan identifies a coordinated communication strategy, encompassing communications goals and objectives.

Communication tools

FBL utilizes a range of communication tools between all parties it deals with, the best method of communication will be dependent on the situation. The tools encompass mobile, phone, email, FBL web portal, and a call centre.

FBL accessibility is virtually 24/7, outside of business hours any urgent tasks for current clients to the 0800 number are answered by a call centre to be arranged.

Discussions to become a client or contractor of FBL, or any queries relating to tasks in progress will be answered during normal business hours where you will be assisted directly by the FBL Administrator.

Communication with existing clients

Standards and Goals

FBL has minimum standards of communication of same day contact if contact is made within business hours, or next working day contact is after hours. This standard with client contact covers all methods/tools of communication – mobile, phone, email, FBL portal. FBL endeavours to exceed minimum standards where possible.

FBL has a goal that for all communication via any tool with a client, that this communication is easy, simple and solution solving.

FBL has an objective to work with each client and their requirements as appropriate with the organisation, delivery and reporting of tasks, as FBL understands that each client can have differing needs for this. FBL has a goal to meet each clients communication requirements whether it be daily, weekly, monthly or quarterly communication.

Tasks

Tasks can be sent to FBL via phone, email or the FBL Portal if the client has a login. If the client requires a work order number from their system to be associated with the task, the client will provide this number at the time of booking.

FBL will communicate with the client via email or phone confirmation that the job is arranged and provide ETA details.

FBL will communicate with the client via email or phone when the task has been completed.

FBL can provide reports where required via email or the FBL Portal to show the status for all jobs in the system for the client.

Finance

FBL can work with your organisation invoicing requirements, alternately FBL offers centralised invoicing which offers invoices that cover all work performed in a given month, broken down by task and site. This will save you time and administration costs, as only one payment needs to be made and you can easily see all the jobs performed.

FBL aims to meet each client's requirements with finance communication, standards and timelines.

FBL will send out invoices throughout the month as jobs are completed, or at the end of the month for consolidated invoicing. FBL generally operates on the standard business system to invoice by the end of each month, for payment expected to be received by the 20th of the following month. .

Complaints/Issues:

FBL has a service promise to meet or exceed client's expectations in all areas of our business. FBL aims to maintain consistent high quality workmanship with our contractors nationwide.

If any cases arise that FBL has not met this service promise, FBL will liaise promptly between all parties involved to establish the issue and seek a satisfactory solution. Our goal is to ensure that the client is satisfied.

Communication with the client would include phone calls, emails or site visits where appropriate.

FBL has an escalation process that involves the contractors, local regional managers of contractors, FBL Administration Manager, FBL General Manager and finally the FBL CEO.

Communication with pending customers/clients

Tender Docs/Proposals

FBL delivers professional tender responses. Prospective clients can expect a well detailed tender with their requirements covered off and the benefits that FBL can provide to them.

FBL has extensive expertise in tenders, and offers nationwide coverage for property maintenance needs. FBL will deliver tenders within the timeframe the client provides.

Once a company has made contact with FBL to enquire about our tender abilities, there are several steps that take place after this fact:

- FBL management meet to discuss the client/services required.
- FBL representative will meet with the prospective client to discuss their needs if required, alternatively if all information is provided via email and a meeting is not required, a phone call to respond that we are interested, ask any further questions/information gathering etc will take place.
- A tender response will be prepared using FBL templates, once pricing, quotes etc has been collated.

Communication with contractors

How and How Often:

Tasks

Communication with contractors is a mix of phone calls, emails and the FBL Portal.

Contractors will be signed in to the FBL Portal and will receive an email notification that there is a FBL task.

The FBL or client Portal is the method that tasks will be dispatched. There is a section to upload photos of the tasks – before and after photos is essential for some tasks, this will be detailed on the work order sent out if required.

In the cases where tasks are urgent, then a phone call to the contractor to check they are available in the specified timeframe is required, in addition to the task sent via the FBL Portal.

Emails will be as deemed necessary.

Texts will be as deemed necessary.

Invoicing

Invoicing will be completed via the FBL Portal. The contractor will mark the task as completed and enter the invoicing details into the portal.

FBL requests that for one off tasks, invoices are received from the contractors within 48 hours. For regular tasks, invoices are required to be received by the end of each month.

Invoices are expected to be paid on commercial business terms, on the 20th of the following month, however please note that this will only occur when FBL has received the payment from the client. If payment from the client is not received on time, then FBL is not able to make payment.

Complaints/Issues

In the cases of any comments, issues or complaints arise concerning a task to be completed or has been completed, FBL will contact the contractor in the best method deemed suitable (usually phone call or email) to discuss and resolve.

Communication from contractors to FBL

How and How Often:

Tasks

Communication with contractors is a mix of phone calls, emails and the FBL Portal.

Contractors will be signed in to the FBL Portal and will receive a email notification that there is a FBL task.

The FBL Portal is the method that FBL tasks will be dispatched. There is a section to upload photos – before and after photos is essential for some tasks, this will be detailed on the work order sent out if required.

Contractors are required to inform us if for any reason if they encounter any delays or issues with completing the task as specified or within the specified time frame. Email or phone call to discuss this with FBL.

Contractors are required to inform us when a task is completed. This function is to be included in the FBL portal. Alternatively the contractors can inform us by phone or email to office@fbl.co.nz.

In the cases where task are urgent, then a phone call to the contractor to check they are available in the specified timeframe is required, in addition to the task sent via the FBL Portal.

Invoicing

Invoicing will be completed via the FBL Portal and sent to office@fbl.co.nz. The contractor will mark the task as completed and enter the invoicing details into the portal. The portal will show that the task is completed and invoice is ready to be approved by FBL to be invoiced to the client.

FBL requests that for one off tasks, invoices are received from the contractors within 48 hours. For regular tasks, invoices are required to be received by the end of each month.

Invoices are expected to be paid on commercial business terms, on the 20th of the following month, however please note that this will only occur when FBL has received the payment from the client. If payment from the client is not received on time, then FBL is not able to make payment.