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Visit: Unit 8/49 Sainsbury Road, Morningside,  
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Post: PO Box 41271, St Lukes, Auckland 1346, NZ  
[www.fbl.co.nz](http://www.fbl.co.nz)

## Operational Policy

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.

FBL's goals:

- Creating and maintaining a network of solution service providers
- Selecting the right highly skilled people
- Being visibly compliant to highest industry standards
- Develop and maintain strong relationships
- Make it easy to do business with us
- Thinking big
- Being nationwide
- Being accessible
- Build equity and industry credibility in the brand
- Optimising the opportunities
- Creating a clear and concise operating policy and terms of trade
- Develop and maintain a communication plan

## Recruitment

FBL requirements for contractors are:

- Have a clean criminal history check
- Have public liability insurance and show evidence of this
- Ability to access emails and internet for the FBL Portal
- Have the relevant trade qualifications if required

FBL has a onboarding internet system from our website for prospective contractors to apply online and provide the required information to join with FBL. The prospective contractors visits [www.fbl.co.nz](http://www.fbl.co.nz) and clicks on "become a contractor", they fill out the first step of information, an email is sent to [office@fbl.co.nz](mailto:office@fbl.co.nz) to advise an interested party has applied, FBL will check their application details, if deemed suitable or needed, then the candidate will be invited to proceed to the 2nd Stage of the information collection on the onboarding system. The second part asks for information about their trade qualifications, ability to upload their security check forms and public liability information.



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## **Jobs**

Jobs will be dispatched for all clients to the contractors. The allocation of jobs is based on the contractor's areas they service and their abilities, FBL has total discretion on who they allocate tasks to.

The contractor will receive an email to advise that a new job has been allocated to them. For time sensitive/urgent tasks contractors will also be phoned to check that they are available in the timeframe specified on the work request received from the client, and then allocated the job.

The contractor will advise FBL once the job has been completed.

## **Invoicing**

Once the job has been completed, the contractor will send the invoice to FBL. They will then enter the invoice details, and an invoice similar to a buyer created tax invoice will be created and sent to the FBL finance team to approve.

## **Payments**

Contractor's invoices to FBL will be paid on commercial business terms, by the Last Business Day of the following month, however 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. FBL invoices out to clients for payments are expected to be paid on commercial business terms, on the 20th of the following month. However this can differ and any changes to the terms of trade will be discussed with the client at the time of setting up the account and agreed upon.