



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 and clicks on “become a contractor”, they fill out the first step of information, a email is sent to office@fbl.co.nz to advise a 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.

Tasks

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

The contractors will receive an email to advise that a new task has been allocated to them via the FBL Portal. 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 via the FBL Portal.

The contractors will be able to upload photos of the site to the tasks in the FBL Portal.

When the contractors finishes the job, they mark the job as completed and enter the completion details on the job in the FBL portal. The next step in the portal will be to complete the invoicing details.

Invoicing

When the contractors finishes the job, they mark the task as completed and enter the completion details on the job in the FBL portal. They will then enter the invoice details, and a invoice similar to a buyer created tax invoice will be created and sent to the FBL invoice to approve. This will appear on the contractor's portal as being invoiced.

Self Quality Control Forms

The FBL Portal will have a self directed Quality Control check form available to use for regular tasks. This will not be necessary for all clients, it will be based on the clients requirements.

Once the contractor has completed the quality control check form, and attached the supporting photos of the site, these will be saved to the regular task and will be able to be extracted and sent to

the client to view, or when the portal is available for the client to log in and view their sites, be able to view the quality report in the portal themselves.

Training on how to use the Portal

Contractors will be provided a electronic instructional on the steps involved if required.

Health & Safety Regulations

The FBL portal will contain a Take 5 section for each work order. This section will cover off Health & Safety OSH requirements of checking the site for hazards and takings steps to minimize any risks. This will be a compulsory section that must be completed.

Payments

Contractor's invoices to FBL will be be paid on commercial business terms, on the 20th of the following month, however 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 terms of trade will be discussed with the client at the time of setting up the account and agreed upon.

Communications Policy

See separate Communications Policy