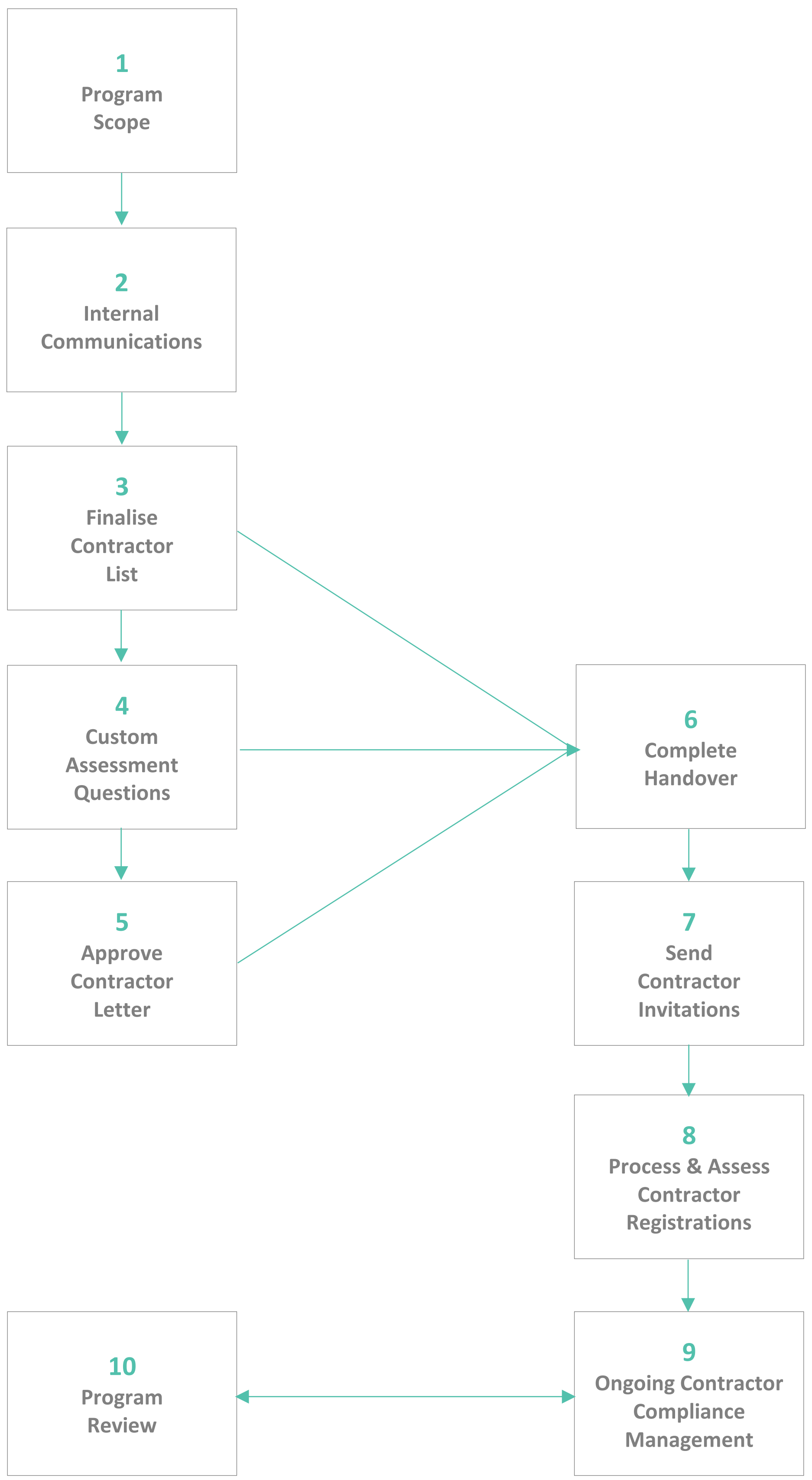
The following process acts as a guide for Clients to manage the implementation of the iPRO service:

Client Project Manager	iPRO Team



1. Program Scope — Client

- Decide which contractors and suppliers should be included in the program
- If the program is to be rolled out in phases, define the phases at high level
- Define ways in which contractors and suppliers might be segmented/grouped
- Decide on the level of verification/fees to be applied to each segment/group

2. Internal Communications — Client

- Nominate a Client Project Manager to be a central point of contact
- Identify internal stakeholders relevant to the defined program scope
- Send email communications to client project manager for distribution to client staff
- Form a stakeholder group/committee and get group buy in to the program
- Establish frequency of stakeholder group review meetings (e.g. monthly)

3. Finalise Contactor List — Client

- Finalise the list of contractors to be include in the first phase of the program
- Organisation name and email are minimum information required but a contact name and number is also preferred
- The list should be prepared as a spreadsheet

4. Custom Assessment Questions — Client

- Review the requirement for any specific assessment questions that are required that aren’t included in the Universal Assessment
- Try to limit the number of custom questions where possible
- Draft questions as Yes/No where possible and to be in a consistent format/style with the questions in the Universal Assessment
- The iPRO team can provide guidance and assistance if required.

5. Approve Contractor Letters — Client

- The iPRO team can provide a template Client Letter for editing
- The Client Letter will be used by iPRO in initial contractor communications to demonstrate the endorsement of the program by the client

6. Complete Handover — iPRO

- A handover meeting between iPRO and the Client is recommended to cover off on steps 1-5.

7. Send Contractor Invitations — iPRO

- iPRO sends initial introduction emails (accompanied by the Client Letter) to let contactors know they will be receiving invitations to join the iPRO platform
- Invitations are sent out of the platform after introductory emails have been sent

8. Process & Assess Contractor Registrations — iPRO

- iPRO will complete a campaign to on-board, register and assess contractor applications. Client updates can be provided throughout this process.

9. Ongoing Contractor Compliance Management — iPRO

- Once contractors are registered, the iPRO platform automates the ongoing management of compliance including insurance expiries etc.
- Clients will have a real time view of the compliance of their contractor portfolio

10. Program Review — Client

- Periodic reviews of the program are recommended (e.g. quarterly) to decide on any scope changes or the introduction of new phases
- iPRO can participate in and assist with these review meetings if requested