



AIR CONDITIONING SERVICES (NZ) LIMITED

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29th April 2009

Dear Contractor

RE: Change in Contractor Compliance Management

At Air Conditioning Services (NZ) Limited we are continually revising our business practices in order to meet our statutory and Client compliance obligations by way of adopting Risk Management principles.

As part of this review, we are changing the way we monitor and track our compliance requirements expected of our contractors.

We have entered into an agreement with Ipro Solutions Pty Ltd who will now provide use of their service called Ipro Live to enable all contractors of Air Conditioning Services (NZ) Limited to enter your compliance requirements with their web portal call Ipro Live.

Ipro Live is accessible 24 hours a day enabling you to enter information at a time convenient to you.

Effective 01/05/2009 you will be required to register on-line by going to www.iproLive.com and clicking on New User option in the Contractor / Supplier Login web page.

By entering the required details, a user name and password will be automatically forwarded to your email address and you will need to make the required payment in order to commence use of the system.

Payment is made by using PayPal the world's leading secure internet payment system, bank transfer or Bpay.

Cost to join Ipro Live is either NZ\$600.00 per annum or NZ\$300.00 per annum depending on your organisational size and structure.

Once you have completed the registration and made payment you will be able to access and view the help on the use of the system.

If you have already registered with Ipro Live, no further fees are payable and you can attach to Air Conditioning Services (NZ) Limited by going to the Client & Conditions option on your main view page once you have logged into Ipro Live using your username and password previously used.

Once you select the Clients & Conditions option, you can then select Air Conditioning Services (NZ) Limited from the drop-down list in **Add New Client/Region/Industry Association** and then make the appropriate selection in the Client Option listing with your region and industry association.

This new process will assist both you and us in reducing and managing risk. You will receive automatic reminders and assistance in meeting our compliance requirements. You may also, use your compliance data with 9 other customers free of charge to which you provide services. This is included in the annual subscription amount payable.

Enclosed is an outline of the benefits of using the Ipro Live system and we are sure that you will agree that the benefits for you are many.

Please note you will only have until the 1/06/2009 to register with Ipro Live and obtain certification, as our new policy is that we will only use those contractors and suppliers who meet our compliance and risk management principles.

If you have any questions please call Ipro Live Customer Service on 0800 477 654 or XXXXXXXXX

Kind Regards

John Watson

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