

**Fuelquip (Australia) Pty Ltd**

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Wednesday 3<sup>rd</sup> December 2008

Dear Sir/Madam

### **Change in Contractor Compliance Management**

ECL Fuelquip is pleased to provide an update to the information sent to your business in relation to IproLiVe. For those companies that are the early adopters of IproLiVe thanks for your support in many cases the information and compliance was of a high quality, in some cases Chris Berrios has assisted during his review and audit process to increase the level of compliance

The reason for changing the way we monitor and track the compliance requirements expected of our contractors is due to our customers requirements and also the changes to legislation.

Clients within our industry have significantly increased their compliance requirements which have imposed increased risk management issues to all businesses in our industry. In order to meet these increased requirements with ECL Fuelquip, IproLiVe has been implemented to monitor our compliance requirements across our contractors.

We entered into an agreement with Ipro Solutions Pty Ltd to capture and monitor our compliance requirements for all contractors of ECL Fuelquip within their web portal called Ipro LiVe.

The Ipro LiVe system 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 Ipro LiVe customers to whom you provide services. This is included in the one annual subscription. Some of the other industry players also using the Ipro LiVe service are Gilbarco Australia Pty Ltd, Metric Group Limited, JFTA Pty Ltd. and Johnson Control as facility managers for ExxonMobil.

This trend of increased compliance is ever increasing in our industry and we believe that the Ipro LiVe service assists all of us in meeting current and future compliance issues.

We understand that these new requirements have placed an increased burden on our contractors, but our clients will withhold work from us if their requirements are not met, which in turn will impact the amount of work we can offer our contractors.

The list of current and compliant contractors drawn from IproLiVe, are gaining additional work as part of our safe and preferred contractors list. You may have noticed that there is not the same level of work offered as this occurs due to our need to move to a safe work platform for our own staff, and our contractors.

We do believe that ensuring that all contractors are correctly registered, licenced, insured, have appropriate OHS training and procedures is paramount to ensuring that contractors are capable of doing the work in a safe manner.

To this end, effective 31/01/09 all of our contractors should be registered in IproLiVe in order to receive the same or an increased amount work from ECL Fuelquip. At a future date it will be a requirement that all our contractors are fully compliant within Ipro LiVe, but a reasonable time period is being allowed to ensure compliance.

Preference will be given to fully compliant contractors. For those yet to join we do want to use the services offered by you, we will assist you in gaining accreditation and we trust that you work with us as we move forward.

You are able to register with Ipro LiVe on-line by going to [www.iprolive.com](http://www.iprolive.com) and clicking on New User 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 can be made by using PayPal or by bank transfer. The cost to join Ipro LiVe is either \$550.00 or \$275.00 per annum including GST depending on your organisational size and structure.

If you have already registered with Ipro LiVe, no further fees are payable and you can attach to ECL Fuelquip by going to the Client & Conditions option on your main page once you have logged into Ipro LiVe using your username and password previously used.

If you have any questions please call Ipro LiVe Customer Service on 1300 IPRO LIVE or the undersigned.

Yours faithfully

A handwritten signature in black ink, appearing to be 'CA', written over a light blue horizontal line.

Craig Allison  
Director and General Manager