

Business Systems Policy

Billing Systems

Summary: Is the process that tracks customer usage of services, and calculates the impact on a customer's account, based on the price of the services.

Key company characteristics:

- Chief Financial Officer (CFO) reporting to GM;
- Two (2) Account assistants reporting to CFO;
- Greentree Financial software package in operation;
- System is "live" as date is entered;
- P&L, Balance sheet linked to raw data;
- AP / AR reporting;
- Credit control.

Logistics Management

Summary: Is the process of strategically managing the procurement, movement and storage of materials, parts and finished inventory (and the related information flows) through the organization and its marketing channels in such a way that current and future profitability are maximized through the cost-effective fulfillment of orders.

Key company characteristics:

- Asset Manager (AM) oversees this process, which includes monitoring stores;
- Coordination of fleet vehicles and equipment to specific jobs in managed;
- Internal hire of equipment is charged from Holdings company to specific jobs and is overseen by AM to ensure ALL costs associated with that particular job are in fact, attributed to that job;
- Internal hire charges are discounted to capitalize on internal price advantage;
- Purchase order system used with tracking system to reconcile invoice with purchase order;
- Purchase order system is both computer generated and manual for on site supervisors.

Change Control Systems

Summary: Is the process used to ensure that changes to product or system are introduced in a controlled and coordinated manner. The goals of a change control procedure usually include minimal disruption to services, reduction in back-out activities and cost effective utilization of resources involved in implement change.

Key company characteristics:

- Strategy meeting held with key management staff;
- Future direction signed off on and adopted;

- Policy drafted and conveyed to staff with feedback opportunities;
- Reasonable timeframe to lead up (i.e. not adopted without staff consultation);
- Recent examples include drug & alcohol policy and changing of computer software system.

Health & Safety Management Systems

Summary: Is the process of The core focus of Occupational Health and Safety is to protect not only the health and safety, but also the welfare of people engaged in the workplace. Family members, customers, employers, co-workers, suppliers, and even nearby communities and members of public all need protection due to the impact of the workplace environment.

Key company characteristics:

- Health & Safety Committee established with a representative of each department on committee;
- Monthly meetings held, minutes recorded;
- Accidents reported
- Near misses reported
- Course / training identified and implemented
- Drug & Alcohol policy implemented.

Construction Management Systems

Summary: Is the process of planning, construction, and management of dwellings, service structures, and other permanent facilities.

Key company Characteristics:

Project Managers oversee the following: site layout, sequencing and scheduling of tasks, temporary structures, equipment selection, work organization, materials management, and environmental safeguards. In addition, job budget is monitored.