
Northern Frame & Prefab Limited Standard Remediation Process

1. Remedial Management

Northern Frame & Prefab Limited (NFPL) endeavours to manage its processes to limit the frequency of remedial issues with the supply of frames and trusses; however it is acknowledged by NFPL and its clients that the remediation of frames and trusses is periodically required through the complexity and nature of the tailored design process. To mitigate issues for the end customer, it is proposed for the process to be managed as follows:

- 1.1. The 'client' that NFPL invoices (e.g. end customer, end customer's builder ('builder'), customer's merchant representative ('merchant')) makes contact with NFPL within seven (7) calendar days of delivery to the client/site in line with NFPL's terms and conditions for it to be considered a valid remediation claim.
- 1.2. The client must first evaluate the issue, and where appropriate provide the information to NFPL for review and feedback/resolution (e.g. description, pictures, etc).
- 1.3. In the event of multiple alleged issues, the client will consolidate into a single (or as few as practically possible) communication to allow collective management and responses to avoid multiple reviews and trips to site where applicable.
- 1.4. If an issue exists and is believed to be with the detailing or manufacturing processes provided by NFPL, then the client will contact NFPL and relay all details related to the enquiry. As much detail as practical expedites this process.
- 1.5. NFPL will review the remediation information and project file (including the engineering software design, panel and truss drawings, 3D imaging and internal quality check sheets for detailing and production) in an attempt to ascertain the issue. Often this process immediately clarifies the enquiry and NFPL can advise that the design and production is correct (with explanation) or identify the issue and allow NFPL to prepare for remediation without the need to view the site to expedite the process.
- 1.6. NFPL will then communicate with the client or its nominee (e.g. builder) to provide feedback on their investigation. NFPL will target a response within three (3) business hours. Remediation assessments and responses are a priority for NFPL so as to limit any delays with the construction of the project.
- 1.7. If the information provided or on file is inadequate to determine the issue, NFPL will target going to site (with the client if required). Where possible, NFPL will target being on site within one (1) business day.
- 1.8. NFPL will refute or communicate the required remedial approach with the client or nominee (e.g. builder).
- 1.9. If the issue is deemed to be a legitimate remediation claim, it is NFPL's preference to manage the largest majority (targeting all) of remedial work in house with its own resources. This approach is taken to:
 - 1.9.1. Ensure that the responsiveness and solution is adequate and conforms to the producer statement(s) issued by NFPL.
 - 1.9.2. Minimise the disruption for the site builder/project responsible so they can continue to progress the project in other areas.

- 1.9.3. To ensure that NFPL is completely aware of all issues and can manage out the issue for future projects as part of its continuous improvement philosophy.
- 1.9.4. Manage costs.
- 1.10. If the remedial task is relatively minor or a relatively simple fix and has been accepted by NFPL as a valid remediation claim, NFPL may nominate in conjunction with the builder for them to complete the corrective measures. Geographical positioning of the project relative to NFPL in conjunction with the above is also a consideration for NFPL to consider or propose this option.
- If this option is to be confirmed, the builder and NFPL must both agree on the scope of the work, the exact time required to complete and cost per hour that the site builder proposes to charge (or holistic cost proposed to be charged). These details must be agreed in writing in advance (e.g. brief email) of any chargeable work being conducted by the client or builder. To avoid misalignment, it is targeted to have the written confirmation immediately (within three business hours) follow any verbal agreed path forward to avoid any misalignment of expectations. If the builder is not the client, NFPL will advise the client of the agreed path forward with the builder.
- On the occasions that NFPL would propose and agree for a site builder to complete a task, the rate is typically no more than \$35 + G.S.T. (i.e. \$25 - \$35 per hour) to reflect cost recovery in the spirit of the agreement as opposed to profit making or claw back exercise for the client or builder.
- 1.11. Any remedial work by third parties exceeding \$500 excluding G.S.T. must be agreed in writing by the NFPL Managing Director* to be accepted and paid by NFPL.
- 1.12. Remedial is a priority for NFPL, therefore it will prioritise all necessary resources to resolve as expediently as possible over all other activities.
- 1.13. NFPL does not compensate for downtime related to late delivery or remedial processes.
- 1.14. If a remedial issue is raised by the client or the associated end client/builder and it is shown not to be a mistake or issue made by NFPL, the client accepts that NFPL will charge the client at the same rates as defined for a site measure for each resource involved.

* The Managing director may assign an NFPL or group company nominee to authorise remedial claims in excess of \$500 + GST on a case by case base in his absence to prevent remedial delays when he is unavailable.