

Dear Supplier,

We want to make sure your experience working with FirstPort is a great one, so we're upgrading our systems to improve them for you, our customers, and our clients. We're going to be rolling this out in phases this year, and we want to let you know what it means for you.

What are the benefits for you?

Simply put, it's a faster and smarter upgrade from our current systems. For you, this means:

- Complete property asset registers available so you can immediately assign your work to the right part of the building
- Advance schedules and more detailed information for Planned Preventive Maintenance (PPMs)
- Greater visibility to help plan work schedules, resources and inventory
- Alteration requests for Purchase Orders (POs) within the system so it's quicker and easier to receive updated work instructions and complete jobs for reactive or emergency works

How will the rollout impact you?

The first phase of rollout will be to our Luxury division (part of FirstPort Bespoke), starting on Tuesday 16th March. We will continue this phased approach across our business, with all divisions expected to be on the new systems by late September 2021. You'll get another email from us next week with links to helpful training information about using the new systems, and then again on the day the system goes live to confirm the switchover.

As we are moving you over to our new platform you may see us cancelling your open POs, but these will automatically be matched to a new PO on the new system as soon as possible so there's nothing you need to do.

There will also be a short period of up to 11 calendar days during this transitional period where there will be a delay in invoices being processed. However, please be assured that the team will be working hard to get these paid as soon as we can. We take pride in our ability to pay our suppliers quickly – on average we paid 88.85% of our Approved Invoices within 7 days in 2020 – so please be assured that this will only be a temporary delay for a couple of weeks only.

If you provide services for several parts of our business, we're afraid this does mean you may receive the emails more than once this year and this does mean that for a short period of time you may need to use both the existing and new supplier portals. As we are transforming several of our business systems, this phased approach enables us to implement these significant changes carefully and successfully across the 290,000 homes in our care. Please bear with us as we work through these rollouts.

If you need any support around moving to our system please contact our team on SupplierP2PSupport@firstport.co.uk

Thank you for your understanding and patience. You play such an important role helping to support our customers and caring for their homes and communities. We are confident these system improvements will make working with FirstPort and supporting our customers even better.

Best wishes,
Your FirstPort team