

NOVEMBER 2020

**Faster.  
Better.  
Cheaper.**

**FBC ASIA**  
  
faster.better.cheaper

01

## FBC Asia Pacific

Provides leading edge outsourcing and offshore programs out of the Philippines.

02

## We Aim

To offer Agent-Less First Call for our clients.

03

## Our Family

State-of-the-art infrastructure to support your needs.

FBC ASIA  
faster.better.cheaper



# ABOUT US

# OUR GROWTH

1000+ employees in Sri Lanka under three brands.

Target launch for our second site in Bacolod Q1-2020. (Delayed due to Covid-19)

Official launch January 1, 2020



1  
Founded in July 2019

2  
Strategic Alliance with a leading outsourcer to offer European, Asian and Latin American Languages

3  
4  
5  
Strategic partnership with Sales Rain in December 2019

6  
7  
Strategic partnership with SixEleven in October 2020



# ENGAGEMENT MODELS



- 01. Staff Augmentation**  
Agents | Sourcing & Recruitment | Payroll | HR  
Onboarding
- 02. Seat Leasing**  
Workstation Rental | Desktop with Internet &  
Utilities
- 03. Outsourcing**  
All inclusive program | Agents and benefits |  
Support teams | Workstations | Desktop with  
Internet & Utilities
- 04. Build, Operate & Transfer (BOT)**  
All inclusive program | Agents and benefits |  
Support teams | Workstations | Desktop with  
Internet & Utilities  
**TRANSFER TO CLIENT**

# ALL INCLUSIVE PRICING

- Call Center Experienced Customer Service Agent (All dedicated to the program)
- All benefits (13<sup>th</sup> Month Pay, Health Insurance, Holidays Pay and Night Differential)
- Brand New Workstation fully fitted with Desktop and Internet, Headsets and Ergonomic Chairs & Utilities
- Support Teams included in the pricing:
  - Team Leaders (Typical ratio is 1:15 for TL: Agent)
  - Quality Assurance Members (Typical ratio is 1:50 for QA: Agent)
  - Trainer (Typical ratio is 1:200 for Trainer: Agent)
  - Real-Time Resource (Typical ratio is 1:500 RTR: Agent)
  - Reports Analyst
  - Operations Manager
  - 1 IT Support
- Sourcing, Recruitment, HR and Payroll Services
- Employee Engagement Programs
- IT Support 24X7
- Security and Cleaning Services 24X7
- UPS and Internet (with back-up) & Genset N1+1





# Employee Engagement



## Weekly Newsletter



### PAYROLL CALENDAR

Please refer to the following payout schedule table for the remaining 20 cut-off periods for 2020, with the corresponding payout schedule.

| PAYROLL PERIOD |             | PAYOUT SCHEDULE |
|----------------|-------------|-----------------|
| FROM           | TO          | SCHEDULE        |
| 26-Feb-2020    | 10-Mar-2020 | 15-Mar-2020     |
| 11-Mar-2020    | 25-Mar-2020 | 30-Mar-2020     |
| 26-Mar-2020    | 10-Apr-2020 | 15-Apr-2020     |
| 11-Apr-2020    | 25-Apr-2020 | 30-Apr-2020     |
| 26-Apr-2020    | 10-May-2020 | 15-May-2020     |
| 11-May-2020    | 25-May-2020 | 30-May-2020     |
| 26-May-2020    | 10-Jun-2020 | 15-Jun-2020     |
| 11-Jun-2020    | 25-Jun-2020 | 30-Jun-2020     |
| 26-Jun-2020    | 10-Jul-2020 | 15-Jul-2020     |

*Note: For Security Bank account - salaries will be deposited ONE day before the actual pay day so that you avoid long queues at the ATM Machine on Pay days. If you have any concerns with payroll please reach out to Maria Rose Roxas (rosario@fbcapac.com)*

### HEALTH & SAFETY

**Stay at home**  
Avoid any non-essential travel.

**Avoid social gatherings**

**Social distancing**  
Maintain a distance of 6 feet or about 2 arm's length from others, in public. Avoid close contact with people who are sick.

**Wash hands**  
Use soap and water for at least 20 seconds, especially after being in public places, or after blowing your nose, coughing or sneezing. If soap and water are not readily available, use a hand sanitizer with at least 60% alcohol.

**Cover**  
Wear a face mask when in public or use a tissue to cover your nose and mouth and throw used tissues in a lined trash can. If a tissue isn't available, cough or sneeze into your elbow (not on your hands) or by covering your nose and mouth with your clothes. Wash your hands immediately.

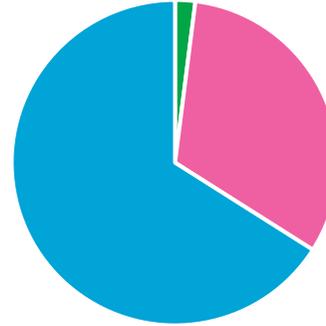
**Clean and disinfect household surfaces** Frequently touched surfaces include: phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets and bedside tables.

We are planning to purchase facemasks and sanitizer for FBC employees to keep you and your family safe.

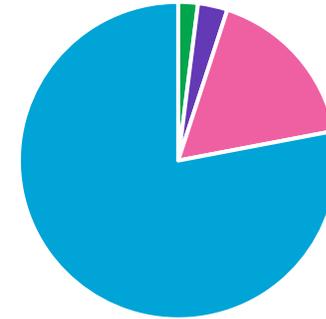


## Employee Satisfaction Surveys

I am motivated to do my work



I am happy with the decision to join FBC Asia Pacific.



● Strongly Agree ● Agree ● Neutral ● Strongly Disagree



### Coping with Crisis

A Zoom session with a psychologist was conducted to help employees cope with the challenging times.



### Fitness Session

Weekly fitness sessions on Zoom with a professional fitness coach from Australia.



### Rice Subsidy

Upon completion of one (1) month, an agent will receive 25kgs of premium rice.



### Daily Engagement Calls

To encourage full engagement with the employees on their day to day activities, daily employee engagement calls were conducted by the FBC Team Leader.

# THANK YOU

All queries to:

**Siva Subramaniam**

Co-Founder and CEO for FBC Asia Pacific Inc.

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