

NOVEMBER 2020

**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.



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

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Founded in July 2019

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

Strategic partnership with
Sales Rain in December
2019

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.

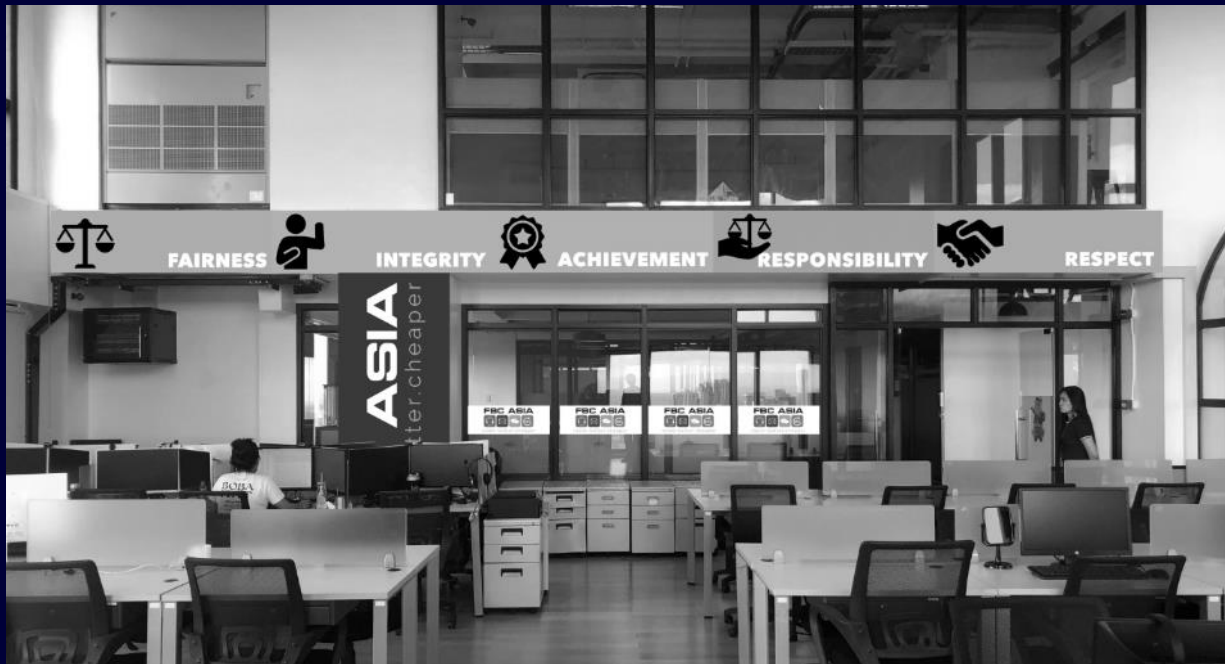
Build, Operate & Transfer (BOT)

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 (13th 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	
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.

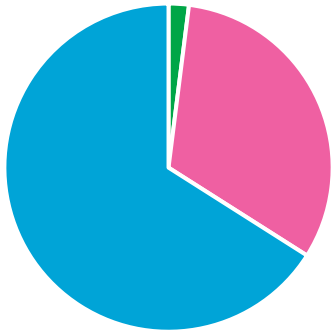
Clean and disinfect household surfaces Frequently touched surfaces include: phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets and bedside tables.

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

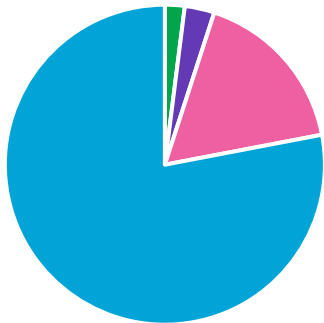


Employee Satisfaction Surveys

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:

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Co-Founder and CEO for FBC Asia Pacific Inc.

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