

# POLICY FOR INTENDING LANDNEST SALES PARTNERS

## Introduction

This policy establishes the official framework guiding the onboarding, commission administration, communication standards, and operational structure for intending and existing Sales Partners of Landnest Homes and Properties.

The objective of this document is to ensure clarity, accountability, and professionalism across all levels of engagement. It defines expectations, outlines responsibilities, and provides a standardized system that promotes transparency and long term collaboration.

This policy applies to all Sales Partners, including Uplines and Downlines, and serves as the governing operational guide for participation in the Landnest Sales Network.

## 1. Onboarding and Knowledge Support

### 1.1 Role of Uplines

Uplines are responsible for providing foundational guidance to their Downlines during the onboarding phase. This includes:

Introduction to Landnest Homes and Properties as a brand

Overview of available estates and property types

Explanation of current pricing structures and allocation processes

Basic understanding of documentation requirements

Overview of commission structure and expectations

The purpose of this structure is to create a smooth transition into the network while maintaining uniformity in knowledge dissemination.

### 1.2 Institutional Support from Landnest

Landnest Homes and Properties will provide official clarification, updated information, and structured guidance when necessary. The company remains the authoritative source for:

Verified pricing

Documentation clarification

Allocation policies

Promotional materials

Official announcements

Sales Partners are encouraged to rely strictly on official channels for confirmation of information before communicating with clients. This reduces misinformation and protects the credibility of the brand.

## 2. Commission Structure and Processing Requirements

### 2.1 Eligibility for Commission

Commission payments will only be processed upon successful verification of the following mandatory documents:

A valid and verifiable payment receipt issued by Landnest

A duly completed and signed client subscription form

Both documents must be submitted in their complete and accurate form.

### 2.2 Verification Protocol

The finance and administrative team will review submitted documents to confirm:

Authenticity of payment

Proper client documentation

Compliance with property subscription terms

No commission request will be processed without the submission and verification of both required documents. Partial submissions will not be considered.

### 2.3 Payment Confirmation

Commissions become eligible for processing only after full payment confirmation or according to the agreed commission trigger within the specific estate or project.

### 3. Commission Processing Schedule

To ensure operational efficiency and predictable cash flow management, commission payments will be processed strictly on designated processing days.

Processing Days: Mondays and Fridays

Any commission request submitted outside the required documentation standard or after internal cut off times will be moved to the next processing cycle.

This structured schedule ensures:

Transparency in payment timelines

Administrative efficiency

Reduced ambiguity in follow up communications

### 4. Communication and Professional Conduct

#### 4.1 Communication Channels

All official communication must be conducted through approved Landnest communication platforms. These may include:

Official WhatsApp Sales Partner Group

Designated administrative contact lines

Official email correspondence

#### 4.2 Professional Standards

All communication must remain respectful, professional, and solution focused. Sales Partners are expected to:

Maintain decorum in all discussions

Avoid inflammatory or confrontational language

Escalate disputes through appropriate internal channels

## 4.3 Working Hours

Official communication should be conducted strictly within designated working hours, except in cases of genuine urgency. This ensures:

Efficient resolution of requests

Structured response timelines

Healthy professional boundaries

Repeated violation of communication standards may attract administrative review.

## 5. Sales Partner Enrollment Process

### 5.1 Registration

Intending Sales Partners must complete the official registration process using the approved registration link provided by Landnest.

This ensures that:

Accurate partner records are maintained

Commission tracking is properly structured

Accountability is clearly established

### 5.2 Verification

Upon successful registration, the administrative team will verify details and confirm enrollment into the Sales Network.

## 6. Welcome and Resource Access

### 6.1 Group Integration

Upon confirmation, new Sales Partners will be added to the official Landnest Sales Partners WhatsApp group.

### 6.2 Resource Access

New members will receive access to an automated property drive link containing:

Estate brochures

Pricing sheets

Allocation updates

Documentation guides

Marketing creatives

Sales Partners are expected to review these materials thoroughly to ensure accurate client representation.

## 7. Compliance and Review

Landnest Homes and Properties reserves the right to update, amend, or refine this policy as operational needs evolve.

All Sales Partners are expected to comply with current policy standards. Non compliance may result in:

Temporary suspension of commission processing

Review of partner status

Removal from the Sales Network where necessary

## Conclusion

This policy establishes a structured and professional framework for collaboration between Landnest Homes and Properties and its Sales Partners.

By clearly defining onboarding expectations, commission procedures, communication standards, and resource access, the company ensures a system built on transparency, accountability, and operational efficiency.

The long term goal is simple. Strong partnerships. Clear systems. Sustainable growth for both Landnest and its Sales Network.