

How the Partnership Works

This document explains the mechanics: how to find prospects, make introductions, and earn commissions.



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- 3 Making an Introduction
- 4 What happens after you introduce

1 The Partner Journey

01	Sign Up	Agreement signed. Access to partner library sent
02	Onboarding	Platform walkthrough. Intro process explained
03	Introduce	Email intro with BCC to partners@refresh.tech
04	We Close	We run demos and handle the sale
05	You Earn	Commission paid 30 days after the client pays

2 Finding Prospects

Good introductions are organisations that:



Have psychosocial compliance obligations (most employers in AU, UK, Canada)



Are currently using spreadsheets, fragmented tools, or no system at all



Have had a recent incident, audit, or board-level concern about psychosocial risk



Are growing and need structure before problems escalate

Common Contacts:



HR Directors / People & Culture leads



WHS / Health & Safety Managers



Risk & Compliance leads



COOs / Operations leads (in smaller orgs)

3 Making an Introduction

Option 1

Email Introduction (recommended)

- Send an email to your contact introducing ReFresh
- BCC partners@refresh.tech so we can track the introduction
- We'll follow up with your contact within 2 business days

What to include in your intro email

1. Who you're introducing (your contact's name and role)
2. Why you thought of ReFresh (brief context — even one sentence is fine)
3. A handoff ("I'll let the ReFresh team take it from here")
4. CC partners@refresh.tech so we can track it

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Hi [Name],

I wanted to connect you with Harrison Kennedy, founder of ReFresh. It's a platform that helps businesses manage psychosocial compliance, from surveys to incident reporting and risk registers.

Given [brief reason, e.g. "your team is growing quickly" / "you're across multiple sites" / "we chatted about compliance recently"], I thought it could be worth a conversation.

Harrison, [Name] is [role] at [Company]. [One line of context, e.g. "They're a fast-growing agency in Melbourne" / "A national manufacturing business with multiple sites."] I think they'd be a great fit.

I'll let you two take it from here.

Cheers,
[Your name]
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4 What happens after you introduce

- We will reply and reach out to your contact within 2 business days
- We run demos, answer questions, and handle the sales process
- You can track the status of your introduction in the Partner Portal
- When they sign, you earn commission (paid quarterly)
- We handle implementation and ongoing support, you don't need to do anything else

Questions? Reach out to your Partner Success Manager or email partners@refresh.com

