

Subcontractor Handbook



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Welcome to the BLM Construction & Remodeling, LLC team!

When you become a subcontractor with BLM Construction & Remodeling, you join a community of skilled and motivated team members dedicated to accomplishing our mission of providing quality construction services at affordable prices. Done Fast. Done Right.

We expect our work to make a difference and set the highest standards for quality and customer service. To that end, we prioritize everything we do and focus our resources on that which will produce the greatest, most enduring benefit.

We expect the service we render our clients to always be timely, worthy, courteous, respectful, and fully able to meet their needs. In the pursuit of our mission, we intend to be a healthy, creative organization with the financial and human resources needed to produce our best work. We require ourselves to abide by the highest professional standards.

As a BLM Construction & Remodeling, LLC subcontractor, you play an important role in helping fulfill the company's organizational purpose. This Subcontractor Handbook describes the policies and procedures, established by BLM Construction & Remodeling, LLC, that we expect our Subcontractors to follow. Please read it carefully and keep it handy for future reference.

If you are uncertain about any policy or procedure, please contact the CEO. BLM Construction & Remodeling, LLC retains the right, as needed, to change any policy or procedure from time to time. Please refer to our website for updates.

Sincerely,

Barry L. Mease
Founder/CEO

BLM Construction & Remodeling, LLC



Company Background

As a full-service contractor since 2001, BLM Construction & Remodeling, LLC offers a complete range of construction services to the commercial, residential, and medical industries, providing our customers with the highest quality product for the most economical price.

We are a design build contractor who can work with existing plans or provide a comprehensive design build solution. We begin working with our customers early in the project process to offer guidance on project planning and design. Whether working directly with the customer or the architect or engineer, we bring practical design experience to any project.

Customers will experience a worry-free building process because we take charge of the project planning, coordinating, and executing from beginning to end. We pride ourselves not only on quality work, but quality communication. Our customers have 24-hour access to an online portal featuring their project's schedule, estimate, pictures, change orders, invoices and more.

Mission & Values

Our Mission

Our mission, at BLM Construction & Remodeling, is to add value to our customers' homes and businesses by completing construction projects on time and on budget using morals and values that bring glory to God.

What Sets Us Apart

- We take construction projects from inception to completion using strict business ethics and God centered values.
- We are a small contracting company that fills the gap between a handy man and a large construction company. Our average project is \$35,000, but we have done several projects over \$1 million and under \$10,000.
- We have three main services: residential, commercial, and maintenance. Having three services makes our processes a bit more complex but also allows our company to sustain changes in the economy.

Core Values

- **Generosity:** We are kind and unselfish, especially with our time and contributions.
- **Courage:** We are confident in the face of challenges, doing what needs to be done regardless of fear.
- **Respect:** We treat everyone equally and give each person the same level of care and attention.
- **Hope:** We maintain confidence in positive outcomes and give assurance to those we serve.
- **Peace:** We focus on personal development and find compromise in situations where others see conflict.

Service Area

We proudly serve Adams, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Perry and York counties in PA. We have also completed projects outside these service areas.

Processes

The primary purpose of all onboarding procedures at BLM Construction & Remodeling, LLC is to help ensure that the recruitment, selection, and orientation of all new subcontractors is soundly planned, properly coordinated, and effectively controlled.

Subcontractor Setup

Please complete the following forms to be considered a subcontractor. These forms can be filled out and downloaded by visiting our website at www.blmconstruction.net and clicking on “Sub/Vendor Setup” on our home page or by picking up a packet at our office.

Checklist:

- Sub/Vendor Setup Form
- General Liability COI
- Direct Deposit
- Workers’ Compensation COI
- W-9
- Subcontractor Agreement
- Read Sub/Vendor Handbook

Please complete all the above forms and email to quality@blmconstruction.net, mail, or drop them at the office.

Bidding

1. Prior to starting any work, we must receive a detailed scope of work with cost breakdown and duration.
2. Email a completed scope of work to quality@blmconstruction.net.
3. Obtain the signature of a BLM Construction & Remodeling, LLC representative on the scope of work.

Payment Procedure

We pay weekly based on progress. To receive your check in a timely manner, please adhere to the following procedures:

1. Email all estimates to quality@blmconstruction.net by 5 p.m. on Tuesdays.
 - a. All estimates must contain a BLM P.O. number. (example: BLM20356)
 - b. Provide a detailed scope of work on your estimate listing all material and labor with prices broken out into line items.
 - c. Provide a preferred payment disbursement on your estimate. Otherwise, you will be paid on progress of work complete.
2. Payments will be made on completed work only. BLM does not prepay labor. If materials need to be purchased, please call the office and we will pay the vendor directly.
3. BLM Construction retains the right to hold 10% of each invoice to be paid upon final customer payment.
4. Checks are mailed on Fridays. Direct deposit is available. Please complete a direct deposit form to receive your payment electronically. BLM Construction is not responsible for delays in postal service and electronic banking.
5. You are responsible for keeping job sites clean. BLM will assess a cleaning fee, if needed.

Subcontractor Policies

In addressing the need for clear, quick, and frequent communication, feedback, and responsiveness, BLM Construction & Remodeling, LLC has established a communication protocol that applies to all modes of communication.

1. Direct all customer communications to the job manager.
 - a. Do not speak to the customer about other trades or subcontractors.
 - b. Do not speak to the customer about the project schedule.
 - c. Do not speak to the customer about invoicing, payments, or job costs.
 - d. Do not speak to the customer about performing additional work.
2. Maintain a positive, can-do, helpful attitude. It is important to manage our communication with customers, subcontractors and BLM employees. Managing our communication means keeping a cool, level head and addressing any issues or problems directly to the BLM job manager, not the customer, subcontractor or BLM subordinate.
3. If there ever is a time where you are feeling frustrated, concerned, or upset, we want you to communicate directly with the BLM job manager.
4. We never want our customers feeling concerned. So, when an issue arises, communicate that issue directly to the BLM job manager.
5. We have found that if we vent up, we are able to brainstorm solutions and develop a great attitude and thereby able to resolve any conflict that may arise without adding more strain or damage to a situation.
6. Do not communicate any change orders, selections, project schedule items, or costs with the customer or another subcontractor. Communicating with the customer or subcontractor will keep the job manager out of the loop and lead to costly delays.

Code of Conduct

When customers pay a lot of money, they expect special treatment. If a subcontractor ignores the rules, they will be warned and, in some cases, fined. Repeat offenders will be replaced, sometimes in the middle of a job.

1. Take breaks off premises. Lunch breaks and quick breaks need to be taken elsewhere. We do not want our customers to ever see someone not working or, worse yet, sprawled out on their patio furniture.
2. Smoking: Do not smoke inside a home or building, occupied or unoccupied. BLM Construction & Remodeling, LLC's policy is to provide a safe and healthy work environment for our employees, team members, and customers. Do not smoke on a job site.
3. Keep tools off finished surfaces. This is a finable offense. If a subcontractor leaves a wrench, drill, toolbox, or anything of the sort resting on a countertop, coffee table, end table, speaker, or any other piece of furniture, they will be fined \$50.
4. Cover finished surfaces in work areas with drop cloths or cardboard. If a customer sees a pipe wrench sitting on a bare counter and a new scratch or nick was discovered in that area, guess who paid for the repair, regardless of how the damage happened?
5. No loud or raunchy radio stations. We understand that music makes the day go faster, but we insist that music should not be heard outside the work area, and radio stations featuring politics or raunchy subject matter are banned altogether.
6. Bathrooms are off limits. Nothing is more personal than a bathroom. Some people are horrified by the idea of a stranger nosing around their most personal space. Also, no one wants to be subjected

to the mess, smells, and noises created by a bathroom break.

7. Observe start and stop times. Our clients like to see that there is progress being made on their project, but many of them are irritated if there was a crew in their house both when they left for work in the morning and when they got home at night.

8. Existing HVAC system. We require the HVAC system to be shut down whenever there's dusty work taking place, so the filth would not spread all over the house. However, remember to turn the heat back on when you leave. Nothing makes a worse impression than having your client waking up freezing in the middle of the night.

9. Lock the doors behind you. Do not forget to lock a door or set an alarm, especially if you just left for a lunch break.

10. Dress like a professional. We do not enforce a formal dress code, but we expect professionals to look the part. While we know that working in extreme heat is no fun, we do not allow sleeveless tank tops, and working shirtless is out of the question. At times, you may be required to wear a hard hat, steel toed boots, and safety shirts or vests. Please ensure you have these items available at a moment's notice. We also encourage you to cover explicit tattoos.

11. Cleanliness. Leave the job site clean and free of all debris when leaving, even if it is only to go on a break. The customer may stop in to check on progress and think you left the job site a mess. If we need to clean up after you, you will be charged, and the amount will be taken off your invoice. Also, unplug all tools and machinery and keep all tools and materials meticulously organized and stacked.

12. Construction site parking. When on a job site, take time to find out the parking requirements. Ask the BLM job manager or customer. BLM Construction & Remodeling, LLC assumes no responsibility or liability for automobiles. Lock your car and take your keys.

Safety

BLM Construction & Remodeling, LLC strives to provide its team members with a safe and healthy workplace environment. To accomplish this goal, team members must diligently undertake efforts to promote safety.

Each subcontractor shall undertake the responsibility to educate team members as to hazards of the job site.

Subcontractors shall devote their full-time skill and attention to the performance of their job responsibilities with the highest standard of care and good judgment. Subcontractors will always follow all safety rules and regulations .

All job-related injuries or illnesses are to be reported to the job manager immediately, regardless of severity.

Failure to report an injury or illness may preclude or delay the payment and could subject BLM Construction & Remodeling, LLC to fines and penalties.

An accident report is to be completed by the subcontractor.

Subcontractors are required to have the 10-hour OSHA Safety training certification.

BLM Construction & Remodeling, LLC values its subcontractors and desires all subcontractors to obey the law and observe common safety measures.

If you believe there is a life-threatening situation, call 911 right away. Even at the sight of blood, 911 should be contacted. Once an ambulance is called, please contact the job manager, and notify him/her of the situation.

Equal Opportunity Organization

As an Equal Opportunity organization, BLM Construction & Remodeling, LLC does not discriminate on any legally-recognized basis, including and without limitations to race, color, sex, age, religion, marital status, national or ethnic origin, physical or mental disabilities, or sexual preferences in the administration of hiring and employment practices.

In all cases, BLM Construction & Remodeling, LLC adheres to federal, state and local laws, regulations and guidelines with regard to nondiscrimination against job applicants or team members on any legally recognized basis.

Sexual Harassment

BLM Construction & Remodeling, LLC prohibits sexual harassment of any team member by another team member or a supervisor. The purpose of this policy is not to regulate the morality of a team member. It is to assure that in the workplace, no team member is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it includes: repeated unwelcome and unwanted sexual advances, requests for sexual favors, or repeated verbal or physical conduct of a sexual nature, including but not limited to repeat uninvited touching.

Sexual harassment of a team member will not be tolerated. There will be no adverse action taken against team members who report violations of this policy or participate in the investigation of such violations.

Any team member who feels that (s)he is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated.

We will not tolerate any retaliation directed at anyone who reports what they feel to be discrimination, harassment or other violations of company policies.

Substance Abuse

Compliance with BLM Construction & Remodeling, LLC Drug and Alcohol Policy is a condition of your engagement. Team members are expected and required to report to work on time and in an appropriate mental and physical condition for work. Any team member who violates BLM Construction & Remodeling, LLC Drug and Alcohol Policy will be subject to removal from the job.

BLM Construction & Remodeling, LLC strictly prohibits contractors from engaging in the following activities:

1. The unauthorized use, possession, manufacture, distribution, dispensation, or sale of illegal drugs, drug paraphernalia, controlled substances, tobacco, or alcohol on BLM Construction & Remodeling, LLC grounds, at a client's site, or elsewhere if a team member is engaged in company business.
2. Any activity that compromises the integrity or accuracy of BLM Construction & Remodeling, LLC illegal drug and alcohol testing program.
3. Any failure or refusal to abide by BLM Construction & Remodeling, LLC Drug and Alcohol Policy or, where applicable, additional rules relating to BLM Construction & Remodeling, LLC Drug and Alcohol Policy.
4. Any conviction under a criminal drug statute for violations occurring in the workplace, during working hours, or when a colleague is engaged in company business must provide written notice

of such conviction to BLM Construction & Remodeling, LLC no later than five working days after such conviction.

BLM Construction & Remodeling, LLC further prohibits any subcontractor from reporting for work while under the influence and impaired by legal and illegal substances or alcohol and from entering on to a facility or client's premises or any other location including, but not limited to where an employee is representing BLM Construction & Remodeling, LLC. A subcontractor discovered to be using or under the influence of illegal drugs, tobacco, or alcohol while at work or during working hours will be declared unfit for work, asked to leave the job site, and possibly face fines.

BLM Construction & Remodeling, LLC may require its team members to be tested for illegal drugs or alcohol when BLM Construction & Remodeling, LLC has reason to believe that the subcontractor's work performance or on the job behavior may have been affected in any way by illegal drug use or alcohol abuse and/or when BLM Construction & Remodeling, LLC determines that an employee may have caused or contributed to an accident involving a fatality, serious bodily injury, or damage to property.

Engagement Termination

Subcontractors are hired "at will". BLM Construction & Remodeling, LLC has the discretion and right to terminate a subcontractor at any time with or without cause. The occurrence of any of the following violations will result in immediate dismissal:

1. Theft/vandalism, including but not limited to taking property from any BLM Construction & Remodeling, LLC, location, from a client or team member.
2. Inappropriate conduct with team member or clientele.
3. Unauthorized and/or after hour use of facilities, reckless/violent behavior, and/or fighting
4. Inappropriate or non-business-related actions on a job site.
5. General insubordination.
6. Failure to respond to and/or execute directives.
7. Soliciting business from existing or previous customers.
8. Disclosure of confidential information to non-BLM Construction & Remodeling, LLC personnel.
9. Job abandonment: if a Subcontractor has been absent for 1 workday without notification.
10. Failure to meet quality standards.
11. Invalid/false reporting.
12. Misreporting hours.
13. Tardiness.

This list is not intended to be all-inclusive but merely serves as an example.