



# 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 price and doing Whatever It Takes to get the job done.

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

# About BLM Construction

## 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.

## Service Area

We proudly serve South Central Pennsylvania.

## Mission, Vision and Core Values

To be a subcontractor or vendor with BLM Construction, we ask that you embody and represent our mission, vision and core values on our job sites and while working with our team and customers.

### Mission

Our mission, as a design build commercial and residential general contractor, is to complete jobs on time, on budget, and to exceed client expectations using quality craftsmanship and proactive communication.

### Vision

Our vision is to be the builder of choice for value minded clients and high performing employees.

### Core Values

1. Honest: Be straightforward, transparent, and reliable.
2. Professional: Show up early, be prepared, stay engaged, and use a positive solution mindset. Concerns about a job are discussed with the job manager and not the client
3. Driven: Work hard and endure.
4. Proactive: Anticipate needs, plan activities, and communicate identify potential complications to the job manager.
5. Loyal: Be willing to stand by the BLM brand.

## 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 and Vendor 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](http://www.blmconstruction.net) and clicking on "Sub/Vendor Setup" on our home page or by picking up a packet at our office.

In 2008, the Pennsylvania Legislature passed the Home Improvement Consumer Protection Act. The law requires that all contractors who perform at least \$5,000 worth of home improvements per year register with the Attorney General's Office. To register, visit the attorney general website here:

<https://www.attorneygeneral.gov/resources/home-improvement-contractor-registration/>.

Please complete all the above forms and email to [quality@blmconstruction.net](mailto:quality@blmconstruction.net) or drop them off at our administrative offices (2415 W Market St Unit 3, York, PA 17404)

#### **You Must Complete These Required Forms:**

- Subcontractor Vendor Setup Form
- Subcontractor Risk and Insurance Agreement (Trade Agreement)
- Certificate of Liability Insurance (COI). Give the enclosed watermarked sample to your insurance agent and have them email a COI to [quality@blmconstruction.net](mailto:quality@blmconstruction.net).
- W-9

#### **You Must Complete These, If Applicable, Forms:**

- If you do not have worker's compensation insurance listed on your insurance policy, you must complete the included Pennsylvania Workers Compensation Insurance Coverage Affidavit of Exemption.
- Authorization For Direct Deposit with voided check attached. We recommend using this option for payment.

#### **You Must Read and Keep These Items for Reference:**

- Subcontractor Handbook
- Business Card With Contact Information
- Sample Quote - Must be submitted before you start work.
- Sample Invoice - Do not submit until work on invoice is complete and seen by the job manager.

### Submitting Quotes and Invoicing

To ensure timely and accurate payment, please have all of the required information on your quotes and invoices and follow the below instructions. Failure to have all of the required information on your quotes or invoices will delay your payments. You must email all quotes and invoices to the [quality@blmconstruction.net](mailto:quality@blmconstruction.net) and to the job manager.

#### **Quotes**

Must be submitted before you start work and must include:

6. Current Date
7. Job Number
8. Detailed Scope of Work

9. Pricing For Each Item on Scope
10. Labor and Material Breakdown
11. Total Price for Entire Job

### **Invoices**

Do not submit until work on invoice is complete and seen by the job manager. Must include:

1. Current Date
2. Job Number
3. Detailed of Work that was Completed
4. Price for Completed Work with Labor and Material Breakdown
5. Total Price for Entire Job Minus Payments Made

### **Payment Process**

1. Email completed subcontractor and vendor setup forms to [quality@blmconstruction.net](mailto:quality@blmconstruction.net) or drop them off at our office. (2415 W Market St, Unit 3, York, PA 17404).
2. Approved invoices are usually paid within 14 days of receipt.
3. Payments are processed every Thursday via Direct Deposit.
4. Direct deposits are normally received within 3 business days, but vary by banking institution and federal holidays.
5. You are responsible for keeping job sites clean. BLM will assess a cleaning fee, if needed.
6. Final payment will not be processed until the client signs off on the final product.

# Policies

## Dos and Don'ts

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 communication to the job manager.
2. DO NOT give your contact information to the customer! This never ends well.
3. Do not speak to the customer about other trades or subcontractors. If you “bash” other work or talk yourself up to make others look bad, you will be thrown off the job. We will not tolerate negative critiques of existing work. Always remember that you do not know what happened prior to you being there and you do not know what the customer is paying for. This negativity compromises relationships, job completion and customer payment. If we do not get paid, you will not get paid.
4. Do not speak to the customer about the project schedule.
5. Do not speak to the customer about invoicing, payments, or job costs.
6. Do not speak to the customer about performing additional work. If you verbally or otherwise “promise” to do work. You are responsible for that work and collecting payment on that work. We do not all allow this and warn you that it never ends up well.
7. 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.
8. 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.
9. We never want our customers feeling concerned. So, when an issue arises, communicate that issue directly to the BLM job manager and have the attitude that “everything can be fixed” and “not to be concerned”.
10. You are responsible for keeping job sites clean. BLM will assess a cleaning fee, if needed.

## 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 subject 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.

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:

- 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.
- Any activity that compromises the integrity or accuracy of BLM Construction & Remodeling, LLC illegal drug and alcohol testing program.
- 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.
- 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 members 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.
14. Not following the items listed in the code of conduct.
15. Not following the items listed in the Dos and Don'ts.

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