



Supplier / Subcontractor Information Package

Please take time to review the following information on 1st Call Restoration, LLC policies and procedures. After reviewing, please complete the information section and return the following.

1. A Copy of the information package with each page initialed, and the last page signed.
2. A completed Form W-9, as this form is required by law to prevent backup withholding.
3. A copy of your worker compensation certificate of insurance **OR** signed workers compensation waiver.
4. A certificate of liability insurance with 1st Call Restoration, LLC named as a certificate holder. Coverage requirements are to be detailed in Section III.

Note: The preceding items must be received by our office before your first payment can be issued.

I. Business Information

Business Name: _____
 Business Address: _____
 Business Phone: _____ Business Email: _____
 Owner/President Name: _____ Contact Person: _____

Type of Work Performed (Be Specific):

Are you incorporated? Yes No

If yes:

Complete Corporate Name: _____ Tax ID: _____

Classification: Corporation Subs LLC

If no:

Complete name under which you conduct business: _____

Tax ID or Social Security Number under which Federal Taxes are filed: _____

Name under which Federal Taxes are filed: _____

II. Insurance Coverage Requirements

- A. The Subcontractor will maintain insurance in coverage's and amounts sufficient to protect the Subcontractor and the Contractor from claims under Workman's Compensation Acts and any other claims from property damage and claims for bodily injury, including death, which may arise from the performance of the Work under this Contract, whether the Work is performed by the Subcontractor, its subcontractor, or anyone directly employed by either of them.

B. Limits of Coverage are as follow:

Workmen’s Compensation	\$1,000,000 OR Signed Wavier
Comprehensive General Liability	
Bodily Injury & Property Damage:	
General Aggregate	\$1,000,000 Limit
Products / Complete Operations Aggregate Occurrence	\$1,000,000 Limit (each)
*** Must include waiver of subrogation ***	\$1,000,000 Limit
Comprehensive Automobile Liability	
Bodily Injury & Property Damage:	
Combined Single Limit	\$1,000,000 Limit
(Including Owner, Hired and Non-Owned Autos)	

In accordance with the above, the following must be named as Additional Insured: “1st Call Restoration, LLC, Et Al.” Subcontractor’s policy shall be primary insurance in respect to 1st Call Restoration, LLC, Et Al and any other insurance policy which 1st Call Restoration may have in effect shall be deemed excess and not contributory.

Certificates of Insurance: The Subcontractor will submit to the Contractor certificates of insurance certifying the insurance policies carried by him were in force before the work started and certifying these policies will not be canceled during the period of construction other than by an endorsement added to the policies and certificates reading substantially as follows: “The policies herein referred to are not cancelable or subject to a reduction of coverage by the insurer unless 1st Call Restoration, LLC has received thirty (30) days written notice, as evidenced by return receipt of registered or certified letter.”

C. Indemnity Agreement: The Subcontractor covenants to indemnify and save harmless and exonerate the Contractor and the Owner of and from all liability, claims and demands for bodily injury and property damage arising out of the work undertaken by the Subcontractor, its employees, agents or its subcontractor, and arising out of any other operations no matter by who performed for and on behalf of the Subcontractor, whether or not due in whole or in part to conditions, acts or omissions done or permitted by the Contractor or Owner. Further, any such liability incurred upon 1st Call Restoration, LLC, Et Al will be deducted from payments due Subcontractor: If such liability cannot be readily determined, no further payment will be made until such liability can be determined, regardless of the time involved.

III. Invoice Payment Schedule & Procedures

- A. Invoicing – Separate invoices must be submitted for each job. Purchase Orders (PO) numbers and addresses shall be accurate and any special charges should be fully explained. All invoices are to be emailed to info@1stCallRestoration.net or mailed to:

**Attn: Accounts Receivable
1st Call Restoration
151 Cody Austin St
Gun Barrel City TX 75156**

It is company policy to not accept invoices via fax or via Project Managers and/or Project Coordinators. Failure to submit invoices in the accepted manner may result in delayed payments and is not the responsibility of 1st Call Restoration.

- B. Invoice Processing – Invoices received are checked for proper addition, satisfactory completion for work/delivery of materials, proper quantities, and correct pricing before payment is authorized.
- C. Payment Schedule:
1. Invoices are processed daily and will be date and time stamped as they are received.
 2. Payment terms will be net thirty days from the date of the received invoice.
- D. Payment Information – Our payment will list the purchase order number or an invoice number, and the amount paid for the job. Should you have any questions regarding the amount paid, please contact our office.
- E. Tax Information – If there is any change in the items provided in the information sections, please contact us immediately. IRS Form 1099 will be prepared and issued prior to January 31 of each year for services performed in the prior year for unincorporated companies or individuals.
- F. Worker's Compensation & Liability Insurance Certificates – You are required to maintain your coverage in these areas. Please submit copies of your new Worker's Compensation certificate of insurance. Make sure your insurance agent keeps 1st Call Restoration on the list to send liability insurance binders each policy year. Failure to do this will result in delay of payments until these items are received.

IV. Repair / Warranty Work Procedures

We require suppliers and subcontractors to warrant their workmanship for three (3) years. Suppliers and Subcontractors must warrant materials and supplies for a minimum of one (1) year, or more depending on the manufacturer's warranty, whichever one is greater.

By signing this form, you agree to adhere to this policy and following items:

- A. Open Repairs – Should you have an open repair or service work; a listing will be sent to you itemizing purchase order number, address, customer information, and details regarding the problem. Our Project Manager may also contact you regarding these items.
- B. Arrangements – You are responsible to make arrangements to complete this work on a timely basis. All repairs and service work must be complete within the project guidelines. If this work is not completed by the scheduled time you understand and agree any and all payments due to you from 1st Call Restoration will be held until this work is satisfactorily completed.

- C. Coordination – Should your work need to be coordinated with other Subcontractors, Suppliers, or 1st Call Restoration personnel, please contact us immediately to make these arrangements. A full directory of 1st Call Restoration operational personnel is available.
- D. Completed Repairs – Once a repair is complete, have the customer sign the notification slip, mark the bottom of listing with date, any necessary information and promptly return it to our office. We will then contact our customer to confirm completion and satisfaction of work. The item will not be removed from the list until customer satisfaction has been achieved.
- E. Incomplete Repairs – Failure to complete items within seven (7) days without a valid reason given to 1st Call Restoration in advance will result in one of the following:
 - 1. 1st Call Restoration will hire another Contractor to complete the work. The cost of this would be deducted from your next pay.
 - 2. Any and all payment due to you from 1st Call Restoration will be held until this work is completed to our customer’s satisfaction.

V. General Policies

- A. Timeliness of Work – You are expected to be at the job on the day set by our production schedule or by our office. If you cannot meet this schedule, you must contact us immediately.
- B. Building Codes – Before starting a job you are responsible to be knowledgeable for all the code requirements in the area in which you are working. Your performance must meet or exceed these code requirements.
- C. Smoking – Smoking is not permitted in our homes or on our job sites. There are no exceptions. If found smoking on our jobs, you will be asked to work for someone else.
- D. Job Clean-Up – Each night before you leave the job site, you will clean up after yourself including sweeping the home where you have created a mess – this includes any mud. You are to place all scraps in the dumpster provided and break down boxes and other bulky items. If the job site is not clean when you arrive, notify the supervisor immediately or you inherit the clean-up.
- E. Signs – If you take down our sign to work, please replace and clean it when your work is complete.
- F. Customer Relations – It is important when you meet with our customers, you remember you are a representative of 1st Call Restoration.
 - 1. Do not make any negative comments about the home, neighborhood, or other craftsman’s workmanship.
 - 2. Remove your shoes upon entering the customer’s home.
 - 3. Use drop cloths to contain any necessary mess and clean up thoroughly when finished.
 - 4. Be courteous to our customers and respectful of their property.
- G. Subdivisions
 - 1. Ditches & Culverts – We must insist you use the driveways provided at each home. If this is not possible, contact our office or supervisor for assistance. Anyone driving through a ditch area will be held responsible to repair the area damaged.
 - 2. Speed – Please remember there are children playing in these areas. A few minutes of your time is not worth a child’s life. Take the time to prevent an accident.

H. Pricing Policies

1. Requests for price changes must be submitted in writing to the Project Manager before the requested effective date. In all cases, prices for jobs already sold will be held at the prior price. If a price increase is approved, a list of sold jobs will be provided to you.
2. Pricing for a new item never completed or prices before must be quoted to the Project Manager before starting the job.

Your signature below is your acknowledgement you have been advised of and accept your responsibility in all areas covered under this 1st Call Restoration information package.

Business Name

Date

Signed

Title