

WE Maintenance and Construction LLC (WEMC)

Comprehensive Vendor & Field Operations Onboarding Manual

Purpose

This manual establishes the operational standards, onboarding requirements, quality expectations, payment terms, safety procedures, and responsibilities for all independent vendors, subcontractors, and WEMC field personnel. Acceptance of work from WEMC constitutes agreement to comply with this manual.

Section 1 - Vendor Profile

Business Name: _____

Owner: _____

Tax ID/EIN: _____

W-9: _____

General Liability Insurance: _____

Workers Compensation: _____

Business Address: _____

Coverage Counties/States: _____

Primary Contact: _____

Emergency Contact: _____

Crew Size: _____

Equipment Inventory: _____

Banking/ACH Information: _____

Section 2 - Minimum Equipment Requirements

- Reliable truck capable of hauling equipment.
- Smartphone with GPS and high-resolution camera.
- Ladders, hand tools, drills, saws, lock-change kit, measuring tape.
- Lawn equipment (commercial mower, weed eater, blower).
- Chainsaw/pole saw when accepting tree work.
- Trailer or approved disposal method for debris.
- Personal Protective Equipment (hard hat, gloves, eye protection, hearing protection, reflective vest, boots).

Section 3 - Vendor Responsibilities

- Review every work order completely before accepting. Notify WEMC immediately if scope, access, occupancy, utilities, hazards, or measurements differ from the order.
- Complete work by the required due date. Failure to meet deadlines without communication may result in reassignment or removal from future work.
- Maintain professional conduct with neighbors, occupants, law enforcement, and municipal officials.
- Never enter an occupied property without authorization.
- Protect personal property that is not included in the approved scope.
- Report hidden damage, code violations, mold, roof failures, vandalism, or safety hazards before proceeding.
- Obtain written approval before performing additional work outside the approved scope.
- Maintain confidentiality regarding clients and property information.

Section 4 - Photo Documentation Standards

- Before photos must document every elevation, address verification, hazards, damages, and overall condition.
- During photos must clearly show work actively being performed.
- After photos must verify completion from identical viewpoints.
- Photos must be clear, well lit, properly oriented, and free of obstructions.
- Timestamp and geolocation must comply with client requirements when required.
- Insufficient documentation may delay payment or result in rejection.

Section 5 - Payment Policy

- Vendors are independent contractors and are responsible for normal operating expenses including fuel, tools, dump fees, labor, equipment rentals, permits, and materials unless WEMC provides written authorization otherwise.
- Payment is limited to the approved work order amount plus any written change orders.
- Required documents: before/during/after photos, completion notes, invoices, receipts if requested, and any required forms.
- Standard payment terms are Net 30 after client acceptance and receipt of payment unless otherwise agreed.
- Rework resulting from workmanship deficiencies is the vendor's responsibility and may be unpaid.
- Chargebacks, client debits, or damages caused by vendor negligence may be deducted from future payments.

Section 6 - Field Employee Responsibilities

- Report to assigned supervisor daily.
- Inspect equipment before use.
- Follow OSHA and company safety rules.
- Wear required PPE at all times.
- Maintain clean job sites.
- Immediately report injuries, incidents, vehicle accidents, or property damage.
- Do not consume alcohol or illegal drugs before or during work.
- Represent WEMC professionally in appearance and communication.

Section 7 - Quality Control

- Grass must meet client height requirements and clippings removed when required.
- Trash-outs must leave property broom clean unless otherwise specified.
- Lock changes must be tested and documented.
- Board-ups must be secure and weather resistant.
- Roof tarps must be properly anchored to minimize water intrusion.
- Failure to meet QC standards may require return trips at vendor expense.

Acknowledgement

I acknowledge that I have read and understand the WEMC Vendor & Field Operations Manual and agree to comply with all policies, procedures, payment terms, quality standards, and safety requirements.

Printed Name: _____

Company: _____

Signature: _____

Date: _____