



VENDOR AGREEMENT

The undersigned agrees to the following conditions:

- The vendor has received an Empire Vendor Guide to review prior to signing this agreement
- The vendor agrees to follow the policies and procedures of Empire when performing work for Empire .
- The vendor will complete the following forms prior to commencing any work for Empire Industries Property Management
 - Vendor Application

Insurance

- Vendors will carry Workman's Compensation if they have **employees** and will fulfill the following requirements:
 - The vendor will notify their Workman's Compensation Company and request them to furnish Empire with an original endorsement of the policy.
 - The vendor will furnish an original endorsement of all yearly renewals.
 - The vendor will notify Empire if insurance company changes.
- Vendors will carry a general liability insurance
 - Empire will not use vendors who do not carry general liability insurance and requests the vendor to carry a minimum \$300,000 amount current general liability insurance.
 - Vendors will supply an original endorsement of the current liability insurance policy.
 - Vendors will furnish an original endorsement of all yearly renewals.
 - Vendors will notify Empire if their insurance company changes

Tax information

- Vendors will supply a social security number or Tax ID.
- It is the responsibility of vendors to notify Empire of any changes and Empire has provided a Change of Information Form in the back of the Empire Vendor Guideline.

Workmanship

- Vendors will supply competent work and the vendor guarantees they will redo the work to the satisfaction of Empire if necessary.

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- The work is on a “contract labor” basis and vendors understand that Empire does not treat any vendor as an employee.

Vehicles

- All vendors must supply their own vehicles.
- Vendor vehicles must be in a reasonable working condition.
- Vendors cannot use any Empire company-owned vehicles.
- Vendors must carry appropriate insurance for their vehicles.

Vacation time

- Vendors are to notify Empire of scheduled vacations length of time required.
- Vendors are to notify Empire if they cannot complete a work order because of a pending vacation.

Work Orders

- Vendors agrees to accept work orders by e-mail.
- Vendors are to notify Empire immediately if the problem exceeds the authorized amount on the work order.
- Vendors are to pay for parts for maintenance requests and Empire then reimburses them when the vendor submits invoices for payment.

Work Order Bids

- Vendors are to notify Empire if they are aware they will be unable to offer a bid and complete the work in a timely manner.
- When Empire receives the approval or denial from the owner, they will notify the vendors when to start work on the property or if the work order is completely cancelled.

Pictures

- Vendor will take a photo of the front of the homes, before work and after photo completed.
- Vendor will email photos to invoice@empireindustriesllc.com

Keys

- Vendors are to follow the Empire Vendor Guideline regarding keys and lockboxes
- Vendors are to be responsible to Empire property keys at all times.
- Vendors are not to distribute keys obtained from Empire to any other party, including tenants or owners, unless other wise directed by Empire.
- The keys are to be returned to Empire promptly upon completion of work.

Tenants

- Vendors are to be courteous and professional with tenants.
- Vendors are to be dressed appropriately for work when meeting with tenants.
- Vendors are to clean up their work in the property.
- Vendors are NOT to make comments on repairs or the condition of the property to tenants.
- Vendors are NOT to discuss in detail the repairs with tenants.
- Vendors are NOT to enter any premises that does not have someone over the age of 18 present.
- Vendors are NOT to make promises to tenants unless it is within the work order request.
- Vendors are to call Empire from the property if necessary to clarify the work or request permission to do additional maintenance they see is required relating to the work order.

- Empire requests vendors use their cellular phones when calling from a tenant residence. However, if necessary, the vendor is to request permission to use the tenant's telephone.
- If tenants request other work, the vendor is to instruct them to call Empire and place a work order.
- If tenants pose a threat, vendors are to immediately leave the property and notify Empire .

Property Owners

- Vendors are to be courteous and professional with property owners at all times.
- Vendors are NOT to make comments on repairs or the condition of the property to property owners without consulting Empire.
- Vendors are NOT to discuss in detail the repairs with property owners unless requested or authorized by Empire.
- If property owners request deviations from work orders from Empire, then vendors are to notify Empire immediately before proceeding.
- Vendors are NOT to make promises to property owners unless it is within the work order request or discussed with Empire and authorized by Empire .

Social Media

- Vendors are not to post ANY information or pictures on any social media, such as Facebook, Twitter, UTube, or any other medium at any time.

Confidentiality and Red Flags Rule

- Vendors are to keep all information on Empire Industries Property Management, property owners, tenants, and any other property information confidential at ALL times.
- Vendors are to have a written Red Flags Rule Policy as required by law for their company. They are to train and educate any personnel regarding the Red Flags Rule.

Payment

- Vendors are to submit their invoices within 15 days of completion of work.
- Vendors will submit invoice to invoice@empireindustriesllc.com and reference the property and the work order number in the invoice.
- Vendors understand that Empire makes payments on a 30-day cycle, and does not reimburse vendors immediately.
- Empire is not liable for any invoice received after 60 days of completed work order. However, Empire will attempt to collect from owner on the vendor behalf.
- Vendors are responsible for contacting Empire as soon as possible if they have an error or dispute with a payment.
- Vendors understand that Empire works for the owner and the owner is responsible for the funds for payment.
- Vendors understand Empire must comply with any court ordered deductions from payments.
- Empire will receive a 10% rebate on total amount paid.
- Empire will pay the invoice LESS the 10%. Empire will no longer bill back the vendor.

Disputes

- Vendors are to put all disputes with Empire Industries Property Management in writing.

Drug-free policy

The undersigned vendor understands that Empire requires a drug-free policy with all personnel, vendors, and tenants.

- By signing this agreement, the undersigned vendor, its employees, and/or subcontractors commit to a drug-free policy when working on the Empire managed properties and appointments with tenants.

I agree to the terms of this Vendor Agreement with Empire Industries Property Management, and have received the Empire Vendor Guideline.

Printed Vendor Name Authorized Vendor Signature Date

Company Company Representative Date