



Contractor Performance & Site Management Policy

Aging In The Comfort Of Home® Construction and Remodeling Division

Purpose: To maintain consistent quality, cost control, and professionalism across all projects. These guidelines ensure that contractors operate efficiently, minimize unnecessary trips, and complete work correctly the first time.

Policies

1. Site Visit Policy

Site Visit Reporting: After completing a site visit, contractors provide the administrative office with the following information for quoting and approval:

- **Detailed Scope of Work:** An itemized breakdown of all tasks to be performed.
- **Materials List:** A complete list of necessary materials. If materials are customer-provided, this must be noted.
- **Site Photos:** Clear photos of the proposed work area.

Why it's important: Accurate site visit reporting ensures the administrative office has all necessary details to create precise quotes, order correct materials, and schedule efficiently, preventing delays and misunderstandings.

2. Material Handling Policy

- **Initial Trip:** One paid material pickup is included per project.



- **Change Orders:** One additional pickup is permitted per work order change.
- **Customer-Provided Materials:** Any forgotten items are the contractor's responsibility to collect, without additional mileage or time charges to Aging In The Comfort Of Home®.

Why it's important: This policy minimizes unnecessary trips and expenses by setting clear expectations for material pickups, helping control project costs and ensuring contractors are prepared for the job.

3. Performance Standards

- **Single Completion Rule:** Contractors are expected to complete assigned work during their initial attempts. If a return visit is required to remedy contractor-caused issues, remediation is performed at no additional charge.
- **Repairs or Callbacks:** Any return visit required to correct contractor-caused issues will be performed at no additional charge to Aging In The Comfort Of Home®.
- **Workday Hours:** Project estimates are generally calculated around seven (7) on-site hours per day for planning purposes. Contractors determine their own schedule and pace. If extended site access or timing changes are needed, please coordinate so client/property access can be arranged.
- **Safety Breaks:** Contractors are encouraged to take a 30-minute break during the workday for safety and scheduling purposes. Break timing is flexible and left to the contractor's discretion based on workload and job progress.



- **Service Readiness:** Contractors arrive on-site with the tools, equipment, and materials needed for the scheduled scope.

Why it's important: These standards uphold the quality of work and company reputation by emphasizing correct completion on the first visit, ensuring contractor readiness, and promoting safe work practices like breaks and reasonable hours.

4. Driving Time & Mileage

- **Commute (not paid):** The **first 20 minutes** of travel at the start of the day and the **last 20 minutes** of travel at the end of the day are considered the contractor's normal commute and **are not compensable**.
- **Start-of-day drive time (paid at \$15/hr.):** After the first 20 minutes of travel, **time spent driving from home to the first work-related stop** (either a materials store or the first job site) is paid at **\$15/hour**.
- **End-of-day drive time (paid at \$15/hr.):** After leaving the last work-related stop, **time spent driving toward home** is paid at **\$15/hour, except the last 20 minutes**, which is not compensable.
- **Full-rate driving (paid at normal hourly rate):** Once the contractor reaches the **first work-related stop** (materials store or first job site), **all additional driving during the workday** (store → job site, job site → job site, store → store, etc.) is paid at the contractor's **standard hourly rate**, up until the time they begin the end-of-day drive home.



- **Mileage reimbursement (only beyond 60 miles from home):** If a job requires travel **beyond 60 miles from the contractor's home**, the **miles beyond 60** are reimbursed at the **current federal mileage rate**.

Why it's important: Clear travel rules ensure fair and consistent compensation for significant travel while preventing billing for regular commutes, helping manage project overhead costs effectively.

5. Payment Limitations

- **Non-Performance Clause:** Payment is tied to completion of the contracted scope to agreed specifications. If services are incomplete or require remediation due to workmanship, related labor, mileage, or other costs may be non-billable until corrected.

Why it's important: This policy links payment directly to the successful completion of the agreed-upon work, protecting the company and customers from paying for incomplete or subpar services.

6. Documentation & Accountability

- Before and after photos are required for billing on every project. Please submit them to the administrative office upon completion.
- Materials receipts must include vendor, date, customer name, and itemized totals.



- Contractors provide summary documentation of work completed and time on-site at intervals agreed in the work order or invoice process; format and frequency are at the contractor's discretion.

Why it's important: Requiring photos, receipts, and logs provides essential proof of work completed, tracks project progress accurately, and ensures transparency for both billing and customer records.

7. Compliance & Consequences

Repeated violations (e.g., excessive store trips, return repairs, or poor documentation) may result in:

- Non-payment for non-conforming work
- Removal from future work orders
- Termination of the independent contractor relationship per agreement terms

Why it's important: Outlining consequences for repeated policy violations reinforces the importance of adhering to standards and protects the company's operational efficiency, budget, and reputation.

8. Extended Travel & Lodging

When extended travel is needed, lodging may be arranged by mutual agreement for convenience and scheduling flexibility. The contractor remains responsible for managing their project time while on site.



Why it's important: Providing lodging support for extended travel helps ensure that contractors can focus on completing projects efficiently and comfortably, without the burden of arranging accommodations. Clear expectations about time management maintain accountability while offering flexibility for travel logistics, benefiting both the contractor and the project timeline.

Contractor FAQs

1. What do I do after a site visit? After each site visit, submit a scope, materials list, and clear photos to enable quoting and approval. This information enables accurate quoting and scheduling.

2. How many material pickups are covered per project? One paid material pickup is included per project. Additional compensated trips may be proposed when needed to complete the scope, subject to approval. Any forgotten or missing items are the contractor's responsibility.

3. Can I bill for travel time or mileage? Contractors are paid \$15/hour for travel to and from the job site, starting after the first 20 minutes. Once you stop at a store or job site related to the project, full hourly pay applies. If a job requires travel **beyond 60 miles from the contractor's home**, the **miles beyond 60** are reimbursed at the **current federal mileage rate**.



4. What happens if a project requires a return visit? Return visits caused by workmanship issues or incomplete work are not billable. However, new work orders or customer-approved change orders may be billed normally.

5. Is there a limit to how many hours I can work on-site in a day? Yes. To ensure safety and quality, on-site work should not exceed 7.5 hours per day. Any work beyond this limit must be approved by management in advance.

6. Am I required to take a lunch break at a set time? No. Contractors manage their own schedules. A 30-minute break is recommended for safety and pacing but may be taken at your discretion.

7. How should I document my completed work? Submit clear before and after photos for every project, itemized material receipts, and a project log summarizing time on site, tasks completed, and any issues encountered.

8. When does payment apply? Payment is contingent upon the successful completion of the contracted scope of work. Incomplete or noncompliant jobs may not qualify for payment until corrected.

9. What if a customer provides incorrect or missing materials? If customer-supplied materials are missing or incomplete, contractors should notify the customer that additional materials are needed. If the customer requests a pickup, please contact the office for confirmation before proceeding.



10. How are repeated performance issues handled? Consistent documentation errors, excessive return trips, or poor workmanship may result in payment reduction, suspension from new assignments, or discontinuation of contract work.

11. Who do I contact if I have questions or need clarification on a project?

Contact the administrative office or project coordinator listed on your work order. Timely communication helps avoid delays and ensures accurate project tracking.

Independent Contractor Relationship

Nothing in this policy should be interpreted as creating an employment relationship. All individuals performing work under this agreement act as

independent contractors, responsible for their own schedules, methods, and tax obligations.