

# SUBCONTRACTOR HANDBOOK



## INTRODUCTION

Confra Complete Construction, a division of First Onsite (“Confra”) is the largest independent disaster restoration company in Canada. We provide remediation, restoration and reconstruction services nationwide. We are extremely proud of our entrepreneurial and regional heritage. Our corporate structure gives us scale, stability, and capabilities unsurpassed in Canada, and our regional and local expertise keeps us connected to our communities.

Your signed acknowledgement demonstrates the willingness of your company and your employees to join us in our commitment to a balanced and effective environmental, health, and safety compliance program.

We value our relationship with you, and we greatly appreciate your cooperation.

## OUR VALUES: HOW WE DO THINGS HERE

### Our Values:

- **Sense of Urgency:** We move quickly to support our customers and each other, anytime, anywhere, and without hesitation. We know that our team members count on us, and so we are responsive when they reach out for help.
- **Gather & Grow Talent:** We know that our success is based on our people. We make it a priority to coach, teach, and mentor to ensure our teams are developing, growing, and the right people want to join our journey.
- **Accountability:** We take ownership of the business and do what we say we will do. We hold each other and our external partners to the highest standards of performance. We treat each other with respect and operate with the highest ethical standards.
- **Do the Right Thing:** We take pride in working safely, while consistently doing the right thing by our teammates, our customers, and our company with integrity and trust.
- **Have Fun:** We work hard, have fun, and make friends along the way. We value life outside of work and in our communities. We take pride in our accomplishments and celebrate our success.

## INVOICING INSTRUCTIONS/PAYMENT PROCESS

1) Please send your invoices to the following addresses for payment:

### REGULAR POST:

c/o Accounts Payable  
110 Matheson Blvd West  
Suite 210  
Mississauga, ON L5R 4G7

EMAIL: [confraAP@firstonsite.ca](mailto:confraAP@firstonsite.ca)

2) Confra requires the following information to be included on all invoices:

- o Complete company information
- o Unique invoice number
- o Valid GHT/HST number
- o Purchase Order (“PO”) number
- o Job number or name and address of client
- o Name of Confra contact

\*Note – Confra will not pay from estimates, quotes or work orders.

3) When Confra Payables receives an invoice, it MUST match the corresponding PO. If an invoice is received from a Subcontractor and the amount does not match the PO, the invoice will be rejected and returned to the Confra Branch.

4) An invoice can only be paid when the corresponding PO is “received” within the system by the appropriate representative from the Confra Branch. When an invoice is “received” it serves as confirmation that the scope of work indicated within the PO has been completed to satisfactory/expected levels and payment can be processed.

\*Note: It is strongly recommended that the Subcontractor confirms with the appropriate Confra contact (ex – Project Manager, Construction Manager, File Manager) that the work was completed satisfactorily and that the contact has “received” the PO.

## PURCHASE ORDERS

A Purchase Order (“PO”) will be awarded for work to be performed on a project. The PO will also stipulate a start date and a completion date. **No work is to be performed without a system generated Confra PO.**

For emergency work the following will occur:

- The Subcontractor will receive scope of work details from the Confra contact (ex – Project Manager or Construction Manager). The Scope of Work details will include any relevant “do not exceed” amounts as well as any relevant expectations pertaining to the work.
- The Subcontractor will begin emergency work as per the scope and create a

Statement of Work, which will include expected details and amount for the job. Subcontractor must email the Statement of Work to their Confra contact.

- A PO will be created based upon the Statement of Work details and provided to the Subcontractor.
- Upon job completion, the Subcontractor will send their invoice to the applicable Accounts Payable email address and copy the appropriate Confra contact.

## **COMMUNICATION BETWEEN CONFRA AND THE SUBCONTRACTOR**

### **FOR ASSIGNMENT OF WORK**

At a minimum, the Subcontractor shall have the following communication capabilities through which request for work can be made during:

- Normal working hours - for all Subcontractors; constantly attended telephone, either cellular or otherwise or alpha/numeric pager.
- Outside normal working hours - for Subcontractors not required to have emergency response capability; a telephone answering service.
- Outside normal working hours - for Subcontractors with required emergency response capability; constantly attended telephone, either cellular or otherwise or alpha/numeric pager.

The Subcontractor shall keep Confra informed of the emergency service telephone numbers through which the Subcontractor can be contacted both during normal working hours and outside normal working hours.

### **PRIOR TO WORK COMMENCING**

In addition to all other requirements, prior to commencing work, the Subcontractor must provide a Start and Completion date for any work assigned by Confra. If the Subcontractor experiences delays and will be unable to meet the outlined commitments, the Subcontractor must contact the Project Manager or Construction Manager immediately to advise.

### **COMMENCEMENT OF WORK**

When greeting the Customer, the Subcontractor will present the Confra PO, explaining to the Customer that they've been selected by Confra to perform the work. In addition, Subcontractor must comply with Confra etiquette standards (see "Customer Experience" section).

Upon commencement of work, the Subcontractor must communicate regularly with Confra, updating the Confra contact on the status and the current stage of the work. At a minimum, the Subcontractor must provide regular updates.

The Subcontractor must inform the Project Manager or Construction Manager of any unexpected

issues, or delays that will impact the completion date.

Questions raised by the client that need to be addressed should be forwarded to the appropriate Confra representative.

The Subcontractor must advise Confra immediately of any deficiencies in workmanship. Any deficiencies must be corrected within 3 days or as agreed upon by both parties in writing.

## **ESTIMATES/QUOTES**

The Subcontractor is expected to have familiarized themselves with the job specifications and all other conditions which may affect the performance of their contract. All estimates are to be written and submitted within 24 hours of request, or within a timely manner agreed to by both parties.

All estimates must include the following

- A reasonable breakdown of work to be performed, including a brief description as well as labour and material costs
- Any special conditions or work not included; and
- Anticipated length of time that the work will take.

## **ACCEPTANCE OF THE ESTIMATE**

Should the Subcontractor be the successful bid on a project, Confra will issue a PO to the Subcontractor. The PO will outline the scope of work as well as the price. The PO Number must be referenced on the Subcontractor's invoice.

## **EXTRA WORK & CHANGE ORDERS**

At the start of a new project, the Confra Project Manager or Construction Manager must review the Scope of Work with the Subcontractor. Under no circumstance shall the Subcontractor alter the Scope of Work without obtaining written approval from the Confra Project Manager or Construction Manager. All changes to the work, and any additional work, must be approved by Confra's Project Manager or Construction Manager.

If any changes or additions to the work occur (and are approved), the existing PO will be revised to reflect the new scope. No commencement of the additional work is to occur until the Subcontractor receives the updated PO.

## **QUALITY & WORKMANSHIP**

### **QUALITY ASSURANCE**

All work is to be in accordance with all applicable National Building Codes and Municipal Bylaws, and standard industry building practices. The Subcontractor is expected to perform work in such a manner as to preserve the aesthetic and structural integrity of materials and construction. Finishes are to be installed level, plumb, and true, and to be free of blemish, voids or holes. Defective work or material shall be reworked and/or replaced at the Subcontractor's expense. All

costs arising as a result of poor workmanship or defective materials shall be the responsibility of the Subcontractor.

## SITE ACCESS

Please use the street or designated area for parking and, if possible, refrain from parking in the customer's driveway or parking lot. Act with courtesy and use the walkway to the home or business. If using a lockbox, please knock before entering. Otherwise please knock, introduce yourself, and advise of your work with Confra. No Subcontractor is to enter a home or business without direction from Confra to do so.

**SITE ACCESS ARRANGEMENTS:** Subcontractors shall be responsible for making arrangements with customers or jobsites of Confra for access or entry to the premises to carry out work required under the job. If an occupant or business representative is not available, the Subcontractor shall leave a message notifying the occupant or business representative and

Confra representative of his visit and request from the occupant or business representative as to when access can be obtained to the premises, to carry out the work required. The Subcontractor shall not enter onto any premise without the prior consent of the occupant or business representative.

## SITE PROTECTION

Site protection of the job is the Subcontractor's responsibility. The Subcontractor shall take reasonable steps to protect the general public, the work area, and existing and adjoining finishes from damage during the time that work is in progress. The Subcontractor and his employees must dust protect any unprotected area before starting work. Drop cloths and poly sheeting must be used to protect floors and other finishes. The Subcontractor shall be liable for any loss or damage caused by the Subcontractor or his employees. Always ask permission before entering the home or business of a customer, wipe your feet, and / or remove your shoes, or if possible, use boot covers.

## CUSTOMER EXPERIENCE (CODE OF CONDUCT)

Each and every interaction with our customers is an opportunity to improve their overall customer experience with Confra.

## CRIMINAL RECORD CHECK

Confra may request at any time that the Subcontractor provide a clear criminal record check for any employees present, or expected to be present, during the Subcontract Work. The Subcontractor is responsible for providing requested documents in a timely manner.

## BEHAVIOUR ON-SITE

Creating a good Customer Experience is important to Confra and while you are working with customers we expect that you will respect that commitment. While working, assume the customer is always listening and keep conversations respectful, professional and appropriate.

Use of the customer's appliances, equipment, tools, cleaning materials, sinks, or other property is not permitted.

## **JOB SCHEDULE**

Confra will give the Subcontractor as much notice as possible in order to be able to schedule personnel, material deliveries, and inspections. The Subcontractor needs to strictly adhere to the job schedule, as determined by all parties. If a job schedule cannot be met, the Subcontractor must notify the Project Manager or Construction Manager as soon as possible.

Any off-hours, weekend or holiday work must first be approved through the Project Manager or Construction Manager.

## **HOUSEKEEPING**

All Subcontractors will be required to have their work areas kept clear of debris on a daily basis. The Subcontractor is responsible for and will remove all work-related debris from the site. The site will be left in a "broom clean" condition at the end of each day.

## **CUSTOMER SAFETY & SECURITY**

The Subcontractor is responsible for the safety and welfare of the customer regarding work completed by the Subcontractor. The Subcontractor will make certain the job site is locked at the end of each day. The Subcontractor will secure all tools, equipment, and materials to avoid any accidents.

If job sites are accessible by lock box, the Subcontractor will keep this combination confidential. The Subcontractor must ensure that the keys have been returned to the lock box, and that the lock box is secure.

## **UNSUITABLE WORK**

Confra reserves the right to remove any person who, in the opinion of its representative, is unqualified, incompetent or has conducted himself improperly, including but not limited to level of service or safety violations.

## **SMOKING & ALCOHOL**

### **SMOKING**

No smoking is permitted in a customer's house or on their property even with customer authorization.

## ALCOHOL & DRUGS

Consumption of alcohol or drugs prior to or during an assignment will not be tolerated and will result in immediate dismissal.