

## **Maintaining Crane Quality Standards**

In order to maintain the level of high quality and safety standards we set for ourselves and promise to our clients, we must manage all aspects of the projects for which we are under contract.

### **SUBCONTRACTORS and LIABILITY**

All subcontractors on Crane Builders, LLC jobsites must have active GL and WC insurance coverage at the level required by Builders Mutual AND list Crane Builders, LLC as a Certificate Holder AND list Crane Builders, LLC as additionally insured.

All subcontractors must sign a "Hold Harmless" agreement with Crane Builders, LLC.

All subcontractors are paid by Crane Builders, LLC and can be terminated by Crane Builders, LLC. This is non-negotiable.

Any subcontractor who is a sole proprietor, thus claiming they are not required to carry WC insurance must sign a "Hold Harmless" agreement with Crane Builders, LLC AND that sole proprietor is the ONLY person allowed on any jobsite for which Crane Builders, LLC has a permit.

To be clear, the 1099 employees for any Sole Proprietor are not permitted on any jobsite at any time for which Crane Builders, LLC has an active permit.

Crane Builders, LLC only subcontracts highly qualified, insured professionals, whom we trust and have long standing relationships with to perform work such as: foundation, framing, roofing, electrical, plumbing, HVAC, cabinetry, countertops, flooring, tile work, masonry, insulation, elevator, security and audio.

All finish work...the work that is actually seen by our clients and their guests must be completed by our trim carpenters and/or by employees of Hansen Custom Painting, for which we have a strategic alliance. This is the only way we can ensure Crane quality on all of our jobsites.

### **COMMUNICATION**

All communication from homeowners must be directed through your Project Manager(s). All of our clients are given the email and personal cell phone of their Project Manager.

Any communication from homeowner to subcontractor cannot be guaranteed by us. Furthermore, communication from a homeowner directed to a subcontractor risks damaging a relationship we have taken years to build.

Any miscommunication between a homeowner and a subcontractor causing damage, extra work, and/or changer orders are the financial responsibility of the homeowner.

We cannot manage a project if we are cut off from communication.

### **FBO vs. FBC**

It is highly preferable and, in most cases, essential that items are furnished by Crane (FBC). This is in order to maintain quality and to stay on schedule. Also, if furnished by owner (FBO), Crane has no authority/ability to address missing parts or quality issues.

The biggest misconception is that (FBC) items cost the homeowner more. For every case it is possible, we have forged agreements and have access to trade pricing that nearly or completely makes up for the Builders Margin.

In some cases, like for example, antique fixtures or heirloom hardware, we are happy to install (FBO) items. However, all (FBO) items are the sole responsibility of the homeowner. Crane Builders, LLC will not be responsible for storing or caring for the items on an active jobsite.

In the event we install (FBO) items, there will be a surcharge for labor/installation AND an "FBO Material Agreement" must be completed.

The homeowner will be given a timeline to provide items and will be responsible for providing items on time.