

Trade Partner General Expectations

1. **Advertising:** As a Trade Partner of Castle Building & Remodeling Inc. you may not place a job site notice in the yard. This only leads to confusion with the homeowner and neighbors and has caused problems for Castle in the past.
2. **Referrals:** Over the course of our work together, we will refer appropriate work to you directly and we hope you will do the same for us as well. If any of our clients request work from you directly, please let Castle know before you engage in any negotiations. If the job requires only one trade and doesn't require design and planning services, we will likely turn it over to you.
3. **Operating Instructions, Manuals, Warranty Certificates:** All equipment manuals and/or operating instructions, equipment or material warranties, or other written information on the equipment, fixtures, material, appliances, devices, etc. shall be retained and given to the Project manager or directly to the homeowner to be placed in their Purple 3-ring project binder.
4. **Grooming:** Please wear appropriate and clean clothing on our projects. You and your workers' general appearance should reflect good grooming habits. Enough said!

Daily Work Procedures

Our projects are not just a "job site". They are produced in someone's home, usually while they are living there. Therefore, please observe the following:

1. No smoking or chewing tobacco inside a client's home, whether it is occupied or not. If you smoke or chew outside, use a butt can and no tobacco spitting unless into a container. Remove all butts, butt can and chew container at the end of each day.
2. The last person leaving the job, either during the day or at the end of the day, will be responsible for securing the property. If you cannot secure the property, do not leave the property unattended.
3. Always close the doors to the exterior, even while working on the project, to secure the owners' property and to prevent pets from escaping. If you are working some distance away from the door, please keep it locked to prevent someone from coming into the home without your knowledge.
4. Trade Partners whose work creates excessive dust will be responsible for dust containment (seal off the work area). Containment done by Castle may not be adequate for your purpose or may have been removed for easy access. Remodeling a home provides the opportunity for improving indoor air quality. However, it can also bring exposure to higher levels of indoor air contaminants if careful attention is not given to potential pollution sources and the air exchange rate. Remodeling itself is often stinky, dusty, and messy, but this can be minimized by workers following practices to keep dust and fumes out of living spaces. Please listen to any concerns about indoor air quality expressed by Castle or the homeowner. The use of materials that emit low amounts of VOCs (volatile organic compounds are emitted as gases from certain solids and liquids. VOCs include a variety of chemicals, some of which may have short and long-term adverse health effects) are preferred.
5. *Castle installs zipper doors at all openings to areas where work is not being performed. Keep these doors closed at all times and maintained at all times.*
6. The Trade Partner is responsible for protection of the homeowners' property (furniture, countertops, plumbing fixtures, flooring, etc.) that may be in or near the work area.
7. Clean up after yourselves! Leave the site broom swept clean each and every day! Clean up all debris produced by your workers and deposit in the dumpster or other receptacle provided by Castle. All prep work or cutting should be done in a designated prep area on a non-permeable surface such as a driveway

or sidewalk. Care should be taken to avoid getting debris on the lawn or other permeable surfaces. Slurry, sludge, waste water, and other by-products of construction should never be discarded in the homeowner's bathrooms or yards! This waste should be deposited in the dumpster provided by Castle. All cardboard should be broken down flat and set aside for recycling. All other large items should be broken down prior to being placed in the dumpster to minimize the space it takes up within the dumpster. All recyclable materials such as copper piping, aluminum gutters, etc. should be set aside so Castle can recycle them. If we are at a phase of the project where there is no on-site dumpster, your trash should be removed from the site by you. *A charge of \$75/hour will be assessed if Castle has to clean up your debris.*

8. Deposit all lunch and break time garbage/waste in the dumpster immediately after lunches and breaks. Please do not use our client's garbage containers.
9. Double your effort to keep the inside of our client's home clean. Lay down tarps and/or runners if you are walking through a finished room to access the work area. Always remove shoes or boots when walking through a client's home where there is no floor protection.
10. Keep your radio volume to a minimum so as not to disturb anyone outside your immediate work area.
11. Use discretion in discussing job specifics with the homeowner. Instead, refer them to Castle's Project Manager.
12. Trade Partners and their employees should use only designated bathrooms and storage areas. Do not use any of the homeowner's tools, equipment, cleaning supplies, or trash containers. Protection of our client's property should be your highest priority at all times. If you cause damage accidentally, please take responsibility and notify the Project Manager immediately.