

## SERVICE PARTNER GUIDELINES

ReloOlogy Inspection Management Services maintains a network of quality subcontractors, vendors and inspector partners. The work performed and conducted from our service partners while on-site is a direct reflection of our Company as well as our Customers. The following guidelines apply to all Service Partners (subcontractors and vendors) which perform work on behalf of ReloOlogy.

## SHARING OUR VALUES

ReloOlogy has identified a set of values which reflect the manner in which we do business. Our Service Partners are expected to understand our values and, when representing ReloOlogy, act in accordance with them.

- **Customer service centered:** Our customers are the heart of our business. We take pride in being respectful, highly responsive, and doing what it takes to provide the best in customer service.
- **People focused:** We are in the “people business.” We listen to our customers, partners, transferees, and employees and demonstrate genuine care.
- **Supportive:** ReloOlogy supports our customers, partners, transferees, and employees by seeking feedback, providing answers and/or solutions, and assisting all with high quality work.
- **Honesty & Integrity:** We are sincere and truthful. Our work and conduct demonstrate sound moral and ethical principles.
- **Proactive:** We are committed to being proactive, to take initiative, anticipate, prepare and respond to events.
- **Charitable:** ReloOlogy provides support to various charitable organizations which impact our local communities, our employees and the people we serve.

## BACKGROUND CHECKS

ReloOlogy utilizes a third-party service provider to conduct background checks on a primary subcontractor/service partner (inspector). Background checks screen for the following: Any federal and/or local criminal records, OFAC sanction listing, sex offender registry, a social security trace and the global terrorist watch list. ReloOlogy reserves the right to disqualify and refrain from partner(s) performing work on behalf of ReloOlogy based on the outcome of these results.

Our “primary” subcontractor/inspector Partners include: Companies or individual which perform 3 or more service orders in a rolling 12-month time period. “Specialty inspections” (i.e. structural, septic, plumbing, etc.) and/or inspections/services performed by a company or individual less than 3 times in a rolling 12-month time period will be evaluated on a case by case basis.

Background checks will be performed at 3-year intervals. ReloOlogy does not collect any confidential data (SSNs or birthdates) to support the completion of the background checks—this information is provided from the service partner to the third-party provider.



## INSURANCE REQUIREMENTS

Prior to commencing any work, Service Partners must procure and maintain, at its own expense, insurance coverage to include:

- **General Liability Insurance (the limits of liability shall not be less than):**
  - \$1,000,000 Each Occurrence / \$1,000,000 General Aggregate Limit
  - \$1,000,000 Products-Completed Operations Aggregate Limit
  - \$1,000,000 Personal and Advertising Injury Limit
  - \$50,000 Damage to Premises Rented to You
  - \$5,000 Medical Payments
- **Professional Liability (E&O) Insurance:** Recommended to hold and maintain at minimum \$250,000+ or more per occurrence.
- **Workers Compensation & Employers Liability Insurance:** Coverage requirements vary based on state, industry and/or company size. Insurance coverage must meet or exceed the requirements set-forth by the state. Contact your insurance provider to verify requirements.

ReloOlogy must be listed as an **ADDITIONAL INSURED Company on your policy and noted as a Certificate Holder on the certificate of insurance.** The following ReloOlogy contact information should be provided to your insurance company:

**ReloOlogy Inspection Management Services, LLC**  
501 Cambria Avenue  
Bensalem, PA 19020  
[info@reloology.com](mailto:info@reloology.com)  
Ph. 215-604-1580

**Service Partners are required to submit a certificate of insurance (COI) for ReloOlogy to keep on file and for the Service Partner(s) to remain active in ReloOlogy's network.** Any policy changes and/or renewals requires an updated COI submitted to ReloOlogy within ten (10) calendar days of such change. COI forms are to be submitted to: [info@reloology.com](mailto:info@reloology.com).

## W9

United States: Partners providing and performing services in the U.S. must submit a completed W9 form for ReloOlogy to maintain on file. For any business address changes (or tax ID changes), or to submit a W9 form, Email [info@reloology.com](mailto:info@reloology.com). 1099 forms are mailed to the address on file in January of each year.

Canada: Partners providing and performing services in Canada will not submit a W9 form or tax ID for income tax purposes. We do require any invoices submitted to meet the CRA Documentary Requirements.

All partners, both in the U.S. and Canada, are expected to follow and adhere to all tax reporting and filing requirements set forth by their respective government.





## VENDOR/SUBCONTRACTOR AGREEMENT

All partners are required to review, adhere to and sign ReloOlogy's vendor/subcontractor agreement. The vendor/subcontractor agreement confirms the terms and conditions of the services to which the vendor/subcontract must adhere to in providing services to ReloOlogy and its Customers.

For questions regarding the vendor/subcontractor agreement, please email [josh.rihn@reloology.com](mailto:josh.rihn@reloology.com).

## LICENSES, CERTIFICATES, REGISTRATIONS, PERMITS

All partners are required to maintain and submit any licenses, certificates, registrations and/or permits which are applicable to the services performed in the service partner's jurisdiction. This documentation is to be submitted to [info@reloology.com](mailto:info@reloology.com).

## PAYMENT FOR SERVICES

ReloOlogy provides payment for services within 10 business days upon successful completion (and/or submission of required documentation) of the service. Payments are processed by ReloOlogy several times a week, and we must receive confirmation and documentation of the service as soon as it is completed in order to approve any payment to be processed.

Payments are mailed to the address on file with ReloOlogy (verified by the W9 for U.S. partners). ReloOlogy also provides an electronic direct deposit option for faster payment turnaround time. For questions regarding payments for services rendered, please email [billing@reloology.com](mailto:billing@reloology.com).

