



25 POINT JOBSITE EXPECTED PROCEDURE AND CLEANUP ROSTER

Coastal Windows & Exteriors understands that any home improvement project is an important step for any homeowner. We also recognize that it is not only the outcome of the completed project is important, but also the relationship, and the respect that is built from the initial meeting all the way through to the full completion of the project. Coastal Windows & Exteriors will have in mind the utmost respect for the customers, property, and neighborhood on every jobsite. All of our associates will conduct themselves in a professional and respectful manner at all times. It is our mission to offer each and every customer, the peace of mind that the project and home will be cared for as if we were working on our own homes by performing at the highest levels of expectations possible on every project.

No smoking is permitted on any job site at any time.

All crews agree to abide by the principles and precepts of our **Code of Ethics and Competency of Coastal Windows & Exteriors'** prospective customers/current customers. **The following is our standard Installation Procedures on all jobs.**

Prior to the Job

1. Always be sure to arrive at the time scheduled to start the install.
2. Do a walk thru with customer, and explain the scope of work, and the process of the installation.
3. Determine starting point, what they should expect during course of install and what time you anticipate completion with the customer.
4. Document any existing damage on the work site, or any potential hazards, that may affect installation, or that may be potentially damaged during installation. (plants, or lawn areas, due to Lead Safe work practices.)
5. Will document any visible existing conditions but will not be responsible for documenting concealed conditions.
6. Measure each opening prior to pulling the existing window/door. Be sure all units have been measured, and ordered correctly. Notify Project Manager prior to starting the job with any order issues, not at the end of the job.

Daily Cleanup

7. Performs installation/Lead Safe set up. e.g.; Drop clothes, floor runners, plastic, etc...
8. Install the windows/doors/roof/siding/insulation according to the scope of work provided by Coastal Windows & Exteriors and manufacturer's warranty specifications. No changes can be made without approval from the Production Manager. Phone calls must be made for any change from the standard scope of work.
9. Clean any sticker residue, vinyl shavings, from inside and outside of windows/doors and trim work.

10. Entire jobsite is to be patrolled and cleaned for trash, including: *(The homeowner should not be discarding anything.)*
 - a. Soda cans, drink bottles, cups, etc.
 - b. Food items, bags, containers, miscellaneous trash, etc.
 - c. Any nails, screws, and other sharp objects.
11. Small hand tools will be removed from the jobsite daily. Any larger tools that will be left on the jobsite will be unplugged and stored in a tidy manner.
12. Any materials that will be left on the jobsite will be neatly organized and stored.
13. Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of.
14. Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage.
15. Work area will be swept with a push broom daily (where applicable).
16. Clean all job related debris, at the end of each day on job site, and at completion of job. Do not leave any materials, or debris of any kind, for homeowners to discard.
17. If parking in the driveway, please put cardboard or another absorbent substance under the oil pan of your truck. In the rare case of an oil leak, this will help to prevent damage to the property.
18. If using a dumpster, please use wood under the wheels, and front section, and chock the wheels.

At The Conclusion Of The Job

19. Final run though to check entire work area and yard will be patrolled for trash, debris, materials, etc. and Use a roller magnet to find nails, screws, and other debris in customer's lawn when ne.
20. Customer home/yard will be inspected for any incidental damage; repairs will be made if necessary.
21. Do a complete walk thru with the homeowner and show how the product functions.
22. Discuss issues that the homeowner has, and be sure to fix them AT THAT TIME! Answer any concerns at that time. If there are issues, create a service order and alert Coastal Windows & Exteriors, order the part/s immediately and install them first priority to complete their job in a timely manner. In the event that service parts are needed, let the homeowners know that the installation crew will be in touch to schedule the service once they have an ETA on the parts.
23. Document any material issues with the homeowner, and list any parts or services, that will need to be handled as a service call on the Certificate of Customer Satisfaction.
24. Have the homeowner/s sign the Certificate of Customer Satisfaction
25. Make a follow up call with the homeowner to make sure they are satisfied with the product and installation.

Installation Manager

Date