EMPIRICAL
PROPERTY OPERATIONS

Corporate Responsibility Brief

OPERATING STANDARDS AND COMPLIANCE BOUNDARIES

PREPARED FOR	SCOPE	EFFECTIVE
Regional directors, asset managers and REIT portfolio executives	Multi-dwelling unit portfolios, townhouse communities and garden-style complexes, four stories and under	November 2026

1.0 Purpose and Scope

This brief defines the operational boundaries, risk management framework and professional compliance standards of **Empirical Property Operations, LLC**. The company provides visual asset care, documented property walkthroughs and high-level exterior debris remediation, coordinated through a single enterprise vendor relationship. Services are built for multi-dwelling unit (MDU) portfolios, townhouse communities and garden-style complexes four stories and under.

2.0 Trade Boundaries and Licensing Compliance

Empirical Property Operations, LLC operates strictly within non-structural, non-licensed property preservation and maintenance work, under the following standing mandates:

- **Exclusion of licensed trade work.** The company does not perform specialty contractor services that require state or local trade licensure, including structural roofing, electrical, mechanical, plumbing or engineering work.
- **Zero-profit referral policy.** Structural defects and any finding that calls for licensed trade work are referred to independent, fully credentialed contractors that the client hires directly. The company takes no margin, markup or fee on referred work, which keeps its findings independent and free of conflicts of interest.

3.0 Field Records and Reporting Standards

Field records provide an honest visual account of site conditions to support insurance underwriting files, inform capital expenditure budgets and help protect long-term portfolio equity. All field work follows these data standards:

- **Standard devices.** Field teams capture site conditions on standard mobile phones and tablets while on site.
- **Raw visual evidence.** The company does not use specialized photographic hardware, thermal imaging or drone systems. Field records are unedited, geo-stamped and time-stamped photographs of actual site conditions.
- **Quality control window.** To protect data integrity, the company does not issue instant or automated reports. Every record passes a multi-stage review by the main office within a three-business-day window before it is released to the client or vendor platform. Immediate Attention findings are reported to the designated contact the same day.

4.0 Pricing Integrity

Every agreement is priced at a fixed per-building rate, with the Property-Wide Audit priced by acreage, and those rates are held for the full agreement term. Portfolio directors receive predictable contract values and transparent procurement alignment.

5.0 Insurance and Credentialing

The company maintains the commercial liability program required for onboarding with institutional property compliance platforms, including RealPage, VendorCafe and NetVendor.

COMMERCIAL GENERAL LIABILITY	ADDITIONAL COVERAGE	CERTIFICATES
$1,000,000 per occurrence $2,000,000 aggregate	**Auto and umbrella liability coverage**	**Available on request, naming the client as required**