EMPIRICAL
PROPERTY OPERATIONS

PROPERTY MANAGER VENDOR RESOURCES

Vendor Onboarding Pack

Company information, insurance, safety, billing and onboarding documentation in one place

Commercial exterior maintenance and documented visual risk audits for multi-site portfolios.



VENDOR CONTACT

James R. Frame, Founder
info@empiricalpropertyops.com
941-914-8710 | 941-587-3073 | 561-891-2093

ONLINE

www.empiricalpropertyops.com
Property Manager Vendor Resources

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A NOTE TO OUR CLIENT PARTNERS

Welcome

Thank you for considering Empirical Property Operations as an approved vendor for your portfolio.

This pack brings together the information procurement, risk management and accounts payable teams typically require to set up a new vendor: company details, insurance, safety practices, billing and platform registrations. Every location we service receives the same scope of work, the same checklist and the same photo-documented report, so your team works with one vendor and one standard across the portfolio.

If your organization uses its own vendor forms or compliance platform, send them to us and we will complete them promptly.

James R. Frame
Founder, Empirical Property Operations

SECTION 01

Company Information

LEGAL ENTITY NAME	TO BE PROVIDED
DOING BUSINESS AS	Empirical Property Operations
ENTITY TYPE	TO BE PROVIDED
STATE OF FORMATION	Florida
FLORIDA DOCUMENT NUMBER	TO BE PROVIDED
DATE ESTABLISHED	TO BE PROVIDED
FEDERAL EIN	TO BE PROVIDED
UEI / DUNS NUMBER	TO BE PROVIDED
PRIMARY NAICS CODE	561790 – Other Services to Buildings and Dwellings
SMALL BUSINESS STATUS	TO BE PROVIDED
HEADQUARTERS	5429 University Pkwy #1053, Sarasota, FL 34201
CORPORATE PHONE	941-914-8710
SOUTH EAST REGION	941-587-3073
NATIONAL SALES	561-891-2093
EMAIL	info@empiricalpropertyops.com
WEBSITE	www.empiricalpropertyops.com

Federal EIN and banking details are provided on the IRS Form W-9 and ACH form enclosed with this pack, not printed here.

SECTION 02

Scope of Services

Empirical Property Operations provides scheduled commercial exterior maintenance paired with a documented visual risk audit at every visit.

Service	Description
Roof debris removal	Removal of leaves, branches and accumulated debris from accessible roof surfaces, working top-down
Roof drainage clearing	Clearing of roof drains, scuppers, gutters and downspouts, with water flow confirmed away from the building
Five-point visual audit	Observation and photo documentation of the roof barrier, water drainage system, building envelope, fenestrations and ground assets
Risk-ranked reporting	Dated, time-stamped photo report with every checkpoint rated Optimal, Light, Moderate or Immediate Attention
Portfolio summary	Roll-up of open and completed findings across all serviced locations
Storm response visits	Post-storm debris removal and documentation, scheduled on request

Outside our scope

Empirical performs visual, observational audits of accessible exterior conditions. Reports do not replace engineering assessments, code evaluations or work performed by licensed trades. Empirical does not perform work that requires a contractor's license. Findings that need roofing, glazing, concrete, electrical or other licensed work are documented for the client's preferred contractor; contractors can be referred on request, with no fee or markup to Empirical.

SECTION 03

Insurance Summary

Certificates of insurance are issued directly by our insurance agent to each client's requirements. Current policy details are listed below.

Coverage	Carrier	Policy number	Policy period	Limits
Commercial General Liability	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED
Commercial Auto Liability	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED
Workers' Compensation / Employer's Liability	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED
Umbrella / Excess Liability	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED	TO BE PROVIDED

Endorsements

Endorsement	Status
Additional insured (client and property owner, as required)	TO BE PROVIDED
Waiver of subrogation	TO BE PROVIDED
Primary and non-contributory wording	TO BE PROVIDED

INSURANCE AGENT / AGENCY	TO BE PROVIDED
AGENT PHONE AND EMAIL	TO BE PROVIDED

Service partners are required to carry their own liability, auto and workers' compensation coverage before working on a client property. See Section 06.

SECTION 04

Licensing and Registrations

Registration	Issued by	Number / status
Florida business entity registration	Florida Division of Corporations (Sunbiz)	TO BE PROVIDED
Local business tax receipt (county)	Sarasota County Tax Collector	TO BE PROVIDED
Local business tax receipt (city)	City of business location, if applicable	TO BE PROVIDED
Federal employer identification	Internal Revenue Service	Provided on enclosed IRS Form W-9
Additional state or local registrations	As required by client markets	TO BE PROVIDED

SECTION 05

Safety Program

Every Empirical visit follows a written safety program built around roof access, fall protection and site awareness.

Program element	Practice
Site check-in	Crews check in with site management on arrival when required, and follow client access and sign-in procedures
Roof access	Roof access only by approved access points, with ladders secured and extended above the roof edge
Fall protection	Fall protection appropriate to roof type and height, consistent with applicable OSHA standards
Aerial lift operation	Aerial lifts operated only by trained operators; company leadership holds aerial lift operator and trainer certification
Personal protective equipment	Slip-resistant footwear, gloves, eye protection and high-visibility apparel as conditions require
Public and tenant safety	Work zones coned or marked below roof work; debris contained and removed from walkways and entrances
Weather	Roof work suspended during lightning, high wind or wet roof conditions
Stop-work authority	Any crew member may stop work if conditions are unsafe
Incident reporting	Incidents and near misses reported to the client contact and documented the same day

A complete copy of the written safety program is available on request.

SECTION 06

Service Partner Standards

Empirical operates as the single accountable vendor, supported by vetted service partners who meet the same standards in every market.

- **Insurance verified before work begins.** General liability, auto and workers' compensation certificates on file for every partner.
- **Business registration.** Partners must be properly registered to do business in their state.
- **Training.** Partners are trained on the Empirical scope, five-point checklist, safety practices and reporting format before their first visit.
- **Verified service.** Every visit is confirmed with time-stamped, location-tagged photographs.
- **Quality review.** Reports are reviewed by Empirical before delivery to the client.
- **One point of contact.** Clients communicate with Empirical, never directly with partner crews.

SECTION 07

Service Levels and Reporting

Service level	Commitment
Service frequency	Semi-annual, quarterly or custom schedule, set per location in the service agreement
Site report delivery	TO BE PROVIDED
Immediate Attention findings	Escalated to the client contact at the time of service
Proposal / quote turnaround	TO BE PROVIDED
Storm response scheduling	TO BE PROVIDED
Report format	PDF site report with photographs; formatted for upload into Yardi, AppFolio, RealPage and similar platforms

Risk levels used in every report

🔵 **OPTIMAL**	Normal condition and wear. No action needed.	None
🟢 **LIGHT**	Worth noting. Can wait.	Rechecked at the next visit
🟡 **MODERATE**	Should be handled soon to prevent a larger repair, or a storm or structural risk to address before it becomes a claim.	Courtesy reminder at 45 days
🔴 **IMMEDIATE ATTENTION**	Could cause injury or active water entry. Reported to the manager the same day.	Check-in within 7 days

SECTION 08

Billing and Payment

INVOICING	Per location after each completed visit, or one consolidated invoice per billing cycle for multi-site clients
INVOICE BACKUP	Each invoice references the site report for the visit, including date, location and photographs
PAYMENT TERMS	Payment plan per the Master Service Agreement: Annual Prepay, Three-Year Plan, Per-Visit Plan, or Net 30 Portfolio Plan for approved accounts
ACCEPTED PAYMENT METHODS	TO BE PROVIDED
REMIT TO	Empirical Property Operations, 5429 University Pkwy #1053, Sarasota, FL 34201
BILLING INQUIRIES	info@empiricalpropertyops.com
PURCHASE ORDERS	PO numbers and client billing codes included on invoices when provided

Banking details for ACH payment are provided on the enclosed ACH authorization form and are confirmed by phone before any change is made.

SECTION 09

Vendor Platform Registrations

Empirical registers with the vendor compliance and payment platforms our clients use.

Platform	Status / vendor ID
NetVendor	TO BE PROVIDED
Yardi VendorCafe	TO BE PROVIDED
RealPage Vendor Credentialing	TO BE PROVIDED
AppFolio	TO BE PROVIDED
Other client platform	TO BE PROVIDED

SECTION 10

Certificate of Insurance Requests

To have a certificate issued for your organization, send the following to our team. Certificates are issued directly by our insurance agent.

CERTIFICATE HOLDER NAME	
CERTIFICATE HOLDER ADDRESS	
ADDITIONAL INSURED NAMES	
ADDITIONAL INSURED WORDING REQUIRED	
WAIVER OF SUBROGATION REQUIRED	Yes / No
PRIMARY AND NON-CONTRIBUTORY REQUIRED	Yes / No
PROPERTY OR LOCATION LIST	
REQUESTED LIMITS, IF DIFFERENT FROM STANDARD	
CONTACT NAME, PHONE AND EMAIL	

Send requests to **info@empiricalpropertyops.com** with the subject line “COI Request – [Your Company Name].”

SECTION 11

Contacts and Escalation

Role	Name	Phone	Email
Account management	James R. Frame, Founder	561-891-2093	info@empiricalpropertyops.com
Corporate office	—	941-914-8710	info@empiricalpropertyops.com
South East Region	—	941-587-3073	info@empiricalpropertyops.com
National Sales	—	561-891-2093	info@empiricalpropertyops.com
Scheduling and service	TO BE PROVIDED	941-914-8710	info@empiricalpropertyops.com
Billing and accounts receivable	TO BE PROVIDED	941-914-8710	info@empiricalpropertyops.com

ESCALATION

Immediate Attention findings and any service concern are escalated to account management, who responds directly to the client contact. For urgent matters, call 941-914-8710.

SECTION 12

Onboarding Checklist and Enclosures

The following documents are provided to complete vendor setup. Items are delivered with this pack or issued on request.

	Item	Status / notes
☐	IRS Form W-9	Enclosed
☐	Certificate of insurance	Issued to client requirements by our agent
☐	Florida Division of Corporations record	Enclosed
☐	Local business tax receipt	Enclosed
☐	Written safety program	Available on request
☐	ACH authorization form	Enclosed
☐	Sample site report	Enclosed
☐	Service agreement and scope of work	Prepared per portfolio
☐	Location list and service schedule	Prepared with client during intake
☐	Client vendor forms	Completed on receipt

Disclaimer. This pack is provided for vendor onboarding purposes. Coverage is governed by the actual policies issued; certificates of insurance are informational and do not amend, extend or alter coverage. Empirical performs visual, observational audits and does not provide engineering, legal or code compliance determinations.

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PROPERTY OPERATIONS

Ready to get set up?

Send your vendor forms, insurance requirements and location list, and our team will complete onboarding promptly.

CORPORATE
941-914-8710

SOUTH EAST REGION
941-587-3073

NATIONAL SALES
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