



# PMI Vendor Handbook

## Welcome

Welcome to our Vendor Handbook. This guide is designed to provide you with all the necessary information to establish and maintain a successful business relationship with our company. We value our vendor relationships and recognize the vital role you play in our overall company success.

## Purpose

The purpose of this handbook is to:

- Outline PMI's vendor requirements and expectations
- Streamline the vendor onboarding process
- Facilitate effective communication and collaboration
- Ensure compliance with company policies and procedures
- Promote mutually beneficial and long-lasting partnerships

## Scope

This handbook applies to all vendors who provide goods or services for PMI.

## Vendor Requirements

To be considered as a potential vendor, you must meet the following requirements:

- **Quality:** Consistently deliver high-quality goods or services that meet or exceed our company's standards.

- **Reliability:** Maintain a reliable supply chain and adhere to agreed-upon delivery schedules.
- **Compliance:** Comply with all applicable laws, regulations, and industry standards.
- **Insurance:** Carry adequate insurance coverage to protect both parties from potential risks.

## Vendor Onboarding Process

PMI's vendor onboarding process includes the following steps:

1. **Vendor Application:** Complete and submit a vendor application form. (Such requirements include liability insurance, W9 information, and references.)
2. **Vendor Evaluation:** We will review your application and assess your suitability as a potential vendor.
3. **Vendor Agreement:** If approved, you will be asked to sign a vendor agreement.
4. **Vendor System Training:** You may be required to use our company's system Rentvine. See Rentvine Training Link <https://help.rentvine.com/vendors>

## Vendor Performance Evaluation

PMI regularly evaluates vendor performance based on the following criteria:

- **Quality:** The quality of goods or services provided.
- **Delivery:** Adherence to delivery schedules and appointed times.
- **Responsiveness:** Timely and effective communication and issue resolution.
- **Cost:** Competitiveness of pricing and overall value.

## Vendor Code of Conduct

In keeping with PMI's Core Values, all vendors are expected to adhere to PMI's Code of Conduct, which includes the following principles:

- **Integrity:** Conduct business with honesty, fairness, and transparency.
- **Respect:** Treat all individuals with dignity and respect.
- **Confidentiality:** Safeguard confidential information.

- **Compliance:** Adhere to all applicable laws, regulations, and company policies.

## Communication and Collaboration

PMI believes that open and transparent communication is essential for a successful vendor relationship. We encourage you to communicate with us regularly and to raise any concerns or issues promptly. We also ask that you keep communication limited with the tenants to prevent confusion.

## Termination of Vendor Agreement

The vendor agreement may be terminated by either party under certain circumstances, including:

- **Breach of Contract:** Failure to comply with the terms and conditions of the vendor agreement.
- **Poor Performance:** Consistent failure to meet performance expectations.
- **Insolvency:** Inability to meet financial obligations.

### Conclusion

PMI values our vendors and are committed to building strong and mutually beneficial relationships. By working together, we can achieve our shared goals and drive success for both our companies.