

# RCI Spring Conference

June 9, 2014



ROOFING CONTRACTORS  
ASSOCIATION OF  
BRITISH COLUMBIA





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# 50 YEARS OF LEADERSHIP





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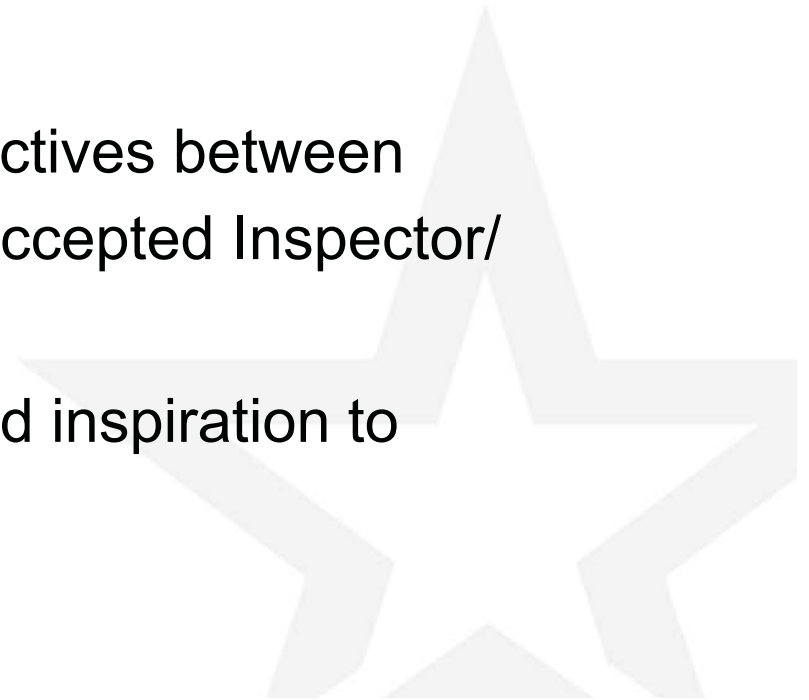


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## SESSION OBJECTIVES

- Update your understanding of The Roofing Contractors Association (RCABC)
- Review five roof details
- Be exposed to differing perspectives between RCABC Roofing Contractors Accepted Inspector/Consultants
- Have renewed commitment and inspiration to continue working with RCABC







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## AGENDA

Judy Slutsky, Director of Business Development

RCABC Overview & RoofStar Guarantee

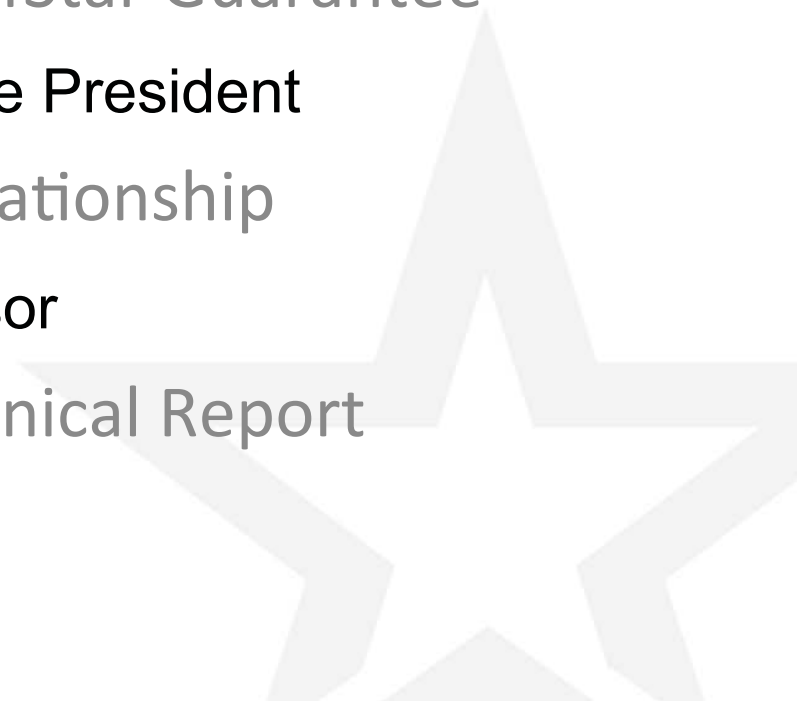
Ivan Van Spronsen, Executive Vice President

RCABC & RCI Relationship

Hamish Matheson, Technical Advisor

Roof Details & Technical Report

Panel & Group Discussion





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- 50 years of Industry Leadership, technical expertise, financial strength, dedicated research
- Over 70% of BC large Industrial, Institutional & Commercial roofing is done by RCABC Roofing Contractors
- RoofStar Guarantee issued over 20,000 Guarantees, Over 1 Billion in contract values



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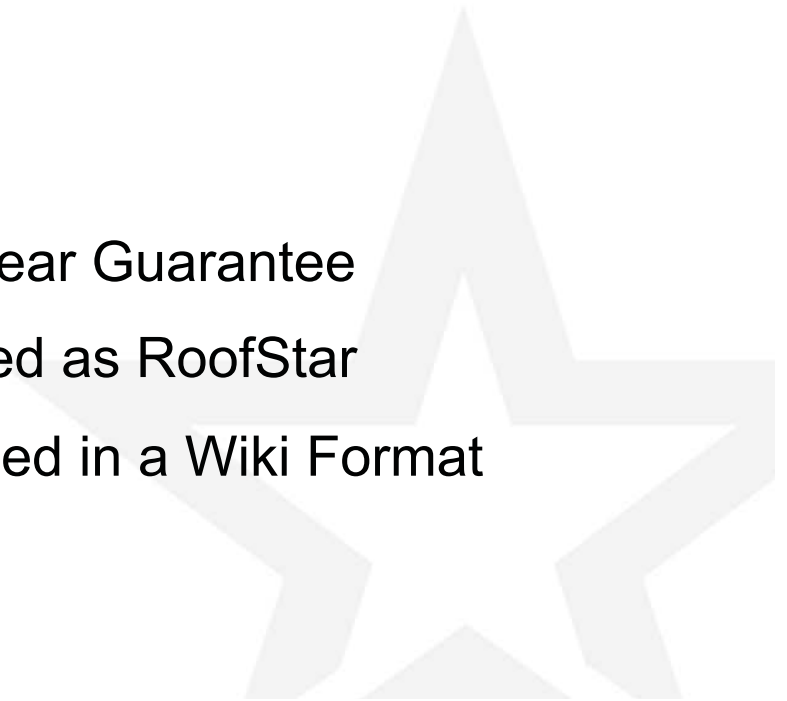


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## RCABC MILESTONES

- 1958** First Canadian Roofing Trade Association
- 1960** Introduced First Roofing Guarantee
- 1988** First RPM Published
- 1993** First Apprenticeship Class
- 2005** First RCABC-Introduced Ten Year Guarantee
- 2011** Guarantee Program Re-branded as RoofStar
- 2012** Industry's First Manual Published in a Wiki Format



# HOW RCABC WORKS





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## PREQUALIFICATION OF:

- ✓ Roofing Company - Members
- ✓ Accepted Materials – Associate Members
- ✓ Accepted Inspectors – True, 3<sup>rd</sup> party independent







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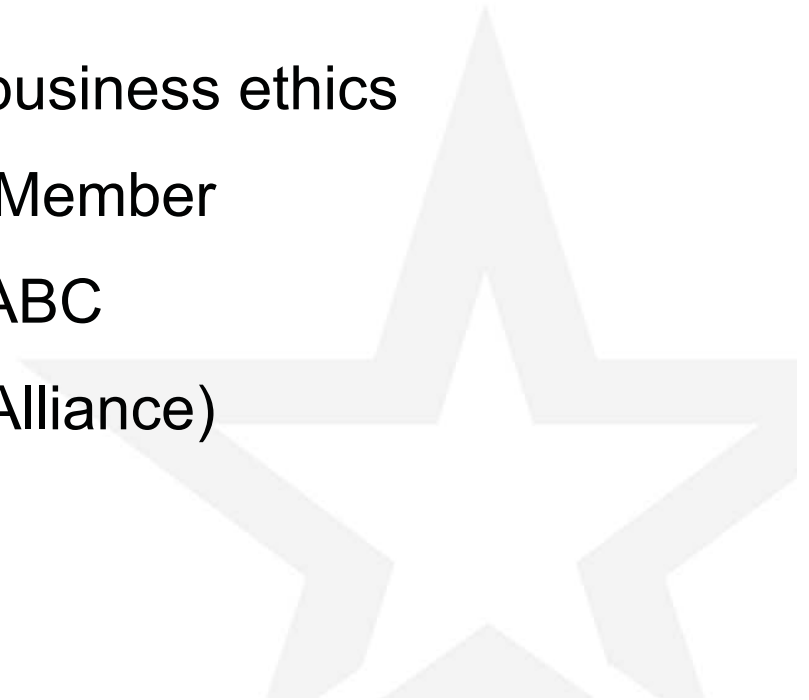


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## ROOFING CONTRACTORS

- ✓ Experienced management team
- ✓ Financially responsible
- ✓ Demonstrate a high degree of business ethics
- ✓ Sponsored by a current Active Member
- ✓ Provide a bond in favor of RCABC
- ✓ COR (BC Construction Safety Alliance)
- ✓ Journeymen and Apprentices





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## ACCEPTED MATERIALS

- ✓ Must be an Associate Member
- ✓ Meet or exceed the acceptance requirements of the RCABC Technical Committee
- ✓ Provide a bond in favor of RCABC





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## ACCEPTED INSPECTIONS

- ✓ Extensive knowledge about the roofing industry and roofing in BC
- ✓ Integrity and reliability
- ✓ 100% independent, third party
- ✓ Inspection firms are **not** members of RCABC



# ROOFSTAR



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Roof  
Contractors

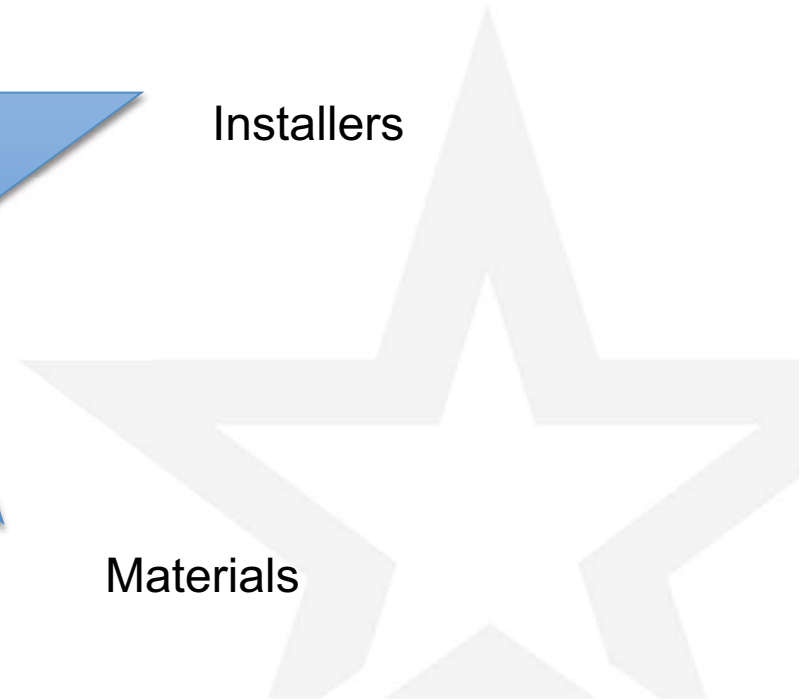
RCABC



Installers

Inspectors

Materials





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## INSPECTION UNDER THE GUARANTEE

### **STEP 1**

project tendered  
by owner or  
architect



### **STEP 2**

roofing company  
is selected





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## INSPECTION FIRM ASSIGNED?

**YES**

**NO**





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## INSPECTION FIRM ASSIGNED?







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## INSPECTION FIRM ASSIGNED?





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## 5 & 10 YEAR ROOFSTAR GUARANTEES

- ✓RPM Standards applied to 5 & 10 year Guarantee
- ✓Inspection Frequency: Start, course of construction, final inspection, Re-inspections:
  - 5 year: 2 year re-inspection
  - 10 year: 2,5,8 year re-inspection
- ✓Inspection reports go to Owner, Contractor, RCABC, other project stakeholders



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# 10 YEAR GUARANTEE CERTIFICATE

RCABC GUARANTEE CORP. (RGC)\*

GUARANTEE NUMBER	GUARANTEE VALUE
OWNER	
OWNER ADDRESS	
PROJECT DESCRIPTION (THE ROOF)	
PROJECT LOCATION	
ROOFING CONTRACTOR	TEL
MANUFACTURER / SUPPLIER	
DATE OF COMPLETION OF WORK	
GUARANTEE PERIOD: STARTING FROM	AND ENDING

## Limited guarantee of workmanship and materials

On the conditions noted below, RGC and Roofing Contractor together, and each of them, guarantee to repair or have repaired at their own expense, leaks in new materials only utilized in the roofing membrane or flashings of the Roof which occur during the Guarantee Period and which are caused only by:

- faulty workmanship of the Roofing Contractor, or
- defects of manufacturing in the materials used by the Roofing Contractor in the application of the roofing membrane of the Roof
- notwithstanding the Guarantee Period, the guarantee for the said material is limited to the period for which the manufacturer's commitment to, and indemnification of, RGC is in effect and honoured by the manufacturer.

This Guarantee is given to and accepted by the Owner on the following conditions:

- The full extent of the liability of each of us to the Owner for or arising out of installation of the Roof is limited to this Guarantee;
- Neither of us shall be liable to the Owner for any leaks in or repairs to any part of the Roof, in anyway resulting from any other cause;

3) The recommendations, restrictions, limitations, conditions and exclusions set forth on the reverse and on the attached final inspection report shall all be deemed to form part of this Guarantee;

4) RGC and Roofing Contractor shall have no responsibility for any consequential damage, including but not limited to loss of or interruption in any business or damage to the building or contents therein;

5) The Owner shall deliver to each of us personally within the Guarantee Period, notice in writing immediately that repairs are required under this Guarantee; we shall have a reasonable time to have the repairs completed, and we cannot be required to have any repairs completed outside our regular working hours; until required repairs are completed, the Owner shall protect the Roof, all buildings affected and all contents from loss or damage from leaks;

6) The liability with respect to any or cumulative claims shall be limited to an amount not exceeding the value of the contract as printed above, with the roofing contractor for the installation of the guaranteed roof;

7) The Owner cannot require repairs to be undertaken when there are any accounts owing to the Roofing Contractor for installation of the Roof, but time shall still run under the Guarantee Period;

8) The Owner cannot require repairs to be undertaken to remedy any failure or the result of any failure in proper and prudent maintenance of the Roof;

9) Responsibility for removal and replacement of soil and drainage mediums relating to extensive green or garden roof areas with soil depths of less than 200mm (8") for the purpose of inspection and or repair of valid leaks is provided under this Guarantee; removal, care of and replacement of plants is the responsibility of the Owner.

Removal, care of and replacement of materials (eg. soil / plants / drainage mediums) relating to planters or landscapes or intensive green roof areas with soil depths greater than 200 mm (8") that restrict access to the roof membrane for the purpose of inspection and/or repair, is the responsibility of the Owner.

The Corporate Seal of  
**RCABC GUARANTEE CORP.**  
was properly affixed in the presence of:

# 10

The Corporate Seal of  
**ROOFING CONTRACTOR**  
was properly affixed in the presence of:



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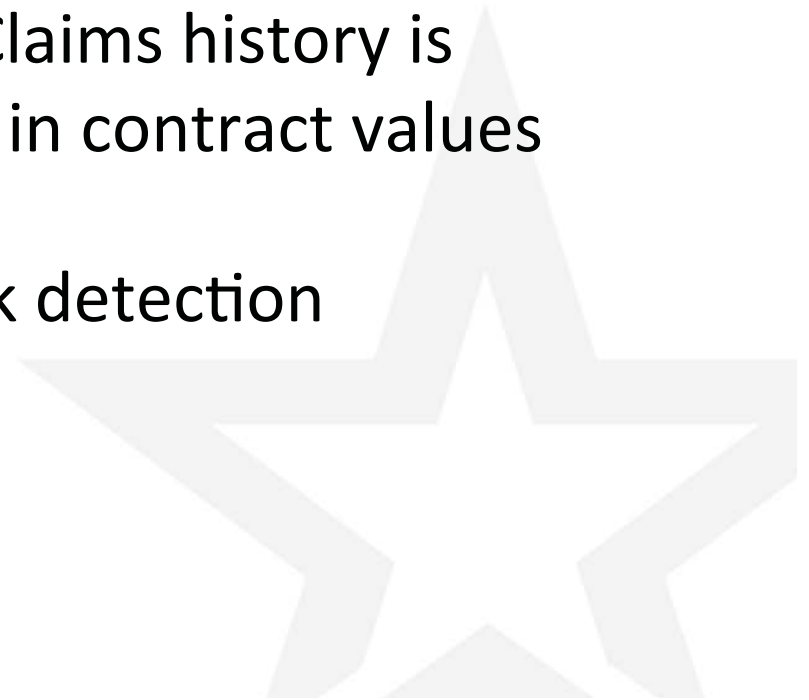


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## ROOFSTAR CLAIMS HISTORY

- RoofStar program works!
- Since inception in 1960, Claims history is negligible – given \$1 Billion in contract values
- RCABC receives more leak detection inquiries than valid claims







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## RoofStar Guarantee Brand

- ✓ ★❖❄️☐ 200 stakeholder interviews throughout BC
- ✓ Understand commonly held current perceptions of RCABC and RoofStar Guarantee Program
- ✓ Confirmed and communicated a unique, differentiated, relevant and credible RoofStar Strategic Direction



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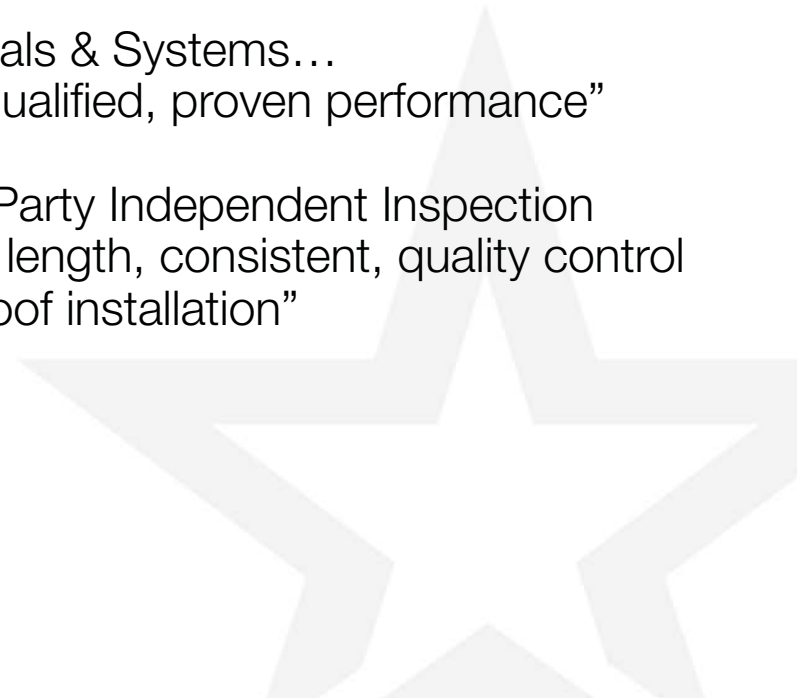
RCABC has a Rich History

Provides Security & Peace of mind

Roof Contractors are...  
“qualified, trained, experienced”

Materials & Systems...  
“pre-qualified, proven performance”

Third Party Independent Inspection  
“arms length, consistent, quality control  
on roof installation”





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## Trends

- Growing consumer and regulatory demand for Building Envelope Consultants
- Architect desire for a shift in liability & pressures
- Public/Private Construction Partnerships
- New generations of design authorities
- Warranty & Guarantee proliferation in market





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## ROOFSTAR STRATEGIC VISION

### ***Who We Are***

RCABC is a distinct group of skilled roof practitioners, business owners and roof experts who are leaders in bringing an industry together where quality of work is passed down through the generations, with a consistent commitment to quality, education, research and safety

### ***Who We Serve***

We serve the informed and discriminating building owner who has a long term vision for their property, recognizes the value of a quality installation, and wants to limit risk and liability. We enable building owners' most trusted advisors to provide long term cost effective and practical solutions to better serve their client

### ***What We Provide***

We provide a guarantee that delivers peace of mind and security for the long term performance of your roof





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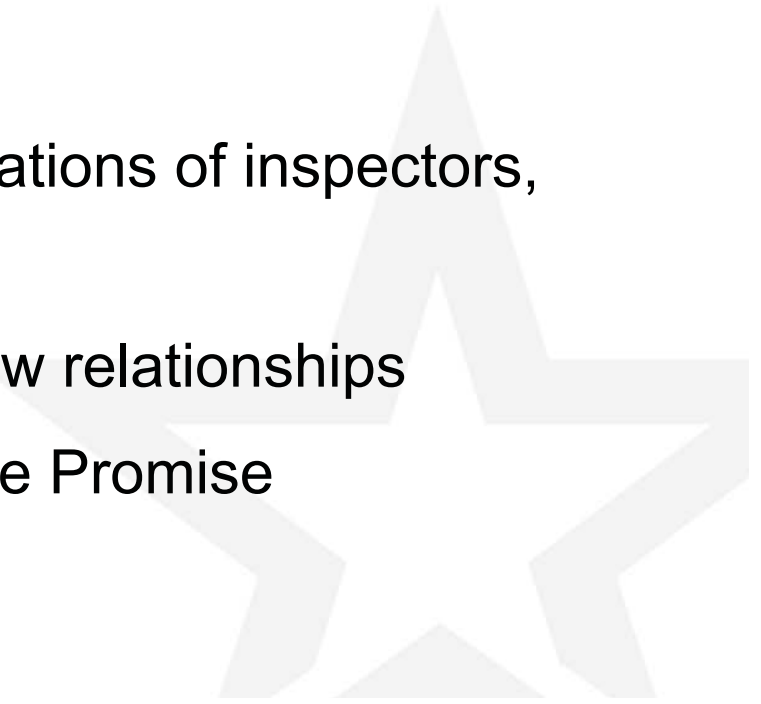
## FUTURE OF ROOFSTAR

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\*✿\*☆✿\*

- ✓ Demonstrate value to new generations of inspectors, design authorities
- ✓ Maintain existing and develop new relationships
- ✓ Deliver on the RoofStar Guarantee Promise





**NEVER UNDER ESTIMATE THE IMPORTANCE  
OF A COMPREHENSIVE ROOF GUARANTEE**

**OR THE STUBBORN DETERMINATION OF A SINGLE  
RAINDROP TO GO WHERE IT DOESN'T BELONG**

Roofing involves some big decisions. Saying yes to the **RoofStar Guarantee** means peace of mind knowing your investment is backed by the best in the industry. You'll access the best materials, the most reliable contractors & installers—and you'll have an independent, 3rd party inspector on your team: someone who will monitor the installation process and work on your behalf to ensure things are done right from square one. Because the only thing more determined than a stubborn raindrop, is our commitment to protecting your investment down the road.

**Roofing: It's what we do.**

**[rcabc.org](http://rcabc.org) | [roofstar.ca](http://roofstar.ca)**



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**NOW IS NOT THE TIME  
TO WONDER ABOUT YOUR ROOF GUARANTEE**

There are consequences to choosing badly. However, saying yes to the **RoofStar Guarantee** means peace of mind knowing your investment is backed by the best in the industry. You'll access the best materials, the most reliable contractors & installers—and you'll have an independent, 3rd party inspector on your team: someone who will monitor the installation process and work on your behalf to ensure things are done right from square one. So when the thunder rolls in, you can count on RCABC to protect you from the storm.

**Roofing: It's what we do.**

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**THERE'S A TIME TO COMPARE  
ROOF GUARANTEES & THE COVERAGE THEY OFFER**

**THERE'S ALSO A TIME WHEN  
IT'S TOO LATE TO DO SO**

There are consequences to choosing badly. Saying yes to the **RoofStar Guarantee** means peace of mind knowing your investment is backed by the best in the industry. You'll access the best materials, the most reliable contractors & installers—and you'll have an independent, 3rd party inspector on your team: someone who will monitor the installation process and work on your behalf to ensure things are done right from square one. And that means one less thing to worry about when the storm hits.

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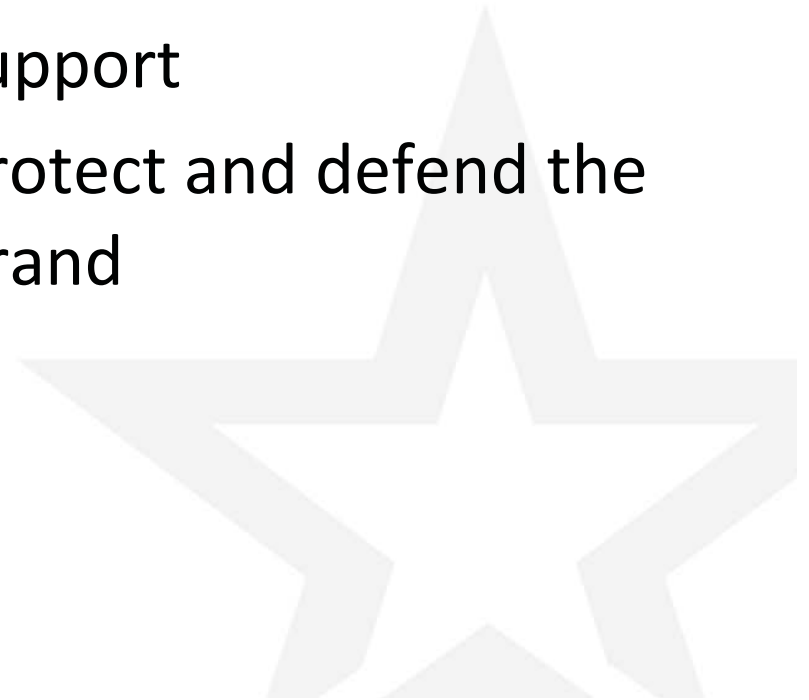


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*The Art of inspiring others  
to act towards a  
common goal*

- ✓ Engage the team
- ✓ Enable others
- ✓ Provide direction & support
- ✓ Protect and defend the brand







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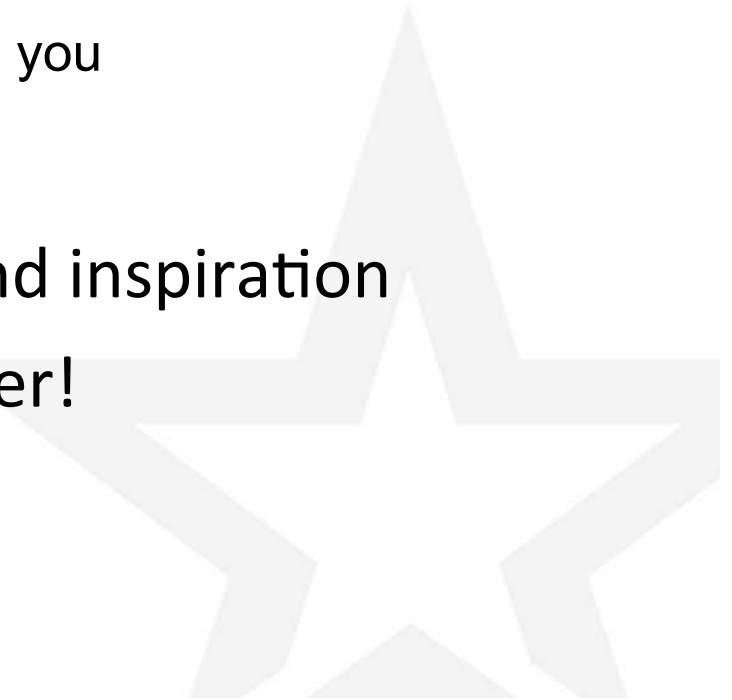
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## LEAVE YOU WITH THIS THOUGHT

- Communicate with us
- Let us know how to better engage with you

Renewed commitment and inspiration  
to work together!



RCABC

Roofing It's  
what we do!



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## IVAN VAN SPRONSEN, Executive Vice President

- The Relationship between RCABC and RCI
- Ad Hoc Inspector/Contractor Sub-Committee
- RCABC as an Industry Educator
- RCABC Research Initiatives





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## HAMISH MATHESON

- Frequently Asked Questions
- Five Roof Details
- RCABC Technical Services





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## PANEL

Panel Moderator: Pierre-Michel Busque, President, Busque Engineering

### RCABC Accepted Inspectors

Allan Martin - Senior Consultant, Morrison Hershfield

Tom Parisien – President, Westcoast Roof Inspection Services

### RCABC Roofing Contractors

Brad Eward - General Manager, Continental Roofing

Lawrence Matzek – Bollman Roofing

### RCABC

Rob Harris - Technical Manager





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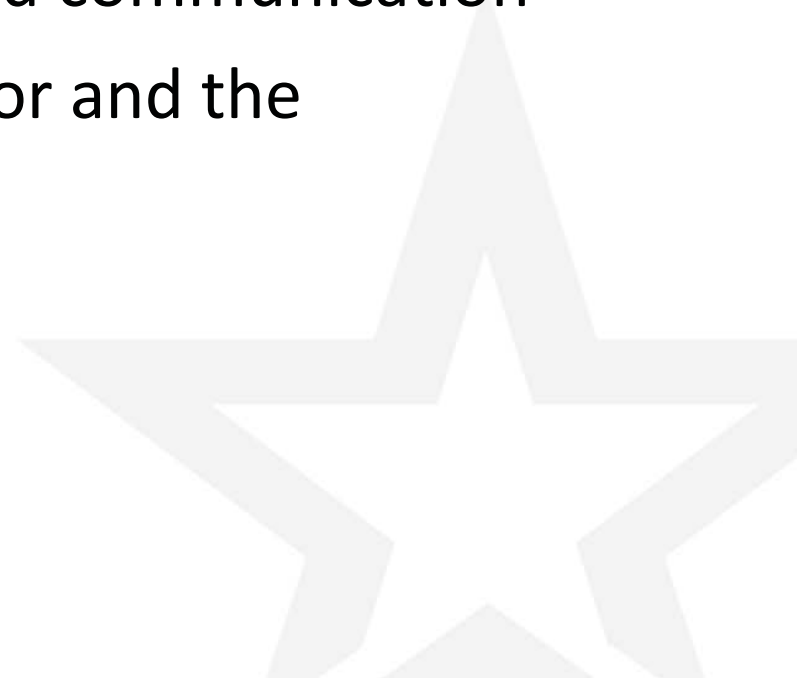


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## DISCUSSION OBJECTIVE

➤ To identify communication challenges and recommendations for improved communication between the Roofing Contractor and the Inspector/consultant







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## PANEL DISCUSSION

1. From your perspective - What are the most important elements to develop and maintain good working relationships between the inspector/consultant, the roofing contractor and the project team – at the project site?
2. From your experience - Discuss the challenges and best practices you use to enhance communication during:
  - Pre-start meetings
  - Course of construction inspection
  - Final inspection

