CALIBER

TRUST YOU CAN BUILD ON

Site Quality Assurance Program (SQAP)

2021 Handbook Part 1 v1.0

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ABOUT THIS HANDBOOK

This is the first volume in Caliber's series of handbooks, which outline the Caliber Quality Assurance Program (Caliber QAP). This volume outlines the roles and responsibilities of all the parties involved in providing the Site Quality Assurance Program for Spray Polyurethane Foam (SPF).

WHO IS CALIBER?

Caliber QAP encompasses the processes, procedures and personnel to support the Site Quality Assurance Program (SQAP) for building product manufacturers. Caliber is responsible for all activities related to the certification of installers to provide assurance that they are trained, knowledgeable and skilled to install products.

We are dedicated to improving the quality of installation on sites and supporting confidence from all stakeholders in the construction industry. The majority of our services are provided to the spray polyurethane foam industry.

The certification body services are structured to conform to International Standard ISO/IEC 17024 – Conformity Assessment – General Requirements for Bodies Operating Certification of Persons.

WHAT IS CALIBER?

The Caliber QAP certification program has been developed to ensure that SPF installers have been properly trained, tested, and evaluated in accordance with applicable standards and manufacturers' installation guidelines. This provides assurance for building owners, architects, engineers, building officials, and other stakeholders that the product is being installed correctly.

Caliber will conduct mandatory site visits to jobsites or mock-ups where SPF product is being installed either as insulation, an air barrier material, or an air barrier system. Caliber is therefore mandated to verify that SPF is being installed in accordance with the requirements set forth in CAN-ULC-S705.2-05 as well as the manufacturer's application guidelines, and as required in the evaluation reports issued by the Canadian Construction Materials Centre (CCMC).

CALIBER LOCATION

Caliber operates and provides third-party site quality assurance from our Toronto office and installer

evaluation services routinely in the following cities:

- Calgary
- Edmonton
- Ottawa
- Toronto
- Vancouver

CALIBER'S VISION

Caliber is committed to being North America's leading certification body and site quality assurance provider for spray polyurethane foam and other site-applied products.

CALIBER'S EXPERTISE

Caliber plays an active role in the spray foam industry and currently holds a seat on the CAN/ULC task group in Canada, working with industry, government, and other stakeholders to develop product and application standards for the spray foam industry.

CALIBER QAP'S CLIENTS

Caliber is proud to be providing third-party site quality assurance for the following clients:

BASF We create chemistry

HUNTSMAN BUILDING SOLUTIONS

DEMILEC

ICYNENE The Evolution of Insulation

CARLISLE SPRAY FOAM INSULATION

ICYNENE LAPOLLA

SWD Urethane

Johns Manville

INTRODUCTION

In Canada, medium density spray-applied polyurethane foam insulation for residential, commercial, and industrial building applications requires approval and listing by the Canadian Construction Materials Centre (CCMC) and compliance with Underwriters Laboratories of Canada (ULC) standards.

- CAN/ULC-S705.1 “Standard for Thermal Insulation – Spray Applied Rigid Polyurethane Foam, Medium Density, Material – Specification”
- CAN/ULC-S705.2 "Standard for Thermal Insulation – Spray Applied Rigid Polyurethane Foam, Medium Density – Application

As part of the CCMC approval, the Spray Polyurethane Foam (SPF) manufacturer must have an approved Site Quality Assurance Program (SQAP) and must ensure that the product is installed by qualified, certified installers and that field inspections are carried out by a third-party certification organization.

Caliber SQAP has been developed to ensure that all parties including the SPF *manufacturer*, *certified installers*, and *registered contractors* fully understand their roles and responsibilities and meet the requirements of the material standard (CAN/ULC-S705.1) and application standard (CAN/ULC S705.2).

The SQAP has been developed to provide assurance to homeowners, consumers, building owners, and government officials that the SPF product is being installed in accordance with the manufacturer installation guidelines and applicable standards.

STANDARDS COMPLIANCE

The manufacturer, certified installer, and registered contractor must meet all the requirements of the material standard (CAN/ULC-S705.1) and application standard (CAN/ULC-S705.2).

CAN/ULC-S705.1

CAN/ULC-S705.1-01 (Standard for Thermal Insulation – Spray Applied Rigid Polyurethane Foam, Medium Density, Material – Specification, including Amendments 1 and 2) provide the requirements for the physical properties.

The physical property requirements are shown in the table below (Table 1). In addition, the standard also provides requirements for package labeling and documentation to be provided to the contractor.

Table 1. Requirements for Physical Properties of Medium Density SPF

Property	Unit	Test Method	Requirements	
			Min.	Max.
Air Permeance (Material)	L/s @75 Pa	CCMC 07272	-	0.02
Air Permeance (System)	L/s @75 Pa	CCMC 07273	-	0.05
Apparent Core Density	kg/m^3	ASTM D1622	28	-
Compressive Strength	kPa	ASTM D1621	170	-
Dimensional Stability *at -20 °C* *at 80 °C* *at 70 °C, 97 +/- 3% RH*	 % % %	ASTM D2126 Modified	 - -1 -	 -1.0 +8 +14
Surface Burning Characteristics Flame Spread	-	CAN/ULC S102 and S127	-	500
Open Cell Content, Volume %	%	ASTM 6226	-	8
Initial Thermal Resistance	m^{2}K/W	ASTM C518	Declare	-
Conditioned Thermal Resistance *90 days at 60 °C, 50 mm specimen*	m^{2}K/W	ASTM C518	Declare	-
Long Term Thermal Resistance for 50 mm Specimen *Type 1* *Type 2*	m^{2}K/W	CAN/ULC S770	 1.8 2.0	 - -
Tensile Strength	kPa	ASTM D1623	200	-
Volatile Organic Emissions	-	CAN/ULC 774	Pass	-
Water Absorption by Volume	%	ASTM D2842	-	4
Water Vapor Permeance for a 50 mm thick specimen	ng/(Pa s m^2)	ASTM E96	-	60

CAN/ULC-S705.2

CAN/ULC-S705.2-05 (*Standard for Thermal Insulation – Spray Applied Rigid Polyurethane Foam, Medium Density – Application*) provides the requirements for installation. As well, it defines the requirements of the manufacturer, registered contractor, and installer including the requirement for a Quality Assurance Program based on ISO 9002 and ISO 12576-2.

CAN/ULC-S712.1

CAN/ULC-S712.1-01 (Standard for Thermal Insulation – Light Density, Open Cell Spray Applied Semi- Rigid Polyurethane Foam – Material Specification) provides the requirements for the physical properties.

The physical property requirements are shown in the table below (Table 2). In addition, the standard also provides requirements for package labeling and documentation to be provided to the registered contractor.

Table 2. Requirements for Physical Properties of Light Density SPF

Property	**Unit**	**Requirements**		**Test Method**
		Min.	Max.	
Air Permeance at 100 mm	L/(m² s) @75 Pa	-	Declare	Subsection 5.5.1
Apparent Core Density	kg/m³	6.8	12	Subsection 5.5.2
Dimensional Stability Volume Change: *at -20 °C* *at 80 °C* *at 70 °C, 97 +/- 3% RH*	%	 - - -	Shrinkage/Growth -1/+10 -15/+10 -15/+14	Subsection 5.5.3
Fungi Resistance		No growth	-	Subsection 5.5.4
Open-cell content, volume	%	80	-	Subsection 5.5.5
Surface Burning Characteristics Flame Spread	-	-	500	Subsection 5.5.6
Thermal resistance for a 50 mm specimen	m^2K/W	1.20	-	Subsection 5.5.7
Time to occupancy	D	1	30	Subsection 5.5.8
Water absorption by volume - For materials with WVP ≥1400 - For materials with WVP less than 1400 and greater than 400	 % %	 - -	 Declare 50	Subsection 5.5.9
Water Vapor Permeance for a 50 mm thick specimen	ng/(Pa s m^2)	1400 or 400 depending on water absorption	-	Subsection 5.5.10

SPRAY POLYURETHANE FOAM (SPF)

In Canada, spray-applied polyurethane foam insulation for residential, commercial, and industrial building applications requires approval and listing by the Canadian Construction Materials Centre (CCMC) and compliance with Underwriters Laboratories of Canada (ULC) standards. These standards also confirm materials compliance with the National Building Code of Canada (NBC).

As part of the CCMC approval, the foam manufacturer must have an approved Site Quality Assurance Program (SQAP), and must ensure that the product has been installed by qualified, certified installers and that field inspections are carried out by a third-party organization.

This certification scheme is specifically designed for individuals involved in the installation of spray polyurethane foam in applications such as thermal insulation, air barrier, and vapor barrier.

MEDIUM DENSITY (CLOSED CELL) AND LIGHT DENSITY (OPEN CELL) SPRAY POLYURETHANE FOAM

The process of installation of open cell light density foam and closed cell medium density foam are similar and require specialized knowledge, skills, equipment, and an understanding of the related health and safety issues (personal protection and site safety requirements).

Due to the similarities, requirements to become certified in either product are virtually the same and combined into one written examination and practical evaluation.

MEDIUM DENSITY (CLOSED CELL) SPRAY POLYURETHANE FOAM

The certification scheme is intended for individuals involved in the installation of medium density spray polyurethane foam in applications such as thermal insulation, an air barrier material, or an air barrier system. The certification scheme is in accordance with the requirements laid out in CAN/ULC-S705.2-05.

These applications are included in the construction of residential, commercial, and institutional buildings that fall under the National Building Code of Canada and subsequent Provincial/Municipal Building Codes.

LIGHT DENSITY (OPEN CELL) SPRAY POLYURETHANE FOAM

The certification scheme for individuals involved in the installation of light density spray polyurethane foam in applications such as thermal insulation and sound control is based on the same requirements as those for medium density spray polyurethane foam.

At present, there is no CAN/ULC standard for the installation of light density spray polyurethane foam; however, the CCMC Technical Guide for Spray-in-Place, Open-Cell Polyurethane Foam Thermal Insulation requires that the spray foam be installed by a qualified installer trained in accordance with the procedures outlined in CAN/ULC-S705.2-05 and with any additional procedures specific to the modified nature of the light density spray polyurethane foam.

AIR BARRIER SYSTEM (ABS)

When spray polyurethane foam is used as a component in an air barrier system, additional evaluation is required by specialized agents.

The material being used for this installation needs to be confirmed as proper air barrier insulation and approved for use. It is important to note that the approval must be for the system and not for the material only.

The certified installer must be aware of the CCMC evaluation number and confirm that the number is clearly listed on the container for the product. If the material is purchased in bulk, the certified installer must obtain the proper CCMC evaluation number from the registered contractor for the material that is in the bulk tank.

The substrate and the preparation of the substrate must be checked before any material is installed. Please verify if the substrate is one of the materials listed on the CCMC evaluation report. This is an important step as the approval on the evaluation report is given to specific substrates and not all materials in general.

If the framing material is steel studs (under the substrate), the installer must check the gauge (thickness) of the steel studs. Please note that steel studs must be used for exterior walls. The steel studs must be made from 20-gauge or thicker material.

After the material is installed, the same density test used for spray polyurethane foam must be conducted. The adhesion and cohesion test is similar, however the air barrier material must withstand a much greater load. A separate adhesion test must be conducted on any air barrier material in accordance with the manufacturer's instructions before any spray polyurethane foam is installed.

PLEASE NOTE: You must contact the manufacturer to verify if certification for ABS (air barrier system) is available.

OVERVIEW OF SITE QUALITY ASSURANCE PROGRAM

WHAT IS A CERTIFICATION ORGANIZATION (CO)?

The CO is defined in this document as a legal entity responsible for administrating the SQAP and ensuring that all parties are meeting the requirements of the standards. Caliber has developed a comprehensive Site Quality Assurance Program (SQAP) and provides personnel certification services for installers in the Spray Polyurethane Foam (SPF) industry in Canada.

The Caliber QAP personnel certification program has been developed to ensure that SPF installers have been properly trained, tested, and evaluated in accordance with applicable standards and manufacturers' installation guidelines.

CERTIFICATION ORGANIZATION (CO) OBLIGATIONS

Caliber, acting as a Certification Organization (CO) and Inspection Body (IB), shall ensure that the manufacturer, certified installer, and registered contractor comply with the requirements of the material and application standards. The CO's obligations are as follows:

a) Develop a certification scheme in compliance with ISO 17024.
b) Conduct all inspections in compliance with ISO 17020 and verify compliance with the application standards and manufacturer installation guidelines.
c) Oversee and administer the SQAP.
d) Certify the manufacturer's training program and verify compliance with the critical knowledge areas outlined in Appendix H (refer to Part 2 – SPF Installer Certification). In addition, the CO shall audit the delivery of the training program.
e) Ensure that the SQAP is registered with the listing organization.
f) Facilitate conflict resolution.
g) Conduct manufacturer audits.
h) Establish a scheme committee representing the interests of all parties. Caliber may adopt and implement recommendations as developed by the scheme committee into the SQAP.
i) Develop a bank of exam questions for both knowledge and practical evaluation.
j) Use the practical evaluation in Appendix I (refer to Part 2 – SPF Installer Certification) to confirm installers' abilities.

MANUFACTURER

The manufacturer is defined in this document as the legal entity responsible for manufacturing and distribution of the spray polyurethane foam (SPF).

MANUFACTURER REGISTRATION

In order to register with Caliber, the manufacturer must sign an agreement accepting to comply with all the requirements and obligations of the SQAP, CAN/ULC 705.1, and CAN/ULC 705.2.

The manufacturer must also develop a training course that is consistent with the Caliber QAP installer certification scheme. For SPF installer training courses, Caliber must approve the manufacturer's training course material and delivery of content via in-class instruction audit. The training course audit will be conducted every two (2) years or when course materials/delivery are modified. The manufacturer is responsible for all costs associated with Caliber training course approval.

MANUFACTURER OBLIGATIONS

It is the job of the manufacturer to ensure that the chemical materials produced will meet the requirements of CAN/ULC 705.1. For the SPF installation, the manufacturer is also responsible for complying with all the requirements of the SQAP and CAN/ULC 705.2.

The manufacturer may choose to sell their SPF products through distributors. In order for a distributor to be authorized to sell the manufacturer's SPF products, the distributor must sign an agreement that outlines its obligations under the SQAP. When the manufacturer and Caliber are in receipt of all the required documentation, then the distributor will become an authorized distributor.

The distributor, in conjunction with the manufacturer, is required to ensure that the material is only sold to a registered contractor (with a certified installer) in accordance with CAN/ULC-S705.2. Before the material is sold, the distributor will confirm that the registered contractor is currently listed as certified with Caliber. It should be noted that in cases of conflict resolution the manufacturer is ultimately responsible for meeting all the requirements of the SQAP.

REGISTERED CONTRACTOR

The registered contractor is defined in this document as a legal entity that enters into a legal agreement with their customer(s) and is registered either as a corporation, partnership, or sole proprietorship. The registered contractor is responsible for conforming to all requirements and obligations under the Site Quality Assurance Program (SQAP).

CONTRACTOR REGISTRATION

In order to become a registered contractor with Caliber QAP, the contractor must:

1. Be in good standing with the workers' compensation board or equivalent in all jurisdictions where doing business and where installing material.
2. Complete an application form online in full.
3. Provide incorporation document(s) or a GST/HST form that shows the contractor is a legal entity.
4. Provide a copy of a current general liability insurance policy (for a minimum of $2,000,000).
5. Identify all installers currently certified through Caliber QAP. Any installers who are not certified with Caliber must sign up for training within 6 months of registration.
6. Employ a minimum of 1 certified installer at all times.

REGISTERED CONTRACTOR OBLIGATIONS

The following outlines the requirements for all registered contractors with Caliber QAP:

1. The registered contractor must comply with all the requirements under the CAN/ULC-S705.2 application standard.
2. The registered contractor must procure material that is appropriate for the installation that meets the CAN/ULC-S705.1 Thermal Insulation – Spray Polyurethane Foam, Medium Density – Material standard.
3. The registered contractor must ensure that the certified installer has successfully completed an approved quality assurance training course.
4. The registered contractor must have at least one certified installer present on the job site during the application of the spray polyurethane foam.

5. The registered contractor is responsible for all aspects of the application including regulation, building codes, standards, etc.
6. The registered contractor must verify through the use of drum labels or other documentation that the material received meets the CAN/ULC-S705.1 material standard.
7. The registered contractor must provide the certified installer with safe and properly maintained equipment to install spray polyurethane foam. Equipment may include but not be limited to the dispensing unit, guns, transfer pump, compressors, generator, hose heaters, hoses, a proportioner unit, etc. The equipment shall be maintained in accordance with the equipment manufacturer's recommendations.
8. The registered contractor must provide the certified installer with proper personnel protection equipment. The PPE may include but not be limited to head protection, eye protection, a positive fresh air respirator, goggles, gloves, ear protection, body protection, head protection, and foot protection.
9. The registered contractor must provide a test kit to the certified installer to conduct the testing on the job site in accordance with the CAN/ULC-S705.2 application standard. The registered contractor must ensure that the certified installer conducts required testing.
10. The registered contractor must ensure that the certified installer completes Daily Work Records (DWR) in accordance with the Quality Assurance Program. The registered contractor must keep daily work records for a period of 7 years. The DWRs must be submitted to Caliber within 30 days of the installation.
11. A Daily Work Record must be completed:
    a) At the beginning of the day;
    b) At the start of a new job-site;
    c) When a material batch or lot number has been changed.
12. A job site label must be made available to the certified installer. The label is to be attached in a prominent location at the job site. Locations such as the electrical panels are acceptable.
13. The registered contractor must report *all installation projects* that are larger than 35,000 ft^2 and *all air barrier system projects*. It is the registered contractor's obligation under the manufacturer's SQAP as well as the CCMC report requirements to notify Caliber of all projects larger than 35,000 ft^2. As per the manufacturer's documentation, failure to do so will result in your suspension from the program. Caliber should be notified immediately if:

a) The project is larger than 35,000 ft^2;
b) An air barrier system (ABS) installation is required;
c) Installers with the registered contractor have not yet been evaluated by Caliber.

14. Where a separate registered contractor is responsible for the thermal barrier insulation, the registered contractor must notify the building owner or their representative in writing of the requirement of the thermal barrier and its flammability hazard, until such time as the foam is covered.
15. The registered contractor must ensure that all exposed polyurethane foam is covered with an adequate thermal barrier that meets the requirements of the applicable building code.

INSTALLER

A certified installer is defined as an installer who has successfully passed a written and practical evaluation to obtain certification status with Caliber and demonstrated competency to install the manufacturer's product. The certified installer has a direct impact on the level of quality of the installed product and must comply with the standards set forth in this handbook along with CAN/ULC-S705.2 and the manufacturer's installation guidelines.

INSTALLER CERTIFICATION

In order to achieve certification, each installer is required to complete the following:

1. The installer must successfully complete a training course approved by Caliber.
2. The installer must successfully pass the written examination.
3. The installer must successfully pass a practical evaluation.

If the certified SPF installer is to apply spray polyurethane foam as an air barrier, the installer must be certified as a Spray Polyurethane Foam Air Barrier System Installer. Please contact the manufacturer for the availability of ABS courses. The SPF Installer Certification is intended to be an ISO 17024 accredited certification while the SPF Air Barrier System Installer is **not** an accredited certification.

CERTIFIED INSTALLER OBLIGATIONS

The following outlines the requirements for all installers certified through Caliber QAP:

1. The certified installer must comply with all provided requirements of the Site Quality Assurance Program.
2. The certified installer is responsible for applying the material in accordance with the application standard (CAN/ULC-S705.2) and the manufacturer installation guidelines.
3. The certified installer must confirm, using drum labels or other documentation, that the material to be used on site has been declared by the manufacturer to meet the CAN/ULC-S705.1 material standard before commencing installation.
4. The certified installer is responsible for all aspects of on-site installation of the material including safe handling and storage of the material, proper isolation of the spray area, warning signs when spray is in progress, site housekeeping, and their own personal health and safety, as well as that of the crew.
5. The certified installer must follow all safety, operational, maintenance, and cleaning instructions for the equipment used for installation provided by the equipment manufacturer. This equipment may include, but is not limited to, transfer pumps, a proportioner unit, hoses, hose heaters, guns, compressors, generators, and any other applicable items.
6. In cases where an apprentice installer is applying the material, the apprentice installer must be under the direct supervision of a certified installer who is responsible for the application.
7. The certified installer must complete a daily work record in accordance with the Quality Assurance Program. The daily work record shall be completed at the beginning of each day, each time a material batch is changed, and when the job site is changed within a given day.
8. The certified installer must post a job site label in a prominent location at the job site when the installation has been completed. Locations such as the electrical panels are acceptable.
9. The certified installer must remove all waste from the construction site in a safe and proper manner at the end of each working day and dispose of it in accordance with local, provincial, and federal requirements.
10. The certified installer must remove all empty and partially empty drums or other containers of material from the job site.

APPRENTICE

A registered apprentice is defined as an individual registered with the Certification Organization who installs spray-applied polyurethane foam on the job site **under direct supervision** of a certified SPF installer. "Apprentice" is a temporary status intended to allow the candidate an opportunity to gain experience under a certified installer until they are able to successfully complete their installer certification. The apprentice status is valid for either 6 months or until the end of the calendar year – whichever is longer.

APPRENTICE REGISTRATION

In order to become a registered apprentice with the Caliber QAP program the candidate must, in the following order:

1. Complete a training course approved by Caliber.
2. Process a pre-payment for a future certification exam.
3. Contact Caliber and request apprentice status and an apprentice identification card.

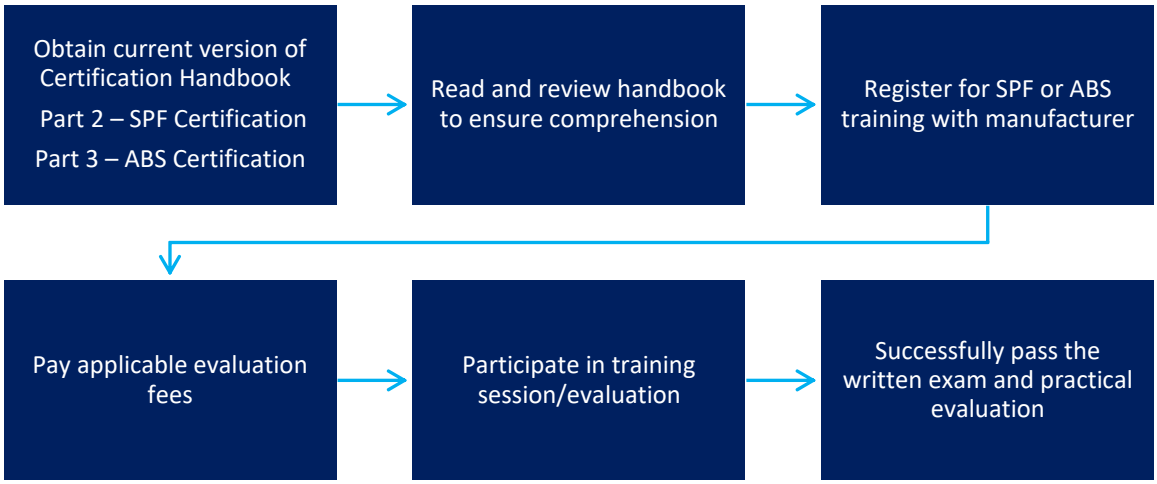
Apprentice status is valid for either 6 month or until the end of the calendar year – whichever period is longer. The apprentice must successfully complete a Caliber certification exam during this period in order to become a certified installer. If certification cannot be achieved within the apprentice period, the certification process must be restarted. Apprentice identification cards are not renewable beyond this period.

REGISTERED APPRENTICE OBLIGATIONS

The following outlines the requirements for all apprentices registered through Caliber QAP:

1. The registered apprentice cannot purchase material.
2. The registered apprentice can only install material under the direct supervision (continuous visual observation) of a certified installer.

HOW TO BECOME A CERTIFIED SPRAY POLYURETHANE FOAM OR AIR BARRIER SYSTEM INSTALLER



In order to achieve certification, each installer is required to complete the following:

1. Obtain the latest version of this handbook by contacting Caliber at 1-888-572-7435 or by visiting the website at qap.caliberqa.com.
2. Read and review all information provided in this handbook.
3. Understand and be capable of performing the tasks required as a certified SPF or ABS installer.
4. Register for training with the spray foam manufacturer.
5. Pay applicable evaluation fees. Fees are as follows (excluding applicable taxes):

   $600 for evaluations at training centres or approved distributor locations

   $1000 for evaluations at job sites or contractor shops, based on Caliber's travel schedule.

   Additional fees may apply for remote locations or urgent exams.
6. Attend the training course provided by the manufacturer.
7. Successfully pass the written and practical examination.

The manufacturer may send a technical field consultant to follow up with installers at the job site following the completion of the in-class training to provide additional hands-on training and/or review site equipment.

Please refer to Parts 2 and 3 for SPF and ABS Certification.

SPF CONTACTOR/COMPANY CODE OF CONDUCT

In order to deliver a program that meets and complies with applicable regulations and exceeds the

expectations of end-users and related stakeholders in the construction industry, as a SPF Contactor/Company, you acknowledge that you will:

- Comply with all program requirements as outlined in the SQAP handbooks. The latest copy of the handbooks is available on Caliber's website.
- Approach all business dealings and marketplace transactions with integrity. Be professional and ethical in interactions with the public and compliant with applicable laws and regulatory requirements.
- Adhere to industry best practice standards for marketing, sales, installations and general communication.
- Represent all products and services provided by you honestly.
- Be committed to quality workmanship and resolve installation disputes quickly, professionally, and in good faith.
- Avoid actual and perceived conflicts of interest.

REJECTION, SUSPENSION AND DISMISSAL FROM PROGRAM

In cases where a SPF Contactor/Company does not comply with the terms, conditions and requirements of SQAP, including the above Code of Conduct, Caliber may suspend or terminate the Contactor/Company's membership in the program. Suspension may be lifted when the required corrective actions have been completed to Caliber's satisfaction. If Caliber suspects, or has knowledge, that an applicant to SQAP has a history of non-compliance with any of the items of the Code of Conduct set out above, Caliber may, in its discretion, reject such Contactor/Company's application for membership in SQAP. Caliber shall not be responsible for any direct or indirect damages associated with the member's suspension or termination or with the rejection of its application for membership in the program. Appeals for any rejection, suspension or termination must be completed in writing and sent by registered mail to Quality Assurance Program Director, 2323 Yonge Street, Suite 605, Toronto, ON M4P 2C9

FIELD EVALUATIONS

JOB SITE AUDITS AND EVALUATIONS

As part of the SQAP, Caliber conducts and / or coordinates field monitoring activities. The monitoring

activities include:

- Installed Product Compliance Audits
- Installer or Project Surveillance Audits
- Complaint Resolution Audits
- Quality Sampling Audits

In most cases, the fee for the evaluations is borne by the registered contractor. The fees for these evaluations are updated on an annual basis. You may contact Caliber at 1-888-572-7435 for an up-to-date listing.

PRACTICAL EVALUATIONS

The practical evaluations are conducted after a candidate has attended a training course. The evaluation will be conducted at a training centre, contractor shop, or job site. The Caliber QAP practical evaluation is intended to assess whether the installer has the practical knowledge and hands-on skills to install.

PERIODIC EVALUATIONS

Project audits are conducted on an ongoing basis and may be triggered by a variety of events including construction specifications, regulatory compliance, identified non-conformances, complaints, and ongoing monitoring of contractors / installers.

MANDATORY EVALUATIONS

Mandatory installation evaluations are required on insulation or air barrier material projects that are larger than 35,000 ft^2, and on all air barrier system projects. It is the obligated of the certified installer under the SQAP as well as the CCMC report requirements to notify the manufacturer and Caliber of all projects larger than 35,000 ft^2. As per the SQAP documentation, failure to do so will result in suspension from the program.

Caliber should be notified immediately if:

a) The project is larger than 35,000 ft²;

b) Air barrier systems installation is required (refer to Part 3 of this handbook—ABS Site Quality Assurance Program and Installer Certification Handbook);

c) Installers at your company have not yet been evaluated by Caliber QAP.

BUILDING OWNER REQUIRED EVALUATIONS

Building owner required evaluations occur when the owner (or owner's representative) requires third-party inspections in the contract documents.

FOLLOW-UP EVALUATIONS

Follow-up evaluations are conducted when a non-conformance has been identified and the field evaluator has recommended that additional evaluations be conducted for that registered contractor or certified installer.

FREQUENCY OF EVALUATIONS

For insulation, the following schedule will be followed:

Project Size (ft^2)	No. of Inspections
35,000–70,000	1
70,001–105,000	2
105,001–140,000	3
Over 140,000	Case-by-case basis

For air barrier systems (ABS), the following schedule will be followed:

Project Size (ft^2)	Minimum No. of Inspections for Transition Membrane	Minimum No. of Inspections for Spray Foam	Minimum Total No. of Inspections for ABS System
35,000–70,000	1	1	2
70,001–105,000	2	2	4
105,001–140,000	3	3	6
Over 140,000	Case-by-case basis		

NON-CONFORMANCE AND CORRECTIVE ACTION

If a non-conformance is identified through conducting a project audit, the following process will be followed:

1. Caliber will distribute a report or letter to the manufacturer and registered contractor outlining required corrective actions

CALIBER QAP FIELD EVALUATORS

The Caliber field evaluators have completed both external and internal training covering all aspects of the evaluation including the applicable standards.

Field evaluators / auditors typically carry the proper equipment and test kit to perform the required physical tests. Where this is not practical, contractors and / or installers will be informed of the equipment and tools they need to provide. Please note that all Caliber field evaluators carry a photo identification card.

The registered contractors and certified installers are required to fully cooperate with the field evaluators and provide all necessary documentation and information prior to the evaluation.

COMPLAINT PROCEDURE

a) All complaints received regarding the certified installer's performance shall be submitted in writing and reviewed by the certification organization (CO). The CO shall be responsible for management, oversight, and follow-up of the corrective action. The fees associated with complaint resolution will be billed to the manufacturer or contractor.

b) The CO shall review the complaint and send to the manufacturer to be investigated and resolved where possible.

c) A response shall be given by the manufacturer for each complaint and then reviewed by the CO. All corrective actions will be documented by the CO.

d) All corrective actions shall be verified by the CO and completed to the satisfaction of the CO, client, and authority having jurisdiction.

e) Following the aforementioned procedures, the installer shall be given the opportunity to appeal the complaint.

f) The CO will notify the complainant of an agreed upon resolution and take action where necessary.

CORRECTIVE ACTIONS

a) All non-conformances shall be resolved within 30 days of the audit. Caliber at their discretion may grant an extension. The CO shall review and approve all corrective actions.

b) The evaluator shall provide the certified installer, registered contractor, and manufacturer a report within 10 business days of the field review date. The report shall include a description of the non-conformance and recommended corrective actions.

c) The certified installer and/or registered contractor shall supply the CO with objective evidence that the non-conformance has been resolved.

d) Health and safety non-conformances shall be corrected prior to the continuance of the installation and documented evidence shall be provided to the CO. The installer's certification and/or the registered contractor's status may be immediately suspended until the health and safety non-conformance is resolved, depending on the severity.

e) Non-conforming material that does not meet the requirements of the material and/or the installation standard shall be removed and new material shall be installed. The inspector shall define the severity of the non-conformance.

f) If non-conformances are not resolved the CO may suspend the certification status of installers or the registered status of the contractor, or levy a fine.

APPENDIX A – CALIBER OFFICE LOCATION

Caliber Quality Solutions

2323 Yonge Street, Suite 604

Toronto, ON M4P 2C9

APPENDIX B – CALIBER TERMS AND DEFINITIONS

ACCREDITATION – Confirmation that a legal corporation has policies and procedures in place to meet the requirements of a certification scheme.

APPEAL – Request by an applicant, candidate, or certified person for reconsideration of any adverse decision made by the certification organization related to her/his desired certification status.

CANDIDATE – Applicant who has fulfilled specified prerequisites allowing his/her participation in the certification process.

CERTIFICATION ORGANIZATION (CO) – Organization licensed to ISO 17024 by a member of IAF/ILAC Multilateral Agreement, possessing the necessary competence and reliability to operate a certification program in compliance with ISO 17024 in which the interests of all parties concerned with the functioning of the system are represented.

CERTIFICATION ADMINISTRATOR – Person approved by Caliber, competent to assess and approve an applicant for certification.

CERTIFICATION PROCESS – All activities by which a certification body establishes that a person fulfills specified competence requirements, including application, evaluation, decision on certification, surveillance and recertification, and use of certificates and logo/marks.

CERTIFIED INSTALLER – Individual (worker) trained, certified, and licensed by a Certification Organization, responsible for the actual spray polyurethane foam installation and site requirements, and who is authorized to supervise an Apprentice Installer.

CERTIFICATION SCHEME – Specific certification requirements related to specified categories of persons to whom the same particular standards, rules, and procedures apply (ISO 17024).

CERTIFICATION SCHEME COMMITTEE – Group of persons who fairly and equitably represent the interests of all parties significantly concerned with the certification scheme, without any particular interest predominating, and who are responsible for the development of the certification scheme in accordance with ISO 17024.

CERTIFICATION SYSTEM – Set of procedures and resources for carrying out the certification process as per a certification scheme, leading to the issue of a certificate of competence including maintenance.

COMPETENCE – Demonstrated ability to apply knowledge and/or skills and, where relevant, demonstrated personal attributes, as defined in the certification scheme.

COMPLAINT – Conformity assessment request, other than an appeal, by any organization or individual to a certification body, for corrective action relating to the activities of that body or to those of any of its customers.

EVALUATION – Process that assesses a person's fulfillment of the requirements of the scheme, leading to a decision on certification.

EXAMINATION – Mechanism that is part of the evaluation, and that measures a candidate's competence by one or more means such as written, oral, practical and observational.

EVALUATORS – Individuals, selected according to their experience and knowledge of the industry and the certification scheme, trained to administer practical evaluations or conduct field evaluations.

KNOWLEDGE ESSENTIAL TASK LIST (KETL) – The comprehensive list of knowledge, skills, and tasks an individual is expected to demonstrate mastery of in order to earn Caliber certification.

QUALIFICATION – Demonstration of personal attributes, education, training, and/or work experience.

RECERTIFICATION – Process of confirming conformity with current certification requirements.

REGISTERED APPRENTICE – Individual registered with the Certification Organization who installs spray applied polyurethane foam on the job site under direct supervision of a Certified Installer.

REGISTERED CONTRACTOR – Individual, organization, or corporation who is responsible for meeting all requirements and obligations for the installation and who is recognized by a Certification Organization (CO).

SITE QUALITY ASSURANCE PROGRAM (SQAP) – Program that ties the supplier, registered contractor, and the installer together, outlines the responsibilities and obligations of each of the three parties, and makes them responsible for the installation.

SURVEILLANCE – The periodic monitoring, between the periods of certification, of a certified person's performance to ensure continued compliance with the certification scheme.