



CALIBER QUALITY ASSURANCE PROGRAM • HANDBOOK PART 1

Site Quality Assurance Program

SQAP Handbook for Spray Polyurethane Foam (SPF)

2026 Edition

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About This Handbook

This is the first volume in Caliber's series of handbooks describing the Caliber Quality Assurance Program (Caliber QAP). It sets out the roles and responsibilities of all parties involved in the Site Quality Assurance Program (SQAP) for spray polyurethane foam (SPF), and the terms on which Caliber provides inspection services. Volume 2, the Installer SPF Certification Handbook, sets out the certification of installers. Parts 1 and 2 together form the CALIBER Site Quality Assurance Program Handbooks referred to in, and incorporated into, the Installer and Contractor Agreements.

This edition replaces any previous version. The current edition is always available on our website.

Who Is Caliber?

Caliber Quality Solutions Inc. ("Caliber") operates the processes, procedures and personnel that support the Site Quality Assurance Program for building product manufacturers. Caliber operates two accredited functions:

- a **certification body**, accredited by the International Accreditation Service (IAS) to ISO/IEC 17024:2026 (PCB-112), which certifies SPF installers; and
- an **inspection body**, accredited by IAS to ISO/IEC 17020:2026 (AA-785), which performs installed product audits.

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

What Caliber does

The Caliber QAP certification program ensures that SPF installers have been properly trained, tested and evaluated in accordance with applicable standards and manufacturers' installation guidelines, giving building owners, architects, engineers, building officials and other stakeholders assurance that the product is installed correctly. Caliber's inspection body conducts site audits of installed SPF to verify installation in accordance with CAN/ULC standards, the manufacturer's application guidelines and the evaluation reports.

Where Caliber operates

Caliber's administrative and mailing address is 10225 Yonge St, Unit R126, Richmond Hill, ON L4C 3B2. Audits and evaluations are delivered in person across Canada or by remote live-stream.

Caliber's vision and expertise

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 takes an active role in the industry and participates on the CAN/ULC task group that develops the product and application standards for spray foam, working with industry, government and other stakeholders.

Participating manufacturers

The current list of manufacturers whose products are covered by the Caliber QAP is published on our website.

Impartiality

Caliber is committed to impartiality in all its certification and inspection activities. Inspection results and audit reports are based solely on the objective evidence obtained on site and are issued by Caliber's auditors, who

are employees or individually contracted personnel of Caliber, not of any manufacturer or contractor. Auditors do not audit work in which they, or anyone they are related to or employed by, have an interest, and they declare any conflict of interest before each assignment.

Caliber identifies and manages threats to impartiality – including those arising from its relationships with manufacturers, from its own personnel and from financial pressures – through a documented risk assessment reviewed with its Steering Committee, which represents contractors, manufacturers, and industry, building and regulatory interests without any one interest predominating. Caliber's Impartiality Policy is available on our website.

Introduction

In Canada, spray-applied polyurethane foam insulation for building code applications requires a product/material evaluation report by an approved listing agency.

The SPF manufacturer must have a designated Site Quality Assurance Program and must ensure that the product is installed by qualified, certified installers and that field inspections are carried out by a third-party body. The Caliber SQAP ensures that the manufacturer, certified installers and registered contractors understand their roles and responsibilities giving homeowners, consumers, building owners and officials assurance that SPF is installed in accordance with the manufacturer's guidelines and the applicable standards.

Standards Compliance

The manufacturer, certified installer and registered contractor must meet all the requirements of the material standard and the application standard, current editions.

CAN/ULC S705.1

CAN/ULC S705.1 (Standard for Thermal Insulation – Spray Applied Rigid Polyurethane Foam, Medium Density – Material Specification) sets the physical property requirements and the requirements for package labelling.

CAN/ULC S705.2

CAN/ULC S705.2 (Standard for Thermal Insulation – Spray Applied Rigid Polyurethane Foam, Medium Density – Application) sets the requirements for installation.

CAN/ULC S712.1

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

CAN/ULC S712.2

CAN/ULC S712.2 (Standard for Thermal Insulation – Light Density, Open Cell Spray Applied Semi-Rigid Polyurethane Foam – Application) sets the requirements for installation.

CAN/ULC S718

CAN/ULC S718 (Standard for Site Quality Assurance Programs for Spray Applied Polyurethane Foam) sets requirements for a site quality assurance program (SQAP) for the on-site installation of spray applied polyurethane foam (SPF).

Spray Polyurethane Foam (SPF)

The certification scheme is designed for individuals installing SPF in applications such as thermal insulation, air barrier and vapour barrier.

Medium-density (closed-cell) and light-density (open-cell) SPF

Installation of open-cell light-density foam and closed-cell medium-density foam is similar and requires specialized knowledge, skills, equipment and an understanding of the health and safety issues (personal protection and site safety). The requirements for certification in either product are therefore combined into one written examination and practical evaluation.

Medium density (closed cell): the certification scheme covers installation of medium-density SPF as thermal insulation, an air barrier material or part of an air barrier system in accordance with CAN/ULC S705.2, in buildings governed by the National Building Code of Canada and provincial / municipal codes.

Light density (open cell): installation must be carried out by a certified installer in accordance with CAN/ULC S712.2 and any additional procedures specific to light-density foam in the manufacturer's installation instructions.

Air barrier systems (ABS)

When SPF is used as a component of an air barrier system, the material must be confirmed as approved for air barrier use, and the approval must be for the system, not the material only. The certified installer must check the substrate and its preparation against the substrates listed on the evaluation report before installing. Where framing is steel studs, check that they are 20-gauge or thicker. After installation, the same density test is conducted; the adhesion and cohesion tests are similar but the air barrier material must withstand a greater load, and a separate adhesion test is conducted on any air barrier material, per the manufacturer's instructions, before SPF is installed. The SPF Air Barrier System Installer status is a manufacturer installer approval managed by Caliber but is not a certified accredited status; contact the manufacturer for availability of ABS training.

Overview of the Site Quality Assurance Program

Caliber as certification body and inspection body

Caliber administers the SQAP and ensures that all parties meet the requirements of the standards. Caliber's obligations are to:

1. operate a certification scheme in accordance with ISO/IEC 17024;
2. conduct all inspections in accordance with ISO/IEC 17020 and verify compliance with the application standard and the manufacturer's installation guidelines;
3. oversee and administer the SQAP;
4. approve the manufacturer's training program against the critical knowledge areas (Handbook Part 2, Appendix H) and audit the delivery of the training program – without itself training the candidates it certifies;
5. ensure that the SQAP is registered with the listing organization;
6. facilitate the resolution of complaints and conflicts;
maintain a Steering Committee whose members fairly and equitably represent the interests of manufacturers, contractors, installers, and building and consumer interests, without any one interest predominating, to advise on the development of the SQAP and the certification scheme and on the safeguarding of impartiality; Caliber may adopt recommendations of the Steering Committee into the SQAP;
7. develop and maintain the bank of examination questions and the practical evaluation; and
8. use the practical evaluation (Handbook Part 2) to confirm installers' abilities.

Manufacturer

The manufacturer is the legal entity responsible for manufacturing and distributing the SPF. To register with Caliber, the manufacturer signs an agreement to comply with all requirements of the SQAP, and develops a training course consistent with the Caliber QAP installer certification scheme. Caliber approves the training course material and its delivery through an in-class audit every two years or when the materials or delivery change; the manufacturer bears the cost of approval.

The manufacturer ensures that its material meets CAN/ULC standards and complies with the SQAP. Where products are sold through distributors, each distributor signs an agreement setting out its SQAP obligations and becomes an authorized distributor once the manufacturer and Caliber have the required documentation. The distributor, with the manufacturer, ensures that material is sold only to a registered contractor (with a certified installer), confirming the contractor's current status with Caliber before sale. In conflict resolution the manufacturer is ultimately responsible for meeting the SQAP requirements.

Registered contractor

The registered contractor is a legal entity (corporation, partnership or sole proprietorship) that contracts with its customers and is responsible for all requirements and obligations under the SQAP. To register, the contractor must:

1. be in good standing with the workers' compensation board or equivalent in all jurisdictions where it does business and installs material;
2. complete the on-line application in full;
3. provide incorporation documents or a GST/HST form showing it is a legal entity;
4. provide a copy of current general liability insurance (minimum \$2,000,000);
identify all its installers, and add installer candidates on the online platform;
5. employ at least one certified installer at all times.

Registered contractor obligations:

- comply with all requirements of CAN/ULC standards;
- procure material appropriate for the installation that meets CAN/ULC standards;
- ensure that installers have completed an approved training course;
- 1. have at least one certified installer present on the job site during application;
- 2. take responsibility for all aspects of the application, including regulations, building codes and standards;
verify through drum labels or other documentation that the material received meets CAN/ULC standards;
- 3. provide safe, properly maintained equipment (dispensing unit, guns, transfer pump, compressors, generator, hose heaters, hoses, proportioner, etc.), maintained per the equipment manufacturer's recommendations;
- 4. provide proper personal protective equipment, including a positive fresh-air respirator and head, eye, ear, hand, body and foot protection;
provide a test kit and ensure the certified installer performs the required testing;
ensure the certified installer completes Daily Work Records (DWR), keep them for 7 years, and submit them to Caliber if requested;
- 5. ensure a DWR is completed at the beginning of each day, at the start of a new job site, and when a material batch or lot changes;
- 6. make job site labels available to the certified installer, to be posted in a prominent location (e.g. the electrical panel);
notify Caliber immediately of all projects larger than 35,000 ft², all air barrier system projects, and where its installers have not yet been evaluated by Caliber – failure to report is grounds for suspension under the manufacturer's SQAP;
- 7. where a separate contractor is responsible for the thermal barrier, notify the building owner or representative in writing of the thermal barrier requirement and the flammability hazard until the foam is covered; and
- 8. ensure all exposed foam is covered with an adequate thermal barrier meeting the applicable building code.

Installer

A certified installer has passed Caliber's written examination and practical evaluation, and demonstrated competence to install the manufacturer's product. The certified installer has a direct impact on the quality of the installed product and must comply with this Handbook, CAN/ULC standards and the manufacturer's installation guidelines. Installer candidates are added by their registered contractor on Caliber's online platform and apply there by accepting the declaration and the Installer Agreement. Certification requires completion of an approved training course, the written examination and the practical evaluation; installers applying SPF as an air barrier must also hold the SPF Air Barrier System Installer training and/or approval from the manufacturer. The certification process, fees and the certified installer's obligations are set out in Handbook Part 2.

Registered apprentice

A registered apprentice is registered with Caliber and installs SPF on the job site only under the direct supervision (continuous visual observation) of a certified installer. Apprentice status is not automatic: Caliber may grant it individually to an installer candidate who has not yet achieved certification. It is temporary (6 months or until the end of the calendar year, whichever is longer; Caliber may, at its sole discretion, extend it

case by case where there is good reason (for example, a language barrier delaying the examination)) and is not a certification. A registered apprentice may not purchase material. See Handbook Part 2.

Field Evaluations and Audits

As part of the SQAP, Caliber conducts or coordinates field monitoring: installed product compliance audits; installer or project surveillance audits; complaint resolution audits; and quality sampling audits. In most cases the audit fee is paid by the registered contractor; fees are set out in Caliber's Fee Schedule, available upon request.

Types of evaluation

- **Practical evaluations** – conducted after a candidate has attended a training course, at a training centre, contractor shop or job site, to assess whether the installer has the practical knowledge and hands-on skills to install (Handbook Part 2).
- **Periodic evaluations** – project audits triggered by construction specifications, regulatory compliance, identified non-conformances, complaints and ongoing monitoring of contractors and installers.
- **Mandatory evaluations** – required on insulation or air barrier material projects larger than 35,000 ft² and on all air barrier system projects. The certified installer and registered contractor must notify the manufacturer and Caliber of all such projects; failure to do so results in suspension from the program.
- **Building-owner-required evaluations** – where the owner or owner's representative requires third-party inspection in the contract documents.
- **Follow-up evaluations** – where a non-conformance has been identified and the auditor has recommended further evaluation of the contractor or installer.

Frequency of evaluations

Project size (ft ²)	Insulation – no. of inspections	ABS – transition membrane	ABS – spray foam	ABS – total
35,000 – 70,000	1	1	1	2
70,001 – 105,000	2	2	2	4
105,001 – 140,000	3	3	3	6
Over 140,000	Case by case	Case by case	Case by case	Case by case

Caliber auditors

Caliber auditors are authorized by Caliber after training on all aspects of the audit, including the applicable standards, and are monitored at least annually. Auditors carry the proper equipment and test kit to perform the required tests. All Caliber auditors carry photo identification. Registered contractors and certified installers must cooperate fully with auditors and provide all necessary documentation and information before the audit.

Inspection Services Terms

The following terms apply to every installed product audit accepted by Caliber (IBO-C-07 Appendix 1).

1. **Scope.** Caliber performs installed product audits to confirm general conformance of SPF installations to CAN/ULC S705.2 or S712.2 and the SQAP. Audits are sample-based and do not certify the whole installation, verify contractual thickness or specification compliance, or replace review by the authority having jurisdiction or the designer of record.

Requests. Audits are requested via Caliber's Customer Service. Caliber reviews each request and may decline, or accept with conditions, requests outside its scope, unsafe sites, or dates it cannot meet. Acceptance is confirmed in writing.

Delivery. Audits are performed in person by Caliber's authorized auditors or, where Caliber's procedures permit, by remote live-stream with a manufacturer representative or Caliber-approved Field Data Collection Agent performing sampling on site under the auditor's direction. The requester consents to the remote model where it is selected.

2. **Site obligations.** The contractor provides safe access, a certified installer on site during spraying, daily work records, material documentation and repair of sampled areas. Caliber may stop an audit where safety or access requirements are not met; a stopped audit is rescheduled and may be charged.

Reports. The report is issued to the requester, the registered contractor and the manufacturer within 10 business days of the audit or of receipt of outstanding information, whichever is longer. Reports are Caliber's statement of the conditions observed on the date of the audit; corrections after issue are made only by supplementary report. Reports may not be altered or reproduced in part.

Fees and legal terms. Fees are as quoted on the invoice or per Caliber's Fee Schedule, available upon request. Every inspection is invoiced with Caliber's Client Terms and Conditions attached; the invoice and the Terms and Conditions together form the agreement with the client, including the limitation of liability. SPF incident audits are billed to the manufacturer or contractor as provided in their agreements. Cancellation within 2 business days of a scheduled audit is chargeable.

3. **Confidentiality and impartiality.** Audit information is handled under Caliber's confidentiality policy and is disclosed only to the parties named above, to the certification body for scheme purposes, and as required by law. Caliber's auditors are independent of manufacturers and contractors.
4. **Complaints and appeals.** Any party may complain or appeal free of charge as described below.

Non-Conformance and Corrective Action

Findings are classified as Major, Minor or Recommended / Non-technical. When a non-conformance is identified in an audit:

the auditor provides the certified installer, registered contractor and manufacturer with a report within 10 business days of the audit or of receipt of outstanding information, whichever is longer, describing the non-conformance and the corrective action required;

1. all non-conformances are to be resolved within 30 days of the audit; Caliber may grant an extension at its discretion and reviews and approves all corrective actions;
2. the certified installer and / or registered contractor supplies Caliber with objective evidence that the non-conformance has been resolved; Caliber verifies it, by follow-up audit where required;
3. health and safety non-conformances are corrected before installation continues, with documented evidence to Caliber; depending on severity, the installer's certification and / or the contractor's registration may be suspended immediately until resolved;
4. non-conforming material that does not meet the material and / or installation standard is removed and new material installed; the auditor defines the severity of the non-conformance; and

5. if non-conformances are not resolved, Caliber may suspend the certification of installers or the registration of the contractor, or levy a fine.

Complaints

A complaint about a certified installer's work, a Caliber audit report or Caliber's services may be made by anyone – building owner, contractor, manufacturer, authority having jurisdiction or member of the public – in English or French, by e-mail to **qap@caliberqa.com**, by letter to Caliber Quality Solutions Inc., 10225 Yonge St, Unit R126, Richmond Hill, ON L4C 3B2, or by telephone (1-888-572-7435).

Installed Product Complaint Form Making a complaint is free of charge.

1. Caliber acknowledges the complaint in writing within 5 business days, confirms whether it is within the scope of the SQAP (contractual, payment, design and site-cleanliness disputes are not), and names the person handling it. Nobody involved in the work complained about takes part in handling the complaint.

A problem reported with an installed SPF product (for example by a homeowner or building owner) is handled as an SPF incident, not as a complaint, and is reported in the same ways. For an SPF incident, Caliber identifies the product and manufacturer, notifies the manufacturer and registered contractor, and reviews the manufacturer's site visit report; Caliber may also audit the installation itself, at its discretion. Caliber's case letter identifies any non-conformances and the corrective actions required, and to the person who reported the incident and is sent to the contractor and manufacturer, with a summary to the person who reported the incident. The contractor performs the corrective action; Caliber verifies it from the manufacturer's follow-up report or, at its discretion, by a follow-up audit. Where air quality is in question, an independent air quality test is arranged at Caliber's discretion. The cost of SPF incident audits is billed to the manufacturer or contractor as provided in their agreements.

2. The complainant is kept informed of progress and receives a written notice of resolution, normally within 60 business days of receipt; where longer is needed, the reason and new date are given. The certified installer is informed of the complaint and of any demerit points assessed, and may appeal that assessment (Handbook Part 2).

A complaint about a decision or the conduct of the Program Manager, or a complaint the complainant does not consider resolved, is reviewed by Caliber's independent Program Director.

Appeals

A registered contractor, manufacturer, building owner or other party with a direct interest may appeal an inspection result, a finding in a Caliber audit report or its classification, or a decision to withhold, amend or withdraw a report. Appeals are free of charge and are decided by Caliber's Program Director, who is independent of the inspection operations and had no part in the audit or decision under appeal (or, where the Program Director was involved, by two disinterested members of the Steering Committee).

Submit the appeal in writing within 10 business days of receiving the report or decision, by e-mail to **qap@caliberqa.com** or by letter to Caliber Quality Solutions Inc., 10225 Yonge St, Unit R126, Richmond Hill, ON L4C 3B2, stating what is appealed and why, with supporting information. Caliber acknowledges the appeal within 5 business days and names the decision-maker. The decision-maker reviews the complete audit file (report, field data, photographs and video, test results), obtains the auditor's written response, may obtain independent technical advice or arrange a re-inspection, and may ask the appellant for further information. A written decision with reasons is issued within 30 business days (or an extended date notified in advance): the appeal is upheld (the finding is withdrawn or reclassified or the report amended), upheld in part, or dismissed. The written decision concludes the appeal process; the matter may then be raised with IAS. Installers appealing certification decisions follow Handbook Part 2.

Appendix A – Contact Information

Caliber Quality Solutions Inc. – 10225 Yonge St, Unit R126, Richmond Hill, ON L4C 3B2 (administrative and mailing address) • Tel. 1-888-5-QAP-HELP (1-888-572-7435) • qap@caliberqa.com • www.CaliberQA.com

Appendix B – Terms and Definitions

ACCREDITATION – formal recognition by an accreditation body (for Caliber, IAS) that a certification body or inspection body is competent to carry out specific conformity assessment activities in accordance with ISO/IEC 17024 or ISO/IEC 17020.

APPEAL – a request for reconsideration of a decision made by Caliber – by an applicant, candidate or certified installer about certification, or by a party with a direct interest about an inspection result or report.

AUDITOR – a person authorized by Caliber to perform installed product audits.

CANDIDATE – an applicant who has fulfilled the specified prerequisites and been admitted to the certification process.

CERTIFICATION BODY – Caliber Quality Solutions Inc., accredited to ISO/IEC 17024, which operates the SPF Installer Certification scheme and makes all certification decisions.

CERTIFIED INSTALLER – a person to whom Caliber has granted certification, responsible for the installation of SPF and the related site requirements, and authorized to supervise a registered apprentice.

COMPLAINT – an expression of dissatisfaction, other than an appeal, by any person or organization to Caliber, relating to the activities of Caliber or of a certified installer or registered contractor, where a response is expected.

FIELD DATA COLLECTION AGENT – a person approved by Caliber who, during a remote live-stream audit, operates the camera and performs sampling on site under the auditor's direction; the agent makes no judgement.

INSPECTION BODY – Caliber Quality Solutions Inc., accredited to ISO/IEC 17020, which performs installed product audits.

REGISTERED APPRENTICE – an individual registered with Caliber who installs SPF on the job site under the direct supervision of a certified installer.

REGISTERED CONTRACTOR – an individual, organization or corporation responsible for meeting all requirements and obligations for the installation and registered with Caliber.

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

STEERING COMMITTEE – the committee constituted by Caliber under its Impartiality Policy, whose members fairly and equitably represent the interests of the parties concerned with the SQAP and the certification scheme without any single interest predominating, and which advises on their development and on impartiality.

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