

Brief description of the Quality and Training Program (QTP) – Raising Performance To New Heights®

BASF Quality & Training Program for WALLTITE®, ENERTITE® and BASF Spray Roofing Adhesive.

- 3rd party Quality Control (QC) provided by Morrison Hershfield, Engineering firm
- Program approved by Canadian Construction Material Center (CCMC), a branch of National Research Council (NRC), a Federal agency.

Training Program

- Once/year for 2-3 days
- Includes, foam knowledge, spray techniques, safety, environmental, building sciences
- Written Evaluation at end of training period
- Customized training program on request

Job Site Continuous Training by BASF

- **Evaluation score >85% - Foam Masters, Elite – (By invitation only)**
 - No mandatory inspection
- **Evaluation score >80% - Level 2, Superior**
 - No mandatory site visits
- **Evaluation score between 51%-79%**
 - 1 mandatory inspection/year by 3rd party QC
 - 1 visit from BASF Trainer/year
- **Evaluation below 50%**
 - Need to be accompanied by a Level 1, Level 2 or Foam Masters
 - No mandatory inspection
 - Minimum 1 visit by BASF trainer/year

Permanent I.D. Card:

- Members will receive from BASF a plasticized card. The following information is included on the card; Name, Family Name, Company Name, Certification #, Level, and Expiry date.



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Initial Certificate

- Sprayer with experience (proof of training) will be designated a Level 1 until evaluation can be completed

WALLTITE® Testing and Daily Report

- A daily report must be done for every job as per CAN/ULC-S705.2

Warranty Program

- Refer to our Warranty

Mandatory Inspections

- For insulation, the following schedule should be followed:

35,000- 70,000 ft ²	- 1 inspection
70,001-105,000 ft ²	- 2 “
105,001 – 140,000 ft ²	- 3 “
140,001 ft ²	- 4 “
- For insulation/air barrier system:

0-25,000 ft ²	- 1 inspection
25,001 – 50,000 ft ²	- 2 ”
50,001 - 75,000 ft ²	- 3 “
75,001 ft ² +	- 4 “
- Additional inspections can be made if included in the project specifications by design authority.

Failure to the procedure

- If contractor fails to report projects, they will be suspended from the QTP program. To reenter the program they must pay an amount equal to the cost of the missed inspections and sign a letter stating that they will follow the rules established for the QTP.
- In case of a failure by a contractor to follow our Quality and Training Program, **Raising Performance To New Heights®**, the contractor will be required to correct the situation immediately or will be suspended by BASF and Morrison Hershfield will be notified.



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Resolution of conflicts

- If the consumer is not satisfied and the contractor is unable, refuses to make the necessary correction(s) or if the contractor takes the position that the project is completed properly, a review process will start. First, BASF representative will get in touch with the contractor to try to resolve the issue. If no success, then Morrison Hershfield, an engineering firm will contact both the consumer and the contractor and will visit the project site. Morrison Hershfield will provide a report and determine whether the project was completed properly and in accordance with BASF's Quality Training Program, **Raising Performance To New Heights®**. If Morrison Hershfield determines that the contractor did not complete the job properly and in accordance with BASF's Quality Training Program, the contractor will be asked to correct the deficiencies in the project. If the contractor refuses or fails to do so, the contractor will be suspended from BASF's Quality Training Program and another contractor will be invited to make the necessary correction(s) up to a maximum amount of \$ 25,000.00 per project, which will be paid by BASF.