



ROOFING CONTRACTOR HANDBOOK

2021 Edition

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FORTIFIED Home™

The Insurance Institute for Business & Home Safety (IBHS) has spent decades studying the damage caused by hurricanes, tornadoes, and other severe weather events. Out of this research, IBHS identified common weaknesses in typically built homes, then spent years finding the best solutions by testing them in the only full-scale research center in the world and used those methods as the foundation of the FORTIFIED program. Now, you can help your customers have peace of mind, when the next storm comes, by putting that science into action.

Program Objectives

All families deserve a home they can return to after a storm.

With this guiding principle, the FORTIFIED program aims to meet the following goals:

- Reduce risks facing homeowners by making new and existing homes more resistant to damage from hurricanes, tropical storms, hailstorms, high winds, and wind-driven rain associated with thunderstorms.
- Make best-practice engineering and building standards available to anyone wants to strengthen new and existing residential structures.
- Show recognizable benefits to the building industry, insurance industry, code jurisdictions, consumers, and other interested parties.
- Provide a uniform, voluntary, superior set of standards to upgrade a home and help improve its resilience by adding system-specific upgrades to building code requirements.
- Ensure that essential inspection and documentation services are provided to contractors and homeowners seeking a FORTIFIED Home designation.

Roofing Contractor Training

Whether in-person or online at FORTIFIED Wise™ University, the FORTIFIED Wise Roofing Contractor training course covers the technical requirements and protocol for installing a roof that complies with the FORTIFIED Roof standard. It is designed to ensure that FORTIFIED Roof installations meet the resiliency standard required and are consistent throughout the country. The training course is available to those

individuals seeking certification, as well as to those individuals who want to increase their own knowledge of the program.

Roofing Contractor Training Objectives

- Provide a comprehensive understanding of the FORTIFIED Home standards, requirements, and designation process.
- Ensure attendees understand the roles and responsibilities of a certified FORTIFIED Roofing Contractor.
- Provide details about the documentation of FORTIFIED requirements, which must be submitted to IBHS for every project.
- Empower learners to be advocates for FORTIFIED and IBHS; and to be guides to homeowners seeking a stronger, more storm-resistant roof.

Roofing Contractor Certification

Candidates seeking certification must meet specific professional experience requirements (detailed below), must maintain minimum levels of insurance, and must demonstrate knowledge of the training materials by passing the Certification Exam. After documentation of the required qualifications has been received and verified, the candidate will be eligible for a listing in the online FORTIFIED Provider Directory.

Certified FORTIFIED Roofing Contractors are not the partner, employee, agent, representative, or servant of IBHS. Certification does not create a contract of employment between IBHS and the certified individual or their employer. The activities undertaken in connection with the FORTIFIED Home program™ are not services intended to confer a benefit to IBHS, and certified FORTIFIED Roofing Contractors are not entitled to compensation from IBHS and are not permitted to submit claims for compensation, in any form, to IBHS.

The FORTIFIED Roofing Contractor certification is valid for a period of 3 years.

Roofing Contractor Qualifications

To become a fully qualified Certified FORTIFIED Roofing Contractor, candidates must meet one of the following requirements:

- At least one employee with proof of an approved roofing certification (such as, GAF Factory Certified Roofer, Owens Corning Preferred Contractor, Malarkey Certified Residential Contractor, etc.)

Or at least one employee with all of the following:

- A valid state issued Contractor license (if applicable in your state) or a business license
- Proof of a minimum of 7 years in business
- Verification of \$1 million (\$1,000,000) in general liability and valid Workers' Compensation coverage

Proof of insurance and licensure (if applicable in the state(s) where the company does business) documentation must be updated annually to maintain active status. If the required insurance and licensure information is not updated each year, certification will be suspended until the requirement is met.

Certification Exam

A Certified FORTIFIED Roofing Contractor must have at least one employee who has successfully completed the FORTIFIED Wise™ ROOFING CONTRACTOR Training Course and received a passing grade on the examination. Certification candidates will take an online assessment examination. Candidates will have 2 hours in which to complete the examination and must answer at least 85% of the questions correctly to pass. Two attempts are permitted within 30 days of exam registration.

Failing the Exam

Candidates who fail to pass after the three attempts and want to continue with the certification process are required to re-take the FORTIFIED Wise™ Roofing Contractor course and examination. The candidate is required to pay all appropriate fees.

If after taking the class and the exam again, a candidate still does not pass, the candidate must wait 6 months before retaking the course and the exam. The candidate must again pay all appropriate fees.

Recertification

FORTIFIED Roofing Contractor certification is valid for a period of three years.

Certified FORTIFIED Wise Roofing Contractors who have met the minimum requirements and are eligible to recertify are required to retake and pass the certification examination and pay all appropriate fees.

Roofing professionals who retake and pass the exam, and who continue to satisfy all other requirements of the program will be recertified and remain active in the FORTIFIED online directory.

If a passing grade of 85 or better is not achieved, the candidate must retake the training course, retake the exam, and pay all appropriate fees. If a passing grade of 85 or better is still not achieved, the candidate must wait 6 months before retaking the exam and must again pay all appropriate fees.

Candidates who do not complete recertification by their renewal date will be decertified and deemed **Inactive**. Inactive providers are removed from the online directory and will not be able to claim FORTIFIED certification or use the FORTIFIED Home™ mark or other symbols of the FORTIFIED program as part of any promotion or advertising.

Roofing Contractor Responsibilities

Upon successfully completing the required training and certification exam, you will be required to:

- Submit the registration form with documentation of your insurance coverage and other qualifications. Insurance compliance must be updated annually.
- Sign the FORTIFIED Roofing Contractor Agreement. The Agreement must be fully executed by the Roofing Contractor and IBHS prior to being listed as a FORTIFIED Roofing Contractor and before the Roofing Contractor may begin using FORTIFIED logos and/or marks.
- Maintain appropriate records and agree to be audited by IBHS or their designee.
- Maintain an appropriate knowledge base of the FORTIFIED Home program requirements by completing any additional training required by the program.

- Complete FORTIFIED roof installations in accordance with applicable FORTIFIED standards and provide documentation as needed, including but not limited to photographs, product testing information and compliance forms.
- Provide contact information and timely schedule updates to FORTIFIED Evaluators before and during roof installation.

FORTIFIED Home Evaluators

The independent verification of FORTIFIED requirements is one of the three pillars of the FORTIFIED program. When combined with the FORTIFIED standard and the IBHS audit of documentation provided, the verification process gives homeowners confidence that their home offers increased protection from severe weather.

This essential service, provided exclusively by certified FORTIFIED Home™ Evaluators, ensures consistent compliance to the FORTIFIED standard across the country. FORTIFIED Home Evaluators provide third-party verification of FORTIFIED requirements on homes where property owners or contractors have:

- Requested or submitted a FORTIFIED Home evaluation application
- Completed required construction or retrofits and/or want to have their homes re- designated

FORTIFIED Home Evaluators document that contractors have completed key requirements of the construction standard and that materials used on each project comply with the FORTIFIED standard. This documentation gives both homeowners and insurers confidence that a home meets the FORTIFIED standard.

Evaluators are certified by IBHS after completing the comprehensive training program, passing the certification exam, and meeting stringent professional requirements. Evaluator candidates are required to meet the minimum experience performing home inspections, residential construction or design services, or residential code inspection services prior to taking the training.

Certified FORTIFIED Home Evaluators are not the partner, employee, agent, representative, or servant of IBHS. Certification does not create a contract of employment between IBHS and certified FORTIFIED Home Evaluators.

Conflicts of Interest

Certified FORTIFIED Roofing Contractors who are also Certified FORTIFIED Home evaluators may not provide evaluation services for any project for which they or their employer has a financial interest.

Certified FORTIFIED Roofing Contractors may not provide any gift, gratuity or payment to FORTIFIED Evaluators. Roofing Contractors may, however, invoice customers for evaluation services and redirect payment for those services to the evaluator.

Certified FORTIFIED Home Evaluators have a duty to inform IBHS if any potential conflicts of interest exist.

Logo and Marks

Projects and companies participating in the FORTIFIED Home program are encouraged to use the FORTIFIED marks in promotional materials in compliance with our usage guidelines. IBHS seeks to have the marks widely used to promote the FORTIFIED programs with the understanding that derivative versions of the mark are generally prohibited, as they could create confusion among consumers regarding the benefits of FORTIFIED.

Trademark

The FORTIFIED marks or their likeness may not be used as a company mark or for any other commercial purpose. They are a trademark of the Insurance Institute for Business & Home Safety, which will actively defend against any damaging or confusing uses.

Guidelines

Organizations using the FORTIFIED marks must comply with the following general guidelines:

- The trademark symbol TM must be used the first time the words “FORTIFIED Home” appear in material.
- The FORTIFIED Home mark may not be used in any other company name, product name, service name, domain name, or website title.
- The marks must never be associated with homes or buildings that do not have a FORTIFIED Home designation.

- A license agreement must be obtained from IBHS before your business or organization advertises those materials, products, or services are consistent with the FORTIFIED Home program.

FORTIFIED Home Review Policy

Prior approval is not required for advertisements with the designation mark that are placed next to qualified homes.

Prior to final production or printing, IBHS must approve any major educational or promotional campaigns that feature the FORTIFIED mark. The submitted materials will be reviewed for consistency with these guidelines.

Before final production or printing, IBHS must approve in writing any promotional campaigns (including yard signage) that feature the FORTIFIED mark. This applies anywhere the mark will be used in reference to a home, group of homes, or set of design documents that have not yet received a FORTIFIED Home designation.

Mark Violations

IBHS actively monitors proper use of the FORTIFIED Home mark and is prepared to take action as appropriate.