



# AMPP™

CONTRACTOR ACCREDITATION PROGRAM –  
INSTALLATION OF POLYMER COATINGS AND SURFACINGS ON  
CONCRETE OR OTHER CEMENTITIOUS SUBSTRATES

AMPP/SSPC QP8  
APPLICATION,  
INSTRUCTIONS  
AND  
PROGRAM RULES

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## Application Form & Instructions for Certification to SSPC-QP 8

### **I. Introduction**

SSPC developed the QP 8 Contractor Certification Program to verify the capabilities of contractors who install polymer coatings and surfacings on concrete. The program's objective is to determine if a contractor has the personnel, organization, qualifications, procedures, knowledge, and capability to produce quality surface preparation and coating surfacing installation on concrete or other cementitious surfaces. This program encompasses assessment of a contracting firm's capability to perform polymer coating or surfacing installation on concrete or cementitious substrates in commercial, institutional, and industrial and marine facilities and structures.

Please note that the SSPC-QP8 Certification Program does not involve inspection of the contractor's work. The program is also not intended to guarantee the quality or safety performance of a specific contractor on any of its projects. Rather, it is intended to assist facility owners or others in their evaluation of potential bidders. While SSPC certification confirms a company's capability to meet the requirements of SSPC-QP8, owners, specifiers and general contractors are encouraged to also assess the installation contractor's financial ability to perform a job as well as the contractor's previous work history, capability to meet site-specific requirements, and other areas not covered under this program. To better ensure the success of a project, owners should write quality specifications, implement a plan to enforce the requirements of the specification through appropriate quality assurance and establish a plan to maintain good communication with the contractor before work begins and during the project. This is in addition to ensuring that the contractor is capable of performing the work.

This package contains information and materials needed to apply for SSPC-QP8 Certification. You will find copies of this application and all other documents detailing program requirements, related procedures, clarifications, etc., on SSPC Online at <http://www.sspc.org>. Click on Certification and follow the appropriate links. Contractors who desire program information but who do not have access to the Internet can contact SSPC staff directly for copies of any and all program related documents. Contact the SSPC Certification Manager at: 412/281-2331 Ext. 235 or Certification Assistant at Ext. 209.

While every precaution is taken to ensure that all information furnished is accurate and complete, SSPC cannot assume responsibility nor incur any obligation resulting from the use or misuse of the methods contained herein, or of the program itself.

**Important Note:** Contractors applying for SSPC-QP8 certification must demonstrate a history of compliance with QP8's quality and safety requirements. QP8 applicants must be able to document that necessary components of its quality program have been in place company-wide for at least six production months prior to the initial evaluation. For instance, where an evaluation item requires specific procedures to be in force, such as the preparation and maintenance of Quality Control reports, the procedures must have been in force at least 6 production months prior to the time the contractor undergoes the initial audit. Once certified, the contractor is expected to consistently apply required certification procedures year-round for all applicable projects.

## II. General Program Procedure

The SSPC-QP 8 certification process contains this sequence of procedures that you must follow.

- a. Complete the application form found in Section III.
- b. Gather and prepare the required information outlined at the end of Section III following the application form.
- c. Send SSPC the completed application, submittal items, and appropriate non-refundable certification fee and any required audit deposit.
- d. SSPC staff will review your submittals within 15 working days after receipt. If everything is in order, an on-site audit will be performed. If not, SSPC will indicate what must be done, or what additional information is required to complete the submittal. Note: The initial job site visit will most likely be announced, and may be performed at a job site selected by SSPC.
- e. An SSPC program auditor will conduct the evaluation at one or more active job sites that are representative of work that your company performs and where you can demonstrate conformance with QP-8 requirements. It usually takes two to three days to complete, and always includes a visit to your offices and one or more active job sites (selected by SSPC) that are representative of work that your company performs. Note: The auditor may also review randomly selected project files on projects listed in your submittal. These files as well as management and production personnel familiar with those projects must be available during the audit for an initial audit to be completed. The auditor must visit both the headquarters office and a representative job site to see your crews performing applicable work.
- f. It is important to know what information must be available at the job site to show the auditor during the audit. This information can be found on the SSPC web site at <http://www.sspc.org/certification/PCCP/auditlistQP8.html>
- g. At the end of the audit, the auditor will schedule an exit interview for the purpose of advising you of any deficiencies cited during the audit.
- h. If your firm has a qualifying score, it will be certified for a three-year period subject to its ability to maintain program standards. Your company's ability to maintain certification standards during the three-year certification term is confirmed through annual announced or unannounced audits which your company must undergo at least once in each of the three years of the certification term, as well as your company's ability to adhere to the program's administrative rules, and avoid disciplinary actions as described in the Disciplinary Action Criteria (DAC). Certification lapses after three years.
- i. If your firm does not qualify, you have up to 45 days after SSPC notifies you of your audit results to submit an acceptable written corrective action plan to correct deficiencies and request a follow-up audit at a later date. If you don't submit acceptable corrective actions within 45 days, you must re-apply for initial certification.
- j. The program provides for an appeals procedure, should you disagree with audit findings. This procedure can be found in the DAC document.

**III. QP8 Application Form** for SSPC Contractor Certification Program, Installation of Polymer Coatings and Surfacing on Concrete and Other Cementitious Surfaces

Instructions: The application form is used to provide information that will aid in evaluating and rating your firm. To avoid delays in carrying out the evaluation process, you must answer all questions accurately and truthfully. Information must be either typed or clearly printed. **Please send SSPC two typed or printed copies of your completed application, along with two copies of submittals and the correct non-refundable fee.**

1. Company Name: \_\_\_\_\_

Principal Officer/Title: \_\_\_\_\_

E-mail Address and Web Site Address (if applicable): \_\_\_\_\_ / \_\_\_\_\_

Telephone (include Area Code): \_\_\_\_\_

Fax Number: \_\_\_\_\_ Federal Tax I.D.# \_\_\_\_\_

2. Type of Business:  Sole  Proprietorship  Partnership  Corporation

3. Years your company has operated under name listed in Question #1: \_\_\_\_\_

If less than 3 years, list previous names below:

Previous Name: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Previous Name: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Is the location listed in #1 the main place of business?  Yes  No

If not, list branch offices and locations below: \_\_\_\_\_

\_\_\_\_\_

4. Has your company undergone (within the past 18 months) or is it planning to undergo any significant changes (e.g. name change; change in ownership; Chapter 7, 11, or 13; purchase or takeover of another contracting firm; joint venture/partnership with another contractor; executive management personnel changes, etc.)  Yes  No

If yes, please attach an explanation that meets the notification requirements described in Item X, Part A, "Major Changes in a Company's Organization,"

5. Field Audit of Active Job Site\_ The certification program requires that auditors conduct a field visit to an active job site. List location of jobs in progress where job site observations can be made. (Please include any restrictions below such as special safety requirements, facial hair, security clearances, etc.)

a. Job Site: \_\_\_\_\_

Restrictions: \_\_\_\_\_

Name, title, and phone number of your contact person on this job site:

\_\_\_\_\_

Day and Time Work Crews on job site: \_\_\_\_\_

- b. Job Site: \_\_\_\_\_
- Restrictions: \_\_\_\_\_
- Name, title, and phone number of your contact person on this job site:
- \_\_\_\_\_
- Day and Time Work Crews on job site: \_\_\_\_\_
- c. Job Site: \_\_\_\_\_
- Restrictions: \_\_\_\_\_
- Name, title, and phone number of your contact person on this job site:
- \_\_\_\_\_
- Day and Time Work Crews on job site: \_\_\_\_\_
6. Current experience modification rate (EMR) for State/Province of Domicile and Principal States/Provinces of Operation. Provide documentation of experience modification rates on your Insurance Company and State/Provincial Workmen's Compensation Bureau (Board) letterhead per evaluation item described in Item IV, Part D.4. Submit a detailed explanation for any EMR above 1.25.
7. Attach copies of any federal, or state/provincial or local regulatory agency worker safety and health or environmental non-compliance, or other regulatory violations (e.g. wage & hourly violation) and citations issued to any of your firm's industrial painting operations during the previous 36 months. Provide resolution/settlement/notice of contest documentation if applicable, as well as a brief summary of policy changes and actions your company has taken as a result of the citations. Submit required copy of OSHA Form 170 or equivalent regarding fatalities that have occurred on your job sites in the last 36 months.
8. Has your company or any of its personnel been involved in any of the following practices in the past 36 months: (1) fraud; (2) alteration of test results or reports; (3) criminal felony conviction; (4) misrepresentation of information; (5) illegal business practices. (Refer to the Disciplinary Action Criteria [DAC])
- Yes       No
- If yes, please explain \_\_\_\_\_
- \_\_\_\_\_
9. Is your company now or has it in the past been associated in any way with a contracting firm operating under another name, which has been disciplined by the SSPC under the DAC? A copy of the DAC can be found on SSPC's web site at <http://www.sspc.org/site/cert/PCCP/DAC.html>.
- Yes       No
- If yes, please explain \_\_\_\_\_
- \_\_\_\_\_
10. List the names and headquarters locations of any industrial coating contractors your company is affiliated with. An affiliated company is: "A company, corporation, partnership, joint venture, or other business entity operating under a different name than the certified firm, which performs surface preparation or coating application or administrative and other

support functions for the certified company; and in which an officer, director, owner, partner or stockholder of the certified firm, a previously certified firm disciplined by SSPC, or the certified firm itself, exercises directly or indirectly such as through family members) any significant degree of ownership, management or control.”

11. Are any of your company’s officers, directors, owners, managing agents, or managers now exercising (or have previously exercised) direct or indirect control, management or ownership of another contracting firm, which has been disciplined by the SSPC under the DAC?

Yes       No

If yes, please explain \_\_\_\_\_

\_\_\_\_\_

If your company *has not* had such association with a firm previously disciplined under the DAC, please check this box .

Note: Failure to answer truthfully or any instance of providing inaccurate information will result in immediate revocation or denial of certification status.

12. Has your company been disqualified or disbarred from any bidder’s list in the past 24 months?

Yes       No

If yes, please provide the reason for the suspension and the name of the entity

\_\_\_\_\_

\_\_\_\_\_

13. Attach copy of most recent (12 months) OSHA accident & illness forms. (OSHA Form 300A), if applicable.

14. Please attach copy of your current written Safety & Health Compliance Program.

15. Total production hours logged in previous calendar year: \_\_\_\_\_

16. Source of Information: \_\_\_\_\_

17. Average number of workers you’ve employed over preceding 3 years: \_\_\_\_\_

18. Is your firm an organizational member of SSPC?       Yes       No  
If yes, indicate category of membership:       Patron       Sustaining

Membership Number: \_\_\_\_\_ Date membership expires: \_\_\_\_\_

Note: By my Initialing and signature below, I acknowledge that I have read and understand:

Initial: \_\_\_\_\_ The QP 8 Certification Program Application Form and Instructions.

Initial: \_\_\_\_\_ The QP-8 procedure set forth therein

Initial: \_\_\_\_\_ The Disciplinary Action Criteria

As a principal officer of the application contractor, we agree to abide by and be bound by rules, regulations and procedures set forth therein. (Must be initialed above and signed by the President, Chief Operations Officer or Chief Executive Officer)

Signed: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Certification Fee and Deposit Submitted with this Application: \$ \_\_\_\_\_

**Note:** Failure to report accurate, complete information will delay your certification evaluation. Omission or falsification of information or failure to answer all questions truthfully will result in withholding or denial of certification status. Your firm will be checked against the provisions of the Disciplinary Action Criteria (DAC). If your firm has critical faults under the DAC and falls under one of its categories of “suspension or revocation,” your application will be held at SSPC for the length of time that is equivalent to the appropriate penalty. If your firm has critical faults and subsequently falls under “warning or probation,” you are under those categories and are subject to further disciplinary action if future problems arise, provided your firm is certified after successfully completing the initial audit.

In order to rate and evaluate your firm, the program uses specific criteria, organized into four business areas outlined below. The Evaluation Checklist in the following Item contains detailed information.

Management Procedures: Measures utilized by your company to organize, coordinate, and otherwise manage the various activities required to prepare surfaces and install coating systems properly.

Technical Knowledge: Resources maintained by your company to properly interpret and execute job specifications and requirements.

Quality Control: Procedures implemented and maintained by your company to verify that all stages of work are performed in accordance with contract documents and specifications.

Safety, Health and Environmental Compliance Program: Practices and procedures used by your company to see that safe operations are maintained and the environmental regulations and contract requirements are met.

Each of these four areas contains several subcategories focusing on your company’s policies, personnel, procedures and resources. **All items must be submitted in writing with the application.** They must be typed on separate sheets of paper and clearly identified. Documents such as charts or file documents, which already exist, must be submitted and identified in the same manner.

The auditor will verify and evaluate thirty-three evaluation items during the on-site visit. The necessary records or files, that you must present at the time of the audit, include but are not limited to: job files for reported projects, job notification forms, inspection logs, equipment and maintenance records, etc. Some information will be presented verbally. The auditor may also evaluate DAC-related items as directed by the Certification Manager.

Item IV lists and describes the thirty-three required items of information. A score of 2 is required on all seventeen (17) critical items.

#### **IV. Evaluation Checklist**

This is a list and description of all items of required information for QP8 certification. Following each item is a statement telling you whether it is a critical item. Documentation explaining each item must be submitted with your initial application.



## A. Management Procedures

### 1. Company Policy

#### a. Mission Statement.

It must contain specific statements (declarations) regarding quality control, safety, health and environmental protection practices. Must be on company letterhead, signed by the President or CEO, updated and reaffirmed annually, and posted at the office and job site.

#### b. Determination of Procedures for Disseminating Company Policies within the Organization.

Show that management has implemented procedures to disseminate all policies to workers (e.g., employee manual or handbook, new employee orientation, workforce conferences) under its direction.

### 2. Organization and Personnel

#### a. Organization Chart

Provide a diagram that shows lines of authority and responsibility for key personnel. The organization chart must be dated and clearly show key positions (e.g., Health & Safety Officer, QC person, Production Manager.) Must be updated and reaffirmed annually.

#### b. Job Descriptions.

For key personnel (e.g., management, quality control, and safety personnel) provide job descriptions that clearly state their responsibilities and duties. Include their work experience, required licenses, and required certification. Licenses and certifications must be current. Documentation must confirm that actual duties match the job descriptions, and that management training programs are in-place or available and correlate with industry jobs and professions. Officers and management staff must be paid employees of your company.

### 3. Administrative and Management Procedures

#### a. Financial Record Keeping.

Documentation must show a recognized accounting system in place and that tax returns have been submitted in a timely manner. This means providing a copy of your most recent tax return. You must show that liability, workers compensation, and other insurances are paid and current. You must show that employees and workers are paid by your company.

#### b. Procedures for Estimating and Scheduling.

Demonstrate that estimates for work are recorded and that they take into account labor, materials, equipment, training, worker protection, overhead, etc. Written job schedules must be available that clearly outline all major activities (e.g., mobilization, substrate repairs, pre-cleaning, surface preparation, application of primer, topcoat; demobilization, etc.)

Note: Concerning Reporting of Financial Information to SSPC: Contractors are encouraged to “white out” sensitive financial information. SSPC’s interest in reviewing financial documents is limited to verifying such things as legal identifiability, insurance coverage, and the fact that the applicant follows accepted accounting practices and estimating procedures. The financial information contained on such documents is beyond the scope of the SSPC audit and as such has no bearing on the outcome of the audit.

#### c. Procedures for Reviewing Specifications and Other Bidding Documentation

Demonstrate that there’s a procedure in place, either a checklist or other documentation, that shows that management reviews specifications and inquiry documents, (e.g. project documentation log).

#### d. Procedures for Learning About and Complying with Regulations (Critical Item).

Identify key person(s) in your company who is/are designated (in writing) to secure and study regulations. This person has been designated to perform this duty for at least 6 months. Demonstrate that current versions of regulations applicable to specific projects are available at the job site. Demonstrate that current versions of regulations applicable to general business operations are available at the main office.

## **B. Technical Capabilities**

### **1. Personnel Qualifications**

#### **a. Craft Worker Qualification (Critical Item).**

Contractor must implement a worker assessment plan IAW (Appendix A).

### **2. Technical Resources**

#### **a. Industry Group Affiliations.**

Demonstrate that you have affiliation with groups that provide information on protective coatings applied over concrete substrates.

#### **b. Technical Standards Library (Critical Item).**

Demonstrate that paper copies of current or specified versions of technical standards and references (e.g., Product Data Sheets, MSDS) applicable to each job are kept at the job site. There is evidence that field personnel comply with technical standard requirements. Office and key management personnel have access to and are aware of current versions of technical standards and references applicable to the company's operations.

### **3. Document Control Procedures (description of procedures used to convert job specifications into a field work order, job plan, etc.) including:**

#### **a. Job Specifications and Revisions (Critical Item).**

Demonstrate that specifications and revisions are logged in and distributed to appropriate persons; records are kept of who is given a copy; recipient sign-offs are recorded and filed.

#### **b. Procedures for Clarifying Ambiguous Specifications (Critical Item).**

Show how your company clarifies omissions, errors and ambiguities in specifications, and how clarifications are communicated and documented. Acknowledgement of receipt of those communications by the appropriate person(s) is carefully documented.

#### **c. Communicating Contract and Technical Requirements (Critical Item).**

Demonstrate that your company makes certain that current contract and technical requirements are available to supervisory personnel at the job site. Acknowledgement of receipt of those communications by the appropriate person(s) is carefully documented.

#### **d. Submit a complete list of current and recently completed coating installation jobs (previous 12 months) and work experience showing your company's capability to perform work at the level of certification sought.**

A "complete" list can be defined using the following guidelines:

- All prime contracts for public work that involves coating and related work with a dollar value of \$50,000 (USD) or greater;
- All public contracts for coating related work in which you are the painting subcontractor regardless of contract amount;
- All coating and related work where QP8 is specified as a requirement or where having QP8 designation is part of the contractor qualification / evaluation process.

Required information for each job includes:

- Facility name, address, including zip code, telephone and fax number, owner's and prime contractor's representative in charge of your field operations
- Scope of work performed or to be performed
- Materials applied and approximate quantities.
- Equipment used for surface preparation and coating installation.
- Types and number of personnel employed at the job site
- Special safety or environmental (e.g., containment) requirements.
- Duration of project (start date; finish date)

**Note:** List should include all jobs under contract to your firm regardless of whether all or any portion of the job was subcontracted. Also include work in which you are a subcontractor. Job records for projects reported here and for which a job notification is filed are subject to review by the auditor.

#### 4. **Maintenance and Repair of Equipment.**

Demonstrate that you have a Preventive Maintenance Program (PM), which shows that you perform maintenance and repairs on equipment used in surface preparation and coating installation operations according to the equipment manufacturer's recommendations. You must show that you have documentation of the completion of maintenance according to your PM Plan.

Note: Checking oil and running equipment until it breaks down is not considered PM.

### C. **Quality Control (QC)**

#### 1. **Personnel Qualifications: Demonstrate that Personnel Supervising and Performing Quality Control-Related Functions Are Qualified (Two Critical Items).**

- a. A key person, employed by the contractor is designated by the CEO/COO as the company QC Supervisor. The QC Supervisor is knowledgeable in all QC-related procedures and practices and has successfully completed SSPC courses C-10 or C-11. Other alternative formal inspection training has to be accepted in writing as an alternative by the SSPC Certification Manager in advance of the audit. In addition, the QC Supervisor must have at least three (2) years of full-time field experience with Coating QC or closely related activities. SSPC highly recommends that all QC Supervisors successfully complete the SSPC QC Supervisor training program (available on line at [www.sspc.org](http://www.sspc.org) on or about December 2005).
- b. Define requirements for a quality control inspector. Describe your company's program for formally training and qualifying coatings inspectors, and how you use this program. (QC Inspectors must have at least 2 years experience). QC personnel, at all sites, have applicable standards and technical references for normal coating installation inspection work.

#### 2. **Inspection Procedures and Recording Systems**

- a. **Authority of Quality Control or Other Personnel (Critical Item).**

Show that your designated quality control inspectors or other designated persons, if you choose not to delegate this authority to the QC inspector, have written authority to stop work when they find it to be non-conforming during the course of surface preparation and coating installation operations. They must document how non-conforming work is reported to management. Written authority can be in the form of a site-specific job plan, or a job description or an authorization letter, or in a company QC plan.
- b. **Identifying Nonconforming Work Specification Deviations (Critical Item).**

Provide written documentation of your procedures to check for nonconforming work and to stop work, if non-conformances are found. Produce documentation that non-conformities are recorded and reported. Show that there is evidence that required rework is performed. Show documentation of deviation requests that state the nature of the deviation, authorization by the appropriate person to make the change and the technical justification for the deviation.
- c. **Documentation of Coating Inspection and Filing of Results (Critical Item).**

Demonstrate that company maintains written inspection reports and results of tests performed by QC personnel for each project on a daily basis during substrate repair, surface preparation and coating installation. Include sample copies of inspection reports completed and signed by your QC personnel.

Reports shall contain (at a minimum) the following:

- wet and dry film thickness
- ambient conditions
  - air temperature
  - humidity
  - dew point
  - surface temperature
- abrasive cleanliness, when applicable
- surface profile achieved
- batch numbers of paint used
- batch numbers of thinner used
- mixing according to specification
- cure

You must demonstrate that instruments used to conduct inspections and tests reported on your inspection forms have been calibrated and checked for accuracy before use (see the next item)

d. **Demonstrate that Inspection Equipment and Calibration Standards are Available (Critical Item).**

Demonstrate that inspection equipment and calibration standards are available to and used by quality control personnel on the job site. You must also maintain records of required factory and laboratory calibration and maintenance of inspection equipment as required by contract or manufacturer's recommendations. Your calibration program meets company QC plan or contract requirements.

e. **Procedures for Verifying Proper Substrate Repair, Surface Preparation and Coating Installation and Inspection (Critical Item).**

You must have written procedures that define how your company ensures that proper coating installation procedures (e.g., substrate repair, surface preparation; installation; QC inspection and checkpoints) are disseminated and used by your field crews.

Note: This must be a written procedure available on the job site.

f. **Hold Point or Checkpoint Inspections.**

You must have procedures to ensure that each major operation (e.g., substrate repairs, pre-cleaning, surface preparation, primer, intermediate, topcoat installation) is inspected when the facility owner does not require a site-specific inspection plan.

**D. Safety Procedures and Record Keeping Systems**

1. **Safety Program and Documentation of Safety Education, Meetings, and Other Safety-Related Activity (Critical Item).**

You must have a written Safety & Health compliance program based on current OSHA or equivalent standards that is applicable to your operation.

At a minimum, the program must address the following general topics and applicable sub topics:

- Hazardous Materials
- General Safety and Health Provisions
- Occupational Health and Environmental Controls, as applicable to the coating installation industry.
- Personal Protective and Life Saving Equipment
- Fire Protection and Prevention
- Signs, Signals, and Barricades
- Materials Handling, Storage, Use, and Disposal
- Hand and Power Tools
- Electrical
- Scaffolds
- Fall Protection
- Cranes, Derricks, Hoists, Elevators, and Conveyors
- Ladders
- Toxic and Hazardous Substances
- Airless Injection
- High Pressure Water Jetting (HP WJ)

You must show that safety activities (e.g., employee safety education/training sessions; routine job site safety & health inspections; tool box safety meetings, along with distribution of safety materials & literature) are routinely performed and documented. You must show evidence that safety performance is part of each field manager's written job description. Ownership or management also reviews the safety and health program at least annually to evaluate whether the goal of protecting workers at all work sites is being achieved. The program is approved by a CIH, or CSP or Safety Professional with at least five (5) years, full-time experience as an HSO in the industrial/marine coating industry, at least once every three (3) years and when changes in processes used or changes in regulations take place.

2. **Pre-job Safety & Health Hazard Analysis**

Demonstrate that your company's safety officer or designated safety provider conducts a

pre-job hazard analysis for each job. You must submit documented evidence of such an analysis on your three most recent jobs.

**3. Accident Report Procedure**

Contractor has a written accident and near miss reporting procedure, which includes actual reports showing how accidents and near misses are investigated. The procedure will have plans and actions taken to prevent recurrence. Accident reports address what happened, to whom, where it happened, how it happened and the root cause.

**4. Procedure for determining proficiency of safety and loss control measures firm uses**

Show how your company monitors results annually. Submit a copy of your 3 most recent worker compensation experience modification ratings (EMR) for states/provinces your firm works in. Submit evidence of EMR, on worker compensation insurance carrier letterhead. Also calculate your company's most recent incidence rates for "total cases" and "lost workday cases" as defined by U.S. OSHA. Also include copies of most recent safety audits conducted by outside agencies such as your insurance or bonding company or safety consultant.

**5. Safety Procedures for Specialized Equipment (Critical Item).**

- a. Show that safe operation of equipment is ongoing in your company. Include written safe operating procedures (SOPs) for major equipment, and demonstrate that they are available at the job site. Provide evidence that employees' operating the equipment have been trained to operate it safely
- b. Show that owners and/or managers have approved these procedures, and that the contractor's safety director or designated safety professional has reviewed these procedures at least annually and documented the review.
- c. Show evidence that these procedures incorporate equipment manufacturers' recommendations for safe operation.

**6. Provision and Maintenance of Personal Protective Equipment (PPE) (Critical Item).**

- a. How is (PPE) equipment issued and maintained? Demonstrate that PPE issued is appropriate and adequate for hazards encountered on the jobs you've undertaken.
- b. As part of your comprehensive Health and Safety Program, you have a written respiratory protection program based on OSHA regulation, 29 CFR 1910.134, or equivalent regulation or standard.
- c. Show written procedures for issuing and use of other PPE, such as protective clothing for skin protection, devices for eye protection, devices for hearing protection, foot protection, head protection, life jackets, life saving equipment, (as applicable).
- d. Show that required respirators and protective equipment are available to personnel at the job site and used IAW, the company Safety Plan and applicable MSDS's.
- e. Provide evidence that workers use respirators and PPE, and are trained in their use and maintenance.
- f. Demonstrate a formal system to check the effectiveness of PPE used on site and to maintain PPE used on site in good working condition.

**7. Availability of first aid trained employees**

- a. Identify individuals, their training, and that they are on the job. Post emergency numbers on the job site where 911 is unavailable. Demonstrate that an approved first-aid kit is accessible to all workers.
- b. At least one person, who has first aid (and CPR) training certificates issued by the Red Cross or an equivalent organization must be available on each job site. This requirement is applicable to projects that lasts two (2) or more days and involve a crew of six (6) or more. A plan is developed for prompt medical attention and transportation during pre-job meetings.

**8. Non-Compliance with Regulations (Critical Item).**

Records are kept of your company's non-compliance with regulations, (e.g., Worker Safety & Health, Environmental Compliance, Worker Compensation rules, Wage and Hourly rules) and there is documented evidence that corrective action is taken to avoid repeat violations.

**9. Environmental Compliance Program (Critical Item).**

You must have a written plan to protect the environment from hazardous coatings or other debris generated at the job site. This plan shall include at a minimum:

- An environmental protection plan detailing how your company will prevent discharges to air, soil, and water
- A hazardous waste materials management and disposal plan (see SSP-Guide 7 and 40 CFR subchapter 1, "Solid Wastes" Parts 260 to 263 and 268)

**10. Sources of Safety Information**

Contractor operates a formal program to acquire information on safety and safety equipment from such recognized sources as OSHA and NIOSH bulletins, BNA Occupational Safety and Health Reports, ASA Safety Handbook, PDCA Safety Manual, Trade publications/clipping services, and AIHA publications and journals. Demonstrate that relevant safety information and materials are available to on-site personnel

**V. QP 8 Fee Schedule (In U.S. Funds)**

Admin Fee	Sustaining Member	Patron Member	Non-Member
QP8 Initial & New Term	\$2,100	\$2,400	\$2,700
QP8 Maintenance	\$2,100	\$2,400	\$2,700
QP8 Corrective Action Verification	\$300	\$550	\$800

Firms applying for certification must submit (with their application) the annual administrative fee plus deposit for audit expenses. Estimate your audit expense deposit from the following:

**Audit Deposit**

Initial & New Term Audit	\$2,600
Annual Maintenance or Follow-up	\$2,000
*Outside U.S./Canada/Mex – Add	\$1,000

Example: If you are applying for initial QP8 certification and you are a SSPC patron member, submit \$5,000 (\$2,400 Administrative Fee + \$2,600 Anticipated Audit Expense).

- Audits are performed at cost. If your audit cost is less than the deposit you submit, SSPC will refund the difference. If the audit cost is higher, SSPC will bill you for actual expenses.
- Fees must be paid in advance of audit. Certification will be withheld until all fees are paid. Post audit fees for QP8 deficiency audits or additional audit expenses are payable when due. Failure to pay these fees in a timely manner can result in a six-month suspension from the program and public notification of the suspension. If fees are still not paid after the suspension, the contractor will be decertified, reapply for initial certification, and pay all applicable fees and fees owed from the past.
- Note: The fees cover the cost of staff time to review and process your application package and submittals, and fees and expenses for the on site evaluation, and associated overhead costs required to operate the QP8 program. Program fees are non-refundable regardless of the results of the evaluation. SSPC will withhold \$500 for application processing expenses if a firm decides to withdraw its application prior to scheduling of the field evaluation.
- "Non-responsive" and "inactive" applications will be returned to the applicant, less a \$500 non-refundable administrative processing fee after six months.

**VI. Submittal Procedure**

To avoid delay and/or confusion, gather and submit application package materials as follows:

1. Type or clearly print all entries on the application form.
2. Be certain all items on the form are answered completely and accurately.
3. Send the original and one copy of the application package to SSPC. We suggest you keep a copy on hand for your use at the on-site audit. The auditor will return the submittal to you at the end of the audit. All other materials will be kept by SSPC.
4. Clearly identify the submittal items included with the application. Secure all pages to minimize chances of loss or separation.
5. Determine and send the non-refundable certification fee/deposit using the fee schedule described in Item VI. Make check payable to: SSPC Contractor Certification Program (QP8).
6. Mail the entire application package to:

## US MAIL & DELIVERY SERVICE ADDRESS

SSPC: The Society for Protective Coatings/ ATTN: Certification Manager  
40 24<sup>th</sup> Street – 6<sup>th</sup> Floor  
Pittsburgh, PA 15222

### **VII. Evaluation Process**

Evaluation of your firm is performed in conformity with SSPC-QP 8: Standard Procedure for Evaluating the Qualifications of Contracting Firms That Install Polymer Coatings and Surfacing on Concrete and Other Cementitious Substrates.

The application package (e.g. application form, written submittals, certification fee) is received by SSPC. Upon acceptance of the application and submittals by SSPC, the application package is forwarded to the SSPC auditor.

When a date or time frame has been selected for the office visit, mutually agreed upon, and confirmed in writing or verbally by you and the SSPC auditor, a program auditor will visit your office and job site(s) to perform the following: (As stated earlier, the job site visit may take place before or after the office visit and may be unannounced or done on short notice.)

- Confirm data submitted in the application package.
- Interview key supervisory personnel and selected shop and field employees.

**Note:** At least one active job site must be observed for the audit to be complete.

- Observe and rate company organization and operation (including field operations), using the standard program guidelines and rating procedures.
- Examine and rate equipment and facilities.
- Schedule Exit Interview

At the conclusion of the site visit, the auditor will schedule an exit interview with your supervisory or management personnel to review the audit and point out items (i.e. Deficiencies) that were scored less than 2 and items scored 2, which require a corrective action report. If there are any deficiencies, the auditor will fill out a deficiency schedule for your representative to sign at the conclusion of the audit. Your signature does not connote agreement with the results. It only confirms that you have been made aware of the results. Refusal to sign the deficiency schedules results in denial of certification.

#### **A. Cancellation of Audit**

After the on-site office audit date has been selected, mutually agreed upon by both you and SSPC, and confirmed in writing or verbally, if you either cancel the audit, request a change in that date or fail to make the job site selected by SSPC available for auditing, you will be responsible for any expenses incurred by SSPC as a result of the cancellation.

#### **B. Critical Item Provision**

The QP 8 critical item provision identifies seventeen (of the 34 total) evaluation items (listed on page 18) program auditors use to evaluate contractors for certification. SSPC has deemed these 18 critical to the annual certification maintenance of a contractor. The provision requires the contractor to score a minimum of two (2) on a scale of 0 to 3, on all 18 critical evaluation items or certification will be withheld.

The QP 8 program provides a 45 day-period for applicants who have not attained an adequate score to: Submit a corrective action plan; make corrections in the deficient areas; and ask for a reevaluation. That same 45-day period is available to program members unable to achieve the required minimum score on all 18 critical evaluation items during annual on site maintenance or follow up evaluations.

For initial applicants, SSPC will withhold certification until: corrections are made; required procedures are put in place a minimum of six production months prior to the follow up evaluation and the passing score is achieved during a follow up on site evaluation.

For program members unable to achieve the required score during an annual on site maintenance evaluation (which consists of an evaluation of all 18 critical items), SSPC will provide the member 90 days to submit a corrective action plan and request a follow up evaluation.

If a program member is deficient in no more than 2 critical items upon completion of the annual maintenance evaluation, SSPC may extend certification status until the follow up evaluation is completed, pending acceptance by SSPC of a written corrective action plan. If the program member is deficient in more than 2 critical items, SSPC will suspend certification status for up to six months, pending receipt and acceptance of written corrective actions and required verification through a follow up audit.

Note: Refer to the Special Provisions section for information regarding Joint Ventures & auditing.

#### C. **Critical Evaluation Items (18 total)**

- Procedures for securing and evaluating applicable regulations (Item A.8)
- Assessment of craft workers (Item B.9)
- Availability of technical standards (Item B.11)
- Recording of job specifications and revisions (Item B.12)
- Procedures for clarifying ambiguous specifications (Item B.13)
- Procedures to communicate contract and technical requirements (Item B.14)
- Qualifications of quality control supervisor (Item C.17)
- Qualifications of quality control inspectors (Item C.18)
- Written authority of quality control personnel (Item C.19)
- Identification of non-conforming work (Item C.20)
- Documentation of inspection results (Item C.21)
- Availability of inspection equipment and calibration standards (Item C.22)
- Procedures for verifying proper substrate repair, pre-cleaning, surface preparation and coating installation (Item C.23)
- Written corporate worker safety and health program (Item D.25)
- Safety procedures for specialized equipment (Item D.29)
- Availability of personal protective equipment (Item D.30)
- Maintaining records of non compliance with regulations and follow up actions (Item D.32)
- Environmental compliance program (Item D.33)

#### D. **Determination of Status**

At the conclusion of the evaluation process described in Part IV, the SSPC designated Program Auditor will make a recommendation to SSPC. SSPC will make the final decision regarding your status. Those decisions are either:

1. Confer Certification: Your company achieved required scores in the four function areas and scored 2 or better on all Seventeen Critical Items.
2. Deny Qualification: Your firm has not attained the scores adequate to achieve SSPC-QP-1 certification. You then have 45 days after written notification of audit results to submit an acceptable corrective action plan to address deficiencies and request that SSPC re-evaluate to verify implementation of your corrective action plan.

#### E. **Appeals Procedure**

1. During the Audit Exit interview, the Auditor will document and explain all deficiencies cited during the Audit. If you dispute any of the audit results, you may appeal, using the steps of recourse listed below.
2. You must notify the SSPC Certification Manager in writing within 10 working days of the Exit Interview, specifically identifying the deficiencies you are appealing, and substantively explaining why you dispute them (this includes providing supporting documentation for each deficiency being contested).
3. SSPC will evaluate your written appeal and notify you of the evaluation results (in writing) and within 30 calendar days of appeal submission receipt by SSPC. SSPC appeal evaluations will result in either acceptance of your written appeal (vacating or reducing an audit deficiency) or denial of the appeal (sustaining the deficiency). For a denial of any appeal, the Contractor has the option to accept the SSPC appeal resolution and submit a Corrective Action Plan (CAP) which



may or not require a follow up Audit to verify CAP implementation. Finally, an appeal denial by SSPC could also result in a QP suspension up to 1 year.

4. The Contractor can continue the appeal process by requesting an informal conference in writing and within 10 business days of an appeal denial by SSPC. The informal conference will be held at SSPC headquarters in Pittsburgh (for Contractor to further explain its position and request a settlement).
5. The final option for the Contractor wishing to continue with the appeal is to utilize the existing Disciplinary Action Criteria (DAC) Arbitration Panel Procedure.

**Note:** Contractors who do not appeal audit findings can still appeal disciplinary action taken by SSPC as a result of failing an audit. Use procedures 1-5 above to appeal a suspension resulting from a failed audit.

An annual internal audit will be required at the end of the first and the second year of your certification. SSPC will supply an internal audit form, which you must complete and forward to SSPC along with an annual maintenance fee (see page 21)

Customers will be given an opportunity to comment directly to SSPC at any time on your company's performance. All replies will be treated as confidential and may be used only as a component in determining certification reconfirmation or verification of critical faults under the DAC.

Failure to pass the aforementioned annual or unannounced follow-up audits will result in suspension or revocation of your company's certification status. See Item H, "Maintenance Applications" for specific rules governing maintenance of QP 1 certification status in the second and third years.

**IMPORTANT:** Failure to cooperate with the program auditor or failure to provide access to data, personnel or on site premises, shall be sufficient cause for denial, suspension or revocation of your firm's certification status at the Program Administrator's discretion.

### **VIII. Maintenance Applications**

The SSPC QP 8 certification term is three years. To assure that your operations remain in compliance with certification standards during that period, the program requires that SSPC evaluate your firm at least once in each of the second and third years of the term. The evaluation may be announced or unannounced. Additional audits may be performed at SSPC's discretion, at no cost to the program member.

To maintain uninterrupted certification status, you must reapply for certification annually. You must submit a maintenance application, a signed internal audit report, list of applicable (i.e. complex industrial structure) work in progress and completed since the last evaluation, current safety information and maintenance fee by the January 15 due date. The necessary forms and applications can be found on SSPC Online at [www.sspc.org](http://www.sspc.org). Click "certification" and follow the appropriate links.

SSPC will send you a registered letter approximately 60-90 days before your submittal is due as a reminder to reapply. If you fail to reapply when your submittal is due, your company's certification will expire and your firm will be decertified. SSPC will send a letter to any contractor who has failed to reapply as a reminder that certification has expired. Note: You are responsible for ensuring that SSPC has your current mailing address, phone and fax numbers, etc.

Once you have reapplied, the annual evaluation (complex industrial structure job site and possibly office visit) must take place within the calendar year or your certification will expire. Note: Job records for projects reported in the annual submittal and those for which a job notification is on file are subject to review during a maintenance audit and should be available if the auditor asks for them. Note that it is mandatory to show the auditor an active job site during the annual audit. If you have active work and have not been audited prior September 1, you are obligated to inform SSPC so the audit can be conducted to avoid a situation where you have no work to show for the annual audit. Contractors who have no active work face loss of certification.

Important Note: Contractors who fail two consecutive certification maintenance / annual audits at any time while certified (corrective action verification audits following a failed audit are not considered maintenance / annual audits) will be suspended from the program for 12 months following failure of the second audit. Audit failure is defined as = One or More Critical Item Deficiencies. (Additional notes found in the Special Provisions Section, Item G)

Contractors who fail the annual maintenance evaluation will be given 90 days after notification of audit results to submit a Corrective Action Plan and request that SSPC re-evaluate. SSPC reserves the right to withhold certification from firms who fail a maintenance or follow-up evaluation until a Corrective Action Plan (CAP) is submitted and accepted by SSPC. [SSPC may opt, in certain cases, to extend the company's certification status following acceptance of a CAP for a limited period subject to certain conditions.]

Contractors placed on suspension for failing a maintenance audit during their certification term will be formally notified in writing (e.g. by letter or email) of the suspension.

1. The contractor is given 90 days from notification to make corrective actions and be re-audited,
2. The contractor is asked to return original certificates, and
3. The contractor is asked not to present itself as a QP certified contractor during the suspension period

During a suspension period the contractor's name will be removed from SSPC's web list of QP certified contractors (<http://www.sspc.org/certification/PCCP/PCCPforms.html>). Contractors will be formally notified in writing when a suspension is lifted, valid certificates will be reissued, and the contractor's name will be added back to the web list of QP certified contractors.

## **IX. Special Provisions**

### **A. Major Changes in a Company's Organization**

SSPC certified contracting firms are required to notify the SSPC Program Administrator within 30 days of any major organizational or name change. Examples of a major change include, but are not limited to, the following:

- change in ownership
- partnership/joint venture
- change in executive management (e.g. President, C.E.O; General Manager)
- declaration of bankruptcy
- Relocation of main or branch business offices or opening of new branch offices

The notification shall include the following information:

- specific details about changes
- revised organizational and responsibility chart
- effective dates of change
- names of officers of company
- any change in tax identification number, federal or state.

Note: If a company changes federal or state tax I.D. numbers or is incorporated in a new state, it will automatically have to reapply as a new company. If it is a simple change of name (i.e., John R. Doe Co., Inc., to J.R. Doe, Inc., incorporated in the same state with the same tax I.D. numbers, a simple transfer of certification may be authorized.

SSPC will subsequently schedule a special audit, at the contracting firm's expense, within 60 days of notification. SSPC will also schedule another audit, at the contracting firm's expense, within 60 months after the special (first) audit to verify that the company is in fact maintaining the standards of the program. If the company does not pass the 6-month audit, certification will be rescinded.

No transfer of certification status to a new company will be approved until the company provides SSPC with the information and passes the special (first) audit.

Failure to notify the program administrator of any major changes within the required time period may result in an automatic 6-month suspension of the certification.

A company which has changed its name must certify in writing that it will assume responsibility for any disciplinary actions or violations of federal, state and local regulations. In addition, any violations of the SSPC QP 8 program (e.g. written complaints from owners or critical faults) by the firm under its original name will be considered as part of the record of the firm under its new name.

A company may request that SSPC waive the requirement for a special (first) audit before approving the transfer. SSPC will evaluate each request and may waive the requirement at its own discretion.

**B. Suspension for Non-Payment of Fees**

Failure to pay all fees in a timely manner will result in a six-month suspension from the program and public notification of the suspension. SSPC will suspend the Contractor's QP8 if it fails to pay all outstanding balances within (3) three business days of the final (second) invoice. SSPC will also withhold issuing certification for initial and annual applicants who pass the evaluation until all fees are paid. Finally, if the Contractor chooses to contest or appeal any outstanding balance, the appeal must be in writing and submitted to the Certification Manager within five business days of the final (second) invoice date. Failure to submit a timely written appeal of an outstanding invoice will also result in a six-month suspension mentioned.

**C. Formal Complaint Procedure**

Any authorized representative of an owner who hires a QP8 certified painting contractor can file a formal complaint against the company if the representative has information that the contracting firm does not practice QP8 certification procedures. The contractor may respond to the complaint by submitting information supporting its position to SSPC.

**D. Subcontracting Work**

SSPC certified contractors are responsible for the actions of subcontractors, to ensure they perform in accordance with QP-8 requirements. Contracted tasks include (but are not to be limited to) environmental monitoring and testing; personal monitoring; medical surveillance; cleaning, surface preparation and painting; erecting and moving containment and scaffolding; and equipment maintenance.

The contractor will control its subcontracting process to ensure that its subcontractors conform to QP-8 requirements. The contractor shall evaluate and select subcontractors based on their ability to provide products/service in accordance with the contract and QP 8 requirements

Purchasing documents sent to the subcontractor shall specify information describing the product or service being purchased. The contractor shall ensure that specified requirements are adequately defined in the purchasing documents prior to their release to subcontractors. Subcontractors must also be notified by you, the certified contractor, that SSPC holds the right to audit their surface preparation and coating application operations.

In all circumstances, SSPC certified contractors should hire only SSPC certified subcontractors for surface preparation and coating application work. SSPC certified contractors **MUST** hire SSPC certified contractors as required by the facility owner.

SSPC realizes that there are circumstances when you are hired because of your credentials as an SSPC certified contractor and yet are required to hire painting subcontractors, as part of your contract, that may not be certified (e.g., minority or set aside contracts). In cases when you do hire non-certified sub-contractors to fulfill a contract obligation which cannot practically (or reasonably) be met by the contractor or other QP 8 certified subcontractor, you will need a written waiver of the QP requirement for the subcontractor from the facility owner or contract administrator. Regardless of the subcontractor's certification status, you are still responsible for the actions of those subcontractors to ensure they perform in accordance with your QP 8 quality program.

All subcontractors hired by SSPC certified contractors must be formally approved in writing by the facility owner or its official representative. Failure to comply will result in issuance of a "SEVERE" critical fault under the DAC.

If a certified contractor's job site is audited and one or more of the painting subcontractors performing surface preparation and coating application work at that job site are not in compliance with QP requirements, SSPC will issue the certified contractor a warning for violations of the PCCP Subcontracting Special Provision. A second incident will result in an automatic 12-month suspension from the certification program.

SSPC certified contractors who hire non-certified contractors even though the facility owner, general contractor or specifying engineer specifically call out in their contract or general notice to contractors that all cleaning and painting subcontractors must be SSPC certified, will be subject to disciplinary action (e.g. deliberate violation of specification requirements - a "severe" violation resulting in suspension) under the Disciplinary Action Criteria (DAC).

If a certified contractor utilizes another contractor's workers (e.g. applicators, blasters, helpers, tenders, quality control inspectors, competent persons, etc.) and these workers are paid by another entity (regardless of whether they are under your direct supervision), the workers are considered to be subcontracted from the other entity. If the contract calls for a QP 8 contractor, the other entity must also be certified or it is considered a violation of the DAC.

If a certified contractor is borrowing, leasing, renting, etc., workers, and those workers are on the certified contractor's payroll, and under the certified contractor's direct supervision, the workers are considered employees of the certified company.

Complaints concerning SSPC certified contractors allegedly violating subcontracting practices described above will be investigated by SSPC and may result in an unscheduled audit of job records and/or job site.

**E. Joint Ventures and Auditing**

When SSPC audits a project being done by one or more QP certified firms as a Joint Venture (JV), the audit counts as an audit for all the QP certified companies involved in the JV. That is, if the audit is successful, all the JV QP companies audited share in the success. If the audit is not successful, the audit is unsuccessful for all QP firms involved. In addition, SSPC reserves the right to audit a non JV project being done by one or more of the joint venture contractors.

**F. Reporting Work and Citation History on Application**

Contractors are responsible for the accuracy and completeness of reporting of regulatory citation history information submitted to SSPC when completing a certification application. Failure to accurately report this information on the application will delay the application or result in a disciplinary action or if the company's already certified, will result in suspension of the firm's certification.

**G. Administrative Suspension & Change of Company Name**

Change of company name, ownership or structure does not void a suspension issued by SSPC. Any company that is suspended for failing to meet QP audit standards, SSPC administrative policy, or any other policy related to QP certification is restricted from reapplying for certification as a newly formed, merged, or renamed company. Recertification in any form is prohibited for the stated duration of the suspension. Once the suspension period has lapsed, any suspension history and records will be transferred to the new business.

Any representative of the management, including but not limited to an officer, director, superintendent, quality control supervisor, safety director, general manager, or stockholder, or any person who exercises directly or indirectly, including through an intermediary person, any degree of ownership, management or control of the suspended contracting firm, who forms or purchases a new company or who exercises any management or control of a new, existing, or purchased company, or

who exercises any degree of ownership of a new, existing, or purchased company, renders the new, existing, or purchased company ineligible for certification while any suspension of the company the person was associated with, is in effect. The intent is to prevent management, or other key individuals associated with the suspended firm from forming or purchasing a new company, or exercising any control over an existing affiliated company (such as through an intermediary person) to avoid the consequences of a suspension.

A suspended contractor may re-enter the program when the suspension period has lapsed and the conditions for reinstatement have been met. A newly formed, merged, or renamed company must submit application and follow all procedures for QP certification.

**Note:** For purposes of this document, affiliated company is defined as: “A company, corporation, partnership, joint venture, or other business entity operating under a different name than the certified firm, which performs surface preparation or coating application or administrative and other support functions for the certified company; and in which an officer, director, owner, partner or stockholder of the certified firm, a previously certified firm disciplined by SSPC, or the certified firm itself, exercises directly or indirectly (such as through an intermediary person) any significant degree of ownership, management or control.”

## **X. Definitions and Explanations**

### **A. Definition of Terms**

**Auditor** – The SSPC designated Program Auditor who has completed a PCCP approved training program, and who is responsible for reviewing applicant submittals, conducting the on-site evaluation, and reporting results to SSPC, including a recommendation whether certification should be conferred.

**Certification** – The procedure by which written assurance is given that a product or service conforms to a standard or specification.

**Certification Categories** – Three divisions in which commonly recognized classes of structures are grouped. These are: Simple Structure, Complex Structures, and Linings and Critical Underwater Service. Currently, only certification in Complex Structures is available.

**Complex Structures** – Complex structures are those constructed of steel or concrete, such as metal producing and rolling mills, bridges, and processing facilities, including chemical and petrochemical processing plants, pulp and paper mills, power plants and substations, and food and beverage plants and terminals.

**Critical Items** – Selected evaluation items used by auditors in assessing an applicant that are considered critical to the certification of an applicant. The critical item concept requires the applicant to achieve a rating of 2 (on a scale of 0 to 3) on all seventeen critical items in the program to pass the evaluation.

**Evaluation Items** – Specific facts or evidence an evaluator looks for when assessing an applicant’s required information.

**Function Area** – Four specific areas of a contractor’s business operation that are evaluated in the program because they directly or indirectly affect the quality of work a contractor provides. These are: Management Procedures, Technical Capabilities, Quality Control, and Safety.

**Minimally Acceptable Responses** – These are the criteria by which required information submitted and provided by the contractor is evaluated and rated. Each response relates to an evaluation item and shows the auditor what the contractor must provide or do in order to achieve a score of 2 on a rating scale of 0 to 3.

**Rating** – The method of measuring a contractor’s performance during the certification process. Each evaluation item used to assess information submitted or provided by the contractor is rated on a scale

of 0 to 3, and calculated by specific standards to reflect relative priority. The sum of the prioritized evaluation items is the contractor's overall rating.

**Required Information** – Specific items of information regarding the four function areas that a contractor applying for certification must provide either in writing with the application form, or furnish during the on-site evaluation.

## B. Scoring

Response Ratings define the quality of your company's response to each evaluation item as follows:

Rating	Interpretations (Definition)
0	Non-Responsive (No answer, or one with no connection to the question)
1	Unsatisfactory Response (pertinent, but inadequate answer)
2	Satisfactory Response (minimally acceptable)
3	Superior Responses (exceeds minimum standard)

Ratings of "0" or "1" require written corrective action plans and possible follow-up audits. Upon acceptance of the corrective action plan, a follow-up audit may be required, depending upon the number of "0" or "1" ratings and the critical nature of the evaluation items rated "0" or "1".

## Appendix A

### A. GENERAL DESCRIPTION

In order to meet the requirements of QP 1 section 3.2.1(a)(b)(c), the contractor must document implementation of the program to:

- (1) Assess the skills and general training needs of newly hired craft workers\* and qualify them for their assigned tasks;
- (2) Verify the qualifications of existing craft workers;
- (3) Train inexperienced craft workers (trainees) as necessary
- (4) Evaluate the performance of craft workers at least once per calendar year and provide additional training as necessary
- (5) Ensure compliance with contract specific worker training/qualification requirements

\*A craft worker is one who performs surface preparation and/or applies coating materials

### B. CONTENTS OF THE PROGRAM - GENERAL TRAINING AND QUALIFICATION REQUIREMENTS

#### NEWLY HIRED EXPERIENCED CRAFT WORKERS

The program must contain provisions to administer written tests and/or a hands-on evaluation to assess the skills of new hires that claim to have previous experience, or verify previous qualifications through a formal training or qualification program

(1) When written tests are used, they shall include information that the contractor determines to be necessary to verify the general knowledge of the trade and the qualifications of the individual tested to perform work assigned. While it is left to the contractor to create or use the test that works best for its business, the contractor must show that the questions and answers are based on training materials, or standards or publications developed by SSPC, ASTM, PDCA, the IUPAT or its affiliates; NCCER or materials developed by another organization, that are acceptable to SSPC.

(2) Hands on Skill Evaluation - At a minimum abrasive blasters shall be qualified using the SSPC C-7 hands-on skill assessment protocol for testing blasters or an equivalent hands-on evaluation, acceptable to SSPC. The hands on evaluation can be done in a controlled qualification session in the shop or yard or in the field at an actual production site. The C-7 skills assessment form is available from SSPC.

(3) Spray painters shall be qualified per the contractor's Quality Control Procedures Manual using industry accepted qualification procedures from one or more of the sources listed in B. (1) above.

(4) Specialty skill qualifications for such processes as UHP Water Jetting, Thermal Spray Metallizing, or Plural component spray shall be developed in house (or outsourced) based on material or equipment supplier best practices when industry standard training or training materials do not exist.

(5) Craft workers previously trained or qualified by your company who have been laid off or who have left to work for another contractor, only to return to work for your company within a two year period need not be re-qualified to update your assessment of their skills.

## **TRAINEES**

General training for trainees - shall be based on training materials developed by SSPC, PDCA, the IUPAT or its affiliates; NCCER or equivalent materials, acceptable to SSPC.

### **C. QUALIFICATION TO APPLY SPECIFIC MATERIAL AND USE NEW EQUIPMENT**

The program must contain procedures to qualify craft workers to apply materials or use equipment unfamiliar to the craft worker. The program must also document that those workers have been qualified/trained.

### **D. SUPERVISOR**

Each contractor shall designate a "Supervisor" to be responsible for implementation of the company's craft worker training and qualification program and monitoring its effective use in the field.

The "Supervisor" shall have sufficient technical knowledge and documented training in the use of specific materials and equipment.

### **E. Auditing in 2006**

During 2006, SSPC technical auditors will be evaluating each contractor's worker assessment program in the field. If the program has shortcomings, the auditor will document those shortcomings as "minor" corrective actions. If the shortcomings are not corrected by the 2007 audit, the auditor will issue "major" Critical Item deficiencies.

## **ANNUAL PERFORMANCE EVALUATION**

The contractor must have implemented procedures and documentation to show that his/her production supervisor evaluates each craft worker's performance at least annually. Annual performance evaluation will be changed from a non-critical "minor" evaluation item to a "major" critical item.

SSPC highly recommends but does not require a written craft worker assessment program.