

Canada's industry elite...



MSCC

GOLD STANDARD

CONTRACTOR



MSCC * 280 Albert Street * Suite 701 * Ottawa * ON * Tel: 613.232.0492 * Fax: 613.235.2793 * Email: info@servicecontractor.ca

APPLICATION FORM

What is a MSCC Gold Standard Contractor?

Differentiate yourself from the competition! An MSCC Gold Standard Contractor is a recognized designation for service excellence awarded to an elite group of mechanical service contractors by the Mechanical Service Contractors of Canada (MSCC), the nation's leading trade organization representing the plumbing, heating, ventilation, air conditioning and refrigeration service contractor.

The MSCC Gold Standard Contractor designation demonstrates to your customers that your company utilizes industry-leading best practices in key competencies such as safety, education, staffing and customer service.

MSCC Gold Standard Contractors have successfully passed an extensive, independent evaluation of key requirements, MSCC Gold Standard Contractors belong to a select few in Canada who are setting the standard in the mechanical service industry by:

- upholding a strict code of business ethics
- employing the best trained and most qualified workforce
- maintaining a strong safety record
- offering outstanding customer service
- focusing on continuing education for all employees

MSCC Gold Standard Contractors will provide their customers and potential customers with quality service which is unsurpassed in the industry. The MSCC Gold Standard Contractor designation will assure your customers that their buildings systems are in the hands of the most qualified and competent contractors available.

Why become MSCC Gold Standard?

How do you differentiate yourself from the competition when every firm promises the same thing: the best workmanship, customer service and value? The MSCC Gold Standard, that's how! Give your clients piece of mind knowing their building are in capable hands.

As an MSCC Gold Standard Contractor, you have a national organization that supports your assertion and you can point to your certification as proof of your outstanding experience. Clients will begin demanding a MSCC Gold Standard Contractor for their jobs to guarantee value, professionalism and efficiency.

When you become MSCC Gold Standard, not only will you attain the prestige, competitive edge, and marketing advantages that come with the designation, but you will become part of a national public relations campaign that will promote the benefits of MSCC's

best and brightest contractors. Facility owners and managers nationwide will hear of the achievements of MSCC Gold Standard members.

Together we can raise the industry standard and demonstrate that MSCC contractors stand above the rest – striving to improve their companies and their employees – while always looking for ways to increase value to their customers.

MSCC Certification Instruction Sheet

This details to become Gold Standard are all contained in this brochure/application. Your company must meet all criteria to be considered a MSCC Gold Standard Contractor. Each criteria requires specific materials to be included for your application to be processed.

Once the completed application form is submitted with all the supporting documentation, your request will be processed and reviewed by the MSCC Certification Review Committee. Upon satisfying all these requirements, you will be promptly notified and subsequently receive your MSCC Gold Standard documentation.

Qualification Criteria

1. Company and/or Company Principals must have a proven track record

MSCC Certification requires that the company or company officers have been involved in the mechanical service industry for a minimum of five years. This indicates your commitment and dedication to the industry and understanding of the challenges that have to be overcome to succeed in this competitive industry.

INFORMATION REQUIRED FOR SUBMISSION: Resumes of company officers and a copy of the company business license as well as a short corporate profile.

2. Employ MSCC Gold Standard Technicians

The MSCC Gold Standard Technician program is an excellent way to assure that your employees have been adequately trained and have all the skills and knowledge necessary to do their job correctly, safely and efficiently. To become a MSCC Gold Standard Contractor, 20 percent of your service journeymen must pass either the plumbing or HVAC online exam.

INFORMATION REQUIRED FOR SUBMISSION: Please submit a list of all current journeymen in your service division and identify those who are MSCC Gold Standard Technicians.

3. Service Technician Identification

Service technicians routinely move in and out of numerous buildings throughout the day. To ease an employee's access, it is important that they be easily and readily identifiable. Utilizing photo identification cards, a uniform with the company name or some form of company identification are ways to help ensure that employees on a work assignment can be quickly identified, providing peace of mind to building owners and tenants.

INFORMATION REQUIRED FOR SUBMISSION: Copy of sample company ID card or other identification material utilized. (Example: A photo of your company shirt or hat with your company logo or name, etc.)

4. Have and Enforce a Documented Company Safety & Health Program

It is crucial that all service companies maintain and enforce a comprehensive service safety program. Enforcing safe working practices, providing appropriate training, dealing with non-compliance, establishing safety procedures, complying with provincial and federal regulations and utilizing proper recordkeeping should be the major goals of any company safety program. In addition, due to the nature of the service industry, safe driving and service vehicle safety procedures are also a priority. It is crucial that you focus daily on safety and have a well written and documented program that all employees understand and comply with.

INFORMATION REQUIRED FOR SUBMISSION: A description of your company's safety policy and program or an example of your company's safety program. At a minimum, the following components should be included in your company program:

- Proof of COR Certification
or
- Written Corporate Safety Policy
- Established Safe Work Practices
- Worker Safety Training
- Disciplinary Action for Non-compliance with Safe Work Practices
- Established Substance Abuse Policy
- Work Site Hazard Analyses
- Procedures for Accident/Incident Investigations
- Hazardous Materials Handling Program
- Service Vehicle Safety Program
- Recordkeeping Procedures

5. Provide on-going training to both field and in-house employees

Continuing education and training for employees is often the key to success for any company. Whether it is a manufacturer-sponsored program for your technicians, a leadership course for your key employees, a sales program for your sales personnel or an association convention for your company officers, continuing education is crucial. To become a MSCC Gold Standard Contractor, you must provide evidence that you are constantly offering educational opportunities for your employees, whether it is an in-house company program or attendance at a local or national industry event during the past year.

INFORMATION REQUIRED FOR SUBMISSION: List of educational programs/training provided to your employees including a list of employees who attended an educational program or conference in the past year.

6. Established Tool Inventory Policy or Program

Mechanical service company's make a major investment in the purchase of tools that each technician must have to do his/her job effectively and efficiently. Whether all tools are provided by the company or a technician supplies some of their own, it is extremely important that they be tracked and periodically inventoried. Loss of tools can cut into bottom-line profits. It is important that companies have in place a written tool policy that all employees understand and follow.

It is recommended a tool file be kept for each employee. Tools provided should be logged on individual tool inventory forms, including copies of any new purchase orders. Employees should be required to sign-off on all tools received. Periodic inventories of all tools in the possession of the employee or in service vehicles should be conducted and documented.

INFORMATION REQUIRED FOR SUBMISSION: Copy or description of your company vehicle and tool inventory program or company tool policy.

7. Customer Service Standards

Keeping your customers satisfied is essential if your company is to succeed and grow. Customer satisfaction continually ranks as number one in importance for customer retention. Company efforts should be focused on responding to your customers' needs in a timely and efficient manner, providing dependable and responsive service, commitment to customer satisfaction and follow-up with customers to assure all their needs have been met. It is important that your company have an established customer service program and has procedures in place to deal with customer concerns, issues or complaints. Customer follow-up after service calls, either by mail or phone, to assure satisfaction should be a priority.

INFORMATION REQUIRED FOR SUBMISSION: Description of your customer service program including copies of your customer feedback program or other customer-oriented programs. In addition, three (3) letters of recommendation from three current customers are required which attest to your company's focus on service and commitment to the customer.

MSCC GOLD STANDARD CONTRACTOR

Contractor Application Form



Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone: _____ Fax: _____

Email: _____ Website: _____

Check all the types of mechanical service business in which you are engaged:

- | | |
|---|--|
| <input type="checkbox"/> Plumbing | <input type="checkbox"/> Building Operations |
| <input type="checkbox"/> Air Conditioning | <input type="checkbox"/> Welding |
| <input type="checkbox"/> Heating | <input type="checkbox"/> Medical Gases |
| <input type="checkbox"/> Refrigeration | <input type="checkbox"/> Fire Suppression |
| <input type="checkbox"/> Controls | <input type="checkbox"/> Sheet Metal |

Number of field service Journeymen: _____

I hereby confirm that as a recognized MSCC Gold Standard Contractor, I agree to follow the MSCC Certification standards of excellence as delineated in this application and maintain outstanding business practices, provide quality workmanship, offer exceptional customer service and support MSCC and the service industry.

Date: _____

Signature: _____

Please Return To

Mechanical Service Contractors of Canada
280 Albert Street, Suite 701
Ottawa, Ontario K1P 5G8
Phone: 613.232.0492
Fax: 613.235.2793
Email: daryl@mcac.ca

Application Checklist

Please use the following checklist to ensure you have enclosed the required documentation to complete your consideration as a MSCC Gold Standard Contractor:

- 1. INFORMATION REQUIRED – Resume(s) of company officers and a copy of the company business license as well as a short corporate profile (1-5 paragraphs)
- 2. INFORMATION REQUIRED – A list of current MSCC Gold Standard Technicians in your company. The exam application is included with this brochure
- 3. INFORMATION REQUIRED FOR SUBMISSION: Sample of your company ID card or other identification material utilized. (Example: A photo of your company shirt or hat)
- 4. INFORMATION REQUIRED FOR SUBMISSION: A description of your company's safety policy and program or an example of your company's safety program. At a minimum the following components should be included in your company program:
 - Proof of COR Certification
 - Or all of the following:
 - Written Corporate Safety Policy
 - Established Safe Work Practice
 - Worker Safety Training
 - Disciplinary Action for Non-compliance with Safe Work Practices
 - Established Substance Abuse Policy
 - Work Site Hazard Analyses
 - Procedures for Accident/Incident Investigations
 - Hazardous Materials Handling Program
 - Service Vehicle Safety Program
 - Recordkeeping Procedures
- 5. INFORMATION REQUIRED FOR SUBMISSION: List of educational programs/training provided to your employees including a list of employees who attended an educational program or conference in the past year.
- 6. INFORMATION REQUIRED FOR SUBMISSION: Copy or description of your company vehicle and tool inventory program or policy.
- 7. INFORMATION REQUIRED FOR SUBMISSION: Description of your customer service program including copies of your customer feedback program or other customer-oriented programs. In addition, three (3) letters of recommendation from three current customers are required which attest to your company's focus on service and commitment to the customer.

MSCC CERTIFIED TECHNICIAN

Journeyman Exam Form



In order to complete your MSCC Gold Standard Contractor designation, 20% of your service journeymen must achieve their MSCC Gold Standard Technician Certification. To become a MSCC Gold Standard Certified Technician, your journeymen must take the plumbing or HVAC exam and achieve a grade of 70% or greater. The exam is taken online and consists of 30-35 multiple choice questions. Grades will be provided immediately upon completion of the exam. A record of certification and a MSC Gold Standard Certified Technician photo ID card will be provided. Only employees of MSCC members can apply to take the exam. The cost to write each exam is \$75.00 + HST Cdn.

To access the exam please provide the main contacts name and email address as well as the list of journeymen prepared to take the exam. You can also provide individual emails if you prefer.

Main Contact:

Email:

Journeymen:

Email:

Please Return To

Mechanical Service Contractors of Canada

280 Albert Street, Suite 701

Ottawa, Ontario K1P 5G8

Phone: 613.232.0492

Fax: 613.235.2793

Email: daryl@mcac.ca