



A higher standard of contractor...

***MSCC
CERTIFIED
CONTRACTOR***





MSCC Certified Contractors - Criteria

To become an MSCC Certified Contractor, you need to demonstrate that you deliver a higher standard of service and value to your customers.

The following are the criteria to becoming an MSCC Certified Contractor:

- 1- A proven track record in the mechanical service industry
- 2- At least 20% of your current journeyman are MSCC Certified Technicians
- 3- Documented service safety and health programs and maintain an outstanding safety record
- 4- Provide ongoing educational training to employees
- 5- Have an established truck inventory control system and major tool inventory program
- 6- Provide and require photo ID cards to be worn by all field personnel
- 7- Maintain the highest levels of customer service

Qualification Criteria

1. Company must have a proven track record

MSCC Certification requires that your company has been in the mechanical service industry for a minimum of three 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, a copy of your business license, a copy of your insurance certificate, a copy of Workmen's Compensation Board form and a letter confirming membership in good standing from your local MCA office.

2. Employ MSCC Certified Technicians

The MSCC Certified 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. Currently, the MSCC offers the MSCC Certified Technician program for mechanical Journeymen. MSCC encourages every contractor to strive for all their employees to be MSCC Certified Technicians as soon as possible. Currently, to become a MSCC Certified Contractor, 20 percent of your service employees must have successfully passed an MSCC Certified Technician's exam.

INFORMATION REQUIRED FOR SUBMISSION: Please submit a list of all current employees who are MSCC Certified Technicians.

3. Have a Documented Company Service Safety & Health Program and Maintain an Outstanding Safety Record

It is crucial that all service companies maintain and strictly 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. You must also maintain an incidence rate that is below the industry average.

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

- Proof of CORE Certification
or
- Written Corporate Safety Policy or a copy of your Safety Certificate
- 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

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

Continuing education and training for all employees are often the keys 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 top officers, continuing education is crucial. To become a MSCC Certified Contractor, you must provide evidence that you are constantly providing educational opportunities for your employees, whether it is an in-house company program or attendance at a local or national industry event.

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

5. Established Truck Inventory Control System and Major Tool Inventory Program

Every mechanical service company makes a major investment in the purchase of tools that each technician must have to do his job effectively and efficiently. Whether all tools are provided by the company or a technician has to supply some of his own, it is extremely important that they be tracked and periodically inventoried. Loss of tools, whether through theft or carelessness, can easily 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 tool inventory program.

6. Photo ID cards

Service technicians are routinely in and out of buildings throughout the day. To ease an employee's access and entry into facilities in today's high security environment, it is imperative that they be easily and readily identifiable. Utilizing photo identification cards, which include personal as well as company information, is one way 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 your company ID card or other photo identification material utilized.

7. Customer Service Standards

Customer satisfaction continually ranks as number one in importance for customer retention. 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.

What is MSCC Certification?

As an MSCC Certified Contractor you'll belong to an elite group of contractors 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 superior safety record
- offering outstanding customer service
- focusing on continuing education for all employees

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

As more and more MSCC contractors become certified, the higher the bar will be raised from the mechanical service industry as a whole. Customers will begin demanding a MSCC Certified Contractor for their jobs to guarantee value, professionalism and efficiency.

How do I apply for MSCC Certification?

Enclosed in this packet is the MSCC Certified Contractor Application along with a detailed instruction sheet. All contractors applying for MSCC Certified designation must complete the application form in its entirety and returning it to MSCC with all supporting documentation including:

- resumes of company principles, business license, proof of WCB and insurance
- list of current employees that are MSCC Certified Technicians
- description or copy of companies safety program
- proof of employee attendance to industry related educational programs
- copy of company tool inventory program
- copy of company identification card or other security ID
- copy of customer service program including any customer feedback or follow-up forms
- three letters of recommendation from current customers

In order for your application form to be considered by the MSCC Certification Review Committee, all required materials must be submitted. If you satisfy all the requirements for qualification, you will be promptly notified and will receive all the MSCC Certified Contractor documentation and materials. A Certification Verification Review will take place annually with MSCC providing the verification form.

How do I become MSCC Certified?

MSCC Certified contractors must strive for a higher standard of excellence than the rest of the industry. They must maintain outstanding business practices, provide quality workmanship, offer exceptional customer service, and support MSCC.

In addition, you must meet the following criteria:

- your company has been business for a minimum 3 years
- have a minimum 20% of your current journeymen be MSCC Certified
- have a documented service safety and health program and maintain an outstanding safety record
- provide ongoing educational training to employees each year
- have an established truck inventory control system and major tool inventory program
- provide and require photo ID cards to be worn by all field personnel
- maintain the highest levels of customer service standards

Enclosed in this packet you will find the Application Form. Simply fill it out and return to MSCC to begin the process of becoming a MSCC Certified Contractor.

What happens once I'm MSCC Certified?

Once you have successfully met all the criteria for MSCC Certification, you will receive notification and a comprehensive marketing package which will include materials you need to efficiently market your MSCC Certified Contractor company. This packet will contain special logos, brochure, ads and documentation of your Certification – everything you need to let your customers and prospects know that you have been recognized as a member of an elite group of quality contractors who are continually striving for excellence in all aspects of their business.

And, when you become MSCC Certified, 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 Certified 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 CERTIFIED CONTRACTOR

Contractor Application Form

I have enclosed the following materials for consideration as a MSCC Certified Contractor:

- 1. Company has been in the mechanical service business for a minimum three years.
INFORMATION REQUIRED – Resumes of company officers, a copy of your business license, a copy of your insurance certificate, a copy of Workmen’s Compensation Board form and a letter confirming membership in good standing from your local MCA office.

- 2. Employ MSCC Certified technicians – a minimum of 20% of current journeymen have attained MSCC Certified Technicians accreditation.
INFORMATION REQUIRED – List of employees who are MSCC Certified Technicians

- 3. Have an outstanding company safety record and maintain a documented service safety and health program which, at a minimum, includes the following components:
 - Copy of CORE 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 analysis
 - Procedures for accident/incident investigations
 - Hazardous materials handling program
 - Service vehicle safety program
 - Record keeping procedures

INFORMATION REQUIRED – Proof of CORE Certification or a description of company’s safety and health program as outlined above .

- 4. Provide ongoing educational training to both field and in-house employees, including attendance at a minimum of one training program per year
INFORMATION REQUIRED – Listing of training programs attended by employees with proof of attendance

- 5. Established truck inventory control system and major tool inventory program
INFORMATION REQUIRED – Copy of inventory program

- 6. Provide and require photo ID cards for all field personnel
INFORMATION REQUIRED – Photocopy of company photo ID card

7. Maintain highest level of customer service standards
INFORMATION REQUIRED – Copy of your customer feedback form or customer follow up program or explanation of your customer service program. Three current letters of reference from customers.

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

- Plumbing
- Air Conditioning
- Heating
- Refrigeration
- Controls
- Building Operations
- Welding
- Medical Gases
- Fire Suppression
- Sheet Metal
- Other _____

Number of field service employees: _____

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

Date: _____

Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone: _____ Fax: _____

Email: _____ Website: _____

Please return the completed application form with all supporting documentation to:

MSCC Certification Program
208 Albert Street, Suite 601
Ottawa, ON K1P 5G8
Tel: 613.232.0492
Fax: 613.235.2793





MSCC Contractor Certification

Submission Checklist

1- Proven Track Record

- Resumes of officers
- Business license
- Insurance certificate
- Workmen's Compensation Board form
- Letter from MCA

2- Journeymen Certified

- List of service journeymen
- List of MSCC Certified journeymen

3- Health and Safety

- CORE Certification documents
- or
- Written Corporate Safety Policy or a copy of your Safety Certificate
- 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

4- Education

- List of educational programs offered
- List of employees who attended course in the last year

5- Inventory Control

- Description of tool inventory program
- or
- Copy of tool inventory program

6- Company ID

- Copy of company photo ID

7- Customer Service

- Copy of customer service program
- Customer feedback or orientation form
- 3 letters from clients

Notes:
