



MSCA GreenSTAR QUALIFIED CONTRACTOR

Instruction Sheet

There are nine criteria that must be met before your company can be considered to qualify for the MSCA GreenSTAR Qualified Contractor program. For each of the criteria, certain supplemental materials are required in order for your application to be processed. Once the completed application form is submitted along with all the required background materials, your request to become an MSCA GreenSTAR Qualified Contractor will be processed and reviewed by an independent third-party administrator. If you satisfy all the requirements for qualification, you will be promptly notified and will receive your MSCA GreenSTAR documentation and marketing packet. Recertification will be required every five years. At that time you will be asked to provide evidence that your company has continued to maintain all qualification criteria.

Qualification Criteria:

1. MSCA Member in Good Standing

It is important that your company is a contributing member of MSCA and meets all the requirements of MSCA membership.

***Information required:** Fill in the year your company joined MSCA. If this is not known, please call the MSCA Membership Department to check your records. Your dues payments to MSCA must also be current.*

2. Employ UA STAR Certified Technicians

The UA STAR certification program is an excellent way to assure your employees have been adequately trained and have all the skills and knowledge necessary to do their job correctly, safely and efficiently. The UA STAR exams are accredited by ANSI and are ISO recognized. Currently the United Association offers UA STAR certifications for HVACR Journeymen, Servicemen (those who primarily do residential and light commercial work), Commercial Refrigeration as well as for pipefitters, sprinklerfitters and plumbers. Any of these UA STAR exams can be counted towards this criteria. Many locals are currently using the UA STAR exam as the 5th-year apprentice turn-out exam. UA STAR certified technicians are required to recertify every five years to maintain their credentials. MSCA endorses the UA STAR program and encourages all contractors to strive to get all their employees UA STAR certified as soon as possible. Currently, to achieve MSCA STAR qualification, 25 percent of your service employees must have successfully passed a UA STAR exam.

***Information required:** Please submit a list of all current employees in your service division who have achieved UA STAR certification.*

3. Participation in Energy Specific Training Programs

Mechanical systems account for a very large percentage of the total energy usage in a building. It is important that your employees understand the impact of these systems on energy usage and how, through proper monitoring, maintenance, retrofits and training, energy usage can be substantially reduced and savings incurred. Your employees should demonstrate an understanding of the new products, services, techniques, equipment and terminology associated with sustainable services and energy saving technologies and be able to provide customers with the understanding and knowledge they need to make informed decisions regarding energy saving strategies. A minimum of 40 percent of total employees (both in-house and field personnel) need to have participated in this training.

Information Required: List of employees who have participated in specific energy or sustainability training programs and the specific program attended (Examples of training programs include: MSCA's ENERGY STAR™ webinars; MSCA's 2011 STAR Summit; UA's Green Awareness Training and Certification Program; UA's Energy Audit Class, GreenBuild; LEED AP training classes, company-sponsored training program; and local USGBC programs).

4. Have a Documented Company Service Safety and 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 state and federal regulations and 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 also are a priority. To assist MSCA contractors develop and implement a complete safety program, the MCAA/MSCA has published an extensive array of safety training materials including the MSCA Safety Manual for Service, model safety programs, safety talks, and safety training kits. By utilizing these materials as a guide a company can easily develop a complete safety program for its employees. Whether your company utilizes the MSCA manual as the basis of your safety program or has developed its own, it is crucial that your company focuses on safety on a daily basis and has a well-written and documented program that all employees understand and comply with. In addition, you must maintain an incidence rate that is below the industry average.

Information required: 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:

- ▶ Safety policy statement including management commitment;
- ▶ Disciplinary action and substance abuse plans, including enforcement;
- ▶ Pre-task safety and health planning;
- ▶ Worker participation in the company's safety process;
- ▶ Safe work practices/rules;
- ▶ Worker safety training;
- ▶ Safety leadership training for supervisors;
- ▶ Regular safety inspections & company safety performance audits;
- ▶ Injury incident and near miss incident investigations; and
- ▶ Accurate recordkeeping.

In addition, as required by OSHA, Form 300A, Summary of Work-Related Injuries and Illnesses (or equivalent form) must be posted in your establishment annually. To qualify for MSCA GreenSTAR status you must submit a copy of your completed OSHA Form 300A for the past two (2) years and have:

- ▶ Zero work-related fatalities within the past 36 months;
- ▶ An EMR that is 1.0 or lower;
- ▶ A recordable cases incidence rate below the BLS industry average; and
- ▶ A lost workday cases incidence rate below the BLS industry average.

Use of MSCA's Safety Eligibility Form in lieu of the OSHA forms is also acceptable.

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

Every HVACR service company makes a major investment in the purchase of tools. A technician must have the right tools to be able 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 all tools be tracked and inventoried periodically. 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 under-

stand and follow. It is recommended that a tool file be kept for each employee. Tools provided to employees should be logged on an individual tool inventory form 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: Copy or description of your company tool inventory program.

6. Customer Service Standards

Keeping your customers happy and 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 ensure all their needs have been met. It is important that your company has implemented a customer service program and has procedures in place to deal with customer concerns, issues or complaints. Customer follow-up after service calls, either my e-mail or phone, to assure satisfaction should be a priority.

Information required: 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.

7. Company is an ENERGY STAR™ Partner with the Environmental Protection Agency (EPA)

The EPA's ENERGY STAR program promotes the saving of resources and the protection of the environment through energy efficient products and practices. EPA's ENERGY STAR partnership offers a proven energy management strategy that helps in measuring current energy performance, setting goals, tracking savings, and rewarding improvements. To apply on-line as an ENERGY STAR partner, logon to: http://www.energystar.gov/index.cfm?c=join.join_index.

Information required: Proof that your company is an ENERGY STAR partner

8. Employ at least one Energy, LEED or Sustainability Specialist

Employing a qualified or certified specialist on staff indicates an understanding of the impact mechanical systems have on the energy usage in a facility and how a mechanical service contractor can provide valuable services to customers in reducing energy usage and providing cost saving strategies. These specialists can be a valuable asset to your company by providing added value to your customers as part of an energy services project team. These certifications are offered through many of the leading energy organizations such as ASHRAE, Association for Energy Engineers, and USGBC.

Information required: Name(s) of employee(s) who have successfully met all the requirements for a relevant certification such as LEED AP, CEM, CEA, BEMP, HBDP, BEAP, CSDP and the date received their certification or participation and completion of an MSCA-sponsored course on energy services.

9. Offer Sustainable Solutions and Energy Conservation Measures

It is important that you demonstrate your commitment to customers that your company promotes environmental responsibility by offering specific sustainable services and recommending energy conservation procedures and equipment. Contractors can play a vital role in assisting building owners and managers in making informed decisions about their facility's impact on the environment while maintaining occupant comfort, health and safety, By offering a variety of services geared towards enhancing the environmental and economic performance of mechanical systems, contractors can significantly grow their maintenance base while providing their customers energy and cost saving strategies.

Services offered to customers could include:

- i. Offer energy benchmarking services to customers by utilizing the EPA's ENERGY STAR Portfolio Manager to evaluate a building's performance against comparable buildings of similar size and use.
- ii. Provide building performance assessments and reports to document the current energy performance of a building and identify recommended measures to reduce operating costs and quantify an ROI based on improved energy efficiency
- iii. Promote/utilize/recommend the most energy efficient equipment (ENERGY STAR products/products that exceed ASHRAE 90.1-2004) when feasible for retrofits or replacements
- iv. Promote equipment monitoring through a building automation system or enhanced metering
- v. Convert all your Preventative Maintenance Agreements into Energy Solution Agreements (ESA) to ensure peak operating efficiency and recommended energy conservation measures.
- vi. Services specifically geared towards high performance buildings and sustainability such as laser alignment of belts and shafts; motor surveys, use of MERV 13 filters, regasketing, leak tests, enhanced metering, adding additional VAV boxes; installing CO₂ sensors and other energy saving or environmentally beneficial services
- vii. Conduct energy audits, energy simulation modeling or energy use profiles
- viii. Offer RetroCommissioning services
- ix. Provide cost/benefit analysis services which include calculating payback schedules for utilizing more energy efficient equipment
- x. Participation on a project team for a LEED EB:O & M or LEED NC registered project
- xi. Promote the use of low flush toilets; waterless urinals; motion sensor faucets
- xii. Whenever possible, utilize environmentally friendly solutions/products/chemicals/cleaners – examples include low VOC products, Green Seal GS-11 products, etc.
- xiii. Encourage the use of renewable energy systems – if feasible, enter into a Green-E accredited utility program for 25% of a building's annual electrical power
- xiv. Implement a documented refrigerant management program/recommend use of non-ozone depleting refrigerants
- xv. Conduct training programs for a building's in-house maintenance personnel on mechanical system operations and monitoring for maximum energy efficiency
- xvi. Provide information on tax incentives and rebates related to the utilization of energy efficient products
- xvii. Conduct education programs for customers on benefits of energy efficiency, value of proper preventative maintenance programs, equipment options, etc.
- xviii. Active involvement with local/state government officials and agencies promoting sustainable policies, regulations and programs
- xix. Serve on the Board of a local USGBC, ASHRAE, BOMA or IFMA chapter
- xx. Implement a marketing program describing your company's commitment to energy conservation and sustainability
- xxi. Become an advocate for "energy conservation" in your community through participation in community events and educational programs
- xxii. Demonstrate additional innovative ideas and practices that generate increased environmental benefits

Information required: Detailed description of "energy services" which your company provides to your customers including a number of the services listed above. In lieu of a description, company brochures, proposals, sales kits, etc. can be submitted if they adequately describe your company's activities in any of the above items.