



THE BASESHEET

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NRCA



WSRCA

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Letter from the President

Greetings Fellow ARCA Members:

If you are like me, you enjoy getting out of the heat and going up north where it is cool. This year's Expo is being held at Little America Hotel in Flagstaff, September 28-30. Registration is open! You won't want to miss this event. Expo has numerous fun events. Some of my favorites are the Get Acquainted Dinner, Corn Hole Tournament, Golf, Shooting, and Roofing Wars. There are many great seminars as well. To register for ARCA Expo 2023 please follow this link.

ARCA has hired a full-time Membership Coordinator, Laura Schweikert. Laura comes to us with a strong background in trade association management. Laura will act as a liaison between the Arizona Roofing Contractors Association and its members, with a focus on developing and implementing membership recruitment, retention, and active involvement in event initiatives for the association. Please join me in welcoming Laura to our ARCA family.

ARCA is forever committed to safety, with a laser-focus on safety issues pertaining to our industry and offering training classes at little or no charge to ARCA members. Along with the NRCA, ARCA is finding new ways to address workforce issues affecting roofing companies; details coming soon on how you can become involved! I also encourage you to join and participate in the roofing alliance with ADOSH to keep up-to-date with issues affecting our industry.

As always, go to the ARCA website to stay informed of upcoming ARCA events, such as the annual Holiday Party and Fall Riders Rally (taking place on Route 66). Our annual Holiday Party will be held on December 6th at Fate Brewery. It's going to be A Charlie Brown Christmas, [and you can register here](#). But before that, tune up your bikes and get your kickstands up on Route 66. The fall Riders Rally will be held on October 21. We will begin in Flagstaff at 11:00 AM, then ride onto to stops at Williams, Seligman, Kingman, and end up at Lake Havasu. The ride is sure to show you the historic side of Route 66. [Register here](#).

This will be my last address to you as the president of ARCA. These past two years have introduced unique challenges. I do not remember another time in my career when I wanted to buy products and they just weren't available. The past couple years illustrated to me how important my industry relationships are. It is only through my association with ARCA and other trade organizations that I was able to build relationships that pulled me through the supply chain issues. Looking back, those issues have strengthened many of my relationships. I would like to take this opportunity to thank my ARCA family; you all have helped me so much. I encourage you all to become more involved in ARCA; its benefits cannot be measured. It has been my honor to serve you all these past two years. Thank you to the board of directors, committee chairpersons, committee members, volunteers, and our executive director, Jennifer George; I would not have been able to function as President without your support. I will continue to serve you as Past President and Committee Co-Chair of Riders Rally. Thank you all for making ARCA great!

I am—now more than ever—proud to be a roofer!

Sincerely,

ARCA President Larry Miller, Gorman Roofing

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Enhancing Roofing Projects: The Benefits of Partnering with Solar Detachment and Resetting Specialists

AS THE WORLD continues to embrace sustainable energy solutions, solar installations have become a common sight atop residential and commercial roofs. However, the synergy between roofing projects and solar installations often creates a unique challenge. Fortunately, a solution exists in the form of partnering with companies that specialize in detaching and resetting solar panels to facilitate roof work. This collaboration can offer numerous benefits to both roofing contractors and solar specialists, ultimately resulting in smoother project execution and enhanced customer satisfaction.

One of the significant advantages of partnering with solar detachment and resetting specialists is the ability to minimize disruption during roof repair or replacement projects. Roofing work can be intricate and potentially damaging to solar panels if not handled correctly. By collaborating with experts who are experienced in removing and reinstalling solar arrays, the risk of damage is significantly reduced. This minimizes downtime for solar energy production and helps maintain the continuity of the client's energy generation, making the process less intrusive and more smooth.

Solar detachment and resetting specialists bring specialized knowledge and expertise to the table. Their familiarity with solar panel systems enables them to quickly and efficiently disassemble and

reassemble the arrays. Roofing contractors can benefit from this expertise, ensuring the solar panels are removed safely and stored appropriately during the roof work. Such efficiency not only saves time but also minimizes the potential for errors that could lead to costly repairs or delays.

Collaboration between roofing contractors and solar specialists enhances project management. Effective communication and coordination are crucial when roof repairs or replacements and solar panel detachment coincide. Partnering with solar experts ensures that the timeline is well-structured, and all parties involved are on the same page. This collaborative approach helps prevent project delays, reduces confusion, and fosters a sense of teamwork that ultimately benefits the client.

Roofing contractors often lack in-depth knowledge of solar installations. Partnering with solar detachment and resetting specialists offers an opportunity to conduct a thorough assessment of the solar array. During the detachment process, experts can evaluate the condition of the solar panels, mounts, and wiring. Any maintenance needs or potential issues can be identified and addressed, ensuring the solar system's optimal performance after reinstallation.

The collaboration between roofing contractors and solar specialists translates into enhanced customer satisfaction. Clients appreciate a seamless

and well-coordinated project that respects both their roofing and energy investments. By addressing their concerns, minimizing disruptions, and providing a comprehensive service, the partnership demonstrates a commitment to quality and professionalism that leaves a positive impression on clients.

Roofing contractors who offer a comprehensive service by partnering with solar detachment and resetting specialists gain a competitive advantage. The ability to manage projects involving both roofing and solar installations positions the contractor as a one-stop solution for clients seeking a holistic approach to their property's needs. This diversification and added value can lead to increased referrals and repeat business.

The partnership between roofing contractors and companies specializing in solar panel detachment and resetting holds immense potential for enhancing project execution and client satisfaction. By minimizing disruptions, leveraging expertise, coordinating project management, conducting system assessments, and ultimately providing a seamless experience, this collaboration benefits all parties involved. As the demand for sustainable energy solutions continues to grow, such partnerships are poised to become an essential component of successful roofing projects in the years to come. 🏠


Are you aware of best practices for hard hats?



ALTHOUGH IT MAY seem simply wearing a hard hat on a job site is enough, ongoing training is crucial to ensure proper use of hard hats, according to For Construction Pros.

Following are some basic head protection practices.

- Understand how to wear hard hats correctly. Never wear them backward as you would a baseball cap.
- Know how to properly adjust harnesses inside hard hats for a comfortable fit that holds the hat in place.
- Wear chin straps to help hold hard hats in place when working in awkward positions.
- Clean hard hats according to the manufacturer's specifications; using the wrong cleaning solvents may weaken the hard hats.
- Never use hard hats as a "bucket" to carry items around the job site.
- Inspect hard hats for damage regularly and remove and replace any damaged hard hats.

[Learn about the types and classes of hard hats here.](#) 

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Roof *FAILURES* Failures

By Jerry Brown, WRECORP

We have noticed a dramatic increase in roof failures in Arizona over the past decade. These project failures seem to have common issues. We will address each of the issues individually in this series.

We have another huge issue that has just recently come to light. Arizona wind velocity has been rated at 115 mph (3 second gust) under ASCE 7-10 and under ASCE 7-16 it is 110 mph (3 second gust). Nearly every municipality has adopted one of these codes. With this in mind every tile on every roof has to be nailed and then additional requirements are listed at the end of this study shall be followed.

TILE ROOFS

The installation of tile roofs in Arizona should be quite simple but there are far too many situations where the installation of the tile roofs is not following the industry standards and code. This is a confounding situation as we have a TRI (Tile Roof Institute) manual that is readily available and still is not used. The following are typical issues that we find on a daily basis.

1. Perimeter nailing.
2. Nailing for appropriate slopes, height and wind conditions.
3. Underlayments.

4. Cut tile secured.
5. Sealants and adhesives applied to the correct locations on the tiles.
6. Tile Headlaps.

ARCA has been providing TRI classes for years and has also been providing Arizona Tile Roof classes dealing with unique construction detailing used in Arizona. Either we are not getting the education to the right personnel or it is being ignored by salesmen, project managers, superintendents, foreman and/or the applicators.

The following is a summary. *There are further notes that must be adhered to that are not listed.*

1. Perimeter nailing on roof slopes 4/12 or greater. TRI Table 1B Number of fasteners. All perimeter tiles require one fastener
 - a. Perimeter fastening areas include three tiles courses but not less than 35 inches from either side of hips or ridges and edges of eaves and gable rakes.
 - b. Perimeter nailing on roof slopes less than 4/12. TRI Table 1A Number of fasteners. One fastener per tile. *Since every tile has to be nailed Table*

1A does not differentiate between the field and the perimeter nailing.

2. Nailing for appropriate slopes, heights and wind conditions. TRI Table 1A. (Less than 4/12 slope)
 - a. Slopes 2-1/2/12 and less than 3/12. One fastener per tile. Flat tiles without vertical laps, two fasteners per tile. Tiles installed with projecting anchor lugs will be installed on counter battens, or other code approved methods.
 - b. Roof Slopes of 3/12 and over. Two fasteners per tile. Only one fastener on slopes of 7/12 and less for tiles with installed weight exceeding 7.5 pounds per square foot, have a width no greater than 16 inches. On roof slopes over 24/12 the nose end of all tiles shall be securely fastened.
 - c. Table 1B – Roofing tile application for interlocking concrete and clay tiles with projecting anchor lugs when installed on roof slopes of 4/12 and greater.
 - d. 5/12 slope and under, fasteners are not required except perimeters.
 - e. Above 5/12 and less than 12/12

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slopes, one fastener per tile every other row or every other tile in each course.

- f. 12/12 to 24/12, one fastener per every tile.
3. Underlayments. Table 1 A 2-1/2/12 slope to less than 3/12. Built-up membrane, multiple plies, three plies minimum, applied per building code requirements or code approved alternate.
 - a. 3/12 to less than 4/12 requires 2 layers of approved underlayment.
4. Cut Tiles. Table 1B – Tiles with installed weight less than 9 pounds per square foot require a minimum of one fastener per tile, regardless of the roof slope. Solid sheathing without battens One fastener per tile. Cut tile pieces should be secured by one or a combination of the following: (a) code approved adhesive; (b) wire ties(c) batten extensions (d) cut tile clip or € other code approved fastening device.
5. Sealants and adhesives applied to the correct locations on the tiles. Adhesive must be placed in a position that will assure contact with adjacent tiles without affecting the flow of water. If adhesive is applied to the interlocking water channel, it must be placed above the headlap to avoid water damming.
 - a. Hip and ridge tile – All hip and ridge tile are required to have a code approved adhesive **between laps of trim tile to cover nail hole and create a bond between trim tiles.**
6. Tile Head Lap. TRI Tables 1A & 1B both state Field Tile Head Lap for all applications shall be 3 inches minimum, unless precluded by tile design.
 - a. Hip & Ridge head lap shall be a minimum of 2 inches.

TRI Manual July 2015. Table 1A (page 10) & 1B (page 11) Number of Fasteners ^{1 2} Foot Notes:

1. In areas designated by the local

building official as being subject to **wind velocities in excess of 100 miles per hour “basic (3 second gust) wind speed” per the IBC and the IRC** or where mean roof height exceeds 40 feet, but not more than 60 feet above grade, all tiles shall be attached as follows;

- 2.1 The head of all tiles shall be fastened.
- 2.2 The noses of all eave course tiles shall be fastened with clips, or other methods of attachment as approved by building codes officials.
- 2.3 All rake tiles shall be secured with two fasteners when required by IBC table 1507.3.7 and IRC section R905.3.7
- 2.4 The noses of all ridge, hip and rake tiles will be set in a bead of approved roofers mastic.
- 2.5 Other methods of fastening will be allowed based upon submission of testing and approval of building code officials.
- 2.6 For jurisdiction enforcing IBC and IRC, see appendix B for design considerations for high wind applications.

SUMMARY

Tile roofs should not be an issue, but they are an ongoing problem. Tile roofs are the only roof system that has a code approved complete manual on how tile roofs are to be installed. Follow the manual and seek help if you run across something not covered by the manual or you do not understand the requirements. Be aware of the code requirements.

REFERENCES:

Tile Roof Institute July 2015 Concrete and Clay Roof Tile Installation Manual, IBC, IRC & ASCE 7.



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Revised Form I-9, Employment Eligibility Verification, must be used starting in November

U.S. CITIZENSHIP AND Immigration Services has announced it soon will publish [a revised version of Form I-9](#), Employment Eligibility Verification, which employers must complete to verify the work authorization status of all new hires. The agency indicates the revised Form I-9 is significantly streamlined and contains improvements that should make it easier to complete.

The new Form I-9 is being issued as the Department of Homeland Security terminated temporary COVID-19 flexibilities related to Form I-9 July 31 and provides DHS the authority to authorize optional alternatives for employers to examine Form I-9 documentation. Additionally, DHS has published an accompanying document authorizing employers enrolled in E-Verify the option to remotely examine their new employees' identity and employment authorization documents as an alternative to conducting the examination in person. Employers may use the previous Form I-9 through Oct. 31, but beginning Nov. 1, all employers will be required to use the new Form I-9. 🏠

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August 11, 2023

Jennifer George
Executive Director
Arizona Roofing Contractors Association
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Reference: IECC (International Energy Conservation Code)

The following is my understanding and opinions of the code requirements as they apply to insulation values and roof systems.

The introduction of the IECC requirements has somehow been ignored by the roofing industry over the years. We, the Arizona Roofing Contractors Association needs to educate our members, non-members and the industry that designs, oversees and constructs roofing projects.

Each individual municipality can adopt any code or portions thereof. Most of the municipalities regularly adopt the most current code requirements.

The IECC current code is 2021. I am not sure how many if any of the municipalities have currently adopted IECC 2021. Contractors have a responsibility to confirm which codes have been adopted in the jurisdiction in which they are working.

For the purpose of this discussion, we are going to use the 2018 IECC as it applies to low sloped roofs. We know that it has been adopted by most of the municipalities in Arizona.

First, IBC section 1511.1 indicates that methods and materials for the application of replacing or recovering existing roofs shall comply with the requirements of Chapter 15. This section generally states that roofing operations must comply with adopted codes which include IECC.

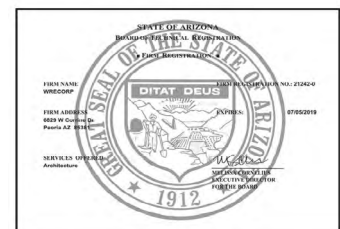
IEBC International Existing Building Code 2018 now has specific code requirements applicable to reroofing. These codes are in addition to the IBC, IRC and the IECC and may be even more strict.

2018 IECC energy code requirements for roof system replacement on commercial buildings (nonresidential buildings as dictated by jurisdiction) is dictated under Section C401 and C501. This applies to additions, alterations and repairs to existing buildings. Basically, it states that if the existing roof system is removed and a new roof system is installed then the code requirements apply. If the roof system is not removed then it does not apply. Some contractors are attempting to tear off just the top layers of the roofing system and then applying the new roof system over the remaining layers of the roofing system. This is not allowed by code and does not allow you to skirt the energy codes application.

IBC states in Chapter 15, Section 1510.3 New roof coverings **shall not** be installed **without removing all existing layers of roof coverings down to the roof deck** where any of the following conditions occur:

1. Where the existing roof or roof covering is water soaked or has deteriorated to the point that the existing roof or roof covering is not adequate as a base for additional roofing.
2. Where the existing roof covering is wood shake, slate, clay, cement or asbestos-cement tile.
3. Where the existing roof has two or more applications of any type of roof covering.

There are exceptions to this section. These exceptions should be reviewed prior to making any decisions as to this code and roof removal.



As to the IECC insulation code as it applies to roofing, I will try to keep it simple. If you tear off a low sloped roof and are installing a new roof system to that roof you shall comply with the IECC code. Each zone in Arizona has a specific requirement. Arizona has 4 zones. (Zones 2, 3, 4 & 5). Your responsibility is to determine which zone you are working in and apply the code requirements. Once that is determined then you have to apply the requirements for the insulation. There are 2 categories that apply to low slope roofing.

- Insulation entirely above the deck. *Insulation entirely above the deck is easy. That is commonly board stock insulation.*
- Attic and other. *Attic and other is a little more complicated. If you can determine the R-value of the insulation under the roof deck, you then have to determine if that value is truly a value. Example, if there is a R-30 batted insulation installed under the deck but it is all loose and not secured to the underside of the deck and there is an air space between the deck and the insulation then it is not a true R-30 value. This is not a true value because of the air convection that takes place. If there is an air space above, below and/or around the insulation then the insulation becomes nothing more than a dust filter and not a valued insulation. You would then need to consult an insulation consultant to provide you what the true value is if there is any value at all. Under this section of Attic and Other, you can use that value and then add only the insulation above the roof deck to meet the requirements for that zone.*

Insulation code requirements for insulation is as follows.

Above Deck:	Attic and Other:
Zone 2: R25	Zone 2: R-38
Zone 3: R-25	Zone 3: R-38
Zone 4: R-30	Zone 4: R-38
Zone 5 & Marine Zone 4: R-30	Zone 5: R-38 & Zone 4 Marine R-49

There is a 3rd category regarding Metal Buildings. If you take on a metal building you will be required to do some additional research.

In conclusion, you cannot contract around code, code is law.

I have attached the IECC Chapter 5 Prescriptive Approach Compliance page for your review.

Jerry L. Brown
Roof Consultant
WRECORP

Chapter 5 Prescriptive Approach Compliance

U.S. DEPARTMENT OF
ENERGY Energy Efficiency & Renewable Energy

TABLE C402.1.3
OPAQUE THERMAL ENVELOPE INSULATION COMPONENT MINIMUM REQUIREMENTS, R-VALUE METHOD^{a,1}

CLIMATE ZONE	1		2		3		4 EXCEPT MARINE		5 AND MARINE 4		6		7		8	
	All other	Group R	All other	Group R	All other	Group R	All other	Group R	All other	Group R	All other	Group R	All other	Group R	All other	Group R
Roofs																
Insulation entirely above roof deck	R-20ci	R-25ci	R-25ci	R-25ci	R-25ci	R-25ci	R-30ci	R-30ci	R-30ci	R-30ci	R-30ci	R-30ci	R-35ci	R-35ci	R-35ci	R-35ci
Metal buildings ^b	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-25+ R-11 LS	R-25+ R-11 LS	R-30+ R-11 LS	R-30+ R-11 LS	R-30+ R-11 LS	R-30+ R-11 LS
Attic and other	R-38	R-38	R-38	R-38	R-38	R-38	R-38	R-38	R-38	R-49	R-49	R-49	R-49	R-49	R-49	R-49
Mass ^c	R-5.7ci ^d	R-5.7ci ^d	R-5.7ci ^d	R-7.6ci	R-7.6ci	R-9.5ci	ROOFS		R-13.3ci	R-15.2ci	R-15.2ci	R-15.2ci	R-15.2ci	R-25ci	R-25ci	R-25ci

Climate Zone	1	2	3	4	5	6	7	8
				Except Marine	And Marine 4			
Insulation entirely above deck	R-20ci	R-25ci	R-25ci	R-25ci	R-25ci	R-30ci	R-30ci	R-30ci
Metal buildings ^{a, b}	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS	R-19+ R-11 LS
Attic and other	R-38	R-38	R-38	R-38	R-38	R-38	R-38	R-49

Opaque doors																
Nonswinging	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75	R-4.75

For SI: 1 inch = 25.4 mm, 1 pound per square foot = 4.88 kg/m², 1 pound per cubic foot = 16 kg/m³.

ci = Continuous insulation, NR = No Requirement, LS = Liner System.

a. Assembly descriptions can be found in ANSI/ASHRAE/IESNA Appendix A.

b. Where using R-value compliance method, a thermal spacer block shall be provided, otherwise use the U-factor compliance method in Table C402.1.4.

c. R-5.7ci is allowed to be substituted with concrete block walls complying with ASTM C90, ungrouted or partially grouted at 32 inches or less on center vertically and 48 inches or less on center horizontally, with ungrouted cores filled with materials having a maximum thermal conductivity of 0.44 Btu-in/h·ft²·°F.

d. Where heated slabs are below grade, below-grade walls shall comply with the exterior insulation requirements for heated slabs.

e. "Mass floors" shall be in accordance with Section C402.2.3.

f. Steel floor joist systems shall be insulated to R-38.

g. "Mass walls" shall be in accordance with Section C402.2.2.

h. The first value is for perimeter insulation and the second value is for slab insulation. Perimeter insulation is not required to extend below the bottom of the slab.

i. Not applicable to garage doors. See Table C402.1.4.



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Let's Build Construction Camp for Girls

by Minerva Robles

LET'S BUILD CONSTRUCTION Camp for Girls was founded with a goal to ignite the spark within girls to explore the built environment through architecture, engineering, construction, and building material manufacturing-related careers.

The special nature of **Let's Build** organically teaches essential life lessons in leadership, communication, confidence, and problem-solving to complement the technical training." <https://www.letsbuildcamp.com>

July 10-14, the CSI Phoenix chapter in conjunction with Let's Build Construction Camp for Girls hosted its first-ever camp for Arizona.

The Arizona Roofing Contractors Association was truly instrumental in bringing this to fruition, joining forces with the Southwest Contractors Union, Power Arizona, and all the individual sponsors who made this camp possible as well as bringing all the trades together for a common purpose. The generosity of ARCA members and NWiR Phoenix helped the 2023 Camp provide camp essentials, including a tool bag with construction tools used during the week (worth approximately \$250 each) as well as anti-slip steel toe shoes for the girls to take home. All PPE was provided and appropriate usage and safety was taught throughout the week. The girls took home hard hats, safety glasses, gloves, and ear protection courtesy of Elite Roofing Supply

and Progressive Roofing.

Eight girls attended the first camp along with four carpentry apprentices who learned design, planning, specifications, carpentry, drywall, electrical, plumbing, roofing, painting, and flooring. ARCA Members Star Roofing and Beacon Building Products along with Minnie Robles of Johns Manville Commercial Roofing Systems taught the girls how to install shingles and metal standing seam, which was provided by American Roofing Supply and ATAS International. L & W Supply donated all drywall and accessories for the girls to finish their structures and prepare for painting.

Amidst all this, the campers were able to take field trips. They attended the reference library (a resource for material specification) and got to choose their paint colors. Then they took a trip to Home Depot to learn about ordering paint, picking up supplies, and job opportunities at the Home Depot Pro Desk as well as the paint department. After that, McCarthy General Contractors conducted a guided tour of ASU's Human Development Building, educating campers on sustainable products used during construction and necessary coordination efforts between trades—including carpenters, roofers, and electricians—to bring a building to life. The trip was topped off with a visit to a local ice cream shop for a special treat to end the day.

The campers had a phenomenal time designing their final project and painting

it. The Southwest Carpenter's Union built additional structures and provided instructors for the entirety of the camp. These instructors provided guidance and help throughout the build as well as motivation and encouragement to help instill confidence. Campers came up with some amazing ideas, painting Aliens and Space, Soaring high in the clouds, and their very own Mexican Paleteria (Ice Cream Shop).

We ended the week with an amazing celebration, inviting friends and family as well as the media (we were featured in Telemundo Noticias) to witness what the girls had accomplished and to teach parents about the benefits of a construction trade. Something amazing happens when you teach young women the value of the trades; a spark of confidence is ignited as they experience their own adeptness and potential. As the saying goes, "You have to see it to be it." As the camp leader, I am proud to say all volunteers learned about resilience, teamwork, and confidence from these girls as much as the girls learned from us.

I would personally like to thank each and every ARCA member, not only for your generosity, but for your support of a camp that truly transformed these girls! There are not enough words to express my gratitude to the association and their members for this life-changing experience.

We are already looking forward to next year's event and ARCA's involvement. 🏠

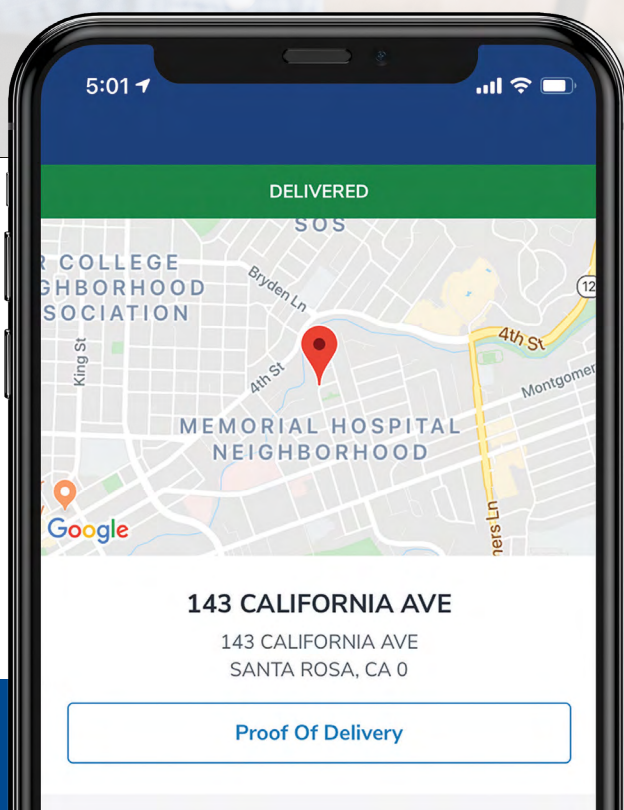
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Protecting Workers from Heat Illness

At times, workers may be required to work in hot environments for long periods. When the human body is unable to maintain a normal temperature, heat-related illnesses can occur and may result in death. This fact sheet provides information to employers on measures they should take to prevent heat-related illnesses and death.



Factors That Increase Risk to Workers

- High temperature and humidity
- Direct sun exposure (with no shade)
- Indoor exposure to other sources of radiant heat (ovens, furnaces)
- Limited air movement (no breeze)
- Low fluid consumption
- Physical exertion
- Heavy personal protective clothing and equipment
- Poor physical condition or health problems
- Some medications, for example, different kinds of blood pressure pills or antihistamines
- Pregnancy
- Lack of recent exposure to hot working conditions
- Previous heat-related illness
- Advanced age (65+)

Health Problems Caused by Hot Environments

Heat Stroke is the most serious heat-related health problem. Heat stroke occurs when the body's temperature regulating system fails and body temperature rises to critical levels. **Heat stroke is a medical emergency that may rapidly result in death!**

Symptoms of heat stroke include:

- Confusion
- Loss of consciousness
- Seizures
- Very high body temperature
- Hot, dry skin or profuse sweating

If a worker shows signs of possible heat stroke:

- **Heat stroke is a life-threatening emergency! While first aid measures are being implemented, call 911 and get emergency medical help.**

- **Make sure that someone stays with the worker until help arrives.**
- Move the worker to a shaded, cool area and remove outer clothing.
- Wet the worker with cool water and circulate the air to speed cooling.
- Place cold wet cloths or ice all over the body or soak the worker's clothing with cold water.

Heat Exhaustion is the next most serious heat-related health problem.

Symptoms of heat exhaustion:

- Headache
- Nausea
- Dizziness
- Weakness
- Irritability
- Thirst
- Heavy sweating
- Elevated body temperature
- Decreased urine output

If a worker shows signs of possible heat exhaustion:

- Workers with signs or symptoms of heat exhaustion should be taken to a clinic or emergency room for medical evaluation and treatment.
- If medical care is not available, **call 911 immediately.**
- Make sure that someone stays with the worker until help arrives.
- Workers should be removed from the hot area and given liquids to drink.
- Remove unnecessary clothing including shoes and socks.
- Cool the worker with cold compresses to the head, neck, and face or have the worker wash his or her head, face and neck with cold water.

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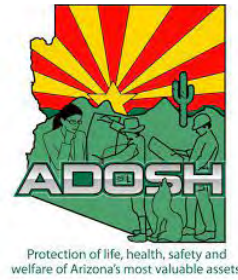
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→ **COLLABORATE** with ADOSH to forge innovative solutions for hazard prevention in the roofing industry.

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To sign the agreement or learn more about it, attend a free meeting or contact the ARCA office at 602-335-0133.



*Meetings are held at **9:00 AM every third Tuesday of the month at***

Arizona Industrial Commission
800 West Washington Street
Phoenix, Arizona 85007
ADOSH Room 242



[✓] Keeping Track of Company Vehicles

WHEN YOU HAVE company vehicles on the road, tracking your fleet and using the data can help you streamline your business operations and protect your company and employees.

Tracking the right data is key to improving efficiency, increasing tax savings and identifying areas of overspending to ensure employees use company resources wisely. The U.S. Chamber of Commerce shares ways to track your company's vehicle use.

Data to track include:

- **Trip dates:** Log and organize trip data under the specific date to hold employees accountable and reduce costs.

- **Mileage:** A record of how many miles a car was driven can identify instances of personal use with the vehicle.
- **Working hours:** This will ensure employees are only using the vehicle during business hours.
- **Driving behaviors:** Many systems track bad driving behaviors that contribute to a vehicle's wear and tear, such as harsh braking, excessive idling and speeding.
- **Current location and destination:** This can help protect your assets in case of theft and allow you to better provide customers with updates regarding an employee's arrival time.

Rather than relying on individuals manually logging hours and mileage, some businesses use a fleet management service, which allows them to track vehicle fleets and employee behavior through a comprehensive system. If you are considering a fleet management service, you should look for the following features: hardware and installation, such as plug-and-play hardware, which does not require a professional's help to install; driver safety and performance to hold drivers accountable for their actions; vehicle maintenance tracking to identify when maintenance is needed; GPS tracking for location and mileage; and alerts and reports to better understand how and when your employees operate company vehicles. 🏠



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How to Encourage Customers to Leave Good Online Reviews



By Sammi Caramela and Jamie Johnson

Positive online reviews can act as powerful marketing tactics for your business. Here's how to encourage customers to leave good reviews.

AS E-COMMERCE BECOMES more popular, online review sites are increasingly important for customers. One survey shows [95% of customers](#) read online reviews before buying a product or service.

Positive online reviews improve your company's reputation and can attract new customers to your business. Here are five ways to encourage customers to leave you a review.

SET UP PROFILES ON POPULAR REVIEW SITES

The first step is to make sure you're listed on the most popular review sites: Google, Yelp, and Facebook. Google is by far the most important review site, with over [63% of consumers](#) saying they check Google reviews before visiting a business location.

You'll start by claiming your business on Google Maps to set up your Google Business Profile. The verification process takes seven days, but once it's complete, you'll be the only person who can edit your Business Profile.

Though not as popular as Google, Yelp and Facebook reviews also influence a customer's purchase decisions. So it's a good idea to set up business profiles on both sites.

REQUEST REVIEWS DIRECTLY

When customers check online reviews,

they're looking for the quality and quantity of those reviews. As of 2021, [60% of customers](#) said they consider the number of reviews a business has before deciding to purchase its products or services.

So it's not enough to have just a few positive online reviews — you need dozens of reviews if you want potential customers to see your business as credible. But unfortunately, customers who are displeased are more likely to leave reviews than satisfied customers.

That's why you must get in the habit of asking every customer to leave your business a review. Explain to them how much positive reviews help your business, and ask them if they're willing to leave you one.

You can do this by asking customers directly, including links in emails, or including a QR code on receipts that will link directly to your Business Profile. Automating this process will create a scalable solution and a consistent stream of new online reviews.

MAKE IT CONVENIENT AND EASILY ACCESSIBLE

Most customers are willing to leave a business a positive review unless the process is too complicated or tedious. So you should make it easy for your customers to find your profiles and leave you a review.

Include direct links through your website, emails, and social media profiles. And once customers begin the review process, don't ask them to provide too much information. Providing their name, a star rating, and an optional comment is plenty of information and reduces the likelihood that customers will give up

midway through the review.

Another way to remove friction from the review process is by providing a template for customers. A template encourages positive feedback while ensuring the customer doesn't have to put too much effort into leaving the review.

RESPOND TO ALL REVIEWS

Customers want to be heard, so it's essential to respond to all positive and negative feedback. Take time to reply to every review by thanking each person for sharing their experience with your business.

Furthermore, you should never ignore or delete a negative review. Always respond in a professional and calm manner without getting defensive. Let the customer know that you're sorry they had a bad experience, and encourage them to take the conversation to a private channel so you can resolve it "offline."

SHARE POSITIVE REVIEWS

You should highlight any positive customer reviews on your website and in marketing emails to your customers. Sharing positive reviews creates social proof for your business and could incentivize other customers to leave a review for your business.

Social media is another great place to share positive customer reviews about your business.

Ask your followers what they love about a specific product or how they enjoyed your services. That way, anyone who visits your pages can read through feedback from real customers. 🏠



Know When to Replace Your Safety Gloves

By Rick Pedley

CONSTRUCTION WORKERS USE their hands constantly on the job—from working with various tools and equipment, to handling materials. But the average worksite is full of potential hazards that include cuts, scratches, punctures and burns that can lead to serious injury.

Once these hazards have been mitigated, wearing strong, durable work gloves is the next best way to avoid hand injuries. Some safety gloves can last up to a decade depending on how often they are used, how they are cared for and where they are stored. Everyday wear and tear, along with accidents, will eventually make these gloves less effective over time. Learn when to replace construction safety gloves so your crew can do their jobs without putting their hands at risk.

WHEN DO SAFETY GLOVES EXPIRE?

The same pair of gloves might not last forever, especially if used regularly in the field. The expiration date largely depends on the quality of the gloves, mainly the

materials used to make them.

On the low end of the spectrum, disposable latex gloves usually last up to three years on the shelf, while nitrile disposable gloves can last up to five years in storage. The same applies to chloride (vinyl) gloves, neoprene and polyurethane. Kevlar gloves will start to degrade after around 10 washes.

On the higher end, leather work gloves are the most durable and may last a lifetime if used as intended.

The expiration date can also depend on the brand. Managers can check the user manual to see if or when the gloves expire. Many materials will lose their protective properties over time. The safety equipment should be stored in a dry, room-temperature location where it won't get damaged. Workers must also launder these items according to the manufacturer's guidelines to avoid damaging the gloves.

WHEN TO REPLACE WORK GLOVES

Some pairs may not last until expiration if they get damaged in the field. Their longevity depends on how well you maintain them, how often you are using

them, and the type of work they're being used for. Every pair of gloves should be inspected at the start and end of every shift. Workers need to be trained to inspect this gear to decide whether it is safe. If the gloves are involved in an accident, they should be pulled out of rotation immediately. If the gloves are beyond repair, they should be properly disposed of. All potentially damaged gloves should be kept away from the rest of the safety gear to avoid being accidentally used.

Here are some warning signs that the gloves need to be replaced:

Frays, Holes and Loose Stitches

Gloves made with fabric are only as strong as the threads holding them together. Workers should look for gaps along the seams, especially around the fingers, holes that leave their skin exposed and loose threads, which are a sign that part of the material is coming undone. A durable pair of gloves will have a higher thread count to avoid fraying. Even small holes can expose workers to various hazards, including extreme temperatures, sharp objects, dust and other particulate matter; and that hole will grow larger over time. *(continued)*

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Thin or Worn Spots

These weak points can pose a danger to workers on the job. The fabric may appear more transparent in these areas, which occur on the parts of the hand that see the most action in the field. Stress and friction will wear away at the material until it eventually dissolves, creating a hole, allowing sharp objects and extreme temperatures to pass through the material more easily.

Peeling

Many pairs have a protective coating that will slowly peel off with age. The coating can be on the gloves inside and/or outside. Sweat and friction will weaken the adhesive that keeps the coating attached.

Stains and Odors

If a pair of gloves is permanently stained or has a strong odor after it's been washed, it may have been exposed to toxic chemicals or other contaminants.

Change in Fit

Safety gloves are only effective if they fit the person's hands. Gloves that are too large can easily slip off, and pairs that

are too tight can limit the person's range of movement. The fabric may expand or contract with washing and age, so every employee should check the fit before starting their shift.

Stay a step ahead of glove replacement by having additional pairs of gloves from the same manufacturer on hand—no pun intended—when your gloves get damaged or worn. Be cautious when buying a different or new type of glove. Research the manufacturer to ensure they have a good reputation in your industry. And if you're unsure if your gloves need to be replaced, it's always best to be safer than sorry and do so anyway.

WHEN TO REPLACE CHEMICAL-RESISTANT GLOVES

Chemical-resistant gloves protect workers from severe burns and injury when working with or near dangerous chemicals, including solvents, detergents, lubricants and other industrial materials. If the gloves are damaged or worn, these materials can easily slip through the cracks, putting the user at risk.

Workers should watch out for these signs that the gloves need to be replaced:

Brittle or Stiff Materials

Gloves involved in a spill or leak may feel overly stiff after washing. The worker may notice a crinkling sound or see debris falling from the surface of the gloves. This is a sign that the gloves are starting to degrade.

Strong Odors

Exposure to strong chemicals can leave the gloves with a strange smell. This is a sign the pair may be compromised. Some chemicals can be hard to remove, even with regular washing.

Leaks

There shouldn't be any way for the chemicals to leak through the material. Some holes or weak points may be invisible to the naked eye. Workers can try filling the gloves with water to see if any of it leaks out.

Construction professionals can never be too cautious when protecting their hands in the field. A quality pair of gloves is the best defense against various hazards in the field. Workers should replace their gloves when they are no longer up to the task. 🏠

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Join R Club Today to Register for the Peer Forum

By Anna Lockhart

Meet quarterly with fellow business owners and roofing professionals from across the country to engage in meaningful conversations about relevant business and marketing initiatives.

R-CLUB HAS LAUNCHED a new, confidential [peer forum](#) for business owners and key company managers in the roofing and home improvement industries to connect quarterly in a small group moderated by an industry professional. Each quarter, participants will engage in meaningful conversations centering around topics pertaining to business operations and marketing initiatives. Here you can share innovative ideas, best practice insights and continuous learning experiences with like-minded individuals who share the same goals.

The operations-focused forum sessions will be moderated by industry expert, [John Kenney](#). John is the chief executive officer at [Cotney Consulting Group](#) and a notable contributor to the Coffee Shops, sharing his expertise through articles, multimedia episodes and multiple other resources. Prior to co-founding Cotney Consulting Group, John worked in the roofing and construction industries filling numerous roles for 45 years.

For the business owner or industry professional interested in topics related to marketing and communications, you

won't want to miss out on the sessions moderated by Karen Edwards and Heidi J. Ellsworth from RoofersCoffeeShop®! Together, Heidi and Karen have decades of experience and expertise in marketing for the roofing industry!

As moderators of these forum sessions, which will take place quarterly, John, Karen and Heidi will lead participants in valuable discussions that will spark inspiration and deeper thought about relevant industry topics. Improve your business operations, workflow strategies and marketing initiatives through these peer-led conversations.

The peer forum will provide participants the chance to network and grow their business in this unique, confidential space created for industry professionals, business owners and company managers to share their ideas and opinions with like-minded individuals.

[Register for the next Peer Forum.](#)

[Not an R-Club member yet? Join the R-Club today to be a part of this opportunity.](#)



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GO TROPICAL

Ready to expand your business network?

By John O'Dell, Regional Vice President of Arizona, Elite Roofing Supply

BUILDING A BETTER business is a business itself. It requires working off the clock and doing things many of us need to be more comfortable with, like networking. If you just cringed a little, we get it. Networking is tough, and it can be challenging to talk about yourself in hopes that someone sees the value in you or your business. Networking is more than just talking to customers, though; it also includes building relationships with other distributors and potential event sponsors. And those folks are likely feeling as awkward as you when trying to build lasting connections. A LinkedIn survey shows that 57% of those polled

say they don't network because it makes them uncomfortable. Here are some tips on improving your networking skills:

- **Show up.** Mentally preparing the network is the way to go. Strategize how you're going to bring your whole self to the table. Do your research, come equipped with information, and feel confident you know your stuff.
- **Attend in person.** We've all gotten very comfortable with virtual meetings... perhaps too comfortable. Wear an outfit you feel professional and confident in and put on your best smile.

The face-to-face, in-person interaction is simply irreplaceable. And, if you must meet virtually, at the very least, turn on your camera — let people see your beautiful face!

- **Manage your time.** Consider your venue, determine your timeframe, and set a networking goal. Strategize how you plan to work the room. Only spend some of your time networking with people you already know. Meet new people, pass along your information, and move on.
- **Think about what's in it for you.** Seriously, what is a risk without reward? Identify your why, expand on it, and determine the steps. By imagining the possibilities, you can set goals for the next networking event to help get you there.

Remember that effective networking is not just about meeting as many people as possible; it's about building meaningful relationships, offering value to others, and fostering a sense of community and connection. 🏠

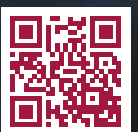


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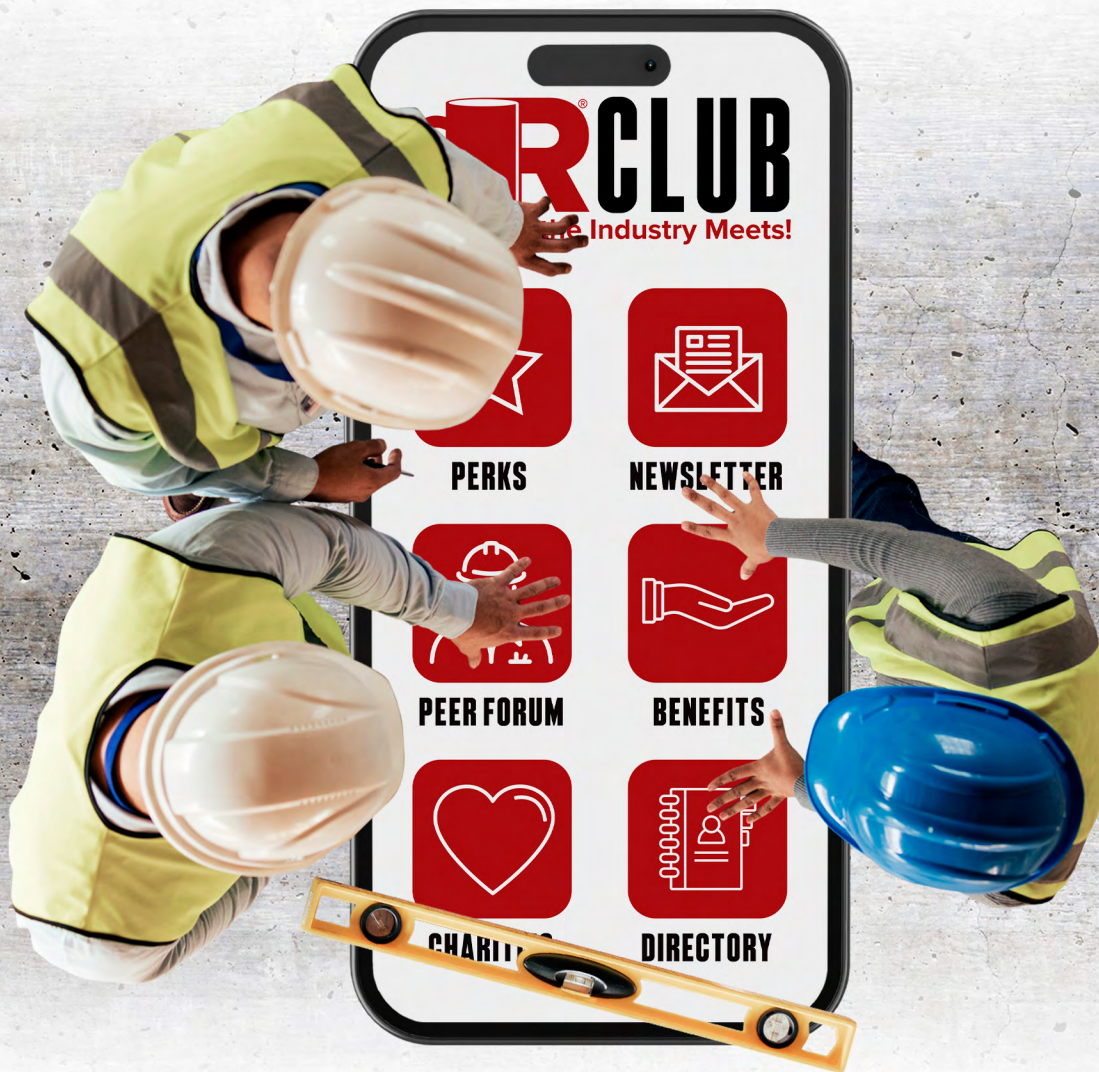
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OSHA begins National Emphasis Program to Prevent Falls




THE DEPARTMENT OF Labor announced the Occupational Safety and Health Administration has begun a National Emphasis Program to prevent falls, the leading cause of fatal workplace injuries and the violation OSHA cites most frequently in construction industry inspections.

The emphasis program will focus on reducing fall-related injuries and fatalities for people working at heights in all industries. Bureau of Labor Statistics data shows of the 5,190 fatal workplace injuries in 2021, 680 were associated with falls from elevations—about 13% of all deaths.

The program establishes guidance for locating and inspecting fall hazards and

allows OSHA compliance safety and health officers to open inspections whenever they observe someone working at heights. An outreach component of the program will focus on educating employers about effective ways to keep their workers safe. If a compliance officer determines an inspection is not necessary after entering a worksite and observing work activities, they will provide outreach regarding fall protection and leave the site.

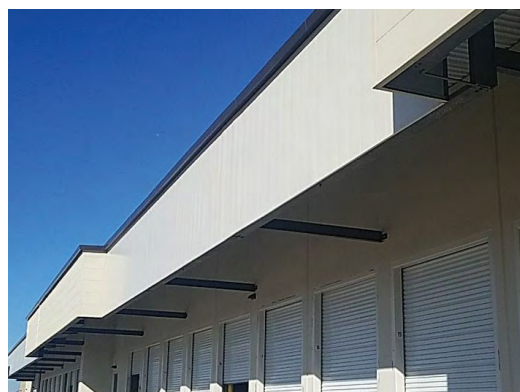
“This national emphasis program aligns all of OSHA’s fall-protection resources to combat one of the most preventable and significant causes of workplace fatalities,” said Assistant Secretary for Occupational Safety and Health Doug Parker. “We’re launching this program in concert with the 10th annual National Safety Stand-Down to Prevent Falls in Construction and the industry’s Safety Week. Working together, OSHA and employers in all industries can make lasting changes to improve worker safety and save lives.” 



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To start using ARCA's event app, first download the Yapp app from your mobile app store. Then, log in using 'ARCAEVENTS'.

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SEP 27-30	ARCA 54TH ROOFING EXPO LITTLE AMERICA 2515 E. BUTLER AVENUE FLAGSTAFF, AZ 86004
SEP 28 11:00A-1:00P	EMPLOYMENT LAW: WHAT TO KNOW (ENGLISH) TRAINING ROOM 4700 S. MILL AVE., TEMPE OR VIRTUAL
OCT 6-27 7:00-3:30A	OSHA 30-HOUR TRAINING IN PHOENIX (ENGLISH) ARCA TRAINING ROOM 3839 N. 3RD ST., STE. 106, PHOENIX, AZ 85012
OCT 12 11:00A-1:00P	EMERGENCY ACTION PLAN (ENGLISH) TRAINING ROOM 4700 S. MILL AVE., TEMPE OR VIRTUAL
OCT 19 8:00A-12:00P	TILE ROOFING INSTALLER CERTIFICATION ARCA TRAINING ROOM 3839 N. 3RD ST., STE. 106, PHOENIX, AZ 85012
OCT 21 11:00A	2023 FALL RIDERS RALLY VIEW ROUTE HERE
OCT 26 11:00A-1:00P	WEBINAR FLEET MANAGEMENT & DEFENSIVE DRIVING (ENGLISH) REGISTER HERE
NOV 17 8:00A-2:00P	ARCA ACADEMY CLASS - BUR & EQUIPMENT ARCA TRAINING ROOM 3839 N. 3RD ST., STE. 106, PHOENIX, AZ 85012
DEC 6 4:00-6:00P	11TH ANNUAL HOLIDAY PARTY 4445 N 7TH STREET PHOENIX, AZ 85014
JAN 26 9:00A	ARCA 6TH ANNUAL GOLF TOURNAMENT 6808 S. 32ND STREET PHOENIX, AZ 85042

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