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October 2017

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Disclaimer: The opinions and positions stated in articles published herein are those of the authors and not, by the fact of publication, necessarily those of MRCA. MRCA does not endorse roofing products or systems and shall not be deemed by anything herein to have recommended the use or non-use of any particular roofing system.

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OCTOBER LETT

QUALIFYING ROUNDS : F1 12:30PM-1:30PM : 3:

FINALS 3:00PM

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The MRCA Conference is upon us which means my time as MRCA President is coming to an end. I have been honored to serve my fellow members and the roofing industry this year.

I would like to thank the many people at Langer Roofing who have made it possible for me to

volunteer my time to the industry in this capacity. I would also like to thank the many MRCA Board and Committee Members who have worked so hard this year to help us move the association forward and improve our services for every member. I have never seen such a dedicated group of people and I've appreciated all the time, effort, and resources they have invested into the MRCA.

I am looking forward to turning over the reins to our next President, Greg Sprague of Sprague Roofing in Lincoln Nebraska. I know that he'll do a great job in leading this organization and further strengthening both its mission and sustainability. We will officially pass the gavel at our Annual Membership Meeting in St. Louis on October 17th and I hope you'll all join us for not only our regular business meeting and awards ceremony, but also to see our inspiring Keynote Speaker, Retired US Marine Corps Captain Eric McElvenny. After being wounded in Afghanistan, McElvenny has gone on to compete in endurance racing events across the country and has a powerful message to share about his journey.

Full Conference details fill this issue of MR and there is much to do and so many great educational programs that I really hope you'll take advantage of all of them. There's no substitute for being there in person and seeing it for yourself. This Expo is full of interactive events, contests, demonstrations, and a Young Contractors Council debate on the show floor!

I look forward to seeing you in St. Louis!

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MARK E. LANGER

MRCA President

Schedule at a glance

Monday OCTOBER 16

8:00 am-4:00 pm

Exhibitor Registration and Move In

8:00 am-4:00 pm

Attendee Registration Open and Foundation Auction Pre-Registration

8:00 am-4:00 pm

 Program on Paid Negotiations provided by GAF (Separate Registration Required)

10:00 am-11:00 am

MRCA Incoming Board of Directors Orientation (Executive Session)

11:00 am-1:00 pm

MRCA Board of Directors Meeting (Executive Session)

1:00 pm-3:00 pm

MRCA Women in Roofing (WinR) Roundtables

4:00 pm-5:00 pm

Special Presentation on Understanding Your Overhead presented by Larry Stock from Queen City Roofing (Included in Full Contractor Registration & Arrowhead Steep Slope University Registration)

5:00 pm-7:00 pm

Arrowhead Steep Slope University – Ventilation Program presented by AirVent (Separate Registration Required)

5:00 pm-5:30 pm

New Member / 1st Time Attendee Welcome and Introduction

5:30 pm-7:30 pm

Presidents' Reception and Dinner (By Invitation Only)

7:30 pm-9:30 pm

Young Contractors Council (YCC) Charity Fundraiser Outing (Separate Registration Required)

Tuesday OCTOBER 17

7:00 am-10:00 am

Exhibitor Registration, Foundation Auction Pre-Registration and Move In

7:00 am-4:00 pm

Attendee Registration Open and Foundation Auction Pre-Registration

7:00 am-6:00 pm

CERTA Train-The-Trainer **New Authorizations** (Separate Registration Required)

7:00 am-2:00 pm

CERTA Train-The-Trainer Re-Authorizations (Separate Registration Required)

6:30 am-8:00 am

Deluxe Continental Breakfast (all attendees welcome)

8:00 am-8:15 am

Attendees take their seats

8:15 am-8:30 am

President's Welcome

8:30 am-9:30 am

Keynote Speaker Eric McElvenny

9:30 am-10:15 am

Awards Ceremony, MRCA Membership Meeting, Passing of the Gavel

10:15 am-12:15 am **Educational Sessions**

- 10:15 am 11:15 am Improve your sales communication based on behavioral styles
- 11:15 am 12:15 pm YCC/PPC Hosted Round table Session - Around the Roof

General Information

10:00 am-12:30 pm

- Arrowhead Steep Slope University - on the Expo Floor (Separate Registration Required)
- ●10:15 am 11:15 am Reading Financial Statements and **Understanding Your** Overhead
- ●11:30 am 12:15 pm OSHA for Steep Slope

12:15 pm-12:30 pm

Trade Show Opening Ceremony

12:30 pm-4:30 pm

Trade Show Open -Lunch on the Floor and **Foundation Auction** Items Display

5:30 pm-8:30 pm

MRCA Welcome Reception & Foundation Auction (7:30 pm - Live Auction)

Wednesday OCTOBER 18

7:00 am-4:00 pm

Attendee Registration

7:30 am-11:30 am

 CERTA Applicator Course Classroom Portion (Separate Registration Required)

7:30 am-9:00 am

Deluxe Continental Breakfast (all attendees welcome)

8:00 am-12:00 pm **Educational Sessions**

- 8:00 8:45 am Polyisocyanurate Insulation **Board Panel**
- 8:45 9:30 am Why CERTA Should be a Part of Every Project
- 9:45 10:45 am Balancing Act -Subcontracting in Roofing (Panel Discussion)
- 11:00 12:30 pm Legal Lunch and Learn

9:00 am-11:15 am

Arrowhead Steep Slope University – on the Expo Floor (Separate Registration Required)

- 9:00 am- 10:00 am Dealing with Insurance Companies
- ●10:15 am− 11:15pm Crew Leadership & Customer Communication Workshop

9:30 am-10:30 pm

Roofing & Siding Contractors Alliance of St. Louis (RSCA) Board Meeting (Executive Session)

12:00 pm-4:00 pm

Trade Show Open (Lunch Stations on the Tradeshow Floor)

12:30 pm -1:30 pm

Malarkey Shingle Race **Qualifying Rounds**

1:00 pm-5:00 pm

 CERTA Applicator Course Hands-On Portion (Separate Registration Required)

2:00 pm-3:00 pm

YCC Hosted Panel Discussion - War of the Words (On the Tradeshow Floor)

3:00 pm-4:00 pm

Malarkey Shingle Race Finals

Trade Show Closes

4:00 pm-7:00 pm

Exhibitor Move-Out

Separate Registration Fee

Reasons to Attend

The 68th Annual MRCA Conference and Expo will be held October 16 – 18, 2017 in St. Louis, Missouri. This event will be held at the America's Center Convention Complex located in the heart of a revitalized downtown St. Louis. Current city renovations through the \$380 million CityArchRiver Project and an additional \$5 billion investment has transformed the Gateway Arch grounds to seamlessly connect it to the Mississippi River. Named PCMA's "Most Walkable City" and APA's Top Ten "Great Streets", St. Louis has something for everyone including more free worldclass attractions than any city outside of Washington D.C. Within 5 blocks of the America's Center Complex and MRCA's Conference Hotels, there are over 100 restaurants where attendees can enjoy a variety of dining options from quick and casual to the most upscale nouveau cuisine.

Don't miss the great new Conference format, the excitement of the Expo floor, and all the MRCA tradition and camaraderie that you've come to know and love! St. Louis is a vibrant, growing city and MRCA will be your guide to celebrating the Pride in our Profession as we discover St. Louis at this year's event! We can't wait to see you in Missouri!

Register today and bring your whole crew to the MRCA 68th Annual **Conference and EXPO!**

Who Will Benefit?

- · Commercial and Residential Contractors
- Safety Consultants
- Superintendents and Foremen
- Project Managers
- Facility Managers
- Specifiers
- · Code Officials
- · Insurance Agents
- Manufacturers
- Engineers
- Suppliers
- Architects





Special EVENTS

MONDAY, OCTOBER 16TH

New Member / 1st Time Attendee Welcome and Introduction

5:00 pm-5:30 pm **Location: America's Center Convention Complex -**701 Convention Plaza - St. Louis, MO

This reception offers new MRCA members and first-time attendees to the MRCA Annual Conference & Expo the opportunity to meet the MRCA Board as well as others who are attending the conference for the first time. It is also an opportunity to receive information about MRCA, general information about the 2017 Annual Meeting, and a sneak







YCC Bowl-O-Rama Fundraiser to Benefit the MRCA Foundation Scholarship Program

7:30 pm-9:30 pm

Location: Flamingo Bowl - 1117 Washington Ave - St. Louis, MO (Separate Registration Required)

We are gathering great people to have a great time for a great cause. THAT'S HOW WE ROLL! Your entry fee gets you UNLIMITED Bowling, Appetizers, Pizza, Drinks and Laughs! Your entry fee also goes towards a college or technical school scholarship from the MRCA Foundation!

There will be prizes and swag and all you have to do is show up with \$40! This event will be in a private section of Flamingo Bowl reserved just for MRCA and EVERYONE is welcome.

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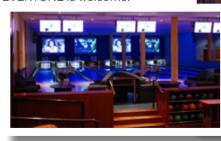














TUESDAY, OCTOBER 17TH

Keynote Address, Awards Ceremony, MRCA Membership Meeting, and Passing of the Gavel

8:30 am -10:15 am

Location: America's Center Convention Complex - 701 Convention Plaza - St. Louis, MO



The morning will kick-off with a dynamic Keynote Address by Eric McElvenny. Eric served 7 years in the United States Marine Corps, deploying 3 times worldwide. He was wounded in action in Afghanistan by an IED and retired out of the Marine Corps as a Captain. While recovering from his injuries, Eric set a goal to run an Ironman. Eric now competes in endurance racing events across the country.

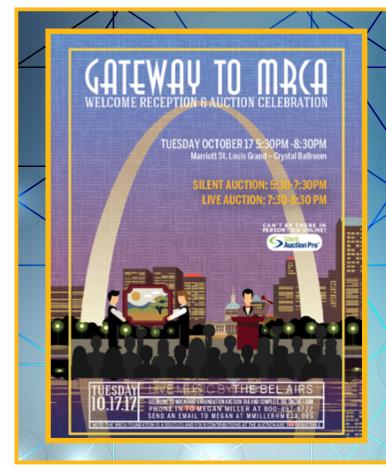
Immediately following the Keynote, the Membership Meeting will feature the election of new Board Members and the Annual Passing of the Gavel Ceremony. Then we will recognize and celebrate the recipients of the MRCA Achievement

Awards, the prestigious James Q. McCawley Award, the MRCA Safety Program Awards and the ELITE Roofing Contractor Awards.

All registered Attendees and Exhibitors are invited to attend.



TUESDAY, OCTOBER 17TH



THE GATEWAY TO THE MRCA WELCOME RECEPTION & FOUNDATION AUCTION (7:30 LIVE AUCTION)

5:30 pm-8:30 pm

Marriott St. Louis Grand

(Crystal Ballroom)

800 Washington Ave - St. Louis, MO

Looking to maximize your Conference experience? Make sure you are one of the hundreds of attendees living it up at this Annual Conference celebration! The Reception and Auction are always a highlight of conference activity, and this event IS FREE TO ALL REGISTERED ATTENDEES AND EXHIBITORS. Enjoy the food, drinks, and online bidding while you see the faces you've looked forward to seeing since last year. The event finale will be the heart-pumping Live Auction. Big items, big dollars, and big smiles all to benefit the research and education efforts of the MRCA Foundation.

LIVE MUSIC performed by the Bel Airs!



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WEDNESDAY, OCTOBER 18TH

Journey to the Top! - Spouse and Guest Outing

10:00 am-2:00 pm

This outing includes entry into the Old Courthouse, a tram ride to the Top of the Arch, lunch, and a Sightseeing Cruise on the Mississippi River. New exhibit galleries have just opened at the Old Courthouse which cover the history of early St. Louis and its role in the westward expansion of the United States. The galleries feature many of the most popular artifacts and stories from the Museum of Westward Expansion. Next guests will enter the Arch and take a tram ride to the top where they will discover magnificent views of both sides of the Mississippi! After lunch, guests will take a one-hour sightseeing cruise on the Mississippi River.

Visitors should be prepared to walk a moderate distance of 3-4 blocks. Please dress appropriately for the weather in St, Louis in October where highs are around 70 degrees during the day.

Tram ride to the Top of the Arch, lunch, and a Sightseeing Cruise on the Mississippi





GATEWAY TO MACATION WELCOME RECEPTION & AUCTION CELEBRATION

TUESDAY OCTOBER 17 5:30PM -8:30PM

Marriott St. Louis Grand - Crystal Ballroom

SILENT AUCTION: 5:30-7:30PM LIVE AUCTION: 7:30-8:30 PM

ROOFERS MART, INC.









LIVE MUSIC BYTHE BEL AIRS

- GO ONLINE TO MRCA.ORG'S FOUNDATION AUCTION TAB AND COMPLETE THE ONLINE FORM
- ₱ PHONE IN TO MEGAN MILLER AT 800-497-6722

 SEND AN EMAIL TO MEGAN AT MMILLER@MRCA.ORG

NOTE: THE MRCA FOUNDATION IS A 501(C)(3) AND YOUR CONTRIBUTIONS AT THE AUCTION ARE TAX DEDUCTIBLE

Educational SESSIONS

MONDAY, OCTOBER 16TH

1:00 pm-3:00 pm

MRCA Women in Roofing Roundtables

For Roofing Contractors and the Women Who Make it Happen

Running a roofing business can be a slippery slope. Hedge your bets and come see what's hot in the industry while connecting with other contractors.

Women who are involved in the management of roofing companies quickly and efficiently relate to others in similar roles with similar backgrounds and knowledge. The women at this event will most likely be from companies with similar structure, environment and work types. Not to mention the entertainment that comes from hearing the jaw-dropping experiences followed by the immediate understanding of those experiences we share.

Workshop Topics: Service Management, Safety Management, Opportunity Management

Some of us have been at this longer than others but all will be learning from others as we share from our different perspectives. Each person's involvement matters and will help form the personality and direction of the group. Being involved in this unique event is an exciting opportunity. So take a day to contribute to the advancement and enhancement of your business as we discuss how to survive and thrive in the roofing industry. Sharing challenges and successes in our work can help us find quicker solutions to problems and resources to help improve our businesses.





4:00 pm-5:00 pm

Increase Your Profits by Knowing and Covering your Costs



Speaker: Larry Stock with Queen City Roofing and Contracting Co. in Springfield, MO

A casual and informative presentation on finances for non-accountants. Topics will include: items to cover in your estimates; overhead; markup vs margins; direct vs indirect costs. While estimates are often

our best "guesstimates", the more clear we are on making sure we have these items actually covered in our bids, the more likelihood we will operate profitably.

5:00 pm-7:00 pm

Ventilation Program



Speaker: Paul Scelsi with Air Vent

Proper ventilation helps increase comfort, helps ensure the life and performance of roofing materials, and may reduce utility bills. This course will explain the benefits of attic ventilation, describe the dynamics of air movement and the basic needs of a

properly functioning attic ventilation system and provide an understanding of the types of intake and exhaust vents, and know how to calculate the ventilation requirement. AIA 1.5 CEUs; HSW category available and RCI CEUs

TUESDAY, OCTOBER 17TH

10:15 am-12:15 am

Take Flight Learning - Improve Your Sales by Understanding Communication Based on Behavioral Styles



Speaker: Melissa Valenti

Improving your ability to communicate based on understanding behavioral styles can be a powerful tool in every aspect of your life, but it can be an especially powerful sales tool. Find out how to spot styles and adapt your message for more

successful communication.

11:15 pm -12:15 pm

Around the Roof - A multiple roundtable style session sponsored by the Young Contractors Council and the Past Presidents Council

This session is unique in that each table will feature a different topic that will be led by a team of both a YCC Member and a Past President, seasoned MRCA Member, or an Industry Expert. Use these different points of view to help





Around the Roof session (continued)

you find solutions for your own business and your own life. Discussions are guaranteed to be quick and lively, but will also contribute to those new pieces of knowledge and understanding that you will take home with you from conference.



Topics will include:

- To Drone or Not to Drone
- Paper vs. App
- Retirement Planning and Personal Finance
- Transition/Succession/Legacy Planning
- Hiring and Firing
- Training

WEDNESDAY, OCTOBER 18TH

8:00 am -8:45 am

Physical Dimensional Issues with Polyisocyanurate Insulation Board

Panel Discussion

Issues with knit lines and thickness variations in polyisocyanurate insulation board have been prevalent across the country. MRCA will share the results of their recent survey on the topic and a panel of manufacturers, designers, and contractors will offer their perspectives on what is being done to address the issue and what should be done on every project to ensure the owner is getting the roof they've specified!

8:45 am -9:30 am

Making Certified Roofing Torch Applicator Training (CERTA) a Part of Every Roofing Project

Speaker: Greg Sprague with Sprague Roofing Co.

Greg Sprague is President of Sprague Roofing Company in Lincoln, Nebraska

An Introductory Program Especially for Roof Consultants, Designers, Specifiers, Contractors, Insurers and Code Officials

CERTA Trainer, Greg Sprague will explain what the CERTA Program is and how it has been effective in reducing costly insurance claims. He will be discussing the positive aspects of including CERTA in project specifications for safer projects, stronger codes and as a distinguishing factor among project bidders. He will also explain how CERTA training on torch safety can be applied to any roofing project as well as repairs.

9:45 am-10:45 am

Balancing Act - Subcontracting in Roofing

Panel Discussion

With subcontracting of labor on the rise within the roofing industry, this trend has both great potential and great peril for contractors. Please plan on joining a panel of contractors, legal and safety experts, and labor providers as they delve into this complex industry practice.

11:00 am -12:30 pm

Legal Lunch and Learn



Speaker: Doug Jenks with Auman, Mahan & Furry

MRCA is on the front line of the emerging legal issues facing the industry. Join Doug Jenks of Auman, Mahan and Furry for an overview of three new MRCA Member model policies: Silica Policy for

stance Policy on Sponsored by

Roofing Contractors; Substance Policy on Prescription Marijuana; and Tobacco Free Policy on E-Cigarettes. Jenks will provide background on each of these issues as well as the MRCA Annual Legal Update.



2:00 pm -3:00 pm

War of the Words – A Verbal Skirmish Sponsored by the YCC (On the Tradeshow Floor)

The old way vs. the new way - an ongoing battle in every business. Drop in on this panel discussion while you're at the show and hear both sides of the story. As you listen, you may find that it's not about who's right and who's wrong, but about what happens when we really sit down and talk about it.



Ask anyone who was there for last year's YCC panel, this is a part of the show that you won't want to miss!





TUESDAY, OCTOBER 17TH 10:15 AM − 11:15 AM

In the US, companies spend about \$20 billion per year on sales training.
Unfortunately, the results often fall flat.
Think of selling as a three-legged stool

that includes *strategy*, *skills* and *style*. Salespeople are taught to develop sales strategies and skills, but the lack of focus on understanding their own personality style and that of the customer is what causes the salesperson to be off-balance in the salesperson-customer interaction.

In this highly-engaging presentation, **Melissa**

Valenti will share her insights from working with the personality styles and salespeople in a wide variety of industries over many years.

Building off the four personality styles that Melissa refers to as Eagles, Parrots, Doves and Owls, she will challenge participants to reconsider how they approach the selling process and interact with customers.

Melissa's talk is based on the principle that successful salespeople flex to the personality-driven needs of their customers. And if the salesperson's style is different from that of their customer, one of them will leave that interaction exhausted... and it better be the salesperson.

SESSION OUTLINE

Melissa will begin her talk by quickly explaining the four styles by linking them to easy-to-remember birds. From there, attendees will discover that the most successful salespeople have the highest

levels of self-awareness, as well as a deep understanding of the customer's style. They will learn how to easily read a customer's style and therefore, understand their needs.

Attendees will discover how salespeople can overcome their natural tendency to sell in the style in which they would like to be buy. The simple paradigm shift to

flexibly adapt to the customer's style can have a significant impact on building customer relationships, closing deals and maintaining long-term customer alliances. Finally, they will learn how to increase teamwork by experiencing the power of partnering salespeople with different styles to increase effectiveness.

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This Show's Arrowhead University focus is on the four main parts of any complete and successful Steep Slope Roofing System:

1 INSULATION SYSTEMS 2 UNDERLAYMENT SYSTEMS
3 VENTILATION SYSTEMS 4 SHINGLE SYSTEMS

Tnesday OCTOBER 17TH 12:30PM - 4:30PM



TAKE ADVANTAGE OF THE BEST, HANDS-ON WORKSHOPS AND PRODUCT TRAINING IN TOWN

Location: America's Center Convention Complex - 701 Convention Plaza - St. Louis, MO (Separate Registration Required)

MONDAY, OCTOBER 16TH

5:00 pm-7:00 pm

Arrowhead Steep Slope University - Ventilation Program



Speaker: Paul Scelsi with Air Vent

Proper ventilation helps increase comfort, helps ensure the life and performance of roofing materials, and may reduce utility bills. This course will explain the benefits of attic ventilation, describe the dynamics of air movement and the basic needs of a properly functioning attic ventilation system and provide

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TUESDAY, OCTOBER 17TH

10:15 am-11:15 am

Increase Your Profits by Knowing and Covering vour Costs



Speaker: Larry Stock with Queen City Roofing and Contracting Co. in Springfield, MO

A casual and informative presentation on finances for non-accountants. Topics will include: items to cover in your estimates; overhead; markup vs margins; direct vs indirect costs. While estimates are often

our best "guesstimates", the more clear we are on making sure we have these items actually covered in our bids, the more likelihood we will operate profitably.

11:30 pm-12:15 pm OSHA for Steep Slope

Speaker: Phillip Stewart

Understanding the top steep slope OSHA violations and how to prevent them is a key part of any operation. Get expert advice you can put into action immediately to protect your employees and your business.

WEDNESDAY, OCTOBER 18TH

4:30 pm-5:00 pm

Dealing with Insurance Companies



Speaker: Lindsey Douglas (The Disaster Advocate)

Lindsey Douglas, Insurance Claim Advantage, shows MRCA Trade Show & Seminar Attendees how the Insurance Claim Process works and how steep residential and low slope contractors can navigate it successfully for the client's benefit.

10:15 am-11:15 am

Developing and Improving your Leadership Skills



Speaker: Larry Stock with Queen City Roofing and Contracting Co. in Springfield, MO

Your Leadership ability determines your effectiveness and potential impact on your organization. Leadership ability is always the lid on your personal and organizational effectiveness. Learn some of the "Laws of

Leadership" and how you can cultivate and develop your own Leadership abilities.





PRIDE IN OUR PROFESSION! OCTOBER 16-18, 2017

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St. Louis Union Roofing















STEP RIGHT UP! STEP RIGHT UP!

MIDWEST ROOFING CONTRACTORS ASSOCIATION

Presents

















See it all at the





PRIDE IN OUR PROFESSION! OCTOBER 16-18, 2017

Special PROGRAMS

Location: America's Center Convention Complex - 701 Convention Plaza - St. Louis, MO (Separate Registration Required)

Certified Roofing Torch Applicator and Train-the-Trainer (CERTA) Classes

(Separate Registration Fee)

The CERTA training program is ideal for contractors whose work involves torch applications. These programs train experienced roof system installers on the safe use of roofing torches used to apply polymer-modified bitumen roofing products. CERTA training shows how proper roof system configuration design and application techniques can result in fire-safe installations. These sessions include all meals and access to the Exhibit Hall.

CERTA Train-the-Trainer Authorizations

Tuesday October 17th

- 7:00 am 6:00 pm Part 1 New Authorizations
- 7:00 am 2:00 pm Part 2 Re-Authorizations

CERTA Applicator Course Classroom Portion

Wednesday October 18th

- 7:30 am 11:30 am Part 1
- 1:00 pm 5:00 pm Part 2

Sponsored by



















R MRCA 68th ANNUAL CONFERENCE & EXPO

October 16 - 18, 2017 America's Center - St. Louis, MO

CONTRACTOR REGISTRATION FORM

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Please print clearly or Register Online at v			nt, and duplicate form as necessary.
Company Name			Padgo
			Badge
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Work Phone	State	Cell Phone	
Spouse/Guest Name	First Name for	Badge	Phone
Member FULL Registration		l I	
Member Full Registration Additional Member Full Registration*	□ \$350 □ \$125	Activities Requiring Separate Registration Fee Cont. Spouse and Guest Outing in St. Louis	
Includes MRCA Welcome Reception, Foundation Auction, Keynote Address, MRCA Membership Meeting, Educational Sessions, Meals and Access to Exhibit Hall.		Wednesday, October 17th 10:00 am – 2:00 pm Tickets include transportation to and from restaurant, lunch, tour, taxes and gratuities. Space is limited to 20 Registrants. No. of Tickets at \$125.00 each = \$	
*Discount is available only if registrants are from the same company. All registrants must complete separate registration forms. The MRCA Member price is also being extended to Roofing & Siding Contractors Alliance (RSCA) Members.		140. Of Florets at \$1	Subtotal C \$
Non-Member Individual Full Registration	☐ \$450 per person	General and Steep Slope Educational Sessions For space and meal planning purposes, please check which sessions you plan on	
Join and Register Option for Contractors Become an MRCA Member today and receive Silver Level 1 complimentary FULL registration. Join and Register Additional New Member Registration	□ \$795	attending. Monday, October 16th 1:00 - 3:00 pm 4:00 - 5:00 pm 5:00 - 5:30 pm	General Educational Sessions MRCA Women in Roofing Roundtables Understanding Your Overhead New Member / 1st Time Attendee Reception
1-Day of Conference Registration Includes 1 day of General Educational Sessi Exhibit Hall. All registrants must be from the attend the same day, and submit forms toge member discount. All registrants must comp	e same member company, ther to receive the	Monday, October 16th ☐ 4:00 - 5:00 pm ☐ 5:00 - 7:00 pm Tuesday, October 17th	Arrowhead Steep Slope University Sessions Understanding Your Overhead Ventilation Program General Educational Sessions
forms. Check the day you will attend: ☐ Monday 1-Day Member Individual Registration 1-Day Non-Member Individual Registration	□ \$150	□ 8:15 – 10:15 am □ 10:15 – 11:15 am □ 11:15 am – 12:15 pm □ 5:30 pm – 8:30 pm	MRCA Keynote Speaker & Awards Ceremony Take Flight Learning - Improve Your Sales YCC/PCC Around the Roof Welcome Reception & Foundation Auction
Exhibit Hall Access Only Registration Contractors, Consultants, Specifiers, Code (Engineers, Architects, Insurance Agents are Non-Exhibiting Suppliers are	FREE	Tuesday, October 17th ☐ 10:15 - 11:15 am ☐ 11:30 am - 12:15 pm	Arrowhead Steep Slope University Sessions Understanding Your Overhead & Financials OSHA for Steep Slope Contractors
Spouse and Guest Registration Includes MRCA Welcome Reception, Found to Exhibit Hall. (See Block C for Spouse/Guest Outing Regi	ation Auction, and Access stration) ☐ \$125	Wednesday, October 18th □ 8:00 – 8:45 am □ 8:45 – 9:30 am □ 9:45 – 10:45 pm □ 11:00 – 12:30 pm □ 2:00 - 3:00 pm	General Educational Sessions ISO Panel Why CERTA Should be on Every Project Subcontracting in Roofing Legal Lunch and Learn YCC Hosted War of the Words Panel Discussion
Activities Requiring Separate Registr	ration Fee	Wednesday, October 18th	Arrowhead Steep Slope University Sessions
Arrowhead Steep Slope University for Contr. (Includes Steep Slope Educational Courses, Meals & Acces.) \$50 per person	actors	9:00 - 10:00 am 10:15 - 11:15 am	Dealing with Insurance Companies Crew Leadership & Communication
YCC Bowl-O-Rama Foundation Fundraiser C Monday, October 16th 7:30 - 9:30 pm ☐ \$40 per person	Outing	Special Requests ☐ This is my First MRCA Conference & Expo ☐ I require special assistance onsite. Please contact me. ☐ I have a dietary preference for meals. Please specify:	
CERTA Train-the-Trainer Course for NEW Tr (Includes Meals & Access to Exhibit Hall) Reauthorization Tuesday, October 17th 7:00 New Trainers Tuesday, October 17th 7:00 ☐ \$375 per person for MRCA, NRCA and RSC ☐ \$495 per person for Non-Members CERTA Applicator Course) am - 2:00 pm) am - 6:00 pm	Total Payment Due Check to MRCA Card #	A + B + C \$ Discover
(Includes Meals & Access to Exhibit Hall)	and 1:00 - 5:00 pm A Members	Name on Card Cancellation Policy A	Billing Zip Code Il cancellations must be received in writing. A \$15

Cancellation Policy
processing fee applies to all cancellations. No refunds will be given after October 1, 2017.
All refunds will be processed after the conference.

Subtotal B \$

Registration Information

SHOW LOCATION AND HOTEL

The 68th Annual MRCA Conference and Expo will be held at the America's Center Convention Complex.

America's Center Convention Complex

701 Convention Plaza Street

St. Louis. MO 63101

www.explorestlouis.com/meetings-conventions/americas-center

Embassy Suites by Hilton - St. Louis Downtown

610 North 7th Street.

St. Louis, Missouri 63101

Hotel Reservations: 1-800-362-2779

MRCA's special Room Block Rate

One Bedroom Suite with a King Bed \$169+tax.
One Bedroom Suite with 2 Queen Beds \$179+tax.

Embassy Suites Parking

Self parking Not Available

Valet parking \$30.00 (No Oversize Vehicles)

Courtyard Marriott - St. Louis Downtown

823-827 Washington Ave.

St. Louis, Missouri 63101

Hotel Reservations: 1-800-321-2211 and give group code "MWR"

MRCA's special Room Block Rate

King Bed Room \$169+tax

Two Queen Bed Room \$169+tax

Courtyard Marriot Parking

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Valet parking \$27.00

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Taxi Zones -

Terminal 1: Exit Door 14 to Garage Yellow Level

Terminal 2: Exit Door 12

CONFERENCE REGISTRATION

MRCA Member Companies pay \$350 for the first registration and \$125 per additional attendee from the same company. Every registration includes entry to the exhibit hall as well as the Foundation Auction and Keynote Address. Be sure to indicate on the Registration Form if you plan to attend any of these Special Events and which Educational Sessions you will be attending to insure enough seating and meals.

Phone 800.497.6722 Get personalized support to register all company employees at one time.

Fax 937.278.0317 Fax a separate

registration form for each employee and send all forms together.

Mail Complete a separate registration form for each employee and mail them together.

Online www.mrca.org

Exhibit Hall Only

Access to the exhibit hall is FREE for Contractors, Consultants, Specifiers, Code Officials, Engineers, Architects & Insurance Agents ONLY. Non-Member Suppliers, Manufacturers, Distributors, and Service Providers can enter the exhibit hall for a nominal fee of \$200 per person.

Four Easy Ways to Register

Online: www.mrca.org Phone: 800.497.6722 Fax: 937.278.0317

Mail: MRCA, 2077 Embury Park Rd.,

Dayton, OH 45414

Program Changes and Cancellations:

MRCA reserves the right to substitute speakers or to cancel and reschedule events due to any unforeseen circumstances. If MRCA must cancel a show, registrants will receive a full credit or refund of their paid registration fee. No refunds will be made for lodging, airfare, or any related expenses.

Deductibility of Expenses: Consult your tax advisor for information regarding the deductibility of registration and membership expenses.

Please feel free to contact Rachel Pinkus or Megan Miller with any questions or concerns 800-497-6722.

#MRCA2017



Exhibitors and exhibit hall

Visit leading industry suppliers in the exhibit hall where they will showcase their products and services during the MRCA 68th Annual Expo. The exhibit hall is designed to allow you to meet face to face with vendors, view product demonstrations, and network with your peers. Connect with each exhibiting company to learn how they can help you grow your business!



New this year to the Expo Floor will be the Arrowhead Sponsored Steep Slope University and the Tennsmith/Roper Whitney Sponsored Metal Shop. Arrowhead Steep Slope University will feature special educational sessions (separate registration required) and product demonstrations geared towards the Residential and Steep Slope Contractors. The Metal Shop will feature a full working metal shop complete with a press break, roll machine and shear. Demonstrations will be

TENNSMITH > ROPER > WHITNEY.

2017 EXHIBITORS*

happening throughout both days of the Expo.

* Exhibitor list is as of September 15, 2017

ARROWHEAD

MONDAY OCTOBER 16TH

8:00 am-4 pm Exhibitor Registration and Move-In

TUESDAY OCTOBER 17TH

7:00 am-10:00 am Exhibitor Registration

and Move-In

12:30 pm-4:00 pm Trade Show Open

WEDNESDAY OCTOBER 18TH

12:00 pm-4:00 pm Trade Show Open

4:00 pm-7:00 pm **Exhibitor Move-Out**

A.C.T. Metal Deck Supply ABC Supply Co., Inc.

AccuLvnx

ADVANTEC BUILDING PRODUCTS

Allied Building Products Corp.

APOC

Arrowhead Building Supply

Arrowhead Steep Slope University

ATAS INTERNATIONAL, INC.

BCT Benefits

Beacon Roofing Supply

Beeline Purchasing, LLC

Big Rock Supply

Carlisle SynTec Systems

CERTAINTEED CORPORATION

CHEM LINK INC.

CompanyCam

Cordeck

DATAFORMA. INC.

DERBIGUM Americas, Inc.

Dimensional Metals, Inc.

Discovery Design Truck

D-MAC Industries - Same Day

Steel Deck

Duro-Last Roofing, Inc.

EagleView Technologies

Everest Systems

FiberTite Roofing Systems

Firestone Building Products

FlashCo

FollowUp Power

GAF

Genesis Contractor Solutions

Georgia-Pacific Gypsum

Giuffre Bros. Cranes, Inc.

Guilbert Express

Hallmark Building Supplies, Inc.

HAPCO Inc.

Harness

INSULFOAM

IR Analyzers / Vector Mapping

Johns Manvillle

Karnak Corporation

Leading Edge Safety, LLC

Malarkey Roofing Products

McElroy Metal

Mid America Slate and Stone. Inc.

MRCA Foundation

MRCA Welcome Center

MSA

Mule-Hide Products

OMG Roofing Products

Owens Corning

Petersen Aluminum

Polyglass U.S.A., Inc.

Quarrix Building Products

RK Hydro-VAC, Inc.

Roofers Mart, Inc.

Roofers Local No. 2 Apprenticeship

RoofersCoffeeShop.com

Roofing & Siding Contractors

Alliance

Roofing Contractor Marketing

Roofmaster Products

S-5!

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SIKA SARNAFIL

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SOPREMA

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Surefire Local

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The Estimating Edge

Titanium / RhinoRoof

Titebond

TRUFAST

United Union of Roofers

VAC-IT-ALL

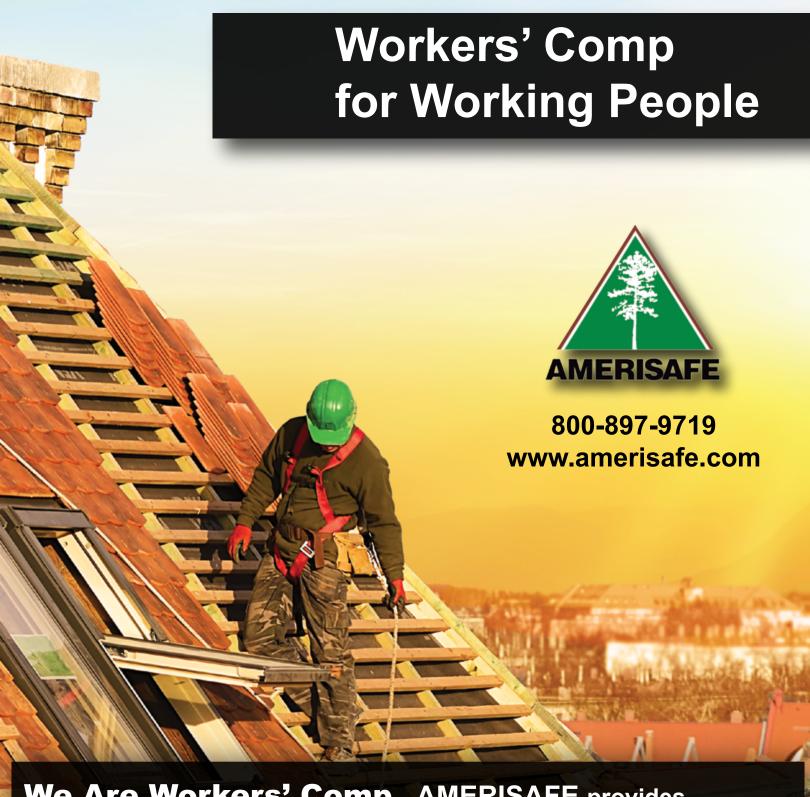
VADA. LLC

For more information on exhibiting, sponsoring, or advertising, please contact

RACHEL PINKUS. MRCA MANAGING DIRECTOR

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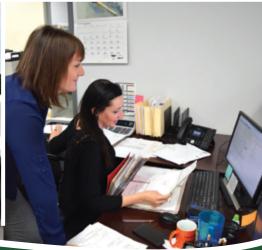












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MRCA Board of Directors Steep Slope Committee Membership & Marketing Committee Chairs Committee Young Contractors Council



CONTACT US

Kawroofandmetal.com KAW Roofing & Sheet Metal 2105 North 13th St, Kansas City, KS 66104 913.371.6100













THINGS ABOUT CHRIS DALY OF KAW ROOFING & SHEET METAL, KANSAS CITY, KS.

- Chris Daly has never known a life outside the roofing industry. KAW Roofing & Sheet Metal, Inc.
 opened in 1923 in Kansas City, Kansas by Daly's Great-Grandfather, Thomas J. Daly. Since then it has
 remained in the Daly family, run by his Uncle, Bob Daly, and Daly's father, John Daly, (former MRCA
 President.)
- Daly attended St. Thomas Aquinas in high school and went on to a junior college, going to business school at night.
- "As soon as I was old enough to owe my father money, I worked for him. I started driving the truck
 at 16, delivering supplies and cleaning up the jobsites." At 18, Daly joined the Roofers Local Union,
 and in 2006 decided to join the Sheet Metal Workers LU 2. Still a card carrying member, Daly left the
 apprenticeship as a journeyman.
- During his off time, Daly spends time at the family lake house, wakeboarding, and playing with his Chocolate Labrador, Case, "like the tractor." Daly also enjoys hunting, traveling and playing golf, "We recently took a two day trip to Sand Hills in Nebraska. We played 36 holes each day, which was tiring but fun."
- "I am a big family guy, I have three younger sisters, and a niece and nephew. I am my niece's god father, which is pretty special." Daly also has a brother, Michael Daly, who was also in roofing but tragically passed away six years ago. "We have set up a scholarship foundation in his memory and have raised around \$200,000 for kids so far. Each year we have a golf tournament." For more information about the scholarship foundation please visit their website: www.dalyscholarship.com
- Being an occasional gambler and all-the-time KC Chiefs and KC Royals fan proved profitable for Daly this year during the first NFL game of the season, "I bet on the Chiefs and won 500 bucks when the Patriots lost!"
- "MRCA has been a big part of my career. Dad (John Daly) was very involved with MRCA when I was
 growing up. Just before I came inside as Service Manager, I was lucky enough to have Steve Little of
 KPost invite me to spend some time with Tracey Donels in Texas to see how they operate, and I can't
 fully describe how much that has helped me transition into my new position."
- "KAW Roofing & Sheet Metal, Inc. is also heavily involved with the Kansas Roofing Association and with what I've learned through MRCA, I am hoping to sit on their Board as well."







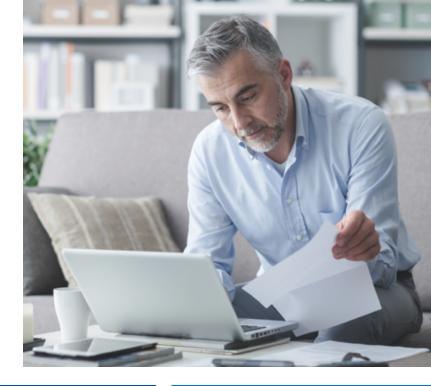












WHAT IS IT?

The Midwet Roofing Contractors Association has entered into an agreement with the law firm of Auman, Mahan, and Furry to provide the MRCA membership with this unique service.

HOW DO I USE THE PLAN?

Auman, Mahan, and Furry specializes in labor and employment law, discrimination, wage-hour, prevailing wage, workers' compensation, unemployment compensation, construction law, construction claims disputes, government contract disputes, occupational safety and health, pensions, fringe benefits, collective bargaining, litigation, and business law; including taxes and securities. The firm represents numerous business clients and various associations throughout the Midwest, including MRCA.

WHAT IF I NEED ADDITIONAL HELP?

Additional legal services will be offered to members at a preferred hourly basis. Court costs, filing fees, and miscellaneous disbursements would be paid for by the member, and itemized by the firm.

WHAT DOES IT COVER?

The primary purpose of this service is to provide MRCA members the opportunity to discuss and identify legal problems, and to resolve general questions and concerns quickly through convenient access to specialized and qualified legal counsel. Each MRCA member is entitled to one 30 minute consultation per month either by telephone, email, or office conference, at no charge. It is understood that these consultations and conferences will be based on existing knowledge of the attorney without further research and analysis. When calling Auman, Mahan, and Furry, please ask for Gary Auman and identify yourself as a MRCA Member calling under the Legal Services Plan.

HOW DO I CONTACT AUMAN, MAHAN, & FURRY?

Auman Mahan + Furry

Gary Auman

110 North Main Street Suite 1000 Dayton, OH 45402-1738 (937) 223-6003 gwa@amfdayton.com

Midwest Roofing Contractors Association

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\$ 937-278-0317

info@mrca.org

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Course for Presidents

RUN YOUR BUSINESS, DON'T LET IT RUN YOU



As the owner, CEO, or president of an organization, it's your job to ensure the organization is adaptable, efficient, sustainable, and profitable. That's easier said than done.

Many business owners get so involved in the day-to-day operations of the business, they never have time to focus on what's really important: Growing the business and preparing for the future. This day-to-day approach can be dangerous because when business leaders are too focused on the short term they can't see or plan for what is out in front of them, such as changes in the business environment, until it's too late.

What's the answer? Professional management

Professional management is a proven system that enables business owners to focus on:

- Establishing and influencing the future Direction of the organization by clarifying the strategic direction and ensuring your own leadership meets the future needs of the organization.
- Aligning the Operations to that future desired state. It involves the continuous alignment of the business structure and developing people so they can help drive toward the desired future state.
- And establishing the Controls through a strong culture and performance management that allow your organization to hold each other accountable to the vision, values and objectives.

Aileron's flagship two-day Course for Presidents program focuses on the fundamentals of Professional management, including Aileron's DOC (Direction, Operation, and Control) structure.

Focusing on these areas can help you simplify and control your business, gain operational clarity, and organizational discipline. It will also help position your company for long-term success, reduce your stress, and create more free time.

During the program, you'll also interact with business owners, CEOs, and presidents who are facing the same issues and challenges that you face. You will also participate in a self-assessment to help you understand your company's strong and weak areas. This will help you develop your action plan.

After completing the program, you'll be able to apply new knowledge of the Professional Management System to identify areas of improvement in yourself and your organization.



Aileron's Professional Management System



Course for Presidents

RUN YOUR BUSINESS, DON'T LET IT RUN YOU

Individualized Support

- Customized Assessment Review & Action Plan with a Business Advisor (1 per organization)
- Up to 8 hours of guidance from an experienced Business Advisor within the first year after attending the program
- Ongoing support from the Client Development team
- Resource Identification

Nov 7-8, 2017 8:00 am - 5:00 pm Aileron Campus, Dayton, OH

WHO SHOULD REGISTER?

This program is exclusively for business owners, presidents, and CEOs of privately held organizations. Typically, participants have 10 or more employees and are between \$1-20 million in sales.

MRCA is Partnering with Aileron to Offer this New Member Benefit!



For more information, visit our website at www.aileron.org or contact Valerie Pope at (800) 497-6722 or vpope@mrca.org

Fall Protection Safety Violations Topple Connecticut Roofer by Lars-Eric Hedberg

Aconnecticut roofer didn't have fall protection and an adequate ladder for a worker to use at a residential jobsite, an agency judge affirmed.

Christopher Welch must pay a \$4,000 penalty for two serious violations of construction safety standards, Occupational Safety and Health Review Commission Administrative Law Judge Dennis L. Phillips ruled July 14 (Sec'y of Labor v. Welch, OSHRCJ, No. 16-0687, 7/14/17).

Daniel Lynaugh, a compliance officer for the Occupational Safety and Health Administration, was driving in Springfield, Mass., on March 9, 2016, when he saw a worker on a low-sloped roof without fall protection. At Lynaugh's direction, the worker descended using a ladder. Only one rung extended past the rooftop.

The worker told Lynaugh that he worked for Welch, who was present at the site. Welch said he didn't have any fall protection.

OSHA issued a citation alleging a serious violation of 29 C.F.R. 1926.501(b)(13), which requires employers to provide fall protection to employees engaged in residential construction and working more than six feet above the lower level. It also alleged a serious violation of 29 C.F.R. 1926.1053(b)(1), which requires portable ladders used to access an upper landing surface to extend at least three feet past the upper landing.

The attorney for Welch, Nancy Flahive of Springfield, failed to attend the trial in Boston.

Illinois Roofer Contests \$104,572 Fine For Fall, Eye Hazards

by Stephen Joyce

An Aug. 1 conference with OSHA officials over a \$104,572 proposed fine alleging the company exposed workers to eye injuries and fall hazards.

Dealer Installation Services Inc. and its successors received a "serious" penalty totaling \$6,972 for not maintaining internal practices providing for frequent and regular inspections at a job site, a July 5 Occupational Safety and Health Administration citation said.

Equipment used by employees at the site also did not meet American National Standards Institute specifications, according to the citation, which was based on a May 9 OSHA inspection at a Morton, Ill., work site.

A citation "repeat" violation, for which fines are more severe, alleged workers were using a pneumatic nail gun without appropriate safety glasses and working at elevated heights without appropriate guardrail systems, safety net systems, or personal fall arrest systems. The report said the company was cited for the same violation during a 2016 inspection at a Peoria, Ill., work site. The fine for the 2017 repeat violation was \$97,600.

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Obituaries

on McNamara, former owner of F.J.A. Christiansen Roofing Co. Inc., a Tecta America company (Milwaukee), passed away recently. He was 81.

McNamara received an undergraduate business degree in accounting from Marquette University, Milwaukee, and graduated with a law degree in 1961. He became a CPA and began his professional career as a tax attorney at the Touche, Ross, Bailey and Smart accounting firm (now known as Deloitte Touche) in Milwaukee. In 1967, he joined his client, F.J.A. Christiansen Roofing, as majority owner and retired in 1995.

McNamara rejoined F.J.A. Christiansen Roofing in 2000 to help lead the formation of Tecta America Corp., which was a consolidation of 10 leading U.S. roofing contractors that has since grown to more than 50 locations. He also served as Tecta America's first CEO and on its board of directors.

McNamara was the MRCA President in 1981 and

received MRCA's James Q. McCawley Award in 1982 and NRCA's J.A. Piper Award in 1990. McNamara also served as NRCA president from 1986-87.



He is survived by
his wife, Valerie; his sons Timothy (Jean),
Robert (Kathleen) and Theodore (Julia); nine
grandchildren-Joseph (Megan), Daniel (Tara),
Gregory (Megan), Christopher (Elise), Connor
(Michelle), Clare, Flynn (Fred Cibik), Keenan and
Kevin; and seven great-grandchildren.

Memorial contributions may be made to Shorehaven, Salvation Army and St. Jerome Catholic Church.

TEPHENSON, SR., GEORGE E., of Town & Country, MO, self-made man and product of America's Greatest Generation, passed away peacefully on Friday, August 25, 2017, at age 95.

Born on October 6, 1921, in Dixon, MO, to the late Zelma and Frank Stephenson, George attended St Louis Public Schools and Eureka High School, where he played baseball and ran track. After serving his country in the United States Navy in the South Pacific during WWII, he returned to St Louis and married the love of his life, the former Lila Livingston, who survives him, along with three of their five sons.

George founded Stephenson Roofing Company in 1950 and remained active in the business well into his 80s. He was also founder and former President of Roofers Mart of Missouri, as well as a founder of Derbigum America Corporation, which was later sold to Owens/Corning Fiberglass

Corporation, where he was appointed to the Advisory Board of Directors. An innovative leader in the roofing industry, he served as President of the Midwest Roofing Contractors Association and the



National Roofing Contractors Association, which bestowed their highest honors on him, the James Q. McCawley Award (MRCA) and the J. A. Piper Award (NRCA). For many years, he chaired the Board of Trustees for the Roofers Local No. 2 Health and Welfare Fund.

Memorials appreciated to the George E. Stephenson Jr. Memorial Fund at the University of Missouri-Columbia, 302 Reynolds Alumni Center, Columbia, MO 65211-2100 or Shriners Hospital for Children, 4400 Clayton Avenue, St Louis, MO 63110.



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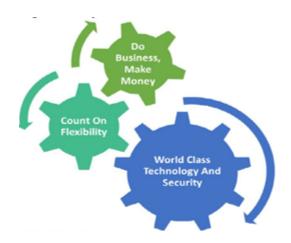
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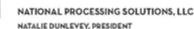
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- » DLBE Dayton Local Small Business Enterprise
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Medical Marijuana and Drug Testing: Getting Into The Weeds

By Steve Watring - Auman, Mahan & Furry



arijuana use is now legal to some extent under the laws of most states and in some municipalities. But marijuana use still is illegal under

federal law. What is an employer to do?

In general, an employer can still consider marijuana use, even prescribed marijuana use, to be a violation of its policy, unless the employer is in one of those few (primarily coastal or western) jurisdictions where that is no longer the case. Likewise, most employers normally still can refuse to hire applicants and discharge employees who test positive. Marijuana is a Schedule I controlled substance, meaning that is has no legal uses under federal law. The Americans with Disabilities Act does not protect the current illegal use of drugs. Most state medical marijuana laws do not expressly prohibit an employer from discharging or taking any other adverse action against an employee for using medical marijuana. While almost every adverse employment action carries a degree of risk, the risks here appear to be relatively low.

The answer is more complicated if you want to make some exception for marijuana use. In that case, the answer depends on whether your drug policy is subject to government regulations or customer requirements.

The United States Department of Transportation and the Department of Health and Human Services have long been the standard bearers in the area of drug testing and have long included marijuana as a mandatory substance to be tested. Even if your company is not directly subject to these regulations, many state and federal laws incorporate by reference DoT and DHHS procedures and requirements.

Said another way, DoT and DHHS regulations often are woven into the fabric of other drug testing laws and regulations. For example, if your company wants to bid or perform on any state or federal government projects that require a drug policy or drug testing, your safest course of action is to include marijuana as a part of your policy and as one of the tested substances. Compliance with drug policies and drug testing may be a condition to participation in any number of government programs, and those programs generally mandate inclusion of marijuana as a covered substance. The same may be true for customermandated testing.

The DoT has repeatedly driven a bulldozer through the idea that users of medical marijuana should get a pass when tested positive. In fact, as recently as June 20, 2017, the DoT updated and re-issued a "Medical Marijuana Notice" reaffirming that use of medical marijuana under state law cannot be considered a valid medical explanation for a positive DoT drug test.

Therefore, if your company is directly covered by DoT regulations, you should not exempt marijuana use under

your policy, even if that use is legal under state law. In my opinion, the same thing is true if you are indirectly made subject to those regulations because of other government laws or customer requirements.

If your drug policy is not subject to government regulations or customer requirements, you can choose to exempt marijuana use from your policy. For most employers, I believe that the better approach is to cover marijuana use. If your policy is worded correctly, you still should have multiple options for how to deal with an employee who tests positive. But if you would rather not treat it as a violation, that is your right.

For DoT testing, any positive result for marijuana must be reported as a positive. For non-DoT testing, once you decide how you want to handle marijuana use under your policy, the next step is to interface with your drug screening company or Medical Review Officer. Otherwise, you are leaving the decision up to them. For example, some drug testing professionals have a policy of reporting a positive medical marijuana test as a negative result absent contrary instructions from the employer. Even worse, you probably won't even know that the employee actually tested positive. The drug testing professional should honor your requests in this regard, at least with respect to medical marijuana. If they won't honor your preferences, find someone who will.

Unfortunately, I must conclude with a couple of disclaimers. The law in this area is changing rapidly and may become different with the passage of time. While employers may find this as a useful general guide, they should consult with competent employment law counsel for specific advice.

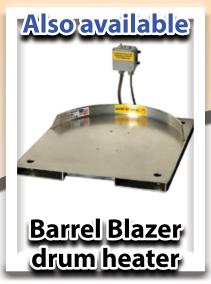
Steve Watring (saw@amfdayton.com) is a partner in the labor and employment law group of Auman, Mahan & Furry. He has counseled employers, written articles and given speeches on drugs and alcohol in the workplace since the 1980's. Steve formerly served as chair of the Dayton Chamber of Commerce's Drugs Don't Work Committee. He is a Certified Specialist in Labor and Employment Law. He holds a Preeminent rating from Martindale-Hubbell, and has been recognized as a Super Lawyer.



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Making the Transition from Being on the Crew to Leading the Crew



By Randy Goruk - Leaders Edge 360

ave you or anyone you've ever worked with gone from working on the crew to being in charge of the crew? If so, you know this can be

awkward. If not now, eventually.

I know I've experienced it many times and I know it's happened to many of my clients.

It's probably happened to you. You were promoted to supervise those that you worked alongside, or perhaps one of your co-workers was selected to be your new boss. Either way, it can be awkward but it doesn't have to be.

The biggest obstacle for the new boss to overcome is, "how to be friends with workers you supervise, yet still have their respect and belief in you when you have to be the boss and ask them to do things needed to be done as an employee?"

My suggestions for overcoming this obstacle are fairly straight forward. First of all, as the new boss you don't have to be friends with your co-workers. It's important to have a good, friendly and professional working relationship, but you don't have to maintain a 'best of buddies' relationship outside of the office ... unless you want to. (I have many people who worked under me that are life-long friends to this very day). What's best for the business may not be best for your 'friends.' Therefore, you must set expectations and boundaries on the friendship. Be clear and remember when it comes right down to it, 'it's business before personal.'

Next, you may have been selected to be their boss, but they didn't select you, someone else did. Therefore, you have to earn their trust and respect every day. You do that by demonstrating exceptional leadership at every opportunity. There are many ways to do this, here are 10 actions that you can take that will help you earn trust and respect:

- Be reliable do what you say you'll do. Follow up.
- Be available and approachable to listen, then be

- present when you do.
- Set expectations on the work to be done be clear and hold them accountable.
- Roll up your sleeves and lend a hand when the crew needs some help.
- Be respectful treat people like you like to be treated and speak to them like they like to be spoken to.
- Show you care humanize yourself help them grow professionally.
- Practice humility give credit where credit is due.
- Use mistakes as an opportunity to teach and coach.
- Provide genuine and sincere appreciation and recognition for a job well done.
- Be fair and consistent in everything you do. The perception of favoritism will tear your crew apart and negatively impact the outcome of any project.

Another key point to always remember, is never feel like you have to make popular decisions, but understand, you should always make decisions that are best for the business. It's important to be respectful of the implications of your decisions to others, but don't compromise your values because you are trying to make a decision that is popular.

The reality is, it is a common occurrence in the construction industry for someone to get promoted to be the boss of their co-workers. How we handle the transition is critical to our long term effectiveness as a leader.

As a Leadership Development Expert, Randy Goruk helps managers become better leaders who achieve higher levels of employee engagement and business growth. For leadership assessments, coaching, workshops or to have Randy Goruk speak at your next meeting or event, contact him directly at randy@LeadersEdge360.com or 1.800.308.4002 or visit www.LeadersEdge360.com.



Gary's Corner

Gary Auman, MRCA Legal Counsel



Some Thoughts on Safety

A s general counsel for the MRCA I find myself filling multiple

roles. I advise the MRCA Executive Director on issues requiring legal analysis and opinion. I also advise the Board of Directors on similar issues and questions. But, the area in which I feel I can be most beneficial to our members is in answering questions they may have on a variety of topics. Sometimes I have to refer the member to one of the other lawyers in our office, but frequently on questions of OSHA compliance, safety and workers' compensation, I try to assist the member myself. You notice that I said OSHA compliance AND safety. While these terms are not mutually exclusive, many times employers lose sight of safety in their drive to be in compliance with OSHA standards.

While OSHA standards make an attempt to ensure a safe working environment they are not custom designed for each job site and work environment. OSHA tries to contemplate every situation and to guard against every foreseeable hazard; the task before them is not easily conquered. This was very evident to me and the grading committee that recently graded the SHARP Safety Recognition Award applications. It is usually fairly easy to tell when a company is really thinking about safety or just giving it lip service.



There were several questions in which this became very evident. Perhaps the leading question that falls in this area was the question regarding the heat illness prevention. Quite a few applicants used a heat illness prevention program that was clearly "off the shelf".

Unfortunately, the program they used did not have all of the necessary components to make it an effective program. The program they used talked in generalities. Rather than assign specific responsibilities to supervisors to ensure that the five necessary components of a good heat illness prevention program were included in their program with steps for implementation, their program spoke in generalities, did not assign specific responsibilities for implementation and failed to provide any details on the critical components of the required program. So, we had a program which the applicant felt met the NIOSH criteria document, but not only did not meet it; clearly demonstrated the applicant's attitude for providing a safe place of work for its employees. But, how can I say this? It is not hard! Such a program shows that the company is not really committed to safety. The MRCA has conducted at least one webinar, one conference presentation and more than one article in MR regarding heat illness prevention. It was obvious that some of these applicants were not concerned enough about the safety of their employees to participate in any of these sessions or review any of these articles. In many of these cases, the remainder of the application spoke volumes of the same kind.

There were other examples. Another of these deals with safety enforcement programs. Again, how can you say you are really concerned about employee's safety when you fail to enforce your safety rules. This goes beyond the unpreventable employee misconduct defense to an OSHA citation. All employers need to realize that when an employee violates a safety rule he/ she not only puts himself/herself in danger; in most cases other employees working with or around the recalcitrant employee are also put in danger. A safety monitor on a low sloped roof is violating an OSHA standard if he/she is talking on their cell phone, or is in some other way not paying attention to employees working outside the warning lines. How many times should the employer "look the other way" and not enforce this requirement? My answer is NONE. And, I am sorry, it does not matter that the employee violating the rule for safety monitors is the best

In many of these cases the death could have been avoided if the employer had enforced its safety rules"



employee the employer has. That person is risking the lives of everyone who works with him.

Every week I read reports of employees losing their lives on the job. In many of these cases the death could have been avoided if the employer had enforced its safety rules on a consistent basis without exception. Let's start taking safety seriously. I am pleased to be able to report that I seldom get a report of a serious accident involving an MRCA member company. I have to say that I think we have been lucky. Judging by the responses we have received on the SHARP safety recognition award applications, many of our members are flirting with danger.

So, why this tirade now? By the time you have received this issue of MR you will have received a downloadable sample policy for a safety program for respirable crystalline silica. If you are concerned about your employees possible exposure, you will follow the directions in the memo introducing the sample policy. You will review the actual OSHA standard; you will review the sample policy; you will determine where the

sample policy does not address all work situations encountered by your employees; you will ask questions; and in the end you will modify the sample policy to make it applicable to the working conditions faced by your employees. Yes, I will be recommending that next year's SHARP safety recognition award program application include a question on your respirable crystalline silica policy. We will not be grading it on whether or not you have adopted the MRCA sample program, but whether it is obvious from your response that you did consider all options when implementing your policy.

We need to get beyond OSHA compliance as our only measure of our safety program. We have to begin to really work towards providing our employees with a safe work environment – one in which they will be secure to work without exposure to hazards.

Take advantage of a great MRCA member benefit-complimentary legal advice on OSHA-related issues from MRCA Legal Counsel Gary Auman. Contact Gary at GWA@amfdayton.com.



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