

## ***Policies Governing the Haag Certified Roof Inspector (HCRI-R and HCRI-C) Programs***

### **HCRI Definition**

The Haag Certified Roof Inspector program “Residential” (HCRI-R) and “Commercial” (HCRI-C) programs were developed exclusively by Haag Engineering Co. HCRI was developed to educate roofing, insurance, engineering, and other industry professionals interested in Haag’s scientifically-based, research-supported methods of damage assessment to residential (steep-slope) and commercial (flat/low-slope) roofing products.

Haag certifies that the attendee has reported his or her required experience, has completed 20 hours of classroom instruction and has passed the HCRI examination to Haag’s minimum required standards. Haag does not certify any work or individual assessments made by anyone other than Haag Engineering engineers. Haag certification does not imply that Haag Engineering Co. endorses findings/assessments made by any Haag Certified Roof Inspector.

The HCRI program is governed by policies set forth by Haag Engineering Co.’s Education Department, as detailed in this document. Haag reserves the right to update or change any of the policies which govern HCRI at any time, without notice. Haag Certified Roof Inspectors, by registering for the HCRI program, agree to all of the policies governing the HCRI program.

### **Eligibility**

To be eligible to attend the HCRI program a registrant must certify, and provide proof/references that they have the pre-requisite experience Haag requires. (Please note that “inspection” implies that a registrant has inspected a roof for damage, or to report on the condition of a roof.)

- HCRI-R (Residential) attendees must have performed a minimum of 100 residential (steep-slope) roof inspections as the primary “on roof” inspector.
- HCRI-C (Commercial) attendees must have performed a minimum of 50 commercial (flat/low-slope) inspections as the primary “on roof” inspector, or a minimum of 3 years of experience as a commercial line adjuster.

In addition to roof inspection requirements, registrants should have experience as one of the following:

- Licensed Insurance Adjuster
- Licensed Roofing/General Contractor (business owner)
- Licensed Professional Engineer or EIT
- Licensed Home Inspector
- Roofing Industry Designations: RRC, RRO, or RWC
- Insurance Industry Designations: CPCU, CLU, or AIC
- Building Official
- Licensed Public Adjuster
- Licensed Architect

In the absence of the professional experience listed, HCRI registrants must (in addition to satisfying the roof inspection requirements) provide reference information of someone with the above experience, who has first-hand knowledge of, and can verify the registrant’s industry experience.

Haag Education reserves the right to perform random experience verification checks on all HCRI registrants prior to course attendance, as well as during their tenure as a Haag Certified Roof Inspector.

If, at any time, a registrant of HCRI is found to have falsified their experience or work history, Haag Engineering Co. will immediately cancel the registration and/or revoke certification for that individual. Any attendee who has his or her HCRI registration canceled or certification revoked will be subject to cancellation penalties, and will not be eligible for any whole or partial refund of any class or recertification fees. Also, that attendee will not be eligible to attend any future Haag Engineering/Haag Education sponsored certification programs.

Haag Engineering recommends that if a registrant has any questions about experience level qualifications for HCRI, that registrant should contact Haag's Education Department at 800-527-0168 prior to registering.

### **Attendance**

Haag Engineering requires that all 20 hours of classroom instruction be completed before an attendee is eligible to take the HCRI examination. Attendees must be on time for the start of class each day, and must return to their seats upon completion of all breaks. There are no exceptions to this policy.

Attendance will be taken on a daily basis at the beginning and end of each session. Multiple breaks will be provided to make phone calls, text messages and email. Haag requires that all cell phones are silent while class is in session. Haag also requires that the use of laptops or the internet be limited to break times only.

A Haag representative will monitor attendance (sign-in and sign-out) of each class and will notify attendees when class will resume following a break. If the Haag representative witnesses excessive time outside of the classroom during regular instruction, the representative has the authority to warn the attendee that they may lose their eligibility to take the HCRI exam, and/or make that attendee ineligible without warning, depending on the amount of time outside of the classroom. If an attendee is deemed ineligible due to their attendance, the attendee must make up the entire missed portion(s) at another scheduled HCRI location, at their own expense, and will not be allowed to take the HCRI examination until all course time is completed.

### **Cancellation**

If a registrant is unable to attend the HCRI session for which they registered, and would like to reschedule, that registrant must inform Haag in writing. Please e-mail Erin Flack, [eflack@haagengineering.com](mailto:eflack@haagengineering.com). Haag will allow registrants to reschedule to a different HCRI session ONE time without penalty, with a minimum 10 day notice. Registrants who transfer to another HCRI course must transfer to/complete that course within one year of their originally scheduled course, or the registration fees will be forfeited.

A registrant who does not give a 10 day notice, but would like to transfer to another class will be charged a \$100 transfer fee, per registrant, each time the reservation is changed. Written notification PRIOR to start date of the HCRI program is required for this transfer option.

**A registrant who does not provide written cancellation notice to Haag at least 24 hours prior to the start time of their scheduled HCRI session and/or does not show up for their registered class, will forfeit all registration fees, and may not transfer those fees to another HCRI program.**

Substitutions are allowed at no charge. Haag must be notified in writing by the original registrant if requesting that a substitution attend in their place. Substitutions must meet all prerequisite requirements to attend the HCRI program, and must also register to be approved as a replacement.

All HCRI registrants are subject to the terms of the cancellation policy of their originally scheduled class or the effective date of the cancellation policy of their most currently scheduled session, whichever penalty is more.

**The HCRI cancellation policy is as follows:**

Registration date to 31 days prior to seminar date - \$35 cancellation fee

30-10 days prior to seminar date – 50% of registration fees

9-0 days prior to seminar date – 100% of registration fees

The following actions will result in the forfeiture of your registration fee:

1. Failing to appear (no-show) at the HCRI class site for any portion of a scheduled session.
2. Attempting to cancel or reschedule a session 9 or fewer days before the scheduled start date of the scheduled HCRI course. (Rescheduling for an alternate date will be allowed, for a fee of \$100 with minimum of 24 hour notification)
3. Misrepresenting or falsifying any prerequisite qualifications. Anyone found misrepresenting their required qualifications will also forfeit any HCRI related handouts and will not be allowed to continue with the remainder of the course or take the final examination.

**Course Materials**

One official HCRI handout is given to each attendee. This handout becomes the sole responsibility of the attendee once they receive it after check-in on the first day. Haag will not accept responsibility for handouts that are left in meeting rooms overnight, forgotten, etc. The cost of replacement is \$150 per handout. Only one replacement handout can be purchased at a time, per person.

Replacement handouts are only available for those who attend or have completed the HCRI course.

HCRI is currently taught in English. All handouts and testing materials are also printed in English. Haag does not currently have the ability to accommodate special requests for English translators, nor may attendees provide their own English translators for class or to assist with the taking of the HCRI examination. No refunds will be given if a registrant cannot pass the HCRI exam due to language barriers.

The official HCRI handout is the only resource that may be brought into the HCRI examination room. The official HCRI handout (along with any notes written by the student directly in the book) may be used for reference during the “open book” HCRI examination.

HCRI handouts may NOT be shared with other HCRI attendees during the HCRI exam.

**HCRI Examinations**

In order to complete the requirements for Haag certification and to be considered a Haag Certified Roof Inspector, each registrant must take and pass the HCRI exam with a minimum of a 70% passing score.

HCRI attendees will be given 4 hours in which to complete the 100 question, open book test.

Because Haag does not discriminate between high and low passing scores, no exam scores will be provided to the student. Only a pass or fail status will be provided.

If the attendee does not pass the test with a minimum of 70/100 score, he or she will be given a second opportunity to pass a second version of the exam. The attendee may opt to take and complete his or her second exam (different version) during the same 4 hour window. Or, if the HCRI attendee fails his or her first attempt of the HCRI exam and determines they cannot complete the second attempt within the remaining time allowed, that attendee may take a second exam at another regularly scheduled HCRI exam session. This re-take will be at the attendee's expense and within a 6 month timeframe from the original class date. The attendee must notify Haag's Education Department and receive permission to attend an alternate testing session prior to arriving at the desired testing site/date. The attendee may only attend the testing session at the alternate testing location; no additional classroom instruction is included without paying an additional registration fee. Each student will only be allowed two total attempts at passing the HCRI exam after taking the HCRI class.

Haag will provide all supplies needed to complete the exam (calculator, pencil, scratch paper, testing booklet). Attendees may use only their official HCRI textbooks and any notes written inside the handbook as reference for the exam. No other references are allowed in the testing room.

### **Term of Certification**

Both HCRI-R and HCRI-C certifications are good for one year. The HCRI certification will expire on the final day of the month, one year after the completion date of your initial HCRI examination. If an HCRI earns their "dual" certification (passes both Commercial and Residential courses), the expiration date of both certifications will be synched to the expiration date of the second earned certification, automatically.

The full HCRI course must be repeated every 5 years in order to maintain active Haag certification. In addition, each HCRI must requalify annually to renew their certification, by passing a 10 question quiz online, with a minimum passing score of 70%. Each HCRI will be given up to 4 opportunities to pass a different version of the requalification quiz. If the HCRI does not pass the requalification quiz after 4 attempts, the HCRI must take the appropriate HCRI course again, at their own expense, and pass the full HCRI exam before their certification is reinstated.

The cost for renewal of the annual certification is \$99 for one certification, or \$149 for both residential and commercial certification.

All terms of certification, including associated testing requirements and fees, are subject to change. Haag Education will make every effort to notify each HCRI (active and inactive) when and if the terms of requalification and/or certification are amended.

Haag may, at its sole discretion, decline to renew any certification.

### **HCRI Designation and Logo Use Guidelines**

After successfully completing all 20 hours of instruction and passing the HCRI examination, attendees may use the designation "Haag Certified Roof Inspector – Residential" or "Haag Certified Roof Inspector – Commercial", depending on which course(s) they have successfully completed.

All HCRI™ designations, which include post-nominal letters and HCRI logos, are trademarks of Haag Engineering Co. These designations and logos may only be used by active Haag Certified professional individuals on a business card, letterhead, website, or other professional marketing materials.

Haag certification is an individual certification. At no time may any company promote itself as “Haag Certified”, even if all of the company’s employees happen to be actively Haag certified.

Haag Certified Roof Inspectors agree to abide by all of the terms in the “HCRI Designation and Logo Guidelines” document, which is always available at [http://certifiedroofinspector.com/hcri\\_logo\\_rules.asp](http://certifiedroofinspector.com/hcri_logo_rules.asp).

Failure to comply with Haag’s Designation and Logo Use Guidelines may result in the revocation of HCRI status, and may prevent an individual from receiving future Haag certifications.

### **Complaints**

Differences of opinion on the cause and extent of damage to a roof are common. The HCRI program is intended to be an industry resource to teach professionals Haag’s scientific methods and practices when it comes to identifying damage.

Haag will not arbitrate differences of opinion, or provide a Haag Engineering opinion/report on damage without first having an opportunity to perform an on-site inspection. With respect to any services provided regarding differences of opinion, Haag Engineering’s hourly rates will apply.

Complaints about any Haag Certified Roof Inspector can be made by contacting Haag’s Director of Education, Ryan Holdhusen at 214-614-6500 or [rholdhusen@haagengineering.com](mailto:rholdhusen@haagengineering.com).

After a complaint is made regarding a Haag Certified Roof Inspector, Haag has the sole authority whether to initiate disciplinary actions against the Haag Certified Roof Inspector. Haag will act on any complaints verified to be egregious violations of the rules and regulations that govern the HCRI program. Any actions taken by Haag will be handled confidentially between Haag Engineering and the Haag Certified Roof Inspector who is the subject of the complaint. The complainant will not be made aware of any actions Haag decides to take, or not take, against the HCRI.

Haag Engineering reserves the right to revoke any HCRI certification at any time, for any reason. Haag Engineering also reserves the right to refuse renewal of HCRI certification at any time, for any reason.