

# Key Components Defined

## Project Administration

- *When requested*, GAF or a GAF Contractor will review specifications and attend pre-bid, pre-installation, work-in-progress, and final inspection meetings free of charge at mutually convenient times.
- GAF will provide one key contact person for all inquiries, questions, and/or problems to insure personalized cradle-to-grave project management.
- When requested, GAF will assist in development of specifications and bid packages on an individual project basis.
- GAF will provide Authorized Applicator suggestions per geographic region.

## Training

- GAF is committed to educating our customers and will make training available to the property owner management and property managers. **CARE** (The Center for the Advancement of Roofing Excellence) will conduct the training sessions for the property owner. **CARE** is roofing educational organization founded in 1999 by GAF. **CARE** offers professional, non-biased educational programs to the roofing industry and its affiliated customers. **CARE** will design a training program for the property owner as follows:
  - **A customized training manual based on the property owner's requirements**
  - **Provide Certification for:**
    - **Roofing 101**
  - **Regional training is available at one of CARE's 7 Regional Training Centers**
  - **Local training can also be coordinated at one of the property owner's local facilities**

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## Cost-Effective Repair Solutions

- If it is determined the life of the existing roof can be maintained or extended utilizing industry-standard repair methods, GAF will assist the property owner in securing repair solutions:
  - **Obtain a minimum of 3 competitive bids from Master or Master Select™ Contractors**
  - **Evaluate repair or coating options for warranty extension**

## Certified Applicator Selection

- GAF is committed to recommending only the top tier roofing contractors in each local market for the property owner's projects. To that end, GAF will only recommend Master or Master Select™ Contractors. Each of these contractors has been certified by GAF. For a Strategic Accounts customer, GAF will provide the property owner with the following information on each GAF-certified contractor:
  - **Contact information**
  - **Years Certified with GAF**
  - **Feedback from property owners**
  - **Special awards & achievements with GAF**