



MIA

Accreditation Program Handbook

Thank You to the Accreditation Program Sponsors



Code of Ethics for Accredited Companies

The fabrication and installation of dimension-cut natural stone should meet MIA and other industry standards as articulated in the MIA Dimension Stone Design Manual and other technical publications, along with courteous and professional customer service. To achieve these goals, we pledge adherence to the following principles and policies:

- Our primary objective is a satisfied and happy customer, be it a homeowner, a building owner, or a design professional.
- We will maintain and conduct business in accordance with fair and honorable standards of competition.
- Honesty, integrity, quality, and professionalism guide our firm's business philosophy.
- High standards of health, safety, and product quality will be incorporated into every installation.
- We shall deal fairly with customers, as well as with our employees, our subcontractors, and our suppliers.
- We encourage research to develop new materials, techniques, tools, and equipment, as well as improved methods of stone fabrication and installation.
- We pledge to assist in the education and product knowledge of our firm's clients and customers (builders, kitchen & bath dealers, architects, designers, and homeowners) before, during, and after installation.
- We shall strive to promote a spirit of cooperation within the industry.

We assume these responsibilities freely and solemnly, mindful that they are continuing conditions to, and part of our obligation as an Accredited Company.

Note: This handbook reflects the policies and procedures as of June 15, 2015. All policies and procedures are subject to change. If you have any questions or require further information, please visit <http://www.marble-institute.com/gettheseal> or contact accreditation manager.

MIA Accreditation Program
www.marble-institute.com/accreditation

Jim Hieb, CAE
CEO/Executive Vice President
Phone: 440-250-9222
Email: jhieb@marble-institute.com

Carol Wilkins, M.A.
Accreditation Manager
Phone: 440-250-9222
Email: cwilkins@marble-institute.com

MIA Accreditation Program Handbook

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WELCOME

Welcome. Congratulations on taking the first step toward becoming accredited by the Marble Institute of America (MIA). The Accreditation Program was initially established in 2004 to promote the highest standards of natural stone fabrication and installation through the accrediting of natural stone companies. By choosing to review this candidate handbook, you have taken the first step toward joining those companies who will distinguish themselves by earning MIA Accreditation.

How To Use This Handbook

This handbook summarizes key aspects of the Accreditation Program, and is intended to help you understand why the program was developed, how it is governed, its policies and procedures, and the steps to earning and maintaining MIA Accreditation. The handbook is a useful reference to you and your company for:

- making the decision whether to pursue MIA Accreditation
- identifying who your company's qualifying agent should be and developing his or her course of study to meet the Accreditation Program's eligibility requirements
- completing the accreditation application
- studying and preparing for the accreditation examination
- maintaining MIA Accreditation

MIA Accreditation is a new program that seeks to grow and be refined in accord with the evolution of natural stone fabrication and installation. No printed document can address every potential question, policy detail, or future program change. You are encouraged to use this handbook as a supplement to the program information provided on the Accreditation Program website (<http://www.marble-institute.com/accreditation/index.cfm>) as well as the information provided by MIA's accreditation staff, who may be contacted at 440-250-9222 or cwilkins@marble-institute.com.

Again, welcome, and best wishes on earning MIA Accreditation for your company!

THE ACCREDITATION COMMISSION

Terms Expiring December 31, 2015

- Guido Gliori
Grazzini Brothers & Company
- GK Naquin
Stone Interiors
- Robert Zavagno
Cleveland Marble Mosaic Company

Terms Expiring December 31, 2016

- Monica Gawet
Tennessee Marble Company
- Rodney Harvey, Chair of Accreditation Commission
Curtain Wall Design & Consulting, Inc.
- Bernie Van Etten
Murphy Marble Company

Terms Expiring December 31, 2017

- Rob Barnes III
Dee Brown, Inc.
 - Travis Collins
B.C. Stone, Inc.
 - Gregory Lepore
Dan Lepore & Sons Company
-

THE APPEALS COMMISSION

Terms Expiring December 31, 2015

- Kevin Camarata
Camarata Masonry Systems, Ltd.
- Scott Lardner
Rocky Mountain Stone
- Brad Pearce
Front Range Stone

APPLICATION PROCESS

1. Visit website www.marble-institute.com/accreditation/becoming-accredited/
 2. Request an application at cwilkins@marble-institute.com
 3. Request for application must include \$250 non-refundable fee
 4. Determine your category and member/non-member rate
 5. Complete and return application with processing payment
 6. Schedule to take the exam online or immersion class (see websites for dates and locations)
 7. Schedule an OSHA site visit (must have a date certain, prior to MIA final inspection)
 8. MIA site visit will be scheduled once application is processed
 9. See page 29 for payment schedule and applying for multiple locations
-

HISTORY

The First Steps

A major step toward creating an industry accreditation program for MIA was taken in mid-March 2005, when an eight-member task force composed of industry leaders began laying out parameters for accreditation.

The concept of industry accreditation was supported in multiple MIA member surveys conducted in 2004, 2005, and 2006. Respondents overwhelmingly indicated they believed there would be an advantage for accredited firms, and were in favor of industry standards for competency and industry accreditation or certification.

MIA also utilized the professional services of Mickie S. Rops, CAE, an experienced consultant and authority on professional credentialing. Ms. Rops has assisted dozens of associations developing credentialing programs.

MIA began accepting accreditation applications in January of 2007 for:

- Natural Stone Fabricators
- Natural Stone Commercial A Contractors
- Natural Stone Commercial B Contractors

Four Major Goals

The task force agreed to **four major goals** or priorities for future consideration:

- Increase/maintain the competency of the industry, raising the standards and creates a greater awareness of safety. At the same time, establish accreditation standards that ensure the continued competency of the natural stone industry and recognize companies that achieve them.
- Increase the consistency of practice by promoting consistent quality specifications, workmanship, and the current version of the MIA *Dimension Stone Design Manual* as the natural stone industry standards.
- In broad terms, to protect the consumer by providing access to companies that provide reliable quality of fabrication, installation, and sale of natural stone. MIA would serve as a clearinghouse for accredited stone companies.
- To enhance the industry's commitment to the beauty, durability, and value of natural stone.

ACCREDITATION OVERVIEW

Mission Statement

To provide excellence in the natural stone industry and recognize companies demonstrating compliance with quality standards, so that the public values, has access to, and benefits from consistent, competent, and safe fabrication, installation and maintenance of natural stone.

Purpose/Origin/Eligible Companies

1. What is the purpose of the MIA accreditation program?

To provide excellence in the natural stone industry and recognize companies demonstrating compliance with quality standards, so that the public values, has access to, and benefits from consistent, competent, and safe fabrication, installation and maintenance of natural stone.

2. When and how did the concept of an accreditation program begin?

The concept of natural stone industry accreditation was first addressed in a 2004 MIA survey. The response was overwhelmingly positive, and a large majority of respondents said they favored industry standards for competency and credentialing, and felt that there would be advantages for companies that became accredited.

3. What are MIA's goals in creating an accreditation program in the natural stone industry?

- To increase/maintain the competency of the industry, raising the standards and creating a greater awareness of safety. At the same time, to establish accreditation standards that ensure the continued competency of the natural stone industry and recognize companies that achieve them.
 - To increase the consistency of practice by promoting consistent quality specifications, workmanship, and the current version of the *Dimension Stone Design Manual* as the natural stone industry standards.
 - In broad terms, to protect the consumer by providing access to companies that provide a reliable quality of fabrication, installation, and sale of natural stone. MIA would serve as a clearinghouse for accredited stone companies.
 - To enhance the industry's commitment to the beauty, durability, and value of natural stone.
-

4. What was the process that MIA went through to establish the accreditation program?

The first thing MIA did was establish an Accreditation Task Force. Additional data was then collected from fabricators and installers, kitchen and bath dealers, and architects at three industry conferences in the spring of 2005. Then, over a 2 year period, several meetings were held to formulate the program. A final round of industry surveys were collected in 2006. MIA also employed a professional consultant to ensure that the program was developed based on best practices.

5. Do all members of MIA have to be accredited?

No, the accreditation program is fully voluntary.

6. Do you have to be a member of MIA to apply for accreditation?

No, this is an industry-wide program.

7. What types of companies are eligible to apply for accreditation?

The first phase of the program will focus on two types of companies:

- Natural Stone Fabricators serving either the residential or commercial market.
- Natural Stone Commercial A Contractors (heavy commercial) serving the commercial market.
- Natural Stone Commercial B Contractors (light commercial) serving the commercial market.

8. What is the difference between Commercial A and Commercial B accreditation?

- Commercial A consists of companies that deal with non-prescriptive, or “engineered,” mechanically anchored stone veneer designed and installed to accommodate imposed loads as designated by applicable codes and/or specifications.
- Commercial B consists of companies that deal primarily with prescriptive, or “non-engineered,” mechanically anchored and adhered stone veneer installed per applicable local codes or governing bodies.

9. What types of buildings do Commercial A companies and Commercial B companies usually work on?

- Commercial A companies are firms that handle large-scale commercial stone installations such as high rise interior/exterior wall cladding, museums, or hotel exteriors.
- Commercial B companies are firms that handle smaller scale commercial stone installations such as hotel lobbies, bank lobbies, and low-rise interior/exterior cladding.

10. Will other areas of the natural stone industry be included in the accreditation process?

The accreditation task force recognizes that once these three programs are launched and have established a successful track record, the program model could be used to create similar programs for other facets of the industry.

11. What are the standards that companies applying for accreditation must adhere to?

- Companies are established business entities with the fabrication and/or installation of natural stone as a primary business function.
 - Companies demonstrate sound business and trade performance.
 - Companies operate ethically and in compliance with all applicable laws and regulations.
 - Companies ensure safe, quality fabrication and installation of their products and services.
 - Companies have financial resources sufficient to conduct their stated business in a safe and effective manner.
 - Companies have competent human resources to conduct stated business in a safe and effective manner.
 - Companies accurately represent the expertise, experience, credentials, and services of their company and their employees to the public.
 - Companies maintain sufficient physical facilities, equipment, and materials to achieve safe and effective operation of their stated business.
 - Companies demonstrate sound business and trade practices, including written contracts and comprehensive insurance policies.
 - Companies honor agreed-upon warranties and educate consumers with ongoing maintenance requirements.
-

Application Process/Fees

12. What is the process for a company wishing to get accredited?

- Attend an accreditation information session at an industry trade show or call MIA to gather information
- Request an application
- Complete the written application and provide supporting documentation
- The company's Qualifying Agent must take and pass the accreditation exam
- Host a site visit to assure compliance with accreditation standards
- Comply with ongoing accreditation maintenance requirements

13. How long does the accreditation process take?

If all documents are submitted to MIA in a timely manner, accreditation should be able to be achieved within 6-9 months of requesting an application.

14. Is there a time limit associated with returning an application, taking the exam, and setting up a site visit?

Yes, from the date that a company requests an application, they have one year to return the completed application. The Qualifying Agent will have one year from the date that the application is approved to pass the exam. The company will have one additional year from the date that the exam is passed to complete the site visit.

15. What fees are associated with the accreditation process?

At-A-Glance*

| CATEGORY | Application Fee | Application Submission Fee | Site Visit** | QA Exam Fee |
|---|-----------------|----------------------------|--------------|-------------|
| MIA MEMBERS | | | | |
| Fabricators | \$ 250.00 | \$ 1,500.00 | \$ 750.00 | \$ 250.00 |
| Commercial A | \$ 250.00 | \$ 2,250.00 | \$ 750.00 | \$ 250.00 |
| Commercial B | \$ 250.00 | \$ 1,500.00 | \$ 750.00 | \$ 250.00 |
| | | | | |
| ISFA & NSC MEMBERS | | | | |
| Fabricators | \$ 250.00 | \$ 1,750.00 | \$ 750.00 | \$ 250.00 |
| Commercial A | \$ 250.00 | \$ 2,500.00 | \$ 750.00 | \$ 250.00 |
| Commercial B | \$ 250.00 | \$ 1,750.00 | \$ 750.00 | \$ 250.00 |
| | | | | |
| Non-MIA, Non-ISFA, Non-NSC Members | | | | |
| Fabricators | \$ 500.00 | \$ 1,900.00 | \$ 750.00 | \$ 350.00 |
| Commercial A | \$ 500.00 | \$ 2,750.00 | \$ 750.00 | \$ 350.00 |
| Commercial B | \$ 500.00 | \$ 1,900.00 | \$ 750.00 | \$ 350.00 |

* See page 28 for additional information and explanation

**Site visit is \$750, plus inspector's travel, lodging and meal cost.

16. Are site visit costs included in the \$1750 for Fabricator/Commercial B (\$2400 for non-MIA members) and \$2500 for Commercial A (\$3250 for non-MIA members) applicants?

No, the entire cost of the site visit will be paid by the applicant. This includes site inspector travel, lodging, and meal costs in addition to a daily fee of \$750.

17. If a Qualifying Agent takes the exam and fails, can he/she take it again?

Yes, a Qualifying Agent can retake the exam. The fee associated with a retake of the exam is \$250 (\$350 for non-MIA, ISFA, or NSC member companies).

18. Are there any discounts available for companies who apply for both types of accreditation or multiple locations at the same time?

For companies applying for accreditation for multiple locations or applying for multiple accreditation designations, the total application fee per location will be reduced by \$250.

19. Once a company is accredited, is it for life?

No. Each year an accredited company's qualifying agent will be required to fill out an annual renewal form indicating any and all significant changes that have occurred within the company that would impact accreditation.

There is also a \$250 (\$500 for non-MIA members) yearly renewal fee, which covers the ongoing staffing, development, and promotional marketing costs associated with the Accreditation Program.

In addition to the yearly renewal, there will be a mandatory site visit every five years for Natural Stone Fabricators and every three years for Commercial A & B Commercial Contractors (to be paid for by the accredited company).

20. What happens to the application fee if a company is or is not accepted?

The application fee is non-refundable; however, the fee will be applied toward the total program fee upon approval of the application.

21. What happens after the company submits an application to MIA?

MIA staff will review the application and confirm if the application and/or all support material has been completed in accordance with the program guidelines. Incomplete applications will be sent back to the applicant as incomplete. Applications in question will be sent to a 3-person review committee for clarification. MIA will schedule the qualifying agent written exam with applicants who have successfully completed the application in full.

Qualifying Agent/Exam

22. What exactly is a “Qualifying Agent”?

A Qualifying Agent is the designated company representative responsible for filing and maintaining accreditation records for the applicant company.

23. Can the Qualifying Agent be anyone at my company?

No. Qualifying agents must be the owner/principal and/or a member of the company's senior management team who is responsible for the care and control of the product/facility.

24. What happens if there are critical changes or a Qualifying Agent leaves an accredited company?

The Qualifying Agent is required to notify MIA within 30 business days of critical changes to their business model (name change, location change, transfer of ownership, bankruptcy, Qualifying Agent departure or change, or other situations which would bring the company into nonconformance). The company may be placed on probationary status until these nonconformities are resolved. In the case of Qualifying Agent departure, a new Qualifying Agent must pass the accreditation examination.

25. How many people from my company take the exam?

At least one person from your company must take the exam. The exam administration fee for that one Qualifying Agent is included in the application fee. If you wish to have multiple people take the exam, a \$250 (\$350 for non-MIA, ISFA, or NSC member companies) fee is assessed per additional person. There is no limit to the number of Qualifying Agents your company can have.

26. How will the exam be administered?

The exam will be open book/notes and will be administered online or onsite at an immersion testing site. Attendees can use laptops to reference material onsite.

27. Where will the exam information come from?

The exam will be based upon the following six areas:

- Material Knowledge & Uses
- Installation Knowledge
- Fabrication Knowledge
- Assessment, Restoration, Care & Maintenance Knowledge
- Jobsite & Shop Safety Knowledge
- Administrative / Legal / Contracts Knowledge

Refer to the recommended reading list on page 38.

28. Why is there such a wide array of information covered on the exam?

A Qualifying Agent is responsible for knowing how and where to find the answers related to these important natural stone industry subjects.

Site Visit

29. After our Qualifying Agent passes the exam, is our company fully accredited?

No. After passing the exam, a site visit will be scheduled with the applicant. During the site visit, MIA will conduct a review of the applicant's facility, as well as completed installations in the area. This review will also verify a number of the details that were attested to on the application.

30. Who is responsible for the costs associated with the site visit?

All travel expenses for the site visit will be invoiced to the applicant.

31. Will I be informed ahead of time who will be performing the site inspection?

Yes, the company will know who is performing the site inspection ahead of time and will be able to request an alternate site inspector if a conflict of interest is suspected.

32. What should I have available for the site inspection?

- Current copy of *Dimension Stone Design Manual* (currently version 7.2)
- Written safety policy documents (including training staff on safe slab handling procedures)
- Written drug testing policy
- Evidence that a quality control process is in place (templating, layout/cutting, fabricating, packing, transportation, installation)–Residential applicants only
- HAZMAT/SDS Sheets/OSHA 300 & 301 logs (or workers compensation boards of Canada applicable injury reporting logs)
- Original OSHA letter/certificate (or workers compensation boards of Canada certificate)
- Fork Lift Training Program documents
- Overhead Crane certification documents
- New staff orientation/training documents
- Employee handbook
- Evidence of apprenticeship or skill or trade development program
- Evidence of job control and work order system
- Evidence of a complaint resolution process
- Evidence of Better Business Bureau complaints resolution (if BBB has complaints on file)
- Examples of customer warranty agreements
- Examples of customer care and maintenance instructions
- (Commercial A Only) Evidence that the company designed project specific stone hoisting and lifting systems (e.g. stone monorail hoisting systems, engineered scaffold, or other custom rigging devices). This includes subcontractor designs.

Appeals

33. If my company is not accepted into the Accreditation Program, can I appeal the decision?

Yes, there will be an appeals process.

34. What is the appeals process?

A company must submit a written request of appeal to the Appeals Commission Chair within 30 days of receipt of the notice that their application for accreditation has been denied. Upon receipt of written request for appeal, MIA staff will send an acknowledgement letter to the appellate company. Appeals will be limited to a review of the written record and will not involve a hearing. The Appeals Committee will review the written record and render a final written decision within 60 days of receiving the appeal.

General Questions

35. How will I find out if my company has been accredited?

A written report will be issued to the company's Qualifying Agent with the following status: pending (requires company to supply additional information); accreditation denied; or accreditation granted.

36. Is there a time frame from the beginning to the end of the accreditation process that my company has to complete the accreditation process?

The applicant will have a maximum of 3 years (depending upon when various stages of accreditation are completed) to complete the process from the date the application is requested.

37. What is the difference between a certification program and an accreditation program?

A certification program refers to the formal recognition of an individual person, while an accreditation program refers to the formal recognition of a company.

38. Where does the Accreditation Program fit into MIA's Strategic Plan?

The Accreditation Program is classified as a High Priority.

39. Who will have access to information submitted during the accreditation application process?

All parties that are privy to information submitted during the accreditation application process will have signed a legally binding confidentiality agreement.

40. Will accredited companies have use of an "MIA Accredited Company" logo?

Yes, accredited companies will have use of a special "MIA Accredited" logo for business cards, stationary, website, etc.

41. What types of changes in an accredited company's business model could jeopardize their accredited status?

In order to maintain its accreditation status, the Qualifying Agent of an accredited company must notify MIA in writing at least thirty (30) business days prior to the adoption of any material change to its business model (name change, transfer of any amount of ownership interest or control in the company, bankruptcy, receivership, sale of all or substantially all of the company's assets, Qualifying Agent departure or change, or any other changes which might materially impact the company's operations and/or its accreditation status). In the case of a qualifying agent departure, a new qualifying agent must be appointed and must pass the accreditation examination. If the company doesn't provide timely notice or allow MIA to investigate proposed changes, the company may be placed on probationary status until the issues are resolved to MIA's satisfaction.

THE DETAILS

Eligible Companies

MIA represents the interests of a wide range of dimension stone companies: quarry/producer, importer/exporter, distributor, supplier, fabricator, installer, consultant, restoration, etc. This list becomes even more dynamic when the aspects of service to the residential or commercial markets are considered. The first phase of the program will focus on three types of companies:

- Natural Stone Fabricators serving either the residential or commercial market.
- Natural Stone Commercial A Contractors (heavy commercial) serving the commercial market.
- Natural Stone Commercial B Contractors (light commercial) serving the commercial market.

The task force recognized that once these three programs are launched and have established a successful track record, the program model could be used to create similar programs for other facets of the industry.

Requirement Highlights

- **Years of Operation**
 - Commercial A (5 years)
 - Commercial B (5 years)
 - Fabricator (3 years)
- **Number of Installations**
 - Commercial A
 - 5 mechanically anchored (engineered) exterior cladding installations typically over 30 feet. Each project should have a minimum of 10,000 square feet of dimension stone.
 - 3 commercial building lobbies (e.g. floors, walls, etc.). Please note countertops are not included. Each project should have minimum of 3,000 square feet of dimension stone.
 - 5 other installations, which can include cladding, site work, walls, paving, or large residential projects.

- Commercial B
 - Either 3 cladding installations (non-engineered), typically under 30 feet high. Each project should have a minimum of 2,000 square feet of dimension stone.
 - Or 3 commercial building lobbies (e.g. floors, walls, etc.). Please note countertops are not included. Each project should have minimum of 3,000 square feet of dimension stone.
 - 5 other installations, which can include cladding, site work, walls, paving, or large residential projects.
 - Fabricator
 - 200 fabricated projects completed during the past 3 years.
 - **Company Location** – Company must be located in the U.S. (50 states and territories) or Canada.
 - **Physical Location** - Commercial (n/a); Fabricator (a dedicated fabrication facility that is at least 2000 square feet).
 - **Qualifying Agent**
 - Commercial A: must have 10 years of commercial experience within the past 20 years
 - Commercial B: must have 10 years of commercial experience within the past 20 years
 - Fabricator: must have 5 years of fabrication experience within the past 10 years
 - **Comprehensive Insurance Policies** – Company must provide current certificates of insurance.
 - **Safety** - Company has applied for a voluntary OSHA (or Workers Compensation Boards of Canada) review within the previous 12 months OR had an actual review (voluntary or non-voluntary) and are currently in compliance.
 - **MIA Membership** - is not a requirement to apply.
-

Application Components

The application form is based entirely on validating the applicant’s ability to meet the 10 accreditation standards that are outlined in the following section.

General Information About the Application:

- Most questions require the applying company to submit appendices to the application form.
- All responses required in the application form must be typed or printed, unless otherwise stated.
- All documentation must be submitted in English.
- The applicant must provide the original application plus three (3) copies of the application and all supporting documentation.
- The applicant must sign the Declaration and Release form and agree to abide by the MIA Accredited Company Program policies.
- A nonrefundable application fee (payable in U.S. dollars) is required when requesting the application.
- Failure to comply with the application instructions stated above may result in delay of application review, denial of an application, and/or forfeiture of all application fees.
- Company will have to attest to a number of items (as spelled out in the “eligible company section”) some of which will be verified by the site visit.

Company Information:

- Applicant Company must be a legal business entity (such as a corporation, partnership, or sole proprietorship) with or without subsidiaries or strategic business units performing various support functions for the Applicant Company.
- In a case such as a franchise where businesses are legally separate units; each company must individually submit an accreditation application, even when ownership of multiple companies is by one individual.
- If the Company (as defined above) has additional operating locations or fabrication facilities, each operating location or fabrication facility must have a Qualifying Agent; facilities within the same state/province or within a 50 mile radius may share a Qualifying Agent as long as the agent meets the Qualifying Agent definition for each operating location or fabrication facility..
- Each operating location or fabrication facility must undergo a site visit.
- At this time, accreditation is only available to U.S. based, U.S. territory based, or Canada based companies.

Qualifying Agent Information:

- A Qualifying Agent is the designated company representative responsible for filing and maintaining accreditation records for the applicant company.
 - Qualifying Agents must be the owner/principal and/or a member of the Company's senior management team who has as a responsibility for the care and supervisory control of the operating location or fabricating facility required to enforce and maintain compliance with each of the required standards of the current Marble Institute of America Accreditation Program Handbook.
 - The Company must have one Qualifying Agent; however, there is no limit to the number of Qualifying Agents a Company has.
 - One examination administration is covered by the initial application fee. The Company is responsible for paying the exam fee for additional tests.
-

Accreditation Standards

Standard 1: Companies are established business entities with the fabrication and/or installation of natural stone as a primary business function. Applicant will supply the following:

- Date on which the company was incorporated (or, if not incorporated, date the company was established).
- State or province in which the company was incorporated (or, if not incorporated, state in which the company was established).
- States or provinces in which the company presently has offices/facilities.

Commercial A Applicants Only:

- A copy of the first page of annual federal income tax returns for the previous five years (with financial information concealed).
 - Describe and provide contact information for the following types of projects completed by the company within the previous 5 years:
 - 5 mechanically anchored (engineered) exterior cladding installations typically over 30 feet high. Each project should have a minimum of 10,000 square feet of dimension stone.
 - 3 commercial building lobbies (e.g. floors, walls, etc.). Each project should have a minimum of 3,000 square feet of dimension stone.
 - 5 other installations, which can include cladding, site work, walls, paving, or large residential projects.
 - 1 ongoing project at the time of the site visit.
-

Commercial B Applicants Only:

- A copy of the first page of annual federal income tax returns for the previous five years (with financial information concealed).
- Describe and provide contact information for the following types of projects completed by the company within the previous 5 years:
 - Either 3 cladding installations (non-engineered), typically under 30 feet high. Each project should have a minimum of 2,000 square feet of dimension stone.
 - Or 3 commercial building lobbies (e.g. floors, walls, etc.). Each project should have a minimum of 3,000 square feet of dimension stone.
 - 5 other installations, which can include cladding, site work, walls, paving, or large residential projects.
 - 1 ongoing project at the time of the site visit.

Natural Stone Fabricator Applicants Only:

- A copy of the first page of annual federal income tax returns for the previous three years (with financial information concealed).
- Response to: Has your company completed at least 200 natural stone fabricated projects within the previous 3 years?

Standard 2: Companies demonstrate sound business performance.

Commercial A Applicants Only:

- Provide 2 original letters from professional engineering firms (1 from exterior cladding specialty stone engineer; 1 from building engineer or structural engineer of record for a completed project) attesting to the competency of the applicant company.
- Provide 3 original letters of reference attesting to competency of the applicant company from a stone manufacturer for projects referenced in standard 1.

Commercial Applicants Only

- Response to: Has the company had to surrender a commercial job for bond within the previous 5 years? If yes, provide explanation.
- Response to: Has the company lost a commercial lawsuit/litigation for nonperformance in the previous 5 years? If yes, provide explanation.
- Provide 5 original letters of client recommendations with photos of jobs completed in the U.S. or Canada within the previous 5 years attesting to the competency of the applicant company. The letters must be from 2 architects, 2 general contractors and 1 consultant.
- Provide 3 original letters of reference from a stone manufacturer or distributor attesting to the competency of the applicant company.

Fabricator Applicants Only

- Response to: Has the company had to surrender a job for bond within the previous 3 years? If yes, provide explanation.
- Response to: Has the company lost a residential Suit/Litigation for nonperformance in the previous 3 years? If yes, provide explanation.
- Provide 10 original letters of client recommendation for the company with photos of fabricated jobs completed within the previous 3 years.
- Provide 3 original letters of reference for the company from a stone manufacturer or distributor.

Standard 3: Companies operate ethically and in compliance with all applicable laws and regulations.

- Provide a copy of the company's current business license (if applicable).
- Provide a copy of the company's state contractor license (if required by state or province).
- Provide a signature attesting that you currently do and will continue to conform to the MIA Code of Ethics.
- Provide a signature attesting that the company pays payroll taxes for its employees.

Standard 4: Companies ensure quality and safe fabrication and installation of their products and services.

- Provide a signature attesting that the company currently does and will continue to conform to the current version of MIA's *Dimension Stone Design Manual*.

Respond to the following questions (if response is no, provide explanation):

- Does the company currently enforce and plan to continue enforcing a safety policy (including training staff on safe slab handling procedures)?
 - Does the company currently enforce and plan to continue enforcing HAZMAT/SDS Policy / OSHA 300 Log (or workers compensation boards of Canada applicable injury reporting logs)?
 - Does the company currently enforce and plan to continue enforcing a fork lift training program and policy?
 - Has the company applied for and passed a voluntary OSHA (or workers compensation boards of Canada) review within the previous 12 months OR had an actual review (voluntary or non-voluntary) and is currently in compliance?
 - Does the company currently enforce and plan to continue enforcing a quality control inspection process/plan?
 - Does the company currently prevent dry grinding without proper ventilation and personal protection equipment?
 - Does the company currently enforce and plan to continue enforcing a drug testing policy?
-

Commercial A Applicants Only:

- Does the company currently enforce and plan to continue enforcing a swing scaffold, scissor lift, elevated scaffold training, man-lift, and fall protection training programs and policies?
- Has the company designed (this includes subcontracted design) project specific stone hoisting and lifting systems (e.g. stone monorail hoisting systems, engineered scaffold, or other custom rigging devices). List examples.

Commercial Applicants Only:

- Does the company currently enforce and plan to continue enforcing general housekeeping and cleanliness of the jobsite?

Fabricator Applicants Only:

- Does the company currently enforce and plan to continue enforcing a quality control inspection process/plan, including templating, layout/cutting, fabricating, packing, transportation, and installation?
- Does the company currently enforce and plan to continue enforcing general housekeeping and cleanliness of the facility?

Standard 5: Companies have financial resources sufficient to conduct stated business in a safe and effective manner.

Commercial A Only:

- Provide a letter of surety with bonding capacity confirming the payment and performance bonding level is at least \$5 million (example posted on website).

Commercial B Only:

- Provide a letter of surety with bonding capacity confirming the payment and performance bonding level is at least \$1 million (example posted on website).

Fabricator Only:

- Provide a letter of good standing from a bank or a letter of surety with bonding capacity (example posted on website).

Standard 6: Companies have competent human resources to conduct their stated business in a safe and effective manner.

- Does the company currently enforce and plan to continue enforcing systems, policies and/or procedures to ensure staff competency to perform assigned duties, including: new staff orientation/training, employee handbook, and current apprenticeship, skill, or trade development programs? If No, provide explanation.
- Provide two original letters of personal references for the company's Qualifying Agent from a natural stone professional not within your business.
- Describe at least 10 years of the company's Qualifying Agent's commercial experience (within the previous 20 years).

Commercial A Only:

- Attach a resume substantiating at least one employee's experience as a commercial natural stone project manager for at least 5 years within the previous 10 years.
- Attach a resume substantiating at least one employee's experience as a commercial natural stone field superintendent for at least 10 years within the previous 15 years.

Commercial B Only:

- Describe at least 10 years of the company's Qualifying Agent's commercial experience (within the previous 20 years).

Fabricator Only:

- Describe at least 5 years of the company's Qualifying Agent's natural stone fabrication experience (within the previous 10 years).

Standard 7: Companies accurately represent the expertise, experience, credentials, and services offered by their company and their employees to the public.

- Provide the company's current promotional materials (brochures, company website address, advertisements) or other materials describing the services offered by the company.
 - List the company's memberships in trade associations, chambers of commerce, etc.
 - Respond to: Has the company ever had any complaints filed against it with the Better Business Bureau? If yes, provide explanation.
-

Standard 8: Companies maintain sufficient physical facilities, equipment, and materials to achieve safe and effective operation of their stated business.

Fabricator Only:

- Does the company have a dedicated work area of at least 2000 square feet devoted to natural stone fabrication? If no, provide explanation.
- Does the company have dedicated slab storage equipment? If no, provide explanation.
- Does the company have automated an overhead bridge saw and/or waterjet? If no, provide explanation.
- Does the company have an inline profiling, polishing, or hand-held grinding and polishing tools? If no, provide explanation.
- Does the company have any one of the following pieces of safe slab handling equipment: fork lift, overhead crane, jib crane, or mobile crane? If no, provide explanation.
- Identify, from the following list the equipment and tools utilized by the company (there are no minimum requirements): bridge saw; hand router; CNC router; straight line polisher; water jet; radial arm polisher; polisher; grinder; circular saw; dust control equipment; compressor; water filtration; fork lift; and overhead crane.
- Does the company implement and plan to continue implementing a complaint resolution process?

Commercial A & B Only:

- Does the company implement and plan to continue implementing a job control system, a change order tracking system, and a project name and numbering system.
- Does the company implement and plan to continue implementing a complaint resolution process?
- Attach current certificates of insurance (or letter from agent or broker) for the following:
 - Product liability
 - General liability
 - Vehicle/Equipment
 - Workers compensation
 - Umbrella policies
 - Inland marine

Commercial A Only:

- Attach current certificates of insurance (or letter from agent or broker) for the following:
 - Professional liability insurance
- Does the company comply with state requirements for archival standards for record storage (e.g. documents and drawings)?

Standard 9: Companies demonstrate sound business and trade practices, including written contracts and comprehensive insurance policies.

- Does the company implement and plan to continue implementing job control and work order systems including, at minimum, the following elements: contract and/or work order; job tracking system; correspondence files; and, project verification/close-out systems? If no, provide explanation.
- Does the company implement and plan to continue to implement a complaint resolution process?

Fabricator Only:

- Provide current certificates of insurance for the following: Product Liability, General Liability (\$1M minimum single / \$2M aggregate minimum), Property, Vehicle/Equipment, and Workers Compensation

Commercial A & B Only:

- Provide current certificates of insurance for the following: Product Liability, General Liability (\$1M minimum single / \$2M aggregate minimum), Property, Vehicle/Equipment, Workers Compensation, Umbrella Policies, and Inland Marine

Standard 10: Companies honor warranties and educate consumers with ongoing maintenance requirements.

- Does the company provide clients with warranties (if applicable) and ongoing maintenance requirements? If no, provide explanation.

Company Verification

COMPANY VERIFICATION OF THE AUTHENTICITY AND COMPLETENESS OF APPLICATION INFORMATION:

The company will sign a statement indicating the following: “We agree that the company currently complies with and will continue to comply with and maintain the Standards for MIA Accredited companies at all times during the period of accreditation. We further agree that we will submit an annual accreditation report and associated fees, and that if there are substantive changes to the company, including but not limited to a name change, transfer of ownership, bankruptcy, qualifying agent departure, or situations that bring the company into nonconformance of one or more of the program standards, we will notify the MIA accreditation program director in writing within 30 days of the change.”

How to Apply

In order to apply for accreditation, an applying company must call Carol Wilkins at 440-250-9222 or email cwilkins@marble-institute.com. There is a nonrefundable \$250 fee (\$500 for non-MIA, ISFA, or NSC member companies) that is associated with requesting an application.

Fees

Single Application

| <u>Natural Stone Fabricator</u> | | | |
|--|--------------------------|------------------------------|-------------------------------|
| | <u>MIA Member</u> | <u>Non MIA Member</u> | <u>Description</u> |
| | \$250 | \$500 | Application Request Fee |
| + | \$1500 | \$1900 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$2500 + * | \$3150 + * | *Site Visitor Travel Expenses |

| <u>Commercial A Contractor</u> | | | |
|---------------------------------------|--------------------------|------------------------------|-------------------------------|
| | <u>MIA Member</u> | <u>Non MIA Member</u> | <u>Description</u> |
| | \$250 | \$500 | Application Request Fee |
| + | \$2250 | \$2750 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$3250 + * | \$4000 + * | *Site Visitor Travel Expenses |

| <u>Commercial B Contractor</u> | | | |
|---------------------------------------|--------------------------|------------------------------|-------------------------------|
| | <u>MIA Member</u> | <u>Non MIA Member</u> | <u>Description</u> |
| | \$250 | \$500 | Application Request Fee |
| + | \$1500 | \$1900 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$2500 + * | \$3150 + * | *Site Visitor Travel Expenses |

Multiple Applications – these examples are for two types of accreditation only. If you would like information on pricing for 3 or more companies please contact the MIA.

Natural Stone Fabricator + Natural Stone Fabricator (multiple locations for same business)

| | <u>MIA Member</u> | <u>Non MIA Member</u> | <u>Description</u> |
|---|-------------------|-----------------------|-------------------------------|
| | \$250 | \$500 | Application Request Fee |
| + | \$250 | \$500 | Application Request Fee |
| + | \$1500 | \$1900 | Application Processing Fee |
| + | \$1000 | \$1500 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$4500 + * | \$5800 + * | *Site Visitor Travel Expenses |

Natural Stone Fabricator + Commercial A Contractor

| | <u>MIA Member</u> | <u>Non MIA Member</u> | <u>Description</u> |
|---|-------------------|-----------------------|-------------------------------|
| | \$250 | \$500 | Application Request Fee |
| + | \$250 | \$500 | Application Request Fee |
| + | \$1250 | \$1650 | Application Processing Fee |
| + | \$2000 | \$2500 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$5250 + * | \$6650 + * | *Site Visitor Travel Expenses |

Natural Stone Fabricator + Commercial B Contractor

| | <u>MIA Member</u> | <u>Non MIA Member</u> | <u>Description</u> |
|---|-------------------|-----------------------|-------------------------------|
| | \$250 | \$500 | Application Request Fee |
| + | \$250 | \$500 | Application Request Fee |
| + | \$1250 | \$1650 | Application Processing Fee |
| + | \$1250 | \$1650 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$4500 + * | \$5800 + * | *Site Visitor Travel Expenses |

Partner Organizations

| <u>Natural Stone Fabricator</u> | | | |
|--|---------------------------|--------------------------|-------------------------------|
| | <u>ISFA Member</u> | <u>NSC Member</u> | <u>Description</u> |
| | \$250 | \$250 | Application Request Fee |
| + | \$1750 | \$1750 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$2750 + * | \$3750 + * | *Site Visitor Travel Expenses |

| <u>Commercial A Contractor</u> | | | |
|---------------------------------------|---------------------------|--------------------------|-------------------------------|
| | <u>ISFA Member</u> | <u>NSC Member</u> | <u>Description</u> |
| | \$250 | \$250 | Application Request Fee |
| + | \$2500 | \$2500 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$3500 + * | \$3500 + * | *Site Visitor Travel Expenses |

| <u>Commercial B Contractor</u> | | | |
|---------------------------------------|---------------------------|--------------------------|-------------------------------|
| | <u>ISFA Member</u> | <u>NSC Member</u> | <u>Description</u> |
| | \$250 | \$250 | Application Request Fee |
| + | \$1750 | \$1750 | Application Processing Fee |
| + | \$750 | \$750 | Site Visitor Fee |
| + | Travel Expenses | Travel Expenses | Site Visitor Travel Expenses |
| = | \$2750 + * | \$2750 + * | *Site Visitor Travel Expenses |

Additional Fee Information

- Request Application Fee (non-refundable – applied towards submission fee)
 - MIA, ISFA, NSC Member - \$250
 - Non-Member - \$500
 - Application Review Fee (paid prior to taking exam)
 - MIA Member - \$1500 (Fabricator and Commercial B – total of \$1750 minus \$250 request application fee); \$2250 (Commercial A – total of \$2500 minus \$250 request application fee).
 - ISFA, NSC Member - \$1750 (Fabricator and Commercial B – total of \$2000 minus \$250 request application fee); \$2500 (Commercial A – total of \$2750 minus \$250 request application fee).
 - Non- MIA Member - \$1900 (Fabricator and Commercial B – total of \$2400 minus \$500 request application fee); \$2750 (Commercial A – total of \$3250 minus \$500 request application fee).
 - Companies that apply for multiple locations will have a reduced fee. (again, see comments regarding fee differentials made earlier)
 - Additional QA Examination Fee
 - MIA, ISFA, NSC Member - \$250
 - Non-Member - \$350
 - Retake QA Examination Fee
 - MIA, ISFA, NSC Member - \$250
 - Non-Member - \$350
 - Site Visit Fee (plus direct travel expenses) - \$750
 - Annual Renewal Fee
 - MIA, ISFA, NSC Member - \$250
 - Non-MIA Member - \$500
-

Yearly Renewal

In order to maintain its accreditation status, the Qualifying Agent of an accredited company must notify MIA in writing at least thirty (30) business days prior to the adoption of any material change to its business model (name change, location change, transfer of any amount of ownership interest or control in the company, bankruptcy, receivership, sale of all or substantially all of the company's assets, Qualifying Agent departure or change, or any other material changes which might materially impact the company's operations and/or its accreditation status). The failure to timely provide MIA with the requisite notice or the ability to investigate the material changes which are being proposed may result in the company being placed on probationary status until the issues are resolved to the complete satisfaction of MIA. In the case of a qualifying agent departure, a new Qualifying Agent must be appointed and must pass the accreditation examination.

There is also a \$250 (\$500 for non-MIA, ISFA, or NSC members) yearly renewal fee, which covers the ongoing staffing, development, and promotional marketing costs associated with the Accreditation Program.

Additional Information

For additional information on the MIA Accreditation Program, please contact Carol Wilkins at 440-250-9222 or cwilkins@marble-institute.com.

THE EXAM

Exam Set Up

At least one Qualifying Agent for each company will be required to complete a written exam that will cover the following areas:

- I. Material Knowledge & Uses
- II. Installation Knowledge
- III. Fabrication Knowledge
- IV. Assessment, Restoration, Care & Maintenance Knowledge
- V. Jobsite & Shop Safety Knowledge
- VI. Administrative / Legal / Contracts Knowledge

The exam administration fee for one Qualifying Agent is included in the application fee. An additional exam fee \$250 member / \$350 non-MIA, ISFA, or NSC member companies will be applicable to companies wishing to have multiple individuals take the exam.

The exam will be open book/notes and be administered in an online web-based exam environment.

Within each of the six areas identified above, the exam questions will focus on the following competency:

- Knowledge: Demonstrate recollection or comprehension of specific information with or without modification (e.g., facts, definitions, basic examples).
 - Application: Demonstrate use of information to accomplish a task, application of information to new or changing situations, or synthesis of knowledge to form a solution.
-

Exam Questions

I. Material Knowledge & Uses

Knowledge:

- Design considerations
- Stone samples and mockups
- Tolerances, finishes, and proper use by stone type
- Terms used in the dimension stone industry
- Origin of primary stones
- Mold and mildew mitigation on wet areas
- Marble Soundness Classification system

Application:

- ASTM & ANSI standards used in various applications
- Proper stone selection for a variety of applications
- Stone Samples and mockup preparation
- Techniques for mold and mildew control
- Steps taken in fabrication based on a marble's classification

II. Installation Knowledge

Knowledge:

- Shop drawings
- Anchoring and support systems
- Conditions of hysteresis, efflorescence, etc
- Grout, sealants, rodding, and caulking
- Variety of setting, filler, and adhesive materials
- Options for mortar setting beds and setting materials
- Differences between stone tile and slab installations
- Substrate requirements
- Design criteria for flooring (interior & exterior), thresholds, stair treads, and soffits
- Design criteria for stone veneer
- Span and overhang requirements
- Tolerances of finished stone installations
- Cabinets and mounting sinks, faucets, and accessories
- Installation terms used in the dimension stone industry
- Use of resined slabs for interior and exterior uses
- Design criteria when using natural stone in wet areas
- Cross-over of TCA installation specifications
- Project management

Application:

- Interpreting show drawings
- Selection of appropriate anchoring systems for both internal and exterior applications
- Field repair of hysteresis, efflorescence, etc.
- Techniques used in the proper application of grouts, sealants, backing rods, caulking, and filler materials
- Quantity and location of movement joints
- Floor setting beds and materials
- Assess various substrate issues
- Interaction of stone with other building components
- Installation of spans, overhangs, sinks, faucets, and other accessories
- Wet area installations
- Impact of scheduling, submittals, and other project management issues

III. Fabrication Knowledge

Knowledge:

- Industry tolerances for fabrication and slabs
- Staining from packaging and plugging materials
- Abrasive and diamond types
- Surface resins, epoxy, polyesters, and sealer applications
- Marble Soundness Classification system
- Fabrication terms used in the dimension stone industry
- Terminology used for edge profiles
- Different machinery used for fabrication
- Impact of resined slabs on fabrication
- Book match, end match, and slip match techniques

Application:

- Impact of field measurements/templating on the fabrication process
 - Slab layout, yield, and jointing
 - Anchorage preparation
 - Techniques for rodding stone
 - Articulating various cutting, grinding, shaping, and polishing techniques
 - Fabrication techniques by stone type
 - Preparation for installation of both undermount and topmount sinks
-

IV. Assessment, Restoration, Care & Maintenance Knowledge

Knowledge:

- Non-stone material protection methods prior to restoration
- Maintenance products
- Restoration and repair processes
- Floor grinding and polishing techniques
- Restoration terms used in the dimension stone industry

Application:

- Stone species testing
- Use of various field assessment instruments and uses
- Abrasive types and uses
- Stain removal and poultice techniques
- Impact of substrates on the restoration process

V. Jobsite & Shop Safety Knowledge

Knowledge:

- SDS, HAZCOM, Workers Compensation Boards of Canada (if company is located in Canada) & OSHA forms
- Governmental regulations (federal, state/provincial, & local levels)
- Silicosis and other health concerns
- Scaffold systems and fall protection

Application:

- Safety methods for handling, storing, and working with stone
- Verifying lifting capacities of hoists and cranes
- Licensing and certifying of trades
- Personal safety devices

VI. Administrative / Legal / Contract Knowledge

Knowledge

- Stone sampling and mockup processes
- Liability, bonds, OCIP, insurance requirements, Workers Compensation, retainage, terms
- Freight forwarding, duty, customs, Homeland Security
- Americans with Disabilities Act requirements and issues

Application

- Business-to-consumer and business-to-business contracts and documentation practices
- Customer vs. contractor responsibilities
- Contract modification documents (change orders) and other instruments
- Basic accounting principles and pricing strategies
- Project cash-flow forecasts calculations
- Estimating and articulating factors used to determine pricing stone for a job
- Job cost systems and interpretations

Recommended Reading

- *Dimension Stone Design Manual, Version VII.2* (From MIA)
 - Tile Council of North America Handbook
 - ILI Handbook
 - *Modern Stone Cladding* by Michael D. Lewis (ASTM)
 - Safety in the Stone Business Technical Module (From MIA, 2012)
 - www.osha.org
 - Guide to the ADA (John Wiley)
 - The Federal Water Pollution Control Act Amendments of 1972
 - OSHA Act of 1970, General Duty Clause, sec 5(a)(1)
 - OSHA 1926.200(h)(1)
 - OSHA 1910.134(h)(2)
 - NIOSH Publication No. 93-120
 - NIOSH Regulation 42CFR part 84
 - www.cbp.gov
 - ADA 4.19.2
 - ADA 4.2.3
 - Workers Compensation Boards of Canada policies (if company is located in Canada)
-

SITE VISIT

Site Visit Details

Upon passage of the exam, a site visit will be scheduled with the applicant. At the site visit, the MIA will conduct a review of the applicant's facility, as well as a handful of completed installations in the area.

All travel expenses plus the \$750 site visit fee will be paid by the applicant.

Among the items to be reviewed/inspected:

Facility Review

While conducting a facility site review, the site inspector will verify or witness:

- Existence of the physical location described on the application
- EEOC signage posted (where required by law)
- Minimum Wage signage posted (where required by law)
- Worker's Compensation signage posted (where required by law)
- Proper handling/recycling of water discharge and/or review government variance documents
- Ventilation & PPE for dry grinding
- Anything in practice that is inconsistent with policy
- Clean facility and good housekeeping practices
- 2000 sq ft work area dedicated to fabrication (fabrication applicants only)
- Bridge saw and/or waterjet
- Automated inline profiling polishing or hand-held grinding and polishing tools
- Any one of the following safe slab handling equipment: fork lift, overhead crane, jib crane, or mobile crane
- Verify additional equipment noted on application

Document Review

The applicant should have the following documents/resources compiled for review:

- Current copy of Dimension Stone Design Manual
- Written safety policy documents
- Written drug testing policy
- Quality Control documents/process (templating, layout/cutting, fabricating, packing, transportation, installation)–Residential applicants only
- HAZMAT/SDS Sheets/OSHA 300 & 301 logs (or workers compensation boards of Canada applicable injury reporting logs)
- Fork Lift Training Program documents
- Overhead Crane certification documents
- New staff orientation/training documents
- Employee handbook
- Original OSHA letter/certificate (or workers compensation boards of Canada certificate)
- Evidence of apprenticeship, skill, or trade development program
- Evidence of existence of a job control and work order system
- Evidence of a complaint resolution process
- Evidence of Better Business Bureau complaints resolution (If BBB has complaints on file)
- Examples of customer warranty agreements
- Examples of customer care and maintenance instructions

Commercial Installation Site Visit

- When visiting an ongoing commercial project, the site inspector will verify or witness:
 - Actions in compliance with company safety policy
 - SDS sheets on premise
 - Approved shop drawings and stamped anchor calculations on premise
 - Contract documents and specifications for compliance
 - Confirm installation tolerances are compliant with approved documents
 - Material storage and handling for safety precautions and integrity of the stone
 - Project scaffolding and rigging techniques for safe and efficient methods
 - Approved samples against installed stone for color conformance
- When visiting a finished commercial project, the site inspector will verify or witness:
 - Approved shop drawings match finished product
 - Contract documents and specifications for compliance
 - Confirm installation tolerances are compliant with approved documents
 - Approved samples against installed stone for color conformance

Residential Installation Site Visit

- When visiting a finished residential project, the site inspector will verify or witness:
 - Contract documents and specifications for compliance
 - Confirm installation tolerances are compliant with residential countertop module specifically: joint widths, joint filler, sink installation, color matching, consistency of edges, supports, corbels, shims, and lamination.
 - A lack of evidence of collateral damage (cabinets, walls, etc)
-

On-Going Site Visit Requirement

- Accredited Natural Stone Fabricators will be required to have reoccurring site visits **every 5 years**, in order to ensure that each company remains in compliance with the Accreditation Standards.
- Accredited Commercial A and Commercial B Contractors will be required to have reoccurring site visits **every 3 years**, in order to ensure that each company remains in compliance with the Accreditation Standards.



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