

# ANNUAL REVIEW 2018

**NFRC**  
LEADING ROOFING EXCELLENCE

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The 2018 Balance Sheet and Statement of Comprehensive Income will be published and distributed at the National Annual General Meeting

## NFRC HIGHLIGHTS

# NFRC BUSINESS HIGHLIGHTS OF 2018

**From the election of a new President and release of new Articles, to the launch of new resources, the last year has been a busy one for the NFRC as it continued its programme of modernisation to improve governance, operations and increase value to members**

### Governance

At the National AGM on 11 May 2018, the new Articles of Association and Regulations, which define NFRC rules and governance, were approved by NFRC's voting trade members. The AGM also saw the voting in of Steve Revell, owner of Skyline Roofing, as the new President. Steve Revell will serve as President for the next two years and replaces Past President Andy King, owner of AL King Roofing Ltd. Andy served with passion and commitment and Steve similarly brings with him a wealth of experience and a desire to drive excellence in roofing.

The NFRC has also worked to improve governance in key areas. For example, new Standard Terms of Reference for all Technical and Non-Technical Committees will ensure consistency of operation and outputs, while a standard Appeals Process for regional and membership disagreements was also introduced.

### Operations

A major development last year was the creation of a dedicated Helpdesk, which was launched in February. This has proven to be a popular facility for existing members wishing to contact the NFRC directly. The Helpdesk is on hand to answer membership queries and to put members into contact with the technical team.

**Crucially, the Helpdesk has made it easier for customers to get in touch and source NFRC contractors for roofing work.**

The NFRC has also updated its IT systems to improve the connection between the NFRC central and seven regional offices, while a new Customer Relationship Management System (CRM) will ensure membership data is secure, GDPR compliant and that communication is more targeted. The NFRC also passed its ISO quality management accreditation with flying colours earning itself ISO9001:2015, certification.



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### Direct engagement

The UK Roofing Awards 2018 was the largest yet, attracting almost 800 guests to the Park Plaza Westminster Bridge Hotel on 11 May. The event launched new award categories, including the Local Hero Award and the Industry Choice Award, which gave people the chance to have their say. Both attracted huge engagement, with the Industry Choice Award receiving over 1,500 online votes. While the day itself was a chance for the industry to come together and celebrate excellence, a colour brochure featuring case studies of all winners was also published, adding value for those that entered, and providing excellent insights into what success looks like.

Last year also saw the launch of Contractor's Day, a trade show dedicated to roofing and cladding installers. The NFRC organised two seminar theatres, which gave visitors a rare opportunity to gain technical and business advice directly from NFRC and other experts. The NFRC also exhibited for the first time at the Listed Property Shows in London and Glasgow, giving homeowners a chance to understand common heritage roofing issues and learn about the National Heritage Roofing Contractor Register.

The NFRC is committed to helping our young roofers achieve excellence and in 2018 supported young roofers competing in the Skills Build Heats and National Finals, as well as UK Roofing Team distinguished themselves at the bi-annual IFD World Championship for Young Roofers held in Riga, Latvia.

### Resources

Members also benefited from new and improved resources to help them in their business. For example, with the help of Technical Committee members, the NFRC has published safety guidance and guidance related to specific roofing disciplines, including for rainscreens and pitched roofs. Meanwhile a brand new modern logo for members was also launched, along with brand guidelines to enhance the NFRC's profile and that of its members who use the logo.

These resources can be accessed from the revamped monthly Members Bulletin, which now has dedicated sections and also includes tax advice and information about construction policy and regulation. In the case of the BS 5534 Code of Practice for installing slates and tiles on pitched roofs, this has been published as a new guidance document. In addition, the NFRC also launched the Roofing Times website and e-magazine. Automatically sent to members, but also free for anyone to subscribe, Roofing Times aims to raise the profile of the NFRC and roofing to the wider world. It is an excellent source of best practice and case studies but also gives members an opportunity to share their successes.



Andy King hands over his presidency to Steve Revell (Right)



The NFRC UK Roofing Team at the IFD World Championship for Young Roofers



A young roofer competing in the SkillsBuild National Finals

## CONTACT THE HELPDESK FOR MEMBERSHIP AND TECHNICAL ENQUIRIES



-  T 020 7638 7663
-  Phone lines are open Monday to Friday between the hours of 09:00 - 17:00
-  For technical enquiries, the Helpdesk team will put you in touch with the relevant expert

# THE INDUSTRY IS CHANGING BUT THERE ARE OPPORTUNITIES



**James Talman, chief executive, talks about some of the challenges for the roofing industry and how the NFRC is responding to them**

## **Was Grenfell a wake-up call for our industry?**

Absolutely. Aside from issues around the testing regime for products, which led to the government banning combustible rainscreen cladding on buildings over 18 metres tall, Dame Judith Hackitt's Review of Building Regulations and Fire Safety highlighted issues of competency and responsibility. The industry has come together within the 'Industry Response Group' to implement the Hackitt recommendations, and the NFRC is working in the competency and products working groups. We've already issued initial guidance to our sheeting and cladding members and are also seeking to create a basic entry-level course for the installation of rainscreens and one aimed at supervisors.

## **How is the NFRC helping to improve safety?**

We're constantly reviewing risks and seeing how they directly relate to our members - from working near gas flues to awareness of stress and mental health issues. Then there is specific safety guidance. For instance, we've created asbestos awareness training specifically for roofers and written guidance for commercial clients about their CDM 2015 responsibilities. We also contributed to a parliamentary review of falls from heights.

## **Was Carillion a milestone towards abolishing of retentions?**

Carillion's collapse was probably the first time that the public became aware of this thorny issue. As a result, we saw 100 MPs supporting the Construction (Retention Deposit Schemes) Bill put forward by Peter Aldous MP, which would see cash retentions ring-fenced in a third-party trust. We understand the motive for this Bill but it doesn't solve the problem. We therefore support Build UK's call for zero cash retentions but feel the target date of 2023 is lacking urgency. Again, it is about changing behaviours. Clients who use our members should not be using this outdated weapon. Our members are there to do the job right, to high standards and to stand behind their assurances. If in the unlikely event of a problem we are here to assist.

## **Offsite construction - a threat or an opportunity?**

Offsite construction includes any element of a building that's been manufactured in a factory, such as roof elements, SIPS panels and cladding. Industrial roofing lends itself to this kind of manufactured process, therefore, if embraced properly, we shouldn't see it as a threat, because it helps to reduce defects and enhance productivity. This has got to be a benefit for NFRC members and in fact, one NFRC member is working on several projects that require their operatives to assemble in the factory. Ultimately, though, government is increasingly seeing offsite construction as a way to increase housebuilding and has also said it will favour offsite on government-procured contracts, so it's something we can't ignore.

## **What about BIM and digital technologies?**

Like offsite, Building Information Modelling (BIM) is all about better collaboration to get the job done right and improving productivity. Roofing suppliers are already providing data profiles of their products to go into the BIM model but contractors of any size should understand BIM Level 2, as it is a requirement on government contracts and they may even need to demonstrate that knowledge to the main contractor when tendering for work. As for other technologies, they are absolutely relevant to all members. For example, drones used in aerial surveys can not only reduce time but can also improve safety. In fact, we've produced guidance with the Association of Remotely Piloted Aircraft for the safe and legal use of drones among members and the wider sector.

## **How do we improve trust and attract new talent?**

Despite the fantastic work that our members deliver day in and day out, untrained and inexperienced rogue traders give us a bad name, which is why roofers were the least trusted of all trades among householders surveyed by Which? magazine last year. NFRC membership is one way to provide customers with confidence, which is why we get enquiries from customers looking to employ members. However, we also want to provide individual roofers with the ability to continually upskill throughout their careers and prove their competency. The RoofCERT accreditation programme will help to provide that and hopefully attract new talent into the industry.

## **Finally, what do you see is the greatest prize for NFRC and its members in the next three years?**

Building the broader reputation within the built environment is the greatest prize because the more influence we have as a sector in meeting the current challenges, the more opportunities there are for the benefit of our members.



# PROVIDING A VOICE AND SETTING THE STANDARDS

## An important part of the NFRC's activities is representing its members to the wider world and driving forward excellence

The NFRC is committed to giving its members a voice within the wider construction sector, as well as helping to shape regulations, standards, and best practice that demonstrates the commitment of the Federation and its members to excellence.

Our policies are devoted to upholding the standards that each member commits to when joining, promoting these standards to all stakeholders, from central government to the homeowner for the benefit of the sector. The NFRC monitors and strives to anticipate legislative and regulatory process, ensuring that its views on matters that significantly affects our members are taken into account at the earliest opportunity.

We put forward to government well-researched, compelling proposals, and we are respected as a credible and authoritative advocate for our sector. It is important that we are able to form and present a view on issues where there may be conflicting interests amongst our members. At the time of writing we don't know the outcome of Brexit, however it is essential that we continue to monitor EU legislation which may have an ongoing impact on our members and the sector.

Through our regional structure, we look to represent members effectively at the regional level through liaison with Local Enterprise Partnerships and the devolved cities, and to work with the Scottish, Welsh and Northern Irish Assemblies.

Our main priority is getting support and acceptance of the RoofCERT accreditation scheme in the built environment. This is through direct dialogue with all levels of government both nationally, including the devolved nations, locally and through umbrella trade associations and professional bodies.

As a member of Build UK, which is the leading representative organisation for Tier 1 contractors and the Trade Associations that represent specialist contractors, the NFRC is able to influence its campaign to abolish retentions, and reform the pre-qualification system, and other issues that affect NFRC

trade members. In 2018, James Talman joined the Build UK board, which provides direction, oversight and guidance on the strategy and operations, helping to further raise the profile of the roofing industry.

Similarly, our membership of the Construction Products Association (CPA), which represents the UK's manufacturers and distributors of construction products, allows us to input into areas such as CE Marking, Construction Products Regulation and BIM for manufacturers.

Membership of these two bodies has enabled the NFRC to sit on two working groups of the Industry Response Group (IRG), which is made up of Build UK, the CPA and the Construction Industry Council responsible for implementing the recommendations of Dame Judith Hackitt's Review of Building Regulations and Fire Safety.

## OTHER KEY ACTIVITIES

### Health & Safety

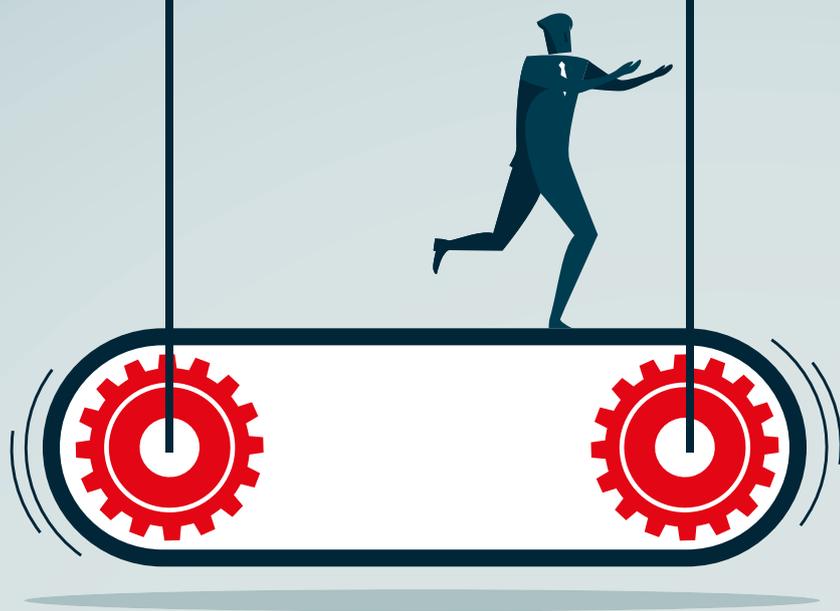
- APPG for Working at Height
- Build UK Health & Safety Committee
- HSE five-year construction sector plan
- CONIAC Managing Risks Well Committee & Fire Safety Group
- FASET Technical Committee

### Technical

- IRG Working Group 12 (Products)
- BSI Committees (BS 5534, BS 8612, BS 5427, B/542, BS 8000 Part 6)

### Skills

- IRG Working Group 2 (Competency)
- CITB Short Duration Roofing Courses Advisory Group
- Build UK and CITB Cladding Occupations Short Duration Training Standard



# Solving the prompt pay issue

**A subject that has plagued the construction industry for years is its track record on prompt and full payment within agreed terms, plus the hurdle in larger contracts of retention on the contract sum**

**T**here has been a lot of talk in the press about reform to the whole payment process. Particularly on larger contracts involving Tier 1 contractors, there are issues of liquidity, low margins, under investment, disproportionate spread of risk, productivity and quality which all affect the payment cycle. There is general agreement that in the light of the Grenfell disaster and the demise of Carillion, behaviour must change and clearly fair payment of everyone in the supply chain is a crucial element in that cultural shift.

Big businesses that continually fail to pay their suppliers on time have been named and shamed by the government for the first time. Under new rules introduced in April 2017, all large UK companies are now required to publish twice-yearly specific information regarding their payment policies, practices and performance - including the average time taken to pay supplier invoices.

Failure to comply with the rules is a criminal offence and can result in a hefty fine. The reporting requirement applies to large companies and large limited liability partnerships regardless of whether they are private, public or quoted.

So, how is the construction industry responding?

Firstly, Build UK has listed a duty to report table of its 25 Tier 1 contractor members on its website. This is a first step for sub-contractors to make more informed decisions and drive good practice. In addition, it is worth being aware of which Build UK members have signed up to the Construction Supply Chain Payment Charter.

While the current list of signed-up Clients and Tier 1 Contractors is decidedly modest, roofing companies can see at a glance who has signed up to its 11 commitments. The number one commitment is to make correct full payment for all

work properly carried out, or products supplied, in accordance with the contract, with the second commitment being not to deliberately delay or unreasonably withhold payment.

The NFRC Board supports these commitments, which are published on [www.builduk.org](http://www.builduk.org) and encourages all roofing contractors and suppliers to sign up to it. There is an obligation for all in the supply chain to honour its principles. Often it will be the smallest businesses who are most at risk.

### **Zero retentions**

Build UK has subsequently produced a roadmap on the route to zero retentions. The NFRC Board has supported the policy of an end to retentions, but have lobbied that the deadline be moved forward to begin in 2020. The roadmap shows delivery to zero cash retentions within construction between now and 2023. This is two years ahead of the ambition in the Payment Charter, and Build UK states that the milestones will be kept under review to ensure that the transition to zero cash retentions takes place as quickly as practicably possible. The NFRC Board reviewed the Build UK Retention Roadmap and were unanimous that there was clear short-term progress in both the reduction and thresholds in retention which should be supported.

A review of both the Construction Fair Payment Charter and the Retention Road Map are obviously voluntary commitments. However, they form part of the Government's Construction Leadership Council's (CLC) Construction 2025 Industrial Strategy. It is worth understanding that virtually all stakeholders in commercial construction projects are represented at the CLC and accordingly are supporters of payment reform.

## **CONSTRUCTION SUPPLY CHAIN CHARTER**



- ✎ Correct full payment for all work properly carried out, or products supplied, according to contract.
- ✎ Payment not deliberately delayed or unreasonably withheld.
- ✎ Payments for all new contracts made not more than 30 calendar days from end of calendar month.
- ✎ On central government contracts, payment made to Tier 1 within 14 days, to Tier 2 within 19 days and to Tier 3 within 23 days of due date.
- ✎ Either no cash retention, or arrangements for retention no more onerous than those implemented by Client in Tier 1 contract.
- ✎ 'Pay less' notices issued at earliest opportunity and no later than seven days prior to final date for payment.
- ✎ Agree prompt and fair processes for the effects of contract variations, with payments for such variations included in payment immediately following completion of varied works.
- ✎ Make payments electronically unless agreed otherwise.
- ✎ Use Project Bank Accounts on central government contracts where specified by client.
- ✎ Where Supply Chain Finance schemes are in place, do not impose fees/costs for receiving payment within terms set out in contract.
- ✎ Adopt a transparent, honest, and collaborative approach when resolving differences and disputes.

# Guarantees - good for customers, good for business

**All NFRC installer members are  
obliged to give their customers  
a written guarantee**



In simple terms, a guarantee is a promise to the customer that they are receiving a product or services of a high standard, which the installer will stand by, correcting defects subject to the terms of the guarantee.

A correctly-worded guarantee can add significant value to your offering, but it must be robust because it can also add risk to your business, if at some point it is called upon. Getting the terms of the guarantee right is therefore critical and a guarantee should both protect the customer and the installer. It is not good enough to issue a document to your customer which states 'all works are guaranteed' because this does not define or give any terms and conditions of the guarantee and places both contractor and customer at risk.

Nor should a guarantee be used as a fall-back if the installation is incorrect from the start. If the roof is not fit-for-purpose at the point of installation, the contractor could still be liable for defects, and issues that those defects have caused.

Contractors who carry out domestic projects should not underestimate the power of consumer law. This can work for you, but also against you depending on the circumstances, so do not automatically fall back on your guarantee. For example, a 14-day cooling off contract period from the time the contract is agreed applies in consumer law.

This means that should work start during this period and the building owner decided to dispense with your services, the contract is void, and you will not be entitled to receive payment for materials and labour.

## A guarantee must be robust because it can also add risk to your business, if at some point it is called upon.

### Insurance-backed guarantees

A written guarantee can normally only be honoured while the installer still trades; should the installer cease trading, an insurance-backed guarantee protects the customer by taking the place of the installer's written guarantee. Providing an insurance-backed guarantee therefore gives the customer peace-of-mind.

However, you will need to become a member of an insurance-backed guarantee scheme, after the insurer has assessed your financial status and trading position against their criteria. If you pass, they will back your written guarantee.

Insurance provider QANW provides insurance backed guarantees for NFRC members and because NFRC members are vetted at the point of entry, and every three years thereafter, it means they are pre-qualified to provide insurance backed guarantees.

### Writing your guarantee

First of all, avoid jargon and write in plain English and describe exactly what you are guaranteeing. Never warrant more to your customer than your supplier/manufacture warrants to you.

State how long the guarantee is valid for and what you are not liable to repair. Does the customer have any obligations, for example, to maintain the installation or provide access to the installer? If so, include these as conditions to the guarantee and circumstances that invalidate the guarantee, such as third-party trades using other products to make temporary repairs. Finally, set out what the customer needs to do to claim on the guarantee.

The NFRC can help members in wording guarantees via specific arrangements with our legal partners. Guarantees and your quotations overall should be endorsed by current, fully legal terms and conditions. Again, the NFRC can assist you with T&Cs.

### POINTS TO THINK ABOUT WHEN WRITING GUARANTEES



- ✍ The right of reasonable access to the property in the event of failure
- ✍ Always refer to any manufacturer's maintenance requirements
- ✍ Work should not be undertaken by any other contractor prior to claim
- ✍ Consider a transferability clause in case the original building owner moves on
- ✍ Notification within a stated number of days of a fault being discovered
- ✍ Consider the terms where other work may be undertaken on the newly-installed roof surface
- ✍ Never overstate or enhance the manufacturer's guarantee periods

# MEET YOUR REGIONAL MANAGER



## LONDON & SOUTHERN COUNTIES

**Regional Manager**  
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## MEMBERSHIP NEWS

# FOR THE MEMBERS

**2018 saw the launch of a range of resources to help members promote their businesses, improve technical competence and learn about health & safety hazards**

### Free new van stickers

Last year, after more than a decade, the NFRC updated its logo with a fresh, modern design. NFRC Members can use the logo once they have been assessed for standards of workmanship. As such, it is a powerful mark of approval, which singles out NFRC Members as trustworthy, dependable and reliable roofing contractors. Members can order their free members van stickers by calling the helpdesk. These van stickers display the word 'Member' to combat against the misuse of the logo by non-members. Members can also download the logo in .JPG and other image file formats for use on websites, business cards, stationery and marketing material.

### Adding credibility to your contracting business

Members can now order NFRC-branded quotation folders, enabling them to present their proposals in a professional way. Folders include space to insert the NFRC membership number and display business cards. Members can also include a leaflet for new and existing clients, which outlines the key benefits of using an NFRC approved contractor. These can be downloaded from the members area of [www.nfrc.co.uk](http://www.nfrc.co.uk).

### NFRC publishes new roofing and slating guidance

The NFRC, with guidance from members of the Roof Slating & Tiling Technical Committee, has created a new guide for contractors carrying out pitched roof work. Beginning with the installation of underlay, *Installing pitched roofs in accordance with BS 5534* is a step-by-step guide for meeting the British Standard. The guide also includes information on heritage roofing and ventilation, along with illustrations and references to further information, including the original BS 5534 and NFRC Technical Bulletins.

### New online asbestos training launched for roofers

Current asbestos awareness training is often too general, with not enough information that is relevant to roofing. The NFRC and specialist asbestos training provider Gully Howard Technical, therefore developed an online e-learning training module designed specifically to meet roofer's needs. As an online course, it is also more accessible to contractors that need to be on site. This course is available at a discounted rate for members, priced at £12 per person. To access the code and the training, via members area of [www.nfrc.co.uk](http://www.nfrc.co.uk).

**NFRC**  
LEADING ROOFING EXCELLENCE



Add a professional look to your proposals with a NFRC branded folder



Gully Hayward with the NFRC have developed a specialist asbestos online training course

Easy-to-use guidance on the revised BS 5534 code of practice



# RoofCERT

## Professionalising roofing and attracting new talent



**R**oofCERT is an accreditation scheme for roofers. Existing operatives will be able to demonstrate their technical knowledge and essential skills, enabling them to establish a lifelong career path and prove their competence to employers and clients. Businesses whose operatives are 'Accredited Roofers' can expect to benefit from improved health and safety records, reductions in snagging and higher levels of customer satisfaction. Meanwhile, clearer opportunities for advancement will make roofing a more attractive occupation to new entrants, so that the industry can start to tackle the current and future skills gap.

### Why is the NFRC developing RoofCERT?

The RoofCERT National Roofing Accreditation scheme is managed by the NFRC, with support from across the roofing industry. The CITB has invested £2.8 million to fund the initial four-year programme, with the NFRC match funding in time and resource. The NFRC believes that an accreditation scheme will improve trust in roofers, as it has done for other sectors, helping to drive out unskilled and unsafe cowboys who undercut responsible roofing installers. It is hoped that accreditation will help to professionalise the industry, making it more attractive to new entrants.

### What is the evidence that the industry needs accreditation?

In 2016, the NFRC and the CITB commissioned research to better understand the state of skills and training among roofing contractors. It was based on surveys and in-depth interviews of 141 UK roofing contractors, 11 training organisations, 11 manufacturers and over 150 other stakeholders. The report found that roofing installers were less qualified than many other construction roles, with a shortage of local training provision and assessors to provide on-site training and competency assessment. It is also hard for micro businesses and the self-employed to take time out for training. Snagging rates are therefore high and costly, which impacts productivity.

### How is RoofCERT being developed?

The RoofCERT National Roofing Accreditation scheme is highly collaborative, involving the broadest range of stakeholders, including the other roofing trade federations. The Leadership Committee is made up of representatives from across the sector, including roofing contractors, suppliers, merchants, main contractors, and agencies such as the LABC. This Committee oversees the work of the three expert activity groups. The Accreditation and Standards activity group is designing the accreditation itself, how it will be managed and

how it will be assessed. The Supply Chain Collaboration group will ensure that there is a pipeline of appropriate training available to deliver accreditation. The Attraction group is developing marketing and communications to engage with industry and clients, as well as ways to make roofing attractive as a career option for new entrants.

### Will RoofCERT accreditation be for a company or an individual?

RoofCERT is aimed at individual installers. It is a demonstration of their competency and continued career development within the roofing sector. The accreditation will remain with the individual throughout their career providing the scheme criteria is maintained.

### How do I become accredited?

After registering, you will need to pass a Technical Competency Test specific to your roofing specialism at an approved secure test centre. To gain accreditation you will then need to provide evidence of qualifications and the completion of mandatory short duration courses on first aid, manual handling, working at height, fire safety and asbestos awareness, abrasive wheels and 'non-technical' skills. You can renew your accreditation every three years, by completing the Technical Competency Test and mandatory courses that reflect changes to legislation, British Standards and industry trends.

### What if I am unqualified?

RoofCERT accreditation is a points-based system that captures an installer's existing qualifications but also recognises experience gained on site following an assessment by a trained and experienced Skills Evaluator. This will be conducted in a one-to-one interview with evidence provided from the workplace. If you do not hold the vocational qualification (N/SVQ) you will still need to pass the Technical Competency Test and complete the mandatory short courses.

### Do I have to be a member of the NFRC or another trade federation?

No. It's open to anyone in industry and the aim is have at least 5,000 roofers accredited by 2021. The accreditation programme has been designed to capture those that work in micro through to large organisations.

**How much will RoofCERT cost?**

CITB have committed funding to support the accreditation of 5,000 contractors for a single discipline within the initial four-year accreditation programme, ending in 2021. Thereafter, installers will be charged a fee, which will be confirmed following the scheme's pilot launch in April-June 2019.

**Is RoofCERT accreditation available to new entrants?**

RoofCERT accreditation is only open to those with a minimum three years roofing experience, though new entrants to the industry can register their interest. However, it is essential that the accreditation scheme targets those entering roofing and supports their development into an experienced roofer. Demonstrating a career pathway will encourage new entrants into the roofing trade.

**When will installers be able to register for RoofCERT accreditation?**

Registration will be open in Q2, 2019 via [www.roofcert.co.uk](http://www.roofcert.co.uk), which has been developed following extensive testing. The website will include useful information and resources for existing roofers and new entrants.

**What will happen at the end of the initial four-year programme?**

The intention is that the RoofCERT National Roofing Accreditation scheme becomes the industry standard for roofing operatives. It will be a self-sustaining organisation with responsibility for the continued development and management of the accreditation scheme.

**What disciplines will be covered in the scheme?**

RoofCERT National Roofing Accreditation will cover all the roofing disciplines, which will be phased in from April, through to September 2019. These include: Roof Tiler; Roof Slater; Roof Slater & Tiler; Reinforced Bituminous Membrane; Single Ply; Liquid Roofing; Lead & Hard Metals; Mastic Asphalt; Roof Sheeting & Cladding. Additional routes will become available in the future.

**When will the accreditation programme launch?**

The accreditation programme will begin with an official piloting phase between April and June 2019. This will enable the team (with representatives across industry) to test the systems and processes to ensure that the design of the accreditation programme works as intended. Any issues or additional opportunities identified during early testing will be monitored and any necessary amendments made following consultation.

**What roofing discipline will be launched first?**

The pilot will focus on roof tilers. Changes and improvements to the accreditation process and outputs can then be applied to this discipline before rolling out across the other disciplines with minimal disruption.

**What about the other disciplines?**

It is likely that accreditation for all disciplines will be available from September 2019, following development of Technical Competency Tests and other key components by experts, including the roofing trade federations.

**What if I'm working on multiple disciplines?**

You can obtain accreditation in multiple disciplines. You will need to take the Technical Competency Test for each, to demonstrate proof of competency. However, the majority of evidence required for additional accreditation is cross-referenced against your existing accreditation.

**How long does it take to complete accreditation?**

You can complete it at your own pace. If you do not hold a vocational qualification and have not previously completed any of the short duration courses, then together with the Technical Competency Test, it will take you approximately 30 hours in total (which can be taken over a 9-month period). Of course, it will take you less time if you already hold valid certification in the mandatory training or qualification.

**What is the Technical Competency Test?**

This is a 40-minute online multiple-choice test, which consists of 35 questions. These are based on current standards and codes of practice and cover the entire range of tasks involved in installing a roof covering in a particular discipline. You need to pass this gateway test in order to progress through the accreditation.

**What are the short duration courses?**

Short duration training courses, some of which are supported through existing CITB grant funding, consist of: Working at Height; Asbestos Awareness; Manual Handling; Abrasive Wheels; Emergency First Aid; Fire safety; Non-Technical. These courses (with the exception of Non-Technical) are already available in the market. CITB has a dedicated training portal where you can search for the training you require. Please ensure any training is carried out by an NFRC or CITB approved organisation.

**Can I register for accreditation without having three years' experience?**

No but we are committed to supporting roofing apprentices so you can register your interest via [www.roofcert.co.uk](http://www.roofcert.co.uk) and gain access to useful resources. Your details will be kept, and we will notify you when you become eligible.

**How do I register?**

From 30 April go to [www.roofcert.co.uk](http://www.roofcert.co.uk) and enter you details, including what disciplines you currently work in, and click submit. You will receive a confirmation email and a unique ID that stays with you throughout your career as an Accredited Roofer.

**Where can I do the training courses?**

Most of the training courses (with the exception of non-technical) are already available in the market. CITB has a dedicated training portal where you can search for the training you require. Please ensure any training is carried out by an NFRC or CITB approved organisation.

# Roofers are on the asbestos frontline

The NFRC is supporting the IOSH 'No Time to Lose' asbestos awareness campaign. Why? Because asbestos is still a killer



**A** ccording to the Institution of Occupational Safety and Health (IOSH) 742,000 people die from work-related cancers worldwide every year. Of these deaths, more than 100,000 are caused by exposure to asbestos, with the UK accounting for around 5,000.

The Health and Safety Executive (HSE) says that any building constructed or refurbished before 2000 may contain asbestos, which means that roofing contractors carrying out refurbishments are likely to come into contact with asbestos at some point.

Yet despite being on the front line, a recent IOSH survey of 500 construction workers found that a third had never checked the asbestos register before starting work and one in five said they would not know what to do if they encountered asbestos. This is why IOSH has launched an asbestos awareness campaign as part of its wider No Time to Lose drive to explain the causes of occupational cancer and help businesses take action.

**Understanding the risks**

Asbestos is a naturally occurring, fibrous silicate mineral. The three types of asbestos which have been used in the UK are: crocidolite (blue asbestos); amosite (brown asbestos) and chrysotile (white asbestos). Asbestos can be found in a range of products, including bitumen felts, mastics, spray coatings and lagging and insulation boards.

When asbestos-containing materials deteriorate they can release fibres into the air but the greater risk to health arises when asbestos is damaged or if the material is drilled, sawn, scrubbed or sanded.

The shape and size of the fibres enables them to penetrate deep into the lungs, where they can cause lung cancer, asbestosis, mesothelioma and pleural plaques. Yet it can take up to 40 years to fully develop these asbestos-related lung diseases. Being able to understand symptoms early on will therefore help treatment.

Warning signs include a persistent cough and/or a longstanding cough that gets worse; breathlessness; coughing up phlegm with traces of blood; and an ache or pain in the chest or shoulder.

**Protect yourself**

The IOSH No Time to Lose campaign is focused on preventative measures to keep employees as well as members of the public safe. It advises that before carrying out work, an employer should have an asbestos management plan detailing how asbestos will be managed if found.

A key component of this should be the asbestos risk register, which includes current information about the presence and condition of asbestos in the building and is often based on an asbestos survey.

Contractors should be given training about how to work safely around materials containing asbestos and should never be asked to work in an area that might disturb the asbestos. Asbestos removal and cleaning up dust should only be carried out by specialist contractors.

Members can now get access to discounted roofing-specific asbestos awareness training (see p.11 for details).



**IF YOU THINK YOU HAVE UNCOVERED ASBESTOS ON A SITE AND IT RELEASES DUST YOU SHOULD...**



**1 Stop work immediately**



**2 Evacuate everyone from the area and prevent others from entering**



**3 Do not remove equipment or materials**



**4 Close, seal or lock off the area**



**5 Put up warning signs**



**6 Report it to your employer**

# CONSTRUCTION FORECAST 2019

**Brexit uncertainty casts a shadow on the construction industry but some regions and sectors are doing better than others**

If the forecasts are right, 2019 could be another challenging one for the construction sector, with output flatlining overall and the commercial sector taking the brunt of Brexit uncertainty. However, the picture is mixed depending on where you are in the country and what sector you're in. The following information is compiled from the CPA Construction Industry Forecast 2019 (Winter 2018/19 Edition) and Glenigan Construction Outlook - 2019. The NFRC publishes market reports on a regular basis in the Members Bulletins.

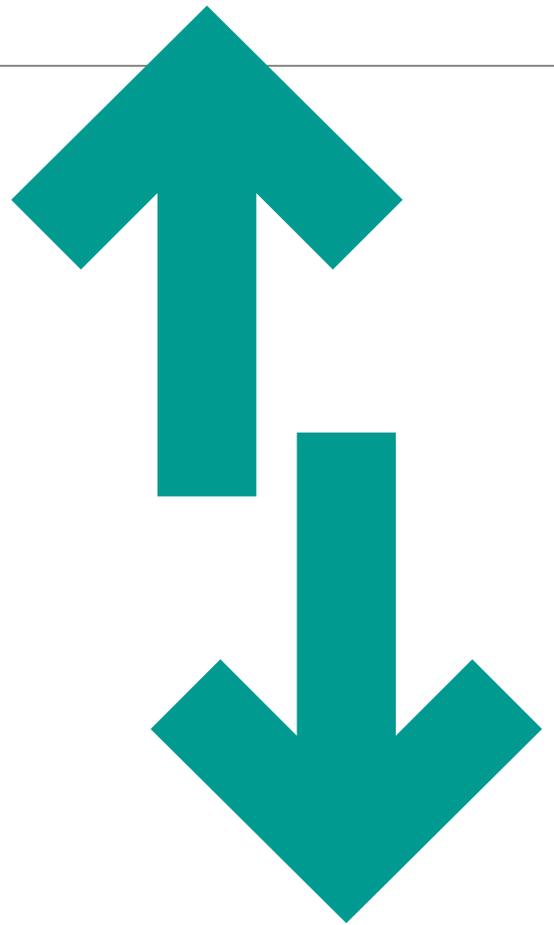
At the time of writing, Parliament has rejected a 'No Deal' Brexit. The CPA forecasts assume that either a revised agreement will be made or there is an extension to Article 50. Either of these would ensure that trading conditions would remain similar in the near-term although neither provides a solution to the long-term relationship with the EU.

In terms of project starts, Glenigan predicts decline of 2% in 2019. However, while overall starts will decline for a third consecutive year in 2019 it predicts growth in logistics premises, build-to-rent, education, student accommodation, social housing and community/amenity buildings.

Within the education sector Glenigan forecasts that universities' investment programmes will help drive growth, with increased investment also anticipated in the secondary school estate to accommodate rising pupil numbers, especially in the UK's major towns.

Likewise, warehousing and logistics premises are forecast to remain a growth area. Technological and social changes are reshaping consumers' retail habits and driving the demand for logistics space. In addition, companies are investing in additional warehousing capacity to help smooth potential supply chain disruptions post-Brexit. Growth in this area will be largely offset by a weakening in manufacturing investment in factory premises.

Overall, however, the value of underlying construction projects is forecast to fall in 2019 as the UK and the construction industry transition out of the EU.



## Private housing

Private housing starts are expected to rise 2% in 2019. This is being driven by the Help to Buy scheme, which has seen growth in the North West, Yorkshire and the Humber and the Midlands, offsetting falls in house building in London.

↑ 2%

## Commercial

The commercial sector is expected to suffer the sharpest falls in volume of activity in 2019 due to a 20% decline in office construction and also a 4% fall in retail construction as consumer habits force retailers to close. There has conversely been a rise in fit-out projects as retailers such as Lidl expand. Falls in the sector have also been adversely affected by the two former Carillion PFI hospital projects in Liverpool and Sandwell moving to public funding due to a lack of interest from private sector investors.

OFFICE CONSTRUCTION  
↓ 20%

RETAIL CONSTRUCTION  
↓ 4%

## Industrial

Industrial sector output is expected to rise by 2.5% in 2019 but there are contrasting fortunes between the industrial factories and warehouses subsectors, whereby the latter have seen a rise, due to uncertainty over Brexit and reported stockpiling and the growth of internet retailers.

↑ 2.5%

## Private housing RM&I

Only a 1% rise is forecast in 2019 as home improvements spending by demographics driven by pension and housing wealth fails to offset the overall weakness in household confidence, particularly for large, discretionary purchases.

↑ 1%

## Public housing RM&I

Urgent remediation work on social housing towers is likely to bring work forward and displace routine repairs and maintenance work originally planned by housing associations and local authorities.

0%

## Public non-housing

This includes education and hospitals and is mostly determined by capital funding allocated by central government and so less affected by market uncertainty.

↑ 1.2%

## Public non-housing R&M

Reduced government funding and constrained local council budgets means that activity is forecast to drop.

↓ 2%

## NATIONAL EVENTS

# UK ROOFING AWARDS 2018

**The winners of the 11th UK Roofing Awards 2018, hosted by the NFRC, were announced at a ceremony hosted by BBC's Dan Walker at the Park Plaza Westminster Bridge hotel on Friday 11 May 2018**

The UK Roofing Awards has become a firm fixture for the roofing sector to come together and celebrate outstanding standards of design workmanship and safety demonstrated throughout the year. They serve as a reminder to the construction industry of the important contribution the roofing sector makes through innovative products, design and workmanship.

## Roof Slating

Claude N Smith for Marshals Yard Development

## Roof Tiling (Sponsored by ECIC)

Monier Redland working with DM Roofing & Roughcasting Ltd for Shettleston New Parish Church

## Heritage Roofing (Sponsored by Klober)

Rowlands Roofing for LLwyn Celyn

## Green Roofing

EJ Roberts Roofing Ltd, working with Bauder Ltd for Clapham Park

## Sheeting and Cladding/Rainscreen

Malone Roofing (Newbury) for Hungerford Fire Station

## Fully Supported Metal (Sponsored by Metal Solutions)

Full Metal Jacket for The Victoria Royal Pavilion

## Lead Roofing (Sponsored by Chandlers Roofing Supplies)

Full Metal Jacket Ltd for British Museum - Islamic Gallery

## Single Ply

Ithaca Roofing Ltd for Hawthorns Care Home

## Liquid Applied Roofing & Waterproofing and Hot Melt

Sarnian Roofing Ltd, working Polyroof for The Little Chapel

## Innovation (Sponsored by EagleView)

Tilbury Contracts working with Axter Ltd for Dylon Works

## Mastic Felt

Sussex Asphalte Ltd working with IKO plc for St Paul's Cathedral

## Reinforced Bitumen Membrane

Opus Waterproofing Solutions Ltd working with Langley Waterproofing Systems Ltd for Girdlestone Estate

## Small Scale Project

Cure Roofing Ltd working with Polyroof for Rose Cottage

## Large Scale Project (Sponsored by Wienerberger)

Partnering Contractor's Roofing Ltd for New Bracken House

## Roof of the Year Award (Sponsored by SIG Roofing)

Full Metal Jacket for The Victoria Royal Pavilion

## Industry Choice Award (Sponsored by Radmat Building Products)

Longworth Building Services for The Bund

The UK Roofing Awards also reward the individuals and organisations that go above and beyond the call of duty:

## NFRC Health & Safety Champion Award 2018

The award went to Sam Baldwin of Longworth Building Services.

## The Local Hero Award (Sponsored by SIG Roofing)

The award went to Lee Moran of Moran Roofing Specialists.



UK Roofing Awards Host Dan Walker



Longworth Building Services team celebrate their Industry Choice Award win



## Roof of the Year Award (Sponsored by SIG Roofing)

Full Metal Jacket for The Victoria Royal Pavilion

## NATIONAL EVENTS

# NFRC LAUNCHES NEW SHOW DEDICATED TO CONTRACTORS

**Twickenham Stadium was the venue for the inaugural Contractor's Day, a new one-day, regional exhibition from the NFRC and Total Contractor Magazine for the roofing, cladding and associated sectors**

Visitors were able to get up close and see the latest offerings from a huge range of manufacturers and suppliers, pick the brains of technical experts, plus speak to the leading associations in their market.

Visitors to Contractor's Day also enjoyed the fantastic speaker line-up in the two SIG Roofing-sponsored seminar theatres. The topics up for discussion included practical content for site work such as GRO Chairman Mark Harris' Fire Safety for Green Roofs presentation; Mark Dunn of Langley Waterproofing Systems and Gary Walpole of the NFRC's update on the Safe2Torch initiative; and Louise Hosking of IOSH, Kirsty Phillips of Gully Howard Technical and Gary Walpole's talk on Asbestos - Where it is Found and What to do.

But speakers also looked at issues away from site including Connie Cobb of law firm Keoghs' enlightening talk on project policies and how contractors can avoid being caught out; Simon Dixon of the NFRC's presentation on celebrating the future of roofing; and Lucy Kendrick and Natalie Adcock of HROC's advice on how contractors can make the most of social media.

A real attraction for visitors was RoofCERT Delivery Director Jon Vanstone's presentation and workshop on the new accreditation for roofers, which was standing room only, highlighting the interest there is in this key issue for the sector moving forward.

The BMI Skills Zone also grabbed visitors' attention as they tested their roofing prowess in the Spot the Defects competition and watched live demonstrations from this year's BMI Apprentices of the Year Kieran Forster and Jay Webster under the watchful eye of BMI's Mat Woodyatt and Alastair Blant.



Roofing and  
cladding uncovered  
**CONTRACTOR'S  
DAY**  
TWICKENHAM  
30<sup>NOV</sup>  
2018



## RSG Suppliers Conference and Dinner - Transforming Construction

**NFRC Supplier Members gathered at the Institute of Directors on 29 November 2018 to learn about some of the key topics and challenges that were transforming construction.**

Speakers included the CPA's economist Noble Francis, Suzannah Nichol, Build UK's CEO, and Sam Stacey, who leads the Government's Transformation Programme. Digital technologies featured heavily and there were presentations from Conference sponsor David Jellings of BIMObject and Fred Mills, founder of B1M - construction's YouTube channel.

# 2019

## May

<b>Friday 10th</b>	<b>12:00 - 16:30</b>	UK Roofing Awards	InterContinental O2, London
<b>Friday 17th</b>		IoR & NFRC Golf Day	TBC
<b>Tuesday 21st</b>		Midlands Region AGM	Wolverhampton Racecourse

## June

<b>7th - 9th</b>		Yorkshire & North East Regional Weekend	TBC
<b>Wednesday 19th</b>	<b>10:00 - 12:45</b>	Health, Safety, Environment Committee	NFRC Head Office

## July

<b>Tuesday 9th</b>	<b>10:30 - 12:30</b>	Roofing Suppliers Leadership Group	NFRC Head Office
<b>Wednesday 10th</b>		Yorkshire & North East Region AGM	Catterick Racecourse

## September

<b>Wednesday 11th</b>	<b>10:00 - 12:45</b>	Health, Safety, Environment Committee	NFRC Head Office
<b>25th - 28th</b>	<b>All Day</b>	IFD Congress & Awards	Edinburgh

## October

<b>Tuesday 1st</b>	<b>09:30 - 16:30</b>	Contractor's Day - North & North West Region AGM	Old Trafford F.C, Manchester
<b>Tuesday 8th</b>	<b>10:30 - 12:30</b>	Roofing Suppliers Leadership Group	NFRC Head Office
<b>Wednesday 9th</b>	<b>10:00 - 12:45</b>	Slating & Tiling Committee	NFRC Head Office
<b>Wednesday 9th</b>	<b>13:30 - 16:15</b>	Heritage Roofing Committee	NFRC Head Office
<b>Thursday 10th</b>	<b>10:30 - 14:30</b>	Regional Managers Meeting	NFRC Head Office
<b>Wednesday 16th</b>	<b>10:00 - 12:45</b>	Joint Flat Roofing Committee	NFRC Head Office
<b>Wednesday 16th</b>	<b>13:30 - 16:15</b>	RBM Technical Committee	NFRC Head Office
<b>Thursday 17th</b>	<b>10:00 - 12:45</b>	Sheeting & Cladding Roofing Committee	NFRC Head Office

## November

<b>21st - 23rd</b>		WorldSkills UK Live / SkillBuild Competition Final	NEC Birmingham
<b>TBC</b>		Contractor's Day - South	TBC

## December

<b>Tuesday 24th</b>		NFRC Head Office closes for Christmas Break	NFRC Head Office
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**ROOFING  
TIMES**

# GET YOUR STORY OUT ON THE ROOFING TIMES

Dedicated to news, views and opinions from the UK roofing industry.

[www.roofingtimes.co.uk](http://www.roofingtimes.co.uk)

The Roofing Times is the NFRC's very own news and insights website, with best practice, case studies from the world of roofing and beyond. With a bi-monthly e-newsletter that goes out to both NFRC members and anyone that subscribes, it is a fantastic chance for NFRC members to get their stories out to the wider world.

Have you completed a roofing project that you're proud of? Are you adopting innovative approaches to getting a job done? Are you supporting a new generation of roofers into the industry?

If you've a story to share, then get in touch with [editor@roofingtimes.co.uk](mailto:editor@roofingtimes.co.uk).

[www.roofingtimes.co.uk](http://www.roofingtimes.co.uk)

NEWS

INSIGHTS

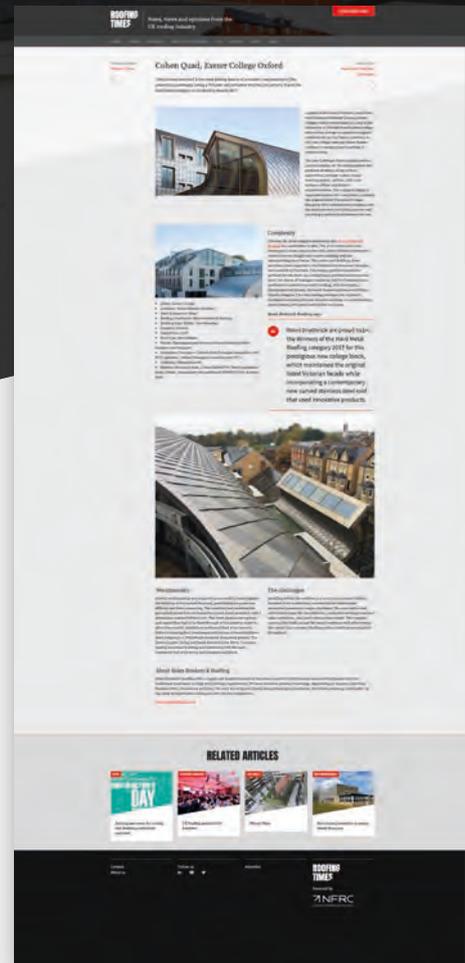
PROJECT NOTEBOOK

KIT

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# Looking for a work space in central London?

We have a range of flexible work and meeting spaces, in a central city of London location.



## Benefits

Hold meetings, training days or seminars in a central city location with excellent transport links in the heart of London.



## Multiple package options

We offer packages to suit every need, including freshly prepared food and refreshments delivered to you on the day.



## Flexible booking

You can reserve your room by a half day or full day with rates and offers that work with your budget. We can also offer an hourly rate for last-minute bookings on the day.



## Room options

We have a number of spaces that are perfect for small meetings, conferences or training courses, with multiple layout options and breakout areas.



For booking enquiries 020 7638 7663

**20%**  
discount for  
NFRC Members  
and Industry  
partners





## Training room

Combine our flexible office suite to create an idea space for staff training. We provide video and audio facilities, plus seating for up to 24 people.



## Smaller meetings or breakout areas

Whether you just need a fully serviced office for the day, or need space for a business meeting of up to 8 - 10 people, we can offer you one or more from our six meeting rooms.



## Board room

Our Board room is part of our flexible office suite. Combine all three flexible office spaces to host upto 28 people around our circular board table.



## Seminar space

If you want to host an event, our Seminar space is perfect. Part of our flexible office suite, combine two or more rooms to host an audience up to 60 people

## Catering

### A full breakfast, breakout brunch or lunchtime buffet?

If you need a healthy breakfast to kick off your day, or if you need a lunch layed on for your clients or team, we can provide a buffet style catering service, delivered to your meeting room.

For prices and catering options, please ask when you make your booking enquiry.

### For booking enquiries

Contact NFRC reception on  
020 7638 7663  
normaclaydon@nfrco.co.uk



# Self-certify your roof refurbishment work and start saving your clients time and money.

## Benefits of the scheme include:

- Ability to self-certify your roofing and insulation work complies with the Building Regulations.
- A Building Regulations Compliance Certificate is automatically sent to your client.
- A 10-year insurance backed guarantee included with all domestic notifications.\*
- Use of the CompetentRoofer logo and a company profile on the CompetentRoofer website.
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- Automatic notice of completed and self-certified works is issued to the relevant Local Authority Building Control department.

If your clients are refurbishing 50% or more of a roof, then under the Building Regulations, they must upgrade their roof insulation and notify the relevant Local Authority Building Control (LABC).

**By using a registered CompetentRoofer contractor, your clients can save time and money as CompetentRoofer contractors are authorised to self-certify that their work complies with the current building regulations.**



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Or call us on **0207 448 3189**

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\*Applicable for property refurbishment roof works under the total value of £50,000 and no taller than four levels. If a domestic notification exceeds this value additional charges apply for the insurance backed guarantee.

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