

WINTER 2019  
Vol 15 No. 2

# The Flooring

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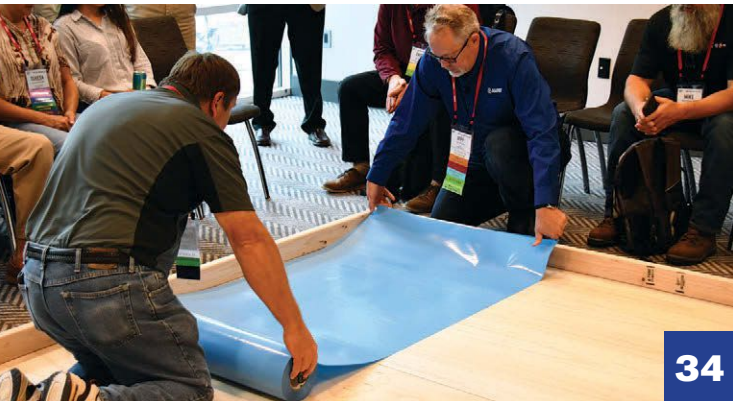
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# the Flooring CONTRACTOR

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## Our Vision for FCICA

BY PAT KELLY, PRESIDENT, SYNERGY FLOORING LTD

**OUR VISION** for FCICA is “The resource for premier commercial flooring contractors.” FCICA has provided numerous educational opportunities for our growing membership over the past few months. Our Mid-Year Meeting in Atlanta—Laying the Foundation (Oct. 15-17) focused on education and certification for commercial flooring contractors. We were excited that attendance for the 2019 fall meeting was up 30% over 2018!

Classes were full for the 3 Days to CIM (Certified Installation Manager) training and the CSMT Certification program by Peter Craig (ICRI). The Mid-Year Meeting also included a number of other educational sessions that ranged from Social Media to Concrete Conditions. It was also the first time many of our members had

the opportunity to tour a carpet manufacturing plant. Special thanks to Shaw for making this happen!

A great time was had by all at The Battery... unfortunately the Atlanta Braves were no longer in the playoffs. The networking between all the FCICA Contractors and Associate Members continues to be one of the most valuable benefits of being an active member of our association.

I also want to welcome our new Associate members who joined at Atlanta – Dal-Tile, Milliken and Mohawk. We all look forward to their active support and participation. FCICA would not be able to continue to deliver ongoing educational opportunities without the support of all of our Associate Members—thank you!!

I encourage everyone to take advantage of the weekly FCICA webinars. These are easy opportunities to learn about new product applications and stay up to date on installation techniques. We are also continuing to offer our CIM certification in different formats (online and classroom settings) so everyone can more easily take advantage of this program.

The FCICA Mission of delivering skills and knowledge to enhance the professionalism of commercial flooring contractors continues. We all look forward to a great convention in Nashville next year!

Pat Kelly  
FCICA Chairman

## CALENDAR OF EVENTS

### 2019

**DECEMBER 5, 2019**  
**FCICA Product Webinar – Artistic Finishes**  
[www.fcica.com/webinars](http://www.fcica.com/webinars)

**DECEMBER 7 – 9, 2019**  
**3 Days to CIM Deerfield Beach**  
Hosted at MAPEI Headquarters  
[www.fcica.com/CIM](http://www.fcica.com/CIM)

**DECEMBER 11, 2019**  
**FCICA Product Webinar – SALA Healthcare Plan**  
[www.fcica.com/webinars](http://www.fcica.com/webinars)

**DECEMBER 19, 2019**  
**FCICA Webinar – Claims: Before, During and After the Inspection**  
Paul Pleshek, NAFCT  
[www.fcica.com/webinars](http://www.fcica.com/webinars)

### 2020

**JANUARY 11 – 13, 2020**  
**3 Days to CIM Dallas/Ft. Worth**  
Hosted at ARDEX Mansfield, TX  
[www.fcica.com/CIM](http://www.fcica.com/CIM)

**JANUARY 23, 2020**  
**FCICA Webinar – Attributes of a CIM**  
Doug Coombs, CIM – DCO Commercial Flooring  
[www.fcica.com/webinars](http://www.fcica.com/webinars)

**JANUARY 27 – 30, 2020**  
**TISE Education**  
Mandalay Bay Convention Center  
Las Vegas, NV  
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**JANUARY 28 – 30, 2020**  
**TISE Exhibits**  
Mandalay Bay Convention Center  
Las Vegas, NV  
[www.intlsurfacesevent.com](http://www.intlsurfacesevent.com)

### FEBRUARY 4 – 7, 2020

**World of Concrete**  
Las Vegas Convention Center  
Las Vegas, NV  
[www.worldofconcrete.com](http://www.worldofconcrete.com)

### FEBRUARY 5 – 7, 2020

**Domotex 2020**  
Georgia World Congress Center  
Atlanta, GA  
[www.domotexusa.com](http://www.domotexusa.com)

**FEBRUARY 20, 2020**  
**FCICA Webinar – Risks of Self Performing Concrete Moisture Testing**  
Greg Mercurio, IFTI  
[www.fcica.com/webinars](http://www.fcica.com/webinars)

**FEBRUARY 26, 2020**  
**FCICA Product Webinar – Protect-All Flooring**  
[www.fcica.com/webinars](http://www.fcica.com/webinars)

### MARCH 1 – 3, 2020

**FUSE Alliance Annual Meeting**  
Indian Wells Hyatt Regency  
Palm Springs, CA  
[www.fusealliance.com](http://www.fusealliance.com)

### MARCH 7 – 9, 2020

**3 Days to CIM**  
Sheraton Music City  
Nashville, TN  
[www.fcica.com/CIM](http://www.fcica.com/CIM)

### MARCH 10 – 12, 2020

**FCICA Convention**  
Sheraton Music City  
Nashville, TN  
[www.fcica.com](http://www.fcica.com)

### MARCH 10, 2020

**Commercial Flooring Trade Show**  
Sheraton Music City  
Nashville, TN  
<http://www.fcica.com/trade-show>



# The challenges of working in restaurant and retail facilitates

BY KIMBERLY E. ODERKIRK

**WORKING IN RESTAURANTS AND RETAIL FACILITIES** can definitely be challenging for the flooring contractor so if you work in either of those fields you might want to take a few minutes and read the very insightful articles in this issue, starting with “The Challenges of Surface Preparation in Food Manufacturing Facilities” by Oscar Peralta of National Flooring Equipment on page 8. Read how this type of project has unique challenges that need to be know and overcome.

Our next feature is by Jim Whitfield of MAPEI and he writes on tiling and grouting for restaurant commercial kitchens. Did you know there are specific requirements that need to be met under ANSI A137.1? If you didn't, be sure to read this article starting on page 11. Do you know when is the best time to clean restaurant floors and how to maintain them? Check out Bill Luallen of XL North and Steve Brown of Infinite Floorcare's article on page 14.

Our Certified Installation Managers (CIMs) also helped educate our members in this issue. Mike Pigeon, CIM, of Roppe, helps us with what we need to do regarding pre-planning schedules for retail and restaurant projects. In his article on page 30, he covers both new construction and existing spaces. What about a project where renovations are needed and they are open 24

hours? Check out the article on page 32 by Amy Johnston, CIM, Flooring Services. Amy showcase a job she personally oversaw and how Flooring Services handled all the issues that arose. A great learning article for all.

FCICA just finished Mid-Year 2019 in Atlanta, GA and the review and phots can be found on pages 34-38. We had a great time and learned a lot. Make sure you mark your calendars for Convention 2020, **Take Center Stage**, March 10-12, 2020 at the Sheraton Music City in Nashville! The program and registration brochure can be found starting on page 42. We have great optional tours, a reception and dinner at the hotel that includes a moonshine tasting, a Honkey Tonk event and a dinner and show at the Listening Room. Don't miss out on anything – register today! New this year is an optional training event: stay till Friday morning and attend “**Building Dynamic Relationships**” with Steve Hillis of Empower Powers.

As always, this issue also includes industry news to keep you updated on what is happening, new products, member news and great product and project profiles. We are very proud of *The Flooring Contractor* and thank all those who contribute and make it a fantastic educational publication!

See you in Nashville!

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**Read more on page 26**

# the Flooring

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# FCICA



## VISION:

**FCICA, the resource for premier commercial flooring contractors.**

## MISSION:

**Promoting the advancement and continuous development of Certified Installation Managers (CIM).**

**Providing technical education, business support and industry expert networking.**

**Delivering skills and knowledge to enhance the professionalism of commercial flooring contractors.**



# THE CHALLENGES OF SURFACE PREPARATION IN FOOD MANUFACTURING FACILITIES

OSCAR PERALTA, NATIONAL FLOORING EQUIPMENT

**T**he food and beverage industry is the UK's largest manufacturing sector, employing over one fourth of the country's workforce and generating more revenues than automotive and aerospace combined. As the sector expands, food processing plants often need to renovate their buildings to make sure that they fit increased production needs and comply to the most recent regulations.

But what do contractors need to know before undertaking a job in a food processing plant?

### Learn to navigate the regulation jungle

The main challenge of working in food processing plants is the necessity to adhere to the numerous standards and regulations that govern this sector, and that change at a rapid pace. The main



# Preparing surfaces for a new floor covering in a facility where food is processed poses a series of challenges, from ensuring regulatory compliance, to taking measures to minimise health and safety hazards. Here Oscar Peralta, West Coast territory manager for surface preparation equipment manufacturer National Flooring Equipment, advises contractors on what to consider when working in a food processing plant.

fields in which regulatory compliance is required are environmental protection, human health and workplace safety.

For example, the Environmental Protection Agency (EPA) imposes, at both federal and state level, a range of standards that determine the amount of Volatile Organic Compound (VOC) that can be emitted during surface preparation. These emissions are released by products used during the preparation or remediation of the substrate, such as cleaners, adhesives and even the floor coatings or floor coverings themselves.

VOCs need to be kept under control because some of them can be harmful to the environment or have negative effects on human health. If operators are not careful during the floor preparation stages, VOCs can either penetrate the groundwater in the vicinity of the plant, or contaminate the food produced in the facility, making the final product unacceptable.

Another example of these regulations are the Silica Dust Exposure Regulations implemented by the Occupational Safety and Health Administration (OSHA) in 2017 to protect workers' pulmonary health. During surface preparation or remediation, silica dust is released in the air as a result of grinding or shot blasting. When inhaled in high amounts or for prolonged periods, this dust is toxic and can lead to a variety of respiratory complications, such as a long-term lung condition known as silicosis.

## Be aware of potential hazards

When working in a food processing facility, surface preparation professionals are subjected to many potential hazards and dangers. For this reason, they are required to use the same protective equipment that the plant workers normally use.

Slips and falls represent the most common accident when working in a food processing facility. The frequent wash downs required by the food preparation process create slippery surfaces that put workers at risk for falls. Other causes of a slippery floor can be residues of grease used in food preparation, steam from cooking and boiling, and the presence of ice in freezers and cold rooms.

Another issue to consider is the chemical hazard due to the

soaps, detergents, sanitisers and disinfectants that are routinely used to make sure that unwanted microorganisms don't proliferate in the food. Also, food plants often use ammonia as a refrigerant, which can be highly toxic even in small quantities.

The machinery used in food processing can also represent another potential safety hazard, in that it can put the worker at risk for injuries that range from minor cuts to amputations. In addition, these machines are often very noisy and can jeopardise workers' hearing.

Finally, workers can be exposed to biological hazards associated with animal waste, as is the case for example in poultry processing.

## Use the prescribed equipment

Personal protective equipment (PPE) is essential to minimise these risks. For this reason, contractors must be prepared to wear protective devices such as goggles, face masks, gloves, ear plugs and respirators. Other preventive measures include wearing slip resistant, close footwear to avoid tripping and falling.

However, protective equipment may be pointless if not used properly. That's why employers should provide appropriate training to employees working in the food processing industry, covering areas such as the correct use of PPE and the prevention of accidents related to extreme—hot and cold—temperatures.

It is also important to take measures to minimise dust. To reduce workers' exposure to silica, the OSHA Silica Dust Exposure Regulations prescribe the use of Hepa Dust Collectors, hand-held grinder shrouds, dust masks and respirators. The best approach would be to use these items in tandem with an ionizer such as our ION4K, which electronically charges the air in the room, causing dust and other contaminants to rapidly fall to the ground.

## Choose the right flooring

The Food and Drug Administration (FDA) and the U.S. Department of Agriculture (USDA) have determined the types of floor coverings that are safe to use in food processing plants. These must have certain characteristics that make them anti-slip, easy





# TILING & GROUTING RESTAURANT COMMERCIAL KITCHENS

JIM WHITFIELD FCSI, CCPR, LEED AP, MAPEI

Every tile installer who has gone to a restaurant to repair quarry tile in the kitchen knows how demanding this type of installation can be. The commercial kitchen is a very harsh environment; the substrate, waterproofing, mortar, grout and tile are under constant attack by varying temperatures, boiling oil, bacteria, the abundant use of water and harsh cleaning chemicals. Extruded quarry tile makes an excellent finish choice for commercial kitchen floors due to it meeting Class IV requirements of ANSI A137.1. Class is determined by surface wear condition; Class IV is heavier amounts of traffic with greater amounts of dirt and/or other abrasives present. This excellent quality tile floor will not last long unless careful attention is given to the use of properly selected, chemi-

cally resistant, setting materials. Quarry tile is unglazed, which increases the slip resistance, making it an excellent choice for areas subject to spills and excessive moisture, such as commercial kitchens. Quarry tile production has a history in the brick manufacturing industry and contains many raw materials very similar to that used in the manufacturing of brick. These extruded, low-absorption, commercial tiles are high quality and considered to be very durable. They are hard fired in kilns at temperatures exceeding 2,000 degrees Fahrenheit. For slip resistance, the Tile Council of North America (TCNA) recommends that tile have a Dynamic Coefficient of Friction (DCOF) greater than 0.42 for wet tile surfaces. Quarry tile is considered vitreous with a <5% absorption also commonly manufactured and avail-



able in treaded and abrasive textures ideal for slippery wet areas.

The TCNA Handbook for Ceramic, Glass and Stone Tile Installation is an essential resource when specifying a commercial kitchen project. When reviewing the “Floor Tiling Installation Guide” in the front of the Handbook, you will see commercial kitchens are considered a “Heavy” or “Extra Heavy” service rating with the only approved substrate, concrete. The section on “Environmental Exposure Classifications” lists the commercial kitchen as a “Comm3” (Commercial Wet). The Environmental Exposure Classifications recommendation addresses heat exposure of a tile installation in addition to moisture. Kitchens are subject to an excessive amount of water typically in the dishwashing area, also common in the kitchen itself because these floors are often cleaned by hosing them down. The TCNA Handbook also lists methods of installations, with a few suitable for commercial kitchen tile installations like F113 for direct bond to a concrete substrate and F111 or F112 for bonded and unbonded mortar beds. The mortar bed method provides a great bondable surface, and the integrity of the substrate is within the installer’s control—allowing for floor flattening, leveling or contouring of the finished floor height. Whether the substrate is a mortar bed or direct bond to concrete, both should be sloped to drain in the wet areas.

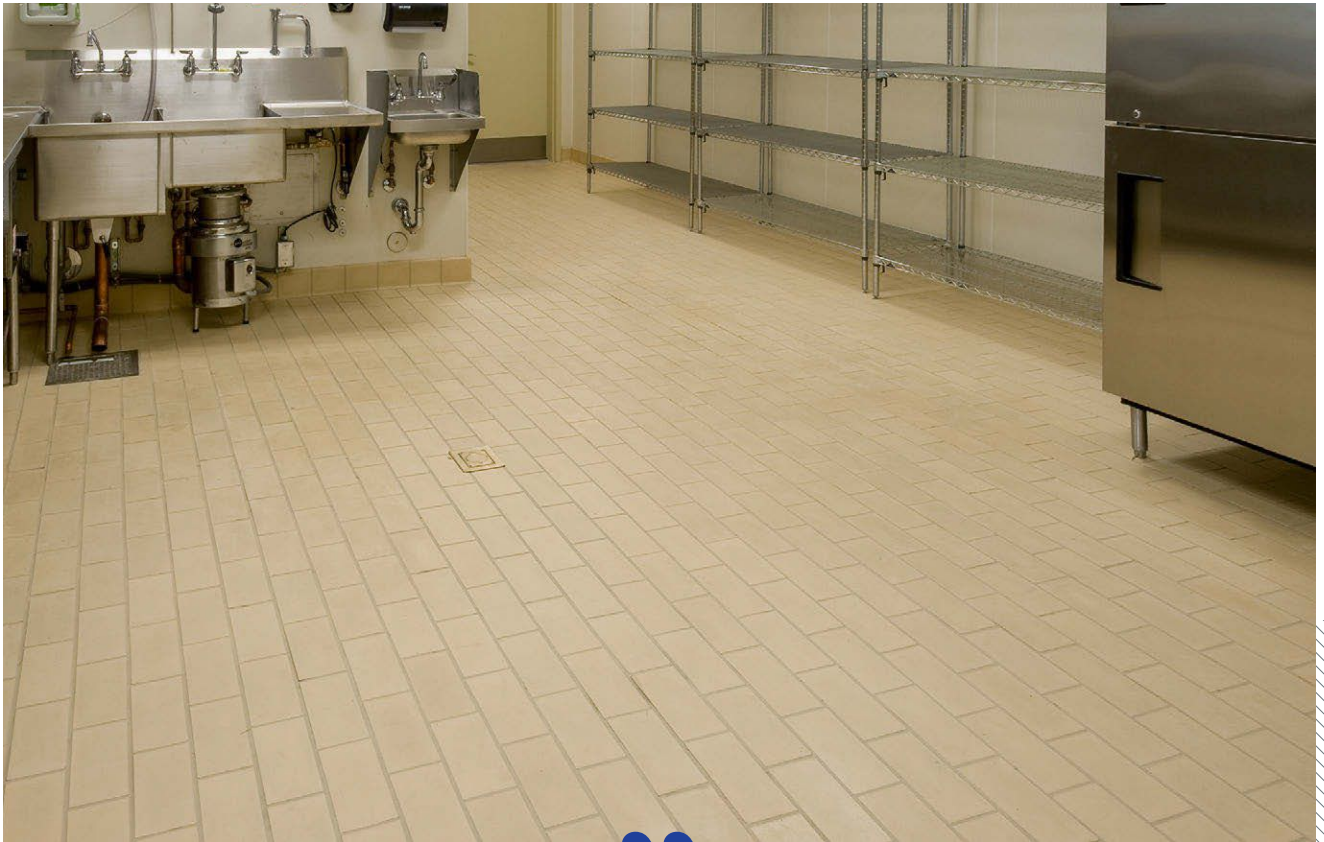
Because of the excessive amount of moisture common in the commercial kitchen, there are a few important considerations such as waterproofing, wall protection and slip resistance of the tile. Usually, in any area where excessive moisture/water is pres-

ent there should be serious consideration for waterproofing of the concrete substrate and a minimum of 4 to 6 inches up the wall. A wise consideration is to waterproof both the floor and walls. With excessive water, often the result of kitchens being hosed down in the cleaning process and the dishwashing area, a quality wall construction with a water-resistant substrate like concrete, a mortar bed or backer board is essential, and waterproofing should be part of the design. The durability, cleanability and low maintenance of wall tile should be one of the driving decision makers.

Substrate preparation of the floors is the foundation of the installation. The TCNA and ANSI standards both states, “Maximum allowable variation is 1/4-inch in 10 feet from the required plane, with no more than 1/16-inch variation in 12 inches when measured from the high points of the surface. The requirement for flatness often makes the selection of a self-leveling underlayment a good choice in areas not requiring a slope.

The installation of the tile is next. A mortar meeting ANSI A118.4 should be considered the minimum standard. Due to the aggressive nature of the chemicals in most commercial kitchens, it is best to install the tile using a 100%-solids epoxy mortar.

For sanitary reasons, the tile in a commercial kitchen needs to be grouted. While in recent years grout joints have become narrow, quarry tile in kitchens is commonly a 3/8” – 1/2” wide. Cementitious-based grout will degrade or deteriorate when subject to the acidic and harsh chemicals of a commercial kitchen. The best choice for grout in commercial kitchens — subjected



to hot water and pressure cleaning, harsh cleaners, disinfecting chemicals, fatty acids and no rinse cleaners — is a high-performance 100%-solids, industrial-grade epoxy grout meeting or exceeding ANSI A118.3 requirements.

No commercial tile installation is complete without properly installed expansion or movement joints. The movement joints should be installed following the requirements of TCNA method EJ171. The EJ171 method requires that in areas exposed to moisture, such as a commercial kitchen, movement joints should be placed 8 to 12 feet in each direction, around any protrusions through the floor and at the perimeter. It calls for quarry and paver tile joints to be the same as the grout, but not less than 1/4-inch wide. Quarry tile is as small as it will ever be when it first comes out of the kiln. Tiles can expand as they are subject to moisture, thermal changes and as they age, adding to the need for movement joints. These movement joints should be finished with a high-performance sealant meeting ASTM C920 and should have a use rating, T for traffic.

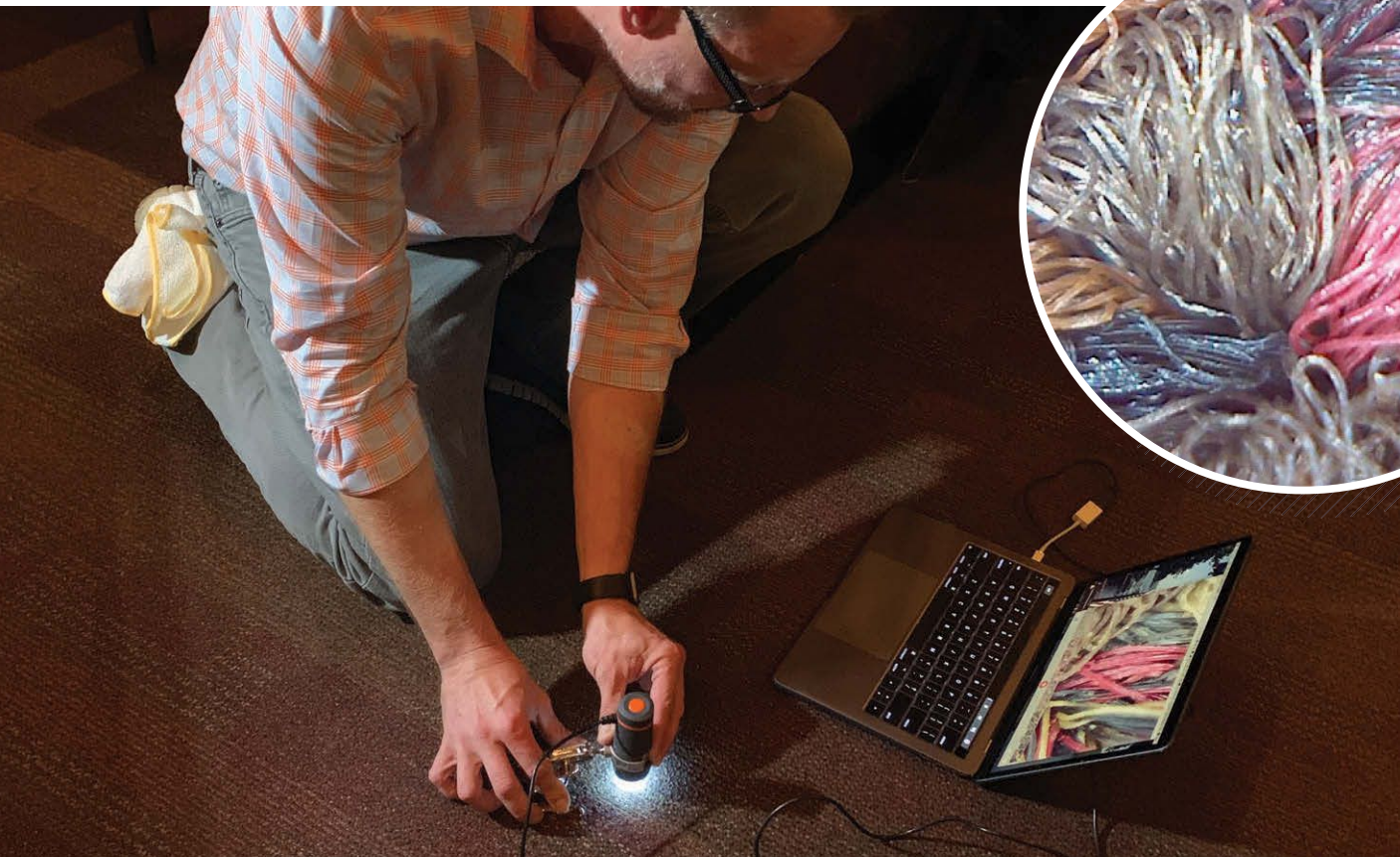
Kitchens frequently use industrial-strength cleaning products,

**Specify quality tile, the correct setting materials and grouts, and select a qualified tile installer familiar with the industry standards and the demands of a commercial kitchen.**

which are considered “no rinse.” These no rinse cleaners create a film on the tile and grout that breaks down fat and proteins into a fatty acid. This acid is known to cause damage to some tile and the grout. Either remove or rinse the fatty acid or change to a neutral cleaner that is known to effectively clean quarry tile. Neutral cleaners are highly concentrated and formulated for continuous use. When used regularly and following the directions on the container, this biodegradable, neutral cleaner helps to maintain the ceramic tile

as well as grout and will not cause damage to either.

When designing a demanding commercial kitchen subject to harsh chemicals, consider high heat, heavy traffic and a lot of moisture. Specify quality tile, the correct setting materials and grouts, and select a qualified tile installer familiar with the industry standards and the demands of a commercial kitchen. Also, consider the kitchen design a complete assembly; if one component from the tile, installation materials or cleaning method is not designed properly from the beginning, the installation could fail, leading to unnecessary expenses and costly down time. ■



# EDUCATION IS KEY IN KEEPING RESTAURANT FLOORS CLEAN

BY BILL LUAllen, XL NORTH, AND STEVE BROWN, INFINITE FLOORCARE

Customers often depend on flooring professionals to properly educate them on how to clean their floors in between routine service visits. In most facilities or buildings, janitorial staff maintains the floors and teaching them proper care and maintenance procedures is standard practice. Restaurants, however, tend to be an exception as kitchen and serving staff are typically responsible for the cleanliness of the floor. Because floor care falls outside of their area of expertise, going above and beyond to properly educate your restaurant customers is crucial.

The first step in addressing floor maintenance with restaurant staff is making them aware of the main source of soiling — the kitchen. Grease, oils, and food debris are tracked from the kitchen area by staff throughout the restaurant and account for 90% or more of a restaurant’s soiling issues. To cut down on the migration of kitchen soil, teach your customers to clean all spills in the kitchen area immediately. Additionally, a daily light cleaning of the entire kitchen floor in between shifts helps to minimize the amount of soiling that occurs throughout the restaurant. If open for lunch and dinner, recommend a light kitchen floor



cleaning at 3 PM. If your customer serves breakfast, lunch, and dinner, 10 AM and 3 PM are optimal times to clean the kitchen floor. Lastly, a thorough nightly cleaning of the kitchen floor is necessary to keep soiling issues at bay.

For nightly kitchen floor cleanings, flooring professionals know that it's more than mixing a little detergent with water and pouring that on the floor. Teach restaurant staff how to use floor care chemistry properly and show them the principles of cleaning — remove dry debris, pre-spray, allow to dwell, scrub, remove, rinse, and dry — to help them achieve a clean kitchen floor. Emphasize with the staff that the floor isn't clean until it is dried thoroughly.

Beyond cleaning, preventative measures such as the addition of walk off matting can help reduce the amount of soil that is tracked throughout the restaurant. Removable mats that can be changed out every few days by a service provider are recommended. If your customer is concerned about tripping hazards, reassure them that manufacturers of proper matting have insured mats don't roll or flip up and velcro tack pads can be used underneath to eliminate tripping issues. If it's possible, changing the flow of kitchen traffic by having staff enter from one direction and exit from another can also be successful in decreasing the migration of kitchen soil into the dining area of the restaurant.

Once you've addressed how to maintain the kitchen floors with the restaurant staff, it's time to move on to the dining area. For carpeted floors, spills should be blotted up and the carpet

should be vacuumed nightly. Hard surface flooring should be swept, vacuumed, or dust mopped nightly along with a wet mopping. Due to safety issues for restaurant customers and staff, spills on hard surfaces should be addressed immediately.

Restaurant staff may not understand the importance of daily floor maintenance. As a flooring professional, it's up to you to explain the health, safety, and customer experience issues that arise from a dirty restaurant floor. Beyond the unpleasant appearance and odor that can spoil a dining experience and discourage customer visits, bacteria and air quality concerns along with potential slips or falls are reason enough for restaurant staff to take their floor maintenance responsibilities seriously. Additionally, recommending preventative actions and teaching restaurant staff how to keep their floors better looking and cleaner in between your service visits helps you set and manage your customer's level of expectation for the maintenance and appearance of their floor. ■



The "beach signs" were made in house by our team.



The Raw bar was a big hit with everyone at the event.



# Consolidated Carpet Hosts Inaugural ConsoCon Event

New York City based commercial flooring contractor Consolidated Carpet, along with seventeen floor covering vendor partners, hosted hundreds of industry peers at ConsoCon 2019. The post NeoCon summer sendoff was held at the Metropolitan West on September 19th, 2019. ConsoCon was sparked from the

desirable amount of interest in Post Neocon events across the country, and the lack thereof in the New York City marketplace. The purpose of the event was to showcase Neocon's highlighted products while creating an exuberant networking environment for key members in the industry.

The boardwalk themed event was inclusive of open bars, a

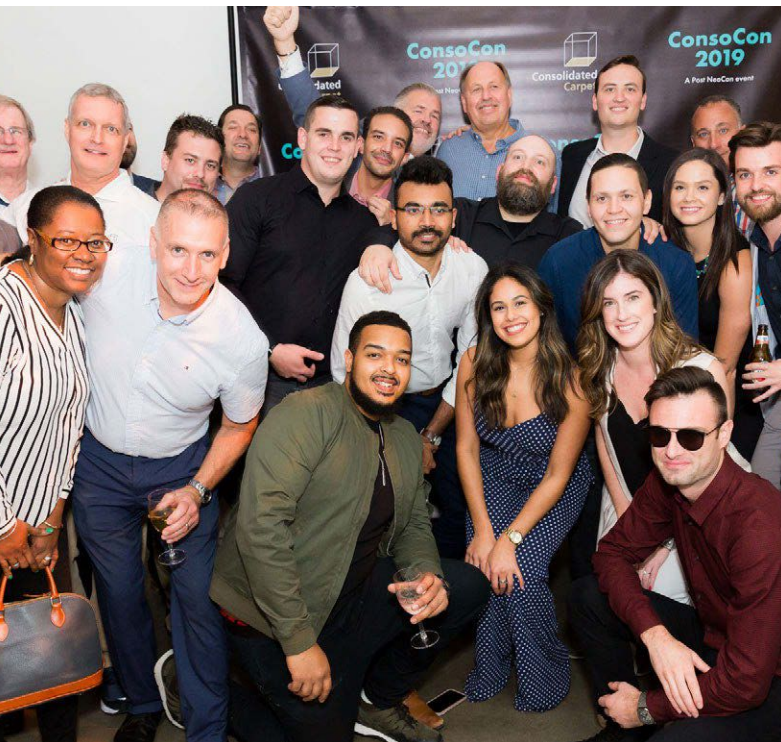
## ABOUT CONSOLIDATED CARPET: A NATIONAL LEADER WITH A TRADITION OF SERVICE

Consolidated Carpet is the nation's premier full-service flooring and carpet contractor, with headquarters in New York City. As a third-generation, family-owned and operated business the company is hands-on, accountable and driven to satisfy its clients' needs. As one of the nation's largest and most recognized INSTALL-Certified floor covering contractors, Con-

solidated serves its clients from planning and specification through installation and maintenance. The company's prestigious clients include Fortune 500 corporations, professional service firms, luxury hotel properties, institutional properties, real estate owners and general contractors.

To learn more, visit [www.consolidatedcarpet.com](http://www.consolidatedcarpet.com).





*The Consolidated Carpet team.*

raw bar, DJ, photobooth, custom cornhole sets, themed food carts, and an array of passed hor d'œuvres. The vendors partook in the theme and created engaging product vignettes using floor covering elements to resemble a boardwalk. Interactive experiences included virtual reality augmentation, tarot card readers, raffle giveaways and product demonstrations. David T. Meberg, President & CEO of Consolidated Carpet said “ConsoCon certainly exceeded my expectations and it’s because of the team we put together in house to plan and execute it. Of course, we couldn’t have done this without our vendor partners, and we thank them profusely for their support and confidence in us to pull this off. There has already been overwhelming demand to do this again, so we look forward to making this an annual event for the NY metro flooring and design community”.

Over 300 constituents of the A&D community, real estate owners, and owners’ reps connected with mill reps, executives, and several members of Consolidated Carpet’s sales force. Event sponsors included Antron, Armstrong, Bentley Mills, Tarkett, Gerflor, Milliken, Mannington, J+J, Shaw, sur4ces, Mats Inc, Michael Halebian & Co, Spartan Surfaces, Mohawk, Interface, Forbo, & SalesMaster. Giveaway sponsors included Ardex, Schonox, Mapei, EF Contract, Apollo Distributors & The Buck Agency. ■



# FCLC Task Force issues rally cry

The Floor Covering Leadership Council (FCLC) Task Force met during the CFI convention to explore next steps in combating the installation shortage that impacts the entire flooring industry.

The mission of this FCLC Task Force is to recruit 3,000 to 6,000 new flooring candidates and deliver them to the industry's training organizations for the purpose of becoming the next generation of installers.

Robert Varden, vice chairman of the FCLC, told attendees that all flooring interests need to do their part to help ease the burden of skilled labor that is costing the flooring industry millions of dollars annually in projects that



**Robert Varden, vice chairman, FCLC, believes only an industry-wide effort can solve the installation shortage.**

simply cannot be completed.

"Retailers are feeling the pain and I think some manufacturers are, too," Varden said. "It's going to take industry support. Everyone needs to wake up, get their heads out of the sand and do something."

The task force is still in its infancy and needs to first set up an organizational structure. "The consensus seemed to be that setting up a 501(c)(3) was the best way to go," Varden wrote to attendees following the August meeting. "Therefore, we have begun drafting initial bylaws."

## Varden laid out the next steps:

- **Step 1**—Confirm that others within the industry are willing to financially support the initiative. "Once we have financial verbal commitments, our goal would be to have the coordinator hired and in place by the end of September or the beginning of November 2019."
- **Step 2**—Start interviewing for the coordinator position that was discussed during the meeting. The World Floor Covering Association (WFCA) has agreed to absorb the expense of this individual up until the 501(c)(3) is established. Once established, funds can then be collected by the new 501(c)(3) entity to not only reimburse the WFCA but also to move forward on FCLC initiatives. "Our goal would be to have the 501(c)(3) structured and to be set up and in position to accept funding by Nov. 1," Varden explained.
- **Step 3**—Finalize the 501(c)(3). The group is looking for founding members to place on the board of this entity.
- **Step 4**—Initiate funding efforts in order to put the marketing plan in place by Jan. 1, 2020.
- **Step 5**—Coordinate efforts to facilitate a minimum of four Build My Future events in 2020.
- **Step 6**—Seek other venues/initiatives to further develop new programs targeted toward the group's goals and purpose.

Varden said he looked forward to working with industry players in an effort to correct an issue that has plagued the industry now for several years and continues to only get worse. "I applaud you for stepping forward to help make a difference," he said. ■




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# INSTALL Continues to Aid Veterans' Transition to Civilian Life Through Successful Partnership with Helmets to Hardhats

In 2016, INSTALL—the nation's leader in floorcovering installation training and certification—partnered with Helmets to Hardhats to help veterans transitioning from military to civilian life and work. To date, INSTALL continues this partnership and has assisted many veterans start a career in floorcovering and carpentry that value the skillset developed within the military.

H2H connects military personnel transitioning from active duty with opportunities in the construction industry, which has seen a steep decline in available skilled laborers. With the skills acquired in the military, these individuals quickly become effective workers on the jobsite.

## An Effective Transition

The differences between military and civilian life are drastic, and it can be difficult to acclimate. Ironically, the main difference—heightened discipline—is a major value proposition to employers. INSTALL is committed to properly training these candidates for a successful future in the industry.

Dakotah Vanover was connected to the program in 2018. He was confident in working with his hands but was not aware of the possibilities for a career. After conducting an interview his counselor set up with a flooring company, Vanover was hired on the spot.

“The teamwork, comradery and chain of command of the jobsite is similar to what I experienced in the military” said Vanover, “the program added consistency to my life that I needed during the transition to find a sense of purpose.”

John T. McGrath Jr., executive director of INSTALL, emphasized the benefits of the program for veterans. “Skills acquired in the military, such as attention to detail, work ethic and time management equate to an efficient leader on the jobsite,” McGrath added, “veterans learn the ability to adapt to different scenarios, which is a skill that is tough to learn but must be present in any working environment.”

Veterans can apply to this program year-round and are given assistance by INSTALL from application to completion. After training, these INSTALL-certified veterans can install a variety of commercial flooring correctly the first time.



## Getting Involved

Contractors that would like to support this partnership must commit to sponsoring a veteran in the INSTALL apprenticeship program and ultimately hire the veteran. Flooring contractors interested in learning more about this program should contact:

John T. McGrath Jr., executive director of INSTALL: [info@installfloors.org](mailto:info@installfloors.org).

Veterans interested in pursuing this program should begin the process by contacting Helmets to Hardhats:

United States: [rschwartz@helmetstohardhats.org](mailto:rschwartz@helmetstohardhats.org)

Canada: [info@helmetstohardhats.ca](mailto:info@helmetstohardhats.ca) ■

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*High-Performance flooring in high school makeover specified and installed by Mr. David's Flooring International.*

## Mr. David's Flooring Partners with High School for Make-Over Surprise

THIS ARTICLE WAS ORIGINALLY PUBLISHED IN FLOOR TRENDS ON OCTOBER 16, 2019

**M**r. David's Flooring International partnered with the Jacksonville Jaguars in celebration of their 25th season and the 100th anniversary of the National Football League, to donate new sports facility flooring to Englewood High School in Jacksonville as part of a full locker room makeover.

In collaboration with the Jaguars and other project partners, Mr. David's project consultants specified high-performance replacement floor products and the Mr. David's installation team, certified by school authorities for on-campus work, assured craftsman-level placement.

"Improving and upgrading the flooring was one of the most critical components of our makeover project for Englewood High School," said Lori Windisch, strategic initiatives project manager for the Jacksonville Jaguars. "We've previously worked with Mr. David's on other team projects and are grateful they were able to recommend and install flooring that would significantly improve the functional and aesthetic performance of the Englewood sports facility. They are true community partners."

Mr. David's is unique among commercial floor installers because its project consultants are not restricted to specific manufacturers or product lines. Mr. David's consultants choose from the full industry array of flooring products to specify the best flooring solutions for the project. Mr. David's also maintains on-staff

installation teams of hourly, self-performing certified professionals. Most other installation companies recruit labor on per-project basis, which can result in inconsistent project experiences.

In the initial site assessment of Englewood High School's sport facilities, Mr. David's consultants found bare cement floors and badly damaged floor tiles throughout the locker room, bathroom and coaching offices. The upgrade project plan considered each room's functional and aesthetic needs and specified rubber flooring for the locker room, porcelain tile for the bathrooms, and carpet tiles for the coaching staff offices.

"With the flooring upgrades, the student athletes and coaches will enjoy pro-team level functionality and appearance," said Laura Dellbrugge, Jacksonville branch manager for Mr. David's Flooring International. "The new rubber flooring will absorb impact and provide a better surface for cleats and other equipment. The porcelain bathroom tiles improve ease of cleaning and overall durability while carpet tiles in coaching offices create long-lasting comfort and performance."

Mr. David's Flooring International has delivered new floor project consulting and existing floor maintenance services to the Jacksonville Jaguars since 2018 and, with innovative technology-based project planning and management, is one of the leading flooring installation companies in the greater Florida region.

For more information, visit [www.mrdavids.com](http://www.mrdavids.com). ■



*Designed by Huntsman Architectural Group, the new 10,000 sf space will be a sophisticated, co-creation workspace.*

## Tarkett Launches NYC Atelier Co-Creation Workspace

THIS ARTICLE WAS ORIGINALLY PUBLISHED IN FLOOR TRENDS ON OCTOBER 16, 2019

**T**arkett recently launched the Tarkett Atelier in New York City, adjacent to one of the main design districts on Madison Avenue.

Designed by Huntsman Architectural Group, this 10,000 sf space will be a sophisticated, co-creation workspace and a source of inspiration for the A&D community. The modular Atelier will be functional, inspire collaboration and creativity, and encourage the design community to visit the space and use it as a destination for hosting events and presentations. Through a partnership with trend studio Edelkoort Inc., the space will also be a destination for a series of curated exhibits. With a larger footprint in NYC, the Atelier offers the opportunity to experience all Tarkett solutions in one space and will house a variety of flooring platforms, including LVT, Broadloom, Modular Carpet, Powerbond, Rubber, Lino, VET, SVT and Vinyl Sheet.

“We listened to the NYC A&D community about what they wanted out of a space,” said Chris Stulpin, chief creative officer for Tarkett North America. “They wanted a space where they could be inspired and perhaps learn something (Edelkoort revolving exhibits); they wanted a space where they could work and lay out projects (co-working area); they wanted a space to socialize (communal dining table, open kitchen and staircase),

that was really flexible (mobile conference rooms); and they wanted a space where they could easily interact with our brand (accessible samples—help yourself). All these considerations were embedded into the design for our customers’ experience. You can come to our space to work, play, meetup and be inspired.”

Tarkett will celebrate the grand opening of its New York Atelier on Oct. 30 with an invitation-only panel discussion called Circular by Design, curated by trend studio Edelkoort Inc. and featuring Jessica Schreiber of Fabsrap, Dhruv Raina of Tarkett and designers Suzanne Tick and Zero Waste Daniel, moderated by trend analyst Philip Fimmano of Edelkoort.

As in all industries, the interior design sector is in a period of change, responding to the ecological challenges of our times by seeking more conscious strategies and the production of less waste. As a worldwide leader of innovative and sustainable flooring, Tarkett is committed to addressing these issues and has invited three New York-based designers to discuss circular systems within their practice. The panelists will talk about what we can do with waste—from the fashion, interior and textile industries and beyond. Multiple ideas emerge as examples to live and design by, instigating change and inspiring creativity one scrap at a time.

For more information, visit [www.tarkettna.com](http://www.tarkettna.com). ■

# Prescription for Flooring in Today's Healthcare Environment

## Vital Innovations for Healthcare Facility Floor Installation

BY GCP APPLIED TECHNOLOGIES



**F**looring plays a critical yet often overlooked role in the daily activity of today's busy healthcare organizations. Hospital floors must stand up to years of continuous traffic, including heavy loads, such as gurneys carrying patients and equipment. In addition to durability, maintenance is important in healthcare design. Healthcare flooring must protect against the growth of mold and bacteria as well as withstand frequent cleaning with chemical agents, as this helps prevent infection.

Not only are the long-term features of flooring critical to hospitals, the installation process also needs to be considered with the utmost care. Contractors and flooring installers working on healthcare facility projects have to address multiple challenges. The installation time needs to be swift, clean and efficient so as not to cause disruption to patients.

To help ensure flooring installation and features support the mission of patient care, consider the following best practices:

### Overcoming Time Constraints

In today's healthcare construction, contractors want floor installation done overnight. This causes concerns when the concrete

slab has a moisture problem and moisture mitigation is needed. If not properly addressed, excess moisture in the concrete slab can result in serious flooring failures. Recent technologies can help speed up the installation of moisture mitigation solutions. Previously, the approach to moisture mitigation was to use a two-part epoxy to seal the slab surface, creating a substrate that was ready to accept finish flooring materials. While effective, this method requires surface preparation, multiple steps and a long cure time, potentially delaying the project schedule.

An alternative approach is to use a proven moisture mitigation solution like KOVARA® moisture barriers prior to installing the finished flooring. KOVARA® moisture barriers are sheet membranes that serve as a moisture suppression system. They are designed to be laid down above the concrete slab but underneath floor coverings such as carpet, vinyl or ceramic tile. When working on a healthcare renovation, moisture barriers can also be placed over intact existing flooring to avoid removal of existing flooring.

These sheet membranes offer significant advantages compared to epoxy solutions. Epoxy involves a time-consuming, manual application process, and no other work can take place during its installation and the subsequent curing process. This halt in a

project schedule represents an expenditure of time and money for the hospital and contractors alike.

Unlike epoxy, KOVARA® moisture barriers can be installed in a single night. This allows the healthcare facility to close the area in the evening, renovate the flooring overnight and then be fully functional by the morning, avoiding disruptions for busy doctors and nurses. This feature also keeps new building construction schedules on track, reducing labor costs.

### Eliminating Noise and Dust

Patient comfort is a critical consideration in a hospital setting. Avoiding epoxies and/or solutions that require shot blasting (which generates noise and particulates), can make floor installation far less intrusive to patients and staff. Unlike epoxy, KOVARA® moisture barriers can be installed without a specialized crew of trained applicators; it does not require the use of noisy and potentially hazardous shot-blasting. Just roll onto the surface, tape the seams, cut in and you're done. Floor installation without noise or a dusty mess is a great benefit for hospitals.

### Advanced Protection

Hospital floors require advanced protection against damage from moisture and alkalinity. Installing flooring materials that are

easy to disinfect and that do not promote the growth of mold, bacteria and other harmful organisms is a top patient safety priority in any healthcare facility. Reducing moisture intrusion can help minimize this risk, while also decreasing the chance of floor buckling that could lead to slips, falls and injuries to staff, patients or visitors.

A new product from GCP Applied Technologies, KOVARA® AB 300 membrane, is a patent-pending, self-adhered moisture barrier suitable for use over concrete slabs with up to 99.5% relative humidity. Like KOVARA® 95 and KOVARA® MBX membranes, it is designed to bond directly to the concrete subfloor with its specially formulated moisture- and alkaline-resistant adhesive. The unique adhesive bond speeds up its installation and keeps the membrane in place, even under the weight of heavy hospital beds or medical equipment.

Making thoughtful decisions about all the components of a floor can deliver significant benefits for the healthcare organization, as well as for the patients and community it serves. Whether renovating an existing healthcare space or constructing a new healthcare facility, any downtime means disruption to patients and lost revenue. With thousands of installations performing in high-traffic environments, such as hospitals, KOVARA® membranes have a long track record of success. ■

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# Hybrid Active-Dry Technology – The Next Generation of Synthetics

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The next generation of synthetics are hybrid leveling compounds and Schönox HPS North America, Inc. is on IT. Schönox AP Rapid and Schönox AP Rapid Plus were developed as the fast-drying, low shrinkage solution for today's new construction and renovation challenges. These 100% active-drying, rapid-curing self-levelers, offer the benefits of both the cement technology and synthetic gypsum worlds. By combining the versatility, strength, and durability of synthetic gypsum with the speed of fast-curing cement, contractors and installers gain time savings that will ultimately save money, without sacrificing a high-quality subfloor demanded by architects, designers, and the owner. An additional benefit is they dry independent of climate conditions.

Schönox AP Rapid and Schönox AP Rapid Plus, state-of-the-art powder technology that uses only alpha-hemihydrate particles for its synthetic gypsum for superior hardness and strength, are specifically designed for high-humidity environments and are ideal for fast-track installations on most substrates in interior areas. Both compounds are also pumpable, and like other Schönox products you have come to know, depend on, and trust, they are true self-leveling underlayments with very low-to-no shrinkage. Plus, they are suitable for caster wheel loadings. Their dust reduced properties, low VOC content, and no fly ash, only add to the many advantages of Schönox's hybrid leveling compounds. The compounds may also help contribute to LEED v4 certification and they are EC1 certified and UL classified.



- Multifamily
- Hospitality
- Commercial
- Retail

Schönox AP Rapid Plus, also designed for deep pour, is ready for covering overnight and for foot-traffic in as little as 2-3 hours.

Schönox AP Rapid is ready for foot-traffic in 2-3 hours and for covering in as little as 6 hours. Most notable is that it can be poured directly over old flooring such as ceramic tiles, terrazzo, sheet vinyl, rubber, LVT, carpet, and resilient floor coverings. Less demolition also adds to the cost savings in labor and reduces turn-around, essential for occupied renovations.

The Schönox sales team prides itself on being both a business partner and technical consultant to their customers. They are able and willing to discuss subflooring solutions like their Schönox AP Rapid and Schönox AP Rapid Plus synthetic gypsum, man-made from recycled by-products that contains no organic material and therefore does not support mold growth. They are also able and willing to support craftsmen on construction sites. ■

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- OSB
- Plywood

## Ideal application for:

- Healthcare
- Education



# Tarkett Launches Life Cycle Cost Analysis Tool for End Users

**T**arkett has announced the release of a new digital Life Cycle Cost Analysis (LCCA) tool for commercial flooring options.



as well as maintenance costs, as calculated by The World Cleaning Industry Association (ISSA). The result is an unbiased cost analysis

The tool can be accessed at <https://flooringlifecyclostandanalysis.com>.

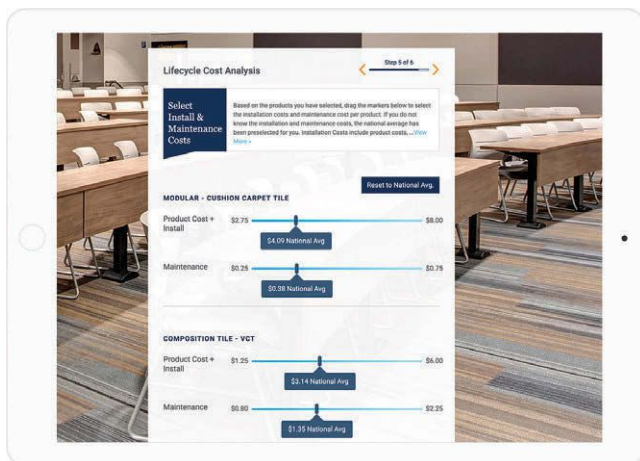
According to Tarkett's research, 92% of facility managers surveyed find Total Cost of Ownership (TCO) or LCCA to be key drivers in their decision making. The problem is that only 12% of those surveyed have actually conducted an LCCA. There are several reasons for this discrepancy:

- There hasn't been a reliable LCCA tool available
- Accurate cost analyses have been too time consuming
- Managers have a general lack of knowledge and resources to conduct an analysis

that helps facility managers feel confident in making informed purchase decisions.

Special features of the LCCA tool:

- Compare up to three flooring categories at a time
- Default to the national averages for flooring costs, or use the sliding scales to adjust to known local costs
- A PDF with LCCA results is immediately sent to your inbox
- Option to request follow-up from a Tarkett representative
- Phase II of the tool will include a mobile application ■



As a result of this, too often, the only financial information taken into account when making a commercial flooring selection is the initial purchase cost. This does not take into account the longer-term costs of installation, maintenance and premature replacement, which cause future budget constraints.

In response to this need, Tarkett has created a third-party assessed cost analysis tool that compares all types of commercial flooring, including product categories not currently offered by Tarkett. The tool includes a floor's installed cost (national averages for product purchase, floor prep and installation costs),



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Have a question? Visit [TECQuestions.com](http://TECQuestions.com).**

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## Protect-All Flooring – Rapid Weld

**P**rotect-All is a high-quality, functional flooring solution that delivers exceptional value.

From new installations to remodels, its portfolio of fully adhered vinyl sheets, loose-lay floor covers and interlocking tiles can support the most pressing needs. Compared to traditional 6-inch quarry tile, Protect-All reduces the amount of seams by 80 percent. These seams also eliminate the need for regular and costly re-grouting.

Protect-All Rapid Weld™ is a new installation system for Protect-All Flooring products. A faster and easier installation alternative to heat welding, Protect-All Rapid Weld utilizes a chemical welding process that significantly reduces the amount of required labor. This process allows the installation and welding of some floors on the same day. The reduced installation time contributes to the completion of more projects and provides less downtime for customers. This innovative approach to installation delivers a waterproof flooring solution designed to support a range of rigorous tasks.

### Kitchens

Whether located in a restaurant, cafeteria or banquet facility, commercial kitchens encounter the same concerns. From slippery floors, varying temperatures and weight loads to people standing for long periods of time, this environment requires a durable flooring solution that can withstand rigorous daily use. Protect-All provides a durable, safe and comfortable flooring solution for commercial kitchen environments. Its resilient construction can handle heavy-duty use and its slip resistance helps prevent injuries. It also provides comfort underfoot and reduces leg fatigue, which eliminates the need for costly rubber mats that also serve as tripping hazards. A non-porous flooring solution, Protect-All can withstand common kitchen elements, such as grease and animal fats. It also is resistant to fire, chemicals, mildew and bacteria growth, and will not absorb stains, odors and fluids. Protect-All also stands up to routine cleaning and requires no waxing or stripping.

### Applications:

- Coolers and freezers
- Entryways
- Kitchens and food preparation areas
- Service hallways

### Protect-All Rapid Weld delivers fewer flooring seams with less maintenance and bacteria growth.

Because most bacteria growth occurs in flooring seams, there is a greater risk for bacteria to form when more seams are present. Protect-All Rapid Weld helps to reduce flooring seams by at least 80 percent compared to traditional 6-inch-square ceramic tiles. A typical 1,500-square-foot commercial kitchen is pieced together from 6-inch square ceramic tiles. More than 6,400 linear feet (1.25 miles) of grouting are required. By comparison, only 750 linear feet of welding is required with the Protect-All flooring system, which helps to eliminate over 80 percent of the seams.



### Retail

Retail spaces consistently endure heavy traffic and weight loads. For areas big and small, from big box stores to salons, Protect-All provides long-lasting durability. It also offers multiple flooring options and colors to suit a variety of aesthetics, while delivering a slip-resistant and comfortable experience for busy feet. A non-porous flooring solution, Protect-All is resistant to fire, chemicals, mildew and bacteria growth, stains, odors and fluids. It also requires only minimal maintenance and is easy to clean with no waxing or stripping, which means less downtime and more business.

#### Applications:

- Coolers and freezers
- Food preparation areas
- Entryways
- Storage areas
- Service hallways

### Automotive Sales & Repair Centers

Automotive sales and repair centers are the ultimate heavy traffic environments. They require flooring solutions that can support tough daily demands and routine cleaning. Protect-All can handle a variety of weight loads and resists grease, stains, odors and fluids. It also has the ability to absorb sound and reduce noise levels associated with bustling garage areas. Its resilient construction also resists impacts and punctures, stands up to routine cleaning and requires no waxing or stripping.

#### Applications:

- Bathrooms
- Breakrooms

- Entryways
- Garages
- Storage areas
- Waiting areas

### Flooring Options

Protect-All helps to create flexible and functional spaces with its portfolio of flooring products. Whether the flooring need is for a new installation or a remodeling project, Protect-All offers three options with varying sheet sizes, thicknesses, textures and matte or gloss surface finishes.

#### Fully adhered vinyl sheets

Designed to defend substrates against water infiltration, Protect-All fully adhered vinyl sheets provide a resilient flooring solution for high-impact applications. These 5-by-5-foot and 5-by-8-foot sheets create a long-lasting, watertight foundation for the most rigorous tasks.

#### Floor covers

Sometimes wood floors require added protection to support special events, such as graduations, trade shows and other large gatherings. Transform indoor and outdoor spaces into event centers with Protect-All floor covers. Easy to install and remove, these durable 5-by-5-foot and 5-by-8-foot vinyl sheets can withstand a variety of weight loads and chair and heel indentations.

#### Maintenance

Protect-All floors are easy to maintain. They should be washed with an approved cleanser (Simple Green® or Spic and Span®), using a deck brush and mop bucket. Excess cleaner should be squee-

geed into a floor drain and the floor rinsed with clean water.

### Interlocking Tiles

In a hurry? Need a temporary solution? Protect-All interlocking tiles offer an instant solution for temporary or permanent applications — and most of the same great benefits of a permanent Protect-All floor. These 18-by-18-inch tiles excel in indoor and outdoor applications. Their interlocking tabs hold them together, eliminating the need for adhesives or special installation equipment. They are available in a variety of colors and in matte or gloss finish.

#### Applications:

- Automobile dealerships
- Basements
- Craft breweries
- Data rooms
- Day care facilities
- Fitness centers
- Garages
- Grooming areas
- Kennels
- Laundry rooms
- Machine shops
- Maintenance rooms
- Storage rooms
- Weight rooms ■

# Flooring for Restaurants and Retail Facilities

BY MIKE SAHLI, CIM, EVOKE CONTRACT

**C**ommercial-use facilities present challenges when it comes to specifying floorcoverings that are durable enough to stand up to high traffic commercial environments and be cost effective to the end user. Of all commercial projects, restaurants can present some of the more difficult challenges. High amount of foot traffic in defined traffic patterns, table, chairs and other items moved on a regular basis, grease from preparing food that can settle on or be tracked onto the floor, concerns about slip and fall injuries, transitions used between different flooring surfaces along with other issues must be considered when performing a cost versus benefit analysis of available flooring systems.

Probably the most common issue with flooring in retail spaces and especially restaurants is scratching. It's easy to understand why when an average restaurant with 20 tables and four chairs per table could have 320 chair legs and as many as 80 table legs for a total of up to 400 individual feet that can potentially scratch, dent or gouge the flooring.

Another issue common to restaurants is cleaning difficulty; restaurant floors are generally more difficult to clean than other commercial environments due to increased potential for grease, liquid spills, dirt, sand and tar from customers' feet coming in from the parking lot etc. Also, floors that are more resistant to slip and fall can have rougher and more textured surfaces making them more difficult to clean than smoother surfaces. The use of aggressive degreasing and cleaning chemicals and procedures used to more quickly remove all of this surface grime can contribute to damage of the flooring system.

With these issues in mind, there should be careful selection of flooring systems based on projected use. Potential for damage during daily use is an important part of the cost vs benefit analysis. Flooring options like stained concrete and ceramic tile may be more resistant to scratch and gouge issues but may not always be an option for the facility because of incompatible substrate type or substrate conditions, cost or a need for more visual options. Vinyl products like sheet vinyl and LVT offer benefits like a wide variation of visuals, comfort under foot and a quieter environment when compared to concrete and ceramic tile, can be a less expensive installed option per square foot and be used over a wide variety of substrate types and conditions but may be more

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**There are limits to how much abuse any flooring system can endure.**

susceptible to scratch and gouge issues.

To minimize the potential for disappointment with the performance of the flooring system, it's important to set realistic expectations for how the specified flooring will perform in the environment it will be installed in and what the end user's expectations are.

Many flooring options are touted as having high resistance to scratching and other potential damage typical to heavy

commercial environments leading many people, including people in the flooring industry, to believe the flooring will stand up to any abuse. Presented with this type of marketing, the end user may feel preventative measures are not as necessary given that the flooring is “bullet proof” only to find out later that there are limits to how much abuse any flooring system can endure; it's not really the fault of the flooring specified for the project but more of a sales failure for not fully understanding the limits of the specified flooring given the environment it was placed in.

Make sure the manufacturer of the flooring system is open and up front about what the requirements will be to warrant the installation of the system and what maintenance procedures should be in place to make sure the flooring performs based on the marketing claims and end user expectations made during the sales process. Ask for references to other facilities that use the proposed system and ask them directly how the system is performing and their level of satisfaction.

Use chair and table leg protectors that are not easily removed during movement and set a schedule to clean the chair protectors or change protectors before they wear out.

It may be a good option to look to flooring systems that are more easily repaired when damaged and can be resurfaced when necessary. Resurfacing can return the flooring to close to new condition without requiring complete removal of the flooring system and at the same time minimize down time to the facility.

Set realistic expectations for the end user that clearly describes their role in maintaining the specified flooring system. There should be a daily maintenance cleaning regimen in place that will minimize damage and maximize the life of the flooring. Dealers and manufacturers may want to be involved in the process of establishing and implementing the maintenance regimen and following up periodically to make sure the maintenance plan is being followed and if more involvement is required to train and support the plan. ■



## Fire Prevention Not a Once-a-Year Responsibility

How often do you think about fire prevention? Weekly? Monthly? Yearly? On the off chance you come across an article on the subject?

Unless your answer to that question is “daily,” you have some work to do.

That might sound dramatic, but the U.S. Fire Administration received more than 100,000 reports of nonresidential building fires each year from 2014–2016<sup>1</sup>. In those incidents, about 90 deaths, 1,350 injuries, and \$2.4 billion in property damage costs were reported. That last figure is about 20 percent of the total dollar loss from all fires.

Some fires have common causes — cooking, faulty electrical wiring, or smoking, for example. But others come from less obvious sources. Here are just a few:

- Dust and debris piles near heat sources or electrical outlets
- Oily rags stored in the open or in a container that isn’t sealed
- Overheated electrical equipment or appliances

While you should review your overall fire safety plan a couple times a year, you should constantly be on the lookout for fire risks. This sounds like a big task, but if you integrate it into your business’s everyday procedures, the time commitment will be minimal. Update your cleaning checklists to include inspection of any new potential hazards you’ve identified. You and your employees will barely notice a change in routine, but your fire risk management strategy will be much more effective.

Also, remind your employees and managers to constantly be on the lookout for anything unusual. Are there any strange noises coming from machines? Any flickering lights? Do vehicles appear to be operating properly?

While it’s true that no matter how diligent you are, a fire is still possible. But if you take proper steps and keep fire prevention at the top of your priority list, you have a better chance of avoiding a catastrophe.

Fire Prevention Week runs from October 6–12. It’s a great opportunity to remind yourself and your employees of the importance of fire prevention, but it shouldn’t be the only time of year you think about it.

<sup>1</sup>FEMA Topical Fire Report Series: Nonresidential Building Fires (2014-2016), July 2018, [https://www.usfa.fema.gov/downloads/pdf/statistics/nonres\\_bldg\\_fire\\_estimates.pdf](https://www.usfa.fema.gov/downloads/pdf/statistics/nonres_bldg_fire_estimates.pdf). Accessed August 2019.

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# Scheduling Installs For Retail and Restaurants

MIKE PIGEON, CIM, ROPPE HOLDING COMPANY

**A**nyone that has experience in these types project will tell you that pre-planning/installation meetings will be one of the most important steps you can take. Whether it is retail stores or restaurants scheduling and attention to detail is key. There are so many small details that can upset the apple cart and flow of a project when dealing with existing, up and operational spaces. We will get into them but let's take the easy road first.

## New Construction or New Location

These types of installations can, for the most part, be dealt with as a regular project. The details and scheduling that most likely comes into play will be dealing with furniture, seating, racks, shelving, booths, etc. and whether they will be permanently mounted or moveable. If the fixtures are moveable then it is usually "get the space done so we can move in." If they are permanent then it begs the question, what goes first, the flooring or the fixtures? Any installer will prefer the material be laid first with everything being mounted after as we all like the wide open spaces; however, I am sure the fixture guy does not want to work over a finished floor especially if the space calls for resilient sheet goods that are not easily repairable. Nobody wants patches in their newly installed material. LVT, LVP and carpet tiles are a little easier to repair as patching is more forgiving. Regardless, this is usually easily hashed out in a couple construction meetings and will be all spelled out prior to starting. If time is of the essence, the flooring contractor will usually plead his case to let him go first rather than having to cut around everything. When dealing with sheet goods this is always the case and it could also save on unnecessary seams and damage when working with large shots of material.

## Existing Spaces and Quick Remodels

Now for the harder more complex installations, the up and running spaces that are already generating revenue and have very restricted timelines. Some of these places do not want to lose money and will request night work to be done with the caveat

that whatever you take up needs to be laid and installed by morning so business can continue as usual. Majority of the timeline are usually only a night or two with a start time of "after closing" and a finish time of "to leave enough time for staff to put things back together." That leaves very little time for error. When it comes to these installations planning is a key factor. As I mentioned before details, details, details. Let's go over some of them and I think the best way to do this would be to separate the retail from restaurants and talk individually.

Let's take retail first. Who knows what was in that space prior to the tenant now and what you will find when all the racks are removed. Some spaces in malls and outlets could have had three different tenants over the last five years and multiple businesses. I say this because our product was being installed in a very popular clothing chain and they were going from carpet tiles to resilient glue down plank. Once the racks were cleared and the clothes moved, carpet tile was pulled. There were three different types of adhesive used on the first phase alone. One came up effortlessly, one was with plyers and the third was in stripes and plyers. Not only that but there was a series of

concrete elevation changes and trenched for electrical that when demo started most of the patched released. Slowly the installers had informed me their project manager was new at this and probably didn't wrap his head around it enough. Needless to say that installation went from a two night ordeal to a three or four. So before you even talk about scheduling, the job MUST be walked, pictures taken and details reviewed. Ask what will be removed and what will be stationary. Pull up some material and check for bond strength IN MULTIPLE AREAS. Don't just check one spot. Feel with your feet. I'm sure most of us experienced flooring guys can walk around a room or area with our eyes closed and feel elevation changes, dips, bumps and irregularities. If changing from carpet to resilient take into consideration dry times for patches and floor prep. Look to see if the existing material is installed under the stationary racks and can you get a clean cut to transition the new material? Are the racks off the floor where there will be an unsightly gap and transition? Will the installer be

”

**Before you even talk about scheduling, the job MUST be walked, pictures taken and details reviewed.**

better suited with lift jacks and sleds? If it looks like the installers can get 100yds/1000sqft done in one night, then tell the tenant 50/50 with the caveat that if things improve to get more space available the next night. It's better to estimate short and improve speed than to estimate large and fall short.

Restaurants can be especially challenging for a few different reasons. A lot that we talked about in retail can be applied to this work also. Where to stop and start? What areas will need to be available and how much time? How many phases, etc? Most restaurants do not want to be losing business and NEED to be open each day. Therefore the demo and prep work can be an issue when it comes to restaurants for a couple different reasons. One would be cleanliness. No one wants the flooring crews to come in, multiple nights, creating a dust storm every time. Dust containment can be scheduling nightmare if required and there is excessive prep work needed. With the resilient flooring market exploding as it is, a lot of restaurants are going from carpets to hard surface and we all know that requires more prep. The fastest way to get a floor ready for installation after skimming is a sander, so make sure all proper vacuums and dust containment equipment is up to par. Second, and this is especially true if kitchen work is required, is substrate contamination. What is the substrate, does it have grease and oil from the kitchen on it? Are

you going from a plain concrete slab or dirty greasy old carpet to a resilient flooring that requires a clean substrate? Some restaurants can be darn right messy. As mentioned before if this is a large remodel and the kitchen is requiring a floor change this can have a huge impact on the schedule. All this needs to be taken into consideration. Here is a short list of details that need to be looked at:

- Furniture
- Floor drain elevations if changing kitchen floors
- Stoves, fridges, prep table dismantling
- Water and gas hookups
- Ramps and cart paths
- Transitions

All these can have an impact on the schedule and the bidding of the job. This is why meetings and job walks are crucial prior to scheduling. When working in restaurants timing is everything. All things need to be taken into consideration and figured on a worst case scenario. That way if things aren't as bad, the installation will progress much easier. It also helps to have a crew that is capable of handling the unexpected and is experienced with these types of jobs. A good experienced crew can save a lot of heartache especially with the middle of the night calls. ■

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# Renovations of a Project that is Open 24 Hours a Day

AMY JOHNSTON, CIM, FLOORING SERVICES, INC.

**R**enovation projects generally speaking have an entirely different set of challenges than new construction projects. We all tend to gravitate towards the normal job site condition differences between a new construction project and a renovation project such as substrate conditions, however, an additional layer of challenges surfaces is if the renovation project will be occupied or not. When I refer to occupied, I am referring to is there furniture and/or fixtures to be moved and/or lifted and whether or not employees and/or customers will be present.

In office settings, most likely you are moving/lifting the furniture and all of the customers and/or employees are at home while your installers are working on second or third shift. In a hospital or retail situation this may also be the case but if that work area is not completely shut down for renovations in a hospital or retail space you are now dealing with the human factor—employees, patients and customers that are present during the work.

At our company we just recently completed a four-month renovation of 165,000 sf retail space on third shift. This major mid-west retailer is open 24 hours a day 365 days a year. The basic layout of a store is approximately 60,000 sf is the grocery department which includes an expanded meat and seafood area, deli area, produce area and a bakery. The remaining square footage of the store is general merchandise such as school supplies, home goods, toys, fashions and a pharmacy department that carries an expanded line of health, beauty and cosmetic products.

This project was a complete renovation of all electrical fixtures, wallcoverings, deck paint, HVAC and refrigeration upgrades, new plumbing, new building entries, new garden center, recoat of parking lots and all resilient flooring and hard tile. The majority of trades worked on third shift; however, many trades were allowed to work first shift as well due to the scope of work they were required to do in just four months. For this store we had a crew of four working on third shift Sunday – Thursday.

As I mentioned, this store is open 24 hours a day to the public and that guaranteed additional challenges for us as flooring installers. While this store was being renovated all departments were fully open and portions were temporarily relocated to another portion of the store for sometimes less than 12 hours. When these departments were temporarily relocated was also the best oppor-

tunity for the store management to permanently relocate several departments. This brings about the first occupied retail challenge we faced as a company on this project – layout issues.

The renovation schedule had us jumping from one corner of the store to another corner of the store, sometimes in the same shift, so that popular departments were completed early in the renovation. It is very rare with this customer that phasing is continuous, moving from one department to the next department that is located “next door.” While jumping from department to department, it was 100% expected that the grid of the patterned VCT and LVP being installed lined up everywhere in the store and IF, and that is a big IF, a clip tile was needed to adjust our grid that clip could not be less than 6” in width and had to fall under

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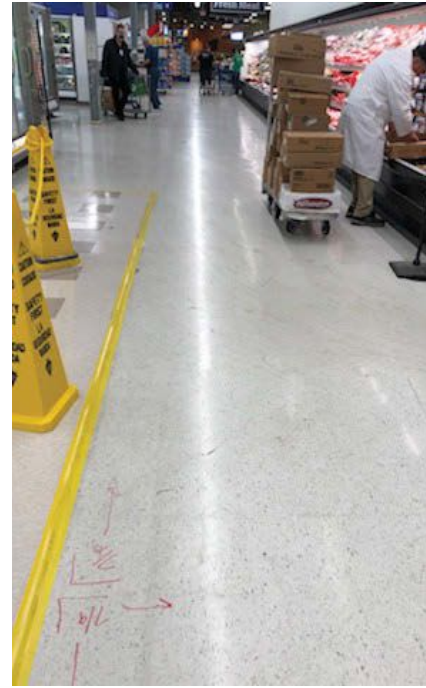
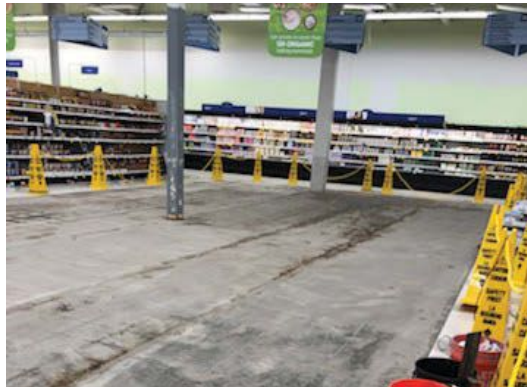
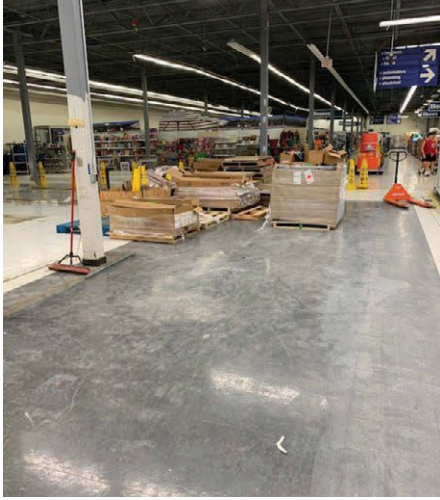
**Open 24 hours a day to the public, [this project] guaranteed additional challenges.**

new fixtures so as to not be visible to customers. To meet this requirement our crew spent an entire week on-site, prior to our scope of work starting, to layout the store. Our crew had the phasing schedule and new department locations in hand and had the daunting task of finding and establishing our “marks” to be used, all while working around customers, employees stocking and the store’s fixtures and merchandise. As the

majority of the merchandise and fixtures were being relocated at a later time, we could use the columns as reference points only and not the current fixture locations. Hence, we had to lay out the new departments with many of our marks falling under current fixtures. So that meant we had to put marks on the current flooring to find our grid marks that were to be used later. During this week prior to mobilization, we also had to adjust our marks based on fluctuations of the floor levelness as this customer pays for very minimal prep (one skim coat only usually) and we know the grid will grow and shrink over the rolls in the floor.

Our second challenge on the project was people-dodging. Each night the general tradesmen would move fixtures out of our area to work so we could demo, prep and install an average of 3,000 – 4,500 sf per 8-hour shift. We would have to set up a cone and rope perimeter, in some departments drop plastic from the ceiling, to keep not only customers and employees out of our work area but other trades as well. At this time, we were working right up to the edge of fixtures that were fully stocked and the merchandise was still for sale. Safety of the stores customers and employees was always our #1 concern. We could not have people





walking through our work area as there was exposed prep and adhesive, so it was a nightly occurrence to stop what we were doing to find “blocked” off merchandise for store customers. In addition, as departments were relocated, we constantly had to direct and advise customers and store employees where merchandise was now newly located.

As this project was extremely fast paced, another area of challenge for our crew was the quality of work done by others. During the project, many trenches were dug for new plumbing and electrical work. The new concrete poured was either poured too high and we had to grind it down or too low and we had to take on more prep than just a skim coat. This additional prep work was difficult to complete in our short time frame each night. In areas to receive new ceramic wall tile, new board was framed out and hung over the previous wall tile. The new walls were only as plumb as they originally were. We had to adjust the amount of mortar behind each piece of wall tile to achieve a plumb wall when we were completed. We also had to hang a ceramic metal trim to start our wall tile 4" above the floor; level to the highest point of the existing ceramic flooring, as new resinous flooring and resinous integral base was to be installed after our wall tile so we affected other trades as well.

We came across many of the normal challenges that may arise during an occupied renovation as well that can't usually be found during the bidding process. There are very few end users that will let you demo current flooring to inspect conditions as to formulate an accurate bid. We came across substrate contaminants found under existing fixtures where no flooring was previously installed, metal shake in the substrate, multiple layers of adhesive to remove, existing floor prep coming up during the demolition process, water damage/mold and mildew from refrigeration cases that were leaking etc.

Finally are the challenges after your installation each night; the store performing initial maintenance before manufacturer guidelines/timeline, other trades working on your newly installed flooring with no protection as the departments never shut down, customer foot traffic too early after installation and the store employees restocking product while dragging their pallets up and down aisles. On this project all of that damage was communicated to our crew with a weekly punch list and was expected to be completed within three days. It was highly possible that punch list items were repaired several times in the

same area depending on other human activity. At the end of four months the general contractor and owner completed another punch walk of the store that had to be completed as well. In conclusion, occupied renovations of spaces open 24-hours is not work to be done by the meek, but well organized, well managed and skilled flooring installers. ■

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## FCICA MID-YEAR 2019 IN REVIEW

The 2019 Mid-Year Meeting brought together some of the brightest and most dedicated individuals in the commercial flooring industry, including contractors, manufacturers' technical representatives, distributors, and consultants to learn, network and discuss future initiatives for the association.

FCICA Executive Vice President Kim Oderkirk praised the successful event: "We had a record attendance of over 115 individuals joining us in Atlanta with speakers that presented on topics of great interest to our members. We all had a blast at our Live! at the Battery evening event, where we watched baseball on the 2-story TV screen, caught up with friends and played yard games in the covered patio, staying dry despite the rain!"

Prior to Mid-Year, 23 candidates completed the Certified Installation Manager Program through the 3 Days to CIM Atlanta event. FCICA also hosted the ICRI Concrete Slab Moisture Testing Certification on Monday, October 14 and Tuesday, October 15, 2019, at the Le Meridian. Peter Craig, an independent concrete floor consultant with Concrete Constructives and an active member of ICRI, ASTM and ACI, led the certification program. The two sets of attendees came together for a celebratory dinner on Monday evening.

With the assistance of The Packaged Good, FCICA and the Successors hosted a community service activity to start off Mid-Year. Care packages including hygiene items were put together to be donated to the local Veterans Empowerment Organization to aid homeless veterans. 100 bags were made and donated along with \$2,162.50, 10% of all FCICA raffle ticket sale and the money from the 50-50 raffle. Thank you to Curtis Blanton of DCO Commercial Flooring, who won the 50-50 raffle and donated his 50% to VEO!

The Opening Session preceded three educational sessions on Tuesday, October 15. Certified Installation Managers that recently completed the program were recognized along with new FCICA members, Diamond, Ruby and Sapphire Club members, and first-time attendees.

The first education session was Completing Change Orders, presented by Doug Coombs, CIM, and Jesse Tranel, CIM. Continuing the CIM education track, Doug and Jesse presented best practices for creating and completing change orders, especially how to get paid!

The second education session, sponsored by the Successors in accordance with their directive to lead, inform, network and support the community, was Workshop Your Online Presence. Four flooring industry professionals talked about how they use social media for their companies and/or as professional individuals, and then broke off into small workshop

groups for Facebook, Twitter, LinkedIn and Instagram.

Jeff Johnson of MAPEI and Seth Pevarnik of ARDEX took the audience through the differences between CSI Division 3 and Division 9 concrete standards in the third session, with suggestions for how to communicate and collaborate for a finished substrate that meets both Divisions' needs.

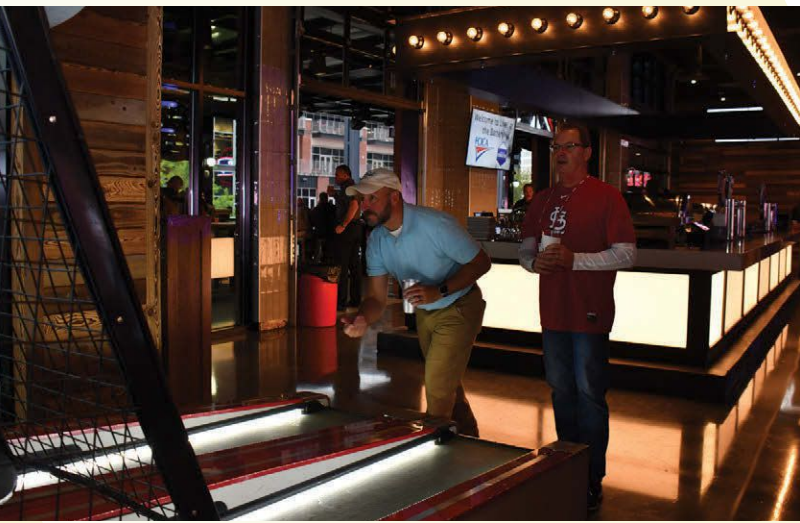
Peter Craig with Concrete Constructives and an active member of ICRI, ASTM and ACI started the next day off with an education session about concrete, including what it's made of, how it can be finished and what standards and tests apply and must be tested for prior to laying a floor.

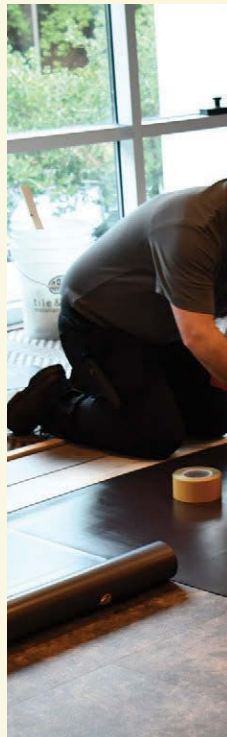
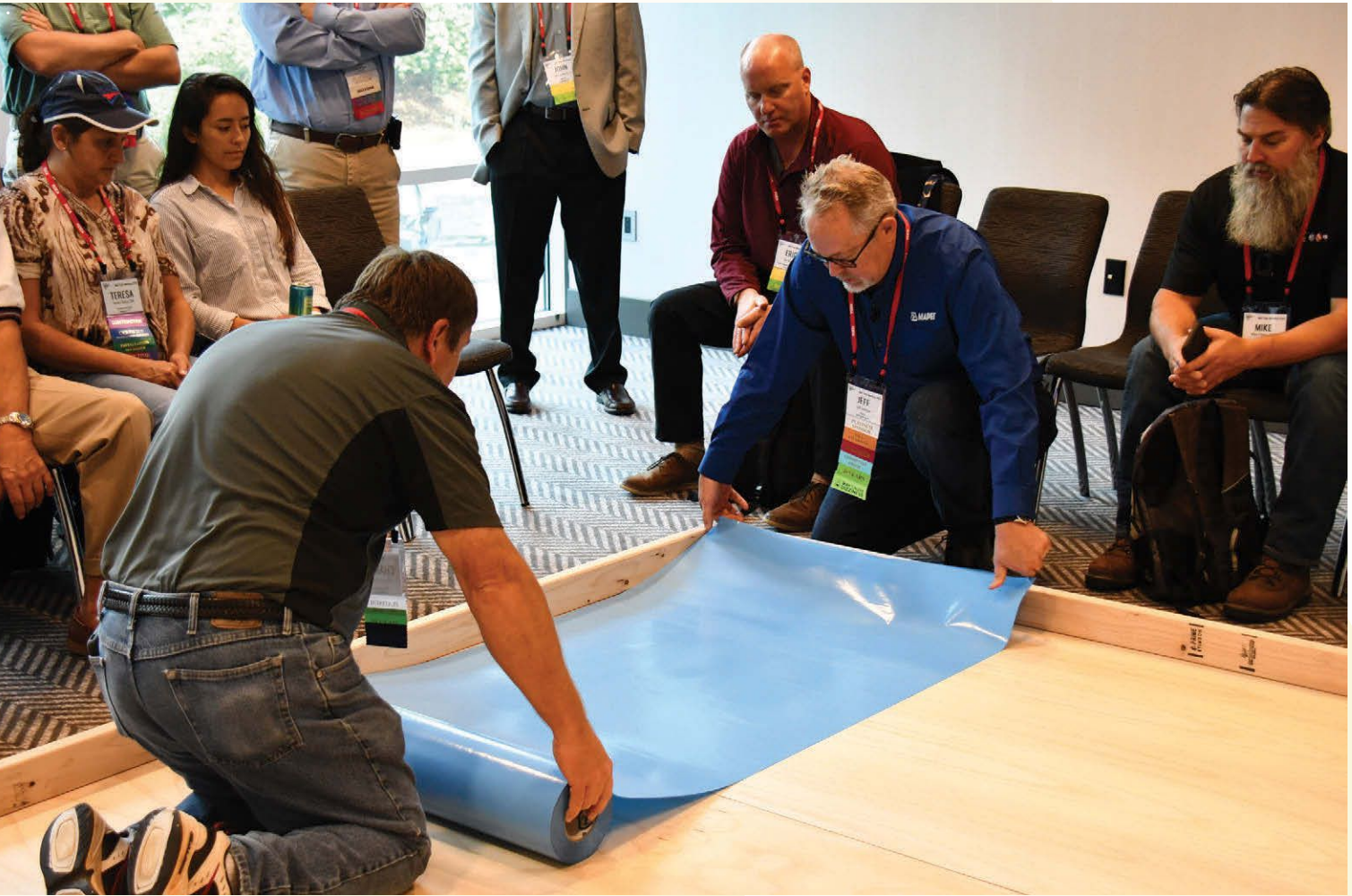
MAPEI Americas and Metroflor Corporation then took the audience through product demonstrations. MAPEI demonstrated installation tips and techniques for the use of MAPECONTACT MRT and MAPECONTACT SRT, while Metroflor demonstrated Attraxion Magnetic Attachment Technology™, featured on Metroflor LVT Déjà New 20 mil LVT collection.

Contractors in attendance then headed over to Shaw Plant 15x for a tour of the carpet tile manufacturing facility. Back at the hotel, a reception and dinner took place where raffles were drawn and game winners won prizes!

Committee meetings were held on Thursday, October 17, providing members the opportunity to discuss the state of the association and share ideas to move the association forward. In addition to the committee meetings, the Certified Installation Managers Steering Committee and the Successors Committee met to further discussions of recruitment and engagement methods for those initiatives. Those that stayed Thursday night enjoyed a private dining experience at Brazilian steakhouse, Fogo de Chão. ■









# MID-YEAR 2019



THANK YOU  
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MID-YEAR 2019

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Everyone's schedule, learning style, and preferences are different.  
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Need a balance between the flexibility of the online program and the focus of 3 Days to CIM? Our Live Online Course meets every other week to ensure you're regularly working towards earning your certification. A moderator will be online to clarify content, assist with technical issues, and keep you accountable for reaching your CIM goal in a timely manner. Sign up for the online program to attend any meetings you can, working on whichever module you're on. There is no cost to take part in these guided online sessions.

The first Live Online Course will begin at 1pm ET on November 5, 2019, meeting every other Tuesday. For complete dates and details, go to <https://www.fcica.com/events/details/cim-live-online-course-203>.



Take the CIM program as it was originally designed: online, on your schedule. Have an unexpectedly hectic couple months? Not a problem. End up with a free afternoon somehow? Blaze through three modules in a row! The pacing and schedule are completely up to you. The classic CIM program allows you to earn your certification on your own terms.

For more information and to sign up, go to <https://www.fcica.com/CIM>.



Our in-person offering, 3 Days to CIM is designed to get you through the program as quickly as possible. With breakfasts and lunches provided, a quiet classroom for testing your knowledge, and opportunities to network with other self-motivated industry professionals, 3 Days to CIM allows you to concentrate on earning your CIM certification.

3 Days to CIM takes place four times a year in major cities around the US. For more info and upcoming dates, go to <https://www.fcica.com/3-days-cim>.



## Wall-to-Wall Coverage for Your Business

*“Federated Insurance has a strong passion and deep-rooted history for protecting business owners. Their specialized program for flooring contractors provides the coverage you need along with risk management solutions to enhance your bottom line. Federated can even assist with your contract bonding needs. With so much to offer, I’m confident that you will find value in choosing Federated!”*

*Kimberly E. Oderkirk  
Executive Vice President  
FCICA  
the Flooring Contractors Association*

At Federated Insurance, it’s our business to protect yours. You deserve insurance protection as unique as your business—from a provider that offers a personal relationship, not just a policy.

Let us put our 110+ years of experience to work for you! Federated Insurance is proud to be the exclusively recommended insurance provider of FCICA, the Flooring Contractors Association. We’re ready to provide FCICA members with quality coverages customized to each business. As Federated clients, FCICA members will be served by knowledgeable, local marketing representatives, professional risk management consultants, and dedicated claims professionals.

Much like FCICA, industry analysts like A.M. Best® and Ward Group® have given Federated Insurance high marks for financial strength. You can rest assured that, should a covered loss occur, Federated will fulfill its promise to your business.



### Customizable Coverages for Your Business

Federated Insurance offers an array of insurance coverages that provide quality protection for your unique needs. Our lines of coverage include property and casualty, life and disability income, and workers compensation. Clients also have access to a network of independent, specialized estate planning attorneys to help with business continuation and estate planning needs.

Our **Contractor Shield**® includes coverages tailored for premier commercial flooring contractors like you, and reflects the unique needs of your business.



# The Federated Value Difference<sup>®</sup>

## Highly Trained, Local Marketing Representatives

Face-to-face, eye-to-eye, Federated's marketing representatives build personal relationships unrivaled in the insurance industry while conducting a set of annual Major Client Service Standards.

## Major Client Service Standards

**Risk Control Review<sup>SM</sup>**—A two-part process:

- #1 A review of your loss trends and identification of the hazards impacting your business.
- #2 Development of a tailored loss prevention program and cost containment strategy.

**Financial Protection Review<sup>SM</sup>**—a review of your financial protection needs, including business and personal life insurance, retirement funding, estate planning, and business continuation strategies.

**Annual Client Review<sup>SM</sup>**—an annual review of coverages and changes affecting your insurance needs.

**Client Continuation Plan<sup>SM</sup>**—the process of delivering the renewal and confirming Federated's commitment to your insurance protection.

## On-site Risk Management Services

Looking for on-site help? Our highly trained risk consultants can help implement tailored risk management programs, facilitate employee training meetings, and model how to identify and control loss exposures.

## Risk Management Resource Center

Want to discuss some risk management ideas for your business? As a Federated insured, you have access to remote consultation via our Risk Management Resource Center on topics that include risk management programs and employee training support. These risk management professionals can also offer suggestions on how to identify and control loss exposures for your business and are just a call away: 1-888-333-4949.

## Federated's Shield Network<sup>®</sup> (FSN)

Like to work on your own schedule? Information via FSN is at your fingertips 24/7. Browse through our online catalog of risk management materials, sample policies, sample safety checklists, employee training, drug testing resources, disaster planning, and more. Log in at [federatedinsurance.com](http://federatedinsurance.com) to access your online Federated resources.

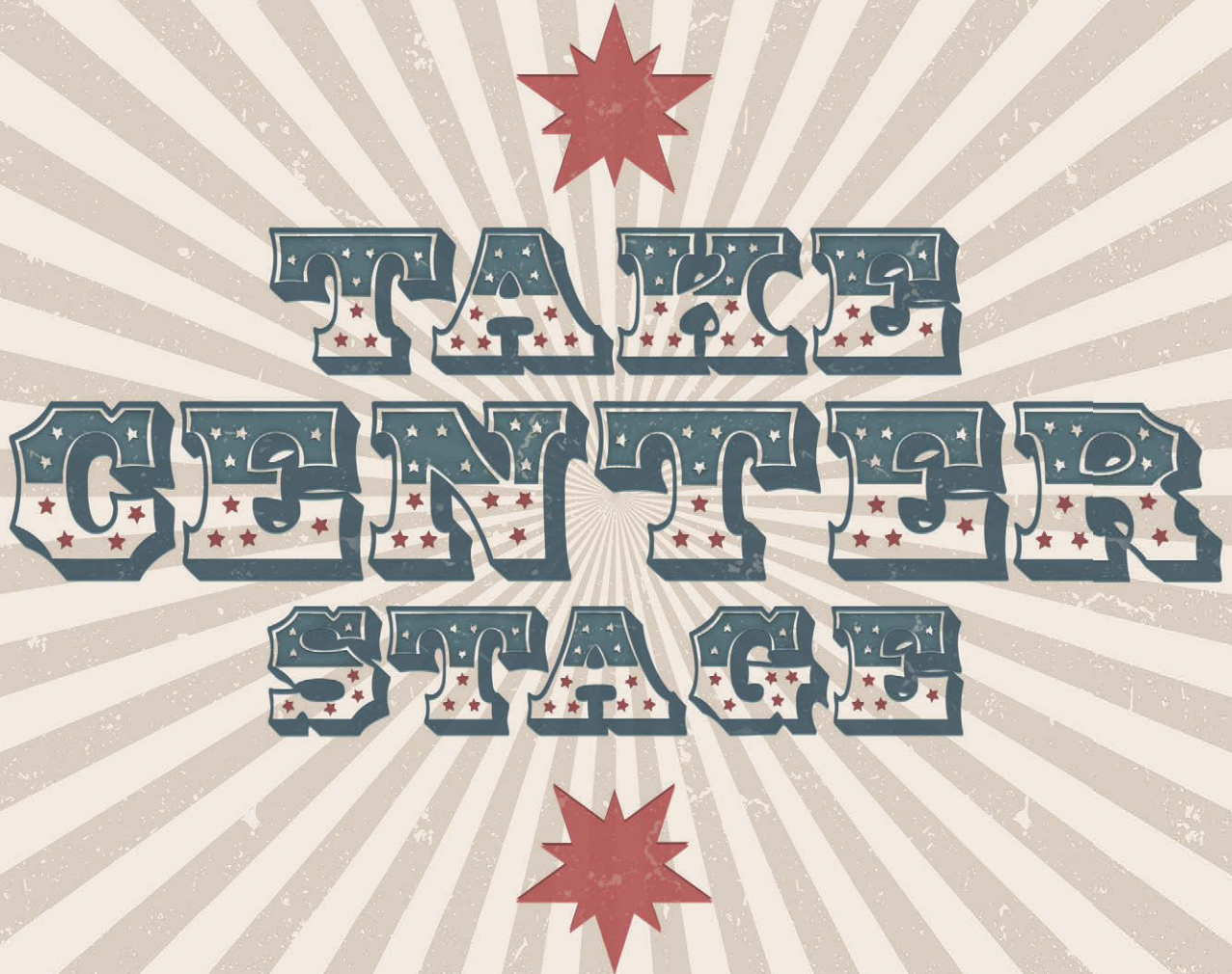
## Claims Service

Fast, fair claims service is provided by our highly trained adjusters, appraisers, and rehabilitation specialists.

*This brochure is for general information only and should not be considered legal advice or any offer of insurance. Coverage will be determined solely by your individual policy terms. Some of the services referenced herein are provided by third parties wholly independent of Federated. Federated provides its clients with access to these services with the understanding that neither Federated nor its employees provide legal or other expert advice. The information herein is accurate as of January 2018 and is subject to change. Seek qualified counsel regarding questions specific to your circumstances.*



# FCICA CONVENTION 2020



38th Annual Convention &  
Commercial Flooring Trade Show

March 10-12, 2020

Sheraton Music City Hotel, Nashville, TN

Register online at [www.fcica.com/annual-convention](http://www.fcica.com/annual-convention)



3 Days to CIM Nashville

March 7-9, 2020 · Sheraton Music City Hotel, Nashville, TN

Register online at [www.fcica.com/3-days-cim](http://www.fcica.com/3-days-cim)

# PROGRAM AT A GLANCE

## Saturday, March 7, 2020

**3 DAYS TO CIM**

8:00 am – 4:30 pm

**3 Days to CIM – Includes breakfast and lunch**

## Sunday, March 8, 2020

**3 DAYS TO CIM**

8:00 am – 5:00 pm

**3 Days to CIM – Includes breakfast and lunch**

## Monday, March 9, 2020

**3 DAYS TO CIM & OPTIONAL EVENTS**

8:00 am – 4:00 pm

**3 Days to CIM – Includes breakfast and lunch**

10:00 am – 4:00 pm

**Optional Event – Golf the Hermitage Course – \$89**

1:30 pm – 4:45 pm

**Optional Event – Taste of Nashville – \$139**

4:00 pm – 6:00 pm

**CIM Caucus**  
(CIMs only)

6:00 pm – 8:00 pm

**3 Days to CIM Graduation Dinner**  
(3 Days to CIM attendees and invited guests only)

## Tuesday, March 10, 2020

**COMMERCIAL FLOORING TRADE SHOW**

7:30 am – 4:00 pm

**Registration**

8:00 am – 9:00 am

**Attendee Breakfast**

9:15 am – 10:00 am

**Opening Session**

10:00 am – 10:45 am

**Business Meeting**

10:45 am – 11:15 am

**Break**

11:00 am – 1:00 pm

**Trade Show Setup**

11:15 am – 12:45 pm



**Session 1: Launching the Job**

12:45 pm – 2:00 pm

**Session 2: Project Management Technology for the Jobsite**  
(Lunch & Learn)

1:00 pm – 3:30 pm

**Optional Event – Nashville in the 1800's – \$176**

2:00 pm – 6:00 pm

**Commercial Flooring Trade Show**

6:00 pm – 7:00 pm

**Trade Show Break Down**

7:00 pm – 10:00 pm

**Take Center Stage Reception & Welcome Dinner**

## Wednesday, March 11, 2020

**EDUCATION OPPORTUNITIES**

7:30 am – 4:00 pm

**Registration**

7:45 am – 9:00 am

**Attendee Breakfast**

8:00 am – 9:00 am



**Successor Breakfast (Young professionals under 40 & next generation leaders)**

8:30 am – 12:00 pm

**Optional Event – Nashville in the 1900's – \$149**

9:15 am – 10:30 am

**Session 3: Stuck on the Numbers**

10:30 am – 11:00 am

**Break**

11:00 am – 12:15 pm

**Interactive Product Demonstrations**

12:30 pm – 1:45 pm

**Attendee Lunch**

12:30 pm – 1:45 pm

**Contractor Meeting with Lunch**

2:00 pm – 3:15 pm

**Session 4: Acoustics and Flooring**

3:15 pm – 3:45 pm

**Break**

3:45 pm – 5:00 pm



**Session 5: Succeeding in a Multigenerational Workplace**

6:00 pm – 10:00 pm

**Florida Georgia Line House Honky Tonk**

## Thursday, March 12, 2020

**COMMITTEE MEETINGS**

7:30 am – 4:00 pm

**Registration**

8:00 am – 9:45 am

**Attendee Breakfast**

8:00 am – 9:45 am

**Associates Committee Meeting with Breakfast**

8:30 am – 12:00 pm

**Optional Event – Nashville in the 2000's – \$99**

10:00 am – 12:00 pm

**Education Committee Meeting**

12:15 pm – 1:15 pm

**Successors Committee Meeting with Lunch**

12:15 pm – 1:15 pm

**Attendee Lunch**

1:30 pm – 3:30 pm

**Membership Committee Meeting**

3:45 pm – 5:30 pm

**CIM Steering Committee Meeting**

7:00 pm – 10:00 pm

**Optional event – Listening Room – \$180**

## Friday, March 13, 2020

8:00 am – 11:00 am

**Board of Directors and Wrap-up Breakfast Meeting**  
(invite only)

7:30 am – 12:00 pm

**Optional Training – Building Dynamic Relationships with Steve Hillis – \$349**  
(Breakfast included)

## CONFERENCE INFORMATION



### Location and Accommodations

#### Sheraton Music City

777 McGavock Pike, Nashville, Tennessee 37214

Excellent service is a tradition at the Sheraton Music City Hotel. With a dedicated Guest Services Department, we are poised to exceed your every need. We offer a complimentary full-service Sheraton Fitness with free weights, aerobic machines, whirlpool, and full locker room facilities. Enjoy a swim in our indoor and seasonal outdoor pools after an invigorating workout. Sheraton Music City Hotel has been the winner of 10 consecutive "Gold Key Awards" for meeting excellence from Meetings & Conventions magazine. Our facility is the second largest freestanding convention hotel in Nashville with 32,000 square feet of centralized and elegant meeting space. With a total of 24 function rooms – all on one level – we can accommodate groups of 20 to 1,300 with style and ease.

FCICA has reserved blocks of rooms for the group rate of \$179 (single or double occupancy) plus tax per night. Room block rate is subject to availability; reservations must be made by February 14, 2020. Reserve your room by calling 888-627-7060 and referencing group code FCICA, or by using the following link: <https://book.passkey.com/e/49991696>. This link can also be found on [www.fcica.com/annual-convention](http://www.fcica.com/annual-convention).



Breakfast and lunch provided each day.  
Additional registration and program costs.



#### Saturday, March 7, 2020

8:00 am – 4:30 pm

**Module 1:** Utilizing the Estimate

**Module 2:** Planning the Job

**Module 3:** Understanding Contractual Obligations

#### Sunday, March 8, 2020

8:00 am – 5:00 pm

**Module 4:** Scheduling and Assigning Resources for Installation

**Module 5:** Managing On-site Conditions

**Module 5a:** Managing Materials on the Jobsite

**Module 6:** Managing Change Orders On-site

#### Monday, March 9, 2020

8:00 am – 4:00 pm

**Module 7:** Financial Management: Budget vs. Actual

**Module 7a:** Handling Claims on the Jobsite

**Module 8:** Closing out the Job

4:00 pm – 6:00 pm

**CIM Caucus**  
(CIMs Only)

6:00 pm – 8:00 pm

**Graduation dinner**  
(3 Days to CIM attendees and invited guests only)

# FCICA CONVENTION SCHEDULE

## Monday, March 9, 2020

### 3 DAYS TO CIM & OPTIONAL EVENTS

10:00 am – 4:00 pm

#### Optional Event:

#### Golf at Hermitage Golf Course – \$89

The President's Reserve, designed by architect Denis Griffiths, trails through 300 acres of natural Tennessee wetlands and along the banks of the beautiful Cumberland River. Playing up to 7200 yards, The President's Reserve can offer any golfer as much challenge as one might desire while also a pleasurable golfing experience for even the occasional golfer. The President's Reserve has been recognized by Golf Digest Magazine as one of the TOP 10 in Tennessee. Cost: \$89; let us know if you need club rentals. Transportation will be decided once golfers are registered.

1:30 pm – 4:45 pm

#### Optional Event: Taste of Nashville – \$139

Start your Convention experience a day early with a Taste of Nashville! Attendees will start their afternoon with a sweat treat, a dessert-making class at Goo Goo Candy Shop. Goo Goo is the home to the first ever multi-ingredient candy bar, and you will partake in creating your own. Next, you will visit the historic Nelson's Green Brier Distillery. The tour takes you through the generations of Nelson's Green Brier Distillery History, followed by a walk-through of the production floor, sharing the processes that go into making their products. The tour concludes in the tasting room, where a sample tasting is included. Cost: \$139



4:00 pm - 6:00 pm

#### CIM Caucus

CIMs only. We encourage all CIMs to come and meet the newest CIM graduates and join in on an open discussion to talk about sharing your knowledge and expertise as a CIM. You are also invited to stay for drinks and dinner immediately following this event from 6 to 8pm.

## Tuesday, March 10, 2020

### COMMERCIAL FLOORING TRADE SHOW

7:30 am – 4:00 pm

#### Registration

8:00 am – 9:00 am

#### Attendee Breakfast

9:15 am – 10:00 am

#### Opening Session

10:00 am – 10:45 am

#### Business Meeting

10:45 am – 11:15 am

#### Break

11:00 am – 1:00 pm

#### Trade Show Setup

11:15 am – 12:45 pm

#### Session 1: Launching the Job - CIM Track



Presented by Mike Kelly, CIM Expanding on Module 2 of the CIM Program— Planning the Job. Discussion topics will include best practices for kick-off meetings, scope review and management, working with internal installation crews versus subcontractor crews, and challenges in launching jobs as a small contractor company vs. contractors running national projects.

12:45 pm – 2:00 pm

#### Session 2: Project Management Technology for the Jobsite Lunch & Learn

Presenters TBD

Project managers can utilize technology to communicate and collaborate with everyone involved in a project, from sales to installers. Track estimates; upload job plans; attach pictures, notes and tasks; and communicate issues in real time – whether on the computer, tablet, or smart phone! 3-4 different project management software companies will demonstrate their software and explain the benefits for flooring contractors. Each company will also have a booth in the Commercial Flooring Trade Show for more in-depth reviews and conversations.

1:00 pm – 3:30 pm

#### Optional Event – Nashville in the 1800's – \$176

Located less than 20 minutes from downtown Nashville, the beloved historical site Belle Meade Plantation is most notable for its enduring contribution as a world-known thoroughbred farm – an extensive list of Kentucky Derby winners can trace their bloodline to this farm. FCICA attendees will enjoy an exclusive docent-led tour of the plantation and grounds and finish the tour in the historic kitchen where guests will learn to cook some Southern classics. Cost: \$176



## VANDERBILT CHILDREN'S HOSPITAL

FCICA and the Successors invite you to join us in supporting Monroe Carrell Jr. Children's Hospital at Vanderbilt. Ten percent of all raffle ticket sales will be donated to the Children's Hospital. We will also be collecting items from the below list to be donated to the hospital. Please note, because it is a hospital, Monroe Carrell Jr Children's Hospital is unable to accept donations except those listed below.

#### GENERAL NEEDS:

- Individual Play Dough
- Stress balls
- Crayons, washable markers, colored pencils
- Bubbles
- Coloring books
- Playing cards
- Children's books
- Children's movies
- Stuffed animals
- Portable DVD players
- Socks
- Shirts
- Maxi pads
- Tampons
- Underwear
- Travel size shampoo, conditioner, body wash
- Plastic bins
- Grab and Go toys
- Small fans

#### INFANT/TODDLER NEEDS:

- Crib side aquariums
- Rattles and teethingers
- Activity balls
- Activity cubes
- Onesies
- Plastic mobiles
- Light up toys

#### PRESCHOOL AGE NEEDS:

- Building Legos
- Playbooks
- Puzzles
- Fisher Price medical toys

#### BIG WISH ITEMS:

- Disney Light Spinners
- Sound spa machine
- Bumbo

#### SCHOOL AGE NEEDS:

- Legos
- Board games
- Puzzles
- Match box cars
- Train set
- Superhero and princess figures
- Barbies

#### TEEN NEEDS:

- Board games
- Playing cards
- Jewelry making kits
- Journals
- Canvases
- Craft kits



# FCICA CONVENTION SCHEDULE

2:00 pm – 6:00 pm

## Commercial Flooring Trade Show

The only trade show dedicated to the commercial flooring industry. Meet with technical representatives from leading commercial flooring manufacturers and service providers to learn about new products and solutions. View product marketing materials for premier exhibitors via the AttendeeHub mobile app. An up-to-date list of exhibitors, as well as more details about the trade show, are available at [www.fcica.com/trade-show](http://www.fcica.com/trade-show).

*Note: Each contractor attendee will receive a trade show card in their registration packet. These cards will be used to collect stickers when visiting each exhibitor. Everyone who collects 70% or more of the exhibit booth stickers will be entered into a drawing for a chance to win one of five (5) \$100 prizes. Those who collect all of the exhibit booth stickers will receive a special prize. CIMs must return their cards, regardless of how many stickers they've collected, to receive credit for attending the trade show. CIMs exhibiting at the trade show are not eligible for this credit opportunity.*

6:00 pm – 7:00 pm

## Trade Show Break Down

7:00 pm – 10:00 pm

## Take Center Stage Reception & Welcome Dinner

(Included in registration)

## Wednesday, March 11, 2020

### EDUCATION OPPORTUNITIES

7:30 am – 4:00 pm

## Registration

7:45 am – 9:00 am

## Attendee Breakfast

8:00 am – 9:00 am

## Successor Breakfast

All young professionals under 40 & next generation leaders are invited to this networking breakfast.



8:30 am – 12:00 pm

## Optional Event – Nashville in the 1900's – \$149

This morning is full of country music history! The day starts with a private tour of RCA Studio B, where greats like Elvis and Dolly Parton have recorded some of their biggest hits. Next, we will tour the Ryman Auditorium, the original home to the Grand Ole Opry, also known as the Mother Church of Country Music. The day is perfect for both music and history lovers alike! Cost: \$149

9:15 am – 10:30 am

## Session 3: Stuck on the Numbers

Presented by Jeff Johnson and Don Styka, CIM

Gain a better understanding of moisture testing numbers and their effect on proper adhesive selection. Break through moisture related adhesive marketing and understand what higher-limit moisture resistant flooring adhesives really can and can't do!

10:30 am – 11:00 am

## Break

11:00 am – 12:15 pm

## Interactive Product Demonstrations

- 11:00 - 11:30 am: Sika Corporation
  - 11:45 - 12:15 pm: ARDEX Americas
- Thank you to Fishman Flooring Solutions for protecting the demonstration areas.

12:30 pm – 1:45 pm

## Attendee Lunch

12:30 pm – 1:45 pm

## Contractor Meeting with Lunch

2:00 pm – 3:15 pm

## Session 4: Acoustics and Flooring

Presented by Mike Sahli, CIM

This session will cover three areas of acoustics and floorcoverings: the basics of how acoustic values are generated and what they mean, cutting through the acoustic industry marketing hype to properly specify acoustic products and systems, and the flooring contractor's responsibilities and best practices for a warranted and successful installation.

3:15 pm – 3:45 pm

## Break & Silent Auction Closes

3:45 pm – 5:00 pm

## Session 5: Succeeding in a Multigenerational Workplace

Presented by Steve Hillis

Communication and collaboration between leaders and their teams is an important aspect of managing a multigenerational workforce, but employees also need multigenerational training to be successful working with other generations. Younger employees can seek the experience and wisdom offered by senior employees, but older employees should also be open to the fresh perspectives offered by younger employees, especially if those younger employees are in a leadership role.

6:00 pm – 10:00 pm

## Florida Georgia Line House Honky Tonk

(Included in registration)

FCICA guests will be able to explore Honkey Tonk Row, consisting of several clubs and bars that have become famous for the country music artists who have used these stages as a platform for fun, fame and fortune. Regional musicians play for tips in these bars, and you can hear some pure talent floating out of them at all hours of the day and night. This is where a lot of country stars have been discovered. FCICA attendees will start on the second floor of the FGL House for a private dinner and music experience. FGL House features a world-class kitchen that fuses unique Southern style cuisine with California flair. After that, attendees may explore on their own. Buses will do various trips back to the hotel or you are welcome to stay later and travel back on your own.



## Thursday, March 12, 2020

### COMMITTEE MEETINGS

7:30 am – 4:00 pm

## Registration

8:00 am – 9:45 am

## Attendee Breakfast

8:00 am – 9:45 am

## Associates Committee Meeting with Breakfast

This meeting is open to all associate members of FCICA. If a vote takes place, only one vote per company will be permitted.

8:30 am – 12:00 pm

## Optional Event – Nashville in the 2000's - \$99

On this day we will explore the 2000's, which is rich in Country Music and the arts! Guests will start with a docent-led tour of the Country Music Hall of Fame – the "Smithsonian of the South" – where you will see artifacts from your favorite stars from every decade. Afterwards, you will walk down the hall to the Hatch Show Print Shop, where you will learn about the history of the Hatch Show Print and watch the printing process! Cost: \$99

### CERTIFIED INSTALLATION MANAGER PROGRAM AND CEUS

Those working on their Certified Installation Manager CEUs will receive a maximum of 7 credits by attending FCICA's educational sessions 1 – 5, both demonstrations, and the Commercial Flooring Trade Show at Convention 2020. Don't forget to enter the CIM codes into your app and turn in your trade show card to receive your credits!

# FCICA CONVENTION SCHEDULE

10:00 am – 12:00 pm

## Education Committee Meeting

12:15 pm – 1:15 pm

## Successors Committee Meeting with Lunch

12:15 pm – 1:15 pm

## Attendee Lunch

1:30 pm – 3:30 pm

## Membership Committee Meeting

3:45 pm – 5:30 pm

## CIM Steering Committee Meeting

Invite only

7:00 pm – 10:00 pm

## Optional event – Listening Room Dinner - \$180

This evening FCICA attendees will enjoy dinner and a show at the Listening Room Café. This one-of-a-kind venue offers patrons a true Music City Experience with a great meal. It is where the biggest

songwriters and artists in the music business can be heard. FCICA guests will start with dinner in the front room, and then enjoy dessert and drinks during the show. Dinner entrées include Turkey Cobb Salad, Smoked Pork Steak, Bourbon Peach Salmon or Pulled Pork Platter. Vegetarian option also available. Cost: \$180



## Friday, March 13, 2020

### BOD MEETING & OPTIONAL TRAINING

8:00 am – 11:00 am

## Board of Directors and Wrap-up Breakfast Meeting

Invite only



7:30 am – 12:00 pm

## Optional Training – Building Dynamic Relationships with Steve Hillis - \$349

A 4-hour session sponsored by the Successors and presented by Steve Hillis of Empower Partners. Steve is a dedicated business professional specializing in business coaching and sales strategy development with 35 years' experience in sales leadership in flooring. In this half-day session, Steve will focus on some of his top sessions including Empowering the Team, Creating a Strong Business Culture and Superior Customer Service. Breakfast will be served at 7:30 am, so stay the half-day for an exceptional leadership training event. Cost: \$349

### Premier Trade Show Exhibitor

An exhibitor opportunity that allows your company profile to include marketing materials, pictures, brochures, website & social media links, and special listing in the app. A \$325 investment, Premier company profiles are viewed twice as much as non-Premier exhibitors. Your exhibitor sign will also indicate Premier status.

### Professional Head Shot Lounge by Scoobie's Photographic Images

4-6 pm Tuesday, March 10

Today's image and branding is all about digital identity. Whether you add a head shot to your email signature line or on your company's contact us page, it's a smart "calling card" of sorts while helping your connections put a face with a name. Companies and personal brands are starting to get that. Even if you are only going to use your head shot on social media like LinkedIn, you need an image that is branded, fresh and professional.

Rule of thumb, head shots should be updated at least once a year or to keep pace with major changes either within your company or for personal use. Stop in the lobby during the second half of the trade show to have your new headshot taken, with jackets and blazers available to borrow. All finished head shots receive artistic and professional touch-ups. Head shots will be available for unlimited free downloads after the event.

### FCICA Platinum Sponsors (as of 11-7-19)

ARDEX Americas  
Artistic Finishes, Inc.  
Bona US  
Bostik, Inc.  
Capri Collections  
Custom Building Products  
Dal-Tile Corporation  
Evoke Contract  
Federated Insurance  
Fuse Commercial Flooring Alliance  
GCP Applied Technologies  
Gerflor  
Greater New York Floor Coverers Association, Inc  
H.B. Fuller Construction Products  
KOSTER American Corporation  
Leister Technologies  
Loba-Wakol, LLC  
M-D Pro  
MAPEI Corporation  
Metroflor Corporation

Michael Halebian & Co., Inc.  
Mohawk Industries  
Novalis International  
Professional Flooring Supply  
Protect-All Flooring  
RFMS  
Roberts Consolidated, Inc.  
Roppe Holding Corporation  
Schönox HPS North America  
Shaw Industries  
Spartan Surfaces  
Sponge Cushion  
Spray-Lock, Inc.  
STAUF USA Adhesives, LLC  
Tarkett  
Tek Stil Concepts, Inc.  
TRAXX Corporation  
UZIN, A Brand of Uzin Utz  
Versatrim, Inc.  
Wagner Meters

### FCICA Gold Sponsors (as of 11-7-19)

Chilewich Sultan LLC  
Commercial USA  
Construction Specialties  
Fishman Flooring Solutions  
INSTALL  
Laticrete International, Inc.  
The Malish Corporation  
Makinex Construction Products  
Metropolitan Ceramics  
Sika Corporation  
Starnet Worldwide Commercial  
Flooring  
Sunbelt Rentals  
Tramex Ltd.  
Wolff

# REGISTRATION FORM



Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Cell # \_\_\_\_\_  
 Email \_\_\_\_\_  
 Spouse/Companion \_\_\_\_\_  
 Spouse Email/Cell # \_\_\_\_\_  
 Please describe any dietary requirements or special assistance needed: \_\_\_\_\_

### Cancellation Policy:

No refunds after February 20, 2020 will be accepted. A 50% cancellation fee will apply to all registration refunds requested prior to February 19, 2020. All cancellations must be made in writing. No refunds will be made for no-shows. Registration fees are not deductible as charitable contributions. Registration fees may be deductible as ordinary or necessary business expenses. Consult your tax advisor for more information.

### Note:

Hotel reservations can be made at the following link: <https://book.passkey.com/e/49991696> by February 14, 2020 or until the block is full.

### Questions:

**Is this your first FCICA convention? If so, be sure to use the 1st Time Attendee rate!**  
 Yes  No

**Are you an Installation/Project Manager?**  
 Yes  No

**Are you a CIM?**  
 Yes  No

**Are you 40 or younger?**  
 Yes  No  
 If yes, provide date of birth  
 \_\_\_/\_\_\_/\_\_\_

**Will you be attending the welcome dinner on 3/10/20?**  
 Yes  No

**Will you be attending the FGL House Honky Tonk on 3/11/20?**  
 Yes  No

**Will you be attending committee meetings on 3/12/20?**  
 Yes  No

## Register by January 15, 2020 and save!

	Prior to Jan 14, 2020	After Jan. 15, 2020	Amount
Premier Trade Show Exhibitor w/ booth	\$1,229	\$1,379	_____
Trade Show Exhibitor w/booth	\$904	\$1,054	_____
Member	\$794	\$944	_____
Additional Company Rep, CIM, or Successor (40 and younger)	\$594	\$744	_____
1st Time Attendee	\$519	\$669	_____
Spouse/Companion*	\$398	\$548	_____
Non-Member	\$974	\$1,124	_____

All rates include Tuesday's Welcome Dinner and Wednesday's FGL House Honky Tonk event.

Call the office at 248-661-5015 for one-day rates

\*All spouse/companions must be registered as a spouse/companion attendee to access any meals, breaks, events or optional tours.

## 3 Days to CIM

	Event Cost	# Attending	Amount
<b>3 Days to CIM, March 7-9</b>	<b>\$100</b>	_____	_____

Registration for 3 Days to CIM must be made prior to February 14, 2020 and requires purchase of the CIM program.

## Optional activities

	Ticket Price	# Attending	Amount
<b>MONDAY, MARCH 9, 2020</b>			
<input type="checkbox"/> Golf the Hermitage	\$89	_____	_____
<input type="checkbox"/> Taste of Nashville	\$139	_____	_____
<b>NASHVILLE THROUGH THE CENTURIES</b>			
<input type="checkbox"/> Nashville Through the Centuries Package	\$399	_____	_____
Save \$25! Includes all three tours.			
<input type="checkbox"/> Nashville in the 1800's (Tues, 3/10)	\$176	_____	_____
<input type="checkbox"/> Nashville in the 1900's (Wed, 3/11)	\$149	_____	_____
<input type="checkbox"/> Nashville in the 2000's (Thurs, 3/12)	\$99	_____	_____
<b>THURSDAY, MARCH 12, 2020</b>			
<input type="checkbox"/> Listening Room	\$180	_____	_____
<b>FRIDAY, MARCH 13, 2020</b>			
<input type="checkbox"/> Building Dynamic Relationships	\$349	_____	_____
<input type="checkbox"/> Help support FCICA - purchase 50-50 Tickets**	(1 for \$25/5 for \$100 27 for \$500/65 for \$1,000)	_____	_____

### TOTAL AMOUNT DUE

\*\*This year, 10% of our raffle ticket proceeds will go to the Monroe Carrell Jr. Children's Hospital at Vanderbilt.

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# FCICA CONVENTION 2020



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# A Digital Space for Successors to Communicate

**F** CICA's Successor Committee has launched a LinkedIn group for the next generation of flooring leaders, providing a space to network, share ideas, ask questions and more in accordance with their directive to LINC—Lead, Inform, Network and support the Community.

This professional networking group is open to all ages with a focus on new flooring professionals and those looking to grow into leadership roles—no matter if that's as a role-model or an actual job title.

The FCICA Successors LinkedIn group is visible in search results, so if you believe you are a Successor, look it up and request to join!

Successors meet physically twice a year at FCICA's Convention in March and Mid-Year Meeting in October.

For more information, visit [www.FCICA.com/Successors](http://www.FCICA.com/Successors).



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“I have gained a family of very knowledgeable friends that I have used as mentors to grow our business and value to our clients.”

*Bruce Reeve, CIM | Flooring Services, Inc.*



“If you participate fully in FCICA, you will not only improve the quality and the ability of your company, but you will be able to make more profit at the end of the day.”

*Mike Roberts | Bonitz*

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# The Claims Process

BY PAUL PLESHEK, NAFCT

Since I started doing flooring inspections, I inspect every job with the assumption the case will be litigated in court. What this approach does is force me to do my due diligence on every inspection, and it prevents assumptions or skipped steps in the inspection process. Like inspections, the reality of every single flooring installation is the possibility of having some sort of claim or litigation. Be it a concern about manufacturing, specification or installation, issues arise that must be resolved.

The simplest and most effective way to prevent being wrongly blamed for a flooring failure is through photo documentation of every step of the installation. Documentation starts when you arrive on site. Photos of the exterior conditions at the time of installation provide the evidence needed to substantiate claims that exterior conditions have been altered since the flooring was installed.

Second, photos should be taken of the rooms in which the flooring is to be installed. Where possible or applicable, take room pictures prior to the removal of existing materials. Problem areas often have a habit of rearing their ugly head on the new installation. Documenting the issues of the existing flooring can give clear evidence of a site-related condition.

Third, document the duration and location of acclimation, test results and meter readings by taking photos of temperature, relative humidity, surface temperatures, data loggers and moisture tests of the subfloor. The installer is responsible for determining if the material, environment and subfloor conditions are within acceptable parameters at the time of installation. In the case of moisture related issues, it gives the inspector a clear delineation between conditions at the time of installation and daily conditions after the flooring is installed. This can be especially important in new construction where the climate may not be controlled consistently during finish construction.

Four, photo document all subfloor prep materials and procedures. Subfloor/substrate construction; concrete, OSB, plywood, joists, joist spacing and span. Subfloor conditions like how the flatness was determined, materials/process used to address high/low areas, sealers, moisture mitigation, etc. Following subfloor prep, the testing process should be performed again to document that the subfloor is within required parameters.

Five, photo document the flooring material, cushion, pad and rolled barriers by taking pictures of box end stamps or back stickers. This is to confirm the product is as ordered and whether the shipment is the same manufacturing lot.

Finally, following installation, photos should be taken with focus not only on the overall appearance, but also on the way the flooring appears in reflected light. Take close-up images of the traffic areas where discoloration, scratches and gouges can be reported weeks after installation.

Ultimately the installer has very specific responsibilities they

will be held accountable for in the claims process. Environment and subfloor conditions, subfloor prep, subfloor prep materials, defects visible at the time of installation, materials installed and overall appearance on completion. Professional due diligence means performing all of these steps, and often more, on every installation. The only added steps required to protect the professional installer from being held responsible for a failure are photo documenting each step in the installation process and assembling a file for each job.

This is not a legal article, and I am not an attorney. However, as the old saying goes, "an ounce of prevention is worth a pound of cure." Every installer can, and should, approach each installation like it could end up in litigation. While not an exhaustive list of the installation process, a professional flooring installer performs all these required steps and more for every installation. Documenting the process takes very little time, is virtually free, makes the claims process less stressful and provides consumers, retailers, manufacturers and inspectors the evidence needed to come to a clear, concise and accurate conclusion. ■

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**FCICA will host Schönox product webinar in August**

FCICA, the Flooring Contractors Association, announced an August product promotional webinar featuring Schönox HPS North America Inc.

FCICA invites you to join us on August 29, 2019, at 11:00 a.m.



EST, for a free informative webinar hosted by Schönox (HPS North America), intro-

ducing Schönox AP Rapid and AP Rapid Plus synthetic gypsum hybrid self-leveling compounds along with Schönox Renotex 3D. Offering the benefits of both worlds by combining the versatility, durability, and strength of synthetic gypsum with the speed of fast curing cement. Both products are dust reduced, and low VOC makes them a perfect product for use in multifamily housing, education, hospitality, healthcare projects and many more.

Since every FCICA webinar is interactive, you'll get the chance to ask questions during the LIVE Q&A at the end of the session. If you cannot make the LIVE webinar, register anyway and we'll send you the recording. The recorded session will also be featured on FCICA's website [www.fcica.com](http://www.fcica.com) and housed on the FCICA YouTube channel. Don't miss this FREE webinar!

These product webinars are free to all attendees regardless of FCICA membership status, but you must pre-register. Register now at <https://www.fcica.com/events/details/webinar-schonox-hps-north-america-product-webinar-2019-197>. Registration deadline is Wednesday, August 28, 2019, at 3:00 pm EST. Join FCICA for this FREE session on August 29, 2019, featuring [Schönox HPS North America Inc.](#)

**Are you at Certified Installation Manager (CIM)?** FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements.

Schönox manufactures the highest quality primers & moisture mitigation systems, repair products, floor leveling compounds, adhesives, and water proofing materials. A large research and development team is always at work developing solutions to the most challenging subfloor issues.

The success of Schönox is measured each day by the ability of each product to meet a customer's need. In North America, HPS Schönox is introducing the products, managing distribution, and providing wide ranging technical support in the field. Our technical staff is eager to assist with every step of the project. Each day we are doing research in the field and in our laboratories developing better products, improved solutions, and new ideas.

While Schönox may be a new name in North America, the company is over 125 years old and active in twenty countries. Our products are finding strong success in all facets of the flooring industry by providing solutions that are more cost and time efficient.

**FCICA will host CustomTech product webinar in September**

FCICA, the Flooring Contractors Association, announced their September product promotional webinar featuring CustomTech.

FCICA invites you to join us on September 5, 2019 at 11:00 am



EST, for a free informative webinar featuring CustomTech. CustomTech will be present-

ing an overview of how surface prep standards can affect the way a Contractor gets paid for substrate "Prep vs. Repair". Presenter Will White will review the standards, discussion and provide a brief overview of key products within the CustomTech line.

Since every FCICA webinar is interactive, you'll get the chance to ask questions during the LIVE Q&A at the end of the session.

If you cannot make the LIVE webinar, register anyway and we'll send you the recording. The recorded session will also be featured on FCICA's website [www.fcica.com](http://www.fcica.com), and housed on the FCICA YouTube channel. Don't miss this FREE webinar!

These product webinars are free to all attendees regardless of FCICA membership status, but you must pre-register. Register now at <https://www.fcica.com/events/details/webinar-custom-tech-product-webinar-2019-192>. Registration deadline is Wednesday, September 4, 2019 at 3:00 pm EST. Join FCICA for this FREE session on September 5, 2019 featuring [CustomTech](#).

**Are you at Certified Installation Manager (CIM)?** FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

CustomTech® co-developed by Custom Building Products and top commercial contractors across the continent, is the industry's most advanced flooring preparation system. CustomTech products are designed to outperform in today's largest building projects. Each solution—for Patching, Priming, Moisture Control, and Self-Leveling Underlayments—was formulated to exceed industry standards and tested in years of field trials. Today, CustomTech represents the state of the art in floor preparation, exhibiting superior handling characteristics, strength and durability. The CustomTech line comes with the combined support, resources, and industry knowledge of CUSTOM and its parent company, The QUIKRETE® Companies. For more information please visit [www.customtechflooring.com](http://www.customtechflooring.com).

**Technical Resource Directory Updated for 2019**

FCICA, the Flooring Contractors Association, has updated the Floor Covering Installation Technical Resource Directory on its website, <https://www.fcica.com/list/category/technical-resource-directory-73>. Thank you to sponsors DCO Commercial Floors, Inside Edge Commercial Interior Services and Synergy Flooring.

The Technical Resource Directory serves as an invaluable resource for architects, contractors, and consultants, providing the flooring industry with direct technical support contacts, including phone numbers, websites, and email addresses for floor covering manufacturers, distributors and consultants in one location. The 2019 Directory will be published in Volume 15, Issue 1 of the Flooring Contractor magazine, and will be available to download as a PDF on our website at that time. Visit [www.fcica.com](http://www.fcica.com) for the most up-to-date directory information.

**FCICA to host webinar on Flash Cove Installation and Techniques**

FCICA, the Flooring Contractors Association, continues their live online educational series with a webinar on Thursday, September 19, 2019 at 11:00 a.m. EST. Mike Pigeon, Technical Installation



Specialist at Roppe Holding Company, will present Flash Cove Installation and Techniques. A live Q&A will follow the presentation.

Join FCICA for this FREE to members webinar on September 19, 2019 at 11:00 a.m. EST; register today at <https://www.fcica.com/events/details/webinar-flash-cove-installation-and-techniques-175>.

Mike Pigeon

Registration deadline is Wednesday, September 18, 2019 at 3:00 p.m. EST. Not a member of FCICA? You can still attend the webinar; the non-member price is \$29.95.

**Are you a Certified Installation Manager (CIM)?** FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

Mike Pigeon utilizes his extensive background in flooring installation in his present role for Roppe Holding Company as a Technical Installation Specialist. He has 20 years on his knees as an installer and an additional 10 as a commercial project manager. Mike is a proud Certified Installation Manager (CIM) and currently serves on the Certified Installation Manager (CIM) Task Force.

**Save the date for Convention 2020**

FCICA, the Flooring Contractors Association, encourages you to save the date for Convention 2020 in Nashville, Tennessee, March 10 – 12.

Convention will be hosted at the Sheraton Music City Hotel and will feature five (5) educational sessions, the Annual Commercial Flooring Trade Show and two live product demonstrations.

The Commercial Flooring Trade Show will take place on Tuesday, March 10. The two (2) product demonstrations will take place on Wednesday, March 11.

Demonstrate your products at FCICA's Convention 2020 in Nashville, TN! To be considered, [submit the agreement form](#) by September 20, 2019. A lottery draw will be done at Mid-Year 2019 in Atlanta, GA, to select the demonstrators. Each demonstration space will include a table, electricity and flooring protection. Additionally, demonstrators will receive a tabletop in the trade show.

**Updated Commercial Flooring Resource Guide is Live**

FCICA, the Flooring Contractors Association is excited to announce the latest Edition of the Commercial Flooring Resource Guide hosted on FCICA's website, [www.fcica.com](http://www.fcica.com). The online guide is a powerful tool to locate contractors, installers, distributors, industry consultants and manufacturers that meet the user's project needs.

Flooring industry professionals, architects and consumers can utilize the Commercial Flooring Resource Guide to find contractors and installers by project type and flooring products installed, as well as consultants, inspectors, trainers, manufacturers and suppliers by product type.

The Commercial Flooring Resource Guide is a comprehensive solution for project management and is open to all flooring contractors, installers, consultants, manufacturers and others who serve the flooring industry.

**FCICA to host webinar on Moisture Mitigation**

FCICA, the Flooring Contractors Association, continues their live online educational series with a webinar on Thursday, October 3, 2019 at 11:00 a.m. EST. Shane Jenkins, Senior Technical Coordinator at Schönox, HPS North America, will present Moisture Mitigation. A live Q&A will follow the presentation.

This webinar examines concrete slab moisture and how it impacts a flooring system. It reviews how slab moisture originates, how that impacts the soundness of the flooring system, what failures may occur and how to address moisture issues. Concrete, moisture testing, substrate examination and systems that resist or control moisture will be reviewed. Participants will benefit from this instruction learning how to select moisture testing or mitigation systems and will be able to make the best decision on appropriate measures to manage slab moisture challenges for a successful, sustainable, and sound flooring installation.

Join FCICA for this FREE to members webinar on October 3, 2019 at 11:00 a.m. EST; register today at <https://www.fcica.com/events/details/webinar-moisture-mitigation-198>. Registration deadline is Wednesday, October 2, 2019 at 3:00 p.m. EST. Not a member of FCICA? You can still attend the webinar; the non-member price is \$29.95.

**Are you a Certified Installation Manager (CIM)?** FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

Shane Jenkins, originally from the area around Jackson, Miss., has worked in the flooring industry for more than 25 years. He joined the HPS North America team in 2015 as a Regional Business Manager for the Louisiana, Mississippi, and Eastern Texas regions. In 2018, he moved into his current role of Senior Technical Coordinator, based in the Florence Support Center in Florence, Ala. Shane is an active member of several professional organizations, including ASTM, INSTALL, FCICA, ICRI, CFI, RFCI, and NTCA. He is the past president of the American Subcontractors Association of Mississippi. Shane is committed to learning from and assisting customers by visiting with them, looking at their job sites, and hearing about their challenges first-hand. He is eager to share his knowledge about creating successful projects and working efficiently to achieve the best outcome. When not at work or on a jobsite, Shane enjoys spending time with his family and LSU football.

**FCICA will host ARDEX Americas product webinar in October**

FCICA, the Flooring Contractors Association, announced an October product webinar featuring ARDEX Americas.

FCICA invites you to join us on October 10, 2019 at 11:00 am EST, for a free informative webinar featuring ARDEX Americas with an overview of ARDEX Surfaces and a detailed overview of Ardex Polishable Cement Toppings that includes simple pour and seal solutions to decorative and designer options.



Since every FCICA webinar is interactive, you'll get the chance to ask questions during the LIVE Q&A at the end of the session.

If you cannot make the LIVE webinar, register anyway and we'll send you the recording. The recorded session will also be featured on FCICA's website [www.fcica.com](http://www.fcica.com), and housed on the FCICA YouTube channel. Don't miss this FREE webinar!

These product webinars are free to all attendees regardless of FCICA membership status, but you must pre-register. Register now at <https://www.fcica.com/events/details/webinar-customtech-product-webinar-2019-192>. Registration deadline is Wednesday, October 9, 2019 at 3:00 pm EST. Join FCICA for this FREE session on October 10, 2019 featuring [ARDEX Americas](#).

Are you at Certified Installation Manager (CIM)? FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

ARDEX Americas delivers industry leading innovation and time tested consistent solutions to the most complex installation problems for concrete repair and resurfacing, substrate preparation, flooring installation or for setting natural stone, ceramic tile and any other type of flooring materials. We ensure the job gets done right the first time, to specification and on schedule, minimizing risk and costly callbacks. Learn more at <http://www.ardexamericas.com/>

**FCICA to attend the AHSG/ Commercial One 2019 Official Meeting**

FCICA, the Flooring Contractors Association, is excited to promote its presence at the 2019 Official Meeting of the American Home Surfaces Group and Commercial One, taking place at the Hyatt Regency Lake Tahoe Resort September 22 – 25, 2019. Stop by FCICA's booth in the Supplier Showcase to learn about member benefits and the Certified Installation Management (CIM) program. FCICA Executive Vice President Kim Oderkirk will be a panelist on the Industry Association Panel, and FCICA Chairman Pat Kelly, representing his company Synergy Flooring Ltd., is a moderator on the same panel.

**FCICA will host KOSTER American product webinar in September**

FCICA, the Flooring Contractors Association, announced a September product webinar featuring KOSTER American.

FCICA invites you to join us on September 25, 2019 at 1:00 pm



EST, for a free informative webinar featuring KOSTER American with an overview of KOSTER LevelStrong Skim Coat,

LevelStrong Self Leveling Underlayment, and SL Turbo compound.

Since every FCICA webinar is interactive, you'll get the chance to ask questions during the LIVE Q&A at the end of the session.

If you cannot make the LIVE webinar, register anyway and we'll send you the recording. The recorded session will also be featured on FCICA's website [www.fcica.com](http://www.fcica.com), and housed on the FCICA YouTube channel. Don't miss this FREE webinar!

These product webinars are free to all attendees regardless of FCICA membership status, but you must pre-register. Register now at <https://www.fcica.com/events/details/webinar-koster-american-product-webinar-199>. Registration deadline is Tuesday, September 24, 2019 at 3:00 pm EST. Join FCICA for this FREE session on September 25, 2019 featuring [KOSTER American](#).

Are you at Certified Installation Manager (CIM)? FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

KOSTER American is a subsidiary of KOSTER BAUCHEMIE and is thereby part of an international network of 24 companies which are active in 47 countries. Established in 1992, KOSTER American has developed a strong background in moisture control in the US market. KOSTER American's product portfolio also covers among others the fields of basement & containment waterproofing, floor coatings, crack injection, concrete protection & restoration, waterproofing against rising damp and facade waterproofing. KOSTER is the recognized industry leader for high performance Vapor and Waterproofing products, synonymous with innovative product systems and the highest standards of customer service.

**FCICA announces Omar Shukri is Bruce Newbrough Scholarship winner**

FCICA, the Flooring Contractors Association in cooperation with ARDEX Americas is pleased to announce the next recipient of the Bruce Newbrough Memorial Certified Installation Manager Program (CIM) Scholarship.

Omar Shukri is a national project coordinator with FloorMax USA. "I feel that with my experience, I am capable of accomplishing anything in this field. With [the title Certified Installation Manager,] it will only be beneficial on my journey to my goals," he said about wanting to become a CIM. "The Bruce Newbrough CIM Scholarship will help me advance with a title to prove my experience and knowledge."

This scholarship, created in remembrance of Bruce Newbrough from ARDEX Americas, provides for the entire program costs associated with the Certified Installation Manager (CIM) Program including application, content, and assessment fees.

Scholarship applications are accepted throughout the year; the next scholarship opportunity will be awarded this winter. Applications are available on the FCICA website: [www.fcica.com/CIM](http://www.fcica.com/CIM).

About the Certified Installation Manager (CIM) Program

The CIM program provides industry-specific training modules led by experts that speak from years of floor covering experience packaged with assessments to confirm the vast knowledge obtained. The program is completely online, allowing users to work at their own pace, on their own time. For more information about the CIM Program, go to [www.fcica.com/CIM](http://www.fcica.com/CIM).

**About the Bruce Newbrough Memorial Scholarship**

The Bruce Newbrough Memorial Scholarship was established to provide educational opportunities to floor covering Installation Managers who have demonstrated exceptional commitment to and excellence in proper substrate preparation and installation of floor covering. Bruce Newbrough, as ARDEX Director of Technical Services and later Applications Development, tirelessly utilized every opportunity to further his vision and passion for industry education and training on proper substrate preparation, all for the purpose of achieving successful installations. This is the foundation on which FCICA, the Flooring Contractors Association was built and the reason that Bruce was a dedicated ambassador of this organization.

**FCICA Events Mobile App is Live**

FCICA, the Flooring Contractors Association, is excited to provide the FCICA Events mobile app for FCICA's Mid-Year Meeting, Laying the Foundation. FCICA is proud to have Uzin, a brand of Uzin Utz North America, Inc. as Paramount Sponsor and

Federated Insurance as Banner Sponsor, supporting the app and helping to bring a great user experience to all attendees.

The mobile app provides attendees with many resources so they can see more, do more and experience more. FCICA Events app will offer the event schedule where attendees can bookmark favorite events, set reminders and take notes. The app will include maps so attendees can easily find their way to meetings and educational sessions as well as opportunities in the surrounding area. Attendees of the tradeshow and convention will have access to the attendee directory and networking functions allowing them to contact attendees as well as download contact information. Education session handouts, plus meeting agendas and minutes, will be available on the app for viewing and downloading. The FCICA Events app also hosts an area for our event sponsors, continuing education information for CIMs, silent auction and raffle items, and much more.

The FCICA Events app is available for download at your App store or via this link: <https://crowd.cc/fcica-midyear-2019>.

**FCICA Mid-Year 2019 is approved for IICRC CECs**

FCICA, the Flooring Contractors Association, is pleased to announce Mid-Year 2019 is an approved event for IICRC Continuing Education Credits. IICRC Certified Technicians that attend the

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A sports floor that performs like no other.

Tuflex® Spartus tiles are manufactured using a simultaneous vulcanization process and a new, industry-leading Red List Chemical Free formulation that is FREE of tire-derived crumb rubber – the first in the industry! Tuflex® Spartus is 100% recyclable and uses manufacturing waste from our own RLCF rubber tile and tread products to ensure that we know what the formulation consists of and the improved benefits it will provide.

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EPDM and SBR combination face coat in 14 colors  
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educational opportunities will receive 10 credits in the cleaning and restoration, master or inspection Certification categories. FCICA Mid-Year attendees who desire to receive IICRC credits must notify FCICA. Certificates of attendance to track CE credits will be provided as requested.

## FCICA will host Wolff Tools product webinar in October

FCICA, the Flooring Contractors Association, announced an October product webinar featuring Wolff, a brand of Uzin Utz North America, Inc.



FCICA invites you to join us on Wednesday, October 30, 2019 at 11:00 am EST, for a free informative webinar featuring Wolff, a brand of Uzin Utz North America, Inc., with an overview of the complete Wolff Tools line.

Since every FCICA webinar is interactive, you'll get the chance to ask questions during the LIVE Q&A at the end of the session.

If you cannot make the LIVE webinar, register anyway and we'll send you the recording. The recorded session will also be featured on FCICA's website [www.fcica.com](http://www.fcica.com), and housed on the FCICA YouTube channel. Don't miss this FREE webinar!

These product webinars are free to all attendees regardless of FCICA membership status, but you must pre-register. Register now at <https://www.fcica.com/events/details/webinar-wolff-product-webinar-2019-190>. Registration deadline is Tuesday, October 29, 2019 at 3:00 pm EST. Join FCICA for this FREE session on October 30, 2019 featuring [Wolff Tools](#).

Are you at Certified Installation Manager (CIM)? FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

Wolff Tools was started in 1954 by Hans Wolff and his inspiration to develop new and innovative tools. Wolff created and patented the first self-propelled floor stripping machine, the Turbo Stripper, in 1972. In 2002 the Uzin UTZ AG company acquired Wolff in their family and in 2015 the company moved into their brand-new facility in Ilsfeld, Germany.

## Certified Installation Manager Program Scholarship available

FCICA, the Flooring Contractors Association, in cooperation with ARDEX Americas, announced that the next Bruce Newbrough Memorial Scholarship for the Certified Installation Manager Program will be announced in January 2020.

The deadline to submit scholarship applications is December 31, 2019. The application is available at <http://tiny.cc/36cwdz>

The scholarship, valued at \$1,225, will enable a flooring professional to distinguish themselves from their peers by enrolling in and completing the Certified Installation Manager (CIM) Program.

The Bruce Newbrough Memorial Scholarship was established to provide educational opportunities to floor covering Installation Managers who have demonstrated exceptional commitment to and excellence in proper substrate preparation and installation of floor

covering. Bruce Newbrough, as ARDEX Director of Technical Services and later Applications Development, tirelessly utilized every opportunity to further his vision and passion for industry education and training on proper substrate preparation, all for the purpose of achieving successful installations. This is the foundation on which FCICA, the Flooring Contractors Association was built and the reason that Bruce was a dedicated ambassador of this organization.

Individuals interested in applying for the Bruce Newbrough Memorial CIM Scholarship can visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information and to download the application. Questions regarding the scholarship should be directed to Lizzie Taylor at [elizabeth@fcica.com](mailto:elizabeth@fcica.com).

### About the Certified Installation Manager (CIM) Program

The CIM program provides industry-specific training modules led by experts that speak from years of floor covering experience packaged with assessments to confirm the vast knowledge obtained. The program is completely online, allowing users to work at their own pace, on their own time. For more information about the CIM Program, go to <http://www.fcica.com/CIM>.

## FCICA will host Sika Corporation product webinar in November

FCICA, the Flooring Contractors Association, announced a November product webinar featuring Sika Corporation.

FCICA invites you to join us on Thursday, November 7, 2019 at 11:00 am EST, for a free informative webinar featuring Sika Corporation.



**BUILDING TRUST**

This webinar will provide an overview of the Sika Secure Rapid System, which is a combination of superior Sika Flooring products that allows a contractor to get a high moisture, out-of-level concrete substrate ready for flooring in 5 hours.

Since every FCICA webinar is interactive, you'll get the chance to ask questions during the LIVE Q&A at the end of the session.

If you cannot make the LIVE webinar, register anyway and we'll send you the recording. The recorded session will also be featured on FCICA's website [www.fcica.com](http://www.fcica.com), and housed on the FCICA YouTube channel. Don't miss this FREE webinar!

These product webinars are free to all attendees regardless of FCICA membership status, but you must pre-register. Register now at <https://www.fcica.com/events/details/webinar-sika-product-webinar-2019-193>. Registration deadline is Wednesday, November 6, 2019 at 3:00 pm EST. Join FCICA for this FREE session on November 7, 2019 featuring [Sika Corporation](#).

Are you at Certified Installation Manager (CIM)? FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

Sika Corporation, based in Lyndhurst, NJ, is a leading supplier of specialty chemical products and industrial materials serving construction and industrial markets including transportation, marine, and automotive. Its technologies are focused on sealing, bonding, damping, reinforcing and protecting. Sika's product lines include roofing, concrete admixtures, specialty mortars,



epoxies, structural strengthening systems, industrial flooring, sealants, adhesives, specialty acoustic and reinforcing materials. Sika Products are used in a wide array of applications and always fulfill the highest quality standards. They are committed to customer satisfaction, innovation, and teamwork. Learn more at <https://usa.sika.com/>.

## Meet the New Certified Installation Managers and FCICA Announces 3 Days to CIM Deerfield Beach

FCICA, the Flooring Contractors Association, is proud to introduce new CIMs as of October 15, 2019, including the graduates of 3 Days to CIM Atlanta!

The following professionals have completed all requirements of the Certified Installation Manager (CIM) Program to enhance their core skill set, experience, and knowledge base, which are necessary to successfully manage commercial flooring installation projects. [Visit the CIM roster on FCICA's website for the most up-to-date list of CIMs and their contact information.](#)

- Emir Aguilar, CIM – Atlanta Flooring Design Centers
- Michael Bone, CIM – Atlanta Flooring Design Centers
- Kelly Burton, CIM – Atlanta Flooring Design Centers
- Efrain Cerda, CIM – Master Craft Floors
- Curtis Colegrove, CIM – GCP Applied Technologies
- Tyler Franklin, CIM – Commercial Flooring Group
- Eric Fritsch, CIM – Atlanta Flooring Design Centers
- Luis Garcia, CIM – Master Craft Floors
- John Gillespie, CIM – The Gillespie Group
- Joe Gillespie, CIM – The Gillespie Group
- Jacob Goldyn, CIM – DeGol Carpet - Duncansville
- Matt Hubbs, CIM – The Gillespie Group
- Brandon Keene, CIM – Flooring Solutions, Inc.
- William Kidd, CIM – Braid Flooring & Window Fashions
- Ken Knott, CIM – Atlanta Flooring Design Centers
- Donald Lee, CIM – Romanoff Renovations
- Jeremy Prather, CIM – ProFloors LLC
- Brian Preuss, CIM – Uzin, a brand of Uzin Utz North America, Inc
- Reid Ramey, CIM – Specified Tile and Floor Covering
- Larry Schoppert, CIM – Uzin, a brand of Uzin Utz North America, Inc
- Jonda Sedlack, CIM – DCO Commercial Floors
- Omar Shukri, CIM – FloorMax USA
- Terry Spangler, CIM – Uzin, a brand of Uzin Utz North America, Inc
- Phairat Sutthiprapa, CIM – VOV International Co., LTD.
- Brad Woolley, CIM – Flooring Solutions, Inc.

FCICA is also excited to announce a new regional certification training event: [3 Days to CIM Deerfield Beach](#), being held at MAPEI's Training Facility in Deerfield Beach, FL, December 7 – 9, 2019. Attendees can register online at <https://www.fcica.com/3-days-CIM>.

Attendees will earn their project management certification in just 3 days with this intensive new approach to the Certified Installation Manager (CIM) program.

Event fee is \$100 and includes a graduation dinner hosted by MAPEI on Monday, December 9. Attendees must also purchase the full CIM program (\$1,225 members/\$1,570 non-members) and bring their own laptop or tablet.

Attendees are responsible for their lodging and travel. Nearby hotels include:

- Best Western Plus Deerfield Beach Hotel & Suites
- Quality Suites Deerfield Beach
- DoubleTree Deerfield Beach-Boca Raton
- La Quinta Inn Deerfield Beach
- Hampton Inn Boca Raton-Deerfield Beach


### About the Certified Installation Manager (CIM) Program

The CIM program provides industry-specific training modules led by experts that speak from years of floor covering experience packaged with assessments to confirm the vast knowledge obtained. The program is completely online, allowing users to work at their own pace, on their own time. For more information about the CIM Program, go to [www.fcica.com/CIM](http://www.fcica.com/CIM).

## FCICA will host RFMS product webinar in November

FCICA, the Flooring Contractors Association, announced a November product webinar featuring RFMS.

FCICA invites you to join us on Wednesday, November 13, 2019 at 1:00 p.m. EST, for a free informative webinar featuring RFMS.

 This webinar will provide an overview of the RFMS Measure software that follows the workflow of the estimating process. RFMS Measure can estimate carpet,

vinyl, tile, laminate and hardwood flooring for projects of all sizes.

Since every FCICA webinar is interactive, you'll get the chance to ask questions during the LIVE Q&A at the end of the session.

If you cannot make the LIVE webinar, register anyway and we'll send you the recording. The recorded session will also be featured on FCICA's website [www.fcica.com](http://www.fcica.com), and housed on the FCICA YouTube channel. Don't miss this FREE webinar!

These product webinars are free to all attendees regardless of FCICA membership status, but you must pre-register. Register now at <https://www.fcica.com/events/details/webinar-rfms-product-webinar-178>. Registration deadline is Monday, November 12, 2019 at 3:00 pm EST. Join FCICA for this FREE session on November 13, 2019 featuring [RFMS](#).

Are you at Certified Installation Manager (CIM)? FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

Resource and Financial Management System (RFMS) is best known as the leading provider of business software designed exclusively for the floor covering dealer. Established in 1984, RFMS has automated over 3,000 flooring businesses in 7,000 locations in the US, Canada and Australia. The RFMS approach includes software, training and comprehensive support systems that help dealers to increase productivity, efficiency and most importantly profits.

**FCICA Announces CIM Live Online Course**

FCICA, the Flooring Contractors Association, is thrilled to announce a new path to earning the Certified Installation Manager (CIM) Program online: [CIM Live Online Course](#).

The Certified Installation Manager (CIM) Program provides training tools and assessment for qualified professionals within the commercial flooring industry to enhance their core skill set, experience, and knowledge base, which are necessary to successfully manage commercial flooring projects. Individuals that reach this level of expertise will be easily distinguished by their achievement of the Certified Installation Manager (CIM) designation.

The Live Online Course will be hosted online by an FCICA staff member, allowing CIM candidates to complete the program on a schedule, but still from the comfort of their home or office. The Live Online sessions will be held on every other Tuesday at 1:00 pm Eastern/10:00 am Pacific, starting November 5, 2019. For more information and to register for the CIM Live Online Course visit <https://www.fcica.com/events/details/cim-live-online-course-203>

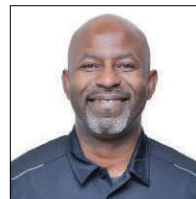
There is no additional fee to join the scheduled Live Online Course, but registrants will still need to pay the cost of the CIM Program: \$1,225.00 FCICA Members; \$1,570.00 Non-Members (includes all modules and assessment tests).

**About the Certified Installation Manager (CIM) Program**

The CIM program is the project management certification that provides industry-specific training modules led by experts that speak from years of floor covering experience packaged with assessments to confirm the vast knowledge obtained. The program is completely online, allowing users to work at their own pace, on their own time. For more information about the CIM Program, go to <http://www.fcica.com/CIM>.

**FCICA to Host Tools on the Jobsite Educational Webinar in November**

FCICA, the Flooring Contractors Association, continues their live online educational series with a webinar on Thursday, November 21, 2019 at 11:00 a.m. EST. Corey Dickerson, CIM, Wolff Technical Sales, Uzin, a brand of Uzin Utz North America, will present Tools on the Jobsite. A live Q&A will follow the presentation.



Corey Dickerson

Join FCICA for this FREE to members webinar on November 21, 2019 at 11:00 a.m. EST; register today at <https://www.fcica.com/events/details/webinar-tools-on-the-jobsite-176>. Registration deadline is Tuesday, November 19, 2019 at 3:00 p.m. EST. Not a member of FCICA? You can still attend the webinar; the non-member price is \$29.95.

Are you a Certified Installation Manager (CIM)? FCICA webinars provide one hour continuing education credit (CEU) toward your CIM renewal requirements. Visit [www.fcica.com/CIM](http://www.fcica.com/CIM) for more information.

Corey Dickerson is the Midwest Technical Sale Manager for Wolff Tools, a division of Uzin-Utz North America. Corey has been in the construction and flooring industries for more than 20 years. Prior to joining the Wolff Tools team, Corey was the Branch Operations Manager for a Midwest floor and tool distributor for more than 13 years and the Business Marketing and Development Manager for an e-commerce flooring tool company for more than 11 years. Corey's experience and knowledge of tools is a true asset for the Wolff team. He is dedicated to bringing the best tools to the market that will best benefit the installer during the installation process. ■

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# Upcoming Educational Webinars

FREE for FCICA Members and CIMs

**19**  
DEC

**Claims: before, during and after the Inspection**  
Presented by Paul Pleshek, NAFCT  
December 19, 2019 at 11:00am EST

**23**  
JAN

**Attributes of a CIM**  
Presented by Doug Coombs, CIM, DCOCF  
January 23, 2020 at 11:00am EST

**20**  
FEB

**Risks of Self Performing Concrete Moisture Testing**  
Presented by Greg Mercurio, IFTI  
February 20, 2020 at 11:00am EST

**12**  
MAR

**No Webinar - Join us at Convention!**  
Annual Convention & Commercial Flooring Trade Show  
March 10-12, 2020 · Nashville, TN

Register now at [www.fcica.com/webinars](http://www.fcica.com/webinars)

Interested in presenting an educational webinar?

Email Lizzie at [elizabeth@fcica.com](mailto:elizabeth@fcica.com)

# Leading Wood Products Industry Groups Announce New Compliance Training for Wood Trade Professionals

The International Wood Products Association (IWPA) is partnering with the North American Building Material Distribution Association (NBMDA) and the North American Association of Floor Covering Distributors (NAFCD) to host IWPA's Wood Trade Compliance Week February 24-27, 2020, in Nashville, Tennessee. The week-long event will provide wood industry executives and compliance professionals with a comprehensive analysis of the requirements of the Lacey Act and other laws relevant to trade in wood products.

"IWPA developed the due diligence training and resources for wood trade professionals to empower the wood products industry and provide them with the tools they need to successfully fulfill their role in sourcing decisions," said IWPA Executive

Director Cindy Squires. "There is no 'one-size-fits-all' approach to sourcing and compliance. These due diligence tools reflect the legal requirements and the industry's need for flexibility to adjust their corporate standards and procedures based on the particular specifications of their product, the country of origin and the complexity of their supply chain."

"We are pleased to partner with IWPA to host these important courses," said Kevin Gammonley, Executive Vice President of NBMDA and NAFCD. "The compliance landscape for building materials and floor covering distributors is increasingly complex, and IWPA's wood trade compliance training courses arm distribution professionals in our channel with the knowledge and resources they need stay ahead of regulations and avoid costly compliance issues."

IWPA's due diligence training courses were developed in partnership with the World Resources Institute utilizing U.S. Agency for International Development and U.K. Department for International Development funding.

The training courses will take place February 24-27 at One Century Place Conference Center in Nashville, Tennessee. The cost to attend is \$225 for full day courses and \$115 for half day courses for IWPA members and \$729 for full day courses and \$419 for half day courses for nonmembers. NBMDA and NAFCD members will receive a 20% discount.

Registration for the February courses is open at [www.iwpawood.org](http://www.iwpawood.org). ■

**SEE MORE DETAILS on IWPA's Due Care Compliance Training Series. To arrange an interview with an IWPA Spokesperson, contact Mike Burita at 202.420.9361 or [mike@buritamedia.com](mailto:mike@buritamedia.com).**

*Established in 1956, the International Wood Products Association ([www.IWPAwood.org](http://www.IWPAwood.org)) is the leading international trade association for the North American imported wood products industry, representing 220 companies and trade associations engaged in the import of hardwoods and softwoods from sustainably managed forests. Association members consist of three key groups involved in the import process: U.S. importers and consuming industries, offshore manufacturers and the service providers that facilitate trade.*



President: David Meberg

Vice President: Brian DeGaray

Secretary: Dwayne Sherland

Treasurer: Thom Casquarelli

Counsel: Richard Ziskin, Esq.

[www.nyfloorcoverers.com](http://www.nyfloorcoverers.com)

6268 Jericho Turnpike, Suite 12A

Commack, NY 11725

Phone: (631) 486-6600

Fax: (631) 462-1486

## COURSE DESCRIPTIONS



**February 24th** – IWPA's original due diligence training course provides attendees with a comprehensive analysis of the requirements of the Lacey Act and other laws relevant to trade in wood products. The day-long course

arms those buying and selling wood products with the latest information about resources and procedures that will allow them to tailor a compliance system to their company's market niche.



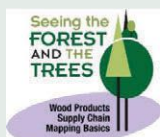
**February 25th** – This advanced course builds on the topics covered in the original Wood Trade Compliance course. For sourcing strategies, risk assessment methods, validation

of supplier compliance to requirements and updates on the latest regulations and enforcement actions will be covered in this day-long course. Prerequisite completion of the Wood Trade Compliance Training course.



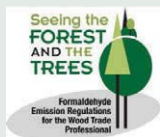
**February 26th** – This half-day course introduces the wood trade professional to the key components of a compliance audit, the critical post-audit next steps of addressing

non-conformities and corrective actions and some common techniques for conducting desk and site audits. Prerequisite completion of the Wood Trade Compliance Training course.



**February 26th** – This half-day advanced due diligence training course covers the basics of typical forest regulatory structures to aid the wood trade professional in understanding the wood and forest regulatory scheme of their wood sources. The course covers techniques on engaging your supplier and how to map a supply chain.

### NEW COURSE!



**February 27th** – The half-day formaldehyde regulations course concentrates on emissions standards applicable to plywood, medium-density fiberboard, and

particle board. Buying and labeling basics, product coverage and exemptions, importer and distributor responsibilities, documentation requirements and updates on the most recent enforcement cases will be presented and discussed.

### WILLIAM KIDD, CIM

**Company:** Braid Flooring & Window Fashions

**Title:** Installation Coordinator

**Years at current company:** 2

**Years in the flooring industry:** 5



#### What does your current position entail?

Scheduling installations with our customers. Set up and attend pre-job inspections and kick off meetings. Work order preparation. Managing ongoing jobs. Following up with customers to close out jobs when complete.

#### Why become a Certified Installation Manager?

I felt there would be some valuable information I could take away from the CIM program, to help our operations side of the business run more efficiently, and to get some tools to help everyone in our company in dealing with all jobs more effectively from the estimate to the closeout.

#### How did you end up in flooring?

My background is in warehousing and materials management. I was looking for work, and took a warehouse manager position at a busy Flooring Retailer. I have worked in the flooring industry ever since then.

#### What inspires you?

The people around me inspire me to do my best work. I want to see everyone succeed and I am in a position to aid their success.

#### What's an interesting thing about you that most people don't know?

I started skateboarding at 38 years old. It's a fun activity I can do almost anywhere. It is relatively inexpensive and a good form of exercise.

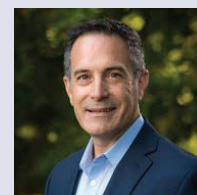
### ERIC FRITSCH, CIM

**Company:** Atlanta Flooring Design Centers

**Title:** Commercial Sales Manager

**Years at current company:** 1

**Years in the flooring industry:** 30



#### What does your current position entail?

Managing all Commercial Sales Associates in our South East Locations and ensuring efficient execution of all projects.

#### Why become a Certified Installation Manager?

I became a CIM to further enhance my abilities to manage commercial Flooring Installations.

#### How did you end up in flooring?

I worked in all aspects of my family's flooring company from installations, project management, sales and maintenance.

#### What inspires you?

I like to solve problems. Whether it's helping a customer find the perfect solution for their flooring needs or training people to overcome obstacles and build long lasting relationships with our customers.

#### How do you spend your leisure time?

In my free time I enjoy kayaking, hiking with my family and mountain bike riding. I love motorcycles and cars.

# Attention CIMs!

Maintain your certification with these CEU opportunities:



- Educational sessions at FCICA Convention and Mid-Year
- Educational sessions at other flooring industry events
- FCICA educational webinars – **FREE to FCICA members**
- FCICA product webinars – **FREE to all attendees**
- Other flooring industry educational webinars
- Construction industry educational webinars
- Manufacturer or distributor product webinars
- Manufacturer trainings
- Company trainings or seminars
- Project management seminars or courses

To renew your CIM certification, you must obtain at least thirty (30) new hours of approved continuing education units (CEUs).

**Questions? Don't see what you're looking for?**

Contact Lizzie Taylor: [elizabeth@fcica.com](mailto:elizabeth@fcica.com) or (248) 661-5015

# The Importance of Seeing it Coming

In my travels this year, the one comment I'm hearing is "we just didn't see it coming."

The grocery industry didn't see it coming when Amazon suddenly jumped into their industry and 25 billion in market cap got erased overnight.

An insurance company in California didn't see it coming when the effects of climate change fueled a raging wildfire that took out the entire town of Paradise, California, destroying 22,000 structures and rendering the firm insolvent.

A friend of mine in Boston didn't see it coming.

He'd worked his way up the corporate ladder in the college textbook industry, to become senior vice president. He's running a \$200 million business unit, with a staff of 20 people — life is good. He's got two kids in college, a second home on Cape Cod, life is good. But over a three-year period, his unit's sales begin to plummet. The entire textbook industry was suddenly upside down due to students buying used textbooks and colleges converting to new digital business models.

One afternoon he's called into his boss' office and told his services are no longer needed. At 52 years of age, he's out of a job. He said, "Robert, I felt like somebody punched me in the stomach and I couldn't breathe."

It's stories like these that are why I'm so convinced that we all need to take a look at how we "see it coming." Call it what you will: strategic foresight, forward thinking, or managing the future. Whatever you call it, it's nothing less than an essential leadership mindset, skillset and toolset for fast-changing and sometimes challenging times.

They don't teach you these skills in college.

"As a young person, you're not allowed to sit out the future," writes Sara Kessler, in her insightful book, *Gigged*, about the emerging workforce. "When you see a trend coming down the pike, you know it's going to hit you." To say that trends will "hit" us sounds like we're all at the mercy of developments. I would argue that developing a personal "see it coming" future scan system allows us to dodge bullets, but also to make better decisions and shape emerging trends to our advantage.

If you contrast those companies who "didn't see it coming" with those who are jet skiing on the blue oceans of tomorrow, the fundamental difference is they aligned with emerging trends. They saw it coming just a little bit ahead of the pack and took action.

To avoid blindsides, I recommend you do three things:

- 1. Look ahead of the curve** — track the trends and pay greater attention to the external environment. Beef up your information diet and endeavor to "get informed" rather than passively "be informed."
- 2. Think ahead of the curve** — take the time to connect the dots, look for patterns of change, and emerging opportunities. Ask: where will this trend, technology or Driving Force of Change

be in 10 years and what might I need to do in response?

- 3. Act ahead of the curve** — Don't wait for a trend to overwhelm you, take responsive action today. Disrupt yourself. "We must be willing to learn, unlearn and relearn to get ahead in this fast-paced digital world," notes Jeff Thomson, president and CEO of the Institute of Management Accountants.

Leading ahead of the curve means pouncing on opportunities, taking calculated risks, and turning your understanding of where your industry and profession and business are going into concrete steps that take you from where you are today to where you will need to be tomorrow to profit from change. ■

**ROBERT B. TUCKER** is a futurist and innovation speaker based in Santa Barbara, California. He is the author, most recently, of "Innovation is Everybody's Business".

Details: [info@innovationresource.com](mailto:info@innovationresource.com)

## Planiseal® PMB

stops your wood-flooring claims  
due to subfloor moisture



**Planiseal PMB**, MAPEI's polyurethane moisture barrier and bonding agent, is the perfect complement to MAPEI's urethane, hybrid-polymer or modified silane wood-flooring adhesives.

Visit [www.mapei.com](http://www.mapei.com) for more details.




## ASI | Architectural Systems, Inc. and Spartan Surfaces Form Alliance

Combining Strengths to Create Blueprint for Future Expansion and Growth

Architectural Systems, Inc. (Est. 1990) a global provider of branded Wall Surfaces and Flooring products specified across all market segments in the commercial and contract arena is excited to announce the appointment of Spartan Surfaces as an exclusive distributor for their East Coast and Midwest 30 state territory.

"We are pleased to enhance ASI's unparalleled offering of interior finishes through Spartan Surfaces knowledgeable and formidable sales force. This strategic alliance is a true industry disruptor, enabling the A&D Community to have access to on point surfacing materials with all the benefits of having local representation in their region!" said Nancy Jackson, Chief Creative Officer, ASI | Architectural Systems, Inc.

"We were drawn to Architectural Systems for their innovative products," states Kevin Jablon, CEO, Spartan Surfaces. "ASI has been a driving force in market place trends. We could not be more excited to partner with them and represent ASI throughout our footprint."

ASI's Chief Executive Officer, Ron Jackson reaffirms the synergistic alliance between ASI and Spartan Surfaces. "They are a best in class company and our shared commitment and passion for delivering excellence in a 360-degree branded experience at every touch point through design development to installation will be a win-win for all."

Beyond developing proprietary products and curating ASI collections for Spartan Surfaces extensive sales team, ASI is collaborating and educating them on our vast network of capabilities that allow for creating customized materials to meet the design intent, budget and project criteria to achieve a successful outcome.

## ARDEX Group Expands in New Joint Venture with Ceramfix of Brazil

The ARDEX Group, a leader in the manufacture of high performance, specialty building materials, announced it has acquired a strategic stake in Ceramfix of Brazil.

Ceramfix is a leading manufacturer of products for the installation of ceramic tiles, including

mortars, tile adhesives, grouts, waterproofing, and accessories. Founded in 1993, Ceramfix is now among the top four tiling companies in Brazil.

"We are delighted to welcome Ceramfix to the ARDEX Group," said Mark Eslamlooy, CEO

ARDEX Group. "Their culture of customer service and innovative product technology will be a great addition to our company, allowing us to now serve customers in the Brazilian market."

"We look forward to continuing our growth trajectory alongside the ARDEX Group," said Shareholders and Managing Directors Antonio Carlos Schmitt, Francisco Hostins and Mario Jose

Schmitt. "Like the ARDEX Group, we're a family business and we expect the similar corporate cultures to foster creative synergies far into the future."

Ceramfix will remain an independent company within the ARDEX Group, managed by the current shareholders and leadership staff.

### About Ceramfix

Founded in 1993, Ceramfix Group is a family-owned company that manufactures products for the installation of ceramic tiles, including mortars, tile adhesives, grouts, waterproofing and accessories. As one of the major tiling companies in Brazil, Ceramfix has 10 facilities including manufacturing centers, warehouses, training centers and sales offices. Ceramfix is equally dedicated to delivering both agility and quality in the marketplace. For more information, visit [www.ceramfix.com.br](http://www.ceramfix.com.br).

### About ARDEX Group

The ARDEX Group is a world market leader for high-quality specialty building materials. Since 1949, ARDEX has been a family-owned company focused on building a culture of sustainable growth. Today, the ARDEX Group employs more than 3,000 people and is represented in more than 100 countries. In close cooperation with industry partners, ARDEX is committed to remaining a recognized and trusted brand built on reliable performance.

## Aspecta Appoints Commercial Sales National Account Manager Canada

Aspecta North America, LLC announced the addition of a commercial sales/national account manager to its team to cover the Canada territory. Murray Graham will work closely with Aspecta's Canadian distributor Divison9, a Gesco Company, to maximize the potential of this important market.



**Murray Graham**

"His vast knowledge and experience in Canada will be key to our growth strategy."

Graham has 20 years of experience in flooring sales for both commercial and residential markets with an emphasis on LVT and maintains strong, longstanding relationships with major accounts throughout Canada. He has been a top producer with other major flooring manufacturers in growing the marketplace's contribution to North American sales and has trained distributors and commercial specification representatives in resilient flooring. He lives in Caledon, Ontario.

For more information, visit [www.aspecta flooring.com](http://www.aspecta flooring.com).

## CBC Forms Partnership with William Bird for Toli and CI Takiron Lines

CBC Flooring is proud to announce that William M. Bird, headquartered in Charleston, South Carolina, will now serve as the





exclusive distributor of its Toli and CI Takiron product lines to architects, designers, specifiers and floorcovering contractors throughout Georgia, Tennessee, Alabama, South Carolina, North Carolina, and Northern Florida.

William M. Bird was founded in 1865 and serves 12 southeastern states.

### Consolidated Carpet Hosted First ConsoCon Event in September 2019

Consolidated Carpet hosted the inaugural ConsoCon, a post-NeoCon boardwalk themed event, which took place on September 19, 2019 at the Metropolitan West in New York City.



ConsoCon 2019 hosted 20 commercial floor covering vendors and featured a variety of soft and hard surface flooring solutions. Additionally, there was

networking opportunities and virtual reality demos.

If you'd like more information, contact [marketing@consolidatedcarpet.com](mailto:marketing@consolidatedcarpet.com)

### Consolidated Carpet to Acquire the Assets of Vortex Commercial Flooring of Chicago

Consolidated Carpet has announced the purchase of the assets of Vortex Commercial Flooring of Chicago, Illinois. The transaction, which will close no later than November 1, 2019, combines two of the largest, unionized, floor covering contractors in the industry.

Consolidated, founded in 1943 and now under third generation family leadership, is the leading floor covering contractor in the Greater New York City marketplace serving both local and national clientele. It recently celebrated its 75th year in business. "Acquiring the assets of Vortex will provide us a solid platform to expand the scope of our tried and true sales and operations model into one of the most significant commercial marketplaces in the country. The scale of our combined operation, as well as the sharing of our best practices, technology, and support services will fuel our growth and expand our market share in the evolving commercial flooring industry," said David T. Meberg, President and CEO of Consolidated Carpet.

A new business entity, Consolidated Flooring of Chicago, LLC. (CFC) will be formed by Consolidated and operate under its parent holding company. Meberg has announced that Randy Rich, former co-President of Vortex will lead CFC as its President, along with Kristy Burlingame, Executive Vice President. Both Rich and Burlingame will resign from their positions at Vortex effective the closing date of the transaction. The new management team will be further developed as the transition evolves.

Vortex, founded in 1989, is a leading floor covering contractor in the Midwest region, with offices in both Chicago and Addison, Illinois. It has grown steadily since its founding by focusing on

the public education and corporate market segments. "We are thrilled to become a part of the Consolidated family, increase our scale, leverage our buying power, and optimize our technology to elevate the standard of commercial flooring services in the Midwest. Our vision of the future is clearly defined, as we look to continually expand and deliver an exceptional experience to our clientele," stated Randy Rich, current co-President of Vortex. Both companies are members of Starnet and INSTALL Warranty Certified Contractors.

### Federated Mutual, Life Company named 2019 Ward Group® Top Performers

Federated Mutual Group was recently named to the top 50 U.S.-based property and casualty companies and Federated Life Company was named to the top 50 U.S.-based life insurance companies.

Headquartered in Cincinnati, Ohio, insurance industry analyst Ward Group annually recognizes 50 companies that have excelled at balancing financial safety, consistency, and performance during the past five years. They conducted separate analyses on nearly 3,000 property and casualty companies and 700 life-health companies.

"Our continued commitment to financial strength has once again resulted in this acknowledgement from Ward Group," Chairman and CEO Jeff Fetters said. "Their industry benchmarking reaffirms Federated's ability to fulfill its responsibilities to policyholders and association partners."

Founded in 1904, Federated Insurance is a national insurance and risk management organization that serves the property, casualty, and life insurance needs of clients in select industries. The organization has more than 500 recommendations from state, regional, and national associations and buying groups and is rated A+ (Superior) by industry analyst A.M. Best®.

### Floor Covering Weekly Honors STRATA\_HEAT™ in 'GreenStep' Awards

**Awards program recognizes LATICRETE as a top organization in the flooring industry for producing sustainable products like the STRATA\_HEAT electric radiant floor heating system**

LATICRETE has been selected as an honoree of *Floor Covering Weekly's* 'GreenStep' awards for STRATA\_HEAT™—the most advanced electric radiant floor heating system in the world—in the 'Product' category. The highly competitive awards program recognizes organizations and individuals in the flooring industry for their stewardship, initiatives and accomplishments in producing sustainable products and promoting an eco-friendly lifestyle.

"As a leading source for flooring industry news, *Floor Covering Weekly's*



'GreenStep' awards acknowledge the 'who's who' in our industry producing products that better the world," said LATICRETE Technical Sales Representative Adam Marks. "The entire STRATA\_HEAT system promotes sustainability by providing consistent, energy-efficient warmth that significantly lowers kilowatt usage and reduces energy costs."

The award was accepted on behalf of LATICRETE by Marks at a ceremony in Georgia.

#### STRATA\_HEAT Thermal Pack

STRATA\_HEAT Thermal Pack is a patent-pending thin-set additive which has been designed exclusively for use with select LATICRETE® adhesives. Utilizing Thermal Diffusion Technology, heat generated from the STRATA\_HEAT Wire is uniformly distributed throughout the adhesive to eliminate cold spots and quickly achieve the desired floor temperature. With the addition of STRATA\_HEAT Thermal Pack, homeowners are able to lower kilowatt usage and reduce energy costs by 15 percent.

#### STRATA\_HEAT Wire

STRATA\_HEAT Wire is highly customizable with multiple spacing options for variability in heat output and design flexibility. Unlike most other systems, the STRATA\_HEAT Wire does not have a minimum on straight run lengths and will not interfere with other electronics in the vicinity.

#### STRATA\_HEAT Thermostat

The STRATA\_HEAT Wi-Fi Thermostat features a smart-focused design that is compatible with home automation devices to assist in controlling the STRATA\_HEAT electric radiant floor heating system for optimum comfort and efficiency. It also has the ability to control the floor's heat with a smartphone app or GPS positioning technology, and check energy statistics on-the-go. The STRATA\_HEAT Wi-Fi Thermostat is able to learn homeowner routines and apply the most efficient settings to reduce heating usage by up to 25 percent. Additionally, its intuitive interface makes set-up easy and does not include any complicated programming modes. The thermostat is also available in a touch screen programmable version.

#### STRATA\_HEAT Mat

The STRATA\_HEAT Mat utilizes mortar hydration vents that create a mechanical bond between the mat and adhesive mortar. This allows the mortar to cure faster and provides a stronger tile bond for a faster time-to-grout while using the appropriate mortar for the installation. The STRATA\_HEAT Mat also allows installers to see the mortar coverage underneath the mat during installation without having to lift and verify.

### Halstead Named Home Depot's Flooring Supplier Partner of 2019

Halstead, a division of HMTX Industries, received The Home Depot's 2019 Supplier Partner of the Year Award in the flooring category.

The award was presented on October 22, 2019 at the Cobb Galleria Convention Center in Atlanta, Georgia. Over 3,500 were in attendance at the event, which celebrates the year's winners in each product category; flooring is department 23 at Home Depot.

Last year's flooring winner was Custom Building Products.

HMTX Industries, comprising the Halstead, Metroflor, Teknoflor, Aspecta and Vertex brands, provides resilient flooring for the commercial and residential markets.

### INSTALL Members Donate Time and Skills for Charity

#### Journeyman Across the Nation Ensure Proper Installation for Three Non-Profits

Members of the floorcovering industry's leader in training and certification, INSTALL, have donated time and labor to several non-profits across the United States. This was a win-win scenario for apprentices to continue fine-tuning their skills on the job while providing non-profit organizations assistance in optimizing facilities.



#### Polished Concrete for The Wounded Warrior Project

The new INSTALL concrete polishing training was put to the test as apprentices donated their time to help renovate The Wounded Warrior Project facility in Derry, NH. Instructors Eric Martinez, Brian Redshaw and Matt Attarian led the installation as apprentices learned how to prep and polish concrete flooring.

#### Hardwood Flooring for Ronald McDonald House

On the other side of the country, INSTALL members installed new hardwood flooring for a Ronald McDonald House in Southern California. Ronald McDonald Houses are supported in many ways by the by the Carpenters Union across the USA.

#### Infection Control for Homeward Bound

Commercial Floor Covering Services donated labor and materials to Homeward Bound, a charity organization in Brooklyn Park, MN that helps provide housing and 24-hour specialized nursing care for severely disabled residents. Due to the residents varying health concerns, INSTALL floor covering apprentices implemented Infection Control Risk Assessment (ICRA) measures. ICRA saves lives by protecting patients from hospital acquired infections. Infections can be deadly to immunocompromised patients in occupied health care facilities during construction if care is not taken to control air flow, dust, mold and noise vibrations.

INSTALL is committed to increasing the flooring industry's excellence while supporting local communities and organizations. With INSTALL certified installers, jobs are completed right the first time, reducing callbacks and headaches. To learn more about INSTALL visit <https://installfloors.org/>.

## LATICRETE Expands Presence in Italy With Acquisition of Benfer Schomburg S.R.L.

**Strategic acquisition to expand operation in Europe region**

LATICRETE International, a leading manufacturer of globally proven construction solutions for the building industry, has acquired BENFER SCHOMBURG S.R.L. BENFER is a leading producer of



adhesives and sealants for ceramic and natural stone floor and wall coverings with an impressive track record of growth and customer base. The general management of the

company will continue under the direction of Giorgio Cocchi, Owner of BENFER, with support of Eddy Bonucelli, LATICRETE Regional Director of Europe. With this acquisition, LATICRETE will expand its production and presence in the European market.

LATICRETE and BENFER are complementary in product offerings and market penetration. "This acquisition is an important step forward for us as part of our strategic plan for continued international expansion, through the introduction of new production and business support in Europe," said Erno de Bruijn, President & COO, LATICRETE International Division. "The BENFER product portfolio highly complements our existing offerings and allows us to expand our market access and manufacturing capabilities."

The 16,000 square meter (172,222 square foot) BENFER facility is located in the Castelnovo Rangone region and is equipped with fully automated production. The facility also has the capacity to produce the additional volume from Laticrete Europe SRL.

Since 1965, BENFER has been active in the European and international markets producing and selling adhesives, sealants and rapid setting self-leveling products; waterproofing for different types of sub-bases; rapid drying screed; systems for installation on wood paneling, corrosion inhibitors, and accessories for repairs and protection. In 2008, the BENFER SCHOMBURG joint venture was formed with BENFER and German Company, SCHOMBURG Group.

"With this step, SCHOMBURG is consolidating overlapping sales and production activities in Southern Europe and therefore concentrates further on the development of the core brand of SCHOMBURG with 100% owned subsidiaries," said Alexander Weber, acting partner of SCHOMBURG GmbH & Co. KG.

Since 1956, LATICRETE has aimed to improve the durability of buildings and create lasting customer relationships by manufacturing safe, innovative building materials and by treating customers, employees and partners like family. With approximately 1,600 team members worldwide, LATICRETE distributes in over 100 countries.

BENFER's strong position in the European market will open up new business opportunities for LATICRETE Europe SRL and allow for immediate synergies.

## LATICRETE Innovation on Display at 2019 Concrete Decor Show

**New SPARTACOTE™ Flex XPL Low Gloss floor coating will be introduced to the industry for the first time**

LATICRETE will be showcasing its latest product solutions at the Concrete Decor Show in Arlington, Texas. Located at Booth 223, expert decorative concrete trainers, educators, artisans and more will learn about VAPOR BAN™ ER, considered to be the future of fast-setting moisture vapor control for resinous flooring systems, and SPARTACOTE™ Flex XPL, a versatile, easy-to-apply resinous floor coating for both decorative and protective applications. Attendees will also learn about SPARTACOTE Flex XPL Low Gloss, a low gloss resinous floor coating to be released in early 2020.

"As a prominent leader in the concrete remediation and resinous flooring industries, innovation is the name of the game. LATICRETE continually looks for ways to better serve our customers with new product offerings like the upcoming rapid-cure SPARTACOTE Flex XPL Low Gloss," said LATICRETE Channel Manager Jeff Bonkiewicz. "The Concrete Decor Show is an opportunity for us to help our customers discover new ways they can use our products to solve problems, save time and produce long lasting results for their clients."

LATICRETE will team up with BC Decorative Concrete Supply, a leading source in Texas for decorative concrete materials, equipment sales, rentals and expert technical support, conducting live demonstrations at the show.

### Products To Be Showcased At Booth 223:

#### VAPOR BAN ER

VAPOR BAN ER is an ASTM F-3010 compliant, epoxy-based all-in-one moisture vapor barrier and primer that saves installers time and speeds up complete installations on the jobsite thanks to the products' dual purpose. With a quick turnaround time, VAPOR BAN ER is ready for both self-leveling underlayment and SPARTACOTE resinous flooring products in as little as three hours, often turning two-day installations into one.



#### SPARTACOTE Flex XPL

SPARTACOTE Flex XPL is a high solids, rapid cure, very low VOC and minimal odor resinous floor coating for both decorative and protective applications. Designed to be easier to work with than similar products on the market, SPARTACOTE Flex XPL allows contractors an easier and extended working time of 20 to 25 minutes and a better flow, thanks to the product's low viscosity chemical makeup.



### SPARTACOTE Flex XPL Low Gloss

The SPARTACOTE line of resinous flooring and decorative coating systems is expanding to offer customers a new low gloss option with SPARTACOTE Flex XPL Low Gloss. The rapid-curing product cures in as little as two hours and leaves a low gloss finish, providing end-users a choice when less sheen, less reflective and less dramatic flooring is desired. SPARTACOTE Flex XPL Low Gloss is designed to work with other SPARTACOTE coating systems, offering versatility and speed for installers and floor owners. The product is expected to launch in early 2020.

### LATICRETE Promotes Ron Nash to Vice President of Sales and Marketing; Sean Boyle to Vice President of Market Intelligence and Channel Management

*Newly formed positions will realign the structure of the sales team and enrich customer experience*

LATICRETE has promoted Ron Nash to the newly formed position of Senior Vice President of Sales and Marketing and Sean Boyle to the newly formed position of Vice President of Market Intelligence and Channel Management. The promotions are an integral part of the company's multi-year restructuring to realign the sales teams to focus on specialized business segments that enrich the customer experience.



**Ron Nash**



**Sean Boyle**

Both have made major contributions in keeping LATICRETE and our clients relevant and competitive. These important organizational enhancements reflect ongoing improvements across many functions including product innovation, technology and marketing strategy. We are excited about the future and look forward to the immediate positive impact these leadership changes will bring to our innovation efforts."

Nash's responsibilities will directly encompass the Sales, Marketing and Technical Services departments. His new role will optimize and align all outwardly directed activities and increase the focus on anticipating and meeting current and future customer needs.

Boyle will lead all corporate activities regarding the collection, interpretation and dissemination of market intelligence. He will work with LATICRETE teams to identify the most effective approach for each sales channel, provide mentorship and guidance to the Innovation team and offer insights into future marketing and sales planning.

### LGM and Associates Welcomes Jennifer Faller

LGM and Associates is excited to announce that they have added a new associate to their team of experts. Jennifer Faller is a flooring industry leader with 24 years of expertise in concrete flooring,



**Jennifer Faller**

for which she is known worldwide. She also brings over 20 years of construction industry experience and knowledge of concrete construction, interior or exterior, and decorative or utilitarian. Jennifer's in-depth knowledge and experience of concrete surface preparation, concrete chemicals -

including cure and seals, water repellents, densifiers and coatings, concrete repair, and finally polished concrete, for which is known worldwide, will be an incredible asset to their clients and the industry

Jennifer is also an educator and has trained over 1,200 concrete polishers worldwide. When you are working with/on concrete, she is your best friend; she will keep you out of trouble, get you out of trouble and provide answers to fix whatever happened and tell you why. Jennifer joins the team of flooring experts with all of the answers.

### MAPEI and nVent Partner for Radiant Flooring Products

Utilizing the electric floor heating technologies from nVent NuHeat, nVent and MAPEI are working together to create MAPEI Mapeheat with Technology from nVent NuHeat for the Canadian flooring channel. Starting in late November, select Canadian flooring channel distributors can begin purchasing Mapeheat products from MAPEI and enjoy the same benefits as established by nVent NuHeat.

"nVent and the nVent NuHeat team are excited about this alliance with MAPEI," said Marty Lee, nVent vice president of building and infrastructure solutions. "Both nVent and MAPEI have cultures that emphasize innovation, service and excellent warranty support. This program promises to deliver great value and peace of mind for our growing base of wholesalers, professional installers and end-users. We look forward to delighting our mutual customers with the results of this alliance."

Marco Roma, general manager of MAPEI Inc., added, "MAPEI takes pride in our commitment to continuously serve and support customers with the best quality and the most advanced and complete range of systems and services. The launch of Mapeheat, in alliance with such an innovative and highly recognized manufacturer as nVent, is another step toward the further consolidation of our position as the leading brand and vendor of choice for the Canadian construction industry."

For more information, visit [www.mapei.com](http://www.mapei.com) or [www.nuheat.com](http://www.nuheat.com). This article was originally posted on [www.fcimag.com](http://www.fcimag.com).

### MAPEI Donates for Aid Efforts in Bahamas

Familiar with the devastating impact of hurricanes, MAPEI has joined the Bahamas' recovery efforts, shipping roof supplies from

Puerto Rico, as well as construction fixtures and monetary donations from the company's headquarters in Deerfield Beach, FL.

"After Hurricane Maria hit Puerto Rico in 2017, we were devastated," explained Francisco Sánchez, general manager of MAPEI Caribe. "That storm only passed over Puerto Rico for a few hours, and we are still rebuilding the remaining damage. Hurricane Dorian stalled for days in the Bahamas. It's a real catastrophe. We feel compelled to help."

In 2017 Hurricane Irma also hit the shores of the Deerfield Beach/Ft. Lauderdale area, wreaking havoc in the area and breaking the roofs of corporate offices. In both cases, MAPEI sprang into action by providing support efforts for employees and the hardest-hit communities. With Hurricane Dorian, MAPEI has once again helped.

Working with Tropix Shipping, MAPEI Corporation and MAPEI Caribe pooled donations to join the Bahamas' recovery efforts. MAPEI Caribe shipped a 12.2 meter (4 ft long) shipping container filled with 20 transport platforms with 600 units of self-adhesive bituminous roofing membrane. MAPEI Corporation donated 1,000 buckets and 1,000 pairs of work gloves. "Firsthand we know that roofing materials, buckets and hard work gloves are necessary elements for the reconstruction process," said Luigi DiGesò, president and CEO of MAPEI North America.

"Being an international company, MAPEI has an extensive track record of helping in times of difficulty," continued Di Gesò. "In addition to product donations, as a company we also donate to the Red Cross Bahamas Aid Fund. An essential value of the company is to give back to the communities where we live and work, and the inhabitants of the Bahamas have our full support."

### MAPEI Group's President Passes Away

It is with great sadness that the MAPEI Group announces the passing of its President, Giorgio Squinzi, who died in Milan on the evening of October 2.



**Giorgio Squinzi**

Born in 1943, with a degree in industrial chemistry, Giorgio Squinzi (a second-generation businessman) became the Sole Administrator of MAPEI in 1984 after the death of his father, Rodolfo, who founded the company in Milan in 1937. Under Giorgio Squinzi's leadership, the company grew over the years to become one of the world's leading players in chemical products for the building industry and currently operates in 56 countries through 89 subsidiaries. The MAPEI Group, which employs over 10,500 staff, manufactures across five continents through 83 plants in 36 countries. This internationalization process began long ago; the Group's first foreign offices opened in Canada back in 1978.

Not only did Giorgio Squinzi devote his life to his family and company, his innovative vision and social work made an important contribution to business associations, the world of sport, and the wider community in his home city and the rest of the world.

In 1996 he was awarded the "Ambrogino d'oro" (one of the city's highest awards) by the Mayor of Milan for his contribution to

the city in the realms of both business and sport, and in 1998 he was knighted for his services to industry. In 2013 the President of the Italian Republic, Giorgio Napolitano, bestowed upon him the title of Grand Officer of the "Order of Merit of the Italian People."

Giorgio Squinzi held important posts in both Italian and international business associations. He was President of the Italian Federation of Chemical Industries from 1997-2003 and then again from 2005-2011. He was also the leader of CEFIC, the European Council of Chemical Industries, which represents 29,000 companies in this sector, for a two-year period (2010-2012).

He was the President of the Italian Industrial Federation from May 2012 to May 2016.

Giorgio Squinzi's motto was "Never stop pedaling," epitomizing his approach to work and life. The expression actually comes from cycling, a passion that he inherited from his father, Rodolfo. This love of cycling led Giorgio Squinzi to sponsor the MAPEI professional cycling team that won a total of 654 races from 1993-2002, reaching the very top of every international ranking. MAPEI's links to cycling go way back and still continue today through its partnership with the UCI (International Cycling Union): MAPEI is the Main Sponsor of the Road World Championships.

Giorgio Squinzi's love of sport also extended to soccer. He took over Sassuolo Calcio in 2002. In just a few years, the club was promoted from Serie C2 to Serie A and is now firmly estab-

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lished among the leading clubs in Italy's top division.

Opera was another of Giorgio Squinzi's great passions. He always attended the first night at La Scala in Milan and was a great opera fan. He was a member of the Opera House's Board of Directors from 2016, and MAPEI has been a Permanent Founding Member since 2008.

His expertise, precision and passion will now be taken up by his children, Veronica and Marco, who were appointed as Chief Executive Officers in July 2019. They will lead the MAPEI Group along the path first trodden with such far-sighted vision by Rodolfo and then Giorgio Squinzi.

### Mr. David's Flooring International and RD Weis Companies Enter into Strategic Partnership

**Combined Resources Strengthen Established Commercial Flooring Leaders**

Mr. David's Flooring International and RD Weis Companies have announced that, effective October 1, 2019, the companies will form an equity partnership to provide complete commercial flooring services to the greater New York region. The RD Weis management team will continue to operate under the RD Weis, CTS, and PASS brands in their current markets while transitioning to the Mr. David's infrastructure and systems.

"Mr. David's is excited to join with RD Weis Companies to deliver a new level of commercial flooring installation services and capabilities to the New York region," said Leonard Zmijewski, CEO of Mr. David's. "We have admired RD Weis for years and are very pleased to align our complementary strengths and resources."

Evolving customer needs are creating change in how commercial flooring installation companies' structure and deliver their services. Combining the complementary strengths and resources of Mr. David's Flooring International with RD Weis Companies will create a unified team capable of leveraging advanced technology to deliver a superior commercial customer solution.

"We believe in today's market, an organization must grow and become more competitive and more technologically-oriented to thrive in the future," said Randy Weis, CEO of RD Weis Companies. "Mr. David's and RD Weis are organizations committed to being industry leaders and to staying well in front of the pack for many years to come."

This strategic partnership brings commercial project contractors, architects, and corporate developers' greater access to a network of skilled installers, expertise in a broader range of commercial flooring materials and special performance conditions, and technology that deliver greater project efficiency and effectiveness.

#### About Mr. David's Flooring International

Mr. David's is a leader in full-service commercial contract flooring installation, logistics services, and supplier of carpet resilient, wood & laminate, tile and stone, and appearance retention services. Founded in 1972, Mr. David's Flooring International has completed over \$1B in customer contracts through 16 U.S. locations and nearly 1,000 employees. Mr. David's provides an industry-unique vertical integration that meets a customer's full project requirement, from design specification, project management to distribution and installation. Visit [www.mrdavids.com](http://www.mrdavids.com) for more information.


#### About RD Weis Companies

Founded in 1990 by Randall D. Weis, RD Weis Companies is a full-service flooring provider specializing in environmentally safe flooring solutions for commercial interiors. As a member of StarNet®, the largest commercial carpet channel in the U.S., RD Weis Companies offers commercial clients and design professionals a broad range of floor covering products at the industry's most competitive prices.

Headquartered in Elmsford, NY, RD Weis serves the needs of the corporate, healthcare, hospitality, retail, governmental and educational markets nationally from seven locations throughout the northeastern U.S. Visit [www.rdweis.com](http://www.rdweis.com) for more information on the company's full range of products, services and activities.

### Novalis Names Global Sustainability Manager

Novalis Innovative Flooring recently named Nicole Granath as sustainability manager for its global operations. Granath will be




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responsible for defining and guiding the implementation of Novalis' sustainability strategy and work across all of the company's facilities and product lines to further Novalis' commitment to producing flooring to the highest environmental standards. She will report to John Wu, CEO.

#### **Nicole Granath**

A lifelong environmentalist, Granath served as an advisory board fellow for the Trust for Public Land Connecticut and contributed to the successful campaign to conserve the 963-acre preserve in Connecticut. As co-leader of the Responsible Investment at Harvard Initiative, Granath advocated the Harvard University endowment for the incorporation of environmental considerations into its investment decisions. She has also served on the Harvard University Advisory Committee on Shareholder Responsibility.

Granath joins Novalis from 19 Capital Management, a technology-focused long-short equity investment fund, where she was responsible for research and operations. She graduated from Harvard University with a bachelor's degree in East Asian Studies and has studied at the Shanghai University of Finance and Economics and Xiamen University in China. Granath is fluent in Chinese and will be based out of the Shanghai office.

For more information, visit [novalisinnovativeflooring.us](http://novalisinnovativeflooring.us).

#### ■ ■ ■ **Shaw Earns National Recognition for Education And Training Efforts**

Shaw Industries Group, Inc. (Shaw) has earned national recognition for its education and training efforts. For the ninth consecutive year, the company has been named among *Elearning!* magazine's "Learning! 100" for its comprehensive approach to education and training. Shaw is ranked 6th in this year's rankings and is the only flooring manufacturer included in the list.

The awards recognize excellence in learning across enterprises that invest in a truly immersive learning culture. Learning! 100 Awards recognize organizations for their best-in-class learning and development programs, enabling a learning culture that creates outstanding organizational performance.

The Learning! 100 are comprised of 60 corporate enterprises and 40 public sector organizations that are evaluated across three criteria: Collaborative Strategies' Collaboration Index, Darden School's Learning Culture Index, and overall organizational performance.

"Last year, we provided more than 1.3 million hours of training for our associates," said Torrance



*For the ninth consecutive year, the company has been named among *Elearning!* magazine's Learning! 100 for its comprehensive approach to education and training.*

Ford, director of talent management at Shaw. "This ongoing commitment helps align key associate skills and behaviors to strategic business objectives, encourages leadership development, embraces continuous learning and innovation within the organization. Our efforts carry over into the community, where we are focused on creating the workforce of the future through myriad educational partnerships, and to our customers for whom we offer continuing education to help their businesses thrive."

For more information, visit [shawinc.com](http://shawinc.com).

#### ■ ■ ■ **STAUF USA Announces Changes in Moisture Warranty & Testing Requirements**

Based upon prolonged field experience and extensive laboratory testing, Stauf USA Adhesives will no longer require moisture testing on the specific products below for the installation of

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These changes will be effective immediately. There are some exclusions to the parameters, so please be sure to check with your local Stauf representative to provide an outline of those exclusions.

To review Stauf's full Warranty please visit our website at [www.staufusa.com](http://www.staufusa.com) for further information regarding all product warranties.

### Tarkett Names Roxane Spears Vice President of Sustainability

Tarkett announced the promotion of Roxane Spears to a new role, vice president of sustainability for Tarkett North America.



**Roxane Spears**

In this newly created position, Spears leads the organization's sustainability initiatives across research and development, material optimization and corporate communications.

Spears joined the company in 2004 to align with Tarkett's strong commitment to sustainability.

While serving multiple sales and sales management roles for more than 15 years, Spears focused on educating her peers and customers on a holistic approach to sustainability.

Her work will expand the sustainability conversation beyond the building so that it includes the wellness of the people in the space and the health of our planet.

### Tarkett to Sponsor Design Museum Foundation Exhibition

Tarkett announces its national title sponsorship of the Design Museum Foundation's upcoming exhibition, We Design: People. Practice. Progress.

The sponsorship is an important step in a multi-year plan to make diversity, equity and inclusion a major company focus, both internally and in collaboration with the architecture and design industry.

Tarkett doesn't consider itself just a flooring manufacturer, but a collaborative partner to and member of the architecture and design community. For years, our community has been discussing the lack of diversity, equity and inclusion on its teams, but progress has been slow and intermittent. Despite a variety of efforts to improve, architecture continues to be "among the least diverse professions in America," as Brenden Jackson wrote for Gensler On.

In response, Tarkett has committed to a series of initiatives over the next several years to support real and measurable change. We Design is a multimedia exhibition celebrating a variety of creative professionals -of differing ages, genders, backgrounds, races, ethnicities, sexual orientations, and abilities - showcasing their unique career paths through stories and photos, along with examples of their work throughout their careers, including design process imagery and artifacts. The exhibition also explores the need for more diversity in the design and innovation industries through quantitative and qualitative data visualizations and case studies.

For more information visit: <https://designmuseumfoundation.org/blog/2019/06/17/design-people-practice-progress/>



### UBC Announces Leadership Changes, Reaffirms Commitment to Supporting Key INSTALL Initiatives and Programs

The United Brotherhood of Carpenters and Joiners of America (UBC) recently announced several high-profile retirements and promotions within its executive leadership team. The organization, which has over a half-million members, also reaffirmed its commitment to key INSTALL initiatives and programs that play a critical role in training and certifying labor across 26 regional and district councils in the United States and Canada.

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### Retirements and Promotions Punctuate the Exceptional Talent of UBC Leadership

UBC General Vice President Douglas J. Banes and General Secretary-Treasurer Andris J. Silins announced their retirements earlier this year. Throughout their careers, Banes and Silins facilitated significant contributions within the UBC and throughout the floorcovering industry.

Banes was a longtime proponent of the development of training for UBC membership. His efforts paved the way for innovative industry training taught at the Carpenters International Training Center. Silins served as the Labor Chair for INSTALL and with the Interior Systems Labor-Management Committee. In addition to his responsibilities and commitment with the UBC, he served as chairman and trustee for a number of UBC-related pension funds.

On April 1, 2019, Second General Vice President Frank Spencer assumed the office of General Vice President, Midwest District Vice President David Tharp moved up to Second General Vice President, succeeded by Mark McGriff. Of special note, Eastern District Vice President Mike Capelli stepped into a new role serving as General Secretary-Treasurer of the UBC and INSTALL Labor Chair. Capelli is a 3rd generation carpenter who has been a member of the UBC since 1986. Bill Waterkotte succeeded Capelli as Eastern District Vice President.

Capelli will play a critical role in overseeing the future of INSTALL. His support and direction alongside the INSTALL Labor-Management Committee will only strengthen and bolster the organization, and he seeks to uphold key initiatives and programs already underway, including:

- INSTALL Expansion Partnership Program
- Concrete Polishing Training and Certification development
- Educating the A&D community, along with other floorcovering specifiers, on the importance of specifying trained and certified labor

### Key INSTALL Initiatives for the Future of UBC Labor

The INSTALL Expansion Partnership Program is a time-tested method of collaboration with flooring contractors to grow their business in new territories. From locating key geographic hot spots of construction growth to offering in-the-field expertise, the program helps members expand their reach, grow revenue streams, and cultivate industry relationships.

A key component of this initiative is the inclusion of INSTALL certified labor in the U.S. Department of Veterans Affairs (USDVA) Master Specification. With the recent enhancement of the Resilient Sheet Flooring Quality Assurance re-

quirements to the Master Specification, the USDVA now compels the vast majority of floorcovering projects to be completed by INSTALL certified installers due to specific language on training and certification.

INSTALL is also leading the charge in developing and implementing a comprehensive concrete polishing curriculum. Leadership has worked hand-in-hand with manufacturers, contractors and industry influencers over the past few years to craft a new curriculum based on real-world challenges. Today, this landmark curriculum is nearing completion and will soon be implemented across the United States and Canada.


Finally, INSTALL remains committed to educating architects, designers and other specifiers on the importance of specifying trained and certified labor. By developing CEUs, influencer engagement events and other learning opportunities, the organization will continue to spread awareness of the INSTALL Warranty Program and will deliver value to stakeholders through properly installed flooring that is “done right the first time.”

### A Bright Future

As the floorcovering industry's most endorsed and specified training program, INSTALL continues to push the envelope when it comes to training and installation excellence. As a united team, Capelli and the INSTALL Committee will work together to ensure a bright future defined by industry-changing initiatives and a dedication to quality that is unmatched by other organizations. ■


### FOR MORE INFORMATION ABOUT FCICA

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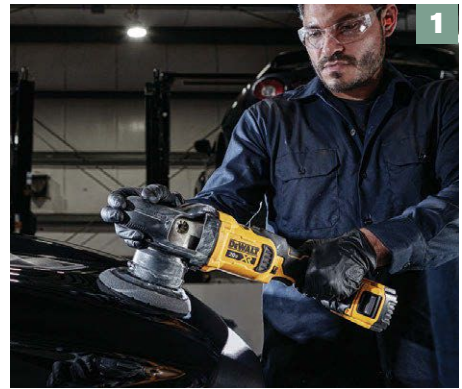
**We know how.**

### 1. DEWALT® Introduces Cordless Polishers

DEWALT debuts two new polishers; the 20V MAX\* XR® 7 in. (180mm) Variable Speed Rotary Polisher (DCM849) and the 20V MAX\* XR® 5 in. (125mm) Variable Speed Random Orbit Polisher (DCM848).

Available in fall 2019, the 20V MAX\* XR® 7 in. (180mm) Variable Speed Rotary Polisher will come kitted with two 5.0Ah Batteries for \$429 MSRP (DCM849P2) or bare for \$259 MSRP (DCM849B). Also available in fall 2019, the 20V MAX\* XR® 5 in. (125mm) Variable Speed Random Orbit Polisher will come kitted with two 5.0Ah Batteries for \$449 MSRP (DCM848P2) or bare for \$279 MSRP (DCM848B). Both 20V MAX\* Polishers will come with a three-year limited warranty, one-year free service contract and 90-day money-back guarantee.

\*Maximum initial battery voltage (measured without a workload) is 20 volts. Nominal voltage is 18.



### 2. Island Stone Introduces Two New Colors to Spindrift Marble Mosaic Tiles

Spindrift Marble, the mosaic tiles from Island Stone that offer a different approach to traditional marble tiles, with smooth, organic forms instead of hard edges and straight lines, has added two colors— Nebula and Tempest.

The next-generation colorways now give the company's popular Spindrift Marble mosaics three options to create a relaxed ambiance that the pebble-shaped tiles exude while still retaining an upscale appearance. The structured placement of the pebble allows for a consistent and measured grout joint, enhancing the quality and finish of the product without compromising the natural and random look. Each stone is meticulously shaped and crafted into mosaic tiles measuring 11-3/4" square by 1/4" thick. Spindrift Marble tiles are suitable for walls, showers, and freeze/thaw areas.



### 3. LATICRETE Introduces VAPOR BAN™ ER, a Rapid-Curing Moisture Vapor Barrier

LATICRETE has introduced VAPOR BAN™ ER, a rapid-curing moisture vapor barrier that dries in three to four hours for use in compressed timeline projects. This product can be incorporated as a base coat in any SPARTACOTE™ resinous flooring systems for decorative and protective applications, or it can be used separately to protect moisture sensitive finished flooring.

Performance features of VAPOR BAN Primer ER include exceeding ASTM 32010 to protect even the most sensitive flooring materials from moisture vapor transmission and oil tolerance.



### 4. LATICRETE Launches New Polishable, Cementitious Self Leveling Concrete Overlay, NXT® Level SP

LATICRETE has introduced NXT® Level SP, a coarse-sanded, polishable, cementitious self-leveling concrete overlay with a Salt and Pepper appearance that is designed to function as a high-strength wear surface or underlayment. With its ability to be pourable and pumpable, NXT Level SP is ideal for use in new construction and repairs to polished slabs in high-traffic areas in need of a durable, low maintenance wear surface.

Additional performance features of NXT Level SP include high abrasion resistance and high compressive strength of 7,000 PSI making the flooring more durable and versatile for end-user installations.

NXT Level SP is available in a 50-pound (22.7 kilogram) bag and is sold via LATICRETE distributors and MVPs.





5

## 5. Mats Inc. Introduces Graffiti for Custom Inlaid Matting

For branding, a contemporary look or high-end design, Graffiti offers customers exclusive matting featuring inlaid logos or custom designs and patterns with crisp clean lines.

Graffiti is a practical matting solution that provides durability and low maintenance with the luxurious appearance of plush carpeting. Using waterjet technology, experienced artisans meticulously assemble and securely fasten each component to deliver superior quality loose-lay matting.

The matting can be produced in nearly any shape and size, from standard rectangles to more elaborate forms, to accommodate areas such as revolving doors, reception desks and especially large entrances and lobbies.

Because of its combination of style, practicality and durability, Graffiti is ideal for Class A office buildings, healthcare facilities, education buildings, restaurants, red carpets and more.



6

## 6. Tarkett Launches Blockade and Soundblock

Designed by Jhane Barnes, this collection features two soft surface styles in Powerbond and modular platforms and includes 12 colors in the Blockade palette, with 7 modern neutrals and 5 branding accents. Eight of those colors are repeated in the Soundblock palette, helping the two work easily together throughout a floorplan.

Both Blockade and Soundblock are available in Powerbond, as well as 9x36, 18x36, and 24x24 in. tile. When installed as Powerbond, Blockade requires no matching at the seams, for faster installation and minimal waste.

All Tarkett soft-surface products include Eco-Ensure soil protection technology, a fluorine-free chemistry that is Cradle to Cradle Certified Gold for Material Health. ethos Modular and Powerbond are Cradle to Cradle Certified™ Silver v3.1, and ethos Modular is ILFI Living Product Challenge Imperative Certified.



7

## 7. Titebond Gives Wood Flooring Installers a new High-Performance Adhesive

Titebond 741 Choice Wood Flooring Adhesive is formulated using a newly developed proprietary polymer and contains no water or solvents; it is 100% solids. Easy to use and provides excellent green grab and strength development, curing into a tough, flexible and tenacious bond to a variety of substrates. Once troweled, it won't slump, decreasing the amount of popping sounds in the finished floor. Elastomeric properties allow the adhesive to move with the wood as it expands and contracts over the life of the floor.

Titebond 741 Choice is most often used to secure solid wood, bamboo, cork and engineered flooring. It is moisture, mold and mildew resistant and can be combined with concrete subfloor moisture systems to achieve 100% moisture protection.



8

## 8. Wagner Meters Introduces New C555 Concrete Moisture Meter

The C555 Concrete Moisture Meter is designed to be in full compliance with ASTM F2659 to assist in preliminary evaluation of the comparative moisture condition of concrete, gypsum, and other floor slabs and screeds.

The versatile C555 also features an onboard ambient temperature and relative humidity sensor as well as a "Relative Measurement" mode for comparative measurement of other smooth surface materials such as brick or cement block. The C555 comes with an "On-Demand Calibrator" platform to perform fast and easy calibration to factory settings while in the field.

The C555 features an abrasion-resistant Teflon sensor surface and a protective rubber boot for durability as well as a 1-year warranty.

# OSHA Reveals Latest Top 10 List of Violations at NSC 2019

ORIGINALLY PUBLISHED BY EHS DAILY ADVISOR STAFF SEPTEMBER 11, 2019. VISIT <https://ehsdailyadvisor.blr.com>

**A**t the 2019 National Safety Council Congress & Expo in San Diego, California, Patrick Kapust, Deputy Director of OSHA's Directorate of Enforcement Programs, presented the agency's top 10 violations for fiscal year (FY) 2019 to a standing-room-only crowd of safety professionals. The order may have changed slightly, but the list remains the same as last year.

The data, which covers violations cited from October 1, 2018, through August 31, 2019, is preliminary, and as such, the precise numbers associated with each violation may change. However, the ranking is likely to remain consistent when OSHA releases the final numbers.

The top 10 violations of FY 2019 are:

- 1. Fall protection (construction)—general requirements (29 CFR 1926.501):** 6,010 violations. The duty to provide fall protection has been OSHA's top citation for several years. According to Kapust, common violations under this standard included failure to provide fall protection near unprotected sides or edges and on both low-slope and steep roofs. Many of the citations were issued to roofing contractors, framing contractors, masonry contractors, and new single-family housing construction contractors.
- 2. Hazard communication (29 CFR 1910.1200):** 3,671 violations. Hazard communication has been in the number-two spot for several years. Common deficiencies include lack of a written program, inadequate training, and failing to properly develop or maintain safety data sheets (SDSs). Auto repair facilities and painting contractors were among the industries that received many hazard communication citations.
- 3. Scaffolds (construction)—general requirements (29 CFR 1926.451):** 2,813 violations. Common violations included improper decking, failing to provide guardrails where required, and failure to ensure that supported scaffolds are adequately supported on a solid foundation. Masonry, siding, roofing, and framing contractors were particularly prone to scaffolding violations.
- 4. Lockout/tagout (29 CFR 1910.147):** 2,606 violations. Many employers cited under this standard failed to establish an energy control procedure altogether, while others were cited for failing to provide adequate employee training, failing to conduct periodic evaluations of procedures, and failing to use lockout/tagout devices or equipment. Violations were common among plastics manufacturers, machine shops, and sawmills.
- 5. Respiratory protection (29 CFR 1910.134):** 2,450 vio-

lations. Failing to establish a program, failing to perform required fit testing, and failing to provide medical evaluations were among the most frequently cited issues. Auto body refinishing, masonry contractors, painting contractors, and wall covering contractors received many citations under this standard.

- 6. Ladders (construction) (29 CFR 1926.1053):** 2,345 violations. Common deficiencies included failure to have siderails extend 3 feet (ft) beyond a landing surface, using ladders for unintended purposes, using the top step of a stepladder, and ladders with structural defects. These violations were common among roofing, framing, siding, and painting contractors.
- 7. Powered industrial trucks (29 CFR 1910.178):** 2,093 violations. Violations commonly addressed deficient or damaged forklifts that were not removed from service, failing to safely operate a forklift, failing to retain certification of training, and failing to evaluate forklift drivers every 3 years as required. Forklift violations were widespread across a number of industries, but were particularly prevalent in warehousing and storage facilities, fabricated and structural metal manufacturing, and among framing contractors.
- 8. Fall protection (construction)—training requirements (29 CFR 1926.503):** 1,773 violations. Commonly cited issues include failing to provide training to each person required to receive it, failing to certify training in writing, inadequacies in training leading to the failure of retention by the trainee, and failing to retrain in instances where the trainee failed to retain the training content.
- 9. Machine guarding (29 CFR 1910.212):** 1,743 violations. Violations included failing to guard points of operation, failing to ensure that guards are securely attached to machinery, improper guarding of fan blades, and failing to properly anchor fixed machinery. Machine guarding violations occur in many industries, but common targets include machine shops, and fabricated metal manufacturing.
- 10. Personal protective and lifesaving equipment (construction)—eye and face protection (29 CFR 1926.102):** 1,411 violations. A newcomer to OSHA's top 10 list in 2018, eye and face protection made the list again in FY 2019. Commonly cited issues included failing to provide eye and face protection where employees are exposed to hazards from flying objects; failing to provide eye protection with side protection; and failing to provide protection from caustic hazards, gases, and vapors. ■

**California Governor Signs AB729 Carpet Recycling Revisions into Law**

California governor, Gavin Newsom, has signed AB729. The new law goes into effect January 1, 2020.

The law, "Revises the Product Stewardship for Carpets Program to, among other things, require the stewardship plan include a funding mechanism with differential assessments, require a 'contingency plan' in the absence of an approved plan by the California Department of Resources Recycling and Recovery (CalRecycle), and increase the administrative penalties from \$1,000 per day to \$5,000 per day."

**CFI ratchets up installer recruitment efforts**

For most of its 26-year existence, the International Certified Flooring Installers (CFI) stood for professional training and certification. While those principles remain core to its values, times have changed. Today, CFI's focus is on aggressively recruiting the next generation of installers.

That reality was evident here during CFI's 26th annual convention, which also coincided with a meeting of the Floor Covering Leadership Council on installation. "Our DNA will always be education, certification and training installers, but we need to be more than that," Robert Varden, CFI vice president, told FCNews. "That recruiting piece is becoming more and more of our DNA."

While flooring industry executives generally agree that installation—both recruiting the next generation as well as raising the professionalism of existing installers—is the No. 1 issue facing the industry, not everyone is so quick to call it a "crisis." Varden begs to differ. "Research tells us that in the next 10 years we are going to have to round up 180,000 installers," he said, citing the number of floor layers who will be retired by then. "Knowing how many installers are coming into the business, it sure sounds like a crisis tome."

The dearth of young installers trickling into the business comes at a time when many skilled labor trades are hurting as millennials pursue higher education or are uninterested in this career choice. "Kids come out of school today and don't know how to build anything—they don't know how to swing a hammer," Varden said.

For its part, CFI is looking to seize opportunities wherever it can to educate young people on the opportunity that flooring installation provides. For example, the group is in discussions with Tidewater Community College in Virginia on offering a basic two-week installation course in the hopes it will generate enough interest to become a five-week course. CFI has also partnered with other industry associations (NWFA, FUSE, Informa, FCICA, etc.) to work together to find solutions. "Our success depends on our partners," Varden said. "It's going to take industry support"

**Laying the groundwork**

Earlier this year, CFI held the inaugural Build My Future Flooring Edition in Plano, Texas—an offshoot of Build My Future in Springfield, Mo., which encompasses many different trades. Build My Future Flooring drew more than 100 high school students for a

full day of hands-on installation training and learning about the business. "This event required 20 trainers—Mohawk brought eight—and these trainers paid all their own expenses," Varden said. "This is just one piece of the puzzle that seems to work."

Of course, no one is more acutely aware of the installation challenges than CFI installers themselves. Many of them have weathered their own crises—be it industry consolidation, the Great Recession or aging. Despite all that, this proud group stands at the ready to help pay it forward for the next generation.

A case in point is Dave Garden, president of Troy, Mich.-based Installation Services of Michigan, who has been with CFI since the early days. "If you look around this room, you won't see that much difference, as our core [group] has not really changed—but our mission has changed," he said. "It used to be that we identified installers and their skill levels. When I first got here, I just wanted to see how good I was. Now our mission is to train the world—train everybody on what a professional is. I'm proud of where we are going as a group—and we are just getting started. Check back with us in three years to see how far we have come as an organization."

Donald Perkins, an installer who runs his own shop in Torrington, Conn., joined CFI three years ago at the behest of his father. "After the recession I made the decision to learn more and to do better, and that brought my dad and I to CFI. My dad, who had been with CFI back in the 1990s before leaving, was blown away at what this group has become in terms of education and programs."

Perkins said being a certified CFI installer resonates with customers. "Being certified comes with great benefits as I'm connected with a professional organization that I can promote out in the market. It's also a confidence builder for the customer to know that I am certified with a professional group."

**International alliances**

CFI has been expanding its global footprint in recent years via collaborations in Canada, India, South Africa and other countries. Last year, it established an office in Shanghai, where it has led trainings and certifications in the areas of carpet, hardwood, laminate, ceramic and resilient with the goal of raising the standards across the globe and expanding awareness about the importance of using certified installers.

At convention, CFI signed a memorandum with Kodat Institute of Technology & Enterprise (KITE) to launch an installation training academy in Thailand. KITE chairman Sabahat Chaudhry



*From Left: Robert Varden, vice president, CFI; Scott Humphrey, CEO, WFCA; and Sabahat Chaudhry, chairman of KITE, agree to form an installation academy in Thailand.*

told FCNews the academy is going to be a place where the world of floor covering can connect. “Young people want to go to Thailand—it’s accessible to many continents,” he said. “This academy will lead into many exciting opportunities—bringing people on board, training them and connecting them with the opportunities in flooring.”

Varden said there is lasting benefit in establishing a school with dedicated personnel on the ground. “To me, it’s like the old saying: ‘Give a man a fish, and you feed him for a day. Teach a man to fish, and you feed him for a lifetime.’ The No. 1 issue is reaching the youth and recruiting them—that’s what we’re here for.”

**■ ■ Crossville’s Noah Chitty Appointed as ISO/TC 189 Committee Chairman**

*Chitty to Lead Committee Responsible for Overseeing, Creating Global Tile Industry Standards*

Noah Chitty, director of technical services for Crossville, Inc., has been appointed to serve as the chairman of the ISO/TC 189 committee. His term runs from 2019 through 2024.



**Noah Chitty**

The ISO/TC 189 Committee is the global entity that oversees and sets the standards for the tile industry. As chairman, Chitty is responsible for the overall management of the committee, including sub-committees and 11 workgroups that are comprised of 32 participating countries and 27 observing countries. His direct role includes the committee’s day-to-day work, helping to manage projects effectively, and leading the committee in reaching consensus.

“This position represents one of the highest levels of responsibility in the global standards world. Only someone with a proven track record of leading broad-based standards workgroups and a long-standing commitment to change and process development is suited for this role. Noah is clearly the right choice,” states Greg Mather, president of Crossville, Inc.

For more information about Crossville, visit [crossvilleinc.com](http://crossvilleinc.com)

**■ ■ Dana Hicks Named Show Director for Surfaces Expo (TISE)**

Dana Hicks has been named show director for The International Surfaces Event (TISE).



**The International Surface Event (TISE): SURFACES | StonExpo/Marmomac | TileExpo welcomes Dana Hicks as the new show director.**

Hicks has been with Informa Exhibitions, which owns TISE, for more than 17 years, serving in various roles and, ultimately, as group director of events.

In addition, Informa has announced a 25-year-long strategic partnership with the International Sanitary Supply Association (ISSA) for the ISSA Show North America show.

Informa Markets will now oversee “all operational assets” of the

ISSA Show North America and help expand the event’s overall size as well as its attendance and exhibitor roster. The association will remain in charge of the show’s educational component.

Amie (Gilmore) Gonzalaz, who previously served as director of TISE, has been named director of the ISSA show.

According to Trade Show Executive’s 2018 Top 100 ranking, Coverings is the 35th largest trade show in the U.S., TISE is the 42nd, and ISSA is the 70th.

**■ ■ Ecore Collects More Than 4,700 Items for Lancaster City Students in School Supply Drive**

Ecore, a manufacturer of safe, ergonomic and acoustic performance surfaces for commercial and athletic markets, recently hosted the “Just 4 Things” school supply drive, and collected 4,712 items to benefit four elementary schools in the School District of Lancaster in Lancaster, Pa. The supply drive ran from June 3rd through July 31st, and the four schools benefiting from it include Fulton, Carter & MacRae, Washington, and King elementary schools.

In an effort to collect as many supplies as possible, Ecore encouraged its employees to develop teams of 10 people to compete with one another to gather everything from hand soap, pencils, and deodorant to school uniforms and socks. Nine teams participated. The winning team collected 1,864 items.

“This friendly competition was a great motivator to encourage our employees to collect as many items as possible to benefit children in our city,” said Art Dodge III, President and CEO of Ecore. “Our goal was to collect 1,000 items, and we far surpassed it. When our employees are challenged to support those who are less fortunate, they always come through and exceed expectations. I am so proud to have a company that is comprised of people like this.”

Annette Rosa-Pabon, MPS, BSW, and Community School Director for Fulton Elementary School, was very thankful for Ecore’s contribution. “I’m over the moon about this incredible response of support for our school community,” said Rosa-Pabon. “Ecore’s generous contribution of supplies helps to remove barriers for our neediest students and ensure a successful start to the school year. Thank you Ecore for your support and partnership!”

In addition to participants dropping off physical donations, Ecore also utilized YouGive Goods, an online organization that allowed employees to make donations electronically through a user-friendly online team challenge. “The Ecore Back-To-School Supply Drive made a positive impact in the lives of children in need in the Lancaster community,” Michelle Seideneck, Director of Strategic Partnerships with YouGiveGoods. “When we lift up those in need, we help to build stronger communities.”



To learn more about Ecore and its community outreach efforts, visit <https://www.ecoreintl.com/About/Community-Outreach>.

## IICRC Announces 2020 Board of Directors

The Institute of Inspection, Cleaning and Restoration Certification (IICRC) has announced the election of four members to its 2019-2020 Board of Directors. Elections were held during the IICRC's October Shareholder meeting September 30, 2019, in Las Vegas.

New members of the 2019-2020 Board include Craig Kersemeier and Leslie Morrow. Joe Dobbins and Robert Pettyjohn were re-elected for an additional term, while former Chairman Pete Duncanson will stay on the Board as Immediate Past Chairman. IICRC's Board Officers will be elected at a special Board meeting October 15, 2019.

"The past year has been a great success for the Institute as we continued to see progress in our Standards and Certifications and growth amongst registrants," said IICRC Chairman Pete Duncanson. "As we welcome both new and familiar faces to the 2019-2020 Board, we're excited to see what the future brings."

Additional members of the 2019-2020 Board of Directors include:

- Mark Drozdov
- David Hodge
- Tony Macaluso
- Dan Mesenburg
- Scott Mitseff
- Steve Moran
- Kevin Pearson
- Paul Pleshek
- Ryan Tasovac
- James Tole
- Carey Vermeulen

During the Institute's Annual Instructors Meeting held September 28, 2019, two notable awards were handed out to IICRC Instructors Barry Costa and Craig Jasper. Barry won the IICRC 'Full House Award' for teaching the most students (1,183) over the past year, and Craig won the IICRC 'Globetrotter Award' for teaching the most classes (55) over the past year.

The following IICRC Instructors were also awarded service pins in recognition of their years of service:

- Thirty Years: Tony Macaluso
- Twenty years: Steve Andrews
- Fifteen years: Jeff Cross, Bruce DeLoatch, Kevin Fisher, Claudia Lezell
- Ten years: Rick Alston, Mark Ayers, Duncan Bennett, Mark Cornelius, Robert Fairbanks and Michael Forget.
- Five years: Kenji Eguchi, Kazunori Imamura, Ken Rodgers, Brian Seale and Brady Wilson.

For more information about the IICRC, please visit [www.iicrc.org](http://www.iicrc.org).

## IICRC 2020 Board Elects Kevin Pearson as Chairman

Following the Institute of Inspection, Cleaning and Restoration

Certification's (IICRC) 2020 Board of Directors election in late September, the IICRC Board is announcing today the election of its Executive Committee.

The IICRC Executive Committee helps run the day-to-day operations of the organization, and together with the Board, represents the interests of all IICRC registrants. Each major decision made within the organization is brought before both the Executive Committee and the Board of Directors.

The 2020 Board of Directors Executive Committee includes:

- Kevin Pearson: Chairman
- Carey Vermeulen: Chair-Elect
- David Hodge: First Vice President
- Joe Dobbins: Second Vice President
- Scott Mitseff: Treasurer
- Robert Pettyjohn: Secretary
- Pete Duncanson: Immediate Past Chairman

"This is going to be a great year for the IICRC," said Kevin Pearson, IICRC Chairman. "We've got a strong Board with expert leaders representing all of the industries we serve. I look forward to leading the Institute into the next decade and am excited to see what the future brings."

Additional members of the 2020 Board of Directors include:

- Mark Drozdov
- Craig Kersemeier
- Tony Macaluso
- Dan Mesenburg
- Steve Moran
- Leslie Morrow
- Paul Pleshek
- Ryan Tasovac
- James Tole

For more information about the 2019-2020 IICRC Board of Directors, please visit <https://www.iicrc.org/IICRCBOD>.

## NAFCD Announces New Distributor Members

The North American Association of Floor Covering Distributors (NAFCD) is pleased to welcome its newest distributor members into the NAFCD distribution network.

- Bolick Distributors, Corp., Baton Rouge, LA
- C&C Wholesale Distributors, Dallas, TX
- Diamond W. Floor Coverings, Inc., San Diego, CA
- Fuzion Flooring, Mississauga, ON
- MarMe Tile & Stone, Concord, ON
- Sales Master Flooring Solutions, Deer Park, NY
- Shamrock Flooring, Calgary, AB
- Southern Wood Flooring & Supply, Dallas, TX
- Trinity Surfaces, Orlando, FL

"We're thrilled to welcome our newest distributor members to the NAFCD community," said Kevin Gammonley, NAFCD Executive Vice President. "We continue to see steady growth in NAFCD membership, and this in combination with our enhanced programs and member benefits serve to bolster our community of flooring distribution channel professionals."

Flooring-oriented distributors, suppliers and service providers looking to learn more about NAFCD membership are encouraged to visit [www.nafcd.org](http://www.nafcd.org)

### ■ ■ ■ New Version of NSF/ANSI Sustainability Assessment for Carpet Released

The newest edition of NSF/ANSI 140 Sustainability Assessment for Carpet, released August 2019, continues to promote the highest standard of environmentally responsible carpet products.

NSF/ANSI 140 was the first multi-attribute sustainability standard for carpet to allow architects, designers, building professionals, and consumers to identify sustainable carpet products.

The original standard was created in 2005 by a multi-stakeholder group, including The Carpet and Rug Institute (CRI) and NSF International, an American National Standards Institute- (ANSI-) accredited standards developer.

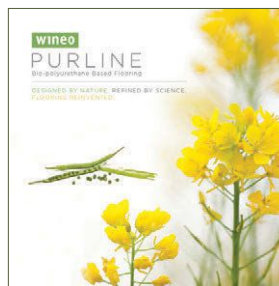
NSF/ANSI 140, which focuses on life-cycle assessment principles in evaluating sustainability, was developed by a balanced committee of experts representing industry, regulators, consumers, and other stakeholders using ANSI's rigorous process for the development of voluntary consensus standards.

NSF/ANSI 140 is recognized as one of the best standards for sustainability by the General Services Administration (GSA), EPA Environmentally Preferable Purchasing (EPP) program, and US Green Building Council's (USGBC) LEED v4.1 program.

Learn more at <http://www.carpet-rug.org/NSF140>

### ■ ■ ■ Windmoeller Inc. Announces New North American Headquarters

Windmoeller Inc., a leading manufacturer of innovative and high-performance flooring products, today announced the opening of its' new North American headquarters facility. Strategically



located in Marietta, GA, the facility accommodates Windmoeller's corporate offices, product showroom, and training center for the company's bio-based resilient flooring products.

"The new location strengthens Windmoeller Group's North American presence," said Matthias Windmoeller, principal shareholder of

Windmoeller Group and CEO of Windmoeller Inc. "The facility will showcase underlay systems and our PURLINE organic flooring."

Wineo PURLINE is a sustainable high-performance composite material, ecuran, based on "bio-polyurethane" that is manufactured utilizing plant-based oils such as canola oil or castor oil together with naturally occurring mineral such as chalk.

"Nothing beats wineo PURLINE for its combined aesthetics, durability, cleanability and sustainability," said Rich Ruhlin, CMO of Mats Inc. "The Windmoeller facility will help us provide further education and training."

The showroom is located at 1395 South Marietta Parkway, building 200, suite 208 in Marietta, GA and covered by 3,000 square feet of wineo PURLINE. Visitors are welcome by appointment during regular business hours, Monday through Friday. The company is developing a complete training program and schedule to support its North American initiatives and will release additional information in the upcoming months.

Windmoeller, with corporate headquarters and manufacturing located in Augustdorf Germany, is recognized for pioneering direct pressure laminate, interlocking click systems for solid vinyl floors, and bio-polyurethane sheet, plank, and tile floors made with ecuran. ■



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