

Raising  
building  
standards.

Building  
better  
builders.



Accredited Personnel  
Certification Body by the  
Standards Council of Canada

Helping you  
build your  
industry

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## Who is Building Professionals?

A management and consulting firm providing a range of programs and services that assist construction industry clients to establish and maintain high standards in green building practices and operational professionalism.

### Mission Statement

To apply our expertise in conscientiously preparing the building industry to meet the growing demands that climate change places on how buildings are constructed and the materials with which they are made.

### Vision

Building Professionals will be the most respected authority in green building practices and standards – a candid leader in the industry and a model of progressiveness and operational excellence.

### Promise

Our clients will share our genuine passion for raising standards in building practices that protect our environment, and enjoy the benefits of abiding consumer confidence in their work; Our employees will thrive in a professional, courteous working environment where their contributions, full involvement and opinions are valued; Our industry will look to us as a model of integrity and accountability in green building standards and practices.

Building Professionals is a leading Quality Assurance, Training, Building Science and Industry support provider for the energy efficient and sustainable building industries in North America.

For the past few decades, the principles of Building Professionals have focused on improving the knowledge and professionalism of installers and contractors, as they have a direct impact on the performance and ultimate energy efficiency of a building. From training to certification to industry wide quality assurance programs, Building Professionals has the experience, knowledge, passion and creativity to help you “build confidence” with your customers and “professionals” of your industry.

Building Professionals expertise lies in building energy efficiency, building sciences and the building envelope and provides services to a wide array of clients such as trade associations, manufacturers, government departments and utilities.

### Core Services Provided

- 1. We Build Confidence**  
Industry and manufacturer based site quality assurance program development and management
- 2. We Build Knowledge**  
Training and technology transfer program development and delivery
- 3. We Build Professionals**  
Certification and accreditation program development and management
- 4. We Build Industries**  
Trade association management and administration
- 5. We Build Value**  
Consulting and Industry Support Services standards, building codes

## Our Beliefs and our Values

### Our Beliefs

Long before ‘green’ became a buzzword – we believed in building green.

Before quality assurance and certification became marketing tactics – we believed our industry must stand behind the quality of its work.

Before the proliferation of associations – we believed in the power of collective industry partnership.

We believe we can make a difference in protecting our environment by arming builders with knowledge and inspiring a commitment to quality.

We believe we can make a difference in the success of our clients by establishing that their practices are superior, backed by standards unmatched in the industry. Standards we created.

We believe in building better. In building a better world.

### Our Values

- Foster, Promote and assist the industry to achieve Green and Sustainable Construction Practices and improve energy efficiency.
- Improve the knowledge and professionalism of individuals, companies and industries that provide materials and services to the building industry.
- Provide superior customer service and continue to amaze our clients.
- Take a long term vision and approach to working with clients so relationships are measured not in years, but decades.
- Foster an environment of cooperation, trust, respect and continuous improvement, never being satisfied with the status quo.
- Implement continuous improvement measures and be the centre of excellence for construction site quality assurance program.
- Act on behalf of our customers in a manner that demonstrates our partnership with them, treating their businesses as if they were our own.
- Nurture an atmosphere of professionalism married with respect, a willingness to assist others and a drive for excellence within the office without fear of failure.
- Promote a “can do” approach to all our work and challenges.

## We Build Confidence

### Building Professionals Overview of Site Quality Assurance Program Services

Building Professionals has extensive experience in the design of complete Quality Assurance Programs for the construction and energy conservation industries. Building Professionals was one of the first organizations to develop such a program for an industry based on the ISO 9000 template in 1986. Since then, Building Professionals has developed new programs for other industries and has been involved in the implementation of similar programs. No other company or organization has developed such complete programs for construction and the on-site quality of workmanship. Building Professionals can provide a complete package, with all components working together for a better industry. Building Professionals can also provide “one-stop” shopping for the design, development, implementation and delivery of each component.

#### Quality Assurance Program Development Services

Building Professionals can develop all of your Quality Assurance needs. Whether you are interested in a complete program or just one component such as contractor accreditation, installer certification or conflict resolution processes, we are your number one resource for development.

Each industry or group will have different needs in regards to Quality Assurance. By allowing you to customize a program to fit your needs, you will get exactly what you are looking for. We are here to assist you and provide our expertise to develop a program that will be meaningful for your industry or group while keeping a realistic outlook of how the industry works and the realities of construction.

In the case where you may already have developed some of the components of a Quality Assurance Program, such as training programs or industry standards and specifications, we can assist you in building and expanding your program for greater impact and success.

#### Quality Assurance Program Management and Administration Services

Building Professionals, with its holistic approach, can implement each of the Quality Assurance Program components. Whether it is managing the entire program or providing certification services, we can provide the expertise you need to ensure a smooth functioning and professional program.

Acting as an impartial 3rd party resource, Building Professionals is able to provide the credibility in order to strengthen the market acceptance and market confidence in the program.

Building Professionals currently provides this service for a number of programs and is able to offer cost and knowledge efficiencies from a stand alone management structure for the QAP program oversight and management. Building Professionals employs a number of individuals that are fully trained and professional in administering and providing oversight.

Clients are also able to benefit from existing relationships Building Professionals has with various users of the programs such as architects, consultants, building owners and government agencies.

## We Build Knowledge

### Training and technology transfer program development and delivery

Building Professionals is a leader in the design and development of training programs for the green construction and energy conservation industries. Whether it is an 8-hour program, or an 8-month program, Building Professionals provides a full service, “one-stop” shopping concept for your training needs.

As a full service provider, Building Professionals can provide everything you need in regards to designing and developing training programs. Each training program is customized to your specific needs, whether it is the upgrading of an existing program, or a completely new program, designed from scratch.

Building Professionals also has designed and developed a number of their own training programs and modules. These modules can be tailored to your specific needs. This method can become very cost effective.

We offer a long-term vision, based on years and years of experience. Our training plans are designed to take a holistic approach to your goals. We look at the long-term, and pride ourselves in keeping industries one step ahead of the game.

#### Training Development Services

- Facilitating industry focus groups to identify training needs
- Design of industry survey forms
- Conducting industry surveys and interpretation of results
- Definition of skill requirements
- Research and exploration into existing curriculum available
- Defining and establishing learning requirements
- Designing and developing of lesson plans, course schedules, and course administration manuals
- Research of technical information
- Development of standards of performance
- Designing and writing of technical / students manuals to appropriate grade level
- Designing and developing of instructor guides
- Designing and development of case studies
- Designing of student task assignments
- Designing of course evaluation forms

Whether you require one of these or all of them, we can help you out. If you are not sure quite what you need or require, we will help facilitate the process and have the ability to “take the ball, and run”.

#### Training Delivery Services

If you need assistance implementing your new training program, or are looking for assistance in delivering an existing program, Building Professionals can provide all the assistance you need.

- Training implementation plans
- Train the trainer services
- Development of course marketing materials
- Course marketing services
- Course logistics and planning
- Project management
- Course instructors
- Course quality control reviews
- Course evaluations

## We Build Professionals

### Certification and accreditation program development and management

Building Professionals is a leader in providing certification services for the green construction and energy conservation industry. Building Professionals has been providing certification services for decades and has done so for industry associations, government agencies, utilities, manufacturers, and contractors.

Building Professionals has certified thousands of installers across North America and is recognized as one of the first organizations to provide certification to both the energy conservation and green construction industry. Building Professionals has a wealth of experience in dealing with the installer in the field. Building Professionals is also one of the few organizations that focuses on the on-site qualification of installers.

Building Professionals can also develop new certification programs or customize existing programs. We can provide many services to ensure verifiable training.

#### Certification Development Services

- Develop full program manual to meet ISO17024 requirements
- Review standards of performance and learning requirements, or establish if they do not exist
- Develop test instruments and answer keys
- Review training curriculum to ensure that it meets industry standards
- Design and develop photo identification cards and certificates
- Design certification scheme and administration manual
- Develop re-certification requirements and processes
- Develop installer licensing/certification agreements



#### Certification Delivery Services

Once you have a certification program in place, Building Professionals can provide the services needed to manage the program. Building Professionals can act as an “arm’s length” group from the training provider to ensure consistency and provide a true statement as to an installers ability in meeting the requirements for certification.

*Building Professionals certification delivery services consist of:*

- Program management
- Administration of certification tests
- Grading certification tests or giving verification of results after they have been corrected by an instructor
- Database tracking
- Tracking of Continuing Education Units (CEU's)
- Issuing of certification certificate and photo-certification card
- Issuing of licensing agreement for certification
- Providing assistance in conflict resolution
- The physical and electronic filing and tracking of test results, certification numbers, and other information pertinent to certification
- On-going surveillance
- On-line examination
- Procedure & policy manuals

## We Build Industries

### Trade association management and administration

Building Professionals is a full service provider for national and regional associations across North America. We provide both administration, management, consulting and program services to associations specifically involved in energy conservation, building performance and green construction industries. Through our wealth of experience and knowledge, Building Professionals has implemented a cost effective solution for providing timely services to those industries.

Building Professionals has decades of experience in both the management and administration of associations and the coordination of industry stakeholders for various Demand Side Management (DSM) Programs. Building Professionals staff provides a diverse and holistic knowledge base to it's clients and is constantly on the forefront of association issues, policies and legislation.

For an association to run smoothly, the association needs to be able to use the expertise of a variety of people and skills for different lengths of time to perform various tasks. Building Professionals can provide you with the resources to let your association run smoothly and seamlessly.

The demand for services can be great on one day and virtually not needed on other days. By having a "pooled" full time staff, that perform a variety of functions, you can effectively run the association and meet the peak demands of the members. This also allows an association the ability to grow, progress, and be professional in it's operation. By utilizing Building Professionals to administer the association and provide supporting services, the members, board and executive committee are able to concentrate on the issues facing their industry. Building Professionals provides a very cost effective solution for associations instead of traditional hiring, housing and overseeing of a full or part time staff. Traditional overhead costs can be reduced by 50 - 70 % from running the association as a stand alone entity.

In cases where an existing association has staff, we can provide support services, administration and consulting to expand or provide a higher level of membership services.

*Building Professionals is able to provide services in the following areas:*

- Strategic Planning
- Financial Management
- Board Leadership Training and Development
- Governance Consulting and Monitoring
- Contract Negotiations
- Membership Recruitment and Retention
- Membership Surveys
- Marketing and Public Relations
- Educational and Professional Development
- Communication Services
- Meetings and Event Planning
- Committee management, support and implementation
- Policy and Procedure development and implementation
- Human Resources for Trade show booths, conferences and event management
- Corporate legal and government reporting
- Facilitation
- Graphic and Creative Design and Consulting

## We Build Value

### Consulting and Industry Support Services

Building Professionals provides a number of consulting and value added services to our clients that support our core services and mission. Through our experience, contacts, relationships and knowledge of various processes, we can help you in furthering your overall goals.

*Building Professionals provides strategic direction, consulting and vision in the following areas:*

- Standards Development and Consulting
- Research Project Management and Coordination
- Building Code Review, Expertise, and Proposals
- Business Development Consulting

### Sustainable and Energy Efficient Program Design

As the principals of Building Professionals have been involved in the development, implementation and review of various DSM and Energy Efficient program across North America, we are able to offer decades of experience in this area.

Our commitment has long been that of leading edge energy conservation and environmental developments. For the benefit of industry and for the long-term sustainability of any program, Building Professionals has promoted and developed energy conservation programs based upon a comprehensive business perspective.

Our positive approach turns short-life “social” DSM programs into potentially long term relationships that transform markets. We have the experience and vision to develop a program that takes into consideration the customer’s perspective, needs and wants, while maintaining the overall objective of the program.



## Overview of Clients and Partners

Building Professionals has worked with a wide range of clients across North America to help build confidence and professionals in the building envelope and energy efficient technology industries. A few of our valued clients and partners who have demonstrated a firm commitment to increasing quality, knowledge and a better building industry;



## Laverne Dalglish

Principal



Laverne Dalglish with the Tony Woods Award for Excellence

Mr. Laverne Dalglish has been actively involved in the construction industry for over 3 decades and has specialized in building envelopes, energy efficiency and building performance. Laverne is a frequent presenter across North America on a variety of topics as they relate to building envelopes, energy efficiency, green building practices, standards and quality of construction. Laverne is actively involved in the standards development process and has been involved with International Organization of Standardization (ISO) for over two decades, travelling around the world to develop standards for the industry. A

big believer in scientific research, Laverne has been a leader and participated in a number of commercial and residential building research projects with groups such as Oak Ridge National Laboratories, Syracuse University, University of Waterloo and National Research Council of Canada. Laverne has been involved in a number of utility demand side management programs and worked with various government departments across North American such as the U.S Department of Energy, Natural Resources Canada, Environmental Protection Agency, Environment Canada and Canada Mortgage and Housing Corporation.

### Expertise:

Standards, Building Codes, Quality Assurance, Building Science, Building Envelope, Personnel Certification

### Volunteer Leadership:

- Past President and current director of Building Performance Institute (BPI)
- Past Vice-Chairman and current director of The Building Enclosure Technology and Environment Council (BETEC)
- Past Treasurer and current director of Canadian Energy Efficiency Alliance

### Membership in:

- Construction Specifications Canada (CSC)
- Canadian Society of Association Executives (CSAE)
- American Society of Testing and Materials (ASTM)
- American Society of Heating, Refrigeration, and Air Conditioning (ASHRAE)
- Member, Building Performance Institute (BPI) standards management board
- Member, Building Performance Institute (BPI) certification management board
- Member, Task Group for National Green Building Standard 2012 Update
- Member, Standing Committee on Energy Efficient Buildings
- Member, Joint Task Group – Energy Efficient Housing and Small Buildings, Chair of Sub Task Group on Small Buildings

### Industry Involvement:

- Chairman, Underwriters Laboratories of Canada (ULC) Thermal Insulation Materials and Systems
- Chairman, Underwriters Laboratories of Canada (ULC) Air Barriers
- Chairman, International Organization for Standardization (ISO) ISO TC61 SC10 subcommittee on cellular plastics
- Member, American Society of Testing and Materials (ASTM) E-06 Committee on Performance of Building
- Member, Air Barrier Association of America Building Airtightness standards committee
- Secretariat, International Organization of Standardization (ISO) ISO TC 163 SC03 – Thermal Insulation Products
- Secretariat, International Organization of Standardization (ISO) ISO TC 163 SC03 WG 4 – Basement Insulation
- Convenor, Secretariat, International Organization of Standardization (ISO) TC 163 SC 3 WG6 – Conformity Control

### Awards:

- Tony Woods Award for Excellence in Advancing the Home Performance Industry in Canada – first recipient of the award from the Building Performance Institute (BPI)
- Outstanding Service Award – ISO TC61 Committee of plastics

## Ryan Dalglish

Chief Operating Officer

Ryan Dalglish has been involved in the building envelope and building performance areas of construction in both the commercial and residential sectors for close to 2 decades. Much of Ryan's time is spent on technology transfer, organizational excellence and education. Ryan has been a trainer, facilitator and performed a number of management roles for close to two decades. Ryan also is involved in research, development of training curriculum, and helping industries increase their professionalism. Ryan obtained credentials in Adult Education, Leadership and Organizational Excellence from the University of Manitoba.

Ryan has also published a number of papers for design and construction magazines such as Journal of Building Enclosure and Design, Construct Canada and Interface. Ryan frequently speaks at various technical presentations dealing with the building envelope to various building official associations, city departments and building enclosure councils across Canada and the United States, American Institute of Architects, Construction Specifications Institute and a number of local home builder associations.

Ryan has also published a number of papers for design and construction magazines and is frequently a speaker at various technical presentations dealing with the building envelope.

### Expertise:

Education and Training, Personnel Certification Programs, Association and Organizational Management, Market Development, Building Science, Building Envelopes, Green Building, Building Airtightness, Communications and Market Development

### Volunteer Leadership:

- President, Manitoba Building Envelope Council
- Past President and current director of National Building Envelope Council Member
- Manitoba Home Builders Association Education committee

### Membership in:

- American Society of Quality (ASQ)
- Roof Consultants Institute (RCI)
- Manitoba Building Envelope Council (MBEC)

### Industry Involvement:

Manitoba Chapter Manager: The Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI)

## Peter Spafford

Quality Assurance Manager

Peter Spafford has been involved in the energy conservation and building performance industry for over 2 decades. Peter as an instructor in building science and building envelopes, has taught thousands of tradesman, building officials, architects, general contractors and trade contractors across North America. Peter became the national training manager for Building Professionals and oversaw the delivery and facilitation of upwards of 50 training programs a year and coordinated upward of 50 – 70 project managers and instructors in delivering 6 week to 6 month term training programs in residential energy efficiency. Peter has also spent a tremendous amount of time in the field performing 3rd party inspections on behalf of government, quality assurance providers, utilities and warranty programs. Peter currently is the quality assurance program manager for Building Professionals. He has been involved in both the development and compliance aspects of the program for a number of initiatives in both the residential and commercial building markets.

### Expertise:

Site audits and Inspections, Training Delivery, Quality Assurance, Conflict Resolution

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