



ENHANCING CONSTRUCTION MANAGEMENT

ADDED VALUE FOR GENERAL CONTRACTORS & CONSTRUCTION MANAGERS

**MITIGATING RISK.
ENHANCING WORKER SAFETY.
MINIMIZING CLAIMS.**

CERTIFIED CONTRACTORS MAKE A DIFFERENCE.

What Does NACC Evaluate?

An In-Depth Analysis of Five Business Areas

The NACC program evaluates architectural glass and metal subcontractors via on-site and annual audits in five areas:

- 1 **Company Business Practices**
- 2 **Safety**
- 3 **Quality Management Systems**
- 4 **Contract Administration Processes**
- 5 **Glazing Processes**

Documented Quality

A Quality Management System is an NACC Priority.

NACC requires contractors have eight documented quality control measures in place:

-  **Quality Manual**
-  **Annual Internal Reviews**
-  **Operational Procedures**
-  **Equipment Maintenance & Accuracy Reporting**
-  **Record Retention Policy**
-  **QMS Document Control**
-  **Corrective & Preventive Actions**
-  **Procedures for Handling Customer Feedback**



What is the NACC Program?

North America's **ONLY** credential for architectural glass and metal **CONTRACTORS**

The North American Contractor Certification (NACC) Program recognizes architectural glass and metal subcontractors that consistently demonstrate quality and safety excellence. The program offers an ANAB-accredited third-party endorsement of companies having completed a significant and time-intensive evaluation that establishes a baseline for competency, business practices, and adherence to industry-accepted guidelines. By assessing all aspects of a glazing contractor's business, the well-rounded certification process benchmarks the means and methods that drive high performance and high quality in the industry.

Why Select a Certified Contractor?

A Commitment to Quality, Safety, and Value

The NACC credential offers a qualitative means for an owner or general contractor to reduce the risk associated with selecting a glazing subcontractor. NACC offers proof that a subcontractor has processes and procedures in place to consistently meet high standards. Certification reduces risk by minimizing errors, improving documentation, and establishing standards for business and glazing. NACC means improved job site and public safety, minimized subcontractor defaults, and fewer construction claims.

"Achieving NACC certification has been an enlightening and rewarding experience. It has caused us to examine all of our policies and procedures, and our company will be better for it. The certification process has reinforced our commitment to continuous quality improvement.

– Joe Clabbers, President
National Glass & Metal Co., Inc., Horsham, PA
NACC Certified since 2018

"What's attracted KA to NACC is how to evaluate qualified subcontractors. When we work in our home area, we have relationships, but as we reach out to other areas, independent certifications are a tool to evaluate competency. That's a real strong selling point."

– Michael Spence, AIA, FCSI, KA Building Science Group
Kraus-Anderson Construction, Minneapolis, MN

How to Minimize Risk?

NACC provides peace of mind for owners, GCs, and CMs.

In recent years, US construction insurance rates have spiked. According to a June 2020 article in Insurance Business Magazine, worker injuries cost the industry around \$7 billion annually. Water infiltration and losses related to water damage are the top builders' risks. A survey of over 340 industry professionals cited most defects and failures were caused by installer and/or glazing subcontractor insufficiencies. Shortcuts may be taken in the interest of time. Glaziers may not understand procedures. Management may lack oversight to make sure work is done properly.

NACC directly addresses these primary risk factors in its credentialing process, benefiting not only glazing contractors but also general contractors and construction managers with whom construction responsibility ultimately rests. It provides peace of mind to owners and security to the entire design and construction project team that projects will be completed safely, efficiently, and with the highest quality commitment.



Kraus-Anderson Endorses NACC

"NACC is an asset"

Kraus-Anderson Construction (KA), consistently ranked by ENR among the Midwest's Top 20 Construction Firms, endorses NACC. As a contractor, KA focuses on the means and methods, whereas an architect focuses on results. The risk profile difference between the two perspectives lends itself to labor and subcontractor certification programs such as NACC. A subcontractor's financial strength and safety record are both important to KA's hiring decisions. NACC certification mandates documentation for both, meaning certified architectural glass and metal subcontractors are prepared to meet the stringent requirements of the company and its projects.

According to Spence, the level of detail encouraged by NACC is an asset to certified subcontractors and construction teams. Since curtain wall manufacturers rarely approve or endorse subcontractors, independent third-party verification provides a safeguard. From structured quality and procedures for shop fabrication to field deliveries and on-site applications, the protocols documented during NACC certification minimize questions and instill confidence in the hiring construction manager or general contractor.

Read more from KA in *The Contractor's Perspective* available online at <https://www.GlazingCertification.com>

"NACC shed light on things we only thought we had control of. Better quality control means better finished product, which should be noticed by all."

– Ken VanHoozer, President
Bell County Glass Company, Inc., Killeen, TX
NACC Certified since 2020

Benefits to the Industry

Building Value With Every Certification

Efficient and professional installation of glazing products is crucial in today's competitive construction environment. Every stakeholder benefits from competency. The NACC program recognizes contractors that utilize industry best practices for installation, giving peace of mind to building owners, design professionals, general contractors, and insurers. Since its 2015 launch, NACC has gained industry acceptance for raising the bar of quality.

Proof Through Experience

Case Studies Show Value and Lessons Learned

Certified contractors report improved and better controlled processes, reduced waste, fewer mistakes, lower costs, additional opportunities for training, and more engaged staff as a result of organization-wide direction and communication. NACC's portfolio of case studies provides specific examples of lessons learned and results achieved by certified contractors and industry partners. View the articles at <https://www.GlazingCertification.com>.

Award Winning

NACC Program Wins IRMI Gary E. Bird Horizon Award

The NACC Program won the 2020 Gary E. Bird Horizon Award presented by the International Risk Management Institute, Inc. (IRMI). The Horizon Award, sponsored by Travelers, is presented annually by IRMI to recognize a demonstrated commitment to improving construction risk management through the implementation of innovative, cost-effective, and efficient risk management techniques.



"While certification programs are nothing new, the applicability of a certification process to construction risk management-related functions is quite unique, especially in the construction trades. That this program followed well established models in construction further supports both the functionality of it and the unique adaptation of those established methods to the problem at hand."

- Horizon Award Judge

"Since there is no licensing for glazing contractors, we believe this is a great alternative. This certification is what will set us all apart from the companies that cut corners, are not properly trained, and do not have the proper insurance needed to protect the contractors and owners."

- Denise Baker, President
Spring Glass & Mirror, Spring, TX
NACC Certified since 2020

"As architects, we always want to achieve what we are specifying and accomplish the goal of having beautiful buildings that work. Making sure the glass and metal are installed professionally and at the highest level of competence is something we all greatly value."

- Rowan O. Georges, AIA, Principal
Skidmore, Owings & Merrill (SOM)



QUESTIONS?

Call, email, or visit us online to learn more:



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