

Training and Approval Procedures

KEMPER SYSTEM AMERICA, INC. requires that all Applicators complete training provided by KEMPER SYSTEM personnel and become approved to install KEMPER SYSTEM materials as a condition of warranty issuance, in accordance with the following:

1. Applicator shall be trained in the use and application of KEMPER SYSTEM materials by KEMPER SYSTEM personnel as part of a qualifying KEMPER SYSTEM materials installation. A qualifying KEMPER SYSTEM materials installation shall be a minimum of 500 square feet of roofing/waterproofing.
2. Applicator shall be responsible for purchasing or otherwise obtaining and providing at the project site all tools and materials deemed necessary by KEMPER SYSTEM personnel to facilitate the application training.
3. Applicator shall ensure that all personnel involved in any aspect of substrate preparation, or material mixing, application or repair required as part of any KEMPER SYSTEM materials installation performed by the Applicator firm will attend the complete application training program.
4. Applicator shall provide a minimum of ten business days advance notice to the KEMPER SYSTEM Technical Department prior to the anticipated commencement of the qualifying KEMPER SYSTEM materials installation.
5. KEMPER SYSTEM will accommodate the time requirements of the Applicator whenever possible in scheduling the training. However, when this is not possible, Applicator must adjust their work schedule so that a KEMPER SYSTEM technical representative is on-site at the commencement of the installation. Any installation that begins without a KEMPER SYSTEM technical representative present will no longer be accepted as a qualifying materials installation, and the project will no longer be eligible for a Workmanship and Materials warranty.
6. Training takes place over a minimum of two days. Training typically consists of topics including surface preparation and priming application, flashing and membrane application, surfacing application, and follow-up inspection and application review.
7. Duration of the actual training program is at the sole discretion of the KEMPER SYSTEM trainer, and is dependent on the performance of the Applicator personnel. Periods of inclement weather are in addition to the training period.
8. At the successful completion of the training, Applicator shall be deemed an "Approved KEMPER SYSTEM Applicator", and will receive notification as such from Kemper System America, Inc.
9. Status as an Approved KEMPER SYSTEM Applicator qualifies the Applicator to purchase KEMPER SYSTEM materials in accordance with current "TERMS OF SALE," and to register KEMPER SYSTEM applications and receive KEMPER SYSTEM warranties in accordance with current "POLICY AND PROCEDURES FOR APPLICATION."
10. Individual Applicator personnel who successfully complete the training shall be designated as "Kemper Specialist Applicators" for the Approved KEMPER SYSTEM Applicator. This designation is not transferable between Applicator firms.
11. Only "Approved KEMPER SYSTEM Applicator" personnel shall be allowed by Applicator firm to install KEMPER SYSTEM materials.
12. Applicator personnel who have not taken part in the initial training program may become approved through sufficient on-the-job experience if, in the sole opinion of KEMPER SYSTEM technical personnel, satisfactory knowledge of KEMPER SYSTEM materials and application requirements, and satisfactory competency in hands-on KEMPER SYSTEM material installation, have been demonstrated.
13. In addition, each Approved KEMPER SYSTEM Applicator firm shall designate a minimum of one Kemper Specialist Applicator to receive additional in-depth training from KEMPER SYSTEM technical personnel. At the successful completion of this training, these individuals shall be designated as "Kemper Specialist Trainers," and will be allowed to train new Applicator firm personnel to be designated "Kemper Specialist Applicators."
14. Supplemental training may be required for the following reasons: (i) if, at the sole discretion of KEMPER SYSTEM technical personnel, KEMPER SYSTEM standards of application quality are not being met; (ii) if the Applicator firm has not been trained in the application of the specific KEMPER SYSTEM material(s) being used on a project, (iii) if an Applicator firm has not installed KEMPER SYSTEM materials installations totaling 2500 square feet of roofing/waterproofing within the past year; or (iv) if there is no Kemper Specialist Trainer on the project, and the Applicator firm personnel at the project are not Kemper Specialist Applicators. Duration of supplemental training program is at the sole discretion of the KEMPER SYSTEM trainer, and is dependent on the performance of the

Applicator personnel. Periods of inclement weather are in addition to the training period.

15. Applicator firm is responsible for a training fee of \$750.00 for initial training, or \$500.00 for recertification or refresher training. Additional training will be charged at \$250.00 per day.

16. Applicator firm is responsible for all reasonable and customary travel expenses and fees for scheduled training sessions that the Applicator firm does not attend or is not prepared for, regardless of the reason, unless a written cancellation notice is received by KEMPER SYSTEM a minimum of 24 hours prior to the scheduled time.

17. Applicator firms and personnel who repeatedly demonstrate an unwillingness or inability to install KEMPER SYSTEM materials in accordance with KEMPER SYSTEM standards of application quality and currently published construction details, installation and application specifications, and technical bulletins will be subject to cancellation of their approved status.

18. Applicator firm and individual Applicator personnel certifications are valid for 36 months at which time refresher training must take place.