ACCREDITED
FIRESTOP SPECIALTY
CONTRACTOR PROGRAM

Hilti Accredited Firestop Specialty Contractor
Accreditation Guide
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1.1 Introduction

The Hilti Accredited Firestop Specialty Contractor (HAFSC) Program adds an entirely new dimension to the customer-supplier relationship. Through this program Hilti personnel and selected Firestop Specialty Contractors will work together to pursue the firestopping market. With this approach, we as a team, penetrate the market and create a higher value proposition for our end customers.

1.2 Accreditation

A formal accreditation process, provided to Firestop Specialty Contractors, by a manufacturer, creates a higher dimension of expertise and professionalism in the marketplace by providing a high level of training, firestop solutions and professional installations to customers in their service areas. Hilti expects all firestop contractors that are engaged in its FSC program to pursue Hilti’s accreditation and become Hilti Accredited Firestop Specialty Contractors (HAFSCs). HAFSCs are expected to provide customers with the same quality and excellence that Hilti sets for its own products and services. In addition HAFSCs are expected to offer customers the highest quality fire protection systems in the world thus furthering our mission of “Saving Lives Through Innovation and Education.”

These added dimensions of training and qualifications better address the needs of end customers, inspection bodies, architects, engineering firms, general contractors, etc. that have come to expect quality firestop system installation by competent firms and individuals. The overall end result is a safer environment.

1.3 The Benefits of Accreditation

By aligning with Hilti and completing the necessary steps to become a HAFSC, firestop installation firms gain access to unparalleled technical and field support through a team of Fire Protection Specialists, Field Engineers, Technical Services Managers and Fire Protection Engineers. In addition, local market development is achieved through support from Hilti’s network of Account Managers, Fire Protection Specialists, Regional Fire Protection Market Managers, Regional Sales Managers, Project Managers, Field Engineers and Strategic Business personnel who provide field support, jobsite and office referrals, customer contacts, and Life Safety Seminars. Additional tangible benefits of becoming Hilti accredited include:

- Allows for project specifications to be met when a factory trained installer is called for
- Creates a higher degree of professionalism
- Preferred installer recommended by Hilti sales professionals to trades looking for turn-key firestop solution
- Documents training activities for applicable field installers and management personnel
- Aids in identifying the contractor as a professional firestopping contractor
• Allows the firestopping contractor to co-market with Hilti and utilize specific symbols, artwork and tag lines, supplied by Hilti, to identify themselves as a Hilti Accredited Firestop Specialty Contractor
• Preferred access to Fire Protection Engineers and engineering judgments turn-around time
• Complements Underwriters Laboratories (UL) and FM 4991 accreditation program

1.4 Contractor Selection and Evaluation

Professional firestopping contractors (FSCs) from throughout the country are routinely evaluated by various members of the Hilti management team. Any firestopping contractor that performs at least 50% of their firestop work on a contract basis for other firms may be evaluated. A firestop contractor that is evaluated and accepted for the program must be capable to achieving HAFSC status, as outlined below, within an acceptable time frame – usually no more than 9 months.

Once Hilti is comfortable that a FSC has met its standards, a formal presentation can be conducted with the candidate by any of the following: local Hilti Fire Protection Specialist, Regional Manager, Divisional Sales Vice-President, Technical Services Manager, or Product Manager. The goal shall be to gain commitment from the FSC to move forward with Hilti as an HAFSC. The presentation will show various aspects and expectations of the Hilti program. At this time the Hilti FSC agreement (the agreement) may be introduced and signed by all parties. In addition, various components of the program, as indicated below in the Elements of Hilti Accreditation, shall be further introduced by the Hilti Fire Protection Specialist and properly logged. Once the agreement is signed the contractor will be formally added to the Hilti FSC program and will be recognized as entering the Hilti accreditation process. The initial designation of program participants shall remain FSC until such time they the contractor achieves the status of Hilti Accredited Firestop Specialty Contractor by completing the mandatory elements of accreditation as outlined below.

During the next 6-9 months the FSC will be further trained to ensure that it meets the high standards for entry into the HAFSC program. During this time, the FSC, working closely with the local Fire Protection Specialist, shall prepare for additional elements of accreditation requirements including accreditation testing, training log maintenance, Hilti FSC Advanced Level I Workshop Training (Tulsa, OK) and other elements of the HAFSC program as indicated below. An abbreviated time frame reference may take place for those firestopping contractors that are well established.

All FSC must adhere to the high quality standards as set forth by Hilti, particularly the key values of teamwork, integrity and commitment as well as to the mission statement “Saving Lives through Innovation and Education”. The FSC shall be constantly evaluated to ensure that it meets the criteria as set forth by Hilti. Evaluating criteria shall include, but not be limited to the following: performance, capability, proper selection and installation of fire protection systems, dedication to the industry, ability to act upon referrals in a timely manner, value alignment with Hilti, ability to pursue and achieve business results, credit worthiness, etc.
If at any time during the period between the signing the agreement and meeting all requirements for Hilti accreditation, the FSC does not perform satisfactorily the FSC shall be re-evaluated for program participation.

1.5 Elements of Hilti Accreditation

Once a firestopping contracting firm has signed the agreement and entered the HAFSC program, its management will be expected to complete all requirements for recognition as a HAFSC. When additional elements, as set forth below, are met, completed and documented, Hilti will administer verification in the form of formal documentation to allow the contractor to be recognized as a Hilti Accredited Firestop Specialty Contractor.

1.5.1 The mandatory requirements of Hilti Accreditation include:

1. **On-Going Training for Applicable Management and Field Personnel** – Applicable management and full time field personnel shall take on-going firestop systems and related information training as it is made available by Hilti and administered by the local Hilti Fire Protection Specialist or KRC. This process shall be initiated as soon as the FSC enters the program by signing the agreement. Contractors shall ensure that all applicable full-time existing employees and full-time new hires shall receive instruction related to the following topics:

   - Life Safety Issues
   - Safe Use & Handling of Firestopping Products
   - Hilti Firestop Systems Guide Review
   - Firestopping Terminology & Definitions
   - UL/OPL Nomenclature
   - How to use the Application Selection Chart (Firestop Systems Guide)
   - Estimating Product Requirements
   - Product Scope & Typical Applications
   - Product Packaging and Dispensing Systems
   - Product Installation
   - Engineering Judgments
   - Specifications
   - Firestop Submittals
   - Library Edition of Hilti Firestop Drawing Details
   - Hilti Worldwide Web Resources (Optional)

2. **The appointment of Key Responsible Contacts (KRC) and Formal Examination** – The contractor shall appoint one or more Key Responsible Contacts that will oversee the accreditation activities of the contractor. The KRC(s), along with applicable Hilti personnel will be responsible for the on-going training activities as set forth above including scheduling of the training sessions and orientation of new applicable employees with regards to various aspects of firestop system selection and installation. The local Hilti Fire Protection Specialist or Technical Services Manager will work closely with the KRC(s) to help ensure relevant training and refresher courses are conducted. Note that while Hilti strives to work together with the FSC to provide all necessary training, it will remain the FSC’s sole responsibility to ensure its personnel are and remain competent and up-to-date on firestopping issues.
A. Formal written examination of the Key Responsible Contact(s)

The KRC(s) will not only be the contractor's lead authority regarding all aspects of firestopping activities for the contracting firm but shall also be the individual(s) that the formal accreditation examination will be administered to by Hilti (On-line). The examination shall consist of approximately 100 questions pertaining to the overall firestopping industry, including but not limited to, building codes and regulations, firestop systems selection and installation, common industry terms, estimating, interpreting system installation details and specific Hilti product knowledge. A grade of 80% for the Hilti Accredited Firestop Specialty Contractor Examination must be achieved by the KRC(s) to be deemed passing. Failure to achieve a grade of at least 80% will result in a re-test that shall take place no later than 90 days after the initial examination.

B. Additional information and criteria regarding the formal written examination

Study Guides – The below information pertains to documents and publications that may serve as study information sources for Hilti Accredited Firestop Specialty Contractor examinations:

1. The Hilti Accredited Firestop Specialty Contractor Resource Guide – The official study guide for the above outlined examination shall be the Hilti Accredited Firestop Specialty Contractor Resource Guide available through Hilti. This guide serves as the primary study information for the KRC examination and will inform and guide the KRC(s) regarding a variety of firestopping topics. Guides shall be provided by Hilti upon request to the FSC and shall also be provided to participants at the semi-annual Hilti Advanced FSC Training class held in Tulsa, Oklahoma. The FSC may contact the local Hilti Fire Protection Specialist and/or the Hilti Regional Fire Protection Market Manager to obtain the necessary copy or copies of the Hilti Accredited Firestop Specialty Contractor Resource Guide.

2. The Hilti Firestop Systems Guide
3. Hilti Product Catalog
4. Local Building Codes
5. The FCIA Manual of Practice
6. World Wide Web Sources
7. Hilti Web Site
8. Hilti Firestop Drawing Library Edition

Additional study information and resources can be obtained from the following Hilti sources:

– Fire Protection Specialists
– Fire Protection Engineers
– Localized Firestop Training
Successful completion of the examination must be achieved every 5 years by the KRC(s) to maintain Hilti accreditation. A HAFSC may appoint as many KRCs as it desires but all must pass the examination.

In the event a KRC leaves the firestop contracting firm a principal of the firm must notify Hilti as soon as possible. The Hilti accreditation status shall be rendered null and void if, within 90 days after said departure, there is no other KRC employed by the FSC who has passed the written examination as set forth above. In the event the accreditation is voided, it shall remain so until such time that all criteria have been met to reinstate the contractor status as an HAFSC. Until such time the HAFSC shall revert to the status of FSC.

3. **Attendance of Hilti’s FSC Advanced Training – Tulsa, OK** – Contractor

Management personnel shall be required to attend the Hilti FSC Advanced Training Workshop held in Tulsa, Oklahoma. A least one member of the contractor management personnel shall attend every three years and may include the Key Responsible Contact or other management team members. The assigned Hilti Fire Protection Specialist, Regional Manager or Regional Fire Protection Market Manager will be responsible for notifying FSCs of the dates and times of the workshops and shall be responsible for properly registering the individual(s) for the workshop.

4. **Jobsite Audits** – Hilti will endeavor to conduct at least 1 jobsite Audit (5 applications inspected per inspection) each year for each established HAFSC. Additional inspections may take place as needed. The HAFSC will periodically supply to Hilti a complete list of firestop installations (with corresponding UL or OPL system numbers) that are being performed or have been performed at jobsites after the signing of the Firestop Specialty Contractor Agreement. The list will be utilized by Hilti to randomly select jobsites where installation of the fire protection systems will be evaluated by the local Hilti Fire Protection Specialist, a Hilti Fire Protection Engineer or the Technical Services Manager.

Efforts should be made to inspect firestop systems installations at jobsites that are in progress. Systems inspected must be logged using the Job Site Firestop System Inspection Form. This allows non-destructive inspections of firestop installations to be conducted. The evaluation of the installations will be logged by Hilti at hiltifsc.com and any deficiencies corrected by the FSC. Gross or repeated deviations from proper system selection or installation will be grounds for termination from the HAFSC Program. At least one initial jobsite audit must be conducted in order for an FSC to qualify for accredited status, in addition to all the above criteria. Hilti’s purpose in conducting audits is to assist the FSC in firestop selection and installation – it shall at all times remain the FSC’s sole responsibility to ensure firestop installations are performed properly.

Once all of the mandatory requirements have been timely met, the FSC will be recognized as a Hilti Accredited Firestop Specialty Contractor (HAFSC). A formal letter as well as a wall plaque will be presented to the HAFSC that has met the mandatory requirements as set forth above. All of the above criteria should be met no later than 9 months after the initial signing of the Hilti Firestop Specialty Contractor Agreement.
1.7 Common questions regarding the Hilti Accredited Firestop Specialty Contractor Program

Can any contractor become a HAFSC?

While any contractor that has made firestopping a major part of its primary business may be eligible to become an HAFSC, the program is selective and it is Hilti’s intent that only those which adhere to Hilti’s high standards and are committed to life safety will be admitted to the program. In addition, Hilti is committed to limit the overall number of HAFSCs based on market conditions while striving to provide all end users with access to a HAFSC. Once accredited, the contractor, working in concert with local Hilti personnel, must institute a program to ensure that follow up training for field employees, routine testing of KRC(s), as outlined above, and jobsite inspections are conducted as necessary to maintain their Hilti accreditation.

Is Hilti Accreditation the same as FM 4991 Approval or the new UL Accreditation Program?

In addition to firestop manufacturer sponsored trainings, certifications, accreditations, etc., Hilti encourages all firestopping contractors to pursue the industry recognized UL and/or FM 4991 accreditation process. The Hilti accreditation program is, however, designed to help ensure that contractors aligned with Hilti, through the Firestop Specialty Contractor Agreement, will adhere to Hilti’s high industry standards and at the same time be completely familiar with the specifics of Hilti firestop products and applications. UL or FM 4991 accreditation does not place emphasis on any particular brand of firestop product nor is there emphasis placed on the marketing activities that will take place through the efforts of the manufacturer and contractor. The desire of Hilti is to ensure that HAFSCs are trained and evaluated on the latest Hilti product offerings, specific techniques of installation, and defined marketing and promotional plans. By becoming a HAFSC, each organization has better prepared itself to become UL or FM accredited.

Can a firestopping contractor be part of the Hilti FSC program without being Hilti accredited?

Yes. Any firestopping contractor has the option to buy products from Hilti however, only those that formally enter the program are allowed to become Hilti Accredited Firestop Specialty Contractors and receive the benefits of the program. As stated above, Hilti also encourages firestopping contractors to pursue UL or FM 4991 Accreditation. The Hilti accreditation places emphasis on specific product information thus aiding to ensure the contractor has all knowledge necessary to achieve a higher degree of accuracy with regards to correct firestop systems installations. Hilti personnel will work closely with any FSC in its program to foster accredited status.
What is the difference between a Hilti FSC and an HAFSC?

A Hilti Firestop Specialty Contractor (FSC) is a contractor that has been identified as a professional firestop installer in the local marketplace. The definition of a professional firestop installer is an account that purchases and installs over 50% of their firestop for other contractors. The typical relationship between Hilti and the FSC is the same as it would be for any trade account. Hilti provides technical support, engineering judgments, and field training.

A Hilti Accredited Firestop Specialty Contractor (HAFSC) is an FSC that has completed all aspects of the accredited process. FSCs gain access to the use of the HAFSC logo, co-branding with Hilti and higher priority for engineering judgments.

1.8 Hilti FSC Accreditation Steps at a Glance

A. Once a firestopping contractor enters the Hilti FSC program by signing the FSC agreement the FSC will then work closely with the local Hilti Fire Protection Specialist and/or Technical Services Manager to complete the elements of Hilti accreditation. The prospective HAFSC will be provided with a copy of the Hilti Firestop Resource Guide, the official study guide for the KRC exam (see “C” below), as well as other information. They will also be provided with the Hilti Accreditation Guide, which will have documentation of the HAFSC process, jobsite audits, training logs, and other information. The FPS will need to work with the HAFSC to ensure this guide is kept up to date.

B. Hilti FSCs are required to have all of their applicable field installer's complete training in proper product installation and other elements of fire protection. These training sessions will be held on a regular basis and as needed at a suitable location. Sessions shall be logged by the Hilti FPS or other designated Hilti personnel. All applicable new employees must be presented for training as soon as possible once employment begins. This training is then filed in the Accreditation Guide binder.

C. The contractor’s management will select a Key Responsible Contact(s) (KRC) who will take Hilti’s comprehensive HAFSC written exam, which covers areas such as: building code and Life Safety Code requirements, common firestop configurations, system selection, estimating, and questions regarding Hilti products and systems.

D. The test is comprised of approximately 100 questions. The exam can be taken online at hiltifsc.com. Contractors who answer 80% or more of the questions correctly will be allowed to advance to the next stage of accreditation. Those who score lower than 80% may elect to re-take the exam after further study.

E. The KRC(s) or other contractor management personnel must complete the FSC Advanced Training Workshop, an intensive two and one-half day practical training session at Hilti’s North American headquarters in Tulsa, Oklahoma.
F. Contractors who have successfully completed the exam, but due to scheduling must wait to complete the Hilti FSC Advanced Level I Training Workshop, can be granted a Hilti AFSC-in-Progress letter. This certifies that the contractor has successfully passed the exam and is in the process of pursuing Hilti accreditation. This letter will carry an expiration date to be agreed upon by both Hilti and the contractor. The additional training must be completed by that date to remain in good standing. To maintain accreditation status, at least one of the appointed KRCs must successfully complete and pass (80%) follow up exams every three years, or whenever there is a change in management which results in a change in the status of the current KRC.

G. At least one jobsite audit (5 systems inspected), conducted by appropriate Hilti and FSC personnel, and must be successfully completed to enter the accredited program. Afterward, Hilti will endeavor to perform at least 1 audit annually.