

NRCA Member Pledge of Professionalism

As an NRCA member, I pledge to:

Maintain a legitimate, permanent place of business and provide customers with clear proof of our business credentials, including street address, telephone number, tax identification and all required licenses.

Conduct business with professionalism and integrity, deliver quality workmanship and provide customer references upon request.

Maintain appropriate liability and workers' compensation insurance coverage for every roofing project.

Commit to workforce education and job-site safety, complying with all applicable federal, state and local laws and regulations.

Provide customers with detailed written proposals outlining the scope of work, materials, project timelines, payment terms and procedures before work begins.

Avoid deceptive sales practices, bid rigging, insurance fraud or any actions that mislead customers or compromise ethical competition.

Honor all contractual commitments and fulfill agreements to the best of our company's ability.

Maintain clean, safe and properly managed job sites that respect customer property and surrounding areas.

Stand behind our workmanship by offering warranties or guarantees when appropriate.

Offer customers informed recommendations, when applicable, to improve energy efficiency and long-term roof system performance.