

License & Compliance Documentation

# Safety & Compliance Checklist

— Field & Office Standards —

## Licensing & Qualifications

- All crews operate under CSLB license #1094851.
- Field supervisors are trained on fall protection, ladder safety, and roof access protocols.
- Worksite safety and equipment standards follow Cal/OSHA guidance for roofing operations.

## Inspection Protocol

- Standardized checklist covering shingles, flashing, boots, gutters, ventilation, and structural indicators.
- Condition documentation and photos stored in the member file.
- Recommended repairs prioritized by urgency and member coverage.

## Customer Protection

- Written agreement provided before payment is accepted.
- Secure card processing through Stripe with PCI-compliant checkout.
- Public verification page for every active membership.
- Complaint handling and dispute resolution through the BBB-accredited process.

## Office & Documentation

- Member records retained securely with access-controlled storage.
- Invoices, receipts, and credit-bank statements delivered through the member dashboard.
- Annual renewal reminders and coverage status updates sent to members.

This checklist reflects our standard operating standards. Site-specific safety plans and documentation may vary based on roof type, access, and local jurisdiction requirements.