

# Registered Roof Observer

## – RRO®

### What is an RRO?

Registered Roof Observers are roofing quality assurance observers (RQAOs) who monitor the construction process to assure that roofing projects stay in compliance with approved construction drawings, specifications, and best-practice or warranty stipulated installation procedures.

An RRO is an on-site monitor for the design team. The observer's vigilance helps keep construction on track with milestone tasks, deadlines, and budget.

An RRO's daily reports will commonly include written notes, photography, measurements, and materials samples.

RROs act with full authority to inspect all construction materials, equipment, and supplies for quality and for compliance with the design team's intent.

An RRO communicates directly with the owner's representative regarding work or materials that do not conform.



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## Monitoring for Proper Installation



“Quality assurance observation of roofing projects is an important process for determining if the removal, installation, repair, or maintenance of roofing materials or systems follow the scope and intent of the contract documents and are installed and executed in accordance with accepted roofing practices and the contract documents.”

— *ASTM Standard D 7186-05*

### Why an RRO?

- A Registered Roof Observer's knowledge base is quantified through written exam, character reference, and verified experience.
- An RRO is committed to annual continuing education requirements and follows an established ethics code for objectivity of service.
- RROs contribute significantly to long-lived, successful roof installations.

### The Preferred Standard

As reliance on roofing quality assurance has grown, so too has the importance of clarifying the skills of the proficient practitioner. RCI established the Registered Roof Observer designation in 1992. For many building managers, consulting, and contracting firms, the RRO designation is the preferred standard for RQAO professionals.

### Recognized by Public and Private Organizations

The United States Department of Defense (DOD) declared its preference for quality assurance observation on all roofing and reroofing projects. The DOD is one of America's largest property owners; its purview encompasses all branches of the armed forces. The Army alone has over 330 million square feet of roofs on 90 military bases in the continental United States.

Other public entities and corporations reported to favor RCI registration-holders include:

- |                       |                      |                        |
|-----------------------|----------------------|------------------------|
| • Amtrak              | • Dell               | • Canadian Tire        |
| • U.S. Postal Service | • Lowes              | • Best Buy             |
| • Winn-Dixie          | • IBM Corporation    | • Nationwide Insurance |
| • 3M                  | • Marriott Corp.     | • Boeing               |
| • Walt Disney World   | • Exxon Mobil Global | • GE                   |
| • Walgreens           | • Lockheed Martin    | • Safeway              |
| • Wal-Mart            | • GlaxoSmithKline    | • Coca Cola            |
| • Pitney Bowes        | • Bank of America    | • and many more        |

**Learn more about RCI Professional Registration Programs @ [rci-online.org](http://rci-online.org).**

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RROs know standards, specifications, and optimal installation methods for all primary types of roofing, including:

- Bituminous
- Modified bitumen
- Single-ply membrane
- Wood shake/shingle
- Slate/ composite
- Clay/concrete
- Metal roofing
- Asphalt shingle
- Spray polyurethane foam
- Liquid-applied systems
- Vegetative roof systems

### RCI Professional Registration Program Titles Include:

- Registered Roof Consultant – RRC®
- Registered Roof Observer – RRO®
- Registered Waterproofing Consultant – RWC®
- Registered Exterior Wall Consultant – REWC®
- Registered Building Envelope Consultant – RBEC®



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## Quantified Knowledge; Comprehensive Vigilance



“The Registered Roof Observer – RRO® credential is designed to certify that candidates possess the knowledge, skills, and abilities necessary to provide impartial, informed observation and documentation while performing the duties of project observation and quality assurance related to the application of roofing systems.”  
— RCI RRO Exam Development Committee

### Established Experience

Before qualifying to take the RRO exam, potential candidates must substantiate a working knowledge of roofing and establish that they have met standard requirements for communication skills, work experience, and matters of character and ethical fortitude.

### Skills Quantified Through Written Examination

The Registered Roof Observer examination is comprised of 150 questions designed to gauge the applicant’s proficiency for observing and documenting quality-control comparisons with construction documents. The examination takes up to four hours to complete.

In order to receive a passing score, the examinee must prove understanding of the methodology of roofing quality assurance observation and show broad knowledge of ethics, roof systems, field testing, reporting, safe work practices, communication, and codes and standards.

Other relevant skills and knowledge required by an RRO include: conflict resolution, construction tolerances and allowances, general and supplemental conditions, general building systems principles, manufacturers’ specifications and requirements, product-specific application requirements, and sequencing and scheduling.

### Objectivity and Commitment

Before being awarded the title each RRO agrees to abide by an established order of conduct: the *RCI Code of Ethics*. Specifically, RROs swear to be truthful about their professional qualifications and performance and agree to provide “unprejudiced and unbiased judgment and conduct when performing all professional services.”

To maintain their title, RROs must annually complete a minimum of ten hours of relevant continuing education.

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