

Commentary-Jackie Rainforth-Rainmakers Business Solutions



QUICK TIPS FOR OVERCOMING THE PRICE OBJECTION



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If you sell a product or a service, you can be guaranteed that the first question most people ask is, ‘how much is it?’. We all do it. As customers in our time-focused society we want to immediately determine if the product or service is worth the price. We want to make a quick decision for two reasons; we don’t want to waste our time having to listen to a sales pitch, and no one really likes being ‘sold to’. That makes the price objection a big challenge for salespeople. But there are a few things you can do to give yourself a fighting chance against the price objection:

1. **DO NOT TALK PRICE AT THE BEGINNING OF YOUR PRESENTATION:**

If your prospect asks you for a price, leave it to the end and try to prove value first. You could simply say, *“If you don’t mind, I would love to ask you a few questions before we get into price ... who knows, this might product or service might not even be a good fit for you?”* Asking questions is always the preferred response, but sometimes that is not an option. You could instead say, *“Before we talk price, I would like to tell a little bit more about my product or service first or how we are unique and different.”*

2. **PROVE VALUE FIRST:**

You want to be able to prove VALUE before you talk price. If you don’t talk about the value that your product or service provides, you are giving the customer the opportunity to quickly bow out, meaning you have lost that prospect forever. They can determine that

your product or service is not for them based solely on one factor, price. And we know that price is rarely ever the only determining factor when people purchase.

3. PROVE DIFFERENTIATION:

Let's say you can't easily prove value because you have a commodity product where a number of competitors are selling the exact same thing and price is often the only variant. Now what are you going to do? A lot of businesses lower their price and in response, the competitor will lower their price and before you know it you have a slippery slide in the downward direction where eventually all profitability is eroded away. That is bad business folks. Instead, determine what you have or what can you do that is unique and different to your competitors? Do you have better delivery? Finance terms? Product options? After-service? Warranty? An improved buying process for the customer? Bundle packaging? If nothing comes to mind there are a couple things you can do.

a. FIND A WAY TO BE DIFFERENT:

Differentiation is the only tool you have to win against a commodity price objection. So, find something, anything to distance yourself from your competitors that will be perceived as a value-add by the customer. As salespeople we have the ability to be the expert in the industry, to be an educator, to simplify the process, to provide more frequent and better-quality service. Yes, we alone can make the difference. Have those testimonials ready. You might not be able to convince everyone that your services are worth it, but a lot of people will see the value you provide.

b. ASK YOUR EXISTING CUSTOMERS WHY THEY BUY FROM YOU?

Often customers will buy from you for reasons you know nothing about. Ask them, they are a great resource, and you might be pleasantly surprised as they often have the answers you are looking for.

The price objection is typically the most challenging of all objections, especially when in a highly competitive market. But challenge yourself to actively deal with it. Be prepared and practise your response, eventually overcoming this frustrating, sales-killing objection will become second nature. Your confidence will skyrocket and so will your sales!

Jackie is going to be our Keynote Speaker at our meeting June 8th, she is not just another sales expert but knows the local industry and challenges we face with customers.

If you have an idea for a commentary or would like to submit your own commentary for a future newsletter please let me know at dave@wwta.ab.ca

Economic Update

In Alberta, urban housing starts totaled 2009 in March 2023, a year-over-year decrease of 11.85%. Canadian housing starts decreased by 8.34% over the same period. Edmonton was down 11.9% compared to last March, and Calgary was down similarly by 11.92%. Total starts in Alberta were down from 2261 in February of 2023.

Housing Starts Alberta						
	Mar-23	Mar-22	% Change	YTD 2023	YTD 2022	% Change
Alberta	2009	2279	-11.85%	6200	6211	-0.18%
Edmonton	807	916	-11.90%	2246	2641	-14.96%
Calgary	1094	1242	-11.92%	3627	2962	22.45%
Red Deer	5	2	150.00%	34	18	88.89%
Grande Prairie	8	9	-11.11%	19	23	-17.39%
Lethbridge	5	13	-61.54%	29	288	-89.93%
Wood Buffalo	0	4	-100.00%	5	7	-28.57%
Whitehorse*	42	113	-62.83%	42	113	-62.83%
Canada	14756	16099	-8.34%	43798	44940	-2.54%

*Whitehorse Starts are for the quarter, statistics are not available monthly.

The standalone monthly seasonally adjusted annual rate (SAAR) of total housing starts for all areas in Canada declined 11% in March (213,865 units) compared to February (240,927 units) according to Canada Mortgage and Housing Corporation (CMHC).

After spiking to a seven-year high in 2022, Alberta's housing starts have slowed so far this year.

Driven by weakness in both single-detached and multi-unit home construction, housing starts declined by 13.1% to 26,686 units (seasonally adjusted at an annual rate or SAAR) in March—the lowest level in fourteen months.

At 28,005 units (SAAR) in the first quarter of 2023, housing starts in Alberta were down by 5.5% from the same period last year and were almost a third lower than the multi-year peak reached in the second quarter of 2022.

Alberta is not alone when it comes to the slowdown in housing starts. Six other provinces posted lower starts in the first quarter of 2023 on a year-to-date basis with Newfoundland and Labrador experiencing the largest pullback at -51.7%.

Ontario managed a slight increase at 2.2% while starts picked up steam in Saskatchewan (+31.9%) and British Columbia (+30.0%).

“Despite the national decline in March, the SAAR of housing starts and the trend appear to be returning to pre-pandemic levels. With interest rates remaining high, it continues to be challenging for developers and homebuilders to get projects started. We will need to find innovative ways to deliver more housing supply to keep up with demand and ultimately improve affordability,” said Bob Dugan, CMHC's Chief Economist.

March 2023

Housing Starts

Type	March 2022	March 2023	% Change	Jan - Mar 2022 (YTD)	Jan - Mar 2023 (YTD)	% Change
Apartment and other unit types	753	800	↑ 6.2%	2,300	2,603	↑ 13.2%
Total units	2,279	2,009	↓ -11.8%	6,211	6,200	↓ -0.2%
Semi-detached units	222	205	↓ -7.7%	551	530	↓ -3.8%
Multiples	1,200	1,311	↑ 9.2%	3,647	4,169	↑ 14.3%
Row units	225	306	↑ 36.0%	796	1,036	↑ 30.2%
Single-detached units	1,079	698	↓ -35.3%	2,564	2,031	↓ -20.8%

Alberta Housing Starts by Type

US Housing Starts

Housing starts in the US went down 0.8% month-over-month to a seasonally adjusted annualized rate of 1.42 million in March of 2023, following a downwardly revised 7.3% surge in February, but slightly beating market forecasts of 1.4 million. Starts in buildings with five units or more went down 6.7% to 542K while single-family housing starts, which account for the bulk of homebuilding, increased 2.7% to a three-month high of 861K. Starts fell in the Midwest (-23.6% to 133K) and the West (-28.1% to 258K) but soared in the Northeast (72.4% to 181K) and the South (6.8% to 848K).

Paused for More Thought

Rob Roach ATB Economics

For the second time in a row, the Bank of Canada has announced* it is keeping its trendsetting policy interest rate at 4.5%.

With [the Canadian economy performing better than the Bank expected to start the year](#) and fears of a hard landing being stoked by the recent troubles in the US and Swiss banking sectors, the Bank of Canada is caught between a rock and a hard place when it comes to interest rates.

If the Bank raises rates even more in an effort to make sure inflation gets back to its target range sooner than later, it risks the aforementioned hard landing. If it lowers rates to give the economy a boost, inflation could fail to keep coming down or even go back up.

Rather than pick one of these options, the Bank has decided to continue to wait and see before adjusting the policy rate.

According to the Bank’s latest forecast, GDP growth in Canada “is projected to be weak through the remainder of this year before strengthening gradually next year.”

The Bank also “expects CPI inflation to fall quickly to around 3% in the middle of this year and then decline more gradually to the 2% target by the end of 2024.”

“However, getting inflation the rest of the way back to 2% could prove to be more difficult because inflation expectations are coming down slowly, service price inflation and wage growth remain elevated, and corporate pricing behaviour has yet to normalize.”

Looking ahead, the Bank says it will continue “to assess whether monetary policy is sufficiently restrictive to relieve price pressures and remains prepared to raise the policy rate further if needed to return inflation to the 2% target.”

Lumber demand remains muted for Easter long weekend Madison’s

What is normally considered a “litmus test” of sorts for the construction framing dimension softwood lumber market, the week leading up to the Easter holiday demonstrated still weak demand. Indications, though, were for increasing sales volumes to come, as sawmills were better able to deflect counter-offers than in recent weeks.

Another bout of harsh winter weather, especially in eastern Canada, kept home building activity low. Several regions across the continent did experience actual spring, thus demand for wood did start increasing. As the calendar moves closer to May, the usual spring building season will truly arrive.



[Record Share of Lumber Now in US South](#)

Suppliers of Western S-P-F lumber in Western Canada reported pokey demand. Buyers stayed cautious and were only too happy to play it quiet in advance of the Easter holiday weekend. Modest business persisted through the distribution network, but those sales volumes remained subpar by any standard. Buyers continued to avoid any speculative purchasing. For their part, producers were increasingly disinterested in counter-offers even as they showed plentiful availability. While the outlook was cold and wet in the West over the holiday weekend, players looked toward warmer weather in the long-term forecast.

Compared to the same week last year, when it was US\$1,096 mfbm, the price of Western Spruce-Pine-Fir 2×4 #2&Btr KD (RL) for the week ending April 7, was down by \$761, or 21 per cent. Compared to two years ago when it was \$1,110, that week's price is down by \$565, or 51 per cent.

Commercial Projects Boost Growth in Construction Intentions

Siddhartha Bhattacharya, ATB ECONOMICS

Construction intentions have climbed to a nine-month high in Alberta.

The seasonally-adjusted value of building permits issued by Alberta municipalities* rose by \$308.6 million (25.6%) to reach \$1.5 billion in February. With this outsized increase, total permit value has jumped to its highest level since May 2022.

Buoyed by a surge in commercial projects, the value of non-residential permits issued in Alberta grew by \$340.6 million (90.6%) and stood at a five-year peak in February.

The gains were, however, tempered on the residential side. Cooling housing prices in the month pushed residential permit value down by \$32.0 million (-3.9%), but it still managed to stay above last year's level.

Despite recent weakness, construction intentions in Alberta's residential market remain somewhat favourable. Over the first two months of the year, the number of residential permit issuances for new dwelling units was up by 7.8% year-to-date in the province.

In fact, the number of residential permit issuances were up only in western Canada while significant weakness in central Canada pushed national issuances down by 7.3% through February.

Quality Control

I am continuing to focus on the quality requirements for CSA S349:20. This week we will look at the element for handling and storage. I previously talked about the Q.C. manual in the January newsletter, internal inspections in February, and design last month. If you want to go back and review them, they are located on the WWTA-Alberta website in the newsletter section.

Handling and Storage

In the Alberta standard we assigned 5% of the score for this element, in the CSA S349:20 standard it accounts for 10% of the total weight.

There are 7 questions that the auditor will look at for this element. The scores will be mostly based on observations during the audit. Questions that have a range of points will be determined by the auditor based on a sample of what they see. For questions 4.5, 4.6, and 4.7 either all or no points will be awarded.

Questions		Instructions
4.1	Is lumber stored where it is protected against the elements? (1-10 points)	The auditor should observe how lumber is stored and assign a range of points making deductions for uncovered lumber, lumber used with excessive moisture, etc.
4.2	Are metal connector plates stored where they are protected from the elements? (1-10 points)	The auditor should observe how metal plates are stored and note if there is any exposure to elements that can affect the plates. The auditor may award a range of the total points allowable based on their observation. If the auditor observes red-rusted plates on finished trusses, no points can be awarded. (Note: White patches on plates indicate zinc oxide which will not reduce plate capacity.)
4.3	How does the plant handle trusses to prevent damage? (0-15 points) Review a sample of finished product. (0-10 points) Documentation of damage repair or observation of handling finished trusses. (0-5 points)	The auditor can award a range of points based on their observation of how the plant handles finished trusses. Example: If, when observing five bundles of finished trusses, the auditor observes damage on one bundle, they may award 4/5 or 80% of points available. If the auditor observes repairs to damage during their tour they may award full points. The auditor should review documentation of repairs of any damaged product that was identified and

		<p>provide examples.</p> <p>Example: If the manufacturer can provide an example or documentation of reviewing and/or repairing truss damage due to handling, the auditor may award full points. If the auditor observes that trusses are handled in a manner that prevents damage, they may award full points.</p>
4.4	<p>Does the plant store trusses in a way to prevent moisture due to ground contact? (0-15 points)</p>	<p>The auditor should observe how trusses are stored. If trusses are stored where they are in contact with the ground or water, points should be deducted. Example: If five orders of trusses are observed and one is not stored properly, 4/5 of the total points available may be awarded.</p>
4.5	<p>Does the truss submittal package contain all the relevant documentation required? (20 points)</p>	<p>The auditor should be aware of the documentation required, and confirm that it is included in the submittal package. Either all or no points should be awarded.</p>
4.6	<p>Are finished trusses marked to provide evidence of certification? (15 points)</p>	<p>The auditor should observe if finished trusses are stamped with the correct certification stamp, or if there is an alternative method of proof of certification. Either all or no points should be awarded.</p>
4.7	<p>Are trusses marked for installation as per the company policy and in accordance with the truss shop drawings? (15 points)</p>	<p>The auditor should observe if trusses are marked as per the company policy and according to the shop drawings. instructions. Either all or no points should be awarded.</p>

Some of the new things that will be looked at involve the storage of input material in questions 4.1 and 4.2. This is also the element that will look at how trusses are repaired if required and the jobsite packages.



Please do not store trusses like this!

Health and Safety Toolbox

Similarly to the Quality topic the WWTA would like to give you a monthly item you can discuss when doing your Safety Toolbox meeting. This month we are going to focus on **Noise Exposure and some changes to the OHS code effective March 31, 2023**

KEY INFORMATION

Part 16 covers requirements intended to protect workers from exposure to occupational noise hazards.

Key changes include:

- Revising wording to improve clarity.
- Updates to technical standards and terminology to reflect current technology.
- A reduced action limit for conducting a noise exposure assessment.
- A new requirement for fit testing of hearing protection.
- Clarification of the competency of persons conducting noise assessments.

Noise exposure assessment The threshold for conducting a noise exposure assessment is reduced from 85 decibels (dBA) to 82 dBA to ensure noise is assessed before the occupational exposure limit is exceeded. The noise exposure assessment must be conducted in accordance with the updated CSA Standard Z107.56-18, Measurement of noise exposure.

The threshold level of a noise dosimeter used to conduct an assessment has been changed to align with the referenced CSA standard for noise assessments. The technical standards that sound level meters, integrating sound level meters and dosimeters must meet have been updated to the most current versions.

Established competency requirements for the person conducting the noise exposure assessment are now specified. The person conducting the assessment must be:

- Trained in conducting noise exposure assessments.
- Trained in the calibration, operation, and maintenance of the equipment used in conducting noise exposure measurements.
- Able to demonstrate an understanding of the method used for measurement.

Results recorded

Revised wording clarifies that employers must ensure the noise exposure assessment includes a record of the tasks carried out by the worker whose noise exposure is being evaluated.

Employers must also retain records for at least three years from the date of the assessment. This now aligns with chemical exposure assessment record retention timelines. Previously, employers were required to keep these records for as long as they operated in Alberta.

Noise management program

The elements required in a noise management program have been streamlined and updated to remove duplication and improve clarity. The new wording more closely aligns with the elements in the CSA Standard Z1007-16, Hearing Loss Prevention Program Management as an industry best practice for setting up programs to prevent hearing loss.

The revised requirement clarifies that the entire noise management program must be reviewed annually, not just elements of it.

Fit testing of hearing protection

A new requirement has been added for employers to ensure workers are fit tested for the hearing protection devices they use and wear. Fit testing of the devices must meet the updated CSA Standard Z94.2-14 (R2019), Hearing Protection Devices – Performance, Selection, Care, and Use.

This change is intended to prevent noise induced hearing loss. The effectiveness of hearing protection is greatly reduced if the equipment does not fit correctly or is not inserted or worn correctly.

Fit testing of hearing protection can be conducted either quantitatively or qualitatively. Quantitative methods are the preferred standard, but these require specialized equipment. Qualitative methods are simpler to perform and rely on the worker's sense of hearing. See below for suggested qualitative methods to check the fit of foam ear plugs and ear muffs.

TIPS TO CHECK THE FIT OF FOAM EAR PLUGS

- Use your fingertips to feel if the ear plugs are fully inserted into the ear canal, use a mirror to check, or have a co-worker visually confirm.
- Cup hands tightly over your ears. If sounds are much more muffled with your hands in place, the earplugs may not be sealing properly.
- Talk out loud. Your voice should sound hollow, as if you are talking in a barrel.
- Listen for noises around you. Noises should not be as loud as they were before inserting the ear plugs.

TIPS TO CHECK THE FIT OF EAR MUFFS

- Read the manufacturer's instructions on how to don the ear muffs.

- Make sure the ear muffs cover the whole ear, and do not have anything in between that prevents a good seal between the ear muff and the ear (for example, prescription eyewear).
- Listen for noises around you. Noises should sound muffled and not be as loud as they were before putting on the ear muffs.

Audiometric testing

Prescriptive requirements for audiometric technician work and testing methods have been replaced by a requirement for audiometers to meet ANSI/ASA S3.6-2018, Specification for Audiometers and for the audiometric testing to be done in accordance with CSA Standard Z107.6:16 (R2020), Audiometric testing for use in hearing loss prevention programs.

Consulting audiologists and physicians

Consulting audiologists and physicians who receive test results where a significant threshold shift has been confirmed must provide aggregated test result data to the employer at least once per year. They must also advise the employer of any concerns that, in their opinion, are related to noise management at a work site or area. The previous wording was unclear as to what information had to be provided, these changes are intended to improve clarity.

The employer must retain this information for at least two years.

For more information contact the OHS Contact Centre 1-866-415-8690.

The Alberta Government has a new format OHS eNews you can subscribe to with all kinds of good material at: <https://ohs-pubstore.labour.alberta.ca/>

News and Events

2023 WWTA Conference and Annual General Meeting

46 Days until our meeting in Canmore on June 8th. **If you have not got your registration in I need it by May 5th and the hotel will only have rooms blocked off until that day. The hotel is booking up fast so don't wait until the deadline to book your room.**

The deadline for golfing on June 9th was April 14th, so if you did not get your name in you may be out of luck, but if you would still like to golf check with me to see if there are any tee times that have opened up.

We also decided that if you would like to bring your spouse to dinner on June 8th after the meeting, they would be welcome and there would be no charge for their dinner.

The WWTA is please to announce that Jackie Rainforth of Rainmakers Business Solutions will be our keynote speaker.

Keynote Speaker



Jackie Rainforth

Rainmakers Business Solutions

Rise Above the Competition: Embrace Disruption in the Post-Pandemic Era

In the wake of the pandemic, the B2B landscape is undergoing a seismic shift towards digital transformation and the emergence of the connected customer. Explore how to stay ahead of the curve and compete in the digital age by understanding the post-pandemic landscape and the needs of the connected customer. Understand the key characteristics of disrupters and how businesses can adopt a disrupter's mindset to stay ahead of the curve to remain competitive. Staying relevant in today's digital age requires a continuous effort to innovate and adapt to emerging trends and technologies. Disrupters must focus on building agile and flexible organizations that can quickly pivot to changing market conditions. They must also prioritize digital transformation and invest in the right tools and technologies to stay current in improving efficiencies, streamlining processes, and providing better customer experiences.

Additionally, disrupters must keep a close eye on their customers and understand their evolving needs and behaviors to stay relevant and meet their expectations. By staying agile, digitally savvy, and customer-focused, disrupters can stay ahead of the game and continue to lead, drive innovation and growth making a positive impact within their respective industries, which can lead to stronger relationships, increased loyalty, and enhanced business partnerships.

[Jackie invites you to the WWTA AGM June 8, 2023](#)

For those of you that would like to go a hike with Jerry Cvach we will be arranging a moderate hike for the morning of June 9th. There will be no charge for the hike, but please indicate that you are interested on the registration form.

A Call for New Directors of the Board of the WWTA

We are looking for some new Directors to be nominated to the Board at our AGM. It has been my experience that if you want to get the most out of your membership it helps to be involved and serving on the Board is a great way to do just this. If you would like to be nominated, please let me know prior to the meeting.

Duties of the Board of Directors of the WWTA

The roles of the board of directors of the Western Wood Truss Association of Alberta include:

- Determine the association's vision and mission to guide its current operations and future development.
- Determine and review the goals of the WWTA.
- Determine policies of the WWTA.
- Determine strategic options, select those to be pursued, and decide the means to implement and support them.
- Ensure that the association's organizational structure, including employees have the capability and resources appropriate for implementing the chosen strategies.
- Delegate authority to the Executive Officer of the WWTA, and monitor and evaluate the implementation of policies, strategies and business plans.
- Ensure that communications to the membership of the WWTA are effective.
- Understand and take into account the interests of the membership of the association.
- Promote the goodwill and support of the full membership, including participating in objectives and programs of the WWTA when appropriate.
- Promote the benefits of the WWTA to all non-members and associate members.

Responsibilities of Directors

- Directors are responsible for ensuring that proper books of account are kept.
- Directors must act in good faith in what they honestly believe to be the best interests of the WWTA, and not for any collateral purpose. This means that, particularly in the event of a conflict of interest between the association's interests and their own, the directors must always favour the association.

- Directors must act with due skill and care.
- Directors must consider the interests of the membership of the WWTA.
- Members from the board of directors will determine any sub-committee members and those directors that represent the WWTA at other meetings, associations, or functions.
- Directors will elect from their own the Treasurer of the board of directors.
- Directors that represent the board will be expected to give a report on any meeting they attend on behalf of the association.
- Directors will be expected to offer their expertise from time to time to benefit the association.
- Directors will determine the compensation for the Executive Officer of the WWTA and any other employees.

Board of Directors Meetings

The board of directors of the WWTA will generally hold 2 meetings per year in June and December. Directors must be able to commit the time necessary to responsibly fulfill their commitment to the association.

In addition to the board of directors meetings there may be times when the board will be asked to vote or determine policy either through e-mail or teleconferencing.

The President of the board of directors will act as the chairman of the board; in the absence of the President the directors will appoint one of their own to conduct the meeting.

The time, place, and agenda of the board of directors meeting will be determined by the Executive Officer of the WWTA under the direction of the President.

Membership Dues

Membership dues for 2023 will be decided at the AGM. The Board of Directors of the WWTA recommends that the dues remain unchanged for the year 2023.

Associate member dues will also be decided at the AGM. Due to the meeting being held later than normal this year associate members annual 2023 invoices will be sent out after the meeting in June and include their registration fees and sponsorship for the event.

STANDATA Update

At the time I am writing this there is no news on the new STANDATA's for metal-plate-connected wood trusses or engineered lumber. As far as I know the working group of the Builders Sub-council of the Safety Codes Council have not had any meaningful progress at this date.

There have been several inquiries from our members about AHJ's jumping the gun on asking for engineer's seals. Although there are no replacement STANDATA's at this time I think that the discussion has focused the attention of some AHJ's to look at their current practices and they may be asking for more information. They may have come to the conclusion that they were not asking for enough before.

Keep in mind that engineering may be required if the following applies:

Part 9 of the building code only references roof trusses, so they may require engineering on floor trusses or anything else that is designed as Part 4.

- If the building exceeds 3 storeys or 600 sq. meters.
- If the building is more than 4 units.
- The clear span of any structural member exceeds 12.2 m (40')
- If the size and complexity of the building may give rise to special safety concerns. Basically, the AHJ may ask for engineering if they think it is too complex for them.

If AHJ's are currently asking for engineering in the form of sealed truss designs or layouts for the above reasons, members must make sure that these costs and associated requirements are the responsibility of the builder/owner.

I have heard several comments about the cost of sealing from builders that have asked their supplier how much it will cost. Remember, this is a service, and it is not good practice to just "pass on" the cost, you should be making a margin on this service. When you go to get your car fixed and the shop rate is \$150 per hour it is not because the mechanic is getting paid \$150.

Members also do not want to put themselves in the position of being the only entity providing engineering for projects that have no building designer. The day of supplying trusses with no building designer are coming to an end. If the AHJ decides that the building is too large or complex, the correct thing to do is for the builder to contract an engineer of record, not just get a truss layout stamped.

New Alberta Building Code (202?)

On March 23 there was a notice on the upcoming new Alberta Building Code 2022 edition.

[2022 Alberta Building Code Notice](#)

Reading this notice, it does not actually say when the new building code will be published, I expect that because we are coming up on an election they may be reluctant to put a date on it.

It does say that it will come into force in the spring of 2024 and that more information on exact dates will follow. They also refer to an adequate transition period which has traditionally been 12 months, but that is not specified.

One thing that I did notice is that there is a reference that farm buildings will continue to be exempt from the code which is a bit of a surprise as large farm buildings have their own requirements in the 2020 National Building Code.

WWTA Quality Control Manual Template

I have updated the WWTA Quality Control Manual Template, and it is now available to WWTA members to customize to their operations. The changes were made to align it with the CSA S349:20 standard. A link was sent out to the plant Quality Managers, but if you can not access it just let me know and I will get it to you by some other means.

WWTA Online Training

If you have not yet taken a look at the WWTA online training program I would encourage you to, as no doubt you will be hiring new workers in the near future and it is a good method to get them productive earlier and safer. If you want an overview of the program go to the WWTA website at: <http://www.wwta.ab.ca/truss-training-online.html>

Did You Know?

How do you make time fly?

Simple, just commit to doing a monthly newsletter. It feels like I just did the last one yesterday.