SEGA Chairman’s Message

Believe it or not, Management is about Behavior

One of the more interesting concepts is the idea of focusing on behavior. As a manager, there are certain things you need from people and your job as a manager is to get your team to perform at their best. To do this, one of the keys is to focus on behavior.

So what is behavior? Behavior is: words you say, how you say them, facial expressions, body language and work product: quality, quantity, accuracy, timeliness. This is an amazing concept. Say I have an employee who would be abrasive in meetings. Now, being abrasive is not a behavior. The human mind uses a system called heuristics. A heuristic is a mental shortcut that allows people to solve problems and make judgments quickly and efficiently. It is pattern recognition. There is so much information around you for your brain to process that it tends to try to categorize things to make it easier. When you combine a bunch of behaviors together, they form an opinion or category like “abrasive.” So, why do I say my employee is abrasive? Well, it might be what they say to another person in the meeting. It might be the way they say those words. Maybe they roll their eyes when they say the words. These are the actual behaviors that lead me to the conclusion that this person is being abrasive.

So that’s the concept. If I were to approach my employee and tell them they are being abrasive, they would probably just disagree. My opinion, their opinion. But if I were to approach my employee and say, “When you speak in a harsh tone like that, people feel you are being abrasive” now we have something tangible to talk about.

“Can people really change?” Now this is a question that every manager wants to know. You have someone who keeps doing things that are really not helping them move up in the company, but it is hard to know if that person could ever really change those behaviors.

So, let’s say you want to change something about yourself. Maybe become a more strategic thinker or a better listener. You could access that change through the door of thoughts or the door of feelings. It stands to reason if you change the way you think about something or the way you feel about something, then you would be able to accomplish the change. But changing the way you think and feel is really substantially changing your personality and that type of personality change takes years to really happen. The key is to access this change through the third method which is behavior. We can change our behaviors any time and can literally change overnight just because we want to. This is much simpler and faster than trying to make deeper personality changes.

If people said they couldn’t hear me in meetings, I could immediately start raising my voice and speaking louder, even though it isn’t in my nature to do that. I have control over that behavior, and I can change it any time I want to. “Fake it until you make it” is the old saying. At first, it will seem unnatural. It isn’t how you normally do things. But if you change that behavior and do it long enough, it will become comfortable and actually engrained.

You can find a more in depth look at this in the book “Becoming a great leader: Lessons from Silicon Valley” by Gustavo Rabin.

(Continued on Page 3)
SEGA 2014 OFFICERS

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SOUTHEAST GLASS ASSOCIATION
CALENDAR OF EVENTS
2014

June
11–13 .......... CILB Board of Director’s and Committee Meetings, Courtyard Palm Beach Jupiter, Jupiter
17–18 .......... Glass & Glazing Specialty License Exam

July
9–11 .......... CILB Board of Director’s and Committee Meetings, Hyatt Regency Jacksonville Riverfront, Jacksonville

August
13 ...... SEGA Board of Director’s Meeting, Conference Call
13–15 .......... CILB Board of Director’s and Committee Meetings, DoubleTree by Hilton Orlando Downtown

September
9–11 ........................................ GlassBuild America,
                                       Las Vegas Convention Center in Las Vegas, NV
10–12 .......... CILB Board of Director’s and Committee Meetings, The Omphoy Ocean Resort, Palm Beach

October
8–10 ............... CILB Board of Director’s and Committee Meetings, Embassy Suites Tampa/USF, Tampa
TBA ............... Glass & Glazing Specialty License Exam

November
12 ..................... SEGA Board of Director’s Meeting Conference, Call
12–14 .......... CILB Board of Director’s and Committee Meetings, Embassy Suites Orlando – North, Altamonte Springs

In Memory of America's Armed Forces

For all who gave their yesterday, a thank you today -- on this Memorial Day.
The 2014 Legislative Session was a relatively smooth one... one with more money available to spend than in recent years and fewer bills filed. Tensions began to rise somewhat as the session neared close with the normal flurry of amendments. The Legislature adjourned on time, but a slower than anticipated budget conference made for a late last day, with sine die coming at 10:39 p.m. on Friday, May 2. The last days became chaotic as some very large amendments were approved, placing issues that were dying in "must pass" bills.

The Legislature was able to pass a $77.1 billion state budget... the largest in history... providing a $575 million increase for public school funding which is an increase of 2.6 percent per student. The 2014 Legislature also was able to provide $500 million in tax cuts, pass a number of veteran–friendly bills, toughen laws for sexual predators and took the state’s first foray, though a very limited one, into medical marijuana. Some high–profile issues were not addressed as the lawmakers decided not to tackle gaming, Medicaid expansion or springs’ restoration legislation.

2014 Legislative Session Summary

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BILLS THAT PASSED

Building Construction Policies

(Continued from Page 1)

The point is that you don’t have to change your personality, your thoughts and beliefs. You can change the behaviors that others see and it really amounts to the same thing. Over time, as the new behavior actually achieves your desired outcomes, then your belief and feelings will follow. Focus on who you are, or focus on who you want to become.

This is a very interesting way of viewing things, and it has really helped me to be more effective as an employee and as a manager.

Finally, if you have about an hour of free time, I would encourage you to go to http://www.thisamericanlife.org/radio-archives/episode/403/nummi and listen to the story of NUMMI which really reflects the results of good behavior and bad behavior involving two companies who you know.

Sincerely,
Woody Watters
SEGA Chairman

Building Construction Policies

(Continued from Page 1)

The bill contains the following provisions related to building construction and energy issues:

- Allowing local governments the option of sending notices return receipt requested for violations sent via certified mail rather than mandating return receipt.
- Expanding the training options for the Building Code Compliance & Mitigation Program/Building a Safer Florida Program to include training for consumer protection issues and contractors’ licensing requirements such as Florida Fire Prevention Code, lien law, laws and rules, contracts, etc.
- Granting the Florida Building Commission the authority to interpret the Florida Accessibility Code for building construction consistent with the Commission’s ability to interpret all of the other code sections.
- Clarifying the definition for building energy efficiency rating system providers to include specific criteria, rather than enumerating entities in statute.
- Requiring application to the Department of Health (DOH) for an operating permit for a public swimming pool before an application may be filed for a building permit, and provides additional requirements for obtaining an operating permit.
- Clarifying the third–party inspections process for modular homes.
- Fixing an inconsistency in the Florida Building Code that will allow homeowners renovating or remodeling their homes to install a 10–year battery smoke alarm, a more cost–effective measure than a hard wired alarm.
- Exempting tents up to 30’ by 30’ from the Florida Fire Prevention Code.
- Specifying that for single family dwellings the Florida Building Code shall only require makeup air when the dwelling has a range hood exhaust system capable of exhausting in excess of 400, but not more than 800 cubic feet per minute (cfm). This will save consumers approximately $980, depending on the size of the kitchen exhaust fan.
- Allowing the Department of Health to grant hardship variances from the swimming pool provisions of the Florida Building Code.
- Allowing electronic submittal of workers compensation verification in conjunction with...
electronic submittal of an application for a building permit.
• Clarifying requirements for mechanical equipment placed on a rooftop.

Growth Management “Baby Hometown”
(\textit{SB 374} by Detert)
The bill prohibits local initiatives and referenda with respect to any local comprehensive plan amendment or map amendment. Under the legislation, only efforts commenced prior to June 1, 2011 and specifically authorized by local charter at that time would have validity.

PECO Funding Alternatives
(\textit{Chapter No. 2014–38 – HB 5601} by the House Finance and Tax Subcommittee)
The bill included Agriculture Commissioner Adam Putnam’s Public Education Capital Outlay (PECO) funding/sales tax reduction proposal which SEGA joined other construction and business groups in supporting. This major tax package includes three tax free holidays (back to school, 12-day sales tax holiday for hurricane supplies and an energy efficient products holiday) and other miscellaneous tax issues.

As a recap, here is an overview of how Commissioner Putnam’s proposal will work:

1. 2.6% of the sales tax on electricity will be shifted to PECO for funding. This equates to $161 million per year being shifted to the PECO Trust Fund. The total bonding capacity for the $161 million could mean up to $2.27 billion IF all of the available $161 million were leveraged.
2. 0.05% will be reduced in the overall sales tax on electrical power or energy. The net reduction will return $3.1 million to Florida businesses per year.

\textit{HB 5601} was presented to the Governor on May 8 and signed into law on May 12. It is now referred to as \textit{Chapter No. 2014–38}.

**BILLS THAT DIED**

Building Construction
(\textit{CS/CS/SB 1106} by Simpson / \textit{CS/CS/CS/HB 593} by Eagle)
\textbf{STATUS: \textit{CS/CS/SB 1106} died in the Senate Appropriations Committee, its last committee reference, and \textit{CS/CS/CS/HB 593} unanimously passed the House on Monday, April 28 on a vote of 117–0 but died in the Senate Community Affairs Committee. Please see \textit{CS/HB 7147 under Bills that Passed}.}

Renovation of Educational Facilities
(\textit{SB 1034} by Latvala / \textit{HB 359} by Zimmermann)
\textbf{STATUS: \textit{SB 1034} and \textit{HB 359} were never heard by a committee.}

Fair Competition
(\textit{CS/CS/CS/SB 612} by Hays / \textit{CS/HB 801} by Fitzhenhagen)
\textbf{STATUS: \textit{CS/CS/CS/SB 612} died in the Senate Appropriations Committee, its last committee reference, and \textit{CS/HB 801} died in the House Local & Federal Affairs Committee.}

Public Private Partnerships
(\textit{CS/CS/SB 900} by Latvala / \textit{CS/HB 541} by Steube; Related Public Records Exemption – \textit{CS/CS/SB 1396} by Montford / \textit{CS/HB 543} by Steube; Public Records & Public Meetings/Public–Private Partnerships – \textit{CS/SB 1318} by Evers / \textit{CS/HB 1051} by Roberson)
\textbf{STATUS: \textit{CS/CS/SB 900} died in the Senate Appropriations Committee, its last committee reference, and \textit{CS/HB 541} died in the House Appropriations Committee. \textit{CS/CS/SB 1396} died on the Senate Calendar, and \textit{CS/HB 543} died in the House Education Committee’s last committee reference. \textit{CS/SB 1318} died in messages to the House, and \textit{CS/HB 1051} died on second reading in the House.}

Construction Liens
(\textit{SB 460} by Simpson / No House companion)
\textbf{STATUS: \textit{SB 460} was never heard by a committee and never had a House companion bill.}

Notarial Log Mandate
(\textit{CS/CS/SB 172} by Soto / \textit{CS/CS/HB 407} by Peters)
The bills, as filed, would have required all notary publics to maintain a detailed log of each notarial act performed. This legislation would have created a potential burden on all SEGA members.

I worked tirelessly on this issue, meeting with the House and Senate sponsors initially and, in particular, hitting a stone wall with Representative Peters. Senator Soto, although more reasonable, just didn’t blink soon enough. Ultimately, both sponsors and the Assistant General Counsel in the Governor’s Office, who were pushing this issue, realized that the proposal was not going to fly in its initial form and narrowed the Senate Bill to include real property documents only. Thanks to the Economic Affairs Committee
Chairman Jimmy Patronis (R – Panama City) who refused to hear the bill in its final House committee, and Representative Kenneth Roberson (R – Port Charlotte) who was philosophically opposed to the whole concept, agreed that it did not resolve the purported fraud issues as intended and remained steadfast until the very end – making sure the Senate Bill was never taken up in the House.

I would expect to see this bill again next year but in its more narrow form.

Related to the problems of fraud and abuse that brought this legislation to the forefront, for the first time in known history, the Florida Senate took up complaints from the Governor’s Office associated with notarial misconduct and removed over 30 Florida notaries from office this session.

**STATUS:** CS/CS/SB 172 died in messages to the House, and CS/CS/HB 407 died in the House Economic Affairs Committee, its last committee reference.

**PECO Funding Alternatives**

(CS/SB 1076 by Flores / HB 899 by Hill)

**STATUS:** CS/SB 1076 died in the Senate Appropriations Subcommittee on Finance and Tax, and HB 899 was never heard by a committee of reference. Please see Chapter No. 2014–38 (formerly HB 5601) under Bills that Passed.

**Florida Homeowners’ Construction Recovery Fund**

(CS/SB 1098 by Dean / CS/CS/HB 1235 by Dudley)

**STATUS:** CS/SB 1098 died in the Senate Appropriations Committees, its last committee reference, and CS/CS/HB 1235 died on second reading in the House.

**Other Bills of Interest that Passed**

**Postsecondary Education Tuition and Fees**

CS/CS/CS/HB 851

This bill will allow undocumented high school graduates to pay in–state college tuition.

**OSHA Continues Extensive Public Engagement on Silica Proposal**

**Public Hearings Held March 18 – April 4**

On March 18, the Occupational Safety and Health Administration (OSHA) began holding public hearings for the notice of proposed rulemaking on occupational exposure to crystalline silica. This marked the beginning of an intensive three weeks of public comment on the proposal, with hearings scheduled through Friday, April 4.

“We look forward to receiving feedback from our stakeholders on our proposal, and we’re grateful for the continuing high level of public engagement throughout the rulemaking,” said Assistant Secretary of Labor for Occupational Safety and Health Dr. David Michaels. “This is an open process and the input we receive will help us ensure that a final rule adequately protects workers, is feasible for employers and is based on the best available evidence.”

OSHA’s proposed rule seeks to lower worker exposure to crystalline silica, which causes silicosis, an incurable lung disease. Leading scientific organizations, including the American Cancer Society, have also confirmed the causal relationship between silica and lung cancer. The proposal is based on extensive review of scientific and technical evidence, consideration of current industry consensus standards and consultation with stakeholders.

Members of the public who filed a timely written notice of intention to appear could also ask questions of agency officials and other witnesses during the hearing. OSHA has published a transcript of the hearings and are available to the public by clicking on the below links:

- Crystalline Silica Public Hearings Transcript: March 21, 2014
- Crystalline Silica Public Hearings Transcript: March 31, 2014
- Crystalline Silica Public Hearings Transcript: April 1, 2014

**Legislature**

CS/HB 9

This bill changes the date session is to begin from March to January for the 2016 Legislative Session only.

The 2015 Legislative Session will start on March 3.
Hearing participants will have an opportunity to submit additional evidence and comments.

OSHA has issued a memorandum allowing hearing participants to submit additional evidence and comments. In accordance with the amended hearing procedures set by OSHA, parties who filed a notice of intention to appear at the hearings may submit additional information and data relevant to the proceeding through June 3, 2014 (i.e., within 60 days of the close of the hearing); final briefs, arguments and summations must be submitted by July 18, 2014 (i.e., 105 days after the close of the hearing).

Published in the Federal Register on September 12, 2013, OSHA’s Notice of Proposed Rulemaking on Occupational Exposure to Crystalline Silica aims to update the inconsistent and outdated permissible exposure limits for crystalline silica in general industry, construction and shipyards, as well as to establish other provisions to better protect workers. Additional information on the proposed rule, including five fact sheets, is available at http://www.osha.gov/silica/.

Under the Occupational Safety and Health Act of 1970, employers are responsible for providing safe and healthful workplaces for their employees. OSHA’s role is to ensure these conditions for America’s working men and women by setting and enforcing standards, and providing training, education and assistance. For more information, please visit www.osha.gov.

OSHA Announces National Stand-Down for Fall Prevention in Construction

The U.S. Labor Department’s Occupational Safety and Health Administration announced a national safety stand-down from June 2 to 6 to raise awareness among employers and workers about the hazards of falls, which account for the highest number of deaths in the construction industry.

“Falls account for more than a third of all deaths in this industry,” said Dr. David Michaels, assistant secretary of labor for occupational safety and health.

“We’re working with employers, workers, industry groups, state OSH plans and civic and faith-based organizations to host safety stand-downs that focus on recognizing hazards and preventing falls. We are getting the message out to America’s employers that safety pays and falls cost.”

During the stand-down, employers and workers are asked to pause their workday to talk about fall prevention in construction, and discuss topics like ladder safety, scaffolding safety and roofing work safety. OSHA has also launched an official national safety stand-down website with information on how to conduct a successful stand-down. Afterwards, employers will be able to provide feedback and receive a personalized certificate of participation.

The stand-down is part of OSHA’s ongoing Fall Prevention Campaign, which was started in 2012 and developed in partnership with the National Institute for Occupational Safety and Health and NIOSH’s National Occupational Research Agenda program. The campaign provides employers with lifesaving information and educational materials on how to plan ahead to prevent falls, provide the right equipment for their workers and train all employees in the proper use of that equipment.

“We are pleased to join again with OSHA and our NORA partners to focus on fall prevention at construction sites,” said Dr. John Howard, NIOSH director. “Preventing falls in the construction industry benefits everyone, from the worker, to the employer, to the community at large. This safety stand-down serves as an important opportunity for everyone to take the time to learn how to recognize and prevent fall hazards.”

To learn how to partner with OSHA in this stand-down, visit http://www.osha.gov/StopFallsStandDown/. The page provides details on how to conduct a stand-down; receive a certificate of participation; and access free education and training resources, fact sheets and other outreach materials in English and Spanish. To learn more about preventing falls in construction, visit http://www.osha.gov/stopfalls/.

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OSHA Issues Interim Final Rule Protecting Whistleblowers under Consumer Financial Protection Act

The Occupational Safety and Health Administration recently issued an interim final rule establishing procedures and time frames for handling retaliation complaints under the Consumer Financial Protection Act. OSHA invites the public to submit comments on the interim final rule.

CFPA, enacted July 21, 2010, protects employees against retaliation by entities that offer or provide consumer financial products or services, such as residential mortgages, mortgage loan modification and foreclosure relief services, private education loans, payday loans, consumer credit and debt relief services.

This interim final rule establishes procedures, burdens of proof, remedies and statutes of limitations similar to other whistleblower protection statutes that OSHA administers.

Individuals may submit comments electronically at http://www.regulations.gov, the Federal eRulemaking Portal, via mail or facsimile. See the Federal Register notice for details. Comments must be submitted by June 2, 2014.

OSHA has also developed a new fact sheet, Filing Whistleblower Complaints under the Consumer Financial Protection Act. The fact sheet explains who is covered under the act, protected activity, types of retaliation and the process of filing a complaint.

OSHA enforces the whistleblower provisions of the Occupational Safety and Health Act and 21 other statutes protecting employees who report violations of various workplace, commercial motor vehicle, airline, nuclear, pipeline, environmental, railroad, public transportation, maritime, consumer product, motor vehicle safety, health care reform, corporate securities, food safety and consumer financial reform regulations.

Additional information is available at http://www.whistleblowers.gov.

Under the Occupational Safety and Health Act of 1970, employers are responsible for providing safe and healthful workplaces for their employees. OSHA’s role is to ensure these conditions for America’s working men and women by setting and enforcing standards, and providing training, education and assistance. For more information, visit www.osha.gov.

Looking for a Way to Protect Yourself and Your Business Against Scams?
The Florida Department of Agriculture’s Consumer Services Division is the state clearinghouse for consumer complaints, information and protection. The Division helps protect consumers from scammers, and maintains the “Little Black Book of Scams” that lists common scams in Florida and ways to protect yourself against them. The “Little Black Book of Scams” covers areas such as:

- Government Scams
- Service/Contractor Scams
- Tax Scams
- Internet Scams
- Money Transfer Request/Check Scams

The Division of Consumer Services also has information on Tech Support Phone Scams, Unclaimed Property Scams and Fake Debt Collector Calls.

To access this information, go to the Division’s website at FreshFromFlorida.com and click on the “Divisions and Offices” tab. Then, click on “Consumer Services” in the drop-down menu.

DBPRLaunches New Mobile Function for Reporting Unlicensed Activity
The Florida Department of Business and Professional
Regulation (DBPR) recently launched the “Report Unlicensed Activity” function within the DBPR Mobile app allowing consumers to report unlicensed activity in real time. The new function in the app is an addition to the department’s Unlicensed Activity annual media campaign and will provide consumers another channel to communicate directly with the department.

“When a person misrepresents themselves as having a professional license to do specialized work like an electrical contractor or roofer, we make every effort to ensure Florida families know how to get help in order to report the issue,” said DBPR Secretary Ken Lawson. “Unlicensed activity is against the law and this new app function allows Floridians to instantly report concerns to DBPR. As we work to bring unlicensed individuals into compliance with the law, this is just one more tool the department will have to better serve licensees and consumers.”

Consumers can submit complaints of unlicensed activity with descriptions and pictures directly from mobile devices and the complaint information is sent to DBPR headquarters in close to real time. To learn more about reporting unlicensed activity using the DBPR Mobile app, consumers can watch the how-to video at https://www.youtube.com/watch?v=x2MWba_rU_M. The DBPR Mobile app is free to download and is available on the iTunes and Google Play app stores.

This fiscal year, DBPR’s Division of Regulation has already been successful in conducting 18 stings throughout Florida by providing known unlicensed persons the opportunity to offer or perform services that require state licensure. From air conditioning contractors to construction contractors, reports of unlicensed activity to the department aid the division in carrying out more well-organized and successful sting operations. In an effort to suppress unlicensed activity in its entirety, the Division of Regulation also performs unannounced license checks in areas of known or suspected unlicensed activity. These sweeps are a proactive measure taken by the Department to promote licensure for professionals and businesses across Florida.

The most effective way to reduce the number of people who fall victim to unlicensed activity is to educate consumers and to enlist the aid of the public and industries. For this reason, DBPR’s 2013–2014 unlicensed activity campaign offers outreach programs to the public, professional associations and law enforcement. To learn more about DBPR’s unlicensed activity campaign and additional ways to report unlicensed activity in Florida, visit www.myfloridalicense.com/dbpr/ula.html.

The Department of Business and Professional Regulation’s mission is to license efficiently and regulate fairly. The Department licenses and regulates more than one million businesses and professionals ranging from hotels and restaurants, real estate agents and certified public accountants to veterinarians, contractors and cosmetologists. For more information, please visit www.myfloridalicense.com.

DBPR Offers Fee Holiday on License Renewals in 2014 and 2015

The Construction Industry Licensing Board (CILB) and Department of Business and Professional Regulation (DBPR) have approved a $100.00 FEE HOLIDAY for the 2014 and 2015 renewal cycles for certified and registered contractors who are renewing their licenses. During the fee holiday, certified and registered contractors renewing an active license will have their fees reduced by $100.00. Certified and registered contractors renewing their inactive licenses will have their $50.00 inactive renewal fee waived in its entirety. All contractors (active or inactive) will still be required to pay the $5.00 unlicensed activity fee and the $4.00 Florida Building Commission fee in order to renew their license. All fees must be paid by the renewal deadline (August 31, 2014 for certified and August 31, 2015 for registered) to avoid additional fees. All licensees will be sent a renewal notice outlining the required renewal fees set forth above. However, it is the responsibility of each licensee to ensure that their license is timely renewed.

Please Note: When renewing on-line, the appropriate deduction will automatically be applied. When submitting a check, please be sure to deduct the appropriate amount before writing your check.

Please contact the Department at (850) 487–1395 if you have any questions, problems renewing or logging into your account.
DBPR Sting
Nets Unlicensed Contractor Activity
A joint operation between the Florida Department of Business and Professional Regulation (DBPR) and the St. Johns County Sheriff’s Office resulted in the arrests of 14 individuals for falsely identifying themselves as a contractor and one for possession of cannabis. The two–week operation, titled: “Piece of Cake” targeted unlicensed contractors working as well as soliciting business in St. Johns County. The individuals were provided by the St. Johns County Building Department and the DBPR through complaints of unsatisfactory/ unlicensed work and various media advertisements soliciting work.

The operation began at an unidentified home off S.R. 16 that needed various repairs. Appointments were scheduled with the suspects who then met with undercover operatives at the home and were then asked to provide an estimate for the repairs. The 14 suspects returned bids by the end of the week and were given appointments to begin the projects. When the suspects showed up for work, arrest teams inside the home secured and arrested them.

According to the DBPR, unlicensed activity occurs when an individual offers to perform or performs services that require a state license and the individual does not hold the required license. Florida law sets specific rules and guidelines for obtaining professional licensure, and the people who have met these requirements are held to professional standards. Consumers can verify professional licenses with the Department of Business and Professional Regulation online at [www.myfloridalicense.com](http://www.myfloridalicense.com), by calling (850) 487–1395 or by downloading the free DBPR Mobile app through iTunes or the Google Play store.

Unlicensed activity is illegal and can result in misdemeanor or felony charges if an individual is convicted. Floridians are asked to report any suspected unlicensed activity by e–mail at: ULA@dbpr.state.fl.us, or calling the unlicensed Activity Hotline at (866) 532–1440.

Not a Member of SEGA?
Are you receiving the Glass Facts but are not a member of SEGA? Need help with the glass and glazing licensing process? Join SEGA today for as low as $112.50 per year. SEGA is now offering half year dues.

To take advantage of this pricing today and join the southeast’s premier glass and glazing trade association, please click here for a SEGA Membership Application or contact the association office at (407) 831–7342 and request a membership application.

Division of Workers’ Compensation Offers Free Classes
The Florida Department of Financial Services, Division of Workers’ Compensation, is offering free classes regarding Florida’s workers’ compensation laws and workplace safety to business owners, licensed contractors and employers.

Workers’ compensation topics covered include:

- Review of Key Statutory Definitions
- Contractor Responsibilities
Workplace safety topics presented by OSHA (U.S. Dept. of Labor, Occupational Safety and Health Administration) include:

- Exemptions
- Insurance Coverage Requirements
- Enforcement Provisions

The following is a list of dates and times for future sessions.

**June 3, 2014**
Tallahassee
9:00 a.m. – 12:00 noon
Hartman Building
2012 Capital Circle S.E., Room 102
Tallahassee, FL 32399

**June 5, 2014**
Fort Lauderdale
9:00 a.m. – 12:00 noon
1400 West Commercial Boulevard, Suite 135
Fort Lauderdale, FL 33309

**June 5, 2014**
Orlando
9:00 a.m. – 12:00 noon
State Office Building
Hurston Complex
400 West Robinson Street, South Tower, Conference Room N–101
Orlando, FL 32801

**June 18, 2014**
2:00 p.m. – 3:00 p.m. EST
Workers’ Compensation
WEB Based class

**June 19, 2014**
2:00 p.m. – 3:00 p.m. EST
Workplace Safety
WEB Based class

**August 6, 2014**
2:00 p.m. – 3:00 p.m. EST
Workers’ Compensation
WEB Based class

**August 7, 2014**
2:00 p.m. – 3:00 p.m. EST
Workplace Safety
WEB Based class

The Division of Workers’ Compensation is an authorized provider (Provider Number: 0004354) for continuing education purposes through the CILB. Course Number: 0010118 – one hour satisfies the workers’ compensation requirement and Course Number: 0010630 – one hour satisfies the workplace safety requirement.

Advanced registration is required. The form is available on the Division’s website at [www.myfloridacfo.com/WC](http://www.myfloridacfo.com/WC). For additional information, e-mail bocseminars@MyFloridaCFO.com, or call (813) 221–6518.

**Governor Rick Scott Issues Resolution for Memorial Day on May 13, 2014**

Governor Rick Scott issued the following resolution recognizing May 26, 2014 as Memorial Day:

**MEMORIAL DAY**

WHEREAS, the last Monday in May is set aside to mourn those who gave their lives in service to our Nation; and

WHEREAS, our service men and women answered the call of duty and made the ultimate sacrifice to maintain the security of our country and the liberties we hold so dear; and
WHEREAS, our Nation is honor-bound to remember those who died on distant shores defending our Nation and our way of life; and

WHEREAS, millions of Floridians wore the uniforms of the Armed Forces of the United States during the past century with tens of thousands giving their lives while serving; and

WHEREAS, more than 1.5 million veterans of the Armed Forces of the United States currently reside in Florida; and

WHEREAS, Florida’s Veteran Service Organizations continue to foster the tradition of honoring and remembering the Nation’s war dead; and

WHEREAS, on Memorial Day, as throughout the year, we honor and pray for our Gold Star Families and show our respect for the sacrifices their family members in uniform made to the perpetuation of American freedom; and

WHEREAS, our grateful Nation honors their selfless service, and we acknowledge a debt of honor beyond our capability to repay; and

WHEREAS, it is important for us as a community, state and country to show our gratitude for all our Soldiers, Sailors, Airmen, Marines, Coast Guardsmen, and Merchant Mariners who died in the service of our Nation that we might continue to enjoy the liberties we so deeply cherish.

NOW, THEREFORE, BE IT RESOLVED that the Governor and Cabinet of the State of Florida do hereby recognize May 26, 2014, as MEMORIAL DAY and encourage all Floridians to learn about the history of Memorial Day and call upon local communities to conduct appropriate ceremonies, activities, and programs to demonstrate support and recognize the contribution of our fallen warriors.

BE IT FURTHER RESOLVED that the Governor and Cabinet ask all Floridians to pause for one minute and observe the National Moment of Remembrance to honor America’s fallen at 3:00 p.m. local time on Memorial Day and urge the media to participate in these observances.

IN TESTIMONY WHEREOF, the Governor and Cabinet of the State of Florida have hereunto subscribed their names and have caused the Official Seal of the State of Florida to be hereunto affixed in the City of Tallahassee this 13th day of May, 2014.

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RICK SCOTT
GOVERNOR

DBPR Warns Against Phishing Scam
Victims are led to believe employees are contacting for personal information

The Department of Business and Professional Regulation (DBPR) recently issued a warning to Floridians after learning that individuals posing as DBPR employees are allegedly targeting licensed businesses and professionals. The callers are asking victims for personal information.

The Department has received complaints from victims who have reported receiving calls from people claiming to be DBPR employees. The scammers are requesting personal information from individuals, which is unusual activity for a DBPR employee. DBPR has confirmed that the phone calls are in no way connected with the department or its regulatory authority.

If a consumer receives a call from someone claiming to be a DBPR employee who is asking for personal information, they should hang up and call the DBPR Consumer Protection Hotline at 1-888-320-1122. Additional information and resources are available on the DBPR website at www.dbpr.gov.
information, they should **NOT** provide any personal or financial information. A consumer safety tip is to ask the caller to return the phone call to verify their authority and call the DBPR Customer Contact Center at (850) 487–1395.

If the person calling claims to be a telemarketer, consumers may report the call to the Florida Department of Agriculture and Consumer Services at (800) HELP–FLA (800–435–7352) or at [www.freshfromflorida.com](http://www.freshfromflorida.com).

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**Debit vs. Credit - Which is Safer to Swipe?**

*A Message from Commissioner Adam H. Putnam*

The recent financial security breaches of well–known retailers have caused headaches for consumers. Liability for damages of fraudulent debit and credit card transactions is treated differently by consumer protection laws. Knowing the difference can protect you in the event your debit or credit card number is compromised.

When a debit card is used, according to the **Electronic Funds Transfer Act**, the card issuer can only hold the cardholder responsible for the first $50 of fraudulent charges, as long as it is reported within two business days of learning about the problem. If the loss is reported within 60 days after a statement containing fraudulent charges is mailed, a consumer’s liability increases to $500. If a fraudulent debit card transaction is reported more than 60 days after the statement is mailed, the financial damage can be limitless. If a scammer obtains debit card information, not only can they deplete an entire bank account, but it can take up to ten business days for the bank to investigate the fraud, and even longer to reimburse the account. In the meantime, consumers are left with depleted funds that may have otherwise been used for rent, utilities and other bills.

When a credit card is used, consumers have an extra layer of protection under the **Fair Credit Billing Act**. According to the federal law, a consumer’s personal liability for fraudulent charges on a credit card cannot exceed $50. If a consumer falls victim to credit card fraud, the charge is often credited back to the account immediately after it’s reported.

**Whichever card is swiped, the following are ways to help protect consumers from being scammed:**

**Monitor All Accounts**
Check debit and credit account activity on a regular basis for any unauthorized transactions. If there’s an indication of suspicious activity, notify the bank or credit card issuer immediately.

**Customize Fraud Controls**
Inquire if the bank/credit issuer can set up account alerts to notify by text, email or telephone if a transaction exceeds certain parameters, such as amount or location.

**Beware of Fraud Hotspots**
Gas stations, ATM machines and restaurants are frequent targets of “skimming,” machines that scammers install to steal card information. If a debit card must be used at the gas pump or restaurant, choose to run the card as a credit purchase so that a PIN is not required. The amount will still be deducted from the bank account, but it will be processed through a credit–card network, which will give greater protection from liability if fraud does occur.

Consumers should remain vigilant for incidents of fraud and identity theft by regularly reviewing account statements and monitoring credit reports. If any suspicious or unusual activity is detected, report it immediately to all of the applicable financial institutions.

For additional information, contact the Florida Department of Agriculture and Consumer Services at [www.800helpfla.com](http://www.800helpfla.com) or by calling (800) HELP–FLA (800–435–7352) within Florida, (800) FL–AYUDA (800–352–832) en Español or (850) 410–3800 from outside of Florida.

**Keep Your Finances Monitored and Protected**
According to the Federal Trade Commission, Florida has the highest rate of identity theft in the United States. It is important for consumers to review monthly bank and credit card statements to detect any
unusual activity.

Unauthorized charges or deductions on your statement may be a sign of a simple error or possibly identity theft. Banks typically allow consumers to dispute any unauthorized charges within a certain period of time. If a statement inaccuracy is not detected and disputed timely, the consumer may be held responsible for the charges, regardless of how the charges ended up on an account.

Even though banks have become better at detecting fraudulent charges on their customers’ accounts, the only foolproof means of protecting yourself is to review every single line of your monthly statement. Although this may seem like a tedious task at times, thoroughly reviewing your statement is an easy measure that can be taken to protect yourself.

Protect Personal Information and Finances

Monitor Credit Card and Bank Statements
Review all monthly account statements in detail as soon as they arrive to make sure that all transactions shown are ones that were authorized. Keep copies of receipts and audit them against the billing statement for any unauthorized charges or overcharges. Notify the card issuer immediately if you suspect unauthorized use or fraudulent use of your card.

Keep Track of Statements
If an anticipated credit card bill is late, call the card issuer right away. A missing statement may be a sign that a statement has been stolen or your identity has been compromised.

Properly Store and Dispose of Old Statements
Store old statements and receipts in a secure place and cross-shred them before they are discarded. Identity thieves are not afraid to get their hands dirty by digging through trash for personal information.

Avoid Mail Fraud
Notify the post office and the card issuer immediately if there is a change of address. Consumers are advised to never leave outgoing bill payments inside a residential mailbox. Instead, drop them off at the nearest post office or postal service mailbox.

For additional information, contact the Florida Department of Agriculture and Consumer Services at www.800helpfla.com or by calling (800) HELP-FLA (800-435-7352) within Florida, (800) 410-3800 from outside of Florida.

Just a reminder that the Certified Contractor licenses from the Department of Business and Professional Regulation (DBPR) are up for renewal on August 31, 2014. Current law requires licenseholders to obtain 14 hours of continuing education with at least one hour in workplace safety, one hour in workers’ compensation, one hour in business practices, one hour in the advance building code module, one hour in laws and rules (Chapter 489) and one hour in wind mitigation (this requirement only affects general, residential, building, roofing and glass and glazing contractors).

Don’t forget to notify the DBPR office of any address change. Section 489.124(2) gives sole responsibility to the licensee for notifying DBPR in writing of the licensee’s current mailing address and phone number.

Failure to notify the department of a change of address shall constitute a violation of this section. In addition, if your address changes and you do not notify the department, you may not receive important mailings from the department such as your renewal notice.