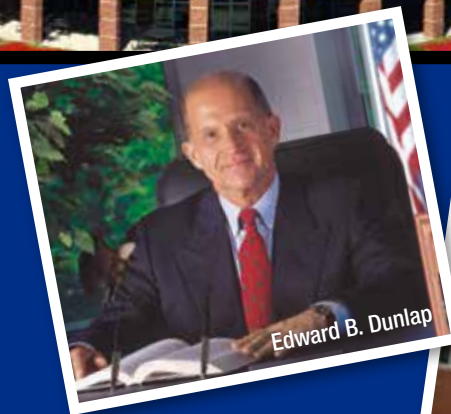






CentiMark Headquarters,
Canonsburg, PA

We Appreciate Your Business



Edward B. Dunlap



Timothy M. Dunlap

SERVING our customers has always been our top priority. Keeping our crews **SAFE** is paramount. **GIVING BACK** to the community is our responsibility. **BEING THE BEST** commercial roofing and flooring contractor in North America continues to be our goal.

Our success today is built on a foundation laid over the past five decades: a commitment to offer only the best available materials and the finest possible workmanship to keep at the forefront of modern roofing and flooring technologies.

At CentiMark and QuestMark, we work hard for our customers.

Edward B. Dunlap
Chairman & Chief Executive Officer

Timothy M. Dunlap
President & Chief Operating Officer

The CentiMark Difference

Your roof & floor are our business

▣ Strong Foundation

The CentiMark Difference is that we are a family-owned company that has succeeded under the same management and leadership since 1968. CentiMark associates are dedicated, hardworking and part owners of the company through an employee stock ownership program.

▣ Systems, Services & Solutions

The CentiMark Difference is that we provide custom solutions to meet roofing and flooring needs. Our online applications, MyCentiMark and MyQuestMark, provide our customers with on-demand access to customer service and the ability to view project status, service work, roof/floor history, budgeting tools, return on investment and energy analysis.

▣ Warranties

The CentiMark Difference is our warranties for roofing and flooring. Since the 1970s, we have provided Single Source warranties that cover both materials and workmanship.

We offer multiyear warranties, warranty extensions and specialized warranties and can even tailor warranty language to your specific concerns.

▣ Financial Strength

The CentiMark Difference is our financial stability and the highest credit rating - 5A1 - from Dun & Bradstreet. With more than 80 offices and 3,500 associates, CentiMark offers the financial backing and infrastructure of a large corporation and the customer service and response of a local roofing and flooring company.



EVERY
30
seconds
CENTIMARK
REPAIRS A
ROOF
SOMEWHERE
IN NORTH
AMERICA



ROOFING

Innovative Services

CentiMark service crews are trained to detect and solve problems on your roof.

We inspect your roof to locate existing and potential problem areas, safety concerns and opportunities for energy savings.

At CentiMark, we are committed to being on the cutting edge of technology. We offer innovative tools to help manage, maintain and ultimately extend the life of your roof.



▣ Preventative Maintenance, Housekeeping & Roof Life Extension Programs

Take a proactive approach to managing your roof. CentiMark's scheduled maintenance helps prevent and identify issues before costly damages occur.

▣ Emergency Repair Service

CentiMark's in-house customer service experts are available 24/7 for roof leaks or weather emergencies. Our tracking system ensures that every customer can access information about emergency service calls. We will provide an estimated response time, dispatch a two-person crew and follow up to verify that we've resolved your roof issue.

▣ MyCentiMark: Online Roof Management

MyCentiMark Service is a free application for all CentiMark customers to access repair details, work authorizations, before/after photos, account information and safety recommendations.

MyCentiMark Portfolio is a free roof management tool that houses condition reports, aerial overlays of repairs, before/after photos, project status, customer requirements and the ability to request service. This application is designed for multi-facility owners and managers.

MyCentiMark Asset Management is a fee-based budgeting application that calculates the life expectancy of each roof section, costs of repairs, multiyear budgets and solutions to extend the life of the roofs in your portfolio.

FLOORING

Innovative Services

QuestMark's flooring professionals provide inspections and customized solutions tailored specifically to your facility.

Minimal downtime. Aesthetic appeal.
Maintenance and cleaning.

Only QuestMark offers innovative solutions that put you in control of your floor.

MyQUESTMARK
www.MyQuestMark.com



WE'VE GOT YOU COVERED

top to bottom

□ Floor Evaluations & Repairs

Floor repairs are ongoing tasks. QuestMark will evaluate your floor and identify potential problem areas.

□ Project Planning

QuestMark meets your scheduling needs – nights, weekends or facility shutdowns. Our attention to your schedule and our trained workforce help minimize disruptions to your business, employees, vendors and customers.

□ Maintenance & Cleaning Services

QuestMark provides on-site maintenance training and guidelines for daily cleaning to help keep your QuestMark-installed floors clean and stain free.

□ DIY Materials

QuestMark's patch and repair products are premeasured, so they're easy to mix and apply. Additionally, QuestMark provides technical assistance on how to repair floors, including maintenance techniques and proper use of products.

□ MyQuestMark: Online Floor Management

MyQuestMark is a free service for customers to review project details, work authorizations, photos, account information, repair concerns and safety recommendations.



Roofing & Flooring Safety

Our incidence rates are consistently lower than the national average

CentiMark is committed to safety for our associates and for our customers.

SAFETY INCIDENCE RATES measure a company's performance as determined by the number of injuries that occur for every 100 employees who work 50 weeks per year, 40 hours per week.

ROOFING



Responsibility

Safety and injury prevention are our responsibility. We provide you with the latest safety products and advancements to protect your building and the people inside it.

Prior to the start of any roofing or flooring project, we review all safety plans with our customers and crews. Our goal is for all associates to return home safely to their families every evening.

Education

All roofing and flooring crews participate in mandatory, written training programs conducted by our full-time safety specialists. Ongoing training and both scheduled and random job-site inspections are routine. Our goal is to meet and exceed all OSHA (Occupational Safety and Health Administration) standards.

FLOORING



Slip Meter

Sustainability

Environmentally friendly products, services and practices

CentiMark's Sustainable Efforts

Cool roofs* - Materials such as white roof membranes and roof coatings may improve energy efficiency and reduce urban heat island effect. **1**

Garden roofs* - Vegetative trays/coverings may increase insulating values and manage stormwater runoff. **2**

Daylighting* - The use of natural sunlight helps reduce artificial lighting loads and utility costs. **3**

Solar* - Photovoltaic panels reduce electrical grid dependence and serve as a renewable energy resource. **4**

Insulation* - Improving R-value may reduce heating and cooling costs.

Recycling* - Recycling reduces the need for virgin materials as well as the costs of transportation and disposal of waste.

Low-volatile organic compound products - The use of low-VOC adhesives and sealants may reduce ozone depletion and improve air quality.

QuestMark's Sustainable Efforts

Ambient light* - Polished floor sheen increases the efficiency of ambient light. **5**

Increased life cycle* - Polished concrete systems eliminate demolition and replacement of existing floor systems.

Reduced maintenance* - Our DiamondQuest® application eliminates the need to recoat or regularly wax floors and requires less-frequent cleaning.

No VOCs* - Our silicate densifiers and synthetic diamond processes do not contain VOCs and other pollutants.

Exposed concrete* - Exposed thermal mass achieves a more consistent interior temperature, reducing heating/cooling loads.

** May contribute to Leadership in Energy and Environmental Design (LEED) credits*

green initiatives
START WITH YOUR BUILDING





Single Source **Roof** Warranties

Just you. Just CentiMark.

CentiMark's Single Source Responsibility



Other Companies' More Complicated Systems



We take care of the roofs we install. We do it in ways that no other roofing company can offer.

Workmanship

The **CentiMark Difference** is that we have known since the 1970s that workmanship is as important to a good roof system as the roofing materials themselves. That's why we created the Single Source warranty to cover both workmanship and materials. Customers who have a Single Source warranty make just one call - to CentiMark - to discuss warranty concerns or to set up 24/7 emergency service.

Financial Strength

Your Single Source Warranty is backed by our warranty reserve of more than \$14 million. We have the highest financial credit rating in the construction industry - a 5A1 rating from Dun & Bradstreet.

Customization

The **CentiMark Difference** is that we can tailor the warranty language to your specific concerns and provide a transferable warranty* as properties change ownership. We offer multiyear warranties and warranty extensions. If you need a specialized warranty, just ask us.

**Warranty transfers may require a fee associated with an inspection, needed repairs and a Preventative Maintenance Program.*

CentiMark ROOF Systems

CentiMark offers all major roof systems. Based on your needs, we recommend and install the right roof for your building.

For All CentiMark Roof Systems:

1. CentiMark crews install CentiMark roofs.
2. Safety procedures and plans are in place for every roofing job, and the safety plans are always reviewed with the customer.
3. Single Source customized, extended and transferable warranty options are available.
4. References are available by roof size, type or industry.
5. Dedicated crews specializing in service provide warranty work and emergency repairs.
6. Preventative Maintenance Programs and online roof management tools are available.



Thermoplastic - TPO & PVC

Benefits

- White, lightweight roof system
- Time-tested system developed and used since the mid-1970s
- ENERGY STAR® qualified
- Reflects sunlight to keep buildings cooler
- Reduces energy use from air conditioning
- Chemical makeup is well-suited for eventual recycling
- Excellent reroofing solution that may be able to take advantage of existing roof insulation

The CentiMark Difference

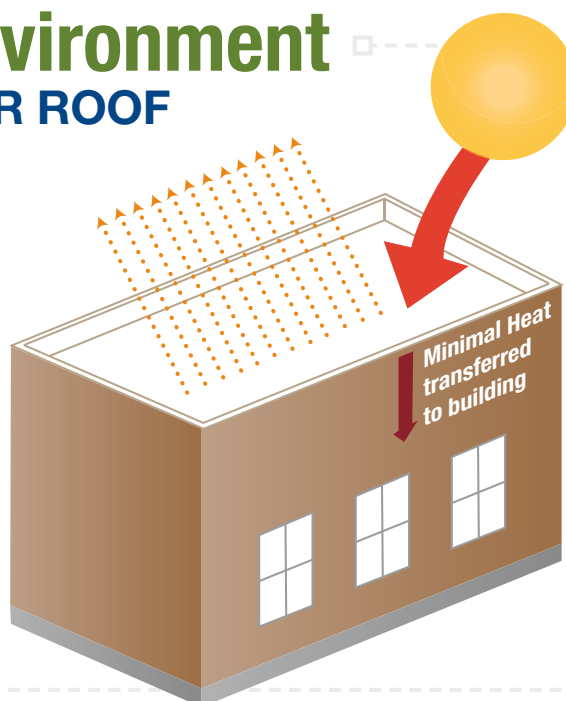
- Largest installer of TPO and PVC systems in North America
- 50 million square feet installed per year
- Ability to install various TPO and PVC membrane systems

changing the environment THROUGH YOUR ROOF

White Roof - Reflected Solar Energy

As much as 40% of a city's impervious surfaces are composed of black roofs or black roads and parking lots. These black surfaces cause urban areas to be 3°-7° warmer than surrounding suburban areas, so more cooling energy is required for occupied urban spaces.

This results in a higher rate of air pollution.



80% reflected

10% heats atmosphere

8% heats city air

1.5% heats building



▣ EPDM/Rubber

Benefits

- Economical, lightweight, flexible roof membrane system
- Low long-term maintenance costs with a Preventative Maintenance Program
- Excellent UV resistance

The CentiMark Difference

- Largest installer of EPDM systems in North America
- Installation expertise for mechanically fastened, fully adhered or ballasted systems
- Installation experience since 1978
- References available for roofs more than 20 years old



▣ Sprayed Polyurethane Foam (SPF)

Benefits

- White, seamless, lightweight roof system
- Excellent insulating ability (high R-value) to reduce energy costs
- Time-tested system developed in the late 1960s

The CentiMark Difference

- Largest installer of SPF systems in North America
- Multiyear Single Source warranties available
- Choice of topcoat finishes, depending on use



▣ Coatings

Benefits

- Cost-effective solution to extend the life of the roof
- Lightweight, seamless, monolithic roof installation
- Highly reflective white surface to increase energy efficiency

The CentiMark Difference

- Coating options (acrylic urethane, copolymer and polyurea) to meet specific needs and budgets
- More than 30 years of experience with coating installations



▣ Metal

Benefits

- Lightweight yet durable
- Aesthetically pleasing styles and colors
- Sustainable:
 - Metal roof products are recyclable
 - Reflective finishes reduce heating and cooling costs
 - Added insulation reduces temperature transfers

The CentiMark Difference

- Provide systems that meet the most stringent uplift requirements for most national, state and local building and insurance codes and requirements



▣ Modified Bitumen

Benefits

- Multilayer polymer-modified asphalt system
- Excellent weatherability and puncture and tear resistance
- Time-tested system developed in the early 1970s

The CentiMark Difference

- Experienced installer of both atactic polypropylene and styrene butadiene styrene systems
- Experienced installer of cold-applied systems
- Offers assistance with VOC compliance, Title 24 compliance, insulation requirements and warranty considerations



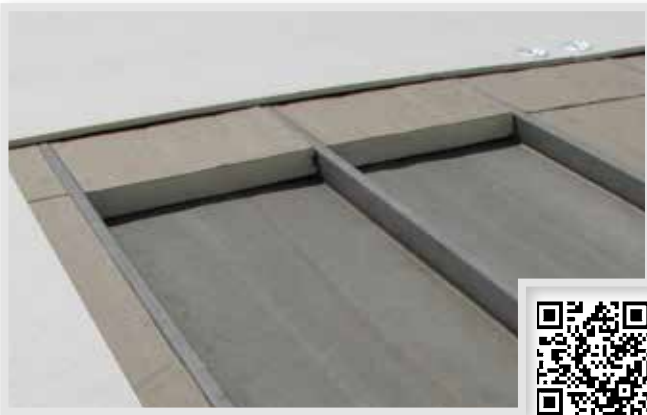
▣ Built-Up Roofing (BUR)

Benefits

- Multilayer roof system that uses either asphalt or coal tar
- Excellent weatherability and puncture resistance with minimal maintenance
- Time-tested system developed 120 years ago

The CentiMark Difference

- More than 30 years of experience with BUR: asphalt, coal tar and hybrid systems



▣ Metal Retrofit

Benefits

- Converts metal roofs into slope-to-drain, single-ply systems
- High wind uplift ratings
- Time-tested system developed in the early 1980s

The CentiMark Difference

- Price and performance options with standing seam and R-panel systems
- Amount and type of insulation specific to each customer's energy needs



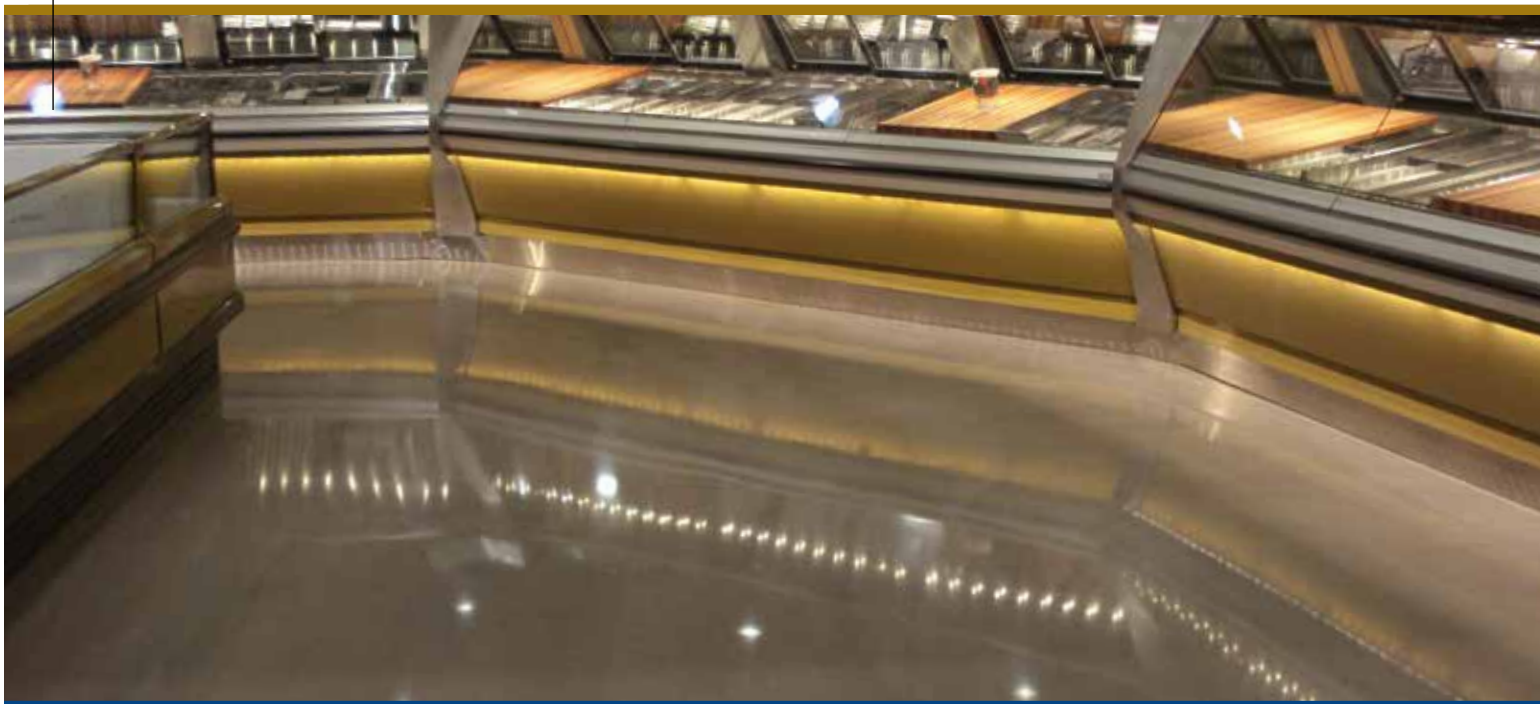
▣ Steep Slope/Shingles

Benefits

- Aesthetically pleasing styles and colors
- Provides slope and drainage
- Numerous options, including asphalt shingles, concrete or clay tiles, wood shakes, slate, or metal shingles or panels

The CentiMark Difference

- Experienced roofers trained on various systems
- Experienced safety personnel to set up jobs on steep slopes
- Vendor relationships for best product pricing



Polished Concrete **Floor** Warranties

Protect your investment

GOLD Warranty

Concrete Polishing System

- **10-year** Dustproof Warranty
- Peace of mind for long-term floor consistency
- On-site training of customer's cleaning personnel
- Maintenance guidelines for daily floor cleaning
- 24/7 customer service with direct call access

PLATINUM Warranty

DiamondQuest System

- **15-year** Dustproof Warranty
 - Guaranteed minimum reading of 30+ gloss for three years
 - Peace of mind for long-term floor consistency
 - On-site training of customer's cleaning personnel
 - Maintenance guidelines for daily floor cleaning
 - 24/7 customer service with direct call access
- Must use DiamondQuest pads and cleaner for eligibility*

**Our Warranties Guarantee
Gloss Reading and Dust Resistance**



DIAMOND Warranty

- **20-year** Dustproof Warranty
 - Guaranteed gloss reading within 10% of the original finished floor gloss reading for five years
 - Peace of mind for long-term floor consistency
 - On-site training of customer's cleaning personnel
 - Maintenance guidelines for daily floor cleaning
 - 24/7 customer service with direct call access
- DiamondQuest pads and cleaners are provided and required to maintain eligibility.*

Added Benefits of Diamond Warranty

- MyQuestMark online floor management
- Maintenance Warranty Calculator
- Monthly/quarterly inspections
- Static Coefficient of Friction readings
- Gloss readings in designated areas
- Inventory and inspection of cleaning supplies, cleaning equipment and procedures
- Scrub and burnish services
- Transferable warranty - one time
- Safety assessment and recommendations

QuestMark FLOOR Systems

Our floor solutions enhance your facility's aesthetics, safety, cleanliness and energy efficiency.

For All QuestMark Floor Systems:

1. QuestMark crews install QuestMark floors.
2. Safety procedures and plans are in place for every flooring job.
3. Safety plans are always reviewed with the customer.
4. References are available by floor size, system type or industry.
5. Maintenance Programs and MyQuestMark (online floor management application) are available.



Polished Concrete - DiamondQuest

DiamondQuest is a revolutionary, trademarked process that enables concrete floors to be polished without the use of coatings. DiamondQuest turns an ordinary concrete floor surface into one with a quality sheen and the ability to repel water and other contaminants.

- Transforms porous concrete into a surface with an easy-to-maintain, high-quality sheen with eye-catching colors available
- No scheduled downtime for installation so that the floor can be used immediately
- Certified as a slip-resistant floor process by the National Floor Safety Institute
- Sustainable green solution (LEED credits may be available)
- Allows work to be done without covering food products and materials
- Single Source gloss and dustproof Aesthetic Warranty on materials, labor and tooling
- 500 DiamondQuest polishing machines

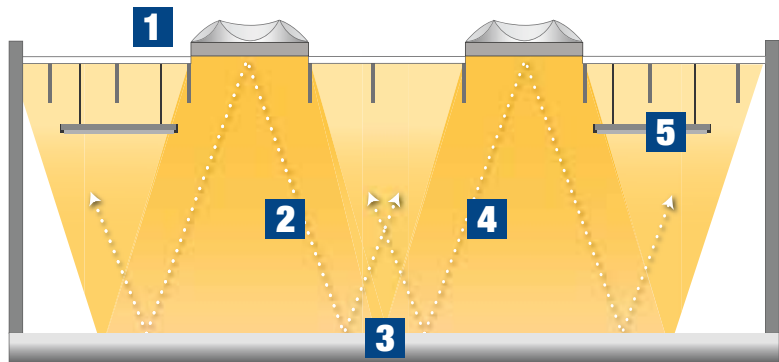
going green WITH YOUR FLOOR

Concrete polishing, coupled with daylighting, increases the amount of natural light in a building and lessens the need for artificial lighting during much of the day. This can reduce electrical lighting expense by as much as 70%.

Studies have shown that a more naturally lit interior space has many benefits, including greater employee productivity, higher retail sales and a reduction in employee absenteeism.

Reflectivity

1. Prismatic skylights
2. Naturally lit space
3. DiamondQuest polished concrete
4. Increased light levels reflecting off polished concrete
5. Light fixtures turned off for much of the day





■ Cementitious Overlayments/ Resurfacers

These 100% epoxy floor toppings are the workhorses of our product line. Resurfacers are an effective way to smooth over large floor areas, providing a durable, seamless surface that withstands repeated cleaning and resists chemicals and thermal shock. The materials adhere to concrete, brick, metal and wood. A sealer or coating can be added to increase chemical resistance, cleanability or light reflectivity.



■ High Build Coatings

These 100% aggregate-free epoxy coatings are perfect for floors that are too rough for thin mil systems but not damaged enough for resurfacing. This system is applied at a heavy mil thickness and cures to an extremely durable surface.

High Build Coatings give new and old floors an attractive, easy-to-maintain surface. They protect concrete floors, hide minor imperfections in older floors and topcoat QuestMark mortar systems.



■ Secondary Containment

Secondary Containment is a protective lining and coating system used in areas that may come in contact with chemicals or hazardous materials. When the primary containment system fails, the Secondary Containment system becomes the first line of defense against contamination.

Secondary Containment products are chemical-resistant epoxies and epoxy or novolacs that enable midrange to high-performance chemical resistance, with the ability to contain high concentrations of acids and some chlorinated solvents. Secondary Containment systems are designed to meet local, state and federal regulations.



■ Broadcast

Broadcast is a monolithic epoxy resurfacer designed to restore moderately worn or pitted concrete floors and provide high wear and chemical resistance. The system is installed with a serrated applicator and flows into low spots on the floor, leaving a smooth, glossy finish.

Broadcast is used for decorative purposes in both light- and medium-duty areas and gives an overall shine and a slight texture to minimize slips. It is available in a range of textures and incorporates colored quartz aggregates or colored flakes.



■ Thin Mil Coatings

Our high-performance Thin Mil coatings offer excellent abrasion resistance and adhesion, making them ideal for hundreds of applications. They are noted for their attractive appearance and chemical resistance and are easy-to-clean.

Urethane coatings provide a smooth, glossy floor with the best protective properties available.

Water-based coatings are two-component, low-odor, high-performance epoxies used as primers, base coats or topcoats.

Solvent-based coatings are durable, light-reflective coatings with excellent adhesion and protective qualities.



■ Electrostatic Dissipative (ESD)

ESD systems are used in industries such as electronics and high technology, where static electricity poses a problem. Unlike a floor coated with a conductive wax finish, which can lose electrical properties shortly after application, an ESD floor will be dissipative for many years.

ESD floors consist of multiple layers. The first layer is a sealer that is applied to the existing concrete or tile floor to create a strong base for the other layers of the system. The conductive primer is then applied to the sealant to absorb and transport the current to the ground. The final layer is a dissipative topcoat.

Products & Maintenance

Providing our customers with complete flooring solutions requires not only installation of the proper systems but also training and in-house materials to maintain them.

QuestMark provides Single Source flooring solutions, DIY products, a family of floor systems, floor maintenance, in-house training and floor cleaning products. We install your new floor and help you maintain your valuable investment.

- Free sample demonstration
- Technical assistance for your DIY projects
- Labor and material contract services available

■ Flooring Products

- Concrete patching, repair and resurfacing
- Epoxy primers and urethane coatings
- High-solids epoxy coatings
- Broadcast system
- Floor joint and crack repair
- Maintenance products and cleaners

■ Polished Concrete Products

- DiamondQuest maintenance pads
- Max Life brushes
- DiamondQuest Ultra Clean Solutions



CENTIMARK & EDWARD B. DUNLAP

An AMERICAN Success Story

1968-1970s: *The Beginning*

Edward B. Dunlap started D&B Laboratories as a part-time industrial cleaning products business in the basement of his home in Pittsburgh, PA, and then started Northern Chemical Company (later Northern Industrial Maintenance) with **\$1,000** and one associate in **1968**. The upstart building maintenance products and services business produced first-year sales of **\$98,500**.

In response to customer needs, the company shifted from product sales to installation, maintenance and repair of commercial roofs and floors.

By **1974**, sales reached **\$1 million**. The first sales office outside Pittsburgh was established in 1976 in Harrisburg, PA, as the company began its geographic expansion.

The entrepreneurial Dunlap took a chance on a new product: a single-ply rubber (EPDM) roof system. The newly developed roofing membrane was durable, waterproof and cost-effective and became one of the fastest-growing roofing products in the industry. The company was casually known as “the rubber roofing company.”

In 1978, salesman Steve Hecht sold the company’s first rubber roof to a school in St. Mary’s, PA. On the roofing crew that installed that roof was Dunlap’s son, Tim Dunlap (now CentiMark’s President and COO).



1980s: *Growth*

Starting with \$5 million in sales in 1980, the company reached \$50 million in sales by 1989. With geographic expansion, Dunlap’s divisions of Northern Industrial Maintenance and Southern Industrial Maintenance needed a common brand. Thus, the company rebranded as **CentiMark Corporation** in **1987**.

“Centi” referred to the 1987 goal of achieving \$100 million in sales (which it achieved in 1994). “Mark” recognized the company’s unique mark on and contributions to the roofing industry - all visions of entrepreneur Dunlap:

1. CentiMark established the first **National Accounts Program** in the roofing and flooring industries in 1979 with customer Owens Illinois Forest Products (now Owen’s Brockway). National Accounts and Global Accounts continue to work with Fortune 500 companies and companies with multiple locations to provide Single Source responsibility, standardization of services and one phone call or email for customer service.
2. CentiMark became the first roofing contractor to achieve a 4A1 (and now the only roofing contractor with a 5A1) credit rating from **Dun & Bradstreet**, based on a strong credit appraisal and a net worth in excess of \$50 million.
3. CentiMark was the first company to offer **Single Source Warranties** on both workmanship and materials.
4. CentiMark has grown through **geographical expansion**, not acquisition.

“WHILE CENTIMARK HAS MANY ASSETS, OUR GREATEST **strengths** HAVE ALWAYS BEEN AND WILL CONTINUE TO BE THE **dedication** AND **hard work** OF OUR ASSOCIATES. TOGETHER, WE WORK HARD AND WORK SMART.” - EDWARD B. DUNLAP, CHAIRMAN & CEO, CENTIMARK

1990s: Diversification & Expansion

As the company grew, CentiMark established an **employee stock ownership program** to reward associates for their dedication and hard work. As part owners of the company, our crews take great pride in their workmanship and customer service.

Since 1991, numerous roofing magazines have recognized CentiMark as a **leader in the commercial roofing industry**. Every year over the past two decades, CentiMark has been either the largest (first in 1995) or second largest (first in 1991) roofing contractor based on revenue.

In October 1994, CentiMark achieved Dunlap's goal of reaching **\$100 million in sales** in a calendar year. CentiMark was the first roofing contractor to reach that figure through internal growth, not acquisition.

Designed specifically to welcome visiting customers, CentiMark's **corporate headquarters** opened in 1996. On the roof and in our training room, we showcase our roofing and flooring systems, materials and accessories.

We attract and retain the best and brightest people in the roofing and flooring industries. **Our Corporate associates are experts in their respective fields** of accounting, customer service, information technology, law, procurement and safety and risk management.

CentiMark Ltd. was established July 1, 1996, as the Canadian subsidiary of CentiMark. The first subsidiary office opened in Toronto with a goal of expanding the company's footprint into Canada.





2000s-2010s: Leading the Industry

Timothy M. Dunlap was appointed President and COO of CentiMark Corporation on January 1, 2003, after 25 years with the company. Before being appointed president and COO, Tim worked on the crews and as an estimator, technical representative, sales manager, branch manager, regional manager and group director. Because of his many years of experience in various positions, Tim takes a hands-on approach to the company's management and leadership.

To enhance our customer initiatives, CentiMark established a **Corporate Service department** in 2003 to coordinate service efforts throughout North America. Local service crews were specifically trained for service only and provide an enhanced level of customer initiatives.



In 2004, with the help of CentiMark's **Information Technology** team, the company debuted a proprietary web application, **MyCentiMark**, which enables customers to see before/after photos of repairs, invoices, warranties, budgets and suggestions for roof improvements and safety enhancements.

CentiMark takes great pride in the fact that our **Safety Program** is unmatched in the roofing and flooring industries. Our crews complete a mandatory written safety program and pre-job safety reviews for every roofing or flooring project,

and they use only secure, state-of-the-art equipment.

Until 2006, commercial and industrial flooring made up only a small part of CentiMark's business. That year, **QuestMark, a division of CentiMark Corporation**, was established to expand CentiMark's presence in the flooring industry.

DiamondQuest, a new technology for concrete grinding and polishing, catered to a fast-growing market segment in the flooring industry.

A family-owned private company, CentiMark is still led by Founder, Chairman and CEO Edward B. Dunlap and his son, President and COO Timothy M. Dunlap. More than 100 of our associates have been with us for at least 20 years. All of our associates are known for their dedication and commitment to

others through community service and our "CentiMark Cares in the Community" initiatives. Our roofers are recognized nationally for their customer service, quality workmanship and volunteerism.

"We are the largest commercial roofing and flooring contractor in North America. Our success is due to good relationships with long-term, valued customers."

- Timothy M. Dunlap, President and COO



CENTIMARK INSTALLS THE EQUIVALENT OF A
FOOTBALL FIELD
OF ROOFING EVERY
HOUR



500 million square feet
OF POLISHED CONCRETE
EXPERIENCE

CentiMark Corporation □ 12 Grandview Circle, Canonsburg, PA 15317 □ 800-558-4100 □ www.CentiMark.com

QuestMark, a Division of CentiMark Corporation □ 800-743-8890 □ www.QuestMarkFlooring.com