

WHAT'S NEW

Quality Building Services

January 6, 2010

To: U.S. GenFlex Authorized Distributors
U.S. GenFlex Licensed Contractors

Subject: QUALITY BUILDING SERVICES

A key benefit of the synergies that exist in the Firestone Diversified Products (FDP) family is our ability to use them to be of even better service to you. I am pleased to announce an important advancement in our ability to service your technical needs where they matter the most - **locally**. Effective immediately, we have blended all FDP Field Technical Operations into a new, separate entity called **Quality Building Services** (QBS). The bold, distinctive look of QBS exemplifies our total commitment to Quality in all aspects of the construction industry where our family of companies competes.

Quality Building Services offers you several key benefits. First, the greatly expanded team of Field Technical Representatives will allow for a much quicker response time for your local needs. Your site visits, in-progress or final inspections may now be done much sooner. There are also now many more opportunities for technical training which, as you know, is a key part of the GenFlex strategy.

I am also pleased to let you know that Ken Crocker has been announced as the Manager of **Quality Building Services**. I'm sure you will agree that Ken's talents are perfectly suited to this new role. While we hate to lose Ken here in our office, this promotion will definitely benefit you and your overall experience with GenFlex.

As far as your day-to-day interaction with GenFlex, you will still be working with the team you already know: Gino Borza, Chris Nagy and John Unger. Their contact information and areas of responsibility accompany this bulletin.

Thank you for your continued support of GenFlex.

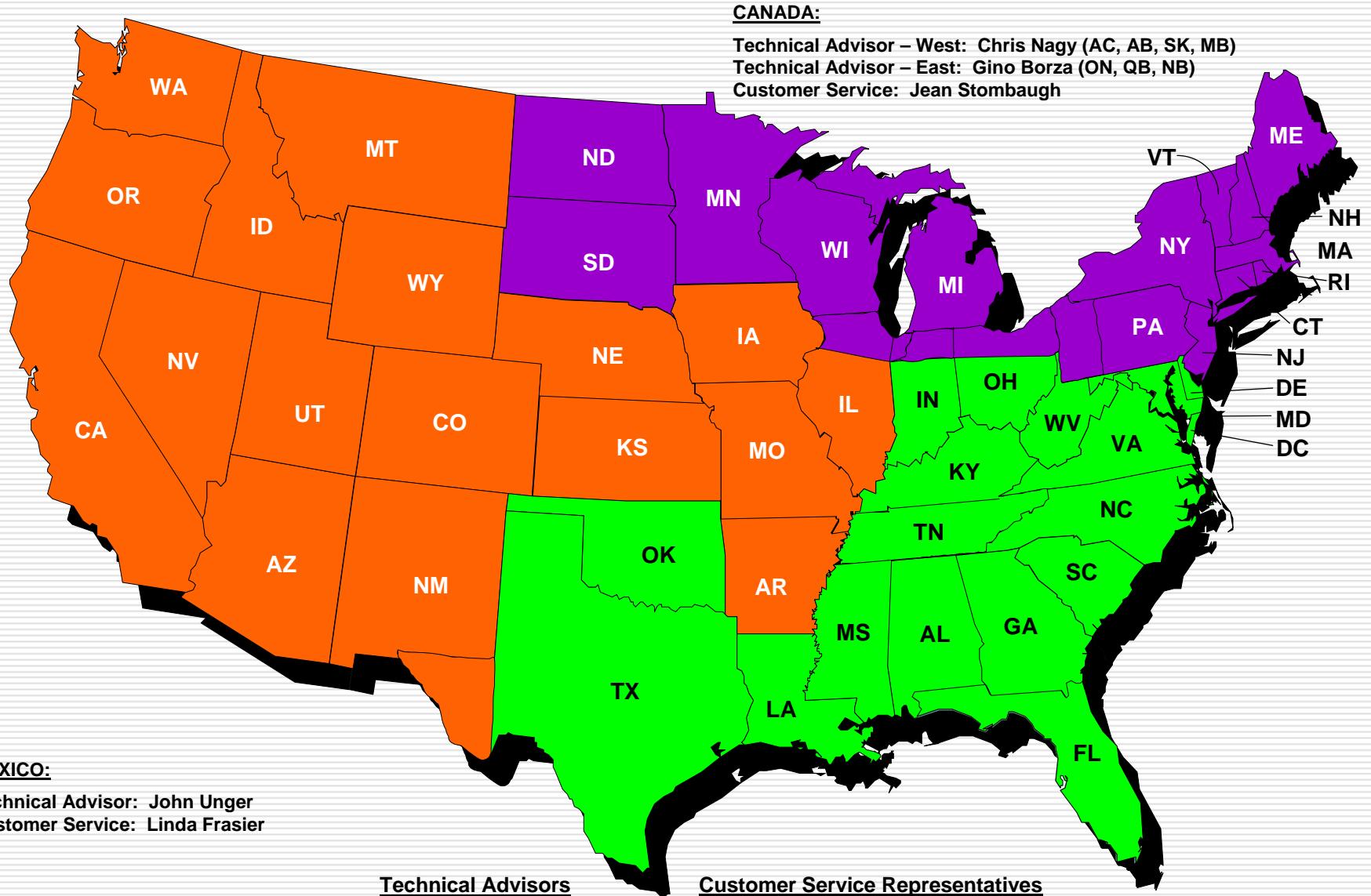
Sincerely,



Gary S. Thompson
General Manager

CC: Territory Sales Managers
Internal Distribution





CANADA:

Technical Advisor – West: Chris Nagy (AC, AB, SK, MB)
 Technical Advisor – East: Gino Borza (ON, QB, NB)
 Customer Service: Jean Stombaugh

MEXICO:

Technical Advisor: John Unger
 Customer Service: Linda Frasier

Technical Advisors

- Gino Borza – Extension 54640
- John Unger – Extension 54618
- Chris Nagy – Extension 54630

Customer Service Representatives

- Shantel Jenkins – Extension 54636
- Linda Frasier – Extension 54622
- Jean Stombaugh – Extension - 54638

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