

A LETTER FROM TECTA AMERICA CORP.

Welcome to TectaService, our national roofing service program.

Thank you for choosing Tecta America as your roofing service provider. Tecta America has earned the best reputation in the industry for both quality work and professionalism, making us the partner of choice for selective building owners across the country.

As an Owner/Manager you understand the importance of managing your roofing assets. A great deal of satisfaction will come from roof performance but also from the performance of the individuals that will respond to the emergency and routine service maintenance needs of your roofing system.

If at any time you have questions about our service work being performed at any one of your business locations, please contact your National Account Manager. Our business grows with our reputation, and we would appreciate any information you care to share with your colleagues and business associates.

This enrollment package for our national roofing service program includes:

- Tecta America Overview
- Getting Started
- Service Request Procedure
- Pricing Map and Invoicing Options
- Service Contract

We appreciate your business and look forward to serving you for many years.

Sincerely,

TECTA AMERICA OVERVIEW

Whether your roofing needs are large or small,
we have you covered.



Safety and Insurance – Our Five-Point Safety Policy has helped Tecta America achieve a safety record that greatly exceeds industry averages. And, our insurance coverage and bonding capacity allow us to handle any size project.

Resources – With more than 3,500 highly trained technicians across the country, Tecta America can serve you from one of our many nationwide locations. And, in case of a disaster, we can utilize these resources to get your facility back in operation quickly.

Experience and Expertise – Tecta America is the nation’s largest commercial roofing contractors, with over 50 locations averaging 55+ years experience in the roofing business. Tecta America offers the assurance and stability of working with a large, financially secure firm, combined with the expertise and individual attention that only a local firm can provide.

Services – We offer the most complete range of roofing services in the industry, from leak repair to complete roof replacement, from **TectaGreen** vegetative roofing to **TectaSolar** energy-providing roofing, and **TectaService** which includes three core programs (see next page).

TECTA AMERICA OVERVIEW continued



A proactive, four-step program that will help avoid unexpected roofing problems and prolong the life of your roof. It provides maintenance, repair, and preventive maintenance on a scheduled basis deemed necessary based on your region's environmental stress.

- Inspection – We will visually survey the exterior condition of your roof system and related sheet metal work, looking for deterioration or damage that has occurred between service visits. We are unable to inspect for structural damage and deterioration below the roof membrane.
- General Cleaning – We will clear debris from the roof surface, gutters, interior drains and through-wall scuppers, all of which causes premature aging.
- Minor Maintenance and Repair – We will replace deteriorated sealant on metal flashings, refill pitch pans, re-seal suspect flashing at equipment curbs and perimeters, and secure drain clamps and rain collars at pipe penetrations.
- Annual Report – We will provide an outline of work performed and a condition assessment with drawings and photographs.




A web-based roof asset management tool for those customers requiring significant documentation and detailed financial forecasting.

- Roof Audit and Inspection – A trained technician will perform a detailed inspection of your roofing system, provide warranty research and detailed CAD drawings, and will note any deficiencies.
- Detailed Routine and Capital Financial Forecasts – Prepared and updated annually.
- Region-Appropriate Preventive Maintenance Program – Developed for each location and incorporated into the forecast.
- Detailed Proposal – Provided when major repairs or re-roof projects exceed your predetermined dollar level is reached.



A 24/7 emergency response program that provides a customized disaster plan and advance notice of area storms. Our preparedness and financial strength mean quick damage assessment and the ability to have the materials, housing, equipment and communications necessary to meet any roofing emergency head-on.

GETTING STARTED

 **TECTA SERVICE**™ Let us take care of your roof,
so you can take care of your business.

To initiate your roofing service program, please provide the following information for each location in your portfolio:

- Single Invoicing Option Selected
- Site Locations (street address, city, state, zip code)
- Site Contacts (name, title, telephone number, email address)
- After-hours/Emergency Contacts (name, telephone number)

Please sign and return one contract copy (keep the other copy for your records) along with the above information to your National Account Manager c/o:

Tecta America Corp.
5212 Old Orchard Road
Suite 880
Skokie, IL 60077

Tecta America will provide in return:

- Cross-check list of your locations and our operating division locations
- Identify gaps for emergency service
- Identify gaps for urgent service
- Identify locations serviced through Strategic Alliance Partners

The logo for Tecta Service, with "TECTA" in blue and "SERVICE" in white on a dark grey background.

How it works.

1] Your organization contacts Tecta America's Service Center, directly from a site location, through a regional/national manager or through your own call center. Contact may come in the form of:

- Email – service@tectaamerica.com
- Fax – Toll Free 877.485.1137
- Telephone – Toll Free 877.485.1136

2] The Service Center Representative records/reviews all pertinent information provided on the call:

- Site location, contact and telephone number
- Number of known leaks and their locations
- Roof type and manufacturer, if known
- Warranty information, if known
- Purchase order number, if required
- Requested service response timeframe:
 - Emergency – receives priority treatment with a response time of four hours or less
 - Urgent – scheduled for next business day
 - Standard – scheduled for next available date

3] A Tecta America operating division performs the work and includes any site documentation and sign-offs required to complete the invoice process. All required documentation and an internal invoice are submitted to the Service Center to include:

- Digital pictures, before and after.
- Completed WO documentation indicating lead personnel assigned, dispatch time, arrival time, time of completion, material charges, statement of repairs made, required site signatures/stamps, etc.
- Follow-up proposals will be submitted through the Service Center for additional maintenance items or any work exceeding the original NTE, on a standard proposal template.
- All invoices received by the Service Center through the 30th of each month will be applied and billed the following month with payment terms of net 30 days.

4] The Service Center will make audit calls for quality assurance to various serviced sites each month. All files for the service request are moved to the customer folder and information is loaded into TectaTracker as appropriate.

5] All proposal work submitted will be followed by Service Center staff until a determination is made to:

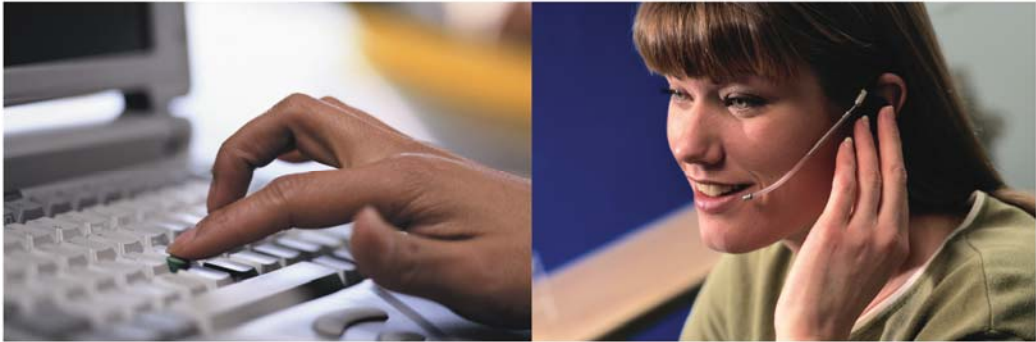
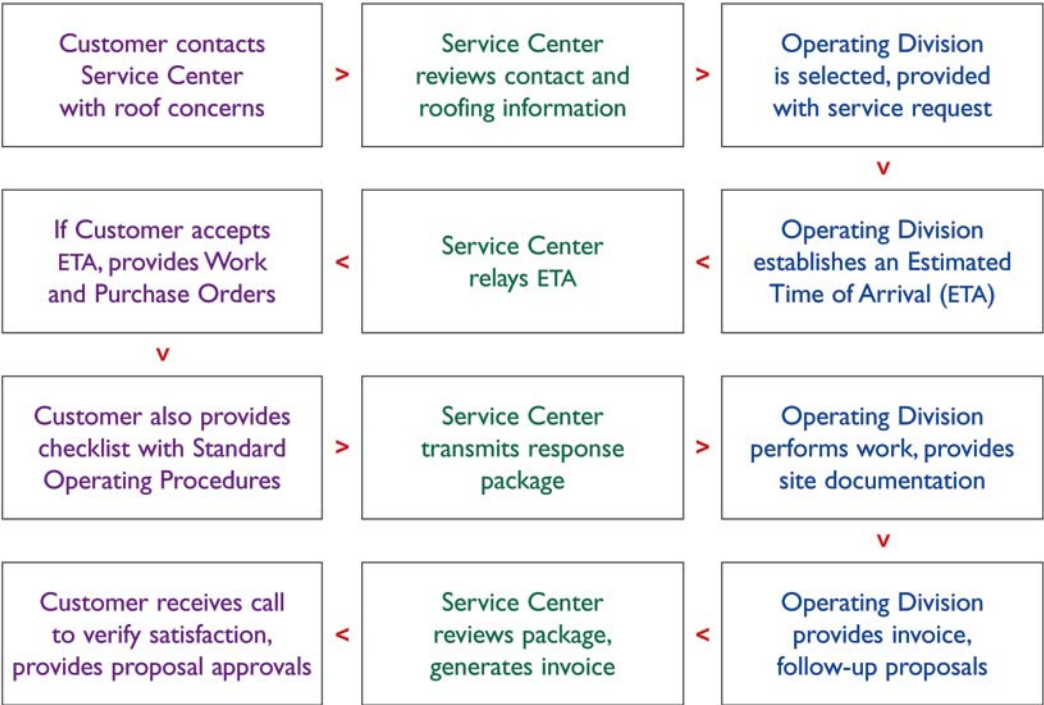
- Approve the work as proposed.
- Approve the work as amended.
- Source the work to others.
- Defer the work to a pre-determined date.

6] Service Center summaries are generated on a quarterly basis for distribution by the National Account Manager.

SERVICE REQUEST PROCEDURE

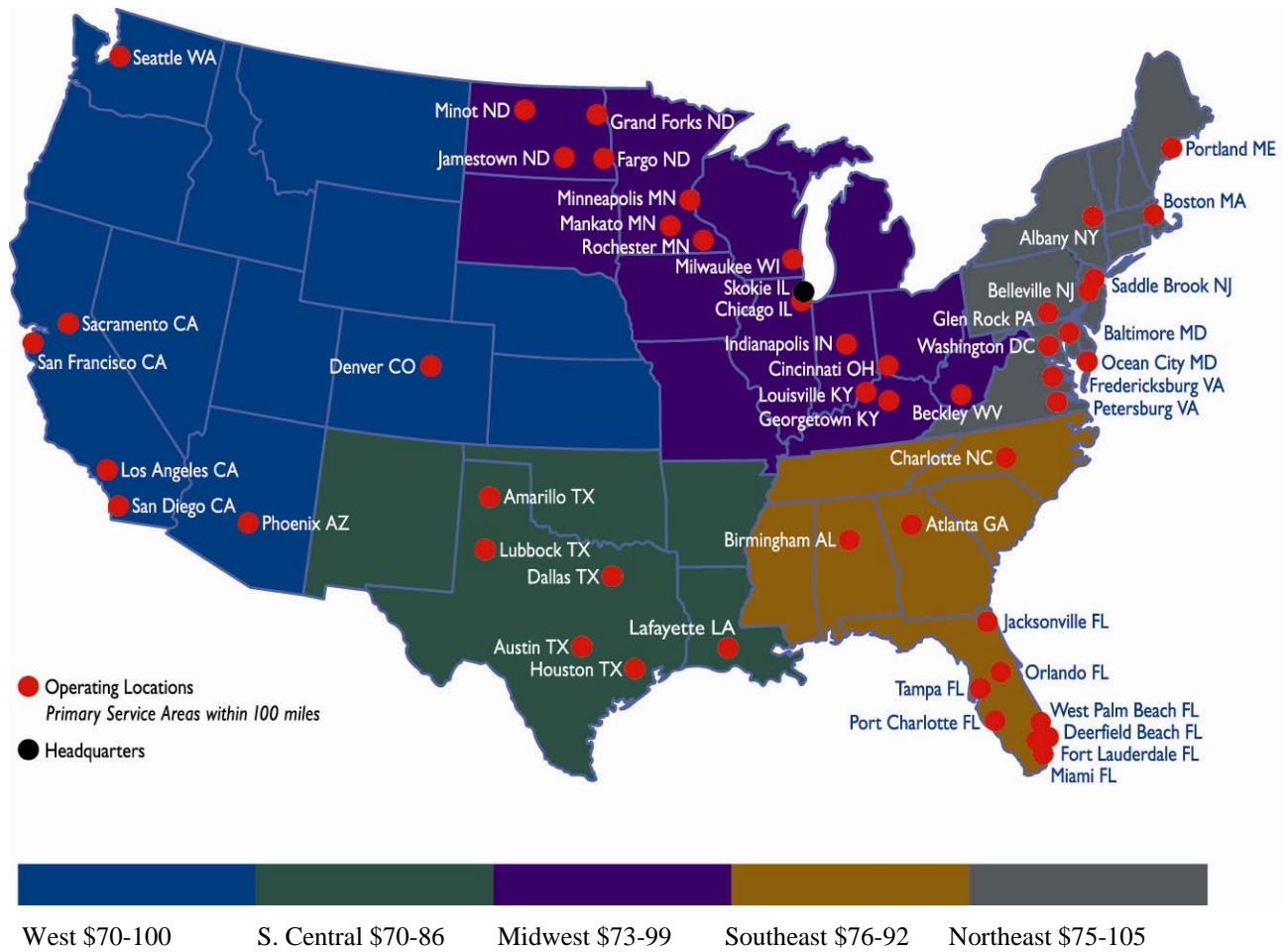
TECTASERVICE™ How it works – visually.

This diagram shows, step by step, the process of a typical roofing service request:



PRICING MAP

TECTASERVICE™ Expert roofing services nationwide.



INVOICING OPTIONS

The following invoice process improvement options are available and will be adopted based on your internal payment mechanism:

- 1] Invoice issued per occurrence to the serviced site.
- 2] Invoice issued per occurrence to a regional/central billing site.
- 3] Customer accumulates invoices, submits one monthly payment.
- 4] Service Center accumulates itemized invoices, one monthly invoice issued.