



February 2009

Daniel Vandenboom
Arrow Roofing & Supply, Inc.
3453 Eastern S.E.
Wyoming, MI 49508

Dear Daniel:

It is with great honor that we recognize Arrow Roofing & Supply, Inc. with the 2009 Firestone Master Contractor Award and Inner Circle of Quality Award. The Master Contractor Program, among the most sought after industry achievements, pays tribute to an elite network of commercial roofing contractors for their commitment to installation excellence.

This year marks the 12th time your company has been named a Firestone Master Contractor. Firestone annually awards Master Contractor status based on Quality Points accumulated for exceptional inspection ratings, and total square footage for Firestone polyiso insulation and all Firestone Red Shield warranted RubberGard™ EPDM, UltraPly™ TPO, UNA-CLAD™ metal and asphalt roofing system installations completed last year.

Arrow Roofing & Supply, Inc. also has earned the Firestone Inner Circle of Quality Award for the 10th time. The award is presented to Master Contractors who installed a minimum of four warranted Firestone roofs in each of the past five years, maintained at least two million square feet of Firestone roofs under warranty, and achieved an annual Quality Incidence Rating (QIR) of 2.0 or less. Firestone's QIR measures each contractor's quality performance based on warranty repair incidences per million square feet under warranty.

Firestone holds its strong partnership with Arrow Roofing & Supply, Inc. in the highest regard, and admires the remarkable workmanship and dedication your company has shown. We extend our congratulations and best wishes for continued future success.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Walker".

Tom Walker
Vice President of Sales and Marketing, Firestone Building Products