

May 2009

Dan Vandenboom
Arrow Roofing & Supply Co.
3453 Eastern Avenue SE
Grand Rapids, MI 49508



Dear Dan,

On behalf of Carlisle SynTec, I would like to congratulate you and everyone at Arrow Roofing & Supply Co. for recently receiving Carlisle's 2009 Excellence in Single-Ply (ESP) award. One of the most prestigious awards in the commercial roofing industry, ESP was created 12 years ago to identify and reward Carlisle's most successful contractors. ESP status is given out annually to a small percentage of Carlisle's most dedicated and professionally minded applicators. Selection into this elite group is based on a company's volume and quality of Carlisle single-ply roofing systems.

Arrow Roofing & Supply Co. has installed and warranted over 25 million square feet of Carlisle's single-ply roofing systems over the years and has completed 720 Perfect 10 installations as judged by Carlisle's final inspection process. With an overall installation rating of 9.9, it is obvious that your company is committed to installing Carlisle's roof systems with the utmost care.

It is this unyielding dedication to quality, coupled with the sheer volume of your installations that has allowed Arrow Roofing & Supply Co. to receive the ESP distinction. You are one of a select group of authorized applicators that has received this honor, solidifying your elite status within our contractor recognition program.

Carlisle is grateful for the strong partnership we share with Arrow Roofing & Supply Co. and we appreciate the hard work and dedication you have put forth, not only in 2008, but in previous years as well. Once again, I would like to congratulate you on your latest achievement and wish you the best moving forward.

Sincerely,

A handwritten signature in black ink that reads "Nick Shears".

Nick Shears
Vice President
Sales & Marketing