

PROGRAM DESCRIPTIONS & PROCESSES

DESCRIPTIONS

Please see the Sell Sheets for TotalGard and RoofPlus for more information.

A. TOTALGARD ROOF MAINTENANCE AND ROOF SERVICES:

- Are available for all roof systems produced by any roofing manufacturer.
- Red Shield Contractors eligible to participate in TotalGard must have a fully-staffed repair department, and be willing to schedule, perform, and report on the work contracted by the building owner. This is a requirement and will not be waived. Roof Consultants who participate in TotalGard are recommended by the Firestone Sales Representative for review by the Firestone Consultant Services Manager.
- Firestone Sales Representative and Regional Business Manager Contractors will select both the Contractors in their service areas who will provide Roof Maintenance, as well as the Roof Consultants who will provide Roof Services. Selected contractors will receive a certificate from Firestone designating them as a TotalGard Contractor, and will be noted as a TotalGard Contractor in marketing promotions.
- Firestone will provide a quotation based on information supplied by the contractor about the roofing system to be maintained, will provide a Firestone-branded proposal for the contractor to present to the building owner, and will manage all invoicing and collection.

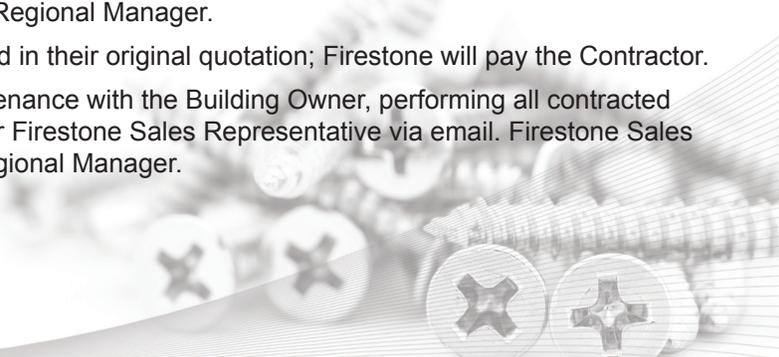
B. ROOFPLUS WARRANTY EXTENSION:

- Grants a maximum of five (5) years additional coverage to existing eligible Firestone Red Shield™, Red Shield Medallion, and Platinum Warranties. Any type of roof system is eligible.
- Additional coverage begins from the original warranty's expiration date, regardless of when the RoofPlus program is initiated.
- The Red Shield Contractor performs repairs necessary to bring the roof into warrantable condition.
- A TotalGard Maintenance Program must be purchased and executed during the term of the RoofPlus warranty extension.
- Consecutive RoofPlus warranty extensions may be available, depending on the roof system type, condition, and the Firestone TotalGard Maintenance Program option selected.
- Only contractors who participate in TotalGard are eligible to offer RoofPlus warranty extensions.

PROCESSES

A. TOTALGARD ROOF MAINTENANCE (performed by Contractor):

1. Contactor and/or Firestone Sales Representative meets with a Building Owner to offer Firestone TotalGard Roof Maintenance Programs.
2. Contractor creates a quote for maintenance program requested by the Building Owner and sends to their Firestone Sales Representative. Quote should itemize the maintenance offerings, and should provide a total amount inclusive of the entire term (years) of maintenance requested.
3. Firestone Sales Rep will forward this quote to their QBS Regional Manager.
4. Firestone will prepare a quotation for the Contractor to deliver to the Building Owner, and send it to the Firestone Sales Rep for presentation to the Contractor.
5. Upon the Building Owner's acceptance of the quotation, Contractor will forward the signed quotation to their Firestone Sales Rep, who will forward it to their QBS Regional Manager.
6. Contractor will invoice Firestone for the amount agreed in their original quotation; Firestone will pay the Contractor.
7. The Contractor is responsible for scheduling all maintenance with the Building Owner, performing all contracted maintenance, and reporting all work performed to their Firestone Sales Representative via email. Firestone Sales Representative will forward the email to their QBS Regional Manager.



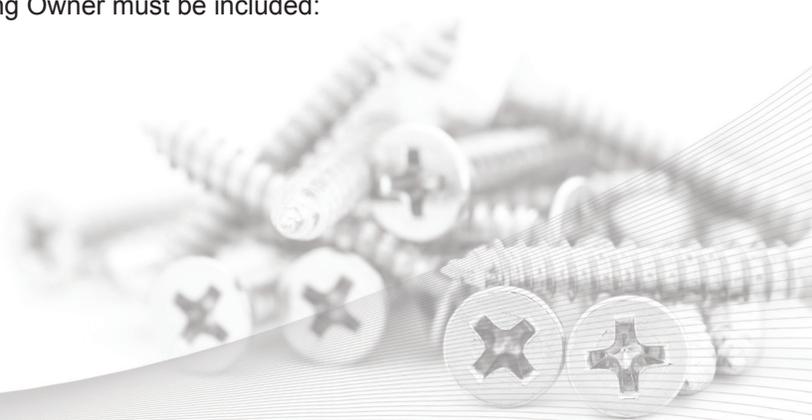
B. TOTALGARD ROOF SERVICES (performed by Roof Consultant):

1. Roof Consultant and/or Firestone Sales Representative meets with a Building Owner to offer Firestone TotalGard Roof Service Programs.
2. Roof Consultant creates a quote for the roof services program requested by the Building Owner and sends to their Firestone Sales Representative. Quote should itemize the services to be provided, and should provide a total amount inclusive of the entire scope and term of services requested.
3. Firestone Sales Rep will forward this quote to their QBS Regional Manager.
4. Firestone will prepare a quotation for the Roof Consultant to deliver to the Building Owner, and send it to the Firestone Sales Rep for presentation to the Roof Consultant.
5. Upon the Building Owner's acceptance of the quotation, Roof Consultant will forward the signed quotation to their Firestone Sales Rep, who will forward it to their QBS Regional Manager.
6. Roof Consultant will invoice Firestone for the amount agreed in their original quotation; Firestone will pay the Roof Consultant.
7. The Roof Consultant is responsible for scheduling all contracted work with the Building Owner, performing all contracted work, and reporting all work performed to their Firestone Sales Representative via email. Firestone Sales Representative will forward the email to their QBS Regional Manager. Some services performed may require frequent and/or regular reporting to Firestone.

C. ROOFPLUS WARRANTY EXTENSION

NOTE: All RoofPlus Warranty Extensions must include sale of a Firestone TotalGard Maintenance program. See the RoofPlus Sell Sheet for more information.

1. Firestone will provide each TotalGard Contractor with a Lead List of expiring warranties from installations previously performed by Contractor.
2. Contractor will meet with Building Owner with expiring warranty information to:
 - a. Discuss the Firestone TotalGard Maintenance Program and RoofPlus Warranty Extension program.
 - b. Describe the importance of roof maintenance, and review the options offered through Firestone TotalGard.
 - c. Describe the RoofPlus Warranty Extension that is available to the Building Owner, if:
 - i. a concurrent TotalGard Maintenance Program is purchased, and,
 - ii. if not already in warrantable condition, the roof is repaired to warrantable standards.
3. If the Building Owner is interested in receiving a RoofPlus Warranty Extension, Contractor will offer to perform a Roof Condition Analysis (RCA) in order to provide the information necessary for determining the roof's eligibility for a RoofPlus Warranty Extension.
4. Contractor performs RCA using form provided by Firestone, including notation of all needed repairs, new roof pictures, and a new Roof Drawing.
 - a. Contractor sends the following to their Firestone Sales Representative:
 - i. RCA, pictures and roof drawing for Firestone's review and approval.
 - ii. A quote for the TotalGard maintenance program requested by the Building Owner. Quote should itemize the maintenance offerings, and should provide a total amount inclusive of the entire term (years) of maintenance requested.
 - iii. All contact information for project and Building Owner must be included:
 1. Building Name
 2. Correct building address
 3. FBPCO# or Warranty Number
 4. Building Owner Contact:
 - a. Name and Title
 - b. Email address
 - c. Phone number
 - d. Fax number
 - e. Address



5. Firestone shall respond to Contractor within one (1) week of receiving the RCA with the following:
 - a. A list of items needed in order to bring the roof into a warrantable condition.
 - b. Written Approval of the RoofPlus warranty extension to Contractor.
 - c. A TotalGard Maintenance Program quotation for the Contractor to deliver to the Building Owner. The program must include an annual inspection of the roof.
6. After receiving approval from Firestone, Contractor submits the following to Building Owner:
 - a. Contractor's Quote for all repairs needed to bring roof into a warrantable condition.
 - b. Firestone's Quote for the TotalGard Maintenance Program.
 - c. Firestone's Quote for the RoofPlus Warranty fee of \$0.03 per square foot (\$500 minimum charge).
7. Upon Building Owner's acceptance, Contractor completes roof repairs as listed by Firestone, takes photos of the completed roof, and sends them to their Firestone Sales Representative, who forwards them to their QBS Regional Manager.
8. Firestone may elect to perform a roof audit prior to release of the warranty (\$750 inspection fee would apply).
9. Firestone invoices the Contractor for the new warranty, issues the warranty certificate to the Contractor for delivery to the Building Owner.
10. The Contractor assumes responsibility for warrantable repairs during the first year of the RoofPlus Warranty Extension

