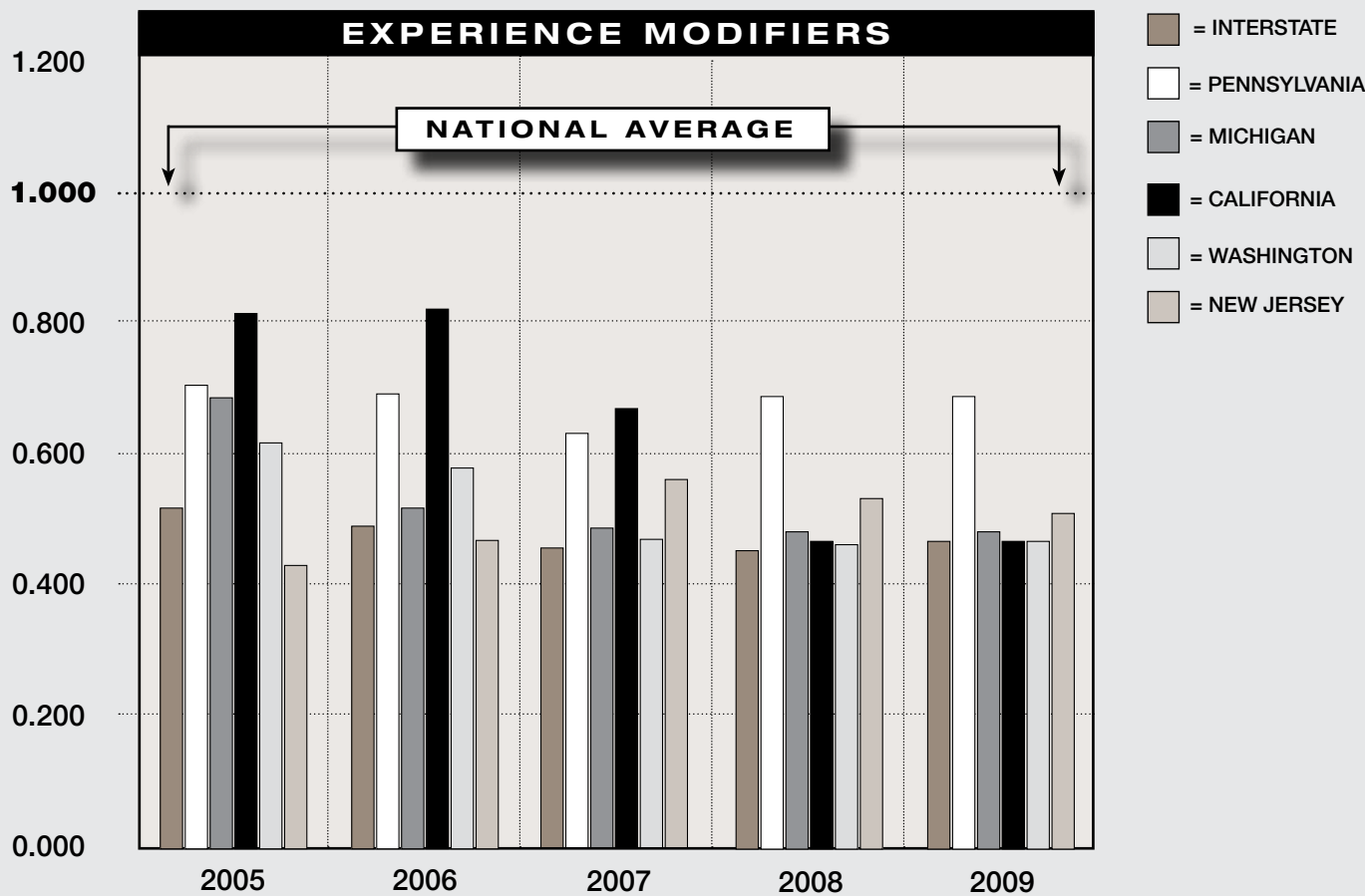


Experience Modification Rates

QUESTMARK EXPERIENCE MODIFICATION RATES 2004-2008

YEAR	INTERSTATE	PENNSYLVANIA	MICHIGAN	CALIFORNIA	WASHINGTON	NEW JERSEY
2005	0.550	0.728	0.720	0.810	0.612	0.431
2006	0.480	0.679	0.540	0.810	0.591	0.446
2007	0.440	0.631	0.490	0.660	0.464	0.545
2008	0.460	0.682	0.490	0.480	0.464	0.545
2009	0.470	0.688	0.480	0.480	0.464	0.490



QUESTMARK®

A Division of CentiMark® Corporation

Flooring Safety Resumé

2010

QuestMark's Commitment to Safety

QuestMark takes great pride in the fact that its safety program is unmatched in the flooring industry. We are committed to maintaining the same degree of success and reputation in safety as we have in the quality of flooring services that we provide. The following is an overview of our safety performance and comprehensive safety programs which should satisfy any questions regarding our commitment to safety.

Edward B. Dunlap
Edward B. Dunlap
Chairman & CEO, QuestMark

Timothy M. Dunlap
Timothy M. Dunlap
President & COO, QuestMark

QuestMark Safety Program

The QuestMark Safety Program is a function of the Corporate Safety & Risk Management Department and is administered and upgraded through the full-time efforts of the following team of individuals:

Brian Raymore
Senior Vice President of Safety & Risk
Indiana University of PA
B.S. Safety Sciences
12 Grandview Circle
Canonsburg, PA 15317
(800) 558-4100

George Balch
Director of Insurance
Slippery Rock University
B.S. Safety & Environmental Mgt.
12 Grandview Circle
Canonsburg, PA 15317
(800) 558-4100

Adam Brown, CSP
Corporate Safety Director
Millersville University
B.S. Occupational Safety & Health Mgt.
12 Grandview Circle
Canonsburg, PA 15317
(800) 558-4100

Ryan Gibson, CSP
Western Group Sr. Safety Manager
Central Missouri State University
B.S. Safety Management
14752 West 107th Street
Lenexa, KS 66215
(800) 746-8333

Justin Hess
QuestMark Safety Manager
Millersville University
B.S. Occupational Safety Mgt.
944 Marcon Boulevard, Suite 130
Allentown, PA 18109
(800) 569-1142

Mark Feiss
Southern Group Safety Manager
Slippery Rock University
B.S. Safety & Environmental Mgt.
8227 Arrowridge Blvd., Ste. A
Charlotte, NC 28273
(800) 339-4626

Scott Gardner
Southeast Sr. Safety Specialist
21 years Construction Safety Experience
3210 Winter Lake Road, Ste. 1
Lakeland, FL 33803
(877) 773-6900

Leigh Hunsberger
Eastern Group Safety Manager
Millersville University
B.S. Occupational Safety & Health Mgt.
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Rocky Hill, CT 06067
(800) 990-0706

Jason Krut
Great Lakes Safety Specialist
Indiana University of PA
B.S. Safety Sciences
401 Technology Drive
Canonsburg, PA 15317
(800) 558-3230

Pedro Tinajero
California Safety Specialist
8 years Bilingual Safety Management Experience
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Orange, CA 92867
(800) 779-4134

Robert Wilson
Northern Group Safety Manager
Slippery Rock University
B.S. Safety & Environmental Mgt.
319 Industrial Drive
Franklin, OH 45005
(800) 288-2301

Josh Meuler
Pacific Northwest Safety Specialist
9 years Safety Experience
EMT & MSHA Certified
3325 S. 116th St., Suite 101
Tukwila, WA 98168
206-243-2749

Miguel Gomez, CSHO
South Central Safety Specialist
Texas A & M Systems TEEX
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Suite 100
Houston, TX 77086
281-885-1968

Robert Martinez
Southwest Safety Specialist
11 years Safety Experience
B.S. Business Management
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602-944-0300

Patrick Steece, ALCM, ARM
North Central Safety Specialist
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B.S. Business Administration
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Matt Plowman
Mid South Safety Specialist
Murray State University
B.S. Occupational Safety & Health
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Hendersonville, TN 37075
(800) 228-5212

Alan DiGiandomenico
Mid West Safety Specialist
Slippery Rock University
B.S., Safety & Environmental Healthy Mgt.
845 Hawthorne Lane
West Chicago, IL 60185
(800) 233-7212

James Penney
Canadian Safety Specialist
College of the North Atlantic
35 years Safety Experience
5597 Timberlea Boulevard
Mississauga, ON L4W 2S4
(877) 673-8221

Written Safety Programs

The QuestMark Safety & Loss Control Manual, containing all written safety policies and procedures, is continually updated. A copy is available upon request. The topics include:

- Safety Manual Introduction
- Safety Responsibilities
- Safety Indoctrination
- QuestMark Drug Policy
- QuestMark Safety Rules
- New Hire Orientation
- Confined Space
- Scaffolds
- General Liability
- Fleet (Auto/Truck)
- Back Injury Protection
- Assured Grounding Program
- Electrical Safety
- Lockout/Tagout
- Accident Reporting
- Hazard Communications
- Respirator Program
- OSHA Jobsite Inspections
- OSHA Regulations
- Safety Meeting/Daily Checklist
- Hearing Conservation
- Respiratory Protection

Safety Training

An *Orientation Training* program has been implemented for all new hires. All newly-hired employees are required to attend a mandatory training program which covers topics such as:

- Hazard Communications
- Fire Protection
- Respirator Protection
- Various Hazards Associated with Flooring
- Personal Protective Equipment
- Electrical Safety

New hires are issued safety literature consisting of, *Understanding the Hazardous Communication Standard* booklet and *QuestMark's Basic Safety Rules*. New hires are also required to view a 20 minute video entitled *Safety Awareness*.

Weekly 'Toolbox' Safety Meetings are conducted by the foremen. General safety topics are reviewed, along with specific hazards on the project(s) for that week.

Safety Training Meetings are conducted by regional safety specialists to address accident trends, potential problems and/or the findings of unannounced jobsite inspections. Mandatory training requirements are followed in accordance with the training schedule.

Safety Inspections

Pre-Job Inspections:

Sales and technical representatives complete a pre-job survey outlining the required safety equipment and the proper procedures necessary to complete the proposed project.

Spot-Check Inspections: (SCI Program)

Operation managers and field supervisors regularly visit jobsites to ensure that safety precautions are being implemented.

Daily Inspections:

Foremen review hazardous conditions to ensure that employees are protected from the hazards and are following safe work practices.

Unannounced Inspections:

Safety specialists conduct unannounced, OSHA-type safety inspections to ensure that the foremen and employees are utilizing safe work practices. Should safety violations exist, appropriate disciplinary action is implemented.

Accident Investigation

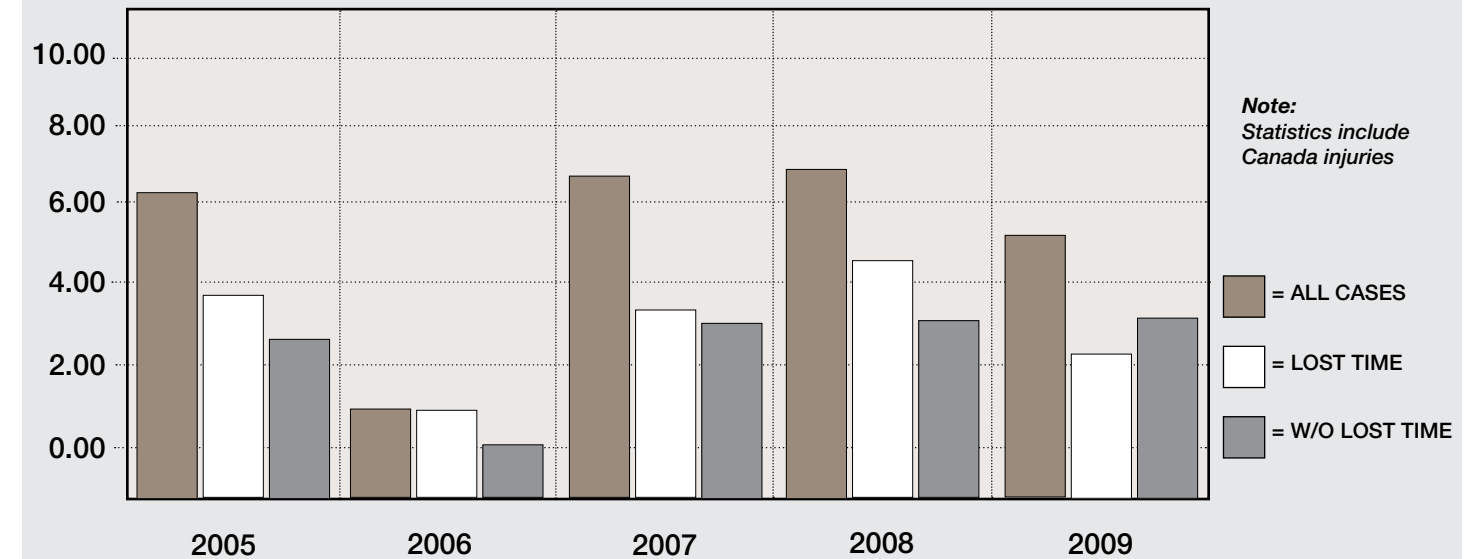
In the event of an accident, facts are gathered, reviewed and reported by the employee, foreman and foreman's supervisor. Each accident is then investigated by QuestMark's claims specialist and the regional safety specialist. Hazardous conditions, if any, are corrected and/or eliminated. Results of the investigation and corrective measures are provided monthly to the branch managers for proper review.

OSHA Logs are maintained at each office and a master log at QuestMark's Corporate Headquarters. QuestMark incidence rates are provided below for your review. Incidence rates permit potential customers to compare QuestMark's safety performance to that of industry statistics.

QUESTMARK INCIDENCE RATES 2005-2009

INCIDENT YEAR	TOTAL MAN-HOURS WORKED	TOTAL RECORDABLE CASES		LOST WORKDAY CASES		WITHOUT LOST WORKDAY	
		# INCIDENTS	INCIDENCE RATE	# INCIDENTS	INCIDENCE RATE	# INCIDENTS	INCIDENCE RATE
2005	329,344	10	6.07	6	3.64	4	2.43
2006	442,490	2	0.90	2	0.90	0	0
2007	587,987	19	6.46	10	3.40	9	3.06
2008	578,975	20	6.91	13	4.49	7	2.41
2009	708,575	17	4.80	8	2.25	9	2.54
NATIONAL INCIDENCE RATES BLS 2008*			4.7		2.0		2.7

*Most Current Published Rates From The Bureau Of Labor & Statistics for Flooring Contractors NAICS 23833



A copy of the *Hazard Communication Manual* is maintained at each jobsite. QuestMark's written hazard communication program and all material safety data sheets are kept in this manual, copies of which will be provided upon the request of the customer. Hazardous communication training is provided at orientation, periodically at weekly 'Toolbox' meetings and in accordance with the training schedule.

Hazard Communication

QuestMark maintains Worker's Compensation, General Liability and Automobile insurance coverage for its operations throughout the USA, Canada and Mexico. A sample copy of a Certificate of Insurance is provided with proposals, or upon the request of a customer. Please refer to the chart on the back of this brochure illustrating QuestMark's current Experience Modification Rates, promulgated by state rating bureaus. The QuestMark insurance broker is Willis of Pennsylvania. They can be contacted at: 412-586-3537

Insurance Coverage