



March 2004

Hans Filippo  
Holland Roofing of Cincinnati Inc.  
7450 Industrial Road  
Florence, KY 41042

Dear Hans:

Firestone Building Products and its qualified contractors set the industry standard for installation excellence and long-term roofing system performance. With this standard in mind, we annually recognize an elite group of roofing contractors with the Firestone Master Contractor Award. This year, we are pleased to name Holland Roofing of Cincinnati Inc. as one of 269 contractors in the U.S. and Canada to achieve 2004 Master Contractor status, marking the ninth time the company has received this honor.

The Master Contractor Award is earned by Firestone-licensed roofing contractors based on Quality Points accumulated for achieving exceptional inspection ratings on Firestone Red Shield warranted RubberGard™ EPDM, UltraPly™ Thermoplastic and Asphalt-based roofing system installations. Criteria to qualify as a 2004 Master Contractor included inspection ratings received and total square footage for all Red Shield warranted Firestone Roofing Systems installed throughout 2003.

In addition to the Master Contractor Award, Holland Roofing of Cincinnati Inc. is one of only 35 President's Club Award recipients, marking the eighth year the company has won the award. The honor was presented to those Master Contractors who achieved the greatest number of Quality Points.

For your proven dedication and ability to focus on long-term roofing system performance, Firestone awarded your company for the seventh time with the Inner Circle of Quality Award. This year, you are one of 109 contractors to earn the award. The Inner Circle of Quality Award was presented to those Master Contractors who installed at least one million square feet of Firestone warranted roofing systems from 1996-1998, and who maintained Firestone's established standards of excellence for each contractor's roof in the fifth, sixth and seventh years following installation.

We value the strong partnership we share with your company and appreciate the hard work that has earned Holland Roofing of Cincinnati Inc. the Master Contractor distinction. On behalf of Firestone, I would like to extend our congratulations and best wishes for your future success.

Sincerely,

A handwritten signature in black ink that reads "Bob Delaney".

Bob Delaney  
Vice President of Sales & Marketing