

QuestMark's Commitment to Safety: QuestMark, a division of CentiMark Corporation, takes great pride in the fact that our 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 regarding our commitment to safety.

Safety Program

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

Brian Raymore

Senior Vice President, Safety & Risk
Indiana University of PA
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Chad Mumaw

Southern Safety Manager
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B.S. Business Admin Post-Grad
Environmental Health & Safety Tech
Hendersonville, TN
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Eastern Safety Manager
Millersville University
B.S. Occupational Safety &
Environmental Health
King of Prussia, PA
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North Central Safety Specialist
University of South Dakota
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Carolinas Safety Specialist
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Jerry Nimersheim

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Written Safety Programs

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

- Safety Manual Introduction
- QuestMark Drug Policy
- QuestMark Safety Rules
- New Hire Orientation
- Confined Space
- Scaffolds
- Back Injury Protection
- Assured Grounding Program
- Electrical Safety
- Lockout/Tagout
- Accident Reporting
- Hazard Communication
- OSHA Job Site Inspections
- OSHA Regulations
- Safety Meeting/Daily Checklist
- Hearing Conservation
- Respiratory Protection
- OSHA 10 & 30 Hour Safety Training
- Fire Safety
- Job Site Safety Inspections
- Claims Reporting
- Safety Specialist OSHA 500
- Silica Exposure Control Program

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 Safety
- Respiratory Protection
- Personal Protective Equipment
- Electrical Safety
- General Safety Awareness
- Job Set-up
- Lock Out/Tag Out
- Fleet Safety
- Claims Management

New hires are provided safety orientation that includes a review of the QuestMark safety rules. New hires are also required to participate in comprehensive on-the-job training covering safe and efficient operation of all QuestMark equipment.

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.

Monthly Safety Meetings are conducted by the operations managers with all production and service personnel to review general and job specific safety issues.

Mandatory Safety Meetings are conducted six times a year by regional safety specialists for all QuestMark associates to present and discuss a wide range of safety issues common to all employees.

Periodic Safety Meetings are conducted by regional safety specialists to address accident trends, potential problems and/or the findings of unannounced job site inspections.

The *Safety Training Certification* program is comprised of sixteen (16) individual standardized safety training units, each of which is dedicated to the specific hazards associated with the flooring industry. Regional safety specialists provide training under this program to all QuestMark associates. Those associates who meet the requirements of each training unit are deemed "certified" in that particular area of safety. Each unit is offered annually in accordance with the program's training schedule.

Subcontractor Training: Occasionally, subcontractors will perform limited aspects of a flooring project. These subcontractors are required to review QuestMark's Safety Program with any employee they assign to a QuestMark project. An acknowledgement form must be signed confirming their understanding and compliance with QuestMark's Safety Program before they perform any services.

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 2014-2018

INCIDENT YEAR	TOTAL MAN-HOURS WORKED	TOTAL RECORDABLE CASES		LOST WORKDAY CASES		WITHOUT LOST WORKDAY	
		# INCIDENTS	INCIDENCE RATE	# INCIDENTS	INCIDENCE RATE	# INCIDENTS	INCIDENCE RATE
2014	1,327,707	17	2.56	5	0.75	12	1.80
2015	1,270,592	23	3.62	9	1.41	14	2.20
2016	1,322,791	17	2.57	4	0.60	13	1.97
2017	1,256,260	8	1.27	1	0.15	7	1.11
2018	1,154,261	12	2.08	1	0.17	11	1.90
NATIONAL INCIDENCE RATES BLS 2017*			3.3		1.4		

A copy of the Hazard Communication Manual is maintained at each job site. QuestMark's written hazard communication program and all 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: 412-863-4810.

Insurance Coverage

Pre-Job Inspections: Sales and technical representatives complete a pre-job survey that includes the required safety equipment and the proper procedures necessary to complete the proposed project.

Spot-Check Inspections (SCI Program): Operation managers, branch safety inspectors and field supervisors regularly visit job sites 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 and inspectors 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.

Safety Inspections

Regional Safety Inspector Team

In addition to the Corporate Safety & Risk Department, QuestMark employs regional safety inspectors who serve as a full time safety inspector for each region. Their primary responsibilities are project safety set-up and follow up, unannounced inspections to ensure compliance with all QuestMark, customer, Federal and State rules and regulations. Regional safety inspectors report directly to the regional managers and work together with Safety and Operations to improve compliance and protect customer investment, QuestMark people and property.

Northeast Region

Todd Dunlap, Allentown, PA

Southeast Region

Thomas Brennan, Atlanta, GA

Central Region

Matt Miller, Dallas, TX

Northwest Region

TBD

Great Lakes Region

James Jackson, Hebron, KY

Canadian Region

Antonio Pitaro, Mississauga, ON

Midwest Region

Carlos Delvalle, Chicago, IL

Southwest Region

Edward Grijalva, Phoenix, AZ

Experience Modification

QUESTMARK EXPERIENCE MODIFICATION RATES 2015-2019

YEAR	INTERSTATE	PENNSYLVANIA	MICHIGAN	CALIFORNIA	WASHINGTON	NEW JERSEY
2015	0.450	0.766	0.510	0.840	0.605	0.524
2016	0.410	0.705	0.490	0.830	0.587	0.606
2017	0.430	0.676	0.540	0.73	0.5756	0.564
2018	0.480	0.669	0.570	0.880	0.590	0.552
2019	0.470	0.694	0.580	0.660	0.601	0.482

