

Cook Coatings Six Year Comparison Performance Line

No	Criteria	Unit	2010
1	Overall customer satisfaction - Contractors	(1-10)	9.7
2	Oldest job surveyed	Years	27
3	Average age of jobs surveyed	Years	9
4	Age sum of all projects that never leaked	Years	395
5	Age sum of all projects that do not leak	Years	397
6	Percent of customers that would purchase again	%	100%
7	Percent of jobs that do not leak	%	100%
8	Percent of jobs completed on time	%	100%
9	Percent of satisfied customers	%	100%
10	Percent of inspected roofs with less than 5% ponded water	%	75%
11	Percent of inspected roofs with less than 1% deterioration	%	98%
12	Percent of inspected roofs with less than 1/4" slope	%	67%
13	Total job area (of job surveyed and inspected)	SF	4,528,007
14	Total number of returned surveys / Number of jobs surveyed	#	54 / 88
15	Total number of jobs inspected	#	51
16	Total number of different customers surveyed & inspected	#	38

Date of next roof inspection: 4/30/2012