

# Tremco Roofing and Building Maintenance



We've helped our customers manage more than *1.2 billion square feet* of roofing – and that's just part of the story.

Providing Roofing and Weatherproofing Peace of Mind for decades.

**A**n international construction products and services company with roots reaching back to 1928, Tremco Roofing and Building Maintenance is deeply committed to helping our thousands of customers solve their most challenging facility problems. Approximately 700 highly trained sales and service professionals from Tremco Roofing, WTI (Weatherproofing Technologies Inc.) and WTC (Weatherproofing Technologies Canada) help “keep good roofs, and good buildings, good” through renovation, restoration and maintenance, as well as through new construction.

But our support extends far beyond keeping buildings dry, safe and sustainable. By earning the trust of building owners and managers, we are able to help them maximize the return on their facility investments through a comprehensive approach that includes project planning; firm budgeting and cost reduction; a complete line of the highest quality products; investigative, maintenance, and information-based services; preventive maintenance; contract management capabilities; and support for air, water and energy management through our affiliated company, Canam Building Envelope Specialists.

We are a division of The Tremco Group, which is part of RPM International, a worldwide leader in the construction, maintenance and repair markets.

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[www.tremcoroofing.com](http://www.tremcoroofing.com)

**TREMCO**  
Roofing & Building Maintenance Division



## WTI consists of two divisions that handle our customers' evolving facility needs.

Our **General Services** team provides on-site inspection, roof component testing, preventive maintenance programs such as TremCare®, roof repair and other services to help keep roofs leak-free and facilities dry, extending their useful service life.

The **General Contracting** division's commitment to roofing excellence extends from ensuring that roofing systems are installed correctly to keeping them functioning as expected through ongoing asset management designed to meet both sustainability and financial goals. We will ensure that you know what roofing assets you have and their condition through our extensive inventory and condition analysis, manage your budget wisely and keep your roofs operational for as long as possible.

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**Canam Building Envelope Specialists** has been a leader in building envelope solutions for more than 25 years, providing air barrier audits, retrofit installations and testing.

## Our Roofing Solutions

We offer our customers a complete line of high-performance roofing solutions that include:

- Built-Up
- Modified Bitumen
- Single Ply
- Vegetated roofing systems
- Metal
- Fluid applied
- Coatings
- Photovoltaic roofing systems

In addition, we provide flashing materials, insulation and fasteners, and other products to complete our customers' roofing systems.

Anticipating the growing demand of our customers for sustainable solutions, a significant number of our products include such sustainable attributes as recycled content, low VOCs or low solvents. We were also the first provider of roofing solutions to offer an all-white Built-Up Roofing system (the Rock-It™ Roof Surfacing System, composed of white gravel set in our unique white adhesive) and a modified bitumen system (POWERply™ T-24) with a factory-applied white surface.

Other recent achievements in sustainability include the addition of products to the U.S. Department of Agriculture's BioPreferred Program, and making meltable plastic packaging, which reduces materials that are disposed of in landfills.





Nationwide sales and services forces and a concentration on our customers' greatest facility needs enable us to provide an outstanding level of service and support.



## How we go to market

- More than 250 highly trained sales advisors in the US and Canada support our customers from coast to coast; many sales advisors have relationships with customers reaching back a decade or more. Sales advisors also work closely with architects and engineers, consultants, contractors and others to develop, install and maintain the right roofing solution for our customers' needs.
- Specialists in architecture, education and healthcare as well as sustainability help us tailor programs and create the right solutions to meet the unique needs of these markets; energy management specialists are available to help all of our customers reduce the amount of energy that their facilities use.
- More than 450 self-performing field technicians in WTI's General Services team and WTC keep roofs in peak condition by performing minor repair and alterations, leak response, job site inspection and preventive maintenance services.
- WTI's General Contracting team provides a turnkey method of delivery for roofing and building envelope projects, with single source responsibility.
- We have access to a network of 1100 Approved/Certified/Elite contractors, including many who are able to help our customers meet their diversity needs.

## The numbers show how much we support our customers

Thousands of customers have entrusted us to help them manage a total of more than 1.2 billion square feet of roofing—equivalent to about 44 square miles—through our OLI™ roof asset management system.

The sophisticated OLI system gives our customers unprecedented control over their roofing inventory and budget, with instant access to detailed roofing status, inspection and maintenance data, repair recommendations, and information that will improve budgeting for future roofing requirements.

OLI is an integral part of our TremCare™ Roof Maintenance Program, our primary method of keeping roofs in excellent, long-term condition through regular inspections, housekeeping, preventive maintenance and other services.

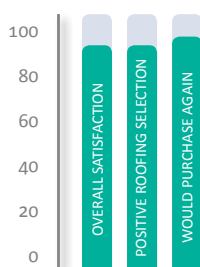
We stand by our roofing systems with comprehensive five, 10, 15 and 20 year warranties. Between January 1, 2007 and April 30, 2013, we issued 13,278 warranties on Tremco Roofing and Building Maintenance roofing systems. These warranties cover almost 262,000,000 square feet of roofing.

## Customer satisfaction

We have always asked our customers for honest, direct feedback about their satisfaction with our projects. While this feedback is consistently extremely positive, we continually seek ways to improve on our service to provide an exceptional customer experience.

We now work with the respected Arizona State University Performance Based Studies Research Group on a survey process to gain a deeper, consistent understanding of our customers' experience during the roofing system selection and installation process. We are especially interested in our customers' opinion of the roofing system itself, the applicator who installed it, their sales advisor, and the overall value they believe that they have received.

**In our most recent analysis of survey results, from April 2012 through March 2013, customers ranked us:**



- 92% positive feedback for “overall satisfaction”
- 92% positive feedback on the roofing system selected
- 98% of customers said they would purchase the roofing system again

A survey conducted in 2008 with customers whose roofs were at least 20 years old at that time showed a comparable level of satisfaction with our support.



**Helping maximize the return on facility investments. Exceptional roofing solutions. Decades of customer support. A deep commitment to sustainability.**

When you add this up, it's clear that no company can provide roofing and weatherproofing peace of mind like Tremco Roofing and Building Maintenance.



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