



## PRODUCT SAFETY AT FLAGHOUSE

January 2, 2008

Since our inception in 1954, FlagHouse has always placed product quality and safety at the top. We are a family-owned company that believes in treating customers the right way, and no other. We know many of our customers personally and we know you entrust us to provide products that are safe and appropriate for your needs, and the needs of the clients you serve. As a company serving people with special needs, we are acutely aware of the primacy of safety. We very much enjoy the reputation and repeat business we have earned throughout the years. Indeed, it is from our customers' feedback that we derived our brand promise, "*The Solutions You Need. The Source You Trust.*"

To ensure the safety and quality of our products, it is our policy to:

- Train our staff to exercise appropriate care in selecting and developing our product offerings.
- Utilize the services of professional consultants to assist us in evaluating products for the specific populations we serve.
- Actively engage with our vendors on product safety issues, and periodically review their manufacturing processes.
- Utilize the services of professional safety-testing laboratories to periodically evaluate our products.
- Terminate relationships with vendors unable to meet our product safety standards.
- In the event a product is found to present any safety risk, to take aggressive action to resolve the matter quickly and effectively.

Thank you for your trust in FlagHouse. We always welcome your input about our business, and will keep striving to deliver the customer experience you deserve.

Sincerely,

George Carmel  
President  
FlagHouse, Inc.