

IMPORTANT INSURANCE PROFIT ALERT via the National Operator Insurance Team -aka how to save \$'s (5/07)

In the continuing effort to keep operator package and workers compensation premiums as low as possible, the National Operator Insurance Team (NOIT) will periodically provide information to operators on McDonald's approved products that can make a major impact in insurance cost. Here is the first report in a series:

Fact: Approximately 60% of claims costs in our system are related to one accident type - the slip and fall. Slips and falls can result in very costly claims with some individual claims costing \$250,000 (or more). Obviously reducing slips and falls is critical to keeping our stores safe for customers and employees. Reducing these costly accidents is also key to reducing operator insurance premiums.

Fact: Use of the Heavyweight Floor Brush has been proven to increase the coefficient of friction on the floor tiles in our stores. There are over 1000 Heavyweight Brushes in use in our system today!

Plain Talk: The National Operator Insurance Team (NOIT) recommends the Heavyweight Floor Brush. Use of the brush dramatically changes the cleanliness and coefficient of friction of the floor tile. Equally impressive is the fact that the Heavyweight Floor Brush does not require the tough "elbow grease" needed with the normal wooden deck brushes. You may find your crew actually enjoying use of this unique product. **You really need to see this product in action to appreciate how well it works.** NOIT suggests you view the video on the link to the Heavyweight web site (given below).

When ordering, call 877-812-1104 to secure the McD's 10% discount.

Try a brush yourself. Have your crew clean your floor the old way. Then take a Heavyweight Brush with a just cup of hot water to a "clean" 2-ft square section of floor - and quickly watch the dirt and grease emerge and see what color your grout used to be.

PS - Upon initial use of the brush you will be dealing with large amounts of dirt. It is important to get the dirt off the floor either through using a squeegee to a drain (if a drain is available) or mopping up the dirt through using two mop buckets (one clean and one dirty).

Link to Heavyweight web site: www.theheavyweight.com

Letter of recommendation from operator Herb Hutchison given on the following page.

April 18, 2007

Tom Dunn
TWD Services, Inc.
Oakbrook, IL

Dear Tom,

My note today is in response to my experience with The Heavyweight Brush Cleaning system. Two and a half years ago, a fellow Operator in northwest Arkansas told our Worker's Compensation Self Insurance Fund board members about the Heavyweight. Out of curiosity, and because my restaurant floors were never at the cleanliness level I felt they should be, I called and ordered one brush set for my own thirty day test.

Two days after receiving the brush set, the THIRTY day test was over. Almost immediately, I ordered sets for all of my restaurants. The brush does what nothing else has successfully done for my floors in my 23 years as an Operator. My floors are clean, my grout lines are free of the mud and my tiles are very close to their original slip coefficients. The unexpected and most pleasant of all consequences has been that our five restaurants have gone over two years without a slip and fall incident in either the kitchen area or our lobbies. Our employees and restaurant guests are in a clean and safe floor environment.

What is most exciting to me is that our System can make significant progress in providing our guests and employees with a safe, injury free environment, as it relates to our restaurant floors.

Without hesitation, I regularly recommend the The Heavyweight to fellow Operators and restaurant managers. If properly introduced, implemented, and supported, I truly believe that we, as a System, have an opportunity to dramatically reduce or eliminate our number one most frequent insurance claim, the slip and fall. If I can be of assistance in any way, please contact me or refer others to me for further information.

Respectfully,

Herb Hutchison, Operator
P.O. Box 1203
Bastrop, LA. 71220