



COMPANY PROFILE

Innovative Distribution & Fulfillment Solutions



DDS Distribution Services is a subsidiary of FirstService Corporation, a leader in the service sector, providing a variety of specialized business and property services to corporate, government, and residential customers throughout North America. DDS is recognized for its commitment to service and state-of-the-art technology and has been meeting the distribution and fulfillment needs of major corporations since 1970.

DDS successfully provides innovative distribution and fulfillment solutions to a host of Fortune 500 companies. As a leader in the industry, we offer customized distribution service packages that are tailored to suit the unique and specific needs of clients in a wide variety of industries. Our specialized services include kit assembly and distribution of POP materials for clients in the consumer goods industry and the management of subscription and distribution programs of company literature and manuals for clients in the automotive and home appliance industries.

DDS also provides specialty fulfillment and direct mail services to companies in the healthcare, financial, manufacturing, publishing and telecommunications industries. Complimenting our core services, we also support our clients' needs related to consumer sales, rebate fulfillment and direct mail.

DDS is one of the largest companies in North America dedicated to the storage and distribution of trade and promotional materials. With facilities strategically located in Cleveland, Philadelphia, Los Angeles, Chicago, Dallas, Albuquerque, Oklahoma City, St. Louis and Toronto, DDS maintains nearly two million square feet of storage space.

A WIDE ARRAY OF SERVICES IN A FAST WORLD

With a wealth of experience in a variety of areas, DDS is poised to offer a full range of distribution and fulfillment services that include the following:

- Inventory management
- Dual Inventory Control System
- On-line, real-time database management
- Dealer/store profile management
- Dealer locator systems
- Inquiry fulfillment programs
- In-bound telemarketing
- Pharmaceutical fulfillment
- Textbook fulfillment
- Bulk and initial distribution service
- Custom pick/pack operations
- Order consolidation programs
- Kit collation programs
- Subscription programs
- Rebate and premium fulfillment
- Sweepstakes, games and contests
- Loyalty programs
- Print-on-demand capabilities
- Full lettershop capabilities
- Personalized, high-speed laser printing
- Dealer/consumer billing systems
- Transportation management systems
- Unsurpassed reporting capabilities



DDS Distribution Services is the right choice for you...we provide inventory management through a controlled distribution process to major corporations throughout North America.

OUR TEAM ENSURES YOUR SUCCESS

Superior customer service from a team of specialized professionals and a commitment to innovative technology is what sets DDS apart from the competition. We are highly experienced in managing all aspects of your distribution and fulfillment needs, and will match a talented account team to your specific requirements. This team will partner with you to ensure maximum success of all your programs.

QUALITY COMMITMENT

To ensure we are able to offer our clients a proven and measurable quality standard, DDS has made a commitment to implementing best practices in all of our locations. Our Cleveland facilities are certified to ISO 9001:2000, without design; our Philadelphia and Toronto facilities are currently under review and all other locations are working toward this goal. Our commitment to quality initiatives and continuous improvement ensures our clients and their customers dependable, efficient and value-added service.

NORTH AMERICAN FACILITIES

All DDS facilities provide a clean, modern storage and work environment. Each secured facility offers a high-cube rack storage area and a fully caged premium storage area that also features an independent alarm system. DDS facilities are strategically located throughout North America to minimize your transportation costs and facilitate speedy delivery of materials to your customers.

DDS LOCATIONS

CLEVELAND

DDS Distribution Services
North American
Headquarters
20770 Westwood Drive
Strongsville, OH 44149
Phone: (440) 572-0725
FAX: (440) 572-0815

PHILADELPHIA

DDS Distribution Services
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Norristown, PA 19403
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LOS ANGELES

DDS Distribution Services
8550 A Chetle Avenue
Whittier, CA 90606
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CHICAGO

DDS Distribution Services
470 Crossroads Parkway
Bolingbrook, IL 60440
Phone: (630) 226-0100
FAX: (630) 226-0500

DALLAS

DDS Southwest
600 Freeport Parkway
Coppell, TX 75019
Phone: (214) 452-6300
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OKLAHOMA CITY

DDS Southwest
5600 South West 36th St.
Oklahoma City, OK 73179
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ALBUQUERQUE

DDS Southwest
1600 First Street NW
Albuquerque, NM 87102
Phone: (505) 766-9721
Fax: (505) 766-9781

ST. LOUIS

DDS Right Choice Services
9711 Fuesser Road
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TORONTO

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PARENT COMPANY

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STOCK EXCHANGE SYMBOLS

NASDAQ: FSRV

Toronto Stock Exchange: FSV