

September 4,

Mr. Shawn President & CEO

Dear Shawn,

I just wanted to take the time to say Thank You for a job well done at our facility.

Over the years, we have had issues with wet, slippery tile floors especially in the skilled nursing shower rooms where our staff assists residents with their showers. These tile floors can get quite wet and your Sure Step product has made a tremendous difference in reducing the slipperiness and creating a safer environment for both our staff and residents.

It has been a pleasure working with you and I look forward to our continued relationship with your company in the future.

Sincerely,

Robert

Director of Plant Services