

Tim,

I felt that it would be prudent that I share my recent experience when dealing with your employees and your company.

First let me state that, for the record, I am writing this on my own initiative.

Our semi annual roof P.M. was due a week ago and I had a very timely response from your company in requesting service.

Upon arrival, the two gentlemen impressed me with the high level of working knowledge they have with respect to fall arrest, roof encroachment and traversing a roof access point of egress. This was a real welcome sign and an indicator that you have some very valuable employees working with you. They continued to sign in through our reception areas and obey all of our plant rules. (Believe me, your staff are definitely one of the few).

The quality of work that was performed was top drawer. They not only properly repaired the two problematic areas that have been our concern for some time, but the work was done in a seamless manner to all staff at our plant. A high work ethic was demonstrated by sweeping up debris, all materials were disposed properly and pro-active suggestions were made to offset future potential problems when looking at our newly installed protective guards along our roof edge.

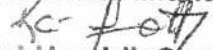
When the men were complete, they waited patiently in reception to sign out and, more importantly, to take the time to make sure that we were satisfied and all of our concerns were met. ( I am not easily reached on short notice).

I apologize for not remembering the names of the two men that you dispatched to our site. I would kindly ask that you share this commendation with them.

I would also suggest that your entire company share in receiving this letter of appreciation. You all deserve to hear when customers are pleased and when your staff has performed an outstanding job at keeping the customer as the number one priority.

I will continue to confidently rely on your firm for service and will enthusiastically recommend you to my peers in the industry.

Well Done Midhurst!

  
Kai-Hendrik Grundt  
Facility Manager  
Dura Automotive Systems Ltd.

April 22/05