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August 3, 2001

Jason Robertson  
President  
International Controls Systems  
1300 Inca Street  
Denver, Co 80223

Dear Jason,

The purpose of this letter is to acknowledge the outstanding work of Grant Wood, Mike, Eric and other crewmembers as installers for our new Hill-ROM Call System for Labor and Delivery. From the beginning they were nothing but professional in their approach to us as a care team. Their sensitivity to our needs was evident throughout the installation and training process. No matter what was happening, Grant and his crew conveyed a sense of certainty that they cared about what they were doing, intended to do a great job and also cared about the impact their work was having on our work and us. Their level of sincerity was noticeable. If a nurse or visitor walked past them in the hallway, they moved electrical cords and were pleasant in the process. One of our Charge Nurses pulled me aside on one of the last days of the install and commented on how professional, polite and easy to work with they were. Many of our care team members have mentioned how well their team work with ours.

At the University of Colorado Hospital we are promoting the experience of "Amazing Service" and care that is "Far Beyond the Ordinary". Grant, Mike, Eric and other crewmembers delivered amazing service that went "Far Beyond the Ordinary".

Thanks for being the greatest group of installers we have worked with!

Sincerely,

A handwritten signature in black ink, appearing to read "Kathy Boyle".

Kathy Boyle, RN, MSN  
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