



2009 QUALITY ASSESSMENT SURVEY RESULTS

Below is our 2009 annual quality services and sustainability update for the following companies: Office Movers, Inc., Office Installers, Inc., and Office Shredding, LLC. While the economy in 2009 has been difficult and has warranted the implementation of certain cost management controls throughout our organization, we remain committed to excellence. With this in mind, we have finalized the creation of special Relo Teams (RT), made up of full time, security-cleared and uniformed crews who are available to work during regular weekday and weekend hours.

Our emphasis on quality, sensible cost containment efforts and a strategic focus on carbon footprint reductions will only solidify our position as the leading commercial moving and services provider in our region. As I did in October of 2009, I wanted to keep you current with our survey results. So the next time you consider moving, installation, or document shredding services, you can rest assured that by measuring our performance, we not only “talk the talk,” but we “walk the walk.”

- 956 Number of satisfaction surveys completed by our Quality Assurance department on behalf of Office Movers, Inc., Office Installers, Inc., and Office Shredding, LLC, from January to December, 2009
- 943 Number of surveys rated Superior/Excellent/Good
- 13 Number of surveys rated Fair/Poor
- 98.6 % of surveys rated Superior/Excellent/Good
- 1.4 % of surveys rated Fair/Poor

- 7 Number of Fair/Poor surveys improved to Superior/Excellent/Good following resolution of open issues

99.4 Final % of surveys rated Superior/Excellent/Good

While we are pleased with an overall rating of 99.4%, which is an increase from 2008's rating of 98.7%, we will continue to work towards 100%.

Sincerely,

John M. Kane
President and CEO

