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Wednesday, October 30, 2002

Mr. John Richeson
Bay Area Window Cleaning, Inc.
5634 Ehrlich Road
Tampa, FL 33624

Dear Mr. Richeson:

I called and asked Karen to supply me with a job site that I may visit. She told me you had a crew working at the Corporate Center on Boy Scout Road in Tampa and I was in the area so I stopped by to visit and then to perform a site safety survey. Richard Clark & Robert Pettis were on site and I met them coming out of the building. They had stopped working due to wind velocity and so they took me to the top of the building to show me their rigging and to explain the tying off process to me. Their time and input was very much appreciated, and I look forward to continuing to provide **Bay Area Window Cleaning** with loss prevention services designed to enhance your current loss control activities.

The purpose of the visit was to review work activity, evaluate potential injury risks and exposure, and management processes / procedures regarding safe and healthy employee work activities

These two employees were very Safety conscious and very knowledgeable of their work processes. I feel I am a very good judge of character and could tell I was being given the straight scoop on how important the employees felt Safety was. One of them put it quite well when he said, "I don't want anybody else taking care of my wife and kids, that's why I work safe to go home to them everyday."

If you ever have a job you would like me to visit and perhaps take digital pictures to send to you, let me know and I will fit it into my schedule, even on short notice.

If you should need additional loss prevention safety services prior to my next visit, please do not hesitate to contact me at 800-932-4610 Ext 2660.

Sincerely,

Chuck Carlton
Loss Control Partner

CC. SCI Service Team