



December 8, 2011

Mr. Raoul M Ilaw

1054 Chesterfield Place, Suite 237

Marietta, Georgia 30064

Mr. Ilaw:

I am writing to thank you for your assistance with our recent OSHA audit. When OSHA arrived in our facility several months ago it was intimidating to say the least. After 33 years of successfully running our business to suddenly be thrust into a situation where I didn't know the rules or my rights was not enjoyable. I cooperated with all of their inspections, interviews and even fixed many of the violations prior to our closing. Despite our best efforts we were still fined an amount that would have been devastating in these tough economic times.

Then we received a call from you offering your services and although I was skeptical I figured what did I have to lose. You were very patient and explained all the citations and the appeal process. Then you helped us assemble a Health and Safety training manual to answer the violations and even accompanied us to the appeal. I am absolutely convinced that your services were the primary reason that our fines were significantly reduced. Our newly formed Health and Safety committee continues to improve our safety culture and we have no lost time accidents since March. We continue to make improvements based upon your recommendations and although no one likes to be fined the experience has made us better.

Thanks again for all of your assistance and stop by for a cup of coffee anytime.

Yours truly,

*Barton R Shaw*

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