



Nazareth Hospital

A member of Mercy Health System

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October 31, 2008

Mr. Bobby Kutteh, CEO
Crothall Services Group
955 Chesterbrook Boulevard - Ste. 300
Wayne, PA 19087

Dear Mr. Kutteh,

I'd like to take the opportunity to inform you of how pleased we are with the Environmental Services provided here at Nazareth Hospital. Crothall joined our team almost a year and a half ago and we have made continued improvements. As you know, we have ranked #1 and #2 in Room Cleanliness within Catholic Health East! The leadership that Joyce and her team continue to provide our staff is terrific. Joyce holds staff meetings, training sessions and offers support and direction to colleagues on a regular basis. Joyce also continues to identify opportunities for improvement such as; isolation enhancements, cost saving reductions with red bag trash and green initiatives. Crothall has also accomplished great results during regulatory visits, (JCAHO, State Inspections) and during construction projects.

About a week ago two visitors stopped by to tell me how impressed they were with the cleanliness of Nazareth Hospital. Once again, I thank you for your continued support.

Sincerely,

A handwritten signature in cursive script that reads "Mary Ellen Cockerham".

Mary Ellen Cockerham, RN, MSN
Nazareth Hospital
Vice President HR/Organizational Development

cc: Mr. Dennis Czaplicki
Mr. Sal Racobaldo
Joyce Watson