

January 8, 2010

Mr. Robert Kutteh, President and CEO
Crothall Services Group
955 Chesterbrook Blvd.
Suite 300
Wayne, PA 19087

Mr. Kutteh,

It has been a year since we asked Crothall Services to provide management of our Environmental Services Department.

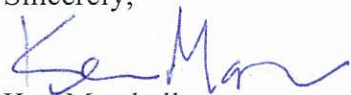
Looking back at 2009 as the relationship with Crothall started, there were several challenges as it relates to Environmental Services at University Hospital and the Brown Cancer Center. We were challenged by the lack of a generally clean appearance of our facility; slow environmental service response to patient and staff needs; excessive management and staff turnover; a lack of consistent application of organizational policies in Environmental Services; low productivity of staff and, as a result, the satisfaction of our patients suffered.

Over the past 12 months while Crothall was engaged at the hospital and cancer center, we have seen exceptional improvement in the service provided by our EVS department. Our results show a consistent improvement in patient satisfaction, staff turnover continues to decrease, and the time it takes for staff to turn around a dirty patient room is lower than it has been in a decade. All of the performance indicators point to a consistent trend of improvement.

While the achievement of quantifiable results is the end measure of progress, it is important to note that the positive direction we have witnessed would not have been possible without solid, capable leadership. The Crothall management team, led by Jack Rupert, is engaged with the organization, responsive to our needs, and consistently demonstrates a service attitude that is a model for all of us to follow.

Thank you for your continued support and improvements in 2010 and beyond. We look forward to a long-term relationship with Crothall.

Sincerely,



Ken Marshall
Senior Vice President and Chief Operating Officer

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