



February 3, 2003

Alex Nelson  
Nelson Service Group  
900 S. Chestnut St.  
Florence, AL 35630

***RE: Unsolicited Testimonial Letter***

Dear Alex:

It is my distinct honor and high privilege to offer this strong, favorable, and unsolicited testimonial letter to you expressing sincere appreciation on behalf of the University of North Alabama for the outstanding services provided by Nelson Service Group to the University for a number of years. Without question, Nelson Service Group has done a superb job in a variety of abrasive blasting and coating operations for the University in a cost-effective and professional manner. In this regard, I have observed directly the first-rate workmanship and great attention to detail that are hallmarks of the services provided by Nelson Service Group.

Among other things, I am impressed deeply by the special efforts made by Nelson Service Group personnel to respond cordially and effectively to any and all special requests for needs not always well defined in the scope of work. Also, I have found your employees to adhere to both the letter and spirit of governing laws and regulations pertaining to occupational safety and health, as well as proper demeanor while working around students. Obviously, you have spent a substantial amount of time, energy, and resources ensuring that your supervisors and workers have extensive backgrounds in safety and health compliance and in proper conduct at job sites (e.g., no "cat calls," whistles, or improper gestures).

Another positive dimension found in working with you and representatives of your firm is a deep understanding of the selection of proper products and application procedures for coatings. Here again, it is evident that you have taken a number of positive steps to ensure that your staff is well versed in these matters and that they adhere to proper application protocols. For example, the recent work done on the roof of Coby Hall (a magnificent antebellum mansion on our campus) by Nelson Service Group was completed in excellent fashion, at a reasonable cost, and before the deadline for the project. Your employees kept the site clean and in proper order at the end of each day and were very careful not to cause any more disruption to the functions ongoing at Coby Hall than was absolutely necessary. Also, they alerted us promptly to some hidden conditions and recommended a cost/beneficial solution to address these deficiencies.