

## To Whom It May Concern re: PL Solutions and Bob McIntosh

I appreciate this opportunity to provide a commendation note regarding the very positive experiences I have benefitted from in dealing with Bob McIntosh and PL Solutions.

*This includes, but is not restricted to, the following key services:*

- Product compliance to ongoing legislative, regulatory, and standards criteria
- Meeting and exceeding Authority Having Jurisdiction code interpretation and application
- Product cost efficiencies, including comparative and “apples to apples” fact
- Addressing client needs regarding timely “turn around” from order to delivery
- Access to their expertise in addressing specific product needs in design and application
- Presentation and Training sessions for staff and managers that are presented in an engaging, relevant, and interesting manner
- Great follow up after order and installation

I, and inherently those corporations and entities in my career, have experienced an obvious commitment by Bob and his team to providing the highest level of customer satisfaction possible. When I have had the need to address signage needs for both non-emergency and emergency wayfinding, I have instinctively reached out to Bob and his team regarding possible general and targeted solutions to address those needs.

If for any reason, you have questions or comments, please feel free to contact the undersigned. My contact information is provided below.

Sincerely,

*Richard R Percival*

Richard Percival,

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- 1) President-Principal: Percival Fire and Life Safety Services Ltd.,
- 2) Director of Business Development and Operations: RLS Group (Regional Life Safety Inc.).
- 3) Former Corporate Fire and Life Safety Officer for Carleton University (35 years)
- 4) Former Vice-President of the Eastern Ontario Municipal Fire Prevention Officers Association
- 5) Program/Training Specialist for Emergency Evacuation and “Building Emergency Organization Teams”