

Sent: Wednesday, January 02, 2019 1:59 PM

To: Kristin Eichten <keichten@vsi360.com>

Subject: Installer

Kristin,

First of all, the installers on site did a great job but the 2 stand outs were Matt and "Vargas". After the other 2 installers left and it became quite clear that we were a long way from completion, Matt and Vargas continued late into the night and tried valiantly to finish and I am sure they would have stayed longer if I hadn't thrown in the towel and sent them home at 11:00 pm. What was surprising is that they continued to work with no complaints and were smiling and laughing as if to make best of bad situation. They didn't take breaks, they didn't slowdown and just kept working together like a well-oiled machine. I appreciate their efforts and look forward to a continued working relationship with them both in the future.

Thanks

OSD Facilities

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