



October 31, 2005

Dear Andy,

During our association over the last nine years, which has truly been highly successful, I wanted to express my sincere appreciation of your employment of persons of disability.

As you know, the work ethic is exceptional as these folks live for their jobs. Additionally, the care and guidance you and your staff have provided has increased the skill levels immeasurably.

The dynamics of Nova and Berg creating positions of employment and both companies practicing LEAN technology have been a real benefit to our community. As Congressperson Cathy McMorris noted from the recent tour "two outstanding organizations with the ability to provide positive economic opportunities for the community and people of disability."

They were very impressed with the total integration model of cells and workflow by teams comprised of disabled and non-disabled.

I also want you to be aware that that NISH, the national organization; was so intrigued that they have requested additional tours to profile this model to be recommended to other non-profit agencies throughout the country!

The personnel growth of persons of disability within your company has grown to 22 people and your request of us to provide 16 more trainees to enter the programs will certainly be acted upon. You are keenly aware that these jobs create taxpayers rather than tax dollar users.

Andy, as a final note; the championship of community leadership can be viewed easily by the actions of your staff, your company and you. The motto of "Live Well" is truly given meaning.

With admiration and thanks,

A handwritten signature in black ink, appearing to read "Tom Murphy", with a long, sweeping underline that extends to the right.

Tom Murphy
Commercial Operations Manager
Nova Services