



Children's Hospital
and Health System™

PO Box 1997
Milwaukee, WI 53201-1997
Phone (414) 266-2000
www.chw.org



December 1, 2010

Mr. Graeme Crothall
Xanitos, Inc.
Suite 130
259 N. Radnor-Chester Road
Radnor, PA 19087

Dear Mr. Crothall:

The Children's Hospital of Wisconsin relationship with Xanitos to provide management services to our housekeeping department began in early 2008. I would like to highlight some of my observations of that relationship during the past 3 years.

Xanitos and its management team have consistently maintained a high level of cleanliness across the Children's Hospital of Wisconsin campus. Feedback from patients, families and our infection control professionals all rate the cleanliness and service of our housekeeping department as very good, very clean and excellent.

Xanitos has incorporated the XRO System into its cleaning protocols and processes at Children's Hospital. This system has significantly improved the cleanliness of patient care areas and has provided a safer and cleaner environment with a clear focus on infection prevention.

In these times of challenging health care financial and service constraints, Xanitos has been innovative. Management have adjusted service levels, introduced innovative techniques, and creatively modified staffing to manage service and finances while maintaining a very high level of service and cleanliness.

The management team's ability to adapt to the culture of Children's Hospital of Wisconsin and to display the characteristics expected of all Children's employees is admirable. My particular satisfaction comes from the fact that the management team from Xanitos displays the same level of passion for patients and patient care as all the staff of Children's Hospital of Wisconsin. The fact that these managers are a contracted management service is invisible to our employees, our patients and families.

On behalf of our organization and the patients that we serve each day, I want to thank you and Xanitos for your successful partnership at Children's Hospital of Wisconsin.

Sincerely,

Tim Birkenstock
Treasurer/CFO