



April 12, 2011

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

Dear Mr. Crothall,

I wanted to take a few moments to give some feedback in terms of our relationship with your organization. Metro Health Hospital began our partnership with Xanitos in June of 2010. Our "full service" contract created a unique relationship for both Environmental Services and Patient Transportation, in that all of our hospital hourly and management staff transitioned over to Xanitos.

Utilizing our existing hospital staff and management we were able to maintain the culture of our organization while reaping the benefits of the various Xanitos systems, techniques, and equipment. I greatly appreciate the way in which Xanitos not only accepted our organizational practices, but incorporated several ideas and values that Metro Health Hospital held in high regards throughout their many sites.

The implementation of the XRO system which utilizes the ULPA filtered vacuum system, multi colored microfiber cloths for wiping, and a team approach to the cleaning process has made an observable impact on the appearance of our hospital. Most important to our staff and patients has been the focus Xanitos maintains to provide a clean, safe, and healthy environment. The commitment to quality of care, customer service, and friendly interactions are as evident as the focus on infection prevention.

Since the beginning of our contract we have seen a ten percent increase in our employee satisfaction. Our rounding on clinical staff directors has led to a seven percent increase in their satisfaction scores with the departments themselves. We have decreased our bed turnaround by a considerable amount of time thus improving the flow process within the facility. All of the above goals have been accomplished while maintaining our HCAHP's scores averaging 81%.

In closing, I am very pleased with the progress and accomplishments that the partnership between Metro Health and Xanitos has produced. I firmly believe that together we will continue to provide the best possible experience for not only our patients but employees, physicians, and community as a whole.

Sincerely,

A handwritten signature in blue ink that reads "Robert VanRees".

Robert VanRees
Senior Director of Facility and Support Services