



September 15, 2009

Graeme Crothall
President & CEO
Xanitos, Inc.
259 N. Radnor – Chester Road
Suite 130
Radnor, PA 19087

RE: Letter of Recommendation - Xanitos

Dear Mr. Crothall

Adventist Lagrange Memorial Hospital hired First Management, Inc. in January of 2004 in hopes of elevating the performance and leadership in the Environmental Services Department. Our program showed a marked improvement under the leadership of David Denson. We extended our relationship with First Management, Inc. for 3 more years in January of 2006. In February of 2008, I was informed that Xanitos had purchased First Management. The only question was, how would this acquisition effect services at LaGrange.

It did not take long for this question to be answered. Xanitos immediately made operational changes that began to show improvements. There was a renewed emphasis on a systems approach and a much stronger focus on measuring performance. The equipment and products brought in by Xanitos has made our staff more productive and safer in performing their tasks. I have also seen a significant increase in Corporate Support of the onsite management team.

In the fall of 2008, Xanitos presented a proposal to implement the new XRO cleaning system and reduce the overall costs of our program. In March of 2009, Xanitos implemented this new way of cleaning and the results have been as promised.

Under the Xanitos leadership, we have experienced the following:

- A Cleaner Hospital
- Improved Staff Productivity & Morale
- Lower Department Costs
- Improved Internal Customer Satisfaction
- Improved Patient Satisfaction (as measured by HCAHPS)

We were recently informed that Xanitos would be using LaGrange for a tour and reference account and a site to train new managers. This is welcome news and just further evidence of the progress that our program has made under Xanitos leadership.

Adventist LaGrange Memorial Hospital has had a very positive experience with Xanitos. We look forward to a long and prosperous partnership.

Sincerely,

Ed Gervain
Chief Operating Officer
Adventist LaGrange Memorial Hospital