

Arthur McCoy
Senior Vice President
San-I-Pak, Inc.
23535 South Bird Road
Tracy, California 95304

June 25, 2014

Arthur,

I believe it has been some eight years since you and I first met, when we expressed an interest in replacing our existing Tuttnauer waste autoclaves and you came to look at our waste management center setup, work flow, and waste collection methods. Since that time you and your excellent salesman Steve Hilliker have been remarkably patient and graceful with us, with our shifting equipment design requests and our many lost internal competitions for the organization's available capital dollars each year. But your patience paid off earlier this year, when we finally placed our order!

What you may not realize is the due diligence we performed in comparing San-I-Pak's waste autoclave systems to those of your competitors. We considered five vendors, took long, hard looks at the best three, interviewed folks who have used them, and observed San-I-Pak machines in use in four cities across the country.

We ultimately selected one of your systems for the following principal reasons: (1) the superb rotating sterilization chamber design integrated with auto-tippers allows the use of nimble and light toter carts, ease of operation, reduced red bag handling and occupational safety benefits for our workers; (2) the smaller physical footprint required for siting the sterilization equipment; and (3) San-I-Pak's longevity, number of units in use at other healthcare institutions and proven track record gave us confidence that the company will be around and capable of providing us excellent maintenance and repair service for the full life of the equipment.

Our recent installation went very smoothly. Your installer, Mike Dague, demonstrated high competency in a number of skill sets and he was a joy to work with and receive training from.

So thank you, Arthur, as well as your team, for not giving up on us and for providing us with beautiful new equipment that is a huge improvement over our old system. In light of the long path it took us to get to this point, I thought it worthy of a reflective personal letter to express our appreciation.

With gratitude,



John Leigh
Director, Environmental Sustainability & Waste Management