

June 12, 2004

To: Mr. Michael Rochon  
Environmental Marketing  
Chemspec

Please allow me to introduce myself to you, my name is Bill Olmsted; I am an account manager for a Canadian based cleaning company. We provide janitorial, maintenance, interior, exterior and grounds keeping services to various malls and commercial buildings within Western Canada and Alberta. The reason for this letter is to let you know how wonderful one of your products has been since being introduced to it by a Wesclean representative. My story on the article is as follows.

I am writing to inform you that here at Tillicum Mall in Victoria BC, we have been using your product "Ecogent" for approximately 5 - 6 months. All my employees were a little apprehensive when I told them we were going to try this "*new product*". When the day came and I put the product into place, I overheard the guys questioning my judgment or sanity if you will, for ordering this product. They could not understand how this product with no scent, no color or bubbles not to mention one that was totally safe, was going to work. I assured everyone that we were going to try Ecogent for a period of one month and after which I would be asking for all their likes and dislikes of the product. I asked them to write down any cares or concerns they had with the product. As well, I would have the representative from "Wesclean" come in and talk with them and listen to them regarding any questions they had concerning the Ecogent.

The first thing I did was to show everyone how to use it properly and this meant using it with the microfibre cloths that the product came with (fabulous marketing). We showed everyone the proper way to fold the microfibre cloth and keep it flat to the surface and then we showed them the proper way to use Ecogent. I will be the first to acknowledge that even I wanted to over saturate the area at first with Ecogent and actually had to train myself not too. After a few days I started inquiring about the product and the reviews were mixed! I did not push my thoughts on the product but I did ask that everyone keep from forming a pre-conceived conclusion on the product until the end of the trial period. As the days turned to weeks the grumblings turned to astonishment, "hey this product really does work!"

Another way I could tell that my employees liked the product was when I sent a couple of them to help out at another facility. The next day they were asking if it would be possible to take some with them to use at the other location. I started to ask them questions and get their feedback. I was informed that the site they were at temporarily was like what we were prior to using "Ecogent." They had this chemical for this job, another chemical for

something else and even more chemicals for other jobs. It was truly great to hear from my employees that they wanted to use Ecogent instead of all these harsh chemicals again.

I can truly say that Ecogent has been a wonderful product for us so far, we have used it in all types of situations; public washrooms, tile floors, mirrors and glass, concrete walkways to heavy grease areas. I am happy to convey that Ecogent has worked in all these situations. We clean with Ecogent and sanitize with accelerated hydrogen peroxide wipes.

The best feeling of all that I have is that I know that my employees, as well as the public are in no way at risk from either direct or indirect exposure to Ecogent. Besides the environment, my employees and their families are my biggest concern, and knowing that they are going home after doing their shifts and they have not been subjected to all these harmful chemicals is something that I am proud of as a manager.

In closing I would like to say that Ecogent may not be the answer to everyone's needs and "yes" at times all of us in this industry have to use strong toxic or corrosive chemicals for certain applications. I can say this however; I would rather replace all the chemicals I can with a product that works in virtually all applications from glass and mirrors, walls and trim, door frames to ceramic, wood and linoleum floors and one that is safe for everyone that comes in contact with it including the environment, and limit the exposure to the harsh chemicals to only when necessary.

To me, I can't see why someone would not want to try it and switch to it if it works like my employees and I have found it has.

Thanks again for a wonderful product!

Bill Olmsted  
Account Manager  
Tillicum Centre