Apex Assist April 4th, 2017

724 Canton Road

Akron, OH 44312

Dear Fred,

I would like to take the time to thank you all for the excellent customer service and care that you have provided to our facility. I have had nothing but positive feedback from team members on the lane marking and other painting projects recently completed at our facility.

As you know we have tried various DIY solutions for lane marking that have taken man hours away from our day-to-day productivity only to wind up with the stripes wearing away within the quarter and sometimes even the month. Your knowledge of warehouse operations and best management practices coupled with your product knowledge delivered a final painting project for us that even after two years shows little to no wear.

Since partnering with you and your team we have been totally amazed at the quality of work and the speed and flexibility of your crew being able to work around us with minimal impact to our workday schedule. When you combine that with your customer service, quality and timely project completion it is a service that is well worth the cost.

We look forward to continue growing our partnership as we move forward with other site safety and housekeeping improvements. Your team’s capabilities and expertise in this area will be invaluable as we continue to move forward in establishing Dal-Tile as a leader in safety and health.

In closing I want you all to know I would recommendation Apex Assist because of your customer service and quality of work. Thank you and your team for all you do.

Sincerely,

Rob Harrison

Safety and Training Manager

Dal-Tile Ontario RDC