



Let no detail go unattended.

November 3, 2009

Dear Client:

I wanted to take this opportunity to share with you the steps that Sodexo is taking in preparation for this year's flu season, particularly as it relates to the H1N1 Pandemic. In accordance with our company crisis management response plan, Sodexo is monitoring the situation closely and following guidelines from the CDC, FDA and other regulatory agencies.

In addition, we are conducting risk assessments and updating business continuity plans to ensure the steps we take to manage the pandemic do not create any unnecessary additional risks for our clients.

Here at NorthPointe, we have taken the following key actions and precautionary steps:

- Hand sanitizers placed throughout the property
- Cleaning frequency reviewed and exceeding Sodexo standards
- Re-enforcement and training on proper hygiene and disinfecting standards
- Influenza health tips posted and reviewed with employees monthly
- Employee Health Policy enforced with staff observed with flu-like symptoms

Sodexo is committed to doing our part to ensure the safety of you and your guests. We are continually educating all of our employees with frequent updates from regulatory agencies and our Food Safety team's recommendations, and we remain well prepared for a safe and efficient response. Please let us know if we can provide any further information or services to address your questions or concerns.

Sincerely,

Robert T. Monica, CHA
General Manager