



Rob Evans
Risco Ltd
Commerce House
Whitbrook Way
Stakehill Distribution Park
Middleton
Manchester
M24 2SS

29th May 2008

Dear Rob,

I am writing with reference to Paul Saunders who has been our Regional Sales Manager for a number of years.

Paul supports us in many ways. He keeps us informed of product developments and on the introduction of new product lines. On many occasions he has delivered on site training to our engineers. Approximately 12 months ago Paul recommended to us the use of wireless equipment, which we have now incorporated into our regular product portfolio.

Another role that Paul fulfils is to offer day to day technical support to our engineers. He will speak to the engineers and to customers should they encounter technical difficulties. On numerous occasions he has accompanied the engineers and Directors to customer's premises both to expedite fault fixes and to assist with initial quotations. He has also agreed to speak to and visit customers outside of normal working hours where the situation has required it.

Throughout the time that Paul has worked with us, we have always been most satisfied with the level of service that he has provided to Shield Alarms Ltd and we are happy to continue this relationship on an ongoing basis.

Yours Sincerely,

Roger Upton + Jason Upton
Directors
Shield Alarms Ltd