

Save on Foods – Mike Stortz

PURCELL ENTERPRISES Ltd.(PEL)

CUSTOMER SATISFACTION SURVEY July 2009

Barbara Semeniuk, President of Purcell Enterprises(PEL) strives to provide the best possible service to her clients.

Please help us by taking a moment to complete our brief Customer Satisfaction survey. Your participation is much appreciated.

1. Were you happy with the results of your audit in 2008 ?

1(a) If Yes - Why. **Both Barb and Scott were very professional with the audit. They were very prepared going into the audit and gave some great feedback and suggestions both during the audit and afterwards.**

1(b) If No - Why not

2. Did you receive the service/attention you needed on contacting PEL.?

Yes – any question we had at any time was addressed promptly. The final report was very detailed about what we had to work on.

3. Is there anything you would like to share with us that may help PEL provide a better service for you?

While the AB regulation requirements are outside of PEL's responsibility, we find it frustrating to continue print off new regs each audit. Anything we could do? As far as PEL is concerned, I can't think of any improvements. I was very impressed that PEL was able to continue our audit the year Barb fell ill.

4. How likely are you to use Barbara Semeniuk for another Audit?

4(a). If Yes – Why. **She is very personable, passionate, she understands how business works, is patient, and knows her material.**

4(b) If no Why not?

5. Do you trust PEL to provide the right service for your Company?

5(a). If Yes – Why. **You bet. Great feedback, ideas, interest in H&S and appeals to all levels of our company.**

5(b). If No – Why Not

6. Do you receive our Newsletter?

6(a) If not would like to? **Yes we'd like to.**

7. We are currently updating Purcell's Web site to help us serve our clients better.

One feature we would like to include is a list of testimonials from our valued clients like you. We would appreciate it if you could send us a very brief comment about Purcell's services, focusing on any problems we helped you solve and the quality of our customer service.

We have used Purcell for the last few audits in our company. Barbara and Scott audit up to 9 of our locations in the province and are very well received by all levels of the stores during their visits. They are both professional, passionate, knowledgeable, and willing to work with the employer. They have offered ideas and suggestions about how to improve our company's health and safety, they understand business and the obstacles companies such as ours face, and they flexible to work around our schedules. The audits are comprehensive, articulate, and very explanatory. A real challenge that Purcell has helped is keeping health and safety interesting and alive in our stores. They have helped us make safety a key component of our business operations.

Thanks

Mike Stortz,
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