

15 January 2018

RSL ANZAC VILLAGE
6 Colooli Road
P.O. Box 56
NARRABEEN NSW 2101
(02) 9982 6666

Reference in support of The Professionals Pest Controllers

I am writing to recommend the excellent work of The Professional Pests Controllers Pty Limited ("The Professionals").

We have worked for many years with Glenn Nicholls and the team. They have provided pest management services for over two decades across several nursing home and retirement village sites, including commercial kitchens, laundries and significant bush acreage.

All work has been completed on time and within cost estimates and contractual agreements. Further, additional work has at time been required due to the specific and high risk nature of our sector – protecting the vulnerable and elderly. I have always found that The Professionals respond promptly and diligently to every request. They more than meet Australian Standards and are flexible as to when they complete their work to fit in around the life of 24/7 villages and facilities.

RSL LifeCare is a large, charitable seniors living organisation providing care and service to over 7,500 people across 25 nursing homes and 25 retirement villages plus care in the community. With revenue of over \$350 million and assets of \$1.4 billion, plus operating in a sector which relies on reputation and service delivery, we engage only with contractors that can meet our exacting quality, safety and WHS standards. I am pleased to say that we have never had any issues with The Professionals in any of these areas.

Further, I have found The Professionals team and Glenn Nicholls in particular, to be trustworthy and dedicated to his work and the interests of his clients. I value his integrity.

I would be pleased to expand upon these comments if helpful; please feel free to contact me on 0412 844 788.

Yours sincerely,



RON THOMPSON
Chief Executive Officer