



Pioneer Hi-Bred International, Inc.
Carver Center
7000 N.W. 62nd Ave.
P. O. Box 1000
Johnston, IA 50131
(515) 535-3200 Tel

2/25/11

Brad Smith

We want you to know that we are very pleased with the quality of service your company provides. We sincerely appreciate your responsiveness and the way you conduct business. The ability to communicate requests by e-mail to your company allows our communication to flow freely and the prompt responses allow us move onto our next task.

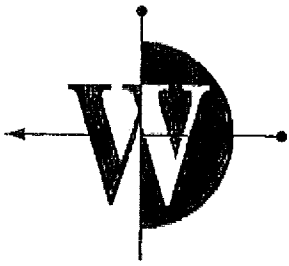
As you know our greenhouse operations are critical to the success of our research and the compliance we have been able to achieve with Preferred Pest Control has been important to our company.

We have recommended your company to others because of our satisfaction with your service. We look forward to doing business with you for years to come.

Luther Lehman

Facilities Operations Manager

Pioneer Hi-Bred



THE CITY OF
West Des Moines®
www.wdm-ia.com

Public Works

560 South 16th Street
P.O. Box 65320
West Des Moines, IA 50265-0320

Director
515-222-3480

Engineering
515-222-3475

Operations
515-222-3480

FAX 515-222-3478

E-mail publicworks@wdm-ia.com

March 3, 2011

To Whom It May Concern:

This is a letter of recommendation from the City of West Des Moines for Preferred Pest Control. The City of West Des Moines has had Preferred Pest Control on contract since 2002.

They have been a reliable and honest company to work with. They are responsive to special needs that come up outside their contract and the pest control they use for us on a monthly basis has been effective. The response times for service calls have been great, same day service or the very next day.

The service techs are very professional with their work. Their willingness to answer questions or provide information has always been exceptional. The office will contact us two or three days in advance as to when the tech will be at our building for our monthly service.

Ron Wiese
Building Coordinator / Public Works
City of West Des Moines, IA

IOWA STATE UNIVERSITY
OF SCIENCE AND TECHNOLOGY

College of Agriculture and Life Sciences
Department of Entomology
Insectary Building
Ames, Iowa 50011-3140
515 294-7400
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To Whom It May Concern:

This letter is written in consideration of using Integrated Pest Management to solve or prevent pest problems in commercial, public, and private buildings in the Midwest.

Past experiences with narrowly focused methods of pest management has resulted in incomplete or temporary control of target pests. Widespread use of and reliance on pesticides has enabled some pest managers to satisfy the terms of poorly written contracts without dealing with larger matters of structural repairs and modifying maintenance practices or addressing the storage and movement of product in nonpublic areas of the facilities. Pesticide resistance has exacerbated some pest issues, but failures to control pest infestations largely results from inability of the pest manager and facility management to properly address various sustainability issues.

Integrated pest management (IPM) combines the most recent management techniques into a program that eliminates current pest populations and modifies certain building management practices to prevent future pest outbreaks. It incorporates pest monitoring, as well as sanitation, mechanical, and chemical control tools into a plan that is specific to a site or building layout.

A working example of IPM in a large-scale, dynamic situation is West Des Moines Schools. This district has been practicing IPM within its 14 buildings on nearly 37 square miles and the vendor awarded the contract from the beginning of the program is Preferred Pest Control. From monthly pesticide applications in each building and call back treatments prior to implementing IPM, the district has had only a handful of pesticide treatments done since the program began. This has been accomplished by skilled pest managers knowing what to look for and how to work with school staff to eliminate conducive conditions and monitor buildings for any incoming pests.

Mr. Brad Smith is one example of a pest management professional skilled in IPM. He participated in the first state steering committee to plan an IPM program for Iowa's schools. Mr. Smith also spoke at a multi-state school IPM conference in 2004 held at Iowa State University, and is a featured speaker for a state school IPM conference in Nebraska during summer 2011. He has participated in regional school IPM teleconferences. And, Mr. Smith is one of the pest management professionals that I seek advice from when planning national school IPM efforts.

My background in IPM is extensive and varied. My formal education includes a B.S. in biology and chemistry, a M.S. in entomology (insecticide toxicology), and a Ph.D. in urban pest management and horticultural insect pests. I have worked in the pest management industry, tree care industry, and am currently the coordinator of school and child care IPM programs for Iowa State University. In addition to working in Iowa, I have assisted in IPM programs in Colorado, Indiana, Kansas, Massachusetts, Missouri, Nebraska, Ohio, and South Dakota.

IPM is the most-encompassing, environmentally friendly, cost-effective, and sustainable approaches to pest management. I encourage your organization to carefully consider this approach to protecting your facility.

Sincerely,



Mark H. Shour, Ph.D.