

June 22, 2007



HMS Products Co.  
1200 E. Big Beaver Road  
Troy, Michigan 48083  
(248) 689-8120  
FAX (248) 689-5886

William S. Nelson  
Fire Chief  
Troy Fire Department  
500 W. Big Beaver Road  
Troy, MI 48084

Dear Chief Nelson,

I think that the "Boss" needs to know when a member of his staff goes beyond the call of duty, and that is the purpose of my letter.

Our company, HMS Products Co., had an inspection by the DEQ in May. The Environmental Quality Analyst recited numbers and quoted handbook passages as if it was common knowledge to me. His lack of thorough explanations left me with many unresolved questions, and a call to him was frustrating. One thing he did tell us is that we were to inform our local Fire Department that there were materials that were classified as hazardous on our property, in case of an emergency. This was the reason I had the good fortune to speak with Lt. Janusz Bora of the Troy Fire Department.

Lt. Bora was extremely patient with me and explained what was required of a business such as ours. There was a series of phone calls, and he never lost his patience, and I felt went beyond the call of duty with his explanations. He referenced code books and made me feel very comfortable with the information he shared. I think we are very fortunate to have Lt. Bora in our community.

Too often the boss only hears about problems and complaints, and the compliments never make it to his desk. Please thank Lt. Bora for his helpfulness.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nancy A. Neghosian', written in a cursive style.

Nancy A. Neghosian  
Vice President