

Dear Valued Customer:

Please forward this to the person most likely to make decisions regarding your use of testing laboratories.

Thank you for taking the time to participate in this survey. IATL will use your responses to assist us in an organizational evaluation. We will look at our analytical services and, most importantly, the relationships with our customers. You can be sure that your input is valued. IATL management will personally respond to any findings, suggestions, complaints, and praise that you offer through the survey results.

Thanks again for your participation.

Sincerely,

Eric Snyder
President

Frank E. Ehrenfeld III
Laboratory Director

Please enter your contact and company information: (OPTIONAL)

Name:

Position/Title:

Company:

Zip Code:

Phone:

Your email:

1) How many “asbestos/lead” testing laboratories have you used in the last 24 months?

- Only IATL 1, not IATL 2 3 or more

2) How many environmental testing laboratories do *you* currently utilize?

- 1 2 3 4 or more

3) How many employees are utilizing environmental laboratory services at your company?

- Just me 2-5 6-9 >10

4) How do you contract laboratory services? (*check all that apply*)

- | | |
|---|--|
| <input type="checkbox"/> We do not have a formal contract – we just send samples and expect to be invoiced on our account | <input type="checkbox"/> Samples are sent to a qualified lab on a project to project basis only |
| <input type="checkbox"/> We do not have a formal contract – we develop and maintain a relationship with a quality lab | <input type="checkbox"/> My corporate management dictates which laboratory I will send my samples to |
| <input type="checkbox"/> We would consider a formal agreement if that would benefit our bottom line | <input type="checkbox"/> My client dictates which laboratory I will send my samples to |
| <input type="checkbox"/> We submit formal Request For Proposal documents for pre-qualified bidders | <input type="checkbox"/> Other _____

_____ |

5) What factors are most important in deciding what laboratory gets your company’s business?
(*please rank your top three*)

- | | |
|--|---|
| <input type="checkbox"/> Laboratory Reputation | <input type="checkbox"/> Lab’s status as a leader in the industry (eg involvement with AIHA, ASTM, etc.)? |
| <input type="checkbox"/> Relationship I have with a lab | <input type="checkbox"/> Convenience of sample delivery (overnight services, 24/7 drop-off, airport counter-to-counter, etc.) |
| <input type="checkbox"/> Accreditation / Certifications | <input type="checkbox"/> Other _____

_____ |
| <input type="checkbox"/> History of Quality / Competency | |
| <input type="checkbox"/> Experience of Lab/Analysts | |
| <input type="checkbox"/> Price per sample analysis | |
| <input type="checkbox"/> Lab’s location to my job site | |
| <input type="checkbox"/> Lab’s history of Customer Service | |

6) How many times have you visited our website in the last twelve months?

- Never Less than 5 More than 5 Routinely

7) IATL is in the process of evaluating our website. What features would you be interested in...?
(*Please rank your top three*)

- | | |
|--|---|
| <input type="checkbox"/> Auto email to you of any Laboratory News (IATL Newsletter) | <input type="checkbox"/> Your company’s account status (payment history, past due invoices, etc.) |
| <input type="checkbox"/> More Downloads of forms (eg Chain of Custody, Sample Log, etc.) | <input type="checkbox"/> Ability to make on-line payments |
| <input type="checkbox"/> More Downloads of Technical Bulletins (eg Consumer Product Safety Commission updates for lead in imported toys, etc.) | <input type="checkbox"/> Re-organized to make it easier to use |
| <input type="checkbox"/> Ability to track your samples through a customer login portal | <input type="checkbox"/> Other _____

_____ |
| <input type="checkbox"/> FedEx, UPS, DHL, etc. Tracking Links | |

8) When you think of IATL, what are some of the positives? (*pick three*)

- | | |
|--|---|
| <input type="checkbox"/> Excellent Analytical Quality | <input type="checkbox"/> Good People / Professional |
| <input type="checkbox"/> Responsive Customer Service | <input type="checkbox"/> Meet Requested Sample TurnAround Times |
| <input type="checkbox"/> Competitive Pricing | <input type="checkbox"/> Meet Final Report TurnAround Times |
| <input type="checkbox"/> Technical Responsiveness / Competence | <input type="checkbox"/> None, I can't think of any positives |
| <input type="checkbox"/> Clarity of Final Analytical Reports | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> They're good, I wish they'd provide more services | _____ |

10) When you call IATL for sample status, how helpful is the customer service representative assisting you? Do your inquiries get answered in a timely manner?

- Not helpful Somewhat helpful Often helpful Always helpful

11) How would you rate your overall level of satisfaction with IATL?

- Very Satisfied Satisfied Okay, but... Dissatisfied
- Primary reason _____

12) What analytical services do you currently utilize through other laboratories? (*please rank your top three*)

- a. TCLP for lead
- b. XRD for Silica
- c. SEM for materials characterization
- d. ICP for full metals analysis
- e. PCR for species specific mold analysis
- f. Microbiology (eg Legionella, etc.)
- g. IC for Hexavalent Chromium
- h. GC for select organics
- i. Other _____

13) Please comment on other services and test practices that IATL might consider to satisfy your analytical needs....

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY

For a more comprehensive Customer Survey, please see our website at www.iatl.com.