



August 18, 2005

To Potential Clients of Personnel Profiles Inc.,

Osmose Utilities Services, Inc. (Osmose) has been a client of Personnel Profiles Inc. since 1993. Osmose recruits for Field Crew Foreman, and various professional and management positions, throughout the United States.

For any company or organization considering adding pre-employment or pre-promotion assessments as a recruiting and employee retention tool, I strongly recommend Personnel Profiles as a provider for assessment services. Assessments are easy to administer to applicants, reports are promptly returned to Osmose, and Personnel Profiles staff is always available and eager to discuss assessment report results with our recruiters.

Initially Osmose used pre-employment assessments only to verify we were making a good hiring decision. Over the years Osmose has determined that a greater value from using pre-employment assessments comes from identifying a new employee's strengths and weaknesses, and designing a simple custom training program for each individual. Pre-employment assessment reports not only tell you if an applicant has the key skills necessary to perform a job -- it also gives you an idea of what training will be necessary for an individual to be successful. By recognizing mental aptitude and personality strengths and weaknesses, we can customize a training program to take advantage of an individual's skills or adapt the training plan to focus more energy in certain areas. Osmose is convinced that our reduction in early turnover and more effective training for new employees easily covers all costs associated with pre-employment assessments.

Personnel Profiles Inc. has more to offer an organization than mental aptitude and personality assessments. They are extremely knowledgeable in all aspects of HR, recruiting and training. In the twelve years Osmose has been a client of Personnel Profiles they have helped us develop a complete Employment Guide and an automated telephone application system, worked with various Osmose groups to study and reduce employee turnover, and held training sessions for Osmose recruiters and trainers. Personnel Profiles is currently designing and testing an online application system for Osmose.

If you would like additional information on Osmose's history as a client of Personnel Profiles Inc., please do not hesitate to call me at (716) 319-3438.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kip Hughes".

Kip Hughes
Operations Manager

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