



October 01, 2013

To Whom it May Concern:

**Servisair** is a leading global provider of aviation ground services delivering an integrated range of handling solutions across 118 locations worldwide. Servisair's team of 15,000 dedicated employees work around the clock to look after the needs of our 500 customers, handling 1.1 million aircraft movements, 106 million passengers and 650,000 tonnes of cargo per year.

Servisair's relationship began with JCAI in 2008 when their product offering was installed at the Central Deicing Facility at Toronto Pearson Int'l Airport. JCAI embarked on a major infrastructure enhancement to the CDF's automated guidance displays and through their project management were able to deliver superior message boards with no impact to the operation of the facility.

Servisair recognizes JCAI as an industry leader capable of providing different options and recommending alternatives to meet our customers' needs. We have built a partnership through the years and continue to look to each other for guidance in an effort to bring new and inventive solutions to the industry.

We have entered into many research projects involving Message Boards, Lighting Systems, Guidance and Tracking Platforms, as well as testing of new technologies that JCAI is pioneering in our industry today.

JCAI has demonstrated enthusiasm, commitment and dedication in supporting our technology requirements. Their support structure is first-rate and their team takes a direct interest in your business needs, finding a solution to satisfy!

Should you wish to contact me regarding JCAI's association with our business requirements, I can be reached at [ken.eastman@am.servisair.com](mailto:ken.eastman@am.servisair.com)

Sincerely,

A handwritten signature in black ink, appearing to read "Ken Eastman".

Ken Eastman  
Director, Deicing Services Canada