



MV TRANSPORTATION, INC.

M. G. Gardner
CEO
Avatar, Inc.
8157 Bavaria Road E
Macedonia, Ohio 44056

Dear Mark:

MV Transportation is dedicated to providing safe and efficient transportation services to its passengers and the hundreds of communities it serves. During the past several years, we have relied upon Avatar to provide expert advice and the design and development of custom risk mitigation strategies. In just a few short years you produced all of these programs for us:

- *The New Operator Training and Development Course (Vehicle-specific)*
- *The Trainer Certification Process*
- *The Road Supervisor Course*
- *Safety Leadership*
- *The Monthly Safety Initiative*
- *The Safety Resource Center*
- *Advanced BTW Training & Certification*
- *The OSHA Compliance Process*
- *Safety Alerts (targeted communication campaigns)*

These all work together to help us achieve continuous improvement, better safety results and lower loss costs. Your focus on people and people-performance improvement strategies has made a difference for us.

If you ever need a reference, please feel free to call on me. We're extremely pleased with your work and our results keep getting better all the time.

I appreciate your passion for making the world a safer place and will support you in any way I can. Please let me know how I can help.

Sincerely,

Andrew Higuera
Vice President, Safety