

Did you hear the news?

Eramosa Engineering, Inc. has just won for the second year in a row, the **Premier Award for Client Satisfaction**, presented by PSMJ Resources, Inc. – the leading management consulting firm for the architecture/engineering/construction industries.

That's right, Eramosa Engineering, Inc. is one of just a few engineering firms in North America honoured for providing their clients with exemplary service, benchmarked by **top quality communications, outstanding performance, and cost effective solutions**. We're also proud to be the only Canadian engineering firm to be selected for this honour.

The Award for Client Satisfaction surveyed the current clients of engineering firms from the United States, Canada, and Australia. Using an anonymous feedback tool, our clients were asked to rank our service performance in seven categories:

- Responsiveness,
- Quality,
- Helpfulness,
- Accuracy,
- Meeting schedules,
- Maintaining budgets, and
- Staying within scope and fees.

In all of these categories, our clients told us that Eramosa Engineering, Inc. exceeded their expectations. Moreover, **our firm ranked highest in the category of Helpfulness**, of all the firms in the 2009 awards.

So, to our clients, thank you. You put us first because we put you first.

Eramosa Engineering, Inc. was structured to provide our clients with an unparalleled level of service, attention to detail and superior technical solutions – a promise that we've delivered upon for more than a decade. As with all of the work we do, our vision and model for customer service is a design that works.

The **Premier Award for Client Satisfaction** demonstrates that, as you expected, we are consistently true to our word.

So, what can you expect from us in the future? **Excellence. Period.**

Tim J. Sutherns, M. Eng., P. Eng.
President, Eramosa Engineering, Inc.

