

TestAmerica - Committed to Effective Communications and Regular Updates with our Clients

TestAmerica is committed to better serve you and to provide regular updates for happenings in our Company through more effective communications. Many of you have requested regular updates that keep you informed of progress within the Company. We are listening to you.

To show our commitment, this is the inaugural issue of our Quarterly Client Newsletter. We welcome your feedback and suggestions as this Newsletter evolves to keep you better informed about TestAmerica.

TestAmerica - Ready to Serve

As we embark on the second quarter of 2008, TestAmerica has successfully completed the merger and integration of the two legacy organizations. While the merger was complex and took a significant amount of time and resources, we believe that a successful integration of our email, networks and facilities was a critical foundation in the ability to better serve you going forward. With stability of systems and processes across TestAmerica, the goal now is a higher focus on customer service and performance in our facilities. We are engaged in Company-wide training and awareness programs to accomplish this goal. Your feedback is essential in this process. We know that performance metrics are only guidelines for improvement in these areas. TestAmerica understands that improved and sustained customer service and performance in our facilities as enjoyed by you is the true measure of our efforts. Many of you have cited some of our Project Managers as exemplary in customer service. You have also cited the overall performance of some of our facilities as exemplary. In addition, you have challenged us to more effectively share the expertise of our star performers and also to share the Best Practices within our better performing facilities across the Company.

In response to this challenge we are increasing our efforts towards continuous improvement through two key programs - TestAmerica's Focus Item Program and Best Practices Program, both of which are now underway.

In addition to your existing contacts in TestAmerica, we also offer two people with full-time focus and responsibilities for improving the service and performance across TestAmerica to better serve you.

Your Directors of Client Advocacy:

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We always welcome your feedback and comments.

TestAmerica - Committed to Technical Leadership in Our Industry

We are committed to share our technical resources and expertise to demonstrate our commitment to the position of leader in the Environmental Testing Industry. TestAmerica recently participated in the following forums:

- 2008 Air & Waste Management Association, February 2008 Webinar Event, TestAmerica's Ilona Taunton was a Panel Participant on "Requirements for and Benefits of Laboratory Accreditation"
- 2008 Pittsburgh Conference, March 2008, New Orleans, LA, TestAmerica's Tom Stiller presented "Improving Accuracy and Sensitivity for 1,4-Dioxane Analysis"
- 2008 Pittsburgh Conference, March 2008, New Orleans, LA, TestAmerica's Dr. Mark Bruce presented "Adding Method 6800 to the Hexavalent Chromium Analysis Toolbox"
- 2008 DoD Environmental Monitoring and Data Quality Workshop, March, 2008, Atlanta, GA, TestAmerica's Larry Penfold presented the New Energetic Method, SW-846, 8330B
- 2008 DoD Environmental Monitoring and Data Quality Workshop, March, 2008, Atlanta, GA, TestAmerica's Dr. Mark Bruce spoke on Chromium Speciation Method 6800
- Engineers' Society of Western Penn, Business of Brownfields, April 2008, Pittsburgh PA, TestAmerica's Dr. Mark Bruce spoke on "Inorganic Arsenic Species Characterization and Monitoring"
- Texas Commission on Environmental Quality's Environmental Trade Fair and Conference, April 2008, Austin, TX, TestAmerica's Dr. Richard Burrows spoke on "The Nuts and Bolts of a Detection/Quantitation Limit Procedure – Putting together something that works" and Dr. Charlie Carter spoke on "Frequency of Positive Results in Laboratory Method Blanks"

TestAmerica will be represented at the following upcoming forum:

- Florida Society of Environmental Analysts (FSEA), St. Pete Beach, FL, May 2008, TestAmerica's Dr. Richard Burrows will speak on "Calibration in Environmental Analysis – Issues and Proposals for Improvement"



Improved Technical Support:

Ask The Expert: Solutions For Your Technical Projects

Do you have an environmental testing question? If so, whom should you ask? A chemistry generalist? Or an expert who specializes in the field of chemistry you are inquiring about?

You make the call. If you'd like to dialogue with an expert, TestAmerica's Experts are ready to hear from you.

As the LEADER in Environmental Testing, TestAmerica is proud to present its industry leading team of testing experts, each with a specific area of focus and poised to assist your pursuit of solutions.

Ask The Expert is easily accessed at www.testamericainc.com. Once you enter the site, simply click on the icon for **Ask The Expert** and select your area of interest. You will be directed to our experts and their contact information.

TestAmerica Laboratories Honored for Outstanding Performance

At our National Team Meeting in Las Vegas in February, the laboratory that showed the best all around service and performance for 2007 was honored as **TestAmerica Laboratory of the Year**. We are very proud that this honor went to the **Savannah Laboratory**. Ben Gulizia, Laboratory Director of Savannah, and his team remain ready to serve our clients at a very high level. The award was based on performance for customer service, responsiveness, quality, health and safety record, and overall leadership within the Company on Key Performance Indicators.

Other awards included:
Exemplary Customer Service: Nashville and Chicago

Exemplary Health and Safety Program: Tallahassee

Exemplary Quality System: St. Louis

General Company Updates

A number of you have told us that you would like to know when there are major changes to our leadership and management teams across TestAmerica. There are several organizational changes to share in this publication:

- Dr. Keith Wheatstone has been named as Chief Operating Officer (COO) for all of TestAmerica Laboratories.
- Jodie Carnes has been named as the Laboratory Director of the Richland, WA facility.
- Elaine Wild continues to serve as the interim Laboratory Director of the St. Louis, MO facility.

- Bosco Ramirez now serves as Corporate Operations Director.
- Mark Lambert left the Company on February 29th, 2008.
- Tim Armstrong has been named as the Quality Control Manager of the Richland, WA facility.
- Christina Mott has been named as the Quality Control Manager of the Tacoma, WA facility. Christina was a Quality Assurance Specialist for a number of years in the Denver, CO facility.
- Brett VanDelinder recently moved from his position as Customer Service Manager at the Denver facility to the position of Manager of the Project Management Group for Denver.
- Bruce Harris was promoted to Executive Director of Sales in the Southwest when Roan McRae left the Company.
- Craig Bromley is the new Laboratory Director in Houston, TX.
- Linda Eshelman is the Customer Service Manager of the Phoenix, AZ facility. Please note that the two legacy facilities in Phoenix, AZ have been combined into the former AEL facility for a unified laboratory to better serve you in that market.

Updated TestAmerica Website

We are very proud of the updated website at www.testamericainc.com. Please visit the site for press releases and additional Company updates.

You will also be able to readily access your 'in progress' files and data through TestAmerica's industry-leading web portal **TotalAccess**.

TestAmerica's online search capabilities have been upgraded for certifications, capabilities, and field/courier/mobile services for any of its facilities. We know that accessibility to your data as quickly as possible is a high priority for most of you. Some versatile new features and functionality have been added to **TotalAccess**. A profile of **TotalAccess** will be featured in the newsletter next quarter.

We always welcome feedback and suggestions regarding our web access and online capabilities. This site is designed to better serve you!

We want to hear from you.

Please email your input regarding this Newsletter to clientfirst2@testamericainc.com. This email address may also be used to communicate any concerns or requests you have regarding our customer service and responsiveness. TestAmerica's goal is to listen carefully to your feedback which will provide extremely valuable guidance for our actions toward continuous improvement in customer service and performance.