



## Security & Safety

Ingersoll-Rand Company

Security & Safety  
2720 Tobey Drive  
Indianapolis, IN 46219  
(317) 613-8944

April 9, 2002

Thomas S. Cooler, SIOR  
Senior Vice President  
CB Richard Ellis, Inc.  
115 W. Washington Street, Suite 1170 South  
Indianapolis, IN 46204

Dear Tom:

Your dedication and service to the handling of our real estate needs was done very professionally with such successful results that I wanted to send you this letter as our vote of confidence in your capabilities.

When you handled our 196,000 square foot distribution facility, we had the challenge of the landlord addressing our needs with their participation in making needed improvements to the property. Your market knowledge and insight assured us of a better negotiating position for a renewal of our lease on the building. You met, if not exceeded, our expectations in the new lease structure that made us completely satisfied in the signing of the lease extension.

The latest assignment of the consolidation of our engineering and customer support center was truly a test of wits. You performed admirably and stuck it out through some very intense negotiations to a successful conclusion. The fact that we threw a last minute curve of wanting to terminate our 14,000 square foot laboratory operations with the same developer kept you on your toes. You guided us through the process to a very satisfactory finish.

We had confidence in hiring you and your team to satisfy our real estate needs and we will again in the future.

We want to wish you the best of luck and continued success in the industry.

Sincerely,

  
**Ingersoll-Rand Company**

Jeff Guess, CPM  
Purchasing Manager  
Security & Safety Sector