



go new places.®

Platinum Quality Service Award

Awarded To

Highland Van & Storage, Whitby ON

In recognition of exceptional customer service
provided during the previous four business quarters

Presented this 15th day of June 2017

President and Chief Operating Officer



June 15, 2017

Highland Van & Storage Co. (8974)
Attn. David Rockbrune
528 Victoria Street East
Whitby ON
L1N 9Z4

Dear David,

Congratulations on earning an **Atlas Canada Platinum Quality Rating** designation.

The Atlas Canada Platinum Quality Rating designation is a significant achievement. This can only be accomplished through tireless hard work, attention to detail, and a **genuine commitment** to providing **Superior Quality Service** at every stage in the relocation process.

A Platinum Quality rating designation determination is based upon your customer questionnaire ratings, claim responsibility cost, and compliance with our policies and procedures, which must all provide for a minimum level of **80 quality points or higher** out of a possible 100. It is a testament to your team's dedication, and unparalleled effort to ensure every customer an **Exceptional Relocation Experience**.

We are extremely proud to have your team represent the Atlas Canada family. Thank you for the wonderful work your office is doing and please pass on our congratulations to all your well deserving staff.

Sincerely Yours,

A handwritten signature in black ink, appearing to read 'Fred Haladay', is written over a white, irregular shape that looks like a stamp or a piece of paper.

Fred Haladay
Senior Vice President & Chief Commercial Officer