



February 23, 2009

To Whom It May Concern:

I have worked with Jim Nelson and Business Continuity Services and can wholeheartedly recommend their services to you.

Many years ago, I worked with Jim as he lead the business continuity, disaster recovery and mission-critical operations protection efforts of a major insurance company. His organization skills, his thorough grasp of the significant issues and his frank and uncluttered communication style allowed decision makers to understand and act with confidence. I learned much from Jim at that time.

In 2006, Jim and I made a presentation to the annual conference of the Council of Educational Facility Planners, International (CEFPI), on resilient communities and the role that school facilities play as significant community assets. Jim brought extensive knowledge to the dialogue, which was of keen interest in the wake of hurricane Katrina.

I am sure you will be impressed with the service you receive from Jim and BCS, and your organization will benefit from your relationship with them.

Sincerely,

Bill Heinicke, LEED AP, REFP  
Director of Planning