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March 26, 2018

VIA EMAIL

Kenneth Schultz
President
Shannon Construction Company
3257 West Liberty Avenue, Suite 200
Pittsburgh, PA 15216

Mary Haffner
Project Manager
Shannon Construction Company
3257 West Liberty Avenue, Suite 200
Pittsburgh, PA 15216

Dear Ken and Mary:

I hope this correspondence finds the Shannon Construction team doing well. While it has been some months since you completed our beautiful 46,090 RSF suite encompassing the entire 7th floor of the Union Trust building, please do not let the passing of time diminish my high praise for your company and the team who worked on our project. Through this correspondence, I express my abundant thanks to you and your team for the construction of a well crafted suite delivered early, according to spec and within budget. I am pleased to serve as a reference on your behalf, both now and in the future.

Ken, in our initial interview during the project bid process, you promised Shannon Construction would work with us with integrity and professionalism, deliver quality workmanship and strive to meet our expectations. You delivered all of this and more.

One of the most impressive aspects of working with our assigned team was the level of communication, organization and attention to detail infused in every aspect of the project management and construction. One of my primary concerns prior to starting the project was related to the joint effort to manage the project from our corporate office in Philadelphia in collaboration with our local management team in Pittsburgh, our architect and your company. You addressed this concern through the online portal and the distribution of standardized, scheduled meetings and documentation.

Mary skillfully conducted the weekly progress site meetings with participants both on-site and on conference. She managed them amicably and professionally while keeping all participants on track and accountable. The formalized weekly meeting notes provided a consistently formatted presentation on project status and updates by trade. The Request for Information (RFI) and Specifications Submittals logs provided line item detail while including an audit trail listing requestor, respondent, dates and other pertinent information. There were minimal Change Orders for a project of this size and scope because of the attention to detail and willingness to explore creative solutions, when previously unknown field conditions arose.

I relay with all sincerity and candor that Richard Clark, the on-site supervisor, was one of the best I have had the privilege of working with in my experience encompassing over 60 relocation and expansion projects for Marshall Dennehey. He provided a daily journal containing on-site progress photos and the Work Log outlined the on-site Construction Trades and a synopsis of the completed work and hours worked by trade. He also reported on additional aspects such as job safety and visitors to the site. Rich had an excellent working relationship with my team, including the architect representing Marshall Dennehey. When on-site or discussing details during a conference call, Rich was attentive and an active listener. He worked with us to resolve building field conditions and to patiently address the myriad of questions and concerns posed by my team. I observed Rich's working relationship with subcontractors, which was professional and respectful yet firm. I was very pleased to find the job site clean and broom swept every day. This act, defined on day one, demonstrated expectations of all the trades and the level of care and concern for on-site job safety.

I appreciated your on-going commitment to meet our target completion date. I was very pleased when you delivered the suite almost a month early to enable my team to work with our vendors to install high density filing, a large quantity of new furniture and services such as coffee, supplies and so on. Because of this advanced installation, we opened for business on the Monday morning following the move in weekend.

Each week as we walked the space and saw our vision become a reality, we became more and more excited about the finished work product. Our new suite has infused the local office with renewed morale and vigor. I know I speak on behalf of our entire team when I say thank you for working with us as a true partner.

Sincerely,



Liz Brown

LLB:ac

cc: Scott Dunlop