



**August 16, 2010**

### **Risk Reduction Services from The Starr Group**

The Starr Group is not only a great disaster response company, as we found out with the Microburst in July of 2010 when we sustained major roof damage, but they also provide a function that will help your company internally with expertise in human resources, OSHA requirements, and team building. The healthcare coordination Starr has provided has been top notch as the market prices increase dramatically and regulation changes occur.

Over the past few years our company has had the opportunity to expand our market and grow internally. To do this successfully you have to have a dedicated team not only on the inside of the organization but also on the outside. The Starr Group has been key to our outside support area and has helped us reach our attainable goals.

Accent has utilized the risk reduction services on several levels during the past few years. The Human Resource expertise's they have offered through small group seminars and the one on one counseling from Jim Ritter has been outstanding. They helped us implemented several key changes including a revised handbook to better reflect our direction and our employee review forms. They have acted as an extension of the human resource department with a great deal of expertise that we were unable to account for with a staff. Our most effective internal change came from the assistance of their OSHA expertise with the help of Todd Grover and his knowledge and professionalism. We revamped both facilities to be compliant with the OSHA regulations and we successfully implemented operation procedures, equipment safety maintenance, and the Starr Group showed us which regulatory paper work that was required.

Currently, we are utilizing the "Sales and Leadership Development" services they offer with NRG Beyond Measure. This service has been a life line during this recession and has allowed us to stay on track and has allowed Accent to grow opportunities and expand in the market.

We have enjoyed working with The Starr Group and consider them to be part of our family at Accent and are privileged to have them part of our team.

Wendy Gold  
Controller

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