



November 21, 2011

To Our Valued Customers:

I want to first thank you for your continued business and the opportunity to be your contract sterilization provider. It is a tremendous responsibility, one which we value and take very seriously. The purpose of this communication is to give you an update on the progress of our newest EO sterilization facility in Costa Rica.

In the last few months, we have completed our designs, engineering drawings, EO process layouts, and we have contracted for the construction of the building. We have worked closely with our business park owners, ProPark and with the Costa Rica Investment Promotion Agency (CINDE), and I want to thank them for their cooperation and guidance. Permit applications for the site and building have been submitted, and we expect to start excavation and site development this month.

In addition, the environmental permit application (D1) and environmental impact assessment have been submitted to SETENA. Other internal work is progressing according to schedule, with all long lead time equipment on order. Finally, and most importantly, an experienced, EO facility General Manager has been selected and will be on site in January. So, we are on schedule for the facility, equipment installation and operation qualification to be completed by October, 2012, followed immediately by customer validations.

As you would expect, the facility design will be to the highest level of equipment specification, engineering and process controls, emission equipment efficiency and redundant safety systems. We will take advantage of all the experience and knowledge we have from operating EO facilities over the last fifty years. Additionally, we will utilize the latest in emission control equipment design that will exceed the current requirements of the U.S. EPA. Safety is our first priority to our workers and to the environment.

Thank you for your continued patience, and I look forward to meeting you at our open house in October, 2012.

Sincerely,

David E. Meyer  
President and CEO  
Sterigenics International