



January 14, 2010

Dear Esteemed Client,

We hope you had a great holiday and that the New Year has started off well.

In my December 23, 2009 email, I addressed various issues raised by the SEIU union in its campaign to pressure Andrews International into entering into a broad based recognition agreement. The result would be the unionization of many of Andrews' employees and customer sites. I appreciate all the positive feedback and support we have received from our clients. It is my intention to continue to keep you apprised of developments with respect to issues that concern our relationship with you.

One question raised by a number of clients is why Andrews has not responded publicly to the SEIU's campaign. It is true that the SEIU has taken its campaign public and Andrews has intentionally not done so. Our approach has been discussed and debated, on many occasions, among our managers and partners.

The reason for the SEIU's "public" campaign versus Andrews' "private" approach is found in our very different goals. The SEIU is trying to pressure Andrews into recognizing the Union. Their public campaign is an attempt to embarrass Andrews, raise client fears and create an environment that will compel us to capitulate, all with little regard to the wishes or desires of our security officers. The goal of Andrews International is to continue providing quality service and to ensure that our customers and employees are kept fully informed. We have committed our resources to rapidly responding to any claim or allegation made by the Union through a two prong approach.

First, we are communicating on a regular basis, at least monthly, with each of our customers, informing them of the true facts behind any Union allegation. Secondly, we are inviting questions from our customers and responding by having our senior management and counsel available for meetings and telephone conferences. When questions are general in nature, we will address them through emails such as this one. In this regard, I invite you to bring any question you may have to my attention.

We believe the Union prefers to engage us in a war of words through the press, which increases the "ink" received by the Union's myth and mudslinging campaign. Obviously, the SEIU recognizes that it has not and cannot succeed by dealing one-on-one with customers and employees who can distinguish fact from fiction. We know that our image is based on the quality of services we deliver and the continuation of an open, honest and frank dialogue with our customers and employees. So far, our clients have overwhelmingly and positively responded to our approach. In fact, one hundred percent have stood with Andrews throughout the Union's campaign.

You may find it interesting that this week Andrews International's subsidiary, Advanced Tech Security, recognized a union seeking to represent our security officers at a large New York shopping mall. This occurred after consultation with our client and that union demonstrating that a majority of employees wished to be represented. The client indicated a willingness to accept the higher costs and operational issues that will arise, and, concluded a unionized workforce was consistent with its priorities. It is worth noting that this union never engaged in a negative public or private campaign. Our relationship with them, and other unions, has been very positive and cooperative.

Should you have any questions, please let me know. If you wish to discuss this matter further, feel free to contact me and a meeting will be scheduled at your convenience.

Thank you for your support of our Company and our employees.

Sincerely,
Randy Andrews
Chairman and Chief Executive Officer
Andrews International

