



## Letter of Recommendation

To Whom It May Concern:

Independent Fire Services have been our preferred contractor since 2006.

Dublin Zoo currently contracts Independent Fire Systems to carry out inspections on Fire Alarms and other Warning Systems in accordance to the standards. This includes the maintenance, upgrades and/or installations if required and provide expert advice with regard to changes in legislation etc.

It is a critical requirement each staff member of IFS to take responsibility for delivery of the service and ensure the customers requirements are met to the highest standard. It is Dublin Zoo's experience, both IFS as a company and their staff continue to provide a consistent service over the last 6 years demonstrating a high level of competency, expertise and above all are customer focused.

The 24 hour call out service is achieved through agreed service levels agreements and the call outs are responded to within 1-2 hours of the call being requested, which is vital in the smooth running of our facility.

I would have no hesitation in recommending IFS to any of our associates or potential client of theirs, and am available to discuss any of the above comments should you wish to discuss further.

I hope the above meets your approval, if you have any queries please do not hesitate in contacting me.

Yours Sincerely

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Michael Shaughnessy  
Dublin Zoo Facility Manager