



World Headquarters

MAY 1, 1997

**UNITED AIRLINES
EXECUTIVE OFFICES - WHQSE
GLEN WINN - TEAM LEADER
CORPORATE SECURITY
POST OFFICE BOX 66100
CHICAGO, ILLINOIS 60666
847 / 700 - 5457**

TO WHOM IT MAY CONCERN:

As responsible for the People and Asset Protection of United Airlines, I am writing this LETTER OF REFERENCE for

**DAVID A. HERTO
PRESIDENT
HERTOG & ASSOCIATES**

Our professional relationship started in 1993. His professional services have been required when my staff's work load precluded completion of critical time sensitive assignments. Dave's assignments have included:

- 1. Evaluation of security services at the World Headquarters**
- 2. Physical security survey of our Corporate Headquarters**
- 3. Implementation of selected security recommendations**

Dave's expertise has not been limited to, but displayed in these areas:

- 1. Locking devices**
- 2. Alarm sensors**
- 3. Guard operations**
- 4. Parking and traffic control**
- 5. Physical security planning**

Our professional relationship has required a Confidentiality Agreement with Dave, precluding disclosure of specific information. However, either myself or Tom Hunter (who has closely worked with Dave during the last two years) would be very willing to answer any inquiries.

Very Truly Yours,


Glen Winn