

11th November 2019

BMS Ticino SAGL
Street GIAN ALFONSO OLDELLI, 1
CH-6850 MENDRISIO (Switzerland)

Dear Sir/Madam

Trend Control Systems is a UK based company within the Honeywell Corporation which is a \$40Billion per year worldwide technology provider.

Trend Controls has a worldwide distribution and support network covering over 50 major countries and has over 35 years experience in the Building Energy Management Systems (BEMS) sector. We provide our product solutions only through our Trend approved partner network providing local knowledge and expertise in all the countries/regions that we operate.

We provide end users with true choice of supply, both during installation and commissioning of new systems but also with ongoing system support, post occupancy maintenance and solutions. Utilizing our accredited partner network avoids the risk dealing with unsupported businesses and avoids expensive "lock-in" often attributed to competitors offering direct delivery models.

Our accredited partner network comprises of businesses that have proven expertise in engineering and installing Trend systems and whom we regularly audit for appropriate quality, health and safety and commercial standards of business. A listing of our accredited partners by country/region can be found on our website <https://www.trendcontrols.com/en-GB/partners/Pages/default.aspx>

Those businesses who do not meet our standards will not receive accreditation and licensing to enable the provision and support of Trend solutions. The use of un-licensed and therefore unapproved software exposes customers to the risks of systems being installed without the latest technology, enhancements and associated benefits. Also customers will be without the assurance of support from Trend the manufacturer.

Despite the global economic downturn Trend have continued to grow our worldwide business and market penetration and remain in excellent financial health. A major factor in our success is what we call the 'Trend difference'

- **Experience** – 35 years designing, manufacturing and distributing leading edge Building Energy Management Systems.
- **Technology** – 1st class product development, driven by customer requirements, which has resulted in Trend being the market leader in the UK and enviable positions in multiple western European markets.
- **Differentiator** – 35 years of proven, seamless backwards compatibility – protecting our customers' investments.
- **Choice** – By providing a number of partners in any given country/region providing our customers with competitive choice and pricing.
- **Support** – Market leading Technical Support and Training (customer and end-user) through regional offices to ensure local support from Trend is available to our accredited partner network and end customers.

Should you be in any doubt about Trend's ongoing commitment to support its existing customers base both now and in the future then please do not hesitate to contact us directly, either the Trend region office or our head office where you are very welcome to visit and tour our research & development and manufacturing facilities based in Horsham UK.

Yours faithfully



Jero Bermudez
Partner Channel Sales Leader for Southern Europe
Honeywell | BMS

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