Seattle Public Utilities

6/24/2025

Subject: Letter of Recommendation for Pacific NW Bio Hazmat Clean Up Specialist

To Whom It May Concern,

It is my pleasure to write this recommendation letter for Nicole Norman and Pacific NW Bio, a trusted and valued contracted service provider specializing in the responsible collection, handling, and disposal of bio-waste. I have had the opportunity to work directly with Pacific NW Bio and have consistently found their performance to be professional, reliable, and aligned with our core values.

Pacific NW Bio has demonstrated an unwavering commitment to safe and compliant bio-waste management. Their team operates with a high level of technical knowledge and integrity, ensuring that all regulatory requirements are met or exceeded. They have provided services ranging from bio waste and sharps removal and disposal. To providing on-demand, large-area encampment bio-waste clean-up, as well as public event support and emergency response coordination. In all instances, their attention to detail and adherence to safety protocols has reinforced my confidence in their work.

Pacific NW Bio has demonstrated a proactive approach to communication, scheduling, and problem-solving with residents and business owners in the City of Seattle. They are responsive to the needs of my team and customers, adaptable to changing circumstances, and consistently deliver on their commitments. Their ability to provide thorough documentation and compliance records also supports our accountability and reporting requirements.

I consider Pacific NW Bio not only a vendor, but a trusted partner in maintaining a healthy, clean, and safe environment for our community. I wholeheartedly recommend their services to any organization or jurisdiction seeking a capable and conscientious provider of bio-waste management.

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