



2/18/02

Mr. Gary Berntsen  
Lakeridge Paving Company, LLC  
P.O. Box 5430  
Kent, WA 98064



Dear Gary:

I am writing to you as a follow up on the Service Linen Supply project located in Renton, WA that we just successfully completed together. I wanted to take the time to let you know how much RBI appreciated the hard work and professionalism that you and your employees brought to this project. The teamwork and determination to hold to the schedule and keep the quality level high showed in the finished product. Many of the Service Linen Supply personnel remarked that this was one of the smoothest and most professional staffed projects they had ever seen!

RBI really appreciated the cooperation and extra effort that your company gave during this construction project. Because RBI is always working to have a long-term relationship with our clients, the extra effort given on this project should be helpful in working with Service Linen Supply on future jobs. With all of the competition in our marketplace it is nice to know that we can set ourselves apart from the others with great service and high quality work.

Please accept my congratulations on a job well done, and my professional respect on the ability of your company and your outstanding employees. I would look forward to working with you and your company on future projects.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jim Bray". The signature is stylized and fluid.

Jim Bray  
Vice President of Operations  
Senior Project Manger

CC: Rick Ward (RBI President)  
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