



Quebecor World

Mr. Stanley H. Segal
President
KOLOSTAT INC.
2205 Francis Hughes Ave.,
LAVAL QC H7S 1N5

November 20th, 2002

Subject: Quebecor World Islington (high Bay) Toronto
Reference: Mechanical / Electrical

Dear Mr. Segal:

On behalf of Quebecor World Islington Toronto I would like to take this opportunity to thank you and your organization for the hard work and dedication in bringing the above project to successful and on time completion.

The ability of your design build department headed by Daniel Robert P. Eng., to work with our consultants and reengineer their original concept to meet our budget, while maintaining their design philosophy for comfort, energy consumption and heat recovery, is what I understand you do all the time.

Your Toronto branch headed by Spiros Athitakis P. Eng., undertook this \$ 1,000,000.00 mechanical and electrical installation with great care and professionalism. During this time your firm was able to meet all our delivery dates as well accommodated any service shut downs without any production interruptions.

We noted that your Eric Hintermueller, Senior Vice President; Jason Wooden, Project Manager, and even you the President made many visits to the construction site to ensure our total satisfaction. You even met our extended financial budget requirements when we requested it.

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I take great pleasure in being able to write such a letter, appreciate your service, professionalism and look forward to working with you again.

Yours truly,

Ken Languay
Vice President Manufacturing
QUEBECOR WORLD ISLINGTON
KL/dw

cc: Spiros Athitakis P. Eng. Toronto General Manager