



fraserhealth

Better health.
Best in health care.

B.C. Textile Innovations
312 – 1952 Kingsway Street
Port Coquitlam, B.C.
V3C 6C2

MAY 18, 2007

Attention: James Taylor, President

Hi James:

As we near the first anniversary of our scrub supply contract with BCTI, I want to let you know that we are very pleased with the product / service you have provided to date.

To date, the order fill rate has been 100%, lead times on our orders are measured *in days*, and the quality of your products have been exactly as ordered.

As well, the 'small things' such as your organization and processing of orders to our multiple locations, packaging and labeling of contents, and quick and thorough response to inquiries all add up to superior service with zero headaches, which vastly improves our ability to service our own customers within Fraser Health.

Regards,

Larry Spedel

Manager, Linen Services