



Trois-Rivieres
September 22, 2005

Dear Rob,

I would like to take this opportunity to demonstrate my high satisfaction on the ATR type course that you gave in our facility from March 14 to April 1, 2005.

The quality of the course, the pertinent information and the appropriate content that were given were definitely up to my expectations and I am very pleased with the good job you did.

Unhesitatingly, I would recommend you to all companies looking for quality training.

Best regards,

A handwritten signature in black ink, appearing to read 'Yves Barbeau', written over a horizontal line.

Yves Barbeau
Director Quality Assurance