

Mr. Jason Dunbar
Jancewicz & Son
6 Morgan Street
Bellows Falls, VT 05101

Dear Mr. Dunbar:

Subject: Job Location

Job: Install standing seam metal roofing

Project Manager: Derek Goldsmith, Team Members: Bill & Eric

Since your responsibilities probably do not allow you the time to visit on-site to view the performance of your employees, I'm taking the time to report in list form what I observed.

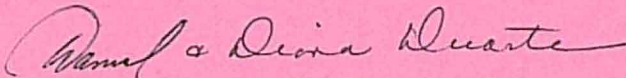
- Punctual morning arrival prior to eight o'clock
- Well-organized in laying out materials and equipment to be used
- Established goals to be met for the day
- Efficient and resourceful in practically every task
- Conducted themselves professionally and responsibly
- Worked as a caring and effective team
- Ensured that no part of an exposed roof would be left uncovered over night
- To a man, each was very competent in all tasks
- Willingly shared or assumed another's task
- Very conscious of the cost of materials as waste was minimal
- Fanatical attention to cleanliness at the conclusion of the work day

The above may be what you'd expect. The key is that it was demonstrated.

However, there is another aspect which I believe to be more important. It's what Derek and his team, as well as the four new workers he brought Saturday and Sunday (after first asking our permission), exhibited as people—not workers. To a man, they were all extremely pleasant and cooperative with one another and more importantly to my wife and me. During the entire job, bad language or verbal abuse among the workers was never heard.

One day, I said to Derek "There must be a corporate culture with a set of values and beliefs that I am seeing here." His response was "There is, and if as a worker you cannot buy into it then the other workers don't want you on their team." It was evident that everyone, in spite of the hard work associated with roofing, was committed to their work and was congenial while doing it.

Sincerely,



Daniel & Diana P. Duarte
In-laws of Matt, parents of Melissa

P.S. Extremely important to me was the meeting with Derek prior to his first day on the job to review the contract. It served to establish a rapport both in personalities involved and understanding of what had been discussed as work to be performed. I believe the job went smoothly in great part because of this initial get together.

copy: Derek (please share with Bill and Eric)