



Mr. Gary Owensby
Burns International Security Service
14900 Interurban Ave. Suite 138
Seattle, WA 98168

January 20, 1999

Dear Mr. Owensby :

This letter is in regard to Mr. Jeffery Daughtry and the excellent service he has provided to Quebecor Integrated Media during the past several months.

Mr. Daughtry has provided us with unsurpassed security presence during chaotic times. His professional, mature and cheerful demeanor can always be counted on. He has diffused potentially serious situations that would have surely resulted in calls to 911 had he not taken the lead and ownership of the situation. He can always be counted on by our employees to ensure a safe and secure work place and he has effectively addressed issues that would have resulted in theft of customer and company property. Mr. Daughtry has always provided fair, accurate and objective reporting of each incident no matter how trivial or serious. Mr. Daughtry has provided us with good council and many suggestions on how we can make our work place safe and more secure. Every request made to Mr. Daughtry is met with a cheerful and positive response.

In closing, let me express my appreciation to your security personnel and Mr. Daughtry in particular for a job well done!

Best regards,

Cliff Berthlot
CD Engineering Manager