

1997 September 09

Mr. Paul Phone, President  
Classic Group  
3016 - 21st Street N.E.  
Calgary, AB T2E 6Z2

**APPRECIATION FOR SUPPORT PROVIDED**

Dear Paul:

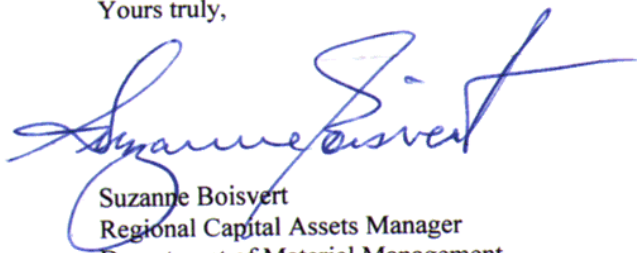
I would like to take this opportunity to thank you and your Team at Classic Group for the outstanding support you have provided the Calgary Regional Health Authority throughout Transition 97.

Under the enthusiastic leadership of Dave Montgomery, the process of physically relocating all programs from the Bow Valley Centre to various sites has gone very smoothly, with minimum disruption, damage or delays. The huge volume and time constraints did not deter Classic Group from accomplishing the task at hand. In a word, the coordination efforts and the expertise provided by Dave were simply superb. His relentless support and cooperation in re-arranging move schedules and ensuring the efficient completion of every single move were an intricate part in making Transition 97 a success.

Justifiably so, many CRHA staff also spoke in glowing terms of "The Classic Guys". Aside from Dave, Jeff Friesen and Trevor Davey come to mind for their tireless work in ensuring our staff were completely satisfied with their moves. Their dedication, courtesy, and good humour certainly went a long way to alleviate the concerns of users, particularly when the volume appeared so overwhelming to most staff. Angela Scott was also a pleasant addition in dispatch and, several times, "pulled rabbits out of a hat" to staff the numerous concurrent moves we gave her.

Overall, the Calgary Regional Health Authority is grateful for the excellent support provided by Classic Group. Please ensure to pass on my sincere thanks and appreciation to your staff for their outstanding work.

Yours truly,



Suzanne Boisvert  
Regional Capital Assets Manager  
Department of Materiel Management

c. Bob St.John, Contract Administrator