



October 1, 2004

CONTEK INC.
Attn: Gerry McCoubrey
1400 Marie-Victorin Bureau 105
St-Bruno, QC J3V 6B9 Canada

RE: **LABSYS PROGRAM**

Mr. McCoubrey:

Please accept my gratitude and complete satisfaction for your Labsys program. As Director of Technical Services for Service Rock Products with 10 ready mix and 2 aggregate plants, I was looking for a program that would record our tests results for both concrete and aggregate, keep track of the projects and their locations and run analysis of the data to present to production or our customers.

In the past, like many ready mix suppliers, I ran spreadsheets and would piece meal my data from one file to another to get the information I needed. I would also have to wait 24 hours to access the information by printing out the batch data or waiting for the data from the lab techs the next day when the results came to our main office. Now within seconds I am able to retrieve this information in real time and make decisions based on this data. The program is easy to navigate and can be utilized by either a ready mix/aggregate supplier or an independent laboratory.

Working with your staff has been excellent and we are fully confident that if we have any problems there is always someone there to help us. We thank Eric Turgeon and Robert Chouinard with their assistance with training and immediate attention with any programming problems. Having both of them onsite was a huge asset for the implementation of this program and giving us the confidence to go forward with a big change on the way we track information.

The biggest challenge, as you know, was the integration with our batching system to have the mixes entered into Labsys and have it immediately updated in the ticketing program and the batch console. Having your team working with this company, who has given high praises on how well you worked together, is worth every cent spent on your product.

We are now on a new path with greater amount of information and we highly recommend to any company considering a lab program to call us for our experience with Labsys. Personal thanks to you Gerry for being there every step of the way and to your team for helping us through this transition.

Sincerely,

A handwritten signature in black ink, appearing to read "Marc G. Robert". The signature is fluid and cursive, written over a white background.

Marc G. Robert
Director of Technical Services

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