



Procurement Department

3750 Kitchener Street Burnaby BC V5C 3L6

November 17, 2009

Anne Oughtred
Ryan Vending
#10 - 2075 Brigantine Drive
Coquitlam BC V3K 7B8

Dear Anne:

I would like to take this time to thank you and your staff for continually working to accommodate Coast Mountain Bus Company's needs. Over the last 18 months, we have approached Ryan Vending several times with requests which have all been addressed and resolved.

It is appreciated that Ryan has put the effort into keeping the product lineup consistently the same throughout each of our loops, exchanges and facilities. This can't be an easy task as there are 40+ machines all over the lower mainland to deal with.

Lately Ryan has assisted us in finding a vend coffee solution outside of their normal practice. Currently a pilot project is underway at two of our locations and it looks promising.

Dealings with Ryan Vending have been excellent knowing their team has worked together to accommodate Coast Mountain Bus Company's wishes.

Keep up the good work!

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tracey Phillips', is written over a circular blue ink stamp.

Tracey Phillips
Contracts Analyst