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ESI Group USA

To whom it may concern:

After occupying our Business Review and Conference Center for over two months, I felt it was time to give thanks and express Sysco Los Angeles' appreciation for the hard work and expertise provided by key individuals at ESI. We have a beautiful building that impresses all visitors, and helps Sysco Los Angeles provide valuable services to our customers.

Our ESI Team of Dana and Cheryl Johnson, Tom White, Jerome Olander, and Tim Nguyen were the perfect choice for our project. They communicated well with each other, and with Sysco. Everyone always knew everything needed to keep the project moving.

Here are a few comments I have regarding each ESI team member:

Dana Johnson

Dana kept everything coordinated and running as smooth as possible. We had many adversities throughout the construction process, but Dana always found a work around, and kept us moving forward. His superior knowledge of construction enabled him to solve issues as they happened.

His ability to control the sub-contractors ensured they worked **safely** and productively. This was stressed in each weekly construction site meeting. Dana pursued perfection and never gave up until it materialized!

Our project had many phases to completion. Coordinating the ever changing traffic flow, parking, and pedestrian flow in and out of our existing buildings became a very difficult task. Dana and Cheryl created signs, continually moved fencing, and worked any time of day necessary to assure the least amount of disruption for Sysco. Sysco's employees were amazed how little they were inconvenienced during the construction project.

Cheryl Johnson

Cheryl kept the Construction Office under control at all times. Correspondence was always timely and to the point. With Cheryl, no job was too small, too difficult, or too big. She would tackle any task and complete with perfection. Truly the master at what we called "Special Projects" on the job site.

Tom White

Tom's tremendous knowledge of the construction industry made him the perfect Project Manager. It's a difficult task to manage costs and still provide the client with 100 per cent of what they want. His practical, common sense approach to situations always produced excellent results. He kept Jamie Roach Design and me up to date on any problems, and could offer



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suggestions or alternatives when needed. He had complete control of the financial aspect of this project.

Like Dana, he gave praise to the “subs” when they deserved it, and got tuff with them when necessary. He got the results, and was never anything less than fair. A true gentleman!

Jerome Olander

Jerome had the incredibly difficult task of turning a design concept into construction drawings. Fortunately for Sysco, Jerome is not just a “technical” architect. His innate sense of design and creativity surfaced immediately. He considered every detail to assure a great finished look. Our fantastic staircase is a prime example!

I looked forward to our meetings to exchange ideas, and finalize design elements of the building section by section. He explained his suggestions in a manner that I could understand, and was willing to consider any suggestion I had. In short, he is tremendously talented.

Timothy Nguyen

Although I had less communication with Tim compared to the other team members, I felt he was always available if I needed him. When he attended our meetings he impressed me with his composure and abilities. His comments were pertinent and could help clarify issues being discussed. His engineering background became evident on many occasions. He’s a classy individual!

So much more could be said about the ESI “team”, but our beautiful Business Review and Conference Center’s appearance speaks for itself. It’s an example of what can be accomplished by a group of hard working and talented individuals.

Thanks to all for a great job!

Norm Engle
Project Manager
Business Review and Conference Center
Sysco Los Angeles.

Cc: Joe Barton, President