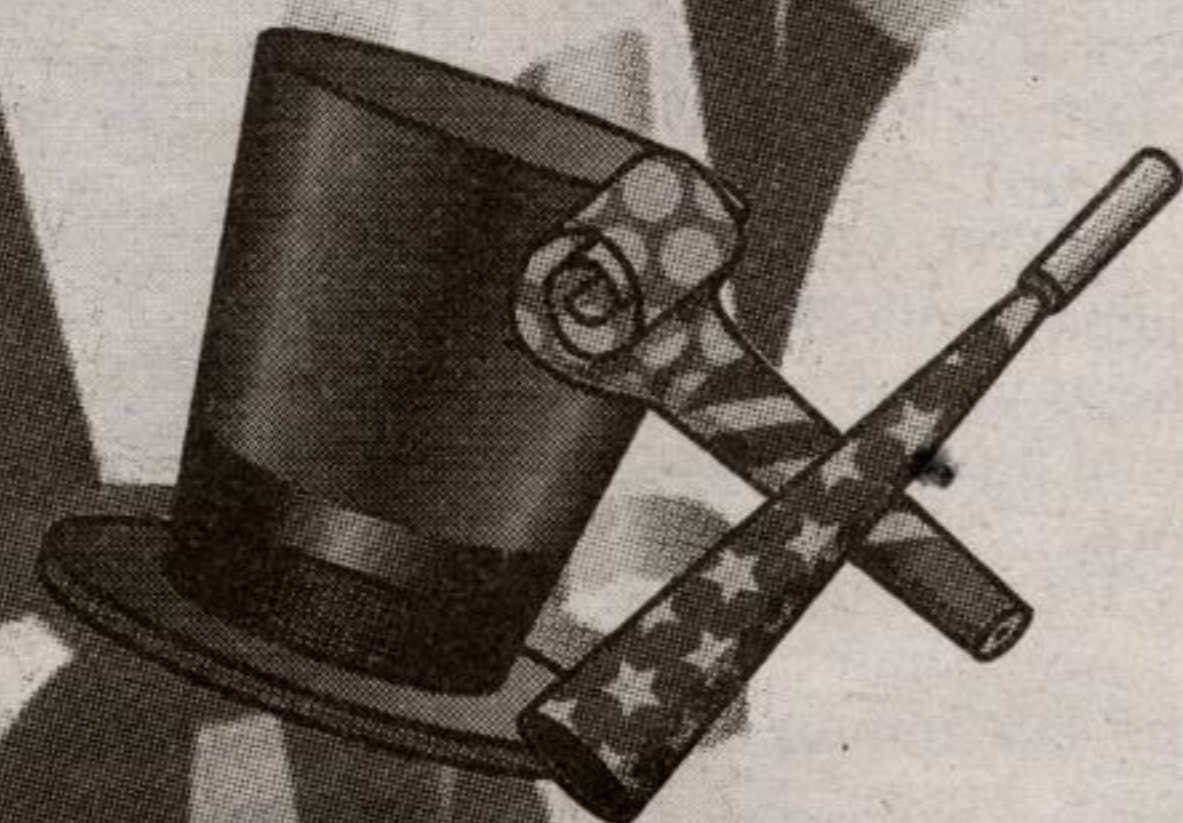
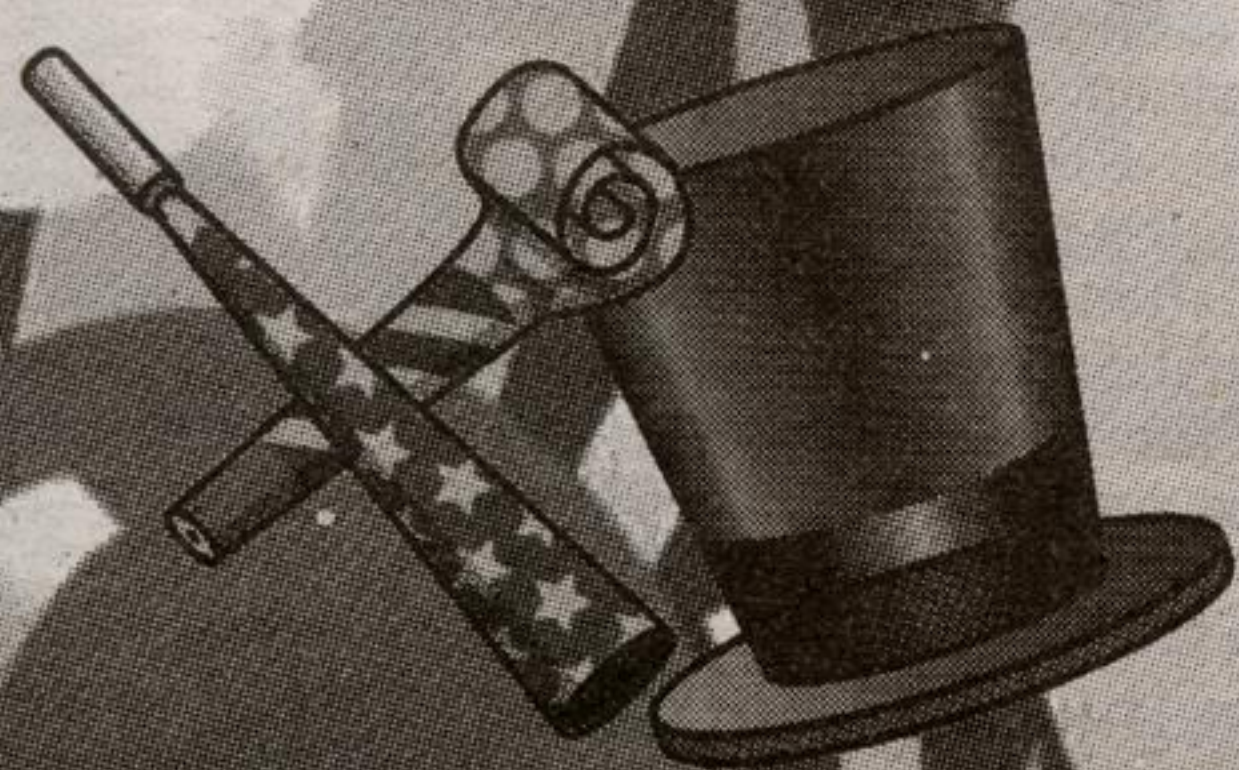


HAPPY NEW YEAR TO ALL!

We would, all like to wish you a Prosperous and Happy New Year



Angela Tyler Ted Tyler Dolores Tyler Tracey Tyler



Pat Robinson Delia Kentner Mary Whyte Ryan Ridley



Lucy Gibbons Frances Tulk Ab Robinson Anne Stewart Aline Charland Amanda Walton



Nancy Ridler Elizabeth Wenger Jolanda Gorter



Barry Hamilton Brigitte McConnell Bruce Cargill

A customer is the most important person in our business, in person, by phone or by mail.

A customer is not an interruption of our work ... they are the purpose of it. We are not doing them a favour by serving them ... they are doing us a favour by giving us the opportunity to do so.

A customer is not someone to argue or match wits with. Nobody ever won an argument with a customer.

A customer is a person who brings us their wants. It is our job to handle them profitably to them and to ourselves.



Randy Ridley Anne Ridley Cheryl Dayman Christine Wile Dale Collins Daniela Stuckless



Dietrich Thomas Evelyn Feth Fred Gordon Gord Dowling James Alexander Julie Reid



Ken Hepburn Kari Ann Hicks Kim Noonan Leesa Slater Lila Vivian Marilyn Woolrich



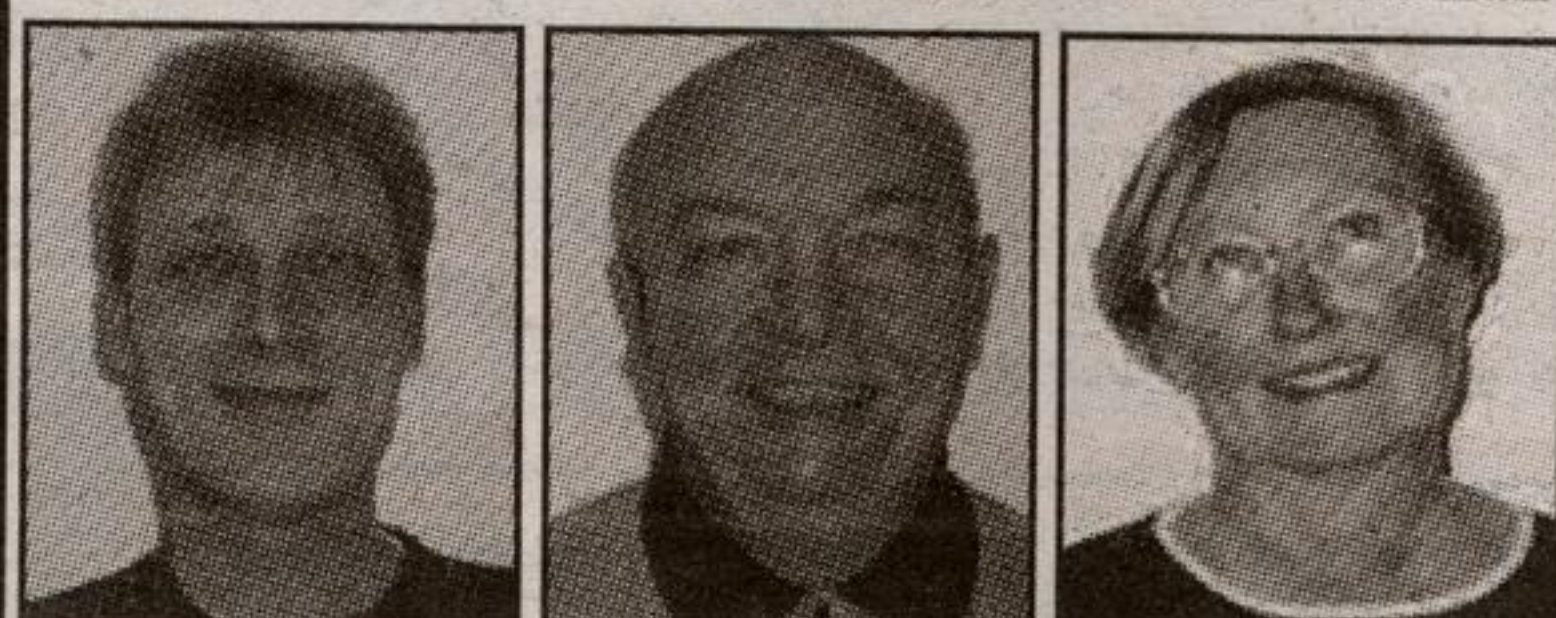
Marlene Irwin Pat Graham Paul Deerin Roger Clark Sheila Foster Sid Sidhu



Hartley Coles



Marie Shadbolt Frances Niblock Karen Coleman



Ken Baker Mike O'Leary Maggie Petrushevsky



Ellen Piehl Elaine Petkoff Penny Zurbrigg