



FAX NUMBERS

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Distribution Centre . . . . . 604-272-7582  
Accounting . . . . . 604-272-7640  
Human Resources . . . . . 604-272-7443  
Information Technology . . . . . 604-272-7172  
Retail Stores . . . . . 604-272-7680  
Retail Store Development . . . . . 604-272-7669  
Retail Technical Group . . . . . 604-272-7157  
Loss Prevention . . . . . 604-272-7627

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January 15,2008

Dear Warren,

You could hear a pin drop for the entire length of your one hour presentation. Your ability to connect with an audience and hold their attention is something that I have never experienced with a Guest speaker before.

The Key message our people needed to hear, and you delivered, was that change is inevitable; we can't change that. What we can change is our response to that *change*, and I want to thank you once again for reinforcing that message for us that it is up to all of us, individually, to see change as an opportunity rather than something to be feared.

For this I thank you.

Andy Kahrman  
Business Unit Manager  
PIE and AVS