



March 8, 2005

**Orica Canada Inc.  
301, Hôtel de Ville  
Brownsburg, Québec J0V 1A0**

**Approximately eighteen months ago, I set out with the goal of locating a service company with the expertise and depth to handle an ongoing North American hardware recall and upgrade program for Orica Canada Inc. in support of the launch of an electronically based product line. Taylor Electronic Services was surveyed along with several other potential candidates, and while others were close, TES's response surpassed our expectations.**

**They demonstrated an understanding of our needs and fashioned a program, which at the very outset, fulfilled Orica's basic requirements.**

**Since that time, their program has been expanded and refined, offering Orica solutions in other areas as the product line has grown.**

**I have always found Dave Taylor and his staff easy to deal with. Their proactive approach to problem solving, coupled with their technical expertise, has been especially useful to us in our search for cost effective alternative ways of resolving problems.**

**The measure of their effectiveness can be seen in the fact that, since they became Orica's service partners about twelve months ago, they have processed a three-year backlog of hardware recalls.**

**I look forward to many years of partnership with TES in the certainty that their contribution will continue to support the growth of our company.**

**Ken Smith  
EBS Senior Technologist  
Initiation Systems  
Orica Canada Inc.**