



December 14, 2011

In our efforts to improve food services from the previous years. In 2011, Ontario Northland started a lengthy selection process. Meeting our requirements "V.I.P Catering and Janitorial Services" were awarded the contract.

The first challenge that V.I.P Catering had was to clean the boarding cars. It was so clean that most people thought it had been painted. Prior to V.I.P Catering being awarded the contract we were dealing with many valid complaints from the workers on a daily basis which had escalated to Health and Safety Concerns. Since we have hired V.I.P Catering there have been no complaints with their services. We get praises instead. I was being approached each time I was at the gang about how excellent the cooks were. V.I.P Catering's entire staff always surpassed their expectations. There were times when the V.I.P staff was required to work long hours to accommodate the work requirements and there were never any complaints.

Prior to working at Ontario Northland, I was employed as a Supervisor with CN Rail for 20 years and had worked with Joanne Beauvais at that time with very satisfactory results. In my 25 years in the railroad industry I have dealt with other catering companies but none have met the challenges like V.I.P Catering did.

I look forward to future contracts with V.I.P Catering and Janitorial Services.

Thanks again!

A handwritten signature in cursive script that reads "Tina Gravelle".

Tina Gravelle

Track & Machinery Trainer/ Supervisor

Ontario Northland Railway