

COMPANY VISION

With offices strategically located across Canada and the United States, RBI will be the leading provider of electrical & communication solutions in the Industrial / Commercial / Institutional marketplace.

COMPANY MISSION

Through the strength and integrity of our team, we will provide our services safely, on time, and on budget, every time.

RBI Insight



this issue

The First Word	P.1
Business Development	P.2
The View	P.3
Ontario Report	P.4
RBI Safety Matters	P.4 & 5
Alberta Report	P.5
Nevada Report	P.6
Charity Corner	P.7
Willett Report	P.7
Birthdays	P.8
Branch Office Locations	P.8

The First Word From WB.....

Seasons May Change But...

...so many aspects of what makes a company great to work at and be successful does not change and remains a constant. As I write this edition of The First Word, and depending on which of our three RBI branches you work at, the early signs of "your" spring is upon you. I say "your" spring because if you reside in the provinces of Alberta or Ontario, the massive amounts of accumulated snow and ice, as well as the significant lengthy periods of all-time record cold are quickly slipping into the memory bank. If you reside in the state of Nevada, while you may not quite be able to relate to the record sustained minus zero Fahrenheit temperatures (thankfully!) there were enough "cold" days that spring 2015 is "warmly" welcomed too!

On the business front, a presenter by the name of Dave Ramsey recently spoke at a business leadership conference. He had some fascinating and insightful things to share about positive and negative business culture. Here's a little sampling of his invaluable words of wisdom for us all: *"Have you ever seen a team of really good, smart people, but as a group they just couldn't get the job done? Whenever you see a team like that, you can be sure they suffer from one or more of the following Five Enemies of Unity:*

- 1) Poor communication
- 2) Gossip
- 3) Unresolved disagreements
- 4) Lack of a shared purpose
- 5) Sanctioned incompetence

At RBI we are on a continual path of striving to improve every day. That emphasis will remain a constant initiative, without exception. To ever think that we "have arrived", and that we cannot improve as a team any further, would certainly be our demise. To the five points noted above by Dave Ramsey I would personally ask each one of you to do your part to intentionally strive to avoid the pitfalls of losing unity amongst our team. It is so obvious to witness firsthand in the performance of a sports team; the same principle applies to a "company team"! How we interact with one another as a group, either positively or negatively can be contagious and directly affect our culture and ability to work effectively on a daily basis. Be a leader and join me as an advocate for positive change when and where needed. It's a great journey.

Let me know what you think, and thanks for helping RBI work safely, and be the best service provider we can be.

Wally Budgett
President, RBI





Business Development

Dave Graham
VP Business Development

Leadership

We foster an environment of responsibility and accountability.

We teach.

We make a difference.

We find solutions, and are resourceful.

Our Culture

Robertson Bright Inc. is truly about people. We are after all, serving people in our business, and in their businesses.

We are passionate about the preservation of our culture and we don't just talk about it, we mean it. From the beginning, we were clear about what was important to us and what we wanted our culture to be.

This doesn't mean we won't make mistakes or have set backs, but it does mean we have a clearly defined way of doing things. We know that some people simply won't be happy working here, and that's ok. We are looking to attract and retain those who thrive in this type of environment.

Ohms Law, "Watts" Changed & "Watts Our Tagline" Contest?

It was way back in 1827 that the German physicist George Ohm published a document defining the relationship between voltage and current through various lengths of wire in simple electrical circuits. 1827! His research and subsequent findings have certainly been one of the most notable "building blocks" which has been foundational for the development and application of electric power in today's world. Can you imagine being able to spend a day with Mr. Ohm in 2015 to share with him how "his law" has been put to use? What a fun day that would be as I am confident it would be nothing less than a mind-blowing experience for him!

While the regular application of Ohms Law and a host of other laws, formulas, codes and best practices affect our daily design, engineering, construction and service activities at RBI, they do not "define us". These are merely the rules, ways and means by which we do the electrical and communications business correctly. However, we all recognize there is a vast difference in just doing something "correctly" and doing something "AMAZING"!

This is a theme we have talked about many times before through phrases like: "ETDBW" (Easy To Do Business With), "Strive For Excellence",

"Electrical & Communications Solutions", and "Building Customer Satisfaction".

Let's face it; there are a lot of contractors out there. Some contracting businesses fail for various reasons seemingly before they hardly get started. Some hang on somehow for many years, eking out an existence. And then there are others, again for many reasons, that year after year don't just survive, they thrive.

Why is that?

Many explanations for sure, but a key one comes back to the being amazing part:

Deliver latest greatest cost effective solutions, deliver when promised, deliver what was promised, deliver on or under budget, deliver with integrity and deliver with enthusiasm. Now for those contractors that can consistently provide that delivery model (as much as it is within their control), it will equate to repeat customers, growing customers and an amazing successful business!

These quality attributes are some of the reasons for the success of RBI year after year. And none of this success is of course possible without the consistent dedication of our RBI employees who "deliver" every day. So a sincere thank you for all of your hard work, but we need some help with one more thing right

now.

We want to come up with a new RBI "tagline" that best articulates us as a company. You've all seen them, there's a company name or product; and then the tagline that helps to define the essence of what they are or who they strive to be for the consumer. In "The First Word" RBI Insight Winter 2015 edition, Wally spoke about "Who is your customer?" and providing exemplary service in whatever role you play at RBI. This month he spoke about continuing to build an even stronger RBI team.

So we've created a contest called "Watts Our Tagline?"

Simple Rules

1. Three entry limit per person
2. You must be a current RBI employee
3. Entries must be submitted to wattsourtagline@rbigroup.net by 12AM EST Friday May 15th, 2015
4. Do an Internet search to try to verify your great idea is not already in use by others before submitting it.
5. Winner will be announced in the RBI Insight Summer 2015.

First Prize: \$1,000.00 Home Depot Gift Certificate

Three Runner Ups: \$200.00 Home Depot Gift Certificate

Thanks in advance for your creative entries, as we will be looking forward to reading them and adding it to our RBI logo and literature!

Dave Graham
VP of Business
Development

Ontario Office News

Rob Osmond

Ontario General Manager



To Serve and Connect

Recently when driving down the road, I was passed by a police cruiser and noticed emboldened lettering on the side of the car “to Serve and Protect”.

In our industry we too have moments where we are considered an essential service, and are expected to go above and beyond the call of duty to help our customers regain complete functionality in the face of adversity. We may not carry a badge, but still we take our responsibilities very seriously. Whether our client suffer a serious power outage or a catastrophic failure, our service personnel rapidly respond to these emergencies 24 / 7, regardless of the weather conditions.

We will connect emergency generators to bring back stability to what, in some cases as with our medical and long-term health care facility cus-

tomers, could be a potentially life threatening situation. It is in those moments that all of your training comes into action, and you need to respond quickly and decisively as our customers are depending on us. I would like to personally thank these RBI'ers for their dedication to our clients, and to our service commitment.



RBI's service and automation departments cover a wide variety of expertise including PLC programming, and complex control panel design / builds by our own in-house team. We have an incredible array of customers including paper and steel mills, hospitals / long-term care facilities, and institutional, commercial and industrial businesses. This year, especially with the extreme cold weather we've had in Ontario, we've had to make an extra effort to continuously provide the same level of exceptional service that our core business model is based on.

Just before Christmas we had an emergency call at a steel mill that

we've worked with for more than 30 years. A fire had broken out on one of the main production lines, and it shut down one entire division of the company. Without the capacity to continue production, time was of the essence. John Edge, who's been with RBI for 25-plus years was able to identify the problem, and set his plan in motion for a speedy resolution. This was no easy task in a freezing cold, harsh environment, and required an extra effort from all those involved. We worked around the clock and were able to get the line back up and operational as quickly as possible. These efforts are truly appreciated by our clients (and their bottom line).

Our Service Department is under the leadership of Garry Bennett, and the Automation and Controls division is led by Rolf Banninger. They work together to service our clients electrical and communication needs 24 hours a day, seven days a week. Great job team!

Robertson Bright, we are here to “Serve and Connect”

Rob Osmond

Ontario General Manager



Employee Spotlight



Gavin Bryan - Journeyman

Gavin Bryan was born in Zimbabwe in 1956, when it was still called Rhodesia. He is happily married to Gwen for 34 years and has three boys, Kevin (25), Raymond (30) and Michael (32), along with 3 lovely grandchildren (and the 4th on the way).

Gavin spent 20 years in South Africa, and he and his family immigrated to Canada in 2002. Gavin lives in Oakville with Gwen (the kids have flown-the-coop).

Gavin worked at Canber Electric for 11 plus years before joining RBI in June 2014 as a journey-

man. He has previously been in the electrical industry for about 40 years, mainly working with mining and smelting companies. Since being at RBI, Gavin has been busy on the service side, he enjoys the variety of jobs, locations, and being able to meet new people regularly. After work, he enjoys spending time with family and friends, particularly outdoors and camping. He loves spending as much time as possible with the grand-kids (perhaps trying to recapture lost youth!).



Back to School – COR

By: Irene Moniz

At the end of February, I headed back to safety school to complete my training to become a COR Internal Auditor. Rob Osmond, the Ontario General Manager also joined me for the first day of school for the COR Essentials training, as RBI requires a management representative in each province.

COR - Certificate of Recognition program is an occupational health and safety audit program for employers aimed at reducing the human and financial costs associated with workplace injuries. By maintaining an effective health and safety management system, it demonstrates a proactive approach to eliminating workplace injuries and illnesses. In principle, it is based on the worldwide ISO 19011 lead auditor's standard program.

Alberta has been successfully certified for many years, and the differences between the Ontario program and theirs are fairly minimal. In Alberta they have 13 elements which include: Health & Safety Policy, Hazard Assessment, Safe Work Practices, Safe Work Procedures, Health & Safety Rules, PPE, Preventative Maintenance, Training & Communications, Workplace Inspections, Investigation & Reporting, Emergency Preparedness, Statistics & Records, and Legislation. Ontario has an additional six elements including: Occupational Health, First Aid, Health & Safety Representative & JHSC, Workplace Violence, Return to Work, and Management Review.

What's it for? The COR program is designed to assist employers in maintaining an effective health and safety

Alberta Office News

As I've told anyone who will listen, I am very proud of our RBI team. The last twelve months have been a real challenge as we've had substantial growth as a result of being awarded some major projects. To continue to give our clients the service / products that they deserve and expect, we've had to add some quality people to lead the additional staff members required.

By the end of April, Gordon Food Services, a project we have been working on since last summer with Maple Reinders, will be wrapping up. This is a tall order to complete and the team has persevered and will meet the targeted completion date. Great job team!!

After a very harsh November, we had a surprisingly mild winter. Because of this our guys have been able to gain ground on the outside work, until the buildings were closed up and heated.

We have a few projects that are or will be wrapped up in the first quarter of 2015. With Scott Builders Inc. we are finishing up the Calgary Soccer Center, Tribal Intermodal,

McKnight Jaymont and Honda Pro-Am projects (a retail building in Pockar Park).

With IMG Design Build Ltd., we will be finishing Netook Crossing, a heavy duty mechanical shop near Olds, AB; and Cross Road Coring, which is a shop / office building in the Golden Triangle here in Calgary.

For the City of Calgary, we've been doing a Wi-Fi upgrade at approximately 21 of their sites throughout the city, with two within the City of Calgary's Municipal Building and old city hall.

Going forward into the next few months the work does not seem to be slowing down (*touch wood*). We are continuing to work with general contractors both in the realms of design / build, and plans and specification projects. There hasn't been a shortage of jobs to quote. We have approximately 20 projects that are in, or will be in full swing over the next 6 – 8 months.

I am happy to say we are also still busy in the service end of our branch's activities. To name a few of our clients that rely on RBI because of our great service and commitment are the City of Calgary's



Fire Department, City of Calgary's Corporate Properties, Matrix Logistics, McDonald's Restaurants, Spruce Meadows, Metrowest, Goldray, RioCan Property Management, Wallace & Carey and Iron Mountain.

On the weekend of April 10 -12, RBI will be entering a team to participate in the Calgary Electric League's annual hockey tournament. This will be the 3rd year for guys to don the RBI colors. They are guaranteed 3 games, so if you aren't able to play then come out and support the team. Thanks to Chris Jonathan for leading the troops. Good luck to everyone, and let's have some fun!

Brian Stoddart
Alberta General Manager

Below - Gordon Food Services by Maple Reinders is nearing completion; as is the Tribal Intermodal terminal from Scott Builders - Right.



2014. He is in his first year of his electrical apprenticeship, and has been helping us out in the office with purchasing, but is looking forward to get back out in the field again.

When Eric started with RBI as a warehouse / delivery person, his prior experience was working in the field as a HVAC testing technician, which led to his interest in becoming an electrician. He says he decided to give up the "flow-n-go" and get involved with a REAL trade. The thing he likes about the job is the building and installation of the product, and actually seeing the completed work and knowing that he helped make it happen.

Eric was raised in Oakville, Ontario and has been in Calgary for the last 17 years, and he feels more at home in Alberta than anywhere else. In his spare time he enjoys rebuilding and restoring 80's – 90's era video arcade cabinets.

Continues from Page 4

management system. Employers who bid on projects throughout most of Canada appreciate the benefits of participating in the program, as COR is a requirement for prequalification to numerous large corporations, cities, and provincial entities across Canada. In the coming years Ontario will require COR certification to be able to bid projects to The City of Toronto, Metrolinx's, Toronto Transit Commission and countless large general contractors. In other words safety has become good business.

An effective health and safety management system should include:

- * Define how the company is set up to manage risk.
- * Identify workplace risks and implement suitable controls.
- * Implement effective communications across all levels.
- * Implement a process to identify and correct nonconformities.
- * Implement a continual improvement process.

In the following weeks I will be completing the changes to our safety manual, and converting it into the 19 COR elements. This will be rolled out to all our Ontario staff members, and our H & S manual shared at all our RBI locations.

We will be required to strengthen our consistency in completing and handing in our reports, as the most difficult thing about COR is that everything we say we do, requires to be proven. We can't just talk the talk, we also have to walk the walk. We need each and every one of our employees to help with this safety initiative. Unless we work together, we will lose the ability to prequalify and attract high quality general contractors and customers down the road. Let's grow together.

Safety is a choice, and one worth making.



Employee Spotlight



Eric Verdone has been with RBI since July

Focus and Our Attention to Details

Step 1 - Create a detailed work plan that outlines the individual elements of each of your key job functions. Use the work plan as a guide if you find yourself becoming distracted or frequently interrupted. Let the plan double as a checklist to verify that each step or critical task has been completed.

Step 2 - Make lists. If you have a number of things you need to accomplish in a particular time frame, make a list and check off each item as it's completed. If you can't finish everything on the list, start a new list for the next day and include those leftover tasks.

Step 3 - Plan in advance. In addition to making daily lists, create long-term lists of projects that need your attention in the near future. For example, if you know you have a presentation at a board meeting in two weeks, mark a reminder on your calendar noting when you need to start developing your materials. When that date arrives, transfer the task to your daily list.

Step 4 - Limit distractions. If you work in an office, close your door, forward your phones or set specific office hours when you're available for unscheduled visitors.

Step 5 - Maintain a schedule. If you set aside a certain amount of time to devote to specific tasks, you're more likely to stay focused and finish the project with no interruptions or delays.

Step 6 - Employ trusted colleagues to look over your work and offer them the same courtesy. If you've read the same report over and over again, you're likely to be so familiar with the content that you miss errors and typos. A fresh set of eyes can help catch mistakes.

Step 7 - Take care of yourself. When you're at work, get up and walk around, take in fresh air and distance yourself from complex projects before going back to double check details. When you're at home, eat a healthy diet and get plenty of sleep and exercise. These practices will help you stay sharp and focused.

Nevada Office News

Spring is here in Nevada and the temperatures are rising right along with the rebounding construction economy. The variety of construction opportunities available are the talk of the town, and unlike anything we've seen in the last 7 years. Nearly every corner of the city is seeing development or, re-development of moth-balled projects from the downturn a few years back. Significant changes in our state laws regarding construction (Construction Defect Litigation, and Prevailing Wage Reform) are also driving a renewed sense of confidence in the construction sector, and the outlook for our area as a whole.

Our project at Nevada State College is coming to a close with substantial completion at the time of writing. This project with Ledcor has been very fast paced and we are preparing to turn the Nursing Education Building over to the NSC earlier than they expected, and that's good news for everyone. Additionally we recently completed the Army Reserve Cen-

ter in Sloan, Nevada for the Army Core of Engineers and Korte Construction. With the close of this project we started right into the next large project for the Army Core of Engineers at Nellis Air Force Base, here in Las Vegas. This project will supply new dormitories for the base's staff, and should be interesting as it's a design / build project managed again by Korte Construction.

Gaudin Ford and Gaudin Porsche continue to progress with the Porsche facility nearly ready for wall and ceiling finishes to start. These projects with Boyd Martin Construction continue to grow our experience with car dealerships, and the attention to detail these types of projects require compared to standard office / warehouse work.

RBI was recently also awarded a new project with Kittrell / Jensen Contractors, the Kaempfer Crowell office / tenant improvement in downtown Summerlin. The Howard Hughes Corporation is the driver of downtown Summerlin, and this is one of those projects that had been a

Greg Crader
General Manager



steel skeleton for the last 5-plus years. Now the building shell is complete and the interiors are being built out for new tenants and business. The views from this space on the far West side of Las Vegas are spectacular.

Lastly the design / build market for RBI is starting to see significant growth. We have landed a couple of smaller projects that we can partner with our GC's as the electrical engineer, and this relationship is proving to be beneficial to all sides as we can assist the owner in getting what they want / require and still stay within budget. All in all a lot to be excited about in Nevada as we're heading for the heat, and a warming construction climate!

Greg Crader
Nevada General Manager



Employee Spotlight



Left - Gaudin Porsche, Las Vegas by Boyd Martin Construction



Ricardo Macias - Apprentice

Ricardo Macias started with RBI Nevada just after graduating from high school last summer. He attended the East Career and Technical Academy, a CCSD initiative, where he was introduced to a variety of construction disciplines and methods.

Shortly after joining RBI he was encouraged to become an indentured apprentice through the ABC Electrical Apprenticeship program. With his first year of schooling nearly behind him, Ricardo has proven himself to be a very quick learner, as well as an outstanding field mechanic. Ricardo is setting a wonderful example of how RBI is investing in training apprentices to become tomorrow's tradespersons. It's a win / win situation. We are very proud of Ricardo and his story, and look forward to his continued growth within the RBI family.

The civil construction industry came to a screeching halt at the end of January, one that could have only been caused by a record cold winter. The bad thing about this is, it puts everything you're working on to a stop; but it also allows us to concentrate on the new services Willett will be now offering its customers. We were given the opportunity to announce a new set of services to both the clients of RBI and Willett in the construction industry. I started out by informing our existing clients that we could not only install the exterior civil infrastructure of an electrical construction site; we could also install all the interior / exterior communications or electrical elements of the job as well. All the transformers and duct banks could now be grounded and wired. Pole bases could now be wired from the panel to the pole, and the pole then erected complete. The generator pads we built could now be wired and terminated. The substations could now be done and wired through to the switchgear. It has allowed Willett to offer the



total package of civil, electrical and communications solutions.

The new services we offer our customers have opened the doors to the general contractors. As we all know the general contractor is all about getting the job done with as little input from them, and for the best price. Willett is now going to the general contractors and offering them the total package of all exterior electrical work, without the mark-up they would normally receive from electrical contractors who need to subcontract out the civil components of the job. They have been very receptive to this pricing model and we are currently putting pricing together for Dalton Contractors for this type of combined service.

Working together with RBI has given Willett a whole new set of skills for getting contracts in the construction industry. Some will take longer than others to sell to the customers, but over time when we demon-

strate this method to be financially viable, it will become the norm in the electrical construction industry. I think we are close to saying goodbye to this winter, and get digging into the ground once again. It's time to get out and work together by offering our customers a package that can save them time and money, and with little or no energy from them. There will be a lot of bumps along the way, but I think we can prove this winter was good for something other than a really nice backyard ice rink.

Mark Maxwell
General Manager

Below - the Metrolinx's fibre hub for the Go bus and train infrastructure.



Charity Corner



An update on the Reno's for Heroes' project: Rick Walker and his team consisting of Paul Quick, Dennis Bolen, Steve Booth and Greg McGibbon have just completed the finishing touches on this project for the Canadian Armed Forces Veteran Chris Koldt. The charity committee and the entire RBI staff are extremely appreciative and proud of the effort put forth on this project by Rick and his fellow volunteers. This project consisted of creating an accessible workshop that will allow Chris, a paraplegic vet who returned home after being shot by a sniper in Afghanistan, to work again in his home.

As mentioned in the previous Charity Corner, in addition to the wonderful contribution of our volunteers providing their time to complete the project, we were also able to raise funds through a very successful Christmas open house in the Ontario branch. Reno for Heroes also received a donation in the amount of \$1,160.00.

Our open house charity drive also allowed us to make a donation to Eva's Initiatives, also in the amount of \$1,160.00. Eva's Initiatives prides itself on finding new approaches and long-term solutions to help youth break the cycle of homelessness, and make the transition from living on the fringes of society, to finding permanent housing and employment. They have invited the charity committee to tour their facility, and this is scheduled to take place in April 2015.

Ross Armstrong @ ext. 223,
rossa@rbigroup.net,

Diana Issa @ ext. 207,
dianai@rbigroup.net, or

Darlene Stoddart @ ext. 453,
darlenes@rbigroup.net



Employee Spotlight



Kyle Rideout

Kyle started with Willett just after we joined RBI. Kyle has ten years' experience in the construction industry operating everything from a dozer to a large scale excavator. In the past he has worked in road construction and site excavation. His last four years have been spent as a foreman, so we were very fortunate to have Kyle join us. Now he is taking on the challenge of learning the electrical trade. Luckily he is learning from hands on experience working with Joe Harrison, and is quickly picking up the diverse skill sets required to obtain the specifications and codes we work under. Kyle has taken on more responsibility in the short time he has been with us and we see him becoming a large part of our success.

Kyle lives in Erin with his wife Jessica, and their 18 month old daughter Lyla. The first thing you notice about Kyle when you see is him, is that's he's an avid bodybuilder. He also spends his spare time in the winter snowmobiling.



*Be sincere; be brief;
be seated.*

~Franklin D. Roosevelt



*Speak clearly, if you
speak at all; carve
every word before
you let it fall.*

~Oliver Wendell Holmes, Sr.

Alberta

Frederic Audra	Apr-26
Taylor Bartel	Jun-08
Bryson Busby	May-28
Randy Clifford	Apr-06
Randy Davis	Jun-23
Niall Duffy	May-07
Ian Falls	Jun-25
Lawrence German	Apr-24
Gregory Goucher	Apr-30
Daryl Kitteringham	May-24
Rob Lamb	May-08
Brandon MacDiarmid	May-30
Jason Slater	Apr-11
Darlene Stoddart	Apr-13
Gerry Stoddart	Apr-06

Head Office

Amanda Gao	Apr-24
Tahereh Hajipoor	Jun-14
Diana Issa	Jun-13
Brian Watson	May-20
Jim Willshaw	May-16

Impact Technical

Rowena Batt	Apr-12
May Zhou	Jun-20

Birthdays



Nevada

Christopher Beaulieu	Jun-23
Christopher Cross	Apr-29
David Little	Apr-28
Jose Llamas	Jun-10
Ricardo Macias	May-25
Matthew Moorehead	Apr-29
Brian Travis	Jun-03
Matthew Weber	Jun-19

Ontario

Gary Bolton	Apr-02
Gavin Bryan	May-12
Barry Davis	Jun-08
John Edge	May-13
Dragan Elez	Nov-10
Dylan Evans	Jun-07
George Ferguson	Apr-20
Calvin Grabham	Apr-20
Harman Jhajj	Jun-15
Voytek Kania	May-22
Tracy Lammin	Jun-22
Mark Little	May-09
Dan Mahoney	May-02
Greg McGibbon	Jun-01
Paul Quick	Jun-25
Steve Roberts	Apr-18
Rick Walker	May-05

RBI Insight - Issue 19 - Spring 2015



Branch Office Locations:



Alberta - #2 215-36th Avenue N.E., Calgary, AB, T2E 2L4

Tel: 403-277-3077, Fax: 403-230-3986

Nevada - 5125 S. Valley View Blvd., Las Vegas, NV 89118

Tel: 702-914-2290, Fax: 702-914-2237

Ontario / HO - 2875 Argenta Road, Unit 1, Mississauga, ON, L5N 8G6

Tel: 905-813-3005, Toll Free: 1-877-813-3005, Fax: 905-813-8878

618 Neal Drive, PO Box 1048, Peterborough, ON, K9J 7A5

Tel: 705-742-5447, Toll Free: 1-866-442-5447, Fax: 705-742-3139

www.rbigroup.net



Contacting RBI Insight - For ideas, photos, comments or submission, please contact: Irene Moniz at (905) 813-3005, Ext. 227, irenem@rbigroup.net