

Mead Coated Board, Inc.

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TO WHOM IT MAY CONCERN:

Total Business Concepts has written, directed and produced two videos for Mead Coated Board, one on our \$556 million expansion project and one on a total mill tour. The construction video will be updated periodically to fully demonstrate the expansion changes. I found Pam Baker and the TBC staff to be knowledgeable, concerned, dedicated and professional. They paid great attention to detail from start to finish and were very concerned with my total satisfaction with the end products. I would like to add that the material was very technical, complicated, and like most industries, paper mills have a "language" of their own. TBC was able to gather, decipher, understand and communicate an immense amount of information with minimal supervision.

Pam is a real professional in her field and is truly dedicated to providing a quality product. I look forward to working with her in the future and would highly recommend TBC to anyone.

MEAD COATED BOARD, INC.

Boyd Giles

Boyd A. Giles
Project Director

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