29 Ukalunga street

5005 Kenia City

October 14, 2011

Mr. Andres Lunguago

General Manager

Kinsasas Catering Services (KICASE)

325 Forest Avenue

5020 Kenia City

Dear Mr. Lunguago,

I am the person appointed by the UN here in Kenia City to be responsible of the Logistic support given to the UN members. Since several months we have been receiving complaints from UN members regarding the behavior of your staff attending the self-service line in our canteen.

Only for giving you a clear idea of what kind of behavior we are complains, it is absolutely disgusting to see how one of the waitress is introducing his finger in the meal to taste it after having extracted it from his nose. Similarly, dots of mold in fruits were frequently observed.

We have been tried to solve all the deficiencies raised to us by speaking with your Team manager Mr Montoto. Unfortunately, Mr Montoto seems to be infected by the same virus of bad behavior as his team. He not only was unwilling to have a meeting with us, but also shouted at us saying that a lot of member of the kitchen left the company during the last month.

If that would be the real problem, a really good self-respecting Manager interested in doing his work properly, would had been aware of the situation in the early state, and could have solved it in a satisfactory manner. He could have inquired the people who leaved the company the reasons for leaving. He could have realized surveys among the personnel of the company analyzing the grade of satisfaction in working for the company. He could have implemented the requirements the workers have expressed in the surveys, so that the whole problem would have been solved in the early state. But there were no hints of any work done to find a solution.

Taking into consideration what has been previously mentioned, I regret to inform you that this attitude from Companies working for UN is totally and absolutely unacceptable. Therefore, I will have no choice but to rescind our contract with your company.

Yours faithfully

Mr. D. Martinez