



AAI Services Corporation
Training & Simulation
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Mr. Timothy I. Panzica
Panzica Construction Company
735 Beta Drive
Mayfield Village, OH 44143

Dear Tim:

I am writing this letter to let you know how much we at AAI Services Corporation enjoyed working with the Panzica team.

We engaged Panzica under the design/build delivery method in March 2005 to guide the fast-track process that mandated a July 2005 completion date for the renovation of our newly acquired facility. Although this was an extremely aggressive six-month turnover requirement, the Panzica team was confident that they could deliver. We sincerely appreciated the fact that Panzica was willing to begin design and pre-construction activities at risk while our company completed our due diligence and finalized the property acquisition.

Your project manager, Mr. Jeff Walters, and your superintendent did an exceptional job of managing this project. They maintained cost control throughout the compressed pre-construction phase. Your staff creatively prepared discreet bid packages that allowed critical work activities to take place while still ensuring competitiveness among multiple subcontractor bidders. They worked closely with our facility project manager to contain costs and maintain schedule by using conservative construction techniques and maximizing the utilization of both our resources and yours. Although there were multiple activities overlapping and tasks being compressed, not one contract change order was issued nor was quality sacrificed. Jeff was sensitive to the fact that our impending operational requirements could not be compromised with a slip in schedule. If that weren't enough, the fact that AAI was acquiring the property under a 1031 Tax Deferred Exchange with a 180-day exchange restriction really added to the pressure.

The excellent, open communications maintained between Panzica, your architects/engineers with Middough Consulting, and AAI Services Corporation ensured that the requirements from our programming study were met.

Although the project was certainly challenging—to say the least—Panzica played a significant role in its successful completion. I would not hesitate to enthusiastically recommend Panzica Construction Company to anyone considering design/build and construction management services. Thank you for the outstanding service.

Very truly yours,

David F. Warner

David F. Warner
AAI Services Corporation
Vice President Training and Simulation