



October 29, 2001

Mr. Glen Heard
Heard Concrete
3527 Business Center Drive
Chesapeake, Virginia 23323

Reference: Cost Plus Distribution Facility
500,000 S.F.

Dear Glen,

I just want to take a minute and thank you for the wonderful work that Heard Concrete did on the above referenced project. Cost Plus' new 500,000 square foot distribution facility, with tilt walls has turned out to be a huge success.

We recognize the extreme difficulties that Heard Concrete had to operate under in the initial part of the project. The soils were poor and early working conditions were difficult. Your cooperation in coordinating with our folks on the project is beyond commendable. We certainly put you in some very difficult situations but your personnel were always polite and professional. The true quality of your work can only be appreciated by visiting the jobsite! The slab flatness exceeded the specifications. The tilt panels were the quality of precast panels. Yet with all the challenges you still managed to exceed our schedule requirements.

Again, thank you for your professionalism and quality that you brought to our project at Cost Plus.

Sincerely yours,

CLANCY & THEYS CONSTRUCTION COMPANY

A handwritten signature in blue ink, appearing to read 'Tom Glasgow', is written over the typed name and title.

Thomas W. Glasgow
Vice-President and CEO
Virginia Division

TWG/mr