

NORTHERN HEALTH

authority

February 21, 2002

Mr. Roy Falletta
District Manager
Sodexo Inc.
#38 – 1835 – 56 Street
Delta, BC V4L 2M1

Dear Roy:

Peter and I were delighted to be able to call you yesterday and advise that your proposal to me of February 18th is accepted. As you noted, Sodexo is committed to conduct a complete operational review for the Northern Health Authority support services to include housekeeping, food services and laundry.

Your team will be supported by a NHA redesign team which will be confirmed by the end of today. One of these individuals will Chair the team meetings. I will be the Executive Liaison as the contact point to coordinate Health Service Delivery Areas (HSDA) representatives opportunities to assist with identifying data sources, setting/monitoring savings targets, ensure that organization and orientation of the team is complete, ensure that proposed strategic changes link to other NHA directions (such as information services), define the final deliverable, ensure both a NHA wide strategic perspective as well as ensuring the widest possible involvement of managers and staff through the HSDA representatives.

The initial face to face meeting has been scheduled for Monday February 25th from 1:00PM to 5:00PM. The final report needs to be available no later than March 22, 2002. The report should include as per your offer in Section 2 the statistics of industry standard practices, a description of the current best practices and full disclosure on best industry practices. In other words, this would be a complete blueprint description of the action that would be necessary to implement the changes required in order to achieve the financial goal of 20% over a 3 year period (10% first year, 6% second year and 4% in the third year). You are also requested to provide a second report which would be a proposal for Sodexo to enter into a long term partnership arrangement with the Northern Health Authority for the implementation of the recommendations in the first report.

I would like to congratulate you in your success to secure this proposal and I look forward to working with you and your team in the accomplishment for the final report.

Sincerely yours,



Dieter Kuntz
Director, Diagnostic & Support Integration
Northern Health Authority

cc: Peter Warwick, CEO, Northern Health Authority

DK/jn

Northern Interior Health Service Delivery Area

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