



Jan 2, 1992

Regarding: Mr. Gaston Pfister

It has been our pleasure to work with Mr. Gaston Pfister for several years while he was an employee of ALOS AG. ALOS AG, Zurich Switzerland, is an OEM supplier of microimaging equipment to the Business Imaging Systems Division of EASTMAN KODAK COMPANY.

Some of Mr. Pfister's valuable contributions during our association include:

- * Establishment of operator manuals and field service documentation for the 275 Microfilmer, STARTECH II Reader, and STARTECH II Reader/Printer products manufactured for KODAK.
- * Specification, documentation, and coordination of quality, reliability, audit, and inspection testing for the products listed above, plus others.
- * Direct support of KODAK customers in England and the U.S. via customer visits to analyze problems, conduct tests, and upgrade equipment.
- * Training of KODAK field specialists and product advocates in Europe and the U.S.
- * Working with personnel from KODAK AG, Stuttgart, Germany to improve quality of STARTECH products and to improve electrostatic paper and toner used in KODAK 323 and 328 products.

We have observed that Mr. Pfister is an extremely conscientious and productive professional with an excellent technical knowledge of his products. His fluency in the English language, verbal and written, has been very valuable in our technical communications with ALOS.

Over time we have come to rely heavily on Mr. Pfister in our technical dealings with ALOS AG because of the capabilities and personal characteristics described above, and because we have always found him to be personable, honest, fair, and to exhibit good common sense.

Those of us at KODAK who have worked with Mr. Pfister are sorry to see our business relationship end, but we wish him a happy future and can with all honesty highly recommend him for employment within KODAK or other companies.

Sincerely,

Mr. Richard E. Brown, Quality Assurance Manager, OEM Products
Mr. Kenneth E. Shurtleff, Engineering Manager, Retrieval Products
Business Imaging Systems Division