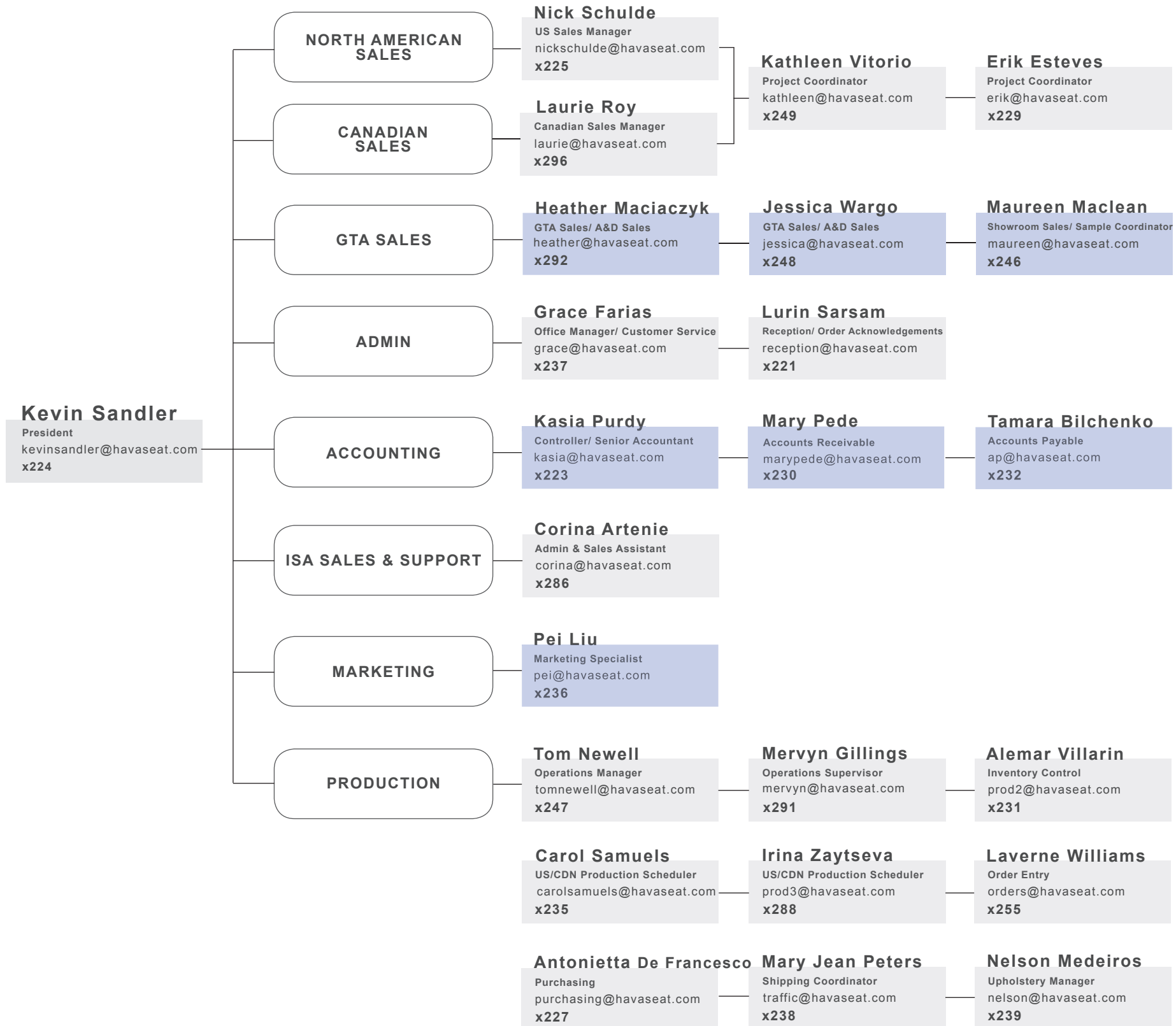


ISA EMPLOYEE DIRECTORY



ISA EMPLOYEE ROLES

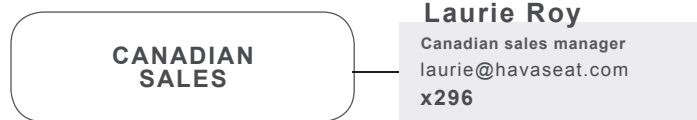


Nick Schulde *US Sales Manager*

- Oversee the North American ISA sales team
- Review RFQs and prepare bids for tender.
- Format formal and informal quotation.
- Source new products and suppliers (ie: hardware for custom orders).
- Liaison with customer's inquiries.
- Review incoming custom products from vendors to ensure accuracy.
- ISA representative sales support.

Kathleen Vitorio / Erik Esteves *Project Coordinators*

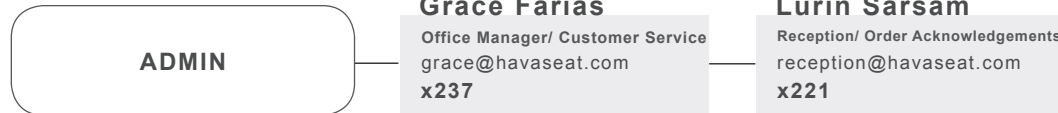
- Procurement.
- Produce shop drawings for customer approval.
- Review RFQs and prepare bids for tender.
- Format formal and informal quotation.
- Source products and suppliers as related to custom projects (ie: hardware for custom orders).
- Review incoming purchase order for missing information and discrepancies.
- Review incoming custom products from vendors to ensure accuracy.
- Combination fabric requests and coordinating with upholstery department.
- Assisting with customer's inquiries and managing customer's expectations (ISA direct sales, issue resolution).



Laurie Roy *Canadian Sales Manager*

- Oversee the Canadian ISA sales team
- Review RFQs and prepare bids for tender.
- Format formal and informal quotation.
- Source new products and suppliers (ie: hardware for custom orders).
- Liaison with customer's inquiries.
- Review incoming custom products from vendors to ensure accuracy.
- ISA representative sales support.

ISA EMPLOYEE ROLES



Grace Farias

Office Manager

- Assistant to Kevin Sandler
- Customer service issues (freight, missing and or incorrect goods received)
- Arrange and coordinate outside repair vendors
- Order Entry for replacement order
- Human Resources set up new employees
- Oversee the logistics of incoming COM/ISA product from Buffalo warehouse
- Notation on order of fabric direction sent by customer

Lurin Sarsam

Receptionist

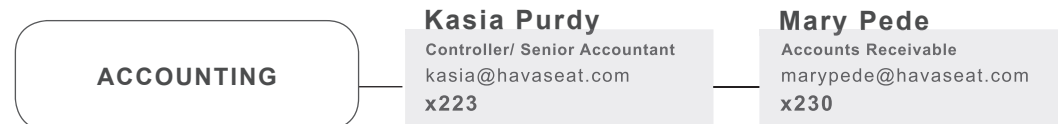
- Order acknowledgement
- COM/ISA tagging upholstery material
- Incoming from Buffalo warehouse
- Answer and direct incoming phone calls
- Maintain employee and department directories
- Scheduling pick up from Buffalo warehouse



Corina Artenie

Sales Support and Coordination

- Manage and produce order for showroom sample chair requests.
- Arrange finish samples and specification sheets for customer approval.
- Coordinate memo sample testing and approvals.
- Provide glide and hardware quotation requests and make appropriate arrangements.
- Arrange customer's documentation requests for care/maintenance, ISA warranty and CAL117.
- Arrange shipping and packaging on items for courier services (in reference to sample requests, approvals, sample chairs, hardware...).



Kasia Purdy

Controller

- Manages the entire accounting staff
- Safeguard assets and assure accurate and timely recording of all transaction
- Maintains a chart of accounts, general ledger and produces the periodic financial reports
- Comply with local, provincial and federal government reporting requirements and tax filling
- Interface with outside audit firms, banks, insurance agents

Mary Pede

Accounts Receivables

- Posting of payments
- Credit Checks
- Credit Requests
- Wire transfers
- Proforma Invoices
- Closeout letters

ISA EMPLOYEE ROLES



Tom Newell

Operations Manager

- Oversee the production of goods and or provisions of services
- Set up new product in the ERP system
- Work closely with the production team and warehouse for on time deliveries

Carol Samuels

Production Coordinator

- Oversee orders in production (upon receipt of deposit).
- Liaison between customers and vendors in relation to production timelines.
- Point of contact for customers once orders are in production.
- Managing all orders (related to sales orders, repairs, new sample chairs, prototypes...) with appropriate in-house vendors (upholstery and finishing departments).

Irina Zaytseva

Production Assistant

- Work with customer on lead times
- Supplier follow ups
- Scheduling local deliveries (GTA)
- Manage and assist Carol on orders in production

Laverne Williams

Order Entry

- Set up new customer database
- Enter customer purchase orders

Mary-Jean Peters

Traffic Coordinator

- Freight Quotes
- Scheduling outbound transport (third party or prepaid-charge)
- Customs clearance
- Process freight bills
- Liaison with 3rd party carriers