

Mr R Wyatt-Haines
Warwick-Insight
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11 March 2002

Dear Richard

I said I'd drop you a line following the work you have done with my team on corporate and divisional strategic alignment.

This has been an important piece of work for us and you have helped us through it with great enthusiasm and clarity, and, I believe, just the right amount of challenge so we deal with the difficult challenges without being overwhelmed by them.

Your combination of a highly visual approach, a very clear and logical process and the acknowledgement, and development, of the behavioural side is in my experience unique.

We have still a lot to do Richard in order that we can properly align and be able to measure all the activities necessary to achieve what the corporate plan requires of us. However we are undoubtedly much better placed to achieve this now and fully understand what we need to do in the short and long term to get there.

I look forward to working with you again in the future.

Kind Regards

Yours sincerely



Robert Pepper
Operations & Partnerships Director