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Dear Steve

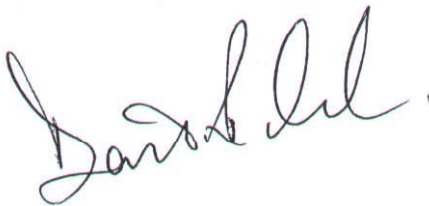
I thought that I would put pen to paper to express my appreciation of the SWORD Programme.

Both Danny and I considerably enjoyed the programme as a whole, but particularly benefited from the systematic processing of the ideas from initial concepts through to real products. I feel that this process is very relevant in today's changing world.

The company has obtained benefits in utilising some of the concepts gained from our participation and we intend to formally incorporate these into our management processes.

I would have no hesitation in recommending the course to any company that wishes to broaden its horizons.

Yours sincerely



DAVID R MILNES
Financial Director



INVESTOR IN PEOPLE