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Insulation
Division

11th September 2001

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For the attention of Steve Bates

Dear Steve

This is just a short note to thank you and your colleagues for your input regarding the Sword programme.

We found the sessions to be very enjoyable and useful, both in terms of moving the business forward with new ideas and team building.

As you are aware we launched a product before the course ended. This is now showing great potential, having been written into a major UK rail company's approved supplier database, code of practice and specification manuals. Darchem is the only supplier of this product and a patent is pending. It is estimated that in Europe alone the introduction of this product will increase Darchem's turnover by £500,000 and successful worldwide application is likely to increase this figure by a factor of 10.

Sword systems have now become an integral part of our new product development and we would have no hesitation in recommending the course to others.

Yours faithfully
Darchem Engineering Limited

Peter J Sinnott
DTP Engineering Manager