

Our ref: FC

12 April 2007

Chris Baxter
Ology
Venture House
Aykley Heads Business Centre
Durham
DH1 5TS

Dear Chris

I'd like to thank you for the work that you did with us in 2005 and 2006 helping us create a programme to define culture within our organisation in a way that we can use on a daily basis for recruitment, performance review and training, amongst other things.

As you know the rapid growth of our business meant that new people in the organisation were not being exposed to our ways of working and the values behind how we run our business. Brian and I were feeling very frustrated as we found that our people too often did not approach their roles in the spirit of what the Specials Lab was really about.

The programme that you designed and delivered was very practical but challenging too. The programme required us to identify what the Specials Lab was really about and captured this in a way that we could share with everyone in our business.

Your facilitation of the programme was a key ingredient in its success, most notable in your willingness to go the extra mile to guarantee agreed outcomes. We particularly appreciated your willingness to challenge us and remain resolute even when this took us outside of our comfort zones.

Once again may I thank you for the work you have done with us and wish you every success in your business.

Yours sincerely



FP
Fiona Cruickshank
Managing Director

The Specials Laboratory Ltd
Unit 1 Regents Drive
Low Prudhoe Industrial Estate
Northumberland
NE42 6PX

Tel: 01661 831 811
Fax: 01661 831 097

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