

NEWSAGENTS, BOOKSELLERS & STATIONERS



Eason & Son Ltd.,
P.O. Box 810,
80 MIDDLE ABBEY STREET,
DUBLIN 1
Tel: (01) 858 3800
Fax: (01) 858 3806
Email: info@eason.ie
Website: www.eason.ie

GB/MOH

28 November 2001

Mr. Krishna Paupamah
Rembrandt Consulting Ltd.,
7200 The Quorum,
Oxford Business Park,
Oxford,
Oxfordshire, OX4 2J2

Dear Krishna,

We would like to thank you for your help and input over the last few months. As we explained to you at our initial discussions, our substantial expansion in line with the growth in the Irish economy had impacted on our costs and efficiency. This was a dangerous situation to face when the inevitable slow down would come.

We now feel better equipped to face the future, especially as the slow down has arrived. With your help we have:

1. Installed common processes and systems throughout our much faceted business.
2. Improved the financial reporting of timely key operating figures.
3. Implemented the creation of a proactive management style, through management training workshops.
4. Set up a system of interval control so that progress is monitored.
5. Reduced stock levels by giving extra consideration to slow sellers and returns.
6. Increased the in-stock situation on core ranges.
7. Better utilised our staff resources.

It is now our intention to spread these improvements to all our shops and warehouses and reap the benefits. We expect, with the help of those of our staff you have trained and our management commitment, to achieve this objective.

Thank you, and especially your consultant, very much.

Yours Sincerely

A handwritten signature in black ink that reads "Gordon". The signature is written in a cursive style and is positioned above a horizontal line.

GORDON BOLTON
Managing Director