



4787 East Date Avenue
Fresno, CA 93725

February 7, 2003

Dear Glen:

The Fresno Plant Staff is very appreciative of your service at our site offsite meeting for the entire plant of 70 people. We don't have the opportunity to get everyone together at one time as we are a 24/7/365 day a year manufacturing facility. We also want to thank you for customizing your presentation on CORE TEAM to incorporate our corporate Relationship Imperatives.

You did an excellent job of building to our foundation to get our people to understand the value of applying the Relationship Imperatives to our SC Johnson Core Team. Your style of getting people involved by writing down and sharing their thoughts of our sites strengths, challenges, and actions to that they could follow-up on themselves to make the site better was very effective in getting the message through to them. The room went through quiet times and then times of passionate interchange. Your excellent facilitation skills were evident by the way you handled a very diverse crowd of 70 people. We would recommend yourself and CTRG to anyone wanting to invest in and develop their people with the outcome of more productive teams.

Sincerely,

Fresno Plant Staff