

Date: 12<sup>th</sup> October, 2005

Paul Curtis  
Director  
Edensilk Pty Ltd  
PO Box 141  
Maylands WA 6931

Regarding the recruiting services of Edensilk Pty Ltd

We engaged Edensilk to be the agent of change we needed, to assist with sales training and recruitment of another sales staff member (among other things). We write to thank you for your involvement in this recruiting process as Ben is leaving after three years of great service.

Having not used a third party for recruiting before, Paul took the time to outline the process of professional assessment required, and give us the confidence of using his different mode of operating. We were pleased to secure a superstar based on his recommendations, as we were not comfortable in being able to find someone good enough for our requirements. We greatly appreciated Paul's deeper analysis of the selection criteria, and were extremely happy with the candidate chosen. Ben's personal character reflected well the ethos of our company, and his profile closely matched the requirements of the position.

Ben brought with him fast learning capabilities, and used his extensive professional skills to develop strategic partnerships for our company. Although he was new to sales initially, we are very pleased with legacy of loyal customers he leaves behind, and more than satisfied with the income and revenue requirements he maintained for the business.

We believe Hardware House has developed a strong and professional business culture as a result of working with Edensilk, and greatly appreciate the global perspective your methods have put in place for us. As a working director, I have highly valued the 'helicopter view' Paul has provided – I'm more confident now than ever, businesses need externals consultants giving wise counsel.

Yours sincerely



Rod Cridge  
General Manager