

To Whom It May Concern:

November 2005

**The Negotiation Experts**

Having identified the need for advanced negotiation training for BOC's international commercial team, our selection process included review of The Negotiation Experts.

Upon engaging in a detailed telephone discussion with The Negotiation Experts in April, we immediately felt that they had a good understanding of our objectives and challenges. Rather than educate us on their training benefits, they went to great lengths to understand our business environment, company culture and all factors impacting our skills development program.

After meeting with Negotiation Expert Calum Coburn in May, we felt secure in our selection of The Negotiation Experts as the solution provider for this international training program. Upon initialising logistics and agenda finalisation, we found the team highly organised and very willing to assist us with our internal arrangements. Their focus on collaborative relationships was evident from the outset.

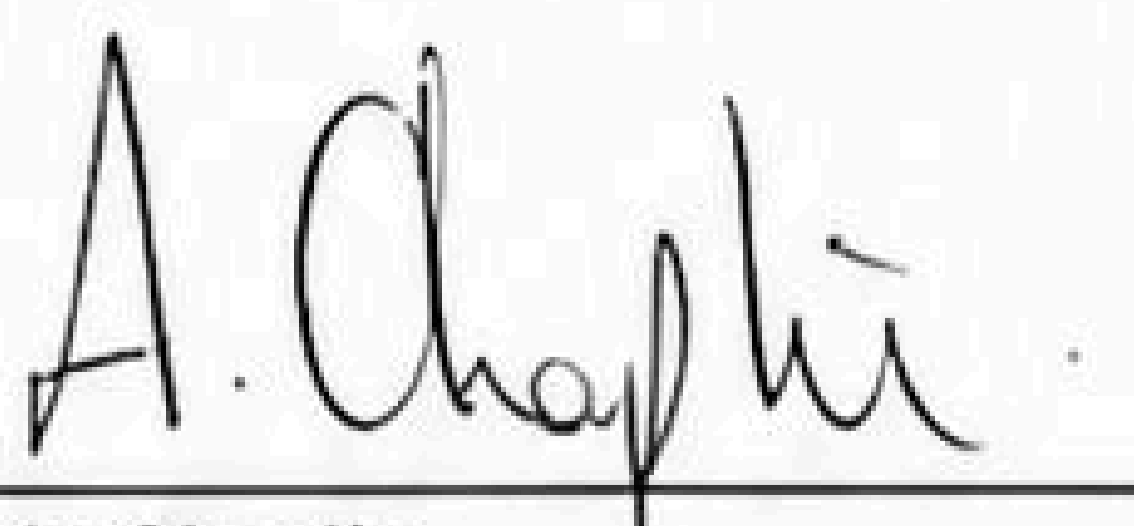
The TNE's high degree of customisation to deliver a BOC commercial team specific solution was one of the key driving factors behind a highly successful program. Their understanding of our global, cross-cultural business environment was intimate, and the solution incorporated a high degree of flexibility and was highly interactive which further enhanced the overall learning experience.

Feedback from my senior management team was of a very high standard indeed. Seasoned negotiators themselves, they recognized the value delivered by this specialist negotiation solution provider.

We will continue to roll out the services provided by The Negotiation Experts across our global business unit as required to assist us in embedding this organisational negotiation capability.

I have no hesitation whatsoever in recommending The Negotiation Experts.

Signed :

  
Andy Chaplin  
Project Development Director