



Polimeri Europa

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Mr Stephen Wilyman
Mteq WLM Implementation Ltd
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23rd January 2007

Dear Stephen

We are nearing completion of our Mteq/Polimeri project and it seemed an opportune moment to pass on to you my thoughts. The main objectives of the project were the following:

- 1 A substantial increase in the utilisation of our site third-party plant maintenance contractors
- 2 An increase in plant preventative maintenance
- 3 The design and installation of an effective planning and follow-up management control system which allowed organisational and maintenance goals and targets to be monitored and action to be taken to correct variances (control at point of execution)
- 4 Installation of contractor key performance indicators
- 5 Behavioural change amongst Polimeri management which ensured effective utilisation of third-party contractors

I am very pleased to report the following:

- 1 We have seen a 13% increase in the amount of preventative maintenance completed on site and an increase in utilisation of 16% from our contractors
- 2 Work standards/norms now reflect more realistically the work content
- 3 We have an effective management control system which maximises the utilisation of available resources through a closed loop of Forecast / Plan / Assign / Follow-up"
- 4 Communication and review structures have been installed which allow management to take action on variances in a timely manner
- 5 Contractor key performance indicators have been installed which provide transparency and visibility to Polimeri management

Our managers now have robust tools to effectively manage our site contractors. The understandable initial scepticism of our managers has been replaced by the positive behavioural change essential to the effective use of our installed systems. We observe that the behavioural change has manifested itself in managers now taking a pro-active, 'can do', approach when dealing with contractor maintenance. Your team has performed in an extremely professional and approachable manner, thereby ensuring the success of the project.

Yours sincerely,

Robert Battersby
Managing Director