

27 September 2006

Paul Humphries
Humphries Construction
PO Box 7130
PALMERSTON NORTH

Dear Paul

In June 2004 I wrote to you expressing my satisfaction with the manner in which your firm had carried out three projects on our site. Since then we seem to have constantly had projects either in the planning or execution phase and Humphries Construction has been able to win these on cost and quality criteria. Although the size and complexity of these has continued to escalate, your commitment to excellence has not wavered.

You have now completed the following:

- Warehouse conference room and atrium entrance
- Rebuilding and relocation of the lower floor offices
- New parts trading room
- Executive office rearrangement
- Café and commercial kitchen
- New main toilet and shower block
- Customer dialogue centre offices and main theatre storage facility
- Fleet and development workshops
- Disaster recovery computer room and power generation facility
- Relocation of main switchboard and construction of UPS power room

And there are numerous smaller jobs underway and completed. You of course are currently engaged in the most complex and largest of all, the new extension to our parts warehouse. This is the largest job you have undertaken for us so far and it is a credit to your team that I was able to report to our board recently that the project is on time and budget notwithstanding the extremely wet winter conditions we have experienced.

This progress on the warehouse has been achieved by the coordination of a number of locally based contractors who have all performed very well. This coordination role has been key to your success in our project to date as we prefer to use local companies who we have a long term relationship with. As you know this gives us the opportunity to make improvements as we progress (a key Toyota philosophy) as well as to resolve any difficulty quickly and without recrimination. The communication that your team encourages between contractors and our team is producing great results for us.

It is a measure of our opinion of your company that we are currently planning the construction of our new Board Room and Lexus offices and a project to be completed as far out as over the December 2007 to January 2008 period. While we will always expect competitive pricing and high standards I have no doubt that you will continue to achieve both.

Please feel free to show this letter to any prospective client who may feel free to contact me directly if they wish.

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'John Fowke', with a long horizontal flourish extending to the right.

John Fowke
General Manager Finance