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September 14, 1992

Larry Bangs
Bangs & Company
30 Nancy Drive
Novato, CA 94947

Dear Larry,

This afternoon we decided to re-instate our basic wage scale which we reduced (10% across the board) in May of this year to cope with a large anticipated cash shortfall. We intend to make this move in November if the current trends continue. We also will be able to pay down our line of credit by \$5000 this month.

These are adjustments which we are making deliberately, rather than just reacting to our bank balance as we have in years past. It was through our association with you that we learned to develop a cash management program, as well as adopt a more active job management, scheduling and progress review format.

This approach to economic and production goal setting has been instrumental in our recovery in the midst of a very difficult project and has set the tone for what we anticipate will be a solid performance this year.

In addition to raising and emphasizing some important basics, you have helped us formalize our company purpose and direction. This focus has been a motivator and guide for managers and workers alike.

Finally, but perhaps most importantly, you have provided an accurate ear for myself and our management group to more clearly and carefully consider how we relate and what we want and expect from each other. You have my thanks, respect and appreciation.

I would not hesitate to recommend you and your services to other owner/managers who are intending to upgrade their performance as leaders and their businesses as vital members of the community.

Yours truly,

A handwritten signature in blue ink that reads "Peter van der Sterre". The signature is written in a cursive style and is positioned above the printed name.

Peter van der Sterre