



Düsseldorf, 15th June 2009

### Letter of Reference

Henkel, headquartered in Düsseldorf / Germany, has about 52,000 employees worldwide and counts among the most internationally aligned German-based companies in the global marketplace. People in approximately 125 countries around the world trust in brands and technologies from Henkel. Henkel has three globally operating business sectors:

- Adhesive Technologies – Henkel is the world market leader in adhesives, sealants and surface treatments for consumers, craftsmen and industrial applications.
- Laundry & Home Care – The Company's success story started with a product from this business sector.
- Cosmetics / Toiletries - Henkel's cosmetic division is one of the largest of its kind in the world and its brand-name products business is continuously expanding.

Mr Werner Kirchmann was contracted as a freelancer and has worked for us in several functions and projects from May 2004 to May 2009 (selection):

#### Project "Relaunch of the Henkel Corporate Websites"

- Project Management support
- Evaluation of Web Content Management Systems, Product Information Management Systems
- Technical consulting, development of IT architectures
- Support in Project Budget Administration
- Definition of Roles and Responsibilities for daily systems operation
- Quality assurance,
- Management of service providers – data centre and agencies
- Technical reviews of change requests
- Documentation, system administration manual

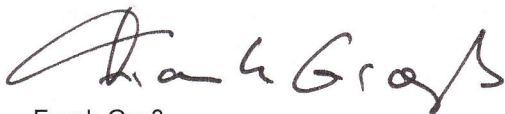
#### Project "DMS Document Management System for Dial and Henkel"

- Project Management support
- Preparation of tender documents
- Support in the organization of bidders conferences
- Technical consulting, development of IT architectures
- Support in negotiations with service providers
- Moderation, preparation of decision memos
- Evaluation of suppliers proposals

Besides his work in projects Mr. Kirchmann supported us on several occasions in our process management, e.g. with the regular co-ordination of system change requests from Henkel internal customers, the preparation and processing of regular status meetings, management presentations and much more. He worked always in compliance with our ITIL-based internal IT service structure and supported us especially with his project management skills.

Within the IT Content Management team Mr. Kirchmann was an important point of contact for our Henkel internal customers as well as external IT suppliers.

The current economic situation has led to severe cuts in IT project budgets, as a consequence and most regrettably we need to end our co-operation. The quality of Mr. Kirchmann's work was always excellent, he carried out all tasks with great care and precision, demonstrated excellent analytical skills, delivered always in a timely manner and gave us always very good advice. We recommend his services very highly.



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