

14<sup>th</sup> November 2007

To Whom it May Concern

**Ramsden Purchasing Ltd**

At the beginning of 2007, InterCity Group Ltd had a need to review it's purchasing policy. The Company had grown rapidly by both acquisition and organic routes and needed to standardise the approach taken to suppliers of cleaning materials, and to benchmark our current providers prices in the marketplace. The Company also had too many suppliers and needed to rationalise the supplier base.

Ramsden Purchasing was chosen because it was recommended to us from a trusted third party who had used them and found that the results were beneficial and upon meeting Mick Ramsden we were impressed by his knowledge and experience.

Ramsden Purchasing took control of our Purchasing Review. They were thorough in that they built up a profile of our purchasing patterns and created a detailed spreadsheet to compare our current suppliers. They also spent time in understanding our exact requirements so that in the process we didn't force suppliers to make promises that they couldn't fulfil or which damaged the relationship between us in the process.

The project took a couple of months to conclude. Mick handled it very professionally. He liaised with suppliers and kept us informed of progress, then agreed the way forward prior to us making final decisions. We managed to streamline our numbers of suppliers from seven to three and to make substantial savings on the cost per item for the bulk of our purchases.

We felt that the project was a success. It achieved our objectives but avoided being a "beat up" exercise with the suppliers, thereby maintaining a good ongoing relationship with them.

We may well be using Ramsden Purchasing in the future and would recommend the Company as a credible, professional outfit who had the right level of expertise and experience to deliver on our behalf.

Yours sincerely



Eugene Boyle  
Managing Director  
InterCity Group Ltd