

3 November 2009

Stuart Cross
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Dear Stuart

ANNUAL BATHROOM CONFERENCE 2009

I am writing on behalf of the BMA President, Management Committee and members to thank you for attending the Annual Bathroom Conference 2009.

Your presentation complemented the morning speakers and left delegates on a high and looking forward to the afternoon session.

Delegates attended across all sectors of the Industry and although the recession has hit the bathroom Industry hard, 150 delegates found the time to listen to your high energy provocative session that will help their thinking process to build and lead focused strategy that will drive innovation and growth.

I must also congratulate you on the pre Conference activity you undertook, the feedback on the survey and pre Conference activity making for an excellent package.

Delegates commented throughout the day that the two inspiring presentations were yours and Satchi and Satchi, which I am thrilled you recommended.

The Annual Bathroom conference 2009 was a huge success and will be talked about for many months to come, thank you once again for your contribution.

I look forward to working with you again in the future.

Kind regards

Yours sincerely



**YVONNE ORGILL
CHIEF EXECUTIVE**