

15th January 2009

GOLD STANDARD AWARDS - 2008

I am delighted to write to you today and congratulate your business on achieving the Mars Drinks Gold Standard Award for Quality Performance in 2008.

The Gold Standard Award was launched several years ago and is open to all our assured suppliers. It highlights our need for robust quality management systems combined with consistent quality conformance and delivery performance.

The criteria for the 2008-year award were:

1. Better-than-target parts per million rejected
2. Better-than-target on time in full delivery performance

The Gold Standard provides recognition of the fact that you as a supplier have helped us to build quality excellence into our brands through capable supply. A huge thank you to you and your teams for this effort and let's hope it continues throughout 2009.

I would once again like to congratulate you on your achievements in 2008 and look forward to working with you in 2009.

Regards

Ken Dack
VQA Engineer

