



John F. Welch
Chairman of the Board

General Electric Company
3135 Easton Turnpike, Fairfield, CT 06431

November 9, 2000

Mr. Dan Low
World Education



General Electric Company
3135 Easton Turnpike, Fairfield, CT 06431

Mr. Dan Low
World Education
3 Rue Albert Walter
93430 Villetaneuse
France

... Best wishes
... The Art of Self-Combat.

Sincerely,

A handwritten signature in black ink that reads "John F. Welch". The signature is fluid and cursive, with "John" and "F." appearing at the top left, "Welch" written below them, and a small "J.F.W." at the end.



TESTIMONY

For the implementation of the new organization of the Customer Service at Caterpillar Finance France we called in Dan Low, international consultant and corporate trainer, with the approval of Laurence Antoine, Managing Director, in order to accompany the team in the management of this strategic change for the company.

The concepts of this training in Advanced Managerial Development given by Dan Low during the three half-day sessions at the beginning of the year, enabled the team members to reach our key objective: to be the best customer and legal service department in Europe.

In terms of tangible results, we improved significantly our key indicators, such as our past dues rate for Regular contracts from 1,24% of the total Regular portfolio to 0,76% and for Legal contracts from 1,85% of total Legal portfolio to 0,71%.

In terms of intangible results, we were able to solve more problems and come up with more innovative ideas than ever before. This contributed to reinforcing team spirit and communication. All these factors triggered a better ambiance and real motivation.

We have now set a new objective: to be the best customer and legal service department in the world!

Marie-Christine CARADOPoulos
Customer Service Manager

Paris, October 3, 2005.

A handwritten signature in blue ink that reads "MC Caradopoulos".



LE DIRECTEUR GÉNÉRAL ADJOINT

Paris-La Défense, le 17 novembre 1987

Monsieur,

Notre Président, M. Jean-Louis BEFFA, m'a transmis votre courrier du 12 octobre relatif à votre proposition de séminaire de "SELF COMBAT".

Votre proposition rejoint nombre des préoccupations auxquelles nous avons dû faire face ces dernières années, notamment dans le management des équipes pluridisciplinaires et multinationales. Il serait intéressant, en effet, que nous puissions débattre ensemble de nos observations mutuelles. En conséquence, je vous suggère de prendre rendez-vous avec M. Jean-Noël CHEVREAU, Directeur de la Formation de Saint-Gobain, que je préviens de votre appel.

Veuillez agréer, Monsieur, l'assurance de mes sentiments les meilleurs.

A handwritten signature in black ink, appearing to read "José Bidegain".

José Bidegain

Monsieur Dan LOW
92 rue Saint-Lazare

75009 PARIS