



*The* COLEMAN COMPANY, INC.

November 5, 1999

Dear Doug,

Thank you for the outstanding effort you put forth in presenting meaningful and dynamic sessions to the Coleman employee base. Your willingness to do preparation for the presentations, reviewing company history, current culture, and fly in a day early to tour the facility was very advantageous. By observing your ability to connect with those you were teaching it was obvious what a great benefit your willingness to do this preparation was.

The comments from the sessions were outstanding. I received comments in to my office from all levels of the organization. Just a few of the remarks were:

"He needs to come to Coleman every year"

"The entire plant is working more cooperatively since they heard Doug Hanson"

"Finally, a speaker who truly understood the values of the Coleman Company"

"He not only shared things that make sense at work, they make sense in life."

There is no doubt in my mind that you could help further any company's goals that understands the value of people. We look forward to a long and lasting relationship. Thanks again for a job so extremely well done!

Sincerely,

A handwritten signature in cursive script that reads "Ken A. Hankins".

Ken A. Hankins  
Senior Director,  
Customer and Consumer Services