



3 February 2011

Lesley-Caren Johnson
WORDsparks

Dear Lesley-Caren

IWESCO Operations and Procedures Manual

We would like to take this opportunity to thank you, your company WORDsparks and your association with Franchising Plus for the effort and wonderful work you put into developing our Operations Manual to where it is today.

When we decided to embark on a franchise expansion strategy to grow the IWESCO brand and footprint, we had no idea what a project of this nature entailed and certainly didn't expect the amount of detail that a manual would require.

Although we had a fair amount of our policies and procedures documented, it needed to be organised into one logical and easy-to-read document. Working with you to draft the documentation really made us think about our business and review the policies and procedures we employed in our operations.

Further to this we value the experience, input and enthusiasm you brought to the table. We are very proud of the finished product and confident that it will assist us to expand our business well into the future.

Good luck in all your future projects.

Yours sincerely,

Shellie Roodt
CEO