

Firmenich

FIRMENICH INCORPORATED
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Mr. Charles B. Mattingly, President & CEO
BETTER BUSINESS BUREAU, INC.
844 S. 4th Street
Louisville, Kentucky 40203-2186

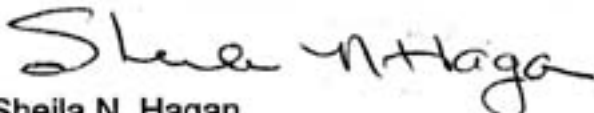
Dear Mr. Mattingly:

On behalf of Firmenich, I am honored to have had the opportunity to work with PRO-LIQUITECH for the past seven years. Their commitment to quality and service is extremely rare and hard to come by in our industry nowadays. This, combined with a high regard for business ethics, has created a unique bond between our organizations. The relationship has also been enhanced by the professional manner in which they conduct day-to-day operations.

As a food ingredient supplier we have been extremely impressed with the ability of PRO-LIQUITECH to adapt to scheduling and distribution interruptions to insure the successful delivery of products to our mutual customers. This is extremely important to us at Firmenich. Guaranteed quality and on time arrival of products and services has always been a priority within the Firmenich family businesses. The production and logistics groups of PRO-LIQUITECH consistently prove, by their daily actions, that they too share our dedication to customer satisfaction.

Firmenich has always placed ethics, service and commitment to personnel as top priorities. PRO-LIQUITECH has consistently proven over the years to value these same ideals. For these and other reasons we at Firmenich feel that PRO-LIQUITECH is deserving of this prestigious award.

Sincerely,



Sheila N. Hagan
Account Manager