

Our Ref: AJB/MM

4th November, 1991

Mr. J.L. Mercier,
Imperial Tobacco Limited,
P.O. Box 6500,
Montreal P.Q.,
Canada,
H3C 3L6

Dear Mr. Mercier,

Please accept the thanks of the BATCo Southampton Site Quality Resources Group and Departmental Managers for your extremely quick and candid response to our Quality Through People Questionnaire.

The results of the questionnaire were very encouraging and indicated that our overall performance is generally assessed as very good.

However, this does not mean we will be at all complacent. We were able to identify a number of areas where improvements in what we do for you are necessary and these will form part of our Quality Improvement Programme.

It is our intention to provide your Company with the best service possible and to that end your response to our questionnaire was valuable and very much appreciated.

Yours sincerely,

A.J. Burden
(for the Southampton Site QRC)

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