



**Sun Company, Inc.**  
Ten Penn Center  
1801 Market Street  
Philadelphia PA 19103-1699

Mr. Terry W. McKenna, Principal  
Employee Performance Strategies, Inc.  
5002 Flint Rock  
Chantilly, VA 20151

Dear Terry:

The evaluations are in for our recent Employee Business Conferences, and the rating for your "Customer Buying Experience" keynote presentations point to the appropriateness of the subject matter and "score" you to be the highlight of our conferences.

Your material is timely and the content fits perfectly with Sunoco's business strategies. The substance is practical and focused on launching our employees in a direction that strengthens both our organization and brand value. Your personal knowledge and hands-on experience in our business certainly adds a dimension of reliance and credibility, but clearly the success of your presentations was because of your presentation style and knowledge of the data. Your engaging and humorous presentation manner kept the audiences absorbed.

The best testimonial I can pay is the fact you're being invited back for an encore of more than 20 separate presentations to our Sunoco dealer and franchise customers. And beyond that we have talked about plans for further meeting presentations to our Distributor/Subsidiary and Company-Operation business channels.

On behalf of Sunoco Northeast Marketing, thank you for helping to make our 1998 Employee Business Conferences a worthwhile success.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Anders", is written over the typed name.

Donald E. Anders  
Manager, Human Resources