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Pictet Asset Management Limited



13th June 2007

Mr Andy Brymer
Chairman
Reflex Limited
1 Bennet Court
Bennet Road
Reading
RG2 0QX

Dear Andy

RE: Reflex Entry into the A-V / IT Project of the Year

Following on from our recent conversation I can confirm that Pictet are happy to endorse Reflex's entry for the above award and would like to provide the following assessment of the project.

The project involved moving Pictet's London Head Office from Tower 42 on Old Broad Street across the city to a new location occupying 2 floors in Moor House on London Wall.

An important part of the relocation was the provision of proper audio visual facilities. Our previous location had 10 meeting rooms, but only 2 of these had proper AV facilities and it was virtually impossible for our staff to get access to the rooms.

With my background in IT & Logistics I had first hand experience of the frustrations of our staff, and I was determined that our new premises would be properly equipped with comprehensive AV facilities, which would be consistent across all the rooms. I was also keen that the systems were simple to operate so that our staff would be confident to use them and thus have more productive internal and external meetings.

We had a variety of requirements and applications that we were looking to achieve. These included:-

- Daily video and audio conferences with the head office in Geneva.
- External market briefings (predominantly from the other 17 Pictet offices world-wide) covering topics like fund performance, new market opportunities, company updates etc.
- The ability to incorporate a variety of input materials including spreadsheets, PowerPoint, live data, video and voice. In a nutshell we wanted the capability to display any information from our computer network anywhere in the building.
- Internal and external presentations.
- Dissemination of financial updates and other news items throughout the building.
- The ability to hold meetings/briefings to varying sizes of attendees up to 150.
- To create a cafeteria area where staff could eat, drink coffee, meet informally and be informed and entertained. I specifically wanted to create a large screen display with a wow factor in this area.
- The finance market is incredibly fast moving and dynamic and I was really keen to create an innovative, leading edge facility that reflected the market we operated in.

- To gain central control over room bookings and reservations and to enable reception staff to prepare rooms for meetings in advance.
- Moor House is an environmentally friendly building and we wanted the AV systems to be able to be shut down when not in use.

In terms of selecting an AV partner to carry out the project, Reflex were originally brought to our attention by Polyvision, following our enquiries into their Room Wizard meeting room control system.

At an early stage I met up with Steve Phippen and Graham Kirkpatrick and became impressed with their knowledge and professional attitude. They were also extremely helpful in leading us to the best solution to meet our requirements, arranging product demonstrations and working closely with us to overcome the inevitable obstacles that appeared from time to time.

Because these experiences made me feel comfortable I decided to select Reflex to carry out the project, subject to the usual financial considerations.

I have been extremely pleased with my decision. Unusually, in my experience, Reflex actually delivered what they promised. They have been the best of all the partners involved in the project and responded to all my needs – as and when required.

The staff Reflex allocated to the project have really impressed me. Steve kept me informed about what was going on at all times and the teamwork of the engineering staff, particularly Dave and Jimmy, helped make this a very successful project. It was obvious that the engineers had worked together for a long time, they were resourceful and when they encountered problems, always came up with solutions and provided timescales to resolve them. I was also appreciative of the continuity of staff deployed on the project; it saved me personally a lot of time because I didn't need to keep briefing new people.

In summary I am delighted to have worked with Reflex on this project, the company has been professional throughout and especially towards the end of the project when the pressure mounted as the deadlines got tight. I believe that Reflex have completely met all the objectives of this project and that Pictet have received full value-for-money.

Finally, during a recent visit to Moor House a group of senior colleagues remarked to me that they considered it the best office in the Pictet Group. As the project manager I am obviously very proud of this and would like to thank Reflex for their contribution – I wish you good luck with the Award.

Yours sincerely



Marco Panarese

Global Project Manager – Pictet Asset Management