

Peter J Karlsson
Executive Director

CONCHIUS, Ltd.
5/F, No. 1118 Yu Yuan Road
Shanghai 200050
P.R. China
Tel: +86 21 5239 6471
Fax: +852 3017 6800
Peter@Conchius.com

Shanghai, July 26, 2006

Process for COPE assessment

This document contains a short description of the process for using CONCHIUS Organization Performance Evaluation, COPE. Using COPE we evaluate your entire organization or parts of it and can determine which business units are currently performing to their potential in regards to:

- Productivity
- Profitability
- Customer Satisfaction
- Employee Retention

This information is invaluable for any manager or management team aiming for long term performance and creativity within the organization.

COPE Measures the Critical Factors for Continuous High Performance and has been validated in China. COPE is based on the largest study of its kind ever undertaken. The method has been validated in 12 distinct industries with 105,000 Employees.

For a successful assessment the following steps will be taken:

1. CONCHIUS will need a list of all included department/group names and number of persons in each one.
2. A login and password will be generated for each unit/group and will be e-mailed to the appointed company contact person.
3. Each unit or group manager should inform his/her unit about the assessment procedure and purpose. See Appendix 1 for information that can be used when presenting.
4. The assessment questionnaire is available via the Internet. Distribution of correct login details to each participant alternatively one or more dedicated computer can be used for answering the assessment questionnaire. If preferred the employees can do the questionnaire on paper, but it is important that no names or personal information is collected during this process.
5. After each employee has answered the questionnaire CONCHIUS will analyze the results and present it to the management team.

Appendix 1, Information about COPE for Employees

This is a short out-line on how the information can be structured for participating employees. To put the assessment into the company's own context is beneficial.

- This assessment is made to be a feedback from employees to **help keep the organization an attractive and inspiring workplace for the employees**
- If answered according to each employee's true perceptions it will **help the organization and its employees to work more efficiently and productive together**
- **The assessment is fully anonymous** and not even CONCHIUS will be able to separate individual answers when entered on the Internet
- **The assessment takes approximately 10 – 15 minutes to complete** and the questionnaire is available in English or Chinese whichever feels more comfortable for each employee

Sincerely,



Peter J. Karlsson
Executive Director