

Emmit K. Coots
Shell Project Manager
Duke Realty
14241 N. Dallas Parkway, Ste. 1000
Dallas, Texas 75254

July 28, 2008

Emmit,

On behalf of Welton USA I wish to thank you and your entire team at Duke Realty for the successful design, construction, and on-time completion of our new building.

In my time with Welton USA Ltd. I have been involved with three build-to-suit projects. This latest building is our largest at 552,000 feet and our first with Duke Realty. The difference I saw in the professionalism, procedures, and level of communications during the Duke building and the previous two projects was stark. With Duke we were given the opportunity to define even the smallest of details that have made our new facility not only more efficient than it might have been, but also a more comfortable place for everyone to work.

Being given the open channel for direct communications with the architect and your team throughout the project was a positive difference for us. It facilitated a faster turnaround in ideas and in bringing the overall tenant improvement designs from concepts to print in a far shorter period of time.

I sincerely appreciate the effort that was put into maintaining the established budget. As with any project of this size and scope, changes are inevitable. As the need for adjustments to the design became evident, you and your people worked diligently to pose viable options that allowed us to accomplish our goals and to stay within our initial budget number. The effort from you and your staff to put your customers' needs first was greatly appreciated.

As you were aware, the timing of our ability to occupy the building was critical. The financial impact of a missed move-in deadline would be severe. Through your direction everyone at Duke and the selected contractors worked against weather related delays and material shortages to see that our very tight timetable was met.

All of these circumstances add up to a very satisfied customer. They are also evidence of the knowledgeable and professional team at Duke construction. Thank you again for the leadership you brought to the project and for the highly successful outcome. We are well pleased.

Best Regards,



Gary Redmond
Executive Director – Operations

Emmit -
This is a wonderful letter
and great testament of a job "well done".
It is evident that you were a great letter
on this one... And you were a great letter
customer. You set us apart and above
and beyond on this...
Congrats!
Jeff Turner
cc: Steve
Kennedy