



**BROWN & WILLIAMSON  
TOBACCO**

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May 24, 2001

Mr. Guy A. Hale, Chairman, CEO  
Alamo Learning Systems  
3160 Crow Canyon Road, Suite 280  
San Ramon, CA 94583

Dear Guy:

I appreciate your call congratulating Brown & Williamson for being recommended for ISO 9001:2000 and ISO 14001:1996 registration. This culminates thirteen months of hard work by our staff.

We would not be at this point, however, were it not for the guidance of your director, Joyce Ardern, as our consultant. Thank you for assigning her as our representative from Alamo Learning Systems.

I also appreciate your personal recommendation of BSI, Inc. as our auditors. Their audit team was professional, thorough and fair throughout an exhaustive look at our integrated quality and environmental management system.

Sincerely,

Don B. George  
Macon Management Representative  
B&W Tobacco Corporation

DBG/crs