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Ventanas, March 22, 2013

To whom it may concern:

Puerto Ventanas, S.A., a company of Grupo Sigdo Koppers, which provides bulk transfer services including loading, unloading, storage and supply in the center of Chile, carried out with London Consulting Group a consulting project focused on optimizing the processes in the Operations (Terminals and Docks), Maintenance and Logistics areas and making them more efficient from September 2012 to March 2013.

Once the project was completed, thanks to the joint efforts of Puerto Ventanas' employees and London Consulting personnel who provided an effective methodological guide, we were able to achieve the qualitative and quantitative results that we set out to achieve.

Some of the most important results from the project were:

Operations (Terminals and Docks):

- An 18% increase in the productivity of the Costa Terminal.
- A 35% increase in the productivity of the front loader of the Costa Terminal.
- A 25% increase in the productivity of the area's temporary personnel.

Maintenance:

- A 17% increase in compliance with the maintenance plan.
- A 22% increase in the standard time of maintenance activities.
- A 20% increase in the amount of activities performed.

Logistics:

- Support in the implementation of the SAP-MM module and its interconnection with SAP-PM.
- Design and implementation of an IT solution based on SAP for the use of a barcode reader/scanner.


Management Skills Development:

- Management Skills Development and Development of Agents of Change seminars were given at different levels in the organization and were followed up on in the field.

As a result of the operative improvements we have achieved an accumulated return on investment (ROI) to this date of 1,1:1, and if the current trend continues, the annual projection will allow us to achieve a total ROI of 4,5:1. In addition to the quantitative results, the cultural change in our employees is notable.

Based on the aforementioned, we recommend London Consulting Group as a professional company with a high level of commitment from all of their executives for achieving the set goals and creating an excellent work relationship with the personnel of the companies they work for.

Sincerely,


Gamaliel Villalobos
General Manager
Puerto Ventanas, S.A.