



"We do our level best"

September 9, 2008

Geoff Garden
The MIHI Group
10 South Front Street
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Dear Geoff:

I wanted to take the time to comment on the positive impact working with MIHI has had for CCL. The overall support around the development of our business strategy, using the ESP™ Program, has helped us to develop a clear plan along with a process for ensuring it is followed through to execution. MIHI has also been pivotal in the creation of our Human Resources Group. We are seeing very positive returns in this area with comprehensive program development coupled with the personal training and development of our Human Resources Manager. MIHI's most recent work with our new Head of Administration has helped to transform that area and to create a strong partnership between this vital function and our line management. This has taken a lot of "noise" from the field and allowed our people to focus on project management and revenue growth.

CCL has worked with consultants in the past but none of them have taken us from concept to execution the way that MIHI does. I believe this is the process that separates you from the "rest of the pack" and delivers real world value for us.

Regards,

Steve Cruickshank
President

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