



April 19, 2019

To whom it may concern:

Puerto Rico Supplies began operating in the consumer goods distribution market in 1945, and since then it has incorporated new brands into its portfolio, allowing us to become leaders in the Puerto Rican market. In order to continue satisfying our client's needs, **Agro Produce** was incorporated in 2013. **Agro Produce** offers the national market with over a thousand fruit, vegetable and herb products and currently, in conjunction with its 125 partners, is the leading distributor of produce in Puerto Rico.

In January 2019, we began, in conjunction with London Consulting Group, the "AgroVirazón" improvement project which focused on developing initiatives orientated towards strategically increasing sales, as well as improving our control and management procedures in the Purchasing and Warehousing departments through the implementation of an optimization and continuous improvement methodology.

We would like to acknowledge **London Consulting Group's Human Development** department for their excellent work as leaders of the **Human Development Program**. This program was directed towards the personnel involved in the "AgroVirazón" Continuous Improvement Project. The following activities that were undertaken stood out:

▼ **Managerial Skills Seminar:**

7 workshops were developed in order to significantly improve our personnel's knowledge. These sessions had an impact on **12 key administrative personnel members**. Furthermore, 6 sessions were directed towards the **7 supervisors**, where they were taught new work systems which facilitate the integration of new management and execution tools into their daily tasks.

▼ **Strategic Coaching and defining action plans:**

In these one-on-one sessions, concerns and necessities, along with strength and opportunities, were identified and used to define the best action plans for each individual.

▼ **Communications Program and Project Change Management:**

With this initiative we were able to maintain the organization's personnel constantly informed, and at the same time, we were able to promote appropriate values and behaviors which aided the project's development.

Without a doubt, this program generated great results for our organization. The increased openness towards change, along with the newly acquired skills, were key to strengthening our personnel's leadership skills. We highly recommend **London Consulting Group's Human Development department** for the professionalism, commitment, and efficiency in carrying out a project of this nature.

Carmen Laura Marrero
Vice-President of Finance
Puerto Rico Supplies

Alicia Echevarría
Vice-President HR
Puerto Rico Supplies