



February 2020  
Comerio, Puerto Rico

To whom it may concern,

Store Management System, founded in 1988, operates 5 stores from the Econo Supermarkets (Barranquitas, Comerio, Humacao, Naranjito and Naguabo), the leading independently owned chain in Puerto Rico.

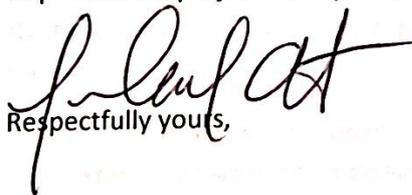
During the months from May 2019 to February 2020 **London Consulting Group (LCG)** and Store Management System engaged in a project for our Coffeeshops Division with the target to design strategies, procedures and tools to increase efficiency, profitability and value to our company.

The solutions developed as well as the initiatives implemented, have generated successfully improvements and efficiencies in the company processes. I would like to highlight some of the main achievements:

- Implementation and standardized menu for all the coffeeshops.
- Standardized operational procedures and strategies to minimize shrinkage.
- Raw materials maximization.
- Service routines and guidance to new products introduction.
- **11% increase** in operational productivity in all the implemented stores.
- **8% increase** in gross margin in our coffeeshops division.

The annualized Return on Investment (ROI) in this project is **1.9 to 1**.

This experience with London Consulting Group has been above our expectations and I highly recommended London Consulting Group as a consulting firm with the capacity of carrying out improvement projects that positively impact any company's bottom level.

  
Respectfully yours,

Juan Carlos Agosto  
Chief Executive Officer  
Store Management System