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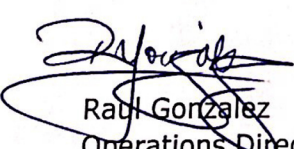
To whom it may concern:

Janseen Ortho LLC, a Johnson & Johnson company, is a world-wide leader in the pharmaceutical industry and we would like to acknowledge **London Consulting Group's Human Development** department for their role as leaders of the **"RISE"** project which took place in **Manatí, Puerto Rico**. LCG focused on **Managing the Changes and Developing the Management level** at our location.

This program was developed alongside the process improvement modules for our support areas (Maintenance and Quality Assurance), and this complemented our focus on strengthening our **Managerial Abilities**. These programs enabled us to generate the adequate level of aperture towards Change in our Directive, Managerial and Supervisory personnel.

The three pillars we developed in this program were:

- **Managerial Abilities Seminar:** This 7 session workshop has been the backbone of the whole program as it enabled our personnel to learn through dynamic and interactive training sessions. It is important to highlight that each one of these sessions were specifically designed towards satisfying the site's necessities, and simultaneously, towards reinforcing the **Managerial Abilities and Leadership Skills of the 34 participating Directors, Managers, and Supervisors**.
- **Strategic Coaching:** In these reunions, **10 members** of our managerial and supervisory personnel had a private space where they convened on a weekly basis in order to seek clarification on any doubts they had in terms of the changes that were generated by the project, and their implications. In this way, we **managed to empower** 100% of the project implementation's key personnel and their relationship towards the new processes improved. This allowed us to implement these new processes in a much better manner throughout the project.
- **Communication Program:** The objective of this program was to communicate, in a punctual, opportune, and methodological manner, the project's progress, milestones and achievements throughout the duration of the project. Maintaining a constant channel of communication with our personnel was a key factor of the project as it allowed us to achieve a **Shared Vision** on the project's relevance for our organization. Furthermore, **Pep Talks** were carried out with the operative personnel which allowed them to totally comprehend the implemented initiatives and this improved their level of involvement in the project.

  
Raul Gonzalez  
Operations Director  
Janssen Manatí