



February 12, 2021

To whom it may concern:

Boys & Girls Clubs of Puerto Rico is a non-profit organization that seeks to offer a safe and creative space where low-income children and youth can develop so they become leaders who achieve their academic, personal and professional goals. In 53 years we have been in Puerto Rico we have served about 70,000 participants.

Throughout the months of June 2020 to February 2021 we worked hand in hand with *London Consulting Group* on the implementation of the *CAMIEN PROJECT PHASE II*. This project is part of the organization's biggest strategic initiative and had as an objective the definition of a management model based on indicators for the Operations, Resource Development and Resource Development (public & private) areas, while additionally working on the design of a work system based on procedures for the units of VIMENTI and Youth Development Institute. From the activities we have accomplished the following:

- ✓ Defining operational indicators for the Operations, Resource Development (Public & Private).
- ✓ Indicator implementation in the "Indicators Dashboard" format for the 3 areas mentioned in the previous point.
- ✓ Established Operational Management Model for each area through operational indicators, including feedback process and involvement of key positions for each area.
- ✓ Alignment of forums of operational management for each area based on government model established at organizational level.

For the units of VIMENTI and Youth Development Institute we highlight the following accomplishments:

- ✓ Definition of key processes for the Finance area.
- ✓ Definition of roles and responsibilities for the Finance Official position.
- ✓ Elaboration of job descriptions for the Finance Official position.
- ✓ Definition and implementation of Key Performance Indicators for the Finance area.
- ✓ Design of reports for information analysis and the optimization of processing times.
- ✓ Implementation of a new Government Model oriented to the management of operational results.



As part of the Project we placed special emphasis in change management that was supported and received follow-up in the following activities:

- ✓ Ensure a correct and profound induction of the organization for the people that would occupy the Finance Official position.
- ✓ Implementation hand in hand of processes and indicators defined in the Financial Area for the Finance Official position for each unit.

Based on our experience, we are pleased to recommend *London Consulting Group* as a professional company and committed with supporting this type of growth projects.

Cordially,

A handwritten signature in blue ink, appearing to read "Olga", is written over the word "Cordially,".

Olga I. Ramos Carrasquillo, Esq.
President