



May 1, 2020

To whom it may concern:

Puerto Rico Supplies Group, Inc. (PRSG) is a leading distributor in Puerto Rico, with a record of over 20 years of continuous growth. PRSG distributes and sells leading brands in all types of categories. With over 200 routes, it has the largest coverage and market penetration on the whole island.

With the objective of improving our product portfolio's performance and our deliveries to the clients, we carried out the "Optimus" project, in conjunction with London Consulting Group, between July and November 2019. This project involved the Purchasing, Sales, Marketing, and Warehousing departments.

During this period we achieved the following results:

- Complete analysis of the product portfolio which identified necessary correctives actions for 22% of the products and discontinued using 13%. This generated a 1% improvement in the whole company's GMROI.
- Generating new delivery strategies for the clients, which were created in conjunction with the Sales and Routes departments. This enabled us to improve customer service and optimize the distribution costs.
- 3% reduction in distribution costs.
- Implementing a permanent analysis committee to monitor the product portfolio's performance, in conjunction with the Sales, Purchasing, and Marketing departments, in order to implement defined corrective action in conjunction and in a timely manner.
- Implementing a management model with periodic feedback meetings between the different levels of the organization (operative, managerial, leadership).
- Implementing the Power BI tool in the warehouse and purchasing departments which automated the generation of indicators and reports, enabling an increased level of analysis of our information.

What has been achieved, in conjunction with the personnel training carried out by the Managerial Skills Development program, has guaranteed the continuity of the implemented work systems by positively changing the organization's work culture.

London Consulting Group has met the proposal established at the beginning of the project, surpassing our expectations. The project has generated a return on investment (ROI) of 0.7: 1 to date, with an annualized forecasted return on 3.3: 1.

We highly recommend **London Consulting Group** as a committed firm with an excellent work methodology, which is capable of carrying out improvement projects which positively impact organizations.

Sincerely,

Edwin Pérez
President
Puerto Rico Supplies Group, Inc.

EP/mcr



September 16, 2019

To whom it may concern:

Puerto Rico Supplies Group, Inc. (PRSG) is the leading distributor in Puerto Rico with over 1,100 employees in sales, distribution, manufacturing, farming and third party logistics. As part of our ongoing commitment to excellence and productivity, we recently developed VALES; a tailor-made performance evaluation tool based on self-assessment, empowerment and talent development.

London Consulting Group, Inc. has done a remarkable work in preparing our company's staff and management for what will be a strong shift in our performance management culture. From July through September 2019, London Group, Inc. designed and executed a Change Management initiative for VALES which included:

- Leadership and Coaching Modules - Five modules to ensure readiness in a transition towards a coaching culture based on frequent conversations, talent development and employee empowerment.
- One on One Assessments - Individual meetings with company managers and supervisors to assess challenges and opportunities in the required behaviors for: effective two-way communication, employee guidance, skills development planning, resistance management and corrective action.

London Consulting Group, Inc. has also provided valuable insights to our communications campaign during the pilot program stage. We feel confident in that VALES will be launched successfully, thanks to the expert support we have received during the past three months.

For that reason, we highly recommend London Consulting Group's Change Management services to help companies move a change from inception to delivery.

Regards,

Alicia Echevarria
VP Human Resources
Puerto Rico Supplies Group, Inc.