



San Juan, Puerto Rico, May 2019

To whom it may concern:

The restaurant chain Church's Chicken® is operated in Puerto Rico by South American Restaurants Corp., a member of the Larrea Group. This local Group has operated various restaurant chains on the Island since 1978. Puerto Rico is the only market in the world where Church's® holds the leading position in the chicken restaurant market. Church's® is known for its wide range of fresh, high quality products which are prepared in the moment, including breakfast. Church's® mission is to: "Serve happiness in every meal".

With the objective of improving the operations of our Recruitment Department we, in conjunction with London Consulting Group, carried out the "Moving Forward" project between November 2018 and May 2019. This project focused on optimizing the processes related to the recruitment of operational and managerial personnel, with the following results:

- Redefining the recruitment process in order to enable a higher level of talent acquisition and reducing the recruitment processing time.
- Implementing the "Funnel Management" tool which allowed us to visualize the status of each candidate at any given time (from the application to the first day of work), as well as being able to measure the conversion rate by stage and in general.
- Implementing a work plan which was distributed into segments in order to obtain the maximum number of interviews per week.
- Reducing the hiring cycle.
- Increasing the personnel productivity, based on the amount of processed applications.
- Reducing the turnover of the operational personnel.

London Consulting Group has surpassed the expectations which were defined at the beginning of the project, both with respect to the development of tools as well as the implementation and follow up of the new processes. We now have Key Performance Indicators (KPI's) for our Recruitment Department which allow us to have a better overview of the performance of the Department, improving the internal level of service.

We highly recommend London Consulting Group as a committed firm that has an effective and very professional work methodology.

Sincerely,

Pablo Rodríguez-Solá
Executive Vice President
South American Restaurants Corp.

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