



San Jose, Costa Rica, September 2016

To whom it may concern,

We at TIPS are the largest retailer of food service and kitchen tools and equipment in Costa Rica serving the restaurant and hospitality market in the country, at both the professional and enthusiast levels. We specialize in the commercialization of kitchen and patisserie tools, appliances, equipment, and the development projects covering design and installation of professional kitchens. We have 5 sales points in the most important sectors of San Jose and Guanacaste.

Between March and September 2016 we developed the Improvement Project "IDEA", under the guidance of the London Consulting Group, focusing on the improvement of our company's profitability, through the transformation of our core and control processes: Category Management, Purchasing, Sales, Logistics and Tech Service.

With the help of this project, we see a very tangible outcome that allows for the turnaround of our financial results.

Some significant results include:

*Category Management and Purchasing*

- 12% growth in gross profit (vs. previous year).

*Sales*

- 4% increase in net sales.

*Logistics:*

- 94% compliance to 5 Ss parameters, with a 44 percent point increase versus initial evaluation.
- 40% increase on the fleet utilization ratio.
- 34 percent point increase in the % of adherence to de shipping program.

*Tech Service:*

- 60% decrease of accumulated Work Orders.
- 23 percent point increase in programed workload fulfillment of tech staff.

*Staffing Cost:*

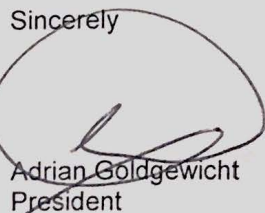
- 14% improvement in the staffing cost to sales ratio.

These benefits account for a 0.9 to 1 ROI at project end, and a 3.5 to 1 ROI on an annual basis.

Apart from the quantitative benefits, the optimization of our processes, the redesign of our organizational structure and the deep cultural transformation will set the basis for a solid company. Most importantly, with all these changes, we have set the foundation for a steady and sustainable growth.

I fully recommend London Consulting Group as a very professional Company with the knowledge and the drive to deliver excellent results based on their proven methodology.

Sincerely



Adrian Goldgewicht  
President