



To: Azeem Kayum

From: Martyn Yarwood

Re: Motivational Presentation

Date: December 12th, 2005

Dear Azeem,

We would like to formally express our gratitude and appreciation for the motivational speech you provided to Davis + Henderson's Call Centre management team at our offsite on November 10th. Your speech had a profound impact on the audience, which led to several positive and productive discussions long after you had left the building. The topics you discussed were very poignant and we appreciate the level of customization you provided based on our conference objectives. These discussions have in turn led to improved coaching practices, communication processes, and practices within our operations.

Your views on diversity, perseverance, and empathy to mention but a few of the subjects discussed, provided a strong reminder, clear example and often a unique view of the way we operate and can improve our interaction with others, both at work, and in our daily lives. The lessons learned have struck home with the conference participants and we sincerely thank you for sharing your story and learnings.

Sincerely,

A handwritten signature in black ink that reads 'M. Yarwood'. The signature is fluid and cursive, with a large, stylized 'M' and 'Y'.

Martyn Yarwood
Director of Call Centres
Davis + Henderson Ltd.