



Santa Fuel, Inc.

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Ms. Linda Keefe
Shared Results International
1 Grove Street, Suite 201D
Pittsford, NY 14534

Dear Linda:

I am so pleased that I came across your article on Organizational Indifference and that that led to our meeting and our eventual decision to work together. I can remember being impressed with Shared Results, and with you, right from our first conversation.

From the time Santa Fuel engaged Shared Results' services through to completion of the Executive Report & Summary we received a custom assessment survey and results that were keyed to our industry, our community, our corporate structure and our employee population. The interviews and roundtable discussions were particularly useful – and the results focused – due to the time, effort and energy Shared Results devoted to the project...learning our vocabulary, our history, what we do and how we do it. The results of all your hard work delivered a report that reassures us of the many things Santa does well and clearly identifies areas requiring improvement. And the Critical Success Factors have already spurred us to action toward this end.

Thank you, Linda, and your team at Shared Results.

Sincerely,

Janice R. Falco
Human Resources Manager