



Bryan's Fuel  
400 Richardson Road  
Orangeville, ON L9W 4W8  
519-941-2401

Greg Viner  
The ELDC Group

Dear Greg;

I am not one disposed to writing letters of commendation, but in rare circumstances, there comes along something which needs to be shared so that organizations, and by extension, society as a whole, can benefit.

With your help, Bryan's Fuel has turned the corner, both in strategic thinking as well as employee motivation. Your honest, realistic approach to addressing issues, faced by virtually all organizations from time to time, helped us assess our company structure, employee morale and market direction and provided a framework to make positive changes, the impact of which, are still being realized.

To say that the experience was without frustration would not be accurate, but your facilitation made it possible to work through the emotions of conflict and remain professional and on topic. And it always helps to have someone independent to keep things moving forward. It seems that, in our busy workday, we tend to put off those things which are most difficult and least 'immediate' and having someone keep it on the agenda and in focus meant we dealt with it.

The bottom line (being an accountant, I'm kind of a bottom line guy) is that I feel we received good value for the time and resources spent. Thanks for your help!

Regards,

A handwritten signature in black ink, appearing to read "James Flannery", with a long, sweeping underline that extends to the right.

James Flannery, CMA  
Controller, Bryan's Fuel