



February 10, 2004

To Whom It May Concern:

I am pleased to offer this reference letter and to recommend the services of Integrity+ Consulting. My first encounter with this firm came last January 2003 when they gave an informative session to our Human Resources Professional Association. During that session I was impressed with their content and the quality of their communication. What they taught us that day was of immediate benefit to me as I returned to my busy office, my hectic work schedule and the high volume of messages in my e-mail inbox.

Later, Baha came and gave a brief presentation to our CEO and the senior management team who agreed that Integrity Consulting address as many of our staff as possible. Due to their flexibility in accommodating our office schedule, Integrity Consulting presented the Information Overload session with great success.

At the request of our senior management team we engaged Baha to help us develop an E-Mail Policy Guidelines and Code of Conduct. In our business e-mail is one of our most critical communication tools. It is also a tool that can be easily misused resulting in reduced productivity and risks. This is a critical subject that required an extra level of flexibility and attention to our cultural distinctive.

I truly appreciated Baha's attitude and flexibility in working with us. In my opinion they went beyond the call of duty to serve our needs. They are most sincerely recommended to anyone who needs their services.

Sincerely,

A handwritten signature in cursive script that reads 'Grace Cunningham'.

Grace Cunningham, CHRP
Human Resources Manager