

May 30<sup>th</sup>, 2014

Mr. Germain Decelles CEO and Senior Associate Web Tech Management and Publishing 17, avenue Marien Montréal (Québec) H1B 4T8

Dear Mr. Decelles,

We want to tell you how much we enjoyed your presentation to our Centre d'excellence en gestion du changement on last Thursday May 22th.

We believe that the knowledge you have shared will help our participants to better understand change and human factors in particular those with little experience in managing change. You were very generous in sharing your personal experience and giving real examples to support your presentation.

We know your time is precious and we are grateful you shared some of it pro bono with us. We look forward to your participation on future events.

Again, thank you. We hope to see you again.

Francine Ruel Héroux General Manager

Francine Real Quoiex

C.c. Claudie Vigneault, coordinator for CE-GDC