

December 24, 2010

To whomever it may concern:

As the CFO of a global NGO that is committed to improving the quality of life of persons with disabilities in the poorest communities of the world, transparency and accountability is important to our continued success in earning trust with our donors across Canada. One of the many ways in which we demonstrate accountability to our donors, while doing so with efficiency, is by investing in a quality donor management system. In preparation of migrating to a new donor management system, I wanted to ensure that our processes were well documented, so I retained the services of Integrity + to act as a coach for us throughout the process mapping exercise.

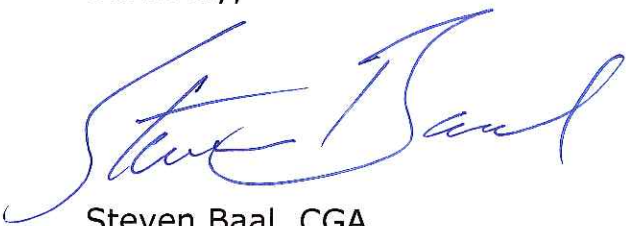
Baha allowed each team member to take ownership of their task by providing a general framework of what was required of them, while allowing each team member to develop their own processes.

I was pleased to see that Baha kept us all on track and on time by scheduling meetings at key milestones with each of our team members and following up as required.

Because each team member developed their own processes, they took ownership of the process, and understood it.

I highly recommend Integrity + and Baha's coaching skills to you and hope that you take full advantage of all that he has to offer.

Sincerely,



Steven Baal, CGA
CFO, **cbm** Canada

cbm Canada

3844 Stouffville Road, PO Box 800, Stouffville ON L4A 7Z9 Canada

1.800.567.2264 • Phone: 905.640.6464 • Fax: 905.640.4332 • Email: cbm@cbmcanada.org • www.cbmcanada.org

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