

July 23, 2018

To whom it may concern:

Nido Group is one of the main distributors, manufacturers and installers of construction materials in Puerto Rico and the Caribbean. Founded in 1953 as a small hardware store, Nido Group has developed into a company that has 90 employees, a product portfolio consisting of over 5,000 products and more than 1,200 customers which are divided into six distribution channels.

Between August 2017 and July 2018, we developed, in conjunction with London Consulting Group, the RENACER project which focused on improving the level of productivity in our sales, purchasing, warehouse, and distribution processes:

We would like to mention some of the results that were achieved during the project:

- ✓ 16.5% increase in cross-sales.
- ✓ 1.1% increase in our sales margin.
- ✓ 19% reduction in distribution (carreros) costs.

Furthermore, we carried out key activities which improved the level of productivity, such as:

- ✓ Implementing a Sales Model which focused on improving the sales force's level of productivity by ensuring the personnel's preparedness and the effectiveness of the sales visits, implementing an active supervision routine, and ensuring that the results were achieved.
- ✓ Implementing a product restocking model by defining the desired stock levels, restocking points and price control.
- ✓ Implementing a Management Model based on indicators and a defined action plan, this allowed us to focus our efforts on tasks which required our attention.

We quantified the financial benefits of the project, and due to the implemented initiatives, we achieved a return on investment of **1.1 to 1** at the end of the project, with a forecasted ROI of **3.6 to 1** a year after the project's conclusion.

We would like to highly recommend **London Consulting Group** as a very committed and professional firm that has an excellent work methodology which allows them to carry out improvement projects which positively impact the organizations they work with.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rafael Nido".

Rafael J. Nido
CEO

A handwritten signature in blue ink, appearing to read "Gabriel Nido".

Gabriel J. Nido
President

Building Supplies Manufacturers and Distributors

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September 11, 2019



Eng. Gabriel J. Nido
PRESIDENT

To whom it may concern:


Nido Group began, in 1953, as a small hardware store located in Puerto Nuevo, Puerto Rico. Since then it has become one of the main distributors of construction materials in Puerto Rico and the Caribbean, with over \$49 million in fixed assets, a 4-A1 credit certification, and the leading manufacturer of galvanized steel products. Governed by the philosophy of "providing complete customer satisfaction through a high quality level of service", currently, Nido Group distributes a product portfolio of over 12,000 products to over 2,000 clients within the industry.

Nido Group would like to recommend **London Consulting Group's Human Development** department for their role in designing and developing the "**Supervision Support Program**" which was carried out between **March and September 2019**. This program focused on **Developing Values, Skills and Competencies** specifically defined by the Nido Group for their "Role of the Supervisors" program, which Nido Group has established as the standard for its teams of Managers and Supervisors.

Some of the initiatives that were carried out were:

- **Designing the Competencies Profile for the "Nido Group Supervisors"**: With this initiative we were able to establish, in terms of competencies that can be assessed by psychometric testing, the ideal profile the organization's Supervisors should have in order to meet the requirements presented by the Nido Group's "Role of the Supervisor".
- **Assessing the Competencies**: With this evaluation we were able to visualize, both individually and as part of the whole, the current level of competencies displayed by our Managerial and Supervisory positions. This allowed us to identify any "Gaps" between the current competencies and those required by the "Role of the Supervisor".
- **Managerial Skills Seminar**: This seminar was composed of 6 workshops which were designed in a specific manner in order to address the personnel's shortcomings, which were identified by the competencies evaluation. This workshop also included practical assignments through which the participants applied their newly acquired knowledge and skills to their departments.
- **Shoulder to shoulder implementation and Coaching**: Through these "one-on-one" sessions we were able to reinforce every participant's skills by providing them a private space where they could clarify any doubts they may have had and receive feedback regarding their newly acquired skills and their implementation to their daily work.

Without a doubt this program was of great importance to our organization. The newly acquired skills were key in developing our personnel's leadership skills. Due to this, we strongly recommend **London Consulting Group's Human Development** department for their professionalism, commitment, and efficiency in carrying out a program of this nature.


Gabriel J. Nido
President

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Eng. Gabriel J. Nido
PRESIDENT

San Juan, Puerto Rico 2nd of May 2018

To whom it may concern:

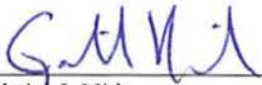
Nido Group began in 1953 as a small hardware store in Puerto Nuevo, Puerto Rico. Today, has become one of the most important distributors of construction materials in Puerto Rico and the Caribbean, and a leading manufacturer of galvanized steel products with over \$49 million in assets, and a 4-A1 credit rating. While abiding by the philosophy of "attaining full customer satisfaction through quality and excellence in service," we manage a 12,000+ product line that serves more than 2,000 clients in Puerto Rico and the Caribbean.

Nido Group would like to highly recommend **London Consulting Group's Human Development** department for their excellent work as leaders of the **Change Management and the Managerial and Commercial Development** of the team participating in the "*Proyecto Renacer*", a Process Improvement Project. This program was carried out between **June 2017 and May 2018** and its objective was to establish conditions which enabled our participating personnel to excel in terms of **Methodology, Mind-set and Attitude**.

Some of the initiatives that was undertaken:

- **Change Management and a Communication Program:** With this initiative we were able to constantly maintain the company's personnel informed, and at the same time, we were able to promote values and behaviors which enabled us to develop the project successfully.
- **Management Skills Seminar:** This seminar was composed of 5 very dynamic and interactive workshops which were designed in a specific manner in order to address the development needs of the participants (17) of the project, in relation to the implemented methodology. In the same way, we included follow up and coaching sessions which helped the personnel to master the concepts and apply them in their daily activities.
- **Commercial Workshops:** As part of the project's comprehensive impact, we developed 3 commercial workshops for the organization's sales team (14 participants). These workshops vastly improved their level of involvement in the project and enabled them to acquire techniques and tools which improved their commercial effectiveness.

Without a doubt, this program has been very important to our organization. The increased level of openness towards change, along with the new set of skills that were acquired, greatly improved our personnel's leadership skills. Due to this, we highly recommend **London Consulting Group's Human Development department** for their professionalism, commitment and effectiveness in developing a program of this nature.



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President

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