

Santo Domingo, Dominican Republic
January 2022



To whom it may concern:

Agua Planeta Azul is a leading company in the water purification and bottling market. We produce and sell bottled water, under different brands, and always with the highest quality standards. We currently have three production plants that serve over 20,000 clients through direct sales and through distributors, over 900 employees, and an annual revenue of over \$40 million USD.

Between June and December 2021, accompanied by London Consulting Group for 30 weeks, we have developed an operational improvement project which focused on the logistics aspects of our business (Distribution, Purchases, and Warehouses). Some of the most significant achievements and results that we obtained from the project were:

Operative results

- 80% reduction in returned goods by distributing in small bottles (finished goods). Reducing returned goods from 7% to 1.4%.
- 7% increase in occupancy of smalls bottles trucks Going from 87% to 93%
- 6% increase in orders delivered on time in full. From 84% to 89%
- 8% reduction in the truck's loading times.
- 8.2% reduction in the Inventory MRO costs (Machine Maintenance).
- Reducing the response times for placing a purchase order by 81%. From 16 days to 3 days on average.
- Reducing the unit purchasing costs by negotiating prices and looking for new suppliers.

Digital Transformation

- We designed 13 tools that capture information in real time through tablets, and developed apps, using development software, which eliminated manual data entry and rework.
- We designed and implemented 18 Control Indicators on Power BI in the Distribution department.
- We designed and implemented 8 Control Indicators on Power BI in the Fleet Management and Maintenance department.
- We designed and implemented 21 Control Indicators on Power BI in the Warehouse department.
- We designed and implemented 7 Control Indicators on Power BI in the Purchasing department.
- Over 70 hours of guidance were dedicated to managing the changes and training the personnel so that they could adopt the new work models.

Significant changes were implemented in the logistic departments, including the changes made to the personnel's work culture. These aspects have provided us with a solid base that we can build on in order to achieve the organization's medium and long-term goals.

The project was successfully concluded within the agreed timeframe. The project's financial benefits have generated a return on investment of 1.1 to 1 to date, with an annualized forecasted return of 3.7 to 1 These results have surpassed the initial estimated return.

We are happy to recommend London Consulting group as a professional and committed firm which positively impacts an organization's work culture through their shoulder-to-shoulder implementation methods and their drive to capitalize on tangible results quickly.

Sincerely,

A handwritten signature in blue ink, appearing to read "DF", written over a light blue circular stamp.

Diego Freire.
CEO Agua Planeta Azul