



14 August 2008

**TO WHOM IT MAY CONCERN:**

I first met Mr Dorian Glass, owner of D G Strategy Engineering, whilst General Manager of Cape Town International Airport (CTIA).

We secured Mr Glass' strategic services for the purposes of installing an inspiring Customer Experience within CTIA, aligned to a new Vision and Value set. This was a sizeable challenge as a wide variety of brands needed to be brought together under a new CTIA-directed Vision. It proved to be an exciting challenge.

Mr Glass' services were selected for a number of reasons, inter alia:

- His good understanding of CTIA's business to provide the most persuasive and realistic Project Proposal
- His ability to blend excellent global benchmarking and learning's in a way that would enable CTIA to retain its unique African / Regional flavour
- His innate creativity and strong focus on what was required for the Project
- His dedication to sustainable revenue using all Key Stakeholders
- The practical way with which he translates global best practice into easily-applicable implementation tooling to allow theory to "come to life"
- Finally, his deep understanding of holistic, systems thinking

Due to these efforts, within one year, CTIA rose from sixth to Number One status in the world as measured by IATA – a clear indication of success.

With this proven background, I again secured Mr Glass' services whilst CEO of Denel Munitions (DM) in South Africa to create and install a strategically-driven Customer Relationship Management ethos within DM, again driven by a new and inspirational Vision, Mission and Value set. Before leaving DM to head up The Compass Group (where I am currently working) I experienced, first-hand, the results of the first stage of this strategic process – a sizeable and key Situational Analysis and Opportunity Identification – which comprehensively spanned the globe in its insight, complexity and Key Learning's. The results were astounding in their breadth, depth and realistic insights, enabling DM to obtain a powerful and clear idea of the market terrain on which to platform their new Strategic Tooling and Imperatives going forward. I have no doubt that Mr Glass' services will achieve the same admirable results for DM that it achieved with CTIA above.



All Leisure



HOUSE OF BONNE CUISINE

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I have no hesitation in recommending Mr Glass for any business consulting / strategic / marketing vocation or service that he wishes to pursue with any prospective organisation.

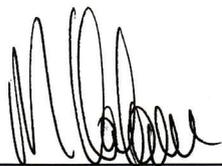
His thorough approach and dedication to client's success will ensure that the value he offers client will serve to elevate them to a far more powerful position. It is rare and pleasurable to find the measures of Dorian's honesty, capable commitment and dedication within today's consulting or business environment.

In closing, I wish to highlight Dorian's consulting approach as one that effectively uses global best practice to inform his value offering, but that, simultaneously, does not translate into well-worn "processes" or "off the shelf" business modeling.

Rather, his approach is to provide client with a fully tailored, uniquely created solution which, when applied, finds a comfortable and effective home for allowing client to achieve their highest aspirations.

I am available any time to discuss the above Testimonial.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Monwabisi Kalawe', written over a horizontal line.

**Mr Monwabisi Kalawe**  
**CEO**  
**Compass Group South Africa**