



October 17, 2001

Mr. Jim Clemmer
The CLEMMER Group
10 Pioneer Drive, Suite 105
Kitchener, ON
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Dear Jim:

Thank you very much for your inspirational presentation to Bell Canada's Corporate Communications team at our recent conference in Picton.

You will be pleased to know that our employees were surveyed after the two-day event, and your presentation scored the highest among all the activities in which we participated. In fact, many of the written comments stated that your seminar was the highlight of the two days and that we should build upon the insights you shared with us.

We are already applying many of the concepts from your book, *Growing the Distance*, and from your presentation. For example, our employees and senior management now better understand the importance of a proper balance between work and personal life and are able to be more effective in both areas.

We look forward to working with you in the future to help further improve our team's leadership abilities within a high performance work culture.

Keep up the great work!

Sincerely,

Jeff Pekar
Associate Director, Communications
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