



June 12, 2001

## Critical Pathfinders

To Andrew & Gina

The purpose of this letter is to let you know how happy the staff members of The Body Shop were with the success of our Science Centre Adventure Play Days earlier this year. It truly was a pleasure working with you both through the planning, the Play Day activities, and the follow-up aspects of this project.

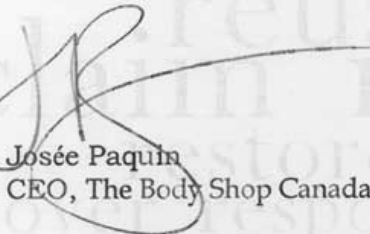
The Body Shop objectives for the Play Day were to have fun, build team, and reinforce the importance of communication, planning and customer service. We feel that those objectives were successfully met with the ingenious activities you designed and facilitated. Your attentive customer service, advice, support and organizational skills made this potentially hectic event enjoyable. You were quickly able to incorporate our requests for changes to content and logistics and make the activities very relevant to the needs of The Body Shop.

Gina and Andrew, you were instrumental in facilitating more than 140 employees through three flawless Adventure Play Days despite a few unforeseen hiccups including a Science Centre fire alarm. Your creativity, energy and experience were greatly appreciated.

Your efforts and enthusiasm made all three days thoroughly enjoyable, interactive, action orientated and learning based.

Thank you

Sincerely



Josée Paquin  
CEO, The Body Shop Canada