

# MANPOWER®

September 14, 2006

States Hines  
Vision 360  
5280 N. Ocean Dr.  
Singer Island, FL 33404

Dear States:

I would like to take this opportunity to thank you for facilitating our Strategic Planning sessions over the last four years. I really don't believe without your experience, tools, enthusiasm, energy and knowledge, we could ever have been as successful as we have been.

Your use of confidential surveys has allowed each employee of the company to give their opinions in a safe environment. This allowed the Management Team to hear and analyze and fix issues that were hurting the company but we didn't even know the issue existed.

The Executive Insight tool helped our management team create and refine a company culture statement. All our employees now understand through our Culture Statement how we expect people to behave and what we value.

I, personally, have found the Strategic Planning process to be very enlightening and very satisfying. I have observed the management team taking ownership for the results of the company. That feeling of ownership has allowed the employees to grow and take on much more responsibility, which in turn, has taken a great deal off my shoulders. Each employee has become involved in the solving issues of the company. This involvement has lead to their complete buy-in when change is proposed. They know their opinion is heard and valued and they have the pride of authorship for the completion of the project.

Thanks for helping us get to the next level!

Sincerely,



R. Michael Vorse  
President  
Manpower of the Palm Beaches