

December 02, 1999

Donald A. Phin, Esq.  
424 Pomona Avenue  
Coronado, CA 92118

Dear Don,

I have several thoughts to share with individuals who are considering leading or joining a CRO group. The Human Resource profession is moving forward into the boardrooms of America. Many of us have grown with the profession and now are strategic partners with Presidents and CEOs.

We share a common factor with our CEO partners – **it is lonely at the top!** This is because of the confidential nature of our role coupled with the “expectation” that we will always have the answer. It is not unusual for us to feel isolated. Often we lack a “safe” business based relationship - someone with whom we can share thoughts, problems or “download” in total confidence.

I am proud to say that the CRO group in San Diego has provided me with a group of peers who share my need for a “safe” place to go. Our group is dedicated to support fellow Senior Human Resources professionals in our quest for excellence. Our focus is on personal and professional growth. We constantly challenge each other to look beyond the box! In addition, we hold each other accountable to take actions which will enhance our growth on both personal and professional levels.

One of the greatest values in CRO is the knowledge that I can bring any issue, business or personal before the group. We have a code of total confidentiality and professional ethics that make it possible to present any issue for discussion - ones that I normally would not be able to share with others. The result is open, honest feedback from 12 individuals who assist me in making decisions or plans for action backed by a wealth of experience.

Members of our CRO group have found new professional relationships and friendships that we may not have ever had the opportunity to

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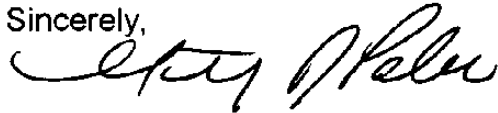
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discover. In addition to the wisdom afforded by professional experience, I have enjoyed the benefits of support when dealing with personal issues as elder care and serious family illness.

I encourage any Senior Human Resources professional who has a desire to become a "world class" or cutting edge leader to consider joining a CRO group.  
Please feel free to contact me should you want to hear more about this incredible experience!

Sincerely,

A handwritten signature in black ink, appearing to read "Marty J Palecki". The signature is fluid and cursive, with the first name "Marty" being more prominent and the last name "Palecki" following in a similar style.

Marty J Palecki  
Director of Human Resources