



RBC Royal Bank

March 31, 2016

Ms. Renata Tulsie
President
Caribbean Centre for Leadership
Development Limited
41 Rainbow Crescent
Green Acres
AROUCA

**RBC Royal Bank (Trinidad & Tobago)
Limited**

A Member of the Deposit Insurance Fund

7-9 St. Clair Avenue
St. Clair Place
St. Clair, Port of Spain
Trinidad and Tobago

Tel.: (868) 625-7288
Fax: (868) 622-3260

Dear Renata,

As you are aware, some of our Managers from a couple Retail Branches, Business Banking, Corporate Banking and our Specialised Sales Team are enrolled in the Crestcom Bullet Proof® Manager Program. Our nominees range from experienced (26 years) to new (12 months) at the Bank.

Attending your program allows them the reflective-learning time to step away from their busy banking operations to network and dialogue with colleagues in and out of the sector; about the people challenges and issues they often face and how to overcome them.

The Managing Director, other VPs/Executives, Head of Learning and myself are fully supportive of our participants' action plans, and we regularly attend the ROI Meetings. As their 'sponsors', we try our best to provide an environment that allows for growth and can attest to the personal and team transformation that has taken place with our Managers.

Thus far, their consistent and focussed application of the BPM learnings have resulted in tangible benefits as we have witnessed first-hand their gaining revenue from effectively servicing a new high-potential corporate client, going the extra mile on New Years' Eve in closing a mortgage loan for an existing personal client, actively mentoring an Assistant Relationship Manager who was being underutilised and generally creating an environment of staff engagement at our various Units across the country.

We are indeed pleased with the tangible and intangible returns of our investment in the BPM Program, and would recommend it to any organisation interested in enhancing its leadership capacity.

We thank you and Crestcom for introducing RBC Royal Bank to this unique program.

Yours sincerely,

Jason Thomas
Area Vice President, Personal Banking