

24 November 2009

LETTER OF APPRECIATION – RICHARD MARTIN

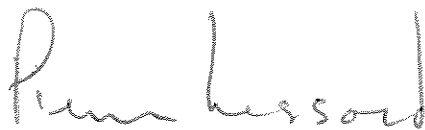
As part of its Business Continuity Planning Program, Environment Canada recently procured the services of Mr Richard Martin, of Alcera Consulting, to develop a Readiness Framework that would include the following components:

- A training and awareness component, with both an individual and collective aspect;
- A plan review process to periodically review and incorporate lessons learned from training, exercises, and activation of BCPs in response to actual crises; and
- An audit and evaluation process that meets the requirements of the Public Safety Canada BCP audit guide as well as the Management Accountability Framework.

Richard Martin delivered an outstanding product well in advance of the desired completion date.

He worked closely with us to ensure he thoroughly understood our needs and proposed an effective and logical project plan. His polished facilitation and interview skills were very impressive and contributed to the high degree of support this project enjoyed with the department's BCP practitioners. His breadth of knowledge and sharp intellect also allowed him to develop logical solutions that were perfectly adapted to the needs and culture of our department. Finally, his flexibility, superior organisational skills and engaging personality were instrumental in ensuring a highly successful and positive project for all stakeholders.

Richard Martin is an utterly dependable strategic thinker who can deliver an excellent product quickly and easily.



Pierre Lessard  
Director, Security