



February 27, 2009

Your file Votre référence

Our file Notre référence

To whom it may concern:

Mrs. Anita Caputo – Big Picture Institute

It is with great pleasure that I confirm that I have had the opportunity to deal with Ms. Caputo of the Big Picture Institute during our 2007/08 fiscal year. At that time, Ms. Caputo was instrumental in providing the Income Tax Rulings Directorate of the Canada Revenue Agency with excellent support in the development of our introduction and mentoring programs during the integration of the Corporate Tax Administration of Ontario into the Agency.

Specifically, Ms. Caputo offered her consulting expertise to numerous staff members in an active workshop entitled “Bridging the Distance to Build Relationships” in April of 2008, helping selected employees and managers to develop mentoring capabilities and to understand the meaning of transition within a workplace. Ms. Caputo subsequently offered two follow-up workshops to staff in our satellite office in Oshawa and the Directorate as a whole, to create awareness of the corporate culture merger and the impact of such a merger on an organization.

Participant feedback was extremely positive. I can confidently recommend Ms. Caputo as a solid and reliable consultant, and an expert in her field. Her work in relation to our integration program was a major factor in the success of the seamless transition of the Ontario Ministry of Revenue Rulings employees into our Directorate.

Please do not hesitate to contact me should you require further information in this regard.

Yours truly,

Mickey Sarazin
Director General, Legislative Policy Directorate
Canada Revenue Agency