



100 Allstate Parkway, Suite 702, Markham, Ontario, Canada. L3R 6H3  905-477-3971  905-477-5940  [www.carlton.ca](http://www.carlton.ca)

April 5, 2010

**re: Chief Operating Officer (COO) Announcement**

It is with pleasure that I formally announce the appointment of Neeraj Sharma as Chief Operating Officer (COO) for Carlton Group effective April 5, 2010.

With 20 years experience within the telecommunications industry, Neeraj has held numerous senior positions in operations, sales, marketing, finance and customer service. With a business budget ranging in the hundreds of millions of dollars in his last role at Bell Canada, Neeraj utilized his multi-faceted skill set as a coach and mentor to build and motivate his teams to attain peak performance levels, resulting in high ranking employee satisfaction and engagement scores while achieving targeted business goals and objectives.

Neeraj's mandate will be to develop operational efficiencies and best practice procedures as related to Carlton's organization. Departments he will oversee include Client Service, Customer Service, Finance and IT. Neeraj will also work closely with our clients in the area of strategic and tactical program design recommendations as related to their performance improvement programs.

Neeraj's contact information is listed below. Over the next few months he will look to book some time with you in order to formally introduce himself and speak to Carlton's direction and the benefit to our clients. In the interim, I would encourage you to reach out to him if there are any immediate matters requiring his involvement.

**Neeraj Sharma**  
**Chief Operating Officer**  
**W: 905-477-3971 ext. 240**  
**M: 416-578-4684**  
[nsharma@carlton.ca](mailto:nsharma@carlton.ca)

Best Wishes,

A handwritten signature in black ink, appearing to read 'Ron Benegbi'.

Ron Benegbi  
President  
Carlton Group Ltd.

