

September 22, 2010

Dear Shan,

I would like to personally thank you for introducing the CLIP system! You have made things so much easier not only for me but for my colleagues as well.

I am currently working on a mine up in Tete (Mozambique), where the work load is astronomic! Thanks to the simplicity of the CLIP system we have managed to ensure all daily, weekly and monthly tasks are done on time, allowing Barloworld Equipment to provide the fast and efficient service we have promised to our Customer.

I am the Risk Officer for Barloworld Equipment, and to ensure we implement and maintain the Risk Management Standards on the mine, there are a lot of physical inspections that need to be done (fire checklists, vehicle inspections, environmental audits etc.). By using the CLIP system I have managed to prioritize and manage how I conduct my safety inspections. This has proven to work so well that even the Risk Officers from the other Contractors on site have started doing the same thing...

I am also responsible for all insurance claims. When submitting a claim there is a lot of paper work involved. To make sure I have all the necessary paper work before sending it off to the insurance company, I have used the CLIP system. This gives me the satisfaction of knowing all required documents are submitted at one time, saving time and money and makes the processing of the insurance claim a lot faster.

Not only has the CLIP system been beneficial to work-related tasks but for my travels too. When heading off to the airport for that monthly meeting, there is always that feeling of 'forgetting' something at home. Be it my passport, memory stick, diary or even my toothpaste for the over-night bag, that feeling lingers. By drawing up a simple checklist I can ensure all my "goodies" are packed, thus making my trip a stress-free one!

I am proud to say that I was officially the first person to purchase the first copy of your book via the 'harmieandshanie' website (I even got it autographed from the great author herself...), and it has honestly made my life so much easier and organized.

I must admit, I found the CLIP system the most useful when I moved up to Mozambique. Before coming up here, I had to pack up all my furniture and move everything into storage. While I was packing, I thought about the day I was to come home (after my two year contract) in my new house (where ever that may be) and unpack all the boxes, not knowing what was what and what goes where? Just thinking about it made me stress!! I immediately, unpacked all that was already packed and started making a 'packing list' as I re-packed each box. Now when I come home to South Africa and I have to unpack all my boxes, the task is not going to be stressful at all as each box will be clearly labeled with the contents neatly displayed.

From the simplest task, to the most complicated, the CLIP system is guaranteed to be of assistance. Thank you once again for this ingenious idea, it truly is one of the most uncomplicated, simplest, straight-forward working tools that can and will help anyone and everyone from the CEO to the general worker doing stock-take. From personal to business, the CLIP system has helped me in all areas of my life!

Forever grateful

Mike Long