



Banco Austral

Membro do Absa

26 September 2005

Dear Sir/Madam

This is to certify that Dr. Lígia de Noronha facilitated a workshop for Banco Austral.

Dr. Noronha's contribution to us was given in the form of a two day participative workshop centred on Change Management, aimed at our 47 Branch Managers. Feedback received from participants revealed that it had proven to be an invaluable and unique experience and as a result many requested follow-up individual sessions with Dr Noronha.

Dr. Noronha worked with great enthusiasm and professionalism, and demonstrated skill in her work.

In case you need any specific information, please contact me by e-mail (joanag@teledata.mz) or by phone (258-21-351714).

Maputo, 26th of September 2005.

Yours Sincerely,



Banco Austral

Joana Garcez
Divisão de Rec. Humanos
Manager: Human Resources

Banco Austral