

October 2007

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To whom it may concern,

I have worked with Jeff Street from September 2006 until November 2007. During this time Jeff held the position of Programme Manager Pioneer UK, the Innovation unit of Norwich Union Insurance.

I wanted to write a personal reference for Jeff that communicated more than the obligatory 'he worked here during this time' which is now the Corporate norm because I felt it important to provide some differentiation for Jeff in his search for new employment.

During the times that I have led major change programmes I don't believe I have ever worked with a more professional, committed, empathetic, pragmatic and altogether rounded Programme Manager as Jeff. He has a deep knowledge of Project management disciplines, as you would expect, with a tenacious attention to detail but unusually he combines this with an approachable work-style that immediately engages people. Jeff was instrumental in setting up a new Innovation unit with me for Norwich Union, from scratch and this programme involved working with employees from very diverse professional and cultural backgrounds, not all of them supportive of 'strong governance procedures' and his talent for influencing people was particularly valuable. Jeff also demonstrated an unexpected empathy and understanding of our customers and deployed this knowledge very successfully in the overall development of the programme.

I cannot speak highly enough of Jeff, it has been a pleasure working with him; I wouldn't hesitate in recommending him for other major programme roles and indeed I would happily employ him again on future major change programmes.

Sincerely

Stephen Doran