



March 1, 2009

Stephen Shapiro
24/7 Innovation
2001 Marina Drive
Suite 807
Quincy, MA 02171

Dear Steve,

On behalf of Covidien's Women's Leadership Initiative and R&D, I would like to extend a formal thank you to you for your valuable contribution to our innovation efforts and WLI's mission to develop employees. Your January 20th speech on "Innovation and Creativity" received rave reviews! In addition to marking an historical day in US history, the inauguration of President Barack Obama, your speech marked a significant moment for Covidien, drawing the largest and most engaged audience in our keynote history!

Innovation is a key area of strategic focus for Covidien. The messaging and content of your speech gave us new language to further drive our innovation efforts, expanding the "innovation conversation" beyond product development. The fast-paced, action-packed Personality Poker game was a home run! Your dynamic delivery along with the interactive nature of the game injected the audience with excitement and an understanding of their individual and collective innovation styles and how they contribute to the creative process.

Your speech far exceeded our expectations and has provided a lasting value, leaving us with tools to sustain the conversation and enhance our innovative capabilities in all corners of the organization. Following your presentation, our Customer Service department purchased the Personality Poker Cards and facilitated the experience for the entire department as a team-development activity. It was a great success! In addition, the "Little Book of Big Innovation Ideas" is being sold at our Company store, and is proving to be an invaluable resource for innovating anything and everything, from processes, to meetings, to projects.

We greatly appreciate the time you took to gain an understanding of Covidien's culture in order to customize your speech to meet our diverse needs. Your message fully supported and reinforced our strategic pillars, values and mission critical behaviors. Thank you for connecting the dots and delivering such an impressionable experience for all. We look forward to future conversations as we evolve a culture of innovation at Covidien.

Best Regards,

A handwritten signature in black ink, appearing to read "Betsy Bell", written in a cursive style.

Betsy Bell
Vice-Chair
Women's Leadership Initiative
Covidien Surgical Devices