



HOUGHTON MIFFLIN HARCOURT

5th October, 2010

Denis O'Reilly
Difference Days
14 Lower Albert Road
Sandycove
Co Dublin

Dear Dennis,

After an exhilarating 'Values Day' on Friday, I have taken a few days to reflect on the emotion and magnitude of the event. I wanted to share my gratitude and the overwhelming pride the entire team share in having had the privilege of working with you on this project.

The entire project was meticulously prepared and flawlessly executed from start to finish. Your commitment to the months of project management in preparation, were evidently realized on the day. Markedly, the 'personal touch' you brought to the occasion is something that is rarely seen in a project of this scale. These combined created a Values Day our team will never forget.

Everyone's feedback and willingness to participate in such future projects is a clear indication of the commitment that we, HMH, share with you, to our community and to social innovation. Our link with St John of Gods will be a sustainable part of our corporate social responsibility programme.

We are... Innovative, collaborative, customer-focused, employee-focused, empowered. Thank you for facilitating and realizing these core values in such a wonderful way.

A handwritten signature in red ink that reads "Fiona O'Carroll".

Fiona O'Carroll
EVP, New Ventures & Innovation