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Lake Associates, Inc.

Lake Associates, Inc. is a national human resources consulting firm specializing in the areas of compensation, affirmative action, handbooks, employment law compliance and related management training. Lake Associates, Inc. provides credentialed human resource professionals to augment client staff for special projects, during periods of rapid growth or downsizing, or to outsource a function for internal efficiency.

We are committed to providing efficient and quality human resource consulting services to our clients. Through developing an understanding of our clients' businesses and needs, we contribute to the success of their organizations.

Founded in Chicago in January 1994, Lake Associates, Inc. additionally has consultants in Albany NY and Toronto. LAI has targeted client companies which are primarily privately- and closely-held corporations with \$1 - 700 million sales. We have client companies with as few as 3 and as many as 5,000 employees in health care, manufacturing, distribution, insurance, software, banking, professional engineering, academia, steel, non-profit associations and service industries. Our clients are located in 28 states and 2 provinces in Canada.

We have completed hundreds of human resource assignments in the following areas:

- compensation systems
- employee handbooks
- affirmative action plans
- management training
- HR effectiveness and compliance audit
- employee newsletters
- position descriptions
- performance management
- job evaluation and analysis
- benefit package analysis
- FLSA - exempt/non-exempt audit
- external audit preparation
- custom salary surveys
- harassment prevention training
- training needs assessment
- geographic differentials research
- measurement of HR operations
- HR department start-ups

We are delighted that most of LAI's assignments have come through referrals. We greatly appreciate the trust and confidence expressed by our clients and colleagues who referred others to Lake Associates.

Proud to be an Equal Opportunity Employer and emphasize the spirit of Affirmative Action in our consulting practice. LAI was recognized for its 1994 - 96 participation in and promotion of the Department of Labor's Women's Bureau's "Working Women Count Honor Roll" Program and selected for a White House Rose Garden Recognition Ceremony in 1998.

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| <p><u>National Member:</u>
 American Academy of Certified Consultants and Experts
 American Association for Affirmative Action
 American Society for Healthcare Human Resource Administrators
 American Society for Training & Development
 Peer Resources Network (Mentoring)</p> | <p>Society for Human Resource Management
 WorldatWork (former ACA)</p> <p><u>Regional Member:</u>
 The Business Council of New York State, Inc.
 Capital Region Human Resource Association
 Hudson Mohawk ASTD</p> |
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MRA/The Management Association (IL)

Diane Lustenader, SPHR, CCP, ACD, President and Principal

Diversified, results-oriented professional with over 25 years of experience in the areas of: human resources, compensation, strategic planning, affirmative action, staffing and training. Extensive TQM training received in Japan and US. Experienced in these industries: healthcare, e-com, engineering, manufacturing, distribution, association management, retail, software, high-tech, steel mills, consumer goods and academia, in both the profit and non-profit sectors. Published author of articles in *HR Professional*, *HR Reporter*, *MHEDA Journal*, *Practical Supervision* and *MRA/NIBA News*. Effective problem solving techniques coupled with a bottom-line focus. Active in professional associations and community organizations.

A certified SPHR, CCP, ACD and master trainer, Diane is an energetic facilitator and receives rave reviews from participants in her workshops. She is a presenter of seminars and workshops at programs throughout the US and Canada for various organizations including IQPC, MHEDA, Commercial Law League of America, CRHRA, Chicago Payroll Association and the Western Alberta Centre for Management Development. In Chicago, she was the lead instructor for NIBA's HR Certification Program and designed and taught most of NIBA's HR content area programs for 5 years before their merger with MRA. In Albany NY, Diane is an Instructor for the SHRM Learning System (certification preparation) and various American Management Association classes at The College of Saint Rose.

Diane, strongly grounded in all the arenas of human resources, has specialist skills in the areas of compensation, employment law compliance, and training including base salary and incentive program design, affirmative action, HR effectiveness audits, HR measurement, policy design and handbook creation.

Education

1989-90 NORTHWESTERN UNIVERSITY, Evanston IL
1979 STATE UNIVERSITY OF NEW YORK, Oswego NY, M.A., English
1974 COLLEGE OF SAINT ROSE, Albany NY, B.A., English

Certification

Lifetime HUMAN RESOURCE CERTIFICATION INSTITUTE of THE SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM), Washington DC.
Senior Professional in Human Resources (SPHR)
2003-2006 WORLDDATWORK (former American Compensation Association)
Certified Compensation Professional & certificate in Salary Administration
Lifetime LANGEVIN LEARNING SERVICES, Ottawa, Ontario, Canada
Master Trainer, Instructional Designer, Trainer/Facilitator, Training Generalist
Lifetime AMERICAN ACADEMY OF CERTIFIED CONSULTANTS AND EXPERTS,
Springfield MO, Life Academy Diplomate

Awards

1995 NORTHERN ILLINOIS SOCIETY FOR HUMAN RESOURCE MANAGEMENT, No. Cook and Lake Counties IL
Professional Excellence Award (first and only recipient of this award)
1995 NORTHERN ILLINOIS BUSINESS ASSOCIATION,
Cook, Lake, McHenry, DuPage, Kane & Will Counties IL
Outstanding Individual Service Award
1996 LAKE SUBURBAN WOMEN IN MANAGEMENT, Lake County IL
Women of Achievement Award, Entrepreneurial Services Category
1996 WOMEN IN MANAGEMENT, National
Charlotte Danstrom Award, Entrepreneur Services Category

Mary Ellen Blaha, PHR, Sr. Consultant - Chicago

Human Resource professional with over 15 years in the areas of: human resources and human relations in manufacturing, distribution and non-profit multi-cultural work forces. Her previous HR employment includes United Stationers and Yaskawa Electric America, Inc. Experience in staffing, affirmative action planning, legal compliance, safety, compensation, performance, training, employee communications, defined contribution plans, HRIS systems, employee handbook design and policy preparation.

Clients frequently comment on how comfortable they are to work with Mary Ellen. She brings the technicalities of compensation, compliance and affirmative action into real world terms. Mary Ellen enjoys organizing simple systems and procedures to help client companies be more self-sufficient after her projects are complete.

Education

1995 AURORA UNIVERSITY, Aurora, IL
Non-degree course work

1986 ILLINOIS STATE UNIVERSITY, Normal, IL
B.S., Child Development/Family Relationships
Minor: Psychology

Certification

1996 - 2005 HUMAN RESOURCE CERTIFICATION INSTITUTE of the SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM),
Washington DC.
Professional in Human Resources (PHR)

Liz Cesario, Sr. Consultant - Chicago

Human Resource professional with over 12 years in the areas of: human resources, administration and human relations in the manufacturing and distribution sectors including work with multi-state and multi-national corporations. Her most recent HR employment was with Yaskawa Electric America, Inc. Experience in staffing, benefits, affirmative action recordkeeping, legal compliance, compensation and performance, training, safety, employee communications, employee handbook design, policy preparation.

Liz has strong human resource generalist experience and skills and has a thorough grounding in compliance and recordkeeping requirements. She is a specialist in compensation, benefits research, audit and HR systems. She has established corporate wellness programs, conducted employee training, written internal newsletters and designed and implemented employee suggestion programs.

Education

1989 ROSARY COLLEGE, Forest, IL
B.A., Business Administration
Minor Economics

1986 TRITON COLLEGE, River Grove, IL
A.S., Business Administration

Heidi Dinter, SPHR, Sr. Consultant - Chicago

Human Resource professional with over 18 years including director and vice president-level HR positions for union and non-union manufacturers of computer memory and peripherals, engineered rotating joints, and electronic instruments, distributor of hospital supplies, and 5♦, 4★ year-round resort. Experience in training, staffing, compensation, benefits, affirmative action compliance, legal compliance, compensation and performance, performance management, employee communications, employee handbook design and policy preparation.

Heidi has strong human resource generalist experience and coaches line management to most effectively manage staff and develop healthy labor-management relations. She has established employee stock option plan, computer-based training programs and conducted numerous investigations and audits.

Education

1985

UNIVERSITY OF ARIZONA, Tucson AZ
B.S., Business Administration
Major: Personnel Management

Debbie Rich, PHR, Sr. Consultant - Chicago

Human Resource professional with over 10 years of experience in the human resource management field, specifically in non-union manufacturing and service environments. Her previous HR employment includes The Management Association of Illinois, Parker Hannifin – Refrigerating Specialties Division, and HealthChicago (an HMO insurance company).

Debbie specializes in the preparation and support of affirmative action plans. She has dealt with the Office of Federal Contract Compliance Programs (OFCCP) in audit situations resulting in reduced violations in the conciliation agreement and creating a composed environment to more efficiency expedite the on-site portion of the audit.

She has extensive experience and research capabilities in the areas of policy making and employment law, such as, Executive Order 11246 – OFCCP, Americans with Disabilities Act, federal and state wage and hour, Family and Medical Leave Act, equal employment opportunity, COBRA, Immigration and Naturalization Services (INS) Form I-9, VEOA – amended the Vietnam Era Veterans' Readjustment Assistance Act, and section 503 of the Rehabilitation Act.

Ms. Rich is a graduate of Northern Illinois University with a Bachelors degree in Human Resources Management. Debbie is certified as a Professional in Human Resources (PHR) by the Human Resource Certification Institute (HRCI). Certification is current to June 2004.

Ellen Quinn, SPHR, Sr. Consultant - Albany

Human Resource professional with over 17 years experience at a 2,000 employee non-profit agency and a staffing service. Experience in staffing, benefits, affirmative action recordkeeping, legal compliance, compensation and performance, training, safety, employee communications, employee handbook design, policy preparation.

Ellen has strong human resource generalist experience and a history of effective internal consultant to line management regarding various employee relations issues including coaching, performance management, progressive discipline, corrective action plans and terminations. She is a specialist in employee recruitment, sexual harassment investigations and conflict resolution. She has developed and facilitated management and employee training, numerous HR policies, affirmative action plans, orientation programs and safety programs.

Education

SIENA COLLEGE, Loudonville NY
B.S., Marketing Management

HUDSON VALLEY COMMUNITY COLLEGE, Troy NY
A.A.S., Marketing

Other Senior Consultants Available for Special Projects

Partial Client List

ACCO North America
Active Health Management, Inc.
ADS Publisher Services
Albany International Corp.
Alberta Centre for Management Development
Adirondack Advantage Driving
Advantest America, Inc.
Allscrips Pharmaceuticals, Inc.
Alltech Associates, Inc.
American Hotel Register, Inc.
American Imaging Management
Austeel Lemont Company, Inc.
B & D Auto Parts, Inc.
Bank Administration Institute
Barry S. Rosenblatt, DMD, PLLC
Bay 6, Inc.
Bebco, Inc.
Bellevue Woman's Hospital
Bishop House Consulting
Blasland, Bouck & Lee, Inc.
Boldt Metronics International
Cannon-Muskegon Corporation
Cargill, Inc.
Carter-Hoffmann Corporation
CB Title, Inc.
Cejin Industrial Corporation
Central Illinois Bank
Century Same Day Surgery
Chicago Cutlery
Chicago Software Association
Clark Reports
CM Products, Inc.
Cole Taylor Bank
Commercial Law League of America
Computer Discount Warehouse
Corporate Training Consultants, Inc.
Courtesy Distributors, Inc.
CT Male Associates
Culligan International
Day Timers, Inc.
Daniel Woodhead Companies
Delano Technology, Inc.
Deublin Company, Inc.
Dickson Weatherproof Nails
Don Johnston Incorporated
Dudeck & Bock
eFiltration.com, Inc.
Electronic Search, Inc.
Family Exchange Office
Fibre-Craft Materials, Inc.
Fidelitone, Inc.
Filtration Group, Inc.
Financial Women International
Foster Needle Co., Inc.
Frain Industries, Inc.
Ft. Sheridan Naval Base
GC America, Inc.
GE Capital Auto Financial Services
Geotrack, Inc.
General Binding Corporation
Georg Fischer Disa, Inc.

HR Connections, LLC
Haran & Associates Ltd.
Health Cost Consultants, Inc.
Health Data Mgmt. Systems, Inc.
Healthcare Credentials Management Systems
Helio Precision Products, Inc.
Hong Kong Tourism Board
Hub Group Distribution Services
Human Resource Management Systems
Hy-Tek Material Handling, Inc.
Ibidon International
I-CAR
Indramat Division, Mannesmann Rexroth
Intermagnetics General Corporation
International Quality & Productivity Center
Japan America Society of Chicago, Inc.
Japanese Chamber of Commerce and Industry of Chicago
Juhl & Associates, Inc.
Ketchum Directory Advertising
KGK International, Inc.
Kronos Products, Inc.
Lasera Technology Corporation
Law Offices of David R. Juneau
Law Offices of Robert Schwartz
LB Furniture, LLC
Lee F. Grossman & Associates, Ltd.
Levy Company
Little Lady Foods
Loretto (Geriatric Healthcare)
Madison Information Technologies, Inc.
Maines Paper & Food Service, Inc.
Management Association of Illinois
Mannard & Associates, Inc.
Material Handling Equipment Distributors Association
Material Handling Industry of America
McDougal Littell
MC Machinery Systems, Inc.
McManis Associates
Merchants Insurance Group
Metamor Technologies, Ltd.
MHI Injection Molding Machinery, Inc.
Midwest Air Filters, Inc.
MILA Travel
Mitsubishi Industrial Controls, Inc.
MMI Companies, Inc.
MRA-The Management Assoc.
MRI Elgin, Inc.
Nazdar, Inc.
New York Independent System Operator
New York Regional Association of Grantmakers
Nissei Sangyo America, Ltd.
North Chicago Unit School District
Northern Illinois Business Association
Northern Illinois SHRM
Olsten's of Chicago
Omeda Communications, Inc.

Omron Healthcare
Open Text Corporation
Open Text USA, Inc.
Opportunity Medical, Inc.
Pacific Advisory Service
Playtex Products, Inc.
Precision Glass & Aluminum
Private Industry Council of Lake County
Professional Development Alliance of IL State Educ. Dept.
Rapid Application Developers, Inc.
Resort Condominiums
Rhinebeck Savings Bank
Rifenburg Construction, Inc.
Ron Ink Company, Inc.
Schatz Bearing Corporation
Schmeling Building Supply, Inc.
Shima American Corporation
Shinsho American, Inc.
Siemens Energy & Automation
Simpson Technologies, Inc.
Spiral-Helix, Inc.
Stamps 'A Brewin'
Sunnyview Hospital & Rehabilitation Center
SupplyCore, Inc.
Synchro-Start Products, Inc.
Tallán, Inc.
TDK Corporation of America
Texas Industries
The CPA Group
The Chicago Trust Company
The College of St. Rose
The Teagle Foundation Incorp.
Thompson Legal Publishing
Thrall Distribution, Inc.
Thrall Enterprises, Inc.
Three Rivers Manufacturers' Association
Timberline Supply, Ltd.
Tomoeogawa (USA), Inc.
Toyo Ink, USA, Inc.
Toyota Motor Manufacturing North America, Inc.
Transolutions, Inc.
Tsurumi America, Inc.
UNIFIED Technologies, Inc.
United Process Group, Inc.
United States Cellular
Vacula Automotive Products, Inc.
VMC Behavioral Healthcare Services
Velsicol Chemical Corporation
VisionTek, Inc.
Visiting Nurse Association
Vonco Products, Inc.
Walden Federal Savings Bank
Warren Newport Credit Union
Weill – Cornell Medical School
West Irving Die Casting Company
Whitney Young Health Center, Inc.
William J. Narup and Company

Women in Management, Greater DuPage
Chapter
Worthington Industries

Yanmar Diesel America Corporation
Yaskawa Electric America, Inc.
YWCA of Lake and McHenry Counties

Reference Portfolio Available