To: Ken Monzingo

From: Employees who care about the ACBL

Re: The ACBL is Lost – Addendum

Dear Mr. Monzingo,

We would like to follow-up to a number of issues since we sent our original letter.

The letter was sent to members of the Board and others as guests of the Silvery Legacy in Reno. Apparently, they were not delivered. It is being sent to the recipients at their home addresses.

There have been some rumors, as well as comments on BridgeWinners, questioning the authenticity and validity of such a letter when sent anonymously. These comments are, quite correctly, critical of such unsigned actions.

Sadly, direct reports by those of us writing this, and many other employees, of these and many other problems have been totally ignored by Management. Some references have been made on BridgeWinners concerning ACBL non-retaliation policies, which should free employees to report problems. Sadly, employees who had believed in these policies have been harassed, seen their careers harmed and advancement opportunities blocked and, in rare cases, treated so hostility as to be driven from the ACBL.

As such, bringing this to the attention of the Board, particularly a Board that knows the accuracy of many of these problems but has chosen to ignore them or to blindly accept the many lies told to them by Robert and other members of his management team, is extremely dangerous to us. Many of us have worked for the ACBL for 10, 20, 30 or more years, and depend on the ACBL for employment and benefits. Subjecting ourselves to direct retribution, particularly with no past indication that the Board would do anything other than ignore or pay lip service to these issues, would be professional suicide. Anyone suggesting that it is necessary to take such action to "be credible" is either naïve or independently wealthy.

But, even if you believe the method of communication is wrong, that does not invalidate the observations. You may believe we are cowards, but that does not mean we are wrong in what we have seen and reported. Failing to investigate and take action on these issues, based solely on the fact that they were brought to the attention of the Board anonymously, would be highly unfortunate and a serious blow to the future of the ACBL. We do believe, if the Board took definitive action to investigate these problems, and publically promised non-retaliation against those who spoke of the problems exhibited by the current management team, many, or at least some, including some of us, would come forward and identify themselves.

In Reno, once again, ACBLscore has proven itself to be the aged, decrepit tool that it is. Several years ago, after canceling the multi-million dollar project to rewrite ACBLscore using current technologies, Robert told everyone that the existing ACBLscore was "a gem" which, with little work, could provide for all our tournament needs long into the future. It has been almost 18 months since the masterpoint formulae changed, and still ACBLscore cannot reliably produce the correct results, so every event has to

have its masterpoints checked, and often corrected, using a manual, external spreadsheet. When will the ACBL technological incompetencies be addressed?

Finally, a follow-up to the "Sylvia Hardin" issue. On the first Friday of every NABC, there are meetings with all the directors assigned to work the tournament. As part of these meetings, it is normal for members of the management team to address the directors, and Robert did so in Reno. In this address, he told the directors that Sylvia's departure was long-planned as the end-result of her responsibilities with the ACBL. He said that she was responsible for putting in place new programs and, with that done, it was always intended that she would move on so others could be brought on to maintain those programs.

There is no other word to describe what Robert said--it was a lie, in fact, a very brazen, very big lie, told to employees who must be able to have complete confidence in the honesty of their management, but no longer can. "Planned exits" from companies do not occur on Federal holiday weekends (President's Day), with no advanced notice. When people leave a company after they have completed their assignment, management sends out a "Thank you" letter. Colleagues are notified weeks in advance, so a "Good Bye" party can be held. Even if employees want to leave quietly, it just doesn't happen this way. Anyone who has ever worked for any operation larger than a corner candy stand knows this.

Even worse, several directors pointed out that Sylvia had travelled to the Houston regional a week before she left. Why would Sylvia take such a trip, and, even worse, why would Robert authorize the expense of such a trip, if he (and she) knew she would be leaving the ACBL a week later?

Despite these continuing problems, even at the Reno NABC, we remain optimistic that the ACBL Board will investigate and take action to address these issues. We believe that they can be resolved and the ACBL can move forward positively and constructively and improve its service the bridge community.

cc: All 25 BoD members
Robert Hartman, CEO
Richard Anderson, Chair, Board of Governors
Richard Popper, Vice-Chair, Board of Governors
Sandra DeMartino, Chair, Aileen Osofsky Goodwill Committee
BridgeWinners.Com