

To whom it may concern,

I am pleased to provide some feedback on my experience with PEP.

PEP has really contributed to my Efficiency. The "one touch" principle has meant that I am much more efficient in getting through tasks, whereas previously I would often procrastinate and put off work.

Similarly, regarding Effectiveness, I have achieved much better concentration through my focus on maintaining an uncluttered workspace combined with my now effective use of Outlook via the use of shortcuts, folders and being able to drag and drop emails from the inbox into the calendar.

I think PEP contributes to ANZ's Corporate Objectives because being more efficient enables more timely responses to customers and more time for origination. Both key wins for ANZ.

Regarding how PEP is presented, I found it good because of the time taken to look at each individual's circumstances and the timing was excellent - it helped reinforce the principles and gave time to implement them before reflection.

PEP compares very favourably with other training programs I have done because it influences how I work constantly and it isn't a training course just focusing on a small part of my role.

Overall the greatest benefit of PEP for me is that I am now completing more work effectively

Regards,



Adam Crane,

Associate Director

ANZ Institutional