



12 November 1997

Mr Denis Healy
Managing Director
IBT International
Level 10/56 Berry Street
NORTH SYDNEY NSW 2060

Dear Denis,

We commenced the PEP programme with the objective of increasing productivity and focusing NCR people on projects, key tasks and objectives. We wanted to give our people some practical tools and assistance in managing ever increasing workloads.

PEP has really assisted as follows:

- Respect for other people, for example, less interruptions.
- More focus on key projects, tasks, objectives.
- Ability to go into a "Pepped" person's office and locate things.
- Reduction in stress as people have strategies they can employ to manage their work stresses.
- More space on our servers as a result of e-mail clean-ups.
- PEP has increased productivity:
 - The "Do It Now" philosophy gets things done.
 - The Planning tools enable people to focus on what needs to be done or to schedule time for the important/critical priorities.

We saw positive results from PEP after a couple of groups had completed the programme. The follow-up process used also provided the opportunity to reinforce the PEP principles, leading to behavioural change.

We have found PEP to be very effective in the following ways:

- It is cost effective
- Everyone gets something from it
- PEP can be used to drive through desired cultural / behavioural change.

Thank you for introducing us to PEP, the results certainly prove the benefit of the programme.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Vicki Moran", written over a light blue horizontal line.

Vicki Moran
Human Resources Manager