



RCI AUSTRALIA, INC.

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Reay Mackay
Director
The Verner-Mackay Group Pty Ltd
Training and Development Consultants
62 Aster Terrace
Spring Hill
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27 July 1995

Dear Reay

RE: The PEP training program (Personal Efficiency Program)

I would like to take this opportunity to thank you for introducing RCI Australia and myself to the PEP program. At this stage we are about to take our third group through the PEP program, and as you are aware I am currently being trained as an in-house accredited trainer. This will be my first group and I am looking forward with anticipation to conducting the program.

The 14 participants from the first and second group have noticed a increase in efficiency as well as a feeling of being in control of the paper. This is particularly highlighted in our travel area where the volume of paper is extremely high.

Personally, I have always found myself to be a very systematic organised person, however through participating in the PEP program I believe I have increased my productivity by approximately 10%. Although I have not been able to decrease my hours down I certainly fell as though I am more in control of the key issues that need my immediate attention.

PEP is a program that RCI will continue to move forward with and by the end of 1996 all RCI Australia and New Zealand employees will be PEPed. I would encourage review of this program by anyone seeking to increase productivity, reduce stress and to get things done.

Yours faithfully

A handwritten signature in black ink, appearing to read "Heather Clarke", is written over a horizontal line that extends across the page.

Heather Clarke
Manager Human Resources and Training