

12 May 2011



Mr Denis Healy
Executive Director
PEPworldwide Pty Ltd
Suite 201, 161 Walker Street
NORTH SYDNEY NSW 2060

Dear Denis,

I originally undertook PEP because I had read the book some years ago during a flight and I was keen to undertake the course to entrench the PEP learnings in my day to day work. As a result, I have found myself being both better able to manage the otherwise very challenging e-mail box and to better forward plan to undertake the important but not yet urgent tasks. As a result, I find I am "spending more time on the balcony, instead of the dancefloor", in other words, acting strategically and not operationally. As a consequence of all of this, I am feeling much more in control.

I wanted my new team members to do PEP because I had personally found the program so valuable. As a result of PEP, we have definitely improved our customer service – receiving positive feedback from our business clients about being able to deal with the greater volume of more complex work but with the same resources. It has also provided a consistent methodology and language that we share in common and that we commonly default to.

PEP has helped us achieve the organisation Corporate Strategy by stripping out waste and complexity from our day-to-day processes.

I am pleased to report that PEP is more practical than any other efficiency course that I have done in the past, that I achieved results virtually immediately and it has lasted for over two years so far.

Yours sincerely

A handwritten signature in black ink, appearing to be 'S. Tadjman', written over the typed name.

Stephen Tadjman
Senior Legal Counsel