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Mr Denis Healy
Managing Director
IBT International
Level 10, 56 Berry Street
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Dear Denis,

I have been in this role for a matter of months and I wanted my new team to do PEP because they were often disorganised and appeared to be working in an unstructured manner. I had experienced PEP at my previous employer and assessed it would have value in addressing my team's issues around efficiency and effectiveness.

I saw the benefits taking shape from Day 2. The team are now focusing on key tasks and have much better time management. The improvements to our productivity are significant.

My personal benefits from doing PEP this time are now booking time with myself and direct reports, as well as applying a "one touch" principle (thereby not multiple handling and/or procrastinating). I'm now feeling in control of my time and feel I have removed time related pressures. I am now spending more time doing the important things – i.e. people and projects

PEP helps improve quality by removing the "rush it" factor. Improvements in Customer service and Team Work have resulted because it helped create boundaries of respect and understanding.

PEP helps us to achieve our Corporate Strategy by cutting through clutter and maximizing quality outputs.

The program was very practical. The 1 on 1 coaching and the time spacing over a few weeks are both very valuable aspects of the Program. It is unlike other learning and training programs I've done because it lasts.

If anyone asked me I'd say "You can't afford not to make the time to do it"!

Yours faithfully

Paul Allen
General Manager – Marketing
GAMING DIVISION