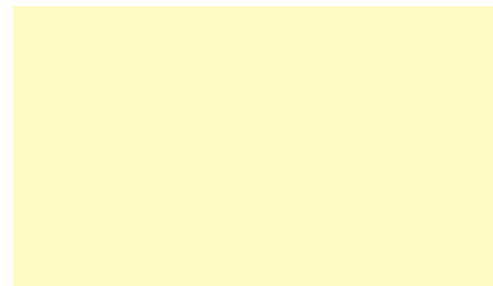




Testimonials for Vox Bandicoot



27 September, 2001

Frank Ryan
Director
Vox Bandicoot Pty Ltd
5 Railway Place
Fairfield 3078

Dear Frank,

Vox Bandicoot Training and Development

We appointed Vox Bandicoot to provide the motivation and inspiration that we recognised was essential to:

- ensure genuine support and enthusiasm for the successful implementation of our EMS
- help us meet the requirements for ISO certification.

Thankyou for doing just that. Not only were you able to respond very quickly and perceptively to our company's needs, but you did so with a high level of professionalism and skill.

We are certain that the materials, training and culture change tools you developed for our managers, and all AAPL employees, was a significant factor in our meeting the requirements of the ISO quality and environmental audit.

As you know, from your sensitive and thorough search conferencing, some of our managers, in particular, were sceptical of the need for, and relevance of training. The package you tailored to our needs, however, was able to overcome much of this negativity and even resulted in the expression of heartfelt enthusiasm for improved environmental performance from individual managers.

Kind regards,



Carmen Escobar
Business System Manager



**Ford Motor Company
of Australia Limited**

A.C.N. 004 116 223

Registered Office: 1735 Sydney Road, Campbellfield, Victoria 3081

26 November, 1997

Frank Ryan
Vox Bandicoot Pty Ltd
5 Railway Place
FAIRFIELD
VIC 3078

Dear Frank,

We write to thank you and the Vox Bandicoot team for the thorough and professional manner in which you have rolled out the training and awareness program for our Environmental Management System and forthcoming ISO 14001 certification.

Your creative and lateral methods were described by our third party auditors as the most "innovative and comprehensive" they had seen. From the outset, your understanding of our needs resulted in the very effective slogan you created for the program: "*Spot, Say, Solve*".

Members of our Environmental Quality Office were most impressed with the way in which you used the Search Conferences to gain an insight into the culture and practices of our workplace. The communication and training programs you created, accordingly reflected the inputs of our training department, the shop stewards and management personnel, cleverly tied together with your own creative style.

We were impressed too, with the manner in which all members of Vox Bandicoot were able to work effectively with the numerous administrative and management personnel and groups across the seven Ford locations at both Broadmeadows and Geelong.

We also believe the publications you produced were a critical part of the success of your program. The work you have done has struck a real chord which has gone beyond basic awareness raising and training. It has become apparent that long term commitment to environmental matters has been instilled in our new workplace culture and the concepts of reducing waste and pollution are beginning to grow.

We were delighted to have the opportunity to work with you and wish you well in your creative and effective environmental education work.

Yours Faithfully

Colin Briggs
Ford Australia
Environmental Quality Office Manager



40 Casey Street
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DX 32951
Tatura Victoria 3616
Australia
Telephone (03) 5833 5500
Facsimile (03) 5833 5501
reception@g-mwater.com.au
www.g-mwater.com.au

Direct Dial: (03) 5833 5672
DX 32951
File Ref: 99/01010

23 November 1999

To Whom It May Concern

VOX BANDICOOT

In September of 1999, Goulburn-Murray Water decided to use communication designers, Vox Bandicoot, to plan, design and deliver the roll out of its Environmental Management System.

This was a difficult and demanding task, which required the near unattainable combination of technical understanding, presentation flair, professionalism, specialist environmental knowledge and sheer hard work. Vox Bandicoot came through with flying colours. They were able to listen to and understand our needs and translate this into a brilliant training program for every employee, and then adapted this for a presentation to our Board.

We have had rave reviews from many of those who attended. What's more, the training outcomes have actually been achieved! Frank Ryan, Michael Allen and their associates were a delight to work with, striking the right balance between responding to our needs and (tactfully) explaining what would and wouldn't work.

Some measure of the success of the program can be gauged from the reaction of one of our Board members. This gentleman, who is also the Chairman of a large diary company and the Goulburn Broken Catchment Management Authority, immediately after the presentation concluded engaged Vox Bandicoot for a similar project with the Catchment Management Authority.

I have no hesitation in recommending Vox Bandicoot for similar programs involving, education, training, presentation or environmental interpretation.

Yours sincerely

Environmental Management Officer

U:\peterb\DATA\ems\roll out\communications\99 November 23 letter re VB.doc

AREA OFFICES:

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21 Wheeler Street
Shepparton Victoria 3630
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Tatura Victoria 3616
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Rochester Victoria 3561
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PYRAMID-BOORT

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Pyramid Hill Victoria 3575
Telephone (03) 5455 7100
Facsimile (03) 5455 7102

MURRAY VALLEY

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Cobram Victoria 3644
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Facsimile (03) 5871 0101

TORRUMBARRY

PO Box 264
Kerang Victoria 3579
Telephone (03) 5451 0111
Facsimile (03) 5452 2990

November 5, 1999.

VDO Australia
Proprietary Limited
A.C.N. 004 390 587

**Att: Michael Allen
Vox Bandicoot Pty Ltd
5 Railway Place
Fairfield Vic 3078.**

Dear Michael,

Re: Environmental Awareness Training.

VDO Australia wishes to thank you, Frank and Tina for the excellent training provided to VDO recently as part of our certification for ISO 14001.

We completed the certification audit process last month, and VDO has been recommended for certification to this standard. One point picked up by the auditors was the enthusiasm demonstrated by employees in relation to environmental matters and the understanding of aspects and impacts within their work areas. The training provided by Vox Bandicoot to each employee helped to establish this understanding and enthusiasm.

Employees still talk about the training. Your innovative, insightful, and professional approach to the training helped to achieve this memory and achieve the cultural change that is so important for an effective environmental management system.

We are pleased to have had the opportunity to work with you, and to be part of a very innovative and progressive educational process.

Yours Sincerely,



Tony Frühwirth
Chief Executive Officer & Director

c:\windows\temp\vox thank you.doc

VDO Australia Proprietary Limited
115 Northern Road,
Heidelberg West,
Victoria, Australia 3081

P.O. Box 51
Heidelberg West,
Victoria, Australia 3081

Telephone: +61 3 9450 3209
Facsimile: +61 3 9457 5294

VDO

CITY OF



WHITEHORSE

13 November 2003

To whom it may concern,

RE: Vox Bandicoot

The City of Whitehorse has embarked on a significant journey to further enhance our reputation as an environmentally responsible local government body. After considerable public and internal consultation, the Whitehorse EcoVision was developed. This document outlines short term and long term actions to ensure Whitehorse remains at the forefront of environmental sustainability.

To ensure that this document reflected the collective vision and aspirations of the Whitehorse community, Vox Bandicoot was engaged to facilitate internal and external consultation forums.

The Whitehorse community are very passionate and informed on environmental issues. Vox Bandicoot handled the community forums in a professional and interactive manner and had the right balance between the seriousness of the issues being dealt with and creating an atmosphere where people were happy to actively participate in the forums.

I am looking forward to working with Vox Bandicoot in the future and would recommend their organisation to other government agencies and professional organisations looking at improving their environmental performance.

I can be contacted on 0417 357 747 if you would like further details.

Yours Sincerely

David Crowe
Manager - ParksWide

Whitehorse City Council

379-397 Whitehorse Road

Nunawading

Telephone (03) 9262 6333

Facsimile (03) 9262 6490

All Correspondence

Locked Bag 2

Nunawading Delivery Centre

Vic 3110 Australia

OX13209 MITCHAM

ABN 39 549 568 822

Service Centres

Box Hill

Whitehorse

Forest Hill

Our Ref:
Your Ref:
File No:
Doc Id:

Contact Officer
Pat Vaughan
9457 9834



Banyule
CITY COUNCIL

13 November 2003

TO WHOM IT MAY CONCERN



Re: Sustainability Training by Vox Bandicoot

Frank Ryan, Ian McBurney and John Milkins from Vox Bandicoot provided sustainability training to over 600 staff at Banyule in 2003. The training was extremely well received and has led to observable changes in the behaviour and attitude of staff at all levels of the organisation.

The information presented as well as the entertaining style of presentation provided an excellent and engaging overview of sustainability and of the cultural change necessary to make it an integral part of Council's operations.

The training has been undertaken in conjunction with the introduction of an Integrated Business Management System across Council that combines an environmental management system with occupational health and safety and quality assurance processes.

Many staff have expressed relief that the organisation is taking sustainability seriously and have felt enabled by this process to raise issues and address problems that have annoyed them for years. This has led to direct improvements in work practices, particularly in regard to the conservation of resources.

Interest in the training and subsequent developments was so great that over 30 employees volunteered to be EnviroReps and act as the go-betweens between their colleagues and the environment section. Vox Bandicoot provided these EnviroReps with further in depth training and they have subsequently become key to the roll out of a range of programs including waste and energy management related campaigns and the implementation of environmental purchasing guidelines.

I have no hesitation in recommending Vox Bandicoot for the delivery of sustainability and cultural change training.

Yours sincerely

Pat Vaughan
Environmental Officer

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ABN 16 456 814 549

Service Centres
Greensborough 9-13 Flintoff Street
Ivanhoe 275 Upper Heidelberg Road
Rosanna 44 Turnham Avenue



**Barwon
Water**

**BARWON REGION
WATER AUTHORITY**

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Geelong, Victoria

P.O. Box 659,
Geelong, Victoria, 3220

DX 22061 (Geelong)

GEELONG:

Phone: (03) 5226 2500

Fax: (03) 5221 8236

Our Ref: 15/200/0017C
Your Ref:
Enquiries To: Mr Paul Northey

December 17, 1999

Mr Frank Ryan
Vox Bandicoot
5 Railway Place
FAIRFIELD VIC 3078

Dear Frank,

Re: Environmental Awareness Training

I write to thank you and the Vox Bandicoot team for your efforts in conducting another successful program of environmental awareness training.

As you are aware, the environmental awareness program is an integral element of Barwon Water's Environmental Management System (EMS), accredited to the international standard ISO 14001. During our most recent certification surveillance audit, the auditors were complimentary on the content of the environmental training program.

The "Why, What, How" format of the training sessions proved once again to be an effective method of getting the environmental message across, delivered in Vox Bandicoot's entertaining style. New sections of the sessions such as the "Barwon Water EMS Panel" were very successful in demonstrating how the EMS operates within the organisation.

I wish you a Happy Christmas and New Year and look forward to working with Vox Bandicoot again on future environmental training programs.

Yours sincerely

Joe Adamski
Executive Manager
Strategy & Technology

BRANCH OFFICES

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42-48 Hesse Street, Colac, 3250 (03) 5233 5200

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Fax: (03) 5231 4211



Certified
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Management

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Standard Australia



Quality
Endorsed
Company

ISO 9001 LC10205
Standard Australia

ROBERT BOSCH
(AUSTRALIA) PTY. LTD.

A.B.N. 48 004 315 628



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(03) 9541 5441 Automotive After Market Sales
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(03) 9543 4293 Technical Service
(03) 9541 5322 Power Tools Sales
(03) 9541 5533 Communication Systems Sales
(03) 9541 5595 Household Appliances Sales,
Hot Water Products Sales
(03) 9541 7790 PR & Advertising
(03) 9541 7766 Creditors Control
(03) 9544 1137 Materials
(03) 9541 5306 Quality Assurance
(03) 9541 5566 Information Systems
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Vox Bandicoot Pty. Ltd.
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Your Reference / Letter of

Our Reference / Your Contact

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MSE:KT

(03) 9541 5369

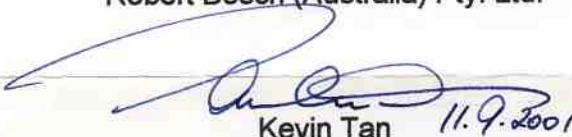
11 September, 2001

Dear Frank,

Thank you very much for your assistance in providing our employees with your innovative and interesting EMS presentation. Your style and content are much unlike any that I have witnessed before. Your creation of the EMSBot, later BoschBot, was a star attraction to our employees. Your artistic illustrations, examples and high level of audience interaction allowed you to provide a serious message about environment protection and how we as individual or corporation can contribute to making it better. In 25 minutes, you had the audience clapping, laughing and asking questions. The sessions are altogether most commendable.

To any of your potential and future clients, I have only one thing to say, "Go for it, with Vox Bandicoot!"

Yours Sincerely,
Robert Bosch (Australia) Pty. Ltd.


Kevin Tan 11.9.2001
Manager, Safety and Environment

In reply please quote
Enquiries
Your reference

Tuesday 17 April 2001

To Whom It May Concern,

Dear Madam or Sir,

Re: **Vox Bandicoot's EMS information sessions and workshops**

Vox Bandicoot played a key role in the roll-out of the City of Darebin's Environmental Management System during the period December 2000 through to February 2001. Darebin's EMS is an iterative and ongoing process and I happily anticipate working with Vox Bandicoot in the future on this important and exciting undertaking.

Vox Bandicoots involvement in Darebin's EMS has to date included:

- pre-delivery meetings with staff from a diverse range of work units to familiarise and assess needs and expectations
- delivery of four information sessions designed to inspire all Council staff to participate in the EMS and to raise awareness around the aspects and impacts of work roles
- facilitation of six, three hour EMS workshops that inspired involvement; increased awareness; harvested aspect and impact information from key staff and facilitated the initiation of actions to reduce negative and enhance positive environmental impacts
- innovative promotion of the above sessions, including the development of Darebin's 'AIMMM for Sustainability' 'slogo' in a participatory process with Council staff
- Preparation of concise, user-friendly written materials to complement above sessions
- Reflexive feedback of the processes undertaken and insightful advice on the development and ongoing roll-out of the EMS.

All of the above tasks were carried out to an excellent standard. Vox Bandicoot's theatrical, humorous and informative delivery was very well received, remembered and, importantly, acted upon by staff who attended information sessions and/or workshops. Their enthusiastic, creative and committed approach to their work is both infectious and effective. All of the Vox staff were very professional and a pleasure to work with. They have made a very significant contribution to the success of Darebin's EMS and I would whole-heartedly recommend them for projects involving environmental education and positive environmental change.

If you would have any queries please don't hesitate to contact me.

Sincerely



Michelle Bennett
Environmental Planner
City of Darebin
9230 4535

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Victoria 3072

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