

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