



**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