



John Menz
Managing Director
LMA
174 Fullarton Road
Dulwich SA 5065

1st August, 2003

Dear John,

RE: SUCCESS OF FRONT LINE MANAGEMENT IN THE SPENCER/EYRE REGION OF SA WATER

As you are aware, Spencer/Eyre Region is mid-way through a program of cultural reform with the aim of creating a climate of enthusiasm and high achievement. LMA's Front Line Management training has played a key role in the Region's cultural reform agenda.

When we commenced Front Line Management training, the Region had twenty people in leadership positions all of whom had never received any form of leadership training. In addition, the program has proved an ideal compliment to our existing HR initiatives- in particular, Performance Management and Succession Planning.

It is my belief that the strength of the program lies in you and your team successfully balancing theory and practical application, building participant ownership of their need to develop, and the delivery of tangible outcomes. I can personally site a multitude of behavioural and leadership improvements in our leaders, and the workplace projects have provided my management team with an opportunity to observe and assess a variety of efficiency initiatives put forward by participants. Many of these projects are already coming to fruition.

The commitment of your team and the relevance of this training to the practical realities of each participant have ensured that Front Line Management has been the success that it is. I would like to take this opportunity to personally thank you and your team for the support you have shown for our cultural reform agenda, and look forward to our participant's graduation.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "Rob Dowling".

Rob Dowling

OPERATIONS MANAGER SPENCER/EYRE REGION