

Reply To: HTWA
Our Ref: BH



Herron Todd White Australia

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8 November 2012

Mr Robert Quinn
Principal
Creating Leaders Pty Ltd
PO Box 2221
Fortitude Valley QLD 4006

Dear Rob

Re: Herron Todd White Essential Leaders Program

I am delighted to record our experience and appreciation of the work Creating Leaders has undertaken in structuring and delivering the "Herron Todd White Essential Leaders Program" over the past five years.

In 2008, Herron Todd White recognised the strong need to develop our senior and middle managers throughout our Australian offices and investigated numerous options and providers. We foresaw a generational change in the leadership of many of our businesses and were conscious that some of our future leaders, while highly competent in their fields, had little or no formal people management skills. As our business was growing strongly, this need was only increasing.

Since then, Creating Leaders has supplied the solution we required.

More than 10% of our national staff (myself included) have completed our Essential Leaders Program and many more have experienced the work of Creating Leaders at conferences and workshops. Some of the larger businesses within the Herron Todd White Group have also utilised the services of Creating Leaders to improve their specific business performance.

The work that Creating Leaders has done with us has consistently proven to be highly successful - participants rate all aspects strongly, particularly the pragmatic and effective content that they can apply to their management and people leadership roles immediately.

The Herron Todd White Essential Leaders Program, developed and delivered by Creating Leaders, is a very effective management development tool. Deborah Truter and Robert Quinn spend significant time understanding our business and this willingness to work so closely with us to ensure our needs are met is one key reason for its success.

I unreservedly recommend the activities of Creating Leaders to any business wishing to significantly up-skill their leadership capability at senior and middle levels.

My thanks to you and Deborah on your commitment and professionalism at all times to our business and its outcomes

Yours sincerely

A handwritten signature in black ink, appearing to be 'Brendon Hulcombe', written in a cursive style.

Brendon Hulcombe
CHIEF EXECUTIVE OFFICER