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Mr John Williams and Bill Westerbeek
22 Maling Road
Canterbury Victoria 3126

Dear John and Bill

You will be aware that Australia Post is currently commencing an exciting new phase in its history. In February this year, our new CEO, Ahmed Fahour joined the company to lead us through a major change program.

In line with these changes, I recently announced my retirement from Australia Post. Whilst serving as General Manager Corporate Infrastructure Services Division a number of leadership programs were introduced. You will know these as Blitz (stretching our high potential leaders).

I want to formally acknowledge your contribution towards the success of this program in delivering the Consulting Skills module for our leadership program.

I have fond memories of our time together throughout the years and feel fortunate to have shared this journey with you. Thank you for your contribution towards developing some of Australia Post's future leaders, who I feel confident, are well prepared to lead our people through what I believe will probably be the most challenging time Australia Post has seen.

Specifically, I believe that the consulting skills module you delivered to our leadership program over several years has assisted in creating the division's current team approach, which I believe is vital to ensuring we deliver the changes required to meet the changing needs of our customers.

I would highly recommend your programs to any other organisation looking to further enhance and develop their talent.

I wish you all the very best in your future business endeavours.

Yours sincerely

A handwritten signature in blue ink that reads 'Mark Howard'.

Mark Howard
Corporate Infrastructure Services Division

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