

----- Original Message -----

Subject:Alchemy Centre, Burwood

Date:Tue, 13 Jan 2009 09:05:13 +1100

From:Stratford, Paul <Paul.Stratford@team.telstra.com>

To:sriley@victs.cepu.asn.au <sriley@victs.cepu.asn.au>

Hi Sue,

I am responding on behalf of Helen Phyland, as per agreed actions resulting from your meeting with Helen, Meegan Marshall and Frank Gerdtz on Tuesday 23rd December 2008 in relation to the CEPU dispute notification related to performance management within Alchemy.

As discussed at that meeting, Telstra is committed to providing employees with sufficient training, change support and ongoing access to EAP during this change period. As we indicated, employees at the Alchemy centre have been given access to free, confidential on-site counselling, and can continue to access this on an ongoing basis (off-site) as required during work time.

The performance framework Telstra uses is designed to ensure our consultants receive the coaching and development they need to be successful in their roles. This framework will continue, however we reiterate the sensible approach that has been taken to performance management during this change period. We also continue to provide ongoing training, coaching and deployment support through our management team and 1-on-1 assistance from the DSO.

Please find attached a copy of the communication from Sales Centre Manager, Julius Sandhu, to the entire Alchemy team that was sent out via email on Monday 5th January 2008.

You will see that this message reiterates the ongoing support mechanisms offered and available to all staff regarding deployment support for Siebel, our commitment to supporting our staff to meet and exceed their performance objectives and ongoing support via our EAP service.

Please let me know if you have any questions.

Regards,

Paul Stratford

HR Team Manager

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As requested.

Kind regards,

Casey Hunter
Senior HR Advisor

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From: Sandhu, Julius B
Sent: Monday, 5 January 2009 11:45 AM
To: # ProActive Sales Alchemy
Subject: Alchemy update for 2009

Hi Team,

As we reach the half-way mark of the financial year and the end of another successful calendar year in Alchemy, I would like to take this opportunity to say a very big thank-you to each and every one of you for all the hard work, support and contribution you have put in to ensure Alchemy continues to be a very high performing and successful centre.

Over the last 5 months we have been through enormous change in our business and whilst the challenge was and continues to be significant, we have made some strong inroads in ensuring that we continue to provide our customers with the outstanding service that is expected from Telstra.

As we head into Quarter 3, I would like to reinforce the need to stay totally focused on the key priorities detailed below:

1. Ensure our Siebel competency is at 100% so we deliver what we promise to our customers and get our orders right the first time.
2. Our use of the 'High Performance Sales Contact Model' and our 'Value Based Selling' approach that sets us above the rest of our competition.
3. Continue our outstanding performance in achieving Scorecards, Campaign activity and PTP products.

To ensure that together we continue to grow and be successful, the additional support structure that we have had in place over the past 6 weeks will continue be available to you all through your Team Leader.

- One-on-one DSO support to assist you to increase your competency levels in Siebel
- Continued support and availability of the services provided by EAP who can be contacted on **1300360364**. There are also brochures that can be located in the tea-room and more information available online.
- I encourage you to see your Team Leader if you are concerned about your scorecard performance and need any assistance in further understanding how to meet specific measures. Together we can discuss the best strategies to increase performance.

Please feel free to come and see me or the Support Team directly if you require any further assistance or have any questions. We are committed to providing you with all the support and tools you need to make every interaction with our customers a positive one.

In ending, I would like to wish you all and your families a very Happy New-Year. May 2009 bring you success, prosperity and happiness.

Thank you again for your contribution to the business.

Regards

Julius Sandhu
Sales Centre Lead
Alchemy
03-92031375