

Ian Teh

From: Chad Gates
Sent: Thursday, 6 June 2024 10:04 AM
To: allpronto
Cc: Noellene Versluys
Subject: Management Update - Barry Sheppard's Retirement - it's a bit of a read

Hi Everyone,

They say that the only constant in life is change...

Barry has been with Pronto since January 1990 and it's fair to say he is an institution in his own right when it comes to contribution to the company and its people over these many years.

He's been "intending to retire" now for about three years – and it's taken us that long to try and work out everything he does so we can still do it post-retirement. We came to the conclusion a long time ago that while we'll do ok, no-one will do it as well as Barry does, so we'll just have to do our best. This includes Barry's ability to pick up every email that passed his way for factual correctness, grammar, nuance, consequences, general "vibe" and overall accuracy.

We not-so-secretly call Barry "The Oracle", because when we need to know the fine detail about what happened with a certain customer's licences, commercial peculiarities or company changes we can simply ask him. Somehow a very long (and 100% accurate) email comes back providing not only the factual details, but an analysis of what it means for future decisions, how the original decisions were made and recommendations on how to proceed. Sometimes this happens when we don't even ask him for it.

On top of this, Barry is our Company Secretary (which means he handles all the "shareholder" business and other corporate compliance matters) and has been deeply involved over the years with our key commercial agreements, including our very complex and deep relationship with IBM. I cannot overstate the value he has provided in these negotiations and the management of the contracts and commercials.

Barry will officially retire from his regular duties on **June 30** (yes it's close), however will remain on the Board and retain his Company Secretarial duties. We will, if needs be, be able to ask The Oracle if we get stuck on something, however the communication channel will be via Noellene, Ian Teh, myself and Damian.

We have mapped out the various tasks and have been putting things in place over the last few years in preparations for this eventuality. Barry has documented a lot, and we have a terrific Finance and Admin team who already do a lot of the things Barry used to do. Our excellent Head of Legal, Ian Teh has been doing a terrific job, backed up by the admin team (the legal team will expand in the future.) Noellene Versluys has held the position of Assistant Company Secretary for many years (much narrower than what she actually does) and for ages was our Lone Ranger HR department! We now have the fabulous Fiona McKenzie in the HR Manager role, again backed up by our admin team, with the highly capable Claire Noonan in payroll. David Jacklin and Josepha Listya cover much of our compliance regime, and Damian Ivers, Paul Goepfert and I are across third party relationships, resellers, pricing and financials. Of course, Irene Ngoi is the true hero of the finance team and makes us all look good – even Barry! Noellene's role will be changing with Barry's departure, more on that shortly.

The show will go on and Barry will still be with us in the background correcting my emails. We are in a great position for the future and Barry has played a major role in it.

There are no words I can use to adequately thank him– we owe Barry a "life debt" than only be honoured with our respect and thanks. In the first week of July, we'll get him into the office for a day (I'll let you all know the exact day asap) so you can wish him well. He'll also be here for the Board meeting on June 25.

We wish Barry health and happiness for the future. Now Barry can you get back to me re that question I asked yesterday....

Regards,
Chad

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