Wednesday, 20 March 2019

To whom it may concern

**Reference: Character Reference**

Employed as the Human Resources Manager for the Australian Automotive Group Pty Limited (**AAG**), I have known Mr Jarrad Czapla since October 2017.

Jarrad is currently employed by AAG as the Dealer Principal for Cumberland Ford located in Blacktown. Jarrad’s daily duties including managing business operations and regularly liaising with myself to ensure his team of 40 + staff are working in a harmonious and safe environment. Jarrad is well respected within the business by managers and staff alike and is well known for ensuring staff training and development is up to date and staff are working in a safe manner. Indeed, in my capacity as a human resources manager, I know I can always rely on Jarrad to ensure good quality staff management takes place within his workplace.

Jarrad is well organised, detail-orientated and competent in all areas of his business operations and has always had an open door policy when listening to staff concerns. It is not uncommon for myself to see Jarrad regularly discussing career progressions plans for apprentices and trainees and often takes it upon himself to motivate and try to inspire younger staff, to progress their careers.

As a senior manager within AAG, Jarrad actively participates in and sponsors community events for example, providing regular donations and ongoing support to the Blacktown Police Youth Club. This organisation fosters young children to take ownership of their lives and engage in local community sporting initiatives. Jarrad has also played an instrumental role in securing various accolades and awards through his community achievements for example:

* 2018 Winner of the Blacktown City Local Business Award where Jarrad activity participated in and contributed to the local community by providing complimentary new motor vehicles for local initiatives within Blacktown
* 2017 Winner of the Ford Eastern Region (NSW) Customer Service Excellence Award. In achieving this, Jarrad developed his staff and grew the culture to achieve a greater level of customer and staff satisfaction.
* 2017 Blacktown Rugby League Award for supporting and fostering local talent in junior rugby league. This involved Jarrad supporting junior rugby league development in the Blacktown region. I understand Jarrad continues to regularly visit the new sporting groups that he helped develop.

I am aware that Jarrad requires this character reference for a pending court process and I would have no hesitation in providing any additional references regarding his fine character and standing in our organisation should the need arise.

Yours Faithfully



David Berlusconi

Human Resources Manager