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18th October 2016

Dear Randi,

CC: Mr Maluleke, General Secretary, SADTU

Thank you for your letter.

I would like to reassure you and Mr Maluleke that this is a matter we have taken very seriously. When this issue first came to light in July we made a full and frank apology and acted immediately to rectify the situation.

We deeply regret the wording of such a sensitive and important topic in one of our South African publications. We have worked closely with teachers from the local communities who originally highlighted this problem to amend the language, ensuring the updated content met with both their approval and the Department of Basic Education (DBE). This new content has been uploaded to our [website](#) where teachers and schools can download it for free. We have removed all existing copies of the textbook from our warehouse and destroyed them. There will be no further reprints of this edition.

The teachers, who initially raised this matter, have subsequently contacted us to express their approval of how we handled this matter.

You make reference to several other broader points in your letter. As you and I have discussed many times, we do not monitor the social media activity of individual students. Like most testing companies, at the request of state Boards of Education, we do monitor the broader internet to ensure that test questions are not posted publicly before all students have taken the test. This is common sense and supports the work of schools and teachers.

Pearson wholeheartedly supports the principle of free government provision of education for every child across the world. The reality is that tens of millions of children globally are not currently

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enrolled in school. A whole generation of children are missing out on education and the chance of a better life whilst we wait for government provision of education to become a reality.

We therefore need to look at all opportunities to improve access and quality of education, and the private sector has an important contribution to make to that goal.

Only through working together with all the stakeholders in the education community, can we hope to overcome this complex, global humanitarian challenge. Both Bob Whelan, our President of Assessment, and I have offered several times to meet you in person to discuss these important issues and the opportunity to work together. To date we have not received a response from you, but my offer remains open and we will again be in touch.

Pearson has a single important mission: to help people make progress in their lives through learning. I hope we can work together to improve educational opportunities and outcomes for all children.

My best,

John Fallon
Chief Executive, Pearson