

SOUTH WEST TRAINS

Farnham Traincare Depot
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Paul Chatwin
Managing Director
Gable (UK) Ltd.,
17-19 Station Road
Hayling Island
Hampshire PO11 0EA

Ref: Recovering works Farnham Shed

29 November 2006

Dear Mr Chatwin,

During the past 18 months it has been a pleasure to work with your company and your team on a complex recovering works programme here at Farnham.

The work involved the removal of crysolite sheeting and it's replacement with powder coated steel sheets with interposed translucent sheets. The co-operation from initial planning to final completion has been outstanding and also the care you and your company have shown in assisting me comply with our newly achieved ISO 14001 with respect to the removal of the sheeting as contaminated waste product.

The way you, and your team, responded to minor changes in programme to meet the operational needs of the depot at all times was a tribute to your understanding of the needs of the end customer at all times. Particular reference should be made to the fact that the site had to be returned to normal railway use every night hence having 5 clearing up sessions each week and no inconvenience being experienced by the depot during the night working. Any changes that may have caused a problem were dealt with by open and friendly discussion with the knowledge that the job had to be completed to specification and on time.

Your team have been a credit to you and your company with no complaints from SWT depot management in the quality of work or the due diligence that was exercised when working on Farnham site.

Yours sincerely



Dr. Mike Ball
Depot Manager, Farnham