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Our Ref: S4536/C1  
7<sup>th</sup> February 2004

**For the attention of Mr Kevin Parker**

Dear Kevin,

**RE: Embankment Station, Escalator renewal programme.**

Firstly let me make my apologies for taking so long to write this letter, but I am sure you are aware just how busy I am at the moment.

The purpose of the letter is to thank you; you're men and your company for a job well done on Friday 12th December 2004.

Against the odds your team battled against time to re-erect the two scaffolds that had been taken down earlier that day after you received incorrect instructions from my Project Manager.

I think it's fair to say that your efforts saved his bacon and my company the embarrassment of explaining how we came to find ourselves in such a position.

Had you not of responded in such a pro-active manner the project of installing the new escalators would have slipped from the already tight programme and who knows what the consequences would have been?

Lucky for us that situation never occurred so I thank you personally again.

In closing I would just like to add that although we were against it that night from a time prospective I was very please to see that safety was not compromised which again is credit to your men and your companies procedures.

It is very reassuring to know that the Pectel Group have professional, reactive, quality companies to rely on when the going gets tough.

Please pass on my thanks to the men who carried out the work that night, all the best on all future projects.

Assuring you of our best attention, we wish to remain.

Yours Sincerely,  
For and on behalf of Pectel Limited

Scott Murray  
Operations Director

