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19th January 2002

Dear Bob

RE: Ethnic Kitchen and Demonstration Theatre, Vincent Square

Thank you for your work carried out on the project above. The commitment and effort put in by your tradesmen, in sometimes-difficult conditions, was excellent.

Tim showed a willingness to learn and develop his role as Working Foreman and I am sure will use his experience on this project to great affect in the progression of future works under his control.

The project was complex in both technical input and client programme. You and your teams commitment to the "Project Pact Agreement" and the on-going contractors workshops was excellent in working with others to develop and progress the works on site. Although the ending involved a rough ride I do believe we have achieved a successful project completion.

I believe that the product delivered is the flagship of the Vincent Square building and is the benchmark for others to achieve.

Please will you pass this letter onto the personnel that have work for you on this project so I can convey my thanks to them for works they have performed.

I am sure that you and I will be able to complete the final documentation in a proactive way.

Thank you once again.

Yours sincerely,

Charles Goode
Assistant Estates and Facilities Manager

Cc Mr Sean Lavan, Estates Manager WKC



INVESTOR IN PEOPLE

Principal Richard Williams