



KA/YF/172

24 APR 2008

23 April 2008

Mr Fabien Lomondais  
ODB Group  
Elm House Business Centre  
Shackleford Road  
Elstead, Godalming  
Surrey GU8 6LB

Dear Fabien

Now that the project is complete I wanted to write to thank you and the team at ODB for such an excellent job.

When I took on the project to relocate our PLC Head Office and one of our regional businesses into new office space early in 2007 it is fair to say I had very little appreciation for what would be involved.

However, from first contact with you and the ODB team I felt reassured that all of our challenges and needs could be met and that you would support me to execute the project from beginning to end.

It was clear to me that ODB could offer a very professional service whilst at the same time working with me in a friendly and supportive manner to achieve the goals.

At every stage, from design and space planning to get the best use out of the space, the selection of the most appropriate furniture and floor coverings, the project management and cost control at fit out stage, through to delivery of a finished product and assistance with moving in, I have been impressed with the attitude and support received from every member of the ODB team.

The end result was better than I, and I think most people in the office, could have imagined. We now have a fresh, clean, functional and aesthetically pleasing environment in which to work.

One thing is for sure, the next time I have to manage a project of this sort - you will be the first person I call!

Yours sincerely

A handwritten signature in blue ink that reads "Kelly Anderson".

Kelly Anderson  
Group HR Director