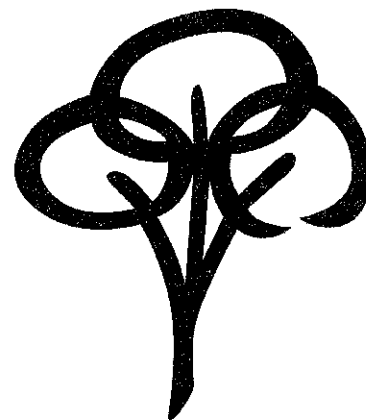


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Andy Laundon
Retroflo LTD
Unit 18
South Hetton
Durham
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16th Jan 2014

Dear Andy

I would like to take this opportunity to thank Andy of Retroflo for an act of kindness that got me out of a tricky situation the other day.

A couple of years ago I was looking after a warden maintained residential site in Oxfordshire, part of that contract was a snow and gritting contract. The warden asked me to scrap their gritter as it was put together by a chimp and it never worked. Me being a womble took it home to look at. Long story short the main shaft was bent, this is where BNI and Andy Stepped in. Andy took the part and got one of his men to straighten it out for me in time for any possible winter work.

At Christmas I got a contract with a big national gritting company to grit one of the shopping centres in Durham. They provided me with salt and a machine, unfortunately on the 3rd outing their machine broke which would have been a catastrophe is I hadn't had my machine fixed by Andy. Big Thank You.

Yours faithfully

Trevor Jefford