



Mr John Southall  
Southall Associates Ltd  
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23 June 2011

Dear John

It is now one year since we first contracted the services of Southall Associates and I felt it was now time that I expressed my sincere thanks to you and the team for all that you have done for Willcox Granite & Granite Planet.

Although it is an ongoing process, we are gradually getting on top of the new systems and administrative processes.

I have been particularly impressed with the on-line system which has made a considerable difference to the company's ability to stay on top and in control of the numerous Safety Issues that continually need attention. The system also encourages the user to record documentation which I have found particularly useful when safeguarding the company's position as well as addressing HR related issues.

I am also delighted in the fact that the system is flexible and can be adapted to suit our particular requirements.

I would like to say a special thank you to Ian who I have found to be a 'godsend'. Ian has an extremely pro-active approach to all matters and I often find that he has updated records & assessments or researched matters before I have even had time to recognise that there is an issue.

Ian has also gained the respect of the men which is paramount in my efforts to convert the way that they think and operate. Our previous consultants failed to achieve this on any level. Ian has become an important member of my team as well as having an extremely personable manner.

**DISCOVER THE DIFFERENCE**

You should also be congratulated on your response times which I find invaluable in 'putting issues to bed' in a short space of time.

Please extend my thanks to all of the team at Southall and I look forward, with your continued support and assistance, to improving our systems further.

Kind Regards

A handwritten signature in blue ink, appearing to read 'Annette Bellamy', with a long horizontal flourish extending to the right.

Annette Bellamy  
HR & Safety Manager