

AT/KAS

Our Ref

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Date **26 August 1998**

Mr M MacDonald
MacDonald Humfrey (Automation) Limited
Progress Manor
Bolton Road
Luton
Bedfordshire
LU1 3HY

Dear Mick

I spent Saturday morning viewing the Baggage System, in T1 British Airways, at one of it's busiest times. During this I was shown the management information and control systems by xxxxxx.

I was impressed with the facilities the system provided and also with the knowledge and helpfulness of your staff. I know xxxxxxxxxxxxxx has had similar experience with your other engineers who have been more involved in the details of the system.

It would be appreciated if you could pass our comments, which are quite independent of any contractual obligations, on to your engineers.

Yours sincerely

GENERAL MANAGER DESIGN & CONSTRUCTION

LMM2608.SAM



INVESTOR IN PEOPLE