



1 February 2004

Mr Bill Walsh  
Managing Director  
Central Signs Pty Ltd  
14 Monro Avenue  
KIRRAWEE NSW 2232

Dear Bill,

I apologise for not having written to you earlier than this to thank you and your team at Central Signs for the effort you put into the new external information and directional signage at the Sydney Opera House.

I am aware that from the time you were successful in winning the tender for supply of the external signage in 1999, until now, the journey has not been an easy one for your firm. This has been due to a number of reasons, including:

- the number of internal SOH stakeholders
- the heritage nature of the SOH
- Olympic Games/Millennium
- change in Executive Management at the SOH.

Through all this Central Signs has performed exceptionally well and delivered a first-class product to an agreed timeframe.

I have no hesitation in recommending Central Signs to any future client and have no objection to you referring them to me.

Sincerely

A handwritten signature in black ink, appearing to read 'John Dare', written over a thin horizontal line.

John Dare  
Manager, Asset Development

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