

albert Jagger limited



manufacturers & distributors of industrial hardware to engineers, body-builders & associated industries

MH/GMR

ESTABLISHED 1887

4 December 2008

Mr S Laight
Managing Director
Aspray Transport Limited
Noose Lane
Neachells
Willenhall
West Midlands

HEAD OFFICE
Centaur Works
Green Lane
Walsall
West Midlands
WS2 8HG
United Kingdom
tel: +44 (0) 1922 471000
fax: +44 (0) 1922 648021
e-mail: user@albert-jagger.co.uk
www.albert-jagger.co.uk

Dear Stuart

Subject: SERVICE TESTIMONIAL

As manufacturers and distributors of industrial hardware to engineers, bodybuilders and associated industries, we require a carrier who is able to offer a bespoke tailored service to in excess of 5,000 UK account customers.

Our customers expect goods delivered in full and on time consistently. The variations of our products size and weight had caused some prospective carriers concerns and made us more determined to find that "industry secret" that could deliver all our products to all our customers.

The service that Aspray give is of vital importance, because it is seen by our customers as part of the service given by AJL. Aspray Transport and Aspray Logistics meet all of our needs and our customers demands, consistently exceeding 99% on time and in full delivery performance [KPI's] they are true experts in service to our market place.

In these testing economic times constant review of our customer service standards and diversification into more demanding sectors such as aerospace and marine markets, Aspray consistently review their abilities to deliver excellent customer service to us through regular monthly performance [KPI] reporting and one to one meetings, continually strengthening our relationship building, daily liaison between our customer service departments and the access to our account manager, reinforces this aspect of success.

The recent development of our industry leading automated commercial vehicle shutter system, Centadrive, offered Aspray the opportunity to develop "in house" advances in cost effective delivery capability. Fitting this system on their new urban delivery fleet clearly shows signs of their determination to stay one step ahead of the competition and further demonstrates their philosophy on continued investment in bespoke tailored services.

We are very happy to trust Aspray with the delivery of all our consignments and have total confidence in the service they provide.

Yours sincerely



MARK HILTON
Logistics Manager



2005/427

Branch at: Foxhill Works, Fox Street, Heywood, Lancashire. OL10 1EA tel: 01706 692110 fax: 01706 625936 e-mail: heywood@albert-jagger.co.uk
Branch at: Unit 2, Frobisher Ind. Centre, Budds Lane, Romsey, Hampshire. SO51 0EZ tel: 01794 525870 fax: 01794 515586 e-mail: romsey@albert-jagger.co.uk

Group includes: Burracraft Limited, AJ Plastics Limited, Albert Jagger (NZ) Limited, New Zealand

VAT Registration Number: GB 806 6470 27 Company Registered Number: 325249 (ENGLAND)
Directors: G. R. G. Cooper, J. J. Cooper, A. C. Cotton, H. J. Wollaston, D. M. Blackham