

Hi Jeff

Now the winter is officially over and we have time to catch our breath, we wanted to write and thank you and your company for all the support you have given British Airways this season.

You are always just a phone call away with support for the AIM signboards and with good advice or contacts that could help us move our De Icing operation to the next level.

Your flexibility and willingness to help British Airways look for a viable solution for LED signboards is truly appreciated. After our first season using the AIM signs, we know we made the right decision in choosing your company as our partner.

One real positive we have found with the signboards is their flexibility. Having chosen the mobile option in our first season whilst developing our CDF (Closed Taxiway), which has proved a great success, we can now move to the next step of a fixed option.

This has been British Airways' most successful De Icing season to date and this would not have been possible without the support we have received from you and your colleagues.

I know the airport authority (BAA / HAL) are also pleased with the performance of our CDF and are looking into the future of De Icing at LHR, which will mirror the achievements British Airways have made this season.

Once again, many thanks for all your help and we look forward to taking the next step in our de-icing journey together.

THANK YOU

Chris Hoare

Winter Readiness Manager

Steve Edwards

AEA Manager – De Icing Compliance LHR Operation