

TO WHOM IT MAY CONCERN

**The West London Forensic Service**  
The Administration Department  
Uxbridge Road  
Southall  
Middlesex  
UB1 3EU

Tel: 020 8354 8099  
Fax: 020 8354 8877

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Dear Sirs

OPL Limited, Unit 3, Trojan Business Centre, Cobbold Road, London, NW10 9ST

I have been asked to provide a reference on the above named company.

I have dealt with OPL for at least 10 years in my role as Head of Administration for the West London Forensic Service.

During this time I have found the service provided by OPL to be excellent. Over the past 10 years, OPL have provided 19 wards within the forensic service with high quality washing machines and tumble dryers. Initially these machines were purchased, together with a maintenance contract and, more recently we have moved towards rental agreements.

The patients within West London Mental Health Service suffer from serious mental health problems and the machines sometimes suffer some abuse. OPL have always responded within the terms of the agreement (ie 24 hours) to repair faulty machines, usually repairing damaged machines at no cost to us. With at least 17 patients on each ward, it is essential that we have reliable machines with effective contracts: a service has always been provided by OPL.

My main contact at OPL is Marc Daniels the Sales Manager. Once again, I have always found Mr Daniels to be most accommodating and efficient. He recently spent a day at this service reviewing all the machines and making sure all information held on the machines were up to date and to totally review the machines to make sure that there were performing effectively.

I have no hesitation in recommending OPL to other purchasers. From my long experience with OPL I have never had any problems and they have provided a consistently high quality service.

Yours faithfully

A handwritten signature in black ink, appearing to read 'D Godleman', with a stylized flourish at the end.

Ms D Godleman  
Head of Administration  
West London Forensic Service