

NSW Head Office

153 Clarence Street
Sydney NSW 2000
Tel: 61 2 9229 4444
Fax: 61 2 9229 4478
ABN 50 169 561 394 003

1st March, 2005

To Whom It May Concern,

Australian Red Cross Blood Service (ARCBS) acknowledges having purchased a number of Blood Collection Donor Mobiles from Specialised Vehicle Manufacturer (SVM), for sites in QLD, VIC, NSW and ACT. In NSW/ACT there are four units currently fully operational, one undergoing commissioning and a further unit at assembly stage.

Throughout the various stages of the project, the tendering process, ongoing inspections, commissioning and training, ARCBS has been very pleased by the professional approach and excellent service provided by the SVM staff.

The workmanship, ongoing clear / concise communication and after sales service has been a key to the ongoing continuation of business.

Overall the staff at ARCBS is very pleased with the Donor Mobiles and has no hesitation in recommending SVM to any prospective buyer.

Please do not hesitate to contact the undersigned should you require any additional information or wish to discuss any aspect of this reference. I can be contacted during business hours on (02) 9229 4411.

Yours sincerely,



John Da Fonte
ARCBS-NSW/ACT Purchasing Manager