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**From:** Andie Harper  
**Sent:** 15 November 2006 08:39  
**To:** Ailsa McGregor; Trudi Craggs; Geoff Gilbert; Bob Dawson; Susan Clark  
**Subject:** FW: Tram Action Plan  
**Attachments:** SDS Action Plan.pdf

Dear All

Please note attached which arrived late last night and at least shows some recognition of the problems outlined to SDS. I am meeting Chuck today at 9.00 and we seek some clarity and will advise outcome.

Hopefully a step in the right direction. But it will mean will we have to react promptly and help this gain momentum.

Regards

Andie

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**From:** Kohler, Chuck [<mailto:Kohler@pbworld.com>]  
**Sent:** 14 November 2006 19:31  
**To:** Willie Gallagher; Andie Harper  
**Cc:** Ayres, Greg  
**Subject:** Tram Action Plan

Willie and Andie – thanks for taking the time to meet with Greg and me last week and for openly expressing your concerns. I hope we can continue this frank dialogue in the same manner at regular intervals.

Greg is travelling today and asked me to forward to you the requested report (attached) of that meeting which includes the actions we are taking to provide the requisite confidence in PB's quality work, programme delivery and project leadership.

Regards

Chuck Kohler

<<SDS Action Plan.pdf>>