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## LETTER OF REFERENCE WORK PERFORMANCE – PROPOSED MAKHOPA CEMETERY

I, the undersigned, hereby confirm that Afzelia Environmental Consultants (Pty) Ltd have been appointed for the following:

**COMPANY:** Afzelia Environmental Consultants (Pty) Ltd  
**PROJECT DETAILS:** Wetland delineation, functionality and risk assessment for the proposed establishment of a cemetery near Kokstad.  
**NATURE OF WORK:** Wetland Habitat Impact Assessment

I rate their performance on this project as follows:

| CRITERIA                       | POOR | AVERAGE | GOOD | EXCELLENT |
|--------------------------------|------|---------|------|-----------|
| Turn-around times              |      |         |      | ✓         |
| Quality of Feedback            |      |         |      | ✓         |
| Accessibility and Availability |      |         |      | ✓         |
| Reliability                    |      |         |      | ✓         |
| Customer Satisfaction          |      |         |      | ✓         |

Should you have any queries, please do not hesitate to contact the undersigned.

Yours sincerely,

**Shriya Nankhoo**  
Director  
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