

16th Nov. 2014.
Mr. P.D.Clark
P.F.Olsen Ltd.

From: Don Sutton
Box 8754 Symonds St.
Auckland.



Brendan Horrell (PF Olsen, left) and Don Sutton
(forest owner, right) on site at Ligar Bay

Dear Sir,

You do not know me, but I would like to pass on for your information, the following experience that I have had with your company over the last week.

I have a forestry block at Ligar bay in Nelson.

Over the last few years I have been approached by four different companys to sign the cutting rights for my block, and so after due consideration and negotiation, I recently signed a contract with Brendon Horrell and Dave Finchham in your Nelson office, for the cutting and management of the block.

There have been issues with Tasman District Council over this particular block because of a land instability factor and local resistance to anything resembling progress by the various pressure groups.

These issues have been negotiated through with Council and Olsen representitives addressing a local meeting attended by concerned locals and so progress has now started on the block.

After a period of some weeks after the contract was signed I flew down to Nelson to observe the progress and meet the contractor involved.

I took two trustees down with me and after calling to your Nelson office, I arranged for us to all meet near the site at Ligar Bay the following day.

We met Brendon and Dave near the site as pre arranged with the contractor and were taken up to the block where a Safety Initiation schedule was gone over very thoroughly with all personel present. We were logged on to the site computer and logbooks signed. Then any questions regarding safety, and any forestry operations we would be around, were explained. We were kitted out with all the necessary safety gear to enable us to enter the logging area and all checks were done before any move was made.

Your staff with our group together with the Tasman Council inspector, then proceeded up the forestry road checking by continuous radio communication with all machinery on site, to where the line hauler,skids,trucks etc were all operating.

As clients we were totally impressed by the professional attitude and enthusiasm taken by your representitives, who were an absolute credit to your organisation.

We were shown the machines operating and then inspected parts of the forestry with explanations and resolutions of how various problems were going to be overcome from various logistic and financial points of view. Later in the day at another part of the block a local landowner was being quite offensive in his attitude to the forestry work soon to be started near his site.

Your representative was observed to handle him diplomatically and quietly by agreeing to return and discuss his point of view with a view to a resolution. This calmed the situation down very well.

As a company owner with a staff of over 30 persons, I wanted to let you know the impression that we received, as I am well aware that so often feedback received is due to a negative encounter and not enough received from a positive situation.

Presently the job is in it's very early stages and has a further approx 2 years to go.

I have met Brendon and Dave only one other time, but I wish to record that as at this point I have been very happy with the very professional approach and attitude shown, and I am looking forward to further results as the job progresses with your Olsen team at Nelson.

Kindest Regards.
Don Sutton.