Assessment Report for

P F Olsen Ltd
Head Office - Rotorua

ASSESSING **PERFORMANCE** // IMPROVING **QUALITY** // CREATING **CONFIDENCE**

Management System Assessment Report

Company:	**P F Olsen Ltd**
Address:	**99 Sala Street, Rotorua 3010, New Zealand**
Type of Assessment:	**Review Visit**
Management System Standard:	**AS/NZS ISO 9001:2008** **AS/NZS ISO 14001:2004**
Date(s) of Assessment:	**Thursday, 8th and Friday 9th July 2010**
Assessment Team:	**Dr John Bryden**
Client No:	**3908**
Registration No:	**1048 – QMS** **11 - EMS**
Report prepared by:	**Dr John Bryden**
Non-conformances to be cleared by:	**N/A**
Report date:	**Friday 9th July 2010**

Scope:

ISO 9001:2008

The provision of forestry consultancy and management services in New Zealand and overseas. Included are:

- forest sector feasibility studies
- forest valuation
- development plans
- mapping and draughting
- supply of genetically improved treestocks
- fire, pest and disease protection
- harvest planning and management
- marketing of forest produce
- the application of technological developments and research results to forest management

Services are provided from Rotorua, Kaitaia, Kawakawa, Gisborne, Napier, Masterton, Nelson, Blenheim, Christchurch and Dunedin.

ISO 14001:2004

Managing environmental aspects and impacts related to providing forest consultancy and management services in New Zealand from Rotorua, Kaitaia, Kawakawa, Gisborne, Napier, Masterton, Nelson, Blenheim, Christchurch and Dunedin.

Executive Summary

Since their last assessment, the company has made a number of changes to the organisation structure. The Quality and Health and Safety Manager and the Environment Manager both report to the CEO rather than the Chief Operating Officer. Executive Management Meetings are now held on a monthly basis with examples of such meetings held from February to June 2010 inclusive being available during the audit. The company has also been involved with the *"Growing a Safety Culture"*. This programme has been prepared in conjunction with both the Department of Labour and the ACC.

This is the first audit conducted by Telarc since P F Olsen transferred from AsureQuality.

Random drug testing has been introduced through a Drug & Alcohol Code of Practice. This has been checked by forest owners, contractors, trade unions and lawyers to make sure everyone is treated fairly, no matter where they work.

The management system was found to be extremely well controlled and is very obviously a live system that is being used on a day-to-day basis. Document control is done through the electronic system and is regularly reviewed. Some examples of this were seen in the Harvesting Manual and the Land Information areas.

Mapping a forest provides many benefits to forest owners. It can save money by ensuring accurate forecasting - meaning the forest owner only ever has to pay contractors for the correct area they work on. Maps also allow the owner to plan the harvest and identify any previously unknown costs (like bridges, new roads, access, etc). Owners can optimise road locations and identify any legal or boundary issues before they become a burden. The PF Olsen Land Information maps are very handy when applying for resource consents.

The internal audit schedule has been prepared although due to other management commitments some of the programmed audits have been delayed. The Company needs to consider whether there are sufficient auditors available to conduct the scheduled audits or whether audits should be conducted on a risk basis. This will be further discussed in the body of the report. The Company has an FSC Certification and the most recent audit of this was conducted in March 2010. An audit brief of this audit was available during the audit.

Customer complaints were reviewed and found to be few in number, but where they have been received they have been dealt with correctly.

The AOC's and OI's raised during the previous assessment have been reviewed and all have been addressed.

The H&S system was briefly reviewed and found to be well managed.

The organisation has made improvements in the following areas since the last audit:

- Conducting a full review of the Harvesting Manual
- Conducting a review of the Land Information Manual
- Introduced a series of training programmes for employees and contractors
- Prepared a Contractor Dirtshop handbook following a serious incident in 2008 involving skids.

There were no specific areas of concern.

Compared with the last assessment the company has continued to make improvements to the quality and environmental management systems and the level of management commitment is extremely high.

Your next assessment visit to the Rotorua office is planned for June 2011 and we will contact you nearer the time to confirm a date.

During that assessment we will cover the standard items included in the Telarc review visit schedule, e.g. your management review and internal audit processes, improvements made to the system and the corrective and preventative action process, including customer complaints and credits.   We will also cover the standard items included in the Telarc environmental system review visit schedule. These include:

- Your legal and other requirements register,
- Environmental aspects and impacts register,
- Environmental objectives, targets and programmes.
- The internal audit processes.
- Non-conformity, corrective and preventative action process (including environmental incidents).
- Management review.
- Operational control of at least one significant environmental aspect

I would like to thank all the staff for their involvement in the audit process. It was very much appreciated.