

TOWNSEND



Phillip E. Chambers
President & Chief Operating Officer

October 19, 2009

Mr. Rian Wathan
Regional President
Labor Relations Services, Inc.
8206 Rockville Road, #201
Indianapolis, Indiana 46123

RE: Townsend Tree Service Co., LLC – I.B.E.W. Local 702

Dear Rian,

On behalf of Townsend Tree Service Co., LLC, I wanted to personally thank you for your extraordinary efforts as Townsend faced union organizing efforts by I.B.E.W. Local 702 in Evansville, Indiana earlier this summer. Your creative solutions and ability to work with our team – our in-house executive team, our legal advisors and our field management – contributed significantly to our successful outcome.

You approached the union organizing efforts waged against us with practical, legal and effective strategies. Your professionalism with both our management team and our field employees helped us build more positive relationships and educated both sides in ways which have allowed us to have a more productive employer-employee relationship without the interference of a collective bargaining unit.

I must also thank you for your attentiveness to our project parameters. Having agreed the scope of the work required, we established an aggressive time frame and budget and you completed your work within the limits of both. Your keen business acumen was important as we set our overall strategies and was very important to our overall satisfaction with the process and the results.

I trust that you know that Townsend would not hesitate to call on you again and use your services as the need arises. If I can serve as a reference for your services, I would be pleased to do so. Feel free to provide my name and contact information to any other potential client who would like more specific information about our experiences.

Sincerely,

Phillip E. Chambers

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