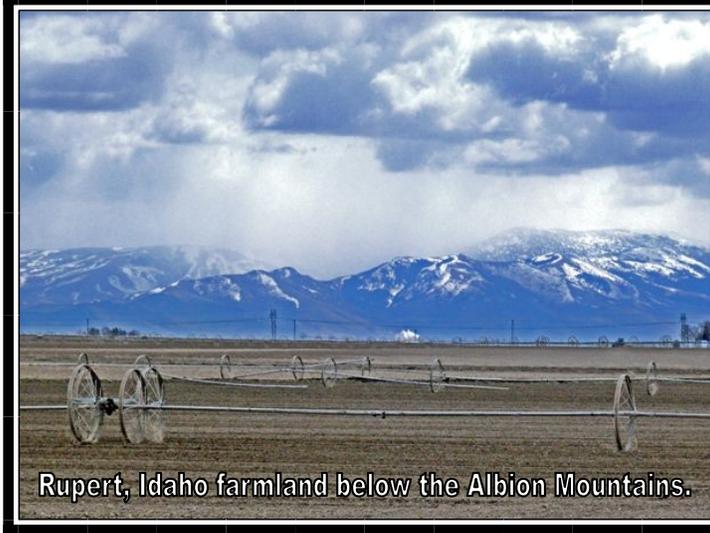


CUSTOMER PROFILE

It was in the early 1980's that Rod Jentzsh and Joe Kearl started farming potatoes, beets, corn and wheat on the eastern Idaho plane. It's a land of long severe winters, strong winds, alkaline soils, rabbits, antelope and grasshoppers. It's an ideal spot for potatoes, but maybe not a tree nursery. But they also have plentiful Snake River water and a long, hot summer. In 2004 Rod and Joe decided to give nursery production a try. Their first planting was 3 acres of deciduous trees in the corner of a circle irrigation plot. They were pleased with the results. The more they researched the industry, the more enthusiastic they became, and the more they planted. They now grow B&B and container conifers, deciduous trees, shrubs and perennials in quantity under the name of Teton Trees LLC.

They feel their hardy grown material has an advantage for their target market, the mountain west.

Judging from their fields and the talented group of people Rod has assembled, they will be very successful.



Rupert, Idaho farmland below the Albion Mountains.

Dealing with the Wreckage

Late one night in the middle of April, two drivers were headed east on I-84 with a trailer load of Robinson Nursery trees. They were making good time with a 50 MPH tailwind until they topped an overpass at Rupert, Idaho. There, dead ahead, stopped in the road, was another tractor-trailer. It turned out that he was stopped because of blowing sand on the freeway. Our driver probably saved their lives by veering hard left.

Unfortunately, there was not enough time, and they sideswiped the trailer. The crash totaled the truck and both trailers. Amazingly, though beaten up, the drivers left the hospital the next day on their own power.

We heard about the accident the following morning. We notified our customers immediately. Their concerns were for the drivers, and also for their orders. We didn't have replacement trees in the cooler, so Rick dispatched our west coast

sales rep to Rupert to see if anything was salvageable.

Surveying the wreck the next morning, he thought the drivers were lucky to be alive. Upon opening the back door he was surprised to see that the whole load had shifted forward 12 feet. The trees in the front were pressed in tight, but little breakage was noticeable. After further inspection, he decided that most of the load would be salvageable.

It just happens that we have

a customer, Teton Trees, just four miles from Rupert.

Our rep met with Laura Rambo and Tyson Stewart, the nursery manager and project manager, and was offered a loading crew before he had a chance to ask.

Brennon Newell, who does most of our truck brokering, had a trailer there the next morning. With Teton's crew, the truck was loaded and ready to return to Amity by 10:30 AM.

Back home, the trees were inspected and re-graded. Ninety percent of the trees were judged fine to resend. The trees in the very front took most of the damage.

We could have sat back and been paid for the load by the insurance company. But to do so would have left our customers out on a limb. We have a commitment to our customers, to serve them to the best of our ability. This time we were able to meet most of our obligations.

