



**Brisbane
Marine
Pilots**

PTY LTD

L I N K I N G B R I S B A N E W I T H T H E W O R L D

25 June 2013

To Whom It May Concern

Re: Norman Wrights and Sons

Brisbane Marine Pilots have a close and important relationship with Norman Wrights and Sons which we are very proud of and value extremely highly. In our business of delivery of a Marine Pilot service we require the safe and efficient transport of our pilots in mostly harsh and difficult weather conditions. Our pilot launches, all 4 built by Norman Wright and Sons, have performed without compare and continue to serve our company with our complete confidence. The latest addition to our fleet, Skirmish delivered in 2012, has performed to expectations and is a credit to Norman Wright and Sons.

Through the design process we found Norman Wright and Sons to be fully in synchronisation with our requirements and understood all parameters we wished to satisfy. Comfort of ride to reduce fatigue in inclement weather, reliability of machinery, efficient fuel use and safety of our pilots and crew were just some issues which we found Wrights to consider in designing and building our latest pilot launch. Wrights research and development into hull design, vessel self righting during rollover and suspended wheelhouse for fatigue reduction was impressive, involving tank testing and modelling. All designs were seriously considered, modelled and tested prior to implementation.

During the construction phase we were continuously updated and informed of the progress, including setbacks and delays which may have occurred. We found this enlightening and comforting and felt we were getting a true and honest appraisal of the build. Wrights were fastidious to detail regarding build specifications and survey requirements and had their own representatives on site to ensure quality control.

Attention to detail and sound advice during final stages of launch build was appreciated and continuous consultation resulted in realisation of a desired product.

Support during the post delivery period and introduction to service was impressive and continued throughout the warranty period and beyond. Wrights response to emergency repairs is a sound insurance for our business. An incident during 2012 damaged a propeller



shaft causing engine vibration. With a phone call Wrights were mobilised and the slipping of the launch, re alignment of the shaft and engine testing was organised without delay. We are fortunate to have Wrights on our door step and in close proximity, but their level of service extends beyond close range. Wrights have the expertise and skills to attend remotely.

Brisbane Marine Pilots recommends Norman Wrights and Sons highly as bona fide boat building professionals of the highest quality. Innovative design, testing of performance, fastidious attention to safety, professional workmanship, reliability and honest consultation throughout the process are just some of Wrights strong traits.

Please do not hesitate to contact me if you require any other information.

Yours faithfully

A handwritten signature in black ink, appearing to be 'B Winn', written in a cursive style.

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