



Wednesday, 30 March 2022

Elveden Civic Christmas Tree Operational Changes

Dear Sir/Madame

Thank you for taking the time to contact the team here at Elveden Display Christmas Trees nice and early in the season, it is great to hear from you.

We really appreciate your patience whilst we prepare your quote or tender and rest assured your enquiry has been logged and I am confident that we will be able to meet your requirements for the 2022 season.

Over the past couple of years businesses have been affected and challenged in so many ways causing us to adapt how we all do things and overcome. As I am sure you can appreciate with all that is going on in the world now, haulage and fuel prices are constantly changing/increasing which has an impact on not only our haulage/deliveries but also the harvesting machinery and installation team costs.

The team here at Elveden are working hard at finding options and solutions to reduce these increasing costs but, there will have to be some minor changes in the normal operation to achieve this. The changes that we are implementing are mainly based on scheduling and flexibility.

Moving forward as we plan the best options to manage this rising haulage impact; we will be taking orders for deliveries based on ***The Week Commencing... rather than a request for an exact date and time.*** This will then allow our transport manager time to consolidate and pre-plan the haulage routes, securing the best available rates. This also gives the business time to plan and schedule our installation teams and consolidate jobs in your part of the country, thus reducing fuel and manpower costs with repeat visits to the same area.

Once we have a more accurate understanding of this upcoming seasons orders and their locations, we can start to build a timescale pattern of what dates are best to service your order. At this point we will contact you to provide you with an exact delivery/installation date. The scheduling will be done in advance and of course we will always try and match your dates to the best of our ability or get as close to it as possible.

Managing the fuel and haulage cost fluctuations this far in advance is slightly different. Fuel prices have been rising up and up over the past 6 months and, two weeks ago all haulage companies announced that there is now a 15% fuel surcharge to go on top of that. The 15% is not fixed and potentially could go higher in line with energy price rises. These unknown variances leave the business exposed to a financial risk with long term orders and because of this we are putting in place the following pricing policy.

All Quotes and Tenders will be sent in line with the 15% Price Increase which is set at this time. If prices then rise above that point, then as a gesture of good will and support, Elveden Farms will absorb up to 5% of the increase. After that any additional costs will be passed onto the client to pay.

I appreciate that this is slightly different to normal but, I am sure you can understand that as a conscientious business we must explore all avenues to try and reduce the cost impact to our customers and ourselves in these challenging financial times whilst managing the environmental impact.

Thank you for your time, understanding and patience as we plan for the year ahead.

Yours Sincerely



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