

Dear Valued Customer,

## **Rate Increase – November 2021**

The logistics and Transport industry has experienced various issues over the past 20 months from Brexit through to Covid - this has had a significant impact on the way the industry operates. As you will no doubt be aware from ongoing news coverage, the lack of HGV drivers, delivery drivers and warehouse staff has impacted on service levels.

### Overnight

As a result of the ongoing issues, APC and Streetwise Couriers are in the process of recruiting additional quality resources - this comes with substantial costs. In order to maintain our customers' expectations and protect our business, we need to pass some of these costs on to our customers. This will result in a nominal rate increase of 30p per consignment across all Overnight services and all Overnight tariffs, which will become effective from 1<sup>st</sup> November 2021 (this equates to an approximate increase of 3.5% on the average consignment).

We have been mindful of the competition within the marketplace and have kept our rate increase as modest as possible. Whilst faced with the same challenges as Streetwise/APC, many of our competitors have already raised prices and surcharges from between 4% to 9%.

### Sameday

Sameday courier services are also impacted by the challenges faced by the logistics and transport industry and driver shortages. We have endeavoured to reduce the impact of increased costs with our customers, but we need to inform you that all Sameday courier tariffs will increase by an average of £3, from 1st November 2021.

Should you have any questions regarding the above, then please do not hesitate to contact your local Streetwise depot. We thank you for your continued support and understanding during these challenging times.

Yours sincerely,

*Martin Russell*

Martin Russell  
Managing Director