

May 30, 2018

Quadra Chemicals Ltd.
Quadra Chimie Ltée.

3901 FX Tessier
Vaudreuil-Dorion, Qc
Canada J7V 5V5
t 450.424.2665

1100 Blair Road
Burlington, Ontario
Canada L7M 1K9
t 905.336.9133

1170 Invicta Drive
Oakville Ontario
Canada L6H 6G1
t: 905.815.8158

12925 – 146th Street
Edmonton, Alberta
Canada T5L 2H6
t 780.665.1213

700 – 4th Avenue S.W.
Suite 780
Calgary, Alberta
Canada T2P 3J4
t 403.232.8130

7930 Vantage Way
Delta, British Columbia
Canada V4G 1A8
t 604.940.2313

7802 -98th Street
Clairmont, Alberta
Canada T8V 7B9
t 780.832.4832

Dear Valued Customer:

In March we communicated the difficulties the market is experiencing with respect to the availability of trucks and the impact that is having on the industry. Capacity continues to be tight due to a robust economy and lack of truck drivers. As demand picks up in the coming months capacity will become very tight, having a greater impact on costs and service levels.

Over the years companies have introduced different types of charges to manage risk and offset internal cost associated with providing service. Charges like appointment fees, waiting time, missed pickup fees, rush fees, etc. have been common add-ons to the product cost. In the past few months we have seen many companies introduce an additional fee on prepaid shipments to try and offset the dramatic increase in freight rates.

Quadra continues to work hard at providing a high level of service at a competitive price. To date we have been able to do this without introducing delivery or rush service fees. In order to continue to offer these services at no cost we need your help. Greater lead time on orders will allow us to better plan your delivery in an efficient manner avoiding a potential rush charge. Also providing a delivery window rather than appointment time will ensure there is no appointment fee charged. Consolidating orders into one delivery instead of multiple deliveries will improve delivery efficiencies. Offloading the product immediately upon arrival of the delivery will ensure you are not charged waiting time. Should you not be able to provide this cooperation, we will need to consider additional charges.

Truck capacity shortages are the new reality and a challenge for every industry. By working together we will help reduce the overall impact. If you have any questions please feel free to contact us.

Sincerely,
Quadra Chemicals Ltd.