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Dear Customer,

Reff: Temporary Energy and Transportation Surcharge

Due to the ongoing conflict in Iran and the resulting volatility in global energy markets, we are currently experiencing significant and rapid increases in key operating costs.

In recent weeks, our gas supply costs have increased by approximately 30%, electricity costs by 10%, and our transportation provider has introduced a 12% fuel surcharge as a consequence of rising fuel prices.

Like many companies, we have made every effort to absorb these increases internally. However, given both the scale and the speed of these cost changes, it has become necessary to introduce a temporary surcharge to offset part of these exceptional expenses.

Therefore, **effective from 23rd March**, a surcharge of **1.04%** will be applied to all invoices.

The current situation remains highly volatile. Should there be significant changes in energy or fuel prices, we will review this measure accordingly and provide weekly updates on the status. We hope that this situation will prove temporary and that market conditions will stabilise soon. As always, we remain committed to transparency and will keep you informed of any further developments.

We sincerely apologise for the need to introduce this surcharge and thank you for your understanding and continued partnership during this challenging period.

If you have any questions, please do not hesitate to contact us.

Yours sincerely,



Ali Kaye
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