

Dear Valued Client,

We are writing to inform you of a temporary adjustment to our pricing structure in response to ongoing global developments.

Due to the escalation of conflict in the Middle East, there has been a significant impact on global fuel supply chains, resulting in sustained increases in fuel costs across Australia. As fuel is a critical component of our service delivery, these increases are directly affecting our operational costs.

To ensure we can continue to deliver the high level of service and reliability you expect, we will be implementing a **temporary** fuel levy of 5% across our operations in Australia. This adjustment will take effect from 1st April 2026.

Please note the following:

- **This measure is temporary** and will be reviewed regularly in line with market conditions
- The levy is being introduced solely to offset the unprecedented increase in fuel costs
- We remain committed to minimising the impact on our clients while maintaining service quality and continuity

We understand that cost increases are never ideal, and this decision has not been made lightly. Our priority remains to support your operations with consistent, reliable service during this period of volatility.

We will continue to monitor the situation closely and will communicate any changes, including the removal of the levy, as conditions stabilise.

Should you have any questions or wish to discuss this further, please do not hesitate to contact your account manager.

Thank you for your continued partnership and understanding.

Yours sincerely,

Auscoast Fire Services