



**Edwin Holden's Bottling Company**  
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27<sup>th</sup> January 2012

Dear Sir or Madam,

I am delighted to inform you that as a company we have experienced unprecedented growth in recent years. This upturn in work has resulted in a number of pressures on our existing systems. In a commitment to ensure we continue to provide a good quality of service we are implementing a number of new systems. These will be put into operation over the next few months and with every change we will inform you in detail of the new process.

Due to this upturn in demand for bottling we are currently running at 90% capacity and when deliveries arrive with little warning or no notice we experience challenging operational difficulties. As of Friday 3<sup>rd</sup> February 2012, there will be a new Booking-in Procedure for all customers to request a delivery date for Edwin Holden's Bottling Company to bottle product. The Booking-in Request Form (enclosed) should be completed and returned to EHBC with no less than 10 working days notice with all required details completed. Please fill in one form per product if you wish to send more than one. If we have an available slot we will allocate a Booking-in Reference Number, otherwise the next available delivery date will be detailed. As of Monday 20<sup>th</sup> February, we will be unable to accept any deliveries that have not gone through the new Booking-in Procedure. For example, in order to book a delivery on the 20<sup>th</sup> February we will require the completed Booking-in Request form to be returned to EHBC by Friday 3<sup>rd</sup> February so that we are able to suitably coordinate the delivery and processing of the product. The booking-in process will still operate on a first come first served basis and all deliveries must be supplied with a conforming Duty Suspended Certificate. The new forms will be available to download on our website at [www.holdensbottling.co.uk/downloads.htm](http://www.holdensbottling.co.uk/downloads.htm) and can be emailed or faxed back to us.

We have detailed development for more tanks to come on stream in the very near future thus our capacity will increase substantially and more delivery slots will become available. As soon as the new tanks are fully commissioned, we will pass on the exciting news to you.

The new procedures that are being brought into place may seem somewhat different to the traditional methods we have operated to, however it has now become a necessity in order to advance our performance as an innovative and committed bottling company and improve customer communication. Please pass on this information to all relevant members of your team and if you require any assistance with the new form or you would like some more information then please feel free to contact myself, or one of the bottling team.

Yours faithfully,

Mark Hammond  
Production Manager