



Policy on Delivery on time (D.O.T.)

Overview

Jambohut recognises and shall implement procedures which are intended to ensure timely delivery to customers. This procedure starts with the supplying co-operative delivering up for collection, their goods (the order) on time.

Jambohut recognises and so must the supplying co-operatives, the primary importance of a being able to receive goods in a timely manner not only for the need to provide customers with a fixed delivery date but also to be able to properly control and augment the business.

As a fair trade importer we also recognise that by requiring delivery on time from our supplying co-operatives we are assisting them in providing longevity and professionalism to their labours. This is not an easy concept to instil, as in Africa "time is free" and they will say yes to any delivery period just to secure the order. Being aware of these two mindsets allows us to work to assist them see the requirements of our customers, a tough yet worthy endeavour.

Jambohut operates a standing order system which every month is varied according to the requirements of customers and yet provides regular orders for the supplying co-operatives.

Jambohut has taken steps to collect on a regular and frequent basis their ordered goods. The major advantage of this action is to keep a closer eye on items which are ordered and coming up short in number and to try and assist the producers focus on operating professionally.

Jambohut has taken steps to store in the country of origin under our control collected goods. A build up of stock assists us to maintain delivery on time to Western consumers who do not have (nor do we expect them to have) patience for late or missing parts of orders.

It is inevitable with a product range of a 1000+ items that occasionally some will be in short supply. Force Majeure. Advising customers at the earliest opportunity is imperative to maintain a healthy working relationship.

In conjunction and with the agreement of supplying producers, Jambohut has established conservative timings to produce each and every product. These are sexistly

called "Man-days" and are used to establish correct and viable and attainable dates for delivery.

This addendum is to be added to all contracts

Implementation, Aims & Goals

In the matter of **SPEED OF DELIVERY / DELIVERY ON TIME** the following practices shall be undertaken and adhered to at all times now and in the future

1. That at the time of placing an order the producer and Jambohut shall discuss the time needed to manufacture the items and agree a date for delivery.
2. This time for delivery will be by agreement taking into account availability of finances of the producers to source raw materials and the actual time required to produce the number of items need to fulfil the order and at the benchmark quality.
3. The producers will provide and accurate and reasonable time frame based on the pre-agreed man-days figures and Jambohut will not require work to be completed before the expiration of the pre-agreed time frames. Sufficient and reasonable time will be given.
4. The producer shall contact Jambohut if for any reason and at the earliest opportunity in the event that the agreed time frame cannot be met and provide a full and accurate and truthful explanation as to the problems causing the time frame delay.
5. The producers understand and agree that Jambohut must give reasonable time frames to its customers as to when they can expect delivery and it is the responsibility of the producers to keep to those time frames.
6. Any order for carved wooden products of 50 items shall be completed in 30 days PER PRODUCT LINE and within 14 to 21 days for soapstone product lines. E.g. if an order were placed for 50 small giraffes, 50 elephants 4 inch and 50 salad bowls ALL 150 items should be ready in 30 days.
7. Jambohut maintains the right to cancel any order not delivered within the agreed time-frame if that order is cancelled by the customer Jambohut was supplying.
8. Jambohut shall provide such management advice as is necessary in order to improve productivity and such reasonable actions advised shall be implemented by the manufacturer/producer.

