

1. In what ways do you or your organisation engage directly with DFDS (to import or export goods or otherwise) and if you do, what has your experience been to date?

We import all of our goods through DFDS via mainly Profreight / Ferryspeed and Woodside. We don't deal directly with DFDS.

2. To what extent does the DFDS ferry service meet your requirements for the timely and dependable transport of construction materials, equipment, and staff?

Generally, the Ferry Service does meet our requirements for the transport of construction materials, however we do have concerns of the number of sailings that have been cancelled through bad weather with DFDS.

3. Has the frequency and capacity of DFDS sailings met your seasonal or peak demand requirements?

Yes, the sailings meet our demand requirements.

4. How does the current pricing model of DFDS compare to the structure previously offered by Condor in terms of cost and flexibility for your business needs?

The pricing model of a flat rate fee penalises the larger companies who did, and now should get bulk discounts, but do not. Freight increases this year for us are between 7-14% and we don't know where the extra costs are being accrued –the ferry operator, or the freight forwarder ie Ferryspeed / Profreight / Woodside.

5. Have you seen any fluctuations in the cost of materials being imported onto the Island?

Since Covid, there has been a lot of price fluctuations that have continued until now, where supplier increases are more modest. On top of these supplier cost increases, the increase in freight charges does compound the inflationary effect.

a. Are you able to provide examples?

b) To what do you attribute the fluctuations in cost? Is this due to DFDS or external matters? We don't know if it's DFDS or external matters, as we get the price increase from Ferryspeed.

c) Have you felt a fluctuation in costs due to the introduction of the flat rate pricing for freight?

6. Do you consider the flat-rate fee to be fair compared to previous pricing structures? Please explain your reasoning.

No, we don't believe the flat fee is fair. Why should a company spending £1m a year on freight, get charged the same rate as a corner shop spending a £1,000 a year? We would give a developer a discount on buying 50 kitchens, compared to a retail customer buying one. The developer would expect and demand it, so why should it not work for freight too? If the larger freight companies receive bulk discounts, they pass that on to us their customers, who in turn pass it on to the end user which reduces prices in the island.

7. What challenges or opportunities has your organisation experienced since DFDS began operating ferry services to Jersey in March 2025, particularly regarding project timelines and supply chain management?

We had teething problems at the beginning which is expected. We obviously have issues with poor weather, and there are delays when the boat cannot get into the harbour.

8. How has DFDS's pricing model influenced your company's long-term planning and budgeting?

If the freight prices increase, we have to increase our prices too. As margins are so low in our industry, we cannot soak up any extra charges, therefore this is inflationary.

9. Have you ever used or considered using alternative ferry routes or providers? If so, did this lead to a change in your arrangements, or have you decided to remain with DFDS?

We do bring in goods direct from France – tiles from Italy, Spain and France. We also bring in some spas from Hungary through St Malo. Most of our suppliers are from the UK so their goods are brought in via Ferryspeed / Profreight / Woodside, so it is down to them who they use.

10. Do you foresee any risks or challenges if DFDS maintains the current pricing structure over the next 12–24 months?

If freight discounts are not given for larger companies supplying large amount of building goods, these higher prices will continue to be passed on to the end user. We are concerned that too much inflation in our pricing will affect business volumes & certain prices will go above what the market and customers are prepared to pay.

11. What improvements or considerations could be made to future ferry provision to better serve the construction sector?

Again, if discounts are given to bulk users, these will be passed on, which reduces costs to developers and the end users.