
From: Gordon Drummond [Gordon.Drummond@harveynichols.com]
Sent: 04 December 2012 15:06
To: csmith@hg-group.co.uk
Subject: FW: Disruption Report

Colin,

Hopefully you will receive this email correctly this time.

Regards, Gordon

From: Colin Smith [mailto:Colin.Smith@edinburgh.gov.uk]
Sent: 04 December 2012 14:28
To: Gordon Drummond
Subject: RE: Disruption Report

Hi Gordon.

This e mail is not intended for me as I work in the Lothian Pension Fund.

Regards,

Colin

From: Gordon Drummond [mailto:Gordon.Drummond@harveynichols.com]
Sent: 04 December 2012 14:22
To: Colin Smith
Cc: Sue Bruce (Chief Executive); Greg Ward; Jim Davidson
Subject: Disruption Report

Dear Colin,

It's good to report that yesterday afternoon a good walkway was opened from the Square across to the Harvey Nichols entrance – thank you for that and hopefully it will help our figures.

Last week we suffered the biggest percentage drop against last year of the whole financial year so far. Unfortunately, of-course, this is against high numbers in December so the sterling drop was very significant.

The contractors are now working very hard outside the Store with lots of noise and activity. What a shame we couldn't have had this level of commitment two or three months ago.

I feel Harvey Nichols has been let down by a lack of progress and very few measures to alleviate the situation. Indeed none of the suggestions I made in my email of 15th October 2012 to Jim Davidson and Greg Ward have been implemented. Instead:

- The pavement up from Princes Street is muddy and narrow.
- There is no signage showing St Andrew Square or Harvey Nichols. Now that the Princes Street plug is open it would be an opportunity to promote both from Princes Street. Although I had previously not wanted to single out Harvey Nichols against other venues, I now think that anything that we can do to promote the store would be an advantage.
- The lighting on ALL the streets around the Square and within the Square is very poor.
- The contractors have expanded their fenced compound to include parking for several white vans (2 in front of Harvey Nichols alone), and for large amounts of building materials. This is on both North and South St Andrew Square.
- No extra parking provision has been provided in the Square – indeed quite the reverse as the compounds expand.

Over 2 weeks ago, a plan showing how the Square would look in December was due to be sent out but it has still not materialised.

Finally, can you give me any assurance that the works will be complete in the Square by the end of December, as per the programme?

I hope you can understand my frustrations as we enter the final 5 biggest trading weeks of the year.

Gordon Drummond

GORDON DRUMMOND
DIRECTOR

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