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Dear Valued Customer,

As we take the new year's market conditions in our stride, we appreciate the patience and flexibility shown by our customers with imported timber arriving more slowly than normal. As the largest importer of engineered wood products in Australia, Tilling remains strongly committed to bringing you products and services to the highest possible standards. We expect the next few months to be "bumpy", with lower than ideal inventories and higher demand for Engineered wood products impacting our DIFOT standards at times.

Wood fibre prices and immediate escalations in the cost of container freight have forced us to bring another national increase on June 1, across most timber products, and these are likely to be in excess of 10%. We will provide clearer notification and new price lists as soon as possible.

For the coming months, our focus is on reliability and close communication.

- We are prioritizing stock for our regular customers. Unfortunately, it will be difficult to supply critical stock lines to new or non-aligned customers
- We have given volume commitments and placed expectations on suppliers for the next 12 months
- We communicate daily with all our suppliers and freight forwarding agencies to remain informed, and we understand the new complexities and costs of sea freight

The key to supply this year will be **lead time**. Longer lead times will improve the chance of your orders being supplied in full. Your Tilling representative is ready to speak with you about your upcoming supply requirements. We will continue to give 100% effort to fulfil your EWP requirements, along with our broader range of Architectural, framing, sheet products and hardware.

Thanks again for your understanding and patience. If you have any other questions, please contact your representative, state manager or myself.

Sincerely,

**Tilling SmartFrame**

Leon Quinn

National Sales and Marketing Manager