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March 17, 2026

Dear Valued Customer,

We sincerely appreciate your continued partnership and the trust you place in us to supply roofing adhesives, sealants, and related products that are critical to your operations.

As shared in the attached letter from our CEO Celeste Mastin, the current global economic environment continues to place significant pressure on chemical manufacturers and suppliers of chemical-based construction products. The current conflict in the Middle East has disrupted global energy markets and petrochemical supply chains. These challenges are impacting material, energy and logistics costs. Our global sourcing team has taken swift action to ensure continued supply. We assure you therefore of our commitment to do what we can to secure supply and ensure service to our customers amid the sharply rising global energy costs and sourcing challenges.

For all orders shipped on or after April 15th, the pricing for Roofing adhesives and sealants will increase by approximately 7-12%. If you have orders already submitted that are scheduled to ship after April 15th, our customer service team will work with you to reconfirm those orders with new pricing.

Specific details for the products you purchase will be forthcoming, and our local sales teams are ready to answer any questions you may have.

Thank you for your understanding during this challenging time. We value our partnership and remain committed to providing innovative, high-quality products and services to your business.

Sincerely,

A handwritten signature in blue ink, appearing to read 'SuAnne Stevens'.

SuAnne Stevens
Vice-President, Global Commercial Roofing
Building Adhesive Solutions