

6 November 2018

HARDIEFENCE – MARKET UPDATE

As previously notified, due to a decline in demand James Hardie will be exiting the HardieFence product as of March 2019. We appreciate the understanding and support of our key resellers and wish to provide regular and clear updates as we withdraw HardieFence from the market. James Hardie is aware of its consumer obligations, and is taking all endeavours possible to ensure we produce sufficient stock to satisfy anticipated demand.

ORDERS

We confirm that we will be accepting new orders until close of business on Friday, 30th November 2018. All orders submitted between now and then alongside current orders will be fulfilled subject to the following:

VERIFICATION OF EXISTING ORDERS AND STOCKPILING AVOIDANCE

In order to ensure a fair and equitable distribution of product prior to discontinuation, we will be distributing stock subject to the following measures:

Verification of Existing Orders

We are aware, that due to supply shortages, distributors may have placed multiple orders to gain priority of stock. We will review current orders and, if duplication is identified we will rationalise the orders so as to supply the correct volume.

Stockpiling Avoidance

When a product is discontinued, there is a risk of speculative stockpiling. We are conscious to avoid this and therefore will be reviewing all orders to guard against stockpiling. To that end, we would appreciate if all distributors obtain detail to evidence that the product is required for a current project and not the subject of speculative stockpiling. This will help us ensure that consumers requiring the product for immediate use are serviced as a priority.

DELIVERY

We aim to manufacture and deliver all orders placed before 30th of November 2018 by the end of March 2019 however, subject to final order quantities, this could change. We will issue updated communications as soon as we are able to provide further information.

If you have any further concerns or queries, please contact our Customer Link team on 13 11 03.

Yours sincerely,

Rob Verguizas

Sales Director Australia

James Hardie Australia Pty Limited