



Customer Information

March 24th, 2026

Subject: Customer Information – Temporary price adjustments & Supply Continuity Measures

Dear valued customer,

The Middle East crisis continues to create unprecedented volatility across global logistics, fuel markets and upstream raw materials. While **our Construction & Consumer operations remain reasonably stable today**, the situation is evolving rapidly and external cost increases now require **temporary corrective adjustments to secure continuity of service**.

Thanks to the proactive measures already implemented—alternative routing, reinforced planning, and strategic inventory adjustments—**we have been mitigating to the extent possible the impact on our production and logistics activities**. However, the magnitude and acceleration of cost escalation in energy, feedstock, transport costs and upstream surcharges from our suppliers **now make temporary surcharges unavoidable and may also create a degree of uncertainty regarding product availability and delivery timelines**.

While we have absorbed a portion of these increases, the cumulative impact now exceeds what can be mitigated internally. To mitigate external cost pressures linked to fuel, logistics and raw materials, the below surcharges will be implemented.

Raw material & freight-driven price adjustments (surcharge) will be effective Monday April 13th, 2026 and will remain in place until further notice.

For this reason, a **temporary product surcharge including road-freight surcharge**, varying by product category, **on all new orders, as per below:**

- **Polyurethane based products:** foam, sealants and others: +15%
- **Aerosol, Silicone, Acrylic based products:** sealants, adhesives and others: +11%
- **PVA :** +25%
- **All other technologies (Hybrid, Epoxy, PMB, Solvented etc.):** +7%

Ocean-freight surcharge: passed through based on the **actual cost impact**.



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Due to the **unpredictable nature of this crisis**, surcharges **will continue to be reviewed** until market conditions normalize. Any necessary adjustment will be communicated **ten working days in advance**, with the first update **effective May 1st , 2026**.

In the current environment, **collaboration and visibility are essential** for us to secure logistics capacity, protect inventories and deliver reliably.

Your **dedicated sales representative** will provide you **necessary support**, should you have any question.

Please note that all current deliveries remain subject to product availability, and that prices and delivery dates may be adjusted accordingly. Should such a situation arise and impact our deliveries to you, **we will notify you in a timely manner**.

Furthermore, the situation in the Middle East may qualify as a force majeure event within the meaning of our terms & conditions of sale. We therefore reserve all rights in this respect, and our terms & conditions of sale shall continue to apply to all matters not covered by this communication.

We sincerely appreciate your ongoing trust and partnership.

Kind regards,

Belgin KÖSE
Senior Vice-President Construction & Consumer