

14 December 2023

Customer notice — engineered stone prohibition

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Dear Valued Business Partner

We trust this communication finds you well. Following this week's announcement, we wanted to share an important update regarding the recent decision by the NSW Government to ban the use of Engineered Stone products from July 1st, 2024.

After months of anticipation, we see this decision as a positive development, providing a definitive answer for the industry. Unfortunately, the government has failed to provide any supporting details with the decision that leaves many questions unanswered. The next Ministers meeting is scheduled for March 2024 where they will define the particulars of the prohibition including timelines and transition periods for builders with contracts. We view this as an opportunity to execute the transition plans, we have diligently been working on and are excited about the possibilities it opens up for the future.

We understand the concerns and uncertainties this decision may have caused within our community. However, we want to assure you that we consider ourselves fortunate to have been granted this time. Our recommendation is to continue business as usual for the next short while, allowing us the necessary time to formulate new product offerings, develop supporting marketing strategies, and update pricing structures for the future.

This announcement, along with the recent media attention, have generated greater concerns with the industry's ability to work with engineered stone safely. Questions are being raised by clients about how engineered can safely be used on their next project through the upcoming transition period and what risk it poses to their families once installed. We will be distributing information packs and selling tools to assist you with all the question that may be asked by clients during these uncertain times.

As we navigate through this transition period, we encourage you to keep your displays in place and current samples for potential reselections. Our dedicated team will be in contact in the near future to discuss how we can collaboratively move forward during these changes. We value the relationships we have built with our partners and are committed to working closely with you to ensure a smooth and successful transition.

With changing of materials now on the horizon, many manufactures are working hard on providing new material solutions for various applications. These solutions will be suitable for all price ranges within the market. New products require extensive trials & testing before release. Edstein is proudly partnering with multiple suppliers to put these materials

through their paces and ensure that are suitable for use for our clients. As materials are released, we will regularly be updating your offering and prices to keep up updated with the latest products and designs.

Edstein will continue to lead the market and provide guidance through this period ensuring a seamless transition. Providing quality products and service will remain our priority and we are confident that these changes will lead to an even stronger and more resilient industry in the long run.

Thank you for your continued support and understanding. If you have any immediate questions or concerns, please feel free to reach out to our team.

Regards

Allen Gray

General Manager

Edstein Creative Pty Ltd