

2nd September 2021



**Dulux Powder Coatings**  
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Dear Customer

**Dulux Powder Coatings: Service Level Update**

Further to our earlier communications, below is an update on the actions Dulux is taking to:

- a) protect the health, safety and well-being of all our employees, customers, families and those with whom we interact; and
- b) maintain supply & business continuity including our commitment to deliver the highest service standards to our customers across Australia.

Below is an update on Dulux's operations activity during the current ANZ lockdowns:

- As a result of the NZ government mandated stage 4 lockdown in Auckland, our NZ operations facilities are currently closed
- We are actively engaged in discussions with the NZ government to explore options for our facility to reopen under covid safe protocols
- As a result of the temporary closure of the Auckland plant, we have taken the decision to temporarily suspend the Dulux MTO service.
- Custom Colour match requests will be accepted and actioned for projects where supply of MTO product is not required in the next 2-3 months.
- Our Victorian plant continues to operate under our established covid safe protocols and is focused on producing our core range lines as our priority.
- Our focus is to maintain supply for our core range across the full Australian network, including customers open for business in Victoria & NSW.
- We anticipate supply of some bonded pearl and metallic products may be disrupted during this period, depending on existing stock holdings in our warehouse network.

The Dulux Customer service teams continue to be available for all order, technical, colour samples and specification assistance via calling 13 24 99 or visiting [duluxpowders.com.au](http://duluxpowders.com.au).

Our local sales teams are working from home where required during this period and are available for phone/video conference calls. We ask that you please work with your Dulux Account Manager to supply a forecast of any major upcoming project volumes as this will assist in our forecasting & manufacturing processes.

Finally, we would like to offer our sincere appreciation for the ongoing support from our loyal customers during these challenging times. Our intention is to continue to communicate regular updates throughout the coming weeks.

Please do not hesitate to contact your Dulux Account Manager or Dulux Customer Service team should you have any queries relating to this communication.

Thank you for your continued support.

*Yours sincerely,*

A handwritten signature in black ink, appearing to read 'Luke Mathers'.

**Luke Mathers**  
National Sales Manager  
Dulux Powder Coatings

**Worth doing, worth Dulux.**