



Brakpan & Lonie Roads, Boksburg, Gauteng, 1459 | PO Box 832, Boksburg, 1460, South Africa
T +27 11 897 5200 | F +27 11 914 3791

1 August 2022

IMMEDIATE SUSPENSION OF SALES IN ALL KALAPANA PRODUCTS

Dear Customer,

We have experienced an unfortunate technical issue with the latest delivery of Kalapana raw décor paper. This has resulted in us being unable to produce treated paper and, therefore, panel products that meet our required level of quality.

We are left with no choice but to immediately suspend sales of Kalapana in all product categories, being:

- MelaWood
- MelaWood on SupaWood
- MelaWood SupaGloss; and
- MelaWood SupaMatt

To ensure no compromised paper reaches the market, we are cancelling all outstanding orders in our order book. Further to this, we will also not be accepting any new orders on Kalapana until the new décor stock has been received, tested and cleared for production.

We have been engaging with the technical team from our European supplier to resolve the issue as quickly as possible. We hope to give you more information as it becomes available, but due to the lead time in producing new raw material and shipping, we only expect to have more clarity on the matter in the fourth quarter of this calendar year.

Please note that this technical issue relates only to the most recent delivery of Kalapana décor paper and all Kalapana stock already in the system is unaffected.

We are disappointed that all our recent interactions with various suppliers in the process have not yielded a more positive outcome. We apologise for this inconvenience and ask for your patience and understanding.

Should you require any further information, please do not hesitate to contact your regional sales manager.

Yours faithfully

CHRISTO BESTER
Executive: Sales

PG Bison (Pty) Ltd | Reg. No. 1965/003787/07 | VAT No. 4110114966

POWERED BY  KAP

DIRECTORS GN Chaplin, FH Olivier, G Victor (Chief Executive Officer), W Kilian, SP Lunga
EXECUTIVE MANAGEMENT JN Berry, C Bester, NJ Craddock, PA de Wet, SP Dlamini, A Saaiman, T Whittal-Steynberg
COMPANY SECRETARY KAP Secretarial Services (Pty) Ltd 2018/102269/07
3rd Floor, Building 2, The Views, Founders Hill Office Park, 18 Centenary Street, Modderfontein, Johannesburg, 1645