

Subject: Important Update: Pricing Stability and Surcharge Provision

Dear Valued Customer,

Current global oil instability has led to significant and sustained increases in fuel and plastic raw material costs worldwide. At APD, we are working hard to absorb these costs through internal efficiencies to protect you, our customers from direct impact.

Our Commitment to Price Stability Our goal is to minimize the impact of these rising costs on you as much as possible. We undertake to hold the price of our products for a month at a time. Due to our forward-purchasing strategy, we are pleased to confirm that we will **hold our current pricing through to the end of April 2026.**

Introducing a Transparent Surcharge Provision To manage ongoing market volatility—particularly in freight and raw materials—we are introducing a fluctuating surcharge provision. This ensures we can maintain our high service levels while remaining fair and transparent.

- **Materials Surcharge:** Applicable to all products.
- **Freight Delivery Surcharge:** Applicable to transport-related services only.

How it Works These surcharges are designed to be temporary and responsive. The percentage will fluctuate in line with market prices, meaning the surcharge will decrease as soon as costs decrease.

To ensure full transparency:

- **Regular Updates:** We will review and update the current surcharge rate every 2 weeks in the **Member's Section** of our website.
- **Direct Communication:** We will contact you again in the later part of each month to provide certainty regarding any adjustments for the following months.

Please note that if upward pressure on freight costs becomes extreme, we may need to implement freight delivery surcharge adjustments sooner to ensure the sustainability of our operations. We will always advise you of changes ahead of time.

We value your partnership and appreciate your understanding as we navigate these challenges together. If you have questions regarding upcoming projects, please contact your account manager or our office directly.

Sincerely,

The APD Team