

From: [REDACTED]@oceaniaglass.com.au>

Sent: [REDACTED] December 2020 [REDACTED]

To: [REDACTED]

Subject: Message from the CEO of Oceania Glass - glass supply security



Dear Oceania Glass Customers,

We write to you to ensure we are open and transparent with regard to the supply security of glass in Australia. The COVID-19 pandemic has created an international situation never seen before, with the following factors impacting global glass supply:

- A number of Float lines have permanently been shut and many others have been placed on soak, due to lock downs.
- Glass demand has surged in a number of countries due to government incentives to stimulate economic recovery.
- Global shipping has been thrown into disarray, with containers damming up in countries which are in lock down.
- Domestically, we have seen industrial action at ports causing further disruption to supply chains and consequently high demand on land transport.

These factors have resulted in a higher and unpredictable demand for glass from Oceania Glass, which is beyond our supply capability. We have implemented measures to maximise our production and supply chain capacity and continue to exercise options to supplement supply.

Unfortunately, we do not foresee an improvement to the current situation in the short to medium term. As a result, we are left with no choice but to introduce a system to manage supply, using historical demand by customers to balance our supply chain. Our goal is to try to manage continuity of supply in extraordinary circumstances.

We would like to reassure our long-term loyal customers that the historical volumes you have bought from us will be honoured into the future. We will do what we can to meet additional demand but cannot guarantee this.

Considering the current situation, we want you to know that we are doing everything we can to meet your needs. However, we are not able to supply with

the reliability you have been accustomed to over many years. You may experience increases in lead times and periodically, stock might not be available when required.

We apologise that we are not able to meet the service levels you have come to expect from us, but hope you can understand that this is beyond our control. In the meantime, I would like to thank our customers for their flexibility, patience and understanding during this challenging period of high and unpredictable demand.

We encourage open communication at this time and although we have shared our plan in this communication, please do not hesitate to contact your account manager.

Yours sincerely,



**Corné Kritzinger**  
CEO

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