



SERVICE ANNOUNCEMENT Insulation Systems

February 22, 2024

All US and Canadian Building Insulation Customers,

Our mineral wool business continues to experience extreme high demand. Each month we receive significantly more orders than we are able to produce. As a result, our lead times have extended significantly, and they continue to grow. In an effort to control the incoming orders and improve service levels, we are forced to implement managed supply on all mineral wool building insulation.

Effective immediately Johns Manville will stop receiving MW orders and limit the orders we accept and confirm beginning with August and continuing monthly until further notice. Products include all SAFB and Temp Control Batts, CladStone, Curtainwall and Safing. Previously **confirmed** orders will be unaffected.

Any new or unconfirmed orders are subject to cancellation, reduction, or delay. Johns Manville reserves the right to accept and confirm all future mineral wool orders at our discretion.

Orders shipping in August and September will be confirmed or cancelled by no later than March 15th.

The managed supply process will start for orders shipping in October. We will start accepting orders for October- March 15th through April 14th, 2024. We will repeat this process for the following months, as an example- April 15th through May 14th for November and so on.

Customers should receive communication around confirmation or cancellation of orders approximately five months before shipping.

We appreciate your understanding as we work to bring this under control and improve our service for all of our partners.

Respectfully,

Gabe Baradat

Director of Sales

Building Insulation Division

Insulation Systems



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