



Don Brandt
Vice President, Sales

To Our Valued Customers in Western Canada:

As many of you know, CertainTeed has filed a complaint with the Canada Border Services Agency (CBSA) alleging that CGC and other wallboard manufacturers are importing and selling wallboard in Western Canada at prices that are too low and harming CertainTeed's business. CertainTeed wants a high tariff imposed on products that CGC and other manufacturers import into Western Canada. As our valued customer, we want to give you an update on this matter and how CertainTeed's actions may impact you:

- First, as background, CGC has been doing business in Canada for more than 100 years. We have more than 700 employees in Canada, including 85 employees in Western Canada. We have five manufacturing plants as well as major distribution centres throughout Canada. We ship our wallboard to Western Canada from our plants located in Eastern Canada as well as our sister company plants in the United States. The reason we do this is because it is more cost effective, primarily due to the cost of freight, and benefits our customers.
- We are vigorously challenging CertainTeed's complaint. In particular, we believe that CertainTeed's complaint artificially isolates the Western Canada market from the rest of Canada and, if successful, will result in higher prices in Western Canada with the intent of giving CertainTeed more market power.
- How will CertainTeed's actions impact you?
 - We understand that the CBSA will issue a decision on September 6 as to whether to impose a provisional (or temporary) duty on wallboard shipments into Western Canada.
 - We are planning for that scenario and are taking steps to ensure that supply to our customers is not interrupted. All customers in Canada should expect to experience tight supply as we manage through the provisional duty.
 - If the temporary, or provisional, duty is implemented, CGC will have to raise our wallboard prices in Western Canada. We are working very hard to develop supply plans that will minimize any negative impact to our customers and will communicate with you regarding pricing as soon as we have information from the Canadian authorities.
- During this provisional duty phase, the Canadian International Trade Tribunal (CITT) will conduct a full inquiry into whether any alleged dumping of wallboard into Western Canada is causing or threatening injury to CertainTeed, and whether to extend this provisional duty on a more permanent basis. We will continue fighting CertainTeed's actions throughout this process in order to minimize any impact on our customers.

We will update you about potential pricing changes as soon as we have that information. We are sorry that CertainTeed's actions are causing any disruption to our customers. We will do our best to ensure that you continue to receive CGC's market-leading products wherever you do business.

A handwritten signature in black ink that reads "Don Brandt". The signature is written in a cursive, flowing style.