

27 September 2023.

To: All Dura Paints Customers.

Re: Annual Customer Satisfaction Survey Results – 2023.

At Dura Paints, quality manifests itself in management, manufacturing, personnel and products. We are committed to world-class quality and superior customer support. We are committed to excellence and continuous improvement through improving processes, the workplace and people. We have been proudly supplying the South African market for over 36 years – a clear testimony to our quality products and service.

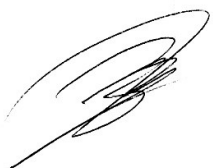
The true measure of how well we have performed over the last year lies in the measurement of customer satisfaction. **Thank you to all our customers who have participated in the Annual Customer Satisfaction Survey 2023.** Survey participation was excellent, with a representative sample of 38% of all customers across all channels, having participated. **Your comments and feedback are appreciated.**

We are pleased to announce the Customer Satisfaction Results for 2023:

TOTAL OVERALL CUSTOMER SATISFACTION SCORE of 91.3%, (across all our channels and brands).

Thank you for your on-going support. We are pleased to have been of service. Be assured of our every intention to retain and improve upon your quality and service experience in dealing with us.

Yours sincerely,



Leon Reeves

CEO