



April 27, 2020

To all our valued customers

As the economy moves toward reopening, Dayton Superior remains strongly committed to the safety of our customers and employees. We will continue to follow CDC guidelines and as support for the essential business of construction, we will follow all state and local guidelines as well.

Through these unusual times we have operated under rolling closures at our manufacturing operations, stay at home guidelines, and painful furloughs based on regional business demands. I am happy to report that this week, we are opening our operations in preparation of the coming recovery.

All of our manufacturing facilities will be fully operational starting this coming week in anticipation of building the necessary inventory of key, domestically-produced products and will remain open to meet the demands of the marketplace. Our Make-To-Order operations are equally committed to meeting your specialized needs. Our distribution centers stand ready, as they have since the outset, to fill your orders at an industry rate that exceeds expectations. At the same time, we have ended most furloughs to strengthen our customer service posture to service your concrete product needs. Our salespeople, while adhering to CDC guidelines and those set forth by your company, will continue to service your needs.

While we have regional promotions in place, we will be looking at the industry's needs and further enhance these regional promotions as the economy slowly reopens. Dayton Access remains a valuable tool for you to engage us to view your customized price list, invoices, check inventory, and other valuable portal tools.

Our Symons by Dayton Superior team stands ready to support your forming needs now and as the reopening process advances. In addition, Steel-Ply®, the world's most utilized forming system, is now available as an inventoried system, ready to ship from Symons rental yards and select distribution centers throughout the United States. Now featuring a 7-ply birch plywood with a 200/200 phenolic surface film engineered specifically for the system along with a larger crossmember, Steel-Ply remains fully compatible with current customer-owned and rental fleets. To learn more about consignment programs and direct shipment of custom size and quantity container loads, please contact your Symons by Dayton Superior Sales Representative. You can also call 1-800-800-7966.

In order to provide for your safety and that of our employees, we will be implementing new procedures for your will call and pick-up needs. These procedures will enhance our ability to better serve your immediate needs and help ensure a smooth process when picking up material at a DSC facility. Watch your email for further details on these new, enhanced procedures.

We would like to thank you for your continued support of Dayton Superior through these unusual times.

Sincerely,

Keith Sholos

Vice President Sales and Marketing

