



May 18, 2020

To all our valued customers:

In the last few months we've all had to navigate unprecedented challenges that we never imagined we would be facing. Your understanding, flexibility, and loyalty has continued to demonstrate just how important your business is to Dayton Superior's success. Throughout the situation, we have implemented protective measures that we know had an impact on you and our employees. We thank you for readily accepting and adapting to these changes in order to maintain a high level of safety for all. As an essential service, we are grateful to be able to use our resources to best serve our customers throughout this situation and moving forward.

As we move to open our offices June 1<sup>st</sup>, we anticipate that the high level of service we have been able to offer through these times will gain renewed momentum, further exceeding expectations. Our manufacturing plants are up and running every week across the country, while our distribution centers and branch rental centers have remained open throughout the pandemic-caused slowdown. We are also relaxing our travel restrictions that were placed on our salesforce. We are encouraging our salespeople to reconnect with you in person, where situations allow. They will strictly adhere to each of your customized restrictions on in-person meetings to maximize the safety of all involved.

We have invested heavily during this slowdown in products and services to provide you with superior service. Our multi-million-dollar investment in our technologically advanced Taper-Lock® splicing system fleet has doubled in this short time, allowing us to expand our splicing capabilities across North America.

New product introductions have not slowed. We have introduced the Bearcat "reusable" Bolt for securing your tilt-up braces; the Yeti® anchor to be used in insulated wall panels, alone or in conjunction with our Delta Tie system; our new epoxy line of products including ProAnchor™ Elite and ProAnchor™ Weathermax; successful Grade 100 rebar testing to be utilized in our splicing systems; and finally we have upgraded our Steel-Ply® panels with a stronger cross-member and a new face utilizing Birch plywood. Along with the new Steel-Ply panels we have redesigned our supply chain to accommodate national distribution of our Steel-Ply panels. The new panels are readily available in new, primary stocking locations across the country to provide more timely delivery and availability for your panel purchases.

There are numerous regional promotions being offered through the second quarter where you can take advantage of adding key products to your inventory in anticipation of the market pick-up.

We have also invested in the latest technologies to provide you with a user-friendly portal that gives you on-line access to your individualized pricing, inventory availability in your area, technical information, invoicing, and delivery information through Dayton Access.

In closing, we greatly appreciate your loyalty in working together then, now, and in the future – to help us meet your needs.

Sincerely,  
Keith Sholos  
Vice President Sales and Marketing