



March 16, 2020

To all our valued customers,

We realize there is a lot of uncertainty in the world right now and we at Dayton Superior understand that some of our customers and many of our competitors are facing supply chain disruptions and inventory shortages, primarily due to products sourced from overseas.

Dayton Superior takes our role in supplying critical products for concrete construction very seriously. While we are following government guidelines to protect the health and welfare of all our employees, we also remain focused on continuing to service customers. We believe we are well placed to continue supporting job sites in the U.S., Canada and around the world with great technical support and quality products. Our domestic manufacturing capabilities, alongside our inventory positions both in North America and at our overseas suppliers, mean we can continue to supply customers throughout the construction season.

Like every other business, we are continually monitoring the situation and as needed, adapting our working practices. At many locations we have ramped up production in order to keep our dealer network and direct customers working. Because we maintained significant finished goods inventories at all offshore suppliers, we can continue to fulfill orders of imported items. We are also the only supplier that can substitute domestic products for almost every import product we sell, if we were to have any import shortfalls or delays.

While overseas shipping delays are causing significant difficulty for competitors, Dayton Superior has the competitive edge in today's challenging trade climate:

- Dayton Superior has more inventory on the ground in the U.S. and Canada, ready to ship to customers TODAY.
- Dayton Superior is the industry leading provider of U.S. domestic-made concrete accessories and chemical products.
- Dayton Superior offers the most domestic-made product options for the import products our competitors struggle to provide.
- Dayton Superior provides superior customer service with over 95% of orders delivered on time and in full.

Simply put, Dayton Superior offers the best and most available inventory of the products our customers need, when they need them. That is the Dayton Superior Advantage.

Regards,

Keith Sholos  
Vice President, Sales & Marketing

Darren Wise  
Vice President & General Mgr., Forming