



April 6, 2020

To all our valued customers

Most states continue publishing news of construction projects moving forward through the current pandemic while at the same time, the same states and more communities are placing Shelter in Place orders on the population.

However, as it is considered an essential business, construction carries on. Thus, under these guidelines, Dayton Superior is also exempt from the ordinances. Because of our role in supporting necessary projects related to construction and infrastructure, we too are considered an essential business.

We are following the current government and CDC guidelines to protect the health and safety of our employees and our customers. For the safety of our employees, we have put work-at-home practices in place. However, you still have access to our professional customer service teams across the country to enter your orders. We also have the available means for you to fax and email your orders into customer service, as you have always done, along with providing you service over the phone. Those utilizing Dayton Access can always place orders on-line, check inventory through Dayton Access, and obtain copies of invoices, proof of delivery and many other services. For those not using Dayton Access we would strongly encourage you to sign up for the on-line tool, which gives you alternative ways to communicate with us.

Dayton Superior continues to maximize its domestic production capacity to provide you with our high level of service, exceeding over 95% complete orders. We have Make-to-Order capabilities in place at all major facilities to strengthen our service posture. Although we are strongly discouraging our salespeople from traveling at this time, they do have permission to travel for unusual circumstances should an in person meeting be necessary.

Prior to the pandemic, in anticipation of a strong spring building season due to the mild winter, we were able to build inventory levels that are the strongest we have ever put in place in advance of the construction season. At the same time, we monitor daily sales order input to best manage additional inventory builds required to serve the current level of business and anticipated levels of upcoming business. Our import products are also at historic levels and we have the capability to substitute domestic products for imports. We stand ready to provide you the products you need, when and where you need them.

Also, as an added service for our loyal customers, please talk with your Dealer Sales Manager about signing up for our 2020 Customer Loyalty Program prior to April 15th.

Most importantly, we hope you, your families and your employees stay safe and healthy. Thank you for your continued support.