



December 8th, 2021

Dear Valued Customer:

As supply chain issues continue to impact the construction sector, Dayton Superior and Symons remain committed to supporting your growth. During 2021, we fulfilled, on average, 95% of our orders on time and in full, despite significant supply disruptions. In addition, we opened 9 new Distribution Centers and we will continue to expand our footprint in North America during 2022. Moreover, we have maintained our leadership position in offering the largest inventory of domestic, imported and custom engineered solutions in our industry. We have seen our product portfolio further expand this year as we launched 20+ new, innovative products that reduce labor and cost on construction sites, helping you serve your own customers better.

In addition, we continue to work diligently to minimize supply and cost disruptions. Still, the continued strain on labor, raw materials and transportation across our industry have once again increased to a point where they cannot be offset by our ongoing efforts.

As a result, effective January 3rd, 2022, Dayton Superior will implement an average price increase of 5-12% for all products. This includes chemicals, concrete accessories, precast, tilt-up rentals and accessories, and splicing products. Symons Steel-Ply® forming products will continue to be bid on a job-by-job basis.

While it was our hope that the ongoing transportation crisis would have diminished by now, it has become clear that these costs will remain for some time to come. As a result, and in response to numerous customer requests, we are adding our 4% inbound freight surcharge into the base price of our existing pricing structure.

Existing quotes will be valid for a 15-day period from the actual quote date. If we do not receive a purchase order within 15 days from the time of the quote, the quote will be updated to reflect the new pricing. All orders received from any quote will be delivered within our normal production and delivery schedule. We are not able to extend delivery dates on existing quotes unless specifically highlighted within the quote. For delivery schedules requiring material delivered beyond our normal production and delivery cycle, please contact your Dealer Sales Manager or Customer Service Representative for price escalators that may apply beyond our standard terms and conditions.

If you have any additional questions, please contact your Dayton Superior or Symons Sales Representative.

As we head into 2022, we remain hopeful that the strain on the global supply chain will begin to ease. As we have throughout the many challenges faced by our industry, we remain committed to strengthening our customer relationships and look forward servicing your concrete needs. On behalf of the entire Dayton Superior and Symons teams, we thank you for your continued support throughout this difficult time.

Respectfully,

Darren Wise
Vice-President & General Manager, Forming

Dustin Kruger
Vice-President Sales & Marketing, Consumables