



A Letter to Our Valued Customers

We are facing an unprecedented situation with the global COVID-19 pandemic. As it continues to affect the world around us and impact the way in which we interact with each other and our customers, Dycem is closely monitoring the situation. As things evolve, we are adapting the way that we work to ensure that the impact to our employees and our customers is kept to a minimum.

Many have asked about Dycem's ability to continue to meet our customer's contamination control needs during this pandemic. The below responses address some of the most common questions and concerns.

Can Dycem still offer consultations for our site's contamination control needs?

Dycem's contamination control specialists are located across the US in all our key territories and are available for onsite visits as required. We are also offering customers virtual meetings using video conferencing, and we are able to recommend sizing and placement of Dycem contamination control flooring and mats using site plans and drawings.

Do we need to postpone any projects with Dycem?

There is no need to postpone projects. Order processing, manufacturing, delivery and installation are all operating as normal. Given the present circumstances, we will work with our customers to meet their site's timeline and requirements to the best of our abilities.

Does Dycem provide a solution that doesn't require an onsite installation?

If your facility is not currently open to outside visitors but you are still in need of additional contamination control, Dycem offers a self-install option. Dycem floating floors are high performance, antimicrobial loose-laid mats offering many of the same benefits as CleanZone and WorkZone without the need for permanent installation. A floating floor can be placed over smooth or rough subfloors and can be self-installed with ease.

Can Dycem still manufacture Cleanzone and Workzone flooring?

Dycem's products are manufactured in the UK and our manufacturing space is largely unaffected by current travel and gathering restrictions. Our manufacturing team members are all being monitored for virus symptoms, and are instructed to self-isolate in the event that they feel sick to avoid the spread of the coronavirus in our organization.

Has Dycem experienced material or parts supply shortages or delays?

Dycem has not experienced any delays to date and our procurement team will continue to work closely with our suppliers to ensure that there will be no issues in the future.

As a company, Dycem is taking measures to ensure the health and safety of our employees, following the guidelines provided by the CDC and local authorities. Additionally, we are working closely with our clients to help maintain continuity and avoid delays in their projects due to the pandemic related restrictions being implemented within their organizations.

Please do not hesitate to contact us if you have any questions or concerns.

Stewart Cantley

CEO

Dycem Corporation