



22901 Millcreek Boulevard, Suite 650, Highland Hills, OH 44122 • 216.292.3800

To Our Valued Ryerson and Olympic Steel Customers:

As we complete the merger between Ryerson and Olympic Steel, we begin a moment that is both historic and full of promise. In an industry where 254 combined years of longevity are earned through cycles, reinvention, and relentless commitment, uniting our two organizations is far more than a transaction. It reflects generations of shared grit, parallel journeys, and a belief that exceptional customer service is what truly endures.

If you take nothing else from this letter, let it be this: we are becoming one stronger Company with more to offer to and for you. Not a temporary nor a bolt-on alliance, but a unified, modern, scaled, customer-impassioned enterprise built to deliver more value, capability, and reliability than either company could alone.

Why This Merger Matters for You

Both Ryerson and Olympic Steel have built reputations for saying yes and solving complex challenges. By combining our networks and resources, we are expanding what “yes” can mean. Here’s a glimpse:

- **A Larger Geographic Footprint** - Our combined service center network reaches deeper into key regions across North America, enabling shorter lead times, more local inventory, greater logistical flexibility, and stronger support for your growth.
- **More Products, More Processing, More Capability** - You will benefit from a broader portfolio of carbon, stainless, aluminum, and specialty products, along with expanded value-added services - from first-stage processing to fabrication, advanced finishing, and complete assembly.
- **Enhanced Buying and Supply Chain Strength** - With greater scale and deeper mill relationships, we can improve availability, reduce volatility, and deliver more consistent service.
- **More Expertise, Same Customer-First DNA** - Our combined strengths mean more specialists, more problem-solvers, and more innovation, while preserving the exceptional service and partnership you expect.

A Thoughtful and Smooth Transition

In the near-term, continue to work with your existing contacts at Olympic Steel, Ryerson, or our Family of Companies. We will share updates and additional details as we streamline your service experience.

Throughout the integration process, we make this commitment to you: no disruption to your day-to-day business, clear communication throughout the process, and a unified customer experience built on reliability, responsiveness, and trust.

And, we ask something of you as well: Hold us to the highest standards. Expect more from us. Demand consistency, transparency, and excellence. We welcome that accountability because it sharpens us and ensures we deliver on the promise of this merger.

Together, we are fortunate to continue on this journey with you – something we never take for granted. Thank you for your business.

With great optimism,

Eddie Lehner
CEO

Rick Marabito
President & COO

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