

## Kenneth Doherty

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**From:** Airgas <info@e.airgas.com>  
**Sent:** Wednesday, March 18, 2020 6:52 AM  
**To:** Kenneth Doherty  
**Subject:** Important: COVID-19 Update from our CEO

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### COVID-19 Update from our CEO

#### Dear Valued Customers,

Safety comes first at Airgas, and we're continuing to prioritize the safety of our customers, associates and the communities we serve. Knowing that the oxygen we deliver daily to hospitals and other aspects of our business are vital to our collective COVID-19 response, each part of our organization is primed and implementing business continuity measures based on local needs. Please be advised that in such emergencies, priority will always be given to medical facilities and first responders.

Airgas is committed to safely operating our strong network of gas plants, local branches, and hardgoods distribution centers, as well as working closely with our many suppliers, in order to ensure continuity of service to our customers. Customers can continue to choose the best way to connect with us—whether through Airgas.com or digitally integrated eCommerce channels, our Airgas Total Access® telesales channel, Account Managers, and/or our local branches—as we all work together to adapt to this dynamic environment. **We encourage customers to follow social distancing recommendations by placing orders for direct delivery via [Airgas.com](#) or our Airgas punchout site, or by calling ahead to your local branch so we can prepare your order for pickup.**

Our committed associates are taking every precaution, including washing hands and social distancing methods like staggering or splitting shifts so we limit interactions, wiping down devices after each customer visit, and staying home if we are sick or in contact with someone exposed to the virus. While every emergency situation is different, we believe our commitment to emergency preparedness, extensive resources, strong national infrastructure, programs to help associates manage impacts to them from the event, and experience during past emergency situations position us well to respond to your needs.

On behalf of all of Airgas and our parent company Air Liquide, we wish you continued health and safety.

Sincerely,

Pascal Vinet  
Airgas CEO

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