

To Our Valued Customers,

As the Covid-19 pandemic continues to unfold, Fastenal's focus remains clear: protect our employees, customers, and communities, while continuing to provide a high level of service. Below are some measures we've taken to ensure a reliable supply chain for your organization.

OPEN FOR BUSINESS, READY TO SERVE

As a vital MRO supply chain partner for food manufacturers, government agencies, hospitals, pharmaceutical companies, and basic goods manufacturers, we remain open and operational as an "essential business." We have closed our branch front rooms to limit physical contact. However, a closed front door doesn't mean unavailable to serve. Our branch teams are continuing to serve customers with local pickup, local deliveries, and inventory management solutions. Customers are encouraged to place orders in advance on [Fastenal.com](https://www.fastenal.com)/[Fastenal.ca](https://www.fastenal.ca) or via phone or email. This allows us to plan a safe, efficient product exchange. On that note, our local teams are collaborating with customers every day to accommodate their safety policies and provide product in creative ways that minimize contact and risk.

EMPLOYEE HEALTH AND SAFETY

In addition to restricting outside visitors to Fastenal branches, distribution centers, manufacturing facilities, and support offices, we've implemented a range of practices to protect the health of our employees. This includes following CDC guidelines for workplace cleanliness and personal hygiene and providing regular shipments of disinfectant products to all of our facilities. This also includes measures to promote safe social distancing in the workplace through staggered shifts, flexible scheduling, and where feasible, working remote.

SUSTAINING A DEEP, AGILE SUPPLY CHAIN

With a broad supplier network and robust global sourcing operations (enabling us to quickly identify and onboard alternate sources of supply), we're maintaining a consistent supply chain for the majority of our customers' needs. A key element is our captive fleet of semis, straight trucks, and local branch pickups – more than 8,000 vehicles in all – enabling us to transport product largely independent of third-party carriers. This end-to-end control of the supply chain makes us adaptable and resilient in a volatile environment. Our trucking network also allows us to provide logistics support if needed. Talk to your local service team if you need help.

HIGH-DEMAND SAFETY PRODUCTS

In light of the severe global shortage of critical safety products such as respirators, gloves, and protective garments, we are exclusively allocating our limited inventory of these items to healthcare providers, food suppliers, government agencies, and other life-sustaining organizations leading the fight against Covid-19. In a time of unprecedented human need, this isn't a business decision – it's simply the right thing to do.

These industries currently include:

1. **Healthcare/Public Health**
2. **Law Enforcement, Public Safety, First Responders**
3. **Food and Agriculture**
4. **Energy**
5. **Water and Wastewater**
6. **Transportation and Logistics**
7. **Public Works**
8. **Communications and Information Technology**

Fastenal operates in markets around the world, including some that have been on the front end of this pandemic. Our local teams have dealt with the fears and disruptions we're now facing in North America; but in recent days they're reporting some stirrings of a return to normalcy, or at least a shift toward calm and resolve versus fear and chaos. Only time will tell if this is real, but they've expressed a belief that perhaps the most severe first wave is subsiding. With that, I'd like to close with a note of hope: There *will* be an end to this ordeal, and we'll get through it together.

Thank you for the privilege of serving your business.

Sincerely,



Dan Florness
President & CEO, Fastenal