

March 14, 2020

A Letter to Our Customers

As we continue to navigate the course of Covid-19 and its impact around the world, we want to be transparent about our business practices and the operational changes you may see from Fastenal. Our focus during this time is clear: minimize risk for our employees and customers while still providing a high level of service.

We're proud to have in-market servicing locations throughout the world, but with that comes a responsibility to help protect the communities we serve. On an organizational level, we are following CDC guidelines to increase cleanliness in our work environments and promote best practices for employee hygiene. Our Business Continuity Planning teams are engaged and have been monitoring developments related to this issue, and we have been communicating relevant information to employees and modifying our practices in an effort to have a coordinated and effective response to this challenge.

On a local level, we're adapting our business operations in certain markets to limit physical contact in our branches. These changes are taking place on a community-by-community basis and may include closing branch front rooms to the public or simply limiting walk-in hours. Even in these situations, we are continuing to service customers through outside sales, regularly scheduled deliveries, and current inventory management solutions. Until otherwise communicated, we will continue to execute our local delivery routes at full capacity throughout our branch network.

We are encouraging customers to order ahead whenever possible, preferably online (via Fastenal.com or Fastenal.ca) or by phone. This will help us plan our service to minimize contact while efficiently meeting your supply needs. In a similar vein, we appreciate that many customers want to limit outside vendors in their facilities, and we are happy to adapt our local delivery methods as requested.

We appreciate your understanding as we take precautions to protect the health and well-being of our employees, our customers, and our communities. As a partner in your business, we encourage you to reach out to your local Fastenal branch or corporate contact for any questions you may have throughout this situation. As always, we are committed to supporting your business with a local relationship backed by a resilient supply chain.

Sincerely,

Dan Florness
President & CEO, Fastenal