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# ...CONNECTING

## WITH OUR CUSTOMERS AND OUR MARKETS

At Airgas, our business success begins with the customer. Whether our drivers are delivering gases or branch associates are delivering advice about the products in our stores, we are driven to build relationships with customers that exceed their expectations. By making our stores friendlier and stocking them with the most common products customers need, we live up to our promise that “You’ll find it with us.”



As our relationships grow, customers ask us to do more to manage the supply chains for gases, hardgoods and safety products, so they can spend more time on their business. Almost a third of our 1,000 sales people are specialists with deep knowledge of welding processes, safety products, and bulk, specialty and medical gases. That knowledge helps us introduce innovations, like the Safe Sedate™ dental mask for nitrous oxide and the Walk-O<sub>2</sub>-Bout™ oxygen system.