



Airgas Ushers In Enhanced Customer Focus With On-Line Web-Site

RADNOR, Pennsylvania, November 24, 1998 - Airgas, Inc. (NYSE: ARG) an integrated gas and industrial distribution company announced the release of a newly expanded web site at <http://www.airgas.com>. The site's new design was developed to enhance customers ability to use a variety of new and planned features.

"It's all about doing business," said Sandy Goldstein, Vice President and Chief Information Officer. "We want our web site to be viewed not only as an information resource but as a dynamic environment that simplifies and enhances the process of doing business with Airgas."

"Local, individualized service has always been a key marketing strategy for us," said Pat Visintainer, Vice President, Sales and Marketing. "We feel that the Internet and electronic commerce can help bring us even closer to our customers, giving them the information they need to make informed business decisions, streamlining their workflow and helping facilitate our national resources in fulfilling customers' needs."

Examples of new interactive features include a "Quick View" window, which lets visitors search for the nearest customer service location, extensive key word search capability, view key stock information and check the most recent news releases without leaving the current screen. The employment section allows job seekers to apply for work using an on-line application form. Those who have no prepared text resume can generate one using the section's "Resume Builder" option.

According to Goldstein, these capabilities are only the beginning of an ongoing process of adding interactive utilities to the web-site. For example, Airgas is currently testing the first of several electronic commerce initiatives, which will be offered to a target customer group for feedback and refinement before being unveiled to the full market. The electronic commerce function is to be integrated with a full product catalog allowing customers to purchase products on-line with point-and-click simplicity.

Airgas' web site, intranet and electronic commerce are being developed in conjunction with Digital Wave Associates of Huntingdon Valley, Pennsylvania.

Airgas, Inc. is the largest distributor of industrial, medical and specialty gases and related equipment in the United States. Its distributor network includes over 700 locations in 44 states.