

To our valued Grainger customers,

Thank you for your business and the opportunity to serve you. We wanted to personally share an update on our efforts to help keep your operations up and running during the Coronavirus (COVID-19).

Grainger is closely monitoring the latest reports from the Centers for Disease Control (CDC) and the World Health Organization (WHO) and we are taking a number of precautionary measures for the health and safety of our customers and team members. Our goal is to do everything we can to help you keep your operations up and running and people safe during this unprecedented and evolving situation.

- We've instituted a pandemic plan across our organization that includes health and safety protocols so we can continue to serve you.
- If you visit our branches, our team members are available to help you, as always. We're augmenting cleaning procedures at our facilities and have educated all team members on best practices recommended by the CDC.
- We are working closely with suppliers to maintain the flow of product or find alternates where supplies may be limited. Like many, we are affected by the global shortage of pandemic-related product, including personal protective equipment, which we typically stock to well-exceed customer need—even in significant emergencies.
- To put the challenge in perspective, over the past few weeks orders for safety masks exceeded our entire on-hand supply by several years, and in some cases, decades. We are working through this challenge and are leveraging our supplier relationships to quickly obtain available merchandise, but in some cases, shipment timing is still undefined.
- Please understand we must prioritize orders to ensure customers such as the government, first responders and hospitals have appropriate resources to assist those impacted by this virus. All other orders are arranged based on Grainger inventory management commitments, contract obligations and order timing.

We have a dedicated team managing our response and we will continue to provide updates as we learn more. Please know we are committed to standing with you during this uncertain time and the Grainger account team is ready and able to help.

On behalf of all of us at Grainger, thank you for your continued business.



DG Macpherson
Chairman and CEO



Deidra Merriwether
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