

# **Contract #192163**

## **Maintenance Repair and Operations (MRO) Supplies, Parts, Equipment, Materials**

### **Grainger**

#### **Table of Contents**

- 1. Grainger's Response to Intent to Negotiate**
- 2. City's Request for Intent to Negotiate**
- 3. Grainger's Response to RFP# 192163**
- 4. RFP# 192163**

# **1. Grainger's Response to Intent to Negotiate**







## **2. City's Request for Intent to Negotiate**



CITY OF  
TUCSON  
BUSINESS  
SERVICES  
DEPARTMENT

May 21, 2019

Sent this day via email; ron.price@grainger.com

Ron Price  
Sr. Government Sales Manager  
W. W. Grainger, Inc.  
100 Grainger Parkway  
Lake Forest, IL 60045

**RE: City of Tucson RFP #192163, Maintenance, Repair and Operations (MRO)  
Supplies, Parts, Equipment, Materials and Related Services – Intent to Negotiate**

Dear Mr. Price:

The City of Tucson has completed the evaluation of submittals received in response to the subject solicitation. Based upon the recommendation of the evaluation committee, the City is inviting your firm to enter negotiations. Specifically, the City requests the following:

1. The City accepts the following terms and conditions from your proposal:
  - a. Section B, Product Requirements, Section 3, Defective Product
  - b. Section B, Product Requirements, Section 3, Pricing
  - c. Special Terms and Conditions, Paragraph 8, Price Adjustment
  - d. Standard Terms and Conditions, Paragraph 41, Termination of ContractThese changes are all shown on the Attached document, highlighted in bold.
2. The City does not accept the changes to Standard Terms and Conditions, Paragraph 21, Indemnification.
3. The City requests a best and final response to the pricing. Please complete the attached Price Page.
4. The City requests additional clarification on the Functional Alternatives. In reviewing some of the items, it seems that the functional alternative was higher priced items, or the items did not match the request of what is being replaced. Please provide additional information to clarify this.
5. Omnia Partners and the City accept the following terms and conditions:
  - a. 2.1 Corporate Commitment
  - b. 2.2 Pricing Commitment
  - c. 2.3 Sales Commitment
  - d. 3.3 Marketing and Sales 44A
  - e. 3.3 Marketing and Sales 44C
  - f. 3.3 Marketing and Sales 44E
  - g. 3.3 Marketing and Sales 44K
  - h. 3.3 Marketing and Sales 44M
  - i. 3.3 Marketing and Sales 44N
  - j. 3.3 Marketing and Sales Page 13 of 44 Section 14
  - k. 3.3 Marketing and Sales Page 13 of 44 Section 15

6. Omnia Partners is unable to accept the following changes.

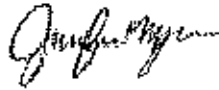
- a. Marketing and Sales Page 17 of 44 Section 8
- b. Marketing and Sales Page 17 of 44 Section 10

Both sections above are a part of the Master Intergovernmental Cooperative Purchasing Agreement which allows Participating Agencies to sign up with OMNIA Partners to use this contract. This agreement is not between Grainger and OMNIA Partners and was included as an example only.

This Notice of Intent to Negotiate is not an intent to award a contract and does not establish a contractual relationship between the firm and the City and Omnia Partners. In the event that the City and Omnia Partners are not able to negotiate a satisfactory contract with the firm, the City will terminate negotiations.

Please submit a written response to my attention via e-mail to [Jenn.myers@tucsonaz.gov](mailto:Jenn.myers@tucsonaz.gov) on or before **Friday, May 31, 2019 at 12:00 PM**. Please contact me via e-mail or at (520) 837-4137 with questions regarding the items above

Sincerely,



Jenn Myers, CPPB  
Principal Contract Officer

Cc: Tomek Kruszec, Omnia Partners [tomek.kruszec@omniapartners.com](mailto:tomek.kruszec@omniapartners.com)

## **B. PRODUCT REQUIREMENTS:**

1. **PRODUCTS:** A complete and comprehensive line of quality made MRO supplies to support the daily maintenance, repair and operations functions of the agency. The categories include but are not limited to the following.
  - a. **Motors and Power Transmission-** General, Definite Purpose and HVAC motors, gear motors, bearings, V-belts and accessories.
  - b. **Electrical Supplies** – Distribution, controls, wire, cable, voice & data and supplies.
  - c. **Lighting** – Lamps, ballasts, fixtures, task lighting, flashlights and batteries.
  - d. **Tools** – Hand, power, outdoor and automotive tools and tool storage.
  - e. **Measuring Tools & Test Instruments** – Calipers, gauges, inspection, micrometers and multimeters.
  - f. **Pneumatic** – Pneumatic tools and system components, air compressors and hydraulics.
  - g. **Machining and Cutting Tools** – Drill bits, taps, dies, blades, counterbores, countersinks and abrasives.
  - h. **Material Handling, Storage and Packaging** – Ladders, hoists, shelving, storage, furniture, packaging, casters, cart, trucks and drums.
  - i. **Welding** – Welding equipment and supplies.
  - j. **Fasteners and Adhesives** – Nuts, bolts, washers, screws, hooks, flat stock, raw materials (metal, rubber, plastic), glue and cement.
  - k. **Lubricants, Sealants and Paint** - Grease, oil, penetrates sealants, caulk and paint.
  - l. **Safety and Security Supplies** – Spill containment, storage, fire protection, person protective equipment, instrumentation, signs, labels, tags and security
  - m. **Cleaning Equipment and Supplies** – Chemicals, equipment, restroom, paper, waste containers, cleaning.
  - n. **HVAC Supplies** – Controls, heaters, air conditioning, air treatment, fans, ventilators and blowers.
  - o. **Pumps and Plumbing** – Submersible, centrifugal, water system and positive displacement pumps, pipe, valves, fittings, heaters, coolers, filtration and faucets.
  - p. **Emergency Preparedness** – Sandbags, first-aid supplies, disaster recovery products etc.
  - q. **Other Categories**

2. **CURRENT PRODUCTS:** All products being offered in response to this solicitation shall be in current and ongoing production; shall be formally announced for general marketing purposes; shall be a model or type currently functioning in a user (paying customer) environment and capable of meeting or exceeding all specifications and requirements set forth in this solicitation.
3. **DEFECTIVE PRODUCT:** All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification or a mutually agreed upon timeframe.
4. **PRICING: Market Basket products** Prices and base category contract discounts shall remain firm and will include all charges that may be incurred in fulfilling requirement(s) for the twelve-month period following contract award. **For Catalog Products, Contractor will no longer compute percentage-off discounts from the Contractor "list" price previously set forth on Contractor's Website, Contractor's Catalog or any other electronic or published media. All percentage-off discounts for Catalog Products shall be deducted from Contract Reference Price ("CRP") in effect at the time the Catalog Product is purchased by member from Contract. Current Contract Reference Prices for Catalog Products shall be available when the member logs into its account on Contractor's Website.**
5. **SALES PROMOTIONS:** In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period.

## SPECIAL TERMS AND CONDITIONS

1. **COOPERATIVE PURCHASING:** Any Contract resulting from this solicitation shall be for the use of the City of Tucson. In addition, public and nonprofit agencies that have registered with OMNIA Partners or entered into a Cooperative Purchasing Agreement with the City of Tucson's Department of Procurement are eligible to participate in any subsequent Contract. See [http://www.tucsonprocurement.com/coop\\_partners.aspx](http://www.tucsonprocurement.com/coop_partners.aspx) and click on Cooperatives for a list of the public and nonprofit agencies that have currently entered into Cooperative Purchasing Agreements with the City of Tucson. Additionally, this contract is eligible for use by the Strategic Alliance for Volume Expenditures (SAVE) cooperative. See <http://www.mesaaz.gov/home/showdocument?id=23638> for a listing of participating agencies. The parties agree that these lists are subject to change.

Any orders placed to, or services required from, the successful Contractor(s) will be requested by each participating agency. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The Contractor may negotiate additional expenses incurred as a result of participating agencies' usage of this contract (i.e., freight charges, travel related expenses, etc.). The City shall not be responsible for any disputes arising out of transactions made by others.

The Contractor(s) will provide an electronic copy of the complete Contract to the City of Tucson Department of Procurement upon receipt of the Notice of Intent to Award. At the City's request, the successful Contractor(s) may also be requested to provide an electronic copy of the complete Contract to a participating agency.

2. **FEDERAL, STATE AND LOCAL TAXES, LICENSES AND PERMITS:** The Supplier shall comply with all Federal, State, and local licenses and permits required for the operation of the business conducted by the Supplier as applicable to this Contract. The Supplier shall, at no expense to the City, OMNIA Partners, or other Participating Public Agencies, procure and keep in force during the entire period of the Agreement all such permits and licenses.
3. **SUBCONTRACTORS:** No subcontract shall be made by the contractor with any other party for furnishing any of the services herein contracted for without the advance written approval of the Department of Procurement. All subcontractors shall comply with Federal and State laws and regulations that are applicable to the services covered by the subcontractor and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract, as if the subcontractor were the Contractor referred to herein. Contractor is responsible for contract performance whether or not subcontractors are used.
4. **FOB DESTINATION FREIGHT PREPAID:** Prices shall be FOB Destination Freight Prepaid to the delivery location designated. Contractor shall retain title and control of all goods until they are delivered and the Contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the Contractor. All claims for visible or concealed damage shall be filed by the Contractor. The City will assist the Contractor in arranging for inspection.
5. **PAYMENTS:** All payments made by the City of Tucson for goods or services will be made to the vendor named on the Offer and Acceptance form. If you do not wish payment to be made to that address, you must submit an attached sheet indicating the proper mailing address with this bid.

6. **RIGHT TO TERMINATE FOR CHANGE IN OWNERSHIP OR MATERIAL RESTRUCTURE OF THE CONTRACTOR:** In addition to the Termination of Contract clause in the Standard Terms and Conditions section of this solicitation and resulting contract, the City reserves the right to cancel the whole or part of this contract within 60 days written notice of the completion of any material change of ownership in the Contractor's company, including its sale, merger, consolidation or dissolution.
7. **TERM AND RENEWAL:** The term of the Contract shall commence upon award and shall remain in effect for a period of three (3) years, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that the City of Tucson shall have the right, at its sole option, to renew the Contract for two (2) additional one-year periods or portions thereof. In the event that the City exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.
8. **PRICE ADJUSTMENT:** The City will review fully documented requests for **Market Basket product** price adjustment at the end of the Contract's first year. Subsequent fully documented requests for price adjustment for **Market Basket products** may be made at the end of each Contract year that the Contract is in effect. Price adjustments may be a consideration in the continuance and/or renewal of the contract. The City will determine whether the requested price adjustment or an alternate option, is in the best interest of the City.
9. **INSURANCE:** The Contractor agrees to:
- A. Obtain insurance coverage of the types and amount required in this section and keep such insurance coverage in force throughout the life of this contract. All policies will contain an endorsement providing that written notice be given to the City at least 30 days prior to termination or cancellation in coverage in any policy, and 10 days notice for cancellation due to non-payment in premium.
- B. The Commercial General Liability Insurance and Commercial Automobile Liability Insurance policies will include the City as an additional insured with respect to liability arising out of the performance of this contract. Such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract. The insurance hereunder will be primary and that any insurance carried by the City will be excess and not contributing.
- C. Provide and maintain minimum insurance limits as applicable:

COVERAGE	LIMITS OF LIABILITY
<b>I. Commercial General Liability:</b>	
Policy shall include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability	
Each Occurrence	\$1,000,000
General Aggregate	\$2,000,000
Products & Completed Operations Aggregate	\$2,000,000
Personal and Advertising Injury	\$1,000,000
Blanket Contractual Liability	\$1,000,000

<b>II. Commercial Automobile Liability</b>	
Policy shall include Bodily Injury and Property Damage, for any owned, Hired, and/or Non-owned vehicles used in the operation, installation and maintenance of facilities under this agreement. Combined Single Limit	\$1,000,000
<b>III. Workers' Compensation (applicable to the State of Arizona)<sup>41</sup></b>	
Per Occurrence	Statutory
Employer's Liability	\$1,000,000
Disease Each Employee	\$1,000,000
Disease Policy Limit	\$1,000,000

<sup>41</sup> Sole Proprietor/Independent Contractor designation is given to those who desire to waive their rights for workers' compensation coverage and benefits as outlined in ARS§ 23-901, and specifically ARS § 23-961 (D). If applicable, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.

**D. ADDITIONAL INSURANCE REQUIREMENTS:** Policies shall be endorsed to include the following provisions:

1. A waiver of subrogation endorsement in favor of the City of Tucson, for losses arising from work performed by or on behalf of the Contractor (including Worker's Compensation).
2. The insurance afforded the contractor shall be primary insurance and that any insurance carried by the City of Tucson and its agents, officials or employees shall be excess and not contributory.
3. Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.

**E. NOTICE OF COVERAGE MODIFICATIONS:** Any changes material to compliance with this contract in the insurance policies above shall require 10 days written notice from the Contractor to the City of Tucson. Such notice shall be sent directly to the Department of Procurement.

**F. ACCEPTABILITY OF INSURERS:** Contractors insurance shall have an "A.M. Best" rating of not less than A:VII. The City of Tucson in no way warrants that the required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

**G. VERIFICATION OF COVERAGE:** Contractor shall furnish the City of Tucson with certificates of insurance (ACORD form or equivalent approved by the City of Tucson) as required by this Contract. The certificates for each insurance policy are to be signed by an authorized representative.

All certificates and endorsements are to be received and approved by the City of Tucson before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work and remain in effect for the duration of the contract and two (2) years after completion. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal upon the City's request, is a material breach of contract.

All certificates required by this Contract shall be sent directly to the Department of Procurement.



The City of Tucson project/contract number and project description shall be noted on the certificate of insurance. The City of Tucson reserves the right to require complete copies of all insurance policies required by this Contract at any time.

- H. **SUBCONTRACTORS:** Contractors' certificate(s) shall include all subcontractors as insureds under its policies or Contractor shall furnish to the City of Tucson separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.
- I. **EXCEPTIONS:** In the event the Contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self-Insurance

## STANDARD TERMS AND CONDITIONS

1. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract without prior written consent of the City's Director of Procurement.
2. **AFFIRMATIVE ACTION:** Contractor shall abide by the provisions of the Tucson Procurement Code Chapter 28, Article XII.
3. **AMERICANS WITH DISABILITIES ACT:** The Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101, et seq.) and applicable Federal regulations under the Act.
4. **APPLICABLE LAW:** This Contract shall be governed, and the City and Contractor shall have all remedies afforded to each, by the Tucson Procurement Code and the law of the State of Arizona. State law claims shall be brought only in Pima County Superior Court.
5. **ASSIGNMENT-DELEGATION:** No right or interest in this Contract shall be assigned by the Contractor without prior written permission of the City, and no delegation of any duty of the Contractor shall be made without prior written permission of the City's Director of Procurement. The City shall not unreasonably withhold approval and shall notify the Contractor of the City's position by written notice.
6. **CHILD/SWEAT-FREE LABOR POLICY:** The Contractor shall comply with all applicable provisions of the United States Federal and State Child Labor and Worker's Right laws and agrees if called upon to affirm in writing, that they, and any subcontractor involved in the provision of goods to the City, are in compliance.
7. **CLEAN UP:** The Contractor shall at all times keep the contract area, including storage areas used by the Contractor, free from accumulation of waste material or rubbish and, prior to completion of the work, remove any rubbish from the premises and all tools, scaffolding, equipment and materials not property of the City. Upon completion of the repair, the Contractor shall leave the work and premises in clean, neat and workmanlike condition.
8. **COMMENCEMENT OF WORK:** The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives purchase order or is otherwise directed to do so, in writing, by the City.
9. **CONFIDENTIALITY OF RECORDS:** The Contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that no information contained in its records or obtained from the City or from others in carrying out its functions under the Contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. Persons requesting such information should be referred to the City. Information pertaining to individual persons shall not be divulged other than to employees or officers of Contractor as needed for the performance of duties under the Contract, unless otherwise agreed to in writing by the City.
10. **CONTRACT AMENDMENTS:** The Procurement Department has the sole authority to:
  - A. Amend the contract or enter into supplemental verbal or written agreements;
  - B. Grant time extensions or contract renewals;
  - C. Otherwise modify the scope or terms and provisions of the contract.

This Contract shall only be modified with the approval of the Department of Procurement. Except in the case of a documented emergency, approval must be granted prior to performance. Any contract modification not explicitly approved by the Procurement Department through a written contract amendment or change order is performed at the sole risk of the Contractor and may not be eligible for payment by the City.

11. **CONTRACT:** The Contract shall be based upon the Request for Proposal issued by the City and the Offer submitted by the Contractor in response to the Request for Proposal. The offer shall substantially conform to the terms, conditions, specifications and other requirements set forth within the text of the Request for Proposal. The City reserves the right to clarify any contractual terms with the concurrence of the Contractor; however, any substantial non-conformity in the offer, as determined by the City's Director of Procurement, shall be deemed non-responsive and the offer rejected. The Contract shall contain the entire agreement between the City of Tucson and the Contractor relating to this requirement and shall prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.
12. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment or lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials, or default of any nature, may constitute breach of the Contract. Noncompliance may be deemed a cause for possible Contract termination.
13. **DUPLEXED/RECYCLED PAPER:** In accordance with efficient resource procurement and utilization policies adopted by the City of Tucson, the Contractor shall ensure that, whenever practicable, all printed materials produced by the Contractor in the performance of this Contract are duplexed (two-sided copies), printed on recycled paper and labeled as such.
14. **EQUAL PAY:** The Contractor shall comply with the applicable provisions of the Equal Pay Act of 1963 (Pub.L. 88-38, 29 U.S.C. section 206(d)); Title VII of the Civil Rights Act of 1964 (Pub.L. 88-352, 42 U.S.C. 2000e *et seq.*; and, the Lily Ledbetter Fair Pay Act of 2009 (Pub.L. 111-2).
15. **EXCLUSIVE POSSESSION:** All services, information, computer program elements, reports and other deliverables created under this Contract are the sole property of the City of Tucson and shall not be used or released by the Contractor or any other person except with prior written permission by the City.
16. **FEDERAL IMMIGRATION LAWS AND REGULATIONS:** Contractor warrants that it complies with all Federal Immigration laws and regulations that relate to its employees and complies with A.R.S. § 23-214(A) and that it requires the same compliance of all subcontractors under this Contract. Contractor acknowledges that pursuant to A.R.S. § 41-4401 and effective September 30, 2008, a breach of this warranty is a material breach of this Contract subject to penalties up to and including termination of this Contract. The City retains the legal right to audit the records of the Contractor and inspect the papers of any employee who works for the Contractor to ensure compliance with this warranty and the Contractor shall assist in any such audit. The Contractor shall include the requirements of this paragraph in each contract with subcontractors under this Contract.

If the Contractor or subcontractor warrants that it has complied with the employment verification provisions prescribed by sections 274(a) and 274(b) of the Federal Immigration and Nationality Act and the E-verify requirements prescribed by A.R.S. § 23-214(A), the Contractor or subcontractor shall be deemed to be in compliance with this provision. The City may request proof of such compliance at any time during the term of this Contract by the Contractor and any subcontractor.

17. **FORCE MAJEURE:** Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of Force Majeure. The term "Force Majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force Majeure shall not include late performance by a subcontractor unless the delay arises out of a Force Majeure occurrence in accordance with this Force Majeure term and condition.

If either party is delayed at any time in the progress of the work by Force Majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand-delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall

notify the other party in writing when it has done so. The time of completion shall be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

- 18. GRATUITIES:** The City may, by written notice to the Contractor, terminate this Contract if it is found that gratuities, in the form of entertainment, gifts, meals or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City amending, or the making of any determinations with respect to the performing of such Contract. In the event this Contract is terminated by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.
- 19. HUMAN RELATIONS:** Contractor shall abide by the provisions of the Tucson City Code Chapter 28, Article XII.
- 20. INDEMNIFICATION:** To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless City of Tucson, its agents, representatives, officers, directors, officials and employees from and against all allegations, demands, proceedings, suits, actions, claims, including claims of patent or copyright infringement, damages, losses, expenses, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting and handling expense, related to, arising from or out of or resulting from any actions, acts, errors, mistakes or omissions caused in whole or part by Contractor relating to work, services and/or products provided in the performance of this Contract, including but not limited to, any Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable and any injury or damages claimed by any of Contractor's and Subcontractor's employees. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. The Contractor agrees to waive all rights of subrogation against the City of Tucson, its agents, representatives, officers, directors, officials, employees and volunteers for losses arising from the work performed by the Contractor for the City of Tucson.

Contractor is responsible for compliance with the Patient Protection and Affordable Care Act (ACA), for its employees in accordance with 26 CFR §54. 4980H. Additionally, Contractor is responsible for all applicable IRS reporting requirements related to ACA. If Contractor or any of Contractor's employees is certified to the City as having received a premium tax credit or cost sharing reduction which contributes to or triggers an assessed penalty against the City, or Contractor fails to meet reporting requirements pursuant to section 6056 resulting in a penalty to City, Contractor indemnifies City from and shall pay any assessed tax penalty.

- 21. INDEPENDENT CONTRACTOR:** It is understood that each party shall act in its individual capacity and not as an agent, employee, partner, joint venture, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other party for any purpose.

The Contractor shall not be entitled to compensation in the form of salaries, holidays, paid vacation, sick days, or pension contributions by the City. The City of Tucson will not provide any insurance coverage to the Contractor, including Worker's Compensation coverage. The Contractor is advised that taxes, social security payments, and other withholdings shall not be withheld from a City payment issued under this Contract and that Contractor should make arrangements to directly pay such expenses. Contractor is responsible for compliance with the Affordable Care Act for Contractor and any of Contractor's employees.

- 22. INSPECTION AND ACCEPTANCE:** All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this Contract shall be held at the Contractor's risk and may be returned to the Contractor. If returned, all costs are

the responsibility of the Contractor. Noncompliance may be deemed a cause for possible Contract termination.

- 23. INTERPRETATION-PAROL EVIDENCE:** This Contract is Intended by the parties to be a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of this agreement. No course of prior dealings between the parties and no usage of the trade shall be relevant to supplement or explain any term used in the Contract. Acceptance or consent in the course of performance under this Contract shall not be relevant to determine the meaning of this Contract even though the accepting or consenting party has knowledge of the nature of the performance and the opportunity to object.
- 24. ISRAEL BOYCOTT DIVESTMENTS:** Acceptance of the contract warrants that the vendor is in compliance with A.R.S. § 35-393 and does not participate in a boycott of Israel as that term is defined within A.R.S. § 35-393.
- 25. LICENSES:** Contractor shall maintain in current status all Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.
- 26. LIENS:** All materials, services, and other deliverables supplied to the City under this Contract shall be free of all liens other than the security interest. Security Interest shall extinguish upon full payment made by the City. Upon the City's request, the Contractor shall provide a formal release of all liens.
- 27. NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials must fully comply with all provisions of this Contract. If a tender is made which does not fully comply, this shall conform to the termination clause set forth within this document.
- 28. NON-EXCLUSIVE CONTRACT:** Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the City of Tucson. The City reserves the right to obtain like goods or services from another source when necessary.
- 29. OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in actual practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the materials or services used to fulfill the Contract.
- 30. PAYMENT:** The City's preferred method of payment is via credit card. The City will issue a Purchase Order and, in some cases, either provide a credit card for payment at the time of ordering or pay subsequent invoices by credit card upon receipt of goods or services in good order. However, not all City employees will possess a credit card and, therefore, the City reserves the right to make payment by check as it deems necessary.

Unless payment is made by credit card at time of order or point of sale, a separate invoice shall be issued for each shipment of material or service performed, and no payment shall be issued prior to receipt of material or service and correct invoice. The invoice shall not be dated prior to the receipt of goods or completion of services.

The City shall make every effort to process payment for the purchase of materials or services within twenty-one (21) calendar days after receipt of materials or services and a correct invoice.

The Contractor's payment terms shall apply to all purchases and to all payment methods.

- 31. PROTECTION OF GOVERNMENT PROPERTY:** The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation (such as trees, shrubs, and grass) on City property. If the Contractor fails to do so and damages such property, the Contractor shall replace or repair the damage at no expense to the City, as determined and approved by the City's Director of

Procurement. If the Contractor fails or refuses to make such repair or replacement, the City will determine a cost and the Contractor shall be liable for the cost thereof, which may be deducted from the Contract price.

32. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party the Contract shall be amended to make such insertion or correction.
33. **RECORDS:** Internal control over all financial transactions related to this Contract shall be in accordance with sound fiscal policies. The City may, at reasonable times and places, audit the books and records of the Contractor and/or any subcontractors. Said audit shall be limited to this Contract.
34. **RIGHT TO ASSURANCE:** Whenever one party to this Contract has reason to question, in good faith, the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as the other party's intent not to perform and as a cause for possible Contract termination.
35. **RIGHT TO INSPECT:** The City may, at reasonable times, and at the City's expense, inspect the place of business of a Contractor or subcontractor which is related to the performance of any Contract as awarded or to be awarded.
36. **RIGHTS AND REMEDIES:** No provision in this document or in the Contractor's proposal shall be construed, expressly or by implication, as a waiver by either party of any existing or future right and/or remedy available by law in the event of any claim, default or breach of contract. The failure of either party to insist upon the strict performance of any term or condition of the Contract, to exercise or delay the exercise of any right or remedy provided in the Contract or by law, or to accept materials or services required by this Contract or by law shall not be deemed a waiver of any right of either party to insist upon the strict performance of the Contract.
37. **SEVERABILITY:** The provisions of this Contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the Contract which may remain in effect without the valid provision or application.
38. **SHIPMENT UNDER RESERVATION PROHIBITED:** No tender of a bill of lading shall operate as a tender of the materials. Non-compliance shall conform to the termination clause set forth within this document.
39. **SUBCONTRACTS:** No subcontract shall be entered into by the Contractor with any other party to furnish any of the material/service specified herein without the advance written approval of the City's Director of Procurement. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract, as if the subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not subcontractors are used.
40. **SUBSEQUENT EMPLOYMENT:** The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. Section 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract, on behalf of the City, is or becomes, at any time while the Contract or any extension of the Contract is in effect, an employee of, or a contractor to, any other party to this Contract with respect to the subject matter of the Contract. Termination shall be effective when written notice from the City's Director of Procurement is received by the parties to this Contract, unless the notice specifies a later time.

**41. TERMINATION OF CONTRACT:** This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice. The City, at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination.

The City reserves the right to terminate, following a written ten (10) business day notice to cure to the Contractor, the whole or any part of this Contract due to the failure of the Contractor to carry out any term or condition of the Contract. If the Contractor fails to take appropriate action within the period to cure, the City will issue a written notice of default to the Contractor for acting or failing to act as specified in any of the following:

In the opinion of the City, the Contractor provides personnel that do not meet the requirements of the Contract;

In the opinion of the City, the Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this Contract;

In the opinion of the City, the Contractor attempts to impose personnel, materials, products or workmanship of an unacceptable quality;

The Contractor fails to furnish the required service and/or product within the time stipulated in the Contract;

In the opinion of the City, the Contractor fails to make progress in the performance of the requirements of the Contract;

The Contractor gives the City a positive indication that the Contractor will not or cannot perform to the requirements of the Contract.

Each payment obligation of the City created by this Contract is conditioned upon the availability of City, State and Federal funds that are appropriated or allocated for the payment of such an obligation. If funds are not allocated by the City and available for the continued purchase of the services and/or materials provided under this Contract, this Contract may be terminated by the City at the end of the period for which funds are available. The City will endeavor to notify the Contractor in the event that continued service will or may be affected by non-appropriation. No penalty shall accrue to the City in the event this provision is exercised, and the City shall not be obligated or liable for any future payments due or for any damages as a result of termination under this paragraph.

**42. TITLE AND RISK OF LOSS:** The title and risk of loss of material or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.

**43. WARRANTIES:** Contractor warrants that all material or service delivered under this Contract shall conform to the specifications of this Contract. Mere receipt of shipment of the material or service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in this document.

### **3. Grainger's Response to RFP# 192163**



## OFFER AND ACCEPTANCE

### OFFER

#### TO THE CITY OF TUCSON:

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

W.W. Grainger, Inc.  
Company Name


Name: Ron Price

100 Grainger Parkway  
Address

Title: Sr. Government Sales Manager

Lake Forest IL 60045  
City State Zip

Phone: 979-224-6794

  
Signature of Person Authorized to Sign

Fax: NA

Ron Price  
Printed Name

E-mail: Ron.Price@grainger.com

Sr. Government Sales Manager  
Title

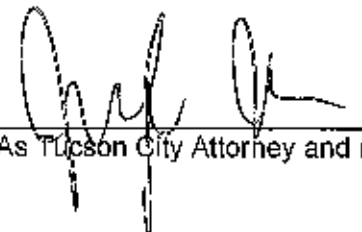
### ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. 192163

CITY OF TUCSON, a municipal corporation

Approved as to form:

This 19<sup>th</sup> day of June 2019

  
As Tucson City Attorney and not personally

Awarded:

This 19<sup>th</sup> day of June 2019

  
As Director of Business Services and not personally

## Executive Summary

On behalf of W.W. Grainger, Inc., it is a privilege to submit our response to the City of Tucson & OMNIA Partners Maintenance, Repair & Operations (MRO), Supplies, Parts, Equipment, Materials & Related Services Request for Proposal # 192163. We value the City of Tucson's and OMNIA's enduring commitment to keep citizens and employees safe and facilities well-maintained. With this our most competitive offer to date, we pledge the broadest and most comprehensive access to MRO product and services, tailored for today's government's requirements while robust and flexible to be relevant in 5 years.

Grainger serves all public sector agencies, small, medium and large across all 50 states and their political subdivisions, the District of Columbia and US Territories. Our breadth is reflected in our \$1.3 billion in US inventory, 1.7 million products, 14 Distribution Centers with 16.5 million square feet and 250 US branch locations, each carrying nearly \$1 million of inventory. Investment in systems is driven by a focus that products are available and delivered when needed. 95% of customers receive next day product delivery; 99.6% of in-stock orders are shipped within 24 hours. This broad offering is promoted by opportunities for small businesses.

Grainger's distributes the most comprehensive line of MRO products and service categories and anything MRO related. Within each category, our offering is of substantial scale and breadth. We compete emphatically with specialized distributors and manufacturers across all MRO market segments. We continually evaluate products and services to remain relevant to our customers. We add products and suppliers daily; every 18 months we add more than 300,000 products.

Our investment in Grainger Team members and our IT and supply chain systems generate value added opportunities to our product and service offerings. A seamless agreement implementation plan is led by an experienced workforce to support legacy members and ease the transition of new members. Our commitment to sustainability and green initiatives is reflected in access to 114,000 products and expertise assisting in determining the right green substitute. A centralized technical product support team with in-depth product expertise, including sourcing, provides the City of Tucson and OMNIA members access to skills, experience and insight across all product lines and MRO vocations, including Police, Fire, EMS and skilled trades.

Throughout our eight years serving City of Tucson agencies and OMNIA members we have assisted government agencies during critical circumstances, small and large. For Emergency Preparedness needs, Grainger has an extensive offering for products and solutions. Grainger remains a dedicated partner who will deliver the quickest response and reliability in emergencies. Our prices and services remain as provided in the contract.

Our experience under the current agreement shapes much of how we structure offers in the public sector. As evident by its MRO solicitation, Tucson and OMNIA acquisition and operations personnel understand the total cost of acquisition and the meaningful ways to reduce and control costs. Acknowledging that cost is much more than product price, our offer provides meaningful opportunity to reduce costs and save time.

Grainger's innovation in e-commerce and digital solutions are driven by government agency embrace of advanced technology efficiencies. Our e-commerce and digital platforms are easier to search, navigate, check out and access transactional data than when the current agreement was

renewed. Our contract offer provides a relevant e-commerce incentive program enabling agencies to take advantage of advanced technology.

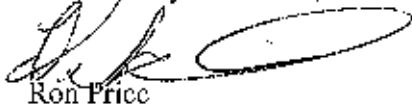
Our technical competency assists agency operations and audit responsibilities via more accessible invoice and spend information. We provide quality MRO product and services at competitive prices while being a meaningful resource to drive agency productivity and integrity strictures. Grainger team member expertise and experience, technical innovation, financial strength, and track record contributes to mission effectiveness and efficiency.

Grainger's pricing offer is our broadest and most competitive proposal. It is available nationwide and encompasses all categories. It presents extensive availability of exact match market basket items and access to Grainger's extensive catalog at competitive pricing. Grainger is offering a unique incentive program that will drive cost savings measures across a customer's entire organization. The offer presented will open expanded opportunities for new members. Grainger pricing is more market based, and lower than prior list prices; a larger category discount percentage offered by a competitor may not yield a lower product price.

We are citizens of the communities where we work and live. Within the City of Tucson metropolitan area we assisted the American Red Cross in installing home fire alarms, supported training initiatives of the Tucson Fire Foundation, provided scholarship opportunities for the Sunnyside School District Foundation and Pima Community College. Through the Grainger Tools for Tomorrow program, we provide support to individual students in their technical training. Grainger employees assist the Boys and Girls Club - Jim and Vicki Club House, the Special Olympics of Tucson, the Community Food Bank, Meals for Wheels and Jobpath programs addressing child care and transportation for those in need. Grainger employees volunteer and provide assistance to Treasure for Teachers. We retain Tucson area businesses to meet the current agreement's requirements and to assist us in maintaining Grainger facilities and running our business. Our commitment in Tucson is replicated in communities nationwide.

Grainger has been privileged to partner with the City of Tucson and OMNIA in their dedication to keep citizens and employees safe and facilities well-maintained. Our response reflects our commitment to these values.

Respectfully submitted,



Ron Price

Sr. Government Sales Manager

W.W. Grainger, Inc.

Ron.Price@grainger.com

979-224-6794



W.W. Grainger, Inc.  
100 Grainger Parkway  
Lake Forest, IL 60045-5201  
Tel: 847.535.1000  
Fax: 847.535.9243  
[www.grainger.com](http://www.grainger.com)

April 11, 2019

Ms. Jenn Myers, CPPB  
Department of Procurement  
255 W. Alameda, 6th Floor  
Tucson, AZ 85701

RE: W.W. Grainger, Inc., Letter of Exceptions to the City of Tucson Request for Proposal No. 192163

Dear Ms. Myers:

W.W. Grainger, Inc. ("Grainger" or "Contractor") appreciates the opportunity to respond to the City of Tucson ("City") Request for Proposal No. 192163 Maintenance, Repair and Operations ("MRO") Supplies, Parts, Equipment, Materials and Related Services. As you know, Grainger's focus on contract compliance and customer satisfaction is second to none. To that end, Grainger respectfully requests the opportunity to incorporate, should we be awarded this contract, our agreed upon clarifications and exceptions into the terms of the contract. Our objective is to earn the privilege of working with both the City of Tucson and OMNIA Partners on this vitally important co-operative opportunity and doing so with an understanding that our collective expectations with respect to operationalization of this contract and its terms are aligned. In accordance with Section 10 of Instruction to Offer of this RFP, your favorable consideration of the following exceptions and clarifications to the proposal is requested:

**REQUEST FOR PROPOSAL NO. 192163**

Page 5 of 25, Section B, Product Requirements, Section 3.

**Original Language:** DEFECTIVE PRODUCT: All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification.

**Modified Language:** DEFECTIVE PRODUCT: All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification or a mutually agreed upon timeframe.

Page 5 of 25, Section B, Product Requirements, Section 3.

**Original Language:** PRICING: Prices/discounts shall remain firm and will include all charges that may be incurred in fulfilling requirement(s) for the twelve-month period following contract award. Where applicable, pricing shall be determined by applying Offerors discounts to the prices

listed on their manufacturer's price lists, retail price sheets, catalogs or by utilizing the reduced net pricing schedule.

**Modified Language: PRICING: Market Basket product Prices and base category contract** Discounts shall remain firm and will include all charges that may be incurred in fulfilling requirement(s) for the twelve-month period following contract award. **For Catalog Product, Contractor will no longer compute percentage-off discounts from the Contractor "list" price previously set forth on Contractor's Website, Contractor's Catalog or any other electronic or published media. All percentage-off discounts for Catalog Products shall be deducted from the Contract Reference Price ("CRP") in effect at the time the Catalog Product is purchased by City member from Contractor. Current Contract Reference Prices for Catalog Products shall be available when City member logs into its account on Contractor's Website. Where applicable, pricing shall be determined by applying Offeror's discounts to the prices listed on their manufacturer's price lists, retail price sheets, catalogs or by utilizing the reduced net pricing schedule.**

Page 16 of 25, Special Terms and Conditions, 8.

**Original Language: PRICE ADJUSTMENT:** The City will review fully documented requests for price adjustment at the end of the Contract's first year. Subsequent fully documented requests for price adjustment may be made at the end of each Contract year that the Contract is in effect. Price adjustments may be a consideration in the continuance and/or renewal of the contract. The City will determine whether the requested price adjustment or an alternate option, is in the best interest of the City.

**Modified Language: PRICE ADJUSTMENT:** The City will review fully documented requests for Market Basket product price adjustment at the end of the Contract's first year. Subsequent fully documented requests for price adjustment for Market Basket product may be made at the end of each Contract year that the Contract is in effect. Price adjustments may be a consideration in the continuance and/or renewal of the contract. The City will determine whether the requested price adjustment or an alternate option, is in the best interest of the City.

Page 19 of 25, Standard Terms and Conditions, 20.

**Original Language: INDEMNIFICATION:** To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless City of Tucson, its agents, representatives, officers, directors, officials and employees from and against all allegations, demands, proceedings, suits, actions, claims, including claims of patent or copyright infringement, damages, losses, expenses, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting and handling expense, related to, arising from or out of or resulting from any actions, acts, errors, mistakes or omissions caused in whole or part by Contractor relating to work, services and/or products provided in the performance of this Contract, including but not limited to, any Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable and any injury or damages claimed by any of Contractor's and Subcontractor's employees. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. The Contractors agrees to waive all rights of subrogation against the City of Tucson, its agents, representatives, officers, directors, officials, employees and volunteers for losses arising from the work performed by the Contractor for the City of Tucson.

**Modified Language:** INDEMNIFICATION: To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless City of Tucson, its agents, representatives, officers, directors, officials and employees from and against all third party allegations, demands, proceedings, suits, actions, claims, including claims of patent or copyright infringement, damages, losses, reasonable expenses, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting and handling expense, to the extent they are related to, arising from or out of or resulting from any negligent actions, acts, errors, mistakes or omissions caused in whole or part by Contractor relating to work, services and/or products provided in the performance of this Contract, including but not limited to, any Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable and any injury or damages claimed by any of Contractor's and Subcontractor's employees. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. The Contractor agrees to waive all rights of subrogation against the City of Tucson, its agents, representatives, officers, directors, officials, employees and volunteers for losses arising from the work performed by the Contractor for the City of Tucson.

Page 22 of 25, Standard Terms and Conditions, 41.

**Original Language:** TERMINATION OF CONTRACT: This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice. The City, at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination.

The City reserves the right to terminate the whole or any part of this Contract due to the failure of the Contractor to carry out any term or condition of the Contract. The City will issue a written ten (10) day notice of default to the Contractor for acting or failing to act as specified in any of the following:

**Modified Language:** TERMINATION OF CONTRACT: This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice. The City, at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination.

The City reserves the right to terminate, following a written ten (10) business day notice to cure to the Contractor, the whole or any part of this Contract due to the failure of the Contractor to carry out any term or condition of the Contract. If the Contractor fails to take appropriate action within the period to cure, the City will issue a written ten (10)-day notice of default to the Contractor for acting or failing to act as specified in any of the following:

**CITY OF TUCSON ATTACHMENT A, REQUIREMENTS FOR NATIONAL COOPERATIVE CONTRACT TO BE ADMINISTERED BY OMNIA PARTNERS**

2.1 Corporate Commitment Page 5 of 44

**Original Language:** Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier's executive management, (2) the Master

Agreement is Supplier's primary "go to market" strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and

**Modified Language:** Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier's executive management, (2) the Master Agreement is one of Supplier's primary "go to market" strategies for Public Agencies, (3) the Master Agreement will be promoted as one of Supplier's "go to market" strategies to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and

## 2.2 Pricing Commitment Page 5 of 44

**Original Language:** Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.

**Modified Language:** ~~Supplier commits the not to exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.~~ Supplier's prices for items sold to the City and Participating Public Agencies will not exceed the price for the same or similar items sold to other government customers for the same of similar quantities of product in a similar product mix, under the same or similar terms and conditions. The City acknowledges, that due to the vast numbers of items sold by Supplier and Supplier's extensive customer base, as well as the different ways customers structure requests for proposals and bids, Supplier cannot assure the City or Participating Public Agencies that items sold to other customers for products will not be sold at a better price or discount. For example, within the Master Agreement Supplier provides customized Market Baskets to Participating Public Agencies, wherein these Agencies may receive different pricing and discounts on products. This scenario is also true for other Supplier customers.

## 2.3 Sales Commitment Page 5 of 44

**Original Language:** Supplier commits to aggressively market the Master Agreement as its go to market strategy in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

**Modified Language:** Supplier commits to aggressively market the Master Agreement as one of its go to market strategies in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to

Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

### 3.3 Marketing and Sales Page 6 of 44 A

**Original Language:** Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

- i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days

**Modified Language:** Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as one of supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

- i. Executive leadership endorsement and sponsorship of the award as one of Suppliers the-public sector go-to-market strategies within first 10 days

### 3.3 Marketing and Sales Page 7 of 44 C

**Original Language:** Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

**Modified Language:** Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners, ~~include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.~~

### 3.3 Marketing and Sales Page 7/8 of 44 E

**Original Language:** Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

- i. Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
- ii. Best government pricing
- iii. No cost to participate
- iv. Non-exclusive contract

**Modified Language:** Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:



- i. Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
- ii. Pricing, discounts and incentives tailored to meet Participating Public Agency customer's MRO product and related service needs. Best-government pricing
- iii. No cost to participate
- iv. Non-exclusive contract

### 3.3 Marketing and Sales Page 8 of 44 K

**Original Language:** State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

**Modified Language:** State the amount of Supplier's Participating Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Participating Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

### 3.3 Marketing and Sales Page 8 of 44 M

**Original Language:** Does the Supplier propose to guarantee sales? If so, provide the Contract Sales (as defined in Section 10 of the National Intergovernmental Purchasing Alliance Company Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

**Modified Language:** Does the Supplier propose to guarantee sales? No. The Supplier does not propose to guarantee sales. If so, provide the Contract Sales (as defined in Section 10 of the National Intergovernmental Purchasing Alliance Company Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

### 3.3 Marketing and Sales Page 9 of 44 N

**Original Language:** Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

- i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
- ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
- iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
- iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier's strategies under these options when responding to a solicitation.

**Modified Language:** Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

- i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
- ii. ~~If competitive conditions require pricing lower than the standard Master Agreement not to exceed pricing,~~ Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
- iii. ~~Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).~~
- iv. ~~If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.~~

Detail Supplier's strategies under these options when responding to a solicitation.

### 3.3 Marketing and Sales Page 13 of 44 Section 14

**Original Language:** Administrative Fee payments are to be paid by Supplier to OMNIA Partners at the frequency and on the due date stated in Section 13, above, for Supplier's submission of corresponding Contract Sales Reports. Administrative Fee payments are to be made via Automated Clearing House (ACH) to the OMNIA Partners designated financial institution identified in Exhibit D. Failure to provide a payment of the Administrative Fee within the time and manner specified herein shall constitute a material breach of this Agreement and if not cured within thirty (30) days of written notice to Supplier shall be deemed a cause for termination of the Master Agreement, at Principal Procurement Agency's sole discretion, and/or this Agreement, at OMNIA Partners' sole discretion. All Administrative Fees not paid when due shall bear interest at a rate equal to the lesser of one and one-half percent (1 1/2%) per month or the maximum rate permitted by law until paid in full.

**Modified Language:** Administrative Fee payments are to be paid by Supplier to OMNIA Partners at the frequency and on the due date stated in Section 13, above, for Supplier's submission of corresponding Contract Sales Reports. Administrative Fee payments are to be made via Automated Clearing House (ACH) to the OMNIA Partners designated financial institution identified in Exhibit D. Failure to provide a payment of the Administrative Fee within the time and manner specified herein shall constitute a material breach of this Agreement and if not cured within thirty (30) days of written notice to Supplier shall be deemed a cause for termination of the Master Agreement, at Principal Procurement Agency's sole discretion, and/or this Agreement, at OMNIA Partners' sole discretion. ~~All Administrative Fees not paid when due shall bear interest at a rate equal to the lesser of one and one-half percent (1 1/2%) per month or the maximum rate permitted by law until paid in full.~~

### 3.3 Marketing and Sales Page 13 of 44 Section 15

**Original Language:** Supplier shall maintain an accounting of all purchases made by Participating Public Agencies under the Master Agreement. OMNIA Partners, or its designee, in OMNIA Partners' sole discretion, reserves the right to compare Participating Public Agency records with Contract Sales Reports submitted by Supplier for a period of four (4) years from the date OMNIA

Partners receives such report. In addition, OMNIA Partners may engage a third party to conduct an independent audit of Supplier's monthly reports. In the event of such an audit, Supplier shall provide all materials reasonably requested relating to such audit by OMNIA Partners at the location designated by OMNIA Partners. In the event an underreporting of Contract Sales and a resulting underpayment of Administrative Fees is revealed, OMNIA Partners will notify the Supplier in writing. Supplier will have thirty (30) days from the date of such notice to resolve the discrepancy to OMNIA Partners' reasonable satisfaction, including payment of any Administrative Fees due and owing, together with interest thereon in accordance with Section 13, and reimbursement of OMNIA Partners' costs and expenses related to such audit.

**Modified Language:** Supplier shall maintain an accounting of all purchases made by Participating Public Agencies under the Master Agreement. OMNIA Partners, or its designee, in OMNIA Partners' sole discretion, reserves the right to compare Participating Public Agency records with Contract Sales Reports submitted by Supplier for a period of four (4) years from the date OMNIA Partners receives such report. In addition, OMNIA Partners may engage a third party to conduct an independent audit of Supplier's monthly reports. In the event of such an audit, Supplier shall provide all materials reasonably requested relating to such audit by OMNIA Partners at the location mutually agreed upon by the parties designated by OMNIA Partners. In the event an underreporting of Contract Sales and a resulting underpayment of Administrative Fees is revealed, OMNIA Partners will notify the Supplier in writing. Supplier will have thirty (30) days from the date of such notice to resolve the discrepancy to OMNIA Partners' reasonable satisfaction, including payment of any Administrative Fees due and owing, together with interest thereon in accordance with Section 13, and reimbursement of OMNIA Partners' costs and expenses related to such audit.

### 3.3 Marketing and Sales Page 17 of 44 Section 8

**Original Language:** The Procuring Party shall now use this Agreement as a method for obtaining additional concessions or reduced prices for purchase of similar products or services outside of the Master Agreement. Master Agreements may be structured with not-to-exceed pricing, in which cases the Supplier may offer the Procuring Party and the Procuring Party may accept lower pricing or additional concessions for purchase of Products through a Master Agreement.

**Modified Language:** The Procuring Party shall now use this Agreement as a method for obtaining additional concessions or reduced prices for purchase of similar products or services outside of the Master Agreement. ~~Master Agreements may be structured with not-to-exceed pricing, in which cases the~~ Supplier may offer the Procuring Party and the Procuring Party may accept lower pricing or additional concessions for purchase of Products through a Master Agreement.

### 3.3 Marketing and Sales Page 17 of 44 Section 10

**Original Language:** WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE NATIONAL IPA PARTIES EXPRESSLY DISCLAIM ALL EXPRESS OR IMPLIED REPRESENTATIONS AND WARRANTIES REGARDING ANY PRODUCTS, MASTER AGREEMENT AND GPO CONTRACT. THE NATIONAL IPA PARTIES SHALL NOT BE LIABLE IN ANY WAY FROM ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, EVEN IF THE NATIONAL IPA PARTIES SHALL HAVE NO LIABILITY FOR ANY ACT OR OMISSION BY A SUPPLIER OR OTHER PARTY UNDER A MASTER AGREEMENT OR GPO CONTRACT.

**Modified Language:** WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE ~~OMNIA PARTNERS NATIONAL IPA PARTIES~~ EXPRESSLY DISCLAIM ALL EXPRESS OR IMPLIED REPRESENTATIONS AND WARRANTIES REGARDING ANY PRODUCTS, MASTER AGREEMENT AND GPO CONTRACT. THE ~~OMNIA PARTNERS NATIONAL IPA PARTIES~~ SHALL NOT BE LIABLE IN ANY WAY FROM ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, EVEN IF THE ~~OMNIA PARTNERS NATIONAL IPA PARTIES~~ SHALL HAVE NO LIABILITY FOR ANY ACT OR OMISSION BY A SUPPLIER OR OTHER PARTY UNDER A MASTER AGREEMENT OR GPO CONTRACT.

Thank you for your favorable consideration of our clarifications and exceptions. Should you have questions, please contact me.

Sincerely,



Ron Price  
Sr. Government Sales Manager  
W.W. Grainger, Inc.

## PROPOSAL EVALUATION REQUIREMENTS

### I. PROPOSAL EVALUATION CRITERIA – (Listed in relative order of importance)

- a. Method of Approach
- b. Price Proposal
- c. Qualifications & Experience

### II. REQUIREMENTS SPECIFIC TO EVALUATION CRITERIA: The narrative portion and the materials presented in response to this Request for Proposal should be submitted in the same order as requested and must contain, at a minimum, the following:

#### a. Method of Approach

##### 1. Provide a response to the national program.

- a. Include a detailed response to Attachment A, Exhibit A, OMNIA Partners Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how offeror will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.

Grainger's completed **Attachment A; Exhibit A** is presented in TAB Exhibit A.

- b. The successful offeror will be required to sign Attachment A, Exhibit B, OMNIA Partners Administration Agreement. Offerors should have any reviews required to sign the document prior to submitting a response. Offeror's response should include any proposed exceptions to the OMNIA Partners Administration Agreement.

Grainger has reviewed **Attachment A; Exhibit B** and provided Clarifications in TAB Letter of Clarification.

- c. The successful offeror will be required to fill out Exhibit F – Federal Funds Certification and Exhibit G – New Jersey Business Compliance in its entirety.

Please see Grainger's completed **Exhibit F and Exhibit G.**

City of Tucson Attachment A

**OMNIA**  
PARTNERS



**Requirements for National Cooperative Contract  
To be Administered by  
OMNIA Partners**

The following documents are used in evaluating and administering national cooperative contracts and are included for Supplier's review and response.

OMNIA Partners Exhibit A – RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

OMNIA Partners Exhibit B – ADMINISTRATION AGREEMENT, EXAMPLE

OMNIA Partners Exhibit C – MASTER INTERGOVERNMENTAL COOPERATIVE  
PURCHASING AGREEMENT, EXAMPLE

OMNIA Partners Exhibit D – PRINCIPAL PROCUREMENT AGENCY CERTIFICATE,  
EXAMPLE

OMNIA Partners Exhibit E – CONTRACT SALES REPORTING TEMPLATE

OMNIA Partners Exhibit F – FEDERAL FUNDS CERTIFICATIONS

OMNIA Partners Exhibit G – NEW JERSEY BUSINESS COMPLIANCE

OMNIA Partners Exhibit H – ADVERTISING COMPLIANCE REQUIREMENT

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT A- RESPONSE FOR NATIONAL COOPERATIVE CONTRACT**

**1.0 Scope of National Cooperative Contract**

Capitalized terms not otherwise defined herein shall have the meanings given to them in the Master Agreement or in the Administration Agreement between Supplier and OMNIA Partners.

**1.1 Requirement**

The City of Tucson (hereinafter defined and referred to as "Principal Procurement Agency"), on behalf of itself and the National Intergovernmental Purchasing Alliance Company, a Delaware corporation d/b/a OMNIA Partners Public Sector ("OMNIA Partners"), is requesting proposals for Maintenance, Repair, and Operations (MRO) Supplies, Parts, Equipment, Materials, and Related Services. The intent of this Request for Proposal is any contract between Principal Procurement Agency and Supplier resulting from this Request for Proposal ("Master Agreement") be made available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies"), through OMNIA Partners' cooperative purchasing program. The Principal Procurement Agency has executed a Principal Procurement Agency Certificate with OMNIA Partners, an example of which is included as Exhibit D, and has agreed to pursue the Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners as a Participating Public Agency in OMNIA Partners' cooperative purchasing program. Registration with OMNIA Partners as a Participating Public Agency is accomplished by Public Agencies entering into a Master Intergovernmental Cooperative Purchasing Agreement, an example of which is attached as Exhibit C. The terms and pricing established in the resulting Master Agreement between the Supplier and the Principal Procurement Agency will be the same as that available to Participating Public Agencies through OMNIA Partners.

All transactions, purchase orders, invoices, payments etc., will occur directly between the Supplier and each Participating Public Agency individually, and neither OMNIA Partners, any Principal Procurement Agency nor any Participating Public Agency, including their respective agents, directors, employees or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., incurred by any other Participating Public Agency. Supplier is responsible for knowing the tax laws in each state.

This Exhibit A defines the expectations for qualifying Suppliers based on OMNIA Partners' requirements to market the resulting Master Agreement nationally to Public Agencies. Each section in this Exhibit A refers to the capabilities, requirements, obligations, and prohibitions of competing Suppliers on a national level in order to serve Participating Public Agencies through OMNIA Partners.

## OMNIA PARTNERS EXHIBITS

### EXHIBIT A- RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

These requirements are incorporated into and are considered an integral part of this RFP. OMNIA Partners reserves the right to determine whether or not to make the Master Agreement awarded by the Principal Procurement Agency available to Participating Public Agencies, in its sole and absolute discretion, and any party submitting a response to this RFP acknowledges that any award by the Principal Procurement Agency does not obligate OMNIA Partners to make the Master Agreement available to Participating Procurement Agencies.

#### 1.2 Marketing, Sales and Administrative Support

During the term of the Master Agreement OMNIA Partners intends to provide marketing, sales and administrative support for Supplier pursuant to this section that directly promotes the Supplier's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis.

The OMNIA Partners marketing team will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through channels that may include:

- A. Marketing collateral (print, electronic, email, presentations)
- B. Website
- C. Trade shows/conferences/meetings
- D. Advertising
- E. Social Media

The OMNIA Partners sales teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through initiatives that may include:

- A. Individual sales calls
- B. Joint sales calls
- C. Communications/customer service
- D. Training sessions for Public Agency teams
- E. Training sessions for Supplier teams

The OMNIA Partners contracting teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through:

- A. Serving as the subject matter expert for questions regarding joint powers authority and state statutes and regulations for cooperative purchasing
- B. Training sessions for Public Agency teams
- C. Training sessions for Supplier teams
- D. Regular business reviews to monitor program success
- E. General contract administration

Suppliers are required to pay an administrative fee of 3.0% of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal. Supplier will be required to execute the OMNIA Partners Administration Agreement (Exhibit B).



## OMNIA PARTNERS EXHIBITS

### EXHIBIT A- RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

#### 1.3 **Estimated Volume**

The dollar volume purchased under the Master Agreement is estimated to be approximately \$100 million annually. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among the Principal Procurement Agency, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between Supplier and OMNIA Partners.

#### 1.4 **Award Basis**

The basis of any contract award resulting from this RFP made by Principal Procurement Agency will, at OMNIA Partners option, be the basis of award on a national level through OMNIA Partners. If multiple Suppliers are awarded by Principal Procurement Agency under the Master Agreement, those same Suppliers will be required to extend the Master Agreement to Participating Public Agencies through OMNIA Partners. Utilization of the Master Agreement by Participating Public Agencies will be at the discretion of the individual Participating Public Agency. Certain terms of the Master Agreement specifically applicable to the Principal Procurement Agency are subject to modification for each Participating Public Agency as Supplier, such Participating Public Agency and OMNIA Partners shall agree. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (i.e. invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, governing law, etc.). It shall be the responsibility of the Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of the Supplier to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and the Supplier (Contract Sales are reported to OMNIA Partners).

#### 1.5 **Objectives of Cooperative Program**

This RFP is intended to achieve the following objectives regarding availability through OMNIA Partners' cooperative program:

- A. Provide a comprehensive competitively solicited and awarded national agreement offering the Products covered by this solicitation to Participating Public Agencies;
- B. Establish the Master Agreement as the Supplier's primary go to market strategy to Public Agencies nationwide;
- C. Achieve cost savings for Supplier and Public Agencies through a single solicitation process that will reduce the Supplier's need to respond to multiple solicitations and Public Agencies need to conduct their own solicitation process;
- D. Combine the aggregate purchasing volumes of Participating Public Agencies to achieve cost effective pricing.

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT A- RESPONSE FOR NATIONAL COOPERATIVE CONTRACT**

**2.1 REPRESENTATIONS AND COVENANTS**

As a condition to Supplier entering into the Master Agreement, which would be available to all Public Agencies, Supplier must make certain representations, warranties and covenants to both the Principal Procurement Agency and OMNIA Partners designed to ensure the success of the Master Agreement for all Participating Public Agencies as well as the Supplier.

**2.2 Corporate Commitment**

Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier's executive management, (2) the Master Agreement is Supplier's primary "go to market" strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and (4) that the Supplier has read and agrees to the terms and conditions of the Administration Agreement with OMNIA Partners and will execute such agreement concurrent with and as a condition of its execution of the Master Agreement with the Principal Procurement Agency. Supplier will identify an executive corporate sponsor and a separate national account manager within the RFP response that will be responsible for the overall management of the Master Agreement.

**2.3 Pricing Commitment**

Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.

**2.4 Sales Commitment**

Supplier commits to aggressively market the Master Agreement as its go to market strategy in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

**3.1 SUPPLIER RESPONSE**

Supplier must supply the following information in order for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.



**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT A- RESPONSE FOR NATIONAL COOPERATIVE CONTRACT**



The following chart represents the Government sellers' locations per state.

<b>Government Sellers By State</b>					
<b>State</b>	<b>#</b>	<b>State</b>	<b>#</b>	<b>State</b>	<b>#</b>
Alabama	10	Louisiana	8	Ohio	14
Alaska	2	Maine	6	Oklahoma	7
Arizona	13	Maryland	15	Oregon	4
Arkansas	2	Massachusetts	8	Pennsylvania	18
California	71	Michigan	10	Rhode Island	3
Colorado	12	Minnesota	4	South Carolina	7
Connecticut	6	Mississippi	2	South Dakota	2
Delaware	3	Missouri	10	Tennessee	11
Florida	32	Montana	1	Texas	52
Georgia	19	Nebraska	2	Utah	7
Hawaii	11	Nevada	4	Vermont	1
Idaho	1	New Hampshire	3	Virginia	25
Illinois	34	New Jersey	15	Washington	15
Indiana	4	New Mexico	5	West Virginia	1
Iowa	6	New York	41	Wisconsin	13
Kansas	4	North Carolina	16	Wyoming	2
Kentucky	4	North Dakota	1	District of Columbia	5

*Grainger's Government Sales Staff per State as of March 2019.*

- C. Number and location of support centers (if applicable) and location of corporate office.

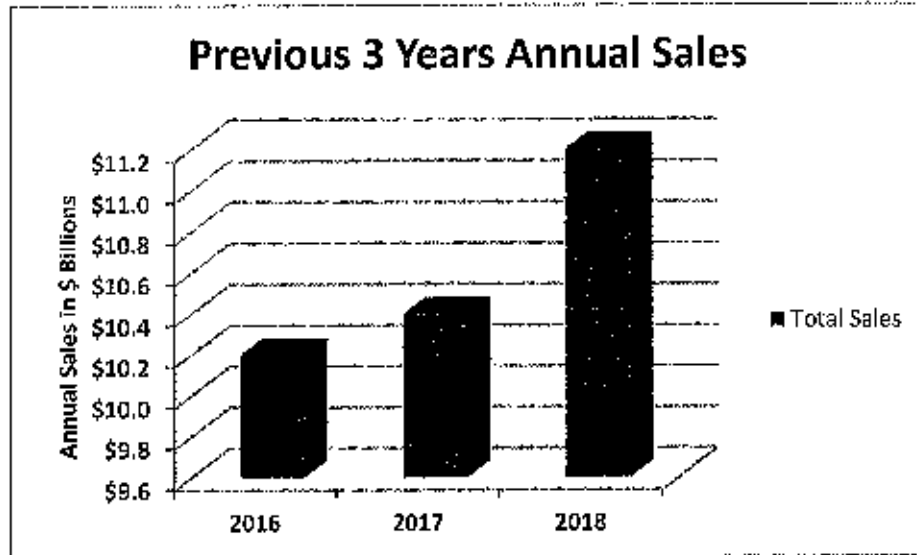
Grainger's corporate headquarters is located in Lake Forest, IL.

Grainger's strategic branch network includes 250 branches geographically located to provide convenient support to our customers. Each branch carries on average \$1 million in inventory within 23,000 square feet and is managed by an average of 13 employees. Please see *Exhibit I Grainger US Branch Locations* which provides address information.

Additionally, Grainger has three customer contact centers which support over 2,000 Customer Support Associates. **These contact centers are located in Janesville, Wisconsin, Waterloo, Iowa and Phoenix, Arizona.** Grainger contact centers are available 24 hours a day, 7 days a week to assist our customers through phone, chat and email.

D. Annual sales for the three previous fiscal years.

Grainger's annual sales for the previous three fiscal years:  
 2016: \$10,137,204,000 | 2017: \$10,424,858,000 | 2018: \$11,200,000,000



E. Submit FEIN and Dunn & Bradstreet report.

**FEIN:** 36-1150280  
**D&B:** 005-10-3494

J. Describe any green or environmental initiatives or policies.



Grainger works to improve environmental performance across our suppliers operations and customers. We partner with third party sustainability organizations, such as the CDP



(formerly known as the Carbon Disclosure Project), the GreenBiz Executive Network, the U.S. Environmental Protection Agency, SmartWay® Program, UL Inc. and the U.S. Green Building Council to help us align our environmental investments with stakeholder expectations. Our green and environmental initiatives include:

**Operations:** We focus efforts where we have the most influence. Grainger's Distribution Centers account for 38 percent of our operations and will increase as we expand service offerings. We monitor energy consumption and improve our green-energy-mix sustainable solutions to increase efficiency and utilize renewable energy. We invest in onsite renewable



**5.5M** square feet

LED-lighting space through 17 North American Distribution Facilities

energy, purchase renewable energy credits and green tariffs.

**Products:** Grainger provides customers with the products they need to keep their businesses running over the long term. We work to understand how these products affect the environment. Customers increasingly request environmentally preferable products (EPP). Our EPP portfolio helps customers maintain sustainable facilities through efficient energy management, water conservation, waste reduction and air-quality improvement. The Grainger EPP portfolio includes more than 114,000 SKUs, 26 EPP product certifications and 46 EPP product attributes. The portfolio spans more than 600 brands across 672 product categories. More than 15% of Grainger suppliers offer products featured within our EPP portfolio.

For a product to be classified as environmentally preferable it must maintain one or more environmentally preferable attributes or third-party certifications such as WaterSense®, ENERGY STAR® or Green Seal. Our suppliers inform Grainger of the product certifications and attributes the products may carry. An independent 3rd Party, Underwriters Laboratory Inc. (UL Environment), verifies the viability of the certification or attribute claims. Grainger works with UL Inc. to ensure that the most current certification and attribute options are identified.

The City of Tucson and OMNIA Members can easily identify environmentally preferable products on Grainger.com by searching for products with the Green Leaf icon. This indicates that the select product has a UL validated certification and/or attribute. On Grainger.com members can filter any product search results to view environmentally preferable options.



**Grainger EPP Portfolio - Product Certifications & Certification Bodies:**

<b>CERTIFYING AGENCY</b>	Underwriters Laboratories, Inc.						U.S. Department of Energy
<b>CERTIFICATION</b>	Ecologo	GreenGuard	GreenGuard Gold	ECMP 2759 - Zero Waste to Landfill Facility	Environmental Product Declaration	Environmental Claims Validation	Energy Star
<b>CERTIFYING AGENCY</b>	Scientific Certification Systems	U.S. Environmental Protection Agency (EPA)		Green Seal	U.S. Department of Agriculture	Catpawland	Sustainable Forestry Initiative
<b>CERTIFICATION</b>	SCS Indoor Advantage	WaterSense	Safer Choice	Green Seal	Certified Biobased	Carbonfree	Sustainable Forestry Initiative (SFI)
<b>CERTIFYING AGENCY</b>	Multiple	Ernst & Young - Redstone	National Sanitation Foundation	Design Lights Consortium		National Electrical Manufacturers Association (NEMA)	
<b>CERTIFICATION</b>	Forest Stewardship Council	SMART Certified	NSF - Certified	DLC Quality Practices Listing	DLC Premium	NEMA Premiums	Energy Aware
<b>CERTIFYING AGENCY</b>	Home Ventilating Institute	Bioegradable Product Institute	Carpet & Rug Institute	Organic Materials Review Institute	South Coast Air Quality Mgmt. District		
<b>CERTIFICATION</b>	HVI	Bioegradable Product Institute Certified	CRI Green Label	OMRI Listed	VOC Levels Meet SCAQMD Requirements		

Grainger's environmentally preferred product portfolio is featured on the [Green Resources](#) landing page on Grainger.com.

**Environmental Services:** Grainger Lighting Solutions (GLS) and Grainger Energy Services (GES) provide a network of qualified, insured and licensed service providers to help identify and facilitate energy savings projects.



Lighting  
Retrofits  
& Upgrades



HVAC  
Maintenance  
& Upgrades



Motor  
& Drive  
Upgrades



Water  
Conservation  
Upgrades



Steam System  
Assessments &  
Upgrades



Electric Vehicle  
Charging Station  
Installations



Compressed Air  
System Studies &  
Upgrades



Dust Collector  
System Studies &  
Upgrades

**Comprehensive Services Include:**

- ✓ Multiple Energy and Water Saving solutions
- ✓ Audit and Financial Analysis
- ✓ Material, Contractor and Project Management
- ✓ Installation by Qualified, Insured and Licensed Service Partners
- ✓ Identification of Applicable Incentives and Rebates
- ✓ Disposal and Recycling

For more information visit the [Grainger Energy Services landing page](#) on [Grainger.com](#).

**Hazardous Recycling Services:** Grainger's recycling services solve the disposal of environmentally hazardous bulbs, dry batteries, and ballasts.

1. **Recyclable Kits:** Specialized recycling kits for fluorescent lamps, ballasts or dry batteries, provides a turnkey service for one all-inclusive price. For larger volume needs, Grainger offers bulk pick-up. We will custom design a program that works for you. This service encompasses lamps, ballasts, batteries, electronics, and mercury.

Each kit includes:

- Special UN/DOT approved container
- Pre-printed label with instructions
- Toll-free number for pickup
- Certificate of reclamation

2. **Grainger Branch Programs:** Grainger offers customers opportunity to deposit recyclable items in collection boxes for no additional charge in Grainger branches through our partnership with [EnviroLight](#) specialized recycling services.
3. **Additional Supplier Based Programs:** Grainger works with key suppliers to provide the following no-fee and fee-based programs.
  - Grainger offers recycling kits available for purchase on [Grainger.com](#) for many items provided by EVERLIGHTS, RECYCLEPAK &





The programs are:

1. **Tier II: Grainger's Supplier Diversity Program**
2. **Tier I: Distributor Alliance Program**



**Grainger's Tier II Supplier Diversity Program** | Grainger's Tier II Supplier Diversity Program affords the City of Tucson and OMNIA Members access to diverse manufacturers and suppliers through our catalogs and distribution channels. Started in 1999, Grainger's Supplier Diversity Program is designed to grow this sector of the economy while helping customers get their jobs done with quality products from Diverse Business Enterprises (DBEs).

Grainger's Tier II Supplier Diversity program includes over 270 DBEs, and offers more than 91,000 items across 1600+ product categories. Grainger also offers products from over 2000 Small Business Enterprises (SBEs), offering more than 300,000 products. The model allows DBEs to concentrate on what they do best and leave the logistics and distribution of their products to Grainger.

Grainger's Tier II Supplier Diversity Program provides Members access to DBE products through all of our ordering methods (Grainger.com, Redbook Catalog, phone, fax, walk-in, etc.), and distribution channels. Grainger's customers benefit from one-stop shopping. Registered suppliers are audited monthly to maintain active supplier diversity certificates. Supplier diversity reporting available upon request.

Products from diverse businesses are featured on Grainger.com:

- Products from diverse manufacturers and suppliers are identified on Grainger's website and within our catalog and index with the diversity symbol to the right.
- Customers can locate the offering from diverse suppliers by searching "Supplier Diversity" on Grainger.com.
- Additionally, customers can filter on the left-sidebar by "Supplier Diversity" while searching on Grainger.com.



Supplier recruitment is continuous at Grainger. Our company website includes a link to the supplier diversity registration portal. Certified businesses that register are available for referrals to purchasing officers when product review, RFP, or spot buying opportunities occur. Grainger includes DBEs in meeting unique product requirements through Grainger's Sourcing program, if products are not currently available in Grainger's general catalog. In 2018, 180 DBEs, and 1700 SBEs participated in Grainger's Sourcing program.

Grainger promotes the number of products acquired from diverse companies in several ways. Grainger is a corporate member of the Women's Business Enterprise National Council (WBENC) and has been a member of the National LGBT Chamber of Commerce (NGLCC) since 2014. Grainger participates in numerous conferences and seminars to assist diverse businesses to further



I. Describe how supplier differentiates itself from its competitors.

In addition to Grainger's product breadth and supply chain strength as previously stated, Grainger understands the challenges public sector agencies face in carrying out responsibilities. We comprehend the appropriations and budget cycles that provide agency funding and the procurement procedures agencies must follow for competitive and transparent purchasing. Our own procedures and systems are designed and implemented to fulfill these requirements. Grainger Sales and Team members receive annual ethics and compliance training focused on the government sector.

Grainger Government Sales Team members are dedicated solely to the public sector. Beyond understanding the challenges noted above, the Government Team has insight to government-oriented products and services and bring greater expertise and availability to the customer. The Government Team has deep understanding of government programs addressing small business opportunities and promoting environmental products.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

W.W. Grainger, Inc. is a publicly held company with over 25,750 employees, numerous locations, involved in international operations, and is party to thousands of contracts and other relationships. From time to time the Company is involved in various other legal and administrative proceedings that are incidental to its business, including claims related to product liability, general negligence, contract disputes, environmental issues, wage and hour laws, intellectual property, employment practices, regulatory compliance or other matters and actions brought by employees, consumers, competitors, suppliers or governmental entities. As a government contractor selling to federal, state and local governmental entities, the Company is also subject to governmental or regulatory inquiries or audits or other proceedings, including those related to pricing compliance. It is not expected that the ultimate resolution of any of these matters will have, either individually or in the aggregate, a material adverse effect on the Company's consolidated financial position or results of operations. While Grainger cannot provide you with all of the specific information you request with respect to each lawsuit, Grainger can state that, to the best of its knowledge and belief, without conducting exhaustive investigations or inquiries, there are no lawsuits that, if unfavorably concluded against this company would have a material adverse impact on its financial condition or ability to do business.

K. Felony Conviction Notice: Indicate if the supplier

- a. is a publicly held corporation and this reporting requirement is not applicable;
- b. is not owned or operated by anyone who has been convicted of a felony; or
- c. is owned or operated by and individual(s) who has been convicted of



3. KeepStock Inventory Management Solutions
  - a. Vendor-Managed Solutions
  - b. Customer-Managed Solutions
4. Consulting Services
5. Grainger's Footwear Program
  - a. Shoemobile Solution
6. Emergency Preparedness Services
7. KeepStock Fee Based Solutions
  - a. Managed MRO
  - b. KeepStock Organize
8. Safety Services and Technical Training
9. Energy Services
10. Lighting Services
11. Facility Services
12. Custom Product Center

**As new services become available, Grainger will automatically make them available for all Participating Agencies and OMNIA Members.**

- B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Grainger's company owned supply chain makes inventory available to customers on a just-time-time basis. Grainger branches and DCs tailor inventory to Member location demands to ensure product is available for immediate pick-up, same-day shipment or same-day delivery. Products and services are offered throughout the United States, the District of Columbia and US Territories.

Grainger ships in stock items on the same day 96% of the time when the order is received by 4:00 p.m. local time. Using commercial carriers, customers receive most shipments the following business day. Grainger fulfills 95% of orders within 2 service days, and 98% within 3 days. Grainger uses local delivery sources, such as messenger services or common carriers, for emergency deliveries.

As to services, Grainger teams and its suppliers help customers manage inventory, provide safety and onsite training, implement energy efficiencies, sustainable programs and facility improvements by ensuring they are presented the right services to enhance their operations and create efficiencies.

- C. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Grainger team members process all orders for end users, including assistance provided by our contact centers. Grainger engages third party carrier companies to deliver orders to our customers. Some third party suppliers or manufacturers

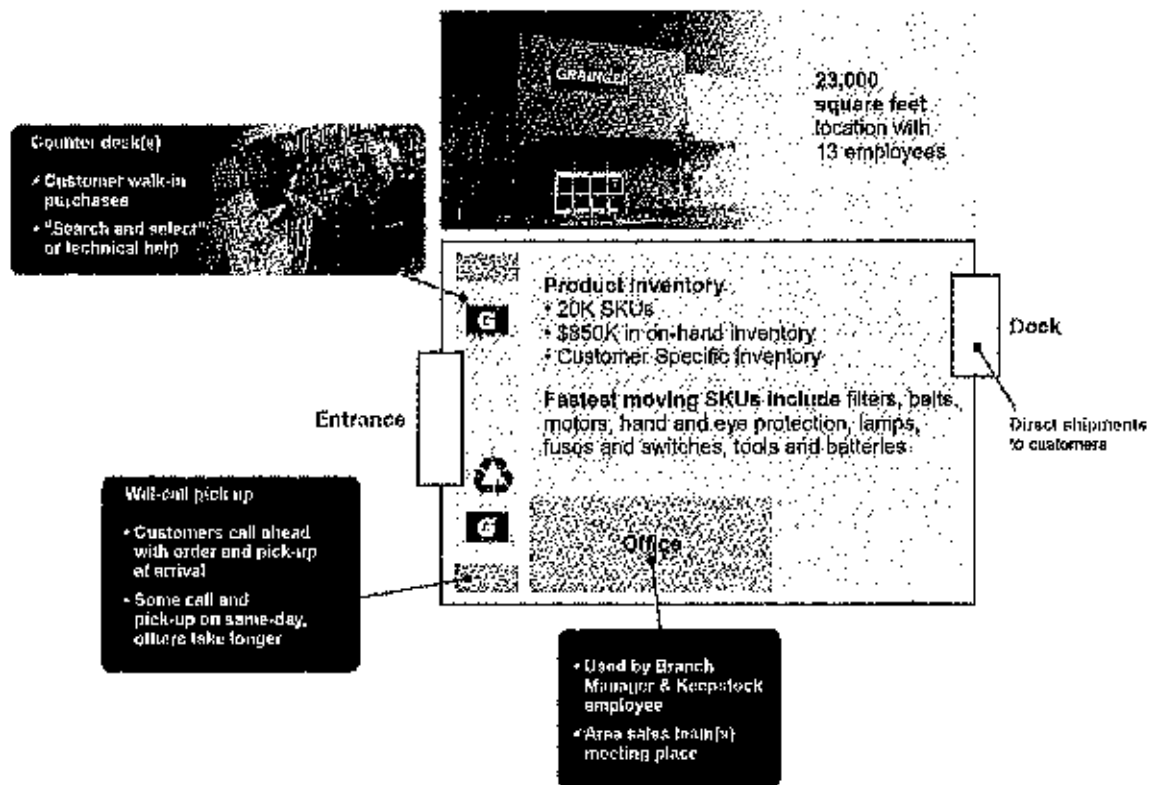
may ship product direct to Grainger customers.

- D. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

Grainger's logistic network includes **250 branch locations** and **14 distribution centers (DCs)**, Grainger's over **\$1.3 billion** in on-hand inventory is supported by a network of over **5,200 Grainger key suppliers** and manufacturers.

**Branch Network:** Each of the 250 branches carries on average \$1 million in inventory within 23,000 square feet and has an average of 13 employees. All branch locations operate Monday – Friday, 8am – 5pm local time. Opening hours may vary. Branch team members will assist the City of Tucson and OMNIA Members with the following services:

- Consult and advise with customers based on needs
- Search and select products
- Purchase products to acquire goods same day
- Will-Call services for phone or internet order
- Maintaining customer-specific inventory



*Above is a typical Grainger branch design*

**Distribution Centers:** Grainger DC's range in size from 35,000 to 1,500,000 million square feet; 5 exceed 1,000,000 square feet. Stocking more than 100,000







**Training Materials include:**

1. Detailed marketing brochure
2. Co-branded one page customer-facing marketing flyer
3. Internal Contract Overview PPT Deck for Grainger training
4. Update OMNIA Partners – Public Sector Landing Page with City of Tucson award details to educate potential customers
5. Educating Grainger Government Salesforce as to OMNIA Public Sector values

**Phase 2:** Training will be rolled out regionally, with endorsement from Grainger and OMNIA Partners' Public Sector executive leadership, to all Grainger and OMNIA Partners' Public Sector customer-facing employees and phone associates. Grainger eCommerce customer service representatives will participate in the training to ensure consistency of experience in delivering the e-Commerce solutions. Other teams trained include: Customer Service (Call Centers and Branches), Inventory Management, and others associated with contract launch.

Training will be tracked to ensure that all national sales employees have successfully completed the training.

- B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

**Grainger's 90 day plan consists of three phases:**

**Phase I: Execute Affiliation Document & Marketing**

**Goal:** Promote and leverage the value of City of Tucson/OMNIA Partners contract, obtain and sign Affiliation documents and activate contract terms.

Through Grainger's dedicated Government Sales force, digital marketing and trade publications, Grainger will target current City of Tucson and OMNIA Partners entities to explain the benefits of the new master agreement so each entity can realize the new contract's value. Grainger's Government Sales Manager's will prioritize Grainger's current City of Tucson and OMNIA Partners Entities. Grainger will also pursue other entities currently not participating under the City of Tucson and OMNIA Partners contract.

**City of Tucson and OMNIA Partners Implementation Kick-off**

**Grainger Resources:** Grainger Leadership Team, OMNIA Sales Team, Government Sales Managers, Account Managers, Account Relationship Managers, Customer Service, Corporate Communications Team, Marketing Team

**Grainger Actions**

- **Conduct national and regional conference calls internally with Grainger Executives** providing the details of the City of Tucson/OMNIA Partners Public Sector agreement and implementation plan. The agenda includes an overview of the products and services Grainger will provide Members, a list of key Member leaders, and specific assignments for the Grainger Executive team.
- **Conduct national and regional conference calls with Grainger Government Sales Force.** Training will be rolled out regionally, with endorsement from Grainger and OMNIA Partners executive leadership, to all Grainger and OMNIA Partner team members. Grainger's participants include all sales and operations personnel.
- **Execute Co-branded Marketing Plan** to educate customers on the benefits of the new Master Agreement through digital marketing and trade publications.
- **Develop and distribute the initial co-branded press release** to targeted demographics, profiling the Agreement's values. Grainger, City of Tucson and OMNIA Partners will identify a targeted list and publications for the press release and other communications.
- **Activate City of Tucson and OMNIA Partners dedicated online portal** as a tool to educate customers on the benefits of the contract and tools and resources to assist in the Affiliation process.

**Execution for City of Tucson and OMNIA Partners Existing and New Participating and Prospective Members**

- Grainger will leverage its 500+ strong Government sales force to promote and launch the contract through email and face to face meetings with City of Tucson customers.
- Continue to engage and market to prospective customers to highlight and explain the benefits of the new City of Tucson and OMNIA Partners agreement.
- Co-brand marketing material created and delivered through social media, Grainger website ([www.Grainger.com](http://www.Grainger.com)), and other media channels.
- Lead regional calls between Grainger and OMNIA Partners to review affiliation progress, new targets and customer satisfaction.
- Work in coordination with City of Tucson and OMNIA Partners to identify trade shows, conferences or publications to market the new agreement.
- Activate pricing for affiliated customers within 48 hours of affiliation to new contract.

**Phase II: Identify and Execute Cost Savings Solutions**

**Goal:** Understand individual customer's goals and initiatives to allow Grainger to leverage the full value of the Tucson/OMNIA agreement.

- Grainger will continue to leverage its 500+ strong Government Sales force to understand customer goals and initiatives to align resources to implement cost saving and valued add solutions flowing from the contract.
- Leverage sales tools, resources such as Salesforce (trademark) to ensure Grainger is touching all potential contacts within each customer to explain the benefits of the Master Agreement.
- Begin conducting Quarterly Business Reviews to review cost savings and refine targets to meet objectives.

**Phase III: Continuous Implementation City of Tucson and OMNIA Partners**

**Goal:** Evaluate initial benchmarks and refine based on newly identified opportunities.

- Maintain program marketing, including participating in OMNIA events, trade shows, conferences and other venues to promote the contract.
- Facilitate monthly regional calls between Grainger and OMNIA Partners field sales to review affiliations, new targets and opportunities for improvement.
- Refine the marketing plan between Grainger and OMNIA Partners targeting customers for relevant solutions driving the value outlined in the Master Agreement.

**Marketing and Promotion Plan**

- i. Creation and distribution of a co-branded press release to trade publications

Grainger will work with and support City of Tucson and OMNIA Partners in refining and distributing the new co-branded press release. Grainger, City of Tucson and OMNIA Partners will further identify a targeted list of publications for the press release and other related communications.

- ii. Announcement, contract details and contact information published on the Supplier's website within first 90 days

Grainger will publish an announcement to our employees on our dedicated internal corporate website highlighting the features and benefits of the new Master Agreement. (Phase 1) Grainger will update the

dedicated OMNIA Partners page on our internal corporate website to assist in the training of our Sales team on the new features and benefits of the Master Agreement.

Design, publication and distribution of co-branded marketing materials within first 90 days

Grainger will work with City of Tucson and OMNIA Partners marketing team to update and profile the new agreement on the dedicated OMNIA Partners landing page within the first 30 days of award. This dedicated landing page will provide customers with the features, benefits, products and services offered through the new Master Agreement. This portal will allow customers an easy access through the affiliation process.

Grainger will collaborate with the OMNIA Partners to continue and enhance a Go-To-Market plan, including multiple marketing channels encompassing collateral materials, e-mail communications and web content promoting awareness of the new program and usage of the new agreement. (Phase I)

- iii. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

Grainger will exhibit and staff a booth at the NIGP Annual Forum and other national and regional trade shows. Grainger will assist and develop a strategy with City of Tucson/OMNIA Partners marketing efforts at national and regional trade shows.

- iv. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.

Grainger will attend, exhibit, and participate. Grainger will exhibit and staff a booth at the NIGP Annual Forum. Additionally, Grainger will continue to work with OMNIA Partners to participate in additional trade shows and assist the overall promotion and marketing efforts for the NIGP Annual Forum.



marketed. Affiliation information will be provided in the **HOW TO PARTICIPATE** section of the landing page.

- C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Upon award, existing Grainger customers that are purchasing products under the existing City of Tucson contract will be approached to transition to the new Master Agreement from the first day it takes effect. New public entity customers seeking to use the City of Tucson and OMNIA Partners Master agreement will execute an affiliation document. Affiliation declaration can be done electronically through:

1. Dedicated OMNIA Partners landing page
2. Grainger.com
3. Hard copy

Grainger will support all customers who choose to access our broad product line through the City of Tucson / OMNIA Partners MRO Supplies contract.

Grainger holds other cooperative contracts. Please see Letter of Clarification.

- D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

The current reciprocal Trademark License Agreement, allowing permission for reproduction consistent with Grainger's and OMNIA Partners guidelines, will be continued.

- E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

Grainger will educate its Sales Team on the key features and benefits of the City of Tucson and OMNIA Partners contracting process and the benefits of OMNIA Partners membership. Grainger requires that the Public Sector Sales Team members have knowledge of the following:

- i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
- ii. Best government pricing

Competitive Market pricing – Grainger’s prices for items sold to Buyer will not exceed the price for the same or similar items sold to other government customers for the same or similar quantities of product in a similar product mix, under the same or similar terms and conditions. Buyer acknowledges, however, that due to the vast number of items sold by Grainger and Grainger’s extensive customer base, as well as the different ways customers structure requests for proposals and bids, Grainger cannot assure any buyer that items sold to other customers for products will not be sold at a better price or discount. Even within the Master Agreement, since Grainger will provide Customized Market Baskets as noted above, OMNIA Partners Participating Agencies will receive different pricing and discounts on products. This is also true for other customers.

iii. No cost to participate

There is no cost to participate in the City of Tucson – OMNIA Partners Master Agreement.

iv. Non-exclusive contract

Grainger confirms understanding of the above statement.

F. Confirm Supplier will train its national sales force on the Master Agreement.

At a minimum, sales training should include:

- i. Key features of Master Agreement
- ii. Working knowledge of the solicitation process
- iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
- iv. Knowledge of benefits of the use of cooperative contracts

Grainger’s Customer Enablement Managers (CEMs) will educate the sales team on key features and the contract requirements for the City of Tucson and OMNIA Partners Master Agreement. The Sales Team will embrace a working knowledge of the solicitation process, awareness of the range of Public Agencies that can use the City of Tucson and OMNIA Partners Master Agreement and its benefits.

A national kick off call will be held by the CEM to develop and present the sales team training plan. Grainger’s national sales force will be trained through local, regional and national webinar sessions where all aspects of the new City of Tucson / OMNIA Partners Master Agreement will be reviewed and discussed. In addition, Grainger will work with OMNIA to target specific markets for in-person kick off meetings.

Once implementation training is completed, regularly scheduled status meetings will be held throughout the life of the contract to gauge progress and resolve

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT A- RESPONSE FOR NATIONAL COOPERATIVE CONTRACT**



challenges. Now Grainger team members will be provided background on the Master Agreement during these meetings. (Phase II)

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

- i. Executive Support
- ii. Marketing
- iii. Sales
- iv. Sales Support
- v. Financial Reporting
- vi. Accounts Payable
- vii. Contracts

Ron Price will manage all Grainger resources to support the City of Tucson/OMNIA Partners Master Agreement including marketing, sales, sales support, financial reporting and contracts.

**Ron Price**  
**Primary POC**  
**Sr. Government Sales Manager**  
**Email: ron.price@grainger.com**  
**Phone: 979-224-6794**



Grainger's Government Leadership Team and resources outlined below will support all aspects and requirements for the City of Tucson / OMNIA Master Agreement.

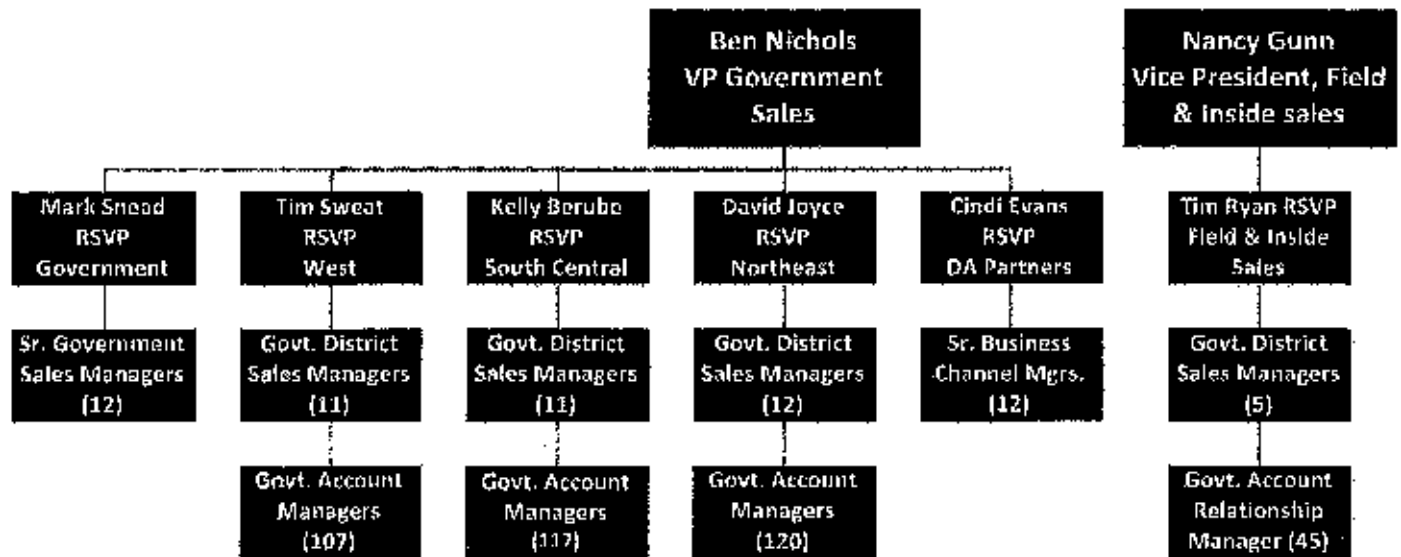
Name	Title	Email	Phone
<b>Executive Support</b>			
Ben Nichols	VP, Government Sales	Benjamin.Nichols@grainger.com	847-535-1222
Mark Snead	Regional Sales VP Government Coops	Mark.Snead@grainger.com	804-332-1924
Kelly Berube	Regional Sales VP South	Kelly.Berube@grainger.com	281-650-4906
David Joyce	Regional Sales VP North	David.Joyce@grainger.com	610-383-1264
Tim Sweat	Regional Sales VP West	Tim.Sweat@grainger.com	214-274-2331
Coleen Mairratt	Director – South Central	Coleen.Mairratt@grainger.com	678-551-4719
Tania Figueroa-Godoy	Director – North	Tania.Figueroa-Godoy@grainger.com	917-523-4836
Christopher Bader	Director – West	Christopher.Bader@grainger.com	916-606-8657
<b>Marketing</b>			
Raquel West	Marketing Program Manager	Raquel.Case@grainger.com	847-535-5133
<b>Sales</b>			
Ron Price	Sr. Government Sales Manager	Ron.Price@grainger.com	979-224-6794
Multiple (584)	Government Sales Team	Ron.Price@grainger.com	979-224-6794
<b>Sales Support</b>			
Contact Center	Government Customer Support	Support@grainger.com	800-GRAINGER
<b>Financial Reporting</b>			
Mark Haubrich	Manager, Reporting & Analytics	Mark.Haubrich@grainger.com	847-559-6352
John Sanecki	Sr. Reporting Analyst	John.Sanecki@grainger.com	847-559-6125
<b>Account Payable</b>			
AP Team	Government Accounts Payable	Support@grainger.com	800-GRAINGER
<b>Contracts</b>			
Ron Price	Sr. Government Sales Manager	Ron.Price@grainger.com	979-224-6794



H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Part of Grainger's National Sales force includes Grainger's Government-Dedicated Sales Organization divided into 3 regions – West, South Central and Northeast. We have coverage in all time zones including 24/7 online, phone and email support. **Government-dedicated** Grainger sellers manage and service the contract through an **experienced team of over 560 government sellers**, throughout all 50 states, the District of Columbia, US Territories and outlying areas. Grainger provides full geographic coverage to all state, local, and education government Members.

Grainger's Government- Dedicated Team's structure is presented below.



Each Government Regional Sales Vice President leads a team of Government District Sales Managers. These District Sales Managers in turn lead a team of highly trained and experienced Account Managers. Together this Government team engages public sector agencies as how best to meet their MRO needs. Below is the Government Team leadership structure with contact information.

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT A- RESPONSE FOR NATIONAL COOPERATIVE CONTRACT**



<b>Key Regional Leadership</b>			
<b>Title</b>	<b>Name</b>	<b>Geography</b>	<b>Email / Phone</b>
VP Government Sales	<b>Ben Nichols</b> 21 Years of Experience with Grainger • VP Government Sales • Regional Sales Vice President • Government Sales Manager	National	<b>Benjamin.Nichols@grainger.com</b> (847) 535-1222
Regional VP	<b>Mark Sneed</b> 15 Years of Experience with Grainger • Sr. Director of Government Cooperatives • Regional Vice President, North Region • Vice President, Government Contracts	National	<b>Mark.Sneed@grainger.com</b> (604) 332-1924
Regional VP	<b>Kelly Berube</b> 13 Years of Experience with Grainger • Director of Healthcare • District Sales Manager	South Central: NC, SC, GA, FL, AL, MS, LA, TX, KS, OK, MO, TN	<b>Kelly.Berube@grainger.com</b> (281) 650-4906
Regional VP	<b>David Joyce</b> 26 Years of Experience with Grainger • Regional Sales Vice President • Sr. Director of Co-Operatives • Director, SE Government	Northeast: ME, NH, VT, MA, RI, CT, NY, NJ, PA, DE, MD, DC, VA, WV, NE, IA, IL, IN, MI, OH, KY	<b>David.Joyce@grainger.com</b> (810) 382-1264
Regional VP	<b>Tim Sweat</b> 13 Years of Experience with Grainger • Sr. Director of Sales • Director of Government Sales - West • District Sales Manager	West: AZ, NV, UT, MT, ID, WA, OR, CA, HI, AK, WY, CO, NM, ND, SD, MN, WI	<b>Tim.Sweat@grainger.com</b> (214) 274-2331
Regional VP	<b>Tim Ryan</b> 12 Years of Experience with Grainger • Director of Operations for Inside Sales and Territory Sales • Director of Operations for Manufacturing and Commercial • Area Sales Manager	US Field & Inside Govt. Sales	<b>Timothy.1.Ryan@grainger.com</b> (847) 793-5150
Regional VP	<b>Cindi Evans</b> 6 Years of Experience with Grainger • Regional Sales Vice President, Channel Development • Regional Sales Vice President, South Central • Regional Sales Vice President, West	Distributor Alliance Suppliers	<b>Cindi.Evans@grainger.com</b> (214) 395-6278

Beyond the Account Manager, any customer can contact the local Branch Manager and the branch staff for assistance. If a situation arises outside of normal business hours, the City of Tucson, participating Public Agencies and OMNIA Members have access to the Grainger emergency line, 800-GRAINGER. This line is answered live 24/7 and a local branch manager will be contacted to immediately address the emergent need.

Grainger's Customer Service Representatives are available 24/7 via a toll free number; fax and email in each time zone for the City of Tucson and OMNIA Members.

For Participating Entities with KeepStock® Inventory Management solutions, Grainger Team Members are available during normal business hours at member specific locations to help customers manage their inventory, place orders and provide other assistance as needed.



Participating Public Agencies on a comprehensive marketing communication plan, including objectives and target goals. The marketing communication plan will promote high awareness and usage of the Master Agreement by Participating Public Agencies in multiple channels such as collateral materials, e-mail communications, participation in trade shows and web content.

- K. State the amount of Supplier's Public Agency sales for the previous fiscal year.  
Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

Grainger's Government and Public Agency business in 2018 totaled \$1.4 billion. Grainger has contracts with 50 States, numerous local governments, as well as in the Federal government.

The Government sales organization, in place since 2005, allows Grainger to focus on the unique needs of the government customer while gaining insight into, and expertise in, government procurement. Grainger's Government team members receive annual compliance training to ensure that they know and understand our customers' requirements and reflect our government sector ethical standards.

Grainger can provide names and addresses of top Government, Healthcare and Education customers upon contract award and permission is received from such customers to release this information, it is proprietary in character, which must be preserved.

- L. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Customers may choose to order over the Internet through Grainger.com, place an EDI order or order through a procurement solution such as Ariba, SAP, or Oracle.

**Grainger.com** allows users to find the products they need, compare like items, and purchase products efficiently. Users can access real time availability and track purchase history. This solution is available on a desktop computer and on mobile devices

*Advanced Features of Grainger.com* provide approval, spend limits, workflow, and reporting features to improve control over spend and enhance contract compliance.



- Establish an approval process for orders that exceed Member-specified dollar limits
- Set a budget for individual users on a per week, month or year and then track their spend with reporting
- Designate a specific users as default approvers
- Apply spend limits & default approvers across multiple users or groups of users
- Add notes to the order as it is sent for approval
- Modify delivery and payment information on orders submitted for approval
- Add, remove or change item quantities on orders submitted for approval
- Apply a payment method from your profile to a pending order
- Set order approval rules based on Market Basket items

### Order Management Dashboard

Click edit to manage individual user settings and view the user's order history on that user. You can create other business using links at the top of this page.  
 Define spend limits per order, month, quarter or year. Add new spend limit amounts here or apply existing limits to all users on this account.

[Full Screen](#) | [Manage Settings](#)

Filter By:    View Workflow | Manage & Apply Spend / Approval Limits

Users	Spend Limit	Total Amount Spent to Date	Item Approval	Approval Limit	Approvers
Aaron, Hank LOUISMONT, CO	\$1,000.00 per month	\$0.00	Require Item Approval	\$1,000.00	Admin, Drew <input type="button" value="Edit"/>
Betsy, Jimmy LINCOLNSHIRE, IL	\$1,000.00 per month				<input type="button" value="Edit"/>
Brian, Bill LINCOLNSHIRE, IL	\$250.00 per month				<input type="button" value="Edit"/>
Samuel, Philip LINCOLNSHIRE, IL	\$250.00 per month				<input type="button" value="Edit"/>
Ursula, Dave Lincoln, IL	All Orders Require Approval				<input type="button" value="Edit"/>

#### Add & Apply Spend / Approval Limits To Multiple Users

##### Add Spend Limits

per   
Orders for more than this amount will require approval.

##### Current Limits

- All orders require approval
- Does not require approval
- \$100.00 / quarter
- \$250.00 / order
- \$500.00 / month
- \$200.00 / year
- \$995.00 / order
- \$1,000.00 / month
- \$1,200.00 / month
- \$2,000.00 / quarter
- \$5,000.00 / month

##### Add Approval Limits

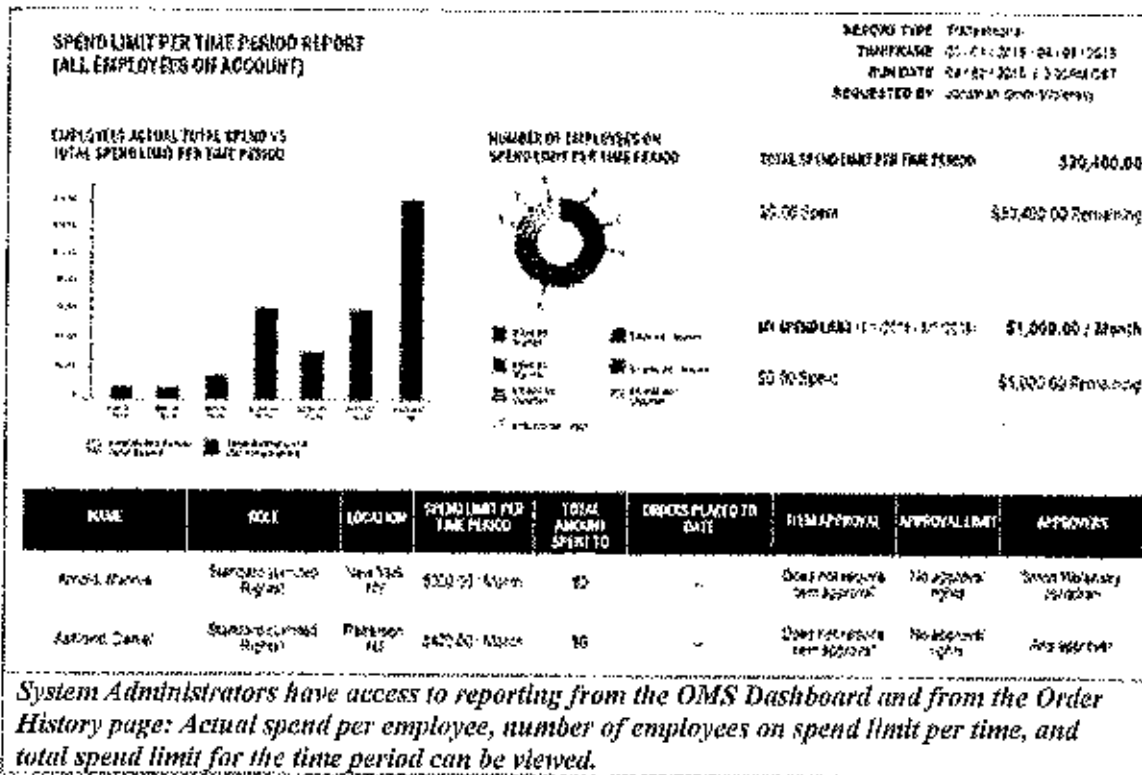
Orders for more than this amount will require additional approval.

##### Current Limits

- No approval rights
- Can approve any order
- \$0.01 / order
- \$500.00 / order
- \$1,000.00 / order
- \$1,500.00 / order

*Administrators can assign spend limits per individual users with Grainger's Order Management Budgeting Feature.*

Requirements for National Cooperative Contract  
 Page 40 of 44



**Other enhanced features include:**

- **Custom Home Page and landing pages:** Grainger can customize the user experience by enabling customer specific content on the home page of Grainger.com. Grainger can set pages as the default landing page.
- **Personal & Shared Lists:** Grainger.com offers customers opportunity to create personalized lists of frequently purchased items and share with others on the account for simple repeat ordering.
- **Reporting (Order History Download):** Detailed order history information such as Order, Shipping, Payment, Product, Price/Quantity, Account Defaults is readily accessible.

**Work Order Integration:** Grainger.com can integrate Computerized Maintenance Management Systems (CMMS)/ Work Order systems with the purchasing process for reconciliation of purchases to work orders. This integration aligns work order data to product orders and packing slips for streamlined receiving and assigns product cost to the work order for a full view of project costs.

Integrations in several CMMS/work order systems allow users to click out to a Grainger site for shopping. Other integrations enable flat file









**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT B- FEDERAL FUNDS CERTIFICATIONS**

**FEDERAL CERTIFICATIONS**  
**ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT**

**TO WHOM IT MAY CONCERN:**

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned with proposal.

The following certifications and provisions may be required and apply when a Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

**APPENDIX II TO 2 CFR PART 200**

**(A) Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.**

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does offeror agree? YES \_\_\_\_\_ Initials of Authorized Representative of offeror

**(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)**

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. Participating Agency also reserves the right to terminate the contract immediately, with written notice to offeror, for convenience, if Participating Agency believes, in its sole discretion that it is in the best interest of Participating Agency to do so. Offeror will be compensated for work performed and accepted and goods accepted by Participating Agency as of the termination date if the contract is terminated for convenience of Participating Agency. Any award under this procurement process is not exclusive and Participating Agency reserves the right to purchase goods and services from other offerors when it is in Participating Agency's best interest.

Does offeror agree? YES \_\_\_\_\_ Initials of Authorized Representative of offeror

**(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."**

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above? YES \_\_\_\_\_ Initials of Authorized Representative of offeror

**(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted**

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT F- FEDERAL FUNDS CERTIFICATIONS**

Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does offeror agree? YES \_\_\_\_\_ Initials of Authorized Representative of offeror

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does offeror agree? YES \_\_\_\_\_ Initials of Authorized Representative of offeror

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does offeror agree? YES \_\_\_\_\_ Initials of Authorized Representative of offeror

(G) Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT H- FEDERAL FUNDS CERTIFICATIONS**

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does offeror agree? YES Yes it does. \_\_\_\_\_ Initials of Authorized Representative of offeror

**(H) Debarment and Suspension (Executive Orders 12549 and 12689)**—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 180) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

Does offeror agree? YES Yes it does. \_\_\_\_\_ Initials of Authorized Representative of offeror

**(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)**—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does offeror agree? YES Yes it does. \_\_\_\_\_ Initials of Authorized Representative of offeror

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**RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS**

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When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does offeror agree? YES yes it does. \_\_\_\_\_ Initials of Authorized Representative of offeror

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT F- FEDERAL FUNDS CERTIFICATIONS**

**CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT**

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does offeror agree? YES yes it does. \_\_\_\_\_ Initials of Authorized Representative of offeror

**CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS**

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does offeror agree? YES No, it does not. Products can only be certified on an individual basis, if applicable, once inquiry is made to manufacturer for verification. Initials of Authorized Representative of offeror

**PROCUREMENT OF RECOVERED MATERIALS REQUIREMENTS FOR - 2 C.F.R. §200.322**

Participating Agency and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does Vendor agree? YES No, it does not. Products can only be certified on an individual product basis, if applicable, once inquiry is made to manufacturer for verification. Initials of Authorized Representative of Vendor

**CERTIFICATION OF ACCESS TO RECORDS - 2 C.F.R. § 200.336**

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any books, documents, papers and records of offeror that are directly pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents.

Does offeror agree? YES Yes it does. \_\_\_\_\_ Initials of Authorized Representative of offeror

**CERTIFICATION OF AFFORDABLE CARE ACT**

Offeror understands and agrees that it shall be solely responsible for compliance with the patient Protection and Affordable Care Act, Public Law 111-148 and the Health Care and Education Reconciliation Act 111-152 (collectively the Affordable Care Act "ACA"). The Offeror shall bear sole responsibility for providing health care benefits for its employees who provide services as required by Federal law.

Does offeror agree? YES Yes it does. \_\_\_\_\_ Initials of Authorized Representative of offeror

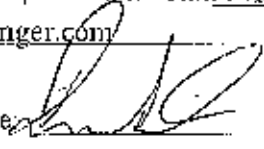
**CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS**

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does offeror agree? YES No, Contractor only agrees to those clauses to which it has affirmatively responded. Initials of Authorized Representative of offeror

Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Offeror's Name: W.W. Grainger, Inc.

Address, City, State, and Zip Code: 100 Grainger Parkway, Lake Forest, IL 60045  
Phone Number: 800-472-4643 Fax Number: NA  
Printed Name and Title of Authorized Representative: Ron Price  
Email Address: Ron.Price@grainger.com  
Signature of Authorized Representative:  Date: 4/8/19

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

**NEW JERSEY BUSINESS COMPLIANCE**

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statutes. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

- DOC #1      Ownership Disclosure Form
- DOC #2      Non-Collusion Affidavit
- DOC #3      Affirmative Action Affidavit
- DOC #4      Political Contribution Disclosure Form
- DOC #5      Stockholder Disclosure Certification
- DOC #6      Certification of Non-Involvement in Prohibited Activities in Iran
- DOC #7      New Jersey Business Registration Certificate

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.





OMNIA PARTNERS EXHIBITS  
EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE

DOC #2

NON-COLLUSION AFFIDAVIT

Company Name: W.W. Grainger, Inc.

Street: 100 Grainger Parkway

City, State, Zip Code: Lake Forest, IL 60045

State of Illinois

County of Lake

I, Ron Price of the College Station  
Name City

in the County of Brazos, State of Texas  
of full age, being duly sworn according to law on my oath depose and say that:

I am the Government Sales Manager of the firm of W.W. Grainger, Inc.  
Title Company Name

*the Offeror making the Proposal for the goods, services or public work specified under the attached proposal, and that I executed the said proposal with full authority to do so; that said Offeror has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that relies upon the truth of the statements contained in said proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.*

*I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by*

W.W. Grainger, Inc.  
Company Name

[Signature] Government Sales Mgr.  
Authorized Signature & Title

Subscribed and sworn before me

this 8th day of April, 2019

[Signature]  
Notary Public of Lake County  
My commission expires 12/20, 201



OFFICIAL SEAL  
BRYAN MATKOFF  
MAYOR, CITY OF BIRMINGHAM  
MAYOR'S OFFICE

OMNIA PARTNERS EXHIBITS  
EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE

DOC #3

**AFFIRMATIVE ACTION AFFIDAVIT**  
**(P.L. 1975, C.127)**

Company Name: W.W. Grainger, Inc.  
Street: 100 Grainger Parkway  
City, State, Zip Code: Lake Forest, IL 60045

**Proposal Certification:**

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

**Required Affirmative Action Evidence:**

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

- 1. A photo copy of their Federal Letter of Affirmative Action Plan Approval

OR

- 2. A photo copy of their Certificate of Employee Information Report

(Exhibit G)

OR

- 3. A complete Affirmative Action Employee Information Report (AA302)

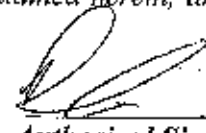
**Public Work – Over \$50,000 Total Project Cost:**

A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the

B. Approved Federal or New Jersey Plan – certificate enclosed

*I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.*

4/8/2019  
Date

  
St. Government Sales Mgr.  
Authorized Signature and Title

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

DOC #3, continued

**P.L. 1995, c. 127 (N.J.A.C. 17:27)**  
**MANDATORY AFFIRMATIVE ACTION LANGUAGE**

**PROCUREMENT, PROFESSIONAL AND SERVICE**  
**CONTRACTS**

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).



4/18/2019  
Signature of Procurement Agent

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

DOC #4

**C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**  
**Public Agency Instructions**

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 ([http://www.nj.gov/dca/divisions/dlgs/resources/lfns\\_2006.html](http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html)). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a "fair and open" process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be received from the contractor and on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
  - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the "County PCD Forms" link on the Pay-to-Play web site at <http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12>. They will be updated from time-to-time as necessary.
  - b. A public agency using these forms should edit them to properly reflect the correct legislative district(s). As the forms are county-based, they list all legislative districts in each county. **Districts that do not represent the public agency should be removed from the lists.**
  - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
  - d. The form may be used "as-is", subject to edits as described herein.
  - e. The "Contractor Instructions" sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
  - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a "Stockholder Disclosure Certification." This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at [http://www.nj.gov/dca/divisions/dlgs/resources/lfns\\_2006.html](http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html)). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE:** This section is not applicable to Boards of Education.

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

Doc #4, continued    **C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**  
**Contractor Instructions**

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee<sup>\*</sup>
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
  - of the public entity awarding the contract
  - of that county in which that public entity is located
  - of another public entity within that county
  - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by R.I.E.C. in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

<sup>\*</sup> N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."





**OMNIA PARTNERS EXHIBITS  
EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

**List of Agencies with Elected Officials Required for Political Contribution Disclosure  
N.J.S.A. 19:44A-20.26**

**County Name:**

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

County Clerk

Sheriff

{County Executive}

Surrogate

Municipalities (Mayor and members of governing body, regardless of title):

**USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD  
FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A  
COUNTY-BASED, CUSTOMIZABLE FORM.**

**OMNIA PARTNERS EXHIBITS  
EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

DOC #5

**STOCKHOLDER DISCLOSURE CERTIFICATION**

**Name of Business:**

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

**OR**

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

**Check the box that represents the type of business organization:**

Partnership       Corporation       Sole Proprietorship

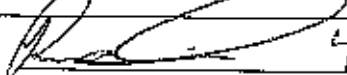
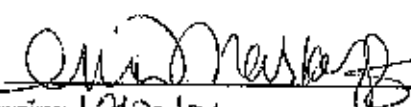
Limited Partnership       Limited Liability Corporation       Limited Liability Partnership

Subchapter S Corporation

**Sign and notarize the form below, and, if necessary, complete the stockholder list below.**

Stockholders:

Name: The Vanguard Group Percent ownership 10.43%*	Name:
<del>Home</del> Address: 100 Vanguard Blvd. Malvern, PA 19355 *as of Dec 31, 2018	Home Address:
Name: Statement	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this <u>2<sup>nd</sup></u> day of <u>April</u> , 2019	 (Affiant)
(Notary Public) 	<u>Ron Price, Government Sales Manager</u> (Print name & title of affiant)
My Commission expires: <u>12/20/21</u>	(Corporate Seal)



OFFICIAL SEAL  
PRIMA MARKOFF  
MILWAUKEE STATE COLLEGE  
MILWAUKEE WISCONSIN 53233

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

DOC #6

**Certification of Non-Involvement in Prohibited Activities in Iran**

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(l).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

[http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure\\_investmentact.pdf](http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf).

Offerors should submit the above form completed with their proposal.

**THIS FORM COULD NOT BE LOCATED USING THE ABOVE LINK.**

**OMNIA PARTNERS EXHIBITS**  
**EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE**

DOC #7

**NEW JERSEY BUSINESS REGISTRATION CERTIFICATE**  
**(N.J.S.A. 52:32-44)**

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

<http://www.state.nj.us/treasury/revenue/forms/njreg.pdf>

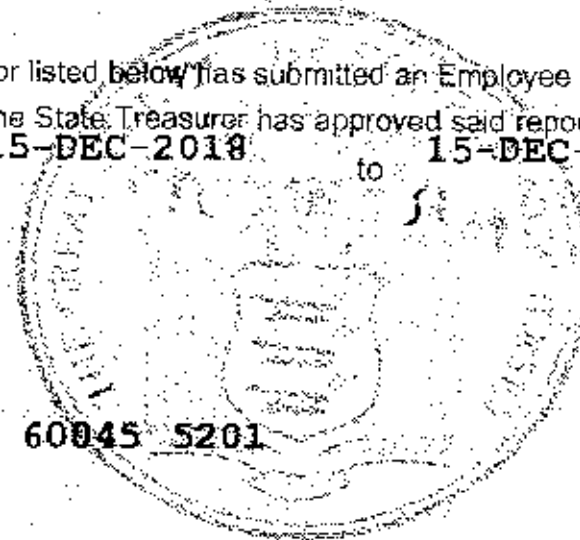
Certification 4424

**CERTIFICATE OF EMPLOYEE INFORMATION REPORT**  
RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-DEC-2018** to **15-DEC-2021**

W. W. GRAINGER, INC.  
100 GRAINGER PARKWAY  
LAKE FOREST

IL 60045 5201



*Elizabeth Maher Muoio*

ELIZABETH MAHER MUOIO  
State Treasurer



## STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

**Taxpayer Name:** W, W. GRAINGER, INC.  
**Trade Name:**  
**Address:** 100 GRAINGER PKWY  
LAKE FOREST, IL 60045-5201  
**Certificate Number:** 0092081  
**Effective Date:** August 08, 1946  
**Date of Issuance:** August 14, 2008

**For Office Use Only:**  
20080814162754681

## OWNERSHIP OF GRAINGER STOCK

### Security Ownership of Certain Beneficial Owners

The following table sets forth information, as of December 31, 2018, concerning any person known to Grainger to beneficially own more than 5% of Grainger's common stock, as reported on Schedule 13G or Schedule 13G/A. The information in the table and the related notes is based on statements filed by the respective beneficial owners with the SEC pursuant to Sections 13(d) and 13(g) under the Securities Exchange Act of 1934, as amended.

Name and Address of Beneficial Owner	Amount and Nature of Beneficial Ownership (1)	Percent of Class
The Vanguard Group 100 Vanguard Boulevard Malvern, PA 19355	5,878,035(2)	10.43%
Susan Slavik Williams 4450 MacArthur Blvd., Second Floor Newport Beach, CA 92660	4,808,443(3)	8.5%
James D. Slavik 4450 MacArthur Blvd., Second Floor Newport Beach, CA 92660	3,669,085(4)	6.5%
BlackRock, Inc. 55 East 52nd Street New York, NY 10055	3,372,604(5)	6.0%
Longview Partners (Guernsey) Limited(6) PO Box 559 Mill Court La Charroterie St Peter Port Guernsey GY1 6JG United Kingdom	3,155,394(6)	5.6%

- (1) Unless otherwise indicated, percentages calculated are based upon Grainger common stock outstanding as set forth in the statements on Schedule 13G or 13G/A filed by the respective beneficial owners with the SEC.
- (2) Based on information provided in a Schedule 13G/A filed on February 11, 2019, The Vanguard Group has sole voting power with respect to 57,070 shares, shared voting power with respect to 11,332 shares, sole dispositive power with respect to 5,810,814 shares, and shared dispositive power with respect to 67,221 shares. Vanguard Fiduciary Trust Company, a wholly-owned subsidiary of The Vanguard Group, Inc., beneficially owns 42,105 shares or .07% of the common stock outstanding of the Company as a result of its serving as investment manager of collective trust accounts. Vanguard Investments Australia, Ltd., a wholly-owned subsidiary of The Vanguard Group, Inc., beneficially owns 39,493 shares or .07% of the common stock outstanding of the Company as a result of its serving as investment manager of Australian investment offerings. The Schedule 13G/A certifies that the securities were acquired in the ordinary course of business and not with the purpose or effect of changing or influencing the control of Grainger.





**2. Product**

a. Provide a detailed written response illustrating how the products offered will meet the requirements of this solicitation. Offerors shall provide the proposed product lines that will meet the Product Requirements of this solicitation. Offerors shall identify and describe their MRO categories. For each proposed category, describe in detail and provide at a minimum the following types of information:

1. Identification and description of product categories offered

Grainger offers the broadest product breadth in the industry, with over 1.7 million products covering more than 32 MRO categories. Grainger's strategy is to distribute the most comprehensive line of MRO products and service categories and anything related to small, medium and large commercial, government and institutional customers. Critical to our approach is an offering of scale and breadth encompassing each segment noted below. We compete directly and emphatically with specialized distributors and manufacturers across the MRO market. We use a range of specialty suppliers for our sourcing offer including local and national product vendors. We continually evaluate products and services to remain relevant to our customers. We add products and suppliers on a daily basis. During the past 18 months we added more than 300,000 products in top categories such as safety, hardware, electrical, and cleaning.

*The following chart displays the number of SKUs in each of the categories outlined in the Scope of the Request for Proposal with the additional categories we are offering*

Product Requirement Category	#SKUs
Motors & Power Transmission	47,640
Electrical Supplies	61,930
Lighting	40,663
Tools	64,868
Measuring Tools & Test Instruments	12,710
Pneumatic	29,568
Machining & Cutting Tools	259,980
Material Handling, Storage & Packing	88,127
Welding	11,394
Fasteners & Adhesives	97,688
Lubricants, Sealants & Polat	54,851
Safety & Security Supplies	240,651
Cleaning Equipment & Supplies	13,812
HVAC Supplies	39,436
Pumps & Plumbing	66,832
Emergency Preparedness	2,368
<b>OTHER Categories Offered by Grainger</b>	
Fleet and Vehicle Maintenance	23,653
Hardware	40,235
Office Supplies	11,400
Lab Supplies	70,035
Outdoor Equipment	8,168
Electronics and Appliances	5,704
Hospitality and Food Service	19,238

2. Identification and description of sub categories

Based on Grainger's category hierarchy and subcategory description, presented below are the subcategories for each required category listed in the RFP. Subcategories listed are representative and not all inclusive of available subcategories under each category.

a. **Motors & Power Transmission:** General, Definite Purpose and HVAC motors, gear motors, bearings, V-belts and accessories.

- DC Motors
- Definite Purpose AC Motors
- General Purpose AC Motors
- HVAC Motors
- Motor Supplies
- Pump Motors
- Replacement Parts
- Speed Controls, Encoders and Soft Starts
- Bearings
- Brakes and Clutches
- Bushings
- Chain and Tools
- Gearing
- Gearmotors
- Linear Motion
- Power Transmission Belts
- Replacement Parts
- Shaft Couplings, Collars, and Universal Joints
- Sheaves and Pulleys
- Speed Reducers
- Sprockets
- Tensioners and Tighteners
- Vibrators

b. **Electrical Supplies:** Distribution, controls, wire, cable, voice & data and supplies.

- Conduit
- Conduit Fittings
- Conduit Mounting
- Counters and Hour Meters
- Data and Communication
- Distribution
- Electrical Boxes
- Enclosures
- Encoders
- Extension Cords and Outlet Strips
- Fuses
- Ground Fault Protection
- Plugs and Receptacles
- Power Supplies
- Programmable Logic Controllers (PLC)
- Push Buttons
- Raceways
- Relays
- Replacement Parts
- Safety Switches
- Solar Panels and Accessories
- Solenoids
- Starters and Contactors
- Strain Relief
- Switches
- Temperature Controls
- Terminal Blocks
- Timers
- Transformers
- Voltage Regulation
- Wire and Cable
- Wire Connectors
- Wire Management
- Wireways

c. **Lighting:** Lamps, ballasts, fixtures, task lighting, flashlights and batteries.

- Ballasts
- Bulb and Lamp Recycling
- Emergency Lighting and Exit
- Lamps
- LED Rope and String Lights
- Lighting Controls and Control

- Signs
- Flashlights
- Hand and Portable Lamps
- Indoor Fixtures
- Indoor HID Fixtures
- Indoor LED Light Fixtures
- Job Site Lighting
- Systems
- Outdoor Area Fixtures
- Outdoor LED Light Fixtures
- Replacement Parts
- Task Lights
- Track and Recessed Lighting Fixtures
- Batteries

d. **Tools:** Hand, power, outdoor and automotive tools and tool storage

- Benders
- Carpet Tool Kits
- Clamps
- Communications Tools
- Crimping Tools
- Cutting Tools
- Drywall and Plastering Tools
- Electrical Tools
- Files
- Hammers and Striking Tools
- Hand Saws and Sawhorses
- Hand Tool Kits
- Impact Sockets and Bits
- Inspection and Retrieving Tools
- Marking Tools
- Masonry, Concrete and Tile Tools
- Measuring and Layout Tools
- Pliers
- Plumbing Equipment
- Plumbing Tools
- Prying Tools
- Pullers and Separators
- Punches, Chisels, and Hand Drills
- Cordless Tools
- Demolition Tools and Equipment
- Drain Cleaning Equipment
- Drilling Accessories
- Fastening Tools and Accessories
- Finishing Tools
- Heat Guns
- Masonry
- Pipe Threading and Grooving Equipment
- Power Drills
- Power Saws and Accessories
- Power Shears
- Replacement Parts
- Routers
- Tool Storage
- Replacement Parts
- Screwdrivers and Nut Drivers
- Sockets and Bits
- Specialty Safety Tools
- Staplers, Tackers, and Accessories
- Tool Storage and Transfer Tanks
- Vises
- Wrenches

e. **Measuring Tools & Test Instruments:** Calipers, gauges, inspection, micrometers and multimeters

- Air Movement
- Asphalt Testing
- Automotive Testing
- Combustion Testing
- Concrete Testing
- Data Recording
- Electrical Power Testing
- Electronic/Bench Testing
- Indoor Air Quality
- Nonelectrical Properties Testing
- Pavement Quality
- Pressure and Vacuum Measuring
- Process Monitoring
- Replacement Parts
- Temperature and Humidity Measuring

f. **Pneumatic:** Pneumatic tools and system components, air compressors and hydraulics.

- Air Compressor Accessories
- Pneumatic Hoses



- Hand Trucks
- Heat Activated Shrink Wrap and Equipment
- Hoists and Trolleys
- Hoppers and Cube Trucks
- Ladders, Platforms and Scaffolding
- Replacement Parts
- Retail Carts and Trucks
- Rigging and Lifting Slings
- Stretch Wrap and Stretch Wrap Equipment
- Structural Framing Systems
- Structures and Sheds
- Utility Carts
- Winches
- Wire Rope and Fittings
- Pallet Jacks and Pallet Moving Equipment
- Protective Packaging and Accessories
- Ropes and Rope Supply
- Scales and Scale Accessories
- Shelving and Storage Racks
- Shipping Labels and Accessories
- Shipping Supplies
- Shop Furniture
- Stock Picking and Putaway Carts
- Storage Bins and Containers
- Storage Carts and Transport Trucks
- Strapping and Strapping Equipment
- Workbenches and Accessories

i. **Welding:** Welding equipment and supplies

- Arc Cutting and Gouging
- Filler Metals
- Fume Extractors and Accessories
- Gas Welding Equipment and Accessories
- MIG Welding and Accessories
- Multiprocess And Engine Driven Welders And Accessories
- Plasma Cutting And Accessories
- Replacement Parts
- Soldering
- Spot Welding And Accessories
- Stud Welding And Accessories
- Submerged Arc Welding
- Thermoplastic Welding
- TIG Welding And Accessories
- Weld Cleaning
- Welding Cables Grounds And Accessories
- Welding Chemicals
- Welding Ovens and Accessories
- Welding Safety Equipment
- Welding Supplies
- Welding Tables and Accessories
- Stick Welding And Accessories

j. **Fasteners & Adhesives:** Nuts, bolts, washers, screws, hooks, flat stock, raw materials (metal, rubber, plastic), glue and cement.

- Anchors
- Bolts
- Hardware
- Hooks
- Key Stock
- Lanyards
- Manuals
- Measuring Equipment
- Nails
- Nuts
- Pins
- Retaining Rings
- Rivets
- Rods and Studs
- Socket Screws and Set Screws
- Spacers and Standoffs
- Staples
- Thread Insert
- Washers
- Adhesives and Glues
- Caulks, Sealants, and Fillers
- Concrete, Asphalt and Masonry
- Dispensing Guns
- Putties
- Replacement Parts
- Tapes
- Threadlockers and Gasket Sealants

- Screws

- k. **Lubricants, Sealants & Paint:** Grease, oil, penetrates sealants, caulk and paint.

- Automotive Paints and Coatings
- Brushes, Rollers, and Trays
- Exterior Paints and Stains
- Interior Paints and Stains
- Paint and Wallpaper Tools
- Paint Booths and Accessories
- Paint Mixers, Shakers, and Accessories
- Paint Sprayers and Accessories
- Replacement Parts
- Specialty Paints, Coatings, and Additives
- Spray Paints and Primers
- Surface Protection and Dust Barriers

- l. **Safety & Security Supplies:** Spill containment, storage, fire protection, person protective equipment, instrumentation, signs, labels, tags and security

- Arc Flash Protection
- Asbestos Abatement
- Confined Space Equipment
- Disposable and Chemical Resistant Clothing
- Emergency and Exam Room Supplies
- Emergency Eye Wash and Shower Equipment
- EMT and Rescue Supplies
- Ergonomics
- Exam Room Furnishings
- Eye Protection and Accessories
- Face Protection
- Fall Protection
- Fire Fighting Clothing and Accessories
- Fire Protection
- First Aid and Wound Care
- Flame Resistant and Arc Flash Clothing
- Footwear and Footwear Accessories
- Gas Detection
- Gloves and Hand Protection
- Head Protection
- Hearing Protection
- Identification Products
- IV Supplies
- Lockout Tagout
- Matting
- Medical Diagnostics and Monitoring Equipment
- Access Barriers and Crowd Control
- Detectors, Scanners, and Accessories
- Doors and Windows
- Key Control & Identification
- Mailboxes
- Padlocks
- Police and EMT Uniforms
- Replacement Parts
- Safes
- Security Alarms and Warnings
- Security Management and Law Enforcement
- Self Defense
- Specialty Locks
- Two Way Radios and Accessories
- Video Surveillance
- Portable Coolers and Beverages
- Rainwear
- Rehabilitation and Durable Medical Equipment
- Replacement Parts
- Respiratory
- Safety Alarms and Warnings
- Safety Storage
- Signs
- Spill Control Supplies
- Traffic Safety
- Training
- Water Safety
- Workwear
- Medical Oxygen Delivery and

Equipment

m. **Cleaning Equipment & Supplies:** Chemicals, equipment, restroom, paper, waste containers, cleaning.

- Brooms, Brushes, and Dust Pans
- Cleaning Chemicals
- Cleaning Equipment and Vacuum Cleaners
- Dust Mops, Dusters, and Cleaning Pads
- Floor Care
- Furniture Care
- Janitorial Carts and Supply Holders
- Odor Control
- Paper Products and Dispensers
- Personal Care Products
- Rags and Wipes
- Receptacles and Containers
- Recycling Equipment
- Replacement Parts
- Restroom Equipment
- Trash Bags
- Wet Mops, Squeegees, and Buckets

n. **HVAC Supplies:** Controls, heaters, air conditioning, air treatment, fans, ventilators and blowers

- A/C Refrigeration and Accessories
- Air Conditioners and Accessories
- Air Filters
- Air Treatment
- Central Equipment
- Cooling Fans and Air Circulators
- Duct Fans and Accessories
- Ductwork, Venting, Fittings and Caps
- Electric Heaters and Accessories
- Electric Process Heaters and Accessories
- Exhaust Fans
- Fan Blades and Propellers
- Gas Heaters and Accessories
- Hot Water Heating and Supplies
- HVAC Controls and Thermostats
- HVAC Test Instruments
- Industrial Blowers and Accessories
- Oil and Kerosene Heaters and Accessories
- Oil Burners and Accessories
- Refrigeration Test Equipment
- Replacement Parts
- Roof Ventilators
- Roofing Repair Supplies
- Shutters, Dampers, and Louvers
- Specialty Fans and Accessories
- Specialty Heaters
- Tubeaxial Fans and Accessories
- Ventilation Equipment and Supplies

o. **Pumps & Plumbing:** Submersible, centrifugal, water system and positive displacement pumps, pipe, valves, fittings, heaters, coolers, filtration and faucets.

- Bathroom Hardware
- Buriable Gas
- Ceiling Tiles and Accessories
- Check Valves and Backflow Preventers
- Drains
- Faucets
- Filtration
- Fixtures
- Aeration
- Centrifugal Pumps
- Chemical Pumps
- Circulating Pumps
- Condensate Pumps
- Coolant Pumps
- DEF Pumps and Pump Systems
- Diaphragm Pumps
- Drum and Barrel Pumps

- Float Valves and Accessories
- Flow Control Valves
- Flush Valves
- Garbage Disposals and Accessories
- Gas and Water Line Connectors
- Gaskets
- Hose Bibs and Hydrants
- Hoses
- Insulation
- Liquid Level Gauges and Sight Indicators
- Pipe and Test Plugs
- Pipe and Tubing
- Pipe Fittings and Couplings
- Pond Aeration
- Pressure and Temperature Control Valves
- Replacement Parts
- Rotary, Swivel and Expansion Joints
- Shut-Off Valves
- Sinks and Wash Fountains
- Solenoid Valves and Coils
- Strainers
- Toilets/Urinals
- Tube Fittings
- Electronics Cooling
- Engine Driven Pumps
- Filtration
- Flexible Impeller Pumps
- Fuel and Oil Transfer Pumps
- Machine Tool and Parts Washer Pumps
- Marine and RV Pumps
- Piston/Progressive Cavity/Roller Spray
- Pond Accessories
- Pool and Spa Pumps
- Pump Accessories
- Pump Controls
- Replacement Parts
- Rotary Pumps
- Sump, Effluent and Sewage Pumps
- Test Pumps
- Well Pumps
- Tubs and Showers
- Valve Actuators, Enclosures, and Accessories
- Waste Water Hangers
- Water Coolers, Dispensers and Fountains
- Water Heaters
- Water Treatment

p. **Emergency Preparedness: Sandbags, first-aid supplies, disaster recovery products etc.**



- Sandbags
- First-aid Supplies
- Disaster Recovery Products
- Incident Command and Triage Supplies
- Field Desks
- Earthquake Safety Devices
- Off-Grid Energy Equipment and Accessories
- Decontamination Shower Rinsing Wands and Shower Heads
- Whistles
- Emergency Water and Food Rations
- Emergency Lightstick Stations
- Decontamination Shower Supply Hoses
- Emergency Lightstick Station Accessories
- Decontamination Shower Decks and Elevation Grids
- Decontamination Shower Water Collection
- Decontamination Showers
- Emergency Response Cots and Beds

Other Emergency Preparedness Products can be found throughout Grainger's General Catalog. Communities across the US experience severe disasters. Grainger recognizes that Emergency Preparedness products, services and solutions are of extreme value. Grainger provides a broad and robust emergency response products and services that are available when needed. A summary is presented in the Value Add section.





**v. Lab Supplies**

- Agricultural Testing
- Chromatography
- Lab Chemicals
- Lab Consumables
- Lab Diagnostics
- Lab Equipment
- Lab Filtration
- Lab Fume Hoods and Accessories
- Lab Furniture
- Lab Instruments
- Lab Ovens, Heating and Refrigeration
- Lab Utensils
- Labware
- Material Testing Equipment
- Microbiology and Molecular Biology Supplies
- Particle Sizing Physical Test Equipment and Accessories
- Replacement Parts
- Soil Testing
- Water Quality and Purification
- Water Testing Equipment and Meters
- Lab Storage and Transport
- Laboratory Education and Training

**vi. Outdoor Equipment**

- Camping Equipment
- Concrete Mixing and Preparation
- Crop, Nursery, and Landscaping
- Cutting and Pruning Tools
- Electrical Generators
- Engines
- Fencing and Fencing Hardware
- Forestry
- Hoses and Sprinkler Systems
- Insect and Pest Control
- Lawn Sweepers, Rollers and Aerators
- Replacement Parts
- Shovels, Tampers, and Digging Tools
- Snow and Ice Removal
- Soil Treatment and Weed Control
- Sprayers and Spreaders
- Temporary Outdoor Structures and Accessories
- Wheelbarrows and Wheelbarrow Accessories
- Power Brushes, Yard Vacuums and Leaf Blowers
- Pressure Washers and Accessories
- Rakes and Cultivating Tools
- Mowers and Trimmers

**vii. Electronics and Appliances**

- Appliances
- Communications
- Electronics
- Intercoms and Speakers
- Replacement Parts

**viii. Hospitality and Food Service**

- Bed, Bath and Table Linens
- Beds, Cribs and Mattresses
- Exercise Equipment
- Flooring
- Food Processing
- Food Service Apparel
- Food Service Appliances and Equipment
- Food Service Concession
- Food Service Cookware and
- Food Service Tableware, Bar, and Buffet
- Hospitality Uniforms and Workwear
- Indoor Furnishings
- Laundry Supplies and Equipment
- Library and School
- Luggage Carts and Racks
- Pool and Spa Equipment
- Recreational Games
- Food Service Snack Foods and Condiments

- Preparation
- Food Service Disposables and Dispensers
- Food Service Storage and Transport
- Team Sports Equipment
- Equipment Replacement Parts

3. Identification and description of manufacturers within each sub category

Grainger is proud to offer products from brand-name and specialized industry leading manufacturers. Manufacturers and Suppliers listed are representative of each category and not all inclusive of our 5,200 catalog manufacturers.

**a. Motors & Power Transmission**

- |                   |                      |                 |
|-------------------|----------------------|-----------------|
| ✓ Century         | ✓ Schneider Electric | ✓ Contitech     |
| ✓ Marathon Motors | ✓ Fasco              | ✓ Ntn           |
| ✓ Weg             | ✓ Genteq Tb Wood's   | ✓ Ruland        |
| ✓ Baldor Electric | ✓ Tsubaki            | ✓ Manufacturing |
| ✓ Arnetek Lamb    | ✓ Vibco              | ✓ Skf           |
| ✓ Leeson          | ✓ Continental        | ✓ Duff-Norton   |
| ✓ Dart Controls   | ✓ Sealmaster         | ✓ Bessey        |

**b. Electrical Supplies**

- |                  |                      |           |
|------------------|----------------------|-----------|
| ✓ Square D       | ✓ Tripp Lite         | ✓ Panduit |
| ✓ Hubbell Wiring | ✓ Eaton              | ✓ Omron   |
| ✓ Device-Kellems | ✓ Southwire Company  | ✓ Carol   |
| ✓ Eaton Busmann  | ✓ Schneider Electric |           |

**c. Lighting**

- |                     |                   |                 |
|---------------------|-------------------|-----------------|
| ✓ GE Lighting       | ✓ Philips         | ✓ Lutron        |
| ✓ Lithonia Lighting | ✓ Recyclepak      | ✓ Shat-R-Shield |
| ✓ Advance           | ✓ Light Efficient | ✓ Duracell      |
| ✓ Streamlight       | ✓ Design          | ✓ Energizer     |
|                     | ✓ Pelican         |                 |

**d. Tools**

- |               |                   |                       |
|---------------|-------------------|-----------------------|
| ✓ Proto       | ✓ Pacific Handy   | ✓ Makita              |
| ✓ Ridgid      | ✓ Cutter, Inc     | ✓ Bosch               |
| ✓ Klein Tools | ✓ Sk Professional | ✓ Jet                 |
| ✓ Stanley     | ✓ Tools           | ✓ Morse               |
| ✓ Jobox       | ✓ Knipex          | ✓ Husqvarna           |
| ✓ Greenlee    | ✓ Milwaukee       | ✓ Lenox               |
| ✓ Channellock | ✓ Dewalt          | ✓ Baileigh Industrial |
|               | ✓ Ridgid          |                       |

**e. Measuring Tools & Test Instruments**

- |            |                     |             |
|------------|---------------------|-------------|
| ✓ Fluke    | ✓ Amprobe           | ✓ Megger    |
| ✓ Extech   | ✓ Dwyer Instruments | ✓ Traceable |
| ✓ Flir     | ✓ Winters           | ✓ Tsi Alnor |
| ✓ Ashcroft |                     |             |

**f. Pneumatic**

- |                  |                     |                 |
|------------------|---------------------|-----------------|
| ✓ Ingersoll Rand | ✓ Gast              | ✓ Legris        |
| ✓ Reelcraft      | ✓ Chicago Pneumatic | ✓ Guardair      |
| ✓ Aro            | ✓ Wilkerson         | ✓ Fuji Electric |
| ✓ Parker         |                     |                 |

**g. Machine & Cutting Tools**

- |                    |                |                         |
|--------------------|----------------|-------------------------|
| ✓ Chicago-Latrobe  | ✓ Cleveland    | ✓ 3M Cubitron II        |
| ✓ Mitutoyo         | ✓ Irwin Hanson | ✓ Dewalt                |
| ✓ Starrett         | ✓ Jet          | ✓ United Abrasives-Salt |
| ✓ Cle-Line         | ✓ Norton       | ✓ Ballotini             |
| ✓ Widia Gtd        | ✓ Weiler       | ✓ Arc Abrasives         |
| ✓ Sandvik Coromant | ✓ OSG          | ✓ Merit                 |
| ✓ Scotch-Brite     | ✓ 3M           |                         |

**h. Material Handling, Storage & Packing**

- |              |              |                     |
|--------------|--------------|---------------------|
| ✓ Rubbermaid | ✓ Cotterman  | ✓ Hallowell         |
| ✓ Werner     | ✓ Durham     | ✓ Strong Hold       |
| ✓ Akro-Mils  | ✓ Harrington | ✓ Husky Rack & Wire |
| ✓ Tensco     |              |                     |

**i. Welding**

- |                    |               |               |
|--------------------|---------------|---------------|
| ✓ Miller Electric  | ✓ Steiner     | ✓ Weller      |
| ✓ Lincoln Electric | ✓ Bernzomatic | ✓ Magnaflux   |
| ✓ Victor           | ✓ Techspray   | ✓ Worthington |
| ✓ Harris           |               |               |

**j. Fasteners & Adhesives**

- |                        |                     |               |
|------------------------|---------------------|---------------|
| ✓ Red Head             | ✓ Heli-Coil         | ✓ Bostitch    |
| ✓ Dewalt               | ✓ Mkt Fastening     | ✓ Pop Avdel   |
| ✓ Engineered By Powers | ✓ Tapcon            | ✓ Foreverbolt |
| ✓ Ken Forging          | ✓ Tamper-Pruf Screw |               |

**k. Lubricants, Sealants & Paint**

- |                  |           |                     |
|------------------|-----------|---------------------|
| ✓ Rust-Oleum     | ✓ Binks   | ✓ Krylon Industrial |
| ✓ Polar Plastics | ✓ Rae     | ✓ Sunnyside         |
| ✓ Wooster        | ✓ Premier | ✓ Pratt & Lambert   |
| ✓ Graco          |           |                     |

**l. Safety & Security Supplies**

- |                     |                        |                 |
|---------------------|------------------------|-----------------|
| ✓ Ansell            | ✓ Miller               | ✓ Motorola      |
| ✓ 3m                | ✓ Notrax               | ✓ Master Lock   |
| ✓ Brady             | ✓ 3m Dbi-Sala          | ✓ 5.11 Tactical |
| ✓ Microflex         | ✓ Garrett Metal        | ✓ Mr. Chain     |
| ✓ Dupont Mcr Safety | ✓ Detectors            | ✓ BANNER Stakes |
| ✓ Msa               | ✓ Tensabarrier         | ✓ Tydenbrooks   |
| ✓ Honeywell         | ✓ Salisbury Industries |                 |
|                     | ✓ Retractable-Belt     |                 |

**m. Cleaning Equipment & Supplies**

- |                   |               |                |
|-------------------|---------------|----------------|
| ✓ Georgia-Pacific | ✓ Ability One | ✓ 3m           |
| ✓ Rubbermaid      | ✓ Diversey    | ✓ Crc          |
| ✓ Gojo            | ✓ Purell      | ✓ Simple Green |
| ✓ Wypall          |               |                |

**n. HVAC Supplies**

- |              |                 |                    |
|--------------|-----------------|--------------------|
| ✓ Friedrich  | ✓ Movincool     | ✓ Qmark            |
| ✓ Air King   | ✓ Power Breezer | ✓ Johnson Controls |
| ✓ Honeywell  | ✓ Nu-Catgon     | ✓ Fostoria         |
| ✓ Frigidaire |                 |                    |

**o. Pumps & Plumbing**

- |              |                   |                   |
|--------------|-------------------|-------------------|
| ✓ Sloan      | ✓ Watts           | ✓ Technology      |
| ✓ Armstrong  | ✓ Apollo          | ✓ Bell & Gossett  |
| ✓ Redhat     | ✓ Little Giant    | ✓ Fill-Rite       |
| ✓ Elkay      | ✓ Zoeller         | ✓ Liberty Pumps   |
| ✓ Parker     | ✓ Aro             | ✓ Sandpiper       |
| ✓ Zurn       | ✓ Goulds Water    | ✓ Finish Thompson |
| ✓ Rheem-Ruud | ✓ Chicago Faucets | ✓ Flint & Walling |

**p. Emergency Preparedness \***

- |                    |                      |                |
|--------------------|----------------------|----------------|
| ✓ Medsource        | ✓ Kamp-Rite Tent Cot | ✓ Dqe, Inc.    |
| ✓ Ultratech        | Inc                  | ✓ Chemlight By |
| ✓ Justrite         | ✓ Meal Kit Supply    | Cyalume        |
| ✓ Fsi              | ✓ Pelican            | Technologies   |
| ✓ Quakehold'       | ✓ Dms                | ✓ Snaplight By |
| ✓ Classic Plastics | ✓ Biolite            | Cyalume        |
| Corp               | ✓ Asp                | Technologies   |
| ✓ Surepak          |                      | ✓ Texpport     |

**i. Sourcing:**

In 2018, Grainger engaged 16,000 sourcing suppliers to satisfy customer needs. To see an example of the wide variety and manufactures please see **1 Grainger Sourcing** in the Appendix.

**ii. Fleet and Vehicle Maintenance**

- |                   |                    |             |
|-------------------|--------------------|-------------|
| ✓ Baldwin Filters | ✓ Buyers Products  | ✓ Peak      |
| ✓ CRC             | ✓ Associated Equip | ✓ Reese     |
| ✓ OTC             | ✓ 3M               | ✓ Valvoline |
| ✓ Gray            |                    |             |

**iii. Hardware**

- |               |                  |                    |
|---------------|------------------|--------------------|
| ✓ Len         | ✓ Kaba           | ✓ Velcro Bran      |
| ✓ Norton Door | ✓ Schlage        | ✓ Trilogy By Alarm |
| Closers       | ✓ National Guard | Lock               |

- ✓ Rockwood
- ✓ Yale

- ✓ Sargent

**iv. Office Supplies**

- ✓ Quartet
- ✓ HP
- ✓ Sharpie
- ✓ Nylglo

- ✓ Ghent
- ✓ Ability One
- ✓ Best-Rite

- ✓ Balt
- ✓ Saunders
- ✓ Tough-Text

**v. Lab Supplies**

- ✓ Labchem
- ✓ Dynalon
- ✓ American Blotech  
Supply

- ✓ Spectrum
- ✓ Exttech
- ✓ Oakton
- ✓ Qompak

- ✓ Techspray
- ✓ Branson
- ✓ SP Scienceware

**vi. Outdoor Equipment**

- ✓ Generac
- ✓ Premiere
- ✓ Mi-T-M
- ✓ Honda

- ✓ Echo
- ✓ Chapin
- ✓ Dewalt

- ✓ Ariens
- ✓ Snowex
- ✓ Briggs & Stratton

**vii. Electronics and Appliances**

- ✓ RCA
- ✓ Sharp

- ✓ Frigidaire
- ✓ Streamlight
- ✓ LG Electronics

- ✓ Speco Technologies
- ✓ Peerless
- ✓ Ritron

**viii. Hospitality and Food Service**

- ✓ Dixie
- ✓ Hirsh
- ✓ Bevco

- ✓ Rubbermaid
- ✓ Dart

- ✓ Cortech
- ✓ OFM Inc.
- ✓ Balt

- b. What is the total number of products offered in your catalog? Are all catalog products stocked in your distribution warehouses?

Grainger offers customers over 1.7 million products provided from more than 5,200 key suppliers covering over 32 MRO categories. Products are strategically stocked across the United States in our Grainger owned and operated 14 state-of-the-art distribution centers, 250 branches, or through managed inventory at a customer location. The DC network stocks approximately 650K of the most popular fast moving items.

While not all products are currently stocked in our DC's, Grainger will meet the City of Tucson's requirements. Grainger's supply chain technology enables each branch to customize their inventory to meet local customer demands. Grainger brings together particular customer demand, sources of supply, and Grainger's distribution operations. The objective of Grainger's supply chain is to deliver product same or next day after it's ordered.

c. How are green products identified in your catalog? Online ordering?

**Catalog Green Product Identification:** The Grainger catalogs include designators of Green Products or EPP certifications, as illustrated below.

9 1/2" x 10 1/2"	250	3 1/2"	Brown	Tough Guy	88C433	88C408	10
9 1/2" x 10 1/2"	250	3 1/2"	White	Georgia-Pacific	2212014	89FK82	8
10 1/2" x 13 1/2"	200	3 1/2"	White	Georgia-Pacific	20241	40J76	2
10 1/2" x 13 1/2"	240	3 1/2"	White	Georgia-Pacific	25190	20227	3
10 1/2" x 13 1/2"	2100	3 1/2"	White	Tough Guy	440K96	448K96	2
10 1/2" x 13 1/2"	120	3 1/2"	White	Georgia-Pacific	23000	31899	12
10 1/2" x 13 1/2"	200	3 1/2"	White	Georgia-Pacific	2112014	89FK91	8
9 1/2" x 10 1/2"	250	3 1/2"	White	Georgia-Pacific	20904	50W94	16
9 1/2" x 10 1/2"	250	3 1/2"	Brown	Georgia-Pacific	21509	40J76	18
10 1/2" x 9 1/2"	250	3 1/2"	Brown	Tough Guy	88P066	88P066	15

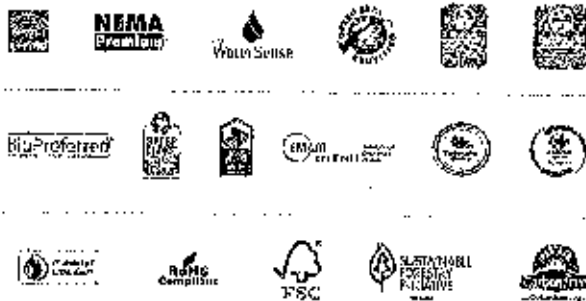
\* Meet EPA guidelines for post-consumer recycled fiber content. † Green Seal GS-1 Standard Certified

*Grainger uses specific designators in our hard copy catalog to identify green products*

**Online Green Product Identification:** The City of Tucson and OMNIA Members can easily identify environmentally preferable products on Grainger.com. When searching for products simply look for the Green Leaf icon. This indicates that the select product has a UL validated certification and/or attribute. On Grainger.com members can filter any product search results to view environmentally preferable options.



Grainger provides the City of Tucson and OMNIA Members with the ability to shop for all certified products by clicking the certification logo provided on the grainger.com/green website. End users can also narrow search results to identify environmentally preferable certifications and attributes that meet their specific requirements. All EPP products on Grainger's shelves will have EPP product labels.



GREEN CERTIFICATION	
<input type="checkbox"/>	Design Green Construction (DGC) (10/11)
<input type="checkbox"/>	ENERGY STAR (1/04)
<input type="checkbox"/>	Federal Greening the Campus (FGC) Certified (02/11)
<input type="checkbox"/>	GREENGUARD Certified (02/11)
<input type="checkbox"/>	GREENGUARD Gold Certified (02/11)
<input type="checkbox"/>	GREENULP (Green ULP) (02/11)
<input type="checkbox"/>	GREEN MARK Advantage Certified (02/11)
<input type="checkbox"/>	UL Environmental Claims Validator (02/11)
<input type="checkbox"/>	USDA Certified Biobased Product (02/11)
<input type="checkbox"/>	WaterSense Approved (02/11)

*The City of Tucson and OMNIA Members can narrow their search results by checking the environment-tally preferable certification and attribute they are searching.*

d. Do you offer "Private Line" products? Please describe.

Yes, Grainger offers 151,000 SKU's, across several brands in our private label offering. These brands include Air Handler, Condor, Westward, Dayton, LumaPro, Speedaire, and Tough Guy.







emergency situations, and bariatric boards, stretcher and first aid cots, immobilizers, trauma kits as well as CPR masks to help you safely and efficiently transport patients.

*Waterworks:* Grainger offers pumps, testing equipment and meters to blowers, lab supplies and personal protective equipment, we've got top-quality items to help you maintain your critical waterworks infrastructure. Solutions include Security, Inventory Management, Energy Efficiency, and Emergency Preparedness.



**Distribution Capabilities** | Tucson and OMNIA Members product orders are available for immediate pick-up, same-day shipment, or same-day delivery. Grainger's standard operations encompass the following capabilities:

1. **On-hand Inventory:** Over \$1.3 billion in on-hand inventory immediately available to deliver to our customers to provide over 95% with next day service.
2. **Customer Specific Inventory Stored Locally:** Storage of customer-specific inventory at local branches or distribution centers to mitigate potential stock-outs in emergencies.
3. **Immediate Shipment:** 99.6% of in-stock products ship within 24 hours from Grainger's North American network of distribution centers. Grainger ships in-stock orders received by 4:00 pm local time on the day the order is received. Through the use of commercial carriers, such as UPS, customers receive most shipments the following business day. Additionally, Grainger uses local delivery sources for emergency and other expedited requests.
4. **Large Square Footage:** Grainger's distribution network represents approximately 25 million square feet, making Grainger one of the largest square footage suppliers in the industry
5. **State of the Art Technology in DCs:** State-of-the-art, LEED Certified distribution centers quickly process customer orders and speed the pick-pack-ship activities for our warehouse personnel.
6. **Knowledgeable Branch Personnel Support:** Grainger branch personnel provide support and services Monday – Friday, 8am – 5pm to assist customers. Services include:
  - Technical product support
  - Search and select product assistance (in person, phone or email)
  - Order placement
  - Maintain and manage customer specific inventory
  - Product return services
  - Call ahead "Will-Call" support for customer product needs
7. **Integrated Distribution Network:** Grainger communications networks link branches and distribution centers across the country to allow total asset visibility to meet customer needs expeditiously. This results in almost instantaneous transmittal of product inventory and shipment information. When a Grainger Customer Service Associate (CSA) receives a customer inquiry, the



CSA not only has access to the local branch inventory records but access to the national inventory records for the product at each branch and distribution center across the nation.

Grainger ships in-stock orders received by 4:00 pm local time on the day the order is received. Through commercial carriers, such as UPS, customers receive most shipments the following business day. Grainger uses local delivery sources, such as messenger services or common carriers, which assure emergency and other expedited deliveries.

### 3. Services

- a. Provide a detailed written response illustrating how the services offered will meet the requirements of this solicitation. Offerors shall provide the proposed services that will meet the Service Requirements of this solicitation. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:

Grainger has responded to all service requirements noted in this solicitation. In addition, we detail below other value added services.

1. Policies and programs detailing your efforts in these areas.

Grainger describes below the policies and programs offered in this response

2. Literature explaining your capabilities.

Please see the Appendix for all Literature presented in this section

3. Submit all information that will aid the City in evaluating your proposal.

See detailed description of programs offered below

#### 1. Sourcing:

1. from non-catalog suppliers,
2. of line card extensions of catalog suppliers,
3. for custom products, and
4. for OEM repair parts and accessories.

Grainger's dedicated sourcing team procures those MRO Materials and supplies products not found in the Grainger General Catalog. Knowing our customer's facilities are specialized and that product lead times are critical, Grainger works with local and national suppliers throughout the US to address specialized customer product needs.

Grainger's sourcing team leverages Grainger's buying power for miscellaneous related products and provides customers with a total cost solution for acquiring infrequently ordered items. Through this channel, Grainger provides quick access to over 16,000 suppliers and more than five (5) million products beyond the Grainger catalog offering. Additionally, this channel provides access to line extensions (non-Grainger General Catalog product from Grainger General Catalog suppliers) and some discontinued product catalog lines.

#### Grainger sourcing team accomplishes this through:

- A centralized, dedicated, and experienced team to quote and manage orders.
- An expanded assortment through a large supplier network of manufacturers and distributors. This generally includes:

- ✓ Expanded offering from core (Catalog) suppliers
- ✓ Products from non-core suppliers
- ✓ Custom products
- ✓ Select services
- ✓ Shipping orders directly from suppliers to Grainger customers

**2. Software Punch-out Capability: The capability of your electronic ordering system to interface with an agencies inventory software system**

With our eCommerce capabilities, customers may choose to order over the Internet through Grainger.com, place an EDI order or order through a procurement solution such as Ariba, SAP, or Oracle.

**Grainger.com** is Grainger's solution that allows users to find the products they need, compare like items, and purchase products efficiently. Users can also access real time availability and track purchase history. This solution is available on a desktop computer as well as on mobile devices

**Advanced Features of Grainger.com** provide the approval, spend limits, workflow, and reporting features of Grainger.com and improve control over spend and increase contract compliance with these features.

**Enhanced Features:** Grainger.com offers enhanced features for greater purchasing control and a customized experience. Through customizable spend management and order visibility functionality, Grainger aims to help customers manage expenses more efficiently allowing you to create customizable order approval workflows and spend limits per user.

**Workflow Management Controls:** Grainger's Order Management Solutions has no limitations today regarding order management through receipt of payment.

The City of Tucson and OMNIA Members are able to control and manage their workflow and spend management when registered and logged into Grainger.com. Grainger's order management system allows the member greater purchasing control and visibility through customizable and flexible spend management authorizations. The workflow controls described here are administered by the individual Purchasing Entity.

**Grainger's online Order Management System allows Members to:**

- Establish an approval process for orders that exceed Member-specified dollar limits
- Set a budget for individual users on a per week, month or year and then track their spend with reporting
- Designate specific users as approvers
- Apply spend limits & default approvers across multiple users or groups of users
- Add notes to the order as it is sent for approval



transfers to automate the reconciliation of work orders and purchases. Grainger's eCommerce Solutions Managers can assess current work order and purchasing processes and streamline this process with the solutions mentioned above.

**Other enhanced features include:**

- **Custom Home Page and landing pages:** Grainger can customize the user experience by enabling customer specific content on the home page of Grainger.com. Grainger can also set certain pages as the default landing page for the Grainger.com experience.
- **Personal & Shared Lists:** Grainger.com offers customers the opportunity to create personalized lists of frequently purchased items and share those with others on the account for simplicity of repeat ordering.
- **Reporting (Order History Download):** Easy access to detailed order history information such as Order, Shipping, Payment, Product, Price/Quantity, Account Defaults, and more.

**Mobile Apps:**

The Grainger mobile app includes most of the same great capabilities as mentioned above on Grainger.com as well as a few unique features for a mobile workforce. Omnia members can use the Grainger app to find product, view and share



product details, purchase product, approve requisitions, check order status and history, chat with an agent for help and much more. Grainger has apps for iPhone, iPad and Android devices as well as a mobile optimized web page.

In addition to the same great search features found on Grainger.com, the Grainger mobile app includes barcode scanning, item number scanning, voice search and location based lists to streamline purchasing of commonly used items. Users can also establish KeepStock CMI programs and scan KS barcodes with the Grainger app. The Grainger mobile apps make it easy for you to get the supplies you need while you are on the go.

eProcurement solutions automate the purchase and invoicing of MRO purchases, eliminating many of the manual steps involved in processing transactions, and increasing data accuracy. With eProcurement, companies are able to control spend more effectively, increase the amount of spend being managed, reduce purchasing agent overhead and improve requisition-to-order cost and cycle time. Grainger connects to

customers through electronic marketplaces, exchanges or enterprise purchasing software systems using universal technology standards such as EDI and cXML. Grainger also offers a shopping solution comprised of Grainger specific data deployed behind the customer's firewall.

Grainger offers the following eProcurement solutions and services:

**Electronic marketplaces:** Grainger connects to customers through electronic marketplaces, exchanges, or enterprise purchasing software systems using universal technology standards, such as cXML. Customers can "Punch-Out" to Grainger's online catalog, create a requisition and return the shopping cart back to the marketplace for review and approval.

**Direct connections to customers' Enterprise Resource Planning (ERP) systems:** Grainger offers the ability to integrate its General Catalog and buying process with customers' purchasing and ERP systems. Customers who wish to "Punch-Out" directly from their ERP can access Grainger's online catalog and return the shopping cart back to their purchasing system to manage the order workflow.

Grainger can provide Oracle R12, and a scoping call with our e-business integration team to determine specific need and customization will ensure proper integration. Our experience with over 125 customer platforms (including those in the graphic below) gives us an end-to-end integration capability to drive streamlined processes resulting in cost savings through productivity enhancements and reduction of direct ordering cost. We have a dedicated team of experts that will assist with customization and implementation.

Some of Grainger's supported ERP and Supply Chain/Procurement Networks include:



**Supported eProcurement Transactions:** Grainger also supports custom non-standard transactions on a per request basis, in addition to the following standard transaction sets:

- Invoice - 810 ANSIx12, cXML, xCBL
- Payment (CTX Format ONLY) - 820 ANSIx12
- Remittance Advice - 824 ANSIx12
- Purchase Order - 850 ANSIx12, cXML, xCBL
- Purchase Order Acknowledgement - 855 ANSIx12, cXML, xCBL



- Ship/Bill Notice - 856 ANS1x12
- Functional Acknowledgement - 997 ANS1x12

**3. Installation, Repair, Maintenance & Turnkey Solutions & Services:**  
The ability to provide installation, repair, maintenance and turn-key solutions and services through Contractors business units, authorized manufacturer's facilities or other avenues

Grainger will assist City of Tucson and OMNIA Members in working with manufacturers, suppliers and third party installers, as to product, equipment, maintenance and related training programs. These programs include manufacturer-certified set up, product installation, post-installation services and maintenance services. Provided in **Exhibit 4 Grainger's Value Added Services**, are Grainger's value added fee and non-fee MRO related solutions. Services provided by third-party providers may be subject to a fee agreement between Grainger and the provider. Grainger will continue to adjust services offered as solutions become available.

**Grainger's offerings of value added support services of products or equipment include:**

- Grainger's network of installers provides turnkey and/or labor-only fixed fee installation and support services.
- Turnkey service offerings include materials, labor, recycling, rebate administration and tax deduction documentation, if applicable.
- Currently Grainger has identified 65 companies that have satisfied our vetting process. All companies used by Grainger are licensed, insured, qualified and capable of performing in accordance with Member service requirements.

**4. Inventory Solutions: Provide inventory management solutions for stock rooms, warehouses, mobile service vehicles, emergency preparedness supplies, and supply vending machines. Consulting and analysis solutions are also desirable.**

Inventory Management is a unique delivery solution moving high usage items close to point of use and maintaining critical product availability. Through its KeepStock® Program, Grainger provides multiple inventory management solutions reducing Member's total cost of inventory ownership. Effective inventory management reduces on-hand inventory, improves purchasing efficiencies, and ensures availability of critical product all while providing secure and efficient access.

Beyond industry-standard vending machines, Grainger's portfolio provides both customer-managed (CMI) and Grainger vendor-managed (VMI) inventory options, including vending. Solutions range from simple to complex serving Member needs and can be combined within a facility to provide a custom service. KeepStock® can be integrated with Member purchasing systems or connected with Grainger.com.






**VMI KEEPSTOCK® ONSITE:** This solution offers inventory support from a Grainger Inventory Management Specialist. This resource helps agencies identify inventory needing replenishment through defined minimum/maximum inventory levels and can assist with inventory restocking. The onsite resource may assist with invoice inquiries, product returns and expediting orders.

The agency keeps control of overall inventory needs; the Grainger team member will:

- Identify Inventory Needing Replenishment
- Manage inventory levels to the established minimum maximum levels
- Organize inventory and restock products in proper location
- Cross-reference Grainger items from your approved purchase requisitions and orders
- Coordinate Grainger resources to identify the best product solutions.
- Scan managed items and place spot buy orders as needed
- Handle invoice inquiries, process product returns, and expedite orders
- Source hard-to-find products
- Document standard operating procedures at customer locations to provide direction to back-up resources to ensure continuity of service
- Comply with the safety and inspection requirements of the facility
- Understand Inventory Needs for ongoing insight



**KEEPSTOCK® VENDING:** Grainger offers a variety of KeepStock® Secure vending machines to include Coil, Carousel, Lockers, Cabinets and Drawers. Each machine is customized and configured for agency needs and supplies requirement:

Grainger Keepstock Secure Vending Machines				
				
COIL	CAROUSEL	LOCKER	CABINET	DRAWER
<ul style="list-style-type: none"> <li>• High security</li> <li>• Easy-to-use familiar style</li> <li>• Dispense up to 60 unique items</li> <li>• Dependable dispensing</li> </ul>	<ul style="list-style-type: none"> <li>• High security</li> <li>• Accommodates products of varying sizes</li> <li>• Check-out/check-in option</li> <li>• Dispense up to 600 unique items</li> </ul>	<ul style="list-style-type: none"> <li>• High to medium security</li> <li>• Check-out/check-in capability</li> <li>• Good for consumables and durable</li> <li>• Adjustable to accommodate larger items</li> </ul>	<ul style="list-style-type: none"> <li>• Medium security</li> <li>• Single door/shelf access</li> <li>• Requires little to no product repackaging</li> <li>• Flexible shelf configurations to accommodate items of various sizes</li> </ul>	<ul style="list-style-type: none"> <li>• Medium security</li> <li>• Controllable drawer access</li> <li>• Assemble tools by use for easy access</li> <li>• Various drawer configurations to accommodate items of different sizes</li> </ul>

Grainger will provide complete project management of the dispensing machines implementation including planning, transportation, installation, onsite training and replenishment services. The City of Tucson's agency or OMNIA Member is responsible for providing the necessary electrical and internet connections.

**KEEPSTOCK® STORE:** This solution provides a fully stocked and staffed Grainger branch at your location especially helpful for high-volume, high-traffic needs. Grainger will work with the agency to determine which items to stock and overall scope of the solution.

**CMI CUSTOMER MANAGED INVENTORY:** solutions let agencies manage their own inventory via Grainger technology. KeepStock® CMI is a web-based tool that provides flexibility to manage inventory to support specific operations along with seamless functionality across multiple devices. It is an easy-to-use yet very powerful software solution providing visibility, flexibility and control while managing products across different inventory locations. *Grainger offers this program for no additional charge to any agency who is interested in self-managing inventory.*

**CMI features include:**

- ✓ Search online catalog, add and edit products *from desktop or phone*
- ✓ Create and manage frequently ordered items
- ✓ Scan bar code labels to reorder from smart phone to reduce manual errors
- ✓ Set approval levels for orders
- ✓ View and track orders
- ✓ Compare alternate products to select best-value
- ✓ Print labels in real-time for your bins or recently added products
- ✓ Set min/max levels and restrictions

- ✓ Manage user limits and restrictions
- ✓ Customize program for specific location needs such as storage areas, product types
- ✓ Ability to manage items in a controlled or restricted access area such as union shops or correctional facilities
- ✓ Great control and immediate information
- ✓ Dedicated KeepStock Technical Team

**MANAGED MRO SERVICES:** Managed MRO provides customers inventory management expertise while maintaining control of day-to-day operations. The customer maintains responsibility of purchasing, order management and supplier relationships and control of all customer data.

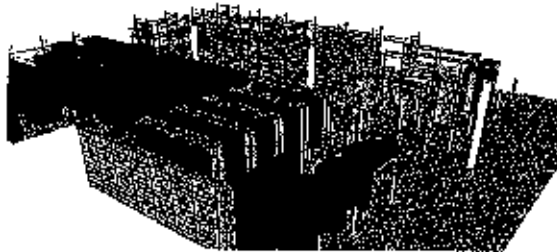
This is not a standard VMI program. Managed MRO is a **fee-based service** where Grainger Inventory Specialists work at your facility to manage all defined materials—both **Grainger and non-Grainger product**. Managed MRO supports your facility by doing two important things:

**First**, it adds expertise having Grainger inventory management experts on-site managing material & products with the knowledge and skill to support all inventory management needs. **Second**, it creates accountability for material management and ensures the necessary tasks are completed with efficiency and precision to secure materials investment while creating KPIs and documented cost savings.

CUSTOMER MANAGED	GRAINGER MANAGED	GRAINGER VENDING	Managed MRO
Web & Mobile	Onsite Replenishment	Industrial Dispensing	Personnel & Storeroom Solutions
Min/Max Setup	Check Levels	Controlled Issuance	Replenishment + Insurance
Spot Buy	Create Requestion	Check In/Check Out	Spot Buy + Sourcing
Approval Workflow	Putaway Product	Data Collection	Procurement Expertise
Value Added	Supports Grainger Product Only		Fee Based   Supports All Product

Managed MRO provides accountability and expertise by developing new processes and procedures relative to agency indirect inventory that support necessary tasks to keep operations up and running. We will work within existing systems or implement our own if you do not have one to track and control all indirect materials in the facility. We provide clear line of site to day-to-day operations; all the while the agency maintains full control of procurement and purchasing decisions. **Our focus is on material management and finding ways to reduce product expense, better leverage inventory investment and increase the productivity of agency staff.**

**KEEPSTOCK® ORGANIZE:** As part of the KeepStock® portfolio, Grainger offers this service which focuses on inventory organization and consists of three (3) fee-based parts or phases which can be deployed together or independently.



- Inventory deployment and storage fixture plan
- Space utilization and process flow changes
- Bin location schema and signage plan
- Optimized inventory levels leveraging Grainger logistics
- Establish optimized stocking model
- Area transition, deployment plan and materials list

- **KeepStock® Layout:** Comprehensive inventory management planning, virtual layout configuration, and project planning.
- **KeepStock® Cleanup:** This service includes labor for teardown of current storage fixtures, repositioning retained fixtures, construction of new fixtures, product movement and product positioning.
- **KeepStock® Content:** By capturing current inventory items and their attribute elements, this service uploads data into a materials management system and may include ongoing database management.

**5. Small Business Program: The ability to incorporate small business enterprises into your distribution, sales and product offerings**

Grainger has two core programs promoting diversity. In both programs, all pricing is accessible through this Master Agreement. The programs are:

- **Tier II: Grainger's Supplier Diversity Program**
- **Tier I: Distributor Alliance Program**



**Grainger's Tier II Supplier Diversity Program** | Grainger's Tier II Supplier Diversity Program affords the City of Tucson and OMNIA Members access to diverse manufacturers and suppliers through our catalogs and distribution channels. Started in 1999, Grainger's Supplier Diversity Program is designed to grow this sector of the economy while helping customers get their jobs done with quality products from Diverse Business Enterprises (DBEs).

Grainger's Tier II Supplier Diversity program includes **over 270 DBEs**, and offers **more than 91,000 items** across 1600+ product categories. Grainger also offers products from over 2000 Small Business Enterprises (SBEs), offering more than 300,000 products. The model allows DBEs to concentrate on what they do best and leave the logistics and distribution of their products to Grainger.

Grainger's Tier II Supplier Diversity Program provides Members access to DBE products through all of our ordering methods (Grainger.com, Redbook Catalog, phone, fax, walk-in, etc.), and distribution channels. Grainger's customers benefit from one-stop shopping. Registered suppliers are audited monthly to maintain active supplier diversity certificates. Supplier diversity reporting available upon request.

Products from diverse businesses are featured on Grainger.com:

- Products from diverse manufacturers and suppliers are identified on Grainger's website and within our catalog and index with the diversity symbol to the right.
- Customers can locate the offering from diverse suppliers by searching "Supplier Diversity" on Grainger.com.
- Additionally, customers can filter on the left-sidebar by "Supplier Diversity" while searching on Grainger.com.



Supplier recruitment is continuous at Grainger. Our company website includes a link to the supplier diversity registration portal. Certified businesses that register are available for referrals to purchasing officers when product review, RFP, or spot buying opportunities occur. Grainger includes DBEs in meeting unique product requirements through Grainger's Sourcing program, if products are not currently available in Grainger's general catalog. In 2018, 180 DBEs, and 1700 SBEs participated in Grainger's Sourcing program.

Grainger promotes the number of products acquired from diverse companies in several ways. Grainger is a corporate member of the Women's Business Enterprise National Council (WBENC) and has been a member of the National LGBT Chamber of Commerce (NGLCC) since 2014. Grainger participates in numerous conferences and seminars to assist diverse businesses to further establish or strengthen themselves. Grainger's Portal invites diverse suppliers to consider doing business with Grainger.

Grainger pursues outreach opportunities with diverse organizations to understand their member offerings and to promote opportunities with Grainger. These include the following:

- National Minority Supplier Development Council (NMSDC)
- Women's Business Enterprise National Council (WBENC)
- Small Business Administration (SBA)
- National Gay and Lesbian Chamber of Commerce (NGLCC)
- Veteran Owned Businesses
- Veteran Associations



**Grainger's Tier 1 Distributor Alliance Program** | Grainger's Distributor Alliance Program responds to corporate and government regulatory and policy requirements as to buying MRO goods and services from Diverse Business Enterprises (DBEs).

Since 2006, the Distributor Alliance (DA) Program has helped customers support DBEs while consolidating MRO purchases. Over 50 DA DBEs resell the entire 1.7 million products offered by Grainger and provide services to customers with procurement goals to support small businesses and provide employment opportunities to women, minority and veteran-owned businesses. The DA DBE is one of the many points of contact for the customer, including Grainger business managers who mentor DBEs and act as a liaison among Grainger, the end customer and the DA DBE.



revenue 33 percent by 2020. The goal was designed to be achievable, yet challenge our operations to identify innovative ways to operate more efficiently. We are currently more than half way to our goal, and have reduced intensity to 14.7, a 20 percent reduction since 2011. A 33 percent reduction by 2020 goal focused Grainger on doing business the right way by investing in renewable energy and energy efficiency.

- b. **Products:** As expressed in Exhibit A, Grainger provides customers with the products they need to keep their businesses running over the long term. As part of this, we work to understand how these products affect the environment. Our customers have increasingly requested environmentally preferable products (EPP) and we stock them to improve our service. Our EPP portfolio helps customers maintain sustainable facilities through efficient energy management, water conservation, waste reduction and air-quality improvement. The Grainger EPP portfolio includes more than **114,000 SKUs**, 26 EPP product certifications and 46 EPP product attributes. The portfolio also spans more than 600 brands across 672 product categories. More than 15% of Grainger suppliers offer products featured within our environmentally preferable product portfolio.

For a product to be classified as environmentally preferable it must maintain one or more environmentally preferable attributes or third-party certifications such as WaterSense®, ENERGY STAR® or Green Seal. Our suppliers inform Grainger of the product certifications and attributes their products may carry. Then an independent 3rd Party, Underwriters Laboratory Inc. (UL Environment), verifies the viability of the certification or attribute claims. Grainger also works with UL Inc. to ensure that the most current certification and attribute options are identified.

The City of Tucson and OMNIA Members can easily identify environmentally preferable products on Grainger.com. When searching for products simply look for our Green Leaf Icon. This indicates that the select product has a UL validated certification and/or attribute. On Grainger.com members can filter any product search results to view environmentally preferable options.





**Grainger EPP Portfolio - Product Certifications & Certification Bodies:**

CERTIFYING AGENCY	Underwriters Laboratories, Inc.						U.S. Department of Energy
CERTIFICATION	Ecologo	GreenGuard	GreenGuard Gold	ECVP 2739 Zero Waste To Landfill Facility	Environmental Product Declaration	Environmental Claims Validation	Energy Star
CERTIFYING AGENCY	Sustainable Certification Systems	U.S. Environmental Protection Agency (EPA)		Green Seal	U.S. Department of Agriculture	Carbonfund	Sustainable Forestry Initiative
CERTIFICATION	SCS Indoor Advantage	WaterSense	Smart Choice	Green Seal	Certified Biobased	Carbonfree	Sustainable Forestry Initiative (SFI)
CERTIFYING AGENCY	Multiple	Emet & Young Redstone	National Sanitation Foundation	Green Lights Consortium	National Electrical Manufacturers Association (NEMA)		
CERTIFICATION	Forest Stewardship Council	SMART Certified	NSF Certified	ULC Quality Product Listing	DLC Premium	NEMA Premium	Energy Aware
CERTIFYING AGENCY	Home Ventilating Institute	Biodegradable Product Institute	Canal & Register	Organic Material Relevance Institute	South Coast Air Quality Management District		
CERTIFICATION	HVI	Biodegradable Product Institute Certified	CR1 Green Level	OMRI Listed	VOC Levels Meet SCAQMD Requirements		

Our environmentally preferred product portfolio is featured on the [Green Resources](#) landing page on Grainger.com.

- c. **Distribution:** Grainger was the first industrial supplier recognized by the U.S. Environmental Protection Agency (EPA) as a SmartWay® Transport partner. The program provides a forum for the EPA and businesses to collaborate in order to improve the environmental efficiency of their supply chains by reducing GHG emissions and air pollution.

We view our suppliers and vendors as our allies in improving our emissions and materials management. We rely on a network of third-party carriers to meet our transportation needs. We work with our largest suppliers to innovate and improve our distribution packaging. We collect data and share best practices in sustainability across our value chain by engaging our suppliers through the CDP Supply Chain Program.

Grainger strives to ship all items in an order in one box and on the same or next day, depending on customer needs. Internally, we refer to this practice as "ship complete." This approach and commitment to serving customers in the most efficient way possible also has positive implications on the environment. Ship complete reduces the amount of boxes we need overall, thereby increasing energy efficiency and producing fewer emissions through our transportation partners.

- d. **Recycling of Lamps:** Grainger's recycling services solve the disposal problem for environmentally hazardous bulbs, dry batteries, and ballasts.

**Recyclable Kits:** When you buy our specialized recycling kits for fluorescent lamps, ballasts or dry batteries, you're buying a whole turnkey service for one all-inclusive price. For larger volume needs Grainger offers bulk pick-up. We will custom design a program service that encompasses lamps, ballasts, batteries, electronics, and mercury.

Each kit includes:

- Special UN/DOT approved container
- Pre-printed label with instructions
- Toll-free number for pickup
- Certificate of reclamation

BATTERIES	LAMPS	OTHER
Alkaline	Linear Fluorescent	Mercury Devices
Lead Acid	Compact Fluorescent	Thermometers & Thermostats
Lithium Metal	Circular Fluorescent	Electronic Waste
Lithium Ion	U-Bend or U-Tube	Cell Phones
Mercury	High Intensity Discharge (HID)	Inkjet - Toner Cartridges
Nickel Cadmium	Neon	Generators, Wires & Motors
Nickel Metal Hydride	Shatterproof & Other Specialty	Dispensers
Silver	Broken or Crushed	Paper Towel
Zinc Carbon	Light Emitting Diode (LED)	Toilet Paper
Dry Cell	<b>LAMP BALLASTS</b>	Hand Soaps
Sealed Lead Acid	Polychlorinated Biphenyl (PCB)	Hand Sanitizers
	Non-PCB	Anaerobic or Light Cure Adhesives
		Power Tools









**Grainger Branch Programs:** Grainger offers customers the opportunity to deposit recyclable items in collection boxes for no additional charge in Grainger branches through our partnership with EnviroLight, specialized recycling services.

**Additional Supplier Based Programs:** Grainger works with our key suppliers to provide the current following no-fee and fee-based program's for Members.

- Grainger offers recycling kits available for purchase on Grainger.com for many of the items listed above provided by EVERLIGHTS, RECYCLEPAK & SUPPLYPAK. Further details and kit specifications can be easily obtained by entering the search term "recycling kits" on Grainger.com.
- Georgia-Pacific's (GP) Dispenser Refurbish, Recycle, Reuse (RRR) Program provides a no-charge end of life solution for old paper towel and toilet paper dispensers. The GP team removes old dispensers and reuses components. Old dispenser components are utilized in manufacturing new products, such as computers and automobile parts. Dispensers are picked up at the end user's location.
- Georgia-Pacific provides a no charge service developed to reduce the number of batteries in landfills in partnership with CALL2RECYCLE. Through this service, boxes can be provided to customers for collection

of used batteries. Boxes are picked up at the facility and new boxes provided for continued collection and environmental disposition.

- GOJO will coordinate the removal, transport and sustainable disposal of old hand soap and sanitizer dispenser materials when completing a GOJO managed dispenser installation project.
  - For Members utilizing LOCTITE® Anerobics or Light Cure Technologies, Henkel offers a solution to help you meet recycling goals and recycle items that were previously non-recyclable. Through an Innovative partnership with TerraCycle®, boxes can be purchased that enable convenient return shipping and recycling.
  - Stanley Black & Decker offers a no-charge end of life solution for DEWALT, BLACK&DECKER, STANLEY TOOLS & BOSTITCH brands.
- e. **Lighting and Energy Audits:** Grainger Lighting Solutions (GLS) and Grainger Energy Services (GES) provide a network of qualified, insured and licensed service providers that help identify and facilitate a variety of energy savings projects that impact the bottom line.

 Lighting Controls & Upgrades	 HVAC Maintenance & Upgrades	 Motor & Drive Upgrades	 Water Conservation Upgrades
 Steam System Assessments & Upgrades	 Electric Vehicle Charging Station Installations	 Compressed Air System Studies & Upgrades	 Dust Collection System Studies & Upgrades

**Comprehensive Services Include:**

- ✓ Multiple Energy and Water Saving solutions
- ✓ Audit and Financial Analysis
- ✓ Material, Contractor and Project Management
- ✓ Installation by Qualified, Insured and Licensed Service Partners
- ✓ Identification of Applicable Incentives and Rebates
- ✓ Disposal and Recycling

*Grainger's Mid-Stream Utility Rebate Program:* For the City of Tucson and OMNIA Members in eligible zip codes, Grainger identifies utility rebates applicable to LED Lighting and other items.

- f. **Certifications:** This year, Barron's awarded Grainger the prestigious award of being ranked #8 on their list of Most Sustainable Companies.



Grainger has also maintained the A-CDP score for five years in a row.

7. **Training & Education:** The ability to provide on-site and/or online training and educational programs/seminars

**Technical Training:** Grainger offers training seminars led by an industry-experienced, certified team of third-party instructors. Participants receive hands-on safety and industrial skills development that can be applied on the job immediately. Training can be scheduled on-site at customer locations or off-site at scheduled locations across the U.S. Examples include:

- Proto Tools Hand Tool Safety Seminar
- Dewalt Power Tools
- Fire-Resistant Workwear Training
- Fall Protection Training
- Hearing Protection & Conservation Training
- Gas Detection Equipment Training
- Arc Flash Awareness Seminar
- Fuses & Power Distribution Training
- Climbing Pro Ladder Training
- Spill Containment Training

**Safety Training:** Grainger works with well-recognized safety suppliers for facility and product surveys, along with fee-based OSHA certification and training programs to help you stay compliant. Our strong relationships within the safety industry enable us to offer hassle-free services, including turn-key product and program solutions from our safety suppliers as well as third-party service providers. Please see **Exhibit 9 Grainger's Service, Training and Assessment Descriptions** in the Appendix that details other training addressing safety in the workplace

**New Products:** Training for new products is scheduled through Grainger's local Government Account Managers, local branch personnel and / or General Catalog manufacturers and suppliers. Grainger will work with the City of Tucson and OMNIA Members to identify any new products for which you need to coordinate training.

## On the Job Webinar Series



**FREE On the Job Webinar Series:** Grainger.com provides current industry information and helpful updates. Grainger will provide trends and updates on its "On the Job Webinar Series" covering areas such as:

- Safety
- OSHA Regulations
- Productivity
- Procurement & Inventory Management
- Green Solutions
- Emergency Preparedness

**Environmentally Preferred Product Training**

Specific Sanitation Value Add Programs	
Key Supplier	Description
Diversey / GreenGuard Certification	Minimize contaminants introduced to the air during cleaning and improve indoor air quality. GreenGuard certification identifies the proper products, topics and processes to clean the facility. Diversey supports certification efforts via on-site setup, training and system auditing.
Diversey / Floor Care Productivity Survey	Improve productivity, appearance and reduce waste in your floor care processes. Diversey provides support via a facility survey identifying potential improvements to your current floor care program. Identifies opportunities to realize potential cost savings in overall labor costs and/or chemical usage costs.
Georgia-Pacific / Dispenser Refurbish, Recycle, Reuse (RRR) Program	Providing an end-of-life solution for old paper towel and toilet paper dispensers. GP team removes old dispensers and reuses components. Old dispenser components are utilized in manufacturing new products, such as computers and automobile parts. Dispensers are picked up at the end user's location.
Georgia-Pacific / LEED® Calculator & LEED® Reporting	For customers interested in earning LEED® credits under the LEED® v4 Operations & Maintenance (O+M) Rating System. Georgia Pacific can generate a report for you illustrating & calculating how GP Pro products can support your efforts. Reports can be downloaded and provided to your LEED auditor.
Georgia-Pacific / Battery Recycling Program	Reduce the number of batteries in landfills. Through this service boxes are provided to enable the collection of used batteries in the area of your choice. Boxes are picked up at the facility and new boxes are provided for continued collection and environmental disposition.
GOJO / Dispenser Disposal & Recovery	GOJO will coordinate the removal, transport, and sustainable disposal of old hand soap and sanitizer dispenser materials when completing a GOJO managed dispenser installation project. This is a great option for large installation/conversion projects and a great way to support sustainability initiatives within your facilities.
GOJO / Pre-Installation Site Survey	For large hand soap & sanitizer installation or conversion projects (> 250 dispensers), GOJO will conduct a site walk-thru with material planning and project management. This service addresses challenges related to storage space.
Rubbermaid / Innovative Solutions Mobile Showroom	Discover more ways to reduce cost, improve productivity and enhance employee safety. Rubbermaid's mobile showcase vehicle provides an interactive experience and hands-on demonstrations featuring innovative solutions.
Rubbermaid / Recycling Solutions	Explore solutions designed to support your recycling efforts. Rubbermaid's mobile showcase vehicle presents innovative solutions to help you achieve your recycling goals.
Rubbermaid / Waste Audits	For those interested in waste-reduction or recycling initiatives Rubbermaid offers on-site audits designed to help educate users on the impact of implementing a recycling system. This service provides an evaluation of current waste stream habits and processes and diversion practices and provides recommendations and assistance in designing a recycling system.
Rubbermaid / Site Assessments & ROI Calculators	Rubbermaid representatives share their expertise and recommendations through an on-site assessment with ROI calculators to support recycling, hand hygiene and many other common facility initiatives.
Rubbermaid / LEED® Certification Support	For customers pursuing LEED Certification Rubbermaid offers a site visit providing guidance, product recommendation and support with LEED implementation initiatives.

Specific Sanitation Value Add Programs	
Key Supplier	Description
New Plg Spill Preparedness Program	Spill Risk Assessment to fully understand your risks and get you into compliance with EPA & OSHA regulations
Grainger Safety Assessment	Grainger Field Safety Specialist provides comprehensive audit to determine safety issues and provide solutions to address violations.

**8. Customer Support Services: The policies on replacements, returns, restocking charges, after hours service, after sales support, out of stock, order tracking, technical feedback, quality assurance for orders and drop shipments.**

**Policies on Replacements & Returns:** Grainger's standard return policy reads as follows: Returns for Grainger products must be made within one (1) year from the date of purchase, unless otherwise indicated. Returned product must be in original packaging, unused, undamaged and in saleable condition. Proof of purchase is required. Grainger will either replace the product or issue a credit for the purchase price.

**Restocking Charges:** There are no restocking fees for Grainger catalog items. Returns of non-General Catalog items may be subject to a restocking charge.

**After Hours Service:** Grainger's after hours emergency service provides product fulfillment after standard Grainger branch business hours through a toll-free number (1-800-CALL-WWG). Service is throughout the US. Calls are routed to one of our US based Grainger Call Centers. A Call Center employee then contacts a local Grainger branch employee, via phone, and relays the customer information. Grainger's branch employees are committed to contacting the customer within 60 minutes of the initial customer call to arrange to meet the customer at the local Grainger branch to fulfill the emergency order.

**After Sales Support:** Customer support is available at 800-GRAINGER (800-472-4643) provided by US based Customer Service Associates (CSAs). Grainger contact centers are available 24 hours a day, 7 days a week to assist our customers through phone, chat and email. The Customer Service team consists of highly trained and experienced employees including Technical Product Specialists (TPS) that specialize in each of our product categories to serve our customers. All Customer Service team members will provide information, answer questions, place orders and address customer concerns or issues, such as:

- Information on order status and deliveries,
- Backorder information
- Item price information based on contract
- Product availability
- Detailed product information
- Helping you locate products for specific applications and finding products which meet specific technical requirements



**Order Tracking:** The City of Tucson and OMNIA Members can use Grainger.com to track the status of any pending order, regardless of ordering channel (online, phone, fax, e-mail). End users can determine shipment status, backorder status, and partial order shipments, will call order pick-ups and order cancellations for orders placed within the past 36 months by clicking on the Order History link at the top of any Grainger.com page.

When the order leaves our DC, Grainger will send a shipment notification with a tracking number that allows our customers to track the order through the delivery cycle.

The products detailed below have shipped.

<b>Track your shipment.</b>
Please allow 24 hours for your tracking numbers to be active.
UPS UPS GRAINGER-OMNIA Account
Number 128907A40367734202

SHIPPING NOTICE



FOR IMMEDIATE SHIPMENT

[View Order History](#)

[View Your Invoice](#)

Form 101

*Tracking information can be accessed from the shipment notification*

**Technical**

**Feedback:** Grainger provides direct technical support from knowledgeable field personnel and manufacturers' field representatives. In our key supplier programs, manufacturers dedicate field resources to work solely with Grainger's field representatives. In addition, Grainger has an in-house Technical Product Support Department whose members have an average of 28 years of experience to answer your product related questions across all product categories. Customers have easy access to this service during standard business hours

**Quality Assurance for Orders and Drop Shipments:** To ensure a quality customer experience, all phone calls are automatically recorded that come into the Contact Center. This information is utilized as part of a robust Quality Monitoring & Coaching approach where each Team Member receives scored evaluations completed by our QA team and his/her Service Leader each month. There is a similar process to audit email and chat transactions as well. In addition, a cross-functional team captures and investigates Service Opportunities to determine the root cause, any specific actions that are needed and to determine if this is a larger, systemic issue that we should address through technology updates and/or process changes.

Grainger Supply Chain and Distribution Centers are also vigilant in monitoring feedback, both from customers and carriers, about the quality of our shipments and those of our manufacturers (drop shipment). Goals are set to ensure that products are delivered on time and in good condition and exceptions are captured to understand the root cause of the issue and adjust as appropriate.



**9. Other Services: Other value-add services not included in above categories**

Grainger presents services in addition to the required services listed in the RFP. Grainger will continue to add value added services and programs throughout the life of the contract that will be available for all Participating Agencies and OMNIA Members.

*To help ensure the City was OSHA compliant, Grainger performed lighting and fall protection audits.*

*Other activities include onsite safety days at the city's central warehouse.*

**1. Safety Value Add Solutions:**

**FIELD SAFETY SPECIALIST ASSESSMENTS**

Grainger's Field Safety Specialists bring education, experience and expertise to help Members address a wide range of safety and health questions and issues assisting with injury reduction, compliance improvement, risk assessment, you to understand goals and align best-in-class solutions. Grainger has the depth and structure to deploy, support and track agency-wide initiatives.

In addition to readily available assessments from Manufacturers, Grainger's Field Safety Specialists leverage our Grainger Site Assessment Tool (GSAT) to evaluate a broad range of OSHA Regulatory and Compliance needs. The GSAT delivers a customized report highlighting areas of a safety program that are currently in compliance or areas where additional focus may be needed. Please see **Exhibit 5 GSAT Site Assessment Flyer** providing further details regarding the GSAT. The GSAT includes topics like Hazard Communication, PPE, Lockout Tagout, Confined Spaces, Fall Protection, Ladders and Temperature Stress, among others.

Our teams' Primary accreditations conferred by the Board of Certified Safety Professionals include:

- Certified Safety Professional (CSP)
- Associate Safety Professional (ASP)
- Safety Trained Supervisor (STS)

Secondary affiliations and designations include:

- Qualified Safety Sales Professional Certification (QSPP, conferred by the International Safety Equipment Association (ISEA))
- Hazard Analysis & Critical Control Points (HACCP, Food Safety Certification)
- OSHA 30-hour and OSHA 10-hour
- OSHA 500 and 501 (General Industry and Construction Industry Trainers)
- Numerous Supplier and Manufacturer Training

**ONLINE SOLUTION CENTER**

Grainger compiled an online safety center with information and resources that help keep people safe and facilities running. The Solution Center allows your safety specialists to stay on top of the latest safety news, trends and regulatory issues free of charge.

- **Safety Data Sheets (SDS) sheets:** Quickly access the most current SDS for your records to help keep employees informed and your facility in compliance.
- **OSHA checklists:** Easily identify potential hazards at work with our comprehensive list of OSHA checklists. Questions are

Product Name	Availability	Price	Quantity
OSHA 30-hour course	In Stock	\$150.00	10
OSHA 10-hour course	In Stock	\$75.00	20
OSHA 500 course	In Stock	\$300.00	5
OSHA 501 course	In Stock	\$300.00	5





based on applicable OSHA safety standards to determine corrective measures needed to help eliminate hazards and keep you compliant with critical workplace safety regulations.

- **Safety & Compliance Directory:** Find vital information on hundreds of government, private and nonprofit safety organizations. Use the online version or request a printed copy to keep on hand in emergency situations.
- **Online Safety Catalog:** Instant access to our latest Safety catalog 24/7 in easy-to-navigate format. Search by product name, category or SKU. You can also browse through past catalogs and even request a print copy.
- **Journey to Safety Excellence:** The Journey to Safety Excellence is a program designed to assess not only your safety program strengths, but also where you might have opportunities to improve. That assessment becomes the guide or beginning of your Journey. The program will take those identified opportunities, provide guidance to improve in those areas and implement the plans. You can help improve your safety program in four areas:
  - ✓ Leadership and employee engagement
  - ✓ Safety management systems
  - ✓ Risk reduction
  - ✓ Performance measurement
- **OSHA's Law & Regulations:** This page contains links to all current OSHA standards, provides information on the rulemaking process used to develop workplace health and safety standards, and includes links to all Federal Register notices that are currently open for comment. This page also provides links to the Occupational Safety and Health Act of 1970 (OSH Act) and other relevant laws.
- **Quick Tips:** Quick Tips provide free, fast and easy access to helpful workplace product, compliance and regulatory information. Resources you can use to help make informed decisions about a variety of common workplace issues. Access hundreds of articles written to help keep workers safe, your business in compliance and your facility productive.
- **Ask an Expert:** Safety experts are standing by to help with:
  - ✓ Compliance questions
  - ✓ Product help
  - ✓ Services and solutions to fit your needs, and so much more
- **Grainger's Safety Record:** Customers can review online insights, articles and videos covering safety topics regarding people, facilities and general safety provide by industry experts in Grainger's Safety Record. Examples include but are not limited to OSHA State of the Union, Fall Protection Standards, Footwear, and Heat Stress Illness Prevention. For addition offerings see <https://safety.grainger.com/insights>.

**SAFETY SERVICES**

Grainger works with recognized safety suppliers for product and facility surveys, along with fee-based OSHA certification and training programs. These strong relationships provide hassle-free access to the safety services needed to stay compliant, including Instrument Calibration, iNet™ Gas Detection and Lockout Procedure Services. Through a network of qualified, insured, and licensed service providers, we provide agencies with comprehensive solutions that help:

- Maintain Safety & Building Compliance
- Increase Worker Productivity
- Drive Energy & Facility Efficiency
- Reduce & Conserve Operating Costs

Assessments	Training	Compliance & Testing	Program & Procedure Development
 <p>Assessments - Specific areas are inspected across the workplace in order to identify potential hazards or high-risk areas that may require further actions to be taken to remedy.</p> <ul style="list-style-type: none"> <li>• AED Inspection</li> <li>• Arc Flash/Electrical Safety</li> <li>• Confined Space</li> <li>• Crane/Hoist/Rigging</li> <li>• Emergency Eye Wash</li> <li>• Ergonomics</li> <li>• Fire Extinguisher</li> <li>• Freefall Barrier</li> <li>• Lifter &amp; Door</li> <li>• Footwear</li> <li>• Job Hazard Analysis</li> <li>• Lockout/Tagout</li> <li>• Machine Guarding</li> <li>• Noise Survey</li> </ul>	 <p>Training - We offer a wide range of EHS training courses your employees need to help them effectively perform their jobs safely. Training offerings are available through an online experience or through an on-site instructor.</p> <ul style="list-style-type: none"> <li>• AED Inspection</li> <li>• Active Shooter</li> <li>• Aerial Lift</li> <li>• Competent Person</li> <li>• Confined Space</li> <li>• Fire Extinguisher</li> <li>• First Aid/CPR/AED</li> <li>• Forklift</li> <li>• Lockout/Tagout</li> <li>• Machine Guarding</li> <li>• NFPA 70E</li> <li>• Resuscitator</li> </ul>	 <p>Compliance &amp; Testing - Audits or tests are conducted for identification and/or to monitor hazardous work areas so that controls and safe work practices can be implemented.</p> <ul style="list-style-type: none"> <li>• Asbestos</li> <li>• Acoustic Testing</li> <li>• Indoor Air Quality</li> <li>• Industrial Hygiene Sampling</li> <li>• Fit testing</li> <li>• Noise Surveys</li> <li>• Pulmonary Function Testing</li> <li>• Sampling</li> <li>• Silica Testing</li> </ul>	 <p>Program &amp; Procedure Development - Effective programs and procedures help ensure compliance and create a safe workplace for your employees. These programs are developed so that your business operations can be conducted safely, and are provided through online templates or custom on-site development.</p> <ul style="list-style-type: none"> <li>• Arc Flash/Electrical Safety</li> <li>• Confined Space</li> <li>• Emergency Action Plans</li> <li>• Environmental Safety Hazards</li> <li>• Food Safety</li> <li>• Inspection and Asset Management</li> <li>• Footwear/Benefit Management</li> <li>• Lockout/Tagout</li> <li>• Machine Guarding</li> <li>• Medical First Aid</li> <li>• Online Safety Manager</li> <li>• SDS Management</li> </ul>

Please see **Exhibit 6 Grainger Safety Services Network** for additional services.

**2. Consulting Services**

Grainger's Consulting Services teams analyze Member operations to increase efficiencies and lower cost associated with acquisition of MRO products and inventory management. Based on our experience, most Members have the opportunity to take as much as 25% or more out of their costs.

This evaluation employs a strategic framework of identified cost drivers to benchmark and provide ideal and cost effective solutions. This framework of cost drivers focuses on:

- **Process:** Grainger consultants can help redesign purchasing and inventory management processes to reduce complexity and cycle time while improving service levels. We offer solutions to streamline the purchasing process and automate inventory replenishment for enhanced productivity
- **Inventory:** Inventory is a critical, expensive component of a Member's maintenance operation. Consultants provide expertise to optimize inventory levels. We work with Member resources to understand inventory demand and supply requirements, identify obsolete stock, recommend proper on-hand inventory levels and set effective reorder points for MRO items
- **Supplier / Product:** Consultants segment, classify and analyze supplier/product usage to identify opportunities for greater leverage and incremental value.
- **Technology:** Effectively integrating electronic solutions into the MRO procurement strategies is the key to enable long-term success and cost savings. Our Consultants develop strategies and implementation plan to get the most out of your electronic solutions.

Please see *Exhibit 7 Grainger's Consulting Inventory Baseline*

### 3. Grainger's Footwear Program & Shoemobile Solution

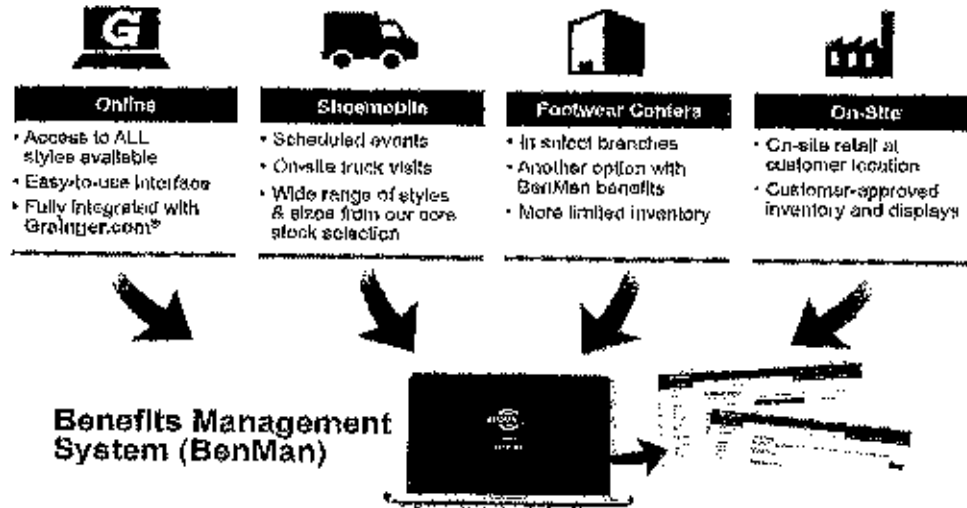
Grainger's managed footwear program allows employees to order shoes through four different methods. Whether you're buying shoes through our online tools, at a Grainger Safety Footwear Center, or from a Shoemobile, our Benefit Management System can help manage your footwear program. They're all connected to offer you a consistent shopping experience.

1. **Online Safety Footwear Program:** Administer footwear programs and purchase online with our easy to use web interface programs
2. **Shoemobile:** Grainger Shoemobiles drive to your facility to service employee footwear needs. Shoemobiles display over 100 footwear styles to meet your program needs and stock 2,000 pairs to allow your employees to receive shoes during a visit. Trained footwear professionals ensure correct sizing and comfort.
3. **Grainger Footwear Centers:** Select Grainger branch locations across the U.S. stock the latest footwear comfort technologies.
4. **Onsite Safety Footwear Center:** Company-approved inventory and displays located within your facility make it convenient for your employees to purchase safety footwear. Facilities which meet minimum requirements are serviced onsite by Grainger's customer service staff who measure your employees for the proper fit.

#### Our Safety Footwear Selection Includes:

- 500+ styles including a large number of 'Made in USA' styles, from office dress to most-rugged slip-on and boots
- Over 100 styles specifically for women – one of the largest selections in the industry, built sized and fit to a woman's foot
- Over 40 different brands

- Wide price range to accommodate both company and employee budgets
- One year manufacturer defect warranty on all styles
- **30 days employee satisfaction guarantee**
- Free shipping of any footwear return
- Grainger's Safety Footwear Buyers Guide (hard copy and online) helps employees navigate to the correct shoe.
- Dedicated 800 Specialized Footwear customer support



**Benefit Management System (BenMan):** Whether you're buying shoes through our online tools, at a Grainger Safety Footwear Center or from a Shoemobile, our Benefit Management System can help manage your footwear program. They're all connected to offer you a consistent shopping experience.

- The Benefits Management System is a purchasing and tracking system that's integrated into Grainger.com.
- It delivers fast and easy purchasing and custom reports and benefits tracking
- For customers engaged in the safety footwear program this means that they remain in control of their program while BenMan simplifies administration and saves them time and money - reducing the costs associated with implementing and maintaining a program

**Features**

1. Set up footwear selection guidelines for your employees based on their work environment.
2. Select from a menu of services to track employee purchases and manage eligibility.
3. Manage and review payroll deductions
4. If you have payroll deductions you can easily view and monitor them for each employee
5. Manage employee eligibility through subsidy reporting.
6. All purchases are tracked and managed so you have complete line of sight to purchase history
7. Leverage two specific reports
8. Purchase history, all purchases made in program
9. Subsidy eligibility—line of sight to who is and isn't eligible based on purchase history
10. Generate custom reports

**SHOEMOBILE SOLUTION:** Grainger's Shoemobile fleet is unsurpassed in the industry. We operate a growing fleet of 45' tractor-trailers and 26' trucks. Trained service representatives measure customer employees to help ensure a proper fit and suggest styles that adhere to their company's footwear program guidelines.



Shoemobiles can display over 100 footwear styles to meet your program needs and stock 2,000 pairs to allow your employees to receive shoes during a visit. Trained footwear professionals ensure correct sizing and comfort. **Grainger has a 96% fulfillment rate on our Shoemobile. If a shoe is unable to be provided at time of purchase, Grainger will ship the shoe AT NO CHARGE to the employee's home or work location.**

**Point of Sale:** Grainger is a leader in Shoemobile Automation Technology. We process transactions in seconds using computer-generated sales tickets & barcode technology, leaving more time for proper fitting and style selection.



#### **Compliance Benefits**

Administrators can establish compliance measures with Grainger's Benefit Management System with the following capabilities:

1. Employees can only purchase footwear that meets the requirements of their job task, ensuring they select the right footwear as specified by the employer. This reduces the risk of employees buying the wrong footwear or footwear that does not meet the appropriate ASTM standards.
2. Robust reporting allows an organization to track not only who bought footwear, but also who has not used their subsidy, a potential indicator of old or worn out footwear. Ensuring the footwear is in serviceable condition, reduces the potential for issues due to worn outsoles, etc. In addition, exception reporting allows an organization to ensure everyone has access to the appropriate footwear, again reducing the potential for employees to use unapproved footwear.

#### **4. Eyewear Program**

Grainger partners with a network of eyewear providers that can offer multiple solutions for safety prescription eyewear needs. Service options include onsite kiosks or local eye care service providers. Each program has unique features and may require a minimum number of eyewear users. Further details are presented in the charts below.

**Eyelation** | Eyelation is a benefit management system enabling employees to order 24/7 and companies to save time and money. Over 250,000 registered users currently use Eyelation's Benefit Management Platform to manage their safety eyewear program. The Eyelation program includes a self-service kiosk with its own internet connectivity and allows for online ordering on customer's desktop and mobile.

**Eyelation Benefits**

- 24/7 system access for all employees
- Customizable for departments so employees only access approved products
- All orders are reviewed by an optician
- Benefits, eligibility, and renewals are managed by Eyelation
- Productivity savings of approximately 45 minutes per employee vs traditional SRx programs
- Transactional savings
- One cohesive program for all employees



Account information including benefits, eligibility, and product selection are compiled, along with download of employees at the plant. Administrators can access the Administrative Site to export billing details that correspond to the distributor invoice.

<i>Total Eyewear Users</i>	200 or more for kiosk Online ordering now available, minimum of 50	
<i>Pricing Format</i>	Components priced separately	
<i>Ordering Process</i>	Order at kiosk with its own internet connectivity or online, 24/7	
<i>Program Management Tools</i>	Manages eligibility and allowance Reporting available on Eyelation.com	
<i>Program Start Up</i>	Program set up process. Scheduled installation of onsite kiosk or activation of online program.	
<i>Glasses Pick Up</i>	Mailed to home or work	

**Hoya | Hoya's SRx Made Easy** provides a simple process for customer's to purchase prescription safety eyewear through a national network of independent eye care professionals. Package pricing saves customers money on a comprehensive range of frame styles and lens treatment options. **SRx Made Easy** turns a logistical challenge into a tangible benefit for your business.

**Hoya's SRx Made Easy** provides a simple process for customer's to purchase prescription safety eyewear through a national network of independent eye care professionals.

- Program works for any size customer or location

- Simplified SKU Process - Only 4 Price Packages & SKU's
- Each SKU is a complete pair of glasses and includes professional optician fitting services (regular eye exam is not included)
- Access to Hoya's nationwide network of eye-care provider

**BASIC package:** includes Plastic frame by HOYA (20+ styles to choose from, such as new high-wrap foam-lined options)

**Enhanced package:** includes any frame choice from the collection, including titanium and stainless steel frame options. **Sunglasses option:** includes Choice of Photochromic or Polarized lenses

HOYA has partnered with more than 2,000 independent Eye Care Professionals throughout the United States to provide accurate and timely eyewear fitting and order processing

**5. Emergency Preparedness Services**

Grainger is committed to serving our local communities in their greatest time of need. This begins with a pro-active approach that develops preparedness-focused relationships with federal, state and local first-responders and other relevant government agencies. Pro-active relationships are the key in providing support to help our communities prepare, respond and recover from emergency situations.

Each year our supply chain and inventory management teams collaborate to develop forecasts and inventory strategies to fulfill the abnormal spikes in demand that often occur in large scale disasters such as hurricanes, floods, wild fires, winter storms and other emergency events. An incremental inventory investment is made and critical supplies and equipment are strategically pre-positioned within our network of more than 250 Branches and 14 Regional Distribution Centers. This approach enables planning discussions to align customer needs with our emergency inventory plans well before disaster strikes and expedite the delivery of critical supplies to affected areas. Additionally, the products and solutions offered reflect Grainger's all-hazards philosophy as well as guidance from authorities such as FEMA, the CDC, DHH, the American Red Cross, as well as years of company experience supported by historical customer demand data.

**Threats**

- |   |   |   |
|---|---|---|
|  Hurricanes            |  Active Shooter  |  Power Outages           |
|  Floods                |  Tornadoes       |  Mosquito-borne Diseases |
|  Communicable Diseases |  Earthquakes     |  Hazardous Materials     |
|  Wildfires & Droughts  |  Extreme Heat    |   |
|  Winter Storm          |  Fire Protection |   |

*Grainger's online emergency preparedness landing page is filed with resources and information on products and services which directly addresses many of the needs for emergency preparedness*

In the event disaster strikes or is deemed imminent, Grainger's Corporate Response Team



collaborates to identify priorities, assess our inventory position, provide large order support & expedite customer deliveries. Our emergency planning efforts and state of the art order fulfillment systems allow us to provide customers with real-time product availability information that can be counted on.

Ultimately, Grainger's greatest resource is our people, especially those directly supporting the affected communities. During a large-scale disaster Grainger's highly trained and experienced employees provide direct support to State, City or County emergency operations centers (EOCs). These employees often work directly with local first responders and responding agency's to quickly field information requests related to product selection, availability, quotes, delivery, invoicing and more. These team members also assist with in the execution of Grainger's prioritization protocol which prioritizes inventory to those agencies directly involved with response efforts.

**Grainger offers the following during emergency situation:**

- Branch Operational Hours Extended up to 24 Hours a day as required
- Experienced Customer Service Agents available 24-7 at 1-800-CALL-WWG
- Emergency preparedness catalogs, capabilities guides, and emergency checklists
- Internet landing page on grainger.com dedicated to threat-specific solutions, products and resources.
- In any emergency, large or small, our pricing and services remain as provided in the contract.

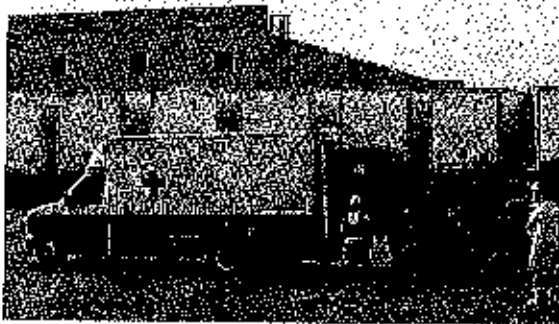
**Recent examples of Grainger's Emergency Response capabilities:**

**California Camp & Other Fires |** October-November 2018 and October 2017: The Grainger corporate response team activated daily briefings and updates to maintain situational awareness and work collaboratively with all emergency response agencies, public and private. Throughout the Camp and other fires, Grainger provided a consolidated source for critical supplies required to keep facilities, fire crews and shelters operating. Requirements included carbon filters, air purifiers, N95 respirator masks, gloves, cots, tents, cleaning supplies and more. Affected areas were served via same day deliveries from Grainger's Patterson, CA distribution center. Grainger's transportation team assisted with expedited deliveries to emergency staging areas and shelters. Grainger field representatives were present or remained on alert status 24 hours a day over a 2 week period to support agency needs. Grainger's supply chain team monitored demand and directed product to Northern California from Grainger distribution centers and direct from its manufacturers and suppliers. Grainger teams were committed from initial support throughout response into recovery and cleanup, support is continuing.



**Hurricane Michael Florida Panhandle and Surrounding Areas |** October 2018: Grainger's corporate response team was activated prior to the Category 4 hurricane making landfall near Mexico Beach Florida on October 10, 2018. Product was positioned and trailers readied. Grainger employees and resources made way to the areas beginning the weekend of October 6 to assist State of Florida and all private/public entities with

preparation. Grainger employees were present at the State of Florida Emergency Operations Center (EOC) in Tallahassee and local government EOC's throughout the hurricane and recovery. With several thousand residents' homes damaged or destroyed, shelters were made available. Grainger met daily needs for water, MREs, cots, blankets, toiletries, first aid equipment, medicine, sanitary and other shelter items. Grainger expedited distribution of chainsaws, insect repellent, generators, sand bags, gas cans, and related



supplies. First responders throughout the area used Grainger for supplies including flashlights, batteries, reflective vests, signs, shovels, water, personal protective equipment, generators and sanitary equipment. Product was redirected from other Grainger facilities and its manufacturers and suppliers to the Florida Panhandle.

## 6. Energy Services

The Grainger Energy Services team can identify and implement a wide range of efficient solutions for your agency through its network of qualified, insured and licensed service providers. Our service providers help facilitate the installation of energy-saving and water conservation measures. We can help Members secure applicable incentives and rebates for energy and water-saving projects. Grainger North America also offers Environmentally Preferred Product (EPP) training in collaboration with our key supplier partners.









### Potential Benefits:

- Improved use of energy and water
- Reduced operating costs
- Upgraded infrastructure
- Warranties on new equipment
- Lowered operational risk
- Avoided maintenance expenses
- Reduced facility carbon footprint

### Comprehensive Services\*

- Multiple energy- and water-saving solutions
- Audit and financial analysis
- Material, contractor and project management
- Installation by qualified, insured and licensed service partners
- Disposal and recycling

*\*Provided by third party service providers and subject to Member eligibility.*

- |   |   |  |
|---|---|--|
|  Lighting Projects       |  Compressed Air System Studies and Upgrade Projects  |  Steam Trap System Studies and Upgrade Projects |
|  HVAC Projects           |  Dust Collection System Studies and Upgrade Projects |  Water Conservation Upgrade Projects            |
|  Motor and Pump Projects |  Electric Vehicle Charging Station Projects          |  |



- ✓ Preventative Maintenance Contracts
- ✓ Air Barrier Audits
- **Indoor Coating Services:** A comprehensive portfolio of solutions is offered for preparing, priming, coating and protecting interior surfaces.

**9. Custom Product Center**

Grainger has the ability to customize products with the Member's logo or message. Customize products like filters or signs to meet your needs. Members decide the size, configuration or message—Grainger will take care of the rest.



Air Filters



Band Saw  
Blades



Floor Plates



Hard Hats



Locks



- b. Describe how you will roll out your program to City of Tucson staff?  
Include in your discussion training, education, meetings, information gathering, etc.

Grainger acknowledges success of the City of Tucson contract begins with an effective plan, embraced by the City, to educate, inform, and go to market strategy. Grainger will utilize a combination of communications and marketing programs to drive contract awareness, demonstrate contract value, and promote a call to action towards existing City of Tucson staff. In addition, Grainger will partner with OMNIA, industry experts, and business partners to implement the contract.

Grainger will collaborate with City of Tucson and OMNIA Partners to mutually align on communication channels, messaging content, and delivery targets and timing to demonstrate a strong partnership across our organizations when marketing the City of Tucson contract and its benefits.

Grainger will designate a dedicated implementation project manager to execute and deploy all major milestones of the Master agreement.

**DEFINE - Within first 10 days of award**

Create a mutually agreed upon joint communication campaign, including:

- A. Assign marketing and communication exports to create messages and tools for internal and external purposes to include:
- a. Upon notice of award, Grainger will provide Executive Leadership endorsement and support. Throughout Grainger, messages will endorse the new Master Agreement as a viable option for Participating Public Entities and will highlight the value and benefits of the new contract.

- b. Grainger will collaborate with City of Tucson/OMNIA Partners and distribute a co-branded press release providing highlights of Grainger's award position and contract benefits.
- c. Grainger will collaborate with City of Tucson/OMNIA Partners and announce Grainger's award position and contract benefits through mutually agreed upon social media sites such as Twitter, Facebook, LinkedIn, and YouTube.
- d. Update dedicated OMNIA Partners Grainger internal website with City of Tucson contract information and benefits.
- e. Grainger will partner with the City of Tucson to identify Key Agencies and Key Stakeholders at each one.

**PLAN - Within first 30 days of award**

Grainger and City of Tucson will create a mutually agreed upon contract execution and education strategy including:

- A. Grainger will conduct a Joint Planning Workshop with City of Tucson leadership to determine contract Key Performance Metrics and determine the specific goals/initiatives of the City of Tucson. We will create a Site Execution Plan, which will be deployed to the Sales Team.
- B. As part of the Joint Planning Workshop, Grainger and City of Tucson/OMNIA Partners will align on the following to include:
  - a. Marketing
  - b. Education/Training
  - c. Contract Performance Metrics
  - d. Annual Contract Awareness
  - e. Customer Growth/Penetration
  - f. Segment Strategy

**LAUNCH - Within 30-60 days of Award**

Grainger, City of Tucson, and OMNIA Partners will partner together to educate respective teams of the new contract terms, differentiators, and go-to market tactics that will be used to ensure growth and transition will be smooth.

- A. Marketing
  - a. Provide to City of Tucson mutually agreed upon co-branded collateral pieces including, contract benefit presentations, services and solutions marketing collaterals, and case studies.
- B. Education/Training
  - a. Grainger leadership will ensure comprehensive understanding of the City of Tucson/OMNIA Partners contract terms, benefits, and solutions through regional Kick-Off Calls, and regional focused Site Execution Plans for Grainger Sales Team members

- b. Grainger's Government Sales team will have comprehensive knowledge of the new agreement to present the benefits of this agreement to all eligible agencies.
- c. Conduct dedicated training - In person and virtual meetings -- to key City of Tucson personnel on the new Grainger's offering
- d. Provide seller action plans and timelines to achieve implementation success criteria
- e. Conduct, at minimum, quarterly contract educational calls with Grainger Sales and Customer Service teams

**C. Contract Performance Metrics**

- a. Grainger will utilize sales reporting to ensure all goals and objectives are met. Grainger will provide periodic updates on the contract's revenue performance and affiliation growth through Stakeholder updates and business reviews as requested.

**D. Annual Contract Awareness**

- a. Business Reviews with City of Tucson Procurement Officer and Key Agencies
- b. Conduct webinars for City of Tucson staff as well as live meetings, to refresh knowledge of contract benefits, promote key initiatives, share customer level success stories, as well as product offerings/promotions
- c. Provide customer compliance metrics and reporting as requested

**E. Customer Growth/Penetration Efficiencies**

- a. Work with City Staff to identify areas of opportunity for additional savings offered through this contract. Grainger will use reporting, supplier experts, and consulting business partners to identify key areas the City can take advantage of.
- c. Describe how you will develop and maintain relationships with key department end users to convert sales to this contract, offer relevant solutions, problem solve, introduce new products or services, etc.

To develop and maintain relationships with key department end users to convert sales to this contract, Grainger will conduct **Business Review Meetings** with City of Tucson and all participating agencies and members of Grainger's Sales team led by the primary Account Manager. At these meetings, we'll review existing customer goals, make adjustments to ensure the needs are being met through this contract. We will also present cost savings and other efficiency opportunities related to the contract for consideration, and work continually with the City and each agency to meet their expectations.

Grainger's value extends beyond the products we deliver. Our Services, Solutions, and Products help our customers control and lower cost. We will ensure we review new department or agency initiatives to determine solutions that Grainger could proactively drive additional cost savings to meet department and agency objectives.

Grainger offers many relevant cost savings solutions that bring value add to the City of Tucson's participating agencies such as Safety Services, eCommerce, and KeepStock Inventory Solutions. The Grainger team will proactively introduce solutions, including new products, during site visits and regularly scheduled Business Review Meetings

d. Describe your sales and reporting capabilities. What level of detail is available?

Grainger's utilizes SAP's innovation for reporting, transactional, planning, logistical and operational needs of the facilities maintenance marketplace and especially to meet our customers' reporting requirements. A high level of report detail is available including: items purchased by track code, sub track code, and or account number, total sales and quantity per item, total sales at an account level as well as their shipping location, supplier diversity reports, green purchase history reports, invoice detail report and more.

Additionally, Grainger's self-serve site allows users to view real-time Order History, or all orders placed as well as order status, delivery times, logs for approval, workflow actions taken, and to download invoices if copies are required.

Some of Grainger's detailed standard reports that monitor spend and track usage includes:

- **Procurement Tendency Report:** helps customers understand purchasing tendencies executed through Grainger (channel sales, repeat item spend, category spend)
- **KeepStock Inventory Management Reporting:** reports generated showing customers inventory utilization through all KeepStock programs
- **Customer Report Card:** The Customer Focused Quality Report Card is a detailed breakdown of the following information:
  - ✓ **Order Summary**
    - Total Purchases
    - Total # Orders
    - Total # of Order Lines
    - Average Line per Order
    - Average Dollars per Order
  - ✓ **Product Accuracy**
  - ✓ **Fill Rate**
  - ✓ **Complete Shipment Rate**
  - ✓ **On-Time Delivery**
  - ✓ **Invoice Accuracy**
- **Cost Savings Analysis (CSA):** Reports savings based off catalog price.
- **Item Purchase History (IPH):** Summary report that shows items purchased by track code, sub track code, and or account number. Include total sales and quantity per item.
- **Item Purchase History by Account (IPH by Account):** Reports items purchased by track code, sub track code, and or account number broken down at the account level.
- **Green Item Purchase History (Green IPH):** Summary report that show green items purchased by track code, sub track code, and or account number. Include sales and quantity per green item.
- **Purchase by Supplier (PBS):** Reports item sold per Grainger supplier/vendor.
- **Product Line Distribution (PLD):** Reports sales per month by material segment.
- **Supplier Diversity:** Reports sales per Grainger's diverse suppliers.
- **Purchases by Account (PBA):** Reports sales by Grainger sold to account number to include seller alignment and prior year sales.

- **Overall Purchase Analysis (OPA):** Reports sales by account number to include seller alignment, prior year sales, CSP purchase's, Non-CSP purchases, Grainger.com purchases, EDI purchases, ePro purchases, and FMRO purchases.
- **Ship-to Report:** Line level detail report to show sales at an account level as well as their shipping location.
- **eCommerce Report:** Reports sales by account broken out by Grainger.com and ePro sales.
- **eCommerce Summary Report:** Summary report to show monthly breakdown of Grainger.com, ePro, and EDI sales.
- **Grainger Choice Report:** Summary report to show monthly breakdown of sales per Grainger Choice brands.
- **Tier Report:** Workbook that includes OPA, IPH, PLD, PBS, CSA, as well as a summary page.
- **The Invoice Detail Report (IDR)** is a detailed breakdown of the following information:
  - ✓ Item Purchased
  - ✓ Bill Date
  - ✓ Customer PO #
  - ✓ Sales Doc #
  - ✓ Name of Orderer
  - ✓ Account number
  - ✓ Purchase Amount
  - ✓ Tax and Freight billed
  - ✓ Catalog Price
  - ✓ Diff \$ and savings
- **Order History Report:** The order history file contains detailed information about each order. Reports may be customized based on the City of Tucson and OMNIA Member's specific needs. **This report includes the following fields:**
  - ✓ Item Total Cost
  - ✓ Item Description Grainger Account Defaults (line level)
  - ✓ P.O. Line, Member Part, Member Item Notes
  - ✓ Item Brand UNSPSC Product Category Code
  - ✓ Quantity
  - ✓ Categories and Sub-Categories
  - ✓ Order Date and Order Number Price
  - ✓ Shipping Information
  - ✓ Method, First and Last Name, Company,
  - ✓ Address, City, State, Zip, Country, Phone,
  - ✓ Fax, Email
  - ✓ Extended Price
  - ✓ Grainger Account Defaults (header level)
  - ✓ P.O or AMEX™ Ref, P.O. Release, Project
  - ✓ Job, Requisition Name, Department, Phone
  - ✓ Extension, Attention/Delivery Instructions
  - ✓ Subtotal
  - ✓ Payment Method Tax
  - ✓ Line Item Number Freight

**Custom Reports:** Grainger is capable of offering a wide range of custom reports. All custom reports may be made available upon customer request



#### 4. Ordering and Invoices

- c. Describe your ordering capacity (retail locations, telephone, fax, internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-line ordering, order tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate green products, etc.

Grainger's web-based ordering system (eCommerce purchasing system) has a proven record as the largest e-Retailer in the MRO industry. Grainger has the most comprehensive website platform with user friendly and customer-focused flexible web portals, mobile apps, and eProcurement offerings in the industry. The solutions deliver "Easy to Find," "Easy to Use," and "Easy to Connect" procurement solutions that help the City of Tucson and OMNIA members save time and money.



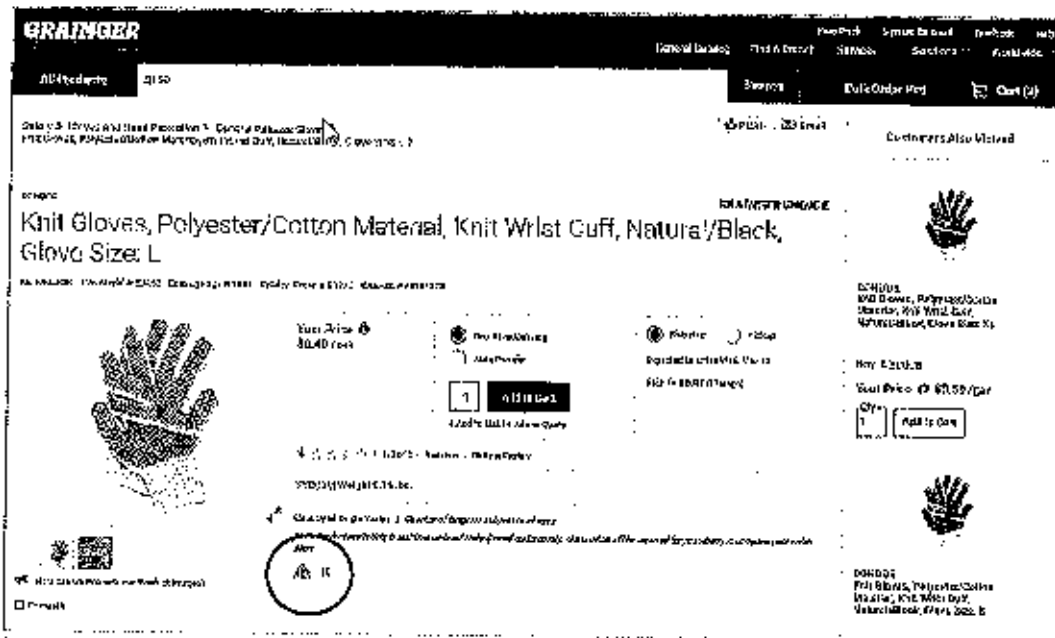
With our eCommerce capabilities, customers may choose to order over the Internet through Grainger.com, place mobile app order, or order through a procurement solution such as Ariba, Workday, or Jaggaer. Below are the Grainger capabilities for ordering and invoicing.

**Ordering Capacity:** Grainger's multichannel sales approach lets customers choose how they want to do business with us. It also gives them the flexibility of ordering in ways that best suit their needs. These sales channels include:

- Internet / ecommerce
- Email
- Toll Free Telephone
- Retail / branch locations
- Fax
- Inside and outside sales representatives
- Grainger's KeepStock® inventory management systems
- Mobile App



**Display Contract Pricing:** Once logged on to Grainger.com or if accessing Grainger product via a Grainger punch-out, all City of Tucson contract pricing will be clearly displayed on item detail pages, within search results and in the shopping cart. Furthermore, the City of Tucson / Omnia market basket products will be clearly identified with the red "K" on the item detail page, search results and in the shopping cart.

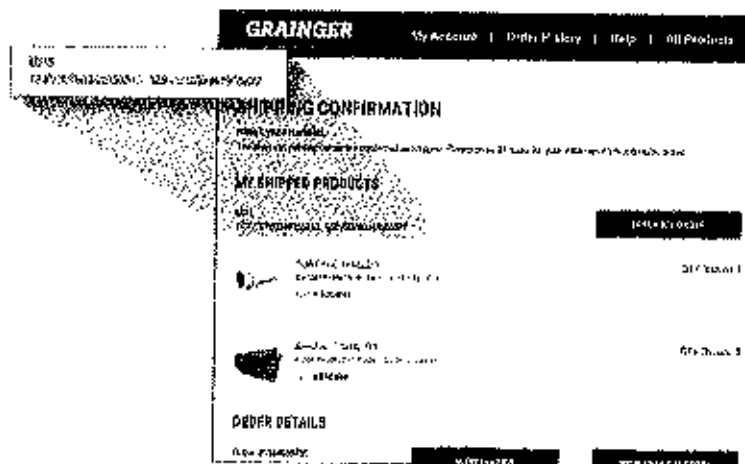


*The City of Tucson and OMNIA will be able to easily determine market basket items by finding the red "K".*

**Online Ordering 24/7:** The City of Tucson and OMNIA Members can submit orders 24 hours per day, 7 days a week, and 365 days per year on Grainger.com and mobile applications. This allows for quick and easy ordering for each Member anytime, anywhere.

**Order Status & Tracking:** The City of Tucson and OMNIA Members can use Grainger.com to track the status of any pending order, regardless of ordering channel (online, phone, fax, e-mail). Members can determine shipment status, backorder status, and partial order shipments, will call order pick-ups and order cancellations for orders placed within the past 36 months by clicking on the Order History link at the top of any Grainger.com page.

The City of Tucson and OMNIA Members will receive a shipment notification with carrier tracking information once an order has shipped.



*Tracking information can easily be accessed from the shipment notification.*

**Search Options:** Grainger.com allows the City of Tucson and OMNIA Members to search and filter by the following attributes:

- Keyword(s)
- The City's Market Basket items
- Manufacturer/brand
- Manufacturer model number
- National Stock Number (NSN)
- Grainger item number
- The City's part number
- Supplier Diversity products
- Green products (Logo for green)
- Categories or product index

Grainger's extensive investment in technology, specifically "search capability", is further represented by the following Search functionality:

**WILDCARD SEARCH:** By using an asterisk (\*), end users may perform a wildcard search. If a Member is looking for a model number but doesn't remember the full number, the end user may type in the first three characters followed by an asterisk (\*). Grainger's site will search all of the model numbers that start with those three characters.

**REFINED SEARCH:** End users may further refine their search results by clicking "Search Within these Results". This feature filters the search results by an additional keyword or description. In addition, Members may further refine their search term by "Product Categories", "Brand" or "Price". As refinements are made, detailed technical specifications are shown to allow Members to narrow down to the exact product, quickly procure it, and resume work.

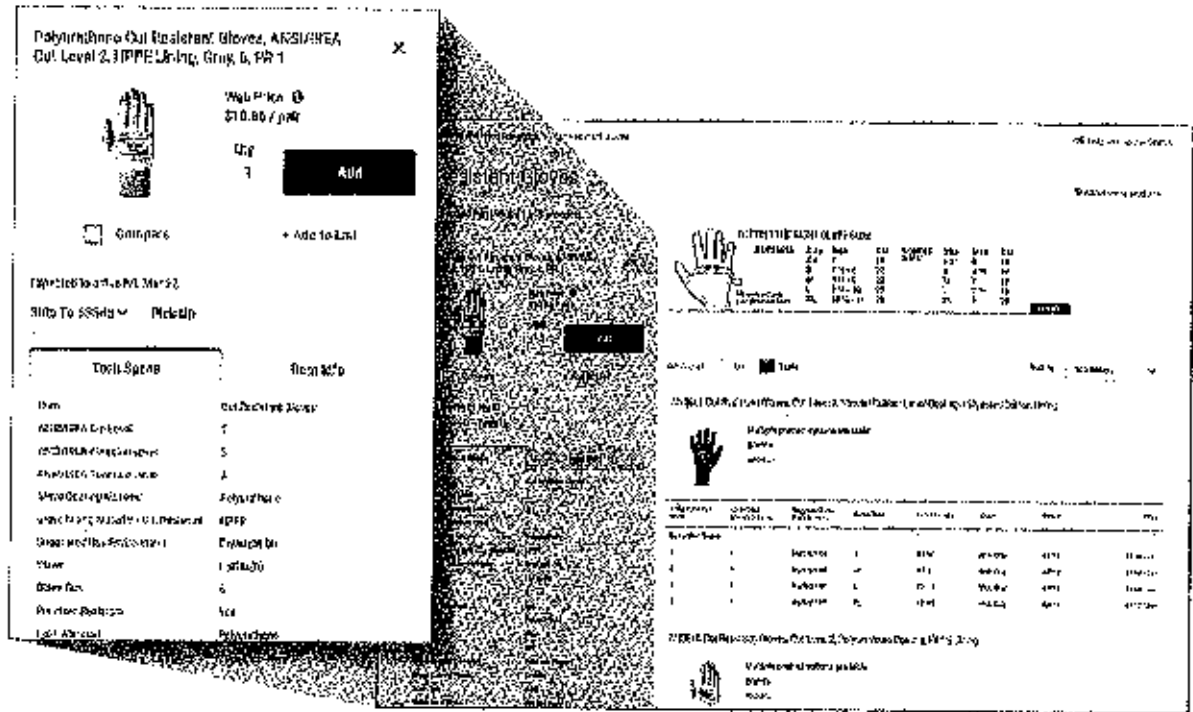
**Once a search result is presented, Members may:**

- ✓ Add or remove refinements to their search without leaving the results page
- ✓ Refine their results by product specifications
- ✓ Sort by price, availability, model number, brand name and more
- ✓ See additional product information without leaving the results page
- ✓ View items in table format for easier comparison
- ✓ View a Mini-Item Detail Page for quick reference
- ✓ Find Green and Supplier Diversity products quickly
- ✓ Use Search results to compare up to eight products at a time
- ✓ See product availability in real time during checkout

**SEARCH SUGGESTIONS (TYPE AHEAD):** This functionality provides suggested terms, item numbers, product categories, and brands as the user inputs a search term or item number as presented below. Additionally, it retains a search term history and recommends products.

**VIEW PREVIOUSLY PURCHASED:** Grainger has a feature allowing users to narrow their search results to those products they have purchased in the past. This makes it easier to find the products you need.

**MINI ITEM DETAIL PAGE (IDP):** When viewing like products in table format, users can click on any of the individual items to view a mini-IDP containing basic information on the product, and an ability to add that item to the cart.



**TABLE VIEW:** Organizes like products into logical groupings and provides additional product information. The table format facilitates easier comparisons between products.

**Visual Attributes:** Visual attributes help users by displaying imagery in addition to text and technical language. Users can click on an image to refine the search results by the selected value. Supplemental content is also available as banners to further help members with their purchase decision.

**Order History:** The innovative Home Page on Grainger.com includes relevant user information such as order history, invoices, and other useful information in support of efficient procurement management. Order history can be accessed for 36 months.

Users have the option of accessing order history on Grainger.com and reordering, or downloading a file of order history data for further analysis. This file of order history data can be configured to include multiple users, various types of orders, various date ranges, and multiple file formats.

GRAINGER  
 THE CITY OF TUCSON & OMNIA MEMBER

Sign Up for Email | Feedback | Help | Basic Tool  
 General Catalog | Find A Branch | Services | Solutions | Worldwide

All Products | Enter keywords, item number or replacement part number. Search | Talk Order Pad | Cart

My Account | Download Order History | Want to pay an invoice? Please call 1-800-GRAINGER (1-800-472-4643)

DAN WHITAKER

Download Order History

Order History | Purchase Procedure | Download Order History

Order History Download Files will be available for 30 days from request date.

Request Order History Report

Download Order History | All Types of Orders | 3 Months | CSV file | Generate Report

Your Reports

Request Date	Description	Status
05/20/2018	My order history, All Types of Orders, 3 months, CSV file	Downloaded

*The City of Tucson and OMNIA Members can select search criteria to search order history. Order history information is available online for the previous 36 months.*

**Technical Assistance:** Grainger offers multiple forms of technical assistance on Grainger.com.

**CLICK-TO-CHAT:** Grainger offers Click-to-Chat Assistance for Members on Grainger.com and punch-out integrations. Agents are available from 7 am to 5 pm, Monday – Friday, in all time zones to assist Members with their product questions or anything related to the purchasing process. Agents in the click-to-chat function can access technical product experts to answer detailed questions on product application or specifications affording OMNIA Members a prompt means to get answers to their questions.

Can I help you with anything today?

Members can chat live with a Customer Service Representative (CSR) on Grainger.com. Once "Chat Now" is clicked, a message box opens up allowing members to communicate with the CSA

**HELP BUTTON:** Grainger.com offers a "help" button featured on the top right of every page of Grainger.com to access additional information.

**The Grainger Help Desk**

Get the help you need to get the most out of your Grainger account. Browse our help desk for answers to the most common questions or contact our support team for more help.

**Key Help Topics:**

- Getting Started
- Where is My Order
- Find Products
- Order Placement
- Manage My Account
- Admin Setting
- Order Management System
- eProcurement Solutions
- Mobile Solutions

The screenshot shows a grid of help topics including: 'Where is My Order?', 'Find Products', 'Manage My Account', 'Admin Setting', 'Order Management System (OMS)', 'eProcurement Solutions', and 'Mobile Solutions'. Each topic has a brief description and a 'View More' link.

*The City of Tucson and OMNIA Members can quickly and easily find answers to the most commonly asked questions and received guidance while shopping on Grainger.com.*

**Personal Lists and Profiles:** The City of Tucson and OMNIA Members can create "Personal Lists" on Grainger.com and punch-out integrations for frequently purchased items. Multiple personal lists can be created and shared among Members using the same Grainger account to streamline the acquisition process. This functionality allows Members to:

- Create lists by product category, service location, usage, or specifications and then organize those lists in folders
- Order directly from their list by clicking "Add to Order" next to any item
- Assign a location to a list allowing for easy access of that list from the Grainger Mobile app
- Add min/max quantities, bin locations, and print labels of the items in your list for easy inventory tracking
- Share lists with other people on the same account, so they can view and order from other Members' Personal Lists
- Add or delete products on the list, combine lists or organize lists in multiple folders
- Shared usage of these easy-to-access lists can assist the City of Tucson and OMNIA Members in consolidating product orders, avoiding duplication and driving product standardization to reduce costs
- To keep a record of previous purchases

**Technical Data and Documentation:** Grainger's General Catalog is available in its entirety on Grainger.com and includes technical data and illustrations.

**SAFETY DATA SHEETS (FORMERLY MSDS):** The City of Tucson and OMNIA Members may view and print SDS online at Grainger.com.

**VIDEOS, CAD DRAWINGS, 360° SPINS:** Users have the ability to see a complete view from various angles of many products from the item Details page.

**Identification of alternate green products:** The City of Tucson and OMNIA Members can easily identify environmentally preferable products on Grainger.com. When searching for products simply look for our Green Leaf icon. This indicates that the select product has a UL validated certification and/or attribute. On Grainger.com members can filter any product search results to view environmentally preferable options.



Grainger provides the City of Tucson and OMNIA Members with the ability to shop for all certified products by clicking the certification logo provided on the grainger.com/green website. In addition, end users have the ability to narrow search results in order to identify environmentally preferable certifications and attributes that meet their specific requirements. All EPP products on Grainger's shelves will have EPP product labels.

**Product Availability by Location:** The City of Tucson and OMNIA Members are able to determine real-time product availability by Grainger location.

**GRAINGER**  
A Division of The McGraw-Hill Companies

General Catalog | Find A Branch | Services | Solutions | Webinars

All Products | Enter keyword, sku, model no, or part no. | Search | Bulk Order Pad | Cart

Electronics, Computers, and Peripherals | Batteries | Selected Products | Batteries/AAA/Alkaline/PK24

View Product Family

**DURACELL**  
Battery, AAA, Alkaline, PK24

Your Price \$5.017/pkg. of 24

Quantity: 1  
Add to Cart

Shipping Information:  
Add shipping method  
Shipping Method: Standard  
Estimated to arrive: 7/26/2019  
Ship to: 05286-0010100

This item is approved for your organization's Custom Catalog

*Grainger.com enables the City of Tucson & OMNIA Members to check the real-time product availability and expected arrival date of shipped orders.*





- Add, remove or change item quantities on orders submitted for approval
- Apply a payment method from your profile to a pending order
- Set order approval rules based on Market Basket items

**Work Order Integration:** Grainger also offers the ability to integrate Computerized Maintenance Management Systems (CMMS)/ Work Order systems with the purchasing process to allow for reconciliation of purchases to work orders. This type of integration aligns work order data to product orders and packing slips for streamlined receiving, and assigns product cost to the work order for a full view of project costs.

Grainger has established full integrations with some CMMS/work order systems, which allow users to click out to a Grainger site for shopping. Other integrations have been established enabling flat file transfers to automate the reconciliation of work orders and purchases. Grainger's eCommerce Solutions Managers can assess current work order and purchasing processes and streamline this process with the solutions mentioned above.

- b. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.

Yes, electronic invoicing is available as is summary invoicing. Grainger has multiple ways to receive an invoice including electronic invoicing:

- Individual invoices per shipment
- EDI invoicing
- P-Card invoicing
- Email invoicing
- Summary Billing

Please see **Exhibit 2 Sample Invoice**

**Invoicing Process:** Grainger uses our enterprise system (SAP) that allows us to select the type of billing the City of Tucson and OMNIA Members require. After the order is placed into our system and the delivery process completed (picked up or shipped out), the invoicing process begins.

- Member is sent an invoice according to the method required (email, electronic, other)
  - ✓ **Email:** Invoice is sent to the Member automatically to the identified email addresses in the system
  - ✓ **Electronic:** Invoice is sent to the Member electronically in cXML, EDI, xCBL or flat file format. Grainger has a team of analysts to work with you through implementation and testing of these electronic invoicing formats and build in certain customizations to meet your needs. Electronic Invoicing allows your users to easily access invoice data within your system for easier reconciliation and payment.

**Invoice and Packing Slips on Grainger.com**

Omnia members have the ability to search order history and review invoices and packing slips of all Grainger orders on Grainger.com. This makes the reconciliation of po card purchases much easier.

**Summary Invoicing:** Summary Invoicing (**Summary Billing**) is available for the City of Tucson and OMNIA Members. Grainger's summary billing is an invoicing system that simplifies Members' procurement process while reducing internal costs. We will provide a single bill containing a periodic summary of purchasing activity (monthly, semi-monthly, or weekly). By receiving a summary bill rather than individual invoices for each transaction, Members will have fewer pages to approve and fewer checks to write. This reduction in procurement process steps will save you both time and money.

If Members meets the requirements for Grainger's Summary Billing program and chooses to participate in this cost savings program, Members will decide:

1. Manner in which bill is sorted
2. Cycle ending day

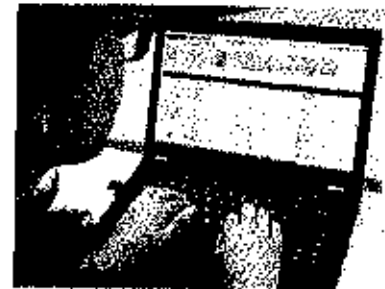
Summary billing sorts and subtotals individual invoices over a specified time. Members may select from more than twenty sorting options. Each month, Members will receive a bill approximately one week after the selected cycle-end date.

- c. Describe how problems – such as a customer ordering a wrong product; a customer receiving a defective or wrong product; etc. – are resolved.

Each 2,000 Customer Service Associate (CSA) has use of state-of-the-art technology tools needed to address inquiries and ensure the City of Tucson and OMNIA Member's expectations are met.

Grainger's online system and network gives its government sellers and customer service representatives immediate online access to real time Member account information to help Members and provide information including, but not limited to: Status of orders (shipped or pending) as well as:

- Backorder status
- Contract pricing
- Category discounts
- Product availability
- Product information
- Account and billing questions
- Contract compliance
- Technical product support
- Cross referencing



**Specifically for product returns for the following reasons:**

- ✓ Wrong item shipped from Grainger
- ✓ Item damaged when received
- ✓ Faulty defective item that has warranties

1. The Member should call Grainger Customer Care at 1-800-GRAINGER (472-4643)
2. Indicate if they would like a replacement product or a credit
3. Grainger takes responsibility for the return and will send a return label to the customer
4. At their convenience, the customer carefully packages the item(s) and includes the packing slip
5. Pre-paid shipping label is placed on return package
6. Member notifies UPS to pick up the return.
7. New product is sent to the customer or their account is credited

**Steps for a Standard Return originally shipped to a customer for the following reasons:**

- ✓ Incorrect Item ordered
- ✓ Ordered too many items
- ✓ No longer need or want

The product may be shipped back to Grainger or dropped off at any Grainger branch location.

**For a product shipment:**

1. The Member should call Grainger Customer Care at 1-800-GRAINGER (472-4643)
  2. Package the item(s) and include the packing slip
  3. Write the reason for returning the product on your packing slip; if the packing slip is not available, please provide the purchase date, the original invoice number and the item number for the product
  4. Indicate whether you would like a replacement product or a credit
  5. Ship the package to the nearest Grainger branch location
- d. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?

**Grainger measures performance in several ways:**

1. On-time Delivery
2. Product Accuracy
3. Fill Rate
4. Complete Shipment Rate
5. Invoice Accuracy

**Please note: percentages presented below are actual City of Tucson metrics.**

**On-Time Delivery | 95.52%** On-time delivery is measured by the percent of "trackable" lines delivered by the customer's expected delivery date.

The State of AZ is positioned in proximity to Grainger's Los Angeles, CA distribution center (DC) that has the ability to provide next day delivery on most orders to most destination points within the state along with the city of Tucson. In addition to the Los Angeles, CA DC, Grainger operates a Dallas, TX DC that has the ability to provide 2

service day delivery on most orders to most destination points in AZ.

**Product Accuracy | 99.23%** Product accuracy is measured by the percent of lines Grainger fulfilled without post order correction

**Fill Rate | 95.97%** Grainger's annual average fill rate is in range of 95-97%. Grainger measures Fill Rate by tracking the percent of lines Grainger fulfilled "in full" from available stock at time of order.

*EXAMPLE - A customer places an order for 10 distinct items; one each. Grainger fulfills all 10 items from our Chicago DC and the customer receives all 10 items the next business day. customer Fill Rate = 100%.*

**Invoice Accuracy 99.23%** | Invoice accuracy is measured by the percent of lines Grainger correctly invoiced without post order correction

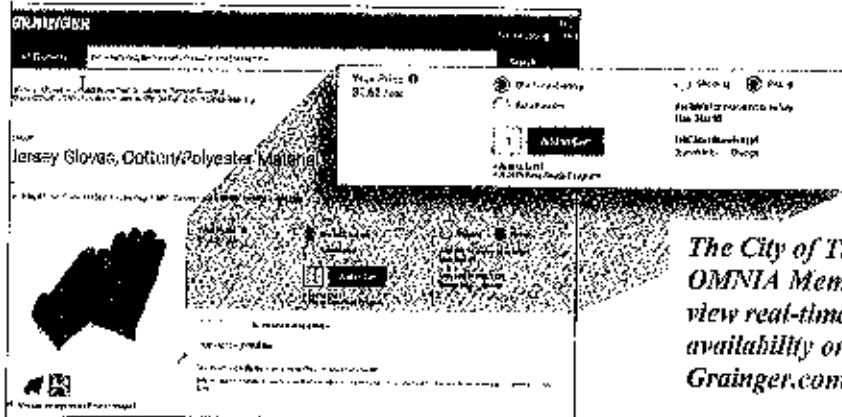
- e. If providing for retail location purchases, describe how agencies choosing to pick up products at a retail location will receive the correct contract pricing.

The starting point for correct contract pricing is the Member's account number to which pricing is linked. Pricing is linked at the inception of the City of Tucson and OMNIA contract for previously aligned Members and for any new Member requesting to participate on the City of Tucson and OMNIA contract.

Grainger's pricing team will apply coding to all account numbers (locations) for each City of Tucson or OMNIA member within our company wide SAP Business Enterprise System. This coding will include pricing and freight terms, as well as all contract terms and conditions unique to the City of Tucson and OMNIA agreement.

- f. Describe your process for identifying out of stock items and the options available to ordering agencies, such as: request a back ordered item, requesting a substitute item and cancelling the item from the order.

For items back ordered, Grainger utilizes several methods to notify the City of Tucson and OMNIA Members if an item is out of stock, depending on order method. For online orders, Members will have real time visibility to out of stock or discontinued items.



*The City of Tucson & OMNIA Members can view real-time product availability on Grainger.com*

For substitute items, Grainger.com functionality includes a "compare items" feature which provides a side by side comparison of available alternates for the Member's consideration. In all instances, the decision to accept a substitute product is solely that of the Member.

**Product Compare**

Product Overview

Item #	Description	Web Price	Qty	Action
Item # 261133 261111 TP-1111111111 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111	Web Price \$18.16 / per	Qty 1	Add to Cart	
Item # 401111 CORRO5 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111	Web Price \$8.18 / per	Qty 1	Add to Cart	
Item # 110111 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111	Web Price \$20.00 / per	Qty 1	Add to Cart	
Item # 110111 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111	Web Price \$8.11 / per	Qty 1	Add to Cart	
Item # 110111 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111 11111111111111	Web Price \$11.00 / per	Qty 1	Add to Cart	

**Once products have been selected for comparison to an out-of-stock item, details can be immediately viewed to determine a substitute product.**

**The City of Tucson or OMNIA Members can choose a substitute product or wait for the out of stock product to arrive.**

If the Member places an order either via a branch or phone, the Member is immediately notified by a Customer Service Associate (CSA) who will inform them of options for substitute or alternate items. Grainger's ERP system easily allows the CSA to search for available alternates for the member to consider. Product information can also be emailed or faxed to the City of Tucson or OMNIA Member to review.

For faxed or emailed orders, a CSA will notify the Member and inform them of options for substitute or alternate items. Product information can be emailed or faxed to the Member.

For cancelling an item on an order the City can utilize grainger.com click to chat, call our customer service agents/branch/Sales representatives, email, or fax.

5. **Other/Value Add**

- a. Describe any government rebate or government incentive programs applicable

**Grainger Incentive Program**

Grainger is committed to offering incentives and rebates to all aspects of Public Agency use. Below are the newly enhanced incentive programs being offered through this contract.

**Grainger provides incentives to City of Tucson/OMNIA Members that:**

- 1) Affiliate to this contract
- 2) Purchase more than \$250,000 annually under the Agreement from Grainger,
- 3) Grow purchases under the Agreement and/or
- 4) Purchase more than 50% of spend via a Grainger approved ecommerce channel

These Incentives are explained below:

**Administrative Fee on Spend of More than \$250,000:** Grainger will provide the City of Tucson/OMNIA members that purchase more than \$250,000 from Grainger in a contract year with a Direct Sales Administrative Fee ("DSAF") of Two Percent (2%). The 2% fee shall be on all net annual spend by a Member.

**Incentive Growth:** Grainger will provide the City of Tucson/OMNIA Members an incentive fee tied to annual incremental purchase growth. If the Member increases its net annual spend from Grainger, as compared to the previous contract year, Grainger will pay a 5% fee on the incremental growth.

**eCommerce Incentive:** Grainger will provide the City of Tucson/OMNIA members that purchase more than a 50% of spend from Grainger through a Grainger approved ecommerce channel with a 2% ecommerce incentive fee (ecommerce Incentive Fee) paid annually on all ecommerce spend for the contract year.

**Reporting and Payment:** Payment of the rebate, along with a supporting report, will be issued to Public Participating Agencies within 90 days of the close of the current contract year. Grainger will work with OMNIA Partners on the distribution of the funds.

**Net Annual Spend Defined:** Net Annual Spend is calculated for the contract year and is defined as the total invoice price of all contract year purchases less:

1. Refunds
2. Credits on returns
3. Discounts
4. The monies paid on any purchases pursuant to the Grainger Distributor Alliance Program

- b. Describe how your firm will meet the monthly usage reporting criteria. Submit a sample report.

Grainger is capable of meeting all requirements for the monthly usage reporting. We will provide an electronic copy of a usage report upon request to the Agency Department of Procurement. The report will provide complete information on the items purchased under this Contract. At a minimum for each item sold, the report will list the manufacturer name, model number, part number, item description, quantity sold and total spend by department, division and ordering entity.

Please see *Exhibit 3 Grainger Sample Item Purchase Report*

- c. Please include any value-added services that have not been listed in the scope of work. Services could include, but not limited to, safety shoe program, additional inventory management, emergency preparedness services, safety glove programs etc.

Grainger will support the City of Tucson and OMNIA Members in achieving additional cost savings and efficiencies over the duration of the Contract by leveraging our years of experience in saving customers time and money. Grainger's core value proposition is centered on helping customers identify ways to "take costs out of their business," specifically in the areas of time, space and dollar savings.

For ease of reviewing all services Grainger offers the City of Tucson and OMNIA Members, Grainger has included all value-added services with the services in section 3. Services.

**CITY OF TUCSON, RFP# 192163, MAINTENANCE, REPAIR AND  
OPERATIONS (MRO) SUPPLIES, PARTS, EQUIPMENT, MATERIALS AND  
RELATED SERVICES**

**Attachment B - Category Discounts**

<b>Category</b>	<b>Percentage Discount off list price (%)</b>
Abrasives	7%
Adhesives, Sealants, and Tape	7%
Cleaning	22%
Electrical	23%
Electronics, Appliances, and Batteries	19%
Fasteners	32%
Fleet and Vehicle Maintenance	5%
Furniture, Hospitality and Food Service	5%
Hand Tools	14%
Hardware	5%
HVAC and Refridgeration	17%
Lab Supplies	7%
Lighting	22%
Lubrication	7%
Material Handling	15%
Motors	19%
Office Supplies	5%
Outdoor Equipment	12%
Paint, Equipment and Supplies	10%
Plumbing	20%
Pneumatics	11%
Power Tools	11%
Power Transmission	19%
Pumps	7%
Safety	19%
Security	15%
Test Instruments	7%
Welding	10%
(Other) HVAC: Filters	40%
(Other) Emergency Preparedness	19%
Base Discount	5%









Item #	Item Description	Quantity	Unit Price	Total Price	Material	Equipment	Notes
1	4000 ...	1	...	...	...	...	...
2	4000 ...	1	...	...	...	...	...
3	4000 ...	1	...	...	...	...	...
4	4000 ...	1	...	...	...	...	...
5	4000 ...	1	...	...	...	...	...
6	4000 ...	1	...	...	...	...	...
7	4000 ...	1	...	...	...	...	...
8	4000 ...	1	...	...	...	...	...
9	4000 ...	1	...	...	...	...	...
10	4000 ...	1	...	...	...	...	...
11	4000 ...	1	...	...	...	...	...
12	4000 ...	1	...	...	...	...	...
13	4000 ...	1	...	...	...	...	...
14	4000 ...	1	...	...	...	...	...
15	4000 ...	1	...	...	...	...	...
16	4000 ...	1	...	...	...	...	...
17	4000 ...	1	...	...	...	...	...
18	4000 ...	1	...	...	...	...	...
19	4000 ...	1	...	...	...	...	...
20	4000 ...	1	...	...	...	...	...
21	4000 ...	1	...	...	...	...	...
22	4000 ...	1	...	...	...	...	...
23	4000 ...	1	...	...	...	...	...
24	4000 ...	1	...	...	...	...	...
25	4000 ...	1	...	...	...	...	...
26	4000 ...	1	...	...	...	...	...
27	4000 ...	1	...	...	...	...	...
28	4000 ...	1	...	...	...	...	...
29	4000 ...	1	...	...	...	...	...
30	4000 ...	1	...	...	...	...	...
31	4000 ...	1	...	...	...	...	...
32	4000 ...	1	...	...	...	...	...
33	4000 ...	1	...	...	...	...	...
34	4000 ...	1	...	...	...	...	...
35	4000 ...	1	...	...	...	...	...
36	4000 ...	1	...	...	...	...	...
37	4000 ...	1	...	...	...	...	...
38	4000 ...	1	...	...	...	...	...
39	4000 ...	1	...	...	...	...	...
40	4000 ...	1	...	...	...	...	...
41	4000 ...	1	...	...	...	...	...
42	4000 ...	1	...	...	...	...	...
43	4000 ...	1	...	...	...	...	...
44	4000 ...	1	...	...	...	...	...
45	4000 ...	1	...	...	...	...	...
46	4000 ...	1	...	...	...	...	...
47	4000 ...	1	...	...	...	...	...
48	4000 ...	1	...	...	...	...	...
49	4000 ...	1	...	...	...	...	...
50	4000 ...	1	...	...	...	...	...





Line	Account	Description	Quantity	Unit	Price	Amount	Tax	Total
51	2000 125 Lamp	2000 125 Lamp	1	EA	12.50	12.50	0.00	12.50
52	2000 150 Lamp	2000 150 Lamp	1	EA	15.00	15.00	0.00	15.00
53	2000 200 Lamp	2000 200 Lamp	1	EA	20.00	20.00	0.00	20.00
54	2000 250 Lamp	2000 250 Lamp	1	EA	25.00	25.00	0.00	25.00
55	2000 300 Lamp	2000 300 Lamp	1	EA	30.00	30.00	0.00	30.00
56	2000 350 Lamp	2000 350 Lamp	1	EA	35.00	35.00	0.00	35.00
57	2000 400 Lamp	2000 400 Lamp	1	EA	40.00	40.00	0.00	40.00
58	2000 450 Lamp	2000 450 Lamp	1	EA	45.00	45.00	0.00	45.00
59	2000 500 Lamp	2000 500 Lamp	1	EA	50.00	50.00	0.00	50.00
60	2000 550 Lamp	2000 550 Lamp	1	EA	55.00	55.00	0.00	55.00
61	2000 600 Lamp	2000 600 Lamp	1	EA	60.00	60.00	0.00	60.00
62	2000 650 Lamp	2000 650 Lamp	1	EA	65.00	65.00	0.00	65.00
63	2000 700 Lamp	2000 700 Lamp	1	EA	70.00	70.00	0.00	70.00
64	2000 750 Lamp	2000 750 Lamp	1	EA	75.00	75.00	0.00	75.00
65	2000 800 Lamp	2000 800 Lamp	1	EA	80.00	80.00	0.00	80.00
66	2000 850 Lamp	2000 850 Lamp	1	EA	85.00	85.00	0.00	85.00
67	2000 900 Lamp	2000 900 Lamp	1	EA	90.00	90.00	0.00	90.00
68	2000 950 Lamp	2000 950 Lamp	1	EA	95.00	95.00	0.00	95.00
69	2000 1000 Lamp	2000 1000 Lamp	1	EA	100.00	100.00	0.00	100.00
70	2000 1050 Lamp	2000 1050 Lamp	1	EA	105.00	105.00	0.00	105.00
71	2000 1100 Lamp	2000 1100 Lamp	1	EA	110.00	110.00	0.00	110.00
72	2000 1150 Lamp	2000 1150 Lamp	1	EA	115.00	115.00	0.00	115.00
73	2000 1200 Lamp	2000 1200 Lamp	1	EA	120.00	120.00	0.00	120.00
74	2000 1250 Lamp	2000 1250 Lamp	1	EA	125.00	125.00	0.00	125.00
75	2000 1300 Lamp	2000 1300 Lamp	1	EA	130.00	130.00	0.00	130.00
76	2000 1350 Lamp	2000 1350 Lamp	1	EA	135.00	135.00	0.00	135.00
77	2000 1400 Lamp	2000 1400 Lamp	1	EA	140.00	140.00	0.00	140.00
78	2000 1450 Lamp	2000 1450 Lamp	1	EA	145.00	145.00	0.00	145.00
79	2000 1500 Lamp	2000 1500 Lamp	1	EA	150.00	150.00	0.00	150.00
80	2000 1550 Lamp	2000 1550 Lamp	1	EA	155.00	155.00	0.00	155.00
81	2000 1600 Lamp	2000 1600 Lamp	1	EA	160.00	160.00	0.00	160.00
82	2000 1650 Lamp	2000 1650 Lamp	1	EA	165.00	165.00	0.00	165.00
83	2000 1700 Lamp	2000 1700 Lamp	1	EA	170.00	170.00	0.00	170.00
84	2000 1750 Lamp	2000 1750 Lamp	1	EA	175.00	175.00	0.00	175.00
85	2000 1800 Lamp	2000 1800 Lamp	1	EA	180.00	180.00	0.00	180.00
86	2000 1850 Lamp	2000 1850 Lamp	1	EA	185.00	185.00	0.00	185.00
87	2000 1900 Lamp	2000 1900 Lamp	1	EA	190.00	190.00	0.00	190.00
88	2000 1950 Lamp	2000 1950 Lamp	1	EA	195.00	195.00	0.00	195.00
89	2000 2000 Lamp	2000 2000 Lamp	1	EA	200.00	200.00	0.00	200.00
90	2000 2050 Lamp	2000 2050 Lamp	1	EA	205.00	205.00	0.00	205.00
91	2000 2100 Lamp	2000 2100 Lamp	1	EA	210.00	210.00	0.00	210.00
92	2000 2150 Lamp	2000 2150 Lamp	1	EA	215.00	215.00	0.00	215.00
93	2000 2200 Lamp	2000 2200 Lamp	1	EA	220.00	220.00	0.00	220.00
94	2000 2250 Lamp	2000 2250 Lamp	1	EA	225.00	225.00	0.00	225.00
95	2000 2300 Lamp	2000 2300 Lamp	1	EA	230.00	230.00	0.00	230.00
96	2000 2350 Lamp	2000 2350 Lamp	1	EA	235.00	235.00	0.00	235.00
97	2000 2400 Lamp	2000 2400 Lamp	1	EA	240.00	240.00	0.00	240.00
98	2000 2450 Lamp	2000 2450 Lamp	1	EA	245.00	245.00	0.00	245.00
99	2000 2500 Lamp	2000 2500 Lamp	1	EA	250.00	250.00	0.00	250.00
100	2000 2550 Lamp	2000 2550 Lamp	1	EA	255.00	255.00	0.00	255.00



















Line	Account	Description	Unit	PK	QTY	UNIT PRICE	AMOUNT	TAX	DISC	NET AMOUNT	EXT	QTY	UNIT PRICE	AMOUNT	TAX	DISC	NET AMOUNT	EXT
100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

















Line	Company Name	Address	City	State	Zip	Phone	Contract No.	Contract Date	Contract Value	Contract Type	Contract Status	Contract Description	Contract Start	Contract End	Contract Value	Contract Type	Contract Status	Contract Description	Contract Start	Contract End	Contract Value		
287	300 East...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	
288	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
289	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
290	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
291	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
292	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
293	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
294	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
295	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
296	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
297	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
298	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
299	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...
300	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

Line	Company Name	Address	City	State	Zip	Phone	Contract No.	Contract Description	Contract Value	Contract Start	Contract End	Contract Status	Contract Type
101	ABC COMPANY	123 Main St	Anytown	CA	90210	555-1234	101-001	General Contracting	1000000	2023-01-01	2023-12-31	Active	General Contracting
102	DEF COMPANY	456 Elm St	Anytown	CA	90210	555-5678	102-002	General Contracting	2000000	2023-02-01	2024-01-31	Active	General Contracting
103	GHI COMPANY	789 Oak St	Anytown	CA	90210	555-9012	103-003	General Contracting	3000000	2023-03-01	2024-02-28	Active	General Contracting
104	JKL COMPANY	101 Pine St	Anytown	CA	90210	555-3456	104-004	General Contracting	4000000	2023-04-01	2024-03-31	Active	General Contracting
105	MNO COMPANY	202 Cedar St	Anytown	CA	90210	555-7890	105-005	General Contracting	5000000	2023-05-01	2024-04-30	Active	General Contracting
106	PQR COMPANY	303 Birch St	Anytown	CA	90210	555-1122	106-006	General Contracting	6000000	2023-06-01	2024-05-31	Active	General Contracting
107	STU COMPANY	404 Spruce St	Anytown	CA	90210	555-3344	107-007	General Contracting	7000000	2023-07-01	2024-06-30	Active	General Contracting
108	VWX COMPANY	505 Willow St	Anytown	CA	90210	555-5566	108-008	General Contracting	8000000	2023-08-01	2024-07-31	Active	General Contracting
109	YZA COMPANY	606 Poplar St	Anytown	CA	90210	555-7788	109-009	General Contracting	9000000	2023-09-01	2024-08-31	Active	General Contracting
110	BCD COMPANY	707 Ash St	Anytown	CA	90210	555-9900	110-010	General Contracting	10000000	2023-10-01	2024-09-30	Active	General Contracting
111	EFG COMPANY	808 Hickory St	Anytown	CA	90210	555-1111	111-011	General Contracting	11000000	2023-11-01	2024-10-31	Active	General Contracting
112	HIJ COMPANY	909 Sycamore St	Anytown	CA	90210	555-2222	112-012	General Contracting	12000000	2023-12-01	2024-11-30	Active	General Contracting
113	KLM COMPANY	1010 Magnolia St	Anytown	CA	90210	555-3333	113-013	General Contracting	13000000	2024-01-01	2025-01-31	Active	General Contracting
114	NOP COMPANY	1111 Dogwood St	Anytown	CA	90210	555-4444	114-014	General Contracting	14000000	2024-02-01	2025-02-28	Active	General Contracting
115	QRS COMPANY	1212 Redwood St	Anytown	CA	90210	555-5555	115-015	General Contracting	15000000	2024-03-01	2025-03-31	Active	General Contracting
116	TUV COMPANY	1313 Cypress St	Anytown	CA	90210	555-6666	116-016	General Contracting	16000000	2024-04-01	2025-04-30	Active	General Contracting
117	WXY COMPANY	1414 Juniper St	Anytown	CA	90210	555-7777	117-017	General Contracting	17000000	2024-05-01	2025-05-31	Active	General Contracting
118	ZAB COMPANY	1515 Fir St	Anytown	CA	90210	555-8888	118-018	General Contracting	18000000	2024-06-01	2025-06-30	Active	General Contracting
119	BCD COMPANY	1616 Hemlock St	Anytown	CA	90210	555-9999	119-019	General Contracting	19000000	2024-07-01	2025-07-31	Active	General Contracting
120	EFG COMPANY	1717 Spruce St	Anytown	CA	90210	555-1010	120-020	General Contracting	20000000	2024-08-01	2025-08-31	Active	General Contracting

**CITY OF TUCSON, RFP# 192163, MAINTENANCE, REPAIR AND  
OPERATIONS (MRO) SUPPLIES, PARTS, EQUIPMENT, MATERIALS AND  
RELATED SERVICES**

**Attachment B - Category Discounts**

<b>Category</b>	<b>Percentage Discount off list price (%)</b>
Abrasives	7%
Adhesives, Sealants, and Tape	7%
Cleaning	22%
Electrical	23%
Electronics, Appliances, and Batteries	19%
Fasteners	32%
Fleet and Vehicle Maintenance	5%
Furniture, Hospitality and Food Service	5%
Hand Tools	14%
Hardware	5%
HVAC and Refrigeration	17%
Lab Supplies	7%
Lighting	22%
Lubrication	7%
Material Handling	15%
Motors	19%
Office Supplies	5%
Outdoor Equipment	12%
Paint, Equipment and Supplies	10%
Plumbing	20%
Pneumatics	11%
Power Tools	11%
Power Transmission	19%
Pumps	7%
Safety	19%
Security	15%
Test Instruments	7%
Welding	10%
(Other) HVAC: Filters	40%
(Other) Emergency Preparedness	19%
Base Discount	5%











220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300																				
3200	3201	3202	3203	3204	3205	3206	3207	3208	3209	3210	3211	3212	3213	3214	3215	3216	3217	3218	3219	3220	3221	3222	3223	3224	3225	3226	3227	3228	3229	3230	3231	3232	3233	3234	3235	3236	3237	3238	3239	3240	3241	3242	3243	3244	3245	3246	3247	3248	3249	3250	3251	3252	3253	3254	3255	3256	3257	3258	3259	3260	3261	3262	3263	3264	3265	3266	3267	3268	3269	3270	3271	3272	3273	3274	3275	3276	3277	3278	3279	3280	3281	3282	3283	3284	3285	3286	3287	3288	3289	3290	3291	3292	3293	3294	3295	3296	3297	3298	3299	3300





































100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200
200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300





**B. Price Proposal**

1. Provide a price proposal as requested on the Attachment B – Price Page.

Grainger has completed Attachment B – Price Page.

**Core Lists**

- a. Market Basket – Provides for the deepest discounts, as listed on the category discount sheet, on a variety of products to agencies nationwide. Products in this list represent the largest annual spend in terms of dollars and/or highest volume in terms of quantity. Pricing for Market Basket items shall be provided to all Participating Agencies.

Pricing for the Market Basket will be provided to all Participating Agencies.

- b. Functional Alternatives – Provide items which can be substitutes for the corresponding items on the Market Basket which might provide better value but meet the same need. Items in the Functional Alternatives section of the price page will be evaluated as value-add items for the National Program. Pricing for Functional Alternatives shall be provided to all participating agencies.

All functional alternates will be provided to all Participating Agencies.

- i. Using Attachment B, Price Page, complete the columns specified resulting in the proposed discount and net contract price for items offered nationally.

Grainger has completed Attachment B, proposed discount and net contract price for items offered nationally.

- ii. Using Attachment B, Price Page, complete the Category Discount page listing the percentage off discount price for each category provided.

Grainger has completed Attachment B category discount page.

- iii. How often does the Offeror propose to update this list? Are there certain products that should be updated more frequently than others?

Grainger proposes to update the market basket on an annual basis per contract year. Upon mutual approval of both parties, this market basket will be active for the full 12 months of the next contract year, and Grainger will not increase the Market Basket pricing for these items during the contract year. In the event a Member Core List item is discontinued, the parties will find a mutually agreeable replacement product and add such replacement item to the Member Core List.

- b. Customized Core List by Agency, individual local and state departments, and regional core lists– In addition to the National Core List, Offerors may provide customized core lists to agencies.

- i. Describe Offeror's ability to provide customized core lists to agencies;

In addition to the Grainger Market Basket (Attachment B), we offer the ability for each

agency to create a custom market basket. To drive additional cost savings while enhancing procurement stability, agencies can select a custom market basket consisting of products the individual agency most frequently procures. The Grainger Sales team will work with Agencies seeking to consolidate, standardize and to identify a product list and price.

- ii. The number of items Offeror proposes to provide on a customized core list;

Grainger offers the ability for each agency to create a custom market basket unique to individual agency's needs which cannot be specific to a number of items.

- iii. How often does the Offeror propose to update customized core lists;

Grainger proposes to update the custom list on an annual basis per contract year. Upon mutual approval of both parties this custom list will be active for the full 12 months of the next contract year. Grainger reserves the right to adjust pricing to reflect market conditions. These adjustments may include unforeseen significant increases in supplier's costs resulting from changes in laws or regulations, impositions of tariffs, currency fluctuations, increases in commodity prices, or other changes in conditions not reasonably foreseeable to Grainger.

- iv. Describe any agency size or volume limitations.

There are no agency size or volume limitations to receive a customized core list.

- c. Catalog Pricing: Provide pricing for products not included in items 1.a. and 1.b. above,

- i. Describe how you will price catalog items that are not listed on the Market Basked list. That is, by product category, sub-product category, manufacturer, etc.

**Category Discounts:** Our offer encompasses significant discounting across 32 MRO categories. These category discounts are applied to Grainger's Contract Reference Price (CRP). Introduced in 2017, CRP is the product pricing basis for contract customers. CRP is market-based and lower than our historic List Price and thus makes more products attractively priced and simplifies the purchasing process. CRP is stable and only subject to change three times per year. Because CRP is lower than Grainger's prior List Price, contract category discounts are also lower. It is therefore important to compare the "final" product prices, as a larger discount percentage offered by a competitor may not yield a lower final product price.

For City of Tucson and OMNIA Members, CRP is found on Grainger.com when Members log into their account. The CRP at the time of purchase will be the price to which any contract discounts will be applied. The offered category discounts are fixed through the life of the contract across 32 MRO categories.

**Grainger Product Sourcing:** The City of Tucson and Participating Public Agencies are able to purchase through Grainger's Sourcing arm, which reaches out to Grainger's network of non-catalog suppliers to provide access to over five million additional products and services. The pricing and discounts set forth above do not apply to items



purchased through Grainger's Sourcing arm. Pricing will be quoted on a case-by-case basis. Grainger Sourcing Terms and Conditions apply to any Sourced purchases. The pricing model for Sourced Products is based on current market conditions and is competitive for spot buy situations on a per order basis.

Please see **Exhibit 10 Grainger's Sourced Product Terms and Conditions**.

ii. Disclose the number of items in each product category and in the catalog

Category	# Items
Abrasives	12,539
Adhesives, Sealants, and Tape	7,430
Cleaning	13,612
Electrical	61,900
Electronics, Appliances, and Batteries	6,009
Fasteners	86,701
Fleet and Vehicle Maintenance	23,653
Furniture, Hospitality and Food Service	21,751
Hand Tools	35,641
Hardware	40,235
HVAC and Refrigeration	39,436
Lab Supplies	70,035
Lighting	10,255
Lubrication	4,399
Material Handling	87,858
Motors	11,570
Office Supplies	11,400
Outdoor Equipment	8,168
Paint, Equipment and Supplies	53,404
Plumbing	56,416
Pneumatics	29,558
Power Tools	29,215
Power Transmission	36,070
Pumps	12,216
Safety	181,849
Security	56,434
Test Instruments	12,710
Welding	11,394
(Other)	
Machining	247,451
Emergency Preparedness	2,368

d. **Seasonal or Special Pricing:** Describe any programs offered to promote special pricing to Participating Agencies.

Grainger is offering, at a minimum, a custom core list per Participating Public Agency. This list will allow our dedicated sales staff to work directly with each Participating Public Agency to determine special pricing on specific items which may include seasonal products.

2. Describe how services proposed will be priced.

Grainger will price services at 5% off the Contract Reference Price (CRP) as reflected on [www.grainger.com](http://www.grainger.com) at time of transaction ("CRP"). As Grainger adds new services to [www.grainger.com](http://www.grainger.com) and that service has a (CRP), Grainger will offer those services at 5% off the CRP. Grainger will advise the City of Tucson of any new services to be made available under the Master Agreement by providing an email to the Contract Administrator and describing the new service(s). These services will be included as part of the Master Agreement and no written amendment is necessary to include them under the Master Agreement.

3. The City's expectation is that the proposed pricing shall include delivery to Tucson and Participating Public Agencies. Based on your distribution network, explain the impact of such pricing to the City, Participating Public Agencies residing in large metropolitan areas and Participating Public Agencies residing in rural areas. Propose an optimal solution(s) that would provide Participating Public Agencies with the best pricing including freight costs.

Grainger's offer for the City of Tucson and OMNIA includes standard pre-paid freight for all catalog orders to all Agencies residing in large metropolitan areas and residing in rural areas.

4. Propose a plan to adjust pricing as market conditions change. The plan must be verifiable and auditable. Identify calculation, formula, components, index, etc.

As stated above in the Price Proposal Section the National Core List net prices will be held firm for 12 months from the contract award date ("Contract Year"). In the event a Core List item is discontinued, the parties will find a mutually agreeable replacement item and add such replacement item to the Core List. Grainger will review the Core List items on an annual basis to assure continued customization and relevance. This data will be based on the information accumulated throughout the term of the contract. A review of this data is critical to ensure that the City of Tucson and Participating Public Agencies continue to receive the most significant savings on the items they purchase the most.

As stated above in the Price Proposal Section Member Core List individual net prices will be held firm from the date of the Member Core List implementation through the balance of the applicable Contract Year. As purchasing tendencies, market conditions or OMNIA Member habits change over the contract term Grainger will work with the OMNIA Member to update the Member Core List items to reflect those changes. Thereafter, the updated Member Core List items' net prices will be held firm through the applicable Contract Year.

As stated above in the Price Proposal Section products not in the National Core List or in the Customized Core List, Category Discounts will apply to the [www.grainger.com](http://www.grainger.com) Contract Reference Price (CRP) at time of transaction ("CRP"). The CRP may change three times annually, generally on January 1, May 1 and August 1 ("Adjustment Dates") and prices for

products priced with a Category Discount may increase or decrease as a result. Due to the wide variety of products and the number of products available in Grainger's catalog and Web site, and the raw materials used in those products, Grainger does not utilize the Consumer Price Index (CPI) as it does not perform with the specificity needed to address price increases.

- 5. State if pricing is most favorable offered to government agencies. Describe how your firm will ensure this contract will continually offer the best pricing available to Participating Public Agencies.

Grainger's prices for items sold to Buyer will not exceed the price for the same or similar items sold to other government customers for the same or similar quantities of product in a similar product mix, under the same or similar terms and conditions. Buyer acknowledges, however, that due to the vast numbers of items sold by Seller and Seller's extensive customer base, as well as the different ways customer's structure requests for proposals and bids, Grainger cannot assure Buyer that items sold to other customers for products won't be sold at a better price or discount. Even within the Master Agreement, since Grainger will provide Customized Market Baskets as noted in 1.b. above, OMNIA Participating Agencies will receive different pricing and discounts on products. This is also true for other customers.

- 6. Provide details of and propose additional discounts for volume orders, special manufacturer's offers, minimum order quantity, free goods program, total annual spend, etc.

Customer Specific Pricing (CSP) – In addition to the Core List Program, Grainger will offer additional competitive discounts and pricing in those cases where the City of Tucson and/or Participating Public Agencies make high volume and/or repetitive product purchases.

- 7. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount.

There is no further product discount than the National Core list, customized core list, category discount off of published CRP price or base CRP discount.

- 8. Provide your payment terms.

Grainger's payment terms are NET 30.

- 9. As stated in the Instructions to Offerors, 7. Discounts, the price(s) herein can be discounted by NA %, if payment is made within \_\_\_\_\_ days. These payment terms shall apply to all purchases and to all payment methods.

- 10. Will payment be accepted via commercial credit card? √ Yes \_\_\_\_\_ No \_\_\_\_\_  
a. If yes, can commercial payment(s) be made online? √ Yes \_\_\_\_\_ No \_\_\_\_\_  
b. Will a third party be processing the commercial credit card payment(s)? \_\_\_\_\_ Yes √ \_\_\_\_\_ No \_\_\_\_\_  
c. If yes, indicate the flat fee per transaction \$ NA (as allowable, per Section 4.9 of the MasterCard Transaction Processing Rules).  
d. If "no" to above, will consideration be given to accept the card? √ Yes \_\_\_\_\_ No \_\_\_\_\_

11. Does your firm have a City of Tucson Business License?  Yes  
 No If yes,  
please provide a copy of your City of Tucson Business license.

Please see *Exhibit 8 Grainger's City of Tucson Business License*.

### C. Qualifications and Experience

1. Provide a brief history and description of your company.

**W.W. Grainger, Inc.**, founded in 1927, was incorporated in the State of Illinois in 1928. Grainger is a publicly held Fortune 500 company with shares traded on the New York Stock Exchange (NYSE). Grainger is the leading North American provider of maintenance, repair and operating (MRO) supplies. Grainger's capabilities include:

- A strategic US distribution network of 250 branches and 14 distribution centers.
- An extensive product line of more than 1.7 million products and over \$1.3 billion of on-hand inventory
- 95% of customers receive next day product delivery; 99.6% of in-stock orders are shipped within 24 hours.
- Proven experience in negotiating and implementing multi-state, complex, nationwide contracts.

Grainger's investment in exceptional service, value-added programs, eProcurement solutions, KeepStock® inventory management solutions, a technology driven supply chain and physical presence throughout the US enables commercial, government and institutional customers to keep their people safe and facilities well-maintained.

Grainger is the incumbent provider of MRO products and services to the City of Tucson / OMNIA Partners. We remain committed to providing a contract of scope and scale meeting every MRO requirement at a competitive value to government agencies across the US.

2. Provide a statement of your annual sales for the past 3 years.

**W.W. Grainger Annual sales: 2018: \$11, 200,000 | 2017: \$10,424,858,000 | 2016: \$10,137,204,000**

3. Highlight experience and strong national presence in the MRO industry.

Grainger holds an advantaged position with its supply chain infrastructure, broad in-stock product offering and deep customer relationships. Grainger helps government agencies, businesses, and institutions across the US to keep their operations running and their people safe. Customers across these sectors want highly tailored solutions with real-time access to information and just-in-time delivery of products and services. Demands for transparency are also increasing as access to information expands. These changes are reflected in how US customers carry out responsibilities in the US and how Grainger directs its investment throughout the US.

US customers continue to migrate to web and electronic platforms such as EDI, eProcurement and KeepStock®. Grainger.com provides real-time price and product availability, detailed product information and features such as product search and compare capabilities. For customers with sophisticated electronic purchasing platforms, Grainger's US business utilizes technology that allows these systems to communicate directly with Grainger.com. The US business has an outside and inside sales force to help customers select the right products for their needs and reduce costs by utilizing Grainger as a consistent source of supply. Inventory

management is another area where the US business helps customers be more productive.

Through its technology driven distribution centers, Grainger ships most orders complete with next-day delivery and replenish branches that provide same-day availability. Branches in the US serve the immediate needs of customers in their local markets by allowing them to directly pick up items. Branches also allow customers to leverage branch staff for their technical product expertise and search-and-select support. Grainger's US contact center network handles about 73,000 customer interactions per day including approximately 20,000 orders via phone, e-mail and chat.

In the government sector, Grainger understands the values and processes associated with public procurement. Grainger's Sales Team is specifically dedicated to and focused on government agencies. We understand the budgetary processes that agencies rely on and the competitive and transparency requirements related to acquiring goods and services. We align the compliance strictures of the sector with delivering MRO products and services across the wide span of governmental responsibilities to agencies small and large. With Grainger's experience and relationship with suppliers, we remain a steadfast partner in delivering expeditious response and proven reliability in emergencies. In any emergency, large or small, our pricing and services remain as provided in the contract.

Grainger's history with the City of Tucson and OMNIA reflects a relationship of devoted partnership. Our experience under the current agreement shapes much of how we structure offers in the public sector. We embrace the opportunity to continue to serve City of Tucson and OMNIA members while expanding the customer base.

4. Provide the total number and location of sales persons employed by your firm.

Grainger's total sales persons in the US are 3,800. Of those, 564 are Grainger's dedicated Government inside and outside sales staff. The table below presents Grainger's Government sellers by state.

Government Sellers By State					
State	#	State	#	State	#
Alabama	10	Louisiana	8	Ohio	14
Alaska	2	Maine	6	Oklahoma	7
Arizona	15	Maryland	15	Oregon	4
Arkansas	2	Massachusetts	8	Pennsylvania	16
California	71	Michigan	10	Rhode Island	3
Colorado	12	Minnesota	4	South Carolina	7
Connecticut	6	Mississippi	2	South Dakota	2
Delaware	3	Missouri	10	Tennessee	11
Florida	32	Montana	1	Texas	62
Georgia	10	Nebraska	2	Utah	7
Hawaii	11	Nevada	4	Vermont	1
Idaho	1	New Hampshire	3	Virginia	25
Illinois	34	New Jersey	15	Washington	15
Indiana	4	New Mexico	5	West Virginia	1
Iowa	8	New York	41	Wisconsin	13
Kansas	4	North Carolina	15	Wyoming	2
Kentucky	4	North Dakota	1	District of Columbia	5

5. Number and location of support centers (if applicable).

Grainger's strategic branch network includes 250 branches geographically located to provide support to our customers. Please see **Exhibit 1 Grainger Branch and DC Locations**, for a detailed listing of Grainger branches. Additionally, end users can find the closest branch by inputting their address on Grainger.com.

Grainger has three customer contact centers with over 2,000 Customer Support Associates located in Janesville, WI; Waterloo, IA; and Phoenix, AZ. Grainger contact centers are available 24 hours a day, 7 days a week to assist our customers through phone, chat and email.

6. Describe the qualifications of your sales personnel and technicians.

**Sales Personnel** | Grainger's team of 564 dedicated government sellers is located throughout all 50 states and provides full geographic coverage of all state and local government members. They are specifically trained to manage government contracts and customers. All Grainger's sellers participate in Public Sector training and are required to certify annually their Government Compliance Training and Grainger's Code of Ethics. Other training includes Procurement Integrity and industry specific training to understand the challenges of the Public Sector customers.

Across all Grainger disciplines is an understanding and commitment to how government agencies purchase goods and services, how agencies are funded and the compliance and transparency responsibilities that accompany the sector.

**Technicians** | Grainger's **Field Safety Specialists** bring in-field education, experience and expertise to help customers address a wide range of safety and health questions and issues assisting with injury reduction, compliance improvement, risk assessment, and productivity improvements.

Our teams' Primary accreditations conferred by the Board of Certified Safety Professionals include:

- Certified Safety Professional (CSP)
- Associate Safety Professional (ASP)
- Safety Trained Supervisor (STS)

Secondary affiliations and designations include:

- *Qualified Safety Sales Professional Certification* (QSSP, conferred by the International Safety Equipment Association (ISEA))
- Hazard Analysis & Critical Control Points (HACCP, Food Safety Certification)
- OSHA-30 hour and OSHA-10 hour
- OSHA 500 and 501 (General Industry and Construction Industry Trainers)
- Numerous Supplier and Manufacturer Training

Grainger **Onsite Team Members** are qualified in inventory management techniques, ordering processes, customer communications, inventory analytics, the breadth of Grainger product and service offerings. Regularly scheduled Onsite Team Members are available to help manage inventory and providing customized, knowledgeable support including unanticipated needs.

Grainger's **Technical Product Support Team** is a Tier 2 customer service group dedicated to helping customers identify the right product for their application, troubleshoot issues, and

provide expert advice and knowledge. Our team members have over 1000 years of combined hand on experience in their respective fields, including: Master Electricians, HVAC Service, Master Plumbers, Certified Safety Coordinators, Foundry Shop Foremen, Technical School instructors, City Maintenance Foremen, Manufacturing Assembly, Pneumatics Specialists and Pump Sales Engineers.

7. Provide a listing of key personnel who may be assigned to the City's contract. Include their title within your organization and the description of the type of work they may perform. Please identify an executive corporate sponsor who will be responsible for the overall management of the awarded Master Agreement.




Grainger has established a framework to address the City of Tucson and OMNIA contract management. Inquiries are addressed initially by the Member-aligned Grainger seller who engages necessary resources to address customer inquiries. If any matter cannot be resolved by Grainger's aligned Member seller, the seller will engage their immediate supervisor and escalate the matter to Grainger leadership until the issue is resolved.

**Key Personnel for the City and OMNIA's contract are listed below:**

Name	Title	Role
Benjamin Nichols	VP, Government	<b>Executive Corporate Sponsor</b> The highest level of authority for the success of Grainger's government contracts.
Tim Sweat	Regional Sales Vice President, West	Western Region Sellers aligned to Tucson
Kelly Berube	Regional Sales Vice President, South Central	South Central Region Sellers aligned to Tucson
David Joyce	Regional Sales Vice President, Northeast	Northeast Region Sellers aligned to Tucson
Cindi Evans	Regional Sales Vice President, DA Partners	DA Partners Nationally
Mark Snead	Regional Sales Vice President, Government - COOPS	Primary Oversight to Sr. Government Sales Manager to ensure contract success
Ron Price	Sr. Government Sales Manager	Primary, dedicated Point of Contact for the City of Tucson and OMNIA contract
Angela Hoefler	Government Account Manager	Responsible for day-to-day support of the City's agencies.
Dan Mueller	Contract Life Cycle Manger	Responsible to maintain the contract over the life of the contract
Kendra Morman	Customer Enablement	Partner with Contracted Customers to enable the changes needed, in both organizations, to meet the goals and objectives of Contracts and Agreements
Raquel Case	Marketing	Provide Marketing support to the City of Tucson and OMNIA Member's program; Create collateral to market the City's and OMNIA's program.



8. Summarize your experience in providing product and services similar to that outlined in the Scope of Work. Provide a minimum of three references for which you have provided similar products and services. References from other public agencies, particularly municipal governments, are preferred. Please include company name, address, phone, email, and contact person.

	Customer Name	Address	Contact Person	Contact Information
1	 City and County of Denver	201 W. Colfax Ave., Dept. 304, Denver, CO 80202	Lance Jay Chief Procurement Officer	(720) 913-8119 Lance.Jay@denvergov.org
2	 County of Fresno	4590 E. Kings Canyon Fresno, CA 93702	Joshua Noel Facilities Services Supervisor	(559) 600-7227 jnoel@fresnocountyca.gov
3	 Sacramento County Contract & Purchasing Services Division	9860 Ecology Lane, Sacramento, CA 95827	Craig Rader Purchasing	(916) 876-6362 raderc@sacounty.net

9. Please submit any additional information that you feel is applicable to your qualifications and experience.

At Grainger, we are citizens of the communities where we work and live. Within the City of Tucson metropolitan area, we assisted the American Red Cross in installing home fire alarms, supported training initiatives of the Tucson Fire Foundation, provided scholarship opportunities for the Sunnyside School District Foundation and Pima Community College. Through the Grainger Tools for Tomorrow program, we support individual students in their technical training. Grainger employees assist the Boys and Girls Club - Jim and Vicki Club House, the Special Olympics of Tucson, the Community Food Bank, Meals for Wheels and Jobpath programs addressing child care and transportation for those in need. Grainger employees volunteer to Treasure for Teachers. We retain Tucson area businesses to meet the current agreement's requirements and to assist us in maintaining Grainger facilities and running our business. Our commitment in Tucson is replicated in communities nationwide.

In presenting our most comprehensive competitive offer to date, Grainger aims to maintain the City of Tucson's and OMNIA's trust by fulfilling effectively the evolving requirements of the public sector while expanding the customer base of those who can benefit by it. Grainger values the opportunities the City of Tucson and OMNIA have afforded us. We will work to maintain and grow the trust by working each day to remain a faithful partner in all circumstances, the ordinary or emergent.

**Grainger has been the recipient of the following awards over the past 2 years:**

**2019**

- Fortune Most Admired Companies: #1 in Diversified Wholesalers 6<sup>th</sup> consecutive year
- Grainger was ranked 8th on Barron's list of the 100 most sustainable U.S. companies.



**2018**

- #1 on Industrial Distribution's 2018 Big 50 List (ranks the top ten distributors of industrial products in North America)
- Fortunes 2018 World's Most Admired Companies 5<sup>th</sup> consecutive year
- 2018 Best Place to Work for Millennials by The Women's Choice Award
- One of the DEI "Best Places to Work for Disability Inclusion" (press release)
- Best Place to Work for LGBTQ Equality by the Human Rights Campaign Foundation (press release)
- Black Enterprise's 2018 List of Top Executives in Corporate Diversity
- Ranked 10th in the Internet Retailer 2018 Top 500 Guide



**2017**

- Fortune Most Admired Companies: #1 in Diversified Wholesalers
- HRC Corporate Equality Index 4<sup>th</sup> consecutive year
- North America Dow Jones Sustainability Index Recognition
- #17 on HR Executive Magazine's Most Admired in HR List
- 2017 Executive Leadership Council Ambassador Company
- Newsweek.com Top Green Companies in the US 2017
- Best Place to Work for LGBT Equality by the Human Rights Campaign Foundation (4th year in a row)
- CDP Score of A- 3 years in a row recognition
- FTSE4Good Member Company
- 2017 Disability Equality Index recognition
- Best Places to Work for Disability Inclusion - American Association of People with Disabilities
- Ranked 11th in the Internet Retailer 2017 Top 500 Guide



**Please see the following attachments in this section:**

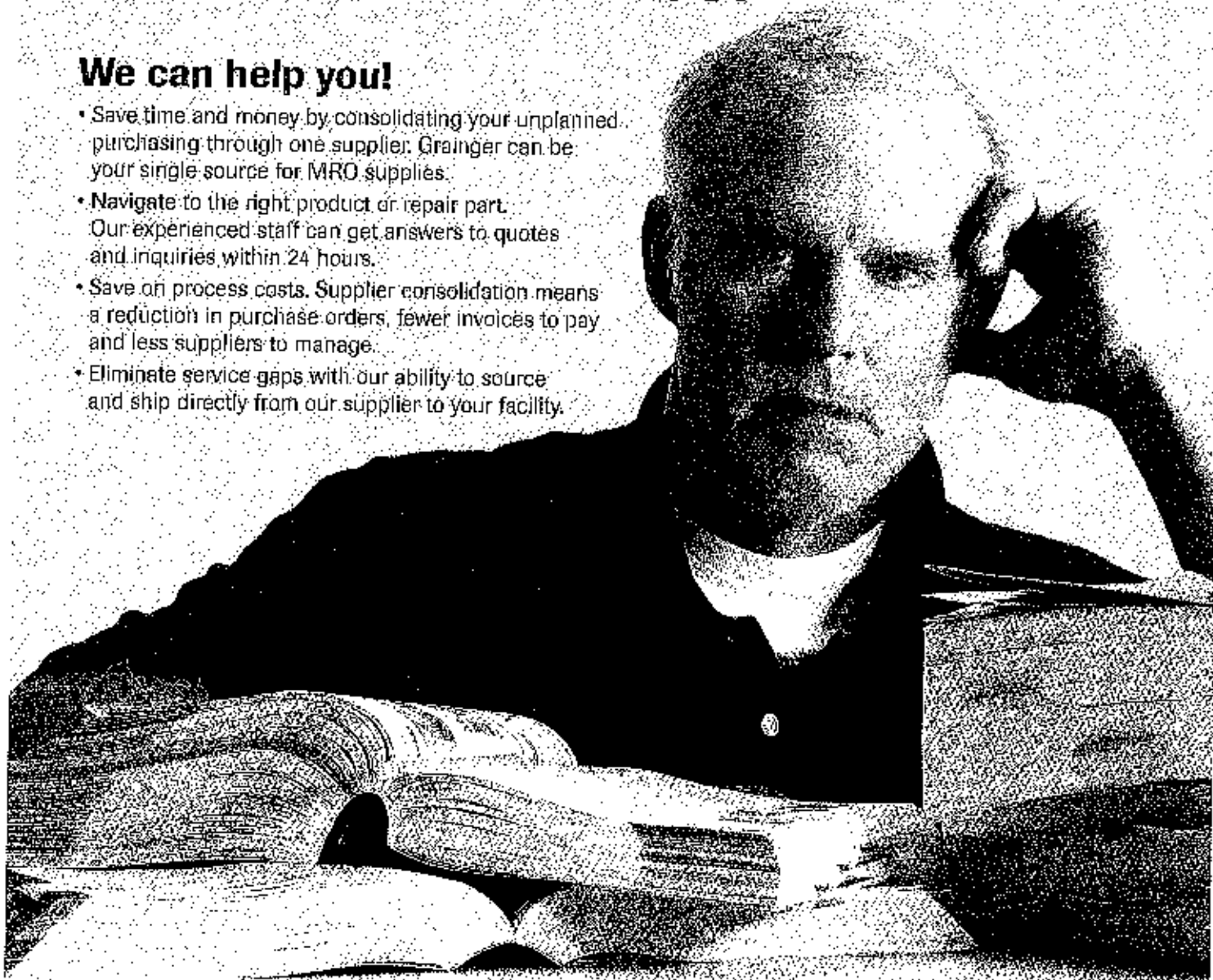
1. Grainger Sourcing Capabilities
2. Grainger.com Overview – Get More Done
3. Grainger.com – Order Management Solution
4. Grainger eProcurement Offerings
5. Grainger's Energy, Facility and Safety Services
6. Grainger Safety Services and Assessments
7. Grainger KeepStock Inventory Management Solutions
8. Grainger Managed MRO
9. KeepStock Vending Overview
10. Grainger Customer Managed Inventory Overview
11. Case Study: University KeepStock Onsite Saves \$355,000 Annually
12. Grainger Supplier Diversity
13. Grainger 2018 Corporate Responsibility Report
14. Energy Efficient Lighting Solutions
15. University Case Study: HVAC Energy Savings \$1.8M Annually
16. Grainger Energy Services
17. Grainger Technical Skill Training
18. Safety Services Network Training
19. Grainger Safety Training and Services

**PRODUCTS**  
**Beyond** the CATALOG 

# CAN'T FIND WHAT YOU ARE LOOKING FOR? ASK US.

## We can help you!

- Save time and money by consolidating your unplanned purchasing through one supplier. Grainger can be your single source for MRO supplies.
- Navigate to the right product or repair part. Our experienced staff can get answers to quotes and inquiries within 24 hours.
- Save on process costs. Supplier consolidation means a reduction in purchase orders, fewer invoices to pay and less suppliers to manage.
- Eliminate service gaps with our ability to source and ship directly from our supplier to your facility.



▶ Here is how it works:  
Just call 1-800-CALL-WWG, your local branch, your Account Manager or go to [grainger.com/beyondcatalog](http://grainger.com/beyondcatalog) for more information!

**GRAINGER**  
||||| FOR THE ONES WHO GET IT DONE

# PRODUCTS Beyond the CATALOG

Full line suppliers in a wide variety of product categories.

## Cleaning

Benjamin Moore  
Boorhek Washroom Equipment  
Diversified Brands  
Georgia Pacific  
GOJO Industries  
Lugasse Brothers  
MLT-M  
New Pig  
Plit Plastics  
Rubbermaid Commercial Prod.  
Rust-Oleum  
Sherwin Williams  
Superior/Notrax  
Tennant  
Weiler Brush  
World Dryer  
United Receptacle

## Electrical

Advance Electric  
APC  
Applikon  
AWP (American Wire Products)  
Zulon  
General Cable  
Hubbell Wiring Devices  
Leviton  
Omron Industrial Automation  
Schneider Electric (Square D)  
Thomas & Betts  
3M  
Tripp Lite  
Wellmade Products  
Woodhead

## Fasteners

ABC Spax  
Accurate Mid. Products Group  
APM Hexscrews  
Celt's Fasteners Mfg., Inc.  
Danaher Tool Group  
Barnest Machine Products Co.  
Hexagon Enterprises, Inc.  
Industrial Screw & Supply  
Lindstrom Metric, Inc.  
Mechanical Plastics Corp.  
Midwest Acorn Nut Company  
Parteous Fastener Company  
Precision Brand Products  
Prospect Fasteners  
Southern Fasteners and Supply  
Tamper Proof Screws, Inc.  
Vulcan Threaded Products, Inc.  
Ziegler Bolt & Parts

## Fleet Vehicle Maintenance

Baldwin  
Exxon Mobil  
Lincoln Industrial  
MacNeil  
Plews  
SPX OTC  
Valvoline

## Fluid Power

Campbell Hausfeld  
Champion Pneumatic  
Chicago Pneumatic  
Dynaquip Controls  
Enerpac  
Gardner Denver Thomas  
Hankison Division/Hansen  
Ingersoll Rand

## Fluid Power Cont.

Rietachle  
Thomas Stanley-Bushick

## Pneumatics

Enerpac  
Florida Pneumatic  
Gast Mfg.  
Gelb Industries  
Norgren Actuator/Cylinder  
Reelcraft

## HVAC

Air Handler  
Belimo  
Brean-Nalene  
Festoria  
GE Appliances  
Heatcraft Refrig. Products  
Honeywell  
Johnson Controls  
Madison Mfg.  
Marley Engineered Products  
Port-A-Cool  
Sterling  
White Rodgers  
York Unitary Product

## Lighting

Copper Lighting  
Cree  
Eustoria Industries  
GE Lighting  
Hubbell Lighting  
Lithonia — Acuity  
Lutron Electronics  
Pelican Products  
Spectrum Brands

## Material Handling

AKRO Mills  
Albina  
Ashland Conveyor Products  
Best Conveyors LLC  
CM Hoist  
Cotterman  
Durham Mfg.  
Edsal Mfg.  
Folding Guard  
Genie  
Hallowell  
Hamilton Caster  
Harrington Hoists  
Interlake Mecalux, Inc.  
Intermetto Industries  
Interlake Polymer  
Jerke  
KI  
Liftall  
Lift Rite  
Lissa  
Louisville Ladder  
Lyon LLC  
Magline  
Metzger Conveyor Portafab  
Pro-Line  
SAECO Products  
Signode  
Southworth Products  
Stanley Vismar  
Steel King  
Strong Hold Products  
Tennaco

## Material Handling

### Cont.

Tecox  
Tri-Arc  
Vestil  
Werner  
WESCO

## Metalworking

Alemite  
Arc Abrasives  
Carlone  
CRC Industries  
De Sta-Glo  
Greenfield  
Henkel  
ITW Brands  
I.A.-CO. Industries  
Incoln Electric  
Lochite  
L.S. Starrett  
Miller Electric  
M.K. Morse  
Noton/Saint-Gobain Abrasives  
Precision Brand Products  
Sable  
Sandvik  
3M  
Thermadyne Industries

## Motors

ACME-Minimot  
A.O. Smith Electrical  
Bison Gear & Engineering  
Boston Gear  
Century Electric Motor  
Fasco Industries  
GE Commercial Motors  
Teason Electric  
Merkle-Korff  
Nord Gear  
WEG

## Outdoor Equipment

Ames True Temper  
CP Industries  
FIMCO  
Genetec  
MT-M Corporation  
The Coleman Company  
Russo Power Equipment  
Weingartz

## Pumps & Plumbing

Acorn Engineering  
Amitrol  
Armstrong Ceiling Tiles  
Asco Valve  
Chicago Faucet  
Cuno  
Delta  
Elkay  
FR Myers  
Hint & Walling  
Hotels Pumps  
Halsey Taylor  
In Sink Erator  
Jusi Mfg.  
Little Giant Pump  
Mocon  
Parker  
Rheem Manufacturing  
Shaan Valve  
Sprakman  
Sta-rite

## Pumps & Plumbing

The Berns Corp.  
Watts Regulator  
Zoeller

## Safety

311  
Accuform  
Air Systems International  
Acaro - A 3M Company  
Ansell-Edmont  
Bradley  
Brady  
Bullard  
Bulwerk  
BW Technologies  
Carhart  
Cellucap  
Cortana  
DBI / Capital Safety  
DulPont Personal Protection  
Eagle Mfg.  
Ergodyne  
Federal Signal  
First Aid  
HexArmor  
Honeywell Safety  
Torco Small  
Industrial Scientific  
John Tillman  
Justric  
Majestic Glove  
Miller  
Mine Safety Appliances / MSA  
Minite Technologies  
Mollex  
North by Honeywell Sellcom  
NSA (National Safety Apparel)  
P.I.P.  
Propper  
RedKap  
Salisbury  
Shohe Best Manufacturing  
SPC (Stribert Products Corp.)  
Sperian  
SteelGrip  
Survivair  
The C.I.L. Hanson Company  
Tiscor  
TSA (Transportation Safety Apparel)  
Uvex by Honeywell  
VF Imagewear  
Walker Kickle  
Well's Lamont  
W.L. Salisbury

## Security

Ahus  
Alarm Lock  
Ceco Door  
DFW Communications  
Federal Signal  
Ingersoll Rand Security  
Kaha Ico  
Locktetics  
Master Lock  
Molucola  
Panasonic Security & Digital  
Safety Technologies International  
Security Lock  
Speco Technologies  
Tensator

## Test Instruments & Precision Measuring

Advance Test/SPX Services  
AFMC Instruments  
Ashcroft  
Bacharach  
Dresser  
Dwyer  
Extech  
Fluke Electronics  
Megger  
Simpson Electric

## Tools

Apex Tool  
Black & Decker  
Greenlee Tooltron  
Hilti  
Klein Tools  
Lennox  
Makita  
Milwaukee Electric Tool  
Mitutoyo  
Ridgid Tool  
Robert Bosch  
Snap-On  
Stanley Proto  
Weiler Meter

# GET MORE DONE YOUR WAY ON GRAINGER.COM®

The screenshot shows the Grainger website interface with several key features highlighted by numbered callouts:

- 1:** Search bar at the top of the page.
- 2:** Product category navigation menu on the left side.
- 3:** Search results or filters displayed below the navigation menu.
- 4:** Product detail page for a 1/2 HP Belt Drive Motor, Split-Phase, 1725 Nameplate RPM, 115 Voltage, Frame 4BY. The page includes a product image, price (\$199.00 / each), and an 'ADD TO CART' button.

Additional content on the page includes a 'BECAUSE SAFETY MATTERS' banner with a safety glove image and a 'FEATURES ON GRAINGER.COM' section with a 'Discover the difference' sub-header.

"Shop quickly and filter your search results by product attributes that meet your specific needs. Filter further based on branch availability for your immediate product needs."

## SHOP easily

User-friendly tools to find products quickly and easily. View and compare product features, specifications, MSDS and real-time product availability.

- 1 Use our robust **Search** engine with type-ahead search functionality
- 2 Browse by **Product Category**
- 3 Access personal or shared **Lists**
- 4 View previously **Purchased Products**

## ORDER effortlessly

Order effortlessly using the tools that meet your needs.

- Order products directly from your personal or **Shared Lists**
- Quickly access your previously **Purchased Products**
- Add items to your cart directly from the **Item Detail** page, or from your **search results list**
- Quickly add items to your cart or **List** by entering Grainger Item numbers and quantities via the **Bulk Order Pad**
- Repurchase your inventory with **Auto-Reorder**
- Use the **Grainger Mobile App** to quickly scan barcodes or Item numbers directly into your cart

## MANAGE efficiently

Manage your account efficiently using user default assignments and approval processes with the Order Management System.

- Manage user access and settings
- Manage user approvals and spend limits
- Manage payment methods and shipping addresses
- Streamline checkout process with account and user level defaults
- Customize checkout requirements with order and item level fields
- View pending orders and order history
- View and download Invoice history

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GRAINGER.COM® | 1.800.GRAINGER

**GRAINGER**  
FOR THE QUICK WAY GET IT DONE

# GETTING STARTED ON GRAINGER.COM®

## SIGN IN

- Open your preferred browser and type [www.grainger.com](http://www.grainger.com) in the address bar. Click **SIGN IN** from the Grainger top-right menu bar.
- Enter your User ID and Password and click **SIGN IN**. Click [Forgot your User ID](#) or [Password](#) if you need assistance.

If you don't know your login information or need assistance, please contact Customer Care at 1-800-GRAINGER and reference your account number.

## MY ACCOUNT

- Account Administration and Customization options
- Manage Users, Spend & Approval Limits
- Contact Information
- Log'n Options
- Payment Methods
- Shipping Addresses
- Checkout Defaults



## MOBILE SPECIFIC FEATURES

- Reorder using barcode and item number scanner
- Find products with voice search
- Get help using click-to-chat
- Match products to specific locations



Apple, the Apple logo and iPhone are trademarks of Apple, Inc. registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc.

## GETTING STARTED

Enjoy these features and more!

- Click **My Account** and edit your checkout defaults for a quick and efficient checkout process on Grainger.com and our Mobile App.
- Create personal and shared shopping list of items for quick access during your shopping experience.
- **SHOP** easily using the user-friendly tools to find products quickly and easily. View and compare product features, specifications, MSDS and real-time product availability.
- **ORDER** effortlessly using the tools that meet your needs.
- **MANAGE** your account efficiently using user default assignments and approval processes with the Order Management System.
- Create a bookmark in your browser for [www.grainger.com](http://www.grainger.com).
- Download the Grainger Mobile App.
- Visit [www.grainger.com/help](http://www.grainger.com/help) for additional training topics, videos, frequently asked questions and the complete Guide to Grainger.com.

## CONTACT

**1-800-GRAINGER**  
(472-4643)



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Connect with us



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Orders submitted via Grainger.com or the Grainger Mobile App that exceed spend limits will be routed for approval prior to processing. The Approver will receive an email notification and/or mobile notification that an order requires approval. The order submitter will receive an email confirmation once the order is approved for processing.

**1** Your order will be submitted for approval.  
 • It exceeds the spend limit of \$500.00 per month.

Spend Limit \$628.62 of \$500.00 per month

---

Approvers may access [Orders Pending Approval](#) from the Grainger.com menu bar, the My Account menu, or the Account Dashboard. Approvers may also access the Grainger Mobile App > Account > Pending Orders.

My Account | Order History | Lists | Orders Pending Approval **40** | Cancel Item Quotes | Spend Limit Control

**GRAINGER** | Register | Sign in for Email | Feedback | Help

General Catalog | Find A Branch | Services | Analytics | My Orders

ALL PRODUCTS | Enter keyword, part number or your discount card number | SEARCH | BULK ORDER PAD | CART (1)

### Pending Orders

**STANDARD ORDERS** | **KEEPSTOCK ORDERS**

My Orders currently submitted to Everyone

Pending Orders	Order No.	Ordered By	Currently Submitted to	Order Price	Total Cost	VIEW
Jul 27, 2018 12:26pm CDT via Grainger.com	WEB1331829425	MuTool, Mike	Jones, Jeff	33	\$2,766.17	VIEW

Click **VIEW** to view the order header and detail information, the reason for the pending order, as well as an action summary on the order management workflow.

#### ACTIONS ON THIS ORDER

Action	By	To	Date	Comments
Submitted	Mike McTool	Jones, Jeff	07/27/2018	



**ANYTIME,  
ANYWHERE.**

Download the Grainger Mobile App to supplement your order management needs while on-the-go.

**1-800-GRAINGER**  
1-800-472-4643

**Standard Offerings**



**Connections**

Automating procurement through integrated solutions



**Punch-Out Catalog**

Save time with real-time pricing, availability and enhanced content



**Purchase Order**

Increase productivity with integrated orders and acknowledgements



**Invoice**

Streamline billing and reconciliation with electronic invoices

**ERP / Direct Connect**

Customer Owned - Department & Budget Management Tool

**Supply-Chain/Procurement Networks**

Reduces the number of connections to multiple suppliers

**eProcurement**

**Manage**

Automate Order and Payment Process

**Value Added Network (VAN)**

- EDI Transactions - 850, 855, 810, 997
- Grainger uses Sterling Commerce

**Marketplace**

- XML Structured Transactions
  - eXML, xCB
- EDI Transactions

**ERP / Direct Connect**

- EDI or XML Transactions
- HTTPS or SFTP with PG2 encryption
- AS2

**Order**

Optimize operational efficiency

**Purchase Order**

- File Formats**
- EDI 850
  - XML (eXML, xCBL)
  - Flat File
  - Delimited

**Acknowledgement**

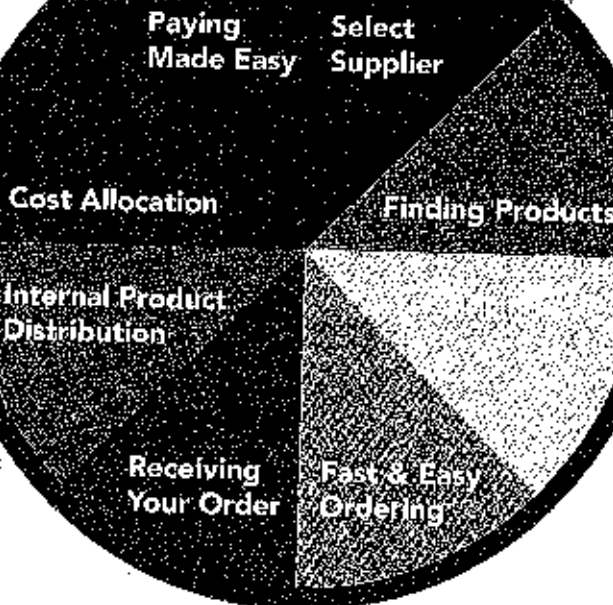
- File Formats**
- E-Mail
  - eXML
  - EDI 855
  - xCBL POR

**Required Information**

- PO number & PO Date
- Ship-to address
- Buyer contact info
- Line item detail

**Invoice**

- File Formats**
- EDI 810
  - eXML
  - xCB



**Shop**

Save time finding pricing and selecting products

**Punch-Out Catalog**

The DUNS number is the preferred form of credential for both Punch-out & Order

**Utilizes Grainger's web based catalog and provides the following:**

- Enhanced content and parametric data
- Robust search engine
- Real-time Pricing and Availability
- Shared Lists
- eQuotes
- Integrated KeepStock

**Required Information**

- COI v2.0 or eXML
- DUNS number
- Corporate Phone Number
- Single account or multiple account
- Punch-out location codes for multi-account

**Hosted Files**

Data is deployed within the customer's procurement system

**eProcurement implementation Process Flow**

Discover Requirements

Validation - Initial Testing/Connectivity

Implementation - Production Mapping/Testing

Adoption - Post Go-Live Support

These are some of Grainger's supported ERP & Supply-Chain/Procurement Networks (complete list available upon request)



Getting Started is easy! Simply contact your Grainger Sales Representative.

You've made the decision to integrate your MRO spend with Grainger's eProcurement Solution – Now what's next?

- 1 A Grainger Sales Representative will gather initial information including both business and technical contacts along with the type of platform you are looking to integrate.
- 2 This information will then be entered into the Grainger eProcurement system and within 2-3 business days an eCommerce Solutions Manager (ESM) will be assigned to your project.
- 3 The ESM will then work with you to understand your eProcurement goals and objectives, and gather additional technical information.

Here is a list of the standard project types we currently support:



**Shopping:**

- Punchout Catalogs
- Hosted Catalogs



**Ordering:**

- Purchase Order Integration
- Integrated KeepStock
- Integrated Sourcing Quotes



**Invoicing:**

- Electronic Invoice
- Electronic Payment – EFT/ACH

Your specific project may include one or more of the above project types and this will help determine the amount of time and resources required to complete the project.

Depending on the type of project requested, Grainger will either provide or request one or more of the following:

Solution	Required Task
Punchout Catalog	Grainger Provides Punchout URL & Credentials
Purchase Order Integration	Customer Submits Test Orders to Grainger
	Customer Submits Location List
Electronic Invoice	Customer Completes Invoice Questionnaire
Integrated KeepStock	Customer Completes Test Scans
Hosted Catalog	Grainger Seller Submits Content Requests

- 4 In order to keep things moving and on track, it's important that all tasks be completed in a timely manner. Once these tasks are completed, your project can be assigned to a Grainger Programmer and we will begin building your integrated solution. This will occur after all required tasks and preliminary testing is completed.
- 5 Once all programming is complete, Grainger may require additional testing prior to moving your project to production. In order to ensure your project is completed on schedule, it is necessary that all requests for testing be completed as soon as possible. Any delays in fully testing your integration may delay the anticipated go-live.
- 6 After all testing is complete your project will move to production. Once this occurs, the Grainger eCommerce Solution Manager will work with you to develop a strategy to ensure you are achieving your procurement goals and objectives.

**Glossary of Terms:**

- AS2** - A secure method for transferring electronic documents over the internet.  
**XML** - Generally, this refers to any document that utilizes a compliant, nested, tag-based structure that makes it both human and machine readable.  
**cXML** - The most widely-used, XML-based business document standard in the US.  
**xCBL** - An XML-based business document standard commonly used in Europe.  
**Open Catalog Interface (OCI)** - Standard format used in some systems, most notably SAP, for punch-out shopping.

- EDI 810** - EDI format for an Invoice.  
**EDI 850** - EDI format for a Purchase Order.  
**EDI 855** - EDI format for a Purchase Order Acknowledgment.  
**DUNS Number** - A nine-digit number used to uniquely identify businesses. Commonly used to identify entities in EDI, cXML, and other electronic business document formats.  
**Punch-Out Catalog** - Provides access to web-based catalogs via a link with ERP and eProcurement Systems.

To learn more about Grainger's eProcurement Solutions please contact your Grainger representative today.

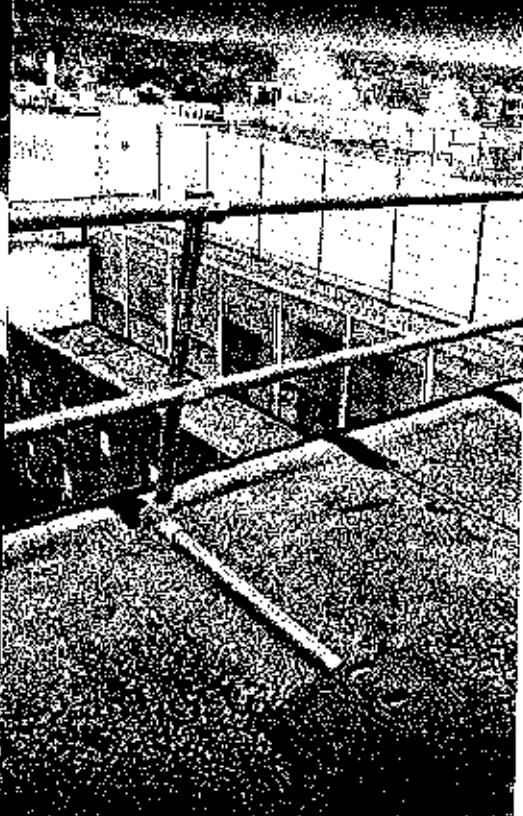
# GRAINGER SERVICES



SAFETY



ENERGY



FACILITY

Through our network of **qualified, insured and licensed** service providers, we can provide your business with **comprehensive solutions** that help you:

- > Maintain Safety & Building Compliance
  - > Increase Worker Productivity
  - > Drive Energy & Facility Efficiency
- > Reduce & Conserve Operating Costs

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FOR THE ONES WHO GET IT DONE

# SAFETY SERVICES



## ASSESSMENTS

Specific areas are assessed across the worksite in order to identify potential hazards or high-risk areas that may require further actions be taken to remedy.

- AED Inspection
- Arc Flash/Electrical Safety
- Confined Space
- Emergency Eye Wash
- Fire Extinguisher
- Firestop: Barrier, Damper & Door
- Footwear
- Lockout/Tagout
- Machine Guarding
- Noise Survey



## PROGRAM & PROCEDURE DEVELOPMENT

Effective programs and procedures help ensure compliance and create a safe workplace for your employees. These programs are developed so that your business operations can be conducted safely, and are provided through online templates or custom on-site development.

- Arc Flash/Electrical Safety
- Confined Space
- Environmental Safety Hazards
- Footwear/Benefit Management
- Lockout/Tagout
- Machine Guarding
- Medical First Aid

> **Granger has more safety services available to help solve your needs. Please contact your Granger Rep for more information.**



## TRAINING

We offer a wide range of EHS training courses your employees need to help them effectively perform their jobs safely. Training offerings are available through an online experience or through an on-site Instructor.

- Aerial Lift
- Confined Space
- Fire Extinguisher
- First Aid/CPR/AED
- Forklift
- Lockout/Tagout
- Machine Guarding
- NFPA 70E
- Respirator



## COMPLIANCE & TESTING

Audits or tests are conducted for identification and/or to monitor hazardous work areas so that controls and safe work practices can be implemented.

- Indoor Air Quality
- Noise Surveys
- Pulmonary Function Testing
- Sampling



## CONSULTING & TURNKEY SOLUTIONS

We offer solutions for unique projects in EHS areas that require design and engineered solutions, installation, or may require additional areas of expertise.

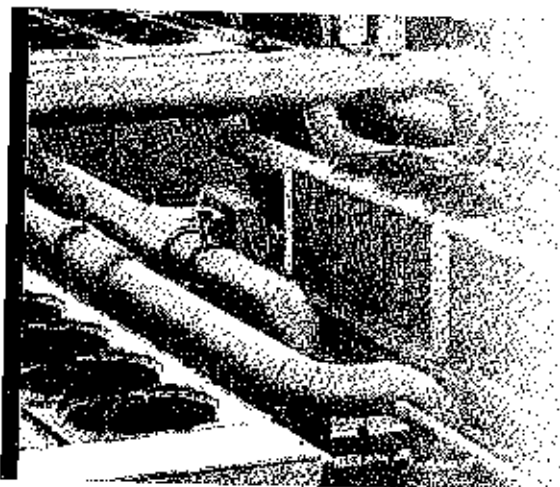
- Arc Flash/Electrical Safety
- Footwear/Benefit Management
- Lockout/Tagout
- Machine Guarding
- Prescription Eyewear

Contact your Granger Rep for details, availability and eligibility of these and other services. Services provided by a third party provider may be subject to a disclaimer between Granger and the provider.

LEARN MORE AT [GRAINGER.COM/GRAINGERSERVICES](http://GRAINGER.COM/GRAINGERSERVICES)

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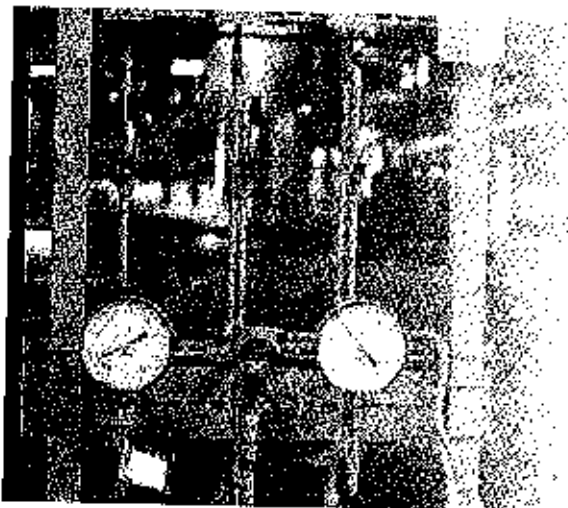
# ENERGY SERVICES



## RETROFITS & UPGRADES

Working closely with you, our service providers can identify and facilitate the installation of energy- and water-saving measures to help benefit your bottom line with minimal disruption to your business.

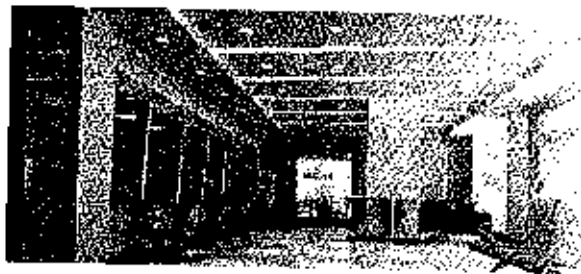
- Lighting Retrofits/Upgrades
- HVAC Maintenance/Upgrades
- Motor & Drive Upgrades
- Water Conservation Upgrades



## ASSESSMENTS

Any issue within a system can reduce its efficiency, wasting steam and electricity. Services to address these issues include steam leak identification and mitigation, defective steam trap replacement and upgrades, infrared studies and insulation upgrades. Adjustments will be made to your steam system to help immediately reduce operational costs.

- Steam System/Trap Assessments/Upgrades



## MIDSTREAM UTILITY REBATE INCENTIVES

Grainger can help you meet your energy reduction goals by offering discounted energy-efficient products through Midstream Utility Incentive Programs in various areas across the U.S.

- If eligible, Grainger delivers rebates on approved energy-efficient products
- Once enrolled, the process is automatic with the purchase of eligible energy-efficient products
- Rebate is credited to your Grainger account



## SYSTEM STUDIES

Any issue within a system can reduce its efficiency, wasting energy. Adjustments will be made to your air supply and dust collection systems to help immediately reduce operational costs. An air or dust system audit may be required, especially if they have not been examined recently.

- Compressed Air System Studies/Upgrades
- Dust Collection System Studies/Upgrades



## INSTALLATION

Electric vehicle charging stations at your facility can help advance your sustainability goals while improving your corporate image. It can also help save your customers, employees and business partners thousands of dollars. We can offer site evaluation, product recommendations and installation.

- Electric Vehicle Charging Station Installation

Contact your Grainger Rep for details, availability and eligibility of these and other services. Services provided by a third-party provider may be subject to a time agreement between Grainger and the provider.

LEARN MORE AT [GRAINGER.COM/GRAINGERSERVICES](http://GRAINGER.COM/GRAINGERSERVICES)

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# FACILITY SERVICES



## ROOFING SERVICES

Roofing and building maintenance solutions designed to help prolong structural life, easily track and manage roof assets, save energy and improve safety.

- Patch & Repair Services
- Roofing Restoration
- Rooftop Safety Installation
- Roof Cleaning
- Inspection Services
- Preventative Maintenance Contracts
- Air Barrier Audits



## ELECTRICAL SERVICES

Electrical system study is offered to determine the present degree of arc flash hazards and apply associated equipment labeling. Includes maintenance of electrical distribution system components and mitigation solutions aimed to lower arc flash energy or exposure.

- Engineering Services
- Maintenance & Testing
- Installation (Turnkey Capabilities)
- Medium Voltage/Low Voltage Services
- Emergency Services & Disaster Recovery



## INDOOR COATING SERVICES

A comprehensive portfolio of installation solutions for preparing, priming, coating and protecting interior surfaces. Complete installation services for various paints and coatings.



## TECHNICIAN SKILL TRAINING SERVICES

Participants receive hands-on safety and industrial skills development that they can apply on the job immediately. Training can be scheduled on-site at customer locations or off-site at scheduled locations across the U.S.

- Compliance
- Electrical
- HVAC
- Mechanical

Contact your Grainger Rep for details, availability and eligibility of these and other services. Services provided by a third-party provider may be subject to a fee approval process between Grainger and the provider.

LEARN MORE AT [GRAINGER.COM/GRAINGERSERVICES](http://GRAINGER.COM/GRAINGERSERVICES)

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# GRAINGER SAFETY SERVICES NETWORK

Grainger's network of health and safety service providers is committed to providing you with quality, cost-effective on-site and online services. Consisting of a highly trained network of Certified Industrial Hygienists (CIH) and Certified Safety Professionals (CSP), as well as other safety and health professionals, Grainger possesses the expertise and resources to provide training, on-site testing and auditing, and web-based tools designed to aid in your occupational safety and health programs on a national scale.

## AIRBORNE CONTAMINANTS & NOISE

### Audits & Assessments

- Audiometric Testing/Auditing
- TruSight Exposure Monitoring
- Environmental Compliance Audits
- Hearing Test/Fit Test
- Hearing Loss Determinations (Work Related)
- Analogical Revisited
- Indoor Air Quality Assessments
- Industrial Hygiene Assessments
- Noise Surveys (Sound Surveys)

### Online Flexible Medical Clearance Testing

- Pulmonary Function Testing
- Hazardous Fit Testing
- Respirator Fit Testing (Medical Health Questionnaire)
- Physician Reviewed
- Silica Dust Exposure Compliance
- Ventilation System Testing

### Program Development

- Equipment Specific Procedure Development (Occupational Health Hazard)

### Training

- Axioscope Awareness Training
- Hearing Protection Training
- Respirator Training

## ARC FLASH/ELECTRICAL SAFETY

### Audits & Assessments

- Arc Flash Analysis
- Electrical Safety Assessments

### Program Development

- Equipment Specific Procedure Development (Electrical Safety)

### Training

- 2015 NFPA 70E Arc Flash Electrical Safety Training
- 2017 National Electrical Code Training
- 2018 NFPA 70E Arc Flash Electrical Safety Training
- Arc Flash (NFPA 70E) Training

## ARC FLASH/ELECTRICAL SAFETY (Continued)

### Training

- 1010-289 Electrical Safety for Power Generation, Transmission & Distribution Training
- Electrical Safety Training
- Electrical Safety: Hands on Practical Skills Application Training
- Electrical Systems in Hazardous Locations Training
- Electrical: MCCET Levels I & II Training
- Insulating & Barring of Electrical Systems or Work
- Lockout Training
- National Electric Safety Code Training

### NFPA 201: Life Safety Code - 2012 Edition Training

### NFPA 110: Emergency & Standby Power Systems

### Training

### NFPA 70B: Electrical Equipment Maintenance Training

### NFPA 72: National Fire Alarm & Signaling Code 2010

### Training

### NFPA 79: Electrical Standard for Industrial Machinery

### 2019 Edition Training

### NFPA 99: Standard for Health Care Facilities 2012

### Edition Training

## CONFINED SPACE

### Audits & Assessments

### Confined Space Identification/Audits

### Program Development

- Equipment Specific Procedure Development (Confined Space)

### Training

### Confined Space Entry & Rescue Training

## DIGITAL SAFETY TOOLKIT

### Digital PHS Tools

### Incident & Inspection Management

### Learning Management

### Occupational Health

### OSHA Management

### Safety Assessments

### Specialized Training

## EMERGENCY PLANNING & RESPONSE

### Audits & Assessments

- Backflow System Inspection & Service
- Emergency Light & Exit Signs Inspection & Service
- Fire Alarm System Design & Installation
- Fire Alarm System Inspection & Service
- Fire Barrier Inspection & Repairs
- Fire Dampers Inspection & Repairs
- Fire Door Inspection & Repairs
- Fire Extinguisher Inspections & Service
- Fire Protection: Assessment & Testing (Sprinkler Systems)
- Fire Protection: Design & Installation (Sprinkler Systems)
- Fire Protection Inspection, Testing & Maintenance (Sprinkler Systems)
- Fire Special Design Fire Suppression System Design & Installation
- Fire Sprinkler Line Compliance Management & Repairs
- Kitchen Hood Suppression System Inspection & Service

### Photo Luminescent Markings Inspection & Installation

### Special Hazard Fire Suppression System Design & Installation

### Fire Alarm & Signaling

### Active Shoulder Workoff Exercise

### Business Continuity Planning Workshop

### Flammable Security Exercise Evaluation Program (HSEEP) Exercises

### Program Development

### Emergency Evacuation Plans

### Emergency Evacuation Plan

### Training

### Active Shoulder Training

### Fire Barrier Management Training

### Fire Extinguisher Training

### Incident Command System (ICS) Training

### Pandemic Response/Personal Protective Equipment Training

\* Services are only available through Grainger's third-party provider.

Contact Your Grainger Rep for Details, Availability and Eligibility

**GRAINGER**

FOR THE ONE WHO GETS IT DONE



# GRAINGER SAFETY SERVICES NETWORK

## EMERGENCY PREPAREDNESS SERVICE

### Healthcare Industry Specific

Aggression Management Training  
 Behavioral Health Protocol Implementation  
 Emergency Management Program Assessments (Accreditation Audits)  
 Hazardous Materials Awareness Level Training  
 Healthcare All-Hazards Evaluation Plan  
 Healthcare All-Hazards Evaluation Training  
 Healthcare Business Continuity Planning (Continuity of Operations Plan)  
 Healthcare Evaluation Exercise  
 Healthcare Security Assessment (Focused-Full)  
 Hospital Discharge Center (HDC) Workshop  
 Hospital Decontamination Practical Exercise  
 Hospital Fire Response  
 Hospital Incident Command System (HICS) Essentials Training  
 Hospital Incident Command System (HICS) Workshop  
 Loss of Community Support (CS-Drug Plan)

## ENVIRONMENTAL SAFETY HAZARDS

### Audits & Assessments

Comprehensive Cost Surveys  
 Heat Stress Assessment (Comprehensive Studies)

### Program Development

Equipment Specific Procedure Development (Environmental Safety & Control)

### Training

Hot Work Training (Welding, OI & Gas)

## ERGONOMICS

### Audits & Assessments

Ergonomic Assessments

### Training

Ergonomics Awareness Training

## LOCKOUT/TAGOUT

### Audits & Assessments

Lockout/Tagout Assessments

### Program Development

Equipment Specific Procedure Development (Lockout/Tagout)

### Software

LINK380 Safety Compliance Software

LEOTO Lockout Procedure Software

### Training

Lockout/Tagout Training

## MACHINE GUARDING

### Audits & Assessments

Machine Guarding Audits

### Full Turnkey Solution

Assessment, Engineering & Design, Installation & Training

### Training

Machine Guarding Training

## MANAGED BENEFIT PROGRAMS

Managed Footwear Program

Safety Prescription Exercise

## MATERIAL HANDLING

### Audits & Assessments

Crane & Hoist Inspectors

Lifting & Rigging Site Assessments

Rigging & Sling Inspections

### Training

Crane All-Hazard Transportation Training

Crane, Hoist, Sling & Rigging Training

Crane Operator Safety Training

DOT Hazardous Materials Training

Driver/Truck Safety Training

Forklift LIFT Training

Manual Material Handling (MMH) Training

## MEDICAL/FIRST AID

### Audits & Assessments

AED Inspection Services

Emergency Eye Wash Station Assessments & Referrals

### Program Development

Equipment Specific Procedure Development (Medical & First Aid)

### Training

Hospital/Outpatient Training

First Aid/CPR/AED Training

## PPE

### Audits & Assessments

HFC Assessments

Welding Assessments

## SAFETY COMMUNICATIONS

### Training

HAZWOPER 40/240/ Training

## WORKING AT ELEVATED HEIGHTS

### Audits & Assessments

Fall Protection Assessments/Audits/Inspections

Ladder Inspection Services

### Program Development

Equipment Specific Procedure Development (Fall Protection)

### Training

Aerial Lift Training

Fall Protection Training

Scaffolding Training

## FOOD SAFETY

### Audits & Assessments

Food Safety Compliance Certification (FDA-FSMA, IFS, ISO 22000, GFSI)

### Program Development

Food Safety Program Development & Qualification

### Temperature Monitoring & Compliance

EnviroTrax™

VeriTrax™

### Training

Food Program Training (FDA-FSMA, FSQCP, GFSI, GMP, SQF)

HACCP/Prevention Control Training

## GENERAL SAFETY

### Audits & Assessments

Behavioral Health Safety Risk Assessment

Blk Safety Solutions

Fleet Safety Assessments

No Hazard Available

Management System Assessments

Integration & Certification Preparation (ISO 9001/14001/22001/AS9101, OHSAS 18001)

Rock Aides: OARF

Muck Audits: MSHA

Muck Audits: OSHA

Rock Aides: LIG (The Iron Commission)

OSHA Hazard Control Assessments

OSHA Violation Remediation

Survey & Analysis of Cooling Water Systems

Sustainability Assessments

### Program Development

Business Continuation Plan

EHS Management System Program Development (ISO 9001/14001/22004/45001, OHSAS 18001)

Expert Witness

Hybrid Safety Management

Speaking Engagements

Temporary Safety Professionals/Contract Safety Staffing

VPP Management Solutions Assistance

Workshop Safety Program Development

### Training

Class 3 and Class 4 Laser Safety Training

Compressed Gas Cylinder Safety Training

Excavation/Trenching Training

Medical Gas Maintenance Personnel Certification Training (ASCE 6030)

Natural Gas Maintenance & Safety Training (OSHA 1000/10000)

OSHA Hazard Communication (HAZCOM/GHS) Training

Plumbing Services Training

HCSA Training (Cold & Hazardous Waste Disposal)

Radiation Safety Officer (RSO) Training

Safety Culture Training

Tagline Talks

Contact Your Grainger Rep for Details, Availability and Eligibility

**GRAINGER**

FOR THE ONE WHO GETS IT DONE

INVENTORY MANAGEMENT YOUR WAY

# TAKE CONTROL OF YOUR INVENTORY

KEEPSTOCK® SOLUTIONS HELP MAKE IT  
FASTER AND EASIER TO BUY AND MANAGE  
YOUR CRITICAL INVENTORY



CONTACT YOUR GRAINGER REP OR  
VISIT [www.KeepStock.com](http://www.KeepStock.com)

**KeepStock®**  
A Managed Inventory Solution



## WHY INVENTORY MANAGEMENT

**Why worry about inventory?** Your day-to-day management of building operations is challenging enough. Now add on the responsibilities of purchasing, managing and controlling your inventory needs. Supporting all aspects of your maintenance activities isn't a big job, it's a huge job.

Inventory management is the process of keeping track of items and maintaining the balance of supply and demand. You want to avoid having excess stock but also can't risk not having enough to meet immediate needs.

Ideal inventory management means having the right products, in the right place, at the right time—all with minimal effort and expense.

Not having properly managed inventory can result in significant and unnecessary costs, including cash spent on items, employee labor and storage space.

# SAVE

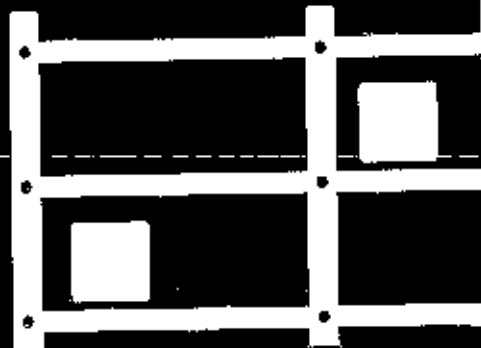
time — money — space



**KeepStock**

A Manager Inventory Solution

**WHAT YOU NEED.  
HOW YOU NEED IT.**



**GET STARTED TODAY! CONTACT YOUR GRAINGER REP OR VISIT**

# MARKET NEED FOR INVENTORY MANAGEMENT

As organizations continue to look for more ways to reduce costs and operate more efficiently, maintenance, repair and operations (MRO) inventory has come under scrutiny.

Left unchecked, poorly managed MRO inventory creates an imbalance between product supply and demand; which can quickly lead to excess expense.

## IF YOU STOCK TOO MUCH

Overstocking certain items to make sure they're always available can result in expensive carrying costs—estimated to be 18–25% per year of the average on-hand value maintained.

## IF YOU STOCK TOO LITTLE

Ineffective inventory management can cause stockouts, unorganized tool cribs and inefficient (often manual) ordering processes. By eroding productivity, these situations increase costs.

## STOP THE RESOURCE DRAIN

Organizations need to take a two-pronged approach to optimize financial and staff resources.

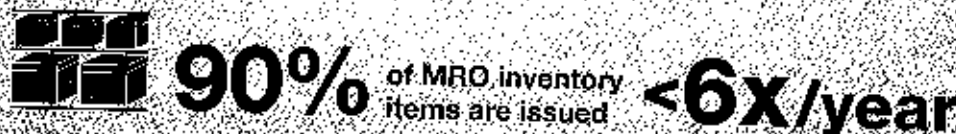
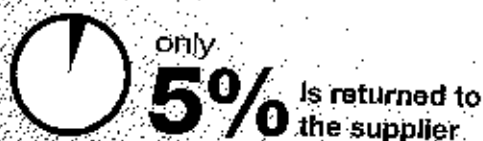
## DEPLOY MRO INVENTORY MANAGEMENT

Align stocking levels based on the characteristics of your MRO inventory mix.

## LEVERAGE A PROVEN SOLUTION

Cost-effectively enhance and simplify functions from tracking and monitoring to ordering and fulfillment.

## EXCESS INVENTORY ON AVERAGE



Inactive inventory consumes resources that could be reinvested in the facility

Source: AlphaGraphics Consulting Services

**GRAINGER**

FOR THE ONES WHO GET IT DONE

# YOUR KEEPSTOCK SOLUTIONS



## INVENTORY MANAGEMENT IS NOT A "ONE SIZE FITS ALL" SOLUTION

That's why Grainger offers a variety of options customized to work the way you need it to.

Grainger KeepStock solutions help take costs out of your operations by making it easier to organize, track and order any size inventory. The portfolio provides Customer-Managed Inventory (CMI), Grainger-Managed Inventory (GMI) and Grainger Vending (GV) options to help you achieve the right level of management based on your unique business needs.

### THE RIGHT SOLUTION

You choose what works best for your operations.

- > **Manage it yourself:** A smartphone app and online reporting tools make it a snap
- > **Dedicated Grainger resource:** Onsite support for more complex inventory needs
- > **Vending solutions:** 24/7 controlled consumption of fast-moving items

We'll work together to identify your inventory challenges, discuss where and how your inventory is used, and develop a solution that best fits your needs. You can be sure only the right solution to support your inventory management goals will be implemented.

**KeepStock inventory management provides easy-to-use solutions that will help you:**

- > KNOW WHAT YOU HAVE IN STOCK
- > STREAMLINE PURCHASING
- > ORDER FASTER AND EASIER
- > GENERATE BETTER REPORTING
- > REDUCE PRODUCT LOSS

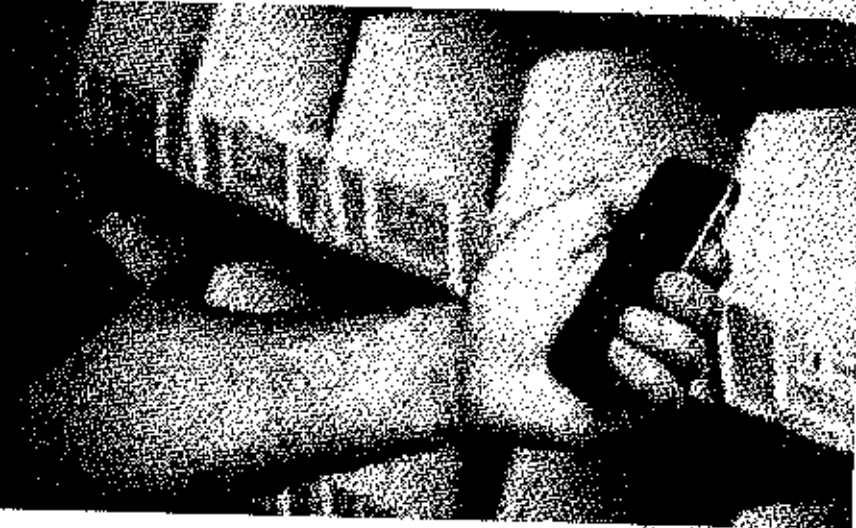




## CUSTOMER-MANAGED INVENTORY (CMI)

It's inventory your way and the good news is, getting your inventory under control doesn't have to be complicated. With help from Grainger, you can set up a system that's tailored to work for you.

## THE POWER OF TECHNOLOGY IN THE PALM OF YOUR HAND



### THE SITUATION

You want complete control of your inventory—on your terms, your schedule, and handled by your employees. You want it fast, easy, accurate, and with reporting to back it up. You want the power of technology in the palm of your hand.

### THE ANSWER

Customer-Managed Inventory (CMI) helps give you the level of functionality you need at no additional cost.

### HOW IT WORKS

**Order:** Scan the barcoded labels with your Android or iOS smartphone and send the order. Need approvals? No problem! We can set up your program to have approvals based on your needs.

**Find:** The CMI app does more than just help you replenish items in your KeepStock installation. You can also search [Grainger.com](http://Grainger.com)<sup>®</sup> and select products to add to your order—all from one source.

**Track:** We can help set up your app to help manage the movement of Grainger products that you need to track through your system. Allocate product usage and track to the appropriate user, cost center or customer account number.

**Update:** Add or change items and users to your inventory program. Managing your CMI solution based on your needs gives you more time to invest back into your business.

### MORE CONTROL IN YOUR HANDS—YOUR WAY

**Are your business needs changing?** Simply add items to your inventory program, adjust reorder points and quantities, change item addresses, or add/delete/change users.

**Need to track items throughout the job, process, or facility?** This app can be enabled to help manage the movement of those Grainger products from receipt through consumption.

**Looking to save more time?** Integrate your current system with Grainger's Order Management System on [Grainger.com](http://Grainger.com).

**GRAINGER**

FOR THE ONES WHO GET IT DONE



## GRAINGER-MANAGED INVENTORY (GMI)

This solution helps you and your people spend less time finding and ordering products, and more time on business-critical tasks and generating revenue.

## ONSITE RESOURCE HELPS YOU MANAGE ALL YOUR GRAINGER INVENTORY



### THE SITUATION

You have a significant number of items in a single storeroom, or maybe even multiple storage areas across your facility. These items are used in varying quantities at varying times. You and your staff often need help finding and placing special order items in addition to your frequently used products. And, you may have supplies that you need controlled access to, or 24/7 availability to certain products but don't have the 24/7 staff to manage a locked storage area.

### THE ANSWER

The more complex your needs, the more a Grainger-Managed Inventory

(GMI) solution is a right fit for your organization. With your inventory now balanced and managed, you can focus on business-critical tasks that have significant impacts on your bottom line.

### HOW IT WORKS

Your Grainger Rep works with you and our KeepStock solutions team to determine the products and levels needing to be managed, as well as setting approvals for orders if required. With or without approvals, you have the visibility, control and insight to all Grainger orders—so you don't have to worry about overstocking or unauthorized purchases.

On a pre-determined schedule, your dedicated rep will work at your facility to put Grainger products away, place replenishment orders, help with inquiries, source hard-to-find items, and help with special orders. Your rep can also cross-reference Grainger products to add to the program to further consolidate, simplify and save.

We can manage your Grainger inventory in your storeroom, warehouse, or various stocking locations throughout your facility. Have short-term storage needs? We can arrange a trailer to store your Grainger items. It's that easy.

4

**GET STARTED TODAY! CONTACT YOUR GRAINGER REP OR VISIT**



## GRAINGER VENDING (GV)

The ideal choice when you require controlled access to consumable inventory, as well as durable items that can be used and returned.

## GET 24/7 CONTROLLED CONSUMPTION OF FAST-MOVING ITEMS



### THE SITUATION

You need 24/7 access to key products—when and where you need them. And, you're looking to increase productivity through improved efficiencies, including placing products at point-of-use.

### THE ANSWER

Spend less time searching, more time working with Grainger Vending (GV) solutions. Our machines can help you reduce costs by setting limits on quantities, shifts, jobs,

or total dollar value spent. It's a great way to control product consumption, too. Plus, you get detailed inventory reporting to help you better manage your budget.

### HOW IT WORKS

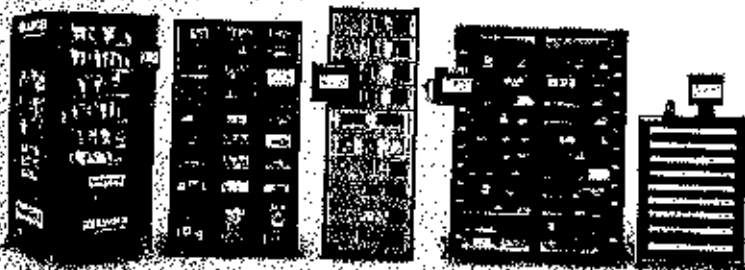
Grainger works with you to identify items to be managed, and select the right machine(s) to do the job.

We deliver and set up the filled machines so they're ready to use as soon as they're plugged in.

Employees can scan their ID badge or enter their employee code, use the touchscreen to select the item, remove the product from the machine and log out. It's easy, reliable, secure and controlled.

Items and quantities removed are automatically uploaded so you can rest easy knowing replenishment orders are processed accurately and in real time. Now you know you'll have the right products, in the right quantities, at the right time.

Your Grainger Inventory Management Specialist will refill the machines as needed to meet your usage patterns.



## REDUCE WASTE, LOSS AND COSTS





## GRAINGER'S CONSULTATIVE APPROACH

**KeepStock**<sup>®</sup>  
A Managed Inventory Solution

### WORKING TOGETHER EVERY STEP OF THE WAY

- We will work with you to understand your inventory management goals and challenges
- Based on our collaborative work, we determine the best solution (or solutions) to meet your specific needs
- We will collect data for the products you want managed and cross-reference items as needed, then load them into our system
- We then launch your KeepStock inventory program, assuring that we integrate with your systems and your employees
- We will stay in close contact with you and your employees to make sure you're getting the best value for your program

### CUSTOMIZED FOR YOUR BUSINESS

- Turn-key replenishment on your schedule
- Adjustable minimum/maximum reorder points
- Order control points to align with your operational needs

### THE BENEFITS

- Reduce your procurement costs for indirect supply purchases
- Keep your team focused on the work to be done rather than looking for supplies
- Optimize inventory levels — no overstocking or stockouts

6

**GET STARTED TODAY! CONTACT YOUR GRAINGER REP OR VISIT**

# YOUR KEEPSTOCK SOLUTIONS SUPPORT TEAM

## ONGOING SUPPORT

Great customer care doesn't end after your KeepStock solution is installed or implemented. You receive reliable, ongoing support for the solution or solutions you have, just like always. There's no cost to you for support after the solution — no unexpected fees or hidden costs. Simply the support you need for the inventory you have.

### Get Great Customer Care from Knowledgeable Grainger Reps

Your Grainger Rep will help you through the process of managing your MRO inventory. They work with you to set up your KeepStock solution and provide continued support during and after the installation. As your inventory management needs evolve, they help you add and change items, update program users, run reports, perform general program maintenance, and more.

### Dedicated Onsite Service Representatives

With more than 1000 Onsite Service Representatives servicing Grainger-Managed Inventory (GMI) programs, you get customized knowledgeable support for your program. They make sure you have the MRO supplies on your shelves, at the inventory levels you select. Plus, they check your inventory levels on a schedule you both set, help put away reordered products, and help you find the products you may not stock but need from time to time to keep your operation running.

### Helpful Customer Service

Providing exceptional customer service continues to be the hallmark of our business. As always, you can count on our Grainger customer service reps to help answer your account and invoice questions, order products, process returns, source hard-to-find items and more!

**KeepStock**  
A Managed Inventory Solution



7

**GRAINGER**  
FOR THE ONES WHO GET IT DONE

Up to

**50%**

of MRO inventory items  
are inactive for **more  
than 12 months\***

Up to

**60%**

of on-hand MRO inventory  
levels exceed a **1-year supply\***

Up to

**10%**

of inventory sits on shelves and  
**never gets used\***

Up to

**30 STEPS,**

**5 people, 5 hand-offs, and  
1 approval** may be involved in  
**replenishing inventory\***

**SAVE**



## **KEEPSTOCK SOLUTIONS HELP YOU BETTER IDENTIFY, ORGANIZE AND MANAGE YOUR INVENTORY**

### **GET ORGANIZED**

Up to 22% of the time, maintenance employees leave a stockroom without the proper material or quantity.\* Plus, if products are inventoried in multiple locations, your employees are spending a lot of time putting inventory away! By consolidating orders to one supplier, you can more effectively manage your inventory—helping your employees get what they need, the first time and every time.

### **ORDER FASTER**

Replenishing inventory may involve up to 30 steps, 5 people, 5 hand-offs and 1 approval.\* Then there's the issue of ordering more product than you need—60% of on-hand MRO inventory levels exceed a 1-year supply.\* How much time, money and space are you wasting?

### **REDUCE EFFORT**

Ordering, finding, tracking and replenishing products takes time . . . costs money . . . and takes up a lot of space. Having multiple suppliers just compounds the confusion, so finding a way to consolidate and simplify each step of procuring and managing your inventory should be a priority. Think about how much easier your day would go if you could procure products from 1 supplier. And, that 1 supplier could help you manage and organize your inventory with the best Grainger KeepStock inventory management solution for your needs.

# **WHAT YOU NEED, WHEN YOU NEED IT, MADE EASY.**

\*Source: Grainger Consulting Services

**GET STARTED TODAY! CONTACT YOUR GRAINGER REP OR  
VISIT [www.grainger.com/keepstock](http://www.grainger.com/keepstock)**

AUTOMATE YOUR REORDERING PROCESS

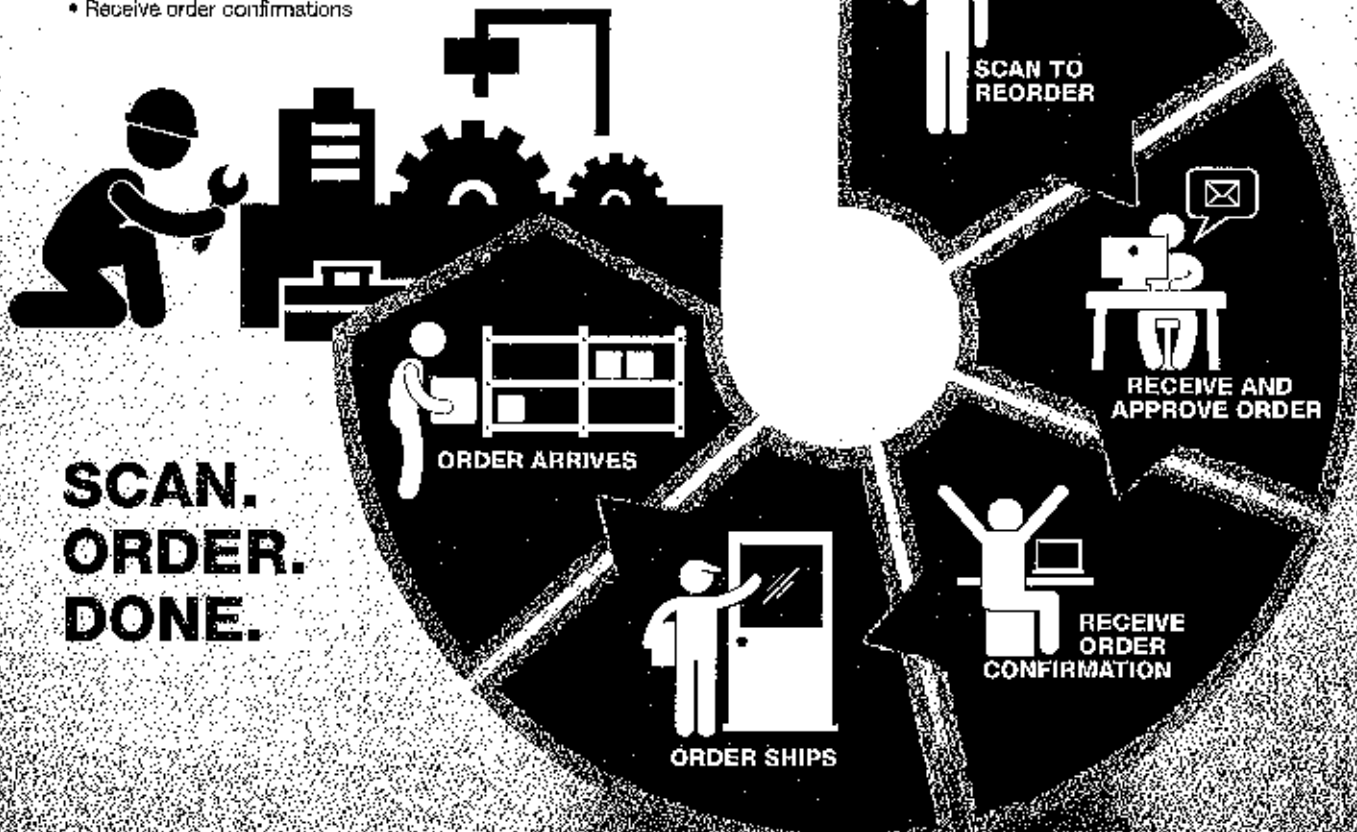
# MANAGE YOUR ORDERS FASTER AND EASIER

## OPTIMIZE YOUR WORKFLOW FROM PROCUREMENT TO PAYMENT

Work more efficiently and effectively every step of the way. Take control of your inventory spend and budget, improve your processing times, manage your inventory risk, and receive detailed inventory information to make decisions that help improve your bottom line. Streamline your entire procure-to-pay process by integrating your KeepStock purchases with your internal purchasing system, Grainger.com<sup>®</sup> or your eProcurement system.\*

### Grainger Order Management System Helps You:

- Manage one sign-in system for both your online and KeepStock orders
- Create up to 4 levels of order approvals
- View your order history for all your Grainger orders
- Set spend limits for multiple users
- Track the status of your order
- Change delivery information for standard shipping orders
- Set order approval controls
- Receive order confirmations



\*Check with your Grainger Rep. and your eProcurement department to determine eProcurement system compatibility.

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FOR THE ONES WHO GET IT DONE<sup>™</sup>



KNOW THE WHAT, WHERE AND HOW MUCH  
WITH YOUR INVENTORY

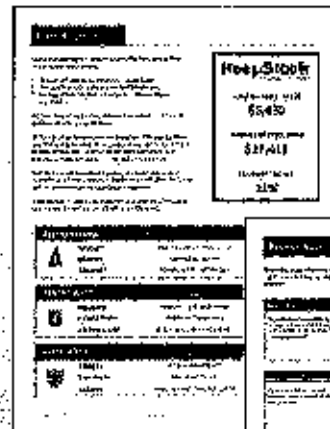
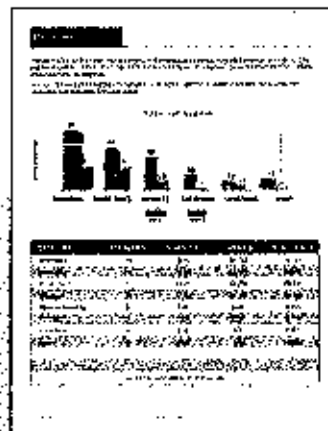
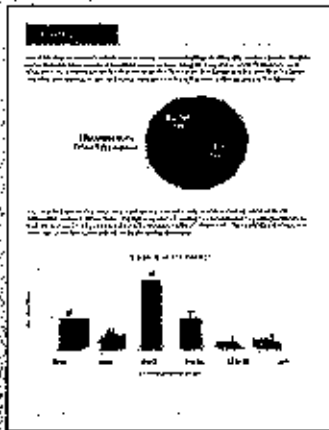
# BETTER DATA INTELLIGENCE FOR BETTER DECISIONS

## DETAILED REPORTING HELPS YOU KEEP YOUR INVENTORY IN CHECK

KeepStock reporting provides detailed information on the activity of the items being managed. Get usage specifics and track purchasing history, quantities, and total spend. Sort by transactions, cost centers, employees and more. Get the information you need so you can better monitor product consumption and receiving activities.

## KNOW THE VALUE OF THE PROGRAM TO YOUR ORGANIZATION

You know the value of your efforts goes beyond the day-to-day activities. KeepStock reporting can also help you measure the total value of the installation — how we are helping your bottom line. We can generate detailed reports for you, showing how you have helped take costs out of managing your inventory with your KeepStock Install by reducing expenses and waste.



GET STARTED TODAY! CONTACT YOUR GRAINGER REP OR  
VISIT [www.grainger.com/keepstock](http://www.grainger.com/keepstock)

# SAVE TIME, MONEY AND SPACE

## GRAINGER KEEPSTOCK SOLUTIONS

At Grainger, KeepStock solutions mean managing inventory the right way. Anything less will not help you get the cost reductions, productivity gains or stockroom improvements that you're looking for. That's why Grainger offers a variety of KeepStock solutions — because we know that no one solution is right for every business.

Grainger KeepStock solutions are designed to help you control costs by:

- Streamlining processes—saving you time and money
- Optimizing inventory—saving you money and space
- Improving efficiency and productivity—saving you time
- Reducing stockouts—saving you time and money

CONTACT Your Grainger Rep  
CALL 1-888-753-0019  
CLICK [grainger.com/keepstock](http://grainger.com/keepstock)

**KeepStock**  
A Managed Inventory Solution

**READY... SET... GO!**

Grainger KeepStock  
Inventory Management  
is the solution you need for  
the inventory you have.

**VOID STOCK-OUTS** of critical products



**BETTER DATA INTELLIGENCE,** reporting and tracking



**IMPROVE INVENTORY PROCESSES** to help boost productivity



**REDUCE COMPLEXITY** in purchasing and managing your inventory



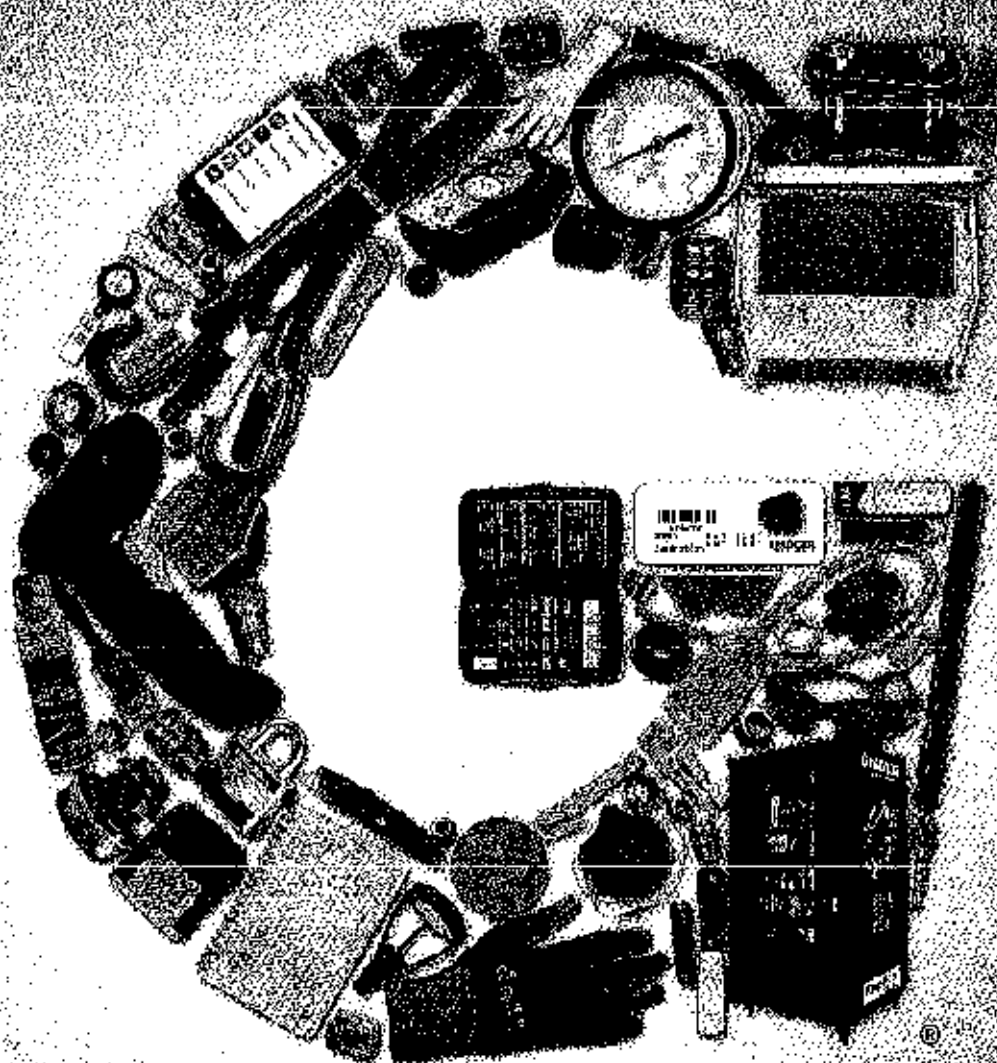
## WHAT'S IN IT FOR YOU!

**FINANCIAL SAVINGS** and more **WORKING CAPITAL** to invest back into your business



**REDUCE LOSS** and avoid waste of precious used products





G means going the extra mile to help you  
manage your inventory and take costs out of your business.

**KeepStock**

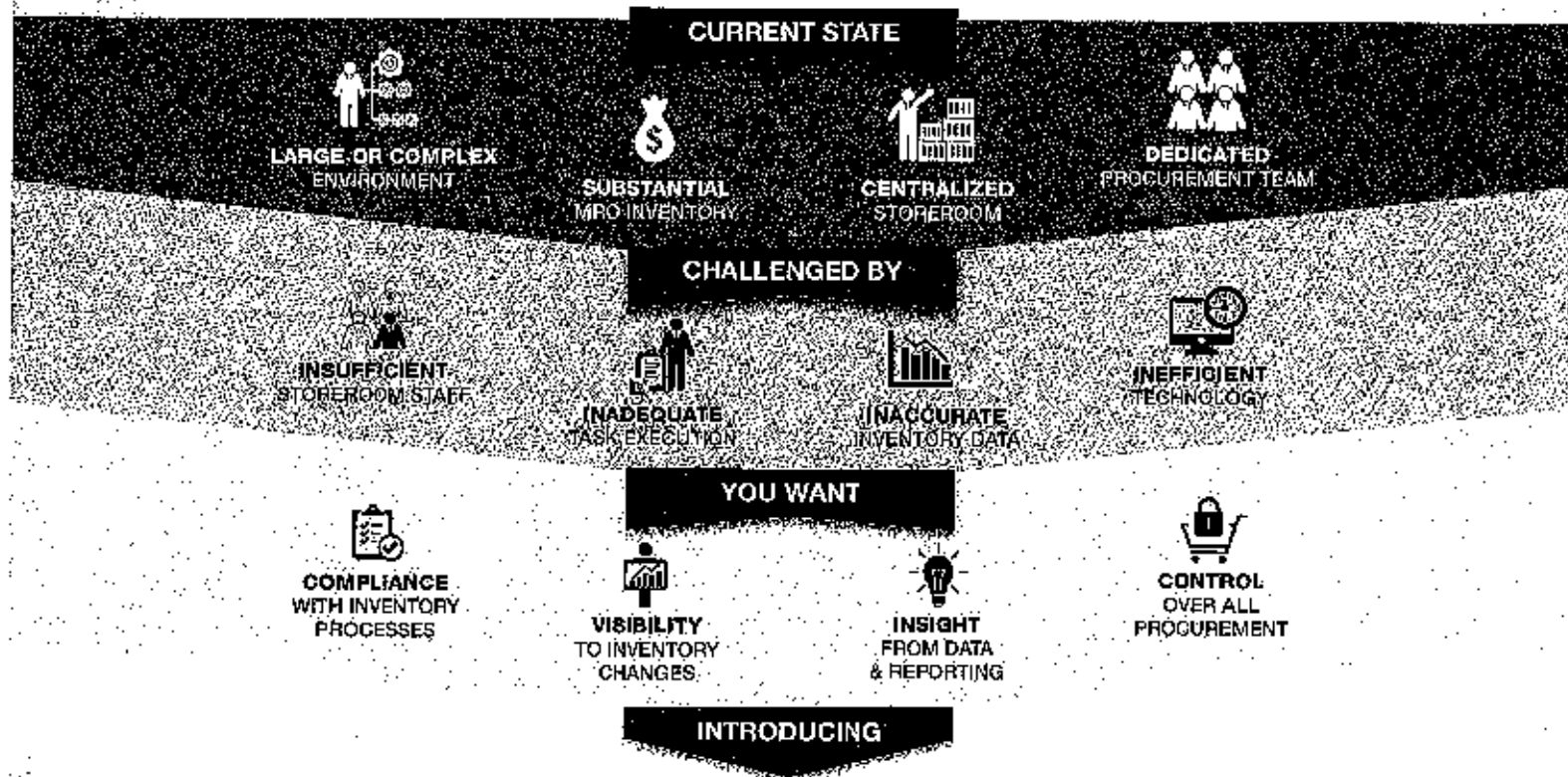
A Xarged Inventory Solution

**GRAINGER'S GOT YOUR BACK**

[GRAINGER.COM/KEEPSTOCK](http://GRAINGER.COM/KEEPSTOCK) 1-888-753-0019

**GRAINGER**

FOR THE ONES WHO GET IT DONE



**KeepStock**  
A Managed Inventory Solution

**MANAGED MRO**  
PERSONNEL & STOREROOM SOLUTIONS

*KeepStock Managed MRO provides dedicated, expert and onsite support services for both Grainger and non-Grainger product to help you save time and money.*



**ADD EXPERTISE** Benefit from Grainger's MRO product knowledge and inventory management skills.



**CREATE ACCOUNTABILITY** Ensure material management tasks are completed with precision and efficiency.

**INVENTORY SPECIALIST**  
Storeroom Support

*Customer Systems & Processes*

- Replenishment + Issuance
- Spot Buy + Sourcing
- Procurement Expertise

**MATERIAL MANAGEMENT**  
Storeroom Operations

*Grainger Systems & Processes*

- Requisition Management
- Data Collection + Analysis
- Inventory Optimization

**REDUCE MATERIAL EXPENSE**

Decrease costs through product substitution and standardization.

**LEVERAGE INVENTORY INVESTMENT**

Put your inventory to work and optimize amount kept on hand.

**INCREASE TECHNICIAN PRODUCTIVITY**

Put the right products in the right place at the right time.

To learn how KeepStock Managed MRO can work at your facility, **contact your Grainger rep**



**KeepStock**<sup>®</sup>  
A Managed Inventory Solution

**GV GRAINGER  
VENDING**

Controlled access at your point-of-use locations.



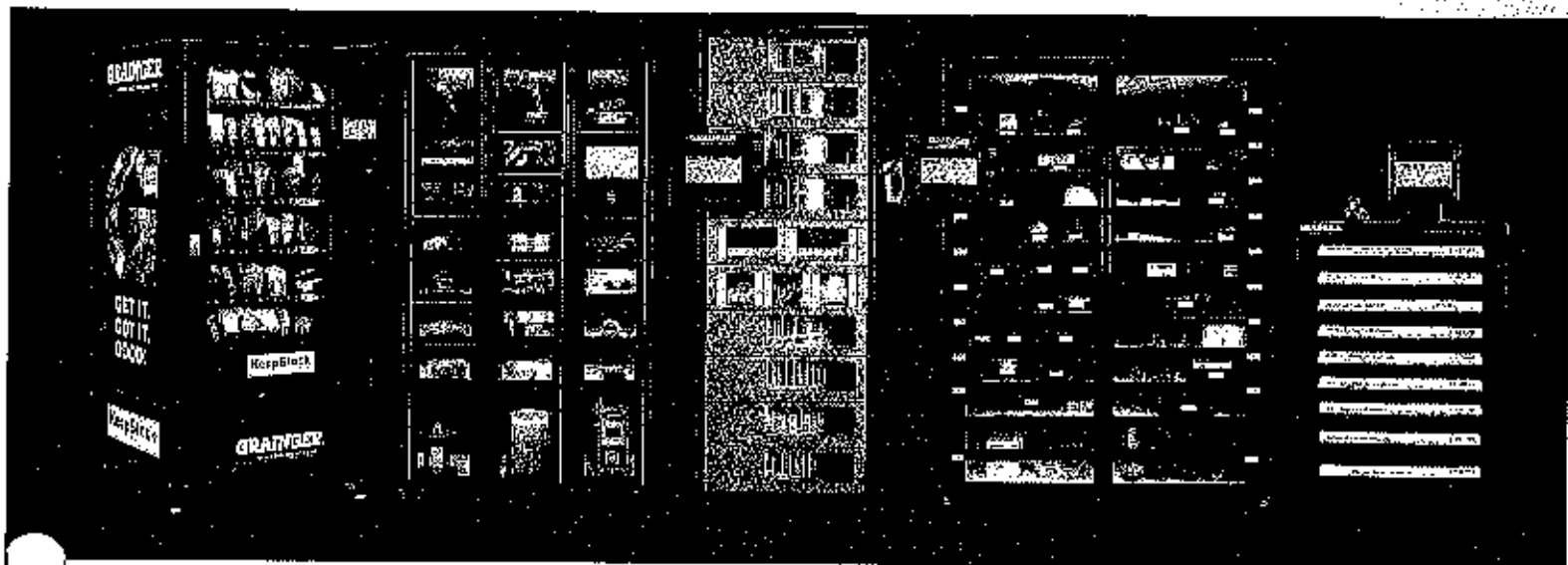
Contact Your Grainger Rep, Call 1-888-753-0019  
or Click [grainger.com/keepstock](http://grainger.com/keepstock)

**GRAINGER**<sup>®</sup>  
FOR THE ONES WHO GET IT DONE

**KeepStock®**  
A Managed Inventory Solution

**GV GRAINGER  
VENDING**

Machines bring visibility to usage by department, employee, or job—helping you take costs out of your business.



**24/7 availability** of key products at point-of-use or where needed.



**CONTROL ACCESS** without requiring a staffed supply area.



**INCREASE PRODUCTIVITY** by reducing the time it takes to walk to the supply room.



**EMPLOYEE ACCOUNTABILITY** for their product transactions.



## WHAT'S IN IT FOR YOU!



**IMPROVE COST ACCURACY** by job, department, employee, or other defined parameters.



**RELIABLE DATA INTELLIGENCE** with accurate reporting and tracking for better forecasting and planning.



**REDUCE INVENTORY SPEND** through controlled access, resulting in reduced loss.

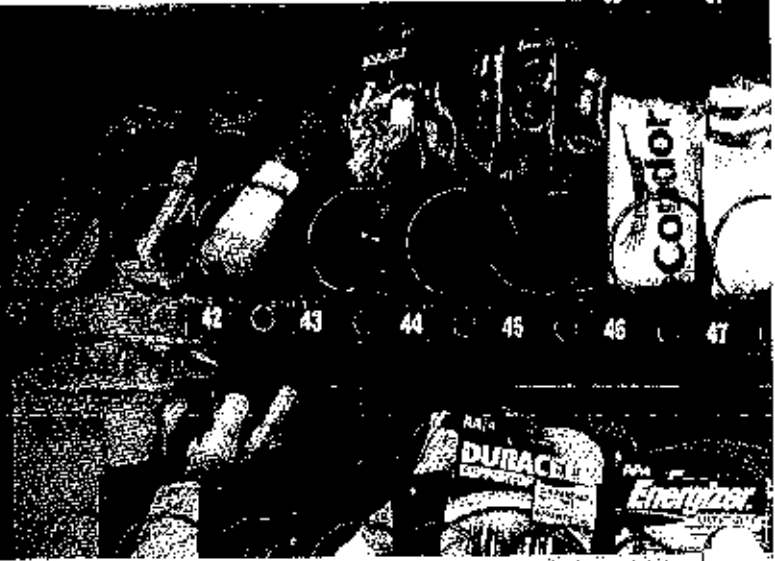
**AUTOMATE ORDERING** to help reduce stockouts and obsolete inventory.



## GRAINGER VENDING (GV)

The ideal choice when you require controlled access to consumable inventory, as well as durable items that can be used and returned.

**SECURITY.  
CONVENIENCE.  
CONTROL.**



### THE SITUATION

You need 24/7 access to key products—when and where you need them. And, you're looking to increase productivity through improved efficiencies, including placing products at point-of-use.

### THE ANSWER

Spend less time searching, more time working with Grainger Vending (GV) solutions. Our machines can help you reduce costs by setting limits on quantities, shifts, jobs, or total-dollar value spent. It's a great way to control product consumption, too. Plus, you get detailed inventory reporting to help you better manage your budget.

### HOW IT WORKS

Grainger works with you to identify items to be managed, and select the right machine(s) to do the job.

We deliver and set up the filled machines so they're ready to use as soon as they're plugged in.

Employees can scan their ID badge or enter their employee code, use the touchscreen to select the item, remove the product from the machine and log out. It's easy, reliable, secure and controlled.

Items and quantities removed are automatically uploaded so you can rest easy knowing replenishment orders are processed accurately

and in real time. Now you know you'll have the right products, in the right quantities, at the right time.

Your Grainger Inventory Management Specialist will refill the machines as needed to meet your usage patterns.

**GRAINGER**  
FOR THE ONES WHO GET IT DONE

**KeepStock**<sup>SM</sup>  
A Managed Inventory Solution

**GV** GRAINGER  
VENDING

**SECURITY. CONVENIENCE.  
CONTROL.**



### KeepStock<sup>®</sup> Inventory Management

You need the right products, in the right place, at the right time to keep your production producing and your operations operating. Because Grainger understands every inventory situation is unique, we offer a broad range of solutions that can help meet specific requirements for your business.

#### THE RIGHT SOLUTION

Effectively managing inventory offers a prime opportunity to help take costs out of your business. You choose what works best for your operations.

- **Manage it yourself:**  
A smartphone app and online reporting tools make it a snap
- **Dedicated Grainger resource:**  
Onsite support for more complex inventory needs
- **Vending solutions:**  
24/7 controlled consumption of fast-moving items

## HOW TO GET IT

CONTACT Your Grainger Rep

CALL 1-888-753-0019

CLICK [grainger.com/keepstock](http://grainger.com/keepstock)

Grainger KeepStock Secure<sup>®</sup> solution is subject to customer eligibility established by an onsite assessment conducted by Grainger's Consulting Services group. Mutual agreement on frequency of use of Grainger personnel resources and other agreements.

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**GRAINGER**  
FOR THE ONES WHO GET IT DONE

**NEW &  
ENHANCED  
TOOLS**

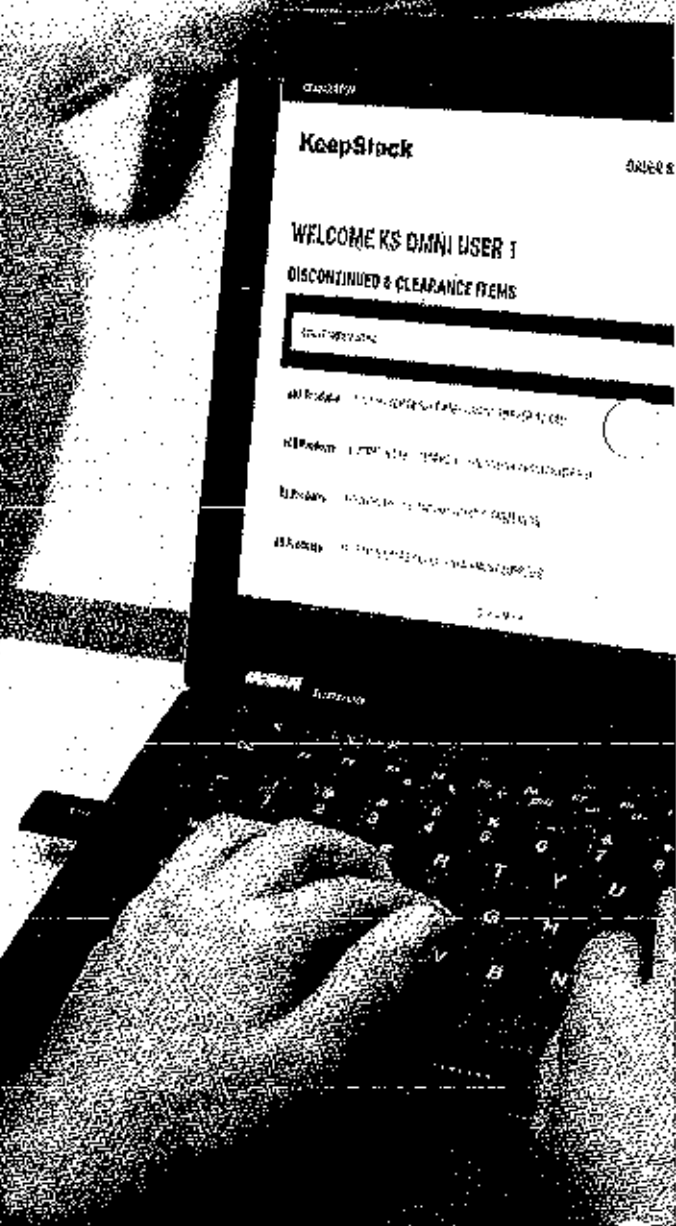
Do-it-yourself  
solutions put  
you in control.  
It's inventory  
your way!

**KeepStock**  
A Managed Inventory Solution

**CMI CUSTOMER-MANAGED  
INVENTORY**

Web-based tool provides the flexibility  
to manage your inventory your way.

*Seamless functionality across multiple devices.*



CONTACT your Grainger rep  
CALL (888) 753-0019  
VISIT [grainger.com/keepstock](http://grainger.com/keepstock)

**GRAINGER**  
FOR THE ONES WHO GET IT DONE!

**KeepStock**  
A Managed Inventory Solution

**CMI** CUSTOMER-MANAGED  
INVENTORY



It's inventory management your way. You call the shots. Now you can access tools and data that help you create custom inventory solutions, leaving you more time to invest back into your business.

## WHAT YOU NEED, WHEN AND WHERE YOU NEED IT™

### THE SITUATION

You want complete control of managing your inventory—on your schedule and handled by the employees you choose. You want it done fast and with data to back it up.

### THE ANSWER

KeepStock CMI gives you the control, flexibility and instant access you need to effectively manage your inventory at no added cost.

### HOW IT WORKS

**Scan:** Scan the barcoded labels with your Android or iOS smartphone\* and send the order. Need approvals? We'll help you set up your program to have multiple approvals based on your needs.

**Order:** Reorder products and reduce manual errors with barcode scanning of your stocked items.

**Find:** Search the online Grainger catalog or Grainger.com® and select products to add to your order—all from one source.

**Manage:** Add items to your inventory program, edit users and print labels for your bins right when you need them.

### KEEPSTOCK CMI TOOLS

- ✓ **Search, add and edit products**
- ✓ **Scan to reorder items**
- ✓ **Print labels**
- ✓ **Discontinued item management**
- ✓ **Set min/max levels and restrictions**

\*Easy-to-use scanners are available if you don't have mobile access.

**GRAINGER**

FOR THE ONES WHO GET IT DONE



**KeepStock**  
A Managed Inventory Solution

**CMI** CUSTOMER-MANAGED  
INVENTORY

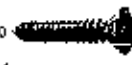
## YOU'RE IN CONTROL

Set min/max levels, print labels, edit products, scan to reorder and get instant access to your CMI program on your terms.

Metal Screw Flat #6 5/8 In L Pk100



2C1895278E0@1



Min: 5

Pk/100

Def.OrdQty: 1

1WA13

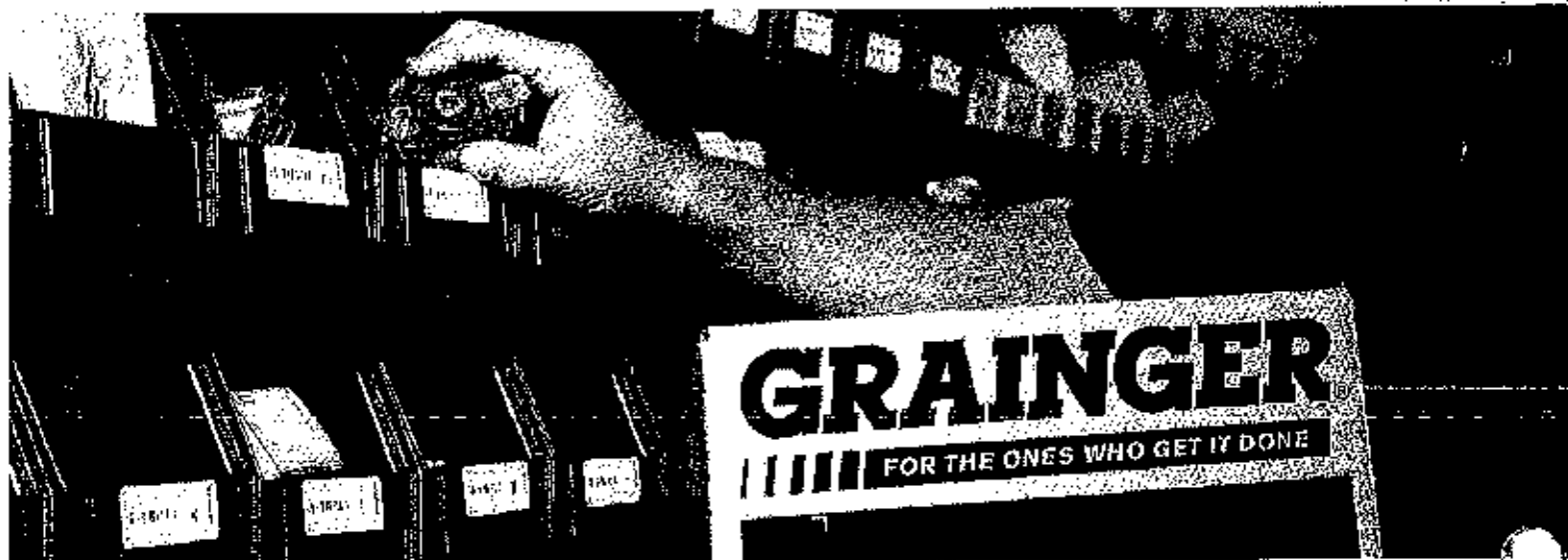
Max: 10

Pk/100

Part#

Loc: Utility Closet

GRAINGER



## WHAT'S IN IT FOR YOU!

### SIMPLICITY

The technology to manage your Grainger Inventory is right in your hand.



## IMMEDIATE SOLUTIONS FOR YOUR BUSINESS



### VISIBILITY

Easily add, edit and replace items you need on hand.

### INDEPENDENCE

Reorder and receive your Grainger products. Check and adjust as you see fit.



### DATA INTELLIGENCE

Access your order history to make informed decisions about inventory levels.

### APPROVALS

Set up approvals and controls within your program.



### STREAMLINE PURCHASING

Scan barcodes and send directly from the Grainger KeepStock app.

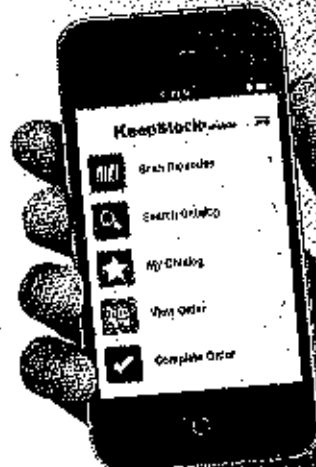
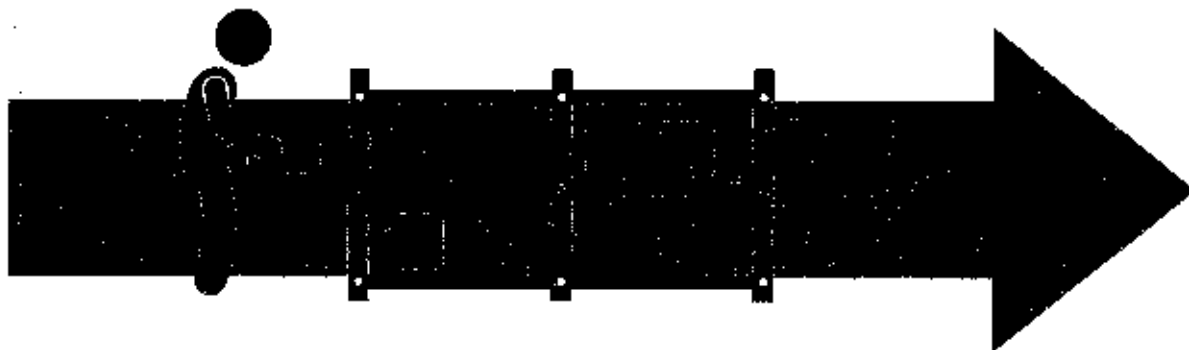


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**KeepStock**  
A Managed Inventory Solution

**CMI** CUSTOMER-MANAGED  
INVENTORY

Take control your way and get the right products,  
in the right place, managed with the right solution.



### IS CMI FOR ME?

- Do you have critical inventory you can't do without?
- Need to monitor supplies in a controlled environment or in areas with restricted access?
- Do you keep inventory in remote locations and can't afford to run out of stock?
- Want a better system for managing and organizing your critical items?

**KeepStock CMI can help solve your inventory challenges.**

### TO GET STARTED

CONTACT your Grainger rep

CALL (888) 753-0019

VISIT [grainger.com/keepstock](http://grainger.com/keepstock)

### TECH SUPPORT

**Got questions after you're all set up?**  
Our dedicated KeepStock technical support team is here to help.

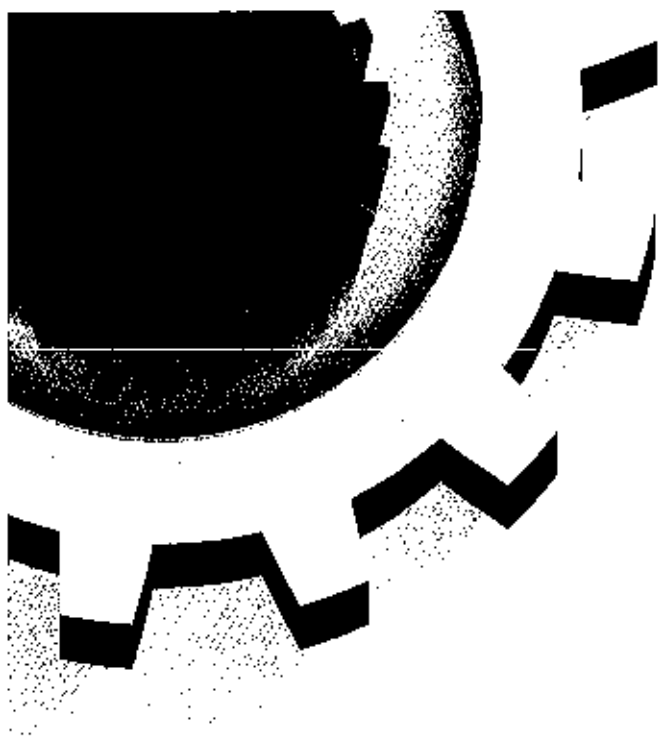
TECH (877) 877-6408



Grainger KeepStock solutions are subject to customer eligibility and agreements.  
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**GRAINGER**  
FOR THE ONES WHO GET IT DONE





# LABOR SAVINGS

## Case Study

GRAINGER CONSULTING SERVICES

## KeepStock Onsite® Creates a \$355,000 Annual Savings Opportunity

### OVERVIEW

A prestigious University had decentralized their maintenance services department to better serve their students, faculty and visitors on the 28-acre campus. By distributing the forty maintenance technicians and tradespeople to four districts, they became closer to the end customer, more familiar with the buildings and assets, and significantly reduced travel time. The challenge, however, was that there was still just one central stockroom and all of the parts and supplies were requisitioned from that location. Because of this, the gains that were realized from being close to the customer were lost on waiting, searching, requisitioning and receiving parts delivered from the central stockroom.

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**GRAINGER**  
FOR ALL OUR WORKS TOGETHER

## PROCESS

Working with Grainger Consulting Services, the first activity was to identify the current state processes and associated costs. This baseline gave a reference point to model recommendations against. Grainger Consulting Services modeled different stocking levels, price thresholds and district-based stockrooms. The analysis was used to bring all of the stakeholders together, including: Maintenance, Procurement, Finance and Suppliers. Before a single piece of inventory was moved out of the stockroom, there was widespread buy-in for the change.

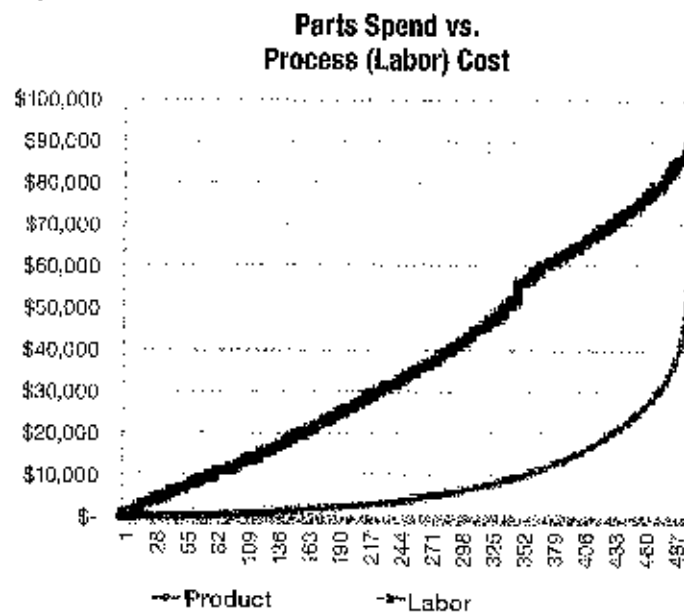
## KEY OBSERVATIONS & FINDINGS

There were several findings, but two of them stood out to all of the decision makers.

1. The cost of paying the technicians and tradespeople to do the requisitioning and receiving of the parts needed to complete their work was higher than the total spend of the products they were in need of (see Diagram 1).
2. Just 8% of the dollars spent by the University accounted for more than 50% of the parts needed repeatedly by the technicians and tradespeople (see Diagram 2).

It was also realized that a majority of work orders were extending over two days while they waited for low cost parts to be delivered. This waiting time negatively impacted work order completion rates—a metric important to the maintenance department and their customers alike.

Diagram 1



## RECOMMENDATIONS & IMPACTS

TIME SAVINGS was equivalent to hiring

# 3

new people

After careful data analytics and the real-world input from the maintenance technicians and tradespeople, Grainger Consulting Services recommended KeepStock Onsite (Grainger's unique vendor-managed inventory solution) to stock four local stockrooms at each of the districts with frequently needed, low-dollar parts and supplies. With less than 300 unique SKUs stocked, stocking levels were set by evaluating historical usage and factoring in anticipated seasonal fluctuations.

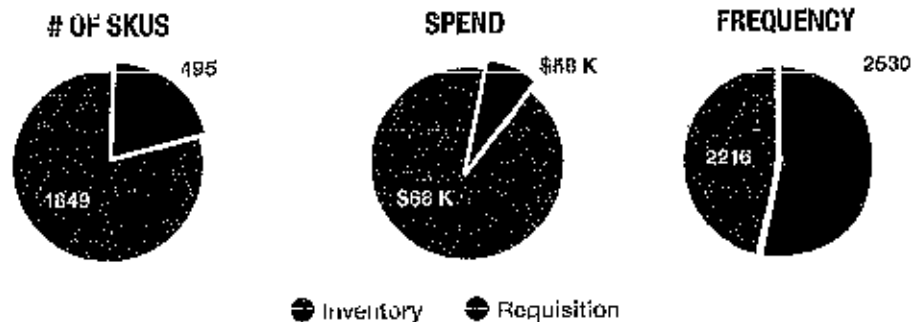
- **Impact:** This inventory solution was nicknamed "Grab and Go" capturing the change from laborious requisition which was replaced by free issuing low-dollar parts.
- **Impact:** The University estimates it saves \$355,000 annually in labor costs—time which was wasted was now reallocated to revenue producing activities. This time savings for technicians was equivalent to hiring three new people.
- **Impact:** The same day fixes for work orders has improved by 20%, which reduces the time to fix and increases customer satisfaction.



This solution did not change the amount of money that the University spent on parts and supplies year over year. It simply put the parts closer to the assets and the people. By using Grainger's KeepStock Onsite offering, the customer is also relieved of any replenishment activities and yet they retain complete oversight through Grainger's electronic approval process and detailed reporting.

Diagram 2

**8% of the spend is creating over 50% of the transactions**



*Grainger KeepStock Onsite solution is subject to customer eligibility established by an onsite assessment conducted by Grainger's Consulting Services group, mutual agreement on frequency of use of Grainger personnel resources and other agreements.*

*Results may not be typical for all customers.*



## Let's Get Connected

We recognize the importance of meeting supplier diversity goals and have simple solutions to help you get started.



### SAVE TIME AND MONEY

Our program provides quality products in categories from cleaning and maintenance supplies to tools and fasteners, that help meet your diversity requirements and satisfy Grainger quality standards.

### HELP MEET PURCHASING REQUIREMENTS

Customers win because we keep track of their Direct Tier 2 diversity purchases from Grainger and we can report results quarterly.

### A DIVERSITY SOURCE YOU CAN TRUST

Each supplier must be certified by and satisfy the ownership requirements for one of the following organizations:

- National Gay & Lesbian Chamber of Commerce
- Women's Business Enterprise National Council
- National Minority Supplier Development Council
- Small Business Administration

For current Grainger diversity supplier product listings, go to the [Grainger.com](http://Grainger.com)® homepage and enter Supplier Diversity in the search bar.



If you're a supplier and want to participate in the Grainger Supplier Diversity Program, register at <https://app.suppliergateway.com/grainger>

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FOR THE ONE WHO GETS IT DONE

2016 Suppliers

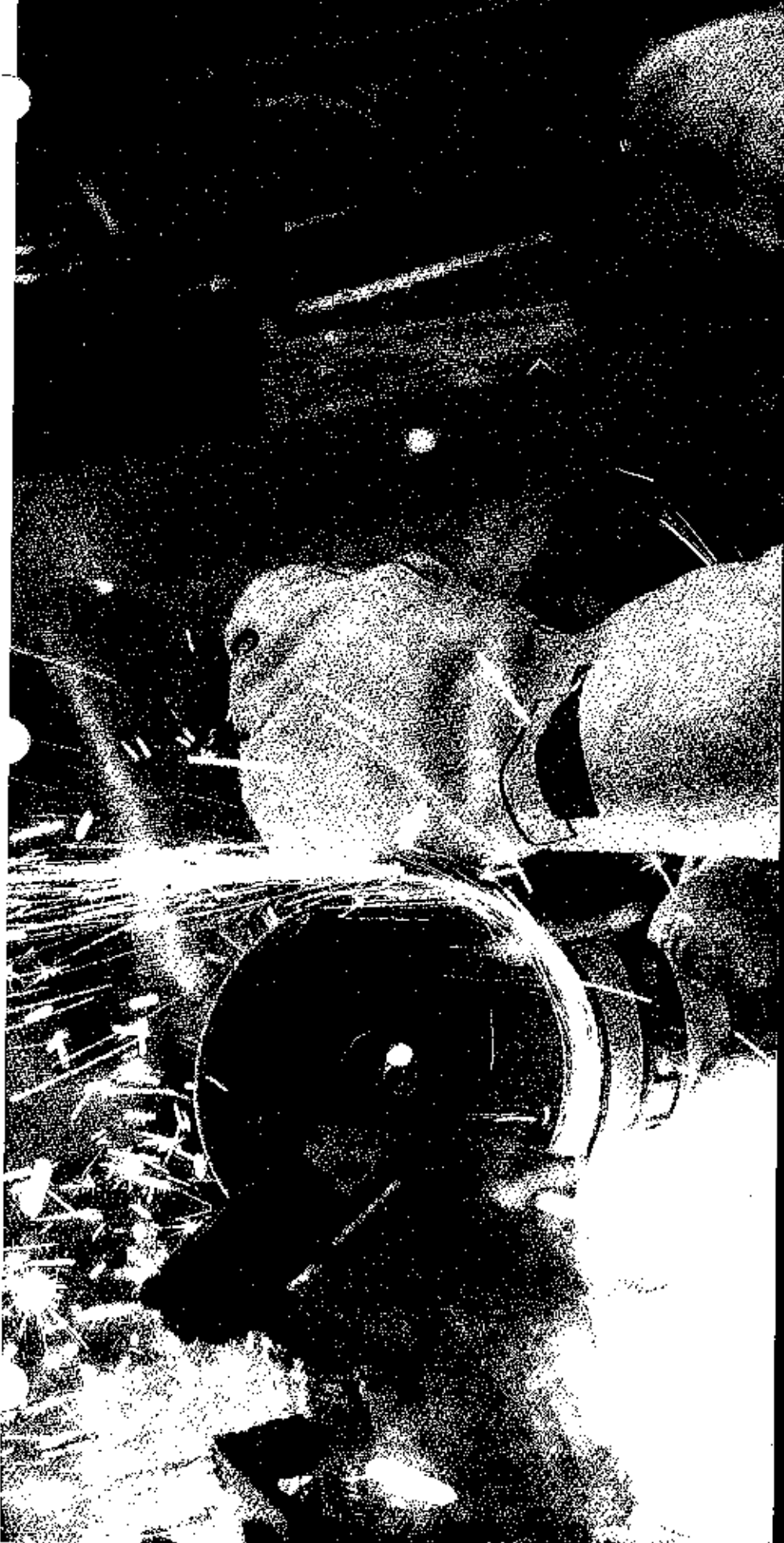
Class	Supplier	Brand(s)	Category
WBE	Absorbent Socklines	Unbranded	Specialty Brands
WBE	Action Chemical	Action Chemical	Disposable Gloves & Masks
WBE	Accesso's	Hi & Dr. Storage	Vallets
WRF	Advance Components	No Brand	Fasteners
WBF	Aero Tech Light Bulb	Aero Tech	Lighting
VBE	Allegro Industries	Allegro	Confined Space
WBE	Auf Plast Co	Tough Guy	Can Liners
WBE	American Moving Supplies	Pro Series, AMS	Packaging
WBE	Americover	Americover	Doors & Curtain Walls
WBE	Apex Beverage	ICE-O-MATIC	Refrigeration, Ice Machines
MBE	Armo Concepts	Door Jamb	Security
MBE	Arto, USA	Arto	Multi Material Bags
VBE	AST Industries Inc. dba Anti-Sabot	Anti-Sabot	Pipe Sealing Tape
MBE	Atlantic Blower	Atlantic Diffusers	Pumps
VBE	AVS Industries	AVS Industries	Cloth and Dust Tools
WBE	B&L Distributors	Tough Guy	Cleaning
WRF	B&P Manufacturing	B&P Manufacturing	Material Handling
VBE	Benchpro	BenchPro	Workbenches
WBE	Berner	Berner	Ventilating/AC Curtains
WBE	Bishop Wisconsin	Bishop Wisconsin	Linear Motion
MBE	Buhh	Buhh	Confined Space Ventilation
MBE	Building Health Check	No Brand	Specialty Brands
MBE	Bys Globe	Vital Care, K-Gold, FTC, Doodlenz	Disinfectants and Sanitizers
MBE	D & A Scientific	BIO LION	Laboratory Centrifuges
WBE	D.R. Lash Safety	DR Lash Safety	Lab Supplies
WRF	Delta Mfg.	D-Melt	Institutional Mattresses
WBE	Dealer Connection	Apex	Casinos
MBE	DEC Insulation	Luxa Pro	Vinyl Ester Durable Safety
WBE	Deluxe Manufacturing Co.	Deluxe	Lab Supplies
WBE	Design Glass	Design/Chemicals	Hand Protection
WBE	Decker-Kalil	No Brand	Blocks, Phones, Phone Accessories, TV Accessories, Strobe and Flashing Lights
WRF	Clearsounds	CLEARSOUNDS	Specialty Brands
WRF	Collinsa Pneumatics	Collinsa Pneumatics	Plumbing
WBE	Columbia Sanitary Products, Inc.	Sanitary	Test Instruments
WDC	Cooper-Atkins	Cooper-Atkins	Cleaning
WBE	CP Industries	Franchise	Cleaning
WBE	Crown Products	Poopy Pouch	Traffic Control Products
WBE	Cloke Tool	Cloke	Raw Materials - Rubber
WBE	E James & Company	Unbranded	Office Products
WBE	Ecobrand Cases	Ecobrand	Safety
WBE	Eco-Absorbent Technologies	Eco Absorb	Wipers
WBE	Electric Motors & Specialties	EM&S	Brake and Wheel Tools
WBE	Equipment Supply Co - E800	Unbranded	PRE
WRF	ERB Industries	ERB	Recycling Kits (3119)
WBE	Everlight	Everlight Recycling	Lighting
WBE	Ex-Sel Knives	Smoker's Oasis	Binoculars
VBE	Frear Optics	Frear Optics	Shipping Containers
WBE	FX Packaging	No Brand	Solar Panels and Accessories
MBE	Greco Solar	Greco Solar	Domestic
VBE	Guardian Electric Mfg.	Guardian Electric	Hand Tools
WBE	HD Specs	Swift, Novus Products	Chemicals
WRF	High Purity Standards	High Purity	Office Products
WRF	Hillion Trading dba Acubanker	Acubanker	Water (Leak) Accessories
WBE	Holdrite	Holdrite	Can Liners
WBE	IBS Solutions	Tough Guy	Guardrails
WBE	Ideal Shield	Ideal Shield	Specialty Brands
WBE	Impact Abrasent	X-SCRE, Rock Solid	Tools
WBE	Imperial	Imperial	Incentives
WRF	Incentive Gallery	unbranded	Hospitality
WRF	Insinger	Insinger, Commander	Socially Prints, Coatings and Adhesives
WRF	International Chemical Products	PinkMAX	Cleaning
WBE	Johnson	CLR, Tam-X	Tools, PVM
MBE	JIS Products	Steeleman, Bend-a-Light	Office Products
WRF	Kelly Raat	Kelly Raat	Tea Equipment
WBE	K&R Logistics	Premier	Towel Parts
WBE	Lavella Industries	Kofey	Hand Protection
WBE	Liberty Glove	No Brand	Hand Protection

2016 Suppliers

Class	Supplier	Brand(s)	Category
WBE	Lightfamily	Hole Pro	Hand Tools
WBE	Loyd International "NuSet"	Nu-Set	Keyed Products
WRF	Master Manufacturing Co.	Master-Caster	Material Handling
WBE	Maxi Design	Maxi	Safety
WDC	Mesa Safe	Mesa Safe	Fire and Wall Safes
WBE	Midwest Acorn Nut	Midwest Acorn Nut	Fasteners
WBE	Moxie Trades	Moxie Trades	Footwear
WBE	Mr. Chair	Mr. Chair	Crowd Control
VBE	NCP	BARK MARK	Stippling and Marking Paint & Chalk
WDC	Newborn Brothers & Co.	Newborn	Metalworking
MBE	Navitex Industries	Zetox, Zetex Plus	Specialty Brands
WBE	Oasis International	Oasis	Plumbing
MBE	Officegate International Corporation	Officegate	Office Products
WDC	Oxyox	Everest	Engines & Motor Oils, Transmission Fluid
WRF	Paradigm International, Inc.	StarDust & Starpower	Safety and Cleaning
VBE	Patcosey Plastics	GreenCore Products	Compostable Can Liner
WBE	Petrochem	Petrochem	Lubricants
WBE	Plack's Advantages	Headline 4	Safety
WBE	Portegris	Paragreen	Gas Detection
WRF	Posi Lock Puller	Posi Lock	Wrench Tools
WRF	Power Drive	Power Drive	Power Transmission
WDC	Power Tools Two	Power XP	Batteries
WBE	Qapac Industries	Non-branded	Packaging Supplies
WBE	R. Ross Shaker	CoolShit	Cooling Vests
MBE	R&R Textiles, (TV)	R&R, Spa Comfort, Comfort, Micro-Genio, Microvent, Hotel Basics, Gold Choice	Hospitality - Sheets, Towels, Pillows
WDC	RAE Products	RAE	Faenent Paints
VBE	Reading Consultant Products	Motorschleife	Cleaning Equipment
WBE	Ratrac dba Think Safe	First Alert, Heat Safe	Safety
MBE	Rexon Industries	Edg eStallion	Wedding Cloths
MBE	Ronak	Ronak	Programmable Controller and Display Accessories
MBE	Saltco, Inc.	Saltco	Commuter Signs
VBE	Sa-Kuro Drums & Mirrors	GS private label	Convex & Dome Mirrors
WRF	Selecto, Inc.	Selecto	Plumbing
WBE	Seymour of Seymour, Inc.	Seymour	Cleaning
WBE	SOM	Pangetek	Security
WBE	Stmpcor Floortec	Bimosem Electric	Test Equipment
WBE	Stiv Industries, Inc.	Super-Met-A-Marker	Metalworking
WBE	Skolnik Industries	Skolnik	Transport, Salvage and Overpack Drums
WBE	Solartech Power	Solartech Power	Solar Panels and Accessories
WBE	Standard Portable	Standard Portable	Lighting
MBE	Steron	Steron	Plug-In Power Supplies
WRF	Stoxy Drives	Tape Wrangler	Packaging Sealing Dispensers
WBE	Strobel Electronics	Telectron	Material Handling
VBE	Superior Gove	Superior	Hand Protection
WBE	Sutong Tire	Hi-Hon	Tires and Wheels
VBE	Synco Chemical	Super Lube	Penetrants & Lubricants
MBE	Tactus (formerly) O2 Fuel	O2	Lubricants
WBE	Tempco	Tempco	Electrical
WDC	The M.K. Morse Co.	Morse	Tools
VBE	Thos. Tapscott Corporation	Tapscott	Machining
WBE	Thomas Products Company	Thomas	Plumbing
WBE	Tik Sizer	Tiksize	Filtering and Industrial Tools
WRF	Tracex International	Tracex	Disposable Gloves
WBE	Triton	Triton	Particulate & Slot Wall Accessories
WBE	Truscale International, LLC	Truscale	Rotary Shaft Seals
WBE	UltraVulc Devices	UVI	Lighting, Ultraviolet
WRF	Univold Products	Univold	Abrasives and Welding
WBE	V O Rawr Company	Furcann	Hand Tools
VBE	Warrensville Knife	Warrensville	Hand Tools
WBE	Whisper Distrib. dba GoalThroat Pumps	GoalThroat Pumps	Drum and Barrel Pumps
WBE	Wexco	Wexco, Dyrn	Reel
WBE	Whitney Tool	Whitney Tool	Special Taps
MBE	Whisper Products, Inc.	Whisper Products	Safety

To apply as a prospective Grainger diverse supplier, go to <https://app.suppliergateway.com/granger>

**GRAINGER**  
THE DIVERSE SUPPLY COMPANY



**GRAINGER.**

2018  
**Corporate  
Social  
Responsibility  
Report**

[www.graingercsr.com](http://www.graingercsr.com)

# Table of Contents

## A Letter From Our Chairman and CEO

## A Letter From Our Executive Sponsor

## Grainger At A Glance

### About Grainger

Our Business  
Our Reach  
Our Brands  
Our Strategy  
Announce This Report

### Materiality at Grainger

Our Approach  
Stakeholder Engagement  
Materiality Matrix  
A Look Across Our Value Chain

## Report Content Index



### Operating Responsibly

#### Commitment to Ethics and Integrity

Business Conduct Guidelines  
Ethics Training  
Anti-Bribery and Corruption

#### Stewardship in the Supply Chain

Supplier Code of Ethics  
Supplier Diversity  
Supplier Scorecard  
Ethical Sourcing  
Maximizing Product Quality In our Private Labs' Brands

#### Corporate Governance

Governance at Grainger  
Corporate Social Responsibility Governance



### Valuing Our People

#### Workplace Safety

Safety Performance  
Safety Culture  
Systems and Partnerships

#### A Place to Thrive

Team Member Experience  
Total Rewards  
An Inclusive and Diverse Culture



### Sustaining Our Environment

#### Our Approach

Our Operations  
Our Products  
Our Supply Chain

#### Our Operations

Greenhouse Gas Emissions  
Recycling and Waste  
Resource Efficiency

#### Our Products

Helping Customers Reach Their Sustainability Goals  
Environmentally Preferable Products (EPP) and Services  
Sustainability Training

#### Our Supply Chain

Supply Chain Stewardship  
Transportation



### Serving Our Communities

#### Disaster Preparedness and Response

American Red Cross  
Team Member Activation

#### Education and Workforce Development

Giving  
Team Member Activation

#### Local Civic and Community Engagement

Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

Key Performance Data<sup>1</sup>

	2015	2016	2017
<b>GRAINGER AT A GLANCE</b>			
Net Sales, \$ billion	10	10.1	10.4 <sup>2</sup>
Suppliers	4,800	5,100	5,200
Products Stocked, million	1.4	1.6	1.7
Active Customers, million	3	3.2	3.6
<b>ETHICS AND GOVERNANCE</b>			
<b>Business Ethics</b>			
Percent of team members trained on Business Conduct Guidelines	100	100	100
<b>Board Diversity</b>			
Female Directors, percent	11	11	18
Racial and Ethnically Diverse Directors, percent	22	22	27
<b>SOLUTIONS AND STEWARDSHIP</b>			
North American facility energy consumption, million kilowatt hours	490	401	371
North American CO <sub>2</sub> e emissions, million metric tons <sup>3</sup>	0.14	0.13	0.11
GHG Intensity (MTCO <sub>2</sub> e/CHG/Revenue)	15.1	14.7	12.5
North American water use, million cubic meters	0.64	0.51	0.47
Renewable Energy Produced, million kilowatt hours	5.77	5.47	5.87
U.S. Distribution Center Network Recycling Rate	84.1	84.7	84.8
LEED-certified space, million square feet	3.6	4.2	5.5
Carton to Order Ratio	1.64	1.55	1.57
Environmentally Preferable Products, percent revenue	6.8	5.4	5.1
<b>PEOPLE AND PURPOSE</b>			
<b>Safety</b>			
Lost Time Incident Rate <sup>4</sup>	0.2	0.3	0.4
Fatal Recordable Incident Rate	1.1	1.3	1.4
<b>Workforce Demographic</b>			
U.S. Workforce (total), percent women	—	—	37.4
U.S. Workforce (leaders), percent women	—	—	29.8
U.S. Workforce (total), percent racial and ethnically diverse	—	—	31.8
U.S. Workforce (leaders), percent racial and ethnically diverse	—	—	23.3
<b>Community Engagement</b>			
Matching gifts contributions, \$ million	2.7	2.2	2.2
Volunteer Corps volunteer hours	—	—	9,000

<sup>1</sup> For further information on data sources and assurance, please see [About This Report](#). <sup>2</sup> CO<sub>2</sub>e emissions from operations that were under direct operational control as of 2014.

<sup>3</sup> Per 100 employees; cases with one or more days away from work per 200,000 hours. <sup>4</sup> Did not track in a comprehensive manner until 2017.







## A Letter From Our Chairman and CEO

I am proud to share with you Grainger's sixth annual Corporate Social Responsibility (CSR) report, which details the progress on our key citizenship initiatives. This year, you will find new elements in our report that provide greater insights around our volunteer programs, workforce demographics, and materiality at Grainger.

This report looks back at 2017, which was a remarkable year for Grainger. It marked our 90th year of helping our customers keep their operations running and their people safe while creating a company where dedicated, talented people can thrive. We celebrated Grainger's anniversary by embracing our long-standing culture of service and giving. Team members contributed about 9,000 volunteer hours through activities focused on the company's core philanthropic pillars of disaster preparedness and response, education and workforce development.

Our service culture extends beyond the communities in which we live and work—it encompasses our customers too. This makes us unique and is one of the things I am most proud of as Grainger's Chairman and CEO. Every day, our team members build relationships with customers and expand our reputation as a trusted partner. We understand what our customers do and deliver real solutions to their business problems with the highest level of ethics and integrity. This approach and commitment to serving customers in the most efficient way possible also has positive implications on the environment.

For example, when we ship orders in one box, as opposed to many, it significantly reduces the amount of boxes we need overall. As a result, Grainger is able to maintain a lower usage of corrugate and produces lower emissions through our transportation partners. We had a successful year providing value to customers, which we highlight in more detail on [page 6](#).

Also in celebration of our 90th anniversary, we underscored our commitment to advancing inclusion and diversity when I joined other CEOs by taking the CEO Action for Diversity & Inclusion Pledge. At Grainger, we welcome all people and have no tolerance for any type of inappropriate workplace behavior, including harassment, intimidation or abuse. We are committed to continue to have a respectful and inclusive culture where we can be our best, bring our brightest ideas forward and learn from each other. All team members participate in training to support this culture. We also all underscore our commitment each year by signing our business conduct guidelines, which codify the values upon which the company was built.

Finally, I'm honored by the recognition we received in 2017, including:

- Our first inclusion on the Dow Jones Sustainability Index
- A first-place category rank in *Fortune's* "World's Most Admired Companies" for the fifth consecutive year
- Recognition by the U.S. Environmental Protection Agency (USEPA) as a SmartWay® partner
- A perfect score on the 2016 Corporate Equality Index for the fourth consecutive year
- Designation of a Best Place to Work for LGBTQ Equality by the Human Rights Campaign Foundation
- High marks on the 2017 Disability Equality Index (DEI), and
- Designation as a "Best Place to Work for Disability Inclusion" by the American Association of People with Disabilities and the U.S. Business Leadership Network.

These achievements speak to the true character of Grainger team members and our shared commitment to create a culture that delivers real value to all of our stakeholders.

Thank you for your interest in Grainger. We are proud of our progress in 2017 and of our pledge to advance our CSR initiatives in 2018 and beyond.

**DG Macpherson**  
Chairman and Chief Executive Officer



## A Letter From Our Executive Sponsor

This letter marks my second year as executive sponsor of Graininger's CSR working group.

We made great strides in 2017, including:

- Tracking on target to reduce emissions intensity 33% by 2020
- Celebrating Graininger's 93th anniversary with 2,000 of our team members serving their communities nationwide
- Continuing to outpace the industry average by 60 percent in team member safety in our operations
- Achieving 21 basis points reduction in simple returns in our private label products - signaling an increase in product quality and successful initiatives from our two global testing and engineering facilities.
- Being recognized as a 2017 Best Places to Work for Disability Inclusion on the Disability Equality Index (DEI), which measures how effective companies are with respect to disability inclusion

Our primary objective for 2017 was to examine how CSR delivers value to our stakeholders. With that in mind, perhaps the most important part of our journey in 2017 was engaging in a materiality assessment to define the economic, social and environmental topics that matter most to Graininger and its stakeholders. Through this assessment, we conducted desktop research, competitive intelligence, surveys, focus groups and one-on-one conversations with our customers, suppliers, team members and investors.

We also examined the link between sustainability and the challenges our customers face in keeping their operations running and their people safe. This link isn't always apparent because of differences in customer size and complexity, industry type and our primary customer contact. For example, sustainability leaders discuss efficiency, procurement of better product quality and plant managers may target productivity. Regardless of the focus of a given customer, Graininger can provide the best solutions to the distinct challenges each customer faces, while educating them about how that solution can also improve their organization's sustainability.

While this materiality assessment was a significant step forward, it is just one part of our 2017 effort. This year's report also includes new metrics designed to provide more meaningful program measurement for Graininger's stakeholders. Most notably, we are now including a breakdown of gender and ethnic diversity of our United States (U.S.) workforce both overall and by leadership; providing a view of our revenue (by percent) derived from environmentally preferable products; and further details around our packaging efficiency. I hope you agree that these points demonstrate a meaningful connection between our CSR efforts and the operations of our business.

To assist us in meeting the needs of our stakeholders, deepening the meaningful measurement of our program and ensuring the correct strategic direction of Graininger's CSR initiatives, we created a CSR Advisory Council. The Council is a group of senior-level team members who frequently interact with our stakeholders. They provide strategic awareness to the program and encourage developments in transparency throughout the organization. The Council, along with myself and the CSR working group, will leverage the findings of our materiality assessment to set new targets and enhance our strategy in the coming months.

I hope you enjoy reading about our progress this year.

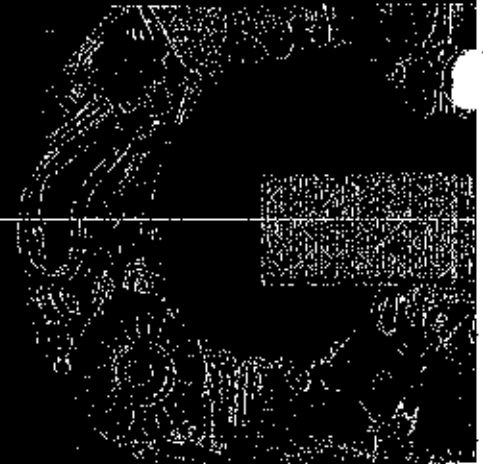
**Matt Fortin**

Vice President, President Merchandising  
& Supplier Management



## Grainger At A Glance

Grainger works to create value for customers, regardless of size, and ensure an effortless experience along the way. The result: customers get what they need when they need it, which means less time spent looking for and ordering products, and more time spent on the task at hand. After 90 years of serving customers, Grainger has seen its fair share of challenges right along with them, and the company has the experience and knowhow of a superior team to serve them best. When a customer comes to Grainger, they know we have them covered, regardless of the challenge.



### IN THIS SECTION

#### ABOUT GRAINGER

- Our Business
- Our Reach
- Our Brands
- Our Strategy
- About This Report

#### MATERIALITY AT GRAINGER

- Our Approach
- Stakeholder Engagement
- Materiality Matrix
- A Look Across Our Value Chain

### ABOUT GRAINGER

#### Our Business

More than 3.5 million customers rely on Grainger for products in categories such as safety, material handling and metalworking, along with services like inventory management and technical support. Grainger offers nearly 1.7 million quality in-stock products, a consultative sales approach, technical and product expertise, a premium digital experience and the ability to get complete orders to customers quickly to help keep their operations running and their people safe.

#### Our Reach

Our reach is focused on North America, Europe and Asia.

#### Our Brands



Grainger takes great pride in bringing our customers top quality products. Items that are designed with a Grainger Choice Badge (such as Dayton, Westward and Gendor) are part of a broad selection of our private brand products that deliver high quality at a competitive price through Grainger Global Sourcing (GGS), our multi-national sourcing business.

  
**1.7 million**  
Products Stocked

Approximately  
**25k**   
Team Members

  
**3.5M+**  
Active Customers

Approximately  
**5,200**  
Key Product Suppliers

**\$10.4**  
billion  
2017 Revenue



# Grainger At A Glance

## ABOUT GRAINGER

- Our Business
- Our Resch
- Our Brands
- Our Strategy
- About This Report

## MATERIALITY

- Our Approach
- Stakeholder Engagement
- Materiality Matrix
- A Look Across Our Value Chain

### Our Strategy

In the large and fragmented Maintenance, Repair and Operations (MRO) Industry, Grainger holds an advantaged position with its supply chain infrastructure, broad in-stock product offering and deep customer relationships. The global MRO market is approximately \$670 billion. The most attractive geographies for Grainger are those with high GDP per capita and a developed infrastructure. Consequently, Grainger's strategy is concentrated on growth in North America, Europe and Asia. Each of these core markets has strong growth characteristics: the market is large and the competition is highly fragmented.

Over the past few years, Grainger has seen a shift in market dynamics across the MRO landscape. As digital solutions are becoming omnipresent, value-added relationships and services drive customer loyalty and analytics are required to prove value. There are a number of ways to go to market in this environment. Grainger competes with two models, the high-touch multichannel model and the endless assortment, or single channel, model (see graphic). Competing with these two models allows Grainger to leverage its scale and advantaged supply chain to meet the changing needs of its customers. For more detail on Grainger's strategy visit our [FactBook](#).

### About This Report (Scope)

While Grainger's Corporate Social Responsibility (CSR) commitments apply throughout the world, this report is primarily focused on the company's major operations in the U.S. and Canada. Those operations currently represent more than 80 percent of Grainger's business based on percentage of revenue, scope of operations and number of team members. Where applicable, the specific geography is noted in the relevant footnotes to that data. Since 2011, Grainger has sought third-party validation of its greenhouse gas emissions, energy consumption, waste generation and water consumption data from Bureau Veritas, an independent third party. In addition, Grainger's Environmental Health and Safety team received validation since 2014 from Enviro International Corporation for its safety reporting process. Finally, Grainger receives ongoing verification of its environmentally preferable SKU designation from UL, Inc. (formerly Underwriter's Labs).

## PORTFOLIO PERFORMANCE AND STRATEGIC IMPERATIVES (As of December 31, 2017)

Grainger's high-touch, multichannel model includes its U.S., Canada and international businesses. The single channel online model includes Zoro in the United States and MonotaRO in Japan. Each business has a specific set of strategic imperatives focused on creating unique value for customers.

### PORTFOLIO PERFORMANCE

		Revenue
High-Touch Multichannel	U.S. Large	\$6.2B
	U.S. Medium	\$0.6B
	Canada	\$0.8B
	International <sup>2</sup>	\$0.9B
Single Channel Online		\$1.3B
<b>Total Company<sup>1</sup></b>		<b>\$10.4B</b>

<sup>1</sup> Total company also includes Specialty Brands, Exterminators and unallocated expenses.  
<sup>2</sup> International includes Cromwell, Factory, Mexico, China and Latin America.

### STRATEGIC IMPERATIVES

Create Unique Value		
Execute high-value sales and service solutions		
Build advantaged digital capabilities		
Complete the pricing actions, grow midsize business	Deliver an effortless end-to-end customer experience	Improve the cost structure
Execute complete business model reset		
Drive profitable growth		
Drive growth through product assortment expansion and customer acquisition		



# Grainger At A Glance

## ABOUT GRAINGER

- Our Business
- Our Strategy
- Our Reach
- About This Report
- Our Brands

## MATERIALITY

- Our Approach
- Stakeholder Engagement
- Materiality Matrix
- A Look Across Our Value Chain

## MATERIALITY AT GRAINGER

### Our Approach

Our 2018 CSR report details our progress across each of the four pillars of our program: Operating Responsibly, Valuing Our People, Sustaining Our Environment and Serving Our Communities. We have completed a materiality assessment with critical stakeholders to identify which areas of our CSR program provide value to our customers, team members, investors, suppliers and community partners. Through research, competitive intelligence, surveys, focus groups and one-on-one conversations with these stakeholders, we confirmed many of our current areas of focus and gained insight into new ones. We are excited to share our findings below, and are already hard at work integrating these insights into our operations.

The Global Reporting Initiative's (GRI) GRI Standards are the foundation for our annual reporting approach and our materiality assessment. The GRI is an independent international organization that has pioneered sustainability reporting since 1997. They help businesses and governments worldwide understand and communicate their effect on critical sustainability issues such as

climate change, human rights, governance and social well-being. Through this framework, we are able to describe the effect of our operations along the GRI Standard's Core elements of economic, environmental, social and governance.

### MATERIALITY ASSESSMENT PROCESS

**Identification of issues** The first step in preparing a report with the GRI Standards in mind is identifying material topics. Material topics are those issues reflecting an organization's significant economic, environmental and social challenges or issues that have some substantive influence on the assessments and decisions of stakeholders.

We compiled a list of nearly 100 issues specific to industrial distribution from a number of external resources. We categorized environmental, social and governance issues into four themes: Governance and Ethics, Solutions and Stewardship, Supply Chain and People and Purpose. These themes define the scope of our assessment and will guide future conversations with stakeholders.

## STAKEHOLDER ENGAGEMENT

STAKEHOLDER	EXPECTATIONS	OUR RESPONSIBILITY	MEANS OF DIALOGUE
Customers	Help keep our customers' operations running and their people safe	<ul style="list-style-type: none"> <li>Provide value by helping to reduce and control MRO costs and increase safety and productivity</li> <li>Offering great service and support</li> <li>Delivering the right product when and where it is needed</li> </ul>	<ul style="list-style-type: none"> <li>Sales and service teams</li> <li>Customer satisfaction surveys</li> <li>Focus groups</li> </ul>
Team Members	Create a company where dedicated and talented people can thrive	<ul style="list-style-type: none"> <li>Creating a great team member experience and an inclusive workplace</li> <li>Selecting and developing people who anticipate and create great customer experience</li> <li>Equipping and energizing team members to excel and change</li> <li>Rewarding and recognizing performance and results</li> </ul>	<ul style="list-style-type: none"> <li>Intranet, web-based internal newsletters</li> <li>Team member engagement survey</li> <li>Internal reporting desk (help line desk)</li> </ul>
Suppliers	Offer opportunities for suppliers to grow their businesses	<ul style="list-style-type: none"> <li>Deepening the collaborative relationship with suppliers</li> <li>Providing training and guidance to ensure alignment with Grainger social and environmental commitments</li> </ul>	<ul style="list-style-type: none"> <li>Supplier outreach</li> <li>CRP Supply Chain Questionnaire</li> </ul>
Investors	Maintain a strong corporate reputation, board governance structure and reporting cadence to increase shareholder value	<ul style="list-style-type: none"> <li>Operating a strong enterprise that is designed to generate strong earnings and provide a continuous return on investment</li> <li>Timely and appropriate disclosure of corporate information</li> </ul>	<ul style="list-style-type: none"> <li>Annual stakeholder meeting</li> <li>Quarterly earnings call</li> <li>Proxy statement and annual report</li> <li>Investor conferences</li> <li>Analyst day</li> </ul>
Community Partners	Conduct initiatives aimed at resolving social issues while providing valuable resources to our communities	<ul style="list-style-type: none"> <li>Problem solving engagement</li> <li>Offering team member engagement with skills-based best practices</li> <li>Reporting transparently</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer activities</li> <li>Educational support for the next generation of supply chain leaders</li> </ul>



# Grainger At A Glance

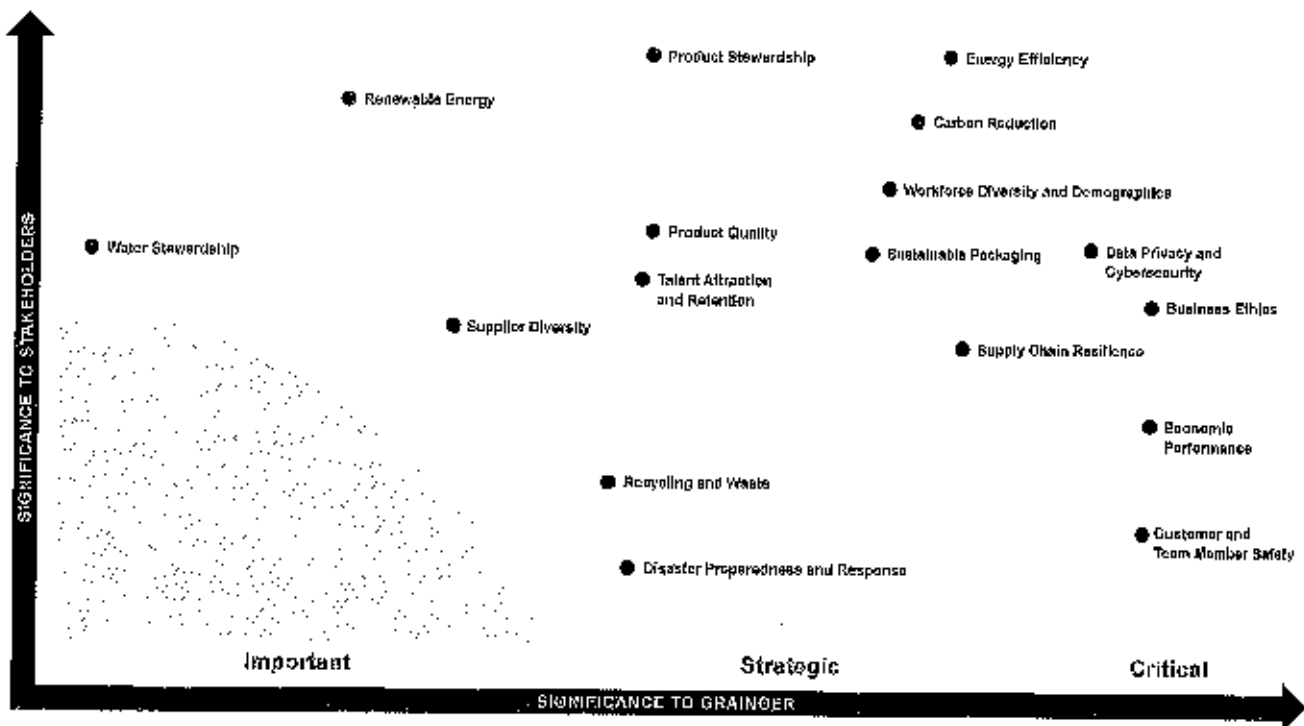
## ABOUT GRAINGER

- Our Business
- Our Strategy
- Our Retail
- About This Report
- Our Brands

## MATERIALITY

- Our Approach
- Stakeholder Engagement
- Materiality Matrix
- Work Across Our Value Chain

### MATERIALITY MATRIX



GRAINGER CSR PILLARS: ● Governance and Ethics ● Solutions and Stewardship ● Supply Chain ● People and Purpose

This represents a combination of both internal and external perspectives, and takes into consideration factors such as program maturity and the growing requirements of stakeholders in a rapidly evolving environment. All programs are important, though some more mature than others, which influence the results shown here.

### Internal Assessment of Business Importance

Once we identified the themes relevant to Grainger, we considered our customers' needs, the scope and breadth of an issue, probability of risk and magnitude of effect, brand reputation, regulatory concerns, and affect to the communities where we live and work.

**Stakeholder Engagement** After identifying the topics we considered most material to Grainger, we engaged with internal and external stakeholders including team members, customers and suppliers to confirm the subset of material topics and to determine the relative significance of each topic within the subset. Our objectives were to ensure representation from every part of our value chain, to accurately reflect stakeholder interests and priorities and to prioritize issues important to

stakeholders. In addition, we had one-on-one discussions with analysts and investors and distributed surveys among stakeholder groups we couldn't reach individually. We have already incorporated the feedback into our operations.

**Materiality Matrix and Value Chain Map** We used the findings of our materiality assessment to map the prioritized topics in a matrix. Understanding the impact of our business throughout the life cycle of the solutions we offer is critical to developing a comprehensive approach to CSR. This view offers insight into where issues matter most, while also helping to prioritize where we need to influence performance. This view creates a shared understanding of how we are improving supply chain efficiency, while providing greater value to our customers.



# Grainger At A Glance

## ABOUT GRAINGER

- Our Business
- Our Strategy
- Our Reach
- About This Report
- Our Brands

## MATERIALITY

- Our Approach
- Stakeholder Engagement
- Materiality Matrix
- A Look Across Our Value Chain

### A LOOK ACROSS OUR VALUE CHAIN



	SOURCING	SALES & SERVICE	DISTRIBUTION	CONSUMPTION				
	Point of origin for our packaging, supplier data, private label or nationally branded products	Creating unique value and ensuring an effortless customer experience	Storing and moving our products to customers	Customers keeping their operations running and their people safe				
	Raw Materials	Grainger Choice Suppliers	National Brand Suppliers	High Touch	Single Channel	Operations	Transportation	Customer
GOVERNANCE & ETHICS	Business Ethics	• Anti-corruption	• Fair dealing	• Harassment-free workplace	• Can't let it go	• Government contracting	• Public policy	
	Cybersecurity							
	Digital Security							
	Economic Performance							
SOLUTIONS & STEWARDSHIP	Carbon Reduction							
	Energy Efficiency							
	Product Stewardship	• Environmentally Preferable Product	• Product Lifecycle					
	Renewable Energy							
	Recycling and Waste							
	Sustainable Packaging							
SUPPLY CHAIN	Water Stewardship							
	Supply Chain Resilience	• Supplier code of ethics	• Supply chain continuity	• Supplier monitoring	• Supplier performance			
	Product Quality							
	Disaster Preparedness & Response							
	Supplier Diversity							
PEOPLE & PURPOSE	Customer & Team Member Safety							
	Workforce Diversity & Inclusion	• Pay Equity	• Work-life demographics					
	Talent Attraction and Retention							

Our materiality process identifies the sustainability topics most relevant to our company, from the view of our internal and external stakeholders. In accordance with GRI Standard 103 - Explanation of the material topic and its Boundary, we've highlighted our most material topics and indicated where and how they affect our value chain.

Value chain maps display the primary activities and stakeholders associated with sourcing, selling and consuming a company's services and products. This form of mapping allows us to see where our material topics affect our value chain. While many of these material topics are related to activities that occur within Grainger's direct operations, some have implications throughout our entire value chain. The graphic above shows the boundary of each of our material topics.





# Grainger At A Glance

## ABOUT GRAINGER

- Our Business
- Our Strategy
- Our Reach
- About This Report
- Our Brands

## MATERIALITY

- Our Approach
- Stakeholder Engagement
- Materiality Matrix
- A Look Across Our Value Chain

## KEY FINDINGS FROM OUR MATERIALITY ASSESSMENT PROCESS

**Continuing Engagement** The interest in Grainger's Environmental, Social and Governance (ESG) profile suggests a need for greater communications on sustainability objectives and deeper engagement with stakeholders to address sustainability challenges and opportunities.

**Customer Data Privacy** As technology evolves, the customer experience may be enhanced through the use of personal data. With that enhancement, new considerations arise for organizations like Grainger in processing that data and in operating in observance of applicable regulatory requirements and meeting customer expectations.

**MRO Solutions Stewardship** Differences in customer size and complexity, industry type and our primary customer contact can make the link between the evolution of sustainability and the challenges our customers face a moving target. Our customers believe we have an opportunity to strengthen that link and create a distinct positive global sustainability effort with our products and services.

**Inclusive and Diverse Culture** Our customers span the globe and represent every demographic group, and we best serve them when our workforce reflects their diversity. Diversity helps us better understand the different needs of our customers and deliver products and services that improve their daily lives. To give our stakeholders greater visibility to the diversity of our workforce, we learned there was value in releasing the demographic data for our workforce.

**Thought Leadership** As suppliers continue to innovate environmentally preferable product, Grainger is uniquely positioned to use its expertise and leadership to engage with suppliers to help identify and solve policies and solutions that help reduce greenhouse gas emissions and further the circular economy.

## Forward

### WHAT'S COMING IN OUR 2019 REPORT

As Grainger evolves, our CSR report should evolve, too. That's why we conducted a materiality assessment this year, and that's why our four pillars will change in our 2019 report.

Look for the Forward section at the end of each pillar for a sneak preview as to how the report will adjust in 2019.

Operating Responsibly

Valuing Our People

Sustaining Our Environment

Serving Our Communities



Governance and Ethics

Solutions and Stewardship

Supply Chain

People and Purpose





## Operating Responsibly

Grainger is evolving with the marketplace, while continuing to value the same sound business practices that helped shape us 90 years ago. Ethics and integrity define our culture, and we embrace the interests of our stakeholders across the value chain through a detailed set of business policies and procedures.



### IN THIS SECTION

#### COMMITMENT TO ETHICS AND INTEGRITY

Business Conduct Guidelines  
Ethics Training  
Anti-Bribery and Corruption

#### STEWARDSHIP IN THE SUPPLY CHAIN

Supplier Code of Ethics    Ethical Sourcing  
Supplier Diversity        Maximizing Product  
Supplier Scorecard        Quality in our Private  
    Label Brands

#### CORPORATE GOVERNANCE

Governance at Grainger  
Corporate Social Responsibility Governance

### OUR APPROACH

At Grainger, trust, ethics and integrity are at the core of everything we do. This shapes our customer interactions, the stewardship of our supply chain and the governance of our business.



## 100% Completed

100% of Grainger team members complete training for the Business Conduct Guidelines each year

#### Commitment to Ethics and Integrity

At Grainger, ethics and integrity guide how we work and serve our communities. The nature and scope of our operations require significant confidence in our team members, and they consistently display a commitment to exemplary conduct. The philosophies outlined in our Business Conduct Guidelines and Supplier Code of Ethics are brought to life in our collaborative and inclusive culture that fosters a positive and productive work environment.

>>Learn More About Grainger's Commitment to Ethics

#### Stewardship in the Supply Chain

Distributors who deliver products worldwide face complex challenges. Products, materials and substances must be safe for team members, customers and the environment. Data and content on products help businesses stay compliant, and also provide valuable knowledge and insights to protect the environment, and the health and safety of workers and consumers.

>>Learn More About Grainger's Commitment to Ethical Standards in its Supply Chain

#### Corporate Governance

Governance at Grainger is built around the long-term interests of our shareholders and is supported by the commitment of our Board of Directors to monitor and provide counsel to our leaders in their efforts to create shareholder value.

>>Learn More About Grainger's Commitment to Proper Corporate Governance





## Operating Responsibly

### COMMITMENT TO ETHICS AND INTEGRITY

Business Conduct Guidelines  
Ethics Training  
Anti-Bribery and Corruption

### STEWARDSHIP IN THE SUPPLY CHAIN

Supplier Code of Ethics  
Supplier Diversity  
Supplier Scorecard  
Ethical Sourcing  
Maximizing Product Quality in our Private Label Brands

### CORPORATE GOVERNANCE

Governance at Grainger  
Corporate Social Responsibility Governance

## TRAINING & DEVELOPMENT ON GRAINGER GLOBAL POLICIES



**Business Conduct Guidelines**



**Human Rights Principles**



**Gift Policy**



**Anti-Bribery & Anti-Corruption**



**Supplier Code of Ethics**



**Conflict Minerals Policy**



**Federal Compliance Training**



**Environmental Health & Safety Policy**

## COMMITMENT TO ETHICS AND INTEGRITY

### Business Conduct Guidelines

Our Business Conduct Guidelines apply to all areas of Grainger's business, both domestic and international. These guidelines define a common understanding of ethical principles that guide the way Grainger works with customers, suppliers and colleagues. In addition, guidelines specific to customer segments (such as our healthcare and public sector segments) and geography may be required for operations.

### Ethics Training

All Grainger team members are expected to demonstrate their personal commitment to the company's high operating standards by certifying to their compliance with the Business Conduct Guidelines annually. In addition, each new U.S. team member joining Grainger is required to complete training and certification within five days of hire. New international team members are required to complete training and certification within 95 days. Team members also complete training every three years to fully understand the expectation of legal and ethical behaviors defined by the Business Conduct Guidelines.

### Anti-Bribery and Corruption

Grainger places the highest value on integrity in its business dealings and the ethical conduct of its directors, officers, team members, agents, shareholders, customers and suppliers. As set forth in our Business Conduct Guidelines, Grainger is committed to business practices that are consistent with the highest ethical and legal standards. Grainger expects the same ethical and legal commitment from all third parties (business partners, brokers, consultants and agents) acting on Grainger's behalf, and others with whom Grainger conducts business. Grainger team members in certain roles are required to complete biannual Anti-Corruption and Anti-Bribery training and certification to reinforce the requirements of this policy.

**Encouraging Reporting Practices** Grainger engages a third party to maintain a hotline for anyone (inside or outside the company) to report ethical concerns or complaints regarding company practices. Those within North America can call a secure, 24-hour hotline at 888-873-3731. A global website is also available at [www.twgore.com/grainger](http://www.twgore.com/grainger). The company takes all reports seriously and does not tolerate retaliation against team members or others for asking questions or voicing legal or ethical concerns in good faith.





## Operating Responsibly

### COMMITMENT TO ETHICS AND INTEGRITY

Business Conduct Guidelines  
Ethics Training  
Anti-Bribery and Corruption

### STEWARDSHIP IN THE SUPPLY CHAIN

Supplier Code  
of Ethics  
Supplier Diversity  
Supplier Stewardship

Ethical Sourcing  
Maximizing Product  
Quality in our Private  
Label Brands

### CORPORATE GOVERNANCE

Governance at Grainger  
Corporate Social Responsibility  
Governance

## STEWARDSHIP IN THE SUPPLY CHAIN

### Supplier Code of Ethics

Grainger works with thousands of suppliers to offer more than 1.7 million products used by customers to maintain, repair and operate their facilities. To help ensure the products we distribute are manufactured and delivered with high ethical standards, our Supplier Code of Ethics focuses on four main areas of ethical sourcing: human rights, labor, environment and anti-corruption. All Grainger suppliers and their sub-suppliers with dealings in the U.S., Canada and Mexico are expected to comply with the Supplier Code of Ethics. These suppliers must acknowledge our Code of Ethics and agree to the expectations within as a condition of doing business with Grainger. Prior to onboarding, a new supplier must agree to abide by the Supplier Handbook, which includes applicable Grainger policies, transportation requirements and the Supplier Code of Ethics. All suppliers must agree to abide by these rules and confirm this by signing a Supplier Agreement Letter.

### Supplier Diversity

Grainger has more than 20 years of successful experience offering small and diverse companies opportunities through two core programs.



**Small and Diverse Suppliers** Grainger started its Supplier Diversity Program in 1999 to assist in growing this sector of the economy while helping customers get their jobs done with quality products made by small, women, minority, disabled, veteran and LGBT-owned businesses. Grainger offers thousands of items from Certified Supplier Diversity businesses to more than a million of Grainger's U.S. customers through its catalog and distribution channels.

## Improving Supplier Communications

In 2017, our supplier contracts team implemented a comprehensive indirect & direct source-to-pay solutions database, which will provide us enhanced technological and data capabilities for managing our supplier base.



This database is a win-win; it provides our team members powerful capabilities around our supplier reporting process providing the most updated information available and retrieving the supplier email and

diverse designation more easily. Also, it provides our small and diverse suppliers with compliance-based reminders, like when to update their small and diverse certifications.



**Distributor Alliance Program** Since 2006, the Distributor Alliance (DA) Program has helped customers support Diverse Business Enterprises while consolidating maintenance, repair and operating purchases. More than 50 DA members resell the full 1.7 million products offered by Grainger and provide services to customers with mandated procurement goals to support small businesses and provide employment opportunities to women, minority and veteran-owned businesses. The DA member is one of the many points of contact for the customer, including regional business managers who mentor the diverse DA members and act as a liaison between Grainger, the end customer and the DA.



## Operating Responsibly

### COMMITMENT TO ETHICS AND INTEGRITY

Business Conduct Guidelines  
Ethics Training  
Anti-Bribery and Corruption

### STEWARDSHIP IN THE SUPPLY CHAIN

Supplier Code of Ethics  
Supplier Diversity  
Supplier Scorecard  
Ethical Sourcing  
Maximizing Product Quality in our Private Label Brands

### CORPORATE GOVERNANCE

Governance at Grainger  
Corporate Social Responsibility  
Governance

## Supplier Scorecard

Supplier Performance Management plays an integral role in Grainger's strategic objectives by driving suppliers' operational performance to deliver flawless orders to our customers. Each day, the team works with our supplier base of approximately 5,200 suppliers to improve operational performance, educate on Grainger's shipping requirements, and drive compliance on replenishment purchase orders loading into our network and drop ship orders delivered directly to our customers.

We monitor each partner's performance with a monthly balanced scorecard and provide feedback and offer assistance in performance areas where improvement is needed. We seek to provide meaningful focus in pragmatic areas where efficiency can be gained and effectiveness can be improved.

**Partners in Performance** Partners in Performance is an annual Grainger event sponsored by our Vice President and President, Merchandising and Supplier Management, designed to recognize and celebrate top performing suppliers, as well as to educate and inform the supplier community about Grainger's key initiatives and strategy. The 2017 event was a great success and built upon the foundation of value suppliers provide to Grainger and our customers.



Photo: Members of the Merchandising and Supplier Management team visit a Chicago landmark in Millennium Park.

## GRAINGER'S ETHICAL SOURCING PLATFORM



Human Rights



Labor



Environment



Anti-Corruption

## Ethical Sourcing

**Human Rights** At Grainger, the way we conduct business is as important as the products and services we provide. Grainger's Human Rights Principles reflect our philosophy on how we will conduct business on a global basis, including the company's commitment to providing a safe and fair workplace that upholds and respects international human rights standards. These principles are applicable to all Grainger team members and are approved and monitored regularly by Grainger's senior leadership.

Our Human Rights Principles create the foundation upon which we build a respectful, inclusive and ethically sound workplace. Harassment, exclusion, discrimination, child or forced labor, and violation of any applicable laws or regulations are explicitly prohibited and excluded from Grainger's workforce as part of these principles.

**Conflict Minerals** As a distributor of hundreds of thousands of branded and private label products manufactured by companies located around the world, we are invariably many levels removed from the beginning of our supply chain. Even so, Grainger is committed to acting in a socially and environmentally responsible manner and we take our responsibility within the supply chain seriously. Grainger supports the goal of the Dodd-Frank Act of preventing armed groups in the Democratic Republic of the Congo and adjoining countries from benefiting from the sourcing of certain minerals from that region.





## Operating Responsibly

### COMMITMENT TO ETHICS AND INTEGRITY

Business Conduct Guidelines  
Ethics Training  
Anti-Bribery and Corruption

### STEWARDSHIP IN THE SUPPLY CHAIN

Supplier Code of Ethics  
Supplier Diversity  
Supplier Scorecard  
Ethical Sourcing  
Maximizing Product Quality in our Private Label Brands

### CORPORATE GOVERNANCE

Governance at Grainger  
Employee Stock Ownership  
Governance

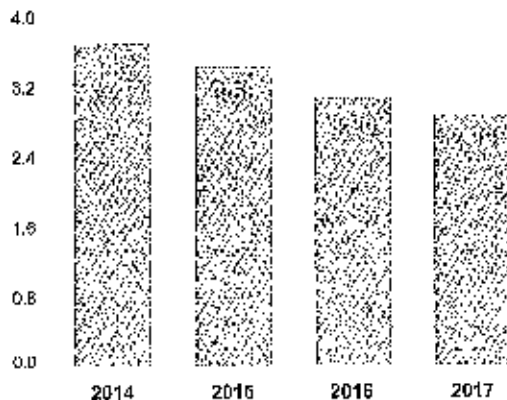
## Maximizing Product Quality in our Private Label Brands

Our multinational sourcing business includes two global testing and engineering facilities. The teams in these facilities focus on maintaining the high quality of our private label brand products. Our Return Rate performance, over the past four years, reflects the effectiveness of the testing and engineering teams' focus on driving improvements in Total Returns of private label brand products.

**Return Rate Performance** We measure private label brand quality through the return rate of those products. Product return rate is calculated as a percent of total return dollars over cost of goods sold (COGS). In 2016, overall performance was 3.20 percent. Our 2017 performance, at 2.99 percent, was favorable by 21 basis points over 2016, with COGS remaining flat from 2016 to 2017.



TOTAL RETURNS AS A PERCENT OF PRIVATE LABEL COGS

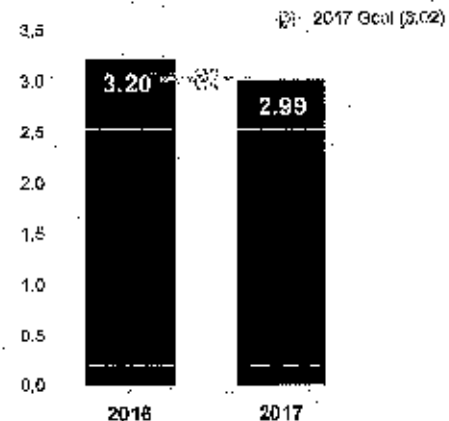


## Simple Return Improvements

**INITIATIVE >>** In August, we began communicating with a top five customer to better allocate and forecast orders as an effort to reduce their Traffic Safety Vest and I-Beam/Column Protector simple returns. At the time, 2017 YTD simple return dollars were up 80% compared to 2016.

**EFFECT >>** Since this communication, the sales team has worked with this customer to create a listing of building types and a recommended Bill of Materials forecast to create a consistent, standard ordering schedule. This leads to less excess material being ordered, hence less returns requested and processed.

QUALITY RETURNS AS A PERCENT OF PRIVATE LABEL COGS



**INITIATIVE >>** In the summer of 2017, our team identified an error in a customer's Electronic Data Interchange (EDI). A discrepancy in the pack quantity of knit gloves ordered resulted in over orders, a spike in return dollars and overall waste in their supply chain. By working directly with their purchasing team, we identified the discrepancy, corrected their ordering system, and mitigated the downstream impact.

**EFFECT >>** Since this correction, return dollars in this category are down 91%.



## Operating Responsibly

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### STEWARDSHIP IN THE SUPPLY CHAIN

Supplier Code of Ethics  
Supplier Diversity  
Supplier Scoring  
Ethical Sourcing  
Maximizing Product Quality in our Global Market Places  
Supplier Scoring

### CORPORATE GOVERNANCE

Governance at Grainger  
Corporate Social Responsibility Governance

## CORPORATE GOVERNANCE

### Governance at Grainger

Our commitment to Corporate Social Responsibility begins with our Board of Directors. Our board, guided by the Operating Principles for the Board of Directors, is responsible for the overall stewardship, governance and performance of Grainger. The board oversees the company's business affairs and integrity, works with management to determine the company's mission and long-term strategy, establishes internal control over financial reporting and assesses company risks and strategies for risk mitigation.

In accordance with the Operating Principles for the Board of Directors, the board maintains three committees: Audit Committee, Compensation Committee and Board Affairs and Nominating Committee. The board has delegated authority to each committee through individual charters that detail the roles and responsibilities of the committees in accordance with the Operating Principles. Only independent directors serve on these committees.

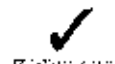
Among the responsibilities of the Board Affairs and Nominating Committee is reviewing and providing guidance to management on our Corporate Social Responsibility policies and programs, including environmental sustainability and community engagement.

### Board Qualifications, Attributes and Background

Grainger is committed to a diverse, experienced and vibrant Board. Our Board is currently comprised of 11 directors of varying experience and background, including two new directors appointed in 2017. As a result of the Board's ongoing refreshment efforts, we added directors with expertise in the technology and digital space, as well as in leading corporate social responsibility initiatives for a global business. Our two newest directors, Beatriz Perez and Lucas Watson, have enhanced the diversity of our Board in addition to bringing their valuable perspectives and experiences.

### HIGHLIGHTS OF CORPORATE GOVERNANCE PRACTICES\*

ANNUAL REVIEW OF INDEPENDENT BOARD



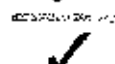
INDEPENDENT LEAD DIRECTOR



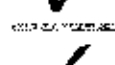
CHARTERS FOR BOARD COMMITTEES



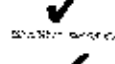
INDEPENDENT AUDIT, GOVERNANCE AND NOMINATING, AND COMPENSATION COMMITTEE



ANNUAL BOARD ELECTIONS



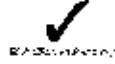
INDEPENDENT DIRECTORS HOLD MEETINGS WITHOUT MANAGEMENT PRESENT



REGULAR BOARD AND COMMITTEE EVALUATIONS



REGULAR DIRECTOR SELF-EVALUATIONS



CORPORATE GOVERNANCE GUIDELINES APPROVED BY THE BOARD



BOARD ORIENTATION AND EDUCATION PROGRAM



\*For more information, see [Grainger's Corporate Governance fact sheet](#).

"The Board of Directors oversees and supports Grainger's commitment to being a good corporate citizen. Part of being a good corporate citizen is advancing shareholder interests through involvement with the communities the Company serves and promoting a sustainable environment."

STU LEVENICK  
LEAD DIRECTOR, GRAINGER





## Operating Responsibly

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### STEWARDSHIP IN THE SUPPLY CHAIN

Supplier Code  
of Ethics  
Supplier Diversity  
Supplier Scorecard  
Ethical Sourcing  
Maximizing Product  
Quality in our Private  
Label Brands

### CORPORATE GOVERNANCE

Governance at Grainger  
Corporate Social Responsibility  
Governance

## Corporate Social Responsibility Governance

Grainger strives to serve others responsibly. To do so, we harness the power of our sound business principles, strong policies, sustainable facilities and engaged workforce to drive the investment and strategic alignment of our CSR program.

**Structure and Strategy** The CSR Working Group, established in 2014, is led by our Vice President, President Merchandising and Supplier Management and is composed of leaders and subject matter experts in targeted functional areas. These individuals lead programs that support initiatives within our four pillars (Operating Responsibly, Valuing our People, Sustaining our Environment and Serving our Communities) and are responsible for implementing programs to drive progress toward our CSR goals. In 2017, we added two new members to the working group bringing expertise in data privacy, disaster relief and response, and environmentally preferable product procurement.



The Charter for the Board Affairs and Nominating Committee of our Board of Directors includes the responsibility to review and provide guidance to management about our policies and programs that relate to our CSR program including environmental sustainability and community engagement. It conducts this review on an annual basis, with information provided by the CSR Working Group.

The executive sponsor of the CSR Working Group provides guidance on the implementation of our CSR initiatives and ensures that program development is designed with our business objectives in mind.

In 2017, we launched the CSR Advisory Council, a small group of senior-level team members who frequently interact with customers, investors, suppliers, or have direct line-of-sight to the revenue-generating parts of the business. The group's primary objectives are to provide strategic awareness to the program and to encourage developments in transparency throughout the organization. Adding team members in the areas of risk management, data privacy, corporate governance, and large contract sales and marketing strategy, the Council will work to enhance our unique value for customers, while supporting Grainger as responsible stewards of our business. The Advisory Council represents a meaningful step forward in our CSR and corporate citizenship efforts in a way that is authentic to our organization.

## Forward

### WHAT'S COMING IN OUR 2019 REPORT

- Operating Responsibly will become Governance and Ethics
- Subjects will include Business Conduct Guidelines, Team Member Compliance Training, Board Governance, Data Privacy and Cybersecurity, Grievance Reporting
- For Ethical Sourcing and Sustainable Packaging, see Solutions and Stewardship



## Valuing Our People

Grainger's purpose is to help professionals keep their operations running and their people safe while creating a company where dedicated, talented people can thrive. This commitment comes to life in a number of ways, including our commitment to Workplace Safety, and through our dedication to the people who make Grainger A Place to Thrive.



### IN THIS SECTION

#### WORKPLACE SAFETY

Safety Performance  
Safety Culture  
Systems and Partnerships

#### A PLACE TO THRIVE

Team Member Experience  
Total Rewards  
An Inclusive and Diverse Culture

#### OUR APPROACH

At Grainger, we believe only the highest performing teams — teams that maximize the power of different opinions, perspectives and cultural insights — will succeed in providing stakeholders value in a rapidly changing market. Foundational to this is the safety, engagement, development, diversity and inclusiveness of our culture.

#### Workplace Safety

Grainger is committed to providing a safe work environment and ensuring team members are properly trained in all aspects of their work.

>>Learn More About Workplace Safety

#### Team Member Experience

A great customer experience starts with a great team member experience and those experiences are driven by engaged and effective leaders. We provide our team members with training and development designed to help them succeed and grow their careers. We focus our efforts in three areas: talent management, team member well-being and creating an inclusive and diverse workplace.

>>Learn More About Our Team Member Experience

#### Inclusion and Diversity

At Grainger, we value and respect the diversity of our individual differences. Our inclusiveness is about leveraging our differences to realize better business results. It is about creating an environment that reflects the value we place on the individual strengths team members bring to work each day.

>>Learn More About Inclusion and Diversity at Grainger



# 5,285

Operations team members completed safety training

"If we put safety first, we keep ourselves, our colleagues and our loved ones out of harm's way. Don't wait until it's too late! Make every day count for you and everyone around you - BE SAFE"



LUIS JAVIER GIL VILLARREAL  
MGR. ENVIRONMENTAL HEALTH AND SAFETY,  
GRAINGER MEXICO





## Valuing Our People

**WORKPLACE SAFETY**  
 Safety Performance  
 Safety Culture  
 Systems and Partnerships

**A PLACE TO THRIVE**  
 Team Member Experience  
 Total Rewards  
 An Inclusive and Diverse Culture

### WORKPLACE SAFETY

Grainger's Environmental, Health and Safety Program (EHS) is designed to integrate EHS initiatives into all aspects of business operations. The program encompasses five key components:

- Leadership provided through partnership with Operations and EHS Teams;
- Policy Guidelines outlining company and regulatory requirements;
- Education and Awareness which is disseminated throughout Grainger's Operations;
- Goals and Measurements defined as Key Performance Indicators; and
- Monitoring and Recognition to evaluate progress throughout the year and recognize achievements.

EHS is also responsible for interpreting and acting upon applicable federal, state and local regulations and/or proposed legislation relevant to the Occupational Health & Safety Administration (OSHA), Environmental Protection Agency (EPA), and the Department of Transportation (DOT). Our safety program infrastructure is designed to have tangible links from Grainger headquarters to field operations with local expertise and resources allocated to support implementation regionally.

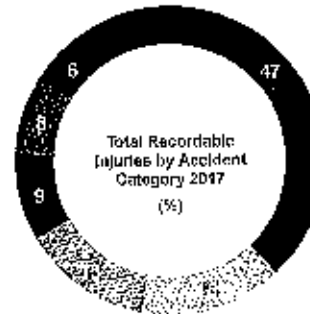
### Safety Performance

The safety of those in our facilities is a top priority. We continue to make strides in safety across our business, trending 60 percent above the Bureau of Labor and Statistics (BLS) U.S. Wholesale Industry Average for Lost Time Incident Rate (LTIR). Repetitive motion sprains and strains are the greatest source of injury in our facilities in the U.S.



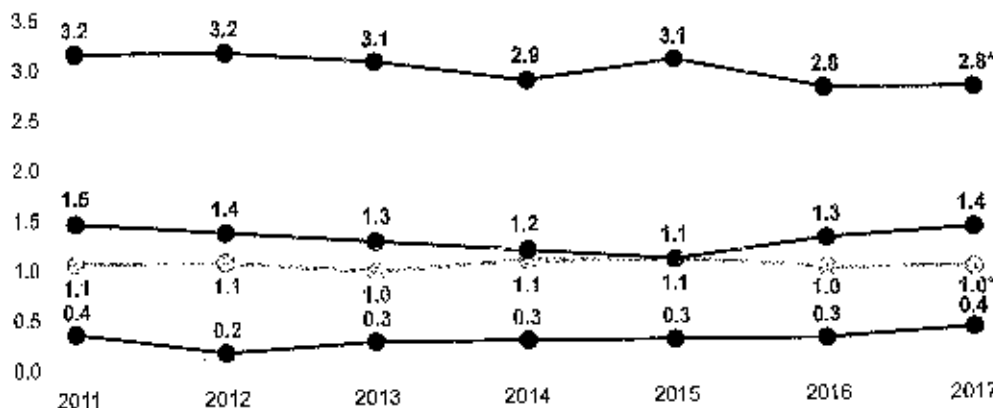
**60%**

better performance on LTIR than industry average



- Sprains / Strains
- Slips, Trips and Falls
- Struck by or Caught in Between Object
- Cuts / Lacerations
- Foreign Body / Allergic Reaction / Bruises
- Other

U.S. TOTAL RECORDABLE CASE RATE



\*Projected rate as BLS has not yet published official rates

### HIGHLIGHT

In 2017, Jacksonville DC worked without a lost time accident (LTA) with more than 2,000,000 hours.

- U.S. Wholesale Industry Average TRIR
- Grainger Total Recordable Incident Rate (TRIR) Performance
- U.S. Wholesale Industry Average LTIR
- Grainger Lost Time Incident Rate (LTIR) Performance



## Valuing Our People

### WORKPLACE SAFETY

Safety Performance  
Safety Culture  
Systems and Partnerships

### A PLACE TO THRIVE

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Total Rewards  
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We continue to align and standardize safety programs across our operations through our web-based EHS Management System, which helps turn complex, global compliance requirements into multilingual, actionable processes, and identifies safety risks and trends across geographies. The Digitized Injury and Illness Reporting Module of the system is active in the company's U.S. operations and the company completed implementation in the UK in 2017.

**Near Miss Events** A Near Miss Event is an unplanned event that did not result in an injury but had the potential to do so. Collecting near-miss reports helps us create a culture that identifies and controls hazards, which will reduce risks and the potential for harm to Grainger team members before an injury occurs.



Grainger managers  
conducted  
**nearly 17k**  
behavior-based  
observations  
in 2017

**Safety Training** One of our top priorities is to ensure our team members get home safely at the end of each work day. That means our safety practices and principles must be fully embedded in our corporate culture. That is why we ask all team members involved in shipping our products to complete extensive training so they can confidently perform their duties. We provide very clear parameters to our safety leaders to ensure every team member has the knowledge they need. During 2017, our managers conducted nearly 17,000 behavior-based observations and our team members spent nearly 20,000 hours training on safety policies and procedures.



**20k hours**

Grainger team members spent nearly 20,000  
hours training on safety policies and procedures

All operational team members continue to demonstrate their personal commitment to safety by completing the required certifications. In addition, team members re-certify at least every three years and, in some cases, annually. Team members also complete training to fully understand the expectation of behaviors defined by the Global Environmental Health and Safety Policy.



**2.5**

Average training  
hours per operations  
team member in 2017

**Safety Assessments** In 2017, to further differentiate Grainger as a leader for safety solutions, we completed comprehensive self-assessments in 36 branches. The assessments covered topics such as basic hazards, material handling, emergency preparedness, waste disposal, risk and risk management. Results of these assessments are communicated to branches leaders and Environmental Health and Safety executives, with follow-up, accountability and closure of actions are delineated in a corrective action plan for each branch.

### Safety Culture

Our EHS program is driven by engaged team members who are committed to maintaining a strong culture of safety. Each Grainger U.S. distribution center has a dedicated Area EHS Manager who helps ensure operations are safe and effective. The company's Global EHS Policy requires team members to understand and comply with EHS regulations related to facility safety, personal protection and emergency response.

To support this culture, we have key initiatives that provide team members with opportunities to be active participants in safety processes. These include:

- Conducting safety audits and inspections and
- Leading safety training and safety reminder discussions during pre-shift huddle meetings.



## Valuing Our People

### WORKPLACE SAFETY

- Safety Performance
- Safety Culture
- Systems and Partnerships

### A PLACE TO THRIVE

- Team Member Experience
- Total Rewards
- An Inclusive and Diverse Culture

**Safety Committees** Our team members assist in safety stewardship and injury prevention through their leadership and participation in our safety committees. These committees were created to align safety-related solutions across DC operations. Safety committee meetings are held monthly, foster observational and data-driven decision-making, and ensure common resolution and consistent execution within our DC operations. Leadership of these committees rotates, providing development and recognition opportunities for improvement. "On-the-Floor" meetings enable team members to walk through a facility and identify opportunities to create a safer working environment. "Off-the-Floor" meetings encourage team members to share safety trends and the chance to review safety videos. These committees create greater engagement among our team members and foster a more team member-led safety culture.

In 2017, 178 team members participated in safety committees across 10 DCs and 3 master branches, representing approximately 5% of the operational team member population.

# 178

Team Members Who Participated in Safety Committees



**Watch my Back, Please!** Studies by the [National Safety Council](#) suggest that engaged business units have significantly fewer safety incidents than units with lower team member engagement. With this in mind, we rolled the campaign out in our U.S. DCs in Q1 2018. The program, designed to increase team member awareness and engagement around safety initiatives and ergonomic procedures, provides a fun and approachable framework for mutual accountability. Team leaders facilitate conversation in stand-up meetings with team member suggestions for watching each other's backs for safety throughout the workday.

Aligned with OSHA voluntary protection programs, which promote effective worksite safety and health through cooperative relationships, our campaign statistics a critical part of any safety culture: encouraging team members to own their safety and the safety of their fellow team members.



# +80%

onboarded into our contractor safety program

**Contractor Safety Program** From time to time, contractors enter our facilities to assist in the maintenance of our facilities or systems. Although these contractors are not Grainger team members, they are expected to work in the same safe manner. Contractors provide important services to the company but may be unfamiliar with their surroundings. Through this contractor safety program, which includes training and audits, we can create a safe environment for all individuals on-site. Since the implementation of this program, we have on-boarded 147 contractors onto our EHS Management System.

### Systems and Partnerships



**Partnerships** Grainger remains as the National Founding Sponsor of the National Safety Council's Journey to Safety Excellence.® This initiative mainly targets small and medium-sized organizations, offering measurement tools and easy-to-access resources to help keep team members safe and healthy.

Ackland-Grainger is the National Founding Sponsor of Canada's Safest Employers Award, a nationwide competition to raise awareness about the importance of safety in the workplace.



## Valuing Our People

### WORKPLACE SAFETY

Safety Performance  
Safety Culture  
Systems and Partnerships

### A PLACE TO THRIVE

Team Member Experience  
Total Rewards  
An inclusive and diverse culture

## A PLACE TO THRIVE

We work hard to cultivate a great work environment for our team members because they are critical to the success of our business. We know that a great customer experience starts with a great team member experience and those experiences are driven by engaged and effective leaders. We provide our team members with training and development designed to help them succeed and grow their careers. We focus our efforts in three areas: talent management, team member well-being and creating an inclusive and diverse workplace.

### Team Member Experience

Grainger is continuously improving our team member experience. We support each team member through talent management and team member learning programs, and we encourage career and leadership development at each stage of a team member's tenure.

**Talent Management** We offer a comprehensive talent program that begins at orientation and continues throughout a team member's career. This is aligned to our business strategy; our company succeeds when we equip and energize team members to excel. Our talent program is comprised of career management, team member learning, performance management, and leadership development offerings to help grow and mobilize our team members to grow and succeed.

Streamlining talent management activities within Grainger has been a focus since launching the Global Talent Excellence Suite (GTES) in 2018. Providing team members and leaders with one, easy-to-use tool for all talent related activities drives productivity and creates efficiencies across the business. In 2017, two additional modules were added to the GTES: annual compensation planning and learning management. Annual compensation planning is now managed through the tool, creating an enhanced pay-for-performance process and ensuring top talent is recognized and rewarded.

## LATAM Leadership Recognition

Rudy Juarez has been honored as a 2017 Business Leader of Color by Chicago United, an organization that helps advance multiracial leadership in corporate governance, executive level management and business diversity in Chicago. Rudy, along with 49 other honorees, was recognized for the effect made at Grainger and the broader business community.

Rudy has been Vice President of Latin America & Export since October 2016 and is part of the Grainger International Leadership Team. He has helped prioritize profitable growth and high standards of ethics and integrity in key geographies and has direct responsibility for Mexico, Caribe and Export. Rudy's leadership has helped us increase the effectiveness of sales teams, focus on the right metrics and invest in what customers value the most in these markets with high-growth potential.



RUDY JUAREZ  
VICE PRESIDENT,  
LATIN AMERICA & EXPORT

"It's an honor to receive this recognition and it's great that our company continues to be highly respected for having an inclusive culture where dedicated, talented people can thrive."

### GRAINGER TEAM MEMBER EXPERIENCE





## Valuing Our People

### WORKPLACE SAFETY

Safety Performance  
Safety Culture  
Systems and Partnerships

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Total Rewards  
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# 279,520+

total number of non-operational training hours completed by team members in 2017

**Team Member Learning** Our team members continue to learn and develop as the needs of our business change. Whether a team member requires role-specific training, foundational skills training or leadership training, Granger offers more than 1,800 courses through our Learning Management System and more than 800 courses through our mobile learning platform for sales, formal mentoring opportunities and on-the-job development. Through these resources, team members can grow in their current roles while developing skills for the future. In total, Granger team members completed more than 279,520 non-operational training hours in 2017. The average number of training hours per team member was 11.3.

# 1,300+

classes offered through learning management system



# 800+

course offerings through sales mobile learning platform

In 2017, Granger transitioned to a new Learning Management System (LMS) within GEMS. This enhancement links learning to other talent excellence systems to drive an integrated and simplified team member experience. The LMS module was implemented in Canada in the first half of 2017, with the remainder of North American and parts of Asia to go live in early 2018.

### TEAM MEMBER PARTICIPATION IN LEADERSHIP TRAINING PROGRAMS



This new LMS Integration will provide our team members with an enhanced experience and capabilities, including a refreshed look and feel, convenient access through a cloud-based system and broader opportunities to grow and develop through just-in-time learning solutions. The new GEMS module will increase collaborative learning across the business, expand the total learning repository and enable all countries to leverage and localize content.

**Leadership Development** We create a sustainable workforce through the development of strong leaders from all parts of the business. Our leadership development process succeeds by:

- Creating a strong bench of well-prepared leaders and
- Enhancing organizational effectiveness and team member engagement through strong leadership

Granger's commitment to the growth of its team members is exhibited through its leadership development programs. These multi-week, cross-functional sessions are targeted toward key team members world-wide. Offerings include Granger's Global Emerging Leader Program, First Time Manager Program and Global Experienced Manager, a program added in 2014 for frontline and mid-level managers. Each program is designed to provide guidance to leaders wherever they are on their leadership journey.

Granger continues to be committed to leadership effectiveness as part of its people strategy. This includes our people leader effectiveness goal, the upward feedback survey and accelerating participation in leadership programs. Of the 2,276 leaders eligible to participate in 2017, 87 percent received a report, based on the requisite number of respondents to ensure confidentiality. Increasing the investment in leader effectiveness enables strong people leaders at every level of the company, which in turn has a significant effect on Team Member Experience and, ultimately, customer experience and business results.



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# 100%



of team members participate  
in performance reviews

**Performance Management** Performance Management is a continuous process that helps team members focus on the right priorities. Team members receive regular feedback and coaching to improve their performance and are provided with opportunities to help them grow and develop. Each team member develops three to five clear, meaningful goals that are aligned to company strategy and receive biannual performance assessments based on progress against goals and demonstrated behaviors.

### DEVELOPMENT PLANNING AND CAREER MANAGEMENT

Team members are encouraged to have a robust Individual Development Plan (IDP). An IDP is a documented plan shared between a team member and their leader that outlines a team member's plan to grow and develop in their current role and prepare for future roles at Grainger. Additionally, we offer career planning tools for team members to explore new roles in different parts of Grainger's business. A role library provides real life stories from team members who work in different functions, and self assessments allow team members to discern opportunities that might be a strong fit.

### Women in Leadership

Grainger recognizes the value of diverse talent and provides opportunities for individuals to attend external programs to continue their growth and development. High potential women had the opportunity to take part in a multi-dimensional Leading Women Executives Program, as well as a number of programs through the Executive Leadership Council.

Leading Women Executives is a leadership program for high-potential female professionals that focuses on three critical elements for success: organizational support, leadership skill building, and ongoing networking. This year, Grainger sent 3 team members to this program. Erin Ptacek, Director of Internal Communications, shared her experience.



ERIN PTACEK  
DIRECTOR, INTERNAL  
COMMUNICATIONS

"Participating in the Leading Women Executives program provided me a meaningful opportunity to advance and extend my leadership development both internally and externally. Having the ability to network with and learn from other women professionals while also gaining valuable insight from the program curriculum and speakers created a very enriching experience."





## Valuing Our People

### WORKPLACE SAFETY

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### Total Rewards

At Grainger, our long-term success is the direct result of team member collaboration and individual contribution. In return for everything our team members do, we deliver an above-market Total Rewards programs that offers flexibility and choice, and the opportunity for our team members to actively participate in the benefits that are most important to them and their families.



Our Total Rewards programs are designed to meet the diverse needs of our team members and support their health and well-being, financial future and work-life balance. We encourage our team members to take charge of their health and create their own wellness journey. Team members are given access to health plan resources which include disease management, tobacco cessation, maternity support, stress management and weight loss programs with access to online support communities, 24-hour virtual health services and many other resources so they can get timely health-related advice.



VIDEO: Grainger Helps Tips for Lifting Heavy Equipment Properly



VIDEO: We encourage team members to bring their own values to work. In 2017, as part of our well-being initiatives, we expanded our workplace dress policy to include "dress in your day", reflecting a trans-gender inclusive.

In addition, we provide retirement savings, paid holiday and time off, educational assistance and income protection benefits as well as a variety of other programs to U.S. team members.

We regularly seek team member feedback and conduct external compensation and benefits-related benchmarking to remain competitive in each of the markets in which we operate.

### Grainger Creates a Great Team Member Experience

In 2017, we traveled to 20 of our largest facilities to conduct the Total Rewards Roadshow, an expansion of our health and benefits fair, with representatives from many of our core programs. The Total Rewards team and our program partners were on-site to engage in personalized dialogue with team members. Our approach is innovative and builds awareness and accountability for our team members around the services available to them as a member of Grainger's team. Our team's purpose during the roadshow was to:

- Reinforce the value of Grainger's Total Rewards offerings
- Increase awareness, engagement, utilization and program and plan participation
- Create a closer, personal connection between team members and the Total Rewards program; and
- Help team members understand the tools and resources available.





## Valuing Our People

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Systems and Partnerships

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**Grainger's perfect score on The Corporate Equality Index for the past three years**

### An Inclusive and Diverse Culture

At Grainger, focusing on our common purpose and leveraging our differences makes us extraordinary. We are deeply committed to a culture of inclusion that is meaningful to our team members, allowing us to attract, develop, engage and retain the best talent available. We serve the business needs of an increasingly global and diverse customer base

and we strive to ensure our team reflects this rapidly changing world. Inclusion and diversity is integral to Grainger's business success, and the company is committed to fostering an inclusive environment where all team members feel safe, valued and encouraged to voice their opinions regardless of age, gender, race, ethnicity, sexual orientation, veteran status, disabilities or backgrounds.

**Training** The company reinforces its commitment to inclusion and diversity by offering instructor-led and e-learning courses such as Inclusion and Diversity: A Business Imperative and The Inclusive Team Member, which help team members understand the business case for diversity, explore the enabling mindset and behaviors that facilitate inclusion in the workplace, respond effectively to differences and increase the level of inclusion in their work area. Another offering, The Inclusive Leader, equips people leaders with inclusive behaviors, skills and best practices around attracting, developing, engaging and retaining the best and brightest people at Grainger.

### The Asian Pacific Islander BRG

The mission of the Asian Pacific Islander Business Resource Group (API BRG) is twofold:

- >> To unlock the full potential of API team member talent, drive cultural awareness within Grainger and drive business results.
- >> Market Grainger to the API community (internal and external) as a great place to work, where API team members thrive and add significant value to the business and the community.



Photo: It's all in the long-running Chicago community event where the Grainger dragons can't wait to represent in the 2017 Chicago Dragon Race Race for Liberty.

In 2017, the API BRG hosted events including: Cross Connections Development Event for 600+ team members; Junior Achievement Day at Grainger with mock interviews, job shadowing and leadership panels for 30 students; Asian Heritage Month events in partnership with other area company BRGs; Drove community presence through involvement in our Dragon Boat Program in four cities across the U.S.; Contributed to customer value generation through translation services.







## Valuing Our People

### WORKPLACE SAFETY

Safety Performance  
Safety Culture  
Systems and Partnerships

### A PLACE TO THRIVE

Team Member Experience  
Total Rewards  
An Inclusive and Diverse Culture

**Business Resource Groups (BRGs)** Grainger has eight BRGs that foster team member engagement and help team members share information, ideas, experiences and resources. These groups provide peer support, career development and mentoring opportunities, in addition to raising awareness through a variety of discussion groups and activities that are open to all.

#### OUR BRGs

- Administrative Business Partner
- African American
- Asian-Pacific Islander
- Disability
- Equality Alliance
- Generational
- Latino
- Veterans and Military Supporters
- Women's

Approximately 3,500 U.S. team members participate in the BRGs thanks in large part to our BRG Roadshow, designed to attract new members. Every BRG has an executive sponsor who works with these team member-led groups to help us create the right workplace by fostering inclusion and create the right workforce by attracting, developing and retaining top diverse talent. They have helped support the business strategy by creating unique value for different customers and reducing cost, and they have contributed to our communities as responsible stewards.



**\$65,000+**

Donations from Grainger Business Resource Groups

In 2017, the BRGs contributed more than \$65,000 in donations and volunteered more than 1,100 hours with 14 different organizations including One Million Degrees, United Children's Advantage Network, I.O. stars and Junior Achievement. Many of these volunteer initiatives include mentoring opportunities. Internally, Grainger also has a BRG Mentoring Program, which includes more than 160 team members, serving as role models and inspiration for students. >>[Learn more about the BRG Community Fund](#)

#### BRG volunteering included:



**22**  
volunteer  
projects



**1,100**  
volunteer  
hours



**200+**  
volunteers



**14**  
nonprofit organizations  
supported

### The Latino BRG

The Latino BRG is leading the pack in terms of chapter development and field involvement with 18 total chapters, seven new chapters created in 2017. Additionally, the Latino BRG was involved in a variety of community efforts including: CIS-Communities of Schools Gala in Houston; Local college fair benefiting high school students and families in New York city; Latino Student Fund Gala in Washington DC. They also held an event in Mira Loma, CA for Hispanic Heritage Month for development of top talent Latinos/Latinas across the company.



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### WORKPLACE SAFETY

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Team Member Experience  
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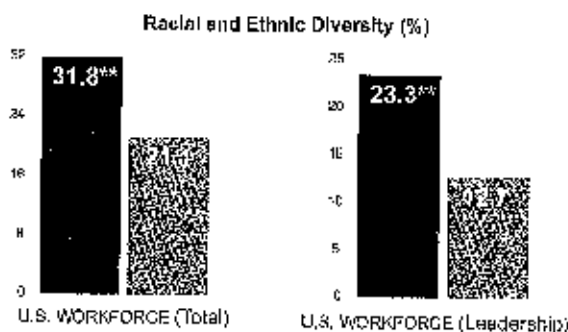
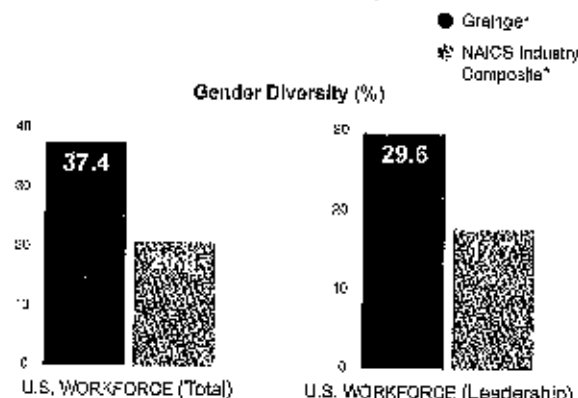
**A Commitment to Advance Diversity** In 2017, a group of more than 150 CEOs, including Grainger's DC Macpherson, signed the CEO Action for Diversity & Inclusion, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. By signing on to this commitment, CEOs are pledging to take action to cultivate a workplace where diverse perspectives and experiences are welcomed and respected.

With that commitment in mind, our 2017 report marks an important milestone in our CSR story. This year's report provides additional insight into the diversity and inclusiveness of our organization by delivering insights on our diversity performance. We believe that the development of an inclusive workforce is essential to our success. To better serve those stakeholders, we are working to improve our performance every year.

**Global Workforce** In 2017, Grainger employed approximately 25,000 people worldwide; 77 percent of our team members are based in North America, 12 percent in Europe, 8 percent in Asia Pacific and 4 percent in Central and South America.

**U.S. Workforce Demographics** In 2017, Grainger's workforce was 37.4 percent women overall and 29.6 percent women in leadership positions. Also, Grainger's workforce was 31.3 percent racial and ethnically diverse team members overall and 23.3 percent racial and ethnically diverse leaders. According to the *2015 Job Patterns for Minorities and Women in Private Industry FIC-1 National Aggregate Report*, our current performance outpaces the NAICS Industry Composite for both digital and industrial distributors.

### U.S. WORKFORCE DEMOGRAPHICS



\*\*Racial and Ethnic Diversity Distribution at Grainger

Hispanic	11.1%
African American	11.4%
Asian or Pacific Islander	4.3%
Two or More Races	1.6%
American Indian / Alaskan	0.4%
<b>Total</b>	<b>31.8%</b>

\*Racial and Ethnic Diversity Distribution at Grainger

African American	0.5%
Hispanic	6.7%
Asian or Pacific Islander	6.7%
Two or More Races	0.9%
American Indian / Alaskan	0.8%
<b>Senior Management Total</b>	<b>23.3%</b>

\* Source: 2015 Job Patterns for Minorities and Women in Private Industry FIC-1 National Aggregate Report  
\*\* Total numbers may not add precisely due to rounding.

## US BLN Going for the Gold

Since 2014, Grainger has partnered with the U.S. Business Leadership Network (USBLN) as part of their Going for the Gold Initiative. Going for Gold connects participating corporate partners with USBLN subject matter experts and unites them around disability inclusion through leading practices and tools. Since the partnership began, we've hired 277 team members with disabilities, an increase of 857 percent. Earning a score of 80 percent, we have been recognized as a 2017 Best Places to Work for Disability Inclusion on the Disability Equality Index, which measures how effective companies are with respect to disability inclusion. We are proud of this recognition and look forward to further strengthening Grainger as a Great Place to Work for everyone.





## Valuing Our People

### WORKPLACE SAFETY

Safety Performance  
Safety Culture  
Systems and Partnerships

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**University Partnerships** We partner with several Historically Black Colleges and Universities to help strengthen the diversity of our talent pipeline. These include Howard University, Albany State University and Florida A&M University. Lastly, we strengthen our early-career talent pipeline through our internship program and direct placements. Our emphasis with these and other strategic organizations is on building deeper and more meaningful partnerships that can continually improve our ability to develop, attract and retain a diverse workforce.

**Strategic Alliance Partnerships** We actively recruit from, and maintain relationships with several strategic alliance partnerships. Strategic alliances are critical to Grainger's success. In 2017, Grainger built new and built on previously existing strategic alliances with 10 organizations to build our reputation as a top employer for diverse talent. Since 2014, Grainger has hired more than 270 team members through strategic alliance partnerships. These organizations include:

- National Association of Women MBAs
- National Sales Network
- National Black MBA
- Hispanic Alliance for Career Enhancement
- Indo American Career Services
- Reaching Out VBA
- First Purpose
- US Business Leadership Network
- Skills for Chicagoand's Future
- Out and Equal
- Recruit Military
- National Association of Asian American Professionals
- Ascend
- Blacks in Tech



### 2017 Awards and Recognition

- ✓ *Fortune Most Admired Companies: #1 in Diversified Wholesalers*
- ✓ *HRC Corporate Equality Index 4th consecutive year*
- ✓ *North America Dow Jones Sustainability Index*
- ✓ *#17 on HR Executive Magazine's Most Admired in HR List*
- ✓ *2017 Executive Leadership Council Ambassador Company*
- ✓ *Newsweek.com Top Green Companies in the U.S. 2017*
- ✓ *FTSE4Good Member Company*
- ✓ *Fortune's 2016 World's Most Admired Companies 5th consecutive year*
- ✓ *2017 Disability Equality Index*
- ✓ *Best Places to Work for Disability Inclusion*
- ✓ *2016 Best Company to Work for Millennials by The Women's Choice Award*
- ✓ *Working Mother Mexico Best Companies 2017*
- ✓ *Mexican Center for Philanthropy (Comefi) and the Alliance for Corporate Social Responsibility's (AllARSE) Distinctive ESR® 2016 award, 4th consecutive year*
- ✓ *Black Enterprise's 2016 List of Top Executives in Corporate Diversity*

## Forward

### WHAT'S COMING IN OUR 2019 REPORT

- Valuing Our People becomes part of People and Purpose
- Subjects include Health and Safety, Performance Management, Leadership Development, Inclusion and Diversity
- Metrics include EHS Safety, Talent Attraction and Retention, Team Member Diversity



## Sustaining Our Environment

At Grainger, we are committed to conducting business in an environmentally responsible manner while working to reduce energy use and minimize waste in our operations. To do so most effectively, we focus on the environmental challenges within the material parts of our business: our operations, our products and our supply chain.



### IN THIS SECTION

#### OUR APPROACH

- Our Operations
- Our Products
- Our Supply Chain

#### OUR OPERATIONS

- Greenhouse Gas Emissions
- Recycling and Waste
- Resource Efficiency

#### OUR PRODUCTS

- Helping Customers Reach their Sustainability Goals
- Environmentally Preferable Products (EPP) and Services
- Sustainability Training

#### OUR SUPPLY CHAIN

- Supply Chain Stewardship
- Transportation

### OUR APPROACH

We work to continuously improve our environmental performance across our value chain from our suppliers through our operations and to our customers. We encourage stewardship in our operations and seek to share the lessons we have learned with others. We partner with several third party sustainability organizations, such as the CDP (formerly known as the Carbon Disclosure Project), the GreenBiz Executive Network, the U.S. Environmental Protection Agency Smartway program, UL Inc. (formerly Underwriter's Laboratories, Inc.) and the U.S. Green Building Council to help us align our environmental investments with our stakeholders' expectations.

We help our customers with their sustainability journey by offering the right products and leading our expertise around services and solutions that are more sustainable. In addition to helping our customers, we are identifying new opportunities for Grainger to integrate and sustain sound environmental practices in our own operations and the operations of our customers.

#### Our Operations

We primarily focus our efforts where we can have the most influence. Grainger's distribution centers (DCs) account for roughly 34 percent of our operational square footage and will proportionally increase as we expand our service offering. Inherent to this footprint is an opportunity for energy management. We closely monitor our energy consumption and improve our green energy mix by researching sustainable solutions to increase efficiency and utilize renewable energy. When possible, we invest in onsite renewable energy, purchase renewable energy credits and green tariffs.

[>>Learn More About Our Operations](#)

#### Our Products

Grainger provides customers with the products they need to keep their businesses running over the long term. As part of this, we work to understand how these products affect the environment. Our customers have increasingly requested environmentally preferable products and we stock them to meet this need. We currently offer more than 72,000 environmentally preferable items that help customers maintain sustainable facilities through efficient energy management, water conservation, waste reduction and air-quality improvement.

[>>Learn More About Our Products](#)

#### Our Supply Chain

We view our suppliers and vendors as our allies in improving our emissions and materials management. We rely on a network of third-party carriers to meet our transportation needs. We work with our largest suppliers to innovate and improve our distribution packaging. We collect data and share best practices in sustainability across our value chain by engaging our suppliers through the CDP Supply Chain Program.

[>>Learn More About Our Supply Chain](#)





## Sustaining Our Environment

### OUR APPROACH

Our Operations  
Our Products  
Our Supply Chain

### OUR OPERATIONS

Greenhouse Gas Emissions  
Sustaining and Waste  
Resource Efficiency

### OUR PRODUCTS

Helping Customers Reach their Sustainability Goals  
Environmentally Preferable Products (EPP) and Services  
Sustainability Training

### OUR SUPPLY CHAIN

Supply Chain Stewardship  
Transportation

## OUR OPERATIONS



**Granger maintained the A- CDP score for three years in a row**

### Climate Change Disclosure

We recognize that climate change is a significant global issue. The company is taking steps to reduce its energy use and greenhouse gas (GHG) emissions. Grainger has participated in the CDP since 2009, providing detail on business risks and

opportunities related to climate change. In 2012, we became the first industrial distributor to publicly disclose its carbon footprint.

**Dow Jones Sustainability Index** Grainger, recognized for its corporate sustainability leadership, debuted in 2017 on the North American Dow Jones Sustainability Index. The Dow Jones Sustainability Indices are a family of global benchmarks for corporate sustainability, tracking companies based on investment firm IobecoSAM's analysis of financially relevant environmental, social and governance factors. Currently, Grainger is the only industrial distributor in the North American Index.

## ENERGY EFFICIENCY

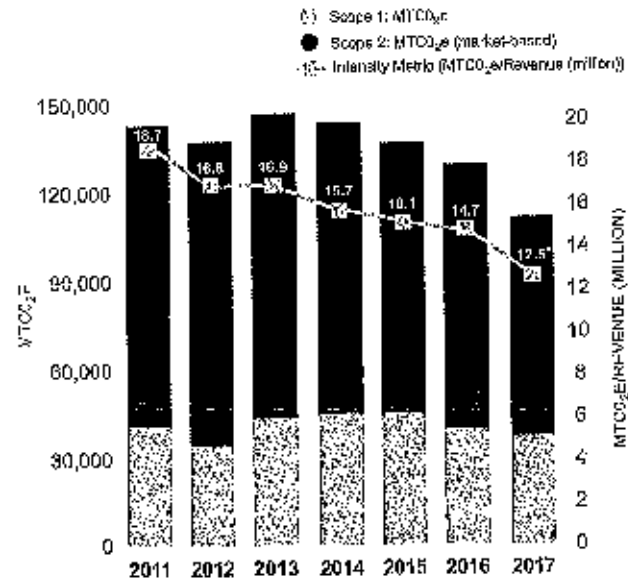
### Greenhouse Gas Emissions (GHG)

We are committed to the global effort to reduce GHG. We focus our reduction strategy around two specific areas: reducing GHG Intensity and waste in our own operations and supporting emissions reduction strategies in our supply chain through collaboration and increased transparency. Scope 1 emissions are direct emissions from owned or controlled sources. Scope 2 emissions are indirect emissions from the generation of purchased energy.

**Scope 1 and 2** We chose 2011 as our baseline year, in which emissions totaled 142,306 metric tons. Since 2011, we have reduced Scope 1 and Scope 2 emissions by nearly 22 percent. In 2017, our Scope 1 and 2 GHG emissions were 110,654 metric tons. To help offset these emissions we generate renewable, zero emissions energy and participate in green energy procurement.

**Intensity Target** In 2013, Grainger became the first industrial distributor to set a GHG reduction goal. Our target is to reduce our North American Scope 1 and Scope 2 GHG emissions intensity per unit revenue 33 percent by 2020. The goal was

## SCOPE 1 AND SCOPE 2 EMISSIONS WITH INTENSITY



For 2017 data, Grainger reported its Scope 2 GHG Emissions Factor for the United States from eGRIDv4 (New 2014 Data) to eGRIDv3 (Year 2013 Data). Based on the previous year's usage the reported 2017 reduction of approximately 5,593 MT of CO<sub>2</sub>e, or 4% of Grainger's 2016 emissions of 142,306 MT CO<sub>2</sub>e (28,462 MT CO<sub>2</sub>e) \* 100 = 4 (Intensity: 2016 scope 1 and scope 2 emissions equal 186,672)

Granger's intensity metric includes the GHG emissions from operations that were under direct operational control as of 2014, the year our goal was set. The Intensity Metric Grainger, Inc. in the U.S., Grainger Mexico and Grainger in Canada. Starting in 2016, Grainger improved its calculations to include all 50 U.S. American business units, operations started after 2014, we included only our U.S. data through a third party in 2017. Therefore our baseline year calculations include our data for 2011 and 2012, and Grainger Mexico. We calculated these estimates using the average of 2012 and 2011.



### Intensity Target Goal

# 33%

GHG Reduction by 2020

designed to be achievable, yet challenge our operations to identify innovative ways to operate more efficiently. We are right on our target, and have reduced our MTCO<sub>2</sub>e/Revenue intensity to 12.5, a 33 percent reduction since 2011. Our 2020 goal focused Grainger on doing business the right way by investing in 5.3 MW of renewable energy and energy efficiency through the installation of Building Management Systems (BMS). To drive progress toward this goal, our GHG target is included in the performance appraisals for our corporate sustainability team. In addition, energy reduction projects reduce utility expenses and improve operating expenses, indirectly affecting profit sharing for U.S. team members.



## Sustaining Our Environment

### OUR APPROACH

Our Operations  
Our Products  
Our Supply Chain

### OUR OPERATIONS

Greenhouse Gas  
Emissions  
Recycling and Waste  
Resource Efficiency

### OUR PRODUCTS

Helping Customers Reach  
Their Sustainability Goals  
Environmentally Preferable  
Products (EPP) and Services  
Sustainability Training

### OUR SUPPLY CHAIN

Supply Chain Stewardship  
Transparency

**Energy Use** We continue to invest in key facility enhancements, engage employees, and incorporate sustainability principles and continuous improvement into our real estate footprint. Granger's facilities account for about 90 percent of our annual energy use in North America. We focus our efforts to improve energy efficiency in our largest buildings, including corporate offices and DCs.

**Renewable Energy** We are committed to doing business the right way and embed sustainability into our operations wherever feasible. In total, Granger currently has 5.3 MW of solar panels installed on the rooftops of its DCs. These systems have met all energy generation and financial expectations, have minimal maintenance requirements, provide a reliable monthly financial benefit and offer a significant percentage of energy independence, lowering operational risks.

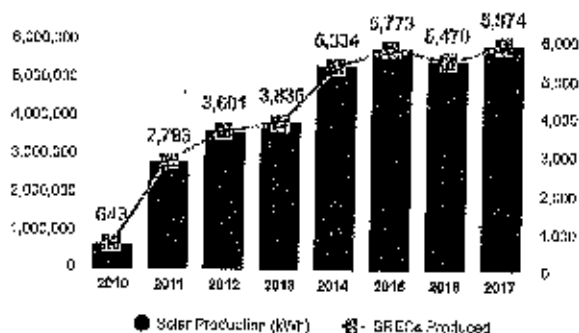


PHOTO: A combination of natural and LED lights provide the right mix of lighting sources

## Facility Performance Optimization

In 2017, in order to help benchmark and standardize opportunities across our network, we conducted deep dive energy audits on 4 of our 10 major DCs in North America. We discovered commonalities among energy loads and batteries, HVAC systems, lighting, conveyor systems and air compressors, to name a few. All of these areas offered strategic opportunities for long-term efficiency gains. We then rolled out our discoveries to our branch network and corporate and administrative facilities, with similar success. Additionally, we found it to be very effective to implement comprehensive building management systems in key locations, update to LED lighting and other turn-key solutions with great return on investment timeframes, and various other initiatives.

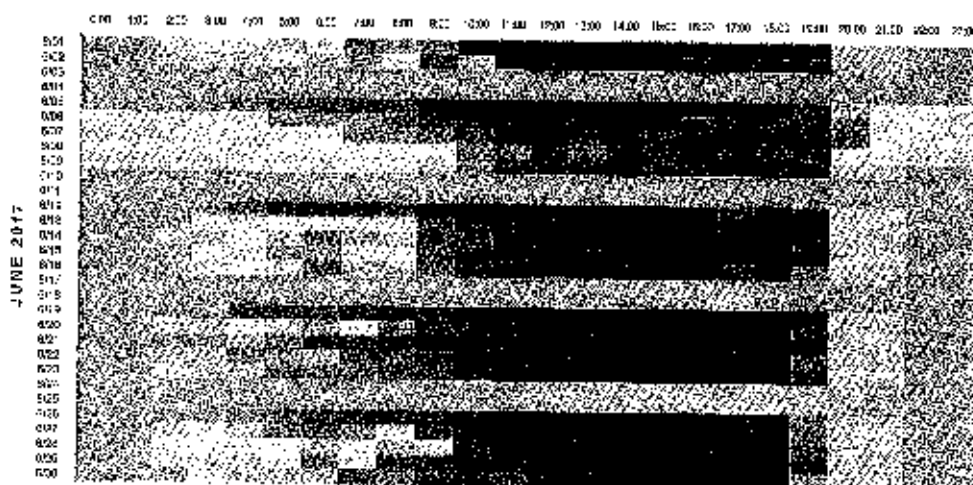
### SOLAR PRODUCTION



### ENERGY HEAT MAP

This graphic represents one month of energy usage at our Jacksonville DC. The red represents the highest kW energy usage peak, or demand peak, for a given day. Heat maps like this one help us discover outliers in DC energy use and optimize our facilities to conserve resources and reduce cost.

- 50th Percentile 714.7 kWh
- 50th Percentile 475.6 kWh
- 10th Percentile 86.0 kWh





## Sustaining Our Environment

### OUR APPROACH

- Our Operations
- Our Products
- Our Supply Chain

### OUR OPERATIONS

- Greenhouse Gas Emissions
- Recycling and Waste
- Resource Efficiency

### OUR PRODUCTS

- Helping Customers Reach Their Sustainability Goals
- Environmentally Preferable Products (EPP) and Services
- Sustainability Training

### OUR SUPPLY CHAIN

- Supply Chain Stewardship
- Transportation



# 5.5M square feet

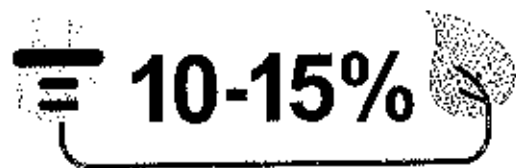
LEED-certified space through 17 North American Grainger facilities

In 2017, Grainger celebrated the grand opening of its new DC in Bordenstown Township, N.J. (NEDC) The 1.4 million-square-foot facility stocks more than 300,000 items and allows the company to deliver more products by the next day to customers in the Northeast. The DC runs on state-of-the-art distribution technology enabling real-time order processing. A 4.3 megawatt solar panel system was installed on the facility's roof. This system included 13,000 high efficiency SunPower solar panels that generate on average about 40 percent of the DC's annual electricity requirements, which is equivalent to 1.6 percent of Grainger's North American carbon footprint. In early 2018, the U.S. Green Building Council (USGBC) approved LEED GOLD certification for the NEDC. This project will not only reduce annual operational expenditures significantly, but it will also play a key role in helping us meet our GHG reduction goals. This project will not only reduce annual operational expenditures significantly, but it will also play a key role in helping us meet our GHG reduction goals.

We consider investments in renewable energy on a case-by-case basis as part of new project plans. Our decisions to invest often occur in locations where we can offset energy use, improve operational efficiency and create a return on investment.

**Building Management Systems** Our BMS are the primary means through which Grainger achieves its energy efficiency goals. When operating optimally, they allow facility managers to provide the proper working environment while minimizing Grainger's energy costs. Effective utilization allows us to extend the operational life of equipment and systems through reduced energy consumption and operating hours. As a result, maintenance and capital costs are reduced, and less embodied energy is consumed through equipment replacement and upgrades.

Currently, 14 of our largest facilities have either been built with or retrofitted with BMS. On average, Grainger has realized a 10 to 15 percent reduction in energy use and expenses at its facilities after installing BMS.



Reduction in energy use and expenses at Grainger facilities after installing BMS

**LEED Certification** Grainger has been a member of the U.S. Green Building Council (USGBC) since 2007, and remains committed to building Leadership in Energy and Environmental Design (LEED) certified facilities. We use the USGBC's LEED certification programs to guide best practices for the design, construction and operation of our facilities. Since 2008, we have made a commitment to build all new corporate projects to meet LEED standards, and seek certification under rigorous third party reviews. It's proven that LEED-certified buildings use 25 percent less energy with a 19 percent reduction in aggregate operational costs in comparison to non-certified buildings. Grainger currently maintains 5.5 million square feet of LEED certified space through 17 North American facilities, representing 24 percent of Grainger's total square foot in North America. This includes the first LEED-certified building in the WHO industry, the first LEED certified DC in Monterrey, Mexico, the largest LEED-GI Platinum project of 2015, and the world's first LEED V4 data center.



## Sustaining Our Environment

### OUR APPROACH

Our Operations  
Our Products  
Our Supply Chain

### OUR OPERATIONS

Greenhouse Gas  
Emissions  
Recycling and Waste  
Resource Efficiency

### OUR PRODUCTS

Helping Customers Reach  
their Sustainability Goals  
Environmentally Preferable  
Products (EPP) and Services  
Sustainability Training

### OUR SUPPLY CHAIN

Supply Chain Stewardship  
Transportation

## PACKAGING PERFORMANCE

**Ship Complete** Given our 90 years of experience and more than 100,000 transactions a day, we understand the purchasing habits and buying behaviors of our customers. We know how they purchase online at home is different than at work. While a general consumer shopping for personal products at home may be fine with a staggered approach to completing a multi-product order, that same person has a completely different mindset at work when all of the products need to be there together to complete a critical project.

Grainger strives to ship all items in an order in one box and on the same or next day, depending on customer needs. Internally, we refer to this practice as "ship complete." This approach and commitment to serving customers in the most efficient way possible also has positive implications on the environment. Ship complete reduces the amount of boxes we need overall, thereby increasing energy efficiency and producing fewer emissions through our transportation partners.



**Grainger boxes are fully recyclable, made from 43% post-consumer content**

**Sustainable Packaging** As part of Grainger's commitment to ethical sourcing, we work closely with suppliers to identify potential opportunities to minimize unnecessary packaging while reducing the risk of damage to the products we offer. In 2015, we introduced Supplier Packaging Guidelines to our U.S. and GGS suppliers to encourage them to take sustainability into account when making packaging decisions. The guidelines

include best practices to help reduce damage and waste while maximizing recyclable materials. For example, the iconic Grainger boxes are fully recyclable, made from 43% post-consumer content and certified by the Sustainable Forestry initiative.

In 2016, all U.S. Grainger DCs transitioned packaging materials for light bulbs from foam to kraft paper made with 100 percent recycled raw materials. The paper is produced at a paper mill certified by the Sustainable Forestry initiative with a closed-loop

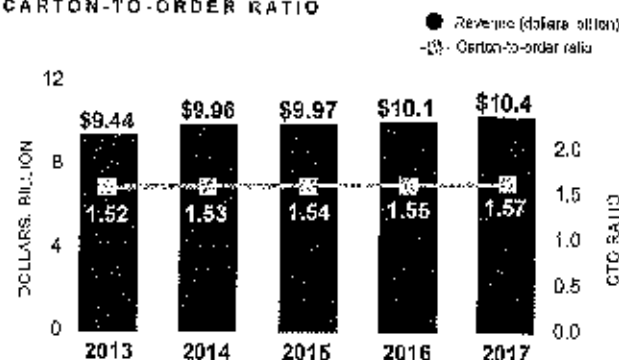
water system that produces no municipal wastewater. The transition was a win-win-win: a cost saving for Grainger, easy to recycle for our customers and better at protecting our product.

In select DCs, we have transitioned to a custom wrapping solution that employs automated technology to provide right-sized packaging for oversized items, reducing the overall amount of packaging required. We continue to expand our use of plastic air pillows as dunnage for small parcel shipments, of which most are bio-degradable (non-oxo-salt containing material), and, in 2016, we transitioned to a high-efficiency film air pillow, which helps reduce overall plastic use.

**Packaging Performance** Grainger's DCs are dedicated to reducing corrugate usage and packaging and freight expenses. We measure packaging and corrugate efficiency by tracking the number of boxes we send over the number of orders we receive. This data point, called carton-to-order ratio (CTO), helps us understand the positive effect that shipping orders containing multiple items in one box can have on our environment.

Company initiatives, such as pricing changes and adjustments to order routing logic, favor shipping orders in one box. Nevertheless, slight increases in CTO are expected, given the effect these initiatives may have on the way DCs experience volume. An increase in customer orders and products per order may require additional cartons. However, when mapped against increases in volume, CTO has remained relatively flat YoY.

### CARTON-TO-ORDER RATIO







## Sustaining Our Environment

### OUR APPROACH

Our Operations  
Our Products  
Our Supply Chain

### OUR OPERATIONS

Greenhouse Gas  
Emissions  
Recycling and Waste  
Resource Efficiency

### OUR PRODUCTS

Helping Customers Reach  
their Sustainability Goals  
Environmentally Preferable  
Products (EPP) and Services  
Sustainability Training

### OUR SUPPLY CHAIN

Supply Chain Stewardship  
Transportation

## Recycling and Waste

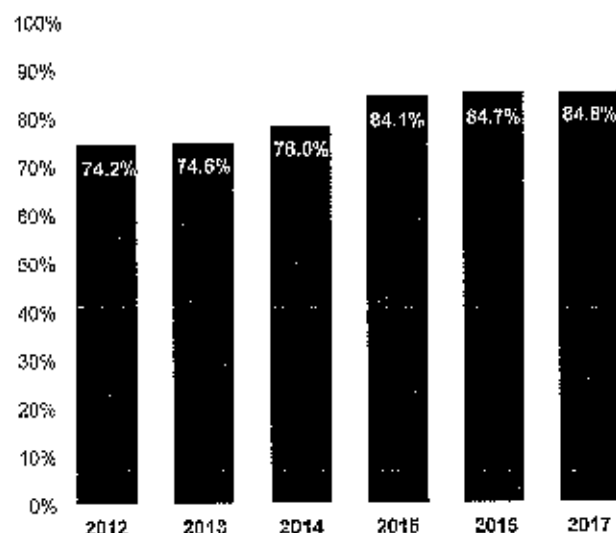
By standardizing recycling processes and sharing best practices across our network, we are continually improving the recycling rate in our U.S. DCs. Teams are trained to use a color-coded system to separate and bale materials such as cardboard, plastic wrap and metal and are encouraged to share and test ideas for ongoing improvements. As a result of these efforts, our U.S. DCs routinely recycle upwards of 84 percent of what would otherwise be waste streams. To that end, in 2017 we began to lay out a longer-term strategy and framework for how to achieve landfill-free operations in our DCs.

To maintain a high level of accountability in our materials management process, the sustainability team shares monthly reporting with the DC teams and members of the operations leadership team. Local DC facility managers also have recycling rate as part of their annual performance goals.

## Resource Efficiency

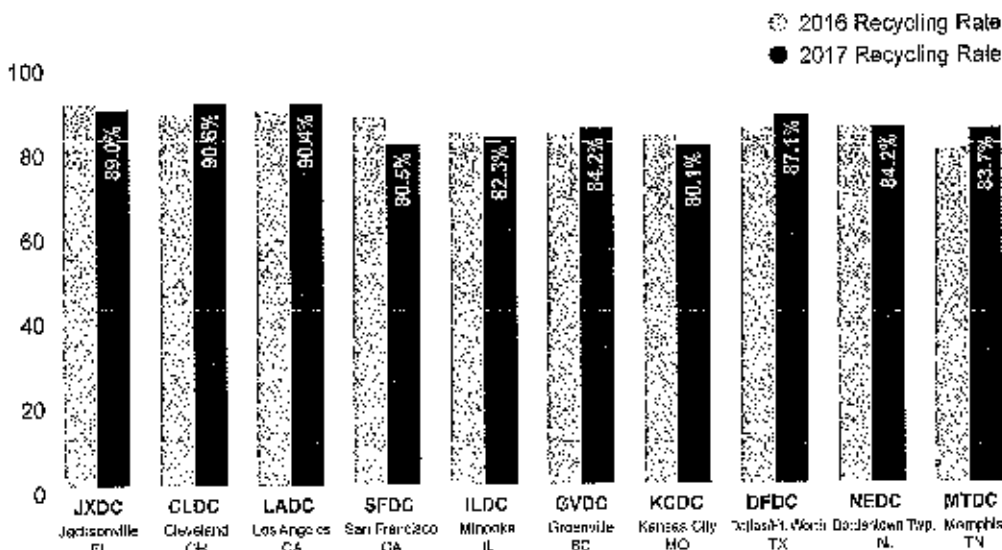
Granger does not directly manufacture the products it sells so our water consumption is minimal. However, we do measure our water footprint and look for opportunities to reduce usage, such as installing water-efficient fixtures and landscape irrigation at our largest facilities. Granger's total water consumption in the U.S. in 2017 was 467,840 cubic meters.

**DC NETWORK RECYCLING RATE**  
(Amount of waste diverted from a landfill)



Since our sustainability team began to partner with our DCs to focus on recycling, we have improved our overall recycling rate by more than 14%.

**DC RECYCLING RATE**



**Distribution Centers**

### HIGHLIGHTS

- The DC network recycling rate finished 2017 at 84.8 percent.
- Memphis DC saw the highest improvement with a 5 percent increase in their 2017 recycling rate.
- The recycling rates at Cleveland, Los Angeles, Dallas, and Greenville also improved in 2017 vs. 2016.
- Cleveland DC finished at 90.6 percent for best in class, with Los Angeles DC and Jacksonville DC close behind.



## Sustaining Our Environment

### OUR APPROACH

Our Operations  
Our Products  
Our Supply Chain

### OUR OPERATIONS

Greenhouse Gas Emissions  
Recycling and Waste  
Resource Efficiency

### OUR PRODUCTS

Helping Customers Reach their Sustainability Goals  
Environmentally Preferable Products (EPP) and Services  
Sustainability Training

### OUR SUPPLY CHAIN

Supply Chain Stewardship  
Transportation

## OUR PRODUCTS

### Helping Customers Reach their Sustainability Goals

We work to create a more sustainable workplace for our customers and our communities through our Environmentally Preferable Product (EPP) Portfolio. We offer our customers one of the largest green SKU counts in the industrial distribution market, providing more ways to reduce energy consumption, conserve water, reduce waste and improve indoor air quality. In addition the company offers data-driven EPP analytics to our customers helping them track, report and grow their green spend. Similarly, we equip our customer-facing team members with training, sales tools and marketing support so that they can help customers achieve meaningful progress towards their sustainability goals and initiatives.

In 2017, we launched a cross-functional CSR Working Group sustainability sub-team with representatives from product management, external affairs and sales that focuses on assisting customers with their EPP procurement goals and promoting EPP solutions. This sustainability service and operations team brings collective experience in managing environmentally preferable product certifications and attributes, reporting, measurement, regulatory compliance and marketing of EPP solutions.

### Environmentally Preferable Products (EPP) and Services



Each product in our EPP is designated by a green leaf on Grainger.com® and comes with its own specific set of attributes or certifications highlighted in the technical spec section on the website. The green leaf icon guides customers toward more environmentally preferable solutions. Products identified with this leaf fall into two categories—those that are certified by independent organizations and those that have “green environmental attributes.” A certification acts as a stamp of approval and indicates that a product has met certain environmental standards around attributes such as “energy efficient” (ENERGY STAR) or “low toxicity” (Green Seal). Attributes are environmental qualities or features tied to a specific product. We ask our suppliers to provide these attributes or certifications, and our external partner, UL Environmental Inc., verifies the validity of the attribute to the product.

## GRAINGER EPP PORTFOLIO



### Manage Energy

Measure use, control effectiveness and output, and reduce consumption of various types of energy

ELECTRICAL  
LIGHTING & CONTROLS  
HVAC/R | STEAM  
COMPRESSED AIR



### Conserve Water

Monitor use, filter impurities, recycle and reduce consumption of water resources at “point of use,” behind the wall, and outdoors

PUMPS, VALVES | FITTINGS  
METERS | FIXTURES  
PLUMBING EQUIPMENT  
FILTERS



### Reduce Waste

Facilitate recycling and decrease landfill growth through recycled content

RECYCLING EQUIPMENT  
PAPER & PACKAGING  
SORBENTS



### Improve Indoor Air

Create cleaner air within facilities through lower VOC's filtration, and natural products

CLEANERS | AIR FILTERS  
CLEANING EQUIPMENT  
OFFICE PRODUCTS  
PAINTS / COATINGS





## Sustaining Our Environment

### OUR APPROACH

Our Operations  
Our Products  
Our Supply Chain

### OUR OPERATIONS

Greenhouse Gas  
Emissions  
Recycling and Waste  
Resource Efficiency

### OUR PRODUCTS

Helping Customers Reach  
their Sustainability Goals  
Environmentally Preferable  
Products (EPP) and Services  
Sustainability Training

### OUR SUPPLY CHAIN

Supply Chain Stewardship  
Transportation



# \$532M+

Sales of Green Product  
(2017)

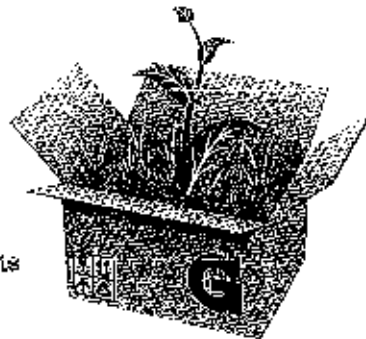
In January of 2015, Grainger established a new portfolio of sustainability related services. In 2017 we expanded this portfolio of value-added services, which largely leverages the experience and expertise of our Grainger Energy Services Team. We also work with our network of partners in some instances to help our customers achieve

their sustainability goals. The range of services includes site audits, payback analysis, utility rebate assistance, and recycling of replaced product. For example, Grainger can help facilitate a free lighting audit for customers considering a large interior or exterior lighting project. The audit consists of a site walk-through, fixture count, energy audit, return on investment, payback analysis, utility rebate assistance and applications (photo metrics), if applicable.

We continuously review our EPP for opportunities to provide tailored solutions to customers with sustainability and EPP procurement goals. Our EPP Portfolio offers more than 72,000 SKUs, including 83 certifications and 45 attributes. In 2017, sales of environmentally preferable products totaled more than \$532 million, which represents approximately five percent of our revenue.

# 72k+

Environmentally  
Preferable Products



## Sustainability Training

In 2017, we launched a new module in our First Time Manager leadership development program. Our objectives were to drive engagement and understanding in our sustainability initiatives across the business, bring awareness to the effect CSI has on our operations and gain insight from our team members on how they plan to tailor the CSR message to meet their daily business needs. 434 team members learned about our value chain, environmental performance and the ways we serve our community.



# 434

Team members  
who received some  
form of training on  
sustainability at Grainger  
(2017)



In addition to our leadership development program, we are taking steps to improve the level of sustainability expertise in customer-facing roles. Grainger released a Sustainability Sales Guide for our account managers and customer service professionals in October 2017 to improve offer awareness by outlining our sustainability value proposition. In addition, we developed a formal sustainability training program for all new account manager learning paths. Our objective is to bring greater value to sustainability-related customer engagements, assist customers in meeting their sustainable procurement goals, and take costs out of their business.

In 2017, we launched recycling training in our DCs as a part of new member onboard and orientation.

Lastly, through a variety of online tools and resources, we provide our team members with a vast array of learning opportunities they can explore at their own pace.



## Sustaining Our Environment

### OUR APPROACH

Our Operations  
Our Products  
Our Supply Chain

### OUR OPERATIONS

Greenhouse Gas Emissions  
Recycling and Waste  
Resource Efficiency

### OUR PRODUCTS

Helping Customers Meet Their Sustainability Goals  
Environmentally Preferable Products (EPP) and Services  
Sustainability Training

### OUR SUPPLY CHAIN

Supply Chain Stewardship  
Transportation

### CDP SUPPLY CHAIN SUPPLIER PERFORMANCE

Through our partnership with the CDP we were able to collect information about best practices in our supply chain. The graphic below shows the impact our supply chain has made by investing in sustainable technologies and practices.



**\$26.5M**

Emissions Reduction Investments



**85M mtCO<sub>2</sub>**

Total CO<sub>2</sub> Reduction



**\$11M**

Average Emissions Reduction Savings

## OUR SUPPLY CHAIN

### Supply Chain Stewardship



We are proud to have received an A- rating for our supply chain survey.

Addressing emissions across our value chain is as significant as addressing them in our own operations. For the second year, we are engaging with our suppliers through the CDP Supply Chain survey to create more change than would be possible on our own. In 2016, this partnership helped us engage with our suppliers to learn more about their emissions reduction strategies. In 2017, we received responses from 126 of our largest vendors, an increase of

more than 50 percent of suppliers from our pilot year. In total, our suppliers' efforts reduced 85 million metric tons of CO<sub>2</sub> resulting in more than \$11 million in average savings for their respective businesses.

### Transportation

Grainger relies on a network of third-party carriers for its transportation needs. The company works closely with these providers to continuously identify opportunities to maximize

efficiency and minimize fuel use. Grainger continues to be the only Industrial supplier to be recognized by the U.S. Environmental Protection Agency (USEPA) as a SmartWay® partner. The program provides a forum for the USEPA and businesses to collaborate in order to improve their environmental efficiency of their supply chains' transport by reducing GHG emissions and other air pollution.

## Forward

### WHAT'S COMING IN OUR 2018 REPORT

- Sustaining our Environment will now be Solutions and Stewardship
- Subjects will include efficient operations, packaging efficiency, customer solutions and product stewardship
- Metrics will include resource stewardship, product impact and lifecycle, continuity and solutions and translating efficiency into sustainability
- For supply chain stewardship, see Supply Chain



## Serving Our Communities

Grainger's culture of service extends into the local communities where our team members live and work.

Our partnerships, products, and people enable us to provide vital resources to advance the lives of those around us. Our community investments reflect the nature of our business, and our commitments are driven by where we make the most of our resources. We focus on disaster preparedness and response, education and workforce development, and local civic and community engagement.



### IN THIS SECTION

#### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

#### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activation

#### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

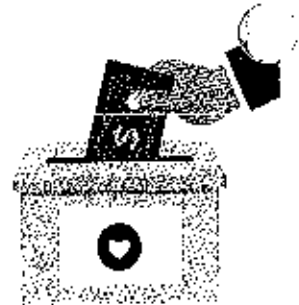
Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

### OUR APPROACH

Grainger works to support long-term resilient communities. Our community affairs efforts focus on disaster preparedness and response, education and workforce development and local and community engagement. We leverage the thought leadership of our executives, the at-the-ready spirit of volunteerism of our Business Resource Groups, our team members' depth of knowledge in supply chain operations and our 80 years of experience with the communities where we live and work to help drive social benefits across North America. We work collaboratively with our community partners through a combination of resources including in-kind donations, team member volunteerism and our 3:1 matching gifts program.

# \$24M+

Grainger contributed more than \$24 million in total corporate giving in 2017



#### Disaster Preparedness and Response

As the threat of disaster intensifies, disaster philanthropy must evolve radically in order for communities and economies to thrive. Organizations well-versed in supply chain and logistics, like Grainger, have a unique obligation to provide support when disasters occur. We combine years of experience, the knowledge and capabilities of our Corporate Emergency Response Team and the partnership of the Red Cross to deliver products and financial support before, during and after natural disasters.

[>>Learn More About Disaster Preparedness and Response](#)

#### Education and Workforce Development

We believe at the heart of opportunity lies education. As the world evolves, the need for education becomes increasingly important. Grainger is dedicated to helping those who desire an education, so they can better themselves, their families and those around them. We are proud of the education and workforce development progress we support, but we are most proud and inspired by those who endeavor to achieve more and strive for a better tomorrow.

[>>Learn More About Workforce Development and Education](#)

#### Local Civic and Community Engagement

Led by our industry-leading 3:1 matching gifts program, our local engagement pillar provides team members with the opportunities to direct support and in-kind donations to the organizations their communities value most.

[>>Learn More About Local Civic and Community Engagement](#)





## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

## DISASTER PREPAREDNESS AND RESPONSE

As most agree, disasters around the world are increasing in frequency and severity—predominantly due to climate change. The economic and social effect of these events is predicted to reach unprecedented levels within the next four decades. Overwhelmingly, corporate gifts are directed to immediate disaster relief, as opposed to risk reduction before disasters or recovery efforts after. Despite the fact that the number of natural disasters continue to rise, disaster relief accounts for only two percent of overall corporate giving. In fact, more than five times as much relief is spent on immediate disaster response versus reduction or recovery globally.

Grainger provides service and support to communities affected by regional, national and global emergencies. Through these disasters, we have acted as trusted partners to restore the resilience of our communities. Grainger has been there, time and time again, to provide our customers and communities with a consolidated source for critical supplies and equipment needed to prepare, respond and recover. We assist first responders, first receivers, private sector organizations and non-profit partners with a wide range of emergencies. We seek to continually improve our response capabilities based upon lessons learned from each recovery effort.



Grainger has given more than \$18 million to the American Red Cross since the partnership launched

## American Red Cross

Field in service, our products and our supply chain expertise make us a natural leader in disaster preparedness and response. For that reason, we have been a long-time partner of the Red Cross. In fact, Grainger has donated more than \$18 million in cash and product to the American Red Cross since 2001, and the Canadian Red Cross since 2009. Grainger offers

the broadest product portfolio in the preparedness market. The product categories presented are based upon recommendations from authorities including FEMA, the Centers for Disease Control, the U.S. Department of Health & Human Services, the Department of Homeland Security and the American Red Cross.

Each year, the American Red Cross responds to disasters across the country—from home fires to tornadoes and severe winter weather, hurricanes and floods to transportation accidents and explosions. The Red Cross not only provides food, shelter and clothing, but also offers comfort and care to those affected by disasters during their time of greatest need. Through our partnership with the American Red Cross, we continue to leverage our resources, best practices in logistics, team member engagement and technology to assist in the accomplishment of their mission.



PHOTO: In 2017, Cynthia Wehrlein logged 470 volunteer hours for the Red Cross.





## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

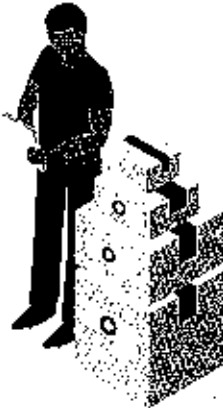
Giving  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

# \$250K

Donation to the **American Red Cross Annual Disaster Giving Program®** for Hurricane Harvey, Maria and Irma



## Hurricane Harvey / Irma Response

Hurricane Harvey made landfall as a category-4 hurricane near Rockport, TX. As the storm tracked toward landfall, Grainger activated the Corporate Emergency Response Team for briefings every morning and afternoon including weekends. Supply chain teams quickly repositioned critical supplies within the Grainger distribution network of branches and regional DCs. Grainger's Roanoke DC, located near Fort Worth, played a central role in the distribution of supplies throughout response and recovery operations. Grainger transportation managers expedited deliveries in coordination with state, county and local emergency offices. Grainger supplied 10 truckloads of Meals Ready to Eat and bottled water to support evacuation shelters.

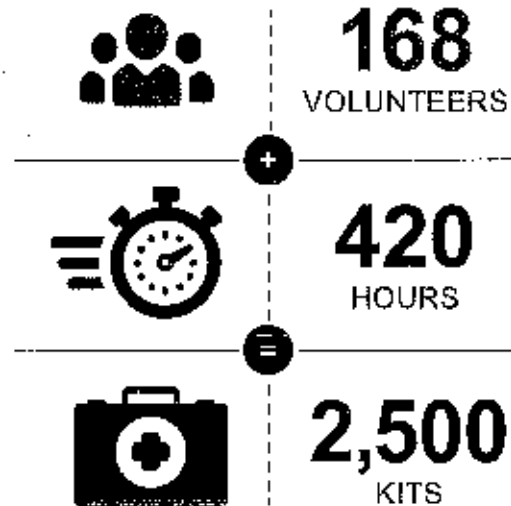


VIDEO: American Red Cross Responds to Tornadoes Across the Country

**The Future of Disaster Philanthropy** The United Nations has said that every dollar invested into disaster preparedness saves 87 in disaster aftermath. As a supporter of the American Red Cross Annual Disaster Giving Program® (ADGP), Grainger invests in disaster relief before the disaster occurs, ensuring the Red Cross can pre-position supplies, secure shelters, maintain vehicles and train volunteers nationwide.

In 2017, we committed to the \$1 million level of ADGP support for the American Red Cross. These funds were used to provide for activities like smoke detector distributions and installations, increased volunteer engagement opportunities and the sponsorship of local emergency response vehicles.

Through our partnership with the American Red Cross, we delivered \$250,000 worth of in-kind donations to the affected areas in Texas, Florida, California and Puerto Rico. Also, our team members rallied, packing 2,500 comfort kits benefiting those living in shelters in Texas, Florida and California. The kits included basic necessities such as toiletries, wash cloths and more.



168 Volunteers Packed 2,500 Kits  
Totaling 420 Hours for American Red Cross  
National Preparedness Month



## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Marching Calls Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe



## Ready when the time comes®

# 1,900+ Volunteer Hours

### Team Member Activation

Grainger is the National Founding Sponsor of the Red Cross Ready When the Time Comes® (RWTC) corporate volunteer program in the U.S. and Canada. More than 1,700 Grainger team members have been trained as RWTC volunteers.

Home fires are the most common disaster in the U.S., and the Red Cross responds to one every eight minutes. In 2014, the Red Cross launched a nationwide campaign aimed at reducing home fire deaths and injuries by 25 percent in the U.S. by 2020. Grainger supports the campaign with an annual donation of smoke detectors, which are installed by volunteers and fire departments in at-risk communities. The campaign makes a huge difference, as more than 656,000 smoke detectors have been installed since the beginning of the program, including more than 68,000 donated by Grainger thus far, and more than 332 lives have been saved, including 97 in 2017 alone.



# 68,000+

Total Number of Smoke Alarms  
Grainger has Donated (to date)

## Ready When the Time Comes® Volunteer Profile

In 2017, Laura Lacher and her daughter participated in the Sound the Alarm Event in Waukegan. They conducted disaster planning with a resident and local fire chief.



PHOTO (TOP, FROM LEFT): Nathan Saxton, Laura Lacher, Andrew Masters, Waukegan Fire Department Firefighter at Sound the Alarm. PHOTO (BOTTOM): Laura Lacher (with child)

"I left the Sound the Alarm Event with a sense of pride resulting from the time we spent in our community; and for Grainger's role in partnering with the Red Cross and Fire Department to make this community support happen. I think that more Grainger team members should participate."

LAURA LACHER, EXECUTIVE ASSISTANT





## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activities

### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activities

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

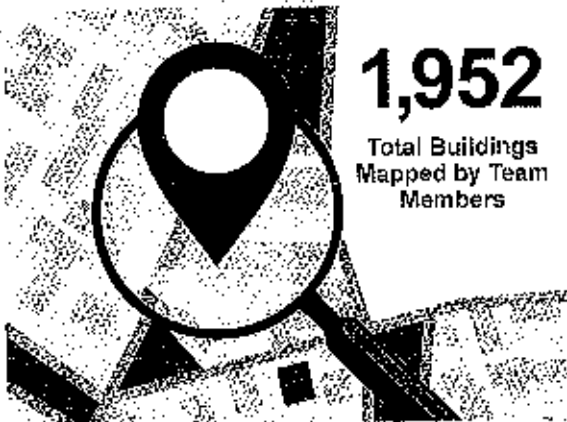
## Putting the World's Vulnerable People on the Map

Disasters around the world kill nearly 100,000 and affect or displace 200 million people each year. Many of the places where these disasters occur are "missing" from any map and first responders lack the information to make valuable decisions regarding relief efforts. Missing Maps is an open, collaborative project in which our team members help to map areas where humanitarian organizations are trying to meet the needs of vulnerable people.



# \$300k+

## Donations to Large Disaster Events



# 1,952

### Total Buildings Mapped by Team Members

In 2017, Grainger partnered with the American Red Cross on its Missing Maps Project. During Grainger's inaugural "map-a-thons," team members used their computers to identify buildings and infrastructure in "unmapped" areas across the world to provide the Red Cross and emergency responders with better access in times of disaster. After the mapping session, volunteers were equipped to continue mapping on their own to provide additional support. Through our efforts this year, 41 team members provided 1,980 edits to disaster recovery areas and mapped 1,952 buildings, including locations in Puerto Rico, to assist in hurricane recovery efforts.

### MISSING MAPS AREAS OF MAPPING



## Malaysia

Mapped to Prepare for  
2018 Vaccination  
Initiative

## Puerto Rico

Mapped to Assist Hurricane  
Maria Relief Efforts



## Serving Our Communities

**DISASTER PREPAREDNESS  
AND RESPONSE**  
American Red Cross  
Team Member Activation

**EDUCATION AND  
WORKFORCE DEVELOPMENT**  
Giving  
Team Member Activation

**LOCAL CIVIC AND  
COMMUNITY ENGAGEMENT**  
Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Granger Around the Globe

### GRAINGER 111th

#### ROAD THROUGH OUR 90<sup>TH</sup> YEAR

In honor of the company's 90th anniversary, team members throughout the U.S., rolled up their sleeves to support their local communities. In addition to giving back to their communities individually, many groups incorporated volunteering as part of team meetings and family events. While some team members volunteered in the community, others did so onsite at or around a Grainger facility. In total, more than 2,000 team members contributed about 9,000 hours of volunteer service.

#### Tree Planting

April

More than 50 Grainger top sales team members from around the world – known as "President's Club" partners with Jean-Michel Cousteau's Ambassadors of the Environment and volunteered to plant trees in Mettl.

#### March Nutrition Kits

We kicked off the 90th with our first-ever onsite volunteer activity at the annual Grainger Show, which brings our team members, suppliers, and customers together over a few days in Florida. During the Show, 80-plus team members packed 500 nutrition kits to support undernourished students in Central Florida. Grainger partners with A Gift for Teaching to distribute the completed kits to two schools in Central Florida.

#### Chicago Cares

June

Over 50 team members painted Nicholson Technical Academy, a Chicago Public School, as part of the Chicago Cares Annual Serve-A-Thon.

#### May

#### Food Drive

Oklahoma City Food bank gained the help of 12 Grainger volunteers who sorted and loaded 17,100 pounds of food at the local post office as part of the Letter Carrier's Food Drive.

#### Individual Volunteering

August

Team members also volunteered individually during the year, serving more than 1,700 hours collectively. One team member volunteered as a guardian for a 94-year-old WWII Army veteran on an Honor Flight to Washington, DC.

#### July

#### Teacher Appreciation

Grainger incorporated volunteerism in our Annual family picnic in Illinois – 40 team members, family and friends packed 600 teacher's appreciation kits filled with supplies that were distributed to teachers in Illinois serving Lake County and Chicago Public Schools.

#### Community Volunteering

September

Our leaders rolled up their sleeves during the company's annual Grainger Forward meeting convening Grainger executives from around the world in our Lake Forest, IL, HQ campus. 30 leaders packed 900 Red Cross comfort kits to support those survivors of Hurricane Harvey and Irma who were living in shelters. This is the first time the company added a volunteer project to the annual meeting agenda.

#### September

#### Homeless Shelter

More than 50 members of the African-American BRG across seven states rallied in support Covenant House, a homeless shelter for youth, by providing job readiness skills development and life coaching.

#### Map-A-Thons

October

In Chicago and Lake Forest, IL, more than 40 team members participated in Red Cross/Grainger map-a-thon where they plotted 1,952 buildings.

#### October

#### Wildfire Disaster Relief

To support survivors of the California wildfires living in shelters, 40 team members packed 500 Red Cross comfort kits during a meeting of the Latino BRG in Ontario, CA.

#### October

#### Hurricane Disaster Relief

In Lake Forest, IL, a team of 18 team members in the Communications & Investor Relations group packed 600 comfort kits to benefit survivors of the summer hurricanes that were evacuated to shelters.

#### November

#### Red Cross

In Janesville, WI, 60 team members from U.S. and Panama convened in Wisconsin for a meeting and prepared cards for the comfort kit bundles for Veterans and volunteer thank you cards for the Red Cross.

#### November

#### Veteran Assistance

The Veterans & Military Partner BRG packed 400 comfort kits to benefit homeless, disabled veterans in honor of Veteran's Day.

#### December

#### Children's Hospital

Team members volunteered in bring the winter holiday season to children hospitalized in the Texas Scottish Rite Hospital for Children in Dallas, TX.



## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

## EDUCATION AND WORKFORCE DEVELOPMENT

Since 2001, Grainger has leveraged its passion for education and job training to create positive changes and new opportunities in our communities. We work with several non-profit organizations to build a foundation of new possibilities for highly motivated students based on need. We leverage the strength and support of our BRGs to partner with several organizations to provide guidance, funding and tools to students in our communities.

154

Grainger Tools for Tomorrow<sup>®</sup> Scholarships Provided in 2017



85

Participating Colleges

### Giving

We invest in the future of the skilled trade workforce through our Grainger Tools for Tomorrow<sup>®</sup> scholarship program. Each year, Grainger works with the American Association of Community Colleges to offer two scholarships of \$2,000 each at participating community colleges in the U.S. The scholarships are awarded to students in skilled trade, public safety and supply chain programs. Half of the scholarships offered are earmarked for veterans of the U.S. Armed Forces. In addition to the scholarship, Grainger provides tools to students after they graduate to help them launch a successful career. Since 2006, Grainger has donated more than \$4.5 million to support technical education. In 2017, 85 schools participated and we provided 154 scholarships. This represents a 74 percent participation rate, which since 2008 has exceeded the national average of 60 percent.



\$4.5M+

Total support to Education and Workforce Development partners since 2006

## Grainger Tools for Tomorrow<sup>®</sup>

On October 4, 2017, Grainger celebrated the success of the Grainger Tools for Tomorrow<sup>®</sup> scholarship program graduates at an event hosted by the Latino Business Resource Group in honor of the close of Hispanic Heritage Month at our Los Angeles DC in Mira Loma, CA. During the event, we presented scholarship recipients with certificates and celebrated our workforce development partnerships with local community colleges. Arcadio Ochoa, Director of the LADC, presented certificates to students from Chaffey College and Saddleback College.



PHOTO (FROM LEFT): Arcadio Ochoa (Grainger), Kevin Kiser (Chaffey), Haven Griffin (Chaffey), Kyle Moller (Saddleback), Raj Dhillon (Saddleback, Instructor), Rudy Jimenez (Grainger) CREDIT: RENEQ YOUNG

"I would like to extend to you my sincere gratitude to all at Grainger in presenting this award to Kyle Moller from Saddleback College. Your scholarship program is another great reason why our students continue their education. With Grainger's kind generosity, the journey is made possible. This award has brought motivation and gratification, reminding our students that hard work does pay off. Thank you for recognizing the importance of education and for recognizing our students past and present as recipients of this award."

RAJANPAL (RAJ) DHILLON  
SQL TECHNICIAN, SADDLEBACK COMMUNITY COLLEGE



## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Making Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

### Team Member Activation

Grainger continues to support its local communities through the Business Resource Group Community Fund. Since its inception in 2014, the Fund has aligned our BRGs with nonprofit partners to amplify the efforts of both. In 2017, we increased the effectiveness of this program by aligning BRG resources around one program area, workforce development. By encouraging the BRGs to collaborate, we believe we will strengthen the program and create even more meaningful outcomes.



Total support of Education and Workforce Development programs by the BRG Community Fund

In addition to an aligned program area, we have united the BRG Community Fund with another key initiative, our Executive Board Placement (EBP) Program. The EBP program provides high-potential executives an opportunity to refine and enhance their leadership skills, cultivate strong and strategic partnerships with local non-profits, and engage Grainger in civic activities that foster inclusion and diversity. Our goal with the EBP program is to leverage the valuable skills of our leaders with organizations that provide programs for community engagement, volunteer mobilization and team member development.

Grainger's EBP Program started in 2008, with eight executives serving on non-profit boards. This number has grown to 25 executives; eight of the organizations supported by the BRG Community Fund have a Grainger executive serving on their board.

**One Million Degrees** Four BRGs collaborated to support One Million Degrees (OMD) in 2017, including the African-American, Equality Alliance, Generational and Latino BRGs. OMD is dedicated to providing comprehensive support to low-income, highly-motivated community college students to help them succeed in school, work and life. From tutors and coaches to financial assistance and leadership development, OMD provides tools and resources that empower scholars to transform their lives. This year, Grainger became one of the largest providers of OMD coaches, with 20 team members serving as coaches to OMD scholars.

In 2017, Grainger sponsored OMD scholars from the College of Lake County (CLC) during a speed-networking event at our Lake Forest, IL campus. Approximately 40 Grainger team members, some serving as OMD coaches, volunteered to hear and constructively critique the job interview skills of participating CLC students during an evening reception. This was the first such OMD event offered onsite at a corporation. The event was introduced by masters of ceremony Brent Tollison, Vice President of Commercial Sales, and Ben Nichols, Vice President of Government Sales, who serve on the boards of OMD and CLC, respectively.

**I.e. stars Foundation** This organization, supported by our Generational BRG, provides a rigorous technology-based workforce development and leadership training program for low-income adults, developing Chicago's most promising information technology talent with leadership goals and connecting them with career opportunities through partner organizations like Grainger. Historically, Grainger has supported a cohort of "stars" who are given a real business challenge to solve. Grainger then may recruit members of the cohort for roles in our organization. Nkosi White, now one of Grainger's End Point Analysts, participated in an I.e. stars program and has been employed at Grainger for 10 years.

In the spring and fall of this year, the Generational BRG invited "stars" to participate in a career day at Grainger's Chicago, IL, downtown campus. During the event, Grainger team members volunteered to share their career and development paths.



## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Around the Globe

## LOCAL CIVIC AND COMMUNITY ENGAGEMENT



### Matching Gifts Program

The Grainger Matching Charitable Gifts Program aims to amplify our U.S. team members' personal community support. Through the program, the company offers a 3:1 match of eligible team member contributions (up to \$2,500 annually) to qualifying organizations.

The program places Grainger in an elite group of U.S. companies that match team members' contributions at this rate. Our intention is to encourage our team members to engage with the eligible non-profit organizations that matter most to them in their community.

### Community Grant Program

The Company is proud to participate with The Grainger Foundation in the Grainger Community Grant Program (GCGP) to help address local community needs throughout the United States and Puerto Rico. Since its inception in 2007, the GCGP has made more than 6,700 grants, totaling \$54 million dollars.

nearly  
**900**



Number of grants  
given in Grainger  
Community Grant  
Program

Under the GCGP, Grainger's Branch/Operations Managers, Contact Center Directors and DC Directors identify charitable organizations in their local communities and make grant recommendations to The Grainger Foundation ranging from \$2,500 up to \$10,000. As a result of recommendations submitted throughout 2017, The Grainger Foundation made nearly 900 grants totaling \$5.8 million to a wide variety of organizations in the areas of health and human services, food banks, civic, disaster relief, and education. Human Service organizations represented the largest share of grants through the GCGP. The second largest was Community Service organizations.

The Grainger Foundation, an independent private foundation, was established in 1949 by William W. Grainger, the Company's founder.

### Serving Our Communities Survey

Our team members' commitment to local communities is a key ingredient in the success of our community affairs program. As the program develops and grows with our team, we wanted to better understand how connected our team members are to the partners and programs we offer. In 2018, we surveyed 2,100 U.S. team members within the organization. Nearly 600 team members responded to the survey (approximately 28 percent of respondents). In 2017, we surveyed 2,100 team members to help identify how we could enhance the spirit of volunteerism. In 2018, new questions were designed to solicit team member feedback about their experience with Grainger's 90th anniversary celebration activities.

More than half of team members surveyed indicated that volunteering improves their engagement, holding consistently at 61 percent from 2016. In addition, 62 percent of team member indicated that they participated in Grainger's volunteer program, up from 54 percent in 2016.

## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

Civitas  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Matching Gifts Program  
Community Grant Program  
Serving Our Coworkers Survey  
Grainger Around the Globe

## Grainger Around the Globe

**Mexico** Grainger Mexico found its way to give back to the community once again. During 2017, as an initiative of its Women's BIG and through their community affairs program, they called upon their team members to voluntarily support and assist women in need through maintenance services for a rehabilitation center for women with cancer as well as bringing support to a rehabilitation center for women with addictions, causing a positive effect to more than a hundred women and their families.

Team Mexico has also sponsored a local robotics team, TigreRobotics, with product to support their initiatives such as building arm prosthetics for children and taking part in various competitions such as FIRST<sup>®</sup>, with the goal of inspiring students to be science and technology leaders. During 2017, Grainger Mexico donated \$1.7 million pesos in product to the Red Cross to help during the tragic earthquake that shook the country. The team also donated an overall amount of \$14.8 million pesos to local nonprofit organizations in product, inspired 45 team members to participate in a blood donation program that helped saving 132 lives and continued with internal recycling, waste reduction and energy saving programs.



*Working Mother Mexico* recognized Grainger Mexico as one of the best companies that support working families in the country and for seeking equality in opportunities for female talent, especially that of working mothers. Also, for the fourth year in a row, the Mexican Center for Philanthropy recognized the company with the 2018 Empresa Socialmente Responsable Award. This group annually recognizes companies that demonstrate excellence in social responsibility and have a commitment to team members, investors, customers and their local communities.

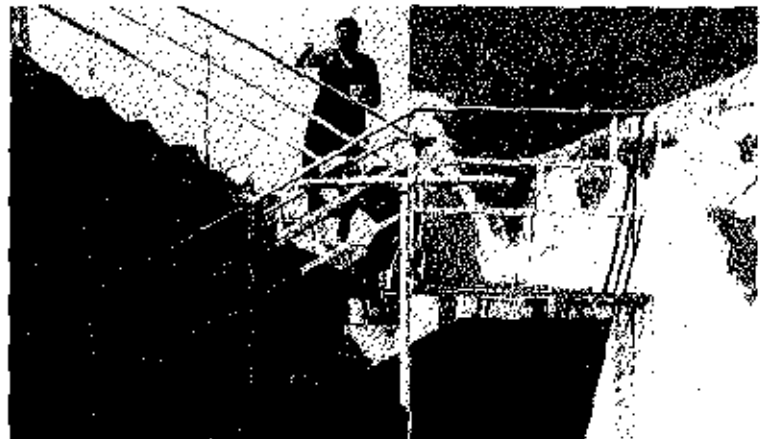


PHOTO (LEFT, FROM LEFT): Rafael Vazquez, Miguel Salazar, Amparo Horta, Jorge, Miguel Martínez, and Hector Pedraza from the TigreRobotics team. PHOTO (RIGHT): Grainger Mexico team members from the Women's Highest Resource Group assist in maintenance and repair of a women's rehabilitation center.



## Serving Our Communities

### DISASTER PREPAREDNESS AND RESPONSE

American Red Cross  
Team Member Activation

### EDUCATION AND WORKFORCE DEVELOPMENT

Giving  
Team Member Activation

### LOCAL CIVIC AND COMMUNITY ENGAGEMENT

Matching Gifts Program  
Community Grant Program  
Serving Our Communities Survey  
Grainger Volunteer Info Globes

**Canada** Acklands-Grainger's efforts focus on three pillars of community investment: disaster preparedness, Aboriginal development and skilled trades. Acklands-Grainger is a national founding partner of Ready When the Time Comes®, a disaster preparedness program administered by the Canadian Red Cross. The program prepares employees of organizations to mobilize as a community-based volunteer force when disaster strikes. Acklands-Grainger supports the Canadian Aboriginal community through its support of the Canadian Council on Aboriginal Business, and supplier diversity, with its support of the Canadian Aboriginal and Minority Supplier Council. In 2017, Acklands-Grainger began supporting the skilled trades in Canada through its partnership with Skills Ontario, a Canadian leader in skilled trades development.

**United Kingdom** During 2017, Cromwell launched its "Charity of Choice Campaign" in which 46 percent of team members voted for Macmillan Cancer Support. The company also kick-started its partnership with the World's Biggest Coffee Morning, a fundraising event for people facing cancer. Team members all over the United Kingdom came together to show support, by hosting their own Cromwell on-site Coffee Morning! This fantastic day consisted of raffics, cake bingo and more, raising the equivalent to 122 hours of funding for a Macmillan Nurse. Team Cromwell continued to raise money for great causes such as Cystic Fibrosis, Children in Need and Save the Children. In total Cromwell and the UK team raised nearly £5,000, exceeding the 2016 amount of just over £2,500.

**China** Grainger China focused on drives and donations in their local community in 2017. Team China collected more than 6 boxes of clothing and office supplies, which will be distributed to need-based organizations supporting children and adults. This donation represents the eighth round of donations organized over the past five years.



9k+

Total number of  
volunteer hours

**Europe** Disaster struck in June and July of 2017, when wild fires ripped through central Portugal. Factory team members stepped in to help people in Oliveira de Hospital, Arganil, Torrejola, Benavogue and Oeiras who had lost homes, belongings and employment as a result of the fires. The team collected food, building materials, furniture, kitchenware, clothing and personal hygiene products. They provided these items in person to families in need so they could begin rebuilding their lives.



### Forward

#### WHAT'S COMING IN OUR 2019 REPORT

- Serving our Communities will be included in the People and Purpose pillar.
- Metrics will include greater information on company contributions and team member activation within our signature partnerships.

## Report Content Index\*

DISCLOSURE NUMBER	GRI STANDARD TITLE	DISCLOSURE TITLE	PAGE NUMBER OR DATA POINT
<b>General Disclosures</b>			
102-1	General Disclosures	Name of the organization	W.W. Granger Inc.
102-2	General Disclosures	Activities, brands, products, and services	Granger At A Glance, Pages 6-11 Fact Book, Pages 1-9 Annual Report
102-3	General Disclosures	Location of headquarters	Lake Forest, Illinois
102-4	General Disclosures	Location of operations	Granger At A Glance, Pages 6-7 Fact Book, Page 1 Annual Report, Pages 4-7
102-5	General Disclosures	Company or legal form	Annual Report, Pages 4-7
102-6	General Disclosures	Markets served	Granger At A Glance, Pages 6-11 Fact Book, Pages 1-9 Annual Report
102-7	General Disclosures	Size of the organization	Granger At A Glance, Pages 6-11 Valuing Our People, Page 22 Fact Book, Pages 9-12 Annual Report, Pages 4-7
102-8	General Disclosures	Supply chain	Granger At A Glance, Pages 6-11 Sustaining Our Environment, Page 21, 24-28 Fact Book, Page 6 Annual Report, Page 6
102-10	General Disclosures	Significant changes to the organization and its supply chain	Annual Report, Pages 1-9 Fact Book, Pages 1-12
102-11	General Disclosures	Precautionary Principle or approach	Granger does not have a position on the precautionary approach
102-12	General Disclosures	External influences	While Granger has not endorsed any external initiatives, this report makes reference to several of the Global Reporting Initiative's (GRI) Standards for reporting purposes, and our CSR Working Group is working toward a report prepared in accordance with the GRI Standards
102-13	General Disclosures	Membership of associations	United States Member of Committee National Association of Wholesalers
102-14	General Disclosures	Statement from senior decision-maker	Letter from the CEO, Page 4
102-15	General Disclosures	Key impacts, risks, and opportunities	Letter from the CEO, Page 4 Letter from the Executive Sponsor, Page 5 Granger At A Glance, Page 7 Fact Book, Pages 1-12 Annual Report, Item 1A, Pages 7-10
102-16	General Disclosures	Values, principles, standards, and norms of behavior	Operating Responsibility, Page 13 2016 Proxy Statement, Pages 23-26, 28
102-17	General Disclosures	Mechanism for advice and concerns about ethics	Operating Responsibility, Page 13
102-18	General Disclosures	Governance structure	Operating Responsibility, Pages 17-19 Annual Report, Page 33 2016 Proxy Statement, Pages 1-36
102-19	General Disclosures	Delegating authority	Operating Responsibility, Pages 17-19 Annual Report, Page 33 2016 Proxy Statement, Pages 1-36
102-20	General Disclosures	Executive-level responsibility for economic, environmental, and social topics	Operating Responsibility, Pages 17-19 Letter from Executive Sponsor, Page 6 Board Affairs & Nominations Committee Charter
102-21	General Disclosures	Consulting stakeholders on economic, environmental, and social topics	Letter from the Executive Sponsor, Page 5 Granger At A Glance, Pages 7-10
102-22	General Disclosures	Composition of the highest governance body and its committees	Operating Responsibility, Pages 17-19 Annual Report, Page 33 2016 Proxy Statement, Pages 1-36
102-23	General Disclosures	Chair of the highest governance body	Operating Responsibility, Pages 17-19 Annual Report, Page 33 2016 Proxy Statement, Pages 1-36
102-24	General Disclosures	Nominating and selecting the highest governance body	Operating Responsibility, Pages 17-19 Annual Report, Page 33 2016 Proxy Statement, Pages 1-36
102-25	General Disclosures	Conflicts of interest	Operating Responsibility, Pages 17-19 Annual Report, Page 33 2016 Proxy Statement, Pages 1-36
102-26	General Disclosures	Role of highest governance body in setting purpose, values, and strategy	Operating Responsibility, Pages 17-19 Annual Report, Page 33 2016 Proxy Statement, Pages 1-36
102-27	General Disclosures	Collective knowledge of highest governance body	Operating Responsibility, Pages 17-19 2016 Proxy Statement, Pages 1-36
102-28	General Disclosures	Evaluating the highest governance body's performance	Operating Responsibility, Pages 17-19 2016 Proxy Statement, Pages 1-36



DISCLOSURE NUMBER	GRI STANDARD TITLE	DISCLOSURE TITLE	PAGE NUMBER OR DATA POINT
<b>General (continued)</b>			
102-29	General Disclosures	Identifying and managing economic, environmental, and social impacts	Letter from the CEO, Page 4 Letter from the Executive Sponsor, Page 5 Granger At A Glance, Pages 6-11 Operating Responsibly, Pages 16-17 2016 Proxy Statement, Pages 23-24, 78 Annual Report, Item 16, Pages 7-10
102-30	General Disclosures	Clarity of risk management processes	Letter from the CEO, Page 4 Letter from the Executive Sponsor, Page 5 Granger At A Glance, Pages 6-11 Operating Responsibly, Pages 16-17 2016 Proxy Statement, Pages 23-24, 78
102-31	General Disclosures	Review of economic, environmental, and social topics	2016 Proxy Statement, Page 17, 24
102-32	General Disclosures	Highest governance body's role in sustainability reporting	Letter from the CEO, Page 4 Letter from the Executive Sponsor, Page 5 Operating Responsibly, Page 16-17 2016 Proxy Statement, Pages 17, 24
102-33	General Disclosures	Communicating critical concerns	Granger Investor Relations Website
102-34	General Disclosures	Nature and total number of critical concerns	Annual Report, Page 31
102-40	General Disclosures	List of stakeholder groups	Granger At A Glance, Pages 6-11
102-42	General Disclosures	Identifying and selecting stakeholders	Granger At A Glance, Pages 6-11
102-43	General Disclosures	Approach to stakeholder engagement	Granger At A Glance, Pages 6-11
102-44	General Disclosures	Key points and concerns raised	Granger At A Glance, Pages 6-11
102-45	General Disclosures	Critique included in the consolidated financial statements	Fact Book, Page 1 Annual Report, Pages 6-7
102-46	General Disclosures	Defining report content and topic boundaries	Granger At A Glance, Page 4
102-47	General Disclosures	List of material topics	Granger At A Glance, Pages 6-11
102-48	General Disclosures	Restatements of information	Sustaining Our Environment, Page 31
102-49	General Disclosures	Changes in reporting	None
102-50	General Disclosures	Reporting period	January 1, 2017 - December 31, 2017
102-51	General Disclosures	Date of most recent report	May 2017
102-52	General Disclosures	Reporting cycle	Annual
102-53	General Disclosures	Contact point for questions regarding the report	Sarah Power
102-54	General Disclosures	Outline of reporting in accordance with the GRI Standards	While Granger does not make any claim as to the use of external "independents" in preparation of this report, this report makes reference to several of the Global Reporting Initiative's (GRI) Standards for reporting purposes, and our CSR Working Group is working toward a report prepared in accordance with the GRI Standards
102-55	General Disclosures	GRI content index	GRI Content Index
102-28	General Disclosures	External assurance	Granger At A Glance, Page 7
<b>Management Approach</b>			
103-1	Management Approach	Explanation of the material topic and its boundary	Granger At A Glance, Pages 6-11 Operating Responsibly, Page 12 Valuing Our People, Page 19 Sustaining Our Environment, Page 31 Serving Our Communities, Page 40
103-3	Management Approach	Evaluation of the management approach	Granger At A Glance, Pages 6-11 Corporate Governance, Pages 17-18
<b>Economic</b>			
201-1	Economic Performance	Direct economic value generated and distributed	Fact Book, Pages 8-12
201-2	Economic Performance	Financial implications and other risks and opportunities due to climate change	Annual Report, Item 1A, Pages 7-10
201-3	Economic Performance	Defined benefit plan obligations and other retirement plans	Annual Report, Pages 66-69
204-2	Indirect Economic Impacts	Significant indirect economic impacts	2016 Proxy Statement, Section, Page X
205-1	Anti-corruption	Corruption assessment for risks related to corruption	Operating Responsibly, Page 18
205-2	Anti-corruption	Commercial and training about anti-corruption policies and procedures	Operating Responsibly, Page 19
205-3	Anti-corruption	Confirmed incidents of corruption and actions taken	None. Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017
208-1	Anti-competitive Behavior	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None. Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017
<b>Environmental</b>			
301-1	Materials	Materials used by weight or volume	Sustaining Our Environment, Page 30
301-2	Materials	Recycled input materials used	Sustaining Our Environment, Page 35
301-3	Materials	Reclaimed products and their packaging materials	Sustaining Our Environment, Page 35
302-1	Energy	Energy consumption within the organization	Sustaining Our Environment, Pages 32-34
302-2	Energy	Energy consumption outside of the organization	Sustaining Our Environment, Page 33
302-3	Energy	Energy intensity	Sustaining Our Environment, Pages 32-34
302-4	Energy	Reduction of energy consumption	Sustaining Our Environment, Pages 32-34
302-5	Energy	Reductions in energy requirements of products and services	Sustaining Our Environment, Pages 37-38

DISCLOSURE NUMBER	GRI STANDARD TITLE	DISCLOSURE TITLE	PAGE NUMBER OR DATA POINT
<b>Environmental (continued)</b>			
305-1	Water	Water withdrawal by source	Sustaining Our Environment, Page 35
305-2	Water	Water sources significantly affected by withdrawal of water	Sustaining Our Environment, Page 35
305-3	Water	Water recycled and reused	Sustaining Our Environment, Page 36
305-1	Emissions	Direct (Scope 1) GHG emissions	Sustaining Our Environment, Page 32
305-2	Emissions	Energy Indirect (Scope 2) GHG emissions	Sustaining Our Environment, Page 32
305-3	Emissions	Other Indirect (Scope 3) GHG emissions	Sustaining Our Environment, Page 39
305-4	Emissions	GHG emissions intensity	Sustaining Our Environment, Page 32
305-4	Emissions	Reduction of GHG emissions	Sustaining Our Environment, Page 32
306-1	Effluents and Waste	Water discharge by quality and destination	Sustaining Our Environment, Page 38
306-2	Effluents and Waste	Waste by type and disposal method	Sustaining Our Environment, Page 36
306-3	Effluents and Waste	Significant spills	None. Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017.
306-5	Effluents and Waste	Water bodies affected by water discharge and/or runoff	None. Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017.
307-1	Environmental Compliance	Non-compliance with environmental laws and regulations	None. Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017.
308-1	Supplier Environmental Assessment	New suppliers that were screened using environmental criteria	Sustaining Our Environment, Page 39 2017 CSR Report, Operating Responsibly, Page 14
308-2	Supplier Environmental Assessment	Negative environmental impacts in the supply chain and actions taken	Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017.
<b>Social</b>			
403-1	Occupational Health and Safety	Workers' non-accident lost time (injury management)-worker health and safety incidents	Valuing Our People, Pages 21-22
403-2	Occupational Health and Safety	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Valuing Our People, Page 20 No fatalities in 2017.
403-3	Occupational Health and Safety	Workers with high incidence or high risk of diseases related to their occupation	Granger has not identified any operations with high incidence or risk of diseases related to occupation.
404-1	Training and Education	Average hours of training per year per employee	Valuing Our People, Pages 21, 24
404-2	Training and Education	Programs for upgrading employee skills and transition assistance programs	Valuing Our People, Pages 23-28
404-3	Training and Education	Percentage of employees receiving regular performance and career development reviews	Valuing Our People, Page 26
409-1	Freedom of Association and Collective Bargaining	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Granger has not identified any operations where the right to freedom of association is at risk.
409-1	Child Labor	Operations and suppliers at significant risk for incidents of child labor	Granger has not identified any operations where there are significant risks of child labor.
409-1	Forced or Compulsory Labor	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Granger has not identified any operations where there are incidents of forced or compulsory labor.
410-1	Security Practices	Security personnel trained in human rights policies or procedures	Granger has not identified any operations where there are significant risks of human rights violations.
411-1	Rights of Indigenous Peoples	Incidents of violations involving rights of indigenous peoples	Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017.
412-1	Human Rights Assessment	Operations that have been subject to human rights reviews or impact assessments	2017 CSR Report, Operating Responsibly, Page 16
412-2	Human Rights Assessment	Employee training on human rights policies or procedures	Operating Responsibly, Pages 12-14
412-3	Human Rights Assessment	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Operating Responsibly, 2017 CSR Report, Page 9
413-1	Local Communities	Operations with local community engagement, impact assessments, and development programs	Serving Our Communities, Pages 40-50
413-2	Local Communities	Operations with significant actual and potential negative impacts on local communities	Granger has not identified any operations where there are significant actual or potential negative impacts on local communities.
414-1	Supplier Social Assessment	New suppliers that were screened using social criteria	Operating Responsibly, 2017 CSR Report, Page 8
414-2	Supplier Social Assessment	Negative social impacts in the supply chain and actions taken	Granger has not identified any negative social impacts in the supply chain.
418-1	Customer Privacy	Substantiated complaints concerning practices of customer privacy and access of customer data	Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017.
419-1	Socioeconomic Compliance	Non-compliance with laws and regulations in the social and economic area	Material items would be disclosed in our Annual Report on Form 10-K for the fiscal year ended December 31, 2017.

\* This table makes reference to the Global Reporting Initiative's GRI standards. Although we reference the GRI standards to provide context to our report, our report has not been prepared in accordance with the GRI standards.

**GRAINGER**

WORLDWIDE

## 2018 Corporate Social Responsibility Report

[www.graingercsr.com](http://www.graingercsr.com)



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We welcome your feedback at [csr@grainger.com](mailto:csr@grainger.com)

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# End-to-End Solutions

Upgrade your interior and exterior lighting for maximum energy efficiency without disrupting your business.

## Energy-Efficient Lighting Solutions

The Grainger Lighting Solutions team serves as your resource to help implement a comprehensive lighting retrofit of your facility through its network of qualified, insured and licensed service partners. Working closely with you, our service partners will help identify and facilitate the installation of energy-saving lighting measures that will help benefit your bottom line with minimal disruption to your business. Our service partners will also help you secure applicable incentives and rebates for your energy-saving project.

## Benefits to Your Business

- Reduced operating costs
- Upgraded infrastructure
- Warranties on new equipment
- Lowered operational risk
- Avoided maintenance expenses
- Reduced facility carbon footprint
- Improved quality of light
- Improved payback and ROI targets

## Comprehensive Services

- Interior and exterior applications
- Audit and financial analysis
- Material, contractor and project management
- Installation by qualified, insured and licensed service partners
- Administration of utility rebates
- Disposal and recycling



Lighting retrofits simply make dollars and sense!

**Let us help facilitate a proposal for your consideration.**

We're confident you'll see value in retrofitting your facility with help from the Grainger Lighting Solutions team.



**Save Money. Live Green.**

[graingerlightingsolutions.com](http://graingerlightingsolutions.com)

866-597-1330

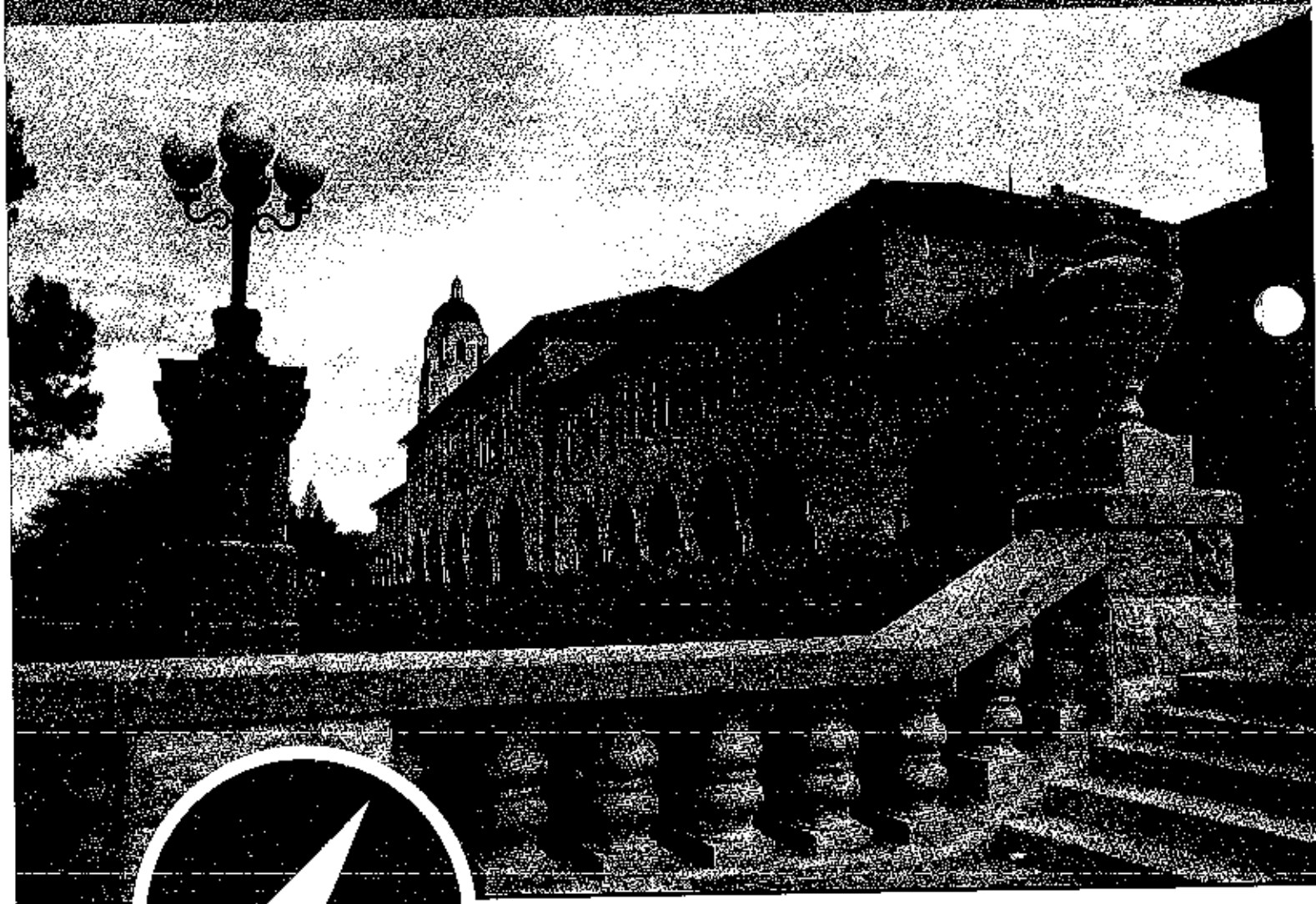
**GRAINGER**<sup>®</sup>

Lighting Solutions

# HVAC

## Energy Savings Guide

Your tool to saving energy and costs  
in your HVAC system



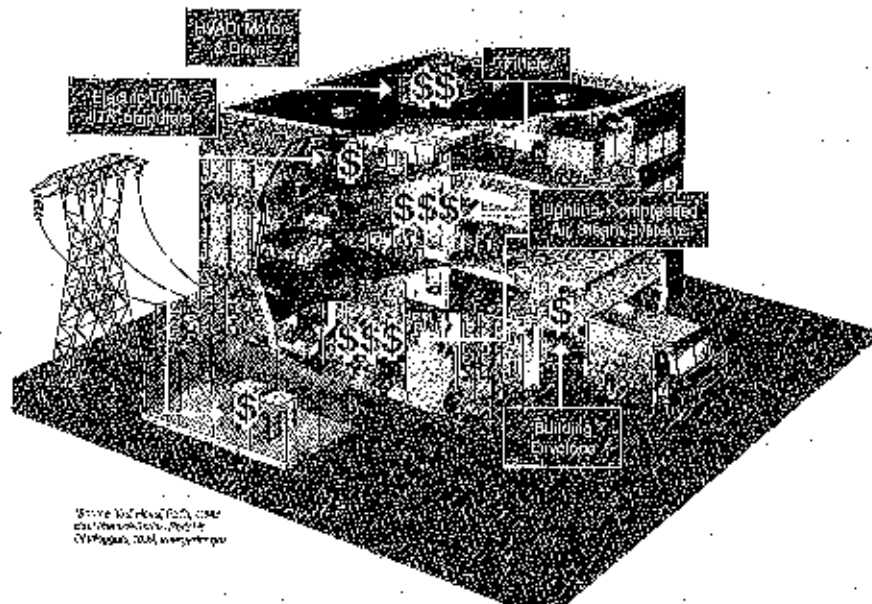
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**SUSTAINABILITY  
SOLUTIONS** 

# Addressing the Energy Dilemma

Energy demand and cost is on the rise. As federal and international regulations continue to develop to help reduce our global carbon footprint, a viable solution is critical for businesses and facilities to remain productive.

For a typical commercial facility, after Lighting/Compressed Air/Steam Systems, HVAC Systems/ Filters and Motors and Drives represent the largest opportunity for energy savings. By addressing these elements, you can help address the energy dilemma and increase your productivity.

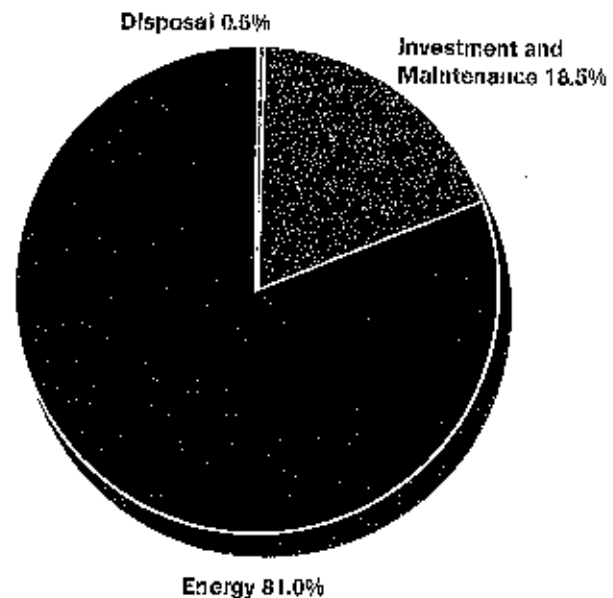


Source: Tudi Haasl, PE/CI, O&M Best Practice Series, Portable DataLoggers, 1998, [energystar.gov](http://energystar.gov)  
 Air Filtration—A Case in Point

## Life Cycle Cost Components of Filters

Air filtration is a significant opportunity for cost savings as energy accounts for over 80% of the life cycle cost. While the original investment in purchase and ongoing maintenance are important factors, energy is by far the most important component.

Source: Carlsson, Thomas; "Indoor Air Filtration: Why Use Polymer Based Filter Media", Filtration and Separation, Volume 38 #2, March 2001, pp 30-32



# Cost of Air Filtration

Don't wait. Start saving energy now with a high efficiency air filtration system. Replacement of cartridge filters with high efficiency filters could result in significant energy savings, and it's also easy to implement. In the example below, replacement with high efficiency filters delivered **annual energy savings of \$125.78 per filter**. Multiply that saving by the number of filters in your facility—and realize significant energy savings.

Assumptions	High Efficiency V-Bank Minipleat	Cartridge
CFM: Volume of Air (ft.3/min)	2,000	2,000
Ce: Cost of Power (\$/kWh)	0.128	0.128
T: Time Period (hrs.)	8,760	8,760
KI: Motor and Blower Efficiency	65.0%	65.0%
ISP: Initial Filter Resistance (w.g.)	.34	.85
Cp: Annual Energy Cost of Operation (\$/yr.)*	\$137.94	\$263.72
Annual Energy Cost Savings	\$125.78/filter	

$$*Cp = \frac{CFM \times (.52 \times ISP) \times .746 \times Ce \times T}{33,000 \times KI}$$

Source: [www.grainger.com/air/handler](http://www.grainger.com/air/handler)

## Reduce Load, Reduce Energy Use in Your HVAC System

Reducing your HVAC's system's load is key to energy savings. Reducing HVAC load can help existing systems operate less frequently and allow newer systems to be more efficient. Here are some common strategies to help save energy:

### Tighten up your building envelope

- Perform regularly scheduled maintenance
  - Replace air filters
  - Inspect ductwork and piping for leakage or damaged insulation
- Evaluate motor and drive performance to help optimize productivity
  - Consider variable frequency drives on air handling units, cooling tower fans and chilled water pumps
  - Inspect and replace belts
- Inspect and repair leaking or sticking steam traps
- Check door openings and window seals, and plug leaks with weather stripping and caulking

### Meter and control

- Choose simple, integrated meters to track energy use
- Upgrade to "smart" thermostats



# Simple Energy Savings Solution: High Performing Air Filters

Heating and cooling buildings typically accounts for 40% of the total energy bill. *Source: www.sba.gov*  
The less resistance a filter causes, the less work a motor needs to exert in order to maintain the required airflow. This results in a reduction in the motor's energy consumption. Managing filter resistance while maintaining your required efficiency for air quality can save both time and money.

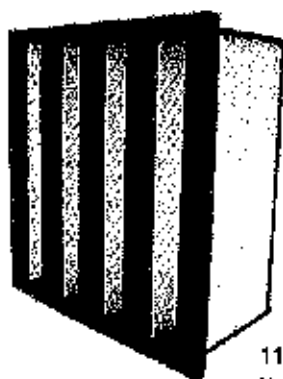
A simple and effective way to ensure your HVAC system is energy efficient is with high performing air filters. Significant energy savings are possible due to low pressure drop. Low pressure drop is achieved through highly refined electrostatically charged media, open filtration media structure, and high surface area design.

Pleated filters are a good choice for applications that require high efficiency with low initial pressure drop. High efficiency pleated filters contain media that is folded like an accordion, which allow for greater surface area and lower resistance to air flow. They are available in standard size pleats or mini-pleats.

In the example below, use of MERV 7 pleated filters generated an annual energy cost savings of \$52.74/filter vs an HC Pleat. The potential energy savings per filter (Cp) used the calculation created by ASHRAE. Variables in the calculation include the volume of air to be filtered (CFM), the initial filter resistance (ISP), the cost of power (Ce), the time period for analysis (T) and the motor and blower efficiency (Kl).

Assumptions	MERV 7 Pleat	HC Pleat
CFM: Volume of Air (ft <sup>3</sup> /min)	2,000	2,000
Ce: Cost of Power (¢/kWh)	.128	.128
T: Time Period (hrs)	8,760	8,760
Kl: Motor and Blower Efficiency	65.0%	65.0%
ISP: Initial Filter Resistance (e.g.)	.17	.30
Cp: Annual Energy Cost of Operation	\$68.97	\$121.72
Annual Energy Cost Savings	\$52.74	

*Source: www.grainger.com/airhandler*



112806  
V-Bank Air Filter



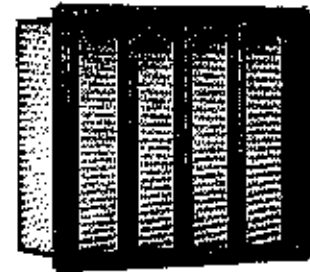
2GFG5  
Mini-Pleat Air Filter





## Case Study: New HVAC Filtration System Yields \$1.8MM in Annual Energy Savings for Leading University

In an effort to save energy costs, the HVAC team of a leading university conducted a pilot study at a 245K square foot campus facility. The new filtration system eliminated a pre-filter and incorporated 3M™ V-Bank with Gasket (MERV A15) as the exclusive filter. The new system delivered an estimated energy savings of \$29,532, as well as reduced labor and disposal costs with annual filter replacement vs quarterly replacement. Based on the success of this pilot, the HVAC team expanded the filtration system campus-wide (15 MM square feet), generating an annual energy savings of \$1.8MM for the university.



**19F681**  
**3M™ V-Bank Air Filter MERV A15/16**  
 Initial dP of .26

Measure	Existing System	New System	Annual Savings
Square Footage	245,000	245,000	
Number of Filters	125	125	
Annual Filter Cost	\$10,625	\$22,000	-\$11,375
Annual Energy Cost	\$48,113	\$18,581	\$29,532
Annual Labor Cost	\$2,241	\$448	\$1,792
Annual Disposal Cost	\$313	\$188	\$125
Estimated Annual Total Cost of Ownership	\$61,291	\$41,217	\$20,074

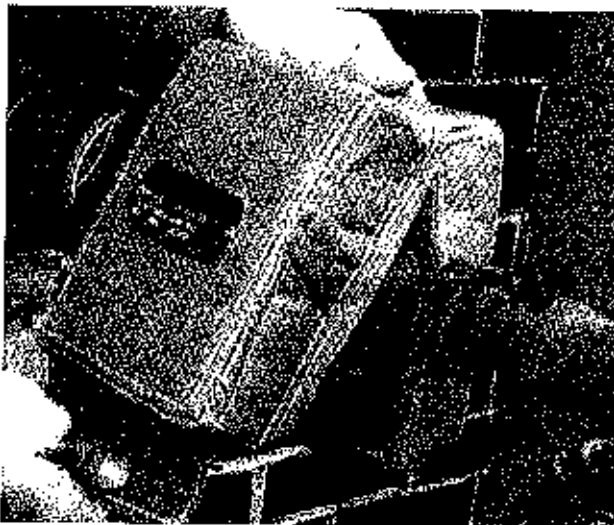
Source: 3M Filtration

# Auditing Steam Traps—Key to Energy Savings

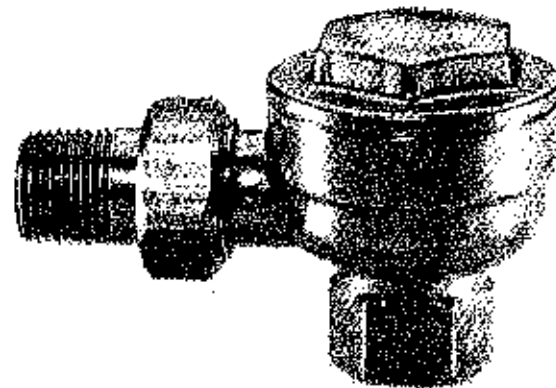
Facilities depend on steam systems to deliver thermal energy that is clean, dry, and in some instances, even sterile. Sterilizers, coils and water heaters are critical components in health care, industrial, and food processing facilities. But since steam traps are open-ended valves, leaks and losses can pass unnoticed, representing significant energy losses. Replacing failed steam traps provides a quick and easy return on investment in energy savings alone. The following example demonstrates a \$16,500 payback on an energy audit and trap replacement for a facility with 100 steam traps; these savings are multiplied over the course of subsequent years.

Input	Value
# of Total Steam Traps	100
Steam Trap Failure Rate	10%
Failed Steam Traps	10
Average Trap Failure Energy Cost/Trap	\$2,500
Total Estimated Lost Energy Cost	\$25,000
Inspection Program	(\$3,500)
Replacement/Installation of New Steam Traps	(\$5,000)
Energy Savings	\$16,500

Source: Thermo-Diagnostics



**35PD79**  
Heat Shield for Steam Trap



**4NU72**  
Steam Trap

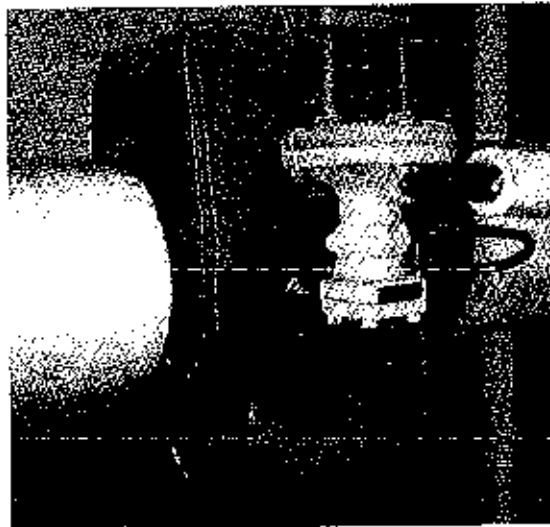
# Thermal Blanket-Quick Return on Investment

For existing steam systems, installation of thermal blankets where insulation has been removed or never existed generates immediate energy savings. With quick installation or quick removal/re-installation, the highly functional thermal blanket systems from Grainger can address problem insulation areas.

In the example below with installation of 53 thermal blankets, energy savings were over \$36K, with a payback less than a year. Over the course of a 15-year life, estimated energy savings are over \$500K.

Assumptions	\$'s
<b>Energy Savings</b>	
Total Operating Energy Cost - No Thermal Blanket	\$40,483.38
Total Operating Energy Cost - With Thermal Blanket	\$4,284.00
Total Operating Energy Savings with Thermal Blanket	\$36,199.86
<b>Thermal Blanket System Installation</b>	
Thermal Blanket Installations	53
Thermal Blank System Cost	\$21,363.25
Labor for Installation	\$2,160.00
Total Project Cost	\$23,523.25
Payback (Months)	8.24
Lifetime Energy Savings (15 year life)	\$519,474.65

Source: Shannon Enterprises of W.N.Y. Inc.



**35PF31  
Acoustic Blanket**

# Fans and Ventilators-- Moving Air, Generating Savings

Keeping the air in your facilities moving can save energy. Upblast, downblast and inline fans can be used to achieve this goal and when paired with a direct-drive electronically commutated (EC) motor, you can decrease ventilation energy costs by up to 40-60%. These units are also fully speed controllable, helping to increase savings even more. Energy-efficient powerpacks are available to easily convert upblast belt drive or direct-ventilators to direct-drive EC.

## Side by Side Comparisons EC Motor vs Belt Drive

At 1500 RPM, the EC Motor has a 25% energy savings over the traditional belt drive. If the speed is adjusted to 1000 RPM, there is an impressive 45% energy savings.

Measure	EC Motor	Belt Drive	EC Motor	Belt Drive
RPM	1,500	1,500	1,000	1,000
Watts	480	640	180	330
Energy Savings	25%		45%	

## EC Motor vs Direct Drive PSC

At full speed, the EC Motor fan has about 20% energy savings over the Direct Drive PSC Motor. When the speed is turned down 30%, the EC Motor's efficiency remains constant, where the efficiency of the Direct Drive PSC Motor drops significantly. This represents about 70% in energy savings.

Measure	EC Motor	Direct Drive PSC	EC Motor	Direct Drive PSC
RPM	1,720	1,720	1,200	1,200
Watts	220	270	75	260
Energy Savings	20%		70%	

Source: Dayton/Solutions for Air



**5DVT4**  
Downblast Vent, Direct Drive

# Meter, Control and Save

Automatic metering systems provide a snapshot of energy use and demand with dynamic dashboards to display building operation and energy consumption information. For example, an energy dashboard may show that a building's ventilation system is over consuming. An easy solution is to reduce motor speed by only a few Hz to curb consumption with no impact on performance. Automatic metering combined with automation and control systems, variable speed motors, smart thermostats and time-programmable HVAC systems help ensure a building only uses the energy it needs.

Metering, when acted on, helps:

- Reduce energy use by up to 5% to 15%
- Meet sustainability initiatives
- Eliminate or shift energy spikes to off peak hours

Source: 2003 interview by William Feldman with Jean Lupinacci, director of the Commercial and Industrial Branch of Energy Star® at the EPA



**12V820**  
Energy Meter



**19C696**  
Three-Phase Meter



**23AU10**  
Motor



**6PYH5**  
Power Meter

## Thermostat upgrades

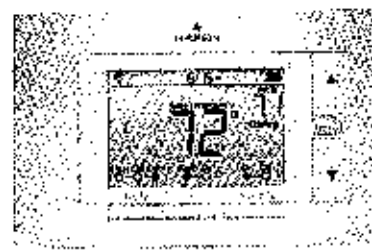
Grainger offers a new generation of "smart" thermostat control equipment, systems and service solutions that make use of the latest technological advances.

Wi-Fi connected thermostats are making their way into buildings of all types and sizes due to their convenience and cost-savings benefits. A Wi-Fi connected thermostat makes it easy to reduce energy costs; just by turning the temperature back a few degrees when a building is empty can result in up to 30% energy savings. With "smart" thermostat control equipment, you have the convenience of controlling the environment in your building from anywhere to reduce wasteful heating and cooling and realize energy savings.

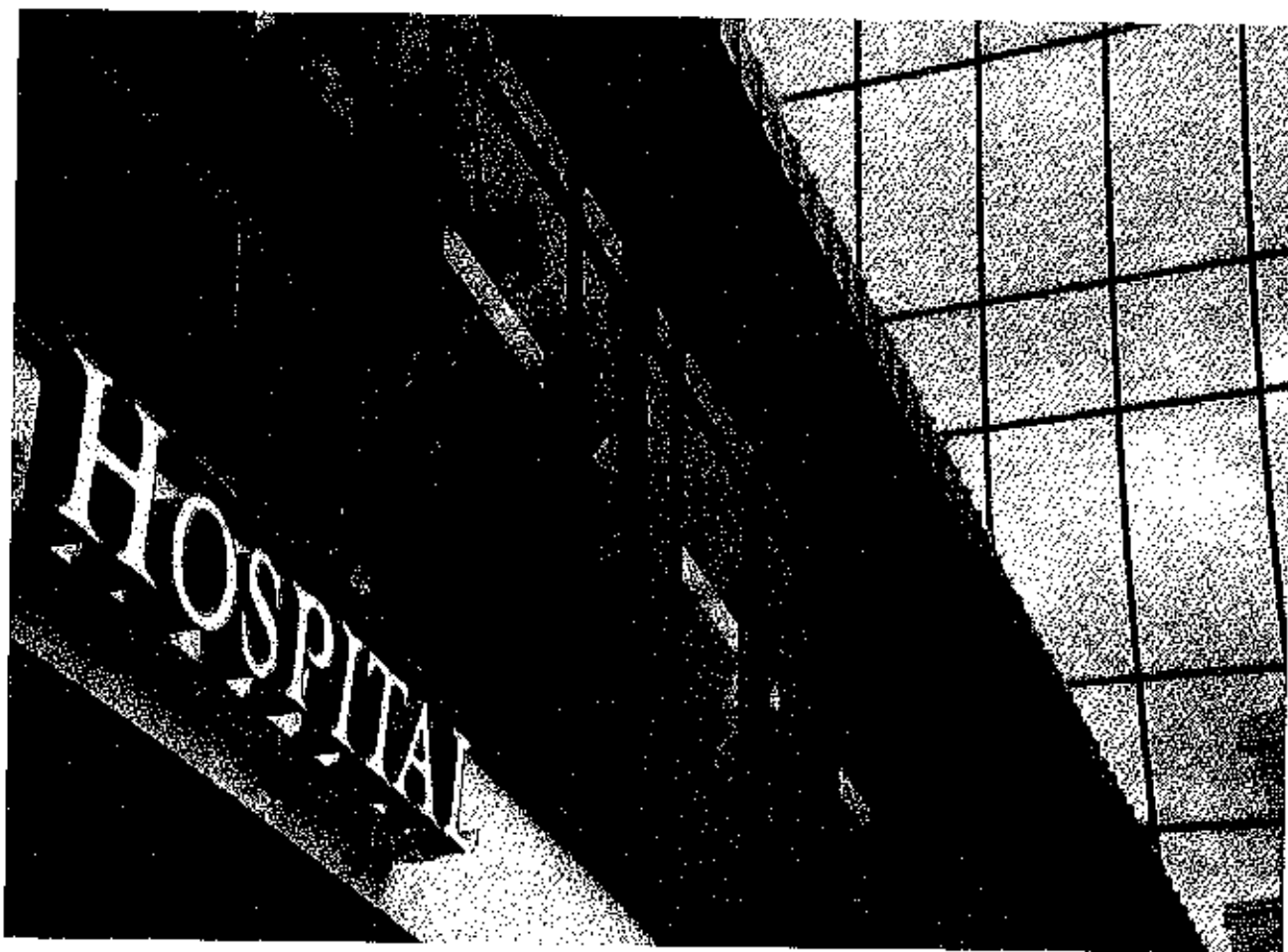
Source: Emerson



**30ZZ03**  
Wi-Fi Connected  
Thermostat



**30PL32**  
Wi-Fi Connected  
Thermostat



## Case Study: Pioneering Energy Efficiency Project Projected to Deliver over \$27MM in Energy Savings

A 700+ bed hospital sought innovative ways to provide facility improvements while realizing energy savings. Following an exhaustive on-site audit, over 180 individual solutions were implemented to reduce energy consumption, including:

- Full overhaul of the HVAC system including installation of variable speed drive and automated monitoring and control of air handling units and pumps
- Improved metering and monitoring of electricity, gas, and steam
- Building management systems upgrade

This project is projected to deliver over \$27MM in energy savings over the next 20 years by reducing energy consumption by more than 40%.

*Source: Schneider Electric*

# Motor Productivity and Energy Savings

Motors are essential for controlling an HVAC system; 85% of motors help control pumps, fans and compressors. They are also significant consumers of energy, consuming approximately 30% of energy of a building.

Source: Zachary Shahan, Electric Motors Use 45% of Global Electricity, 2011, cleantechica.com

## Variable Frequency Drives for Improved Motor Productivity

A VFD adjusts a motor output for peak demand and low demand so you can get the most out of your motor while saving energy. A VFD can improve energy savings up to 70%; these saving are achieved by operating in conjunction with a Building Automation System (BAS) or independently through its internal Proportional+Integral+Derivative (PID) capabilities. A VFD is ideal for applications where speed control is critical, such as when operating compressors, pumps and fans.

Source: Mark Gmitro, Pump Energy Savings with VFDs, 2009, sustainableplanet.com



**14L808  
Variable  
Frequency  
Drive**

## V-Belts for Motors' Energy Efficiency and Life

Adoption of these three steps will help improve your motor's energy efficiency and life:

- Use Raw Edge Cogged V-Belts. Raw edge cogged v-belts grip the sheave sidewalls better than wrapped v-belts, helping to minimize slip and improve efficiency
- Replace Worn Sheaves. Sheaves with as little as 1/32" of wear may cause your v-belts to slip excessively
- Tension V-Belts Properly. The proper tension is the lowest tension at which the v-belts won't slip or squeal under peak load



**6A118  
AX35 Cogged  
V-Belt**



**10Y311  
V-Belt/Sheave  
Groove Gauge**



**8AGK7  
V-Belt Tension  
Checker**



## RESOURCES

Department of Energy  
[energy.gov](http://energy.gov)

Energy Star  
[energystar.gov](http://energystar.gov)

United States Environmental Protection Agency  
[epa.gov](http://epa.gov)

HVAC Energy Management Products  
[grainger.com/hvac](http://grainger.com/hvac)

## PRODUCTS

Call 1-800-GRAINGER

Visit [Grainger.com](http://Grainger.com)

Contact your Grainger Representative



FOR MORE INFORMATION VISIT [GRAINGER.COM/HVAC](http://GRAINGER.COM/HVAC)

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|||||

**SUSTAINABILITY  
SOLUTIONS** 





# Lower Energy Costs

Help reduce monthly costs with efficiency solutions.

Update your business operations for maximum efficiency without disrupting your business with Grainger's network of qualified, insured and licensed service providers.\*

## Facility Upgrade Solutions

The Grainger Energy Services team serves as your resource to help identify and implement a wide range of energy- and water-efficient solutions for your business through its network of qualified, insured and licensed service providers. Working closely with you, our service providers can help identify and facilitate the installation of energy- and water-saving measures to help benefit your bottom line with minimal disruption to your business. Our service providers can also help you secure applicable incentives and rebates for your energy- and water-saving projects.

## Potential Benefits to Your Business

- Improved use of energy and water
- Improved payback and ROI targets
- Reduced operating costs
- Upgraded infrastructure
- Warranties on new equipment
- Lowered operational risk
- Avoided maintenance expenses
- Reduced facility carbon footprint

## Comprehensive Services\*

- Multiple energy- and water-saving solutions
- Audit and financial analysis
- Material, contractor and project management
- Installation by qualified, insured and licensed service partners
- Administration of utility rebates
- Disposal and recycling

*\*Provided by third party service providers.  
Subject to customer eligibility and agreements.*



[graingerenergyservices.com](http://graingerenergyservices.com)  
866-597-1330

**GRAINGER**

Energy Services

# 5 Questions to Ask Yourself

- 1 Does your facility have older, less energy- and water-efficient products?
- 2 Does your facility have longer operating hours or heavy water usage?
- 3 Would you like to reduce your energy and water bills while improving the performance of your operation?
- 4 Are you interested in learning about incentives available to your facility for energy-saving projects?
- 5 Are you interested in enhancing your property's value?

If you would like more information, or to see if your facility qualifies for an on-site evaluation, call us at 866-597-1330 or contact your Grainger Rep to learn how you can benefit from these energy- and water-saving services.

## Energy Services Multi-Measure Solutions

Through our network of third party service providers, you can find a wide array of services which include auditing, specifying, supplying, installing, commissioning and utility rebate processing for your energy- and water-saving projects.



Lighting Projects



Compressed Air System Studies and Upgrade Projects



Steam Trap System Studies and Upgrade Projects



HVAC Projects



Dust Collection System Studies and Upgrade Projects



Water Conservation Upgrade Projects



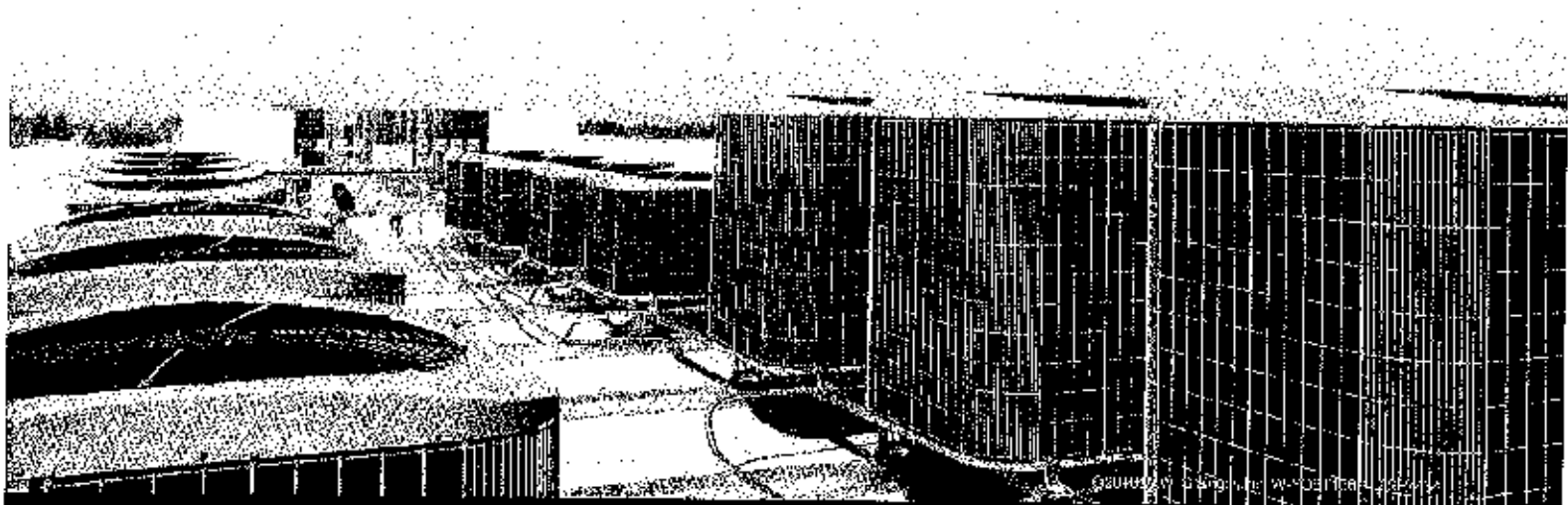
Motor and Pump Projects



Electric Vehicle Charging Station Projects

Let us help facilitate a proposal for your consideration.

We're confident you'll see value in upgrading your facility with help from the Grainger Energy Services team.



[graingerenergyservices.com](http://graingerenergyservices.com)  
866-597-1330

**GRAINGER**

Energy Services

# GRAINGER SERVICES NETWORK

## TECHNICIAN SKILL & SAFETY TRAINING

Take advantage of quality training seminars led by an industry-experienced, certified team of third-party instructors. Participants receive hands-on safety and industrial skills development that can be applied on the job immediately. Training can be scheduled on-site at customer locations or off-site at scheduled locations across the U.S.

### COMPLIANCE - ELECTRICAL

1910.289 Electrical Safety for Power Generation, Transmission & Distribution  
2015 NFPA 70E/Arc Flash Electrical Safety  
2016 NFPA 70E/Arc Flash Electrical Safety  
2017 National Electrical Code  
2017 NEC Practical Applications for Building & Facilities  
Electrical Safety: Hands-On Practical Skills Application  
Electrical Systems in Hazardous Locations  
Grounding & Bonding of Electrical Systems  
Life Safety Code\* (NFPA 101)  
National Electric Safety Code  
NFPA 110: Standby Power Generation  
NFPA 70B: Electrical Equipment Maintenance  
NFPA 72: National Fire Alarm & Signaling Code  
NFPA 79: Electrical Standard for Industrial Machinery  
NICET Levels I & II

### COMPLIANCE - MECHANICAL

Confined Space Entry  
DOT Hazardous Materials  
Fall Arrest/Fall Protection Training  
Hazardous Waste Operations (HAZWOPER)  
Hoisting & Rigging  
Natural Gas Maintenance & Safety  
Plumbing Standards

### HVAC

Advanced Air Conditioning & Refrigeration  
Air & Water Balancing  
Air Conditioning & Refrigeration  
Balancing of Water & Air Systems  
Boilers: A Technical & Operational Workshop  
Braving for HVAC  
Chillers: Operation & Maintenance of Chilled Water Systems  
Heating & Ventilation

### ELECTRICAL

Advanced Transformers Maintenance & Testing  
Battery Maintenance & Testing  
Cable Fault Location & Tracing  
Cable Splicing & Termination Medium Voltage  
Cable Testing & Diagnostics  
Circuit Breaker Maintenance Low & Medium Voltage  
Electric Motors: Understanding & Troubleshooting  
Electrical Maintenance & Testing Training  
Electrical Print Reading  
Fiber Optic Training  
Industrial Electricity Basics  
Industrial Electronics & Circuits  
Infrared Thermography  
Instrumentation & Process Control  
PLC: Siemens Step 7  
PLC: Allen-Bradley ControlLogix\*  
PLC: Automation Systems  
PLC: Programmable Logic Controllers  
Protective Relay Maintenance Basic & Advanced (Mechanical)  
Protective Relay Maintenance Generator  
Protective Relay Maintenance Solid State  
Substation Maintenance 1 & 2  
Transformer Maintenance & Testing  
Troubleshooting Electrical Control Circuits  
Tuning DDC/Process Control Loops  
Variable Frequency Drives



### MECHANICAL

Dock/Pier Prevention & Cross-Connection Control  
Ball Screw Applications & Techniques  
Bearings & Lubrication Principles  
Centrifugal Pumps  
CNC: Computer Numeric Controls - Troubleshooting  
Conveyor Systems  
Hydraulics Training & System Troubleshooting  
IFPS Connector & Conductor Certification Review Training  
IFPS Industrial Hydraulic Mechanic Certification Review Training  
IFPS Industrial Hydraulic Specialist Certification Review Training  
IFPS Industrial Hydraulic Technician Certification Review Training  
IFPS Mobile Hydraulic Mechanic Certification Review Training  
IFPS Mobile Hydraulic Technician Certification Review Training  
IFPS Pneumatic Specialist Certification Review Training  
Infrared Thermography  
Machine Tool Alignment: 3-Axis Alignment  
Machine Tool Alignment: 5-Axis Alignment  
Machine Tool Alignment: Concepts  
Machine Tool Alignment: Positioning & Accuracy  
Mechanical Drives/Power Transmission  
Pneumatic: Electro-Pneumatics Training  
Pneumatic: Industrial Mechanical Systems  
Predictive Maintenance  
Shaft Alignment with Laser Alignment  
Ultrasonic Testing  
Vibration Analysis  
Welding Certification, Principles & Procedures

*NOTE: These services are not available to government customers.*

FOR MORE INFORMATION, CONTACT YOUR GRAINGER REP OR CALL 1-800-GRAINGER

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# GRAINGER SAFETY SERVICES NETWORK

Grainger's network of health and safety service providers is committed to providing you with quality, cost-effective on-site and online services. Consisting of a highly trained network of Certified Industrial Hygienists (CIH) and Certified Safety Professionals (CSP), as well as other safety and health professionals, Grainger possesses the expertise and resources to provide training, on-site testing and auditing, and web-based tools designed to aid in your occupational safety and health programs on a national scale.

## AIRBORNE CONTAMINANTS & NOISE

### Audits & Assessments

- Airborne Testing/Re-testing
- Employee Exposure Monitoring
- Environmental Compliance Audits
- Heating, Egr. Air Test
- Hearing Loss Determinations (Work Related)
- Asbestos Review
- Indoor Air Quality Assessments
- Industrial Hygiene Assessments

### Noise Surveys (Mining Railway)

- Online Respirator Medical Clearance Testing
- Respirator Fit/Leak Testing
- Respirator Fit Testing (Medical Health Documentation) (Pre-shift Review)
- Silica Dust Exposure Compliance
- Vibration System Testing

### Program Development

- Equipment Specific Procedure Development (Occupational Health Hazards)

### Training

- Asbestos Awareness Training
- Jobbing Protection Training
- Respirator Training

## ARC FLASH/ELECTRICAL SAFETY

### Audits & Assessments

- Arc Flash Analysis
- Operational Safety Assessments

### Program Development

- Equipment Specific Procedure Development (Electrical Safety)

### Training

- 2015 NFPA 70E/Arc Flash Electrical Safety Training
- 2017 National Electrical Code Training
- 2018 NFPA 70E/Arc Flash Electrical Safety Training
- Arc Flash (NFPA 70E) Training

## ARC FLASH/ELECTRICAL SAFETY (Continued)

### Training

- 1910.269 Electrical Safety for Power Generation, Transmission & Distribution Training
- Electrical Safety Training
- Electrical Safety, Hands-on Practical Skills Application Training
- Electrical Systems in the Product Lifecycle Training
- Electrical NICET Levels I & II Training
- Installation & Bonding of Electrical Systems on Tractors/Trucks Training
- National Electric Safety Code Training
- NFPA 70E Safety Code 2012 Edition Training
- NFPA 710: Emergency & Standby Power Systems Training
- NFPA 70E: Electrical Equipment Maintenance Training
- NFPA 72: National Fire Alarm & Signaling Code 2010 Edition Training
- NFPA 79: Electrical Standard for Industrial Machinery 2010 Edition Training
- NFPA 99: Standard for Health Care Facilities 2012 Edition Training

## CONFINED SPACE

### Audits & Assessments

- Confined Space Identification/Audits

### Program Development

- Equipment Specific Procedure Development (Confined Space)

### Training

- Confined Space Entry & Rescue Training

## DIGITAL SAFETY TOOLKIT

### Digital EHS Tools

- Incident & Investigation Management

- Learning Management

- Occupational Health

- SOS Management

- Safety Assessments

- Socialized Training

## EMERGENCY PLANNING & RESPONSE

### Audits & Assessments

- Backflow System Inspection & Service
- Emergency Light & Exit Light Inspection & Service
- Fire Alarm System Design & Installation\*
- Fire Alarm System Inspection & Service
- Fire Barrier Inspection & Repairs
- Fire Damper Inspection & Repairs
- Fire Door Inspection & Repairs
- Fire Extinguisher Inspection & Service
- Fire Protection Assessment & Testing (Sprinkler Systems)
- Fire Protection Design & Installation (Sprinkler Systems)
- Fire Protection Inspection, Testing & Maintenance (Sprinkler Systems)
- Fire-Special Hazard Fire Suppression System Design & Installation\*
- Fire-Sprinkler Line Deviance Management & Repairs
- Kitchen Hood Suppression System Inspection & Service
- Photo Luminescent Markings Inspection & Installation
- Special Hazard Fire Suppression System Design & Installation

### Exercises & Workshops

- Active Shooter Practical Exercises
- Business Continuity Planning Workshop
- Homeland Security Exercise Evaluation Program (HSEEP) Exercises

### Program Development

- Emergency Evacuation Plans
- Emergency Operations Plan

### Training

- Active Shooter Training
- Fire Barrier Management Training
- Fire Extinguisher Training
- Incident Command System (ICS) Training
- Pandemic Response/Personal Protective Equipment Training

\* Services are only available through Grainger third-party providers.

Contact Your Grainger Rep for Details, Availability and Eligibility

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# GRAINGER SAFETY SERVICES NETWORK

## EMERGENCY PREPAREDNESS SERVICE

Healthcare Industry Specific  
 Acquisition Management Training  
 Behavioral Health Profiling Installation  
 Emergency Management Program  
 Assessments (Accreditation/Planning)  
 Hazardous Materials Awareness Level Training  
 Healthcare AC Hazards Evaluation Plan  
 Healthcare Air Hazards Equipment Training  
 Healthcare Barriers Community Planning  
 (Continuity of Operations Plan)  
 Healthcare Disruption Exercises  
 Healthcare Security Assessment (Pre-and-Full)  
 Hospital Security (Security/ICS) Workshop  
 Hospital Decontamination Practical Exercises  
 Hospital Crisis Manager  
 Hospital Incident Command System  
 (HICS) Exercises (Part 4)  
 Hospital Incident Command System  
 (HICS) Workshop  
 Loss of Community Support (ERC) Training Plan

## EQUIPMENTAL SAFETY HAZARDS

Audits & Assessments  
 Countertop Dust Surveys  
 Heat Stress Assessment, Temperature Stress  
 Program Development  
 Equipment Specific Procedure Development  
 Environmental Safety Hazard  
 Training  
 Hot Work Training (Welding, Oil & Gas)

## ERGONOMICS

Audits & Assessments  
 Ergonomics Assessment  
 Training  
 Ergonomics Awareness Training  
 LOCKOUT/TAGOUT  
 Audits & Assessments  
 Lockout/Tagout Assessments

## Program Development

Equipment Specific Procedure Development  
 Lockout/Tagout  
 Lockout/Tagout Software  
 Lockout/Tagout Procedure Software  
 Training  
 Lockout/Tagout Training

## LOCKING GUARDING

Audits & Assessments  
 Machine Guarding Audits  
 Full Turnkey Solution  
 Assessment, Engineering & Design, Installation & Training  
 Training  
 Machine Guarding Training

## MANAGED BENEFIT PROGRAMS

Managed Follower Program  
 Safety Prescription Renewal  
 PATENTIAL HAZARDING  
 Audits & Assessments  
 Crane & Tidal Inspections  
 Lifting & Rigging Site Assessments  
 Rigging & Sling Inspections  
 Training

## CFR 40 Internal Transportation Training

Crane, Hoist, Sling & Hoisting Training  
 Crane Operator Safety Training  
 OSHA Hazardous Materials Training  
 Driver/Bus Safety Training  
 Forklift Ill Training  
 Primal Medical Hazards (MMH) Training

## MEDICAL FIRST AID

Audits & Assessments  
 AED Inspection Services  
 Emergency Eye Wash, Shower Assessments & Inspection  
 Program Development  
 Equipment Specific Procedure Development (Medical  
 & Heat AID)  
 Training

## Occupational Safety Training

Occupational Safety Training  
 Fall Protection Training  
 PPE  
 Audits & Assessments  
 PPE Assessments  
 Worker Sampling

## SAFETY COMMUNICATIONS

Training  
 HOISTING AT ELEVATED HEIGHTS  
 Audits & Assessments  
 Fall Protection Assessments/Incident Investigations

## Ladder Support Services

Program Development  
 Equipment Specific Procedure Development (Fall  
 Protection)  
 Training  
 Aerial Lift Training  
 Fall Protection Training  
 Scaffolding Training

## FOOD SAFETY

Audits & Assessments  
 Food Safety Compliance Certification (FOODSMA, IFSMA, GFSI)  
 Program Development

## Food Safety Program Development & Qualification

Compliance Monitoring & Compliance  
 Events/Task  
 Vegetables  
 Training  
 Food Program Issuing (FOODSMA, FSSC22000, GFSI, IFSMA, SIF)

## FOOD HYGIENIC CHAIR TRAINING

GENERAL SAFETY  
 Audits & Assessments  
 Behavioral Health Safety Risk Assessment  
 B6 Safety Signage

## Flood Safety Assessments

Flood Safety Assessments  
 2007 Hazard Analysis  
 Management System Assessments  
 Installation & Demolition Procedures  
 (S0800174001/2007/45011, USFAS (8007)  
 Mock Audit: CPT  
 Mock Audit: MHA

## Mock Audit: MHA

Mock Audit: OSHA  
 Mock Audit: TCE Title Just Completion  
 OSHA Record Review Assessments  
 OSHA Violation Consulting  
 Slurry & Analysis of Building Water Systems  
 Sustainability Assessments

## Business Development

Business Development Plan  
 PHS Management System Program Development  
 (809500174001/2201/146004, (PHSMA (8007)  
 Event Videos  
 Process Safety Management  
 Speaking Engagements  
 Technology Safety (Professional) Safety  
 Signage

## PPE Management Solutions Assistance

PPE Management Solutions Assistance  
 Worker Safety Program Development  
 Training  
 Glass Job and Glass Laser Safety Training  
 Computerized Laser Safety System  
 Firewatch/Watchman Training  
 Medical Gas Pipelines Personal Certification  
 (High Pressure, etc.)  
 Natural Gas Maintenance & Safety Training  
 OSHA 1030 Training

## OSHA Hazard Communication (HAZCOM) Training

OSHA Hazard Communication (HAZCOM) Training  
 Pipeline Safety Training  
 OSHA Training Card & Materials  
 Waste Disposal  
 Population Safety (Incident) Training  
 Safety Culture Training  
 Toolbox Talks

Contact Your Grainger Rep for Details, Availability and Eligibility

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 FOR THE ONES WHO GET IT DONE

# SAFETY SERVICES

Grainger works with well-recognized safety suppliers for facility and product surveys, along with fee-based OSHA certification and training programs to help you stay compliant. Our strong relationships within the safety industry enable us to offer hassle-free services, including turn-key product and program solutions from our safety suppliers as well as third-party service providers.

PEOPLE SAFETY	
GRAINGER ONLINE SERVICES	FEE-BASED
<ul style="list-style-type: none"> <li>• Grainger On/line SafetyManager® System</li> <li>• Online Safety Training Library with Tracking</li> <li>• Authorized Online OSHA 10- &amp; 30-Hour Outreach Training</li> <li>• Online NFPA 70E Electrical Safety Training</li> <li>• SDS Management</li> </ul>	✓
<b>GRAINGER SAFETY CONSULTANT SERVICES</b> <i>Solutions to assist your company's safety and compliance efforts.</i>	
<b>Grainger Safety Consultants Network</b> A national network of third-party service providers with a comprehensive offering of on-site assessments, studies, auditing and testing, program development and support, and training to enhance your safety program.	✓
<b>PERSONAL PROTECTIVE EQUIPMENT</b> <i>Solutions to help protect individuals from workplace hazards.</i>	
<b>PPE Assessments</b> Job hazard analysis and PPE assessment at the facility and corporate level.	✓
<b>BODY PROTECTION</b>	
<b>Tyvek® Recycling Program</b> DuPont specialists will provide storage containers and pick-up of used garments.	
<b>Fire-Resistant Workwear Assessments &amp; Training</b> Evaluation of hazards to help determine proper product selection and use, and identify potential cost savings. Training on proper use may be included.	
<b>Embroidery &amp; Heat Press Services</b> Add high-quality, personalized messages to clothing orders. Customize shirts, jackets, safety vests, rainwear, caps and other apparel with your company's name or logo. Personalize employees' or personnel workwear by adding their names to uniform, coveralls, lab coats, etc.	✓
<b>Job Hazard Assessment Program</b> Designed to assist with workplace hazard assessments, qualifying the specific product solution. Samples may be provided to check proper fabric, fit and application.	
<b>DuPont™ SafeSPEC™ and SafeSPEC™ Mobile</b> Online product selection tools and database designed to assist with the selection of chemical protective apparel. Also available as a mobile app.	

Contact your Grainger Rep for details, availability and eligibility.

*\*Services provided by third-party safety network may be subject to a fee.*



EYE & FACE PROTECTION	
<b>Safety Eyewear Assessment</b> Designed to assist your business or institution with workplace eye protection assessments, qualifying the specific product solution.	
<b>Safety Prescription Eyewear Services</b> Multiple solutions for safety prescription eyewear needs. Ordering options include on-site kiosk or local eyecare providers.	✓
FALL PROTECTION – FROM HEIGHTS	
<b>Fall Protection Assessment*</b> A plant/site survey is conducted to identify potential fall protection hazards as well as suggest products or programs to minimize risk.	
<b>Fall Protection Training (Basic)</b> Specific courses designed to train for safety at heights, equipment inspection, rescue planning and tower climbing. Customized training courses are also available. Training can also be done using a mobile demonstration vehicle which demonstrates arresting forces workers would experience during a fall.	
<b>Fall Protection Training (Competent Person)</b> Covers the OSHA Fall Protection standards 29 CFR 1910 Subpart D and 29 CFR 1926 Subpart M for both General Industry and Construction. Special attention will be given to personal fall arrest systems. Participants evaluate hazards and develop practical resolutions within the general industry and construction environments. This training will give participants the skills necessary to fulfill the role of "competent person" as defined by OSHA for their company.	✓
<b>Custom Logo Fall Protection</b> Customize fall protection equipment with your business or institution's logo or safety emblem.	✓
<b>Flexiguard™ Engineered Service</b> Custom engineered Flexiguard™ systems create unique fall protection and access solutions that meet the requirements of your specific application. Also includes on-site assembly and user training services.	✓
HAND PROTECTION	
<b>Hand Protection &amp; Glove Program Assessment</b> Evaluates your glove program to determine proper selection and use, and identify cost savings. Samples are provided, allowing users to ensure proper fit and application.	
FOOT PROTECTION	
<b>Grainger Safety Footwear Services</b> Grainger-managed safety footwear programs track employee purchases, administer payroll deduction and apply company contribution subsidies. Multiple delivery options including shoobile, online and branch.	
HEAD PROTECTION	
<b>Head Protection Assessment</b> Designed to assist your business or institution with workplace head protection assessments, qualifying the specific product solution.	
<b>Custom Logo Hard Hats</b> Customize hard hats with your company's logo or safety emblem.	✓

**Contact your Grainger Rep for details, availability and eligibility.**

*\*Services provided by third-party safety network may be subject to a fee.*

<b>HEARING PROTECTION</b>	
<b>Hearing Protection &amp; Conservation Training</b> Designed to assist your business or institution in becoming compliant with OSHA standard 29 CFR 1910.95. Includes instruction on the importance of proper use of hearing protection devices.	
<b>Audiometric Testing</b> On-site audiometric testing employs state-of-the-art technology in a clean, comfortable setting. Designed to help you comply with OSHA's Hearing Conservation standard 29 CFR 1910.95.	✓
<b>RESPIRATORY PROTECTION</b>	
<b>Respiratory Protection Fit Testing &amp; Training*</b> Designed to assist your business or institution in conducting training, fit testing and program development to help meet OSHA standards.	
<b>Online Respirator Medical Clearance</b> RespiratorAssessor® software provides a quick and easy way to complete medical clearance. The online questionnaire helps provide employee clearance for using virtually any respirator in work conditions specified. Generates unique authorization codes for each of your employees to complete the questionnaire at any computer with internet access.	✓
<b>Pulmonary Function Testing</b> On-site testing and online data management to measure and track pulmonary function for your workforce.	✓
<b>ERGONOMICS</b> <i>Solutions to help protect individuals from workplace hazards.</i>	
<b>Ergonomic Assessment*</b> A comprehensive on-site ergonomic job assessment which reviews potential hazardous areas. Assessment includes a review of any job hazard analysis (JHAs) for the jobs, a review of employees performing jobs at workstations, measurements of workstations and tasks, and an outline of all findings and recommendations with an action list for each job reviewed.	
<b>EXTENDED STANDING/SITTING</b>	
<b>Ergonomic Matting Assessment</b> Evaluates your facility to recommend anti-fatigue matting to help reduce back and lower leg fatigue for employees who stand while working. Identifies the proper mat for use in areas with oils or chemicals and provides 12" samples to stand on or test against chemicals.	
<b>MEDICAL &amp; FIRST AID</b> <i>Solutions to help treat employees and guests should they get injured.</i>	
<b>FIRST AID</b>	
<b>First Aid Assessment</b> Designed to assist your business or institution with establishing a first aid program, understanding regulations and meeting ANSI fit requirements.	
<b>SUDDEN CARDIAC ARREST</b>	
<b>First Aid/CPR/AED Training</b> The CPR/AED portion of this course prepares the layperson to respond to choking, breathing and cardiac emergencies, and show them how to use an automated external defibrillation unit in conjunction with CPR. The first aid portion of this course is designed for emergency response teams, safety personnel, supervisors and the general public. This course teaches you how to respond to breathing emergencies, sudden illness and injury, and demonstrates techniques to help prevent disease transmission.	✓

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<b>BLOODBORNE PATHOGENS</b>	
<b>Bloodborne Pathogen Awareness Training</b> This course satisfies OSHA's Bloodborne Pathogens standard 29 CFR 1920.1030 which prescribes safeguards to help protect workers against the health hazards from exposure to blood and other potentially infectious materials, and to reduce their risk from this exposure.	✓
<b>OCCUPATIONAL HEALTH HAZARDS</b> <i>Solutions to help identify safety hazards that could harm employees.</i>	
<b>ENVIRONMENT CONTROLS</b>	
<b>Noise Monitoring</b> A wide range of sound level measurement services and noise control program development.	✓
<b>ENVIRONMENT MONITORING</b>	
<b>INet™ Gas Detections Services</b> Allows you to manage your gas detection program at a fixed monthly cost while having access to tools and reports that show you how your equipment is being used and what it's detecting.	✓
<b>Gas Detection Equipment Training</b> Instruction on how to use gas detection products, including calibrating the equipment.	
<b>Indoor Air Quality Assessment</b> Comprehensive indoor air quality services, from initial building screening and air testing to problem resolution and litigation support.	✓
<b>Employee Exposure Monitoring</b> Certified Industrial Hygienists (CIH) and Certified Safety Professionals (CSP) use NIOSH/OSHA approved sampling methodologies to help you identify toxic chemicals and harmful emissions from manufacturing processes and develop appropriate engineering controls and personal protection plans.	✓
<b>Test Instruments Calibration Services</b> Calibration helps keep your sensitive test instruments in tip-top shape for accurate, reliable results. Available for thousands of instruments and tools, calibration can be done on any brand of instrument, including brands Grainger does not carry. Instruments do not need to be purchased from Grainger to use the calibration service. Calibration can be performed on new items at time of purchase or on items already owned. Three levels of calibration are available to meet different industry standards.	✓
<b>TEMPERATURE STRESS HAZARDS</b> <i>Solutions that help employees work in extreme temperature conditions.</i>	
<b>HEAT STRESS</b>	
<b>Heat Stress Assessment*</b> On-site evaluation to determine heat stress risks, allowing for product evaluation and testing.	

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## FACILITY SAFETY

### GRAINGER ONLINE SERVICES

- Grainger Online SafetyManager® System†
- Online Safety Training Library with Tracking
- Authorized Online OSHA 10- & 30-Hour Outreach Training
- Online NFPA 70E Electrical Safety Training
- SDS Management



### GRAINGER SAFETY CONSULTANT SERVICES

*Solutions to assist your company's safety and compliance efforts.*

**Grainger Safety Consultants Network** A national network of third-party service providers with a comprehensive offering of on-site assessments, studies, auditing and testing, program development and support, and training to enhance your safety program.



### CONFINED SPACE

*Solutions to help your employees work safely in permit-required confined spaces.*

**Confined Space Analysis** Conducted plant tour to determine potential confined space hazards.

**Confined Space Entry Training** This course covers the CFR 1910.146 OSHA requirements, including hands-on training in entry procedures, hazard recognition, PPE, monitoring gear, and permit and non-permit work practices. Along with classroom training, it provides extensive hands-on practice in the use of personal protective, gas detection and entry equipment.



**Confined Space Rescue Training** This course is geared toward the specific needs of the client ranging from one to five days of training. It offers a comprehensive coverage of OSHA 28 CFR 1910.146 and meets all applicable training (including ANSI and NFPA) standards. Classroom sessions introduce the student or students to the regulatory requirements. Field exercises teach the techniques necessary to efficiently and proficiently perform the duties of a Confined Space Rescue Team.



**Confined Space Identification/Audit** An on-site confined space audit for the purpose of updating the current confined space inventory as well as identifying any labels that need replacement. Following the audit, a report will be generated which will provide the following information: identity and location of each space; whether each space is permit or non-permit required; hazards and potential hazards; whether each space may be entered by using alternate entry procedures, is in need of reclassification or if full entry procedures are required.



**Gas Detection Equipment Training** Instruction on how to use gas detection products, including calibrating the equipment.

### ELECTRICAL SAFETY

*Solutions to help provide protection from electrical hazards such as arc flash.*

### ARC FLASH

**Arc Flash Hazard Assessment** Designed to assist your facility in complying with the NFPA 70E standard. Includes identification, data collection, analysis and labeling of all electrical arc flash hazards in your facilities. Includes regulatory compliance training of qualified persons in safe workplace practices.



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<b>ARC FLASH cont.</b>	
<b>Arc Flash Awareness Seminar</b> Designed to bring awareness to the NFPA 70E standard. Additional topics reviewed are methods of assessment, PPE equipment, proper electrical tools, test instruments and labeling of hazards.	
<b>Arc Flash Training</b> Safety seminar for anyone working on or near electricity. Topics include flash protection boundaries, PPE, hazard/risk category classifications, shock/electrocution, arc flash calculations, related regulations, and safe work practices and procedures. This training is required for electrical maintenance personnel, operators, troubleshooters, electricians, linemen, engineers, supervisors, site safety personnel or anyone exposed to energized equipment of 50 volts or more.	✓
<b>WORKING ON LIVE ELECTRICITY</b>	
<b>Electrical Safety Facility Assessment*</b> Facility analysis of potential electrical safety issues and recommended electrical product solutions.	
<b>Fuses &amp; Power Distribution Training</b> Seminars tailored to site safety contact's requirements in the proper application of fuses to help protect electrical equipment and power distribution systems.	
<b>ENVIRONMENTAL SAFETY HAZARDS</b> <i>Solutions to help safely control and handle incidents/hazards such as chemical storage and spills.</i>	
<b>CHEMICAL STORAGE</b>	
<b>STUD-E Safety Check Program Site</b> Assessment evaluates concerns associated with storage, transfer, use and disposal of hazardous liquids. Product suggestions promote using the right equipment for the right job. Provides assistance with regulatory code compliance to OSHA and EPA standards.	
<b>Hazardous Liquid Handling &amp; Storage Assessment</b> On-site audit of hazardous/flammable storage, use and handling.	
<b>SPILL CONTAINMENT</b>	
<b>Spill Containment Training &amp; Assessment</b> Employees are trained to use correct products and procedures for their specific spill control and absorbent applications. Assessment involves detailing a business or institution's current spill maintenance procedures, identification of new and enhanced procedures, and new product suggestions.	
<b>EYEWASH &amp; EMERGENCY SHOWER</b>	
<b>Eyewash/Shower Survey &amp; Assessment*</b> Walk-through assessment of facility for emergency eyewash and drench shower safety. Includes ANSI-compliance recommendations on products and strategies.	
<b>EXITS &amp; FIRE PROTECTION</b> <i>Solutions to help with exits and fire protection within a facility or worksite.</i>	
<b>FIRE PROTECTION</b>	
<b>Firestop Training Program*</b> Educates users on general firestop information and provides supplier specific training on UL classified systems.	
<b>Firestop Facility Assessment*</b> Comprehensive facility walk-thru service to identify non-compliant fire hazard installations.	

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<b>EMERGENCY ACTION PLANS</b>	
<b>Process Safety Management</b> Includes the assembling of required process hazard information, which included field tracing, piping and developing Piping & Instrumentation Diagrams (P&IDs); reviewing and commenting on operating procedures (startup, shutdown and emergency shut down); and health, safety, emergency response procedures and preventive maintenance practices.	✓
<b>LOCKOUT/TAGOUT</b> <i>Solutions to help your employees work safely around equipment during maintenance procedures.</i>	
<b>Lockout Program Needs Survey</b> On-site survey to assess current lockout/tagout practices and provide suggestions to improve current LOTO program.	
<b>Lockout Procedure Service</b> A network of certified service providers able to offer a complete turnkey graphical lockout/tagout service provided on-site. Helps ensure your facility has an effective lockout program and complies with OSHA's Lockout regulations. Engineers will come to your facility and create visually-instructive, machine-specific procedures that can be placed directly onto the equipment.	✓
<b>Lockout/Tagout Training</b> This course is for personnel who are required to service, maintain or work around energized equipment. Topics include an overview of OSHA's Control of Hazardous Energy, 29 CFR 1910.147; information on controls and procedures required to help prevent the unexpected energization, start up or release of stored energy and the dangers involved; methods to recognize different types of energy hazards; definitions of authorized, affected and other employees; energy-isolating device and lock-and-tag definitions; definitions of lock and tag; program categories; energy control and appropriate control procedures.	✓
<b>MACHINE GUARDING</b> <i>Solutions used on and around machines to help keep people safe from injury.</i>	
<b>Machine Guarding Turnkey Solution</b> A network of certified service providers present a complete machine guarding solution consisting of machine audits and assessments, engineering and design of machine protections, a start-to-finish installation service and integrated training on all new equipment and procedures.	✓
<b>SAFETY COMMUNICATION</b> <i>Solutions to help promote the appropriate safety hazard information within a facility or worksite.</i>	
<b>Safety Paint Assessment</b> Conducts an on-site survey to determine the condition and location of safety markings and recommend the proper safety coatings.	
<b>HAZARD COMMUNICATION/GHS</b>	
<b>HazCom/GHS Production Workshop</b> This workshop combines regulatory training and Globally Harmonized System (GHS) label creation to help your business or institution meet OSHA GHS implementation requirements and sustain in-house compliance.	✓
<b>Hazardous Communication Training</b> Focusing on the specific requirements of OSHA 29 CFR 1910.1200 Subpart Z, this course offers an overview of hazard communication standards, requirements and responsibilities; training requirements; how to make a hazard determination; hazard chemical characteristics; container labeling and other hazard warnings; safety data sheets; employee training requirements; hazard prevention; minimization; preparedness; and exposure monitoring plans.	✓

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<b>WORKPLACE SIGNS &amp; TAGS</b>	
<b>Visual Workplace Audit</b> Evaluation of business or Institution's current workplace, visual workplace priorities and areas of risk. Audit provides a detailed report complete with facility photos displaying opportunities for workplace improvement, product suggestions and location install identification.	✓
<b>SECURITY</b> <i>Solutions to help keep the facility or worksite safe and secure during all hours of the day.</i>	
<b>Business Radio FCC Programming</b> Designed to help customers program their business two-way radio products with mandatory Federal Communications Commission (FCC) assigned frequencies.	
<b>SLIPS, TRIPS &amp; FALLS</b>	
<b>FALL PREVENTION – FROM SLIPS &amp; TRIPS</b>	
<b>Slips, Trips &amp; Falls Assessment</b> Provides a pedestrian safety site assessment that takes in customer facility observations and gives back recommended products and solutions to help your facility become safer for employees and guests.	
<b>Floor Coating Installation Service</b> Includes an on-site professional survey, quote and installation of Rust-Oleum® floor coatings.	✓
<b>Floor Coating &amp; Anti-Slip Assessment</b> An evaluation based on application, hazard concerns and safety color-coded paint requirements.	
<b>LADDERS &amp; SCAFFOLDING SAFETY</b>	
<b>Climbing Pro Ladder Safety Kit</b> Includes training literature and video to help provide training on safe and proper ladder use, how to select the correct ladders for the job and ladder inspection. Includes a quiz to reinforce learning.	
<b>FALL PREVENTION – FROM FLOOR AND WALL OPENINGS</b>	
<b>Flexiguard™ Engineered Service</b> Custom engineered Flexiguard™ systems create unique fall protection and access solutions that meet the requirements of your specific application. Also includes on-site assembly and user training services.	✓

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†Grainger Online SafetyManager is provided by Grainger Safety Services, Inc., an affiliate of W.W. Grainger, Inc.  
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**Grainger Branch and Distribution Center Locations**

Location	Address	ST	City	Zip Code
Grainger Distribution Center	4700 Hamner Ave.	CA	MIRA LOMA	91752
Grainger Distribution Center	8001 Forshee Dr.	FL	JACKSONVILLE	32219
Grainger Distribution Center	701 Grainger Way	IL	MINOCCA	60447
Grainger Distribution Center	11200 E. 210 Hwy.	MO	KANSAS CITY	64161
Grainger Distribution Center	4900 Old Airways Rd.	MS	SOUTH HAVEN	38871
Grainger Distribution Center	18 Applegate Dr. North	NY	ROBBINSVILLE	8691
Grainger Distribution Center	8211 Bavaria Dr E	OH	MACEDONIA	44058
Grainger Distribution Center	101 Southcross Blvd.	SC	FOUNTAIN INN	29644
Grainger Distribution Center	201 Freedom Dr.	TX	ROANOKE	76262
Grainger Distribution Center	09 S. Tejon St	CO	DENVER	80223
Grainger Distribution Center	7450 Annapolis Lane N.	MN	PLYMOUTH	55441
Grainger Distribution Center	6725 S. Todd Blvd.	WA	TUKWILA	98188
Grainger Distribution Center	2710 Keystone Pacific Parkway	CA	PATTERSON	95363
Grainger Distribution Center	Operational in 2020	KY		
Grainger Branch	1241 Montliner Dr.	AL	MOBILE	36608-1712
Grainger Branch	1912 Jordan Lane NW	AL	HUNTSVILLE	35816-1542
Grainger Branch	541 George Todd Dr.	AL	MONTGOMERY	36117-2233
Grainger Branch	3735 First Ave. N.	AL	BIRMINGHAM	35222-1801
Grainger Branch	3807 Planters Rd.	AR	FT. SMITH	72908-8461
Grainger Branch	1205 S. Old Missouri Rd.	AR	SPRINGDALE	72764-1152
Grainger Branch	6100 Murray St.	AR	LITTLE ROCK	72209-8528
Grainger Branch	775 E Bayview Rd	AZ	GILBERT	85233-1203
Grainger Branch	4465 E. Broadway Rd.	AZ	PHOENIX	85040-8892
Grainger Branch	3415 S. Dodge Blvd.	AZ	TUCSON	85713-5434
Grainger Branch	960 N. 51st Ave	AZ	PHOENIX	85043-2625
Grainger Branch	2002 W. Rose Garden Lane	AZ	PHOENIX	85027-2690
Grainger Branch	7501 Stegemoach Rd.	CA	STOCKTON	95215-7909
Grainger Branch	2261 Ringwood Ave.	CA	SAH ROSE	95131-1717
Grainger Branch	444 Doolittle Dr.	CA	SAN LEANDRO	94577-1016
Grainger Branch	1335 Tuolumne St.	CA	FRESNO	93705-2017
Grainger Branch	10137 S. Norwalk Blvd.	CA	SANTA FE SPRINGS	90670-3125
Grainger Branch	1150 Bay Blvd.	CA	CITRUS VISTA	91917-2801
Grainger Branch	3900 Easton Dr.	CA	BAKERSFIELD	93309-1083
Grainger Branch	5760 Commerce Blvd.	CA	ROHNERT PARK	94928-1680
Grainger Branch	310 E. Ball Rd.	CA	ANAHEIM	92805-6312
Grainger Branch	1321 Linda Vista Dr.	CA	SAN MARCOS	92278-3804
Grainger Branch	101 S. Rice Ave.	CA	OXNARD	93030-7235
Grainger Branch	8930 Whitteta Ave.	CA	NORTHRIDGE	91324-3250

Location	Address	ST	City	Zip Code
Grainger Branch	1334 Dayton St.	CA	SALINAS	93901-4116
Grainger Branch	8001 Raytheon Rd.	CA	SAN DIEGO	92111-1608
Grainger Branch	1050 W. Walnut St.	CA	COMPTON	90220-5112
Grainger Branch	10804 S. La Cienega Blvd.	CA	INGLEWOOD	90304-1113
Grainger Branch	570 S. Alameda St.	CA	LOS ANGELES	90013-1726
Grainger Branch	9220 Hyslop Dr.	CA	RANCHO CUCAMONGA	91730-6108
Grainger Branch	3631 Industrial Blvd.	CA	WEST SACRAMENTO	95661-3456
Grainger Branch	2288 Pike Ct.	CA	CONCORD	94520-1251
Grainger Branch	1554 BROCKHOLLOW DR. SUITE A	CA	SANTA ANA	92705-5508
Grainger Branch	1151 E. Columbia Ave.	CA	RIVERSIDE	92507-2113
Grainger Branch	4885 Paris St.	CO	DENVER	80239-2811
Grainger Branch	610 Popes Bluff Trail	CO	COLORADO SPRINGS	80907-3512
Grainger Branch	4581 Innovation Dr.	CO	FORT COLLINS	80525-3406
Grainger Branch	124 Universal Dr.	CT	NORTH HAVEN	06473-3630
Grainger Branch	75 Maxim Rd.	CT	HARTFORD	06114-1605
Grainger Branch	117 Quigley Blvd.	DE	NEW CASTLE	19720-4103
Grainger Branch	12431 Metro Pkwy.	FL	FT. MYERS	33966-1325
Grainger Branch	2255 NW 89TH Place	FL	DORAL	33172-2428
Grainger Branch	7200 NW 37TH Ave.	FL	MIAMI	33147-5898
Grainger Branch	101 S. Wickham Rd.	FL	WEST MELBOURNE	32904-1131
Grainger Branch	2620 SW 17th Rd., Ste 300	FL	OCALA	34471-2086
Grainger Branch	4180 L B Mcleod Rd.	FL	ORLANDO	32811-5695
Grainger Branch	1800 N. Florida Mango Rd.	FL	WEST PALM BEACH	33409-5406
Grainger Branch	12579 49TH St. N.	FL	CLEARWATER	33762-4333
Grainger Branch	4505 W. Hillsborough Ave	FL	TAMPA	33614-5441
Grainger Branch	1820 Tampa East Blvd.	FL	TAMPA	33619-3052
Grainger Branch	4485 N. Palafox St.	FL	PENSACOLA	32505-2922
Grainger Branch	3924 W. Pensacola St.	FL	TALLAHASSEE	32304-2838
Grainger Branch	8450 Phillips Hwy.	FL	JACKSONVILLE	32256-6206
Grainger Branch	6685 Whitfield Industrial Ave.	FL	SARASOTA	34243-4017
Grainger Branch	2131 SW 2nd St. Bldg 8	FL	POMPANO BEACH	33068-3100
Grainger Branch	2008 Paul Walker Dr.	GA	MACON	31206-3168

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Granger Branch	708 Hustwood Street	GA	DALTON	30721-3523
Granger Branch	1205 Commerce Rd.	GA	ATHENS	30607-1201
Granger Branch	1516 Gordon Hwy.	GA	AUGUSTA	30906-2000
Granger Branch	1721 Marietta Blvd. NW	GA	ATLANTA	30316-3646
Granger Branch	3300 Frontage Rd.	GA	FOREST PARK	30297-2516
Granger Branch	631 S. Marietta Pkwy SE	GA	MARIETTA	30060-2748
Granger Branch	6655 Crestmont Dr	GA	NORCROSS	30071-2834
Granger Branch	1324 US Highway 80 W	GA	GARDEN CITY	31408-2947
Granger Branch	2633 Pae Street	HI	HONOLULU	96819-4606
Granger Branch	715 33rd Ave. SW	IA	CEDAR RAPIDS	52404-3021
Granger Branch	1811 E. Sheridan Ave.	IA	DES MOINES	50316-1803
Granger Branch	961 E. 53RD St.	IA	DAVENPORT	52007-2633
Granger Branch	5526 Irving St.	ID	BOISE	83706-1216
Granger Branch	1617 SW Jefferson Ave.	IL	PEORIA	61605-3948
Granger Branch	2701 Ogden Ave.	IL	DOWNERS GROVE	60525-1704
Granger Branch	5001 W. 115TH St.	IL	ALSIP	60803-5152
Granger Branch	2356 S Ashland Ave	IL	CHICAGO	60608-5304
Granger Branch	2221 N. Elston Ave.	IL	CHICAGO	60614-2905
Granger Branch	6150 S. Austin Ave.	IL	CHICAGO	60638-5394
Granger Branch	5862 Harrison Ave	IL	ROCKFORD	61108-8127
Granger Branch	3585 Sunset Ave.	IL	WAUKEGAN	60087-3217
Granger Branch	3240 Mannheim Rd.	IL	FRANKLIN PARK	60131-1532
Granger Branch	475 E. Algonquin Rd.	IL	ARLINGTON HEIGHTS	60005-4620
Granger Branch	8045 River Dr.	IL	MORTON GROVE	60053-2651
Granger Branch	1701 Cline Ave.	IN	GARY	46406-2225
Granger Branch	1819 W. 16TH St.	IN	INDIANAPOLIS	46202-2632
Granger Branch	9210 Corporation Dr.	IN	INDIANAPOLIS	46256-1017
Granger Branch	1753 Commerce Dr.	IN	SOUTH BEND	46628-1565
Granger Branch	837 N. Congress Ave.	IN	EVANSVILLE	47715-2452
Granger Branch	1920 S. West St.	KS	WICHITA	67213-1308
Granger Branch	14790 W. 99TH St.	KS	LENEXA	66215-3109
Granger Branch	1901 Plantside Dr.	KY	LOUISVILLE	40299-1919
Granger Branch	1351 Georgetown Rd.	KY	LEXINGTON	40511-2503
Granger Branch	9506 Ashland Rd	LA	GONZALES	70737-8097
Granger Branch	12155 Airline Highway	LA	BATON ROUGE	70817
Granger Branch	500 Thomas Rd.	LA	WEST MONROE	71292-9454
Granger Branch	5126 Hollywood Ave.	LA	SHREVEPORT	71109-7116

Location	Address	ST	City	Zip Code
Granger Branch	1528 Craste Landry Rd.	LA	LAFAYETTE	70506-1989
Granger Branch	2502 S. Chief Service Hwy	LA	SULPHUR	70663-6405
Granger Branch	825 Distributors Row	LA	NEW ORLEANS	70123-3209
Granger Branch	601 S. Galvez St.	LA	NEW ORLEANS	70119-7517
Granger Branch	790 Cottage St.	MA	SPRINGFIELD	01104-3221
Granger Branch	160 Broadway	MA	EVERETT	02149-2460
Granger Branch	400 Arsenal St.	MA	WATERTOWN	02472-2626
Granger Branch	428 University Ave.	MA	NORWOOD	02062-2638
Granger Branch	31 Cabot Rd.	MA	WOBURN	01801-1003
Granger Branch	4748 Forbes Blvd.	MD	TANHAM	20706-4302
Granger Branch	10981 Guilford Rd.	MD	ANNAPOLIS JUNCTION	20701-1125
Granger Branch	701 Dover Road	MD	ROCKVILLE	20850-1352
Granger Branch	2100 Halnes St.	MD	BALTIMORE	21230-3206
Granger Branch	8920 Citation Road	MD	BALTIMORE	21221-3101
Granger Branch	425 Warren Ave.	ME	PORTLAND	04103-1287
Granger Branch	23800 Ruggerty Rd.	MI	FARMINGTON HILLS	48335-2617
Granger Branch	1587 E. Whitcomb Ave.	MI	MADISON HEIGHTS	48071-1425
Granger Branch	2476 Azo Dr.	MI	KALAMAZOO	49048-9540
Granger Branch	1201 W. Lafayette Blvd.	MI	DETROIT	48226-3006
Granger Branch	5617 Enterprise Dr.	MI	LANSING	48911-4194
Granger Branch	25940 Groesbeck Hwy.	MI	WARREN	48089-4144
Granger Branch	3823 Roger B Chaffee SE	MI	GRAND RAPIDS	49549-3437
Granger Branch	2915 Boardwalk St.	MI	ANN ARBOR	48104-6765
Granger Branch	6871 Middlebell Rd.	MI	ROMULUS	48174-2041
Granger Branch	2711 Lapeer Rd.	MI	FLINT	48503-4354
Granger Branch	228 W. Morley Dr.	MI	SAGINAW	48601-9461
Granger Branch	345 Plato Blvd E Ste 120	MN	ST. PAUL	55107-1228
Granger Branch	201 E. 78TH St.	MH	BLOOMINGTON	55420-1249
Granger Branch	2227 Clark Ave.	MO	ST. LOUIS	63103-2599
Granger Branch	2535 Metro Blvd.	MO	MARYLAND HEIGHTS	63043-2409
Granger Branch	508 N. Cedarbrook Ave.	MO	SPRINGFIELD	65802-2527
Granger Branch	2300 F. 187H St.	MO	KANSAS CITY	64127-2543
Granger Branch	3551 I-55 S.	MS	JACKSON	39212-4963



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Grainger Branch	221 Moore Lane	MT	BILLINGS	59101-3418
Grainger Branch	2506 Greengate Dr.	NC	GREENSBORO	27406-5241
Grainger Branch	1401 S. MINT ST.	NC	CHARLOTTE	28203-4185
Grainger Branch	834 Riverside Dr.	NC	ASHEVILLE	28804-3222
Grainger Branch	505 Cecil Ave.	NC	WILMINGTON	28403-2652
Grainger Branch	2815 Gillespie St.	NC	FAYETTEVILLE	28306-3523
Grainger Branch	4820 Signett Dr.	NC	RALEIGH	27616-2874
Grainger Branch	3875 12TH AVE. N.	ND	FARGO	58102-2906
Grainger Branch	3221 Hwy 22	ND	DICKINSON	58601
Grainger Branch	15 ENERGY STREET SUITE 500	ND	WILLISTON	58801
Grainger Branch	9345 J St.	NE	OMAHA	68127-1206
Grainger Branch	370 E. Industrial Park Dr.	NH	MANCHESTER	03109-3310
Grainger Branch	212 Industrial Way W.	NJ	EATONTOWN	07724-2206
Grainger Branch	819 F Gate Dr.	NJ	MT. LAUREL SOUTH PLAINFIELD	08054-1208 07080-1102
Grainger Branch	3001 Hadley Rd.	NJ	ELIZABETH	7201
Grainger Branch	560-596 Berck St. Suite 1	NJ	CLIFTON	07012-1701
Grainger Branch	308 Allwood Rd.	NJ	FARMINGTON	87401-2723
Grainger Branch	1201 San Juan Blvd.	NM	FARMINGTON	87109-4231
Grainger Branch	3901 Osuna Rd. NE	NM	ALBUQUERQUE	89102-4815
Grainger Branch	2401 Western Ave.	NV	LAS VEGAS	89431-6441
Grainger Branch	900 Facker Way	NV	SPARKS	15057-1037
Grainger Branch	6785 E. Maffey Rd.	NY	EAST SYRACUSE	11040-4741
Grainger Branch	2040 Jericho Turnpike	NY	NEW HYDE PARK	12208-5154
Grainger Branch	35 Corporate Circle	NY	ALBANY	14615-3700
Grainger Branch	1999 Mt. Road Blvd.	NY	ROCHESTER	14623-2619
Grainger Branch	430 W. Metro Park	NY	ROCHESTER	13850-2347
Grainger Branch	2809 Vestal Rd.	NY	VESTAL	11747-3035
Grainger Branch	1 Park Dr.	NY	MELVILLE	11718-2515
Grainger Branch	199 Orville Dr.	NY	BOFEMIA	14225-5116
Grainger Branch	50 McKesson Pkwy.	NY	BUFFALO	11378-3230
Grainger Branch	58-45 Grand Ave.	NY	MASPETH	11232-1511
Grainger Branch	R15 3rd Ave.	NY	BROOKLYN	10523-1009
Grainger Branch	505 Saw Mill River Rd.	NY	ELMSFORD	44706-1203
Grainger Branch	1721 6TH St. SW	DJ	CANTON	44305-4474
Grainger Branch	420 Kennedy Hd.	OH	AKRON	44515-2025
Grainger Branch	360 Victoria Rd.	OH	YOUNGSTOWN	43551-4349
Grainger Branch	1300 Third St.	OH	FERRYSBURG	43109

Location	Address	ST	City	Zip Code
Grainger Branch	8700 Le Saint Drive	OH	HAMILTON	45014-2200
Grainger Branch	4425 Glenvale Millford Rd.	OH	CINCINNATI	45242-3708
Grainger Branch	938 W. 21st St.	OH	CINCINNATI	45203-1131
Grainger Branch	3630 Interchange Rd.	OH	COLUMBUS	43204-3434
Grainger Branch	6999 Huntley Rd. Suite A	OH	WOHIO/INGTON	43229-1531
Grainger Branch	1035 Valley Belt Rd.	OH	BROOKLYN HEIGHTS	44131-1432
Grainger Branch	2322 Macedonia Road	OH	DAYTON	45424-4147
Grainger Branch	1455 E. 2nd St.	OH	FRANKLIN	45006-1838
Grainger Branch	4314 Will Rogers Pkwy.	OK	OKLAHOMA CITY	73108-1884
Grainger Branch	10707 E. Finn St.	OK	TULSA	74116-1547
Grainger Branch	6335 N. Basin Ave.	OR	PORTLAND	07217-3915
Grainger Branch	401 N. 8TH St.	PA	PHILADELPHIA	19123-3902
Grainger Branch	10401 Drummond Rd.	PA	PHILADELPHIA	35154-3805
Grainger Branch	3150 Uherly Ave.	PA	PITTSBURGH	15201-1416
Grainger Branch	201 RIDC Park West Dr. AIRPORT LOCATION	PA	PITTSBURGH	15275-1033
Grainger Branch	2011 Avchue C	PA	DETHLEHEM	18017-2217
Grainger Branch	1530 Delmar Dr.	PA	FOLCROFT	19032-2102
Grainger Branch	2560 Blvd. Of The General	PA	NORRISTOWN	19403-5228
Grainger Branch	4320 Lewis Rd.	PA	HARRISBURG	17111-2538
Grainger Branch	415 W. 12TH St. #2	PA	ERIC	16501-1505
Grainger Branch	78 Jefferson Blvd.	RI	WARWICK WEST COLUMBIA	02888-1064 29189-4669
Grainger Branch	550 Chris Dr.	SC	COLUMBIA	29418-8434
Grainger Branch	7403 Poppleford Ave.	SC	NORTH CHARLESTON	29607-3508
Grainger Branch	730 Congaree Rd.	SC	GREENVILLE	57101-0531
Grainger Branch	500 E. 50TH St. N.	SD	SIOUX FALLS	57406-1053
Grainger Branch	907 Crookside Rd.	TN	CHATTAHOOGA	37203-3405
Grainger Branch	1021 Charlotte Ave.	TN	NASHVILLE	37210-3718
Grainger Branch	1938 Elm Tree Dr.	TN	NASHVILLE	37919-7309
Grainger Branch	6500 Bgum Dr.	TN	KNOXVILLE	38132-2106
Grainger Branch	1901 Nonconah Blvd.	TN	MEMPHIS	78229-5312
Grainger Branch	4924 NW Loop 410	TX	SAN ANTONIO	78218-4538
Grainger Branch	5011 Billman Rd.	TX	SAN ANTONIO	77477-3929
Grainger Branch	3900 Greenbriar Dr.	TX	STAFFORD	77336-6558
Grainger Branch	1251 Holly Court	TX	DEER PARK	77090-5205
Grainger Branch	16741 North Freeway	TX	HOUSTON	78119
Grainger Branch	322 West Main Suites 120 & 140	TX	KENEDY	78408-2411
Grainger Branch	430 Sun Bell Dr.	TX	CORPUS CHRISTI	

**Grainger Branch and Distribution Center Locations**

Location	Address	ST	City	Zip Code
Grainger Branch	125 Sawyer St.	TX	BEAUMONT	77702-2218
Grainger Branch	6006 E. Ben White Blvd., Suite 500	TX	AUSTIN	78741-7504
Grainger Branch	7990 Research Blvd. Ste 101	TX	AUSTIN	78758-8425
Grainger Branch	3232 Harrisburg Blvd.	TX	HOUSTON	77003-7430
Grainger Branch	8200 Pinemont Dr.	TX	HOUSTON	77040-6500
Grainger Branch	4545 Darien St.	TX	HOUSTON	77028-5011
Grainger Branch	1222 S Loop W	TX	HOUSTON	77054-4012
Grainger Branch	6050 Southwest Freeway	TX	HOUSTON	77057-7514
Grainger Branch	iSupply / Houston Area Safety Center 7790 Spencer Hwy, Ste. 170	TX	PASADENA	77508
Grainger Branch	5607 Canyon Dr.	TX	AMARILLO	79110-3026
Grainger Branch	2251 E. Division St. Ste A	TX	ARLINGTON	76011-6619
Grainger Branch	1805 N. Interstate 152	TX	CARROLLTON	75008-8628
Grainger Branch	4242 Matinum Way	TX	DALLAS	75237-1618
Grainger Branch	8321 John W Carpenter Fwy	TX	DALLAS	75247
Grainger Branch	302 W. Vickery Blvd	TX	FT. WORTH	76104-1201
Grainger Branch	5000 Northeast Pkwy.	TX	FT. WORTH	76106-1829
Grainger Branch	2701 W. Kingsley Rd.	TX	GARLAND	75041-2406
Grainger Branch	1507 W. Cotton St.	TX	LONGVIEW	75604-5522
Grainger Branch	507 E. 40TH St.	TX	LUBBOCK	79404-2816
Grainger Branch	4110 S. County Rd. 1276	TX	MIDLAND	79706-3042
Grainger Branch	2601 E. Plano Pkwy.	TX	PLANO	75074-7416
Grainger Branch	6901 Imperial Dr.	TX	WACO	76732-6813
Grainger Branch	17010 Katy Fwy.	TX	HOUSTON	77054-1410
Grainger Branch	1400 Ionian Dr.	TX	EL PASO	79933-5207
Grainger Branch	2823 N. Frazier St	TX	CONROE	77303-2751
Grainger Branch	921 E. Pecan Blvd.	TX	MCALLEN	78501-5710
Grainger Branch	610 Ga's St.	TX	LAREDO	78041-6005
Grainger Branch	1408 W. Villa Maria Rd	TX	BRYAN	77801-4213
Grainger Branch	2958 South 1900 W.	UT	OSDEN	84401-5228
Grainger Branch	2775 S. 900 W.	UT	SALT LAKE CITY	84119-2167
Grainger Branch	101 International Dr.	VA	DULLES	20166-8442
Grainger Branch	2947 Gallows Rd.	VA	FALLS CHURCH	22042-1024
Grainger Branch	1401 Sewalls Point Rd.	VA	NORFOLK	23502-2057
Grainger Branch	2421 Magnolia Court	VA	RICHMOND	23223-2322
Grainger Branch	20 Gregory Dr.	VT	SOUTH BURLINGTON	05403-6046
Grainger Branch	4990 BRD Ave. S.	WA	SEATTLE	98134-2308
Grainger Branch	2802 Pacific Hwy. E.	WA	RIE	98421-1021

Location	Address	ST	City	Zip Code
Grainger Branch	3023 Walnut St.	WA	EVERETT	98201-3846
Grainger Branch	5705 E. Broadway Ave.	WA	SPOKANE VALLEY	99212-0912
Grainger Branch	3306 W. Marle St.	WA	PASCO	99001-3609
Grainger Branch	N21 W23020 Waterlawn Rd.	WI	WATKESHA	53128-1001
Grainger Branch	202 N. Jackson St.	WI	MILWAUKEE	53202-5903
Grainger Branch	5819 N. 117TH St.	WI	MILWAUKEE	53225-2245
Grainger Branch	551 Atlas Ave.	WI	MADISON	53724-3107
Grainger Branch	751 Morris Ave.	WI	GREEN BAY	54304-4508
Grainger Branch	600 N. Lynndale Dr.	WI	APPLETON	54914-3021
Grainger Branch	3000 7TH Ave. W.	WV	CHARLESTON	25307-1731
Grainger Branch	1110 Wilkins Circle	WY	CASPER	82601-1331



5965 W. HOWARD STREET  
MILES, IL 60144-4014

PAGE 1

THIS DOCUMENT IS A  
**TEST**  
DO NOT MAIL

SHIP TO

IRFAN'S CUSTOMER  
IRFAN'S CUSTOMER  
17W300 22ND STREET  
OAKBROOK TERRACE IL 60181-0000

BILL TO

IRFAN'S CUSTOMER  
IRFAN'S CUSTOMER  
17W300 22ND STREET  
OAKBROOK TERRACE IL 60181-0000

**ORIGINAL INVOICE**

GRAINGER ACCOUNT NUMBER 874378632  
INVOICE NUMBER 9000110008  
INVOICE DATE 07/20/2009  
DUE DATE 08/19/2009  
AMOUNT DUE \$90.44

PO NUMBER PO-T&C QRB TEST  
PO RELEASE NUMBER 12346  
DEPARTMENT NUMBER 001  
PROJECT NUMBER TEST PROJ NUMBER  
CALLER IRFAN  
CUSTOMER PHONE 6308332800  
DELIVERY NUMBER 8077888505  
INCO TERMS FOB ORIGIN

**THANK YOU!**

FBI NUMBER 38-1150280  
FOR QUESTIONS ABOUT THIS INVOICE OR ACCOUNT CALL 677-202-2694

PO LINE #	ITEM #	DESCRIPTION	QUANTITY	BACK ORDERED	UNIT PRICE	TOTAL
	3X505	Sheave, Variable Pitch MANUFACTURER # 1VP56 X 7/8	1		75.05	75.05

NUMBER OF PAGES: WEIGHT: 4.700  
DATE SHIPPED: 07/15/2008  
CARRIER:  
TRACKING NO:

INVOICE SUB TOTAL 75.05  
SHIPPING CHARGE 7.89  
TAX 7.50

These items are sold for domestic consumption in the United States. If exported, purchaser assumes full responsibility for compliance with US export controls.

PAYMENT TERMS Net 45 days - PAY THIS INVOICE. NO STATEMENT SENT. PAYABLE IN U.S. DOLLARS

**AMOUNT DUE**

**\$90.44**

BILL TO:

IRFAN'S CUSTOMER  
IRFAN'S CUSTOMER  
17W300 22ND STREET  
OAKBROOK TERRACE IL 60181-0000  
USA

REMIT TO:  
GRAINGER  
DEPT. 874378632  
PALATINE, IL 60068-0001

**PLEASE DETACH THIS PORTION AND RETURN WITH YOUR PAYMENT**

**X** ACCOUNT NUMBER 874378632 DATE 07/20/2009 INVOICE NUMBER 9000110008 AMOUNT DUE \$90.44  
87437853290001100081000009044100007501000078910000009081947

FOR COMMENTS OR CHANGE OF ADDRESS, ENTER INFORMATION ON REVERSE SIDE

## GRAINGER STANDARD TERMS AND CONDITIONS

**A. SALES POLICY****1. Wholesale Only.**

W.W. Grainger, Inc. ("Grainger") sells products for business use to customers with proper business identification, which is required from all customers prior to purchase.

**2. Prices.**

Prices listed are wholesale, do not include freight, handling fees, taxes, and/or duties, and are subject to correction or change without notice. Market sensitive commodity products will be priced according to current market conditions. Customer should contact his local Grainger branch or check online at [www.grainger.com](http://www.grainger.com) for current pricing. Export orders may be subject to other special pricing. Grainger reserves the right to accept or reject any order.

**3. Sales Tax.**

Customers are responsible for payment of all applicable state and local taxes, or for providing a valid sales tax exemption certificate. When placing an order, customer shall indicate which products are tax exempt.

**4. Payment and Credit Terms.**

Grainger accepts cash, checks, money orders, Visa, MasterCard, and American Express. For customers with established Grainger credit, payment terms are net thirty (30) days from the date of shipment or pick-up. All credit extended by Grainger to customer and the limits of such credit, is at Grainger's sole discretion, and may be reduced or revoked by Grainger at any time, for any reason. Grainger reserves the right to charge a convenience fee for late payments. Grainger further reserves the right to charge customer a late payment fee at the rate of one and one-half percent (1-1/2%) of the amount due for each month or portion thereof that the amount due remains unpaid, or such amount may be permitted under applicable law. Anticipation and cash discounts are not allowed. Export orders are subject to special export payment terms and conditions. All payments must be made in U.S. dollars. Grainger shall have the right of set-off and deduction for any sums owed by customer to Grainger.

If customer fails to make payment within thirty (30) days of shipment or pick-up, or fails to comply with Grainger's credit terms, or fails to supply adequate assurance of full performance to Grainger within a reasonable time after requested by Grainger (such time as specified in Grainger's request), Grainger may defer shipments until such payment or compliance is made, require cash in advance for any further shipments, demand immediate payment of all amounts then owed, elect to pursue collection action (including without limitation, attorneys' fees and any and all other associated costs of collection), and/or may, at its option, cancel all or any part of an unshipped order.

Customer agrees to assume responsibility for, and customer hereby unconditionally guarantees payment of, as provided herein, all purchases made by customer, its subsidiaries and affiliates. Each of customer's subsidiaries and affiliates purchasing from Grainger will be jointly and severally liable for purchases with customer and customer is also acting as agent for such subsidiaries and affiliates.

**5. Credit Balance.**

Customer agrees that any credit balance(s) issued by Grainger will be applied to customer's account within one (1) year of its issuance. IF CUSTOMER HAS NOT REQUESTED THE CREDIT BALANCE WITHIN ONE (1) YEAR, ANY REMAINING CREDIT BALANCE WILL BE CANCELLED, AND GRAINGER SHALL HAVE NO FURTHER LIABILITY.

**FREIGHT POLICY**

Products are shipped F.O.B. shipping point, with freight costs and handling fees paid by Grainger and charged to customer. Orders over U.S. \$7500 before tax and freight (including any broker's or carrier's freight fee, C.C.D. shipments are not permitted. Other terms and conditions may apply for additional freight services ("Additional Freight Services"), including without limitation, expedited same day delivery, air freight, freight collect export orders, hazardous materials, customer's carrier, shipments outside the contiguous U.S., or other special handling by the carrier. Any extra charges incurred for Additional Freight Services must be paid by customer. Fuel surcharges may be applied. Title and risk of loss pass to customer upon tender of shipment to the carrier. If the product is damaged in transit, customer's only recourse is to file a claim with the carrier.

**C. WARRANTY POLICY****1. LIMITED WARRANTY.**

ALL PRODUCTS SOLD ARE WARRANTED BY GRAINGER ONLY TO CUSTOMERS FOR: (i) RESALE; OR (ii) USE IN BUSINESS, GOVERNMENT OR ORIGINAL EQUIPMENT MANUFACTURE. GRAINGER WARRANTS PRODUCTS AGAINST DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD OF ONE (1) YEAR AFTER THE DATE OF PURCHASE FROM GRAINGER, UNLESS OTHERWISE STATED. PROVIDED THAT GRAINGER ACCEPTS THE PRODUCT FOR RETURN DURING THE LIMITED WARRANTY PERIOD, GRAINGER MAY, AT ITS OPTION: (i) REPAIR; (ii) REPLACE; OR (iii) REFUND THE AMOUNT PAID BY CUSTOMER. CUSTOMER MUST RETURN THE PRODUCT TO THE APPROPRIATE GRAINGER BRANCH OR AUTHORIZED SERVICE LOCATION, AS DESIGNATED BY GRAINGER. SHIPPING COSTS PREPAID. GRAINGER'S REPAIR, REPLACEMENT, OR REFUND OF AMOUNTS PAID BY CUSTOMER FOR THE PRODUCT, SHALL BE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY.

**2. WARRANTY DISCLAIMER.**

a. NO WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THE LIMITED WARRANTY STATEMENT ABOVE, IS MADE OR AUTHORIZED BY GRAINGER. GRAINGER DISCLAIMS ANY LIABILITY FOR CLAIMS ARISING OUT OF PRODUCT MISUSE, IMPROPER PRODUCT SELECTION, IMPROPER INSTALLATION, PRODUCT MODIFICATION, MISREPAIR OR MISAPPLICATION. GRAINGER EXPRESSLY DISCLAIMS ANY WARRANTY THAT THE PRODUCTS: (i) ARE MERCHANTABILITY; (ii) FIT FOR A PARTICULAR PURPOSE; OR (iii) DO NOT AND WILL NOT INFRINGE UPON OTHER'S INTELLECTUAL PROPERTY RIGHTS.

b. GRAINGER MAKES NO WARRANTIES TO THOSE DEFINED AS CONSUMERS IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT.

**\* Warranty Product Return.**

When returning any product, customer shall: (i) write or call the local Grainger branch from which the product was purchased; (ii) in the case of an internet order, contact [www.grainger.com](http://www.grainger.com) and provide the date, the original invoice number, the stock number, and a description of the defect; or (iii) call Customer Care at 1-888-361-8849, and provide the date, the original invoice number, the stock number, and a description of the defect. Proof of purchase is required in all cases.

**4. Manufacturer's Warranty.**

For information on a specific manufacturer's warranty, please contact the local Grainger branch or call Customer Care at 1-888-361-8849.

**5. Product Compliance and Suitability.**

Jurisdictions have varying laws, codes and regulations governing construction, installation, and/or use of products for a particular purpose. Certain products may not be available for sale in all areas. Grainger does not guarantee compliance or suitability of the products it sells with any laws, codes or regulations, nor does Grainger accept responsibility for construction, installation and/or use of a product. It is customer's responsibility to review the product application and all applicable laws, codes and regulations for each relevant jurisdiction to be sure that the construction, installation, and/or use involving the products are compliant.

**D. PRODUCT INFORMATION****1. Catalog/Website Information.**

Grainger reserves the right to correct publishing errors in its catalogs or any of its websites. Product depictions in the catalog or website are for illustrative purposes only. Possession of, or access to, any Grainger catalog, literature or website does not constitute the right to purchase products.

**2. Product Substitution.**

Products (and country of origin) may be substituted and may not be identical to catalog or website published descriptions and/or images.

**3. Occupational Safety and Health Administration ("OSHA") Hazardous Substance.** Material Safety Data Sheets ("MSDS") for OSHA defined hazardous substances are prepared and supplied by the manufacturers. GRAINGER MAKES NO WARRANTIES AND EXPRESSLY DISCLAIMS ALL LIABILITY TO ANY CUSTOMER OR USER WITH RESPECT TO THE ACCURACY OF THE INFORMATION OR THE SUITABILITY OF THE RECOMMENDATIONS IN ANY MSDS. CUSTOMER IS SOLELY RESPONSIBLE FOR ANY RELIANCE ON OR USE OF ANY INFORMATION, AND FOR USE OR APPLICATION OF ANY PRODUCT.

**4. MSDS and Proposition 65 Product Requests.**

MSDS and a list of Proposition 65 products are available: (i) at the local Grainger branch; (ii) by contacting Grainger, Dept. B1LS7, Attn: Environmental Health and Safety Dept., 100 Grainger Parkway, Lake Forest, IL 60045-5201 U.S.; (iii) by calling Grainger's MSDS Request Line at 1-877-268-9560; or (iv) by logging on to [www.grainger.com](http://www.grainger.com) and clicking on the "Resources" tab at the top of the page.

**5. Important Notice to Federal Customers Re: Country of Origin.**

While all products listed on GSA Advantage® meet the requirements of the Trade Agreements Act ("TAA"), as implemented by Federal Acquisition Regulations Part 25, other products sold by Grainger may not meet the requirements. At the time of purchase, Grainger will advise customers with proper identification as an authorized schedule customer whether or not a product is "TAA-compliant." Any federal customer purchasing a non-TAA item will be making an "open market" purchase that is not covered by any contract. Federal customers are advised that the open market purchases are NOT GSA schedule purchases. By purchasing any product on the open market, the customer represents that it has authority to make such purchase and has complied with all applicable procurement regulations.

**6. ARRA Orders.**

It is the customer's responsibility to advise Grainger whether this order is funded in any part by funds from or related to the American Reinvestment and Recovery Act ("ARRA") (Pub. L. No. 111-5) (i.e., Stimulus Funds). Upon request, Grainger will provide country of origin information so that customer may determine compliance with any applicable requirements under ARRA Section 1605 or any other applicable regulations.

**E. GENERAL TERMS****1. LIMITATION OF LIABILITY.**

GRAINGER EXPRESSLY DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES. GRAINGER'S LIABILITY IN ALL CIRCUMSTANCES IS LIMITED TO, AND SHALL NOT EXCEED, THE PURCHASE PRICE PAID FOR THE PRODUCT THAT GIVES RISE TO ANY LIABILITY.

**2. Force Majeure.**

Grainger shall not be liable for any delay in, or impairment of, performance resulting in whole or in part from any force majeure event, including but not limited to acts of God, labor disruptions, acts of war, acts of terrorism (whether actual or threatened), governmental decrees or controls, insurrections, epidemics, quarantines, shortages, communication or power failures, fire, accident, explosion, inability to procure or ship product or obtain permits and licenses, inability to procure supplies or raw materials, severe weather conditions, catastrophic events, or any other circumstance or cause beyond the reasonable control of Grainger in the conduct of its business.

**3. Grainger's Performance of Services.**

Customer will hold harmless and indemnify Grainger, its officers, directors, employees, agents, subcontractors or representatives from and against any and all claims, including bodily injury, death, or damage to personal property, and all other losses, liabilities, obligations, demands, actions and expenses, whether direct or indirect, known or unknown, absolute or contingent, incurred by Grainger related to the performance of services for customer (including without limitation, settlement costs, attorneys' fees, and any and all other expenses for defending any actions or threatened actions) arising out of, in whole or in part, any act or omission of customer, its employees, agents, subcontractors or representatives.

**4. Cancellation.**

All product order cancellations must be approved by Grainger, and may be subject to restocking fees and other charges.

**5. Product Return.**

Product returns must be made within one (1) year from date of purchase, unless otherwise indicated. Customer should call the local Grainger branch, or go to [www.grainger.com](http://www.grainger.com), for instructions. Returned product must be in original packaging, unused, undamaged, and in saleable condition. Proof of purchase is required in all cases.

**F. EXPORT SALES**

Orders for export sales are subject to the terms conditions found at [www.grainger.com](http://www.grainger.com) and can be accessed by clicking on the "Terms of Sale" link.





**Exhibit 4 Grainger Value Added Services**

Service Description	Value Add	Fee-Based
<b>Consulting Services</b>	•	
<b>KeepStock Inventory Management Solutions</b>		
KeepStock Customer Managed Inventory (CMI) Solution	•	
KeepStock Onsite Inventory Solution (VMI)	•	
KeepStock Secure Vending Solutions	•	
Managed MRO Solution		•
<b>KeepStock Organize</b>		•
Layout		•
Cleanup		•
Content		•
KeepStock Crimper	•	
<b>Lighting Services</b>		•
<b>eCommerce &amp; eProcurement Solutions</b>		
Punch Out Catalog	•	
Integration to Market Place or ERP	•	
Landing Page or Custom Home Page	•	
Training (Onsite – Webinar – Materials)	•	
Order Management System	•	
<b>Safety Services, Solutions &amp; Assessments</b>		
<b>Field Safety Specialist Support &amp; Assessments</b>	•	
Online Safety Solution Center	•	
<b>Grainger Online Safety Solution Center</b>		
Ask an Expert	•	
Safety Record	•	
<b>Managed Footwear Program</b>		
Online Footwear Program	•	
Shoemobile Solution♦	•	
Onsite Footwear Store♦	•	
<b>Eyewear Solution</b>		
Eyelaton♦	•	
Hoya♦	•	
<b>Safety Assessments, Testing &amp; Audits</b>		
Arc Flash Analysis		•
AED Inspection Services		•
Audiometric Testing/Re-Testing		•
Behavioral Health Safety Risk Assessment		•
Bio Safety Solutions		•
Combustible Dust Surveys		•
Confined Space Identification/Audits		•
Crane & Hoist Inspections		•
Electrical Safety Assessments		•
Emergency Eye Wash Station Assessments & Inspections		•
Employee Exposure Monitoring		•

♦No charge solutions with qualifying purchases

Services list is accurate as of 033119 – Services are continually added and fee status may change.

Service Description	Value Add	Fee-Based
Environmental Compliance Audits		•
Fall Protection Training (Basic)	•	
Safety Paint Assessment	•	
Hand Protection & Glove Program	•	
Ergonomic Matting Assessment	•	
Slips Trips and Falls Assessment	•	
Hearing Protection & Conservation Training	•	
Ergonomics Assessments		•
Fall Protection Assessments/Audits		•
Fire and smoke damper Inspection & repairs		•
Fire and smoke door Inspection & repairs		•
Fire Extinguisher Inspections & Service		•
Fire Protection Assessment & Testing (sprinkler systems)		•
Fire: Sprinkler Line Compliance Management & repairs		•
Firestop and fire barrier Inspection & repairs		•
Fleet Safety Assessments		•
Food Safety Compliance/Certification Assessments (FDA/FSMA, HACCP, GFSI)		•
Heat Stress Assessment (Hot & Cold)		•
Hearing - Ear Fit Test		•
Hearing Loss Determinations (Work Related) - Audiologist reviewed		•
Hose Washdown Station - Inspection & Repair Services		•
Indoor Air Quality Assessments		•
Industrial Hygiene Assessments		•
Job Hazard Analysis		•
Lifting & Rigging Site Assessments		•
Ladder Inspection Services		•
Lockout/Tagout Assessments		•
Machine Guarding Audits		•
Management System Assessments, Integration & Certification Preparation (ISO9001/14001/22001/45001, OHSAS18001)		•
Mock CARF Audits		•
Mock MSHA Audits		•
Mock OSHA Audits		•
Mock TJC Audits		•
Noise Surveys (Sound Survey)		•
Online Respirator Medical Clearance Testing		•
OSHA Record Keeping Assessments		•
OSHA Violation Counseling		•
Photo luminescent markings inspection & Installation		•
PPE Assessments		•
Pulmonary Function Testing		•
Rigging & Sling Inspections		•
Respirator Fit Testing		•

◆ No charge solutions with qualifying purchases

Services list is accurate as of 033119 – Services are continually added and fee status may change.



Service Description	Value Add	Fee-Based
Respirator Fit Testing (Medical Health Questionnaire) - Physician reviewed		•
Silica Dust Exposure Compliance		•
Sustainability Assessments		•
Survey & Analysis of Building Water Systems		•
Ventilation System Testing		•
Vison Screening		•
Business Continuation Plan		•
Emergency Evacuation Plans		•
Equipment Specific Procedure Development (Confined Space)		•
Equipment Specific Procedure Development (Electrical Safety)		•
Equipment Specific Procedure Development (Environmental Safety Hazards)		•
Equipment Specific Procedure Development (Fall Protection)		•
Equipment Specific Procedure Development (Lockout/Tagout)		•
Equipment Specific Procedure Development (Medical & First Aid)		•
Equipment Specific Procedure Development (Occupational Health Hazards)		•
EHS Management System Program Development (ISO9001/14001/22001/45001, OHSAS18001)		•
Food Safety Program Development & Qualification		•
LINK360 - Safety Compliance Software (Brady)		•
eLOTO Procedure Writing Software (Master Lock)		•
Process Safety Management		•
Speaking Engagements		•
VPP Management Solutions Assistance		•
Written Safety Program Development		•
Aerial Lift Training		•
Asbestos Awareness Training		•
Arc Flash (NFPA 70E) Training		•
Bloodborne Pathogens Training		•
CFR 49 Hazmat Transportation Training		•
Class 3b and Class 4 Laser Safety Training		•
Radiation Safety Officer (RSO) training		•
Compressed Gas Cylinder Safety Training		•
Confined Space Entry & Rescue Training		•
Crane Operator Safety Training		•
Crane, Sling & Rigging Training		•
Driver /Fleet Safety Training		•
Electrical Safety Training		•
Ergonomics Awareness Training		•
Excavation/Trenching Training		•
Fall Protection Training		•
Fire Barrier Management Training		•
Fire Extingulsher Training		•

♦No charge solutions with qualifying purchases

Services list is accurate as of 033119 – Services are continually added and fee status may change.

Service Description	Value Add	Fee-Based
First Aid/CPR/AED Training		•
Mock TJC Audits		•
Noise Surveys (Sound Survey)		•
Online Respirator Medical Clearance Testing		•
OSHA Record Keeping Assessments		•
OSHA Violation Counseling		•
Photo luminescent markings inspection & installation		•
PPE Assessments		•
Pulmonary Function Testing		•
Rigging & Sling Inspections		•
Respirator Fit Testing		•
Respirator Fit Testing (Medical Health Questionnaire) - Physician reviewed		•
Silica Dust Exposure Compliance		•
Sustainability Assessments		•
Survey & Analysis of Building Water Systems		•
Ventilation System Testing		•
Vision Screening		•
Business Continuation Plan		•
Emergency Evacuation Plans		•
Equipment Specific Procedure Development (Confined Space)		•
Equipment Specific Procedure Development (Electrical Safety)		•
Equipment Specific Procedure Development (Environmental Safety Hazards)		•
Equipment Specific Procedure Development (Fall Protection)		•
Equipment Specific Procedure Development (Lockout/Tagout)		•
Equipment Specific Procedure Development (Medical & First Aid)		•
Equipment Specific Procedure Development (Occupational Health Hazards)		•
EHS Management System Program Development (ISO9001/14001/22001/45001, OHSAS18001)		•
Food Safety Program Development & Qualification		•
LINK360 - Safety Compliance Software (Brady)		•
eLOTO Procedure Writing Software (Master Lock)		•
Process Safety Management		•
Speaking Engagements		•
VPP Management Solutions Assistance		•
Written Safety Program Development		•
Aerial Lift Training		•
Asbestos Awareness Training		•
Arc Flash (NFPA 70E) Training		•
Bloodborne Pathogens Training		•
CFR 49 Hazmat Transportation Training		•
Class 3b and Class 4 Laser Safety Training		•
Radiation Safety Officer (RSO) training		•

◆ No charge solutions with qualifying purchases

Services list is accurate as of 033119 - Services are continually added and fee status may change.

Service Description	Value Add	Fee-Based
Compressed Gas Cylinder Safety Training		•
Confined Space Entry & Rescue Training		•
Crane Operator Safety Training		•
Crane, Sling & Rigging Training		•
Driver /Fleet Safety Training		•
Electrical Safety Training		•
Ergonomics Awareness Training		•
Excavation/Trenching Training		•
Fall Protection Training		•
Fire Barrier Management Training		•
Fire Extinguisher Training		•
First Aid/CPR/AED Training		•
Food Program Training (FDA/FSMA, FSSC22000, GFSI, GMPs, SQF)		•
Forklift Lift Training		•
HACCP/Preventive Controls Training		•
HAZWOPER 40/24/8/ Training		•
Hearing Protection Training		•
Hot Work Training (Welding, Oil & Gas)		•
Lockout/Tagout Training		•
Machine Guarding Training		•
Manual Material Handling (MMH)		•
Medical Gas Maintenance Personnel Certification Training (ASSE 6040)		•
OSHA 10/30 Training		•
OSHA Hazard Communication (HAZCOM/GHS) Training		•
RCRA training - Solid and hazardous waste disposal		•
Respirator Training		•
Safety Culture Training		•
Scaffolding Training		•
Toolbox Talks		•
Fall Protection Assessments/Audits		•
Fall Protection Inspections - Harnesses, etc.		•
		•
Fall Protection – Install 3M Flexiguard		•
Engineered Fall Protection (Use 3M Product)		•
Engineered Fall Protection (Use FallTech Product)		•
Engineered Fall Protection (Use Honeywell Product)		•
Engineered Fall Protection (Use MSA Product)		•
Engineered Fall Protection (Use Any Product Supplier)		•
<b>Emergency Preparedness Services</b>		
Open Branch for emergency requirements	•	
Aggression Management Training		•
Behavioral Health Product Installation		•
Emergency Management Program Assessment (accreditation audit)		•
Hazardous Materials Awareness Level Training		•

♦No charge solutions with qualifying purchases

Services list is accurate as of 033119 – Services are continually added and fee status may change.

Service Description	Value Add	Fee-Based
Healthcare All-Hazards Evacuation Plan		•
Healthcare All-Hazards Evacuation Training		•
Healthcare Business Continuity Planning (Continuity of Operations Plan)		•
Healthcare Evacuation Exercise		•
Healthcare Security Assmt (Focused-Full)		•
Hospital Command Center (HCC) Workshop		•
Hospital Decontamination Practical Exercise		•
Hospital First Receiver Decontamination Training		•
Hospital Incident Command System (HICS) Essentials Training		•
Hospital Incident Command System (HICS) Workshop		•
Loss of Community Support (96 Hour) Plan		•
Active Shooter Practical Exercise		•
Active Shooter Training		•
Business Continuity Planning Workshop		•
Emergency Operations Plan		•
Homeland Security Exercise Evaluation Program (HSEEP) Exercises		•
Incident Command System (ICS) Training		•
Incident & Inspection Management (ICertainty)		•
Pandemic Response/Personal Protective Equipment Training		•
VersaTrak system installation, training and technical support services		•
EnviroTrak system installation, training and technical support services		•
<b>Technical Services Training</b>		
Electrical Engineering Services - Arc Flash Analysis		•
Electrical Maintenance & Testing - Spare Parts		•
Compliance – Electrical: 1910.269 Electrical Safety for Power Generation, Transmission & Distribution		•
Compliance – Electrical: 2015 NFPA 70E/Arc Flash Electrical Safety		•
Compliance – Electrical: 2018 NFPA 70E/Arc Flash Electrical Safety		•
Compliance – Electrical: 2017 National Electrical Code		•
Compliance - Electrical: Electrical Safety: Practical Skills for Switchgear		•
Compliance – Electrical: Electrical Systems in Hazardous Locations		•
Compliance – Electrical: Grounding & Bonding of Electrical Systems		•
Compliance – Electrical: Grounding & Bonding for Vacuum Trucks		•
Compliance – Electrical: NFPA 101: Life Safety Code <sup>®</sup> 2012 Edition		•
Compliance -- Electrical: NFPA 99: Standard for Health Care Facilities 2012 Edition		•
Compliance – Electrical: National Electric Safety Code		•
Compliance – Electrical: NFPA 99: Standard for Health Care Facilities 2012 Edition		•
Compliance – Electrical: NFPA 101: Life Safety Code <sup>®</sup> 2012 Edition		•
Compliance – Electrical: NFPA 110: Emergency and Standby Power Systems		•
Compliance – Electrical: NFPA 70B: Electrical Equipment Maintenance		•
Compliance – Electrical: NFPA 72: National Fire Alarm & Signaling		•

♦No charge solutions with qualifying purchases

Services list is accurate as of 033119 – Services are continually added and fee status may change.

Service Description	Value Add	Fee-Based
Code 2019 Edition		
Compliance – Electrical: NFPA 79: Electrical Standard for Industrial Machinery 2018 Edition		•
Compliance – Electrical: NICET Levels I & II		•
Compliance – Mechanical: Confined Space Entry		•
Compliance – Mechanical: DOT Hazardous Materials		•
Compliance – Mechanical: Hazardous Waste Operations (HAZWOPER)		•
Compliance – Mechanical: Hoisting and Rigging		•
Compliance – Mechanical: Uniform Plumbing Code		•
Electrical - Advanced Transformers Maintenance & Testing		•
Electrical - Battery Maintenance & Testing		•
Electrical - Cable Fault Location & Tracing		•
Electrical - Cable Splicing & Termination Medium Voltage		•
Electrical - Cable Testing & Diagnostics		•
Electrical - Circuit Breaker Maintenance Low & Medium Voltage		•
Electrical - Electric Motors: Understanding & Troubleshooting		•
Electrical - Electrical Maintenance & Testing Training		•
Electrical - Electrical Print Reading		•
Electrical - Fiber Optic Training		•
Electrical - Industrial Electricity Basics		•
Electrical - Industrial Electronics & Circuits		•
Electrical - Infrared Thermography		•
Electrical - Instrumentation & Process Control		•
Electrical - Microprocessor Based Protective Device Distribution/Industrial		•
Electrical - Microprocessor Based Protective Device Generation		•
Electrical - PLC: Siemens Step 7		•
Electrical - PLC: Allen-Bradley ControlLogix		•
Electrical - PLC: Automation Systems		•
Electrical - PLC: Programmable Logic Controllers		•
Electrical - Power Factor Testing		•
Electrical - Power Quality Harmonics		•
Electrical - Protective Relay Maintenance Basic & Advanced (mechanical)		•
Electrical - Protective Relay Maintenance Generator		•
Electrical - Protective Relay Maintenance Solid State		•
Electrical - Substation Maintenance 1 & 2		•
Electrical - Transformer Maintenance & Testing		•
Electrical - Troubleshooting Electrical Control Circuits		•
Electrical - Tuning DDC/Process Control Loops		•
Electrical - Variable Frequency Drives		•
HVAC - Advanced Air Conditioning & Refrigeration		•
HVAC - Air Conditioning & Refrigeration		•
HVAC - Balancing of Water and Air Systems		•
HVAC - Boilers: A Technical and Operational Workshop		•

◆No charge solutions with qualifying purchases

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Service Description	Value Add	Fee-Based
HVAC - Brazing for HVAC Basic/Advanced		•
HVAC - Heating and Ventilation		•
Mechanical - Ball Screw Applications and Techniques		•
Mechanical - Bearings and Lubrication Principles		•
Mechanical - Centrifugal Pumps		•
Mechanical - CNC: Computer Numeric Controls – Troubleshooting		•
Mechanical - Hydraulics Training & System Troubleshooting		•
Mechanical - Machine Tool Alignment: 3-Axis Alignment		•
Mechanical - Machine Tool Alignment: 5-Axis Alignment		•
Mechanical - Machine Tool Alignment: Concepts		•
Mechanical - Machine Tool Alignment: Positioning and Accuracy		•
Mechanical - Mechanical Drives/Power Transmission		•
Mechanical - Pneumatic - Electro-Pneumatics Training		•
Mechanical - Shaft Alignment w/ Laser Alignment		•
Mechanical - Welding Certification, Principles and Procedures		•
Compliance - Mechanical: Occupational Exposure Hazardous Chemicals in Labs		•
Mechanical - Vibration Analysis		•
<b>Facility Roofing Services</b>		
Air Barrier Audits		•
Infrared Scan		•
OLI Services		•
Patch & Repair		•
Roof Cleaning		•
Roof Restoration		•
Rooftop Safety Installation		•
Tremcare Warranty		•
Ceiling Tile Installation/Replacement		•
<b>Lab Services</b>		
Lab Furniture Assembly and Installation		•
TV Furniture Assembly and Installation		•
<b>Energy Services</b>		
Water Conservation		•
Midstream Utility Rebate Incentives		•
System Studies		•
Compressed Air System		
Dust Collection System		
Steam Trap Assessments		•
<b>Environmentally Preferred Product Services and Training</b>		
Diversey / Greenguard Certification	•	
Diversey / Floor Care Productivity Survey	•	
Georgia-Pacific / Dispenser Refurbish, Recycle, Reuse (RRR) Program	•	
Georgia-Pacific / LEED® Calculator & LEED® Reporting	•	
Georgia-Pacific / Battery Recycling Program	•	
GOJO / Dispenser Disposal & Recovery	•	

◆No charge solutions with qualifying purchases

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Service Description	Value Add	Fee-Based
GOJO / Pre-Installation Site Survey	•	
Rubbermaid / Innovative Solutions Mobile Showroom	•	
Rubbermaid / Recycling Solutions	•	
Rubbermaid / Waste Audits	•	
Rubbermaid / Site Assessments & ROI Calculators	•	
Rubbermaid / LEED® Certification Support	•	
New Pig Spill Preparedness Program	•	
Diversey / Greenguard Certification	•	
Diversey / Floor Care Productivity Survey	•	
Georgia-Pacific / Dispenser Refurbish, Recycle, Reuse (RRR) Program	•	
Georgia-Pacific / LEED® Calculator & LEED® Reporting	•	
Georgia-Pacific / Battery Recycling Program	•	
GOJO / Dispenser Disposal & Recovery	•	
GOJO / Pre-Installation Site Survey	•	
Rubbermaid / Innovative Solutions Mobile Showroom	•	
Rubbermaid / Recycling Solutions	•	
Rubbermaid / Waste Audits	•	
Rubbermaid / Site Assessments & ROI Calculators	•	
Rubbermaid / LEED® Certification Support	•	
New Pig Spill Preparedness Program	•	
Diversey / Greenguard Certification	•	
Diversey / Floor Care Productivity Survey	•	
Georgia-Pacific / Dispenser Refurbish, Recycle, Reuse (RRR) Program	•	
Georgia-Pacific / LEED® Calculator & LEED® Reporting	•	

♦No charge solutions with qualifying purchases

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**DYNAMIC:** Questions change based on your specific answers, allowing our Grainger Safety Specialist to quickly recommend and deliver an appropriate Grainger safety solution.

### Hazard Communication (GHS)

Form ID: G-SAT000  
FormID: 033247

Passive Form:  1 - High  2 - Good

**Written Program**

- 1. Are employees exposed to hazardous chemicals under normal or emergency situations? (1910.1200 (b)(2)) Yes
- 2. Do you have a current list of hazardous chemicals? (1910.1200(a)(1)) (Y) Yes
- 3. Does your organization have a written hazard communication program? (1910.1200(a)(5)) (Y) Yes
- 4. Does your hazard communication written program cover the following topics: (1910.1200(a)(2); 1910.1200(a)(3); 1910.1200(a)(4); 1910.1200(a)(6))

Non-Outline Topics

**ORGANIZED:** Forms are customized for all locations within your facility. Easy-to-read results help you quickly identify safety issues/ immediate needs and work with the Grainger Safety Specialist to resolve them.



Eye Wash

- 1. Is there an eyewash station available at the location?
- 2. Is the eyewash station clearly marked and accessible?
- 3. Is the eyewash station maintained and tested regularly?
- 4. Are employees trained on the proper use of the eyewash station?



Eyewash & Shower

- 1. Is there an eyewash station available at the location?
- 2. Is the eyewash station clearly marked and accessible?
- 3. Is the eyewash station maintained and tested regularly?
- 4. Are employees trained on the proper use of the eyewash station?



Fall Protection

- 1. Are employees trained on fall protection procedures?
- 2. Are fall protection systems inspected and maintained regularly?
- 3. Are employees trained on the proper use of fall protection equipment?
- 4. Are fall protection systems clearly marked and accessible?
- 5. Are employees trained on the proper use of fall protection equipment?
- 6. Are fall protection systems inspected and maintained regularly?
- 7. Are employees trained on the proper use of fall protection equipment?
- 8. Are fall protection systems clearly marked and accessible?
- 9. Are employees trained on the proper use of fall protection equipment?
- 10. Are fall protection systems inspected and maintained regularly?



Hard Protection

- 1. Are employees wearing hard hats in designated areas?
- 2. Are hard hats inspected and maintained regularly?
- 3. Are employees trained on the proper use of hard hats?



Lockout Tagout

- 1. Are employees trained on lockout/tagout procedures?
- 2. Are lockout/tagout devices inspected and maintained regularly?
- 3. Are employees trained on the proper use of lockout/tagout devices?



Hazard Communication (GHS)

- 1. Are employees trained on hazard communication procedures?
- 2. Are hazard communication systems inspected and maintained regularly?
- 3. Are employees trained on the proper use of hazard communication systems?
- 4. Are hazard communication systems clearly marked and accessible?
- 5. Are employees trained on the proper use of hazard communication systems?
- 6. Are hazard communication systems inspected and maintained regularly?
- 7. Are employees trained on the proper use of hazard communication systems?
- 8. Are hazard communication systems clearly marked and accessible?
- 9. Are employees trained on the proper use of hazard communication systems?
- 10. Are hazard communication systems inspected and maintained regularly?

**Contact a Grainger Rep today for your free compliance check and get instant results!**

*Please Note: The content in this flyer is intended for general information purposes only. This publication is not a substitute for review of the applicable government regulations and standards, and should not be construed as legal advice or opinion. Readers with specific compliance questions should refer to the cited regulation or consult with an attorney.*

## FACT SHEET

# Safety Walk-Arounds for Managers



**T**his fact sheet provides guidance to help managers and business owners conduct safety walk-arounds to identify hazards in the workplace and communicate with workers about hazards in their jobs.

There are at least two reasons why managers and owners should periodically conduct workplace inspections themselves. First, inspections demonstrate management's commitment to improving safety and health by finding and fixing hazards. Second, walk-arounds let managers see for themselves how the safety and health program is working and whether it is effective in identifying and eliminating hazards. Safety walk-arounds can also help managers and owners assess how key elements of the safety program are working. For example, how engaged are workers in the program? Do workers feel they have received appropriate training? Do they know how to report a safety or health incident or concern?

### PRE-INSPECTION ACTIVITIES

Preparation is important prior to starting an inspection. Take the time to familiarize yourself with the workplace and operations and the hazards that have been previously identified. Pre-inspection activities might include:

- Identify the most hazardous areas by examining past inspection reports, injury and workers compensation records, incident investigation reports, and recent near-miss incidents. Plan to focus your inspections on areas where hazards have been identified and check to see if previously-identified hazards have been abated or if further action is needed.
- Talk to workplace safety representatives and other managers or supervisors about their safety observations and concerns.



- If the workplace has a safety committee, meet with the committee prior to the inspection to get their perspective on the most important safety issues.
- Determine what safety equipment you will need to conduct the inspection.
- It is important to lead by example, and wearing the right personal protective equipment (PPE) sets a good example. Practice wearing the PPE to make sure you know how to put it on properly, and that it fits.
- Consider taking the same hazard identification safety training taken by workers, managers, or the safety committee.

### ONSITE INSPECTION ACTIVITIES

When onsite, make sure you are wearing the right PPE for each area you enter. Nothing takes away credibility faster than having the wrong PPE or not wearing it properly. Be safe; don't expose yourself to hazards during an inspection.

Limit the size of the inspection group. Large groups tend to stifle open communication with workers.

Look for easily observable hazards first, such as:

- Tripping hazards
- Blocked exits
- Frayed/exposed electrical wires



U.S. Department of Labor ■ [www.osha.gov](http://www.osha.gov) ■ (800) 321-OSHA (6742)



- Missing machine guards
- Poor housekeeping
- Poorly maintained equipment

Look for property damage, such as walls or doors damaged by equipment or forklift traffic. Such damage may indicate a potential for future worker injuries.

Talk to workers at their work stations. Workers are likely to know the most about the hazards and safety issues in their jobs. Tap into that knowledge. Make them comfortable talking with you. Assure them that you are interested in finding problems and fixing them, i.e., improving safety, not blaming anyone for your findings. Avoid yes/no questions. Encourage conversation. Ask open-ended questions such as:

- What is the most hazardous task in your job? What makes it hazardous?
- If you have been injured in your job, what was the injury and how did it happen? What was done to make your job safer?
- How would you report an injury, hazard, or near-miss?

Seek out and talk to the most recently-hired workers to get their perspective on safety. These "fresh eyes" could have valuable insights.

Observe workers as they perform their job. For example, do they lift heavy objects? Do they stand/sit in awkward postures? Are they performing repetitive motions? If so, take notes and photos. If their job involves handling chemicals or exposure to excessive noise and/or heat, a more detailed evaluation by a safety professional may be in order.

Try to find solutions for hazards while you are conducting the inspection by applying your own creativity and inspiring the creativity of workers. Finding solutions "on the spot" demonstrates your commitment to making the workplace safer.

Prior to completing the inspection, make a list of hazards that need to be addressed and prioritize them according to the severity of the potential injuries that might occur as a result of workers being exposed to the hazards.

### POST-INSPECTION ACTIVITIES

Post-inspection follow-up is important to establishing your credibility as a manager who is committed to improving safety. Failure to follow up can often stifle worker participation and enthusiasm, which can be hard to regain.

Very soon after your inspection, prepare an abatement plan containing a list of the hazards found, corrective actions needed, and a reasonable timeline for implementation. Some complex hazards may require further evaluation, study, or engineering work to design and implement appropriate controls. Describe briefly how the hazards will be addressed and identify interim controls that will be used while more permanent measures are developed.

Share the abatement plan with managers, supervisors, and workers as a way of showing your commitment to fixing the safety issues found during your inspection. Track progress by sharing or posting periodic updates to the plan. Ensure all corrective actions are implemented in a timely fashion.



# GRAINGER SAFETY SERVICES NETWORK

Grainger's network of health and safety service providers is committed to providing you with quality, cost-effective on-site and online services. Consisting of a highly trained network of Certified Industrial Hygienists (CIH) and Certified Safety Professionals (CSP), as well as other safety and health professionals, Grainger possesses the expertise and resources to provide training, on-site testing and auditing, and web-based tools designed to aid in your occupational safety and health programs on a national scale.

## AIRBORNE CONTAMINANTS & NOISE

### Audits & Assessments

- Audiometric Testing/Pre-Testing
- Employee Exposure Monitoring
- Environmental Compliance Audits
- Lead - Lead II Test
- Hearing Loss Determinations (Work Related)
- Audiologist Referral

### Program Development

- Industrial Hygiene Assessments
- Noise Surveys (Spot) Surveys
- Online Respirator Medical Clearance Testing
- PC/Weaver Percussion Testing

### Training

- Respirator Fit Testing
- Respirator Fit Testing (Medical Health Determination)
- Hygiene Reviews
- Silica Dust Exposure Compliance
- Vibration System Testing

### Program Development

- Equipment Specific Procedure Development (Occupational Health Hazards)

### Training

- Asbestos Awareness Training
- Hearing Protection Training
- Respirator Training

## ARC FLASH/ELECTRICAL SAFETY

### Audits & Assessments

- Arc Flash Analysis
- Electrical Safety Assessments

### Program Development

- Equipment Specific Procedure Development (Electrical Safety)

### Training

- 2015 NFPA 70E Arc Flash Electrical Safety Training
- 2017 National Electrical Code Training
- 2018 NFPA 70E/Arc Flash Electrical Safety Training
- Arc Flash (NFPA 70E) Training

## ARC FLASH/ELECTRICAL SAFETY (Continued)

### Training

- 1910.269 Electrical Safety for Power Generation, Transmission & Distribution Training
- Electrical Safety Training
- Electrical Safety Hands-on Practical Skills Application Training
- Electrical Systems in Changing Locations Training
- Electrical: NICET Levels I & II Training
- Traveling & Bonding of Electrical Systems or Vacuum Truck Training
- National Electric Safety Code Training

### NFPA 101: Fire Safety Code - 2012 Edition Training

### NFPA 110: Emergency & Standby Power Systems Training

### NFPA 70B: Electrical Equipment Maintenance Training

### NFPA 72: National Fire Alarm & Signaling Code 2019 Edition Training

### NFPA 79: Electrical Standard for Industrial Machinery - 2019 Edition Training

### NFPA 99: Standard for Health Care Facilities 2012 Edition Training

### Program Development

- Equipment Specific Procedure Development (Confined Spaces)

### Training

- Confined Space Entry & Rescue Training

## DIGITAL SAFETY TOOLKIT

### Digital EHS Tools

- Incident & Inspection Management
- Learning Management
- Occupational Health
- SOS Management
- Safety Assessments
- Specialized Training

## EMERGENCY PLANNING & RESPONSE

### Audits & Assessments

- Backflow System Inspection & Service
- Emergency Light & Exit Lights Inspection & Service
- Fire Alarm System Design & Installation
- Fire Alarm System Inspection & Service
- Fire Barrier Inspection & Repairs
- Fire Damper Inspection & Repairs
- Fire Door Inspection & Repairs
- Fire Extinguisher Inspection & Service
- Fire Protection Assessment & Testing (Sprinkler Systems)
- Fire Protection Design & Installation (Sprinkler Systems)
- Fire Protection Inspection, Testing & Maintenance (Sprinkler Systems)
- Fire Sprinkler Hazardous Waste Suppression System Design & Installation
- Fire Sprinkler Line Compliance Management & Repairs
- Kitchen Hood Suppression System Inspection & Service
- Photo Luminescent Markings Inspection & Installation
- Special Hazard Fire Suppression System Design & Installation

### Exercise & Workshop

- Active Shooter Practical Exercise
- Business Continuity Planning Workshop
- Homeland Security Exercise Evaluation Program (HSEEP) Exercises

### Program Development

- Emergency Evacuation Plans
- Emergency Operations Plan

### Training

- Active Shooter Training
- Fire Evacuation Management Training
- Hazmat Extinguisher Training
- Incident Command System (ICS) Training
- Pandemic Response/Resumit Protective Equipment Training

\* Services are only available through Grainger third-party provider.

Contact Your Grainger Rep for Details, Availability and Eligibility

**GRAINGER**  
FOR THE ONES WHO GET IT DONE

# GRAINGER SAFETY SERVICES NETWORK

## EMERGENCY PREPAREDNESS SERVICE

Healthcare Industry Specific

Aggression Management Training  
Behavioral Health Product Distribution  
Emergency Management Program Assessments (Accreditation Audits)  
Hazardous Materials Awareness Level Training  
Healthcare All-Hazards Evacuation Plan  
Healthcare All-Hazards Evacuation Training  
Healthcare Business Continuity Planning (Continuity of Operations Plan)  
Healthcare Evaluation Exercise

Healthcare Security Assessment (Focused-Full)

Hospital Command Center (CCC) Workshop

Hospital Decontamination Practical Exercise

Hospital Fire (Facility)

Decontamination Training

Hospital Incident Command System

(HICS) Essentials Training

Hospital Incident Command System

(HICS) Workshop

Loss of Community Support (96-hour) Plan

## ENVIRONMENTAL SAFETY HAZARDS

Audits & Assessments

Comprehensive Dust Surveys

Heat Stress Assessment (Temperature Stress)

Program Development

Equipment Specific Procedure Development

(Environmental Safety Hazards)

## ENVIRONMENTAL SAFETY HAZARDS

Audits & Assessments

Ergonomics Assessments

Training

Ergonomics Awareness Training

## LOCKOUT/TAGOUT

Audits & Assessments

Lockout/Tagout Assessments

Program Development

Equipment Specific Procedure Development

(Lockout/Tagout)

## SOFTWARE

LIV360 Safety Compliance Software

eLOTO Lockout Procedure Software

Training

Lockout/Tagout Training

## MACHINE GUARDING

Audits & Assessments

Machine Guarding Audits

Full Turnkey Solution

Assessment, Engineering & Design, Installation & Training

Training

Machine Guarding Training

## MANAGED BENEFIT PROGRAMS

Managed Footwear Program

Safety Prescription Eyewear

## MATERIAL HANDLING

Audits & Assessments

Crane & Hoist Inspections

Lifting & Rigging Site Assessments

Lifting & Slings Inspectors

Training

CFR 40 Terminal Transportation Training

Crane, Hoist, Sling & Rigging Training

Crane Operator Safety Training

DOT Hazardous Materials Training

Divers/Dive Safety Training

Forklift Lift Training

Manual Material Handling (MMH) Training

## MEDICAL/FIRST AID

Audits & Assessments

AED Inspection Services

Emergency Eye Wash Station Assessments & Inspections

Program Development

Equipment Specific Procedure Development (Medical & First Aid)

Training

Biodynamics Posture Training

First Aid/CPR/AED Training

## PPE

Audits & Assessments

PPE Assessments

Worksite Audits

## SAFETY COMMUNICATIONS

Training

HAZWOPER 40/248 Training

## WORKING AT ELEVATED HEIGHTS

Audits & Assessments

Fall Protection Assessments/Audits/Inspections

Letter Inspection Services

Program Development

Equipment Specific Procedure Development (Fall Protection)

Training

Arch Lift Training

Fall Protection Training

Scaffolding Training

## FOOD SAFETY

Audits & Assessments

Food Safety Compliance/Certification (FDM/FSMA, HACCP, GFSI)

Program Development

Food Safety Program Development & Qualification

Temperature Monitoring & Compliance

EnviroTrak™

VeriTrak™

Training

Food Program Training (FDA/FSMA, FSSC22000, GFSI, GMPs, SDP)

HACCP/Preventive Control Training

## GENERAL SAFETY

Audits & Assessments

Behavioral Health Safety Risk Assessment

Big Safety Solutions

Food Safety Assessments

Job Hazard Analysis

Management System Assessments, Integration & Certification Preparation (ISO 9001/14001/22001/45001, OSHA 18001)

Mock Audits, CAAP

Mock Audits, ASQ

Mock Audits, DSHA

Mock Audits, TJC (The Joint Commission)

OSHA Resolution Assessment Services

OSHA Violation Counseling

Survey & Analysis of Building Water Systems

Sustainability Assessments

Program Development

Business Continuation Plan

EHS Management System Program Development (ISO 9001/14001/22001/45001, OSHA 18001)

Expert Witness

Process Safety Management

Speaking Engagements

Temporary Safety Professionals/Permanent Safety Staffing

WPP Management Solutions Assistance

Written Safety Program Development

Training

Class 2 and Class 4 Laser Safety Training

Compressed Gas Cylinder Safety Training

Excavator/Trenching Training

Medical Gas Maintenance Personnel Certification Training (ASST 0940)

Natural Gas Maintenance & Safety Training

OSHA 1910 Training

OSHA Hazard Communication (HAZCOM/GHS) Training

Pumping Standards Training

PCRA Training (Solid & Liquid Waste Disposal)

Radiation Safety Officer (RSO) Training

Safety Culture Training

Toolbox Talks

Contact Your Grainger Rep for Details, Availability and Eligibility

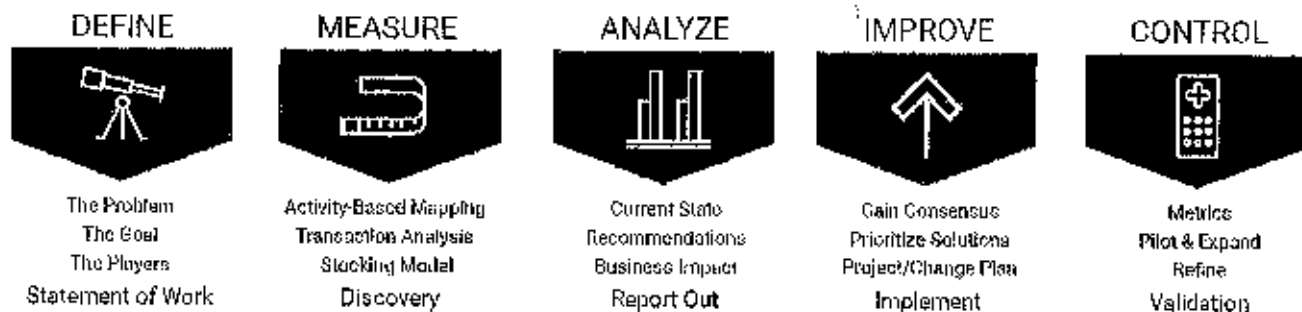
**GRAINGER**

FOR THE ONE WHO GETS IT DONE

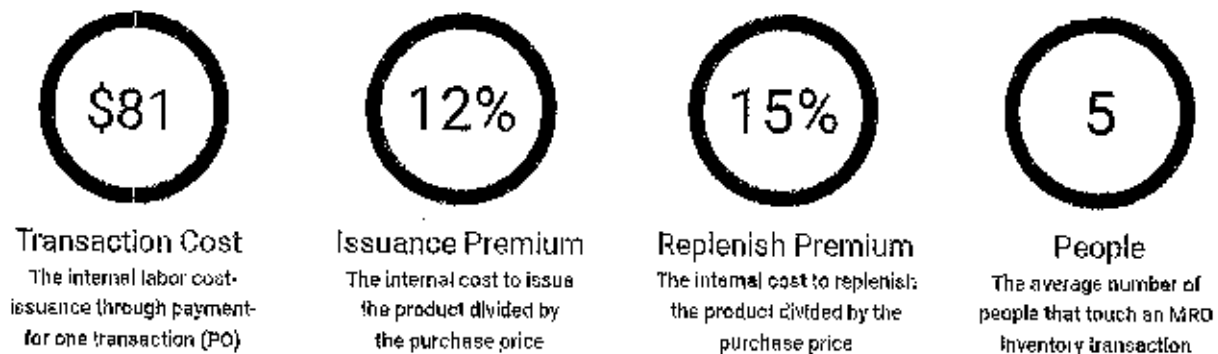
# INVENTORY BASELINE

**OVERVIEW** - The purpose of the Inventory Baseline is to streamline the process of replenishing and issuing MRO inventory to improve maintenance productivity and plant performance. The objective is to cost effectively manage parts and supplies, maximize "wrench time" and maintain appropriate inventory controls. While carrying MRO inventory is a requirement for most companies, there are significant opportunities to eliminate waste, improve productivity and achieve a lower Total Cost of Ownership (TCO).

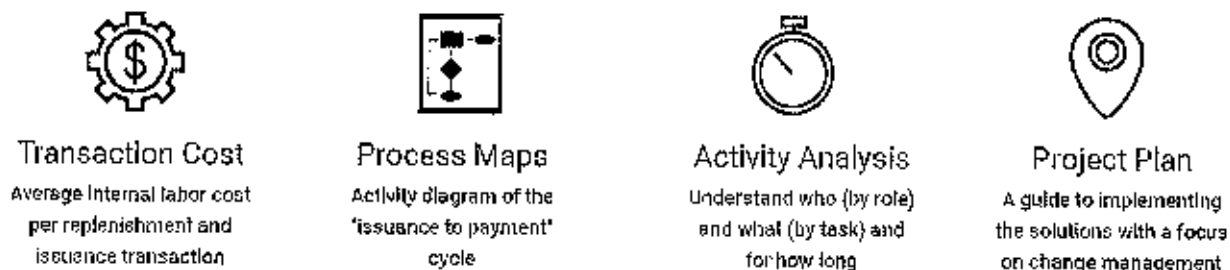
**METHODOLOGY** - We use a LEAN, Six Sigma approach for the project to gain a robust understanding of your company's current MRO operations and processes. Our experience and your data drive our recommendations.



**KEY METRICS** - We identify the key performance indicators for cost savings, productivity and quality. We capture the current state data and model it against an optimum future state to identify improvement opportunities.



**DELIVERABLES** - The Inventory Baseline delivers the results from our analysis while identifying "bite-size" continuous improvement (CI) projects to attain and sustain the recommended changes.





# City of Tucson

## License Certificate

**Business Name and Tucson Mailing Address:**

WW GRAINGER INC  
100 GRAINGER PKWY  
LAKE FOREST IL 60045

**License Number:** 1011332

**Type:** Other Miscellaneous Durable Goods Mercha

**Issue Date:** March 28, 2019

**Expiration Date:** December 31, 2019

**Owner:**

WW GRAINGER INC

This license / permit is ~~non~~ transferable and must be posted in a conspicuous place at the business location.

THE ISSUANCE OF THIS LICENSE / PERMIT SHALL NOT BE CONSTRUED AS PERMISSION TO OPERATE IN VIOLATION OF ANY LAW OR REGULATION.

HOLD HERE

CITY OF TUCSON, ARIZONA  
FINANCE DEPARTMENT  
REVENUE DIVISION - LICENSE  
Expiration Date: December 31, 2019



Non-Transferable

1011332

MUST BE DISPLAYED IN A  
CONSPICUOUS PLACE

### Business License

For the payment of the license fee, the person or firm below is hereby licensed to conduct business in the City of Tucson.

Tax accruing to the City of Tucson shall be paid under provisions of Ch. 19, Tucson City Code. This license is subject to revocation for violation of Ch. 7 or Ch. 19 of the Tucson City Code

Issued For: WW GRAINGER INC

Located At: 3415 S DOUGLASS BLVD, TUCSON AZ  
85713

Effective: January 01, 2019

Please refer to license number in all correspondence.

By

CPD/Assistant City Manager

Service Category	Service • Training • Assessment Description
Assessment, Studies, Testing & Audits	Arc Flash Analysis
Assessment, Studies, Testing & Audits	AED Inspection Services
Assessment, Studies, Testing & Audits	Audiometric Testing/Re-Testing
Assessment, Studies, Testing & Audits	Behavioral Health Safety Risk Assessment
Assessment, Studies, Testing & Audits	Bio-Safety Solutions
Assessment, Studies, Testing & Audits	Combustible Dust Surveys
Assessment, Studies, Testing & Audits	Confined Space Identification/Audits
Assessment, Studies, Testing & Audits	Crane & Hoist Inspections
Assessment, Studies, Testing & Audits	Electrical Safety Assessments
Assessment, Studies, Testing & Audits	Emergency Eye Wash Station Assessments & Inspections
Assessment, Studies, Testing & Audits	Employee Exposure Monitoring
Assessment, Studies, Testing & Audits	Environmental Compliance Audits
Assessment, Studies, Testing & Audits	Ergonomics Assessments
Assessment, Studies, Testing & Audits	Fall Protection Assessments/Audits
Assessment, Studies, Testing & Audits	Fire and smoke damper inspection & repairs
Assessment, Studies, Testing & Audits	Fire and smoke door inspection & repairs
Assessment, Studies, Testing & Audits	Fire Extinguisher Inspections & Service
Assessment, Studies, Testing & Audits	Fire Protection Assessment & Testing (sprinkler systems)
Assessment, Studies, Testing & Audits	Fire: Sprinkler Line Compliance Management & repairs
Assessment, Studies, Testing & Audits	Firestop and fire barrier inspection & repairs
Assessment, Studies, Testing & Audits	Fleet Safety Assessments
Assessment, Studies, Testing & Audits	Food Safety Compliance/Certification Assessments (FDA/FSMA, HACCP, GFSI)
Assessment, Studies, Testing & Audits	Heat Stress Assessment (Hot & Cold)
Assessment, Studies, Testing & Audits	Hearing - Ear Fit Test
Assessment, Studies, Testing & Audits	Hearing Loss Determinations (Work Related) - Audiologist reviewed
Assessment, Studies, Testing & Audits	Hose Washdown Station - Inspection & Repair Services
Assessment, Studies, Testing & Audits	Indoor Air Quality Assessments
Assessment, Studies, Testing & Audits	Industrial Hygiene Assessments
Assessment, Studies, Testing & Audits	Job Hazard Analysis
Assessment, Studies, Testing & Audits	Lifting & Rigging Site Assessments
Assessment, Studies, Testing & Audits	Ladder Inspection Services
Assessment, Studies, Testing & Audits	Lockout/Tagout Assessments
Assessment, Studies, Testing & Audits	Machine Guarding Audits
Assessment, Studies, Testing & Audits	Management System Assessments, Integration & Certification Preparation (ISO9001/14001/22001/45001, OHSAS18001)
Assessment, Studies, Testing & Audits	Mock CARF Audits
Assessment, Studies, Testing & Audits	Mock MSHA Audits
Assessment, Studies, Testing & Audits	Mock OSHA Audits
Assessment, Studies, Testing & Audits	Mock TIC Audits



Service Category	Service • Training • Assessment Description
Assessment, Studies, Testing & Audits	Noise Surveys (Sound Survey)
Assessment, Studies, Testing & Audits	Online Respirator Medical Clearance Testing
Assessment, Studies, Testing & Audits	OSHA Record Keeping Assessments
Assessment, Studies, Testing & Audits	OSHA Violation Counseling
Assessment, Studies, Testing & Audits	Photo luminescent markings inspection & installation
Assessment, Studies, Testing & Audits	PPE Assessments
Assessment, Studies, Testing & Audits	Pulmonary Function Testing
Assessment, Studies, Testing & Audits	Rigging & Sling Inspections
Assessment, Studies, Testing & Audits	Respirator Fit Testing
Assessment, Studies, Testing & Audits	Respirator Fit Testing (Medical Health Questionnaire) - Physician reviewed
Assessment, Studies, Testing & Audits	Silica Dust Exposure Compliance
Assessment, Studies, Testing & Audits	Sustainability Assessments
Assessment, Studies, Testing & Audits	Survey & Analysis of Building Water Systems
Assessment, Studies, Testing & Audits	Ventilation System Testing
Assessment, Studies, Testing & Audits	Vision Screening
Safety Program Development & Support Services	Business Continuation Plan
Safety Program Development & Support Services	Emergency Evacuation Plans
Safety Program Development & Support Services	Equipment Specific Procedure Development (Confined Space)
Safety Program Development & Support Services	Equipment Specific Procedure Development (Electrical Safety)
Safety Program Development & Support Services	Equipment Specific Procedure Development (Environmental Safety Hazards)
Safety Program Development & Support Services	Equipment Specific Procedure Development (Fall Protection)
Safety Program Development & Support Services	Equipment Specific Procedure Development (Lockout/Tagout)
Safety Program Development & Support Services	Equipment Specific Procedure Development (Medical & First Aid)
Safety Program Development & Support Services	Equipment Specific Procedure Development (Occupational Health Hazards)
Safety Program Development & Support Services	EHS Management System Program Development (ISO9001/14001/22001/45001, OHSAS18001)
Safety Program Development & Support Services	Food Safety Program Development & Qualification
Safety Program Development & Support Services	LINK360 - Safety Compliance Software (Brady)
Safety Program Development & Support Services	eLOTO-Procedure Writing Software (Master Lock)
Safety Program Development & Support Services	Process Safety Management
Safety Program Development & Support Services	Speaking Engagements
Safety Program Development & Support Services	VPP Management Solutions Assistance
Safety Program Development & Support Services	Written Safety Program Development
Safety Training Development & Support Services	Aerial Lift Training
Safety Training Development & Support Services	Asbestos Awareness Training
Safety Training Development & Support Services	Arc Flash (NFPA 70E) Training
Safety Training Development & Support Services	Bloodborne Pathogens Training
Safety Training Development & Support Services	CFR 49 Hazmat Transportation Training

Service Category	Service • Training • Assessment Description
Safety Training Development & Support Services	Class 3b and Class 4 Laser Safety Training
Safety Training Development & Support Services	Radiation Safety Officer (RSO) training
Safety Training Development & Support Services	Compressed Gas Cylinder Safety Training
Safety Training Development & Support Services	Confined Space Entry & Rescue Training
Safety Training Development & Support Services	Crane Operator Safety Training
Safety Training Development & Support Services	Crane, Sling & Rigging Training
Safety Training Development & Support Services	Driver /Fleet Safety Training
Safety Training Development & Support Services	Electrical Safety Training
Safety Training Development & Support Services	Ergonomics Awareness Training
Safety Training Development & Support Services	Excavation/Trenching Training
Safety Training Development & Support Services	Fall Protection Training
Safety Training Development & Support Services	Fire Barrier Management Training
Safety Training Development & Support Services	Fire Extinguisher Training
Safety Training Development & Support Services	First Aid/CPR/AED Training
Safety Training Development & Support Services	Food Program Training (FDA/FSMA, FSIS/22000, GFSI, GMPs, SQF)
Safety Training Development & Support Services	Forklift Lift Training
Safety Training Development & Support Services	HACCP/Preventive Controls Training
Safety Training Development & Support Services	HAZWOPER 40/24/8/ Training
Safety Training Development & Support Services	Hearing Protection Training
Safety Training Development & Support Services	Hot Work Training (Welding, Oil & Gas)
Safety Training Development & Support Services	Lockout/Tagout Training
Safety Training Development & Support Services	Machine Guarding Training
Safety Training Development & Support Services	Manual Material Handling (MMH)
Safety Training Development & Support Services	Medical Gas Maintenance Personnel Certification Training (ASSE 6040)
Safety Training Development & Support Services	OSHA 10/30 Training
Safety Training Development & Support Services	OSHA Hazard Communication (HAZCOM/GHS) Training
Safety Training Development & Support Services	RCRA training - Solid and hazardous waste disposal
Safety Training Development & Support Services	Respirator Training
Safety Training Development & Support Services	Safety Culture Training
Safety Training Development & Support Services	Scaffolding Training
Safety Training Development & Support Services	Toolbox Talks
Emergency Preparedness Services - HealthCare Specific	Aggression Management Training
Emergency Preparedness Services - HealthCare Specific	Behavioral Health Product Installation
Emergency Preparedness Services - HealthCare Specific	Emergency Management Program Assessment (accreditation audit)
Emergency Preparedness Services - HealthCare Specific	Hazardous Materials Awareness Level Training
Emergency Preparedness Services - HealthCare Specific	Healthcare All-Hazards Evacuation Plan
Emergency Preparedness Services - HealthCare Specific	Healthcare All-Hazards Evacuation Training

Service Category	Service • Training • Assessment Description
Emergency Preparedness Services - HealthCare Specific	Healthcare Business Continuity Planning (Continuity of Operations Plan)
Emergency Preparedness Services - HealthCare Specific	Healthcare Evacuation Exercise
Emergency Preparedness Services - HealthCare Specific	Healthcare Security Assmt (Focused-Full)
Emergency Preparedness Services - HealthCare Specific	Hospital Command Center (HCC) Workshop
Emergency Preparedness Services - HealthCare Specific	Hospital Decontamination Practical Exercise
Emergency Preparedness Services - HealthCare Specific	Hospital First Receiver Decontamination Training
Emergency Preparedness Services - HealthCare Specific	Hospital Incident Command System (HICS) Essentials Training
Emergency Preparedness Services - HealthCare Specific	Hospital Incident Command System (HICS) Workshop
Emergency Preparedness Services - HealthCare Specific	Loss of Community Support (96 Hour) Plan
Emergency Preparedness Services - Multiple Industries	Active Shooter Practical Exercise
Emergency Preparedness Services - Multiple Industries	Active Shooter Training
Emergency Preparedness Services - Multiple Industries	Business Continuity Planning Workshop
Emergency Preparedness Services - Multiple Industries	Emergency Operations Plan
Emergency Preparedness Services - Multiple Industries	Homeland Security Exercise Evaluation Program (HSEEP) Exercises
Emergency Preparedness Services - Multiple Industries	Incident Command System (ICS) Training
Emergency Preparedness Services - Multiple Industries	Incident & Inspection Management (ICertainty)
Emergency Preparedness Services - Multiple Industries	Pandemic Response/Personal Protective Equipment Training
VersaTrak Services - Healthcare/Food & Beverage	VersaTrak system installation, training and technical support services
EnviroTrak Services - Food & Beverage	EnviroTrak system installation, training and technical support services
Arc Flash & Electrical Services	Electrical Engineering Services - Arc Flash Analysis
Arc Flash & Electrical Services	Electrical Maintenance & Testing - Spare Parts
Technician Skill & Safety Training	Compliance – Electrical: 1910.269 Electrical Safety for Power Generation, Transmission & Distribution
Technician Skill & Safety Training	Compliance – Electrical: 2015 NFPA 70E/Arc Flash Electrical Safety
Technician Skill & Safety Training	Compliance – Electrical: 2018 NFPA 70E/Arc Flash Electrical Safety
Technician Skill & Safety Training	Compliance – Electrical: 2017 National Electrical Code
Technician Skill & Safety Training	Compliance - Electrical: Electrical Safety: Practical Skills for Switchgear
Technician Skill & Safety Training	Compliance – Electrical: Electrical Systems In Hazardous Locations
Technician Skill & Safety Training	Compliance – Electrical: Grounding & Bonding of Electrical Systems
Technician Skill & Safety Training	Compliance – Electrical: Grounding & Bonding for Vacuum Trucks
Technician Skill & Safety Training	Compliance – Electrical: NFPA 101: Life Safety Code® 2012

Service Category	Service • Training • Assessment Description
	Edition
Technician Skill & Safety Training	Compliance – Electrical: NFPA 99: Standard for Health Care Facilities 2012 Edition
Technician Skill & Safety Training	Compliance – Electrical: National Electric Safety Code
Technician Skill & Safety Training	Compliance – Electrical: NFPA 99: Standard for Health Care Facilities 2012 Edition
Technician Skill & Safety Training	Compliance – Electrical: NFPA 101: Life Safety Code® 2012 Edition
Technician Skill & Safety Training	Compliance – Electrical: NFPA 110: Emergency and Standby Power Systems
Technician Skill & Safety Training	Compliance – Electrical: NFPA 70B: Electrical Equipment Maintenance
Technician Skill & Safety Training	Compliance – Electrical: NFPA 72: National Fire Alarm & Signaling Code 2019 Edition
Technician Skill & Safety Training	Compliance – Electrical: NFPA 79: Electrical Standard for Industrial Machinery 2018 Edition
Technician Skill & Safety Training	Compliance – Electrical: NICET Levels I & II
Technician Skill & Safety Training	Compliance – Mechanical: Confined Space Entry
Technician Skill & Safety Training	Compliance – Mechanical: DOT Hazardous Materials
Technician Skill & Safety Training	Compliance – Mechanical: Hazardous Waste Operations (HAZWOPER)
Technician Skill & Safety Training	Compliance – Mechanical: Hoisting and Rigging
Technician Skill & Safety Training	Compliance – Mechanical: Uniform Plumbing Code
Technician Skill & Safety Training	Electrical - Advanced Transformers Maintenance & Testing
Technician Skill & Safety Training	Electrical - Battery Maintenance & Testing
Technician Skill & Safety Training	Electrical - Cable Fault Location & Tracing
Technician Skill & Safety Training	Electrical - Cable Splicing & Termination Medium Voltage
Technician Skill & Safety Training	Electrical - Cable Testing & Diagnostics
Technician Skill & Safety Training	Electrical - Circuit Breaker Maintenance Low & Medium Voltage
Technician Skill & Safety Training	Electrical - Electric Motors: Understanding & Troubleshooting
Technician Skill & Safety Training	Electrical - Electrical Maintenance & Testing Training
Technician Skill & Safety Training	Electrical - Electrical Print Reading
Technician Skill & Safety Training	Electrical - Fiber Optic Training
Technician Skill & Safety Training	Electrical - Industrial Electricity Basics
Technician Skill & Safety Training	Electrical - Industrial Electronics & Circuits
Technician Skill & Safety Training	Electrical - Infrared Thermography
Technician Skill & Safety Training	Electrical - Instrumentation & Process Control
Technician Skill & Safety Training	Electrical - Microprocessor Based Protective Device Distribution/Industrial
Technician Skill & Safety Training	Electrical - Microprocessor Based Protective Device Generation
Technician Skill & Safety Training	Electrical - PLC: Siemens Step 7
Technician Skill & Safety Training	Electrical - PLC: Allen-Bradley ControlLogix
Technician Skill & Safety Training	Electrical - PLC: Automation Systems
Technician Skill & Safety Training	Electrical - PLC: Programmable Logic Controllers
Technician Skill & Safety Training	Electrical - Power Factor Testing

Service Category	Service • Training • Assessment Description
Technician Skill & Safety Training	Electrical - Power Quality Harmonics
Technician Skill & Safety Training	Electrical - Protective Relay Maintenance Basic & Advanced (mechanical)
Technician Skill & Safety Training	Electrical - Protective Relay Maintenance Generator
Technician Skill & Safety Training	Electrical - Protective Relay Maintenance Solid State
Technician Skill & Safety Training	Electrical - Substation Maintenance 1 & 2
Technician Skill & Safety Training	Electrical - Transformer Maintenance & Testing
Technician Skill & Safety Training	Electrical - Troubleshooting Electrical Control Circuits
Technician Skill & Safety Training	Electrical - Tuning DDC/Process Control Loops
Technician Skill & Safety Training	Electrical - Variable Frequency Drives
Technician Skill & Safety Training	HVAC - Advanced Air Conditioning & Refrigeration
Technician Skill & Safety Training	HVAC - Air Conditioning & Refrigeration
Technician Skill & Safety Training	HVAC - Balancing of Water and Air Systems
Technician Skill & Safety Training	HVAC - Boilers: A Technical and Operational Workshop
Technician Skill & Safety Training	HVAC - Brazing for HVAC Basic/Advanced
Technician Skill & Safety Training	HVAC - Heating and Ventilation
Technician Skill & Safety Training	Mechanical - Ball Screw Applications and Techniques
Technician Skill & Safety Training	Mechanical - Bearings and Lubrication Principles
Technician Skill & Safety Training	Mechanical - Centrifugal Pumps
Technician Skill & Safety Training	Mechanical - CNC: Computer Numeric Controls - Troubleshooting
Technician Skill & Safety Training	Mechanical - Hydraulics Training & System Troubleshooting
Technician Skill & Safety Training	Mechanical - Machine Tool Alignment: 3-Axis Alignment
Technician Skill & Safety Training	Mechanical - Machine Tool Alignment: 5-Axis Alignment
Technician Skill & Safety Training	Mechanical - Machine Tool Alignment: Concepts
Technician Skill & Safety Training	Mechanical - Machine Tool Alignment: Positioning and Accuracy
Technician Skill & Safety Training	Mechanical - Mechanical Drives/Power Transmission
Technician Skill & Safety Training	Mechanical - Pneumatic - Electro-Pneumatics Training
Technician Skill & Safety Training	Mechanical - Shaft Alignment w/ Laser Alignment
Technician Skill & Safety Training	Mechanical - Welding Certification, Principles and Procedures
Technician Skill & Safety Training	Mechanical - Vibration Analysis
Facility - Roofing Services	Air Barrier Audits
Facility - Roofing Services	Infrared Scan
Facility - Roofing Services	Oil Services
Facility - Roofing Services	Patch & Repair
Facility - Roofing Services	Roof Cleaning
Facility - Roofing Services	Roof Restoration
Facility - Roofing Services	Rooftop Safety Installation
Facility - Roofing Services	Tremcare Warranty
Facility - Roofing Services	Ceiling Tile Installation/Replacement
Facility - Laboratory Furniture Services	Lab Furniture Assembly and Installation

Service Category	Service • Training • Assessment Description
Facility - TV Installation Services	TV Furniture Assembly and Installation
Fall Protection Services	Fall Protection Assessments/Audits
Fall Protection Services	Fall Protection Inspections - Harnesses, etc.
Technician Skill & Safety Training	Compliance - Mechanical: Occupational Exposure Hazardous Chemicals in Labs
Fall Protection Services	Fall Protection – Install 3M Flexiguard
Fall Protection Services	Engineered Fall Protection (Use 3M Product)
Fall Protection Services	Engineered Fall Protection (Use FallTech Product)
Fall Protection Services	Engineered Fall Protection (Use Honeywell Product)
Fall Protection Services	Engineered Fall Protection (Use MSA Product)
Fall Protection Services	Engineered Fall Protection (Use Any Product Supplier)



**Exhibit 10**  
**Sourced Products & Related Services**

**The following additional terms and conditions apply to Grainger's sourcing offering:**

**TERMS AND CONDITIONS FOR SOURCED PRODUCTS AND PRODUCT RELATED SERVICES:** Grainger will source products and product related services not available through the Grainger General Catalog ("Sourced Products"). Grainger does not source the following products or product related services: weapons, ammunition, explosives, aircraft products, products containing asbestos, nuclear-related products, products with restricted distribution, product judged to be too great a liability risk by W.W. Grainger, Inc., or product related services which Grainger by law or regulation is prohibited from sourcing.

The pricing model for Sourced Products is based on current market conditions and is competitive for spot buy situations on a per order basis.

**GRAINGER'S STANDARD WARRANTY DOES NOT APPLY TO SOURCED PRODUCTS AND RELATED SERVICES. GRAINGER, TO THE FULLEST EXTENT PERMITTED, PASSES THROUGH TO MEMBER ANY AND ALL MANUFACTURER AND SUPPLIER PRODUCT WARRANTIES.**

**GRAINGER'S STANDARD WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY APPLY TO SOURCED PRODUCTS AND RELATED SERVICES.**

**WARRANTY DISCLAIMER. GRAINGER SHALL HAVE NO LIABILITY FOR, AND EXPRESSLY DISCLAIMS ANY WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION (I) THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; (II) ANY WARRANTY OR AFFIRMATION OF FACT RELATED TO MISUSE, IMPROPER SELECTION, RECOMMENDATION, OR MISAPPLICATION OF ANY PRODUCT; AND (III) ANY WARRANTY OR AFFIRMATION OF FACT THAT THE CATALOGS, LITERATURE AND WEBSITES IT PROVIDES ACCURATELY ILLUSTRATE AND DESCRIBE PRODUCTS.**

**LIMITATION OF LIABILITY. ANY LIABILITY FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES IS EXPRESSLY DISCLAIMED. GRAINGER'S LIABILITY IN ALL EVENTS SHALL NOT EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT OR RELATED SERVICE THAT GIVES RISE TO ANY LIABILITY. GRAINGER'S PAYMENT OF SUCH AMOUNT SHALL BE THE FINAL AND EXCLUSIVE REMEDY IN THE EXHAUSTION OR UNAVAILABILITY OF ANY OTHER REMEDY SPECIFIED HEREIN AND SHALL NOT BE CONSTRUED OR ALLEGED BY CUSTOMER TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.**

In the event that Grainger agrees to stock an agreed upon quantity of Sourced Products for Member, upon expiration, cancellation or termination of this Agreement, Member agrees to purchase all remaining stocked Sourced Product. Grainger will invoice Member for such Sourced Product within thirty (30) days of expiration, cancellation or termination of this Agreement.

## **4. RFP#192163**



# CITY OF TUCSON

## REQUEST FOR PROPOSAL

REQUEST FOR PROPOSAL NUMBER: 192163  
PROPOSAL DUE DATE: APRIL 11, 2019, AT 4:00 P.M. LOCAL AZ TIME  
PROPOSAL SUBMITTAL LOCATION: Department of Procurement  
255 W. Alameda, 6<sup>th</sup> Floor, Tucson, AZ 85701

MATERIAL OR SERVICE: MAINTENANCE, REPAIR AND OPERATIONS (MRO)  
SUPPLIES, PARTS, EQUIPMENT, MATERIALS AND  
RELATED SERVICES

PRE-PROPOSAL CONFERENCE DATE: MARCH 27, 2019  
TIME: 2:00 P.M. LOCAL AZ TIME  
LOCATION: CITY HALL, 255 W. ALAMEDA, 1<sup>st</sup> FLOOR  
CONFERENCE ROOM, TUCSON, AZ 85701

PRINCIPAL CONTRACT OFFICER: JENN MYERS, CPPB  
TELEPHONE NUMBER: (520) 837-4137  
JENN.MYERS@tucsonaz.gov

A copy of this solicitation and possible future amendments may be obtained from our Internet site at: <http://www.tucsonprocurement.com/> by selecting the Bid Opportunities link and the associated solicitation number. The City does not mail out Notices of available solicitations via the U.S. Postal Service. Email notifications are sent to those interested offerors who are registered with us and who have selected email as their preferred delivery method. To register, please visit [www.tucsonprocurement.com](http://www.tucsonprocurement.com), click on Vendors, then click on Vendor Registration. To update an existing record, click on Vendors, click on What's New?, and read the section titled "Notice of Solicitations." You may also call (520) 791-4217 if you have questions.

Competitive sealed proposals for the specified material or service shall be received by the Department of Procurement, 255 W. Alameda, 6th Floor, Tucson, Arizona 85701, until the date and time cited.

Proposals must be in the actual possession of the Department of Procurement at the location indicated, on or prior to the exact date and time indicated above. Late proposals shall not be considered. The prevailing clock shall be the City Department of Procurement clock.

Proposals must be submitted in a sealed envelope. The Request for Proposal number and the offeror's name and address should be clearly indicated on the outside of the envelope. All proposals must be completed in ink or typewritten. Questions must be addressed to the Contract Officer listed above.

### \*\*\*\*ALERT\*\*\*\*

All visitors to City Hall are now required to show picture identification when going through the security checkpoint in the main lobby. Visitors should plan accordingly.

PUBLISH DATE: MARCH 8, 2019

## INTRODUCTION

The City of Tucson is requesting proposals from qualified and experienced firms to provide **MAINTENANCE, REPAIR AND OPERATIONS (MRO) SUPPLIES, PARTS, EQUIPMENT, MATERIALS AND RELATED SERVICES**. The City of Tucson requires a contractor who provides a diverse and extensive supply of MRO products for delivery to various locations in the Tucson metropolitan area and for pickup at local storefronts.

Requirements and qualifications are defined in detail in the Scope of Services Section of this Request for Proposal (RFP). The City seeks a firm that can supply the specified services, supplies, parts, equipment and materials and related services.

### National Contract

The City of Tucson, as the Principal Procurement Agency, defined in Attachment A, has partnered with OMNIA Partners to make the resultant contract (also known as the "Master Agreement" in materials distributed by OMNIA Partners) from this solicitation available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies"), through OMNIA Partners' cooperative purchasing program. The City of Tucson is acting as the contracting agency for any other Public Agency that elects to utilize the resulting Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners (a "Participating Public Agency"). Attachment A contains additional information about OMNIA Partners and the cooperative purchasing agreement.

OMNIA Partners is the largest and most experienced purchasing organization for public and private sector procurement. Through the economies of scale created by OMNIA Partners public sector subsidiaries, National IPA and U.S. Communities, our participants now have access to more competitively solicited and publicly awarded cooperative agreements. The lead agency contracting process continues to be the foundation on which we are founded. OMNIA Partners is proud to offer more value and resources to state and local government, higher education, K-12 education and non-profits.

OMNIA Partners provides shared services and supply chain optimization to government, education and the private sector. As a channel partner with Vizient (formally, Novation), OMNIA Partners leverages over \$100 billion in annual supply spend to command the best prices for products and services. With corporate, pricing and sales commitments from the Contractor, OMNIA Partners provides marketing and administrative support for the Contractor that directly promotes the Contractor's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis. Public Agencies benefit from pricing based on aggregate spend and the convenience of a contract that has already been advertised and publicly competed. The Contractor benefits from a contract that allows Participating Public Agencies to directly purchase goods and services without the Contractor's need to respond to additional competitive solicitations. As such, the Contractor must be able to accommodate a nationwide demand for services and to fulfill obligations as a nationwide Contractor and respond to the OMNIA Partners documents (Attachment A).

The City of Tucson anticipates spending approximately \$4 million over the full potential Master Agreement term for MRO Supplies and Related Services. While no minimum volume is guaranteed to the Contractor, the estimated annual volume of MRO Supplies and Related Services purchased under the Master Agreement through OMNIA Partners Public Sector is approximately \$100 million. This projection is based on the current annual volumes among the City of Tucson, other Participating Public Agencies anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth in other Public Agencies through a coordinated marketing approach between the Contractor and OMNIA Partners.

## SCOPE OF SERVICES

### A. GENERAL REQUIREMENTS

1. **QUALIFIED FIRMS:** Offerors should meet the minimum qualifications:
  - a. Have a strong national presence in the MRO supply industry.
  - b. Have a distribution model capable of delivering products nationwide.
  - c. Have a demonstrated sales presence.
  - d. Be able to meet the minimum requirements of the cooperative purchasing program detailed herein.
  - e. Be able to provide the full range of products, equipment, parts, materials and services to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program with the City.
2. **USAGE REPORT:** The Contractor shall provide an electronic copy of a usage report upon request to the Agency Department of Procurement. The report shall provide complete information on the items purchased under this Contract. The Contractor should be able to provide a usage report by department. At a minimum for each item sold, the report should list the manufacturer name, model number, part number, item description, quantity sold, and total spend by department, division, ordering entity, etc.
3. **EQUIPMENT/RECALL NOTICES:** In the event of any recall notice, technical service bulletin, or other important notification affecting equipment purchased from this contract, a notice shall be sent to the Contract Representative. It shall be the responsibility of the contractors to assure that all recall notices are sent directly to the agencies Contract Representative.
4. **WAREHOUSING, DISTRIBUTION AND SALES FACILITIES:** The product specified in this solicitation is dependent upon an extensive manufacturer-to-customer supply chain distribution system. To be considered for award, each potential contractor is required to provide proof of an extensive distribution system.
5. **DELIVERY:** For City of Tucson purchases, MRO supplies shall be delivered to various City of Tucson stores locations and non-stores locations. All deliveries shall be made Monday through Friday from 8:00 a.m. to 3:00 p.m., Arizona Standard Time.
6. **CATALOGS:** Within 10 days after contract award, Contractor must submit complete price lists and catalogs of their product line in hard copy or on CD. Upon request from a using agency, Contractor shall provide, at no cost, these catalogs and price lists. An accessible public website that contains a downloadable catalog and price list or an interactive web catalog and price list maybe provided in lieu of the above hard copy requirement.
7. **WARRANTY:** Offeror shall warrant that all equipment and parts furnished in their offer are newly manufactured and free from defects in material and workmanship for no less than one (1) year from the date the equipment is delivered or installed. Warranty shall also guarantee accepted trade standards of quality, fitness for the intended uses, and conformance to promises or specified specifications. No other express or implied warranty shall eliminate the vendor's liability as stated herein.

## **B. PRODUCT REQUIREMENTS:**

1. **PRODUCTS:** A complete and comprehensive line of quality made MRO supplies to support the daily maintenance, repair and operations functions of the agency. The categories include but are not limited to the following.
  - a. **Motors and Power Transmission-** General, Definite Purpose and HVAC motors, gear motors, bearings, V-belts and accessories.
  - b. **Electrical Supplies** – Distribution, controls, wire, cable, voice & data and supplies.
  - c. **Lighting** – Lamps, ballasts, fixtures, task lighting, flashlights and batteries.
  - d. **Tools** – Hand, power, outdoor and automotive tools and tool storage.
  - e. **Measuring Tools & Test Instruments** – Calipers, gauges, inspection, micrometers and multimeters.
  - f. **Pneumatic** – Pneumatic tools and system components, air compressors and hydraulics.
  - g. **Machining and Cutting Tools** – Drill bits, taps, dies, blades, counterbores, countersinks and abrasives.
  - h. **Material Handling, Storage and Packaging** – Ladders, hoists, shelving, storage, furniture, packaging, casters, cart, trucks and drums.
  - i. **Welding** – Welding equipment and supplies.
  - j. **Fasteners and Adhesives** – Nuts, bolts, washers, screws, hooks, flat stock, raw materials (metal, rubber, plastic), glue and cement.
  - k. **Lubricants, Sealants and Paint** - Grease, oil, penetrates sealants, caulk and paint.
  - l. **Safety and Security Supplies** – Spill containment, storage, fire protection, person protective equipment, instrumentation, signs, labels, tags and security.
  - m. **Cleaning Equipment and Supplies** – Chemicals, equipment, restroom, paper, waste containers, cleaning.
  - n. **HVAC Supplies** – Controls, heaters, air conditioning, air treatment, fans, ventilators and blowers.
  - o. **Pumps and Plumbing** – Submersible, centrifugal, water system and positive displacement pumps, pipe, valves, fittings, heaters, coolers, filtration and faucets.
  - p. **Emergency Preparedness** – Sandbags, first-aid supplies, disaster recovery products etc.
  - q. **Other Categories**
2. **CURRENT PRODUCTS:** All products being offered in response to this solicitation shall be in current and ongoing production; shall be formally announced for general marketing purposes; shall be a model or type currently functioning in a user (paying customer) environment and capable of meeting or exceeding all specifications and requirements set forth in this solicitation.

3. **DEFECTIVE PRODUCT:** All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification.
4. **PRICING:** Prices/discounts shall remain firm and will include all charges that may be incurred in fulfilling requirement(s) for the twelve-month period following contract award. Where applicable, pricing shall be determined by applying Offerors discounts to the prices listed on their manufacturer's price lists, retail price sheets, catalogs or by utilizing the reduced net pricing schedule.
5. **SALES PROMOTIONS:** In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period.

**C. SERVICE REQUIREMENTS:** The City is interested in evaluating the following categories of value-add services for inclusion in this contract. The categories include, but are not limited to, the following.

1. **Sourcing:**
  1. from non-catalog suppliers,
  2. of line card extensions of catalog suppliers,
  3. for custom products, and
  4. for OEM repair parts and accessories.

**Software Punch Out:** The capability of your electronic ordering system to interface with an agencies inventory software system.

3. **Installation, Repair, Maintenance and Turn-Key Solutions and Services:** The ability to provide installation, repair, maintenance and turn-key solutions and services through Contractors business units, authorized manufacturer's facilities or other avenues.
4. **Inventory Solutions:** Provide inventory management solutions for stock rooms, warehouses, mobile service vehicles, emergency preparedness supplies, and supply vending machines. Consulting and analysis solutions are also desirable.
5. **Small Business Program:** The ability to incorporate small business enterprises into your distribution, sales and product offerings.
6. **Green/Sustainability Program:**
  - a. **Policies:** Efforts and policies pertaining to green and sustainability.
  - b. **Products:** Impact on product offerings.
  - c. **Distribution:** Impact in distribution.
  - d. **Recycling of Lamps:** The ability to recycle lighting and electronic products.
  - e. **Lighting and Energy Audits:** The ability to perform lighting and energy audits.
  - f. **Certifications:** The industry recognized certifications and standards obtained.
7. **Training & Education:** The ability to provide on-site and/or online training and educational programs/seminars.

**Customer Support Services:** The policies on replacements, returns, restocking charges, after hours service, after sales support, out of stock, order tracing, technical feedback, quality assurance for orders and drop shipments.

9. **Other Services:** Other value-add services not included in above categories.

## INSTRUCTIONS TO OFFERORS

### 1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION:

For purposes of this solicitation and subsequent contract, the following definitions shall apply:

**City:** The City of Tucson, Arizona

**Contract:** The legal agreement executed between the City and the Contractor/Consultant. The Contract shall include this RFP document incorporated herein by reference, all terms, conditions, specifications, scope of work, Amendments, the Contractor's offer and negotiated items as accepted by the City.

**Contractor/Consultant:** The individual, partnership, or corporation who, as a result of the competitive solicitation process, is awarded a contract by the City.

**Contract Representative:** The City employee or employees who have specifically been designated to act as a contact person or persons to the Contractor, and is responsible for monitoring and overseeing the Contractor's performance under this Contract.

**Director of Procurement:** The contracting authority for the City, authorized to sign contracts and amendments thereto on behalf of the City.

**May:** Indicates something that is not mandatory but permissible.

**Offeror:** The individual, partnership, or corporation who submits a proposal in response to a solicitation.

**Shall, Will, Must:** Indicates a mandatory requirement. Failure to meet these mandatory requirements, if they constitute a substantive requirement, may, at the City's sole discretion, result in the rejection of a proposal as non-responsive.

**Should:** Indicates something that is recommended but not mandatory. If the Offeror fails to provide recommended information, the City may, at its sole option, ask the Offeror to provide the information or evaluate the proposal without the information.

2. **PRE-PROPOSAL CONFERENCE:** If scheduled, the date and time of a Pre-Proposal conference is indicated on the cover page of this document. Attendance at this conference is not mandatory. Written minutes and/or notes will not be available, therefore attendance is encouraged. If an Offeror is unable to attend the Pre-Proposal Conference questions may be submitted in writing. Offerors are encouraged to submit written questions, via electronic mail at least nine days prior to the Request for Proposal due date to the Contract Officer listed above. The purpose of this conference will be to clarify the contents of this Request for Proposal in order to prevent any misunderstanding of the City's position. Any doubt as to requirements of this Request for Proposal or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine the appropriate action necessary, if any, and may issue a written amendment to the Request for Proposal. Oral statements or instructions will not constitute an amendment to this Request for Proposal.
3. **INQUIRIES:** Any question related to the Request for Proposal shall be directed to the Contract Officer whose name appears above. An offeror shall not contact or ask questions of the department for whom the requirement is being procured. The Contract Officer may require any and all questions be submitted in writing. Offerors are encouraged to submit written questions via electronic mail at least nine days prior to the proposal due date. Any correspondence related to a solicitation should refer to the appropriate Request for Proposal number, page and paragraph number. An envelope containing questions should be identified as such, otherwise it may not be opened until after the official proposal due date and time. Oral interpretations or clarifications will be without legal effect. Only questions answered by a formal written amendment to the Request for Proposal will be binding.
4. **AMENDMENT OF REQUEST FOR PROPOSAL:** The Offeror shall acknowledge receipt of a Request for Proposal Amendment by signing and returning the document by the specified due date and time.
5. **FAMILIARIZATION OF SCOPE OF WORK:** Before submitting a proposal, each offeror shall familiarize itself with the Scope of Work, laws, regulations and other factors affecting contract performance. The Offeror shall be responsible for fully understanding the requirements of the subsequent Contract and otherwise satisfy itself as to the expense and difficulties accompanying the fulfillment of contract requirements. The submission of a proposal will constitute a representation of compliance by the Offeror. There will be no subsequent financial adjustment, other than that provided by the subsequent Contract, for lack of such familiarization.
6. **PREPARATION OF PROPOSAL:**
  - A. All proposals shall be on the forms provided in this Request for Proposal package. It is permissible to copy these forms as required. Facsimiles or electronic mail proposals shall not be considered.
  - B. At a minimum, your proposal should include the signed Offer and Acceptance form, signed copies of any solicitation amendments, completed Price Page and your response to all evaluation criteria.
  - C. The Offer and Acceptance page shall be signed by a person authorized to submit an offer. An authorized signature on the Offer and Acceptance page, Proposal Amendment(s), or cover letter accompanying the proposal documents shall constitute an irrevocable offer to sell the good and/or service specified herein. Offeror shall submit any additional requested documentation, signifying intent to be bound by the terms of the agreement.
  - D. The authorized person signing the proposal shall initial erasure, interlineations or other modifications on the proposal.

- E. In case of error in the extension of prices in the proposal, unit price shall govern when applicable.
  - F. Periods of time, stated as a number of days, shall be in calendar days.
  - G. It is the responsibility of all offerors to examine the entire Request for Proposal package and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after due date and time.
  - H. The City shall not reimburse the cost of developing, presenting, submitting or providing any response to this solicitation.
  - I. Offeror must list any subcontractors to be utilized in the performance of the services specified herein. For each subcontractor, details on respective qualifications must be included.
7. **PAYMENT DISCOUNTS:** Payment discount periods shall be computed from the date of receipt of the material/service or correct invoice, whichever is later, to the date City's payment warrant is mailed. Unless freight and other charges are itemized, any discount provided shall be taken on full amount of invoice. Payment discounts of twenty-one calendar days or more shall be deducted from the proposed price in determining the price points. However, the City shall be entitled to take advantage of any payment discount offered by a vendor provided payment is made within the discount period. The payment discount shall apply to all purchases and to all payment methods.
8. **TAXES:** The City of Tucson is exempt from federal excise tax, including the federal transportation tax.
9. **PROPOSAL/SUBMITTAL FORMAT:** An original and 9 copies (10 total) of each proposal should be submitted on the forms and in the format specified in the RFP. Offerors shall also submit one electronic copy of the proposal on cd, disc or zip disc in MS Office 2010 or .pdf format. Any confidential information shall be submitted on a separate cd, disc or zip disc. The original copy of the proposal should be clearly labeled "Original" and shall be single-sided, three hole punched and in a binder. The material should be in sequence and related to the RFP. **The sections of the submittal should be tabbed, clearly identifiable and should include a minimum of the following sections: the completed Offer and Acceptance Form, all signed Amendments, a copy of this RFP document and the Offeror's response to the Evaluation Criteria including the completed Price Page.** Failure to include the requested information may have a negative impact on the evaluation of the offeror's proposal.
10. **EXCEPTIONS TO CONTRACT PROVISIONS:** A response to any Request for Proposal is an offer to contract with the City based upon the contract provisions contained in the City's Request for Proposal, including but not limited to, the specifications, scope of work and any terms and conditions. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed deviations and any proposed substitute language. The provisions of the Request for Proposal cannot be modified without the express written approval of the Director or his designee. If a proposal or offer is returned with modifications to the contract provisions that are not expressly approved in writing by the Director or his designee, the contract provisions contained in the City's Request for Proposal shall prevail.
11. **PUBLIC RECORD:** All proposals submitted in response to this Request for Proposal shall become the property of the City and shall become a matter of public record available for review subsequent to the award notification.
12. **CONFIDENTIAL INFORMATION:** The City of Tucson is obligated to abide by all public information laws. If an Offeror believes that any portion of a proposal, offer, specification, protest or correspondence contains information that should be withheld, a statement advising the Contract Officer of this fact should accompany the submission and the information shall be so identified wherever it appears. The City shall review all requests for confidentiality and may provide a written determination to designate specified documents confidential or the request may be denied. Price is not confidential and will not be withheld. If the confidential request is denied, such information shall be disclosed as public information, unless the offeror submits a formal written objection.
13. **CERTIFICATION:** By signature on the Offer and Acceptance page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Offeror certifies:
- A. The submission of the offer did not involve collusion or other anti-competitive practices.
  - B. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal or State law.
  - C. The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer.
  - D. The Offeror hereby certifies that the individual signing the submittal is an authorized agent for the Offeror and has the authority to bind the Offeror to the Contract.

- 14. WHERE TO SUBMIT PROPOSALS:** In order to be considered, the Offeror must complete and submit its proposal to the City of Tucson Department of Procurement at the location indicated, prior to or at the exact date and time indicated on the Notice of Request for Proposal page. The Offeror's proposal shall be submitted in a sealed envelope. The words "SEALED PROPOSAL" with the REQUEST FOR PROPOSAL TITLE, REQUEST FOR PROPOSAL NUMBER, PROPOSAL DUE DATE AND TIME and OFFEROR'S NAME AND ADDRESS shall be written on the envelope.
- 15. LATE PROPOSALS:** Late proposals will be rejected.
- 16. OFFER AND ACCEPTANCE PERIOD:** In order to allow for an adequate evaluation, the City requires an offer in response to this solicitation to be valid and irrevocable for ninety (90) days after the proposal due date and time.
- 17. WITHDRAWAL OF PROPOSAL:** At any time prior to the specified solicitation due date and time, an offeror may formally withdraw the proposal by a written letter or electronic mail from the Offeror or a designated representative. Telephonic or oral withdrawals shall not be considered.
- 18. DISCUSSIONS:** The City reserves the right to conduct discussions with offerors for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in the proposal in order to clarify an offer and assure full understanding of, and responsiveness to, solicitation requirements.
- 19. TAX OFFSET POLICY:** If applicable, in evaluating price proposals, the City shall include the amount of applicable business privilege tax, except that the amount of the City of Tucson business privilege tax shall not be included in the evaluation.
- 20. CONTRACT NEGOTIATIONS:** Exclusive or concurrent negotiations may be conducted with responsible offeror(s) for the purpose of altering or otherwise changing the conditions, terms and price of the proposed contract unless prohibited. Offerors shall be accorded fair and equal treatment in conducting negotiations and there shall be no disclosure of any information derived from proposals submitted by competing offerors. Exclusive or concurrent negotiations shall not constitute a contract award nor shall it confer any property rights to the successful offeror. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into subsequent concurrent or exclusive negotiations with the next most qualified firm(s).
- 21. VENDOR APPLICATION:** Prior to the award of a Contract, the successful offeror shall register with the City's Department of Procurement. Registration can be completed at <http://www.tucsonprocurement.com/> by clicking on Vendor Services. Please note that email notifications of newly published solicitations and amendments will be provided to those vendors that select email as their preferred delivery method in their vendor record.
- 22. CITY OF TUCSON BUSINESS LICENSE:** It is the responsibility of the Contractor to have a City of Tucson Business License throughout the life of this contract or a written determination from the City's Business License Section that a license is not required. At any time during the contract, the City may request the Contractor to provide a valid copy of the business license or a written determination that a business license is not required. Application for a City Business License can be completed at <http://www.tucsonaz.gov/etax>. For questions contact the City's Business License Section at (520) 791-4566 or email at [tax-license@tucsonaz.gov](mailto:tax-license@tucsonaz.gov).
- 23. UPON NOTICE OF INTENT TO AWARD:** The apparent successful offeror shall sign and file with the City, within five (5) days after Notice of Intent to Award, all documents necessary to the successful execution of the Contract.
- 24. AWARD OF CONTRACT:** Notwithstanding any other provision of the Request for Proposal, the City reserves the right to:
- (1) waive any immaterial defect or informality; or
  - (2) reject any or all proposals, or portions thereof; or
  - (3) reissue the Request for Proposal.
- A response to this Request for Proposal is an offer to contract with the City based upon the terms, conditions and Scope of Work contained in the City's Request for Proposal. Proposals do not become contracts unless and until they are executed by the City's Director of Procurement and the City Attorney. A contract has its inception in the award, eliminating a formal signing of a separate contract. All of the terms and conditions of the contract are contained in the Request for Proposal, unless any of the terms and conditions are modified by a Request for Proposal amendment, a Contract Amendment, or by mutually agreed terms and conditions in the Contract documents.
- 25. PROPOSAL RESULTS:** The name(s) of the successful offeror(s) will be posted on the Procurement Department's Internet site at <http://www.tucsonprocurement.com/> upon issuance of a Notice of Intent to Award or upon final contract execution.



- 26. PROTESTS:** A protest shall be in writing and shall be filed with the Director of Procurement. A protest of a Request for Proposal shall be received at the Department of Procurement not less than five (5) working days before the Request for Proposal due date. A protest of a proposed award or of an award shall be filed within ten (10) days after issuance of notification of award or issuance of a notice of intent to award, as applicable. A protest shall include:
- A. The name, address, and telephone number of the protestant;
  - B. The signature of the protestant or its representative;
  - C. Identification of the Request for Proposal or Contract number;
  - D. A detailed statement of the legal and factual grounds of protest including copies of relevant documents; and
  - E. The form of relief requested.

## PROPOSAL EVALUATION REQUIREMENTS

### I. PROPOSAL EVALUATION CRITERIA – (listed in relative order of importance)

- A. Method of Approach
- B. Price Proposal
- C. Qualifications & Experience

### II. REQUIREMENTS SPECIFIC TO EVALUATION CRITERIA: The narrative portion and the materials presented in response to this Request for Proposal should be submitted in the same order as requested and must contain, at a minimum, the following:

#### A. Method of Approach

1. Provide a response to the national program.
  - a. Include a detailed response to Attachment A, Exhibit A, OMNIA Partners Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how offeror will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.
  - b. The successful offeror will be required to sign Attachment A, Exhibit B, OMNIA Partners Administration Agreement. Offerors should have any reviews required to sign the document prior to submitting a response. Offeror's response should include any proposed exceptions to the OMNIA Partners Administration Agreement.
  - c. The successful offeror will be required to fill out Exhibit F – Federal Funds Certification and Exhibit G – New Jersey Business Compliance in its entirety.

#### 2. Product

- a. Provide a detailed written response illustrating how the products offered will meet the requirements of this solicitation. Offerors shall provide the proposed product lines that will meet the Product Requirements of this solicitation. Offerors shall identify and describe their MRO categories. For each proposed category, describe in detail and provide at a minimum the following types of information:
  1. Identification and description of product categories offered
  2. Identification and description of sub categories
  3. Identification and description of manufacturers within each sub category
- b. What is the total number of products offered in your catalog? Are all catalog products stocked in your distribution warehouses?
- c. How are green products identified in your catalog? Online ordering?
- d. Do you offer "Private Line" products? Please describe.
- e. Submit all information that will aid the City in evaluating your proposal.

### 3. Services

- a. Provide a detailed written response illustrating how the services offered will meet the requirements of this solicitation. Offerors shall provide the proposed services that will meet the Service Requirements of this solicitation. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:
  1. Policies and programs detailing your efforts in these areas.
  2. Literature explaining your capabilities.
  3. Submit all information that will aid the City in evaluating your proposal.
- b. Describe how you will roll out your program to City of Tucson staff? Include in your discussion training, education, meetings, information gathering, annual contract awareness event, etc.
- c. Describe how you will develop and maintain relationships with key department end users to convert sales to this contract, offer relevant solutions, problem solve, introduce new products or services, etc.
- d. Describe your sales and reporting capabilities. What level of detail is available?

### 4. Ordering and Invoices

- a. Describe your ordering capacity (retail locations, telephone, fax, Internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-line ordering, order tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate green products, etc.
- b. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.
- c. Describe how problems – such as a customer ordering a wrong product; a customer receiving a defective or wrong product; etc. – are resolved.
- d. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?
- e. If providing for retail location purchases, describe how agencies choosing to pick up products at a retail location will receive the correct contract pricing.
- f. Describe your process for identifying out of stock items and the options available to ordering agencies, such as: request a back ordered item, requesting a substitute item and cancelling the item from the order.

### 5. Other/Value Add

- a. Describe any government rebate or government incentive programs applicable
- b. Describe how your firm will meet the monthly usage reporting criteria. Submit a sample report.
- c. Please include any value-added services that have not been listed in the scope of work. Services could include, but not limited to, safety shoe program, additional inventory management, emergency preparedness services, safety glove programs etc.

## B. Price Proposal

1. Provide a price proposal as requested on the Attachment B – Price Page.

### Core Lists

- a. **Market Basket** – Provides for the deepest discounts, as listed on the category discount sheet, on a variety of products to agencies nationwide. Products in this list represent the largest annual spend in terms of dollars and/or highest volume in terms of quantity. Pricing for Market Basket Items shall be provided to all Participating Agencies.
  - b. **Functional Alternatives** – Provide items which can be substitutes for the corresponding items on the Market Basket which might provide better value but meet the same need. Items in the Functional Alternatives section of the price page will be evaluated as value-add items for the National Program. Pricing for Functional Alternatives shall be provided to all participating agencies.
    - i. Using Attachment B, Price Page, complete the columns specified resulting in the proposed discount and net contract price for items offered nationally.
    - ii. Using Attachment B, Price Page, complete the Category Discount page listing the percentage off discount price for each category provided.
    - iii. How often does the Offeror propose to update this list? Are there certain products that should be updated more frequently than others?
  - b. **Customized Core List by Agency**, individual local and state departments, and regional core lists– In addition to the National Core List, Offerors may provide customized core lists to agencies.
    - i. Describe Offeror's ability to provide customized core lists to agencies;
    - ii. The number of items Offeror proposes to provide on a customized core list;
    - iii. How often does the Offeror propose to update customized core lists;
    - iv. Describe any agency size or volume limitations.
  - c. **Catalog Pricing**: Provide pricing for products not included in items 1.a. and 1.b. above,
    - i. Describe how you will price catalog items that are not listed on the Market Basket list. That is, by product category, sub-product category, manufacturer, etc.
    - ii. Disclose the number of items in each product category and in the catalog
  - d. **Seasonal or Special Pricing**: Describe any programs offered to promote special pricing to Participating Agencies.
2. Describe how services proposed will be priced.
  3. The City's expectation is that the proposed pricing shall include delivery to Tucson and Participating Public Agencies. Based on your distribution network, explain the impact of such pricing to the City, Participating Public Agencies residing in large metropolitan areas and Participating Public Agencies residing in rural areas. Propose an optimal solution(s) that would provide Participating Public Agencies with the best pricing including freight costs.
  4. Propose a plan to adjust pricing as market conditions change. The plan must be verifiable and auditable. Identify calculation, formula, components, index, etc.
  5. State if pricing is most favorable offered to government agencies. Describe how your firm will ensure this contract will continually offer the best pricing available to Participating Public Agencies.

6. Provide details of and propose additional discounts for volume orders, special manufacturer's offers, minimum order quantity, free goods program, total annual spend, etc.
7. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount.
8. Provide your payment terms.
9. As stated in the Instructions to Offerors, 7. Discounts, the price(s) herein can be discounted by \_\_\_\_\_%, if payment is made within \_\_\_\_\_ days. These payment terms shall apply to all purchases and to all payment methods.
10. Will payment be accepted via commercial credit card? \_\_\_\_\_ Yes \_\_\_\_\_ No
  - a. If yes, can commercial payment(s) be made online? \_\_\_\_\_ Yes \_\_\_\_\_ No
  - b. Will a third party be processing the commercial credit card payment(s)? \_\_\_\_\_ Yes \_\_\_\_\_ No
  - c. If yes, indicate the flat fee per transaction \$\_\_\_\_\_ (as allowable, per Section 4.9 of the MasterCard Transaction Processing Rules).
  - d. If "no" to above, will consideration be given to accept the card? \_\_\_\_\_ Yes \_\_\_\_\_ No
11. Does your firm have a City of Tucson Business License? \_\_\_\_\_ Yes \_\_\_\_\_ No  
If yes, please provide a copy of your City of Tucson Business license.

### C. Qualifications and Experience

1. Provide a brief history and description of your company.
2. Provide a statement of your annual sales for the past 3 years.
3. Highlight experience and strong national presence in the MRO industry.
4. Provide the total number and location of sales persons employed by your firm.
5. Number and location of support centers (if applicable).
6. Describe the qualifications of your sales personnel and technicians.
7. Provide a listing of key personnel who may be assigned to the City's contract. Include their title within your organization and the description of the type of work they may perform. Please identify an executive corporate sponsor who will be responsible for the overall management of the awarded Master Agreement.
8. Summarize your experience in providing product and services similar to that outlined in the Scope of Work. Provide a minimum of three references for which you have provided similar products and services. References from other public agencies, particularly municipal governments, are preferred. Please include company name, address, phone, email, and contact person.
9. Please submit any additional information that you feel is applicable to your qualifications and experience.

**III. GENERAL**

**A. Shortlist:**

The City reserves the right to shortlist the offerors on the stated criteria. However, the City may determine that shortlisting is not necessary.

**B. Interviews:**

The City reserves the right to conduct interviews with some or all of the offerors at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating the stated criteria. The City shall not reimburse the offeror for the costs associated with the interview process.

**C. Additional Investigations:**

The City reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any offeror submitting a proposal.

**D. Prior Experience:**

Experiences with the City and entities that evaluation committee members represent and that are not specifically mentioned in the solicitation response may be taken into consideration when evaluating offers.

**E. Multiple Awards:**

To provide adequate contract coverage, at the City's sole discretion, multiple awards may be made.

## SPECIAL TERMS AND CONDITIONS

- 1. COOPERATIVE PURCHASING:** Any Contract resulting from this solicitation shall be for the use of the City of Tucson. In addition, public and nonprofit agencies that have registered with OMNIA Partners or entered into a Cooperative Purchasing Agreement with the City of Tucson's Department of Procurement are eligible to participate in any subsequent Contract. See [http://www.tucsonprocurement.com/coop\\_partners.aspx](http://www.tucsonprocurement.com/coop_partners.aspx) and click on Cooperatives for a list of the public and nonprofit agencies that have currently entered into Cooperative Purchasing Agreements with the City of Tucson. Additionally, this contract is eligible for use by the Strategic Alliance for Volume Expenditures (SAVE) cooperative. See <http://www.mesaaz.gov/home/showdocument?id=23638> for a listing of participating agencies. The parties agree that these lists are subject to change.

Any orders placed to, or services required from, the successful Contractor(s) will be requested by each participating agency. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The Contractor may negotiate additional expenses incurred as a result of participating agencies' usage of this contract (i.e., freight charges, travel related expenses, etc.). The City shall not be responsible for any disputes arising out of transactions made by others.

The Contractor(s) will provide an electronic copy of the complete Contract to the City of Tucson Department of Procurement upon receipt of the Notice of Intent to Award. At the City's request, the successful Contractor(s) may also be requested to provide an electronic copy of the complete Contract to a participating agency.

**FEDERAL, STATE AND LOCAL TAXES, LICENSES AND PERMITS:** The Supplier shall comply with all Federal, State, and local licenses and permits required for the operation of the business conducted by the Supplier as applicable to this Contract. The Supplier shall, at no expense to the City, OMNIA Partners, or other Participating Public Agencies, procure and keep in force during the entire period of the Agreement all such permits and licenses.

- 3. SUBCONTRACTORS:** No subcontract shall be made by the contractor with any other party for furnishing any of the services herein contracted for without the advance written approval of the Department of Procurement. All subcontractors shall comply with Federal and State laws and regulations that are applicable to the services covered by the subcontractor and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract, as if the subcontractor were the Contractor referred to herein. Contractor is responsible for contract performance whether or not subcontractors are used.
- 4. FOB DESTINATION FREIGHT PREPAID:** Prices shall be FOB Destination Freight Prepaid to the delivery location designated. Contractor shall retain title and control of all goods until they are delivered and the Contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the Contractor. All claims for visible or concealed damage shall be filed by the Contractor. The City will assist the Contractor in arranging for inspection.
- 5. PAYMENTS:** All payments made by the City of Tucson for goods or services will be made to the vendor named on the Offer and Acceptance form. If you do not wish payment to be made to that address, you must submit an attached sheet indicating the proper mailing address with this bid.
- 6. RIGHT TO TERMINATE FOR CHANGE IN OWNERSHIP OR MATERIAL RESTRUCTURE OF THE CONTRACTOR:** In addition to the Termination of Contract clause in the Standard Terms and Conditions section of this solicitation and resulting contract, the City reserves the right to cancel the whole or part of this contract within 60 days written notice of the completion of any material change of ownership in the Contractor's company, including its sale, merger, consolidation or dissolution.

7. **TERM AND RENEWAL:** The term of the Contract shall commence upon award and shall remain in effect for a period of three (3) years, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that the City of Tucson shall have the right, at its sole option, to renew the Contract for two (2) additional one-year periods or portions thereof. In the event that the City exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.
8. **PRICE ADJUSTMENT:** The City will review fully documented requests for price adjustment at the end of the Contract's first year. Subsequent fully documented requests for price adjustment may be made at the end of each Contract year that the Contract is in effect. Price adjustments may be a consideration in the continuance and/or renewal of the contract. The City will determine whether the requested price adjustment or an alternate option, is in the best interest of the City.
9. **INSURANCE:** The Contractor agrees to:
- A. Obtain insurance coverage of the types and amount required in this section and keep such insurance coverage in force throughout the life of this contract. All policies will contain an endorsement providing that written notice be given to the City at least 30 days prior to termination or cancellation in coverage in any policy, and 10 days notice for cancellation due to non-payment in premium.
  - B. The Commercial General Liability Insurance and Commercial Automobile Liability Insurance policies will include the City as an additional insured with respect to liability arising out of the performance of this contract. Such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract. The insurance hereunder will be primary and that any insurance carried by the City will be excess and not contributing.
  - C. Provide and maintain minimum insurance limits as applicable:

COVERAGE	LIMITS OF LIABILITY
<b>I. Commercial General Liability:</b>	
Policy shall include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability	
Each Occurrence	\$1,000,000
General Aggregate	\$2,000,000
Products & Completed Operations Aggregate	\$2,000,000
Personal and Advertising Injury	\$1,000,000
Blanket Contractual Liability	\$1,000,000
<b>II. Commercial Automobile Liability:</b>	
Policy shall include Bodily Injury and Property Damage, for any owned, Hired, and/or Non-owned vehicles used in the operation, installation and maintenance of facilities under this agreement.	
Combined Single Limit	\$1,000,000
<b>III. Workers' Compensation: (applicable to the State of Arizona)<sup>1</sup></b>	
Per Occurrence	Statutory
Employer's Liability	\$1,000,000
Disease Each Employee	\$1,000,000
Disease Policy Limit	\$1,000,000

<sup>1</sup> Sole Proprietor/Independent Contractor designation is given to those who desire to waive their rights for workers' compensation coverage and benefits as outlined in ARS§ 23-901 and specifically ARS § 23-961 (D). If applicable, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.



**D. ADDITIONAL INSURANCE REQUIREMENTS:** Policies shall be endorsed to include the following provisions:

1. A waiver of subrogation endorsement in favor of the City of Tucson, for losses arising from work performed by or on behalf of the Contractor (including Worker's Compensation).
2. The insurance afforded the contractor shall be primary insurance and that any insurance carried by the City of Tucson and its agents, officials or employees shall be excess and not contributory.
3. Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.

**E. NOTICE OF COVERAGE MODIFICATIONS:** Any changes material to compliance with this contract in the insurance policies above shall require 10 days written notice from the Contractor to the City of Tucson. Such notice shall be sent directly to the Department of Procurement.

**F. ACCEPTABILITY OF INSURERS:** Contractors insurance shall have an "A.M. Best" rating of not less than A:VII. The City of Tucson in no way warrants that the required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

**G. VERIFICATION OF COVERAGE:** Contractor shall furnish the City of Tucson with certificates of insurance (ACORD form or equivalent approved by the City of Tucson) as required by this Contract. The certificates for each insurance policy are to be signed by an authorized representative.

All certificates and endorsements are to be received and approved by the City of Tucson before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work and remain in effect for the duration of the contract and two (2) years after completion. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal upon the City's request, is a material breach of contract.

All certificates required by this Contract shall be sent directly to the Department of Procurement.

The City of Tucson project/contract number and project description shall be noted on the certificate of insurance. The City of Tucson reserves the right to require complete copies of all insurance policies required by this Contract at any time.

**H. SUBCONTRACTORS:** Contractors' certificate(s) shall include all subcontractors as insureds under its policies or Contractor shall furnish to the City of Tucson separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

**I. EXCEPTIONS:** In the event the Contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self-Insurance

## STANDARD TERMS AND CONDITIONS

1. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract without prior written consent of the City's Director of Procurement.
2. **AFFIRMATIVE ACTION:** Contractor shall abide by the provisions of the Tucson Procurement Code Chapter 28, Article XII.
3. **AMERICANS WITH DISABILITIES ACT:** The Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101, et seq.) and applicable Federal regulations under the Act.
4. **APPLICABLE LAW:** This Contract shall be governed, and the City and Contractor shall have all remedies afforded to each, by the Tucson Procurement Code and the law of the State of Arizona. State law claims shall be brought only in Pima County Superior Court.
5. **ASSIGNMENT-DELEGATION:** No right or interest in this Contract shall be assigned by the Contractor without prior written permission of the City, and no delegation of any duty of the Contractor shall be made without prior written permission of the City's Director of Procurement. The City shall not unreasonably withhold approval and shall notify the Contractor of the City's position by written notice.
6. **CHILD/SWEAT-FREE LABOR POLICY:** The Contractor shall comply with all applicable provisions of the United States Federal and State Child Labor and Worker's Right laws and agrees if called upon to affirm in writing, that they, and any subcontractor involved in the provision of goods to the City, are in compliance.
7. **CLEAN UP:** The Contractor shall at all times keep the contract area, including storage areas used by the Contractor, free from accumulation of waste material or rubbish and, prior to completion of the work, remove any rubbish from the premises and all tools, scaffolding, equipment and materials not property of the City. Upon completion of the work, the Contractor shall leave the work and premises in clean, neat and workmanlike condition.
8. **COMMENCEMENT OF WORK:** The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives purchase order or is otherwise directed to do so, in writing, by the City.
9. **CONFIDENTIALITY OF RECORDS:** The Contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that no information contained in its records or obtained from the City or from others in carrying out its functions under the Contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. Persons requesting such information should be referred to the City. Information pertaining to individual persons shall not be divulged other than to employees or officers of Contractor as needed for the performance of duties under the Contract, unless otherwise agreed to in writing by the City.
10. **CONTRACT AMENDMENTS:** The Procurement Department has the sole authority to:
  - A. Amend the contract or enter into supplemental verbal or written agreements;
  - B. Grant time extensions or contract renewals;
  - C. Otherwise modify the scope or terms and provisions of the contract.

This Contract shall only be modified with the approval of the Department of Procurement. Except in the case of a documented emergency, approval must be granted prior to performance. Any contract modification not explicitly approved by the Procurement Department through a written contract amendment or change order is performed at the sole risk of the Contractor and may not be eligible for payment by the City.

11. **CONTRACT:** The Contract shall be based upon the Request for Proposal issued by the City and the Offer submitted by the Contractor in response to the Request for Proposal. The offer shall substantially conform to the terms, conditions, specifications and other requirements set forth within the text of the Request for Proposal. The City reserves the right to clarify any contractual terms with the concurrence of the Contractor; however, any substantial non-conformity in the offer, as determined by the City's Director of Procurement, shall be deemed non-responsive and the offer rejected. The Contract shall contain the entire agreement between the City of Tucson and the Contractor relating to this requirement and shall prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.

- 12. DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment or lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials, or default of any nature, may constitute breach of the Contract. Noncompliance may be deemed a cause for possible Contract termination.
- 13. DUPLEXED/RECYCLED PAPER:** In accordance with efficient resource procurement and utilization policies adopted by the City of Tucson, the Contractor shall ensure that, whenever practicable, all printed materials produced by the Contractor in the performance of this Contract are duplexed (two-sided copies), printed on recycled paper and labeled as such.
- 14. EQUAL PAY:** The Contractor shall comply with the applicable provisions of the Equal Pay Act of 1963 (Pub.L. 88-38, 29 U.S.C. section 206(d)); Title VII of the Civil Rights Act of 1964 (Pub.L. 88-352, 42 U.S.C. 2000e *et seq.*; and, the Lily Ledbetter Fair Pay Act of 2009 (Pub.L. 111-2).
- 15. EXCLUSIVE POSSESSION:** All services, information, computer program elements, reports and other deliverables created under this Contract are the sole property of the City of Tucson and shall not be used or released by the Contractor or any other person except with prior written permission by the City.
- 16. FEDERAL IMMIGRATION LAWS AND REGULATIONS:** Contractor warrants that it complies with all Federal Immigration laws and regulations that relate to its employees and complies with A.R.S. § 23-214(A) and that it requires the same compliance of all subcontractors under this Contract. Contractor acknowledges that pursuant to A.R.S. § 41-4401 and effective September 30, 2008, a breach of this warranty is a material breach of this Contract subject to penalties up to and including termination of this Contract. The City retains the legal right to audit the records of the Contractor and inspect the papers of any employee who works for the Contractor to ensure compliance with this warranty and the Contractor shall assist in any such audit. The Contractor shall include the requirements of this paragraph in each contract with subcontractors under this Contract.

If the Contractor or subcontractor warrants that it has complied with the employment verification provisions prescribed by sections 274(a) and 274(b) of the Federal Immigration and Nationality Act and the E-verify requirements prescribed by A.R.S. § 23-214(A), the Contractor or subcontractor shall be deemed to be in compliance with this provision. The City may request proof of such compliance at any time during the term of this Contract by the Contractor and any subcontractor.

- 17. FORCE MAJEURE:** Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of Force Majeure. The term "Force Majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force Majeure shall not include late performance by a subcontractor unless the delay arises out of a Force Majeure occurrence in accordance with this Force Majeure term and condition.

If either party is delayed at any time in the progress of the work by Force Majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand-delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

- 18. GRATUITIES:** The City may, by written notice to the Contractor, terminate this Contract if it is found that gratuities, in the form of entertainment, gifts, meals or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City amending, or the making of any determinations with respect to the performing of such Contract. In the event this Contract is terminated by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.

**HUMAN RELATIONS:** Contractor shall abide by the provisions of the Tucson City Code Chapter 28, Article XII.

- 20. INDEMNIFICATION:** To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless City of Tucson, its agents, representatives, officers, directors, officials and employees from and against all allegations, demands, proceedings, suits, actions, claims, including claims of patent

or copyright infringement, damages, losses, expenses, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting and handling expense, related to, arising from or out of or resulting from any actions, acts, errors, mistakes or omissions caused in whole or part by Contractor relating to work, services and/or products provided in the performance of this Contract, including but not limited to, any Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable and any injury or damages claimed by any of Contractor's and Subcontractor's employees. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. The Contractor agrees to waive all rights of subrogation against the City of Tucson, its agents, representatives, officers, directors, officials, employees and volunteers for losses arising from the work performed by the Contractor for the City of Tucson.

Contractor is responsible for compliance with the Patient Protection and Affordable Care Act (ACA), for its employees in accordance with 26 CFR §54.4980H. Additionally, Contractor is responsible for all applicable IRS reporting requirements related to ACA. If Contractor or any of Contractor's employees is certified to the City as having received a premium tax credit or cost sharing reduction which contributes to or triggers an assessed penalty against the City, or Contractor fails to meet reporting requirements pursuant to section 6056 resulting in a penalty to City, Contractor indemnifies City from and shall pay any assessed tax penalty.

- 21. INDEPENDENT CONTRACTOR:** It is understood that each party shall act in its individual capacity and not as an agent, employee, partner, joint venture, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other party for any purpose.

The Contractor shall not be entitled to compensation in the form of salaries, holidays, paid vacation, sick days, or pension contributions by the City. The City of Tucson will not provide any insurance coverage to the Contractor, including Worker's Compensation coverage. The Contractor is advised that taxes, social security payments, and other withholdings shall not be withheld from a City payment issued under this Contract and that Contractor should make arrangements to directly pay such expenses. Contractor is responsible for compliance with the Affordable Care Act for Contractor and any of Contractor's employees.

- 22. INSPECTION AND ACCEPTANCE:** All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this Contract shall be held at the Contractor's risk and may be returned to the Contractor. If returned, all costs are the responsibility of the Contractor. Noncompliance may be deemed a cause for possible Contract termination.

- 23. INTERPRETATION-PAROL EVIDENCE:** This Contract is intended by the parties to be a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of this agreement. No course of prior dealings between the parties and no usage of the trade shall be relevant to supplement or explain any term used in the Contract. Acceptance or consent in the course of performance under this Contract shall not be relevant to determine the meaning of this Contract even though the accepting or consenting party has knowledge of the nature of the performance and the opportunity to object.

- 24. ISRAEL BOYCOTT DIVESTMENTS:** Acceptance of the contract warrants that the vendor is in compliance with A.R.S. § 35-393 and does not participate in a boycott of Israel as that term is defined within A.R.S. § 35-393.

- 25. LICENSES:** Contractor shall maintain in current status all Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.

- 26. LIENS:** All materials, services, and other deliverables supplied to the City under this Contract shall be free of all liens other than the security interest. Security interest shall extinguish upon full payment made by the City. Upon the City's request, the Contractor shall provide a formal release of all liens.

- 27. NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials must fully comply with all provisions of this Contract. If a tender is made which does not fully comply, this shall conform to the termination clause set forth within this document.

- 28. NON-EXCLUSIVE CONTRACT:** Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the City of Tucson. The City reserves the right to obtain like goods or services from another source when necessary.

- 29. OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in actual practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the materials or services used to fulfill the Contract.
- 30. PAYMENT:** The City's preferred method of payment is via credit card. The City will issue a Purchase Order and, in some cases, either provide a credit card for payment at the time of ordering or pay subsequent invoices by credit card upon receipt of goods or services in good order. However, not all City employees will possess a credit card and, therefore, the City reserves the right to make payment by check as it deems necessary.

Unless payment is made by credit card at time of order or point of sale, a separate invoice shall be issued for each shipment of material or service performed, and no payment shall be issued prior to receipt of material or service and correct invoice. The invoice shall not be dated prior to the receipt of goods or completion of services.

The City shall make every effort to process payment for the purchase of materials or services within twenty-one (21) calendar days after receipt of materials or services and a correct invoice.

The Contractor's payment terms shall apply to all purchases and to all payment methods.

- 31. PROTECTION OF GOVERNMENT PROPERTY:** The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation (such as trees, shrubs, and grass) on City property. If the Contractor fails to do so and damages such property, the Contractor shall replace or repair the damage at no expense to the City, as determined and approved by the City's Director of Procurement. If the Contractor fails or refuses to make such repair or replacement, the City will determine a cost and the Contractor shall be liable for the cost thereof, which may be deducted from the Contract price.
- 32. PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party the Contract shall be amended to make such insertion or correction.
- 33. RECORDS:** Internal control over all financial transactions related to this Contract shall be in accordance with sound fiscal policies. The City may, at reasonable times and places, audit the books and records of the Contractor and/or any subcontractors. Said audit shall be limited to this Contract.
- 34. RIGHT TO ASSURANCE:** Whenever one party to this Contract has reason to question, in good faith, the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as the other party's intent not to perform and as a cause for possible Contract termination.
- 35. RIGHT TO INSPECT:** The City may, at reasonable times, and at the City's expense, inspect the place of business of a Contractor or subcontractor which is related to the performance of any Contract as awarded or to be awarded.
- 36. RIGHTS AND REMEDIES:** No provision in this document or in the Contractor's proposal shall be construed, expressly or by implication, as a waiver by either party of any existing or future right and/or remedy available by law in the event of any claim, default or breach of contract. The failure of either party to insist upon the strict performance of any term or condition of the Contract, to exercise or delay the exercise of any right or remedy provided in the Contract or by law, or to accept materials or services required by this Contract or by law shall not be deemed a waiver of any right of either party to insist upon the strict performance of the Contract.
- 37. SEVERABILITY:** The provisions of this Contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the Contract which may remain in effect without the valid provision or application.
- 38. SHIPMENT UNDER RESERVATION PROHIBITED:** No tender of a bill of lading shall operate as a tender of the materials. Non-compliance shall conform to the termination clause set forth within this document.
- 39. SUBCONTRACTS:** No subcontract shall be entered into by the Contractor with any other party to furnish any of the material/service specified herein without the advance written approval of the City's Director of Procurement. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered

by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract, as if the subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not subcontractors are used.

**40. SUBSEQUENT EMPLOYMENT:** The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. Section 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract, on behalf of the City, is or becomes, at any time while the Contract or any extension of the Contract is in effect, an employee of, or a contractor to, any other party to this Contract with respect to the subject matter of the Contract. Termination shall be effective when written notice from the City's Director of Procurement is received by the parties to this Contract, unless the notice specifies a later time.

**41. TERMINATION OF CONTRACT:** This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice. The City, at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination.

The City reserves the right to terminate the whole or any part of this Contract due to the failure of the Contractor to carry out any term or condition of the Contract. The City will issue a written ten (10) day notice of default to the Contractor for acting or failing to act as specified in any of the following:

In the opinion of the City, the Contractor provides personnel that do not meet the requirements of the Contract;

In the opinion of the City, the Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this Contract;

In the opinion of the City, the Contractor attempts to impose personnel, materials, products or workmanship of unacceptable quality;

The Contractor fails to furnish the required service and/or product within the time stipulated in the Contract;

In the opinion of the City, the Contractor fails to make progress in the performance of the requirements of the Contract;

The Contractor gives the City a positive indication that the Contractor will not or cannot perform to the requirements of the Contract.

Each payment obligation of the City created by this Contract is conditioned upon the availability of City, State and Federal funds that are appropriated or allocated for the payment of such an obligation. If funds are not allocated by the City and available for the continued purchase of the services and/or materials provided under this Contract, this Contract may be terminated by the City at the end of the period for which funds are available. The City will endeavor to notify the Contractor in the event that continued service will or may be affected by non-appropriation. No penalty shall accrue to the City in the event this provision is exercised, and the City shall not be obligated or liable for any future payments due or for any damages as a result of termination under this paragraph.

**42. TITLE AND RISK OF LOSS:** The title and risk of loss of material or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.

**43. WARRANTIES:** Contractor warrants that all material or service delivered under this Contract shall conform to the specifications of this Contract. Mere receipt of shipment of the material or service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in this document.

## PRICE PAGE

*Fee must be inclusive of all costs, including but not limited to, direct and indirect costs for labor, overhead, materials, printing, travel and mileage, postage, etc.*

### **Please refer to Attachment B**

Please complete Attachment B in its entirety. The first sheet has an area that has been added for functional alternatives that can be offered in addition. These will also be reviewed and evaluated. The second sheet has a list of categories. Please list the discount off price for each category. Please submit a copy of the excel document/price page on your electronic copy. **DO NOT** lock or password protect the electronic copy of your price page.

## OFFER AND ACCEPTANCE

### OFFER

**TO THE CITY OF TUCSON:**

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
Signature of Person Authorized to Sign

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

### ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. \_\_\_\_\_.

**CITY OF TUCSON**, a municipal corporation

Approved as to form:

This \_\_\_\_\_ day of \_\_\_\_\_ 2019

Awarded:

This \_\_\_\_\_ day of \_\_\_\_\_ 2019

\_\_\_\_\_  
As Tucson City Attorney and not personally

\_\_\_\_\_  
As Director of Business Services and not personally



CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

**REQUEST FOR PROPOSAL NO. 192163**  
PAGE 26 OF 26  
PRINCIPAL CONTRACT OFFICER: JENN MYERS, CPPB  
PH: (520) 837-4137 / FAX: (520) 791-4735

## **ATTACHMENTS**

**Attachment A** – OMNIA Partners – Requirements for National Cooperative Contract

**Attachment B** – Price Page