

EMERGENCY PREPAREDNESS AND RESPONSE GUIDE

PREPARE • RESPOND • RECOVER



How to Use this Guide

The regular occurrence of natural and man-made disasters highlights the need for being prepared for a wide range of emergency scenarios. When faced with an emergency situation you may not have time to search for the supplies you need or shop for them. Your organization can be much better prepared by planning ahead, putting emergency procedures in place and identifying potential needs BEFORE disaster strikes.

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Helping Businesses Survive Emergencies

The immediate repercussions of a disaster can be devastating. Unfortunately, many businesses also suffer the long-term impact that an emergency can cause. The financial consequences of extended downtime, the loss of customer confidence and the potential penalties of overlooked regulatory compliance can bring an end to even the most thriving business.

This is why preparing for, responding to and recovering from disruptions to a business is so vital. This guide can help outline emergency preparedness solutions tailored, not only a specific emergency, but to a businesses' unique needs. Inside you'll find information and products applicable to specific hazards such as hurricanes, floods, earthquakes, power outages and more.

Emergency Preparedness Conversation Starters

- What plans do you have in place for man-made or natural disasters?
- Are you facing any regulatory issues related to disaster preparedness?
- Do you buy emergency preparedness supplies and equipment from one supplier or from multiple sources?
- What items do you currently inventory specifically for emergency situations?
- Who in your organization makes product selection decisions and how might they evaluate suppliers?
- Are you open to recommendations from Grainger if they could potentially help guard against potential downtime and help fulfill regulatory compliance?
- What emergency threats are of greatest concern to your organization?
- How does your organization conduct training and/or exercises for your emergency plans and procedures?

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For more information, call your local branch or visit [grainger.com/emergency](https://www.grainger.com/emergency)

Serving All Levels of Preparedness

Grainger provides you with a single, comprehensive source for your emergency preparedness and response needs. We have the supplies and equipment to develop both basic and advanced emergency response capabilities. From private sector businesses to public sector first responders and receivers, we provide all levels of essential solutions that help build resilient communities.

Basic Capabilities

- Water & Hydration
- Emergency Food
- Hygiene Management
- Personal Protective Equipment
- Evacuation & Egress
- Emergency Preparedness Kits
- First Aid
- Storage & Organization

- Power Restoration & Distribution
- Heating & Cooling
- Emergency Lighting
- Tools & Test Instruments
- Cleaning & Infection Control
- Hazmat Storage & Spill Response
- Facility Safety & Security
- Business Continuity

Advanced Capabilities

- Communications
- Material Handling & Portability
- Decontamination
- Fatality Management
- Disaster Response
- Debris Removal
- Flood Response
- Wildland Fire
- Water Rescue
- Shelter Operations
- Medical Gases
- Surge Supplies
- Temp. Assurance & Cold Chain

- Vaccination Operations
- Traffic Management
- Badging & Identification
- CBRNE Detection
- Incident Management
- Aggressor Prevention Solutions
- Public Safety Gear & Equipment
- Reference Materials
- Training Manikins
- Training Kits
- Isolation & Quarantine
- Patient Transport
- Medical Supplies

Nationwide Logistics Network:

One of Grainger's key strengths is our expansive logistics network. Grainger maintains a large network of local branches—each carrying an average inventory value of approximately one million dollars. Our local branches are supported by a state of the art, integrated distribution network which includes distribution centers and master branches across the U.S. Our systems allow us to know exactly where products are at in the network enabling us to get you the right product, in the right place, at the right time—every time.

24/7 After-Hours Emergency Service:

Have an emergency need outside of normal business hours? Call us at 1-800-CALL-WWG anytime. We'll locate what you need within our distribution network and open a branch, nights or weekends if necessary, to get what you need (a \$50 service fee may be applied). Our customer service call centers and branch locations are available to support you 24-hours a day, seven days a week.

Extended Hours:

Grainger branches operate on extended hours (sometimes 24 hours depending on imposed curfews) to serve customers. In the case of large-scale disasters, our branches remain open for the duration of the event.

Emergency Support Teams/Personnel:

In emergencies, Grainger mobilizes internal and external resources to assist impacted areas. We deploy expert teams to provide aid where needed and bring in additional personnel to take orders, assist customers at the counter and load trucks. Our Call Centers are able to accept phone orders 24-hours a day.

Essential Product Availability:

Every year Grainger plans months ahead of seasonal hazards such as hurricanes and floods to ensure that critical supplies are available if needed. When disaster strikes, we quickly reposition critical supplies within our distribution network to distribution centers and branches closest to affected areas to support relief efforts. Contingency plans with our supplier partners enables us to provide additional equipment quickly.

Unique Relationships with Local, Regional and National Authorities:

FEMA, the Department of Homeland Security, the New York Port Authority and many other local, regional and national entities have indicated that Grainger has been placed on a select list of key First Responders. Grainger trucks were escorted through the Holland Tunnel by the New York Port Authority during the first hours of response to the 9/11 tragedy. During major hurricanes and floods, Grainger helps supply governmental entities with pumps, generators, sandbags, etc., as well as supplying businesses affected by an emergency.

How Grainger is Prepared

For most businesses it's not a matter of if an emergency will occur but when an emergency will impact their operations. We're standing by to help when the time comes.

Grainger has a large network of distribution centers and branches in the U.S. If a disaster hits one of them, we can deliver products from an alternate source within the system.

Grainger has positioned generators throughout the supply chain network for rapid deployment to branches that need power due to a disaster. This helps ensure we will be up and running when our customers need us.

Grainger has developed a Rapid Deployment Kit, enabling a branch that has been affected by a disaster to quickly resume network communications with corporate business systems. In many cases, Grainger is the only company that is functioning with "business as usual" capabilities in an impacted area.

Grainger has a proven data backup and recovery strategy that allows us to assure each customer that the data we have entered regarding their transaction will not be lost just because the area is hit by a disaster. Our **Enterprise Systems Continuity Plan** provides a tried and tested IT network. We built in redundancy for continued operations during and after events. Easy access to inventory across the network assures uninterrupted service to our customers.

Our **Crisis Management Team** ensures the safety of Grainger employees and facilities. They test our properties, people and systems to determine readiness prior to events. Post event, this team assesses potential damage to Grainger facilities, conducts inventory assessments within the affected market(s) and assures the operational integrity of our facilities.

Our **Product Prioritization** plan is designed to serve the health and safety of the public first and foremost. In severe emergencies, we prioritize products for First Responders and First Receivers to effectively serve those "who do the greatest good" for our communities. This also includes private sector companies who play a vital role in restoring critical infrastructure such as roads, bridges and utilities.

Before, During and After the Emergency

Preparing for, responding to and recovering from disruptions to your business or operations is a big job. Here are just a few of the ways Grainger can help make a difference within each stage of your emergency planning process:

PREPARE	RESPOND	RECOVER
Participation in YOUR emergency planning meetings	24/7 Emergency Support 1-800-CALL-WWG	Full line of recovery focused solutions including:
Providing you with one-stop shopping for your preparedness, response and recovery needs	On-site support in your Emergency Operations Center (EOC)	Power Restoration
Through our many pre-negotiated, competitively awarded contracts	Product prioritization for first responders, first receivers and mission-critical private sector entities.	Dewatering
Millions of dollars of local and regional inventory to get you what you need fast	Extended branch hours in affected areas	Temporary Lighting
World-class distribution, customer service and order fulfillment	Online ordering and product availability information	Debris Removal
Same-day shipping*	Quickly find and order products using the Grainger mobile app	Portable Heating & Cooling

* All in-stock orders placed directly with the branch or on Grainger.com® by 5:00 p.m. local time Monday through Friday ship the same day within the continental United States. All orders are subject to availability. Standard shipping rates apply.

Find out more about Grainger's emergency preparedness capabilities when you visit:

grainger.com/emergency

You can also view a digital edition of our Emergency Preparedness catalog at:

grainger.com/catalogonline

For more information, call your local branch or visit grainger.com/emergency

GRAINGER
FOR THE ONES WHO GET IT DONE

Special Orders and Purchasing Contracts

Special Orders and Quotes

We can help you find difficult-to-source emergency items and more specialized solutions like:

Emergency Water Mass Fatality Preparedness Medical Surge Supplies Emergency Food Mass Fatality Preparedness Emergency Shelter Solutions Emergency Training Supplies	Patient & Inventory Tracking Solutions Medical Surge Solutions Evacuation Incident Command & Triage Solutions Oxygen Concentration & Distribution Systems Mass Casualty Ventilators Decontamination Solutions
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Ask us. We can offer access to millions of items from thousands of suppliers.

- Contact us at 1-800-GRAINGER (1-800-472-4643) or call your local branch or your Grainger Representative
- Our experienced staff will help you obtain a quote on items you can't find in our catalog
- We'll notify you with an email when your Special Order quote is ready (usually within 24 hours). Then you can order directly from your quote on Grainger.com® under "Special Order Quotes"
- For future purchases, you can find the details of previous special order purchases under "Order History" on Grainger.com®. It's the fast and simple way to request a new quote for these items

Use Your Purchasing Contract with Grainger

Choose from a large portfolio of competitively bid and awarded contracts that simplify and streamline the procurement of Grainger products and solutions. Rely on Grainger for a broad range of supply support solutions that optimize your operations, purchasing power and bottom line:

- **The Products You Need**—Tap into our extensive selection of over a million products.
- **Reliable Field Support**—Count on our team to help you get what you need, when you need it.
- **Time-Saving Services**—Before and after an emergency you can address supply challenges with a variety of solutions, including KeepStock® Inventory Management* solutions. This comprehensive suite of options can help you organize your inventory—saving you money, time and space.
- **Repair Parts**—You'll find the parts that will keep your operation up and running.

*Grainger KeepStock solutions are subject to customer eligibility and agreements.

For more information, call your local branch or visit [grainger.com/emergency](https://www.grainger.com/emergency)



More of the Brands People Know and Trust

We carry a wide selection of the leading brand names in emergency preparedness and disaster response. We're constantly adding more. Visit Grainger.com® to keep up with the latest additions to our product lineup.

				
				
				
				
				

HAVE YOU PLANNED FOR A **HURRICANE?**

Hurricane season is June through November in the U.S. The winds from these storms can exceed 155 mph and the tornadoes, microbursts and storm surges associated with hurricanes often add to the devastation. Do you have a hurricane response plan in place for your business?

PREPARE

- Review your emergency plan with employees • Store all your vital records offsite • Have essential emergency supplies available
- Obtain additional plywood or other needed window protection • Prior to evacuation, turn off and unplug all electrical equipment



Portable Generators



Batteries



Ropes



Flashlights



Tarps



Weather Radios



Sandbags



Signs



Flood Barriers

RESPOND

- Have a battery- or crank-operated radio handy for emergency-related updates • Check for gas leaks • Carefully check your electrical system
- Let all electronic equipment dry before reconnecting • Avoid floodwater to prevent injury or illness



Rainwear



Boots



Water Safety



First Aid



Gas Leak Detectors



Portable Lighting



Two-Way Radios



Cots and Beds



Emergency Shelters



Blankets and Towels



Gas and Safety Cans



Disaster Survival Kits

RECOVER

- To prevent mold growth, dry out buildings and their contents • Restore utilities as soon as possible • To prevent illness, disinfect everything that became wet
- Make your post-storm repairs and rebuilds with preparedness in mind • To protect yourself from hazardous materials during clean-up, wear protective clothing



Engine-Driven Pumps



Pumps



Dehumidifiers



Portable AC



Moisture Meters



Wet/Dry Vacs



Garbage Cans



Trash Bags



Cleaning Supplies



Cleaning Chemicals



Cordless Power Tools



Hand Tools



Chainsaws



Electrical Power

PREPARE FOR FLOODING

According to the National Oceanic and Atmospheric Administration (NOAA), flooding has caused more damage in the U.S. than any other severe, weather-related event. FEMA records show that over the past 10 years, the average claim due to flood damage amounted to over \$33,000. Are you prepared for a flood emergency?

PREPARE

- Communicate and test a comprehensive emergency plan with your staff
- Elevate power components if susceptible to flooding
- Install check valves in sewer traps to prevent backup
- Construct barriers to prevent floodwater from entering
- Seal walls with waterproofing compounds to avoid seepage

					
Reclosable Bags	Plastic Shovels	Batteries	Ropes	Dewatering Pumps	Water Suction and Discharge Hoses
					
Weather Radios	Submersible Level Transmitters	Rainwear	Duct and Cloth Tapes	Water Containers	Sandbags

RESPOND

- Do not enter the facility if you smell gas or if flood water still surrounds the building
- If you have any doubts about safety, do not enter until the facility is inspected by a qualified building inspector or structural engineer
- Before you enter your facility or building, walk carefully around the outside and look around for loose power lines or structural damage
- Keep a battery-powered radio with you so you can listen for news updates
- Do not return to the flood zone until local officials declare the area safe

					
Two-Way Radios	Water-Resistant Flashlights	Portable Generators	Portable Electric Heaters	First Aid Kits	Tarps
					
Traffic Barricades	Chainsaws	Engine-Driven Pumps	Wheelbarrows	Flood Barriers	

RECOVER

- Buildings often sustain hidden damage in foundations; enter with extreme caution
- Listen for emergency information on a battery-operated radio or television
- Service damaged septic tanks, cesspools, pits and leaching systems as soon as possible
- Avoid floodwater: it may contain oil, gasoline, or raw sewage
- Floodwater also may be electrically charged

					
Gloves and Hand Protection	Gas Protection	Air Circulators	Dehumidifiers	Portable Blowers	Wet/Dry Vacs
					
Wet Mops, Squeegees and Buckets	Drain Cleaning Equipment	Mold-Resistant Products	Disinfectants and Sanitizers		

HEAT STRESS PREVENTION

Heat stress doesn't just slow you down, it can be deadly. Make sure you're ready to deal with the hazards that high temperatures can pose like heat rash, heat cramps, heat exhaustion and heat stroke. Help protect your crew with coolers, sun screen, cooling vests, hydration and the right training.

KEEP YOUR PEOPLE COOL

- Train workers and supervisors about how to help spot, treat and prevent heat stress
- Allow workers to get used to hot environments by gradually increasing exposure
- Provide plenty of cool water in convenient, visible locations around a work area
- Schedule frequent work breaks in shaded or air-conditioned recovery areas

					
Cooling Hats	Cooling Vests	Headbands and Sweatbands	Hard Hat Cooling Products	Polarized Safety Glasses	Safety Banners and Posters
					
Heat Stress Training Materials	Heat Stress Monitors	Hydration Packs	Hydration Pack Accessories	Portable Coolers	Sports Drinks and Thirst Quenchers
					
Shade/Shelters	Sunscreen	Ice Packs	Bottled Water		

KEEP YOUR FACILITY COOL

- Make sure to clean air conditioning ducts
- Weather-strip doors and windows to keep the cool air in and hot air out
- Install awnings, shades, blinds, reflective coatings or other measures to reflect the sun
- Irrigate foliage around the building to reduce fire risk

					
Air Conditioners	Cooling Fans and Accessories	Garden Hoses	Generators	Overhead Door Seals	Ventilation
					
Thermometers	Shade/Shelters				

TRAINING AND SERVICES

Grainger can help you manage heat stress and other safety risks more efficiently and cost-effectively with easy-to-use online tools and content provided by Grainger Online SafetyManager,[®] including Audits and Checklists, Written Programs, Policies and Procedures and both Online and Instructor-Led Training Content. **Learn more at grainger.com/safetymanager.**

PREPARING FOR POWER OUTAGES

A power outage is one of the most common interruptions to business operations. While short interruptions may result in only a small inconvenience, prolonged outages can have a significant impact on your operations and revenue. According to the U.S. Department of Energy, weather only accounts for about one-third of all power outages. Power interruptions are more likely to be caused by animals, fallen trees and human error.

PREPARE

- Identify equipment and systems critical to continuous operation and have reliable backup power supplies for these systems
- Back up files and operating systems regularly
- Know the ratings of fuses critical to your machinery and keep them in supply
- Clearly mark your meter room and electric service entrances
- Keep sufficient heating fuel on hand since regular sources may be cut off, especially if the outage is widespread or long-term

					
Emergency Lighting	Exit Sign and Lights	Safety Signs	Digital Multimeters	Plug In Surge Protection	Safety Switches
					
Thermal Imagers	Circuit Testers	Voltage Detectors	Standby Generators	Training	I.D.. Products and Tags

RESPOND

- Check the fuse boxes or circuit breakers to determine if a fuse has blown or a breaker has tripped. If the fuses are okay, check your neighbor to see if the outage is at your facility or area wide
- Report a power outage to your local electrical utility company immediately
- Avoid back-feed by using an appropriately sized portable generator
- If someone has been electrocuted, do not come in direct contact with that person and call 911 immediately
- Monitor battery-operated radio or television for emergency updates
- Turn off heat pumps, large equipment and lights to decrease power demand when electricity is restored

					
Generators	Flashlights	Extension Cords and Outlet Strips	Two Way Radios	Fuel and Gas Cans	Patient Transfer
					
Batteries	Barricade Lights	Electrical Gloves	Hand Tools	Lockout Devices	Emergency Radio

RECOVER

- Be cautious around all electrical wires and machinery—you may not know when the power has returned and these items become “hot”
- Check with local authorities to make sure drinking water is safe
- Do not try to help by removing trees from power lines, live trees are excellent conductors of electricity, as are metal chain saw blades and bars
- Do not repair any power lines without proper protective apparel and equipment
- If power is out in your area, be aware that neighbors using electric generators incorrectly could be sending electricity into power lines. This could be deadly
- Never run a generator, pressure washer or any gasoline-powered engine inside an enclosed structure, even if the doors or windows are open

					
Plug In Miniature Circuit Breakers	Ground Fault Protection	Wire and Cable	Standby Generators	Solar Chargers	Electrical Boxes
					
Antistatic Accessories	Conduit and Outlet Bodies				



PREVENTING MOSQUITO-BORNE ILLNESS

Mosquitoes aren't just annoying, they can carry disease. According to the CDC over one million people, worldwide, die from mosquito-borne illnesses. Mosquito mitigation is how to help keep people healthy, safe and comfortable. Grainger is the place for the products and information you need to help keep mosquitoes at bay.

PREVENTION

- Get mosquitoes early by managing larva
- Reduce the source by draining and disposing of containers that hold rainwater
- Apply larvicide to breeding sites

 Insect Repellent Sprays and Wipes	 Insecticide Sprays and Foggers	 Electronic Bug Killers	 Air Circulators and Fans	 Air Conditioners	 Thermometers
 Air Curtains	 Blood-Borne Pathogen Kits	 Dewatering Pumps and Hoses			

Grainger also offers mosquito nets, larvicides and kits to help protect individuals from mosquito-borne diseases.

PERSONAL PROTECTION

- Wear long-sleeved shirts and long pants
- Stay in places with air conditioning or that use window and door screens to keep mosquitoes outside
- Sleep under a mosquito bed net if you are overseas or outside and are not able to protect yourself from mosquito bites
- Use Environmental Protection Agency (EPA)-registered insect repellents; do not spray repellent on the skin under clothing
- If you are also using sunscreen, apply sunscreen before applying insect repellent
- If you have a baby or child, do not use insect repellent on babies younger than 2 months of age
- Dress children in clothing that covers their arms and legs, or cover cribs, strollers and baby carriers with mosquito netting
- Do not apply insect repellent to a child's hands, eyes, mouth and cut or irritated skin
- Adults, spray insect repellent on your hands and then apply to a child's face
- Treat clothing and gear with permethrin or purchase permethrin-treated items
- DO NOT use permethrin products directly on skin

General Emergency Checklist

Personal Safety	Qty. on Hand	Last Ordered	Last Inspected
Rainsuits			
Gloves			
Eye Protection			
Respiratory Protection			
First Aid Kits			

Rescue Gear	Qty. on Hand	Last Ordered	Last Inspected
Rescue Tools			
Water Safety			
Evacuation Equipment			
Patient Transport			
Emergency Kits			
Two-Way Radios			

Cleanup	Qty. on Hand	Last Ordered	Last Inspected
Brooms & Shovels			
Sanitizers & Disinfectants			
Blowers			
Power Tools			
Welding Products			

Other Important Items	Qty. on Hand	Last Ordered	Last Inspected
Weather Stations			
Barricades & Tapes			
Water Quality Testers			
Wet/Dry Vacuums			
Fans & Blowers			

Serving Our Communities

Grainger's supply chain expertise and pride in service make us a natural leader in disaster preparedness and response. We have been a long-time partner of the Red Cross in the United States and Canada.

The company has donated more than \$15.5 million in cash and product to the American Red Cross since 2001. In 2014, Grainger became a member of the American Red Cross Annual Disaster Giving Program, which enables the Red Cross to immediately respond to the needs of individuals and families affected by disaster. Grainger helped the American Red Cross open its largest disaster supplies warehouse in the country in 2014 by donating more than \$600,000 worth of racking to help store supplies that are necessary to shelter and feed massive groups of people displaced due to a disaster.

Grainger is the National Founding Sponsor of the Red Cross Ready When the Time Comes® corporate volunteer program in the United States and Canada. More than 1,550 Grainger and Acklands–Grainger team members have been trained as Ready When the Times Comes volunteers across more than 50 cities and have responded to more than 50 disasters.

Grainger is also the National Launch Sponsor of the American Red Cross Volunteer Connection, an online volunteer management system used to recruit and engage volunteers. Since Volunteer Connection launched in 2013, the Red Cross has processed more than 296,000 new volunteer registrations through the site.



\$3 MILLION

DONATED BY GRAINGER TO LAUNCH VOLUNTEER CONNECTION

296,000

NEW RED CROSS VOLUNTEER REGISTRATIONS THROUGH VOLUNTEER CONNECTION
(As of December 2014)



6.6 MILLION

VISITORS TO THE VOLUNTEER CONNECTION SITE
(As of December 2014)

Please Note: The content in this guide 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.

For more information, call your local branch or visit [grainger.com/emergency](https://www.grainger.com/emergency)