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To our valued Imperial Customers:

These past weeks have been some of the most tumultuous of our time. We would have never imagined that our world, nation, communities, and organizations, could be facing what we are currently dealing with, but we are confident that we will prevail.

Imperial Supplies understands that we are an essential contributor in driving your business' success. With the continuing evolution of the Coronavirus (COVID-19) situation, we are taking continued measures to ensure our continued strong support.

We have implemented emergency plans to protect our employees, as well as maintain operations and customer service. At the onset of the Coronavirus risk, we created a Task Force, in conjunction with our parent company, W. W. Grainger, to closely monitor the situation, follow recommendations from the CDC/WHO and State mandates, and assess risks and prepare for impacts to team members, business operations, and customer service. The Task Force continues to meet daily to evaluate new information and adjust plans as needed.

Imperial Supplies is committed to performing at our expected high level of customer service and integrity, aligned with our values and high expectations, and has taken the following actions:

- **Team Members** – We continue to work proactively to ensure our team members maintain their health and safety. Proactive measures taken include: enabling our team members to work from home wherever possible, minimizing travel, provision of personal protective equipment for distribution center and field service team members, as well as other critical measures.

- **Customer Service** – We have fully assessed our product exposure and are taking actions to ensure continued strong customer service. We have placed preemptive buys with suppliers on products critical to maintaining customer service, and aggressively working to find alternatives where possible. We recognize, across the entire market space there has been frustration with product availability, such as N95 respirators, hand sanitizer, and other personal protective products. We appreciate your business, your understanding, and flexibility as demand outstrips supply accompanied by a lack of clarity within the market as to when these products will have available. Our team is in contact with our supplier partners, globally and domestically, and we will continue engagement so that we can quickly respond to any new product availability. We take all emergency response situations seriously and continually review our product supply for our customers.

- **Operations** – We have taken precautions to ensure we can continue business as usual and deliver the service our customers expect from Imperial. We are proud to have continued to achieve our high standards of over 98% order fill rate with orders processed through 5pm local time since the onset of the pandemic, and will continue to run our operations to this level of expectation. Operations and contingency policies continue to be evaluated and updated within the corporate office, distribution centers, sales and field service teams.

We understand your concerns and we share in them for the safety of our own employees, as well as that of our customers. We appreciate your business as well as your understanding and flexibility during this challenging time.

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

A handwritten signature in black ink, appearing to read 'Rob Gilson'.

Rob Gilson
President/CEO
Imperial Supplies LLC

A handwritten signature in blue ink, appearing to read 'Gregg Sterling'.

Gregg Sterling
Executive Vice President Sales & Marketing
Imperial Supplies LLC