

## **Grainger Opens Location in the Bakken Oil Fields**

*Customers to Receive Support, Solutions and Products  
When They Need It, Where They Need It*

**WILLISTON, N.D., August 6, 2013** – Grainger (NYSE: GWW), the leading broad line supplier of maintenance, repair and operating (MRO) products serving businesses and institutions, today announced the opening of its new branch in Williston, N.D. to support customers in the Bakken oil fields.

Customers will benefit from access to the more than one million products Grainger offers that are used to maintain, repair or operate facilities, such as pumps, motors, HVAC, hand and power tools, janitorial supplies, fasteners and safety products. Customers have the flexibility to place orders over the phone, at the local branch, online and by using mobile devices.

“Grainger offers world-class solutions that are part of a multi-channel approach, which includes our sales team, eCommerce, programs to manage customer inventory more effectively, and a strong network of branches and contact centers,” said Doe Kittay, Vice President of Customer Service, Grainger. “Through this model, Grainger helps customers drive significant costs out of their business, enabling them to find time and money to re-invest in their core business strategies and initiatives.”

Grainger’s contact centers provide customers with 24/7 telephone support, technical product support, and online support through the company’s Click to Call/Chat capabilities on Grainger.com. In addition, Grainger will open branches during off-hours by customer request to support urgent, unplanned product needs (a \$50 fee may apply).

### **Serving Businesses in Williston**

The 12,000 square-foot Williston branch will stock thousands of products, with inventory specifically tailored to businesses operating in the Bakken oil fields. Safety is a key focus at Grainger and for Bakken-area businesses. Grainger brings a comprehensive safety offering to the Bakken and Three Forks region, and an industry leading reputation for offering superior safety supplies, services, resources and experienced technical support. The company's safety specialists are OSHA trained.

“Activity in the Bakken oil fields is growing rapidly, putting a strain on the existing supply chain infrastructure which businesses in the region rely upon to keep their operations running and their people safe,” said Charles Warren, Director of Natural Resources at Grainger. “The Williston branch will allow Grainger to increase our support and service levels to all customers operating in the Bakken so they can focus on getting their job done and doing it safely.”

Grainger has served businesses and institutions in North Dakota since 1978, and is a committed member of the community.

### **About Grainger**

W.W. Grainger, Inc., with 2012 sales of \$9 billion, is North America's leading broad line supplier of maintenance, repair and operating products, with expanding global operations. For more information about the company, visit [www.grainger.com](http://www.grainger.com).

#### **Media Contact:**

Katelyn Murren  
Specialist, Media Relations  
847-535-1272