

“During and after disasters, our customers count on us for batteries, flashlights, generators, safety equipment and more. Stricken neighbors also count on us ... for the hot meal, place to rest and compassionate support that our Ready When the Time Comes volunteers generously provide.”

*James T. Ryan, Chairman, President and Chief Executive Officer, Grainger*

## About Ready When the Time Comes

Ready When the Time Comes is an American Red Cross disaster preparedness program that recruits volunteer teams from local businesses across the country and trains them to serve as Red Cross emergency response volunteers before disasters strike.

In the event of a crisis, the Red Cross can count on Ready When the Time Comes partners to help meet the needs of the local community – when help is needed most. Spearheaded by the American Red Cross and National Founding Sponsor, Grainger, Ready When the Time Comes encourages America’s businesses to band together and lend their most valuable resource – employees – to increase Red Cross capacity to respond to both large and small disasters.

## The Ready When the Time Comes Partnership

Grainger, the leading distributor of facilities maintenance products, is the National Founding Sponsor of the American Red Cross Ready When the Time Comes volunteer program. The unique partnership between Grainger, a thought leader in disaster preparedness, and the American Red Cross, the country’s premier disaster relief organization, ensures large groups of local, trained volunteers are ready to respond when a disaster strikes.

Grainger’s involvement with Ready When the Time Comes began in 2001 in Chicago as a way to leverage Grainger employees’ passion for community service and commitment to volunteerism, as well as the company’s strengths in logistics, supply chain and distribution.

In 2006, Grainger donated \$1 million to the American Red Cross as National Founding Sponsor of the Ready When the Time Comes program, and committed to partnering with other businesses to champion the program across the country in 16 markets. Grainger’s commitment to the program continued in 2010 through sponsorship of the program in an additional 10 cities. Beginning in 2011, Ready When the Time Comes will expand to an additional 10 markets. Today, more than 460 companies and organizations in 52 cities have joined Ready When the Time Comes and more than 13,000 employee volunteers have been trained in disaster relief.

Grainger’s leadership of the RWTC program has been recognized by several partner chapters and local entities.

- 2009 Hal Ball Good Neighbor Award – Long Beach Red Cross
- 2008 Good Neighbor Award – Cincinnati Red Cross
- 2008 Good Neighbor Award – Baltimore Red Cross
- 2008 Mayor’s Business Recognition Award – City of Baltimore



**ready**  
when the time comes™

National Founding Sponsor  
**GRAINGER**  
FOR THE ONES WHO GET IT DONE

 **American Red Cross**

**RWTC Locations**

Ready When the Time Comes programs are operational across the U.S. In 2011, ten new cities will launch Ready When the Time Comes volunteer programs: Anchorage, AK; Seattle, WA; Honolulu, HI; San Juan, PR; Oklahoma City, OK; Orlando, FL; Sacramento, CA; Farmington, CT; Pittsburgh, PA and Little Rock, AR.



**Deployments**

- **Chicago, IL: April - 2011** – Provide support for call center in response to Southeast spring storms.
- **Memphis, TN: April - 2011** – Staff shelters and provide support for Southeast spring storm victims.
- **Raleigh, NC: April - 2011** – Staff shelters and provide assistance to storm and tornado victims.
- **Memphis, TN: May 2010** – Staff shelters and provide assistance to flood victims.
- **Chicago, IL: February 2010** – Provide support to Haiti citizens travelling through Chicago to destinations across the U.S.
- **New York, NY: September 2009** – Provide support to people attending the World Trade Center Memorial Ceremony and Remembrance.
- **Chicago, IL: September 2009** – Assembled clean up kits for flood victims in Illinois and Northwest Indiana.
- **Orange County, CA: November 2008 and 2007** – Perform damage assessment following the California Wildfires.
- **Cincinnati and Columbus, OH: September 2008** – Staff shelters following wind storms and power outages due to Hurricane Ike.
- **Chicago, Dallas, Denver, Houston, and Long Beach: September 2008** – Staff shelters and answer phones in response to Hurricane Gustav.
- **San Diego, CA: August 2008** – Staff a national call center in response to Florida residents' calls for Tropical Storm Fay.
- **Baltimore, MD: July 2008 and June 2007** – Distribute bottled water to local shelters following extreme heat and local storms.
- **Kansas City, MO: May 2008** – Hand out water and clean up supplies following tornadoes.
- **Cincinnati, OH and St. Louis, MO: March 2008** – Staff shelters following massive storms and flooding.
- **Houston, TX: September 2007** – Staff shelter following Hurricane Humberto power outage.
- **Chicago, IL: August 2007** – Staff shelters and assemble clean-up kits following massive flooding.
- **Downtown Manhattan, NY: July 2007** – Staff canteens for first responders following steam pipe explosion.
- **Overland Park, Kansas: June 2007** – Staff a canteen for search and rescue workers following a local kidnapping.
- **New York City: April 2007** – Staff a shelter and serve meals and snacks from an emergency response vehicle following storms.
- **Kansas City: January and February 2007** – Assist families during ice storms and again following a chemical fire.
- **Chicago and Denver: September 2005** – Staff phone centers to answer questions from those seeking support and information following Hurricane Katrina.
- **Waukegan, IL: April 2004** – Assist families who lost their homes to fire.
- **Illinois: 2003** – Participate in a state bioterrorism response exercise.
- **Chicago's O'Hare International Airport: September 11, 2001** – Assist stranded passengers following the terrorist attacks.
- **Gurnee, IL: 2001** – Assist with a mass care shelter operation following large scale flooding.