



Emergency Preparedness

Grainger helps you plan, respond and even recover faster.

Grainger has the products and services you need to plan for, and react to emergencies such as [hurricanes](#) and [floods](#).

Ready When the Time Comes, a corporate volunteer program, taps the human resources of corporate America.

[Learn More](#)

Emergency Preparedness Capabilities Guide

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Emergency Response and Recovery

Grainger provides emergency services to our customers and their communities during and after an emergency. In the event of an emergency, call 1-800-CALL-WWG (1-800-225-5994) for Grainger's 24-hour Emergency Services, which includes extended hours during major disasters.

After-Hours Emergency Services

Call **1-800-CALL-WWG** to open a branch any time—even nights and weekends (a \$50 fee may apply)*. Available in most branches throughout the U.S., but varies by market. Our branches are staffed by experienced customer service professionals who can help you find exactly what you need—fast.

*Grainger Account Required. We can establish a new account for business customers at the time of the emergency call.

Emergency Support Teams

Grainger quickly mobilizes internal and external resources to assist troubled communities in the event of an emergency.

Extended Hours and Personnel

Grainger Branches will stay open 24-hours (unless curfews are imposed by local authorities) during major emergencies. Additional staff are brought in to take orders, assist customers at the counter and load trucks. Our Call Centers are able to accept phone orders 24-hours a day, 7 days a week.

Essential Product Availability

Trailers containing critical products are dispatched to support the relief effort within hours of a disaster. Contingency plans with our suppliers allow us to provide additional equipment quickly.