

Memphis Johnstone Supply Distribution Center Faces Tornado, Rapidly Responds to Damages

(PORTLAND, OR) March, 2008 – Johnstone Supply, Inc., a national leader in HVACR parts, supplies and equipment distribution, was one of thousands of businesses and individuals who were impacted and faced property damages from the series of destructive tornados that swept across the South-Central U.S. the first week of February, 2008. Johnstone's Regional Distribution Center (DC) based in Memphis, TN, suffered a direct hit from one of the tornados at approximately 5:39 p.m. on February 5th. Due to the quick actions of managers on-scene, all employees were secured in the facility's tornado shelter and no injuries were reported; however, the Distribution Center suffered significant damage. Despite this, the Cooperative's rapid implementation of contingency plans and a spirited response by staff resulted in minimal to no impact on regional customer orders and Member store operations, and the Memphis facility was brought back to full operation within a week.

The tornado's impact on the facility ripped off roof sections and blew away loading dock doors, as well as downing all of the DC's operational infrastructure (communications, power, data transfer and water). The Johnstone Cooperative Corporate Headquarters responded immediately to shift store and customer orders to its other regional Distribution Centers across the country, which have been expanding in scope and capability as part of the company's regionalization strategy. With existing orders and shipping capably handled by the other DCs, the focus turned to restoring Memphis operations. A combination of detailed pre-planning for disasters and facility damage, rapid implementation of contingency plans for each area of operations, and superb responsiveness and dedication on the part of Corporate headquarters and Memphis managers and staff resulted in the facility becoming fully operational in mere days after the disaster.

The facility damage was assessed and cleaned up, damaged product was inventoried and re-ordered, building, roof and other temporary structural repairs made, and all data, electrical and communications connections restored to fully operational status by February 12th – just one week later. ([*See attached article for a full account of the disaster response and recovery effort.](#))

"I cannot overstate how incredibly proud we are of the way our team responded to this crisis," said Johnstone President & CEO Gary Daniels. "Our Cooperative was founded on the principal of working together to achieve great results, and there is simply no better example of what that approach can achieve than we saw in Memphis." Daniels stated that the crisis response and teamwork exhibited was unmatched in the history of the Cooperative. "I'd like to personally thank

each and every person in the Johnstone family, and also the support and backing of all our customers and vendors throughout this crisis.”

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Johnstone Supply is the leading cooperative distributor in the HVACR industry, with over \$1 billion in annual sales and more than 320 independently owned store locations across America. Johnstone Supply offers superior customer service, technical advice and training seminars, and prints an annual catalog featuring more than 30,000 HVACR parts, supplies and equipment. A searchable online catalog is also available, with the ability to order directly from local stores at www.JohnstoneSupply.com.