



**KIMBALL
MIDWEST**

COMPANY OVERVIEW



OUR MISSION

We provide our customers with superior products, customer services, and product availability to effectively lower their total maintenance, repair, and operations (MRO) costs.

Our customers have high expectations. They work hard to do their jobs well and care for their customers. They will not waste time or money. They need a supplier who understands their needs and is a genuine partner in their business.

At Kimball Midwest we strive to do just that. We work hand-in-glove with our customers to provide the exceptional quality, service, and value they demand every single day. We do that by providing demonstrably superior products that add real value and time-savings to our customers. Our talented sales and support teams are driven to provide the very finest customer service experiences in the MRO industry.

No two customers are exactly alike. Therefore, in order to ensure winning partnerships, we

create customized solutions for each customer, regardless of size or industry. This customized, comprehensive approach helps ensure that we always exceed expectations.

Some may consider this an old-fashioned way of doing business. In today's fast-moving, often impersonal business environment, who has the time to really get to know the customer on a personal basis? What company spends the time to answer questions, offer real solutions, and act as a dependable, valued resource? We do.

In fact, we can't imagine doing business any other way. Our customers are our business. It's been that way since we opened our doors. We are a different kind of MRO distributor and since 1923 we've been keeping businesses working.



OUR PRIMARY MARKETS

Kimball Midwest has a strong presence across many diverse markets. Our broad product lines of industrial maintenance items allows us to service customers in markets from agriculture to automotive, from commercial to government and much more. Automotive dealerships, construction companies, manufacturing facilities, government accounts and fleet accounts all use our products. Really, almost any business has a use for our products and services.

As a broad line supplier of maintenance, repair and operations (MRO) products, our products are in many

businesses across the USA. From individuals to tiny shops to medium sized and large shops, you'll find our Sales Representatives demonstrating our superior quality products to help those customers reduce costs and increase efficiency.

Depending on location, you'll find our Reps servicing marine accounts, golf courses, national parks, ski lodges, amusement parks, farms and military bases. Chances are, a business you drove past today uses our products.



Agriculture



Institutional



Construction



Fleet



Automotive



Government



Commercial



Manufacturing



OUR SERVICES

We proudly service our customers throughout the U.S. from four strategically located distributions centers. Our corporate headquarters is located in Columbus, Ohio, with operational warehouse and shipping centers in Dallas, Texas; Reno, Nevada; and Savannah, Georgia.

The impact of these four locations is profoundly positive for our customers. These efficient hubs maintain a better than 99% fill rate on all orders with same day shipment and delivery to 85% of customers within 24 hours and, in most areas of the country, next day delivery is offered. If you order it, you will get it and get it quickly.

Customer inquiries are handled rapidly by trained specialists with decision-making authority that is unique in the industry. Prompt, efficient, courteous service is our promise anytime you contact us. For convenience, we also offer online ordering, detailed product information, shop survey requests, Safety Data Sheets (SDS) and much more 24 hours a day, 7 days a week on our website: www.kimballmidwest.com.

Our Sales Representatives are the finest in the industry. When they visit a customer location, they bring a full complement of value-added services. We work with our customers to provide a customized Vendor Managed Inventory (VMI) system to eliminate obsolete inventory, standardize product, set appropriate minimum and maximum inventory levels, and reorganize their MRO product storage area for quick, efficient access. Small MRO parts are kept organized to save the customer time and energy looking for needed product.

And that's just the tip of the iceberg. Our Sales Representatives also assist our customers in the reduction of downtime by offering a one-stop shopping option made possible through our extensive offering of demonstrably superior products. In short, these services equate to a total cost savings package that helps our customers realize significant cost savings and increased productivity.



Over

99%+
FILL
RATE

on all orders with same day shipment and delivery to 85% of
customers within **24 hours**.



Schedule

Our contract with the General Services Administration of the Federal
Government (GSA Schedule #GS-06-0040N) allows us to fully support
government customers.

SAFETY DATA SHEETS

24/7

www.kimballmidwest.com



OUR PRODUCTS

From our first days back in 1923, the quality products we have offered have been enormously important to our customers. Therefore, despite an expansive selection of more than 49,000 stocked items, we are selective in what we carry. When it comes to the Kimball Midwest catalog, only superior quality MRO parts, hardware, and shop supplies make the cut. When you buy from Kimball Midwest, you know you'll receive a quality product.

Our product lines range from fasteners to chemicals, from electrical items to shop supplies, from hydraulics to body shop parts. Each is designed specifically for the maintenance aftermarket to prevent or reduce downtime, improve safety, and increase profits. Many products are manufactured to our specifications and proven to be demonstrably superior to similar commodity items. Every item in our line is fully warranted against defect in material or manufacture, another value-added service we provide to our customers.

That is just the beginning. Can't find what you want in our stocked product line? We feature a highly responsive Special Order Department that is able to rapidly source non-cataloged or hard-to-find products. This unique group allows us access to nearly a half million items for our valued customers.

'Buy American, Buy Kimball Midwest' is more than just a slogan, it is a practiced policy in the development of our

product offering. In fact, 80% of our inventory dollars are spent on products made right here in the U.S.A. We believe in supporting American businesses and workers, who are the backbone of our nation. This policy results in complete traceability to the manufacture source and eliminates any possibility of substandard, misrepresented, mismarked, or counterfeit products. Our graded fractional and metric fasteners, for example, meet or exceed SAE, ASTM, and ANSI specifications and traceability.

We continuously seek out the very best new products for our lineup each year. In a typical twelve-month period, we'll add roughly 125 new products to our offering. These additions from our Product Line team must meet a series of stringent criteria before they are introduced, ensuring they are value-added items designed to provide better performance for our customers.

Superior products and services are the signature offering of every Kimball Midwest Sales Representative. This differentiates us from our competition, but it also earns the trust and respect of our customers. New product innovations, an expansive product offering, a firm commitment to problem-solving products, a focus on U.S.A.-made product, and amazing internal support, helps ensure each Sales Representative is a valued partner in their customers' businesses.



Shop Supplies & Safety Equipment



Paints & Coatings



Chemicals & Spray Tools



Hydraulics & Pneumatics



Cutting Tools & Abrasives



Bins & Storage Equipment



Electrical



Fasteners



Hand Tools



Pipe Fittings & Valves



OUR PEOPLE

We are truly a company of people - people who sell our products and services to our customers and those people who support that selling effort. Each individual on our team is a vital link to ensuring we execute our mission statement. Our people are the foundation of our success.

Our guiding principle is rooted in a hawk-like focus on supporting our Sales Team and customers. This approach, which we dub the 'two customer philosophy,' is a primary force in our rapid growth and expansion. We accomplish this via a company culture that encourages our employees to make decisions and respond quickly by 'thinking big, but acting small.'

Rewarding our employees for their success is a key to promoting continuous improvement and achievement. We understand that a company is successful when its employees are happy. We provide this recognition through various functions including awards banquets and employee appreciation events. As a family-owned business, we genuinely care about our employees and their success.

Our Sales Force and corporate employees work together to go above and beyond our customers' expectations. We offer a truly unlimited earnings opportunity for our Sales Representatives, then we support that opportunity through significant, on-going training. It's a teaching and learning process that begins on a Rep's first day in the territory with one-on-one training with their Sales Manager and continues throughout his or her Kimball Midwest career.

We are committed to building the very best in the industry. We seek the most talented people to help us create an atmosphere where innovation and creativity are cornerstones to growth and development. Boosted by the industry's best training programs and excellent compensation and benefits, our team can be confident that our organization will stand behind them and support them in their career growth. We are fully committed to the success of each and every employee. At Kimball Midwest you truly have an opportunity to earn what you are worth.



**“We’re the only
company with a firm
focus on the two-
customer philosophy.
We try to help the
customers.”**

- Derald Griffis
Sales Manager





OUR OWNERS

Kimball Midwest is a family-owned business. The McCurdy family's leadership has been in place since Pat McCurdy, Sr., affectionately nicknamed 'The Bear,' joined with two associates to purchase the company in 1950. As such, the primary responsibility isn't to shareholders like it is with some companies, but to the Kimball Midwest team. If we all excel, we all benefit.



Patrick J. McCurdy, Jr.
President and CEO

Pat McCurdy, Jr. - an Ohio Dominican graduate - joined Kimball Midwest in April 1978 as General Manager and currently serves as company President and CEO. During his tenure, company sales have exploded from roughly \$750,000 in the late 70's to well over \$200 million today. Pat espouses the importance of community involvement. He and Kimball Midwest support numerous local organizations including Red Cross, Habitat for Humanity, Lifecare Alliance Meals on Wheels, A Kid Again, Make a Wish, Salvation Army, Big Brothers Big Sisters, Mount Carmel Health System, and Central Ohio Catholic parishes.



David M. McCurdy
*Vice President Operations
and COO*

Dave McCurdy joined Kimball Midwest in 1988 as Purchasing Manager. He is a graduate of the U.S. Naval Academy. He currently serves as the company's Vice President of Operations and Chief Operating Officer. Dave takes tremendous pride in his involvement and support of numerous charitable organizations including Upper Arlington Rotary, where he served as President in 2010, Meals on Wheels, and Catholic Social Services.



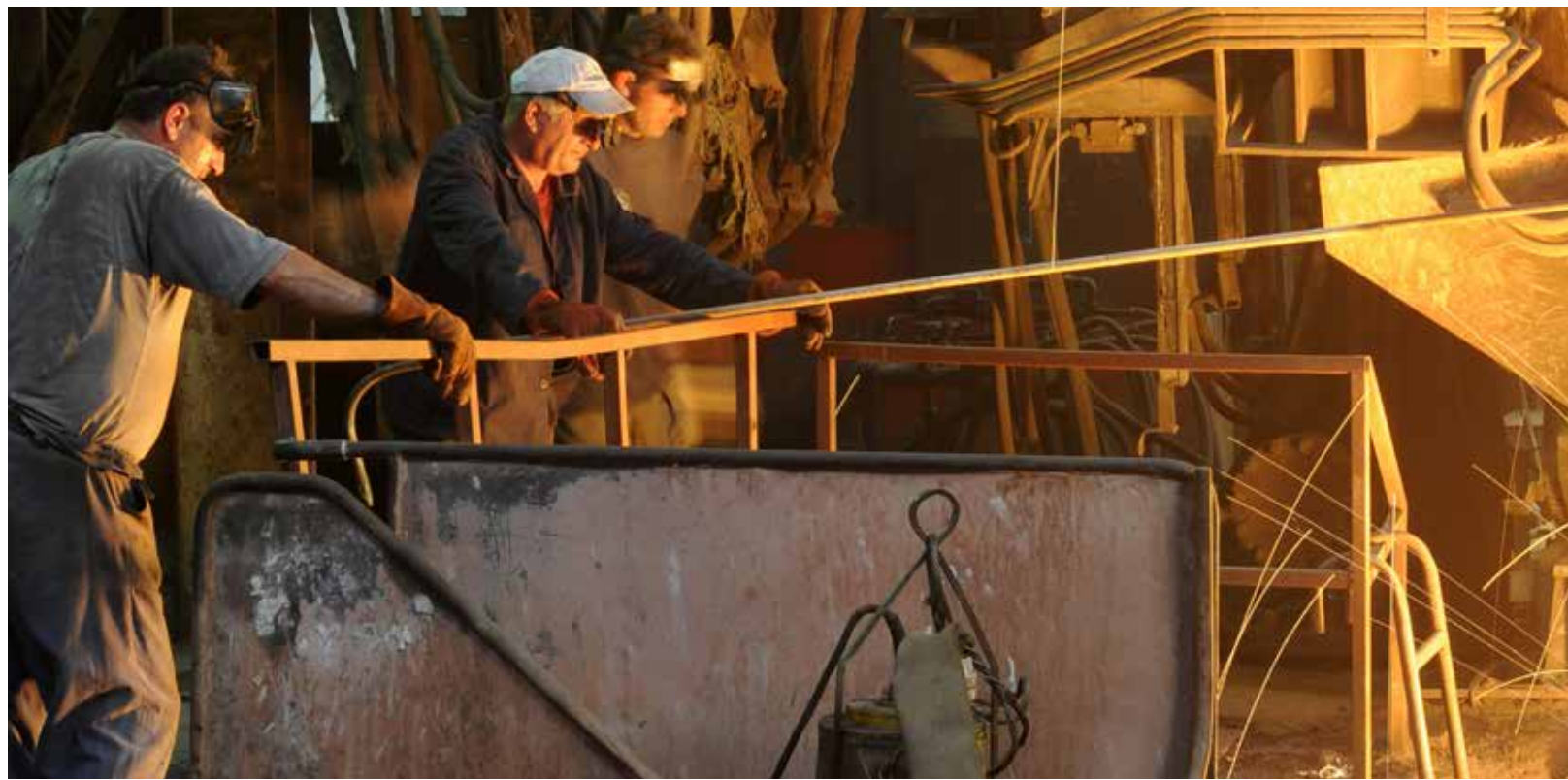
“We have found that we have realized operational efficiency by having MRO products on hand whenever we need them. We have avoided significant downtime, as well as wasted time, trying to find, order, and received needed hardware. Our local Kimball Midwest Representative has become a trusted member of the ‘family.’

– Shawn Dawson
Transportation Supervisor,
Westerville (OH) City Schools



Charles T. McCurdy
Vice President Sales

Charles (Chas) McCurdy joined Kimball Midwest in 1981 and served as General Manager at the Cleveland, Ohio branch of Midwest Motor Supply (d.b.a. Kimball Midwest). In 1986, he took his current role of Vice President of Sales. He is a graduate of Baldwin Wallace College where he studied Business Administration. He provides time and support to numerous volunteer and charitable organizations including James Cancer Hospital, Big Brothers Big Sisters, and Recreation Unlimited.



CORE VALUES & VISION

To serve our customers at the highest level requires us to maintain a firm hold on our company's core values and vision. These two vital components work in tandem to center our focus and commitment. They also ensure our daily activities are in step with our overall philosophy, as well as our short- and long-term aspirations.

Our vision is our expectation of where we will be in the future. It is a roadmap that guides us as we continue to

expand our capabilities and capacities to guarantee we are always able to live out our mission statement.

Our core values are incorporated in our daily behaviors and they provide support for our vision. These values are essential as they guide our decisions and actions. There are five indispensable core values that function in lock-step with our company's vision. They spell out the essence of Kimball Midwest and who we always want to be.



“I couldn’t be happier with the service...I appreciate the people who work behind the scenes to ship our product quickly and accurately...your quality and service are the best.”

– Jon Allerheiligen,
Cintas



CORPORATE PLANNING.

Our philosophy is simply that you have to set goals in order to achieve them. That which is measured can be improved. Our Sales Force and Internal Departments develop a detailed guide for success each year to drive their activities. These plans are reviewed regularly to ensure completion of our goals.

2

TWO CUSTOMER PHILOSOPHY.

We believe in two customers. We strive to effectively lower the overall MRO costs of our end-use customers, but we also believe our nationwide Sales Team is a customer and we treat them as such. Each member of our internal staff knows from their first day on the job they are tasked with supporting our Sales Force. This makes it easier for each Sales Representative to support the end-use customer. It is this aspect of our teamwork that helps set Kimball Midwest apart from our competitors.



DOCUMENT COST JUSTIFICATION TO THE CUSTOMER.

Our customers are seeking exceptional value. It's imperative that they understand that Kimball Midwest brings that value to them. We are upfront and honest, willing to share exactly what we've done and are doing to make a difference for our customers. There are a lot of businesses in our industry, but there's really nobody in our business.



PEOPLE BUSINESS. Our business is all about dealing with people. It's a relationship business, a partnership business. We follow the golden rule. If you treat people right, they'll treat you right. Failure to do so is simply not good business. It doesn't work. This is a business, but it's a business built around people.



GREEN AND GROWING VERSUS RIPE AND ROTTING.

The world evolves. It changes quickly. If you stay still too long, you'll get run over or left behind. It is essential that we remain nimble and responsive to change. We seek continuous improvement in everything we do to make certain we will always provide each customer superior quality products and services - today, tomorrow, and beyond. We never stand still.

OUR TIMELINE

1950

Midwest Motor Supply Company is purchased from the original owners by three men. Among the three is one of the company's salesmen, Pat McCurdy, Sr., who scrapes together \$18,000 in order to become a partner. Nicknamed 'The Bear,' McCurdy's legacy would have a lasting impact.



1984

Midwest Motor Supply purchases the Kimball Company. Doing so immediately enhances the organization's reach and product offering. It also leads to a name change as the organization begins doing business as Kimball Midwest.

1996

Establishes an internet presence.



1923

The Kimball Company is founded. The acquisition of this company in 1984 would change the company forever.

1978

When the last of his partners passes away, Pat McCurdy, Sr. becomes sole owner of Midwest Motor Supply Company. He has his son, Pat Jr., run the business. Along with several of his siblings, Pat Jr. continues to run the company to this day.

1992

Acquires Performance Engineered Products and merges the product catalogs of both companies.

Introduces the Super Primalloy line of drill bits.

2001

Moves the Dallas Distribution Center to a larger facility.

1956

Basically a local supplier, the company moves its Distribution Center and offices to a larger building.

1989

The now rapidly growing company moves its Columbus headquarters to a larger facility.

1997

Enters the California market and begins servicing it by opening a Distribution Center in Reno, Nevada.



1933

Midwest Motor Supply Company opens in a small garage in Columbus, Ohio. The company provides vehicle parts to local businesses. Until the purchase of the Kimball Company in the mid-1980's, Midwest Motor Supply would remain primarily an automotive supplier.

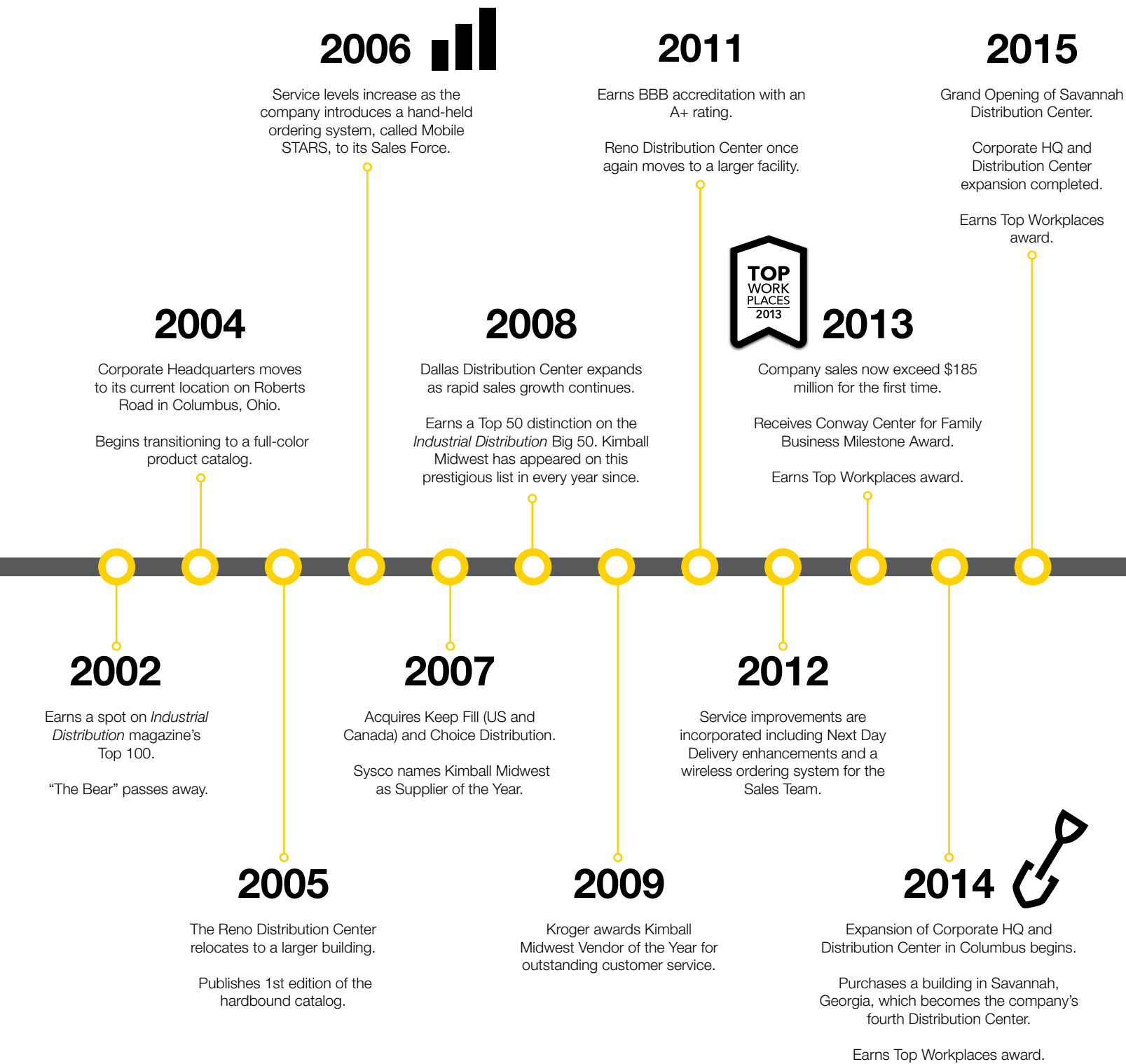
1983

Yearly sales are approximately \$1 Million as the company publishes its first catalog.

1994

As growth continues, the company opens a Distribution Center in Dallas, Texas and once again moves its Columbus Headquarters to a larger building.







THE KIMBALL MIDWEST DIFFERENCE

We provide unique value to our customers because we don't do things like everybody else. We believe in a culture of continuous improvement and ensure our employees have the ability to make a positive impact on all our customers.

Here are some of the differences you can expect with Kimball Midwest:

PERSONAL RELATIONSHIPS. We understand the significance of developing personal relationships with people at all levels of an organization. We consistently share with them the unique value advantage we offer.

DEMONSTRATIONS. We don't just point to a picture in a catalog. Instead, we demonstrate our problem-solving products to our customers, so each can see exactly how that product will save them time and money.

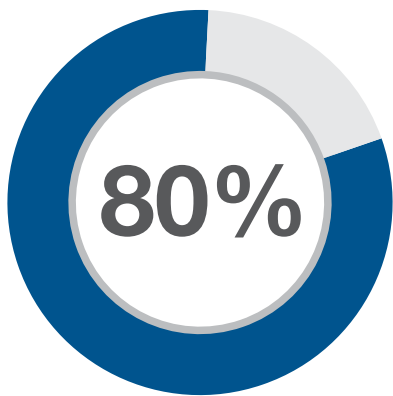
AMERICAN-MADE COMMITMENT. We are absolutely committed to a "Buy American" philosophy. 80% of our inventory spend goes to a product made in the U.S.A to meet the quality our customers demand. We believe in the American workforce and are committed to providing superior quality products that are backed by superior workmanship.

SUPERIOR SERVICE. We strive to be an 'unpaid employee' for each customer. We label, organize, put product away, and clean the storage equipment area on a regular basis. Our entire team is charged with providing exceptional customer service experiences that are reflected in the personal attention and industry-leading shipping and fill rates that we provide.

SUPERIOR PRODUCTS. We offer an extensive lineup of more than 49,000 inventoried products. One of the advantages of the depth and breadth of the Kimball Midwest product line is it allows us to be a single source supplier to our customers.

“The parts provided are high quality and this system significantly reduces downtime. This kind of customer service, where a vendor becomes a partner, is becoming a rarity. I highly recommend using Kimball Midwest as a partner for any business.”

– Stephen M Mosher
Director of Engineering/LS/EC,
South Georgia Medical Center



BUY AMERICAN - BUY KIMBALL MIDWEST

80% of our inventory spend goes to a product made in the U.S.A to meet the quality our customers demand.

**We offer over
49,000
Inventoried
Products**



OUR COMPANY

Kimball Midwest has been in business since 1923 serving our customers with superior products and services. We are a major force in the industrial maintenance aftermarket with unlimited growth potential. We service our Sales Representatives and end-use customers from our corporate office and Distribution Center in Columbus, Ohio and from our Distribution Centers located in Dallas, Texas; Reno, Nevada; and Savannah, Georgia.

From the very beginning we've strived to develop a 'partnership in performance' with each employee and customer in order to identify their needs through the development of superior products and programs. As a result, our sales growth has been dynamic, increasing from less than \$1 Million in 1983 to more than \$200 Million today.

Our success is a direct result of the quality people we employ who carry out our mission every day. Our Sales Force and internal staff work hand-in-glove to make

certain we take care of our end-use customers. Through careful selection, we identify individuals who possess the ability, desire, and dedication to grow with us. We have development programs in place to increase our employees' ability to enjoy a successful career in our organization. Their skill, talent, and selfless approach servicing our customers sets us apart as a company.

The nature of our business is stable and recession resistant. In good times, new machinery and equipment is frequently purchased and must be maintained. In slower times, machinery and equipment is less likely to be replaced, meaning it must be repaired and restored. Our product offering is perfectly suited for either scenario.

Kimball Midwest provides equal employment opportunity for all individuals regardless of race, color, religion, national origin, creed, age, sex, ancestry, veteran status, or disability.

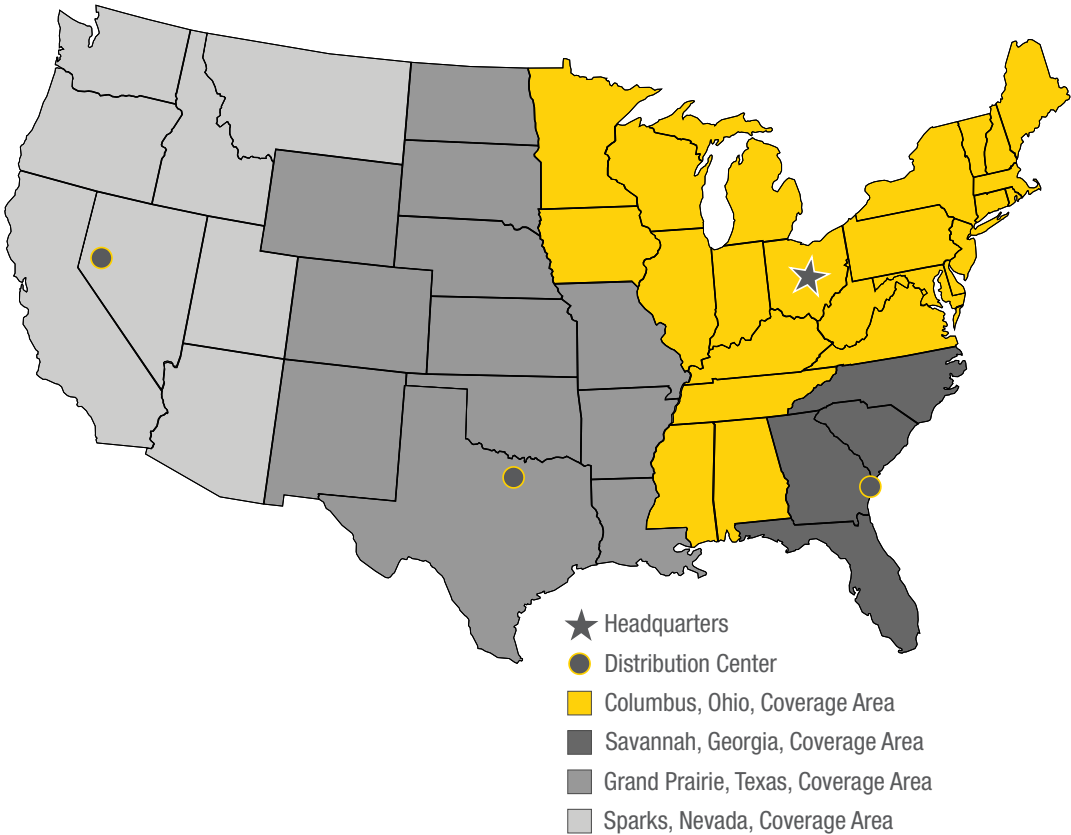


“I just wanted to take a moment and thank you personally for continuing to provide our office with the finest quality service and the best product line I have ever used.”

– Thomas Schiller,
Branch Manager, Hobart

**\$240
Million**

Sales revenue growth is very dynamic, increasing from \$1 million in 1983 to over \$240 million today.



Value-Added Services

We stock more than 51,000 maintenance and repair items with access to 500,000+ hard-to-find items through our Special Order Department.

'Buy American – Buy Kimball Midwest.' 80% of our inventory spend goes to a product made in the U.S.A. to meet the quality our customers demand.

Over 99% fill rate on all orders with same-day shipment and 85% of customers delivered next day.

We keep your maintenance and repair products organized, maintained and serviced on a regular basis.

Demonstrably superior quality products with a written warranty.

In-house Quality Assurance Department provides conformance inspections of incoming product to assure products meet our standards of quality.


Safety Seminars available on fasteners, cutting tools, welding, abrasives, chemicals, electrical, hydraulics and fleet air brake.

Online access to product information, Safety Data Sheets (SDS) and ordering capabilities (kimballmidwest.com).

and much more...



 Columbus, Ohio

 1-800-233-1294

 www.kimballmidwest.com



SPF272 - 9/5/2019

KIMBALL MIDWEST PROPRIETARY - ALL RIGHTS RESERVED