

# Providing Customers with Complete Solutions



**GraybaR**<sup>®</sup>  
CANADA

a vital **LINK**  
in your supply chain



# about graybar canada

Graybar Canada, an employee-owned company, is a wholesale distributor for thousands of items from leading manufacturers of electrical, communications and data products. Headquartered in Halifax, Nova Scotia, Graybar Canada operates over 30 locations across the country and is structured into seven specialized product divisions: Electrical Supply, Industrial/Automation, Lighting, Comm/Data, Utility, Security, and Oil & Gas.

Committed to quality through its customer service, products, supply and distribution, and performance, Graybar Canada is a subsidiary of Graybar Electric Company Inc., a Fortune 500 company, and one of the oldest and largest American electrical distributors.

If a customer needs an end-to-end solution for a lighting project, switchgear upgrade, a local or wide area network, or even a half-mile of electrical conduit, Graybar Canada has it, and gets delivered when and where it is needed.

Through its distribution network with value-added services and integrated solutions, Graybar Canada is helping its customers to power and network their facilities with speed, intelligence and efficiency.

## Committed to Quality

The mission of Graybar Canada is that quality principles will be applied to every aspect of its business operation. Total Quality Process (TQP) covers everything from quality training and rewards for employees to quality relationships with suppliers and customers.

Graybar Canada is committed to quality through its customer service, products, supply and distribution, and performance.

The Graybar Canada quality program provides measurable standards for product solution and overall satisfaction. These objectives are achieved through a group dynamic culture that embraces a customer focus and implements the involvement of all employees. The goal is to provide excellence in customer service by monitoring- and meeting- specific performance standards.

## graybar green

Graybar Canada is committed to evolving business operations to help reduce its footprint on the environment. With the future in mind, Graybar Canada supports the principles of sustainable development. Graybar Canada realizes the positive changes made now will provide a healthier and more sustainable future for employees, their families, communities, and generations to follow.

A top priority for Graybar Canada is to become a leader in the industry with respect to environmental program development, objectives, and implementation. Graybar Canada currently operates to meet and exceed all environmental laws and regulations set by municipal, provincial, and federal governing bodies. This also includes adhering to Leadership in Energy and Environmental Design (LEED) standards for certified LEED projects.





## core competencies

As employee owners, staff at Graybar Canada knows that outstanding results for customers can be achieved by putting core values of teamwork, resourcefulness and reliability into practice each and every day. Graybar Canada continues to grow and maintain the loyalty of its customers by demonstrating a set of capabilities that customers look for in their wholesale distributor:

- » An extensive network of branches: 30 stocking locations across Canada and access to 290 more across North America. Branch locations offer quick, convenient counter service, showroom displays, and wireless Internet access for customers.
- » Dedicated and skilled staff including solutions specialists: To assist customers with product selection and application, the Graybar Canada team is committed to continuous improvement. All Graybar Canada employees complete a core curriculum and development plan and have access to Graybar Canada's Career Management System where they can take job specific courses, product training and soft skills to better serve you.
- » Diverse product line with a multitude of leading brands in Electrical Supply, Industrial/Automation, Lighting, Comm/Data, Utility, Security, and Oil & Gas.
- » 24-Hour emergency services: 24-Hour emergency access to inventories at each of the 30 Canadian stocking locations.
- » Dependable shipping and delivery and custom delivery: Availability of drop shipments and delivery of products to contractor docks, job sites and remote containers.
- » On-site customer training facilities: Many branches offer a conference/demonstration room, which are equipped with audio/visual equipment. These rooms can accommodate up to 30 people for seminars and 12 people for classroom training. Graybar Canada also offers customer training to keep customers up-to-date on new technology, products and improved methods.
- » Product staging and kitting: Graybar Canada manages layout of material and packaging of products from multiple vendors for job and site-related coordinated deliveries.
- » Inventory management: Graybar Canada offers migrating inventory levels and locations across the country as the project rolls out.
- » Project management: Graybar Canada coordinates material supply and tracking with contractor's PMO.
- » Online order entry with Graybar Canada eSales.

## national wire and cable warehouse

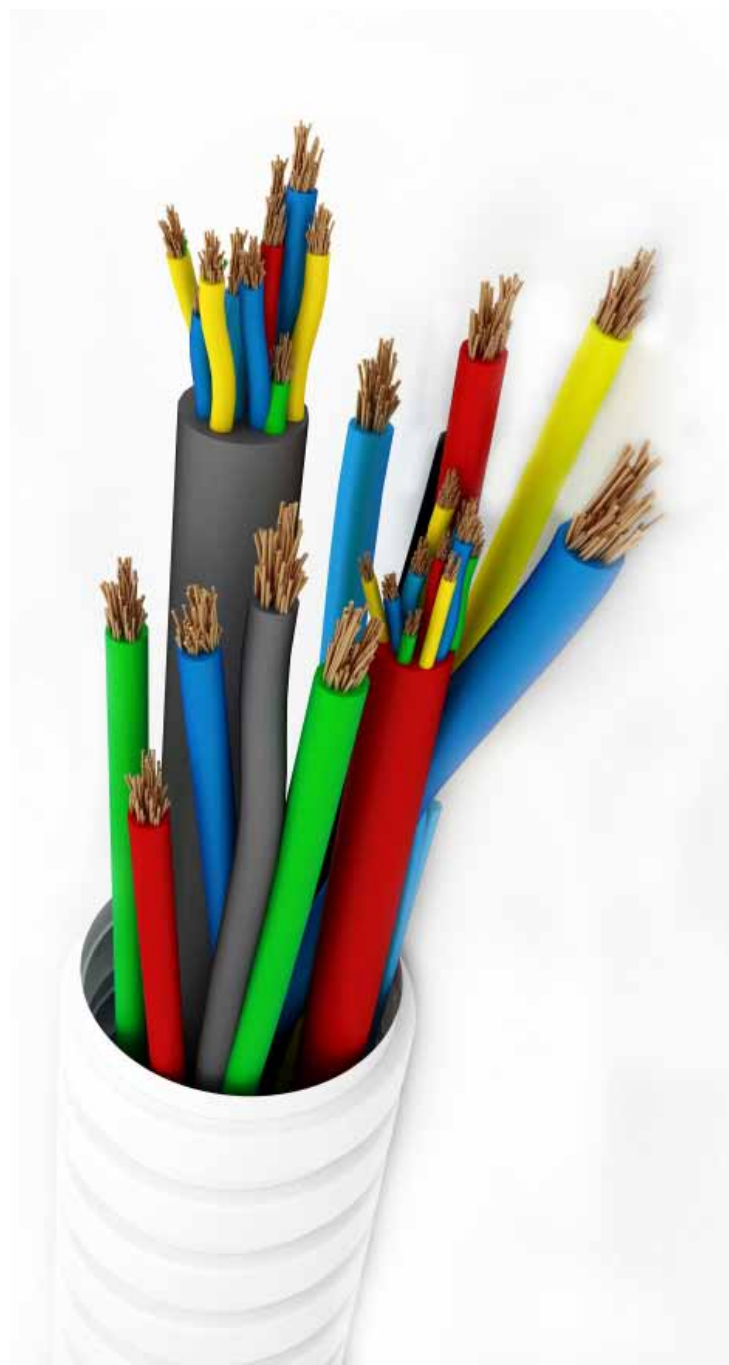
Graybar Canada's wire and cable operation is centered at a national warehouse located in Markham, Ontario. With more than 40,000 square feet of warehouse space and the ability to cut master reels up to 15,000 lbs, the national wire and cable warehouse is a key part of Graybar Canada's national operations.

Not only does Graybar Canada have a national wire and cable warehouse, but its local branches stock a complete line of local wire and cable products to service customers' day-to-day requirements.

Graybar Canada can provide wire and cable orders to a customer's exact specifications including striping and dyeing to provide customized wire and cables for any project. All products are CSA certified, and conform to all code requirements. Graybar Canada's specification assistance program will help customers find the perfect solution through the review of a customer's cable applications and designs of specialty cable.

With 24-hour emergency service, a national transportation system, and a network of field support, Graybar Canada staff can satisfy customers' wire and cable needs, where and when they arise. There are a number of value-add programs such as just-in-time-service and cable audits. This support will not only ensure piece of mind, but will also keep a customer's jobsite running effectively and efficiently.

The staff at the national wire and cable warehouse as well as at local branches are there to provide customers with the quality service and wire and cable products they need to complete their project.





## graybar canada's product divisions

Graybar Canada has specialized product divisions to better serve the needs of customers. Together, the divisions can provide a complete solution for projects in government, commercial, industrial, residential, health care, and education.

### Automation

Graybar Canada is an established leading distributor of electrical products and services to Canada's industrial/automation market. Graybar Canada's specialized Automation Division has a broad offering of quality products and services including Programmable Logic Controllers (PLC's) and HMI devices with related equipment and training for the manufacturing, food processing, packaging, pulp & paper, oil & gas and mining industries.

The Automation Division has factory-trained automation specialists, experts in the latest automation technologies including Programmable Logic Controllers (PLC), Variable Frequency Drives, Motion Control, Process Management (Batch), Software and Power Energy Management Solutions (PEMS). Various support services are also offered including product knowledge and application to provide a solution to the customer.

Graybar Canada has the dedication, skill and knowledge linked with the technical resources, support services and product advancement of leading automation manufacturers.

### Electrical

A one-stop source of electrical supplies and expertise, Graybar Canada branches feature convenient self-serve displays of the products you need, supported by our experienced counter service representatives. Will-Call service is available at all locations offering customers quick pick up service for phone-in orders saving time and money.

Most locations have a dedicated project quotations department providing project pricing, design build assistance, material coordination, job account billing and other value added services to assist you with your project management.

A fully integrated computerized inventory management system ensures that orders are filled promptly and accurately, and that inventory levels are maintained to meet customer demand. In addition, all branches tailor their inventories to meet the needs of the local market and customer specific requirements.

## Comm/Data

Technology in the communications and data industry is evolving at a rapid rate and has shifted from a commodity-based market to a solutions sell. The Comm/Data Group has the skill & product knowledge, product selection and extensive distribution & logistic systems necessary to provide customers with complete first-rate Comm/Data solutions.

The Comm/Data Division serves various vertical markets including contractor, industrial, residential, health care, institutional, industrial automation, call center and the service provider market. The division represents an extensive list of first class manufacturers and provides a wide range of quality products including wireless networking products, copper/fibre optic cable, telephone headsets, audio/video conferencing products and tools and test equipment.

## Lighting

Lighting Specialists work closely with contractors, architects, interior designers, engineers, developers and property managers to implement practical lighting solutions using the latest lighting layout and energy payback calculation software.

New lighting technologies are emerging on a regular basis. The science of LED is progressing at a rapid rate and products with longer life using less energy are reducing maintenance and operating costs. The Lighting Division offers product seminars and training to keep customers educated on the latest product advancements, code changes and environmental regulations.

Graybar Canada carries a wide range of standard lighting products as well as specialized products. This includes everyday incandescent, fluorescent, ballasts and fixtures, environmentally friendly lamps, and the latest in dimming and control systems to name a few.

## Utility

The Utility Division stocks specialized product for the utility industry including pole-line hardware, streetlights, hot line tooling, metering, anchors and accessories, terminations, cutouts, arresters, connectors for O/H & U/G and tooling.

Graybar Canada has the resources and technology to develop and maintain customized

customer supply agreements. We manage a number of supply agreements with utility customers throughout the Atlantic region varying from single product, short-term contracts to sole supplier, long-term partnerships.

The Utility Division can also co-ordinate tailored customer training both on and off-site. Specialists offer ongoing product information and training sessions at local Graybar Canada branch locations and in customer facilities as requested.

## Oil&Gas

The Oil & Gas Division has established itself as a leading supplier of electrical products to Atlantic Canada's oil and gas exploration and development effort. Graybar Canada's involvement in large projects in Atlantic Canada has built a good knowledge base for the supply of electrical equipment to this very specialized industry.

Graybar Canada's supply locations and specialized oil and gas warehouses stock products specifically designed for the oil and gas industry including cable glands, cable penetration seals, heat tracing, shipboard/marine cable, stainless steel/aluminum cable tray, hazardous area enclosures, stainless steel strut and fittings, explosion proof and helideck lighting, UPS systems and navigational aids.

## Security

Graybar Canada has highly trained Security Specialists to assist customers in product solution and system design. Graybar Canada has the products, technical expertise, and available inventory to complete all your end-to-end system requirements.

Some of the product categories under the security division include Closed Circuit Television (CCTV), Access Control Systems, Paging Systems, Fire Alarm, Wireless Security Solutions, and Network Security Solutions.

Graybar Canada can put together a security solution that will match the requirements in order to protect your business.

# branch locations

## GRAYBAR CANADA CANADIAN HEAD OFFICE

P.O. Box 9078, Station "A"  
3600 Joseph Howe Drive  
Halifax, NS B3K 5M7  
Tel: (902) 457-8787  
Fax: (902) 445-5808

## HARRIS & ROOME SUPPLY ATLANTIC CANADA

Atlantic Regional Office  
260 Brownlow Avenue  
Dartmouth, NS B3B 1V9  
Tel: (902) 457-8788  
Fax: (902) 457-8714

## NOVA SCOTIA

Bridgewater  
P.O. Box 356  
108 Logan Road  
Bridgewater, NS B4V 2W9  
Tel: (902) 543-9155  
Fax: (902) 543-5137

Dartmouth  
260 Brownlow Avenue  
Dartmouth, NS B3B 1V9  
Tel: (902) 468-6665  
Fax: (902) 468-2696

Halifax  
P.O. Box 9078, Station "A"  
3600 Joseph Howe Drive  
Halifax, NS B3K 5M7  
Tel: (902) 443-8311  
Fax: (902) 443-5171

Kentville  
9 Roscoe Drive  
Kentville, NS B4N 3V7  
Tel: (902) 678-2800  
Fax: (902) 679-1997

New Glasgow  
P.O. Box 695  
136 Terra Cotta Drive  
New Glasgow, NS B2H 5G2  
Tel: (902) 755-4673  
Fax: (902) 752-3881

Sydney  
P.O. Box 159  
1100 Upper Prince Street  
Sydney, NS B1P 5P6  
Tel: (902) 564-5504  
Fax: (902) 562-4536

Truro  
45 Polymer Road  
Truro, NS B2N 6T8  
Tel: (902) 893-4251  
Fax: (902) 893-4806

Yarmouth  
P.O. Box 247  
6 Industry Avenue  
Yarmouth, NS B5A 4B2  
Tel: (902) 742-6771  
Fax: (902) 742-0246

## NEW BRUNSWICK

Bathurst  
P.O. Box 776  
1765 Connolly Avenue  
Bathurst, NB E2A 3Z6  
Tel: (506) 548-2922  
Fax: (506) 546-1517

Florenceville  
Civic #: 9124  
Route 130  
Florenceville, NB E7L 1Y9  
Tel: (506) 392-6084  
Fax: (506) 392-8314

Fredericton  
P.O. Box 396, Station "A"  
668 Prospect Street  
Fredericton, NB E3B 4Z9  
Tel: (506) 458-8265  
Fax: (506) 452-9753

Moncton  
385 Edinburgh Drive  
Moncton, NB E1E 2L2  
Tel: (506) 853-8188  
Fax: (506) 859-8109

Saint John  
P.O. Box 2480  
300 Charlotte Street  
Saint John, NB E2L 3V9  
Tel: (506) 634-2094  
Fax: (506) 634-8018

## PRINCE EDWARD ISLAND

Charlottetown  
13 Walker Drive  
Charlottetown, PE C1A 8S5  
Tel: (902) 566-1404  
Fax: (902) 566-4065

## NEWFOUNDLAND & LABRADOR

Corner Brook  
P.O. Box 762  
356 O'Connell Drive  
Corner Brook, NL A2H 6G7  
Tel: (709) 632-7315  
Fax: (709) 632-2451

Grand Falls  
P.O. Box 417  
4 Bayley Street  
Grand Falls-Windsor, NL A2A 2J8  
Tel: (709) 489-4161  
Fax: (709) 489-4424

St. John's  
P.O. Box 8626, Station "A"  
47 Pippy Place  
St. John's, NL A1B 3T1  
Tel: (709) 722-6161  
Fax: (709) 722-8886

Wabush  
P.O. Box 1049  
4 First Street  
Wabush, NL A0R 1B0  
Tel: (709) 282-3555  
Fax: (709) 282-3554

## CENTRAL CANADA

Central Regional Office  
PO Box 1000  
130 Hayward Avenue  
Kitchener, ON N2C 2E4  
Tel: (519) 576-4050  
Fax: (519) 576-2402

Guelph  
494 Massey Road  
Guelph, ON N1K 1B4  
Tel: (519) 821-2580  
Fax: (519) 821-2731

Hamilton  
85 Morley Street  
Hamilton, ON L8H 3R8  
Tel: (905) 547-8040  
Fax: (905) 547-3332

Kitchener  
130 Hayward Avenue  
Kitchener, ON N2C 2E4  
Tel: (519) 576-4050  
Fax: (519) 576-2402

Markham  
2750 John Street  
Markham, ON L3R 2W4  
Tel: (905) 752-0767  
Fax: (905) 752-0782

Mississauga  
5895 Whittle Road  
Mississauga, ON L4Z 2H4  
Tel: (905) 507-0533  
Fax: (905) 507-1574

Niagara Falls  
7000 Kinsmen Court  
Niagara Falls, ON L2E 6S5  
Tel: (905) 374-1113  
Fax: (905) 374-1175

Ottawa  
1730 Bantree Street, Unit 2  
Ottawa, ON K1B 3W4  
Tel: (613) 688-0124  
Fax: (613) 688-0125

Windsor  
2760 Deziel Drive  
Windsor, ON N8W 5H8  
Tel: (519) 944-4414  
Fax: (519) 944-6166

## WESTERN CANADA

Western Regional Office  
2765 - 48th Avenue NE, Unit 105  
Calgary, AB T3J 5M9  
Tel: (403) 250-5554  
Fax: (403) 250-2050

Calgary  
2765 - 48th Avenue NE, Unit 105  
Calgary, AB T3J 5M9  
Tel: (403) 250-5554  
Fax: (403) 250-2050

Edmonton  
#101, 18020-105 Avenue  
Edmonton, AB T5S 2P1  
Tel: (780) 701-4530  
Fax: (780) 481-1139

Vancouver  
Unit 115, 6741 Cariboo Road  
Burnaby BC V3N 4A3  
Tel: (604) 676-4400  
Fax: (604) 676-4405