



***Combining To Better
Serve You***

White Cap | CSG Integration

Customer FAQs

Overview

Why are White Cap and CSG combining?

The integration will create one leading North American distributor of a diverse mix of concrete accessories and specialty construction and safety products. This transformational combination will increase our product and service offering, capabilities, and diversification across our markets by combining White Cap's and CSG's talented associates and service locations. You will benefit from more pickup locations, additional products and services, and quicker and more efficient deliveries to the jobsite.

The combined strength of White Cap and CSG will include:

- An outside sales force of nearly 850 associates with significant industry experience
- More than 1,000 inside and counter sales associates to help deliver on our two-hour ready will call support.
- Nearly 2,000 total delivery trucks to deliver on our same day or next day jobsite delivery commitment.
- 400,000+ SKUs or product offerings from more than 4,500 suppliers
- 403 Locations across 46 U.S. States and 8 Canadian provinces

Who is White Cap?

Founded in 1976, formerly known as HD Supply – Construction & Industrial and now known as White Cap Supply Holdings, LLC (“White Cap”), the company is currently made up of three distinct businesses called White Cap, Contractors’ Warehouse and Brafasco:

- **White Cap** is the nation’s leading distributor of specialty hardware, tools, safety supplies, concrete accessories and materials for professional contractors.
- **Brafasco** is an industrial distributor in Canada specializing in fasteners, safety supplies and tools.
- **Contractors’ Warehouse** (formerly known as Home Improvement Solutions) offers remodeling and construction supplies to contractors and trade professionals through local retail outlets in California.

White Cap is headquartered in Norcross, GA, and currently has 268 locations across 39 U.S. States and six Canadian provinces. Approximately 5,300 associates provide support for more than 200,000 customers annually.

Who is Construction Supply Group (CSG)?

In 2016, The Sterling Group, a private equity investment firm, consolidated Border Construction Supplies and Brock White to form Construction Supply Group (CSG).

They have added 19 more regional companies since the initial merger to form the present-day company. They are currently headquartered in Denver, CO, and have 132 branches, a dedicated distribution center, more than 2,000 associates, and serve more than 65,000 customers across the U.S. and Canada.

CSG brands include:

- Brock White (US & Canada)
- Border Construction Specialties
- Stetson Building Products
- Carter Waters Construction Materials
- BW of Wisconsin
- Zia Concrete Supply Co
- Richform Construction Supply
- Williams Equipment & Supply
- Constar Supply
- Masonpro
- Titan Construction Supply
- All-Tex Supply
- Advantage Construction
- Spec West Concrete Systems
- Best Materials
- Concrete Accessories & Rentals (CAR)
- Holdfast Technologies
- Construction Materials Inc (CMI)
- Concrete Equipment & Supply (CES)
- Hub Construction Supplies

Will the company name, brand or logo change?

As we maintain business as usual, the White Cap and CSG businesses will maintain their current brand identities. This includes all digital channels, such as websites and social media, where each company will continue to maintain their respective brand identities.

With the separation of White Cap from HD Supply, you will see the new White Cap brand where you formerly saw the HD Supply brand (marketing materials, branch and building signage, apparel, private labeled products, etc.).

As our combined brand strategy evolves, we will be sure to keep you informed of any changes.

Who will lead the combined company?

The new combined company will be led by John Stegeman as CEO and Alan Sollenberger as President.

How long will it take to combine the two companies?

Our goal is to complete the integration as quickly, efficiently and effectively as possible.

How will customers be informed of this integration?

You will receive messaging from CEO John Stegeman to kick off the integration. We'll stay connected with resources and FAQs through email, messages in your statements, and notes to social media channels, whitecap.com, constructionsupplygroup.com and other CSG brand sites.

Who can customers contact with questions or concerns?

We would love to hear from you at any time. You may reach out to 1-800-WHITECAP or your local branch or sales representative for assistance.

As needed, you will receive additional, personalized outreach from your account representative(s) to address questions and any impacts not captured here in detail.

CUSTOMER IMPACTS

General

What is changing on Day 1 for customers?

Right now, it will remain business as usual. Your current pricing, credit levels, account contacts and more will remain in place for the coming months.

Our goal with this integration is to not only ensure minimal disruption for your business, but to also bring to life the many benefits the combination of our two industry-leading businesses will create for you.

Will White Cap and CSG continue to carry the products and services they have provided in the past?

Yes! White Cap and CSG will continue to offer the same products and services.

Long term, this combination provides both businesses with opportunities to bring you even more of the best products available in the industry. Any future product expansion opportunities will be communicated by our Sales Teams.

Customer Service

Can customers order across the two businesses? For example, order from White Cap but do will call or receive delivery from a CSG location, and vice versa?

Our long-term goal of this integration is to provide you even better service, access to more inventory, easier transacting and faster delivery. As we work diligently to integrate our systems, inventory, pricing and teams, we must maintain business as usual at this time. However, if you have a current account with White Cap or CSG and would like to be able to transact at other locations in the future, please give us a 24-hour notice, and we can set up your credit account at additional locations. Please contact your sales rep, your credit contact, or call **1-800-WHITECAP** for help in setting-up your account.

You will need to order, pick up, or receive delivery of White Cap orders at White Cap locations and CSG orders at CSG locations. If there are opportunities to consolidate orders to improve service, we will do our absolute best to accomplish this as quickly as possible.

If a customer has both a WC and CSG salesperson who calls on them, who should they be giving their order to?

At this time, both companies will continue to service your business as usual. When we make sales representation changes in the future, we will communicate early and often, and will only make changes with your best interest in mind.

How will the integration affect current and future pricing?

First and foremost, we want to make sure you are taken care of. We are focusing first on ensuring any job or contract pricing will be honored across both White Cap and CSG.

Our goal is to have fair and consistent pricing for you. At this point, please continue to work with your representative on any current or future pricing.

Can product returns be dropped off at any CSG or White Cap location?

No, until further notice, you can only return a White Cap product at a White Cap location, and vice versa for a CSG product.

- **Is an Invoice Copy needed?** Yes
- **Jobsite Product Returns?** Yes, by business
- **Will the return policy remain the same?** Yes, current return policies for both White Cap and CSG will remain in place, until otherwise notified.

Credit / Billing

If a customer has credit with both companies - what happens next?

You should continue to use your existing credit line with the respective company with no change. Until notified otherwise, please use existing contacts with each company as we work to integrate each system.

Will customers need to sign a new agreement as a result of the integration?

No, existing credit applications on file with each business unit will continue to define the relationship.

Will the billing address or invoice information change as a result of the integration?

No, we will continue business as usual for each business unit until otherwise notified.

Why are credit lines/terms different?

Credit lines/terms may differ by company due to process time and internal company policies. This will continue until otherwise notified.

If you need a specific change in these limits within either business, please work with your respective Account Manager or call **1-800-WHITECAP**.

Will invoice copies be the same? How will they be differentiated?

No, credit invoice copies will remain unique to White Cap and CSG as we maintain business as usual. You will see a different company name listed on the invoice to tell White Cap and CSG apart.

Will new customers need to continue to fill out separate credit applications for White Cap and CSG? If so, when will there be one global application for both businesses?

Yes, you should continue to fill out a separate credit application today. One global application will be rolled out at a future date.

Credit managers from White Cap and CSG are both calling regarding credit accounts – is that right?

Yes, since we do not share systems or data yet, the credit manager of each business unit will continue to contact you as usual.

If a customer is on a credit hold, who should they contact?

You should call the business in which you are experiencing the credit hold or via your respective sales contact.

Who should a customer contact for their lien releases if they do business with CSG and White Cap?

You should continue to reach out to the specific business you had the original transactions with.