

SOLUTIONS FOR THE GROCERY INDUSTRY



RAYMOND
Above. And beyond.®



We're in every level, every day. Not just with our full line of electric lift trucks, but with a complete team of Raymond-trained, authorized sales and support professionals and service technicians. We walk your floors and analyze your operations to develop custom solutions that quickly increase efficiencies and productivity.

Building your business is our priority, and you have my commitment that we will do whatever is necessary to take you *Above. And beyond.*

James J. Malvaso, President and CEO



We Know Your Business

Materials Handling Is More Than Handling Materials

It's about providing you with solutions that enable you to move more product better, smarter and faster. Every hour of every day.



And that means doing more than developing the industry's most innovative, precision-built portfolio of trucks. At Raymond, we are a company that was founded on the principle of overcoming challenges for our customers and entire industries, and helping both continuously improve.

With over 85 years experience satisfying the needs of the wholesale and retail grocery industry — one of the most critical in our world's infrastructure — we understand the array of issues that confront you. Increased demand for variety and therefore, more SKUs. Speed to market. Escalating energy costs. Heightened competition. Pricing pressures. Low margins. Proven refrigeration and freezer reliability. Digital innovation. And the never-ending quest for reduced operational costs that increase cash flow.

When it comes to materials handling, you need a partner that pro-actively enables you to improve efficiencies and performance at all levels throughout your supply chain. From operator productivity, truck utilization and the ability to reduce the cost of cases picked and pallets moved per hour, to durable cold weather protection packages, rentals that meet seasonal needs and safety.

Only Raymond and its international network of authorized sales, service and support centers can seamlessly coordinate 360-degree solutions that are customized to your exact structural needs — centrally, nationally, globally, by region, facility, even by individual truck.

It is what separates us from any other company. We know grocery. We'd like to know you better.





A Complete Portfolio Of Lift Trucks To Suit Your Needs

When it comes to the grocery industry, no other company has the depth and breadth of experience like Raymond. Guaranteed.

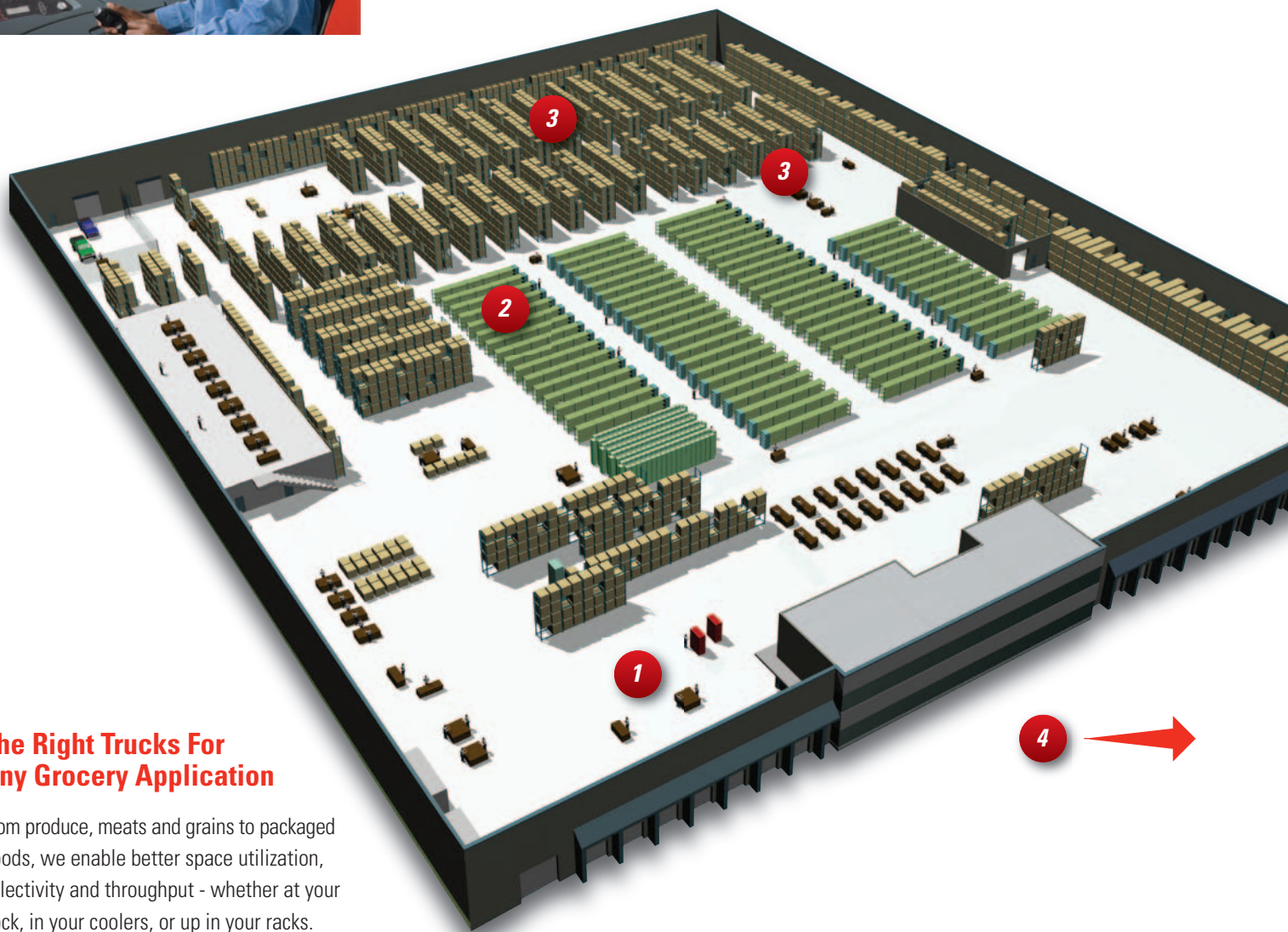
Since the 1920s, we have partnered with dozens of the most demanding customers in hundreds of locations around the country, with our only goals being the design of custom **solutions that fit their unique grocery applications**, and the delivery of innovative products and services to improve their efficiency and effectiveness.

The results have been extraordinary. We invented the double-sided wooden pallet to increase materials stability and reduce breakage. In 1951, after a space saving and productivity analysis for one of our grocery customers, **we invented the Narrow Aisle concept** with the development of the world's first *Reach-Fork®* truck, and the result was the revolution of your entire industry. And in the 1970s, we introduced the **first Swing-Reach® truck** in North America.

Today, Raymond offers a full line of electric lift trucks for any warehouse, distribution or retail location need, and we will do everything possible to utilize our ingenuity and knowledge of the grocery industry to help make you even more successful.

1 | Shipping And Receiving





The Right Trucks For Any Grocery Application

From produce, meats and grains to packaged goods, we enable better space utilization, selectivity and throughput - whether at your dock, in your coolers, or up in your racks.

2 | Pallet Put Away And Let Down



3 | Low- And High-Level Order Picking



4 | In Your Stores



Custom Solutions For Your Grocery Applications

Immediately improving operator productivity is easy. Only from Raymond.

From Our Freezer To Yours

Refrigerated warehouses, blast freezers, and other cold storage applications require robust control systems, and lift trucks that are intelligently designed and tough as nails. Raymond has its own cold storage test facility to replicate the harshest conditions, and **we continually test and prove our systems** in extreme cycles of freezing and thawing.

The outstanding energy efficiency of a *Raymond* AC-powered *Reach-Fork* truck is especially well suited to cold storage applications. And Raymond's optional cold storage conditioning package protects your lift truck's control systems when they are used in cold storage environments, and have customizable iron, steel and plastic protection options.

Take The Heat Into Cold Storage

Keeping your operators as comfortable and productive as possible in unheated warehouses and freezer environments of 31° F to -20° F can be achieved with the optional *Raymond ThermaKit™* system. With *ThermaKit*, a heated control handle provides the warmth that allows the operator to wear lighter weight gloves for enhanced mobility.

Raymond Lift Trucks for Cold Storage:

- › *Reach-Fork* trucks
- › Orderpickers
- › Pallet trucks and tow tractors
- › Walkie stackers
- › Hand pallet trucks

“Over 20,000 hours without a problem. Only from Raymond!”

Mark Favreau
Logistics Manager
Ben & Jerry's



Exclusive *ACR System™*

Grocery operations run 24 / 7 / 365, and you need lift trucks that perform. Our *ACR System* guarantees what no other lift truck offers: **more uptime, fewer battery changes, less maintenance with lower costs**, and the ability to ultimately enable you to move more product faster. It combines the speed and efficiency of AC traction and lift with **smooth, responsive control and exceptional ergonomics**.



Vantage Point™ System

Increased SKUs and the need for improving efficiency means that racks keep getting higher and higher. With the increased risk of pallet, rack, and product damage, the *Raymond Vantage Point* system ensures that your operators can work with confidence. Our exclusive high level color imagery system will give your operators additional visual assistance, improving their confidence, and increasing their ability to **handle pallets fast and error-free**.



Unique *CoastPRO® System*

When floor level picking, your operators want speed and agility. Raymond pioneered electronic coast control for floor-level picking efficiency, and our *CoastPRO* system is the best in the industry. The system is the only one that can be activated with one hand, versus other brands' trucks requiring both hands. Able to save your operators an average of three seconds per pick stop, **the result is more order picking per hour**.



The *ThermaKit System*

It is tough for your operators - and lift trucks - to work in extremely cold conditions all day, and sometimes all night. That's why the *Raymond ThermaKit* system is designed to keep their control hand and feet as warm as possible, and **maximize their comfort, mobility and productivity**. A heated floor cushion keeps the operator's feet warm while reducing frost build-up inside the operator's compartment. For energy efficiency, all heaters are thermostatically controlled to shut off when the truck is being operated in non-freezer, ambient environments.



The Most Advanced Way To Optimize Fleet Management:

iWarehouse™

Reach new levels of performance and efficiency with the revolutionary *Raymond iWarehouse* fleet optimization system, a suite of electronic diagnostic tools that puts critical, real-time information about each and every truck you own, right on your computer desktop.

Designed with an intuitive interface and information display, *iWarehouse* enables you to take **360-degree control of truck and operator efficiencies**, including the ability to:

- › Increase operator productivity
- › Reduce fleet size
- › Decrease operating costs
- › Analyze truck utilization and availability
- › Detect potential truck issues
- › Benchmark performance across 1 or 100+ locations
- › Send and receive messages

With our highly automated, plug-and-play open-standards based system, it's easy to turn data into knowledge.



Receive Automated Maintenance Alerts From Each Truck

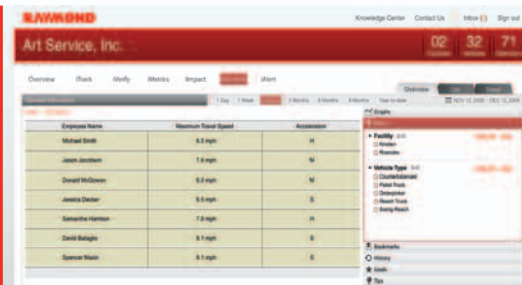
iAlert™ lets you monitor your fleet's health by enabling your trucks to send an alert code directly to our truck specialists, or your in-house technicians. You can also monitor hour-meter readings and schedule maintenance at the optimum times, keeping downtime to a minimum.

Track Fleet Performance

iMetrics™ monitors run time, deadman time, travel time and lift time, helping you deploy your fleet to maximum potential.

Remotely Adjust Individual Truck Performance Settings

iControl™ lets you remotely adjust truck operations including travel speed, lift speed and acceleration to fit each operator's skill level and task to be performed.





Confirm Daily Service Inspections

iVerify™ helps ensure that operators complete daily maintenance reviews before starting a shift — and lets you “lock out” trucks with critical issues.

Immediately Identify An Impact

iImpact™ notifies you automatically if a truck strikes a wall, a rack or another vehicle.

Anytime, Anywhere Management

iTrack™ lets you manage your entire fleet or just one truck, through a personalized Web portal, linked directly to the Raymond databank. You can enter service orders in seconds, schedule maintenance by facility or by truck, track parts and labor by truck serial number, and even enable single invoicing for all parts and labor costs across all your locations.



For over 85 years, thousands of companies in every major industry segment have partnered with Raymond because we create the comprehensive solutions necessary to support their lift truck, productivity and financial goals.

Get The Attention You Deserve

And to ensure you get what you need when you need it, all of our authorized sales, service and support facilities are strategically located around the country so they can be at your door within an industry-leading 4 hours.



Sustainability Is Built In

When it comes to doing what's right for you and our planet, Raymond goes *Above. And beyond.*

From bringing you custom-fit solutions that consistently reduce operational costs, to building precision, technology-driven machines that simultaneously improve operator comfort and capabilities, we are the one partner you can trust to do what is right by you.

But our work doesn't stop there, because bottom line, your business is fueled by continuously improving worker productivity, operational efficiencies, and increasing cash flow to fund your growth.

Which is why we will always be dedicated to developing sustainability solutions that have a direct, and immediate, impact on your business.

Reducing Your Carbon Footprint

You know Raymond for our customer-driven innovation, and as the company that enables you to move more pallets per hour for the lowest total cost. But we do much more than that to keep you at the forefront of your industry, out-maneuver your competition, and keep your own customers satisfied.

- › Industry-leading AC technology that powers trucks efficiently with lowered energy consumption
- › Lift trucks painted with a powdered system
- › Batteries last longer and require fewer recharges, delivering **more uptime**
- › The Model 7400 *Reach-Fork* is 98% recyclable

Raymond is also pioneering **environmentally clean hydrogen fuel cell technology** which will further improve productivity and fuel efficiencies while reducing maintenance and repair costs. And we will continue to research windmill and solar power, oil/water separators and utilize more recycled materials in new designs, so the end products you receive are at the forefront of our industry.

At Raymond, preserving the future of our environment is just another way **we go Above. And beyond.**





Relentlessly Pursuing Perfection

It takes more than innovative engineering to satisfy your goals for increased productivity, efficiency and operational cost reductions.

It takes a single-minded focus on understanding your specific needs, and the ability to provide and seamlessly implement the right solutions — every time.

When you require fleet, technology and sustainability strategies to enable you to compete and win in today's global marketplace, Raymond and its world-renowned network of authorized service and support centers is there for you. And that's how we go *Above. And beyond.*

RAYMOND

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Due to continuous product improvement, specifications are subject to change without notice. Some systems and features shown are optional at extra cost. *Above. And beyond., ACR System, CoastPRO, Deep-Reach, iAlert, iControl, ilmpact, iMetrics, iTrack, iVerify, iWarehouse, Raymond, Reach-Fork, Swing-Reach, ThermaKit and Vantage Point* are U.S. trademarks of The Raymond Corporation.

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