

16 March 2020

To: Raymond Partners

SUBJ: COVID-19 SERVICE AND CONTINGENCY PLANNING

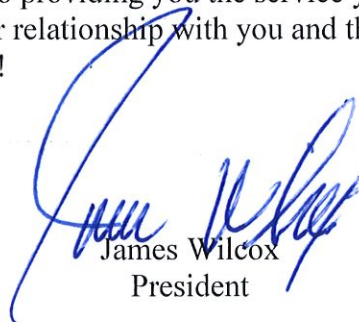
Dear Valued Partner:

As we come together during this unprecedented event, we wanted to provide you with an update as to what actions and plans we are implementing to ensure we continue to provide the service and solutions you rely upon. Our priority is the general welfare of our colleagues and customers. Moreover, in partnership with The Raymond Corporation, we are following CDC and other governmental guidelines with respect to employee hygiene, workplace health and safety. Additionally, we will implement the following:

- 1) Our service technicians will use protective wear (nitrile gloves) while touching any equipment, tools, computers, etc.
- 2) Your technician will contact you before performing scheduled work such as planned maintenances and identify the equipment scheduled for service. We ask that you provide the equipment scheduled for maintenance staged (one at a time as needed) in a convenient location for our technicians to access. This will eliminate our technicians roaming your facilities and provides social distancing.
- 3) Technicians will perform their work outside and away from your employees whenever possible and as conditions permit.
- 4) We will adapt flexible hours, modified schedules, and expanded shifts to better assist your needs. Please contact your Raymond representative should you have any special requirements.

Please know that we are committed to providing you the service you have come to expect from the Raymond team. We greatly value our relationship with you and the opportunity to work with you, and together, we will meet this challenge!

Best regards,



James Wilcox
President

