



## Acquisition Q&A

### *How did this deal come together?*

We are always aiming to be better. NMHG, the parent company for Hyster and Yale approached us to share a strategic vision to expand its U.S. dual-brand distribution of both product lines. They showed us how bringing these companies together would establish a new benchmark for industry-leading service and expertise.

### *Why is this a good deal?*

This deal is driven by our desire and directive to grow and by our strategic goal to be the recognized leader in the products and services we offer. Since our founding in 1951, we have built our organization on the core values of integrity, excellence, teamwork, commitment, and safety in all that we do. This well-diversified, established corporation with a track record of nearly 65 years of success now backs one of the largest materials handling dealers in the country, ensuring a stable business partner for our customers' long-term materials handling needs. We anticipate this deal may double Gregory Poole's lift truck revenues while maintaining a similar geographic footprint.

### *What is the vision for Gregory Poole as a Hyster/Yale dealer?*

Gregory Poole will become the Yale® dealer in most of Virginia and in portions of North Carolina, and South Carolina and the Hyster® dealer in most of Virginia and in portions of North Carolina, South Carolina and West Virginia. Hyster and Yale have a strategy in place to establish a dual-brand dealer network across North America. Expert technicians. Industry-leading equipment. Experienced consulting solutions. We are confident that this deal will bring greater support, product access and additional value to our customers.

### *What can customers expect?*

By pulling from the best of several well-respected and high-performing organizations to create a top-notch team, we can provide customers with more reduced costs and lower total cost of ownership than ever before, along with a full range of Hyster® and Yale® forklift trucks from Class I to Class V. Beginning today, here's what our customers can expect:

- Enhanced service and support. We'll have more technicians, deeper expertise and enhanced technician training, enhanced mixed fleet support.
- Larger capital investment results in more tooling, enhanced parts inventory, larger rental fleets, allied lines, demo equipment, service vans, etc.
- More advanced technology systems to offer greater connectivity and more substantial fleet management programs.



- Most importantly, due to the economies of scale and operating efficiencies, the forthcoming fleet management tools and combined expertise, we believe that many customers will actually see reduced costs and lower total cost of ownership as a result of this transaction.

The bottom line: Now, we have even more to offer. We are combining the best people and best practices from each company to serve our customers better.

*What are the integration plans?*

Senior leadership from Gregory Poole and NMHG will continue to work closely with all Gregory Poole branch locations to ensure integration is smooth and seamless.

*Will Gregory Poole resign its competitive relationships?*

Yes, Gregory Poole will no longer offer competitor products. We're confident that the variety of Hyster® and Yale® product offerings— forklift trucks from Class I to Class V—will more than meet our needs. We are currently working with manufacturers to handle this transition, and we have retained the majority of acquired company technicians.

*How will this impact the service and warranty on customers' existing equipment?*

We are currently working with manufacturers to handle this transition and will work closely with our customers to make the process as smooth as possible. Please don't hesitate to call your local branch from the list of our branch locations attached for service and warranty questions. Ask for the Service Manager.

*How quickly will you be integrated with Hyster and Yale?*

Immediately.

*When and from whom will customers be receiving more information?*

All of our customers should be currently engaged with their dealer representatives about this transition. Gregory Poole Lift Systems sales and product support representatives are working hard to reach out to their assigned customers. Please don't hesitate to call your local branch from the list of our branch locations attached.

You can also visit our new website at [gregorypoolelift.com](http://gregorypoolelift.com).