



SUPPLIER **CODE OF CONDUCT**

RAYMOND





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At The Raymond Corporation we are committed to conducting business fairly, honestly, ethically, and with integrity - in good times and in bad - and at all levels of the organization, including our suppliers. We strive to provide high-quality, innovative products, services and value-added solutions while using resources in a sustainable, socially, and environmentally responsible manner.

To ensure responsible and ethical practices across our supply chain, we require all suppliers to adhere to our Supplier Code of Conduct, which sets minimum standards for sourcing, production, and business operations, from Raymond to suppliers and their sub-suppliers. Suppliers must ensure these standards are followed by their subcontractors and sub-suppliers at all tiers.

Suppliers must comply with all applicable laws and regulations, and continuously improve their processes, products, and services to meet best practices.

Suppliers should use internal tools to measure and report their progress toward the principles. Raymond or a third party assigned by Raymond may conduct audits to assess supplier compliance and improvements. It is the responsibility of all employees to ensure the Supplier Code of Conduct is well communicated and understood by suppliers, ensuring trust and sustainability across the value chain.

DISCLOSURE OF INFORMATION

Suppliers shall accurately record information regarding the chemical makeup of its parts or products, as well as their business activities, labor, health and safety, and environmental practices.

Suppliers shall provide any requested evidence of compliance to Raymond, as well as its data partners, including Resilinc, Assent Inc. ("Assent") and EcoVadis, using the requested industry standardized formats. This information shall be disclosed upon request without falsification or misrepresentation to all appropriate parties. This information shall be provided on a timely basis, within 20 business days from the date of request, unless required sooner for compliance. Supplier agrees to respond to and support fulfillment of the requests and to respond to any requests for feedback or notification of errors.

LABOR AND HUMAN RIGHTS

Suppliers must protect the human rights of their employees and treat them with dignity and respect.

ANTI-DISCRIMINATION

Suppliers must not discriminate across any employment practice, including hiring, promotions, rewards, training, job assignments, wages, benefits, discipline, and termination, prohibiting discrimination based on race, color, age, gender, gender identity, sexual orientation, ethnicity, disability, religion, political affiliation, union membership, national origin, marital status, presence of children, or pregnancy. Suppliers must also avoid requiring medical tests that could be used to discriminate a worker, such as pregnancy or HIV tests, unless mandated by law or for workplace safety. Additionally, suppliers are expected to actively promote diversity and inclusion, valuing the unique talents, skills, abilities, and experiences employees bring to the workplace, fostering a positive, respectful, and productive environment that drives business success.

FAIR TREATMENT

Suppliers must maintain a workplace free from harassment, discrimination, and inhumane treatment, including sexual harassment, mental and physical coercion, verbal abuse, or unreasonable restrictions on entering or exiting company-provided facilities.

PREVENTION OF INVOLUNTARY LABOR AND HUMAN TRAFFICKING

Suppliers must ensure that no form of forced, bonded, indentured, prison, child, or slave labor is used in any part of their operations. This includes the transportation, recruitment, or exploitation of individuals through threats, force, coercion, abduction, fraud, or payments to those in control of others. All work must be voluntary, and employees should be free to leave or terminate their employment with reasonable notice. No worker should be required to surrender personal identification, passports, or work permits as a condition of employment.

PREVENTION OF CHILD LABOR

Child labor is prohibited. Suppliers must ensure employees are at least 15 years old or meet the legal minimum working age, whichever is higher, and must keep documentation to verify their employees' birthdates.

A record of this information must be maintained. This Supplier Code of Conduct does not restrict participation in approved apprenticeship programs Article 6 of ILO Minimum Age Convention No. 138 or light work consistent with Article 7 of ILO Minimum Age Convention No. 138.

JUVENILE EMPLOYEES

Employment opportunities for young workers should be identified and encouraged. In line with ILO Minimum Age Convention No. 138, suppliers may hire workers above the legal minimum age but under 18, as long as the work does not harm their health, safety, or morals. No one under 18 is permitted to work in machinery or in an immediately dangerous to life or health (IDLH) environment. Children, whether employed or in vocational training, must not do hazardous or night work. Supplier must follow national and local age regulations as well as internationally recognized standards.



RECRUITMENT AND EMPLOYMENT PRACTICES

Suppliers must ensure no fees or costs are charged to workers for recruitment, employment, or termination, and workers should not be asked for deposits. A written recruitment policy must include age verification, candidate screening, and the use of labor recruiters, with workers signing an employment contract or equivalent before starting work or training, and receiving a copy. All contract terms must be clearly understood, and any changes must be agreed upon in writing. Zero-hour contracts are prohibited. Rules regarding discrimination, business ethics, disciplinary measure and the prohibition of alcohol and drugs are written, implemented and communicated to workers. Disciplinary measures should be non-coercive, clearly defined, and communicated, without involving physical or mental abuse, threats, fines, or removal of benefits, and workers must have the right to seek assistance or appeal decisions.

WORKING HOURS

Suppliers must comply with national laws, industry standards, break times, and holidays, ensuring that these conditions also apply to employees with irregular workplaces, such as truck drivers or assemblers. In addition, suppliers must meet applicable standards for working conditions across their entire workforce, including compliance with minimum wage laws or local industry standards, legally mandated break and rest periods, and ensuring the health and safety of workers in the workplace.

Under no circumstances shall work weeks exceed the maximum permitted under applicable laws and regulations. However, under certain circumstances well defined by applicable legislation, overtime hours may be mandatory for a short period where applicable.

WAGES AND BENEFITS

Suppliers must ensure employees are paid at least the minimum wage required by law, with all legally mandated benefits and timely payment at least monthly, along with clear and understandable pay slips detailing pay, benefits, and deductions. Overtime must be paid at the legally required premium rate, and wage deductions for disciplinary reasons are prohibited. Suppliers must have a clear and reliable system for tracking working hours and wages, ensuring timely payment to employees and clearly communicating the payment structure.

Suppliers must provide vacation, leave, and holiday benefits in accordance with applicable laws, maintain accurate systems for tracking working hours and wages, and compensate employees for additional costs incurred from working away from their base. Suppliers must also provide accident insurance for work-related injuries or illnesses.

HEALTH, SAFETY AND WELL-BEING

Raymond acknowledges that incorporating effective health and safety management practices across all areas of business is crucial for maintaining high morale and fostering innovation. Suppliers must ensure safe working conditions and a healthy environment for all employees.

OCCUPATIONAL INJURY PREVENTION

Suppliers must assess and mitigate occupational health and safety risks, including those related to physical and mental health, well-being, and ergonomics. Workers should not be exposed to severe hazards, and safe working routines must be implemented to minimize risks, particularly in hazardous environments. Physical hazards should be eliminated when possible, and when not, appropriate engineering controls like guards or barriers must be provided. Where engineering controls are not feasible, administrative controls such as safe work procedures must be used. Suppliers must provide personal protective equipment (PPE), ensuring it is safe, clean, in working order, and suitable for identified risks. Safety information and warning signs should be clearly visible in the workplace. Workers must have the right to raise safety concerns and refuse unsafe work without fear of retaliation, until concerns are addressed by management.

Risk assessments should be conducted regularly to identify hazards, and appropriate mitigations should be implemented based on the hierarchy of hazard control. Any work-related fatalities must be reported immediately to relevant authorities. Suppliers must comply with all applicable health, safety, and environmental laws, ensuring clean facilities, well-maintained equipment, and adequate lighting and ventilation.

Personal protective equipment and protective clothing shall be clean, free of charge, in working order and appropriate for the risk identified. Warning signs and safety information shall be visible.

CHEMICAL MANAGEMENT AND PREVENTION OF CHEMICAL EXPOSURE

Suppliers must manage chemicals to ensure worker health, safety and environmental protection, including proper purchasing, storage, transportation, handling, and use. Suppliers must identify, evaluate, and control exposure to hazardous chemicals, biological agents, and physical agents, eliminating hazards where possible. If elimination is not feasible, suppliers must implement engineering controls like closed systems and ventilation, or administrative controls such as safe work procedures. Suppliers must comply with applicable laws and regulations on hazardous substances and provide personal protective equipment in all cases.

EMERGENCY PREVENTION, PREPAREDNESS, AND RESPONSE

Suppliers must proactively prevent, identify, and assess potential emergencies, minimizing impact with comprehensive emergency plans and response procedures that include clear reporting systems, worker notification, suppression equipment, adequate exit facilities, recovery plans, and evacuation protocols. Regular training and drills must be conducted to ensure workers can effectively respond in emergencies, with records maintained for review. Emergency systems should include audible/visible alarms, accessible manual activation buttons, and clearly marked evacuation routes. Suppliers must ensure workers are trained for emergencies, including first aid and firefighting, with adequate personnel and resources available based on occupational risks. First-aid supplies and firefighting equipment must be sufficient, operational, and aligned with identified risks. These measures ensure robust emergency preparedness, worker training, and safety resources.

PROCEDURES AND SYSTEMS

Suppliers must establish systems to track, manage, and report occupational injuries and illnesses, promoting employee reporting and ensuring proper investigation and corrective measures. Suppliers should provide medical care, assist with return-to-work processes, and keep records of accidents, near misses, and safety hazards, ensuring they are analyzed, addressed, and resolved. Records of accidents and near misses shall be kept. Raymond complies with OSHA regulations to promote workplace health and safety and expects Suppliers to do the same. Safety hazards are continuously reported, analyzed, followed-up and acted upon.

ERGONOMICS

Suppliers must proactively identify, evaluate, and control employee exposure to physically demanding tasks and environments, addressing risks such as manual material handling, heavy lifting, prolonged standing or sitting, repetitive tasks, loud noise, and poor lighting. Effective risk mitigation strategies, including engineering controls, ergonomic interventions, job rotation, and appropriate personal protective equipment (PPE), must be implemented to reduce or eliminate physical hazards. By managing physical strain and environmental stressors, suppliers ensure a safer, healthier workplace that protects employees from injury and enhances overall well-being.

WORKING CONDITIONS

The workplace must be maintained in a clean and hygienic condition, with adequate lighting, ventilation, and heating as necessary to ensure a comfortable and safe environment. Designated areas for eating and resting must be provided, free from hazards, and appropriately sized to accommodate the number of workers. Restroom facilities must be accessible during working hours, well-maintained, hygienic, and equipped with necessary supplies, ensuring an adequate ratio to the workforce and available at no charge to employees.

HOUSING AND DINING

Employees should have access to clean, free toilet facilities, unlimited drinkable water (near the work area), and hygienic food preparation, storage, and eating spaces. Dormitories provided by suppliers must be clean, safe, with proper emergency exits, heating, ventilation, sufficient personal space, and reasonable entry and exit access.

BUILDING AND ELECTRICAL SAFETY

Buildings are designed, constructed, maintained and modified in a way that ensures structural integrity. Electrical wiring, lighting, and gas fixtures are properly installed and maintained.

HEALTH AND SAFETY COMMUNICATION

Suppliers must provide employees with appropriate health and safety information and training in the primary language of the workforce, including written guidelines, warnings, and Safety Data Sheets (SDS) for hazardous substances used in the workplace. Employees who handle such substances must receive specific training on safety protocols, and training records must be maintained, including participant names, training dates, and content summaries. This ensures that employees are informed about workplace risks and equipped to work safely, contributing to a safer and more responsible work environment.

EMPLOYEE HEALTH AND SAFETY COMMITTEES

Suppliers are encouraged to initiate and support employee health and safety committees to enhance ongoing health and safety education and to encourage employee input regarding health and safety issues in the workplace.

ENVIRONMENT

At Raymond, environmental responsibility is central to our operations. Suppliers must prioritize minimizing the environmental impact of their designs, production processes, and emissions.

ENVIRONMENTAL MANAGEMENT

Suppliers shall comply with any applicable laws, statutes, standards and regulations regarding the environment. Suppliers shall strive to make continuous improvements in environmental protection including establishing and implementing an environmental management program. Suppliers must obtain, maintain, and keep current all required environmental permits and registrations and follow the operational and reporting requirements of the same.

SUBSTANCE OF CONCERN MANAGEMENT AND RESTRICTIONS

Suppliers must adhere to all relevant laws and regulations that restrict or prohibit the use or handling of certain substances. To ensure safe handling, transportation, storage, recycling, reuse, and disposal, suppliers must identify and manage Substances of Concern and comply with applicable labeling laws and regulations related to design, manufacturing, recycling, and disposal.

WASTE MANAGEMENT

Suppliers must manage hazardous and non-hazardous waste in compliance with applicable laws, ensuring safe storage, handling, transportation, and disposal to protect worker health and the environment. Waste should be separated so it can be properly disposed of. Suppliers should maintain records of waste treatment processes and strive for zero waste production by focusing on reduction, reuse, and recycling to improve resource efficiency. Additionally, efforts should be made to reduce resource consumption, including raw materials, energy, water, and fuel, while adopting environmentally friendly practices that minimize environmental impact and promote harmony with nature.

WATER MANAGEMENT

Wastewater must be monitored, controlled, and treated in compliance with applicable laws before discharge, with measures to prevent contamination of stormwater runoff. Suppliers should also implement policies to reduce water consumption, particularly in water-scarce regions, and use water resources efficiently.

AIR EMISSIONS MANAGEMENT

Suppliers shall characterize, monitor, control, and treat air emissions of volatile organic compounds, corrosives, particulates, ozone-depleting chemicals, and combustion by-products generated from operations, as required by applicable laws and regulations, before discharge.

GROUND CONTAMINATION

Suppliers must comply with laws on ground contamination and assess and act upon risks from both current and past activities. Suppliers are responsible for identifying, evaluating, and mitigating environmental impacts to improve environmental performance and reduce ground contamination.

ENVIRONMENTAL PERMITS AND REPORTING

Suppliers must acquire, maintain, and keep up to date all necessary environmental permits and registrations, and comply with the operational and reporting obligations associated with them.

POLLUTION PREVENTION AND RESOURCE REDUCTION

Suppliers must prevent severe environmental pollution and immediately report any incidents to relevant authorities as required by law, documenting and addressing all environmental complaints promptly. Suppliers are expected to reduce or eliminate wastewater, solid waste, air emissions, and hazardous substances by implementing conservation measures in production, maintenance, and facility processes, prioritizing recycling, reusing, and material substitution. Suppliers should assess their energy sources and explore transitioning to renewable energy where feasible. By adopting systematic policies, including LEAN principles, suppliers should continuously improve resource efficiency, focusing on waste reduction, reusing materials, recycling, and proper disposal to support sustainability and minimize environmental impact.

ENERGY EFFICIENCY

Suppliers must work to improve energy efficiency and minimize energy waste by setting clear energy efficiency targets, monitoring consumption, and adopting best practices, such as reducing unnecessary energy use. Suppliers should implement policies that enhance energy efficiency and contribute to reducing greenhouse gas emissions, supporting sustainability and long-term business success.

Suppliers are encouraged to provide Raymond energy-efficient products and solutions that help reduce energy consumption and carbon emissions, supporting the goal of achieving net-zero emissions by 2050. Energy efficiency will become an increasingly important criterion in selection, along with quality, price, and delivery time.

CONSERVATION AND BIODIVERSITY

Suppliers should be conscious of their coexistence with nature in their business activities and strive to reduce impacts on biodiversity loss.



ETHICS

Suppliers must commit to the highest standards of ethical conduct when dealing with employees, Suppliers, and customers.

BUSINESS INTEGRITY

Suppliers must comply with international anti-corruption conventions and local anti-corruption laws, strictly prohibiting corruption, bribery, extortion, and embezzlement. Suppliers are expected to uphold fair business practices in advertising, sales, and competition. Transparency and trust are essential in dealings with Raymond, and any unlawful or deceptive actions, including falsifying documents or engaging in corrupt activities, will not be tolerated. Suppliers must avoid conflicts of interest, promptly disclose any potential conflicts, and ensure that gifts or entertainment exchanged are not beyond the generally acceptable range. Suppliers must maintain ethical standards, report unethical conduct through a confidential mechanism, and foster a culture of integrity and compliance within their organization.

SOURCING OF MINERALS

Suppliers are encouraged to adopt clear policies regarding conflict minerals such as Tin, Tantalum, Tungsten, Gold, and Cobalt, and communicate these to their sub-suppliers, ensuring responsible sourcing practices are followed throughout the supply chain. Suppliers are expected to exercise due diligence and procure materials from conflict-free sources, maintain traceability, and provide it upon request demonstrating their commitment to ethical sourcing and responsible mineral procurement.

Lithium is a crucial part of Raymond's business; however, it does pose a major risk for the communities and the environment it is mined in. We expect our suppliers to responsibly source lithium and take necessary precautions to avoid leaching these metals into the environment. Suppliers must provide a safe working environment and adhere to the expectations within this Supplier Code of Conduct. All appropriate rules and regulations are to be followed regarding lithium materials from groups such as the FAA, DOT, CPSC, etc.

GIFTS AND HOSPITALITY

The purpose of gifts and hospitality in a commercial setting is to create good will and a good working relationship, not to gain unfair advantage with a customer, a supplier, or the like. No gift of substantial value or entertainment should be offered, given, provided, or accepted by any employee, or family member of an employee.

Our suppliers must comply with all applicable anti-bribery and anticorruption laws and prohibit offering, promising, or making bribes, kickbacks, or other similar payments, including facilitation payments, to government officials or any other business partners, whether directly or indirectly (e.g., through third-party intermediaries, such as agents or representatives).

- Suppliers must not directly or indirectly through a third-party offer, give, solicit, or receive money, entertainment, or gifts to or from government officials. If public officials ask a supplier for money, entertainment, or gifts, it must never meet such requests.
- Suppliers must not give or receive money, entertainment, or gifts beyond the generally acceptable range to or from business partners.
- When suppliers give or receive entertainment or gifts, suppliers must do so within reasonable bounds in terms of the purpose and monetary value of the entertainment or gifts and its relationship with the other party.
- Suppliers must only engage in business for commercial reasons. Suppliers must never engage in transactions or business dealings with business partners in which remuneration is not based on commercial considerations and/or is unreasonably high for the work and/or service performed.

For more information, please refer to the Toyota Industries Group Anti-Bribery Policy.



WHISTLE-BLOWER PROTECTION AND ANONYMOUS COMPLAINTS

Suppliers shall establish and maintain complaint mechanisms that enable employees to report workplace grievances and compliance violations, in accordance with local laws and regulations. This system must ensure the protection and confidentiality of whistle-blowers, with clear safeguards in place to prevent retaliation against employees who report concerns in good faith or refuse to comply with unlawful orders.

BUSINESS CONTINUITY

Suppliers shall constantly evaluate risks and dangers to their industry and business operations and implement a business continuity plan that mitigates those risks and dangers, adequately addresses the evolution of such risks and dangers, ensures a safe environment for their workforce, and provides a routine mechanism to evaluate and fine tune emergency responses. In the event a Supplier’s business operations are impacted, Supplier shall implement a fair allocation of its goods and services while the emergency situation is in effect and until normal operations are restored.

COMMUNITY ENGAGEMENT

Suppliers are encouraged to actively engage with the community to promote social and economic development and support the sustainability of the areas where they operate.

DATA PRIVACY, INTELLECTUAL PROPERTY AND CONFIDENTIALITY

Suppliers must respect data privacy and intellectual property rights, ensuring the appropriate use and protection of confidential information. Suppliers are required to implement and maintain robust measures to safeguard the confidentiality, integrity, and availability of confidential information and personal data. Suppliers must abide by all applicable laws and regulations regarding the collection and protection of personal information and data privacy.

Suppliers shall commit to protecting the reasonable privacy expectations of the personal information Suppliers have, including from other suppliers, customers, consumers and employees. Suppliers shall comply with privacy and information security laws and regulatory requirements when personal information is collected, stored, processed, transmitted, or shared. The transfer of technology and know-how must be conducted in a way that protects intellectual property rights, ensuring that such transfers are secure and compliant with applicable laws.

CYBER SECURITY

COMPLIANCE WITH LAWS, REGULATIONS, AND STANDARDS

Suppliers must comply with all applicable local, national, and international laws, regulations, and industry standards related to cybersecurity, data protection, and privacy. Suppliers must also stay up-to-date on any changes to these requirements and ensure ongoing compliance and continuous improvement.

RISK MANAGEMENT AND ASSESSMENT

Suppliers must implement a risk management process, including regular risk assessments, to identify, assess, and manage cybersecurity risks associated with their products or services. Suppliers are expected to take appropriate measures to minimize and mitigate these risks, considering the potential impact on our organization and customers.

SECURITY INCIDENT REPORTING AND MANAGEMENT

Suppliers must promptly report to Raymond any actual or reasonably suspected cybersecurity incidents related to their products or services. Suppliers must have a formal incident response plan to manage and promptly mitigate the impact of such incidents.

SECURE DEVELOPMENT AND LIFECYCLE MANAGEMENT

Suppliers must adopt secure development practices and maintain a secure software development lifecycle (SDLC) for their products or services. These practices include conducting regular security testing, vulnerability assessments, and code reviews while promptly addressing identified vulnerabilities.

ACCESS CONTROLS AND AUTHENTICATION

Suppliers must implement strong access controls, including multi-factor authentication (MFA), to ensure that only authorized personnel can access sensitive systems and data. Suppliers must also regularly review and update access permissions to prevent unauthorized access.

EMPLOYEE TRAINING AND AWARENESS

Suppliers must provide regular cybersecurity training and awareness programs for their employees to promote a security-conscious culture. This includes training on security best practices and potential threats.

BUSINESS CONTINUITY AND DISASTER RECOVERY

Suppliers must have a robust business continuity plan (BCP) and disaster recovery plan (DRP) in place to ensure their products or services' continued availability and resilience during a cybersecurity incident or other disruptive event.

CONTINUOUS IMPROVEMENT

Suppliers must continually assess, review, and improve cybersecurity practices to keep pace with evolving threats and emerging technologies. This includes actively participating in industry initiatives, sharing threat intelligence, and conducting regular audits or assessments.

TRANSPARENCY AND COLLABORATION

Suppliers must foster open communication and collaboration with our organization regarding cybersecurity practices, incident reporting, and risk management. This includes transparency about subcontractors or partners delivering their products or services.

MANAGEMENT COMMITMENT

Suppliers are required to establish a management system that ensures compliance with this Supplier Code of Conduct and applicable laws, identifies and mitigates operational risks, and encourages continuous improvement. Tools like ISO 14001 and EcoVadis may be beneficial. The management commitment should include these key components:

COMPANY STATEMENT

Suppliers must ensure that a corporate social and environmental responsibility statement affirming the Supplier's commitment to compliance and continuous improvement is posted in the primary local language at all of the Supplier's worksites.

MANAGEMENT ACCOUNTABILITY AND RESPONSIBILITY

Suppliers must have designated company representatives that are responsible for overseeing the implementation and regular review of the Supplier's management systems. Each Supplier must have a designated individual or individuals responsible for tracking the following:

- Risk Assessment and Management
 - A method for identifying risks concerning environmental, health and safety, business ethics, labor, human rights, and legal compliance in operations; assessing the impact of each risk; and applying measures and controls to reduce these risks.
- Performance Objectives with Implementation Plans and Measures
 - Documented standards, performance goals, targets, and action plans, along with regular assessments of the Supplier's performance in relation to these goals.
- Audits and Assessments
 - Evaluations are conducted to ensure that the Supplier, its subcontractors, and their next-tier Suppliers comply with relevant laws and regulations.

DOCUMENTATION AND RECORDS

Suppliers must have processes in place to identify, monitor, and understand relevant laws and regulations, as well as the additional requirements outlined in this Supplier Code of Conduct. Suppliers are required to obtain, maintain, and retain records to ensure compliance with regulations and adherence to this Code, with appropriate confidentiality measures to protect privacy.

TRAINING AND COMMUNICATION

Suppliers must train employees on policies and objectives and communicate clear performance and practice expectations to employees, Suppliers, and customers.

EMPLOYEE FEEDBACK

Suppliers must have a continuous process for gathering feedback on their procedures and practices to drive continuous improvement.

CORRECTIVE ACTION PROCESS

Suppliers must have a process for timely correction of any deviations identified by an internal or external audit, assessment, inspection, investigation or review.

TRANSPARENCY

Suppliers must have a process for reporting sustainability data in a timely manner, in accordance with local legal requirements. Raymond will adopt a risk-based approach and encourages suppliers to submit an EcoVadis assessment of their sustainability performance annually.

GLOSSARY

ACCIDENT

An event or occurrence that happens unexpectedly and unintentionally, resulting in injury, illness or death.

ASSENT

A third-party compliance solution used to deep-map products, and even substances within parts, to mitigate risk and ensure substances of very high concern (SVHCs) that pose a risk to humans and the environment remain out of TMHNA products.

BUSINESS ETHICS

Rules, principles, and standards for deciding what is morally right or wrong when doing business.

CHILDREN

Persons under the age of 18 years, unless, under the law applicable to the child, majority is attained earlier.

CHILD LABOR

Work performed by children under the minimum legal working age that deprives them of their childhood, education, potential and dignity and that is harmful to their physical and mental development. Furthermore, work done by any person under 18 years of age can also be considered “child labor,” depending on the type and hours of work performed and the conditions under which it is performed.

DISCRIMINATION

Discrimination occurs when a person is treated less favorably than another in a comparable situation on grounds that are not related to their capability to do the job. Grounds for discrimination include: age, gender identity, sexual orientation, mental or physical disability, ethnicity, nationality, religion, marital or family status or any other dimension of a person’s identity that bears no relation to their capability to perform the job.

ECOVADIS

EcoVadis is a provider of business sustainability ratings, intelligence, and collaborative performance improvement tools for global supply chains, backed by a technology platform.

FORCED, BONDED OR PRISON LABOR

Forced labor is any work or service that is performed by any person under the menace or threat of a penalty, and which the person has not entered into of his or her own free will. This includes the confiscation of personal belongings, the inability to terminate employment at any time and the inability to leave work premises. Bonded labor is a form of forced labor in which workers are bound to their job through debt bondage, as a result of being charged, directly or indirectly, recruitment fees or costs, paying deposits, receiving loans or wage advances or having payments delayed. Prison labor is work conducted by prisoners.

HAZARD

A situation that poses a level of threat to life, health or the environment. This can include physical, chemical, biological, ergonomic or occupational hazards.

MINIMUM LEGAL WORKING AGE

The minimum legal working age is defined by the national legislation and is the age at which a person can be employed.

NEAR MISS

A near miss is an unplanned event that did not result in injury or illness but had the potential to do so. Only a fortunate break in the chain of events prevented an injury or illness.

PAY SLIP

A physical or electronic note given to a worker at the end of each pay period, clearly indicating the components of the compensation. This includes exact amounts for wages, benefits, incentives/ bonuses and any deductions. Information provided in pay slips is understandable for workers.

RENEWABLE ENERGY

All energy sources from renewable non-fossil energy sources that are naturally replenished during a human timescale.

Renewable energy includes the following energy sources: wind, solar, hydropower, biofuels, hydrothermal and ocean (wave and tidal) and geothermal energy. It does not include nuclear energy or fossil fuels.

GLOSSARY

ROUTINES

A set of actions designed to accomplish a task. Unless specified, routines may be unwritten.

SEVERE ENVIRONMENTAL POLLUTION

Environmental pollution that causes irreversible, long term or widespread ecosystem disruption or is likely to spread widely from the site.

SUB-CONTRACTOR

Any entity or individual that provides a product, service, material or component as part of the Raymond value chain.

SUPPLIER

A company or organization with which a Raymond company has an agreement and also any sub-contractors to that agreement that supply products, services, materials or components. For the purpose of this document, the term Supplier applies to Suppliers, service providers and other contracting parties.

VALUE CHAIN

The full range of activities required to bring a product or service from its conception to the final consumer and re-integration back into the value chain. This includes activities such as design, production, distribution and support to the consumer. At different stages of the value chain, stakeholders add value to the product or service to increase its end value.

VOCATIONAL TRAINING

Includes all forms of apprenticeships, internships and work experience that have a learning objective. Vocational training is conducted in cooperation with a local school or training institution or has been approved as a training program by a competent authority, or serves as a guidance or orientation program designed to support the choice of the trainee of an occupation or a line of training.

WORKER

A person performing work full-time or part-time. This includes piece rate workers, vocational trainees and workers undergoing a probationary period, as well as sub-contractor workers working eighteen (18) hours or more per week on-site.

WORKING HOURS

The period in which a worker is working. They exclude time not worked, even if paid, such as paid annual leave, paid public holidays, paid sick leave, meal breaks, time spent on travel from home to work and vice versa.

YOUNG WORKER

Persons under 18 years of age, but above the minimum legal working age, who are engaged in work.

ZERO-HOUR CONTRACT

An employment contract which does not oblige the employer to provide regular work for the worker but requires the worker to be on call in the event that work becomes available.

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