

(U.S. AND CANADA DEALERS)

PRODUCT ACCIDENT INVESTIGATION AND REPORTING PROCEDURES

Objective

To identify and investigate all incidents involving our products as quickly as possible. Information gathered from accident investigations is considered in the design process and supports our product quality and safety objectives. This process contributes to shared success by Hyster and its dealers in defending product liability lawsuits.

Accident Reporting

In the event of an accident involving Hyster industrial trucks, please report the incident using the following procedure:

1. An employee learning of an accident should **REPORT IT IMMEDIATELY** to:

- a. His/her supervisor;
- b. The Legal & Risk Management Department: NACCO Materials Handling Group, Inc., 4000 N.E. Blue Lake Road, Fairview, OR 97024-8710; and,

IMPORTANT: If **personal injury or extensive property damage** is involved, either the employee or the supervisor is to report the accident immediately by telephone or email the report to the Legal & Risk Management Department in Fairview, Oregon, at:

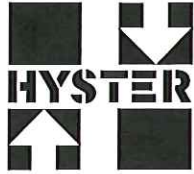
Phone: (503) 721-6068 or (503) 721-6064
E-mail: lpreporting@nmhg.com

3. The liability insurance carrier for the dealership.

2. **If at the scene:**

- a. Make a written record of all facts immediately. Do not rely on your memory. You may be called upon many months later to recall facts or make a sworn statement. Record these facts:
 - I. Record names and addresses of all persons having knowledge of the accident;
 - II. Record the model and serial number of any Hyster product involved;
 - III. Record and report only the facts. Do not give your opinion;
 - IV. If someone makes a statement, record the name and address of the person;
 - V. Personally examine the scene of the accident and the Hyster product;
 - VI. Draw a diagram showing how the accident occurred;
 - VII. Where possible, take photographs of the scene of the accident, the Hyster product involved, and any other property or equipment involved. Forward photographs with your report;

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VIII. Where possible, take the Hyster product or component involved into custody. If this is not possible, see that it is photographed from all angles and record its whereabouts. Also, if possible, record the location or take into custody all other tangible articles of evidence.

- b. Do not express any opinion regarding the accident. If anyone (customer, government official, attorney, adjuster, etc.) demands a statement, tell them you are obliged to report the accident and that Hyster's Legal & Risk Management Department should be contacted if further information is desired. The same rule applies whenever anyone outside of the NACCO Materials Handling Group, Inc. organization or your liability insurance carrier contacts you requesting information relating to an accident.

3. If not at the scene:

- a. If not present at the accident scene when an accident occurs or if not called there by the customer, do not contact any person outside of the NACCO Materials Handling Group, Inc. organization to obtain information required by the applicable reporting form. If you don't have all the information, report what you have and await further instructions.

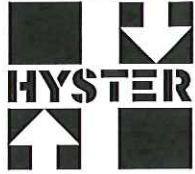
4. As soon as possible, take the following action:

- a. Complete the Hyster Accident Report Form, DCN 1638, with all known information.
- I. This form is for use by NACCO Materials Handling Group, Inc. employees and dealers only!
DO NOT ask the customer to complete the form.
- II. The fillable accident report form can be downloaded from the Hyster dealer website.
- b. If personal injury or extensive property damage is involved, be sure a telephone report is made to the Legal & Risk Management Department, as instructed in step 1b.
- c. Email the completed report form to the Legal & Risk Management Department:
lpreporting@nmhg.com.
- I. Attach copies of all photographs, diagrams, and other pertinent data.
- II. Retain a copy of the report for your files.
- d. If your employee was injured on the job, follow the procedures of the applicable Workers' Compensation law and/or Occupational Safety and Health agency of the state in which the employee is based.

Investigation control

- a. All accident reporting and investigation by dealer personnel is subject to control by the Legal & Risk Management Department. Any variation from these procedures should come from the Risk Management office, or in an emergency, you may rely upon the advice of the local office or your liability insurance carrier.

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- b. Field investigations for NACCO Materials Handling Group, Inc. will be conducted by Crawford & Company, or another independent insurance adjusting firm. If you have any questions about whether the adjuster is an authorized representative of NACCO Materials Handling Group, Inc., call the Legal & Risk Management Department before furnishing any information. Your full cooperation with the adjuster is requested.

OSHA Investigation

If you are made aware that OSHA will be investigating the accident, please obtain the name of the investigator, the claim number assigned to the report, and the address of the OSHA office where a request can be made to obtain a copy of the OSHA report.

Wallet Size Reporting Cards:

To obtain wallet size reporting cards for service and sales personnel to carry, please contact the Risk Management Department at (503) 721-6069. Wallet cards are provided to dealers at no cost.