



**HYSTER
COMPANY**

P.O. BOX 7006
GREENVILLE, NC 27835-7006
(252) 931-5100

1 General Ltr Book 2
NMHG, Inc. (Hyster Company)
Greenville, NC 27834

May 12, 2004

TO: CERTAIN DEALER PRINCIPALS AND SALES MANAGERS

FROM: DAVE HOEHN, V-PRES., SALES COUNTERBALANCED AND
WAREHOUSE PRODUCTS

SUBJECT: FEDERAL MARINE TERMINALS, INC.

This letter is to confirm a formal Dealer Major Account Agreement for Hyster product between Federal Marine Terminals, Inc., and Hyster New England, Scarborough, ME who is responsible for administering the account.

Please note the attached listing of plants/operations in your area and make contact with your local plant as soon as possible.

Hyster New England – Scarborough, ME office will be responsible for placing orders with Hyster Company and coordinating the delivery and installation of new equipment. All orders for locations on the attached list are to be placed through the Hyster New England office in Scarborough, ME. Federal Marine Terminals, Inc., will be responsible for informing their locations of this agreement.

If you have any questions concerning this account, please contact Bob Hall, Account Manager at (207)-848-9950, fax (207)-848-2901 or cell phone (207)-745-9564.

Sincerely,

Dave Hoehn

Vice-President, Sales Counterbalanced
And Warehouse Products

DH/wgw

cc: Bob Hall, Hyster New England
Peter Haywood, Hyster New England



- ◆ SCARBOROUGH, ME
- ◆ CONCORD, NH
- ◆ NORTH BILLERICA, MA
- ◆ BERLIN, CT

**Hyster New England, Inc.
Annual Purchase Agreement**

COMPANY NAME: Federal Marine Terminals, Inc.
ADDRESS: 48 Baron Rd
Eastport, ME. 04631

AGREEMENT: This agreement shall be in effect for one year beginning January 1, 2004 and shall continue until December 31, 2004.

DISCOUNT: This Agreement assures FMT a factory discount will apply to all orders for Hyster Powered Industrial Lift Trucks. Discounts will be applied to the Hyster Company retail suggested list price in effect when the order is placed. By entering the Major Account Agreement, you are entitled to the best pricing and delivery available on new Hyster Powered Industrial Lift Trucks.

Pricing shall be	off the current Hyster prices for Model H50XM's.
Pricing shall be	off the current Hyster prices for Model H80XM's.
Pricing shall be	off the current Hyster prices for Model H155XL's.
Pricing shall be	off the current Hyster prices for Model H210HD's.
Pricing shall be	off the current Hyster prices for Model H360HD's.

In return, Federal Marine Terminals, Inc. will purchase Hyster Powered Industrial Lift Trucks from Hyster New England, Inc. and their Account Manager, Bob Hall.

DELIVERY: Units to be shipped out of territory will be coordinated by Hyster

New England, Inc. at a local level, delivered, and warranted through other Hyster dealerships.

RC Waller 5-Feb-04
Federal Marine Terminals, Inc. Date

R. W. Hall

29 January, 2004

Hyster New England, Inc. Date



- ◆ North Billerica, MA
- ◆ Berlin, CT
- ◆ Scarborough, ME
- ◆ Concord, NH

MAJOR ACCOUNT AGREEMENT

This agreement identifies the features and benefits of the *Major Account Program* to be instituted on behalf of Federal Marine Terminals by Hyster New England, Inc. ("HNE"). This program is designed to provide Federal Marine Terminals with the highest level of product and support services.

The *Major Account Program* is structured as follows:

- Your Hyster New England agent, Bob Hall, will act as point man for coordinating your equipment needs. All quotation requests and equipment orders need to be sent to Bob Hall, Hyster New England, Inc. (Scarborough, ME location). Equally, any and all requests or concerns should be directed to Bob Hall at (207) 848-9950, fax (207) 848-2901 or cell (207) 745-9564; thereby, providing Federal Marine Terminals with a direct and responsive communications support mechanism.
- As a Major Account, Federal Marine Terminal can be confident it is dealing with an established and reputable world-class manufacturer of material handling equipment – Hyster Company. As their history has proven, Hyster Company continues to provide singular and innovative product and solutions as a hallmark of their commitment to their customer base.
- Consistent and competitive pricing on quality Hyster equipment equates to a solid value with a "no surprises" ordering process, assuring Federal Marine Terminals of superior product with a "best price" acquisition policy.
- In addition, you will receive Hyster Fleet parts pricing representing an ongoing significant savings on all Hyster OEM quality parts.
- Long term planning for equipment needs is accomplished as a result of systematic monitoring and tracking of current and future material handling needs throughout all plant locations. This will principally be accomplished by implementing a fleet management program.
- Federal Marine Terminals realizes an inherent controlled cost advantage in terms of budgetary requirements and equipment deliveries. This is achieved through consistent cost savings and by working with each individual plant and forecasting when the equipment will be needed. Once that is determined, we will work with the factory in securing availability slots so the equipment will arrive within each plant's planning period.
- Each servicing Hyster dealer participates in the sale of the equipment through a dealer-paid cooperative agreement, insuring that all Federal Marine Terminals plants receive a consistent level of service and parts support.
- As your Major Account Representative, Bob Hall will coordinate with the local sales representatives in evaluating and specifying the proper equipment and service support to best serve each location, including such areas as training and/or factory field service engineering support.

Hyster New England, Inc. offers Federal Marine Terminals the full extent of its 40 years experience as a Hyster Dealer and as a proven professional in the material handling industry, through its distinguished Major Account Program, as signified by the ~~authorizations provided below~~

Hyster New England, Inc.

Federal Marine Terminals

R. W. Hall

29 January 2004

Authorized Signature

Date

R. C. Wallace 5-Feb-04

Authorized Signature

Date

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<http://www.hysterneweng.com>

WE DELIVER PRODUCTIVITY!



- ◆ SCARBOROUGH, ME
- ◆ CONCORD, NH
- ◆ NORTH BILLERICA, MA
- ◆ BERLIN, CT

FEDERAL MARINE TERMINAL LOCATIONS AND CONTACTS

Albany, NY
Port Administration Building
Port of Albany
Albany, NY 12202

William Ring, General Mgr.
bring@fedmar.com email
Tel 518-463-0237
Fax 518-463-0238

FMT Burns Harbor
415 Salmon Dr.
Portage, IN. 46368

Ian Hirt General Mgr.
ihirt@fedmar.com email
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Fax 219-787-0003

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103 Erieside Avenue
Cleveland, OH 44114

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FMT Eastport
48 Barron Rd
Eastport, ME 04631

Skip Rogers General Mgr.
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Fax 207-853-4111

FMT Hamilton
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Fax 941-729-4516

FMT Richmond
5000 Deepwater Terminal road
Richmond, VA 23234

Chandoris Smith General Mgr.
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Tel 804-275-9248
Fax 804-275-7461

23 Feb. 2004