FORKLIFT OPERATOR TRAINING INFORMATION

“Whatever you do, work at it with all your heart, as if working for the Lord, not for men.” Colossians 3:23
WHAT SETS OUR TRAINING APART?

✓ Prior to on-site classes, our instructors will conduct a forklift safety audit, asking basic questions about your operations and forklifts, as well as making suggestions for safety improvement and OSHA compliance. This allows us to focus on your most important issues, help you correct any problems and eliminate coverage of topics which do not apply to your company.

✓ Hands on evaluations are ALWAYS conducted on your forklifts and in your facility. OSHA states, “Training can’t be fully completed at an off site training center,” see OSHA 2-1.28A for more details. In order to be OSHA compliant the hands-on portion of the training MUST be conducted at your location and on your forklifts, it can NOT be conducted at a forklift dealership or other training center.

✓ Forklift training is our core business, not something we do “on the side” or “as requested.” We take pride in our instructors’ knowledge, in the quality of our programs and in the results we achieve. You won’t find us relying on a video tape to teach the class; our trainers will make a difference in how your people feel about working safely!

STANDARD TRAINING FEATURES

✓ We retain and back up your certification records electronically. If you ever lose them or need them replaced, we have you covered.

✓ We provide continuing support and consultation via phone and email at no charge. If you have a forklift safety question, we’ll get you the answer!

✓ We use pictures and video clips of real forklift accidents to help prevent similar situations at your site. Our training is both realistic and relevant.

✓ We can include specific instruction for sit down riders, stand up reach, elevated order pickers, pallet jacks and more; just let us know what types apply to your facility. Each type of lift gets its own specific instruction as required by OSHA.
SAMPLE TRAINING OUTLINE

- Introduction, outline, and provisions for practice operation
- Lift truck injury and fatality statistics
- Introduction to OSHA standard
- Benefits of training
- Knowing your forklift & the importance of reading the operator’s manual
- Forklift vs. auto (differences)
- Basic design principles of electric and/or internal combustion, counterbalanced riders
- Basic parts of a forklift and samples of typical controls
- General safety warnings commonly found on many units
- The stability triangle
- The center of gravity
- Forklift stability
- Load centers
- Reading and interpreting the forklift data plate
- Adverse surface and floor conditions
- Pedestrian safety
- Load composition and stability
- Load handling
- Causes of forklift accidents, including sample accidents
- Basic operational issues (various OSHA required topics)
- Traveling rules
- Damage to forklifts and facilities
- Parking
- Ramp, slope, incline operation
- What to do in a tip over
- Seatbelt issues
- Braking methods
- Trailer loading, unloading, inspection, etc.
- Proper fueling procedures
- Personal protective equipment
- Pre-shift inspections
- Safety equipment (alarms, strobes, etc.)
- Fueling procedures and precautions

NOTE: We customize our on-site class outline to reflect only those topics which apply to each customer’s site and specific equipment. Other topics such as railcar loading, use in elevators, etc. are available upon request. It is your responsibility, as the employer, to provide the forklift operator’s manuals to your operators and ensure they have read them, as well covering as any site specific policies which might exist.
OUR FORKLIFT TRAINING CUSTOMERS INCLUDE:

AKZO NOBEL
ALERIS
BALL CORPORATION
BEN VENUE LABS
DIAMOND INNOVATIONS
DTR INDUSTRIES
GEORGIA PACIFIC
JEFFERSON INDUSTRIES CORPORATION
KAISER ALUMINUM
KELLOGGS
NUCOR STEEL
PACKAGING CORPORATION OF AMERICA
PPG
ROCK TENN
ROLLS ROYCE ENERGY SYSTEMS
SCOTTS

OUR MIDWEST DEALER PARTNERS:

Buckeye Valley Forklift (Mt. Vernon)
Buckeye Forklift and Equipment (Columbus)
Burns Industrial Equipment (Twinsburg)
Central Ohio Forklifts (Columbus)
C&K Sales and Service (Kentucky)
Direct Forklift (Youngstown)
Harr’s Forklift Service (Columbus)
Hull Lift Trucks (Indiana/Michigan)
Hy-Tek Material Handling (Columbus)
KMH Systems (Columbus, Dayton)
Material Handling Specialists (Uhrichsville)
Straight Up Equipment (Columbus)
Toyota Material Handling Ohio (Columbus)

WE HAVE SATISFIED CUSTOMERS IN ALL 50 STATES
EXAMPLES OF SITE SPECIFIC PROBLEMS
EXAMPLES OF LIFT SPECIFIC INFORMATION
## TRAINING VENDOR COMPARISON

<table>
<thead>
<tr>
<th>Comparison</th>
<th>Forklift Training Systems</th>
<th>Other Vendors</th>
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<tbody>
<tr>
<td>Conduct on-site survey in advance of the training to determine your strengths and weaknesses and also your training needs.</td>
<td>YES</td>
<td>No advance knowledge of customer site or equipment</td>
</tr>
<tr>
<td>Make recommendations for improving forklift safety and OSHA compliance.</td>
<td>YES</td>
<td>They just do the class</td>
</tr>
<tr>
<td>Use a strict pass/fail format to ensure only competent operators are passed.</td>
<td>YES</td>
<td>Low standards to pass</td>
</tr>
<tr>
<td>Training is the core business for the company.</td>
<td>YES</td>
<td>For many selling &amp; servicing forklifts is most important &amp; training takes a back seat</td>
</tr>
<tr>
<td>Total number of trainers.</td>
<td>6</td>
<td>Most have a single part-time trainer at most</td>
</tr>
<tr>
<td>Provide documents in electronic format for easy recordkeeping and fast access.</td>
<td>YES</td>
<td>Most use paper format</td>
</tr>
<tr>
<td>Reminder sent to you before the three year mark when re-evaluation is required by OSHA.</td>
<td>YES</td>
<td>No reminder</td>
</tr>
<tr>
<td>Forklift expert witnesses on staff with extensive forklift legal related knowledge.</td>
<td>YES</td>
<td>Not qualified to discuss possible legal exposures</td>
</tr>
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NOT ALL TRAINING IS CREATED EQUAL

It’s unwise to pay too much, but it’s worse to pay too little. When you pay too little you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do. The common law of business balance prohibits paying a little and getting a lot – it can’t be done. If you deal with the lowest bidder it is well to add something for the risk you have run, and if you do that you will have enough to pay for something better. John Ruskin (1819-1900)

OPTION 1: TRAINING AT YOUR LOCATION

Course Description:
This class is for companies who need six or more employees to be formally trained to operate a forklift. This is the perfect class if you have new operators and want to ensure they have proper training according to OSHA 29CFR1910.178. If you have existing operators, but are unsure of the quality and content of their past training or are missing their paperwork, this is the right class for them. If they were certified through a prior employer, or if they were trained prior to OSHA’s training update in 1999, this would also be your best choice for training. The class includes approximately four to six hours of classroom instruction (depending on truck types and application), written testing, as well as hands-on evaluations for each type of forklift. We are experts at working around busy schedules and will find a days and times which work for your facility. The pre-training “walk through,” classroom instruction, hands-on evaluations and the OSHA required follow up paperwork for each trainee are included in the cost of your training. Our instructors bring to life the realities of what can happen when forklifts are not operated safely. Your operators will leave with a new appreciation of the importance of their job to others lives and their own.

OPTION 2: CLASSROOM AT OUR TRAINING CENTER WITH HANDS-ON EVALUATION AT YOUR FACILITY (CENTRAL OHIO ONLY)

Course Description:
This is the perfect option for companies with only a few operators or if you just hired a person and need to get up to speed on a timely basis. This, approximately four to six hour classroom session, is conducted on a regular basis in Columbus, Ohio and on an “as requested” basis in other areas. After the class, we will set an appointment for traveling to your location to
conduct a hands-on evaluation on your forklift(s). You can view upcoming Columbus, Ohio dates and register operators on our web site at:

Central Ohio Dates:
http://www.forkliftrainingsystem.com/training-dates.htm

Central Ohio Registration:
http://www.forkliftrainingsystem.com/training-registration/

**OPTION 3: RE-EVALUATION**

Course Description:
Our re-evaluation class is geared towards companies with operators who have already been properly certified at your company and are in need of re-evaluation per OSHA 29CFR1910.178, which requires a re-evaluation at least every three years. This course consists of approximately one hour of classroom instruction, with hands-on evaluations immediately following. Topics such as operator focus and pedestrian safety, along with real life accident pictures and video clips, will remind your operators about the consequences of unsafe actions. It will get the attention of your experienced operators who already know “how to” operate safely, but may not be applying that knowledge every day on the job.

**PRICING**

**NOTE:** We do not list our training prices on line. For pricing please contact us directly. We offer training only to companies, we do not supply training to individuals looking to become forklift operators on their own.

Contact Dave Hoover at 740-763-4978 or dhoover@forkliftrainingsystem.com for pricing in Central/Northern Ohio and all other states except for Indiana and Kentucky.

Contact Dick Evans at 513-519-6947 or devans@forkliftrainingsystem.com for pricing in Indiana, Kentucky and Cincinnati/Dayton Ohio areas.

When contacting us please include your name, company name and phone number, so we can follow up with you promptly.

**CUSTOMER COMMENTS**
To Whom It May Concern:

We have been working with Forklift Training Systems (FTS) since November of 1999. During this time they have provided us with operator training for our many forklifts and aerial work platforms at the Mt. Vernon facility. They have also customized this training to our equipment and application and have updated it many times over the years to meet our changing needs. In addition to the certifications, they have also provided re-evaluation training as the operators expire, refresher training after things such as near misses and training for our supervisors so they can better understand mobile equipment safety and risk management.

Forklift Training Systems provides our employees with interesting and interactive training, because they have taken the time to get to know our site, our people and our equipment. They have also partnered with us to improve our mobile equipment/pedestrian safety and have made a number of suggestions over the years which have been valuable to us as a company. We know we can depend on them for great training and solid/factual advice in their areas of expertise.

We would recommend Forklift Training Systems to anyone looking for high quality forklift and aerial work platform training.

Sincerely,

David McCall
HSE Executive
Rolls-Royce Energy
To: David Hoover
From: Steve Melroy
Subject: Forklift Refresher Training

Dave,

Now that you have completed our forklift refresher training, I want to thank you for your effort.

We appreciate your timeliness in notification of our employees scheduled for renewal training. Forklift training is very important to our needs and it’s good to know we can count on Forklift Training Systems to track the certification status of our operators.

Since I had not worked with you prior to this opportunity, I decided to sit in on your classes to get a feel for how well our employees responded to your presentations. I was very pleased to observe our people paying attention and responding to your message of forklift safety. Although I don’t currently have a certification, I appreciate the thorough and professional delivery of information.

I thought the classroom segment was informative because of the presentation of safety tips, safety requirements, and actual scenarios involving forklift accidents. I watched our employees pay close attention as investigations revealed that simple mistakes and lack of attention can have fatal consequences. The driving portion of the test was a good opportunity for you to point out minor bad habits to our operators as they moved through the obstacles. Our employee comments were positive because they appreciated your positive and negative comments for each operator.

Thanks again for your service. I look forward to working with Forklift Training Systems in our next phase of employee instruction.

Steve Melroy

Safety Administrator