



THE RIGHT FIT FOR YOU

 Cisco-Eagle

WHY CHOOSE CISCO-EAGLE?

Our Employee-Owners are the Solution

www.cisco-eagle.com

TRULY DIFFERENT, REALLY BETTER

Our Employee-Owners **are** the Solution

“ I came to Cisco-Eagle for the opportunity to work on the biggest and best projects with the most innovative customers. I’ve had the chance to do that—and can’t wait to see what’s next. Most companies have good ideas. They work hard, are diligent and do the best they can. **What makes us the best choice? I say it comes down to our people. We’re all shareholders and partners in the business and conduct ourselves that way.** ”

—Eric, Employee-Owner Since 2018
Systems Integration Project Manager

shop  talk



Mission statement

Our employee-owners deliver high-value material handling, automation, service and safety solutions for industrial facilities and the people who operate them.

Vision statement

We aspire to drive change, productivity and improvement in every industrial facility with solutions that enable smarter, safer and more efficient operations.

Values

1. Respect for all
2. Uncompromising integrity and honesty
3. Continuous improvement
4. Commitment to excellence
5. Team environment
6. Customer/supplier partnerships

Why We’re Different

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A SPIRIT OF PARTNERSHIP

Fifty Years of Partnership and Performance



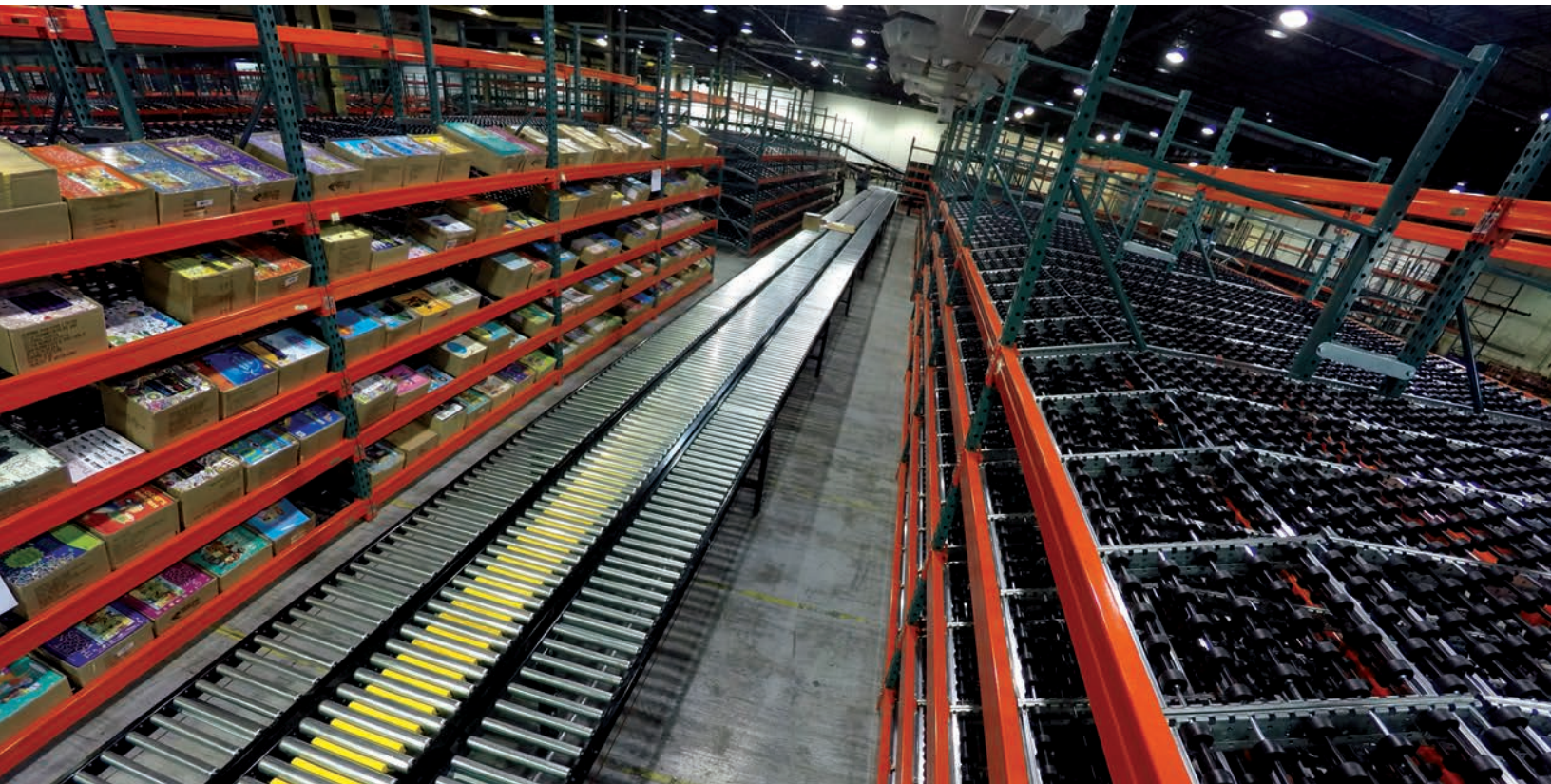
shop **talk**



When I started, there weren't many women in sales roles in the material handling industry. The majority of my customers are longtime partners who work with us time and time again because they like the solutions they get and the people they work with. You'll usually work with the same team for many years. **We're a long-term partner you can count on to get complicated projects right and take care of your business like it's our own.**



—Christine, Employee-Owner Since 2003
Account Executive



THE RIGHT SIZE FOR YOU

Big-Company Resources; Small-Company Service



A customer once told me he couldn't get a call back from an international conveyor company because the project was too small. I'll always call you back. You need the resources to handle complex projects—and many smaller companies can't do that. You'll enjoy our unique combination of personal service and deep resources. **You need a company that combines deep resources with a personal touch.**



—Cameron, Employee-Owner Since 2016
Account Executive



The fit—how a company matches to your needs—should be your main concern. Our culture is built for partnership with customers who want lasting performance and good value.

Large-company resources

- We execute multiple large-scale projects without fear that employee departures, illnesses or accidents could endanger your application
- We have concentrations of personnel in certain geographic areas, but the proven ability to work virtually anywhere you need us to
- We have the financial strength to execute larger projects that small companies can't

Small-company focus

- You'll work with the same team over many years because we retain key players longterm
- Your small projects matter to us. We won't turn away the kind of business some companies do
- We're willing to do custom applications and difficult work other companies won't try



YOU'LL WORK WITH AN OWNER

Everyone at Cisco-Eagle is a Shareholder and Partner

“



I pick and ship orders at our Dallas warehouse. Getting orders out on time and correctly is a point of pride. We bend over backwards to serve customers—and for each other—because we're all partners working for a common future. I do my part for myself and my partners to help all of us. **We grow only when we take care of customers and keep them coming back.**

—Alfredo, Employee-Owner Since 1999
Warehouse Coordinator

shop **talk**

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People stay at Cisco-Eagle twice as long as at most companies, meaning that you'll work with a deep and talented staff today, tomorrow and into the future

While the national employee tenure average is only four years, Cisco-Eagle employee-owners average over a decade. 18% of us have at least 20 years. Over 58% have been partners in the company at least five years—which on its own exceeds the national average. This stability builds expertise you can rely on.

The difference empowered employee-owners can make for you

- Access to the same sales, service and engineering teams makes all the difference for complex projects.
- People who are fulfilled and loyal to their company always deliver better service. People stay with Cisco-Eagle for the longterm due to our culture and shared equity. Cisco-Eagle's employee-owners are fulfilled in their work lives. You'll know the difference when you see it.
- We stay current on technology and more—our employee-owners average over 40 hours training a year.
- The National Center for Employee Ownership says employee-owned companies have superior financial and customer service outcomes. We believe relationships and consistency help us deliver great customer service. It's the “secret sauce” we'll bring to you.

FIVE DECADES OF PERFORMANCE

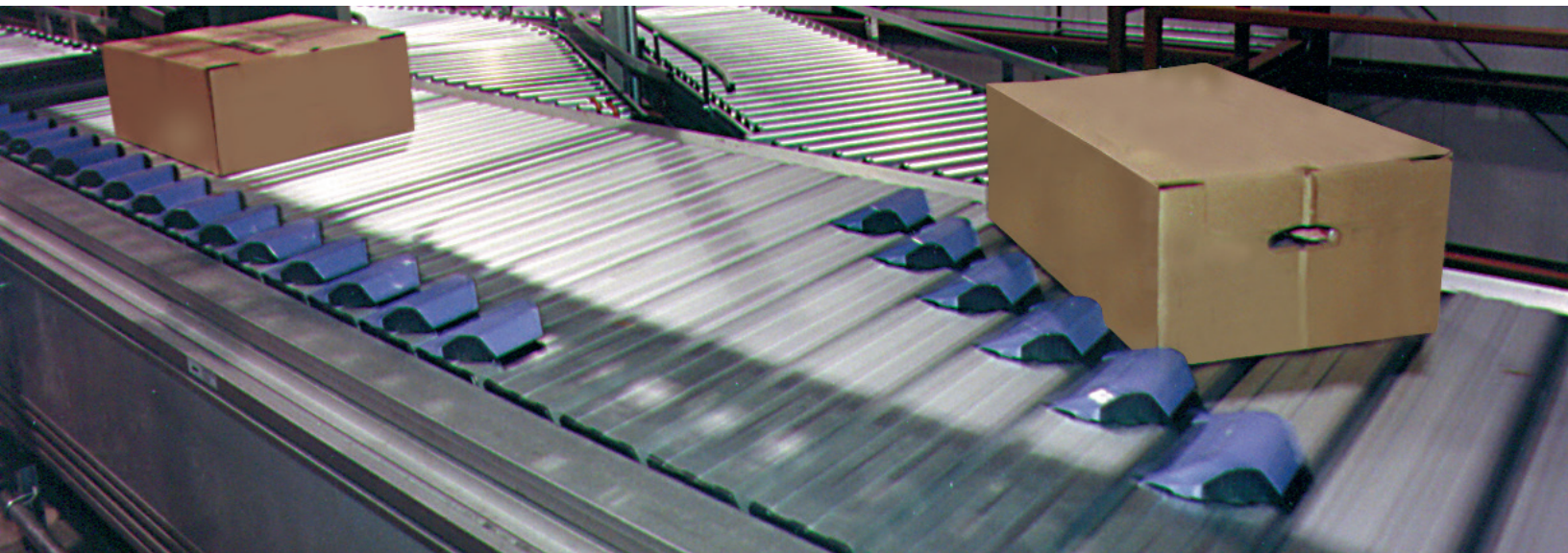
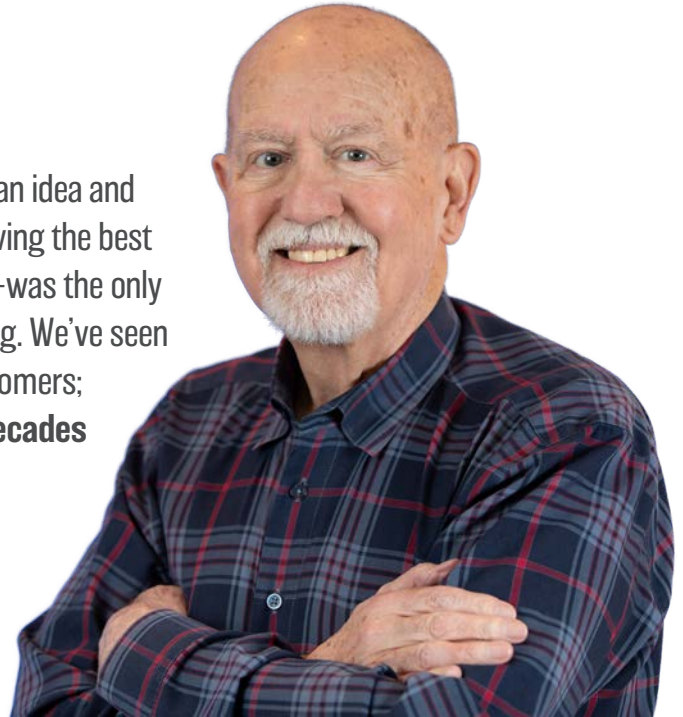
Young-Company Innovation Combined with Long Term Reliability

shop  talk

“ I founded Cisco-Eagle in 1970 with not much more than an idea and a lot of shoe leather. It didn't take long to realize that having the best employees—the kind who go the extra mile to take care of people—was the only thing I needed to do. We built this company to never stop innovating. We've seen competitors come and go and the chaos that creates for their customers; we'll be around for you for the long term. **Today, tomorrow, for decades you can rely on Cisco-Eagle**

—Warren, Employee-Owner Since 1970
Chairman of the Board

”



Count on us for the long term. Same company, same people, new ideas

Fifty years doesn't make us more reliable—processes and forward thinking does. Great companies endure because they focus on customers. They don't take success for granted. We built Cisco-Eagle to be both stable and innovative. That young company mindset must be nurtured while maintaining performance through all kinds of economic conditions. We will provide our audited financial statements on request to select clients.

EXCEPTIONAL CUSTOMER SERVICE

Service Flows from People, Resources and Processes

SERVICE



I joined Cisco-Eagle in 2012 and they made me employee-owner of the year in 2016. I love working here. One thing I enjoy is that I can take care of customers and make decisions, even if that costs extra money or takes extra time. **I get to make the right decisions to take care of our customers and make sure you get the best possible experience working with Cisco-Eagle.**



—Tina, Employee-Owner Since 2012
Customer Sales & Service



Service, Transparency and Accountability

Everyone touts their customer service, but it's impossible to know how you'll be treated in advance

- Exceptional service is more than great attitudes. It's people, processes, training, resources and information—and it's never by accident.
- Our customer service teams design processes and measurements to make sure we're always improving.
- We're looking for ways to make sure our customers are happy.
- All employee-owners receive detailed and ongoing customer service training. We know that empowered people armed with good information will make decisions that serve our customers best.

Our customers do the talking

We survey our customers and publish the results—something none of our competitors do.

- Every year, we summarize ongoing customer service survey results on our website. You can find these summaries on our blog—see <https://www.cisco-eagle.com/blog/2019/10/29/how-our-customers-rate-cisco-eagle/>
- We solicit ratings and reviews through a verified partner, TrustSpot. Once a customer reviews us, we have no control of what is said or the ratings. It's all public—positive or negative. <https://www.trustspot.io/store/Cisco-Eagle>

SYSTEMS INTEGRATION

Engineering, Design and Implementation Services



shop talk

I enjoy solving problems and the different types of projects I work on—from order picking conveyor systems to deep freeze high-density



storage to moving heavy manufactured components. You can count on our expert application design and project management. We've done multiple, simultaneous projects for 50 years so we can handle most anything you need. **I like finding better ways for our customers and helping them improve.**

—Denise, Employee-Owner Since 2015
Systems Integration Project Manager

Collaboration and innovation

The kind of support your project deserves is the kind our systems integration group delivers. You don't need surprises, delays or poor decisions that sacrifice reliability and quality for a few dollars.

- **You can count on our experience:** Cisco-Eagle's systems integration group brings you nearly 200 years of combined design and implementation experience across a large variety of industries and applications. We have thousands of successful projects and applications.
- **You can count on innovation:** We educate constantly, learning new methods and technologies to meet your needs. This systematic training approach helps us—and our customers—maintain modern and efficient approaches.
- **You can count on our depth:** Most of our local competitors can't provide comparable depth of engineering, experience and resources and typically can't adequately service large, simultaneous projects. Many larger companies can't match our focus and responsiveness.



DEDICATED FIELD SERVICE

Downtime is Expensive Time; Let Us Help You Reduce It



In my job, the most satisfying thing is to get a customer's operation up and running when they have a problem. You can see how much it means to them. Most of the companies in this business who have technicians train them mainly for forklifts, not for things like conveyors, docks or vertical lifts that we specialize in. I've driven five hours in the middle of the night to repair a conveyor line to help a customer get out of a jam. **I like making things work for our customers.**

—Eric, Employee-Owner Since 2008
Field Services Manager



shop talk



Maintenance, installation and service

We have in-house conveyor and material handling technicians. Our service technicians are extensively qualified. They are factory-certified for major lines of material handling and other types of plant equipment.

- **You can count on us 24/7:** We repair critical systems overnight and on holidays. Our service line, 800-230-9247, is answered 24/7.
- **You can count on our skills:** Cisco-Eagle factory-certified technicians have a deep understanding of conveyors, carousels, lifts, dock equipment, storage and other material handling equipment. We're OSHA-30 trained and work safely.
- **You can count on our collaboration:** We often work with maintenance departments to help them extend equipment life and reliability. We team with you and your people to provide the best solutions.
- **You can count on our resources:** It's risky to depend on third parties when it comes to critical systems that must run reliably. If there are issues, you'll have the full resources of Cisco-Eagle to resolve them.

SAFETY INNOVATORS



shop **talk**

My job is to make people safer at their jobs and I'm grateful I get to do it. I design and implement forklift safety systems that help manage dangerous areas where people and lift trucks are in close or frequent contact.

—Markus, Employee-Owner Since 2015, Safety Products Group



- Our innovative safety products group develops safety systems for forklift-pedestrian danger zones and other common industrial safety problems. This includes low-visibility areas, high-traffic zones, blind corners, workcells and other problem areas where people and industrial traffic mingle.
- We help companies create safer traffic plans and exclusion zones that reduce the chances for industrial accidents using a practical combination of sensor technology, processes, barriers, visibility enhancements and other systems.
- Our AisleCop® automated forklift safety system offers a highly configurable way to guard against collisions in dangerous areas of your facility.
- Sensors, such as the AisleAlert floor projection light system and the ZoneSafe proximity pedestrian detection system, reduce accidents by increasing awareness.



SUPPLIER PARTNERSHIPS

Best-In-Class Manufacturing Partners



STEEL KING™
BUILT TO DELIVER



ELEVATE
YOUR
STANDARDS®

WireCrafters



FANUC
Robotics



SOUTHWORTH
making work faster, safer, and easier



Deep Relationships with the Best in the Business

We're a top partner for many premier equipment manufacturers. Our relationships with a variety of manufacturers means that we can prioritize projects for our customers and ensure performance more effectively than smaller companies who lack our buying power, relationships and track record.

Few competitors can match our influence with key manufacturers and strategic partners who provide critical expertise and custom manufacturing that can make your project successful.



I started in systems integration and later moved into sales. This experience helped me understand how valuable our vendor partners are. As an integrator, we choose equipment and technologies from a number of sources to create the best solution for your needs. **We treat vendors and subcontractors well so they'll take care of you.**

—Antonio, Employee-Owner Since 2012
Account Executive

shop **talk**



SAFETY COMPLIANCE CERTIFIED

Documentation and Compliance

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Many companies these days require their contractors and subcontractors to submit detailed safety plans and to comply with third-party certification services.

shop talk

Companies who can't meet with these corporate requirements often cannot work on some or all of their sites the way Cisco-Eagle can. **We adhere to and document compliance with your safety and operational requirements.**

—Logan, Employee-Owner Since 2016
HSE Manager

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Compliance management

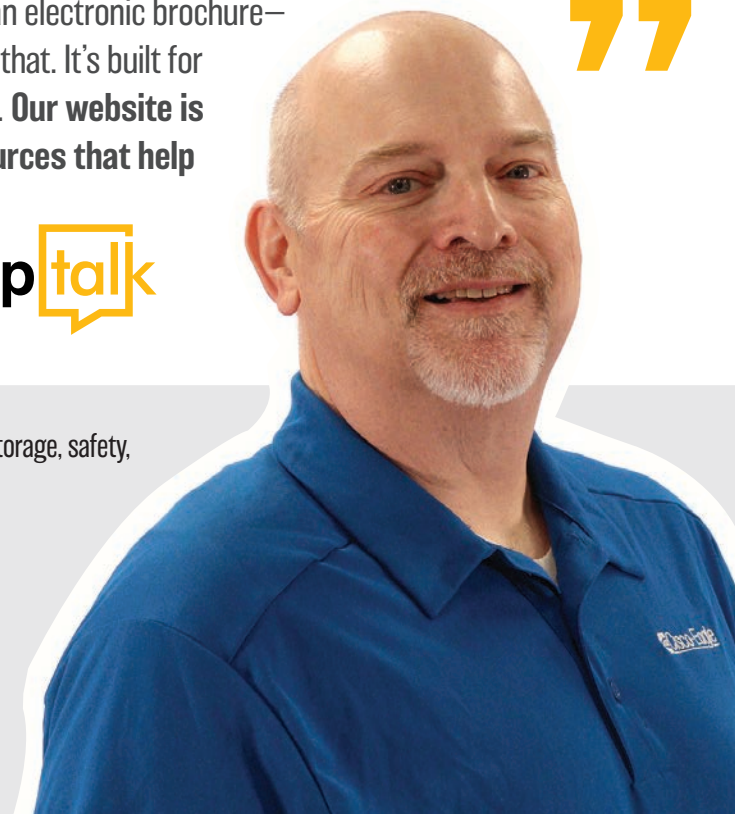
ISNetworld is a global resource for connecting corporations with safe, reliable contractors/suppliers from all types of industries. More than 500 hiring clients, of varying sizes, industries and regions use ISNetworld to manage their contractors' and suppliers' information, streamlining the qualification process, promoting transparency and communication and allowing hiring clients and contractors to create safer work environments.

In 2018, we were recognized as an ISNetworld preferred provider.

A WEBSITE BUILT FOR SERVICE

“ Most see their websites as a lead-generation tool—an electronic brochure—but we think of www.cisco-eagle.com as more than that. It's built for customer service and a place for our customers to visit for help. **Our website is a resource for our clients who need information and resources that help them thrive in their jobs.** ”

—Scott, Employee-Owner Since 1990
Marketing Director



- Read our frequently updated blog with articles, tips and information on order picking, storage, safety, warehousing, manufacturing and more. www.cisco-eagle.com/blog
- Find [Shoptalk](#) tips and information from our employee-owners.
- Visit our e-commerce site for over 40,000 curated products. www.cisco-eagle.com/catalog
- Use calculators, tools and estimators for storage and handling equipment.
- Watch hundreds of videos. www.cisco-eagle.com/video
- Download guides and product manuals for a variety of topics.

The screenshot shows the Cisco-Eagle website interface. At the top right, there are links for Catalog, Cart, Login, Careers, and Español. A search bar is located below these links. The main navigation menu includes Systems & Automation, Shop Online, Service & Maintenance, Tools, Case Studies, Industries Served, About Us, and Contact. The main banner features a large image of a conveyor belt system with the text "Conveyor and Material Handling Systems for High-Productivity Operations". Below the banner, there is a section for "Featured Products and Services" with four sub-images: Pallet Racks & Storage, AisleCop, Mezzanines, and Carton Flow Racks. A button for "+ Click For Conveyor Buyers Guide" is positioned below these images. In the bottom right corner of the website screenshot, there is a "Chat with us" button. On the left side of the screenshot, there is a video player showing a yellow forklift with the text "shop talk Flexible Facility Guarding Products".

SOLUTIONS & SERVICES



Conveyors—all types of systems:
www.cisco-eagle.com/conveyors



Racks and rack systems—including pallet rack, cantilever racks, die and tool storage, roll-out and other high-density storage solutions: www.cisco-eagle.com/racks



Carousels—high-density order picking:
www.cisco-eagle.com/carousels



Robotics—picking, palletizing & more:
www.cisco-eagle.com/robotics



Safety—equipment & systems:
www.cisco-eagle.com/safety



Mezzanines—structural, shelf supported:
www.cisco-eagle.com/mezzanines



Carton Flow—for picking & assembly:
www.cisco-eagle.com/cartonflow

Much More

- Automation & controls
- Storage: shelving, cabinets, bins
- Crossovers & platforms
- Workbenches & workstations
- Warehouse security equipment
- HVLS fans & facility lighting
- Forklift accessories & attachments
- Dock equipment
- High-speed & industrial doors
- In-plant offices/modular buildings
- Guardrails, bollards & barriers
- Casters & wheels
- Carts, trucks & mobile equipment



Partitions & gates—for plant security:
www.cisco-eagle.com/security



Lifts—scissor type, cranes, hoists, VRCs:
www.cisco-eagle.com/lifts

WHY CISCO-EAGLE?



Since all our employee-owners own shares and are empowered to make decisions that help our customers succeed, **we go to lengths to take care of you!**

—Missy, Employee-Owner Since 2013
Web Sales & Service



Dedicated to Partnership

You can count on us to put in the time and energy to become your trusted partner—the people you can trust to handle your business in such a way that you won't have to worry.

Big-Company Resources, Small-Company Service

Most companies in this industry are either small, specialized local companies or large international manufacturers. As a mid-size company, Cisco-Eagle is uniquely positioned to combine deep resources and focused customer service.

Exceptional Service by Employee-Owners

Our employees all own shares and consider each other partners. We have an owner mindset, which means we'll work to be sure you're satisfied. Our employees stay at Cisco-Eagle twice the national average, meaning we retain key players for your future needs.

50 Years of Experience and Stability

Companies come and go on economic tides. With 50 years of performance, you can count on Cisco-Eagle to deliver for you today, tomorrow and in a decade.

Relentless Customer Service

Without working with a company, it's impossible to say whether it's good at service. We release our customer ratings so you can read what real customers say about us.

Innovative Project & System Engineering

We maintain a fully-staffed systems integration team that handles simultaneous complex material handling projects.

Field Services Teams

Our in-house conveyor and material handling technicians are available 24/7. Few of our competitors can combine the ability to design, sell and service projects in-house.

Quick Facts

- Founded in 1970 with annual sales over \$80 million.
- An atmosphere of individual initiative and creativity with a culture that nurtures the family lives of employee-owners.
- We are all partners in Cisco-Eagle. Every employee owns shares in the company.
- Multifaceted customer base in manufacturing and distribution, including most every industrial segment.
- Customers in every U.S. state and over 70 countries.
- Headquartered in Dallas; major offices and sales offices in multiple states and customers in every U.S. state and region.

Warehouse Safety Systems

We help companies utilize equipment, technology and processes to increase employee safety in industrial environments.

Documented Safety Compliance

Modern companies demand documented safety procedures for their contractors, and we offer quick compliance. We can submit detailed safety plans and to comply with third-party certification services such as ISNetworld.

Strategic Manufacturing Partnerships

Few competitors can match our buying power or influence with key manufacturers or subcontractors who can make or break a project.

A Website for Modern Customer Needs

Most companies see their websites as nothing more than electronic lead generators, but we provide significant informational resources, tools, downloads, videos and more.



ANNIVERSARY
1970-2020

www.cisco-eagle.com

888.877.3861 toll-free

EXCEPTIONAL SERVICE BY EMPLOYEE-OWNERS