



## The Raymond Group Statement of Qualifications



## OUR VALUES

**Trust** | Conducting ourselves in a manner that will earn the respect of our employees, clients and vendors

**Integrity** | Operating with the highest moral standard

**Quality** | Achieving excellence in all that we do

**Safety** | Protecting the well-being of our employees

**Respect** | Recognizing and appreciating people's contributions

**Continuous Improvement** | Committing to move from good to great

**Work/Life Harmony** | Balancing a passion for work and a zest for life

**Teamwork** | Maximizing the collective talents of our people to accomplish our goals



## PRIMARY MARKET SECTORS

Amusement/Attraction

Casino/Gaming

Core and Shell

Education

Healthcare

Hospitality

Institutional/Civic

Mixed-Use

Parking Structures

Retail

Tenant Improvement

Transportation



## SELF-PERFORMED CAPABILITIES

Spray Applied and Intumescent Fireproofing  
Structural Framing  
Light Gauge Steel Stud Framing  
Spray Insulation and Soundproofing  
Drywall  
Exterior Sheathing  
Exterior Insulation and Finish Systems (EIFS)  
Exterior Prefabricated Panel Systems  
Rain Screen Systems  
Air and Water Barriers  
Insulation  
Lath & Plaster  
Venetian Plaster  
Veneer Plaster  
Le Decor Lime Plaster Systems  
Cast Molding and Ornaments (FRP, GFC, GFRG)

## THEMED FINISHES

Carved Plaster  
Millwork and Casework  
Custom Doors and Windows  
Tile  
Brick  
Stone and Rock Work  
Decorative Metal and Glasswork  
Specialty Finish Systems  
Wall Covering  
Painting  
Scenic Aging  
Faux Finishing

# TABLE OF CONTENTS

## THE RAYMOND GROUP

520 West Walnut Avenue  
Orange, California 92868  
714.771.7670 p  
714.633.1558 f  
CA License #243645

4589 Pacheco Blvd.  
Martinez, California 94553  
925.680.8300 p  
925.827.1436 f  
CA License #307786

6435 Valley View Boulevard, Suite H  
Las Vegas, Nevada 89118  
702.891.8875 p  
702.891.8876 f  
NV License #35448

5490 Complex Street, Suite 604  
San Diego, California 92123  
858.292.4499 p  
858.292.9144 f  
CA License #877824

CORPORATE PROFILE

PROJECT EXPERIENCE

SAFETY

QUALITY



## CORPORATE PROFILE

### KEY CONSIDERATIONS:

- 81 years in Operation
- 800 Employees
- Highly Skilled Craftsmen and Artisans
- Theming Experts
- Early Adopter of 3D Modeling
- Transparent Cost Plus Documentation
- Members of National Fireproofing Contractors Association (NFCA)
- Members of U.S. Green Building Council (USGBC)
- Members of Air Barrier Association of America (ABAA)
- EIFS Smart Contractor
- LEED Accredited Professionals
- Excellent Bonding Capacity
- Strong Balance Sheet and Financial Resources

For 81 years, Raymond has upheld the status as an award-winning union subcontractor. We have the expertise, innovation and capability of producing quality projects with unsurpassed safety. Raymond takes great pride in the quality and service we offer both in the field and in the office. Our corporate headquarters are located in Orange, California with full service offices in San Diego, the San Francisco Bay Area, and Las Vegas.

For each project, Raymond works proactively with the Owner, Designer, Architect, Engineering Consultant and Contractor, from schematic design through final construction documents. Holding both B and C Classification licenses, we can be a sole source for the general contractor, integrating and managing the efforts of the varied disciplines and subcontractors, and providing the owner and general contractor a sense of confidence and security. In addition to aesthetic design considerations, Raymond believes that timely and accurate estimates, value engineering and scheduling data are paramount to ensure that all Owner and General Contractor objectives are met.

We offer a complete range of services, from conceptual budgeting to value engineering and engineering design assistance. Services during the pre-construction phase include:

- Analyzing the design and completely understanding the Owner and Designer's intent.
- Coordinating and attending design focus meetings with the project team.
- Researching appropriate materials for overall cost control.
- Exploring and evaluating optional systems, materials and construction methods.
- Value engineering elements during the design/draft phase to maintain budget.
- Generating schedule of overall project and specific scope items.
- Producing detailed construction drawings.

Our commitment to you is based on the highest level of integrity in the industry and the finest quality and service available, while delivering projects on time and within budget.

At Raymond, we make it our goal to meet our clients' highest expectations. By providing dedicated service, we've established a tradition of success and we intend to uphold it, bringing our best to every project.

Raymond's approach to every project is based upon a key operational initiative:  
**"Provide the finest quality of service delivered with the highest level of integrity"**



HEALTHCARE,  
OSHPD

**JACOBS TOWER MEDICAL CENTER**

La Jolla, California  
*Kitchell Construction Company*

**CEDARS SINAI ADVANCED HEALTH SCIENCES PAVILION**

Los Angeles, California  
*Hathaway Dinwiddie Construction Company*

**HOAG MEMORIAL HOSPITAL, WOMEN'S PAVILION**

Newport Beach, California  
*McCarthy Building Companies, Inc.*

**HUNTINGTON MEMORIAL HOSPITAL**

Pasadena, California  
*McCarthy Building Companies, Inc.*

**CHILDREN'S HOSPITAL CO-GEN**

San Diego, California  
*A.O. Reed*

**KAISER SACRAMENTO**

Sacramento, California  
*Harbison Mahoney Higgins*

**KAISER PERMANENTE HOSPITAL**

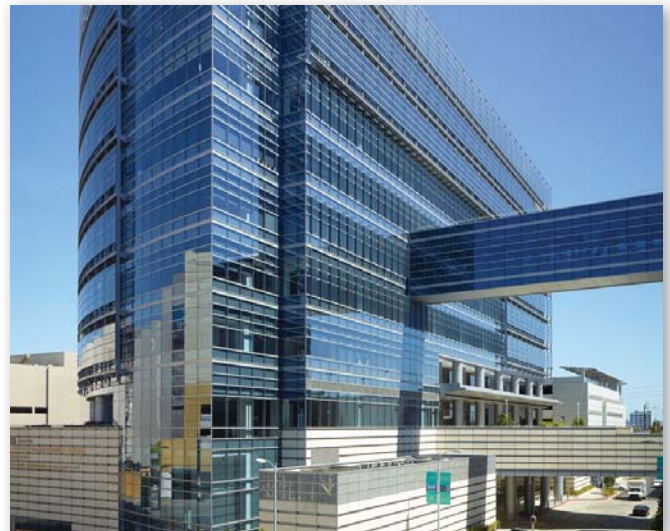
Oakland, California  
*Rudolph and Sletten*

**KAISER PERMANENTE**

San Marcos, California  
*Rudolph and Sletten*



*Jacobs Tower Medical Center*



*Cedars Sinai AHSP*

## PROJECT EXPERIENCE

### HEALTHCARE, OSHPD

#### **SCRIPPS CATH LAB**

La Jolla, California

*Turner Construction Company*

#### **SCRIPPS EARLY DETECTION CENTER**

La Jolla, California

*Turner Construction Company*

#### **NOVATO COMMUNITY HOSPITAL**

Novato, California

*Swinerton Builders*

#### **WHITE MEMORIAL HOSPITAL**

Los Angeles, California

*Turner Construction Company*

#### **PALOMAR POMERADO HEALTH**

Escondido, California

*Rudolph and Sletten*

#### **INLAND VALLEY MEDICAL CENTER**

Wildomar, California

*BSD Builders*

#### **SAN YSIDRO HEALTH CENTER**

San Ysidro, California

*Consolidated Contracting*

#### **LUCILLE PACKARD CHILDREN'S HOSPITAL**

Palo Alto, California

*Rudolph and Sletten*

#### **MISSION VIEJO HOSPITAL CICU AND TELEMETRY**

Mission Viejo, California

*Turner Construction Company*



*Scripps Cath Lab*



*White Memorial Hospital*



HOSPITALITY, RESORT,  
CASINO

**THE NEW MARRIOTT HALL**

San Diego, California  
*Clark Construction*

**HORSESHOE CASINO**

Cincinnati, Ohio  
*Messer/Pendleton*

**QUECHAN CASINO AND RESORT**

Winterhaven, California  
*ROEL Construction Company*

**GREAT WOLF LODGE & WATERPARK**

Garden Grove, California  
*Turner Construction*

**HOTEL INDIGO**

San Diego, California  
*Hensel Phelps Construction Company*

**THE DIEGAN HOTEL**

San Diego, California  
*Fifth Avenue Partners*

**PECHANGA RECREATION CENTER**

Temecula, California  
*ROEL Construction Company*

**AGUA CALIENTE CASINO RESORT AND SPA**

Rancho Mirage, California  
*ROEL Construction Company*

**FOUR SEASONS WESTLAKE VILLAGE HOTEL AND SPA**

Westlake Village, California  
*Matt Construction*



*Quechan Casino and Resort*



*Great Wolf Lodge*

HOSPITALITY, RESORT,  
CASINO

**HARRAH'S RESORT & CASINO**

Valley Center, California  
*W.E. O'Neil*

**SLS HOTEL & CASINO**

Las Vegas, Nevada  
*The PENTA Building Group*

**PELICAN HILL RESORT HOTEL AND SPA**

Newport Coast, California  
*Snyder-Langston*

**MARRIOTT RENAISSANCE AT HOLLYWOOD & HIGHLAND**

Hollywood, California  
*Matt Construction*

**THE VENETIAN LAS VEGAS**

Las Vegas, Nevada  
*Lido Casino Resort, LLC*

**BELLAGIO LAS VEGAS**

Las Vegas, Nevada  
*Marnell Corrao Associates*

**MGM GRAND**

Las Vegas, Nevada  
*MCA Construction*

**THE PALMS**

Las Vegas, Nevada  
*The Whiting-Turner Contracting Company*

**PARIS LAS VEGAS**

Las Vegas, Nevada  
*Perini Building Company*



*Harrah's Resort & Casino*



*SLS Hotel & Casino*

RETAIL

**TOWN SQUARE**

Las Vegas, Nevada  
*Marnell Corrao Associates*

**WORLD MARKET CENTER**

Las Vegas, Nevada  
*PENTA Building Group*

**CITY CENTER - CRYALS RETAIL**

Las Vegas, Nevada  
*Perini Building Company*

**PACIFIC CITY**

Huntington Beach, California  
*C.W. Driver*

**PALAZZO MALL**

Las Vegas, Nevada  
*Marnell Corrao Associates*

**NORDSTROM AT HORTON PLAZA**

San Diego, California  
*Pacific National Group*

**THE PROMENADE AT TEMECULA**

Temecula, California  
*Bomel Construction*

**ONTARIO MILLS MALL**

Ontario, California  
*The Whiting-Turner Contracting Company*

**LOUIS VUITTON**

Beverly Hills, California  
*Illig Construction*



*Abercrombie & Fitch at Town Square*



*Pacific City*

RETAIL

**THE GROVE AT FARMER'S MARKET**

Los Angeles, California  
*The Whiting-Turner Contracting Company*

**THE COMMONS AT CALABASAS**

Calabasas, California  
*Peck-Jones*

**SANTA MONICA PLACE**

Santa Monica, California  
*Whiting-Turner*

**NEIMAN MARCUS AT FASHION ISLAND**

Newport Beach, California  
*Swinerton Builders*

**MISSION VIEJO MALL**

Mission Viejo, California  
*Debartolo Properties Management, Inc.*

**FOX HILLS MALL**

Culver City, California  
*Westfield Corporation, Inc.*

**WESTFIELD WEST COVINA MALL EXPANSION**

West Covina, California  
*Westfield Corporation, Inc.*

**YOSHI'S SAN FRANCISCO**

San Francisco, California  
*Qualogy Construction*

**BLOOMINGDALES**

San Francisco, California  
*Swinerton Builders*



*The Grove at Farmer's Market*



*Bloomingdales*

RESIDENTIAL / MULTI-FAMILY  
HOUSING

**TRINITY PLACE**

San Francisco, California  
*Swinerton Builders*

**TEN50 GRAND**

Los Angeles, California  
*Lendlease*

**DOMA LOFTS**

San Diego, California  
*Swinerton Builders*

**170 OFF THIRD CONDOMINIUMS**

San Francisco, California  
*Swinerton Builders*

**MISSION BAY BLOCK 26A**

San Francisco, California  
*Swinerton Builders*

**PASEO COURTS**

San Jose, California  
*Swinerton Builders*

**USC NORTH HOUSING**

Los Angeles, California  
*La Salle Construction*

**USC HOUSING AND RESIDENCE**

Los Angeles, California  
*La Salle Construction*

**USC OFF-CAMPUS HOUSING**

Los Angeles, California  
*Clune Construction*

**ORIENTAL WAREHOUSE**

San Francisco, California  
*Swinerton Builders*



*Trinity Place*



*TEN50 Grand*

RESIDENTIAL / MULTI-FAMILY  
HOUSING

**NEMA (10TH & MARKET)**

San Francisco, California  
*Swinerton Builders*

**201 SANSOME**

San Francisco, California  
*Swinerton Builders*

**CLUB QUARTERS HOTEL**

San Francisco, California  
*Swinerton Builders*

**ORCHARD HOTEL**

San Francisco, California  
*Swinerton Builders*

**SILVERCREST APARTMENT RENOVATION**

San Francisco, California  
*Swinerton Builders*

**990 POLK STREET**

San Francisco, California  
*Swinerton Builders*

**GHIRARDELLI SQUARE REHABILITATION**

San Francisco, California  
*Swinerton Builders*

**UCSD NORTH CAMPUS HOUSING  
THE VILLAGE AT TORREY PINES WEST**

La Jolla, California  
*Clark Construction*

**THE EGYPTIAN**

San Diego, California  
*Swinerton Builders*

**BRYANT SQUARE**

San Francisco, California  
*TAISEI Construction Corporation*



*NEMA*



*201 Sansome*

## TRANSPORTATION

### **QANTAS FIRST CLASS LOUNGE**

Los Angeles, California  
*Turner Construction*

### **MINETA SAN JOSE INTERNATIONAL AIRPORT TERMINAL B CONCOURSE**

San Jose, California  
*Clark Construction*

### **SAN FRANCISCO INTERNATIONAL AIRPORT TERMINAL 2 - BOARDING AREA D RENOVATION**

San Francisco, California  
*Turner Construction*

### **ACM AVIATION**

San Jose, California  
*Devcon Construction*

### **OAKLAND AIRPORT (REMODEL)**

Oakland, California  
*Turner Construction*

### **EAST DUBLIN BART PARKING STRUCTURE**

Dublin, California  
*Howard S. Wright*

### **SINGAPORE AIRLINES**

Los Angeles, California  
*Peck Jones Construction*

### **FLYAWAY BUS TERMINAL**

Van Nuys, California  
*Tutor-Saliba Corporation*



*Mineta San José International Airport*

## PROJECT EXPERIENCE

### INSTITUTIONAL, CIVIC

#### **UNITED STATES FEDERAL COURTHOUSE**

Sacramento, California  
*Morse Diesel Company*

#### **RONALD REAGAN FEDERAL COURTHOUSE**

Santa Ana, California  
*Ray Wilson Company*

#### **ATTORNEY GENERAL'S OFFICE**

Sacramento, California  
*Opus Southwest*

#### **RIVERSIDE COUNTY FAMILY LAW COURT**

Riverside, California  
*Camco Pacific Construction Co.*

#### **EAST MESA JUVENILE DETENTION FACILITY**

Birdland, California  
*Soltek Pacific Construction*

#### **ANAHEIM CONVENTION CENTER**

Anaheim, California  
*Hensel Phelps Construction Company*

#### **STOCKTON EVENTS CENTER**

Stockton, California  
*Swinerton Builders*

#### **THE INTERNATIONAL CENTER FOR POSSIBILITY THINKING, CRYSTAL CATHEDRAL CAMPUS**

Garden Grove, California  
*Matt Construction*



*Stockton Events Center*



*Riverside County Family Law Court*



EDUCATION

**SOKA UNIVERSITY PERFORMING ARTS**

Aliso Viejo, California  
*McCarthy Building Companies, Inc.*

**SOKA UNIVERSITY**

Aliso Viejo, California  
*Swinerton Builders*

**USC ANNENBERG ACADEMIC BUILDING**

Los Angeles, California  
*Bernards Brothers*

**SADDLEBACK COLLEGE**

Mission Viejo, California  
*C.W. Driver*

**UNIVERSITY OF CALIFORNIA AT IRVINE,  
HEWITT HALL**

Irvine, California  
*Hensel Phelps*

**SAGE HILL HIGH SCHOOL**

Aliso Viejo, California  
*Koll Construction*

**SAN JOSE STATE UNIVERSITY,  
CAMPUS VILLAGE**

San Jose, California  
*Clark Construction*



*SOKA University Performing Arts*



*USC Annenberg*

EDUCATION

**LMU LIFE SCIENCES**

Los Angeles, California  
*C.W. Driver*

**MARLBOROUGH SCHOOL**

Los Angeles, California  
*Matt Construction*

**SAN FRANCISCO STATE UNIVERSITY,  
DOWNTOWN CAMPUS**

San Francisco, California  
*Swinerton Builders*

**SCU LEAVEY SCHOOL OF BUSINESS**

Santa Clara, California  
*Devcon Construction*

**CUYAMACA SCIENCE & TECHNICAL MALL**

San Diego, California  
*Rudolph and Sletten*

**UNIVERSITY OF CALIFORNIA AT BERKELEY,  
STANLEY HALL**

Berkeley, California  
*McCarthy Building Companies, Inc.*

**UNIVERSITY OF CALIFORNIA, SAN  
FRANCISCO**

San Francisco, California  
*Rudolph and Sletten*



*LMU Life Science*



*San Francisco State Downtown Campus at Westfield*

## TENANT IMPROVEMENT

### **SOUTHERN CALIFORNIA EDISON STRATEGIC CENTER**

18101 Von Karman Avenue Irvine

### **CATALINA MEDIA DEVELOPMENT LLC**

3333 Empire Avenue Burbank

### **AMC CENTURY CITY**

Century City, Santa Anita

### **DELOITTE**

695 Town Center Drive, Suite 200 Costa Mesa

### **BRYAN CAVE**

3161 Michelson Drive, Suite 1500 Irvine

### **WINSTON & STRAWN**

333 S. Grand Avenue, Suite 3800 Los Angeles

### **KIDSPACE CHILDREN'S MUSEUM**

480 North Arroyo Boulevard Pasadena

### **ENDEAVOR TALENT AGENCY**

9601 Wilshire Boulevard, 3rd Floor Beverly Hills

### **WOLFGANG PUCK RESTAURANT**

9500 Wilshire Boulevard Beverly Hills

### **NORDSTROM**

Santa Barbara, Los Cerritos, Costa Mesa, Redondo Beach, San Diego

### **BROADCOM CORPORATE HEADQUARTERS, BLDGS 2/3**

5300 California Avenue, Irvine

### **GIBSON, DUNN & CRUTCHER LLP**

333 South Grand Avenue, Suite 4600, Los Angeles

### **NEIMAN MARCUS**

Newport Beach, Canoga Park

### **HARRY WINSTON JEWELERS**

310 North Rodeo Drive Beverly Hills

### **TAKEMOTO ENTERPRISES**

21300 Victory Boulevard Woodland Hills

### **NORTON SIMON MUSEUM**

411 West Colorado Boulevard Pasadena

### **ARCO PLAZA**

515 Flower Street Los Angeles

### **CAPITOL GROUP**

140 South State College Boulevard Brea



Gibson, Dunn & Crutcher, LLP



Neiman Marcus



CUT, a Wolfgang Puck Restaurant

## PARKING STRUCTURES

### **ABBOTT VASCULAR PARKING STRUCTURE**

Temecula, California  
*Swinerton Builders*

### **LA JOLLA COMMONS PARKING STRUCTURE**

La Jolla, California  
*ARB, Inc.*

### **R-7 PARKING GARAGE**

San Diego, California  
*Bomel Construction*

### **CHILDREN'S HOSPITAL PARKING STRUCTURE**

San Diego, California  
*McCarthy Building Companies*

### **SCRIPPS HEALTH PARKING STRUCTURE**

La Jolla, California  
*ARB, Inc.*

### **NORTHPARK PARKING STRUCTURE**

San Diego, California  
*McCarthy Building Companies*

### **PELICAN HILL PARKING STRUCTURE**

Newport Coast, California  
*McCarthy Building Companies, Inc.*

### **BEVERLY WILSHIRE PARKING STRUCTURE**

Beverly Hills, California  
*Hathaway Dinwiddie*

### **THE PIKE**

Long Beach, California  
*Bomel Construction Company*

### **GLENDALE COMMUNITY COLLEGE PARKING**

Glendale, California  
*McCarthy Building Companies, Inc.*

### **FASHION ISLAND PARKING**

Newport Beach, California  
*McCarthy Building Companies, Inc.*

### **IRVINE SPECTRUM PARKING**

Irvine, California  
*Turner Construction*



R-7 Parking Garage



Northpark Parking Structure



Top of Pelican Hill Parking Structure

## ATTRACTION

California Adventure Carthay Circle Theatre  
California Adventure Disney's Little Mermaid  
California Adventure Hyperion Theatre  
California Adventure Main Entry Buildings  
California Adventure Hollywood Backlot  
California Adventure Soaring Over California  
California Adventure Muppet Vision  
California Adventure Schmoozie's Facade  
California Adventure ABC Media Cafe  
California Adventure Disney Animation  
California Adventure Disney Legends  
Disneyland Indiana Jones Expeditions  
Disneyland Matterhorn Bobsleds (Remodel)  
Disneyland Aladdin & Jasmine's Adventure  
Disneyland Dream Suite  
Disneyland Team Disney Parking Structure  
(Toontown Backdrop facade)  
Disney Executive Office  
Disney Concert Hall, Founder's Room  
Disney Motion Pictures Set  
Disney Retail Tenant Improvement  
Team Disney Animation Facility  
Disney Newport Mock-Up  
Disney Goals Skating  
Downtown Disney Bldg. AA  
Team Disney Administration  
Team Disney Cafeteria



*California Adventure Disney's Little Mermaid*



*California Adventure Hyperion Theatre*

ATTRACTION

**T-MOBILE ARENA**

Las Vegas, Nevada  
*The PENTA Building Group*

**DODGER STADIUM 2013**

Los Angeles, California  
*Hunt Construction*

**DODGER STADIUM 2005**

Los Angeles, California  
*Gordon and Williams*

**DREAMWORKS ANIMATION FACILITY**

Burbank, California  
*Swinerton and Walberg*

**DOUGLAS THEATRE**

Culver City, California  
*Matt Construction*

**DPSS EXPOSITION PARK**

Los Angeles, California  
*McCarthy Builders*

**DLJ AT FOX PLAZA**

Los Angeles, California  
*Clune Construction*

**AMC 16 THEATRES**

Woodland Hills, California  
*Westfield*

**AMC 30-PLEX**

Covina, California  
*MBK Construction*



*T-Mobile Arena*



*Dreamworks Animation Facility*

## RAYMOND SAFETY SUMMARY

Raymond's Safety Department is headed by Edward Hanley, Director of Safety. The department also employs a staff of five (5) full-time employees specializing in varying disciplines of safety program management. The Safety Department proactively develops programs to prevent incidents and address job site hazards, in our continued effort to achieve safety excellence. The Raymond Safety Program integrates elements described in the "ANSI Z10 Occupational Health and Safety Management Systems" standard.

Raymond has implemented a formal Return-To-Work Program for its employees. Employees are returned to work under modified duty until they are released for full duty. This program is essential in reducing insurance costs.

A Raymond executive leadership team was developed to review our safety program. Their recommendations have assisted us in reducing hazards and incidents. Raymond has also implemented a pre-employment and post-accident drug testing program effective January 1, 2003. This policy matches the current policy already in place in Nevada since 1993.

We have implemented an incentive program, which awards an employee with a job well done and various awards for performing their job safely.

## RAYMOND SAFETY STATISTICS

Raymond certifies to the following Experience Modification Rates (EMR) for the five(5) most recent fiscal years:

	2013	2014	2015	2016	2017
CA Compensation Experience Modification Rate:	.58%	.52%	.51%	.57%	.70%
NV Compensation Experience Modification Rate:	.88%	.71%	.71%	.64%	.61%

## POLICY

The Raymond Group is committed to protecting the safety and health of each employee as a value of the organization. The implementation of actions to help achieve a healthy, injury-free work environment is a leadership responsibility. To help ensure that policy commitments are translated into appropriate actions, we recognize the importance of employee participation. We have a commitment to continual improvement of employee safety and health. Finally, the organization must conduct operations in compliance with applicable law and regulations, as well as in conformance with its own safety and health standard. To assure the success of our policy, the company has implemented this Safety and Health Program. The program encompasses the following items:

- Identifying roles and responsibilities.
- Providing you with workplace safety practices.
- Conducting safety and health inspections to find and eliminate unsafe working conditions or health hazards.
- Investigating workplace accidents promptly and thoroughly to find the cause and to make corrections so that it does not happen again.
- Training all employees in good safety and health practices.
- Establishing communications regarding workplace safety and health.
- Developing and enforcing safety and health rules and requiring employees to follow these rules as a condition of employment.
- Recognizing employees for safe practices or performance, and counseling employees for failure to follow safe and healthful practices.

Raymond recognizes that safety is a shared responsibility. These responsibilities can be met only by working continuously to promote safe work practices among all employees and to maintain property and equipment in safe operating condition. By working together we can maintain a safe working environment for all employees.

**Every employee has the responsibility and the right to refuse to perform work they believe is unsafe without fear of reprisal.**



Travis W. Winsor, Chief Executive Officer



## QUALITY ASSURANCE MANAGEMENT

Raymond has incorporated Quality Assurance as an integrated system of management.

Our Quality Assurance Management is one of our core competencies that separate Raymond from our competitors. Raymond's extensive training programs and best practice measures have guaranteed our clients the quality assurance as well as the highest-level of service that is consciously maintained and managed throughout our organization. Our shared vision of quality extends beyond the highest quality of product installation to a culture of providing quality in all aspects of our business.

The objectives of Raymond's quality control program are managed at each level of our organization and are ultimately controlled with the implementation of project specific quality assurance plans. Our approach to quality begins at the estimating stage and is followed through each operational step with adherence to Raymond's standard operating procedures. Our processes are standardized throughout the organization and documented within Raymond's Estimating, Project Management and Field Manuals located on our intranet.

Each member of Raymond's team is responsible for ensuring that Raymond's legendary reputation for quality is carried forward on every project. At Raymond, Quality is one of our Core values:

*Achieving excellence in all that we do.*