

It takes an entire company.

Each Ruan team member is relentlessly dedicated to you and your cargo. Our entire company is set up to provide an ideal transportation solution for your products. For over 80 years, we've developed technologies, training programs, safety innovations and best practices that have enabled us to build a company uniquely positioned to support all of your logistics needs.

Built to support your cargo.

Transportation Expertise

- + More than 80 years in the transportation industry
- + Experienced, professional drivers with 1/5 the turnover of the industry average

Megasafe Culture

- + First in the industry to implement a formal safety program
- + Developed the Megasafe7 Rules of Safe Driving, a series of training modules focused on safe driving practices
- + Well-maintained equipment
- + Strict adherence to hours-of-service rules and other regulations
- + Leader in Compliance, Safety, Accountability (CSA)
- + Voluntary ban on all cell phone use in all Ruan vehicles

Superior Service

- + 99.8 percent on-time delivery
- + Continuous commitment to quality and system improvement
- + 24/7 customer care
- + Asset- and non-asset-based solutions
- + Performance guarantees measured by co-developed Key Performance Indicators (KPIs)
- + 99.7 percent customer retention rate

Design and Optimization Resources

- + Flexible, ongoing analysis of our clients' distribution models to provide the most efficient solutions
- + Design, routing, optimization and reporting tools enhance visibility for improvement opportunities

Smooth Integration and Implementation

- + On-site managers to direct fleets and drivers
- + Customized, seamless implementation plans administered by a qualified, local team

Strong Leadership

- + Long-standing member of the American Trucking Associations (ATA) and National Tank Truck Carriers (NTTC)
- + Member of the leadership council for the SmartWaySM initiative — a joint government/industry program to reduce carbon emissions
- + Co-chair of the E-SMART initiative for the Innovation Center for U.S. Dairy
- + Member of the Metals Service Center Institute (MSCI), California Creamery Operator's Association (CCOA), Retail Industry Leaders Association (RILA), Solid Waste Association of North America (SWANA) and Council of Supply Chain Management Professionals (CSCMP)

THE GOODS ON US

**80
YEARS**

PRIVATELY HELD,
FAMILY OWNED
CORPORATION
WITH 80 YEARS OF
TRANSPORTATION
EXPERIENCE

MILLION IN REVENUE

\$750

233 OPERATIONS NATIONWIDE



HEADQUARTERED
IN DES MOINES, IA



5,100 TEAM MEMBERS
(4,100 DRIVERS)



OWN OR OPERATE
3,300 POWER UNITS



OWN OR OPERATE 5,900 TRAILERS

Core Services

Dedicated Contract Carriage

Whether you choose an asset- or non-asset-based service, we'll give you 5,100 team members at more than 230 nationwide operations—all focused on improving your bottom line.

Integrated Solutions

Ruan offers several specialized services that can be seamlessly integrated into your supply chain.

+ Logistics management	+ Cross docking
+ Ruan Certified Brokerage Services	+ Distribution optimization and route planning
+ Carrier management & compliance	+ Kitting and assembly
+ Load planning	+ Warehousing
	+ Quality inspections and more

In addition to finding trucks to haul freight on a load-by-load basis, we generate backhaul revenue for our clients by lining up freight for trucks that might otherwise return home empty. Take advantage of Ruan's partnerships with more than 3,000 carriers nationwide.

Bulk Transportation

We are experts in transporting a variety of bulk products and are the leading supplier of bulk transportation services to private fleet and contract carriage shippers nationwide. We work with our customers to design custom trailers that can reduce cost per hundredweight by as much as 20 percent, maximizing payloads.

We transport it all.

Ruan has experience transporting goods in every industry. We handle just-in-time shipments of raw materials; choreograph the intricate logistics of the construction industry; lead the nation in dairy transportation; and have an unmatched on-time record for large retail and grocery customers.

A SAMPLE OF THE MANY INDUSTRIES WE SERVE



RETAIL



DAIRY



MANUFACTURING



FOOD AND GROCERY



BUILDING MATERIALS/SUPPLIES



BULK FOOD GRADE



AGRICULTURE



METALS



WASTE



INDUSTRIAL GASES



MEDICAL SUPPLIES



CHEMICALS



BULK EARTH PRODUCTS



MINING

Independent by choice and by nature.

Ruan is one of the largest privately owned carriers in the United States. This has allowed us to remain true to the same principles of integrity, dedication and partnership championed by our founder, John Ruan, 80 years ago.



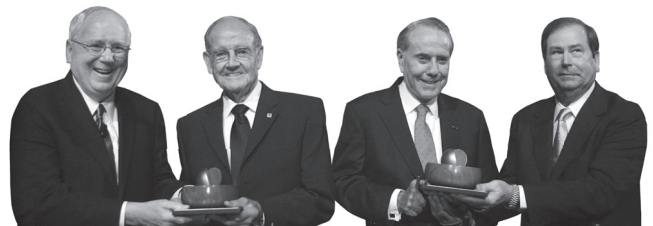
Committed to environmental responsibility.

Whether it is our involvement in the SmartWaySM initiative to reduce carbon emissions, our collaboration with OEMs to develop more efficient engines or our use of alternative and cleaner-burning fuels, Ruan is leading the industry in the pursuit of sustainable transportation solutions.



Committed to our community.

Ruan strives to be more than a transportation partner. In each of our locations—from our headquarters in Des Moines, IA, to our terminals across the nation—we are an integral part of the community, providing monetary and manpower support to diverse causes. In addition, Ruan is the principal sponsor of the World Food Prize. This award honors individuals who have made vital contributions to improving the quality, quantity or availability of food throughout the world.



Ruan's core competency: Dedicated Contract Carriage

Ruan's DCC solution provides customers with all the advantages of an in-house fleet without the headaches. We handle all facets of the supply chain, increasing efficiency and reducing your overall transportation spend.

People

- + Flat organizational structure — decisions can be made and changes implemented quickly
- + On-site management work alongside your team to ensure 100 percent client satisfaction
- + Complete human resources services — including driver and management recruiting, reviews and recognition
- + Dedicated Asset Support group focused on generating backhaul revenue
- + Director of safety and nine regional safety managers provide continuous safety training

Safety and Risk Management

- + Your regulatory and liability risk is transferred to and mitigated by Ruan
- + Commitment to safety and attention to regulatory issues such as CSA and hours of service

Design and Optimization Resources

- + Potential cost savings
- + Ruan's synergy with our clients' overall networks
- + A team focused on driving continuous transportation efficiencies

Transportation Management System

- + Multi-million dollar investment in RTMS2.0 transportation management system
- + Accurate information reporting and increased data visibility
- + Electronic on-board recorder (EOBR) technology by PeopleNet

Quality and Process Management

- + Quarterly business reviews and a process-oriented approach, incorporating thorough analysis and mutually agreed upon Key Performance Indicators (KPIs)
- + Project management team trained in Lean Sigma and Six Sigma, and dedicated to partnering on continuous improvement initiatives

Asset Management

- + Personnel focused on the procurement and disposal of tractors, trailers and support equipment
- + Maintenance philosophy: Maintain as new
- + Focused on maintenance processes, including preventative maintenance programs, maintenance facility safety programs, technician training and vendor management

Seamless Implementation and Transition Plan

- + We protect your people — offering competitive compensation, benefits and placement options for qualified candidates
 - Ruan typically retains more than 80 percent of our clients' drivers

Everyone at Ruan is dedicated to your business and to your cargo. Please contact Ruan today to find out how we can help you increase efficiency and improve your supply chain.

For more information:

(866) 782-6669

www.ruan.com

