

the power of



***RUAN***

Dedicated Contract Carriage + Supply Chain Solutions



# AND.

**That's a word you'll hear a lot when you partner with Ruan.**

Dedicated Contract Carriage (DCC) and Logistics Management. Supply Chain Optimization and Certified Brokerage Services. Warehouse Management and Subassembly. Ruan's Integrated Solutions encompasses it all, giving our customers their ideal combination of asset- and non-asset-based solutions that get goods from point A to point B safely and efficiently.

We provide flexible solutions because we know your goods are never just products. They're your business. They're the result of many, many hours



of labor, meetings, strategizing, production — sometimes by thousands of people working in concert all over the globe.

And we take this responsibility very seriously. We are an important link in the supply chain, and we've built our company to support yours in whatever way makes the most sense.

***That's the power of Ruan. That's the power of AND.***



PRO Start+

knowledge



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0109350



**When you partner with Ruan, you work with the industry's finest fleet. That's because every one of our more than 5,100 team members is your advocate.**

It starts with your professional drivers. They're dedicated to your route and to your company. And we only hire experienced, professional drivers with the finest safety records who are committed to providing on-time performance and exceptional customer service.

Ruan engineers work with manufacturers to specify tractors and trailers that increase payload capacity, operating efficiency and revenue. Logistics personnel continually seek to remove inefficiencies and optimize supply chains using tools like LeanSigma.

Dispatchers at Ruan headquarters in Des Moines and terminal locations nationwide work closely with professional drivers to coordinate schedules, ensuring enough manpower is always available to transport your goods, while complying with complex federal and state regulations like hours of service.

And our professional technicians perform regular maintenance to keep our trucks on the road and in their optimal — and safest — condition.

These relationships make up the cornerstone of the Ruan promise: That we will keep your company moving forward, and that all of us are dedicated to supporting your business and improving your bottom line.

1/5

Ruan has a driver turnover rate that is one-fifth the national average. This low turnover, combined with Ruan's strategy of assigning professional drivers to one main client and route, means drivers gain an extensive understanding of our clients' needs.

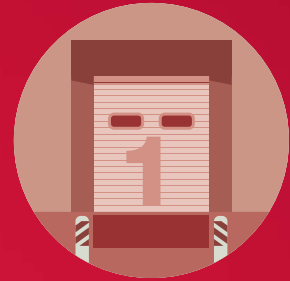




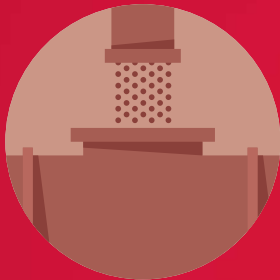
Logistics Management



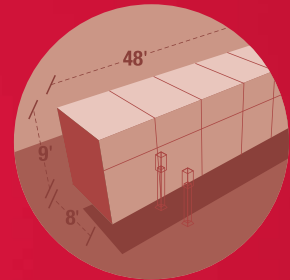
Dedicated Contract Carriage



Warehouse Management



Bulk Transportation



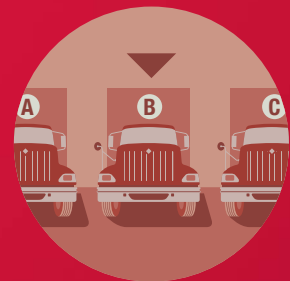
Custom-Built Transportation



Carrier Management



Kitting and Subassembly



Brokerage Services

## Transportation designed around you.

**Ruan's Integrated Solutions offering can utterly transform your supply chain, making it more efficient and profitable. And the service solution is always unique to you and your needs.**

We consult with you to design a solution that makes the most sense for your company. Sometimes that means using many of our services; sometimes that means using only a few. But it always results in a solution that ensures your supply chain

operates safely and smoothly. And it gives you the ability to focus on your core business.

Integrated Solutions encompasses every part of the supply chain. Dedicated Contract Carriage. Logistics Management. Warehouse Management. And more. Combining these services allows Ruan to create custom solutions that guarantee capacity and give you exactly what you need — nothing more, nothing less.



On July 4, 1932, our company began with one truck, one man and one load of gravel. Since that day, we have transported goods for almost every industry, in every capacity. And we pride ourselves on creating the right solution, whatever the need.

Ruan is your single source for the solutions you need.



### Dedicated Contract Carriage

Today's transportation environment is simply too complicated and too competitive to participate in part time. But when companies choose to run their own fleets, that's what they're doing.

With our Dedicated Contract Carriage service, Ruan's fleet becomes your fleet. We provide complete door-to-door shipping solutions; handle all labor issues; manage all regulatory and safety requirements; and assume the risk. Our ongoing investments in tractors and trailers mean your goods ship in late-model equipment. And, in addition to freeing up capital, some customers benefit from an improved tax position.



### Bulk Transportation

Ruan began transporting bulk goods in 1932. We transport all categories of bulk materials, including food-grade liquids, agricultural and earth products, chemicals and industrial gases, solid waste and mining commodities.

Over the years, we have continually fine-tuned our operating procedures, our approach to driver training and our tractor/trailer technologies. The only thing we haven't done is stand still.

We've become the leader in bulk transportation by innovating and continuing to come up with new ideas and new approaches.



### Certified Brokerage Services

For pure brokerage customers, we leverage our extensive network to secure the fastest service for the best possible rates, regardless of the type of freight or bulk commodity. Ruan has relationships with independent trucking companies nationwide, and because we've already vetted these companies, you can be confident that experienced carriers are transporting your products.



### Carrier Management

Managing carriers is just one more process that involves intensive detail management by a large labor pool or sophisticated TMS tool. Ruan's transportation expertise allows us to negotiate rates that give clients the lowest cost per truckload. We provide LTL, intermodal rates and service negotiation, freight payment and audit options, and we oversee carriers to ensure your goods get where they are needed — on time and on budget.

#### Industries Served

Retail 	Dairy 	Manufacturing 	Food and Grocery 	Building Materials 	Bulk Food Grade 	Agriculture 
Metals 	Waste 	Industrial Gases 	Medical Supplies 	Chemicals 	Bulk Earth Products 	Paper/Corrugated 

81  
YEARS

Privately held, family owned corporation with more than 81 years of transportation experience

John Ruan  
Founder







### Logistics Management

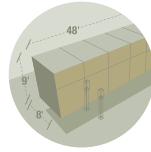
In addition to brokerage services and carrier management, Ruan's logistics management solution can encompass a wide variety of non-asset-based services. We provide you with mode selection, facilitate cross docking and postponement, perform LTL consolidation and offer intermodal freight management. We plan loads and haul freight on a load-by-load basis.

And, we line up backhaul freight for any of our clients' trucks that might otherwise return home empty. This service helps control costs and, because it lessens the number of trucks on the road, reduces carbon emissions.



### Kitting and Subassembly

When Ruan's manufacturing clients employ kitting and subassembly as part of a supply chain solution, they see cost savings and time efficiencies. That's because we're able to postpone the final assembly of products to a point closer to your stores or distributors. As a result, you have the ability to provide products as demand requires and even offer a higher level of customization of the finished products as requested by your consumer.



### Custom-built Transportation

For bulk transportation customers, higher capacity trailers can be a major competitive advantage. That's why Ruan's on-staff engineers are always looking for opportunities to design trailers with higher payloads. A past project for a waste disposal company was able to increase capacity by 15 percent, while a separate project designed a gravel trailer that reduced the cost per hundredweight by 20 percent.



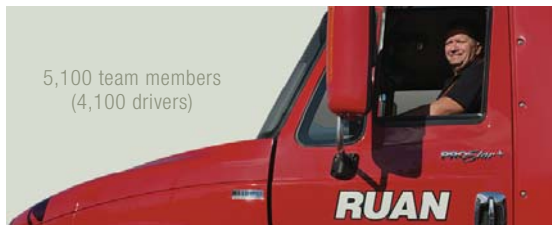
### Warehouse Management

Ruan can provide assistance to customers who need to store products or goods before shipping or assembly. We specialize in just-in-time (JIT) delivery and time-sensitive shipments. We can provide inventory management with our warehouse management software, kitting and subassembly, and we even manage independent warehouses. This allows our clients to increase efficiency and improve inventory accuracy, and to reduce cycle times, order-to-cash cycles, obsolescence and carrying costs.

# \$775

Million in revenue – 2013

5,100 team members  
(4,100 drivers)



260 operations nationwide



Headquartered  
in Des Moines, IA



Own or operate 7,500 trailers and 3,900 power units





# quality

Your transportation solution is never finished at Ruan. We are continually trying out new ideas and working with suppliers to identify new technologies that can benefit customers. Industry-specific training for our professional drivers adds value to the supply chain, and certification programs — when appropriate — ensure compliance with the regulations and safety requirements unique to your products or industry.

We get to know your operations thoroughly, offering customized solutions that evolve as your needs evolve. Then, using a process-oriented approach, we assess your company goals and customize a system that makes the most sense for your business.



# value

Once the process is up and running, we want to ensure that you and your company are getting the best possible value. So we review the supply chain based on Key Performance Indicators (KPIs) and adjust it accordingly to improve your bottom line. And we conduct annual customer satisfaction surveys and create action plans to learn how we can serve you better.

We also use LeanSigma techniques to eliminate variation and waste from our business processes. Projects analyzed with this methodology sometimes achieve large cost savings or, in other cases, result in a significant increase in customer satisfaction.







## Innovation driven by values.

**Ruan is not a “me too” company. Instead, we take our cues from our company values and integrity. And when it makes sense for our customers, our team members or the industry, we take the lead.**

We took the lead in safety because we value our team members' lives and our customers' goods. In the mid-1940s, Ruan was the first transportation company in America to introduce a formal safety program. Since then, our proprietary Megasafe Safety Program and the Megasafe7 Rules of Safe Driving have driven safety innovations and — undoubtedly — prevented injuries and reduced material damages.

We invest in technology when it's right for our customers and our processes. All the technology we use helps us transport your goods more efficiently. RTMS2.0 — our transportation management solution — aggregates data across a wide variety of tools and provides reports that help us (and our customers) refine supply chains. Oracle Transportation Management (OTM) software lets us integrate and streamline transportation planning and execution across all modes. In addition to a host of

communication and safety features, PeopleNet onboard electronic recorders simplify tracking and complying with the federal hours-of-service regulations. We use a powerful tool called Track and Trace to provide real-time information on any shipment within our network. And we take advantage of equipment technology to develop more reliable and more efficient tractors and trailers.

Finally, we choose environmentally friendly solutions because it's the right thing to do. We are a member of the SmartWay<sup>SM</sup> Transport Partnership — an effort by transportation companies and the U.S. Environmental Protection Agency to significantly reduce greenhouse gases and air pollution — and were honored with a 2012 and 2013 SmartWay Excellence Award for being a true industry leader in freight supply chain environmental performance and energy efficiency. This leadership position extends to alternative fuels, too. Ruan is committed to expanding our use of compressed natural gas (CNG) and currently runs several fleets on this low-emission fuel — helping our customers meet carbon reduction goals affordably and efficiently.

At a dairy in Indiana, the cows are used to power the trucks that deliver the milk. How? Simple: By transforming the methane from cow manure into compressed natural gas and using the fuel to power our fleet.





## Local service.

Ruan is a local business all over the country. Most drivers have home daily routes that have them delivering your goods all day and back home at night for a child's dance recital or a burger and baseball game. These locations are staffed with friendly, local team members familiar with the area, on-site with clients and dedicated to our customers' businesses.

# here



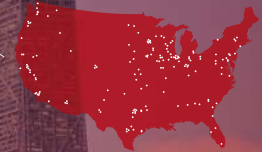
National reach.

But Ruan also has the national reach, convenient service and efficiency of a national organization. More than 260 operations across North America provide customers with experienced drivers and personnel with expertise in all parts of the supply chain. We are there for you — from north to south and east to west. So wherever your business takes you, you'll find Ruan there.



there

MORE THAN 260 OPERATIONS NATIONWIDE







**give**



**take** (initiative)





THE WORLD  
FOOD PRIZE

## Committed to our communities — and the world.

### Headquartered in Des Moines, IA, Ruan is proud to be an important part of the communities we serve.

We helped kickstart the revitalization of downtown Des Moines in the 1970s with our construction of the 36-story Ruan Center and the 14-story Two Ruan Center, and by investing in the Marriott Hotel. Our support convinced many other companies to remain in Des Moines, and the positive impact can still be seen today.

We are equally committed to the communities in which we have terminals and maintenance facilities. Our team members give generously of their time and money to important local, national and global causes. And, we have proudly endowed the World Food Prize for nearly 25 years.

Created in 1986 by Nobel Peace Prize winner Dr. Norman E. Borlaug, the World Food Prize honors the lifetime achievements of individuals who have advanced human development by improving the quality, quantity or availability of food in the world.

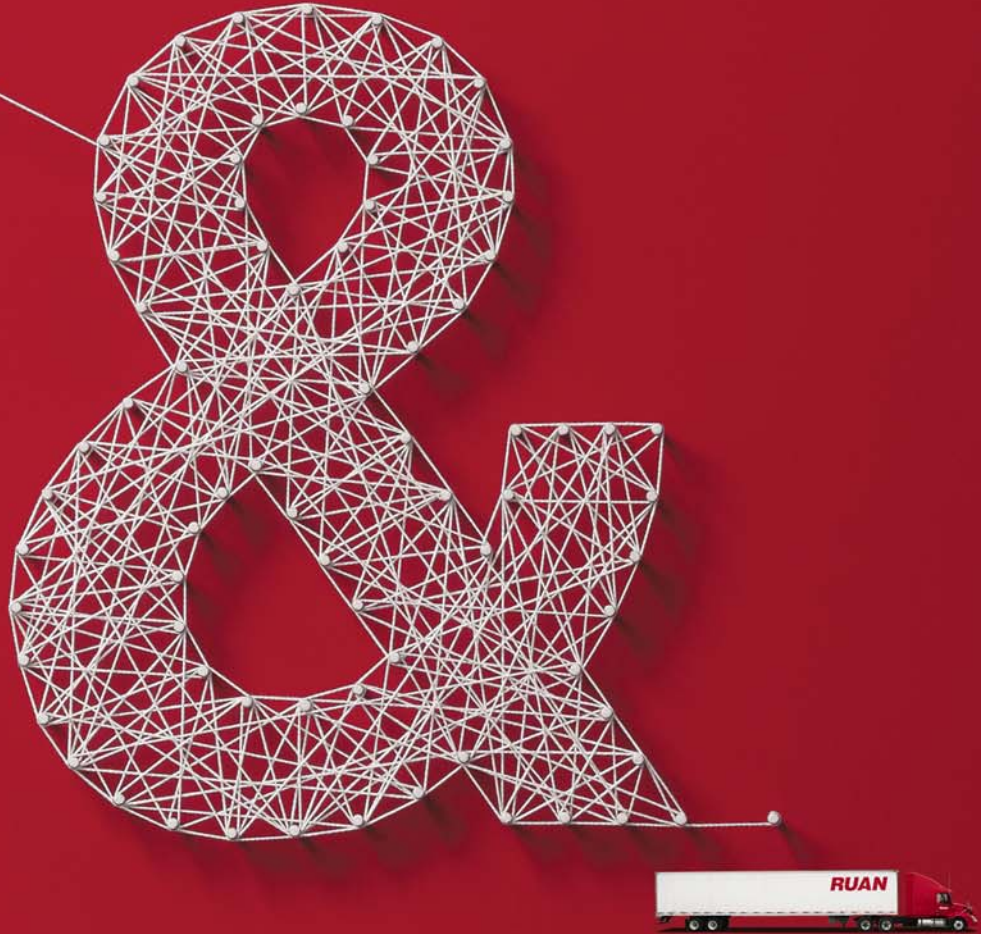
Today, with its \$250,000 award, the World Food Prize is the foremost international award recognizing excellence and progress in overcoming global food production and distribution challenges while inspiring new generations to embrace the cause. And the prize has a permanent home at the World Food Prize Hall of Laureates, a \$29.8 million renovation of the century-old Des Moines Public Library building spearheaded by John Ruan III, the Ruan family and the City of Des Moines.



John Ruan III presents laureate John Agyekum Kufuor with a 2011 World Food Prize.

The partnership between John Ruan and Dr. Norman E. Borlaug began in 1990 when Mr. Ruan stepped forward to endow the World Food Prize. The two men shared a desire to improve food security and eradicate hunger around the world. Today, John Ruan III has succeeded his father as chairman of the World Food Prize and continues to support this worthy goal.

you





Since 1932, we have treated our customers with the utmost respect and care. From our professional drivers to the support staff working to design the most efficient supply chain solutions, our entire company is dedicated to getting your goods from point A to point B.

The investment you put into your products and your business is too valuable to trust with just anyone. Whether you are large or small; whether you are a new customer or one of our oldest; whether you use one of our services or many, our promise is simple:

You will always get what you need. And you will always get our best.

***That's the power of Ruan. That's the power of AND.***

TO START TAKING ADVANTAGE OF THE POWER OF AND, CALL **(866) 782-6669** OR VISIT **[WWW.RUAN.COM](http://WWW.RUAN.COM)**.

***RUAN***

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