

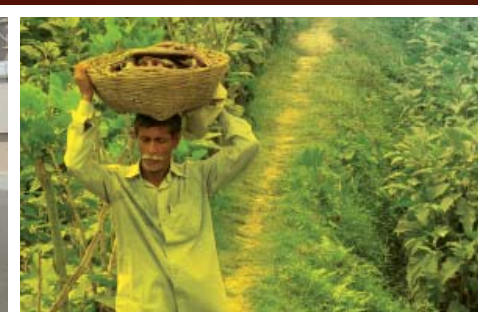
RUAN

DEDICATION THAT MOVES YOUR BUSINESS

WE ARE NOT JUST
A TRUCKING COMPANY.
WE ARE TRAILBLAZERS,
PRODUCT-MOVING PIONEERS,
SAFETY EXPERTS,
ROUTE OPTIMIZERS,
HAZARDOUS HANDLERS,
INDUSTRY LEADERS AND
PROBLEM SOLVERS WHO
DRIVE YOUR BUSINESS.

FORWARD.





The cargo we transport is more than simply cargo — it is our customers' hard work, their livelihood, their future.

And, because we know how much is riding on every load we deliver, each and every Ruan team member is dedicated to ensuring it reaches its destination as safely and efficiently as possible.

This has been our philosophy since 1932, when my father began this company with a single truck. He believed that hard work, integrity and a customer-focused approach would help develop long-lasting relationships, and this enduring philosophy has lead Ruan to become one of the largest privately owned transportation service companies in the nation.

Although my father, and our founder, John Ruan, passed away in 2010, the values he believed in continue to serve as the foundation for our business. And, as we look to the future, we are proud to build upon this legacy and provide ongoing leadership to our industry and our customers.

We have long been recognized for our dedication to safety, and we continue to lead the way in environmental and sustainability initiatives. Our management training and emerging leadership programs help us to identify Ruan's next generation of innovators. And, our ongoing commitment to employing cutting-edge technology, as well as our process-oriented approach, allows us to continually develop new, customer-focused solutions.

Within the communities we serve, Ruan is a vital partner. We are pleased to sponsor and participate in a wide variety of civic initiatives. We are quick to donate equipment and resources when emergency supplies are needed. And, we are proud to lead the fight against hunger with our endowment of the World Food Prize.

I am excited about the future of the Ruan Companies. With a steadfast commitment to our values, we will continue to offer initiatives that positively impact our employees, our customers and the global community.

John Ruan III

A vision for the long road.

Ruan is one of the largest independent carriers in the United States. Privately owned, we're able to do what we believe is best for the company and our clients—not for financial analysts.

This independent spirit has made us a leader in safety and environmental initiatives; has driven our company into new markets; made us the industry leader in Dedicated Contract Carriage service; has led to great successes, such as becoming one of the largest carriers of milk in the nation; and has helped us retain our customers at a rate of 99.7 percent.

Independence also allows us to be true to the humanitarian vision of our founder, John Ruan, who believed that investment in our community, in our employees and in worthy causes around the world is not just important, it is imperative.

Now, more than 78 years after John Ruan loaded his first order of gravel by hand, the Ruan Companies continue to be driven by the same underlying principles of integrity, dedication and partnership.

Ruan's board members are leading us into the future.



John Ruan III
Chairman
Ruan Transportation
Management Systems



Steve Chapman
President and CEO
Ruan Transportation
Management Systems



David Fisher
President
Onthank Company



Jonathan Fletcher
Managing Director
BTC Capital
Management



Lanny Martin
CEO
Platte River Ventures



Ted McCarter
President (Retired)
Boatmen's Bank



Suku Radia
President and CEO
Bankers Trust
Company



BY WORKING TO IMPROVE OUR CUSTOMERS' BOTTOM LINES, RUAN HAD 2010 REVENUE OF \$669,985,041.

The Ruan Family of Companies

A photograph of the Bankers Trust building, a tall skyscraper with a distinctive blue and white geometric facade. The "Bankers Trust" logo is visible on the building's exterior.

BTC Financial Corporation

Iowa's largest and oldest independent bank, Bankers Trust is the only state bank that can conduct foreign transactions without routing through an out-of-state office. We are recognized as one of the state's strongest banking institutions with more than \$2.4 billion in assets.

A photograph of a large white semi-truck parked in front of a building. The truck is a Kenworth model, and the building behind it has large windows and a modern design.

Ruan Truck and Trailer Sales

Ruan is a leading dealer of used trucks and trailers. Given our long-standing commitment to quality, safety and value, our customers can have confidence that every used truck or trailer we sell has been well-maintained and will fit their needs.

A photograph of a large industrial structure, possibly a grain elevator or a processing facility, with a complex network of metal beams and ladders. The structure is set against a clear sky.

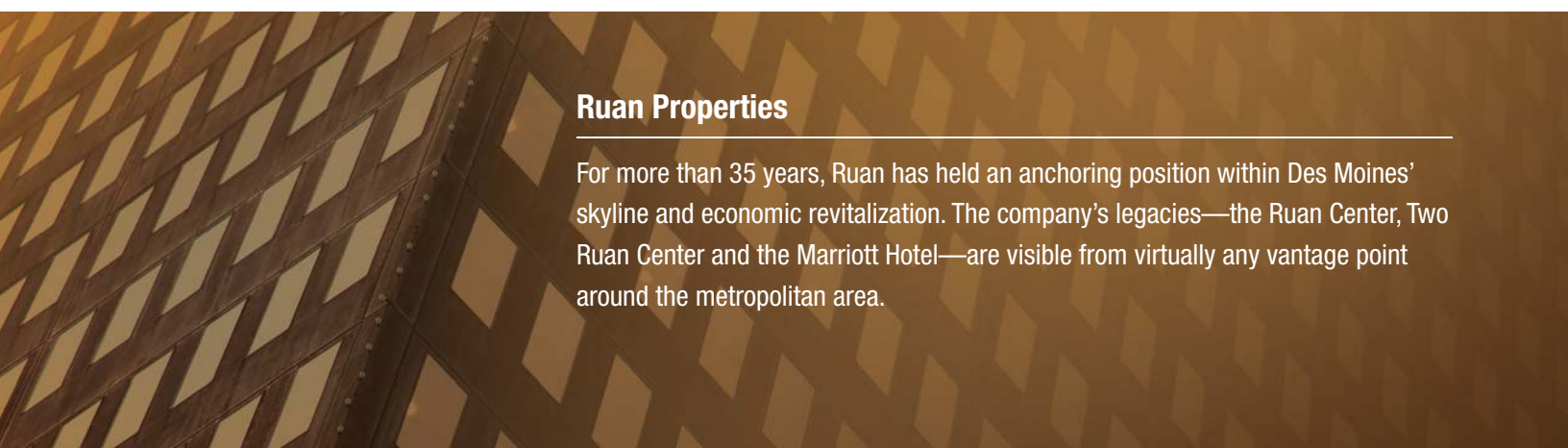
Iowa Export-Import

Since 1983, Iowa Export-Import has served as a marketing channel in three primary international and North American markets: agricultural whole goods exports, agricultural components imports and automotive OEM and aftermarket product imports. Iowa Export-Import strives to provide solutions to the new challenges met by its customers' manufacturers, distributors and dealers.

A photograph of a white SUV parked in a lot. The car is a modern model, and the background is slightly blurred, focusing attention on the vehicle.

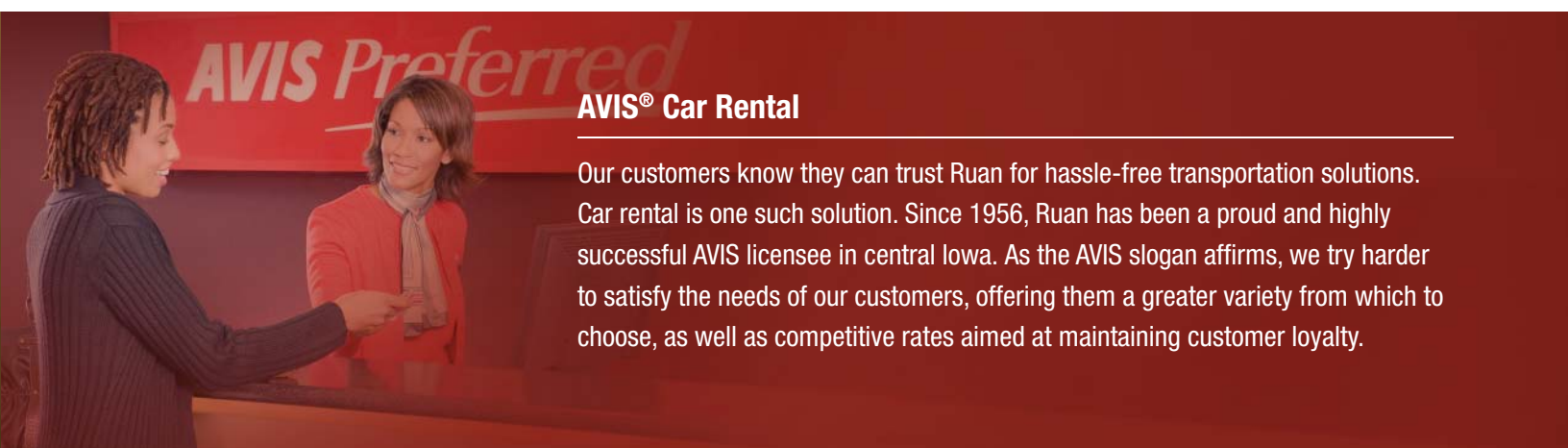
Ruan Commercial Auto Leasing

Ruan provides commercial auto leasing services to a host of businesses. Whether customers need luxury or basic models, single vehicles or a fleet, they can count on Ruan to be a reliable local partner and a friendly face. We're committed to taking care of all the details and creating seamless leasing programs that translate into long-term relationships with our customers.

A photograph of a modern building with a distinctive geometric facade, featuring a series of dark, angular panels that create a complex pattern. The building is set against a clear sky.

Ruan Properties

For more than 35 years, Ruan has held an anchoring position within Des Moines' skyline and economic revitalization. The company's legacies—the Ruan Center, Two Ruan Center and the Marriott Hotel—are visible from virtually any vantage point around the metropolitan area.

A photograph of two women standing in front of an AVIS Preferred sign. One woman is wearing a red jacket and the other is wearing a dark sweater. They appear to be in a professional setting, possibly a car rental office.

AVIS® Car Rental

Our customers know they can trust Ruan for hassle-free transportation solutions. Car rental is one such solution. Since 1956, Ruan has been a proud and highly successful AVIS licensee in central Iowa. As the AVIS slogan affirms, we try harder to satisfy the needs of our customers, offering them a greater variety from which to choose, as well as competitive rates aimed at maintaining customer loyalty.



YOUR AMBITION FUELS OUR TRUCKS.

WE KNOW THAT WITH EVERY LOAD WE HAUL, WE'RE TRANSPORTING YOUR HARD WORK AND DETERMINATION. THE LATE NIGHTS AND THE EARLY MORNINGS. THE LONG MEETINGS AND THE DIFFICULT DECISIONS. THAT'S YOUR COMPANY WE'RE HAULING. AND WE VALUE THE TRUST YOU PLACE IN US — WHICH IS WHY WE WORK SO HARD TO EARN IT. WE INTEGRATE OUR COMPANY INTO YOURS TO BETTER UNDERSTAND YOUR NEEDS. WE'RE COMMITTED TO ON-TIME DELIVERY, EVERY TIME. WE'RE DEDICATED TO SAFE OPERATION. TO INCREASED EFFICIENCY. AND, TO IMPROVING YOUR BOTTOM LINE. WE'RE DEDICATED TO MOVING YOUR BUSINESS FORWARD. AT RUAN, OUR MISSION IS TO EMPLOY THE BEST TEAM IN THE INDUSTRY TO MOVE OUR CUSTOMERS' BUSINESS SAFELY, EFFICIENTLY AND ON TIME, EVERY TIME.



Our most valuable assets take care of your most valuable assets.

Each Ruan team member is an advocate for you and your business. We are dedicated to continually improving our clients' supply chains. That advocacy begins with our professional drivers.

Our drivers work for you.

The number-one complaint of professional truck drivers nationwide is the lack of a predictable home life. Long hauls and unpredictable destinations keep them on the road and away from their families.

Early on, Ruan decided to do something about this. We made drivers' schedules predictable with both home daily and regional operations. We ensured drivers had local managers at each location. And, we assigned drivers to one primary customer, which allows them to handle the same type of equipment and cargo on most runs, positioning them to offer ideas that improve operations.

As a result, our driver turnover rate is one-fifth the industry average, and our drivers develop relationships with our clients.

These relationships are one of the cornerstones of the Ruan promise: We will keep your company moving forward. We will provide the safest and most efficient transportation solutions. And, all of us — professional drivers, mechanics, logistics personnel, managers and support team — are dedicated to improving your bottom line.

Leadership comes from within.

Developing and nurturing Ruan's next generation leadership team is vital to our success, and it's an initiative that never ends.

For high-potential employees, we have created the Emerging Leader Program. This eight-month program of coursework fosters the types of skills today's top managers need. Classwork includes everything from navigating critical conversations to careful decision-making.

The Terminal Manager Training Program pairs trainees with supervisors and upper management. Every four months, two-week sessions are held at Ruan's corporate headquarters that cover issues ranging from operations and finance to labor relations and human resources.

Key personnel across every Ruan division are undergoing training in LeanSigma, a quality control initiative that has been successfully used in many industries. Trained Green Belts implement LeanSigma tools in their areas of responsibility in an effort to continually improve our customers' supply chains.

It's not just managers or emerging leaders that benefit from training at Ruan; monthly professional development classes are open to all employees. These classes cover topics such as project management, emotional intelligence and generations in the workplace.

Ruan employees also complete required training online, including the Department of Transportation and Occupational Safety and Health Administration training courses every two years.



DEDICATED CONTRACT CARRIAGE SERVICE.

How many hours have you invested in your business? How many sleepless nights? With so much invested—in both time and in costs that can't be found on a spreadsheet—why would you trust delivery to anyone but the best? Ruan is dedicated to moving your business forward. We think about shipping constantly. How the weather will affect travel; if road construction will add two minutes or two hours. We do this because we're dedicated to doing anything and everything to ensure your shipments safely arrive on time—100 percent of the time.

When we concentrate on our business, you can concentrate on yours.



Take advantage of our experience.

Retail

Speed means everything to the retail supply chain. Running out of product at critical times can devastate the bottom line. Our retail customers rely on Ruan because they know their goods will arrive where they need to be—on time, every time.

Dairy

Ruan's professional drivers are trained to test milk and take samples. We have the agility to respond to cows' often fluctuating milking schedules. Our proprietary *RedTrak* technology utilizes a GPS-enabled handheld device that monitors plants and directs drivers to the plant most able to handle a new load the quickest—ensuring the freshest milk is delivered where it's needed most.

Manufacturing

Whether handling just-in-time inbound shipments of raw materials, interplant movements, multi-stop deliveries to distributor/dealer networks or anything in between, Ruan has the resources and expertise to get it done, and get it done right.

Grocery and Food Processing

An inefficient supply chain is a surefire way to spoil a company's bottom line—especially in the grocery industry where delivery delays result in empty shelves and dissatisfied consumers. For more than 70 years, Ruan has served the needs of our grocery customers. We make it easier for them to feed America by promising—and delivering—fresh goods, on time.

Bulk Construction

Customers appreciate Ruan's flexibility. Some days construction customers need one load, and other days they need 20. Ruan utilizes technology and daily customer contact to make certain our clients' needs are being met. We work with our customers to design tractor and trailer solutions that provide higher payloads, while reducing cost per hundredweight by as much as 20 percent. This attention to detail, combined with more than 78 years of construction site experience, helps keep our customers building.

Bulk Food Grade

We've been transporting food-grade products since the early 1950s. With complicated logistics, sanitation measurements and tracking, food-grade bulk transport is a significant challenge. Nevertheless, Ruan's professional drivers and rigorous training have made us a leader in this field, and our innovations are helping customers ship more for less.

Metals

Ruan has been successfully managing dedicated flatbed steel delivery operations on behalf of our clients for 20 years. The many technological innovations we have introduced to our customers, including tracking technology, in-cab computer systems and Conestoga trailers, have increased efficiency and improved their bottom lines.

Waste

Ruan works with waste disposal and recycling companies to identify efficiency opportunities and investigate productivity solutions—like incentive-based pay and improved equipment. Past start-ups have helped improve payloads by 10 to 15 percent and have increased each driver's daily turns from five or six roundtrips per day to eight or 10.

Industrial Gases and Chemicals

Ruan's team is dedicated to the safe transport and 100 percent on-time delivery of cryogenics and chemicals—but safety is our first priority. Our drivers receive special HAZMAT training, and our maintenance team ensures their equipment is in top condition. This commitment to safety and training is why we are a leader in industrial gas and chemical transporting, with a safety record second to none.

Medical Supplies

Complicated supply chains and short deadlines are common in the medical supply industry. To help eliminate surprises, Ruan team members are constantly searching for inefficiencies in the supply chain. We have equipment to handle any receiving constraints. And, our professional drivers have expertise in multiple-stop, driver-assisted deliveries.

01 CLIENT SUCCESS

OPERATING A 24-HOUR, ON-SITE
TERMINAL IN AUSTIN, TX, WITH
25 TRAILERS AND 28 DRIVERS, THE
SWITCH TO RUAN HAS RESULTED IN
IMPRESSIVE COST SAVINGS AND
INCREASED EFFICIENCY.

WHOLE FOODS MARKET®

THE CHALLENGE: After years of operating its own private fleet, Whole Foods Market wanted to focus on its core business—healthy food—and get out of the transportation business.

THE SOLUTION: In January 2008, Ruan's Dedicated Contract Carriage service relieved Whole Foods Market's burden, reducing risk and liability, while retaining most of the drivers. Operating a 24-hour, on-site terminal in Austin, TX, with 25 trailers and 28 drivers, the switch to Ruan has resulted in impressive cost savings and increased efficiency. Whole Foods Market is even enjoying new revenue through Ruan's brokerage service, which pays Whole Foods Market for third-party backhaul loads.



The DCC advantage.

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

At Ruan, transportation is our core business. With our Dedicated Contract Carriage service, Ruan's fleet becomes your fleet. You gain 4,670 team members operating, servicing and coordinating 3,156 power units and 5,945 trailers out of more than 160 nationwide locations—all focused on improving your supply chain and your bottom line.

We provide complete door-to-door shipping solutions, handle all labor issues, take care of all regulatory and safety requirements and assume the risk. Your goods ship in late-model equipment, and our ongoing investments in technology keep your supply chain on the cutting edge. And, in addition to freeing up capital, some customers benefit from an improved tax position.

Everyone on the Ruan team is an advocate for your company and your brand. We're dedicated to ensuring our customers' goods and materials safely arrive on time, 100 percent of the time.

Treating your brand like our brand.

Switching from a private fleet to a DCC fleet doesn't mean giving up your branding. Ruan partners often choose to maintain their branding on equipment to increase brand awareness.

Ruan's professional drivers even wear shirts and hats with our clients' logos when desired.

Because of this, we are often the public face of your brand. That's a responsibility we take very seriously. We value each of the brands we are fortunate enough to serve, and every team member—from our owner, John Ruan III, to your professional driver—is committed to protecting yours.

Team members working for you.

Successful transportation solutions require highly trained professional drivers, but we take it a step further. With Ruan, your driver is your driver. He or she is dedicated to your route and dedicated to your company.

Professional drivers get to know your cargo, the equipment and your needs. They develop relationships and suggest ideas to improve operations. And, they work hard to achieve our 100 percent on-time delivery goal.

Your driver is not the only team member looking out for your business, however. Every Ruan employee advocates for your company. We constantly look for ways to improve processes and efficiency so that our services evolve with the needs of your company. And it works. We consistently earn Carrier of the Year awards from some of the world's largest retailers, distributors and manufacturers.

Optimizing your supply chain.

When you work with Ruan, we know you're putting your business in our hands. That's why every Ruan employee works hard to earn your confidence. The more we understand your business, the better we can serve your interests.

Using a process-oriented approach, we assess your supply chain goals, customize a system that makes the most sense for your business and then continually review the supply chain based on key performance measures and adjust the system accordingly.

Through this process, we're able to provide clients with solutions that fit their needs and improve their bottom lines. It's what we've been delivering for more than 78 years. It's what we can deliver for you.

On time—all the time.

Our goal—and yours—is to achieve safe, efficient service. We're committed to 100 percent on-time delivery, even during peak seasons and business surges.

Watch us work.

Naturally, you'll want to know the status of your shipments. That's why our trucks are GPS-linked directly to our logistics command center, which you can access anytime.



Some of the largest, most respected companies in America trust Ruan to represent their brands. We value each of the brands we serve, and every Ruan team member is dedicated to protecting them.

SOPHISTICATED SUPPLY CHAIN SOFTWARE CONTROLS OUTGOING SHIPMENTS TO REDUCE STOPS AND ELIMINATE LTL SHIPMENTS. RUAN'S TRACK & TRACE SYSTEM IMPROVED COMMUNICATION TO DEALERS.

BOBCAT

THE CHALLENGE: In the past, Bobcat shipped equipment to dealers across the country from three manufacturing facilities in North Dakota and Minnesota. Because of this, their dealers often received multiple deliveries per day—tying up personnel—and Bobcat's transportation costs were high due to LTL deliveries and multiple stops.

THE SOLUTION: The Ruan Consolidation and Distribution Center (RCDC) in Brooklyn Park, MN, was the perfect fit for Bobcat—especially once Ruan became their sole DCC supplier in 2010. Now, instead of shipping from the manufacturing facilities to dealers, all shipments destined for dealers east of North Dakota are shipped to the RCDC. Sophisticated supply chain software controls outgoing shipments to reduce stops and eliminate LTL shipments. Ruan's Track & Trace system improved communication to dealers. And, a backhaul program prevents Bobcat's trucks from returning empty to their manufacturing facilities. The result is a predictable supply chain, happier dealers and reduced transportation costs.



RUAN HAD PROFESSIONAL DRIVERS TRAINED IN THE SAFE HANDLING AND TRANSPORTATION OF INDUSTRIAL GASES, ELIMINATING POTENTIAL HIRING DELAYS. THIS FLEXIBILITY AND NATIONAL REACH HAVE BEEN MAJOR ASSETS FOR AIRGAS AS THEY CONTINUE THEIR EXPANSION PLANS.

AIRGAS MERCHANT GASES

THE CHALLENGE: After expanding their operations into Bethlehem, PA, and Chester, VA, Airgas needed a rapid transportation start-up.

THE SOLUTION: Ruan's national presence made the Airgas start-up virtually seamless. In Chester, Ruan already had a maintenance facility, management team and professional driver pool serving a longtime customer. At the Bethlehem site, Ruan was able to add Airgas to an already existing facility operating for another industrial gas company. In both locations, Ruan had professional drivers trained in the safe handling and transportation of industrial gases, eliminating potential hiring delays. This flexibility and national reach have been major assets for Airgas as they continue their expansion plans.



We'll take the risk.

All businesses face risk, and transportation is no different. Driving accidents, equipment failures, high insurance costs, state and federal regulations, labor relations and capital investment—all of these risks and requirements are assumed by companies operating private fleets.

But when you choose Ruan's Dedicated Contract Carriage solution, you surrender this risk to us.

State and federal regulations.

Transportation regulations are strengthening yearly, and Compliance, Safety, Accountability (CSA) is the most stringent yet. Companies that fall out of compliance will have their operating licenses suspended or even revoked. And, unlike past years, every violation—from the serious to the minor—counts toward a carrier's score.

Our compliance team has proactively introduced checklists, processes and technology to reliably track log procedures, driver file management, vehicle maintenance, drug and alcohol testing and many other provisions required by CSA. Ruan stays on top of these complex regulations so that our customers always have a reliable, dependable transportation solution.

Our safety record helps your business.

First and foremost, safety is a moral imperative. The well-being of our employees and the motoring public has always been our top concern. We train our drivers in the most current methods, offer rewards for safe driving milestones, and our skilled mechanics ensure that cargo ships in well-maintained, late-model equipment.

A good safety record is also good for business, and Ruan has one of the best records in the industry. This safety record allows us to achieve higher productivity and keeps insurance rates low—savings that we pass on to you.

A history of good relations.

With a turnover rate one-fifth the industry average, it's clear that drivers enjoy working for Ruan. We offer predictable schedules, competitive pay, great benefits and a family atmosphere. And, because of these offerings, we have been very successful in renegotiating labor contracts, both union and non-union, and in the use of productivity-based compensation.

Improve your capital position.

When companies switch from a private fleet to Ruan's Dedicated Contract Carriage solution, they gain an immediate influx of capital. Ruan typically qualifies and hires 80 percent or more of your drivers, which eliminates all their associated costs. We may purchase or lease your tractors and trailers, eliminating their capital and insurance costs. And, in some cases, new customers even realize an improved tax position.

Eighteen wheels—and more— at your service.

In addition to our core Dedicated Contract Carriage service, Ruan offers clients a wide range of supply chain solutions to ensure their needs are met.

Bulk Transportation

No matter how remote your location, Ruan has the ability to efficiently and safely transport any bulk commodity.

Our bulk dairy and food-grade businesses are focused on customer satisfaction. To achieve this, we hire drivers that meet our stringent standards for safety, experience and professionalism. We conduct training in Smith System defensive driving and, when appropriate, specialized certification that enables them to provide the safest service to HAZMAT, industrial gas, food or dairy customers.

For the bulk dairy industry, Ruan’s goal is to haul the most product in the shortest amount of time. To achieve this goal, we’re modernizing the dairy transport process, including vehicle technology, tracking and routing.

The *RedTrak* system is one such improvement. With *RedTrak*, drivers carry mobile devices that are linked to Ruan’s web dispatch application. Drivers can quickly scan and transmit load information, automatically creating a detailed record of each milk shipment. Dispatchers use this data to route the milk to the optimal plant, ensuring the freshest possible product.

Ruan engineers work with trailer suppliers to custom-design solutions that provide higher payloads, while reducing cost per hundredweight by as much as 20 percent. Mechanics perform extensive service at mileage specific intervals and service trailers according to state and federal requirements.

In addition, our fleet management professionals have the technological tools and the necessary experience to tame difficult bulk supply chains. Ruan does whatever it takes to provide customers with the best possible transport solution.

Ruan Integrated Solutions

Many companies have supply chain needs that extend beyond dedicated contract carriage and bulk carriage. Because we believe so strongly in providing the best solutions for our clients, we offer several additional, specialized services.

For pure brokerage customers, Ruan leverages our network to secure the fastest service for the best possible rates, regardless of the type of freight or bulk commodity. We can also line up backhaul freight for our clients’

trucks that might otherwise return home empty. Our contacts with top independent trucking companies nationwide, as well as other companies requiring shipping, make it easy to create win-win situations for everyone.

Other Ruan services that can be seamlessly integrated into your supply chain include:

- | | |
|---------------------------------|-------------------------|
| + Logistics management | + Product consolidation |
| + Warehouse management | + LTL consolidation |
| + Cross-docking | + Kitting |
| + Intermodal freight management | + Subassembly |
| and moving | + Quality inspections |
| + Facility/yard management | |



Maintenance Services

Ruan’s maintenance team is a significant benefit to our DCC and bulk carriage customers. It eliminates the need to staff and provide space for a private maintenance company. More than 50 full-service maintenance facilities across the country enable Ruan to meet our clients’ maintenance needs with 24/7 service.

Our mechanics provide preventative maintenance on mileage specific schedules, conduct DOT and BIT inspections and perform opacity checks. They are certified to repair food and general cargo tanker trailers, including plumbing modification and sanitary welding.

Brakes, tire service, welding—even steam cleaning and washing—our maintenance teams have the capacity and experience to do it all.

WITHIN THREE MONTHS, INCREASED PRODUCTIVITY ALLOWED WASTE MANAGEMENT TO REDUCE ITS DRIVER COUNT AND EQUIPMENT NEEDS.

WASTE MANAGEMENT

THE CHALLENGE: As the city of Reno, NV, expanded rapidly and the need for garbage service escalated, Waste Management faced the decision of whether to outsource the work or make a substantial capital investment in new equipment.

THE SOLUTION: The company chose to go with Ruan’s Dedicated Contract Carriage service. Ruan introduced a new incentive-based pay system that rewarded drivers for more roundtrips per day. Within three months, increased productivity allowed Waste Management to reduce its driver count and equipment needs. Ruan also worked with a trailer manufacturer to customize equipment that helped increase payload by 10 to 15 percent. When additional locations became available after the original start-up, Ruan absorbed them into the work schedule without any additional labor or equipment costs.



Taking transportation down tomorrow's road.

There is one certainty about today's technology: There will be something better tomorrow. That's why Ruan does more than simply use the best technology available; we research and develop the tools that give our customers a competitive advantage down the road.

Custom-designed trailers. Higher-horsepower tractors. Computer and satellite technology. We use all of these—and more—to ensure we're optimizing every part of your supply chain.



RedTrak Dispatch

This mobile, handheld device provides drivers with real-time dispatch information and wirelessly transmits all data associated with the load—helping to optimize complex supply chains.



Track & Trace

This advanced system provides real-time information on the status of any shipment within the Ruan network. Simply log into our logistics center to find the exact location of your GPS-enabled truck.



Route and Load Optimization

Ruan uses software such as Direct Route™, MaxLoad®, Optisite® and CAPS to optimize our clients' routes and loads. These powerful tools help improve efficiency and can even be used to help make LTL decisions.



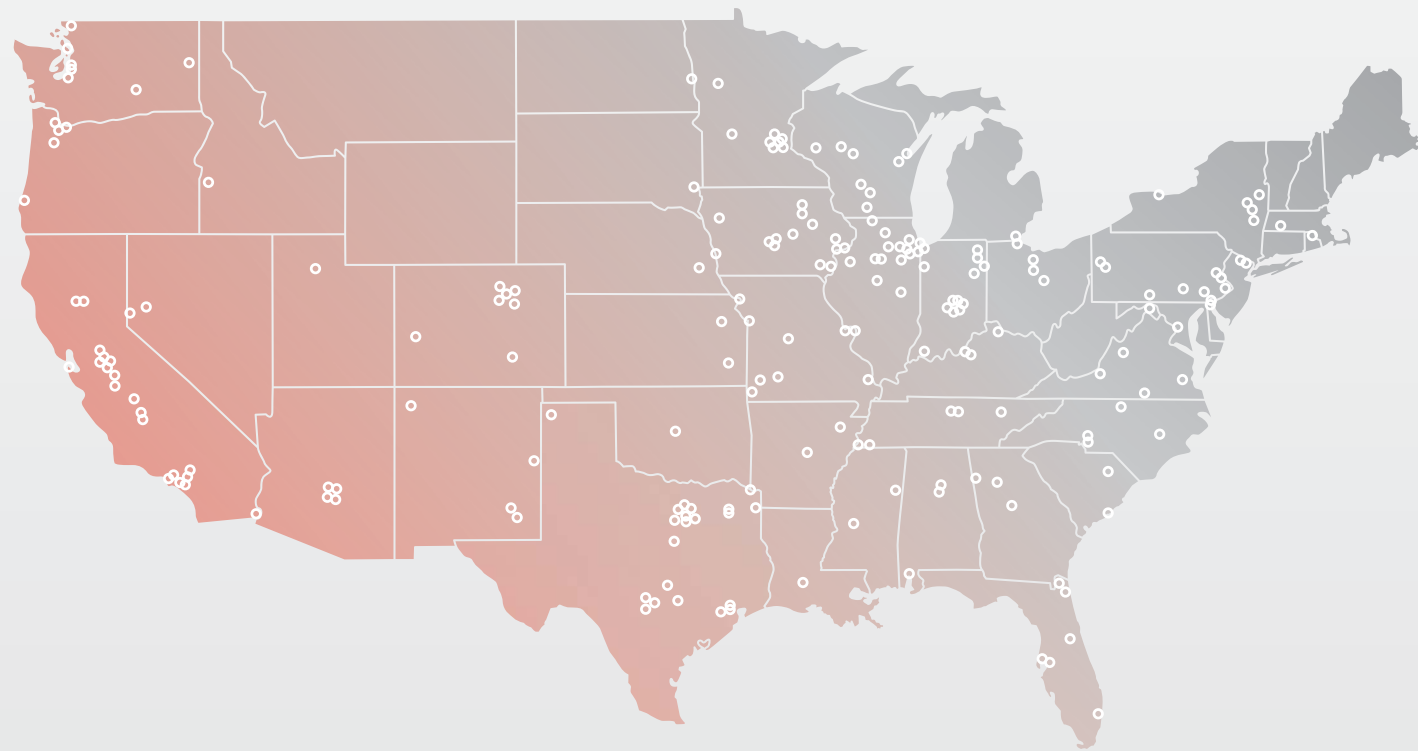
Auto Load Tender

This convenient service automatically dispatches loads to carriers and confirms delivery and payment information.



Custom Trailer Design

On-staff Ruan engineers work with bulk carriage customers to design tractors and trailers with higher payloads, while reducing cost per hundredweight by as much as 20 percent.



National reach. Local service.

Wherever your business takes you, you'll find Ruan there. We have more than 160 locations staffed with friendly, local team members. We have experience and expertise in all parts of the supply chain and are there for you when you need us. Always. With efficient, convenient service and an entire organization dedicated to moving your company forward.



LEADING FOR OUR CLIENTS. LEADING FOR OUR INDUSTRY.



Ruan is ahead of the curve on the issues that matter to our clients and to our industry. Many of our initiatives increase productivity and bolster the bottom line. Other initiatives are implemented because it's the right thing to do—for our employees, our clients and our communities.

Safety first. Always.

We've always believed it is a moral imperative to provide our team members with the safest working environment possible. In fact, Ruan was the first in the industry to introduce formal safety programs in the mid-1940s.



Today, Ruan has an entire safety team—including a director of safety and seven regional safety managers—to develop and enforce policies on everything from driver training to the appropriate use of mobile devices. The safety team fosters an atmosphere where every Ruan employee is accountable for safe practices, and proactive safety is mandated. The goal is for continuous improvement to our safety record.

Safety initiatives, such as company-wide Smith System training, the SMART program, our National Driver of the Year Program and CSA preparedness, are paying dividends in accomplished drivers and satisfied customers.

Quality assured.

Regardless of the service our team members are performing for you, they are always aware of the trust you place in them. That's why we are so vigilant. Our supply chain experts are continually looking for inefficiencies so we can provide the highest level of service on every load we deliver.

To ensure our performance remains at a consistently high level, Ruan's quality department utilizes LeanSigma. LeanSigma tools and techniques focus on eliminating variation and waste from our business processes so that we can deliver consistent, predictable results. Key personnel in terminal operations are among those receiving training to become Green Belts and help to implement the principles of LeanSigma. By better coordinating the efforts of all our team members, Ruan can deliver exceptional results to our clients and our employees.

Leading our industry. And yours.

While we are very involved in the trucking and transportation associations that help steer our industry, we also believe we can offer the transportation perspective to our clients' associations. Here is a sampling of some of our memberships:

- | | |
|---|--|
| + <i>American Dairy Products Institute (ADPI)</i> | + <i>Juice Products Association (JPA)</i> |
| + <i>American Trucking Associations (ATA)</i> | + <i>Metals Service Center Institute (MSCI)</i> |
| + <i>California Creamery Operators Association (CCOA)</i> | + <i>National Grocers Association (NGA)</i> |
| + <i>California Dairy Industries Association (CDIA)</i> | + <i>National Tank Truck Carriers (NTTC)</i> |
| + <i>Council of Supply Chain Management Professionals (CSCMP)</i> | + <i>Retail Industry Leaders Association (RILA)</i> |
| + <i>International Dairy Foods Association (IDFA)</i> | + <i>Retailer Owned Food Distributors & Associates (ROFDA)</i> |
| + <i>Iowa Grocery Industry Association (IGIA)</i> | + <i>SmartWaySM Transport Partners</i> |
| + <i>Iowa Motor Truck Association (IMTA)</i> | + <i>Solid Waste Association of North America (SWANA)</i> |



Thinking green while driving red.

Long before it was required by law, Ruan was actively developing environmentally friendly technologies, such as longer-lasting, lower-emitting engines.

Today, Ruan’s environmental program provides guidelines and measures for reducing fuel consumption, reducing or eliminating materials for disposal, preventing pollution and effectively addressing unauthorized releases. We design solutions that emphasize and take advantage of environmental efficiencies, and we strive to continuously examine our processes to ensure that we minimize our impact on the environment while achieving efficiency, responsiveness and cost savings for our customers.

SmartWaySM Transport Partnership

Ruan isn’t just committed to improving our fuel efficiency and reducing our carbon footprint—we want to lower the industry’s as well. That’s why we became a member of the SmartWaySM Transport Partnership and participate in SmartWay’s Next Generation Council.

Originating as an innovative collaboration between the U.S. Environmental Protection Agency (EPA) and the freight industry, the SmartWay Transport Partnership was designed to increase energy efficiency while significantly reducing greenhouse gases and air pollution. Ruan earned the highest possible score in its application review.

The partnership’s goal is to reduce 33 to 66 million metric tons of carbon dioxide and up to 200,000 tons of nitrogen oxide per year by 2012 by improving the environmental performance of freight operations.

E-SMART

As part of its commitment to offer innovative transport solutions to the dairy industry, Ruan has partnered with the Innovation Center for U.S. Dairy in support of the organization’s Environmentally Sustainable Methods for Achieving Responsible Transportation (E-SMART) project. Transportation and distribution account for 3 percent of fluid milk’s greenhouse gas footprint. The E-SMART program is addressing this by developing dairy-specific

transportation guidelines to cut carbon dioxide emissions by 165,000 metric tons annually, potentially saving 16.5 million gallons of diesel fuel.

Ruan co-chairs the E-SMART initiative and is working with other trucking companies to reduce greenhouse gas emissions for fluid milk transport by 20 percent by 2020.

Engine Technology and Design

Ruan continually works with engine manufacturers to develop longer-lasting, lower-emitting engines with improved performance and lower fuel consumption.

Reduce, Reuse and Recycling Initiatives

Ruan facilities and corporate offices place a high priority on the reduction, reuse and recycling of all materials. By increasing the use of electronic communication and investing in new technologies, Ruan has experienced a 99 percent reduction in the use of paper among its corporate and field offices since 2008.

Additional environmental initiatives include:

- + Biodiesel
- + Bulk fuel
- + Next generation fuel tanks
- + Compressed natural gas (CNG) research and development
- + Lightweight equipment and aerodynamics
- + Decreasing fuel consumption through driver training
- + Low-viscosity lubricants
- + Idle reduction through auxiliary power unit (APU) usage and engine shutdown
- + Low impact solvents and materials



Making a difference at home.

Ruan has always been proud to be a part of Iowa. Our families are here; many of our clients are here; our history is here. Because we believe so strongly that a company must do more than simply exist in a community, Ruan has ensured that our future remains in Iowa as well. We did this by staying loyal to Des Moines. At a time when companies were fleeing for the suburbs and the city was showing its age, Ruan built the 36-story Ruan Center and the 14-story Two Ruan Center. Soon after, Ruan was the lead investor in a 420-room Marriott Hotel located across the street. A skywalk, originally meant only to connect our corporate campus to the hotel, has grown into one of the country's largest downtown skywalk systems. Our leadership changed the face of the city and spurred an economic renaissance, urban beautification and a boom in downtown housing. To this day, the revitalization of downtown Des Moines continues to extend far beyond where it started. Ruan, and the family of John Ruan III, continue to lead the effort. Our founder, John Ruan, also believed we are citizens of the world. Following his example, Ruan continues to be very active philanthropically. Our team members give generously of their time and resources to important local, national and global causes. And, we have proudly endowed the World Food Prize for more than 20 years.



RUAN DRIVER OF THE YEAR THROWS OUT THE FIRST PITCH



DOWNTOWN DES MOINES REVITALIZATION AND BEAUTIFICATION



DOWNTOWN DES MOINES SKYWALK SYSTEM



RUAN CENTER, TWO RUAN CENTER AND BANKERS TRUST HEADQUARTERS



TEAM MEMBERS VOLUNTEERING



2009 DRIVER OF THE YEAR REGION WINNERS



ANNUAL FOUNDER'S DAYS CELEBRATION IN JULY



2009 LAUREATE GEBISA EJETA RECEIVING THE PRIZE



2008 LAUREATES HON. GEORGE MCGOVERN AND HON. ROBERT DOLE



WORLD FOOD PRIZE FOUNDER DR. NORMAN E. BORLAUG



NORMAN E. BORLAUG WORLD FOOD PRIZE HALL OF LAUREATES



PHOTO BY TODD POST/BREAD FOR THE WORLD



FARMER WORKING RICE TERRACE WITH WATER BUFFALO



BILL GATES PRESENTS DURING
2009 BORLAUG DIALOGUE



Making a difference in the world.

Created in 1986 by Nobel Laureate Dr. Norman 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.

But, it might have been very different. In 1990, the prize's original sponsor withdrew its support and the Nobel committee turned down Dr. Borlaug's request for funding. Fortunately, John Ruan heard of his fellow Iowan's dilemma and made the decision to establish a foundation that assumed sponsorship of the World Food Prize.

The prize became one of his passions, and Ruan worked to raise its profile both in Des Moines and across the nation. In 1994, Ruan and Borlaug added the World Food Prize Youth Institute, and in 1997, Ruan contributed another \$10 million to permanently endow the prize and ensure its tenure in Des Moines. The Dr. Norman E. Borlaug World Food Prize Hall of Laureates—spearheaded by John Ruan III, the Ruan family and the City of Des Moines—will be completed in 2011 and serve as the permanent home of the World Food Prize.

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.

AT THE END OF THE DAY, YOUR EXPERIENCE WITH RUAN WILL BE AS UNIQUE AS YOUR COMPANY.

YOU MAY TAKE ADVANTAGE OF OUR DEDICATED CONTRACT CARRIAGE SERVICE, OR EMPLOY US FOR SUPPLY CHAIN SUPPORT. YOU MAY RELY ON US FOR CARRIER MANAGEMENT OR BULK TRANSPORT EXPERTISE.

NO MATTER WHICH SERVICE RUAN PROVIDES, NO MATTER THE TYPE OF CARGO OR YOUR NEEDS—THE ONE THING THAT ALWAYS REMAINS CONSTANT IS OUR COMMITMENT TO YOUR SATISFACTION. WE KNOW THE TRUST YOU PLACE IN US, AND WE WORK HARD EVERY DAY TO BRING VALUE TO YOUR BUSINESS, YOUR BRAND AND YOUR PRODUCT.



RUAN

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