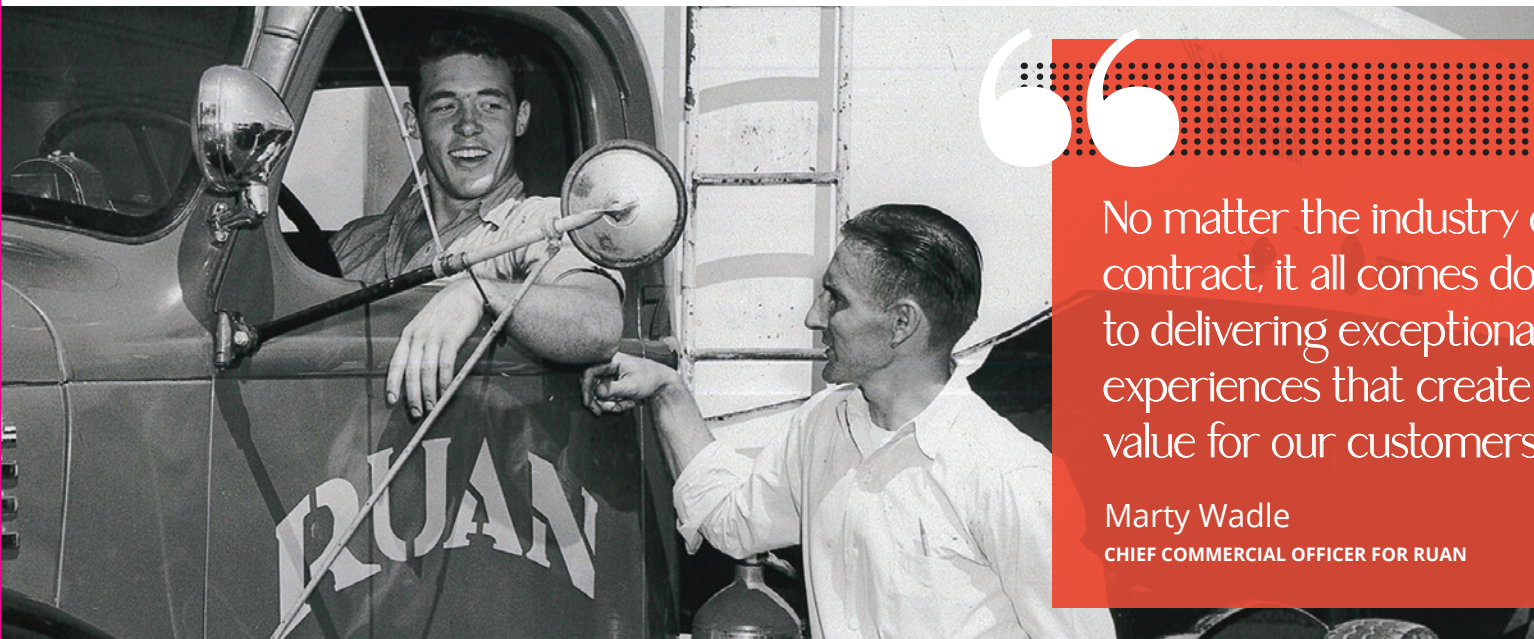


SUCCESSFUL IOWA BUSINESS

RUAN TRANSPORTATION MANAGEMENT SYSTEMS

Driving decades of Success





No matter the industry or contract, it all comes down to delivering exceptional experiences that create value for our customers."

Marty Wadle
CHIEF COMMERCIAL OFFICER FOR RUAN

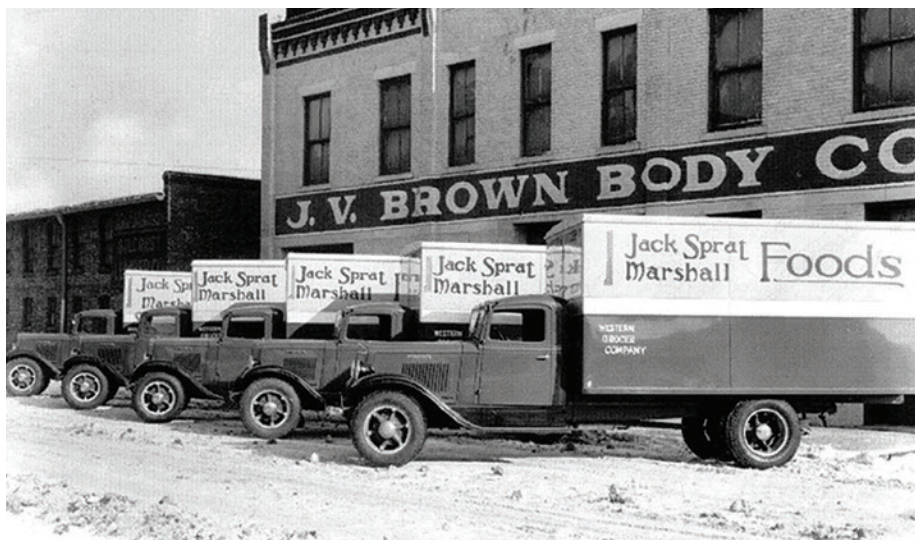
For more than 90 years, Ruan Transportation Management Systems has been a mainstay of the Iowa business community. Respected nationally for its leadership in the transportation and logistics industry, the privately held family company is setting an unparalleled standard for customer experience, safety and innovation.

If a product moves by truck, there's a good chance Ruan has hauled it. Across its 300 operations nationwide, the company works with customers in a wide range of industries, including bulk food grade and dairy, chemicals, food and beverage, manufacturing, medical and pharma, metals, mining and bulk agriculture, and retail.

"No matter the industry or contract, it all comes down to delivering exceptional experiences that create value for our customers. We are committed to safely providing industry leading on-time performance," says Marty Wadle, chief commercial officer for Ruan.

LEGACY OF ENTREPRENEURSHIP

Ruan was founded by John Ruan Sr. in 1932. In desperate economic times and with the loss of his father, he was forced



to drop out of college. He then sold his family's car to purchase his first truck so he could begin hauling gravel around the state.

He found early success through hard work and ingenuity – often camping out at quarries to catch as much business as possible and finding ways to section off the truck to carry multiple loads. Within months, he turned one truck into three, and just two years later, when he was 19 years old, he was running a fleet of a dozen trucks throughout the Midwest.

"His legacy of hard work, integrity, safety and philanthropy are core to

our company culture," shares Wadle, who has been a part of the Ruan team for 27 years. "We're fortunate to still be led by members of the Ruan family 90 years later who continue to champion these values."

Today, John Ruan IV serves as board chairman and Ben McLean, part of the third generation of the Ruan family, serves as CEO.

DIVERSE SERVICES OFFER FLEXIBILITY, RELIABILITY

Over the years, Ruan's business model has expanded to offer

a variety of services that are tailored to each customer's needs. This personalized commitment creates value for customers, often exemplified by highly valued 30-, 40- or 50-year partnerships.

The company now offers dedicated contract transportation, third-party managed transportation logistics (3PL), value-added warehousing and brokerage support services. This work is made possible by around 5,750 employees, including 4,200 drivers, 1,000 support employees, 300 warehouse employees and 250 maintenance technicians.

The company's dedicated contract transportation service is a door-to-door supply chain solution for customers who don't want to own and operate their own private fleet. Under this model, Ruan assumes the risk, addresses labor issues, manages equipment and regulations, and even embeds its own employees within a customer's team.

"Our operations leaders, warehouse associates and professional drivers become an extension of our

customer's team, often working in the same facility," explains Wadle. "This is a huge benefit because they fully understand the customer's needs and are empowered to create solutions."

The diverse business model made up of non-asset and asset-based capabilities allows flexibility across the entire Ruan network. Whether it's trucks, trailers or drivers, resources can be shifted with precision based on customer needs – guaranteeing reliability, stable pricing and return on investment.

EXPERTISE IN FOOD AND BEVERAGE TRANSPORTATION

Ruan has served customers in the food and beverage sector since 1934. Today, about 40% of the company's business is food and beverage related, managing the diverse transportation needs of grocers and retailers such as Target, Whole Foods Market, Publix Super Markets, Kroger and Meijer.

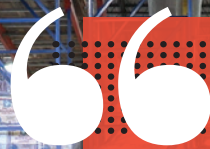
"Our customers' expertise is in selling products and running

stores – not transportation," says Jeff Harpole, senior vice president of operations for retail and grocery at Ruan. "It's our job to ensure our transportation works flawlessly and drives continuous value."

Ruan leverages engineering and modeling technology to build the most efficient delivery routes between distribution centers and stores. Strict processes, temperature monitoring and cleaning protocols are also integral to ensuring food safety and quality standards and regulations are met.

"We understand the grocery world. Combined with technology, the industry expertise and knowledge of our drivers and local managers makes a huge difference in ensuring top-quality food products are delivered on time," Harpole explains.

Ruan is a proud member and supporter of the Iowa Grocery Industry Association.



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JEFF HARPOLE

SENIOR VICE PRESIDENT OF OPERATIONS FOR
RETAIL AND GROCERY AT RUAN



PARTNERSHIP WITH IOWA ALCOHOLIC BEVERAGES DIVISION

For the past five years, Ruan has provided dedicated contract transportation and value-added warehousing for the Iowa Alcoholic Beverages Division (ABD). With Iowa functioning as a controlled state, liquor is housed in one central location and then distributed to Class E retailers statewide.

A team of 48 Ruan employees manage Iowa ABD's warehouse, picking cases of liquor and loading trailers. And 24 dedicated drivers deliver liquor orders to 2,000 locations statewide each week.

"It's a wonderful public-private partnership that is built on transparency," explains Wadle. "The partnership has been a major success, and we've been able to bring value and dependability to both Iowa ABD and the retailers who are end-customers."

ADVANCING THE TRUCKING INDUSTRY

John Ruan Sr. was influential in forming the American Trucking Associations (ATA) and Iowa Motor Truck Association. Dan Van Alstine, Ruan's president and COO, is the current chairman of the ATA. Over the years, the company and its leaders have been advocates for apprenticeship programs, driver benefits, infrastructure funding

and tort reform on nuclear verdicts for large tractor-trailers.

"This work benefits the entire transportation industry," says Wadle. "It benefits any company that uses trucks and trailers, plus it is important to be proactive in retaining and growing the industry's workforce."

Ruan is keenly focused on safety. It was the first transportation company in America to have a formal safety program. More recently, Ruan began a video safety program with inward- and outward-facing recorders that are triggered during hard braking, speeding or lane departure events. This video program translates to opportunities for coaching and positive driver reinforcement.

The company has also led the way in creating state-of-the-art optimization technology, seamless automation and sustainability initiatives.

COMMITMENT TO IOWA COMMUNITIES, SOCIAL RESPONSIBILITY

Ruan has long been a pillar of the Iowa business community, especially in Des Moines. The company led a downtown resurgence with its construction of the 36-story Ruan Center office complex and later the Two Ruan Center. The Ruan

family of companies also includes Bankers Trust, the largest independently owned financial institution in the state. The bank invests more than \$1 million annually in Iowa communities.

The World Food Prize is another passion of the Ruan family. The annual prize honors the achievements of individuals who have advanced human development by improving the quality, quantity and availability of food. In 1997, John Ruan Sr. permanently endowed the \$250,000 annual prize and ensured its tenure in Des Moines. The World Food Prize Hall of Laureates, which opened in 2011, was spearheaded by John Ruan III and the City of Des Moines.

The company's capital investment and philanthropic work continues today, championed by Chairman John Ruan IV.

"We're proud of our strong ties to the Des Moines community," says Wadle. "I'm confident our commitment to this community will continue for decades to come." 🌱



Learn more at ruan.com.