



YOUR BUSINESS. OUR BUSINESS.

Why Ruan?

The Ruan team is an extension of, and advocate for, our clients. Our Dedicated Contract Carriage (DCC) solution is praised by customers and drivers alike and provides us with a fundamental understanding of a customer's needs. Plus, in today's economic environment, it has helped numerous clients immediately improve their working capital.

Here's why Ruan's DCC solution is superior:

Experience and Expertise

- Over 77 years in the transportation industry
- Professional drivers with 1/4 the turnover of the industry average
- Ruan's Safety First culture enables us to recruit and maintain elite drivers

Technology

- Design, routing, optimization and reporting tools that enhance the customer experience, including LMC, Track and Trace, *RedTrak*, CAPS and RTMS

Integration and Implementation

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

Design

- Flexible, ongoing analysis of our clients' distribution models using state-of-the-art technology to provide the most efficient solutions

Service

- 160+ locations nationwide
- 99.8% on-time delivery
- 98% customer retention
- Ongoing commitment to quality and process improvement
- 24/7 customer care from one full-service transportation company
- Asset and non-asset-based solutions
- Performance guarantees measured by co-developed Key Performance Indicators (KPIs) to ensure accountability

Leadership

- First in the industry to implement a formal safety program
- Long-standing board members 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 the E-SMART initiative for the Innovation Center for U.S. Dairy



THE WORLD FOOD PRIZE

Proud to endorse and support the World Food Prize for over 20 years.

Core services

Dedicated Contract Carriage

Whether you choose an asset- or non-asset-based service, we'll give you 4,600 employees at more than 160 nationwide locations — all focused on improving your bottom line.

Bulk Carriage

No matter how remote your location, Ruan has the equipment, expertise and people to safely and profitably transport any bulk commodity.

Integrated Services

For companies with needs that extend beyond our core services, Ruan offers several specialized services that can be seamlessly integrated into your supply chain.

- Warehousing
- Cross-docking
- Carrier management
- Load planning
- Logistics management
- Kitting
- Subassembly
- Quality inspections and more

Ruan Certified Brokerage Services

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

If it can be transported, we transport it.

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 customers.

A sample of the many industries Ruan serves:

- Retail
- Manufacturing
- Food & Grocery
- Bulk Food Grade
- Industrial Gases
- Metals
- Bulk Earth Products
- Cryogenics
- Chemicals
- Building Materials/Supplies
- Medical Supplies

RUAN

DEDICATION THAT MOVES YOUR BUSINESS

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 espoused by our founder, John Ruan, seventy-seven years after he hand-loaded his first order of gravel.

Senior Management Team:

John Ruan III
Chairman & CEO

Steve Chapman
Vice Chairman & COO

Ralph Arthur
President, Eastern Division

Jim Mulvenna
*Senior Vice President & GM,
Western Division*

Tracey Ball
Senior Vice President & CFO

Ben McLean
Senior Vice President & CIO

Wayne Roswick
*Senior Vice President,
National Accounts*

Ken Morrow
*Senior Vice President & GM,
Eastern Area*

Chad Willis
*Vice President & General Manager
Certified Brokerage Services*

Bob Hogstad
*Region Vice President &
Maintenance, Fuel & Purchasing*

Ron Hanson
Vice President, Human Resources

Susan Fitzsimmons
Vice President, Legal Services

Rachel McLean
Vice President of Communications

Tara Meier
Vice President of Marketing



Ruan has always viewed safety as a moral responsibility. We were the first transportation company to introduce a formal safety program in the mid-1940s, and we remain committed to upholding the highest standards today.

