

ByLines

JANUARY-FEBRUARY 2023

ABF
Freight
An ArcBest Company

CELEBRATING 100 YEARS

HEART OF

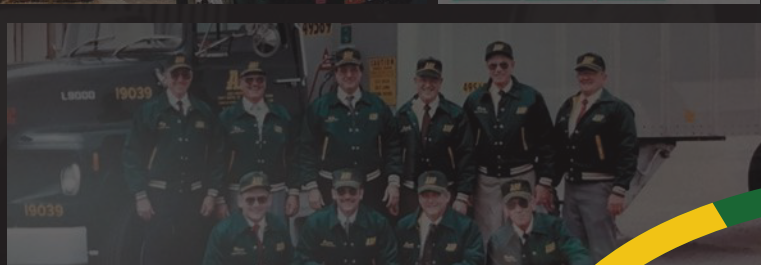
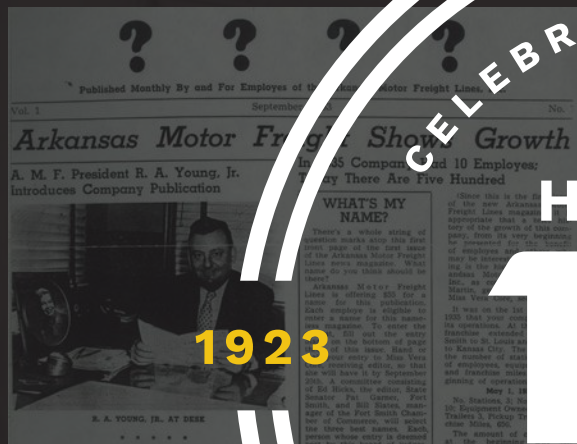
100

ABF

CELEBRATING 100 YEARS

1923

2023



From the President

By: **SETH RUNSER**, ABF Freight President

Our 100th Anniversary Year

This year marks our 100th anniversary, an extraordinary milestone.

We plan to celebrate our anniversary in a variety of ways. That includes team breakfasts served at our service centers in early March, and special 100th anniversary T-shirts provided for ABF employees in May.

Also, each 2023 issue of By-Lines will include highlight milestones and moments from our history, as well as stories you've shared with us. In this issue, you'll see a timeline that starts with 1923 and employee stories about your work teams; that starts on page 8.

Throughout this anniversary year, you'll note that our 100th logo is the **Heart of 100**. We chose this theme because we know our people have been at the heart of our success since 1923. It was true then, and it's true today.

While we celebrate this milestone, we continue to work toward our strategy and long-term goals.

I want to highlight an announcement we made in early February: For the fourth year in a row, we paid a profit-sharing bonus to all eligible union-represented employees.

The bonus is based on our operating ratio (OR) for the year. For 2022, we recorded a GAAP OR of 87.3! An OR at this level allows us to invest in the future, which means investments in staffing, facilities and equipment.

I'm very proud that we've now been able to pay this bonus for four consecutive years, each year it was eligible to be paid in our current contract. In fact, excluding the new hire signing bonuses, we've paid nearly \$41 million in bonuses to our Teamster employees over the last four years.

The profit-sharing bonus payments are also nearly 4 times the dollar amount of signing bonuses we've paid for new hires. This underscores just how much we value and have invested in our tenured employees.

These bonuses are a tangible way that ABF union employees share in the financial success of ABF. You should also be proud of reaching these milestones for the last four years.

I also want to provide an update on some of our action plans around service.

We've made updates to some internal processes and technology to improve the pickup experience for customers, and we continue to work toward additional efficiencies in this area.

Thank you for all of your efforts to better serve our customers and improve claims and compliance with our service standards. It makes a difference! We have more work to do to achieve our goal to be No. 1 on the Mastio LTL study, but I'm excited about the progress we've made in the past few months.

Also, we plan to continue our hiring initiatives in several locations as needed.

For our tenured team members, I encourage you to share your knowledge with our newer employees. Emphasizing the importance of Doing It Right The First Time (DIRTFT) and consistently working together to serve customers will help us be successful for another 100 years.

We're focused on providing a best-in-class experience every day. We want to be responsive and empathetic to our customers' needs and expectations. Let's use effective collaboration and teamwork and our Quality Process to ensure we're serving our customers well.

This is a special time to be at ABF. Your daily efforts are vital to our continued success, and we all can make a positive impact.

Thanks for all you do for our customers.

Seth Runser



ABF President **SETH RUNSER** visited service centers in San Bernardino, Calif.; Sacramento, Calif.; Denver, Colo.; Albuquerque, N.M.; Little Rock, Ark.; and Salt Lake City, Utah, in early February.



ASK THE PRESIDENT: If you have questions for Seth about ABF Freight's policies, practices and goals or about the industry, email AskThePresident@abf.com.



Changes, Developments & News In Our Industry

This section of By-Lines provides information about the rapidly changing competitive environment in our industry. We want to stay ahead of the competition in serving our customers with excellence!

Tesla To Build All-Electric Semi Truck

Tesla is investing \$3.6 billion to build two factories in Nevada, including a facility to mass produce its all-electric Class 8 Semi truck.

The Semi is "our fully electric combination truck, with 500 miles of range and energy consumption of less than 2 KWh per mile," the company stated.

- FreightWaves

Daimler CEO: Infrastructure Challenges Slowing EV Expansion

Daimler Truck North America CEO said charging infrastructure is the key issue limiting expansion of electric vehicle (EV) growth in the trucking industry.

John O'Leary said customers who have some of Daimler's all-electric Class 8 Freightliner eCascadias are interested in adding more, but the time and effort — including siting, permitting, construction delays — in building charging stations is slowing overall expansion.

- Transport Topics

Pronto Focuses On Off-Highway Autonomy

Autonomous trucking company Pronto is focusing much of its time on off-road autonomy.

"Most of the driving that ends up happening on roads and on highways from automated systems is reactive," said Ognen Stojanovski, Pronto AI co-founder and chief operating officer. "The system sees something then reacts to it. It's not predictive enough. And now some predictions are happening; it's improving, but it's just not to the level where [it needs to be]."

Founded in 2018, Pronto is integrating its autonomous haulage system in off-road mining operations around the world.

- Supply Chain Dive

TravelCenters To Add EV Charger Stations

TravelCenters of America Inc. and Electrify America LLC plan to build about 1,000 electric vehicle (EV) fast chargers at 200 of TravelCenters' TA and Petro Stopping Centers across the U.S.

The investment represents one of the largest EV fast-charging build-outs in the U.S.; the build-out is expected to occur over a five-year period starting this year.

-The Wall Street Journal

Latest 'Truck Stop' Podcast Topics

- **Description of Quality from 44 years in the industry** – with Bill Schreckler, yard employee at KCI/003 and Mark Westra, manager – quality awareness
- **ABF Road and Load Team Q&A** – with members of the Road and Load teams and ABF leadership
- **AMPS Graduation** – graduation ceremony of ABF Military Partnership for Supervisors (AMPS) class
- **Employee Survey Results** – with Jennifer Faldon, senior manager – corporate communications & employee feedback, and Mark Westra, manager – quality awareness

Access the "Truck Stop" audio series by logging in to the AtWork site and clicking on the "Info Roundtable" tab under "News, Communication & Policies" or by scanning the QR code to the right.

Have suggestions or feedback?

Please send them to truckstop@abf.com.



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ByLines

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Alpine Carries On Family Tradition With Rose Parade

MIKE ALPINE, road driver at MHV/139, has been volunteering with the Rose Parade since 2009.

The Rose Parade has been held on Jan. 1 in Pasadena, Calif., since 1890. The parade has continued uninterrupted for 134 years, except during World War II and in 2020, due to the COVID-19 pandemic.

Alpine and his wife, Beth, began as float towers. In 2017, they joined the largest float builder — Phoenix Decorating Co. — to operate a float. Two years later, they split from operating together so Beth could serve as crew chief on a float being built and decorated.

Beth's father volunteered with the parade for 53 years and was the president of the Tournament of Roses in 2004. Alpine said they wanted to carry on his tradition of giving back to the community.

"I've always believed that volunteering is beneficial for myself as well as the organizations I volunteer for," he said.

The Rose Bowl football game was added in 1902 to help fund the cost of staging the Rose Parade.

Alpine said he was rooting for the NCAA Pac 12 Utah Utes this year. However, they fell short; Penn State won the 2023 Rose Bowl 35-21.



ABF Safety, Fleet Teams Visit With Arkansas Highway Police

In November, ABF employees visited Little Rock, Arkansas, to learn from the Arkansas Highway Police regarding level one roadside inspections.

Arkansas Highway Police 1st Lt. Timothy Gushing discussed the level one roadside inspection that law enforcement officers perform on equipment across the state.

Gushing demonstrated an inspection on the Arkansas Road Team's official trailer, driven and delivered by **DAVE HALL**, road driver at LIT/004 and Arkansas Road Team Captain.

ABF employees attending were **HEATHER BROWN**, manager — vendor compliance; **TRINA BROWN**, fleet services coordinator; **VONDA HICKS**, senior manager — safety & security administration; **RAY MORENO**, regional manager — safety and security, and **CAILYN PETERS**, safety innovation and technology lead.

"It is amazing all of the wisdom and knowledge they (Arkansas Highway Police) possess to ensure everyone stays safe," Hicks said.

She said her biggest takeaway was learning how important it is to have clean equipment, and that drivers need to be respectful and follow the officer's directions.



Region 8 Holds Fundraiser For Toys For Tots

During a recent Region 8 in-person dinner and meeting, the team chose to hold a fundraiser for Marine Toys for Tots.

Over \$1,100 was collected during the South-Central dinner held Nov. 30. Two full boxes of toys were donated after the meeting. This does not include items donated online.

"I think it is important to give back to the community we are involved in, in one way or another," said **PRISCILLA FINK**, regional administrative assistant. She adds that their team feels extremely blessed to work for ArcBest and ABF.

The DAL/070 service center and the Plano, Texas campus, which houses the Region 8 office, filled additional boxes with toys.

Items collected benefited less fortunate children, specifically in the Denton, Texas, area.

Team members spent two hours distributing toys on Dec. 10.

This was the first year the Region 8 team collected items for Toys for Tots, and Fink said they plan to do it again in the future.

The goal of Marine Toys for Tots is to help bring the joy of Christmas and send a message of hope through the gift of a new toy.



Former Employee Shares Memories Of 1970s At ABF

Although it has been nearly 50 years, Paul Garrett still enjoys reminiscing about his time as an ABF account manager in Charlotte, N.C., in the 1970s.

Garrett met up recently with his modern-day counterpart, **BEN CRAIG**, account manager at CLT/054. The two connected at ArcBest headquarters in Fort Smith, Ark., and compared notes about carrying out the same job nearly five decades apart.

Despite some differences in how their duties were performed, both spoke about a relationship-based approach to customers and sales.

"(The company) still goes for a relationship-style approach with the customer," Craig said. "I appreciate that. A lot of other companies have taken only a data-driven approach."

Garrett joined ABF just after the company acquired North Carolina-based Youngblood Truck Lines in the early 1970s. He was sent to Charlotte to navigate sales territory and increase the company's customer base in the area.

He recalled his daily routine, in which he called on existing and potential customers in person without the aid of cell phones, GPS or other digital tools used today. He arrived at the office at 7:30 a.m., plotted his route on a map and hit the streets for sales calls. Back at the office to end the day, he typed reports on an old typewriter.

The addition of digital capabilities has changed the "territory footprint," Craig said. While there is still a geographical territory in which he tries to find new business, his customers can come from anywhere.

Entertaining was an important part of Garrett's job. Golf outings and dinners were expected, and he remembered basketball tickets were a coveted item because of the popularity of the area's teams at that time.

"You learned quickly that you had to find basketball tickets," Garrett said.

Craig noted that COVID-19 wiped out face-to-face entertaining. While things are starting to return to normal, Craig mentioned differences that remain, even in a post-COVID sales environment.

A primary point of contact for Garrett was a potential client's traffic manager. And he was selling less-than-truckload services only.

While Craig said his doorway can still be through a traffic manager, today's targets include more executive positions like chief financial officers and supply chain VPs. ArcBest also offers a larger scope of services including truckload, ocean, air and expedite in addition to LTL.

Garrett and Craig discussed many more aspects of the job, finding commonalities even with the significant passage of time.

BRETT SHORT, field sales support analyst, arranged the meeting between Garrett and Craig. Short works closely with Craig in his company role and is the stepson of Garrett. Craig was in town to meet with a client, and Garrett moved back to the area after his time in Charlotte.



ABF Drivers Lead Touch A Truck Event For Girl Scouts

Two ABF drivers recently took part in an event intended to introduce youths to Science, Technology, Engineering, the Arts and Mathematics (STEAM), providing the opportunity for Arkansas Girl Scouts to "Touch A Truck" and learn about the industry.

LOREN HATFIELD and **DAVE HALL**, both road drivers at LIT/004, led the Touch A Truck activity at Girl Fest: STEAM Expo 2022, which took place at the Arkansas Air and Military Museum in Fayetteville in November.

Hatfield said participants sat in the cab of an ABF truck, pulled the airhorn and explored the pup trailer. Hall and Hatfield answered questions Girl Scouts had about the truck and made sure they got in and out of the equipment safely.

The Girl Scouts - Diamonds of Arkansas, Oklahoma, and Texas, hosted the event, and more than 200 girls had the opportunity to participate.

The focus of Touch A Truck events with a younger audience is just giving them the opportunity to interact with the truck.

Honking the horn seems to always be a favorite, but the girls also enjoy raising the air ride seats, shutting the door and just getting a feel for how drivers see the road. Most are amazed at how high off the ground they are once they climb into the cab, Hatfield noted.

"Most have never had the opportunity to climb up (in a truck) and see things how we see it," Hatfield said.

Hatfield and Hall have facilitated similar activities several times.

"The air horn was a big hit. The girls were unsure about getting in the truck at first; once the first one pulled the air horn, they were waiting to get in the truck. They were also able to get in the trailer, too," Hall said. "I've learned by doing these events, doesn't matter how big the box is ... the imagination of these kids is endless."

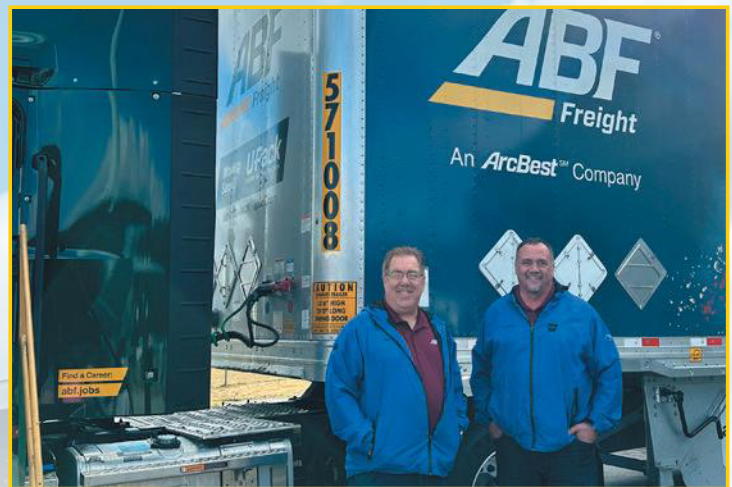
Safety is often a discussion with older participants, Hatfield said. But he also enjoys talking to groups about employment in the industry.

"With bigger kids we talk about jobs in trucking; not just driving, but all the things that make trucking happen. Many don't think about what else goes into trucking," Hatfield said.

Scouts also had the opportunity to participate in a Lego activity in one of the hangars at the museum.

Hatfield said his favorite part of leading events like Touch A Truck is just sharing trucking with the general public.

"Touch A Truck events are always fun events," Hatfield said.



ABQ/120 Partners With UnitedHealthcare To Help Community

In December, the ABQ/120 service center teamed up with UnitedHealthcare's Albuquerque office to deliver 96 cases of water to residents in the nearby Acoma Pueblo, a village in New Mexico.

The main water line in the Acoma Pueblo failed in October, which left many residents without running water until mid-December.

"Acoma is a client of UnitedHealthcare, and when any client is faced with a need, we see it as an opportunity to do good in the community," said Lisa Lesku, senior field account manager at UnitedHealthcare.

Lesku reached out to ABQ/120 to deliver the cases of water.

"We donated the time and use of our flatbed and forklift to deliver some skids of water to the Acoma Pueblo," said **RICHARD BRADBURY**, service center manager at ABQ/120.

CHARLES WALSH, driver/salesman at ABQ/120, made the delivery.

"Knowing the UnitedHealthcare team would need help transporting the water, ABF just made sense. I think it shows how two large companies — UnitedHealthcare and ABF — can pull together in a time of need," Lesku said.



Around the System

ANA 151



AARON GONZALEZ, service center manager at ANA/151, surprised his daughter, Bendelle, by bringing her to work with him over the summer. He titled the photos, "Making Memories."

SAC 155



ISAAC HUERTA and **VINCE GARCIA**, both dock workers at SAC/155, put their holiday spirit on display by placing reindeer antlers and noses on their cars.

BLN 268



JEFF CICIERSKI, service center manager at BLN/268, puts his loyalty to ABF and the Billings, Montana, service center on full display.

SAC 155



CHUCK HAMPSON, service center manager at SAC/155, shared photos of the Thanksgiving potluck held in November at the Sacramento, California, service center.

RDG 241



GAVIN BOWERS, driver/salesman at RDG/241, also known as Santa Claus, decided to spread some holiday cheer at the Reading, Pennsylvania, service center.

LIT 004



DONNIE PACE, road driver at LIT/004 and Arkansas Road Team Captain, stopped in to see Santa, **BOB KEITH**, driver/salesman at LOU/069, while on his dispatch to the Louisville, Kentucky, service center.

LOU 069

DAY 064



JOHN FLOOD, assistant branch manager at DAY/064, and his dog, Molly, like reminding others to stay safe at ABF.



**KAL
124**

JUSTIN BALL, service center manager, shared this beautiful photo taken from the yard at Kalkaska, Michigan.



**SWB
184**

JOHN PONKO, driver/salesman at SWB/184, shared a photo of an ABF truck in early June, with a veterans-themed trailer, saying, "Thanks to all who served our country."



**RGV
129**

NOE SAN MIGUEL, driver/salesman at RGV/129, delivered seven pallets to St. Paul Lutheran Church in Weslaco, Texas. The happy customer said they wish ABF delivered the first 17 pallets.



**MHV
139** **ABQ
120**

KURT JOHNSON, manager – linehaul relay at MHV/139, called this photo, "3 ABF Legends." Both **DAVE CRAYNON**, road driver at MHV/139, and **GEORGE CORDERO**, road driver at ABQ/120, are the No. 1 drivers on their seniority boards. Between them they have over 6.5 million accident-free miles. Looking on is Robert Young III, retired chairman, president & CEO.



**CLT
054**

DONNY PRICE, driver/salesman at CLT/054, snapped a shot of **MATT TRIBBY**, operations supervisor II at CLT/054, "Hard at work in dispatch, finding customer solutions!"



**MKE
039**

KELLY KIHLMIRE, service center manager at MKE/039, shared photos from the American Legion Conference in Milwaukee, Wisconsin, during the summer. ABF participated at the event.



**BAY
219**

JENNIFER JACOB, clerk at BAY/219, shared this photo taken in late August. She called it: "The Calm Before The Storm."

HEART OF 100

In 2023, we're celebrating our 100th anniversary!

We got our start in 1923 as a local freight hauler, and our ability to evolve and innovate led to our growth into a multibillion-dollar logistics company delivering integrated solutions.

Our focus on the customer and the importance of our people have been apparent from the beginning.

1923

Founded as O.K. Transfer, a local freight hauler operating in and around Fort Smith, Arkansas.



1925



Consolidated with Fort Smith Warehouse Co., to be known as O.K. Transfer & Storage. 53 employees, 25 trucks, 15 wagons, 22 horses & mules.

1928

June 5, 1928, newspaper advertisement:

"Our men are trained to treat your goods as if they were their own ...," and, "The next time we move you, notice the carefulness with which your goods are handled."

1935

On April 30, 1935, O.K. Transfer & Storage stockholders purchased **Arkansas Motor Freight Lines** and acquired its name. This marked a significant step in the company's growth. AMF operated from Fort Smith to both St. Louis and Kansas City, providing the opportunity for the company to become an interstate freight hauler.

1940s Acquisitions

Dec. 1940

Ellis Truck Line of Berryville, Ark., which extended our operating rights from northwest Arkansas to Springfield, Mo.

Apr. 1942

Lindley Truck Line of Springdale, Ark., with operating rights throughout Arkansas and Missouri.

Feb. 1943

P.C. Motor Freight of Fort Smith, with operating rights south to Texarkana and into Oklahoma.

1944

Motor Express Inc. of Little Rock, Ark., with operating rights into southern Arkansas.

Feb. 1949

Robertson Truck Lines of Poplar Bluff, Mo., with operating rights between St. Louis and northeast Arkansas.

Feb. 1949

Smock Transportation Co. of Doniphan, Mo., with operating rights in northeast Arkansas and southeast Missouri.

1948

After starting the decade with **\$66,000** in total assets, by the end of 1948, AMF had 52 tractors, 59 trailers, 56 trucks and 18 service centers, with a balance sheet (total assets, cash and capital stock) of **\$535,000**.



1951

The 1950s were transformative for the company.

In August 1951, attorney Robert A. Young Jr. of Greenwood, Ark., purchased AMF — which by then was the largest motor carrier in Arkansas. The company had 20 service centers, 415 employees, 100 tractors, 107 trailers and 82 pickups.

In October 1950, AMF reported achieving the milestone of being a million-dollar endeavor.

1953



Created General Sales Department in early 1953, with Carroll L. Owens named general sales manager.

Launched first company publication, By-Lines, in September 1953.

1955

At the company's annual meeting in February 1955, President Robert A. Young Jr. stated:

"We must grow, and grow we will."

1956-57

Announced Sept. 17, 1956, the purchase of Dallas-based Best Motor Freight doubled the company's size. In 1956:

- **AMF had 525 employees; Best had 595.**
- **AMF had 667 tractors; Best had 405.**
- **Franchised miles doubled from about 3,000 miles to over 6,000.**



"The complete integration of schedules, facilities and personnel will mean greatly increased freight service to all areas where both companies operate," states an employee note in October 1956. "The management control of Best means virtually a doubling of our operations and gives one-line service to a giant territory!"

The merger was finalized in May 1957, and our name changed to Arkansas-Best Freight System Inc.

1957

In February 1957, driver **W.O. "Bill" Fields** retired; he joined the company in 1935 and was the first recognized employee who drove over 1 million miles accident-free. *"He never injured a soul while piling up his tremendous mileage!"* the company stated.



1950s Acquisitions

Sept. 1952

Arkansas Express Inc. of Pine Bluff, Ark., with operating rights into southeast Arkansas.

June 1953

Memphis-Arkansas Express Inc. of Texarkana, Ark., with operating rights from Little Rock to Memphis.

Sept. 1956

Best Motor Freight of Dallas, Texas, which doubled the size of the company.

Sept. 1959

Healzer Cartage Co. of Kansas City, Mo., with operating rights between Kansas City and Ohio, Chicago and Milwaukee, Wis.

1961

Built a new service center in Fort Smith — *"the largest and most modern in Northwest Arkansas"* — and held an open house for the community.



1962

In July 1962, we established **Data-Tronics** (known today as ArcBest Technologies).

ABF By-Lines reported in 1962 "The Data-Tronics division was organized to effect savings for the company and to render customer service. It will handle such important and time-consuming operations as accounting systems, sales analyses, payrolls, computing and printing checks, labor and cost analyses, inventory control and market analyses." — ABF By-Lines reported in 1962

By mid-1967, it provided services such as accounts payable, accounts receivable, billing, financial statements and payroll processing for over 40 customer accounts and employed 26 programmers and systems analysts.

1967

Formed Arkansas Best Corporation to oversee ABF as well as four non-trucking subsidiaries: Data-Tronics (technology), Arkansas Bandag Corp. (new tire sales and tire retreading, later renamed Treadco), Riverside Furniture (furniture manufacturing) and Twin Rivers Corp. (furniture manufacturing).

1960s Acquisitions

July 1962

Bradsher Truck Service of Rector, Ark., which allowed the company additional service centers throughout northeast Arkansas.

Oct. 1962

Delta Motor Line of Jackson, Miss., which enabled expansion into Mississippi, Indiana, Louisiana, Missouri and Tennessee.

Dec. 1968

C. E. I. & I. Express of Indianapolis, Ind., expanding service into the Cincinnati, Ohio, area.

Nov. 1969

Fast Freight Inc., expanding service into Pennsylvania and New York.

1971

Expanded into Canada by adding a sales office in Ontario.

1972

We become a public company in December 1972 when we're listed on New York Stock Exchange (One of only two Arkansas-based companies on NYSE).



1973

Robert A. Young Jr. passed away on Aug. 31. After Young's death, the Board of Directors named CEO Hugh L. Hembree as chairman of the board and Robert A. Young III as president and chief administrative officer.

1974

First ABF Driver Training School established, in Dayton, Ohio.



1979

With the purchase of Navajo Freight Lines, ABF becomes one of 12 transcontinental motor carriers, growing overnight from the 22nd largest U.S. trucking company to the 8th largest.



1975

ABF implements **IBM 2740** communication systems across our network — the first carrier to do so. This enables point-to-point, multipoint and broadcast electronic communications across our locations.

1970s Acquisitions

Sept. 1970

Flanders Manufacturing Co. of Fort Smith, which manufactured bedroom and dining room furniture.

Sept. 1970

Krema Trucking Co. of Chicago, which enabled expansion into the Chicago metropolitan area.

May 1971

Youngblood Truck Lines of Fletcher, N.C., which extended the company's presence into North Carolina, South Carolina and Georgia.

Jan. 1979

Navajo Freight Lines of New Mexico, which expanded the company's network from coast to coast, adding service in California, New Mexico, Arizona, Nevada, Nebraska and Colorado.

ABF

1980

The Motor Carrier Act of 1980 deregulated the trucking industry. Renamed to **ABF Freight System**.

1982

Opened service centers in Scranton, Pa., and Nashville, Tenn.

1984

Implemented the Quality Process, which involves our Five-Step Problem Elimination Process, and a "zero defects" mindset. Quality is an ongoing process, not merely a program. The Quality Process also introduced **DIRTFT** to company lingo — **Do It Right The First Time**.

1985

ABF starts doing business in Hawaii. Implemented pre-printed PRO stickers instead of applying PRO numbers by hand. Opened service centers in Lafayette, La., and Biloxi, Miss.

DIRTFT

Do it Right the First Time

1986

Established a training department, "to enhance our skills so we can all do the best job possible."

Opened service centers in Vancouver, Canada; San Juan, Puerto Rico; and Jackson, Tenn.

1987

Established the **Help Desk**.

1988

The Company Store officially opened Feb. 4, 1988, "to satisfy the demand for company sportswear and accessories."

1980s Acquisitions

Sept. 1982

East Texas Motor Freight of Dallas, which provided service to 44 new cities and expanded our system to 160 service centers as well as a presence in five new states (Washington, Oregon, Utah, Virginia and Florida).

Hostile Takeover Attempt

One of the most significant moments was a hostile takeover attempt in 1988.

A corporate raider known as Razorback Acquisitions Corp. targeted the company. In a takeover attempt announced May 2, 1988, giving the company literally weeks to outbid the raider — or be sold to the raider.

Factors including the 1987 stock market crash and subsequent rate war in the trucking industry left the company vulnerable.

Then-president Robert A. Young III Young told his investment adviser at Morgan Stanley to tell the raider "We aren't interested," to which his adviser responded, "Well, that's not really one of your options."

Kelso and Company came to the rescue as a "friendly white knight," and together Kelso and the company outbid the raider. To raise additional capital, the company sold subsidiaries USA Truck and Trans-State Lines.

In late 1988, Robert A. Young III was quoted as saying, "how good the company can be" at a time of extraordinary challenges and renewed resolve.

Kelso owned most of the company stock from 1988 until 1992. Arkansas Best went public again in May 1992, this time on the NASDAQ stock exchange.

"I think the company came out of it well," Young told the Northwest Arkansas Business Journal in 2001. "But, there was about four years there where we were living on a pretty tight budget, and that's an understatement. It was a period of time we couldn't have a bad quarter. If we had failed to make a payment, we would have gone out of business. We learned a lot of things out of it. That which doesn't kill you makes you stronger."

"HOW GOOD THE COMPANY CAN BE"

1990



Established the ABF Road Team. The first Road Team included: James Allison, DAY/064; Jerry Blair, KCI/003; Myron Copenhaver, WVA/068; John Holland, ABQ/120; Kenneth House, CAR/042; Charles Middleton, LIT/004; Kenneth Pratt, DAL/070; Marion Stoddard, KGM/139; Clay Thelen, AVL/053; and John White, ELL/086.

1993

Established annual **President's Quality Awards** to recognize service centers that exemplify the Quality Process.

1994

Established ABF Load Team. The first Load Team included: John Carter, SPI/119; David Herrera, PIC/150; Michael Koch, ABQ/120; Laverne Musser, CAR/042; David Rhodes, AVL/053; Ron Sikorski, DAL/070; Joe Waller, LIT/004; Ed Whittaker, DAY/064; and Ray Wilson, CMP/355.

1995

Launched the online eCenter for customers, which evolved into **abf.com**. Tools included shipment tracking and rate quotations.

1996

Opened new 330-door Dayton, Ohio, distribution center and service center in Sedalia, Mo.

The Atlanta Committee for the Olympic Games chose ABF as the official "Supplier to the 1996 Olympic Games."



1997

Launched U-Pack, a self-load moving service.

1990s Acquisitions

Sept. 1994

Clipper Express of Lemont, Ill., a multi-modal transportation company.

Oct. 1994

Traveller Enterprises and Commercial Warehouse.

July 1995

WorldWay Corp. of Charlotte, N.C., a holding company for four trucking companies (Carolina Freight Carriers, G.I. Trucking Co., Red Arrow Freight Lines and Cardinal Freight Carriers) and Carolina Breakdown Service. The WorldWay acquisition was challenging. Integrating WorldWay's assets was a complex process that impacted profitability; after the acquisition, the company lost money every quarter for almost two years. Today, Carolina Breakdown is known as FleetNet America, based in Cherryville, N.C.

2002

U.S. Secretary of Transportation Norman Y. Mineta met with company leadership at headquarters in Fort Smith.



2004

ABF Medal of Excellence established; driver/salesman **Art Lucas** of Buffalo, N.Y., is the first recipient. Lucas, a trained EMT, saved a woman's life after she collapsed at a restaurant.



2007

InfoRoundTable introduced on AtWork site.

2005

ABF is featured on **"Extreme Home Makeover: Home Edition"** and delivers shipments in each episode.



2008

ABF is first to go paperless in city operations.

2011

Launched ABF Mobile for iPhones and iPads.

Established delivery for customers shipping to the Dominican Republic.

2013

Formed **ABF Logistics** to house intermodal and global shipping business.

2015

Announced partnership with Teamsters and U.S. Army to begin the Teamsters Military Assistance Program (TMAP).

2017

Launched **"Truck Stop"** podcast (found on AtWork!).

2021

Expanded TMAP partnership to train transitioning soldiers through ABF Military Partnership for Supervisors (AMPS) program.

2019

Announced partnership with **Polaris**, a leading nonprofit organization that fights to end human trafficking.

Implemented **"Stay Safe"** initiative, as a focus on safety practices across the company.

2023

Celebrated our **100th anniversary!**

2014

Arkansas Best is renamed ArcBest and adopts a new Nasdaq trading symbol, **ARCB**.

Established Driver Development Program.

2000s Acquisitions

2009

Albert Companies of Wichita Falls, Texas, which expanded the expansion of the moving segment.

June 2012

Panther Expedited Services of Medina, Ohio, which expanded the company's solutions into expedite shipping.

Jan. 2015

Smart Lines Transportation Group of Oklahoma City, which expanded the company's asset-light solutions.

Dec. 2015

Bear Transportation Services of Plano, Texas, again expanding its asset-light services.

Sept. 2016

Logistics & Distribution Services of Sparks, Nevada, which expanded our dedicated solution.

Nov. 2021

MoLo Solutions of Chicago, Ill., to accelerate truckload growth and expand revenue opportunities.

HEART OF
100

HEART OF 100

100 Years: Employees Share Thoughts About Their Teams

With 100 years of history, we have countless stories about our company's milestones, accomplishments and the thousands of employees who have been along for the journey.

As we celebrate our anniversary throughout 2023, we'll be sharing some of the experiences you've shared!

These are responses to the question: Tell Us About Your Team / Work Family.



"Our team at 039 is great. Everyone works well together along with the supervisors. And you could not ask for a better branch manager to work for."
— **ALAN BLOCK, dock worker, MKE/039, 23 years with ABF**



"Being a supervisor, I have many teams that I am a part of. From my fellow supervisors and bosses to the teams I manage directly in my role, we are AWESOME! Our teamwork and willingness to work together and solve problems is astounding, and I am impressed with my team daily. The people in our service center all have a very good relationship with each other and prioritize working together for a common goal." — **HALEY QUINTILIANO, operations supervisor, CLE/065, 2 years with ABF**



"Montreal service center. AM/ day team are focused on DELIVERING and PICKING UP freight. The customer may not see the behind-the-scenes attention to providing a quality/ customer-oriented interaction."
— **DANIEL BOUDREAU, account manager, MTL/326, 12 years with ABF**



"My immediate work family consists of other linehaul/ road drivers, dispatchers and managers. The relationship is very similar to a real family because some days are better than others, but at the end of the day, we have mutual respect for each other, and we always have each other's back."
— **BILL WEST, road driver, ATL/086, 22 years with ABF**



"I have met many great people and friends at ABF; most everyone is there to help if you need it." — **STEPHEN MARLOW, road driver, KXV/248, 5 years with ABF**



"I work in Orlando, Florida, with some fantastic people who help and respect each other, which makes working here great. We work as a team and that makes a calm and peaceful environment. A sense of humor goes a long way. People don't realize though that Disney World encompasses

42 square miles, so to answer the question I get asked sometimes from Fort Smith with someone new — no, we cannot see the Disney World Castle from here. But in living here we do have the tradeoff of year-round warm weather with maybe a few cold days in exchange of unpredictable hurricanes. We've only had the terminal closed about three times because of a hurricane but had no damages from them. Our manager Rich Desantis is great to work with and always approachable with any concerns or problems. I also deal with many people at the corporate office who I have to call, or they call Orlando. I've got to know and become friends with several people at Fort Smith but everyone at Fort Smith is always a pleasure to talk to. Shout-out from Lorenzo to all who have to put up with me!" — **LARENZO CISCO, clerk, ORL/222, 15 years with ABF**



"I work in the ABF Payroll department. We have a great team. My manager is Rhonda Springer, who is a great leader. She always has our backs."
— **JUDY DEFFENBAUGH, salary payroll specialist II, GO/000, 27 years with ABF**



"My journey With ABF started because of Todd Bixenman. I called him while I was job hunting and came across an assistant supervisor position that was open. I called him and asked what he thought and if I should apply. He was very honest with me to say the least. It almost scared me enough not to apply for the position. He later called back later that day and said apply for it and use him as a referral. Two months later, I started my career with ABF. Our relationship changed, however, because he was now my boss. But work is work and home is home. I had a very different training program compared to most if not all supervisors. Todd and I would ride to work together. I was able to use that to my advantage because he is an encyclopedia for ABF. He has coached me from A to Z. He has never turned me away from a question and always has an answer. Todd and I have known each other for over 12 years. We met because I'm best friends with his son James. One of the most valuable things I've learned from Todd is the importance of integrity and what it means to other people." — **COREY DUCK, supervisor — DC compliance, SCH/034, 4 years with ABF**



"Great team! Everyone is willing to work together cohesively. Everyone knows how important it is to keep customers."
— **BRANDON GARCIA, service center manager, RAC/327, 6 years with ABF**



"I enjoy working with all my co-workers; there is a good teamwork among everyone who work at 161."
— **BENJAMIN ROMERO, driver/salesman, LBH/161, 1 year with ABF**



"Being in the industry since 1974, many of drivers/ personnel have been in my family forever. We work together as a team and have great harmony. I wouldn't have it any other way."
— **KATHY GIBBONS, clerk, CES/185, 31 years with ABF**



"I have a great team both locally here in Dallas and in the maintenance department as a whole. I am comfortable enough to approach all levels of management and know that when we hit bumps or if we need to increase productivity, we have the people with the skill to make it happen."
— **JEREMY GOFF, shop manager, DAL/070, 11 years with ABF**



"I have worked at several different service centers and have had the pleasure of managing the R06 team when I served as an RVP; now I work at the GO and am honored to be part of our Safety and Security team. I've always been surrounded by amazing people who truly care about our great company and our customers. Being part of the officer group is humbling. They, too, are an amazing team to work with."
— **MIKE HANSEN, vice president — safety & HR, GO/000, 25 years with ABF**

Lempka Recognized As Highway Angel



MIKE LEMPKA, driver/salesman at LNN/101, was recently named a Highway Angel for helping pull a man from his car after the driver experienced a medical emergency and crashed his vehicle.

Lempka heard a loud noise as he and a co-worker were walking to their trucks to start their day in January 2022 when they saw the crash. A car crashed

through a fence and hit a flagpole, and that's when Lempka jumped into action and began to help.

"We ran over there, and this guy is in his vehicle. He's clearly having an episode — he's shaking," Lempka said.

Luckily, an officer arrived at the scene after also seeing the crash take place. Lempka helped the officer remove the man from his vehicle after they determined him to be unresponsive and in need of assistance.

Lempka, a volunteer driver for the Adams Rescue Squad in his hometown as well as a holder of CPR certification, stood nearby to offer help as the officer began to administer CPR.

"The guy was literally dead," Lempka said. "He (the officer) would do chest compressions and this guy's eyes would open

and look around, then he would stop chest compressions and then the guy would just fade away."

The officer contacted Lempka after the incident to let him know that man had survived. Lempka's quick action and assistance in removing the man from his vehicle contributed to the positive outcome.

"This was his lucky day. It just felt like somebody needed help — it seemed like the right thing to do," Lempka said.

"Mike works hard every day and does a great job taking care of his customers," said **DEVIN NORRIS**, service center manager at LNN/101.

Norris added, "Mike is also a family man and makes it a priority to support his children in their events. He's a great asset to the team!"

The Truckload Carriers Association presented Lempka with a certificate, patch, lapel pin and truck decals in recognition of his actions. ABF Freight also received a letter acknowledging Lempka as a Highway Angel.

Lempka has driven for ABF for five years.



DET/030 Takes Part In 'Pink Out' Event

Employees at DET/030 planned a Pink Out during the month of October. Their goal was to support and raise money for one of their coworkers who was diagnosed with cancer last year, and they did just that.

"We feel it is important to support our team, as well as others that have to go through the challenges of this fight," said **ASHLEY FRAZEE**, service center manager at DET/030.

Fraze said every employee at the Detroit, Michigan, service center, participated in the Pink Out, all wearing pink on the same day.



15 Attend SCM Training In Fort Smith

Service center managers from across the system attended the SCM Essentials training in December 2022 in Fort Smith, Ark. Attendees heard from ABF leadership, and took part in training with **BRIAN BREWER**, senior corporate trainer II; **JOHN PROCELL**, field training specialist, and **VAL CASTANEDA**, senior manager — employee experience.

Service center managers who attended include: **CHANDLER BLADEN**, BTR/093; **RENEE BROWN**, ALX/202; **CHAD DAY**, SFN/162; **GAREN DEAN**, CLA/104; **JOHN FOX**, MAS/416; **COREY GOLEC**, CMB/063; **RYAN GREEN**, JLN/023; **ADNAN HAMIDOVIC**, PLA/243; **TIM HARTINGS**, TOL/066; **RONTAYE JOHNSON**, CHS/058; **MARIO MURCIA**, RGV/129; **JEREMY PARKER**, JBR/021; **TIMOTHY PEREZ**, GSP/055; **RON SILVA**, WOR/186; and **ROBERT THOMPSON**, FYV/008



The team at Wausau, Wisconsin, was presented with an award on behalf of the Region 6 Quality Team, for their performance and commitment to provide customers with best-in-class service. Pictured from left to right: **TODD BIXENMAN**, manager — load compliance; **ANDY SMITH**, driver/salesman at WAU/280; **ARNIE KOSTKA**, driver/salesman at WAU/280; **AMYJO LINKE**, operations supervisor III; **JEFF KLUN**, driver/salesman at WAU/280; **RICK BORCHARDT**, driver/salesman at WAU/280; **DUSTY HAHN**, driver/salesman at WAU/280; **LEANDRO LEON**, service center manager at APL/211, and **KEITH BLUM**, service center manager at DPL/216.



Carlisle Forms Employee Experience Committees

In November, three employee experience committees were formed at the CAR/042 service center, made up of dock workers representing the day, evening and overnight shifts.

DAVID KAEIN, service center manager, and **NICK DELLARCIPRETE**, assistant branch manager, hosted the first committee meetings, where they discussed common issues and brainstormed possible solutions that would increase engagement and improve employees' overall experience.

For a second round of meetings in December, the CAR/042 leadership team analyzed comments submitted through the 2022 employee survey, placing them into categories and defining five focus areas:

- **Accountability**
- **Communication**
- **Environment**
- **Retention/recruiting**
- **Training**

The committee members focused on generating solutions to problems in the categories, and the groups talked through many issues. **LARRY TRENDLELL**, manager – field employee experience, led the meetings and Kaelin and Dellarciprete provided local insight and took detailed notes.

The committees' suggestions are being reviewed for actionable items.

Committee members included:

2300 – JOSH BOWER, GREG HARTMAN, CAMP ILUCHES, BRIAN LONGENECKER and ANDREW SAJAC

0700 – JOSH BECKER, REX BRAGG, DAN CHAPIN, JIM FUHRMAN, NATE HUMMER, BRIAN LIBRERO, CHRIS MARTIN, ADAM MYERS and JOY RENN

1500 – AARON FISHEL, JASON GALAYDA, BOB HUFF, JEN LOGAN and ALAN ZOOK



Quality Corner 2022 Quality Highlights

By Mark Westra, manager – Quality Awareness



2022 was a very busy year, and I wanted to take a minute and remind everyone of some Quality Highlights.

- 1. The President's Quality Award was presented to service centers at Ocala, Florida; Hickory, North Carolina; Indianapolis, Indiana; South Chicago, Illinois; and San Juan, Puerto Rico.**
- 2. 16 Quality Education Seminars were conducted for 267 new non-contractual employees**
- 3. 109 Contractual Employee Quality Training sessions were held for 1,228 contractual employees**

Each event, seminar and class gave me the opportunity to meet new people and talk about something for which I have a deep passion – our people and the Quality Process.

I have the unique opportunity to meet people across our system. I get to hear stories of struggles and successes. I see and hear from people who have spent most of their lives working for our company, and I feel the passion that they have for what they do. I also get to talk to new employees who are finding their way as they begin their career with ABF. I see the different places and environments that you all work.

While there are many differences in a lot of our locations, we have one consistent thread: Wherever you work across the ABF system, no matter what your job is, we all need to work together to provide a best-in-class experience for our customers.

In 2023, let's get back to the basics. So what does that mean:

- **Handle the freight as if it was your own.**
- **DIRTFT – Do It Right The First time, every time.**
- **Zero Defects – It's a personal attitude that errors are unacceptable.**
- **Hold yourself accountable. If you made a mistake, fix it and don't do it again.**
- **Block, brace and secure every shipment.**
- **Come to work, do your job.**

Don't give our customers any reason to look elsewhere. It takes all of us working together to meet customer expectations and provide a great experience.

Thanks for what you do out there. **Please stay safe, and we'll see you down the road.**

Wilcox Awarded For Safe Driving Excellence

Stay Safe Congratulates SCs With Reductions In Injuries



Stay Safe congratulates road driver **WES WILCOX**, LIT/004, who was awarded the Stay Safe Excellence in Driving Award. Wilcox is the first road driver to receive this honor.

In October, Wilcox had just left the service center and merged onto Interstate 55. He wasn't up to speed yet when he noticed a tractor-trailer swerve "really hard." Between Wilcox and the tractor-trailer were two passenger vehicles, and one swerved. Wilcox slowed down — then he saw a man on the road.

He moved to the left and the man moved to the left, so he moved back to the right and the man moved to the right. He said that the man got within 10 feet of the front of his tractor. He was traveling 9 mph, trying to get away from the man. Once he managed to get away, he called the police.

"One moment can affect your life and others forever," Wilcox said. "It only takes one mistake to change a life."

"This is a perfect example of how alert and safe driving pays off," said **BRENT LLOYD**, manager — line operations at LIT/004. "This could have easily turned out much differently."

Wilcox was asked about being a professional truck driver and his philosophy on the road: "Out here on the road, this is our office, but it's not just us (ABF). It's everyone and we have the same common goals to get home to our families."

Wilcox has been driving since age 21 and

said he knows the road is a dangerous place. "Every mile we drive increases the chance that something will happen," he said.

Wilcox was asked what advice he would give to new drivers:

"Our units are so heavy there is no forgiveness; if we hit something there is going to be damage. If we do something wrong, we can cause an injury. We always have to be alert and aware," he said.

The Stay Safe Excellence in Driving Award is presented to a driver who prevents a possible fatality accident or horrific crash event.

Injury Reduction:

Stay Safe would like to congratulate the following service centers that have had no injuries for the past two years, 2021-2022:

- 061 Youngstown, OH
- 126 Odessa, TX
- 181 Sikeston, MO
- 251 Bowling Green, KY
- 308 Wilmington, NC
- 330 Lacrosse, WI
- 431 Hazelhurst, GA

Congratulations to the distribution centers with the largest reduction in injuries:

- 034 South Chicago, IL: reduced injuries by 31 **19% reduction**
- 003 Kansas City, MO: reduced injuries by 14 **13% reduction**
- 086 Atlanta, GA: reduced injuries by 12 **16% reduction**
- 004 Little Rock, AR: reduced injuries by 10 **17% reduction**

Service centers with 50 or more employees:

- 221 Miami, FL: reduced injuries by 16 **52% reduction**
- 114 Aurora, IL: reduced injuries by 13 **72% reduction**

- 200 Minneapolis, MN: reduced injuries by 7 **14% reduction**
- 279 Paterson, NJ: reduced injuries by 6 **40% reduction**

End of the line — fewer than 50 employees:

- 327 Racine, WI: reduced injuries by 9 **64% reduction**
- 047 Providence, RI: reduced injuries by 7 **70% reduction**
- 043 New Haven, CT: reduced injuries by 5 **42% reduction**
- 062 Fort Wayne, IN: reduced injuries by 5 **50% reduction**
- 113 Elgin, IL: reduced injuries by -5 **71% reduction**
- 119 Bloomington, IL: reduced injuries by 5 **83% reduction**
- 133 Norfolk, VA: reduced injuries by 5 **55% reduction**
- 177 Tyler, TX: reduced injuries by 5 **55% reduction**
- 182 Allentown, PA: reduced injuries by 5 **63% reduction**
- 312 Ocala, FL: reduced injuries by 5 **83% reduction**

Stay Safe thanks everyone for your efforts in keeping yourself and others safe during 2022. In this new year, we will continue with our goal to reduce accidents and injuries by promoting a culture of safety so everyone goes home safe.

Contact us at staysafe@arcb.com with your ideas and comments to continue to promote our culture of safety.

Load Compliance Team Focused On Awareness, Education, Accountability

By: **Todd Bixenman**, load compliance manager — Region 06

In 2022, the Load Compliance team had a solid strategy to control claims, improve our system paid frequency, and positively affect profitable growth.

We were obsessed with the customer experience. We focused on our responsibility to promote efficiency and reliability and how we could serve the field through interdepartmental collaboration.

As part of our claim prevention initiative for 2023, our team is committed to a strategy of **Awareness**, **Education** and **Accountability**. We're working to support the field through the development of training, communication and consistency throughout the system.

We have seen growth at an impressive speed, but we cannot let it jeopardize our Quality. Being purposeful in continuing and strengthening our culture of Quality through experience and expectations is our motivation.

We continue to align with the ABF profitable growth roadmap. The Load Compliance team plans for enhanced training for specific roles. This training will help ensure processes are in place for preventing claims and ABF employees are knowledgeable, safe, and efficient.

In addition to our training initiative, we're prepared to mentor, coach, and make on-the-spot corrections,

relying on our Quality Process to solve load compliance issues and working together to change strategies when we recognize we aren't getting the desired results.

As we move forward, we will identify service centers, shipping lanes, and accounts that will benefit from the support of a more extensive team collaboration to improve the customers' experience and create an environment conducive for our employees.



Service Anniversaries for January and February 2023

40 Years 35 Years 30 Years 25 Years 20 Years



City Awards

GOLD



Pete Delise
SRT/226



Phillip Porter
ATN/182

SILVER

James Collins, SCH/034
Rick Henry, CMB/063

Daniel Mengar, ELG/113
Robert Savnik, CLE/065

Russel Yeager, RFD/115

BRONZE

Steven Andrews, SUF/334
Pawel Bakula, DEN/110
Robert Booker, JAN/059
Chris Daren, ANA/151
Alfonso Diaz, STK/156
James Findley, KCI/003
Chad Gross, TCM/141
Ruben Herrera, LBH/161
Kevin Jackson, VIN/231

Brandon Jefferson, HOU/075
Jeffrey Kennedy, DUB/298
Lawrence Kling, ARR/114
Christopher Lowery, CLT/054
Matthew McKnew, SAC/155
Chris Moseley, PLA/243
Neil Niessner, CES/185
Brian Owen, BLM/119
John Pozy, TOL/066

Jose Ramirez, HOU/075
Nick Saverino, MAS/416
Ronald Schmidt, BUF/026
Richard Schultz, ALB/027
Edwin Teron, CST/380
Rudolph Trice, ARR/114
William Villa, SFD/346
Jose Yopez, SNB/165

Road Awards

4 Million Miles

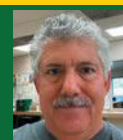


Mike Carter
ATL/086

3 Million Miles



RJB Baker
KXV/248



Robert Deeb
DAY/064

2 Million Miles

Luis Alvarez, PHX/130
Alfonso Archuleta, ABQ/120
Wesley Combs, ALT/086

Michael Essary, KCI/003
Steven Johnson, SCH/034
Joe Jones, LIT/004

Greg Leon, ABQ/120
Armand Menchaca, ABQ/120

1 Million Miles

Lee Abby, ATL/086
Donald Anderson, CAR/042
Brian Downing, DAY/064
Johnny Drum, WNS/051
William Englehart, SAC/155
Jimmy Fraley, DAY/064
Tony Hill, SCH/034
Tony King, WNS/051

Philip Leonard, KXV/248
Robert Lyon, SCH/034
Edward Murphy, IND/050
Corey McDowell, LIT/004
Jeffrey Nickle, CAR/042
Melvin Proctor, LIT/004
Stefan Stevenson, KCI/003
Bryan Storek, AMA/073

Robert Surufka, SCH/034
Chris Washburn, DAY/064
David Weaver, CAR/042
Wayne Wilhelm, DAY/064
Roger Willard, WNS/051
Mark Winfrey, WNS/051

Congratulations to these drivers who received safe driving awards in 4Q 2022!

Retirements for November and December 2022

Greg Adams, operations manager, DAY/064, 38 years
Leonard Ratowski, service center manager, GRS/196, 36 years
Eric Haga, yard employee, DAL/070, 31 years
Michael Hogan, utility employee, WOR/186, 31 years
Steven Smith, road driver, DAY/064, 30 years
Jesse McIntosh, dock worker, DAY/064, 28 years
Tony Bennett, driver/salesman, PIC/150, 28 years
Mark Smith, service center manager, SED/301, 28 years
Richard Nowak, yard employee, SCH/034, 27 years
Larry Pastrana, yard employee, SCH/034, 26 years
David Scoggins, road driver, WCT/033, 24 years

Lorraine Smith, clerk, IND/050, 24 years
Ken Clark, driver/salesman, PHX/130, 24 years
Drew Foggo, AWP City, SNB/165, 22 years
Artin Ouzounian, road driver, SLC/149, 21 years
Martin Palma, driver/salesman, SAN/158, 20 years
Jeffrey Scherback, driver/salesman, NVN/043, 20 years
Kenton Dupell, driver/salesman, PTL/145, 19 years
William Copen, utility employee, LNG/295, 17 years
Keith Stork, utility employee, MSN/283, 16 years
Jon Gename, driver/salesman, RAC/327, 15 years
Bill Murphy, driver/salesman, RDG/241, 12 years

Jim Deptowicz, road driver, AKR/060, 12 years
George Powell, driver/salesman, AGS/057, 12 years
Donald Kresco, dock worker, WOR/186, 10 years
Dana Jonas, service center manager, CRW/252, 8 years
Robert Galley, road driver, SNB/165, 7 years
Tom Couture, driver/salesman, DET/030, 5 years
Dave Saving, driver/salesman, DEN/110, 4 years
Peter Meine, road driver, SNB/165, 2 years



BOB WEATHERS, road driver at KCI/003, retired in September after 35 years with ABF. He is pictured with his plaque and pups, while sporting his beloved Chiefs shirt on Red Friday, a Kansas City celebration.



FRANK D'AMICO, senior operations supervisor at BAY/219, retired after 23 years with the company. D'Amico (right) is pictured with **FRANK DALY**, service center manager at BAY/219.



TRAVIS DRAGE (pictured left), driver/salesman at SLC/149, with the company for 24 years, and **TODD SMITH** (right), yard employee at SLC/149, with the company 26 years, celebrated their retirements in December. Pictured with Travis and Todd is **RAIF FOSTER**, operations manager at SLC/149.



CAROL ANN GROVE, senior operations supervisor at HGR/198, celebrated 35 years with ABF with a surprise cake from her co-workers. She says, "The drivers in Hagerstown are the best and just like family!"



ELLEN CRISLIP, operations supervisor at CRW/252, celebrated her 25th anniversary with the company in November. Pictured with Crislip is her husband, **TIM CRISLIP**, retired operations supervisor at CRW/252. By-Lines apologizes to Ellen for an error in the November/December issue.

ABF's Garcia, Butler Aid Wreaths Across America

In December, **RALPH GARCIA**, road driver at ABQ/120, and **TEDDY BUTLER**, driver/salesman at ATL/086, participated in a convoy to transport over 250,000 wreaths to Arlington National Cemetery.

Garcia and Butler, both America's Road Team Captains and ambassadors for the trucking industry with the Workforce Heroes Program, drove the American Trucking Associations' camo-wrapped Workforce Heroes truck and helped deliver wreaths for the 31st annual Wreaths Across America event, whose mission is simply "Remember. Honor. Teach."

Each live, balsam wreath represents a gift of respect and appreciation for the veterans and is sponsored by an individual or organization. Volunteers place the wreaths on headstones as a small gesture of gratitude for the freedoms Americans enjoy.

"I've hauled a lot of different loads through the years, but this is probably the most precious," Garcia said. "To me, Wreaths Across America is a way to honor the men and women who have served or made the ultimate sacrifice for our freedoms. When we lay the wreaths down, we say the name on the tombstone out loud so the veteran's name will never be forgotten. The motto of Wreaths Across America is to remember, honor and teach — remember the sacrifice, because freedom isn't

free, honor the people who have served, and teach young people the cost of our freedoms."

The trip began in Columbia Falls, Maine, and ended at the cemetery in Arlington, Virginia, where more than 28,000 volunteers laid wreaths on veterans' graves.

Along the way, Garcia and Butler stopped with the rest of the convoy to meet with schools, emergency response teams and other community members to remind people how important it is to carry out the Wreaths Across America mission.

"Wherever we were, our convoy of about 12 or more trucks was appreciated and welcomed with people on the side of the road or on top of an overpass, waving the American flag, clapping and even saluting as we drove by," Butler said. "It was an amazing experience that I'll never forget."

Wreaths were placed on more than 2.7 million military graves at over 3,700 participating locations across the country on National Wreaths Across America Day, held Dec. 17.

"I want to thank ABF for supporting us on this trip, and always being involved to make these events possible," Garcia said.



ERNIE WOOD, driver/salesman at BLB/267, and his wife, Brenda, met up with the Wreaths Across America convoy to visit with fellow drivers and show support — a tradition they enjoy each year during the holidays.

What We're Hearing



MERCADO

The gentleman who took care of my delivery was amazing! He was patient and took great care in delivering my items.

I don't often write reviews, but I truly had to take the time to acknowledge **LUIS PICHARDO MERCADO**, driver/salesman at PIC/150. As someone who is opening a business and needing to get a lot of deliveries to do so, it can be challenging to coordinate with such heavy materials, time frames for receiving, etc.

He made it so simple, and truly if all our drivers are like him, I will only be using ABF from now on. Thank you.

Melissa W.



JONES

I just wanted to let you know (which I am sure you know already) you have an outstanding employee. In today's world of work values and dedication to customer service, it's hard to come by.

I needed some material from Omaha, and I called for a quote and got it immediately from **TRACI JONES**, clerk at OMA/100. I then flipped it to an order with her help.

We were expecting the delivery on a certain day, and it did not happen. She got it taken care of and got it delivered to me the next day. And then emailed me to make sure I got it!

I would love to have an employee with her willingness to help a customer.

Hats off to her!

Leigh Ann W.



RASCH

I wanted to give a compliment to the driver who delivered my shipment (**KEN RASCH**, driver/salesman at MKE/039).

I was not home that day, so my mom had to sign for the package. She said the driver was extremely courteous and kind. He made sure the package was placed in a suitable location as it was going to rain that evening. He

called me ahead of time, while I was at work to go over a drop-off location. The package was also delivered in pristine condition.

Please give the driver a big kudos and thank you for his dedication.

Ken. S



SMITH

I want to commend and thank **MARTRICE SMITH**, clerk at MEM/009, for being so helpful, kind and patient with setting up our delivery.

I also can't say enough about **RICHARD EASTMAN**, driver/salesman at MEM/009, and his above and beyond professionalism, help, kindness and patience with a difficult delivery! He saw we were a bit nervous and immediately allayed all our concerns.

These great employees are what make a great and successful company. We can't thank you enough.

Robert T.



EASTMAN



MALDONADO

I want to say thanks to ABF and our driver, **RALPH MALDONADO**, driver/salesman at BFL/159.

The call to schedule was clear, concise and professional. At the delivery, Ralph was quick and efficient, but still friendly and courteous.

I'm happy that my son noticed the U-Pack detail on your trailer, as we will be needing something like this in the future. Thanks again!

Kenneth V.



KENNEDY



PHELPS

We needed a shipment in the worst way to complete a job. We contacted your customer service, and they took charge to get it here a day early. Wonderful job by all involved.

Thank you for the GREAT service. **DARREN KENNEDY**, operations supervisor II at BUR/188; **HEIDI ROSE**, clerk at STL/002, and **CRYSTAL PHELPS**, clerk at STL/002, were all working together for us.



ROSE

We almost didn't call, thinking nobody would care, but boy we were wrong. You guys are the best.

Dan C.



MOORE

JASON MOORE, driver/salesman at LOU/069, for ABF showed up and assisted us with getting these on the truck.

I would highly recommend ABF in the future thanks to Jason — he went above and beyond to help, and was very friendly and professional.

Ken. S



This was my first time here, and I was impressed with the staff at **OMA/100**.

They were very friendly and helpful. What impressed me was how they cared for my shipment and loaded it very carefully since it weighed 2,250 pounds. I would recommend this shipper.

Judie B.



TUCKER

I would like to make you aware of "Over and Beyond Service" regarding your driver, **TONY TUCKER**, driver/salesman at ARR/114.

Due to my street restrictions to allow a 40-foot trailer, Tony unloaded the freight, placed it on a dolly and delivered it to my home, walking over a quarter of a mile each way. Even my neighbors were impressed by Tony's resolve to deliver the freight as well.

ABF should be proud to have a great associate like Tony.

Boysen A.



MONTEALEGRE

We were very happy with the delivery and pickup of our U-Pack ReloCube through the Hagerstown service center.

We'd like to give huge kudos to our delivery driver, **NEIL MONTEALEGRE**, driver/salesman at HGR/198. He was not only very proficient in placing and removing the cube from our narrow driveway, but was also very friendly and

personable, which helped a lot to alleviate our moving stress.

We requested that our cube be picked up a day early to avoid a major incoming storm, and the service center went out of their way to accommodate us.

D. Kchik



WILLIS

Your driver, **MGW WILLIS**, driver/salesman at JFL/125, is way beyond an awesome guy.

He is very friendly and went out of his way to make sure we got our merchandise. It was a pleasure meeting him.

Billie Y.



ROTH

I would like to request **SHAUN ROTH**, driver/salesman at WCT/033, to deliver our shipments every time! He is very professional, polite and helpful. Keep him on our rotation.

Your company is very fortunate to have Shaun on your team.

Sara G.



The people here and at the depot in Elgin (**ELG/113**) were very responsive. Delivery today keeps my crew working over the weekend.

Thank you.

Stephen S.



DESANTIS



VARBROUGH

Thank you, Mr. **RICH DESANTIS**, service center manager at ORL/222, for sending **LUIS RODRIGUEZ**, driver/salesman at ORL/222, to pick up my pallets this afternoon.



RODRIGUEZ

I've been shipping my daughter's children's books for many years, and Luis just set the speed record for guiding large pallets from our unit onto a huge truck. Luis was efficient, friendly, and very positive about working for ABF.

You, **QUINTON YARBROUGH**, operations supervisor I at ORL/222, and

Luis all made this shipping experience a good one for me, and I thank you from the heart.

Martha B.



KILGORE

I just wanted to send you a quick email to say what a great experience I had with my drop-off.

WALTER KILGORE, driver/salesman at TAL/362, was a consummate professional. He was kind enough to call ahead and let me know when he was coming and was extremely helpful answering my questions about the process of moving with U-Pack, as well

as showing me how to work the doors and ensuring the containers were clean.

Finally, Walter and I had a lovely conversation while he worked. I would highly recommend him to anyone else using U-Pack services. I hope he's the one to pick up my containers before I go. I'm grateful to him for making what is an incredibly important and stressful situation a little bit easier.

Jennifer R.



DANISON

I wanted to share with you and your staff the excellent service **MIKE DANISON**, driver/salesman at CMB/063, provided to me when delivering a band saw. He was personable, professional and helpful. I also appreciate the fact that he contacted me prior to his arrival in plenty of time for me to meet him.

Once at my house, he unloaded the saw from the trailer and brought the saw up my driveway into my workshop. Then, he asked if I needed help placing it in my workshop! I offered him a tip for his outstanding service, and he politely refused, stating he was doing his job. It was a pleasure meeting him.

Thanks for the great delivery experience.

Frank R.



JONES

We were delivered a 300-pound item, and this letter is written to express my heartfelt gratitude for the excellent service we received from your employee, **JORDAN JONES**, driver/salesman at MAS/416.

I would like ABF to recognize Jordan for his kindness, caring and compassion. Knowing how busy December is, he didn't rush us and

answered any questions we had. He was an absolute joy to work with and talk too. We wish more people would be as kind as he.

Please honor Jordan as an outstanding employee that really cares for his job, customers and I'm sure he cares for ABF, his employer.

Lisa G.



TWITTY

I would love to let you know that your employee, **JESSIE TWITTY**, driver/salesman at JFL/125, was extremely helpful, kind and went above and beyond to help today as we received our delivery.

Thanks for hiring such wonderful people who are so helpful and courteous.

Mark L.



ISHAM

The mantel arrived yesterday afternoon. The driver (**JOHN ISHAM**, driver/salesman at JFL/125) was very gracious and helpful.

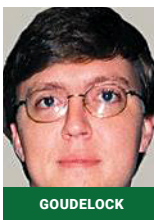
The driver spoke so highly about the company he works for, I couldn't help but wonder who was in charge. For an employee to speak so highly of their company says an awful lot about the company management.

Congratulations!

Your willingness to help has been quite impressive.

Thank you for your follow up and your determination to get the mantel to me for my customer!

Peggy C.



GOUDELOCK

I wanted to let you know **JOHN GOUDELOCK**, service center manager at AGS/057, is doing a very good job for you.

He was very helpful and conducted himself in a very professional manner in helping me with my delivery.

Mark W.

NPS Survey Comments

AS WE REGULARLY SURVEY OUR CUSTOMERS ABOUT THEIR EXPERIENCE, WE NOTICED THAT PROMOTERS TYPICALLY MAKE POSITIVE COMMENTS ABOUT OUR TEAM MEMBERS. BELOW ARE SOME RECENT COMMENTS ON NET PROMOTER SCORE SURVEYS.



ABF has been responsive and good with schedules.

Thanks, **DEN/110**.

Christine R.



Very helpful. ABF Freight showed up the same day and provided tracking information upon arrival. The driver was kind and helped load the skid.

I appreciate the effort and had a much better experience than with your competitor. Thanks to **MSP/200**.

Theodore W.



Our regular truck driver is **MIKEY WHITLEDGE** (driver/salesman, EWJ/261); he is the best!

Charlie B.



ABF (**NEW/082**) provides excellent customer service and the best drivers. What else would you want with a carrier?

Natalie W.



I love ABF/ ArcBest. All of the drivers and personnel scheduling at **WOR/186** and delivering our materials over the past eight years I have been in this position have been amazing.

Russell B.



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Progress Continues On Service Center Improvements

Several service center remodel projects were completed in 2022, and others are nearing completion.

"We have 35 remodels planned for 2023," said **MATT GODFREY**, vice president – engineering. "However, due to supply chain and contractor challenges we experienced last year, we have carryover of our 2022 remodel group into 2023. Because of that, I want to acknowledge that while we're starting the planning process on our 2023 remodels, we anticipate some carryover, including some remodels where the physical work might not start until 2024."

In the latest ABF Team Report video released in February, ABF President **SETH RUNSER** also announced plans for the Seattle, Wash., team to move to a new facility that will increase the number of doors and double the yard space.

"Making improvements at our service centers is a priority for the leadership team," Runser said. "Based on your feedback in the past two employee surveys, we know facility improvements are an important topic. I want us to have updated facilities and a safe, enjoyable atmosphere for all of us. I'm excited at the updates made so far as well as what's ahead."

