

TOTAL QUALITY LOGISTICS COMPANY OVERVIEW

FAST FACTS

- 5,000+ full-time employees
- Open 24/7/365, including holidays
- Thousands of customers across North America
- Access to 90,000+ carriers
- More than 2 million loads moved in 2020
- \$4.1+ billion in sales
- Cutting-edge technology solutions for customers and carriers
- Industry-leading on-time percentage
- More than 500 industry and workplace awards
- TQL Cares contributed \$2 million to charitable causes in 2020

OUR LOCATIONS

CINCINNATI (HQ)

Akron
Atlanta
Austin
Birmingham
Boston
Charleston, SC
Charleston, WV
Charlotte
Chicago
Chicago West
Cincinnati East
Cincinnati North
Cleveland
Columbia
Columbus
Dallas
Daytona Beach
Dayton
Denver
Detroit
Erlanger
Evansville
Fayetteville
Ft. Lauderdale
Ft. Wayne
Grand Rapids
Greensboro
Greenville
Houston
Indianapolis
Jacksonville
Kansas City
Knoxville

Las Vegas
Lexington
Louisville
Memphis
Milwaukee
Minneapolis
Mobile
Nashville
New Orleans
Orlando
Phoenix
Pittsburgh
Portland
Raleigh
Richmond
Salt Lake City
San Antonio
Savannah
St. Louis
Tampa
Toledo

55 OFFICES
IN 26 STATES

WHO WE ARE

Total Quality Logistics is ranked by *Transport Topics* as one of the largest freight brokerage firms in North America. Since 1997, we have arranged truckload shipments for thousands of customers nationwide and have built our reputation on commitment, integrity and reliability. To you, this means one point of contact that understands your business inside and out.

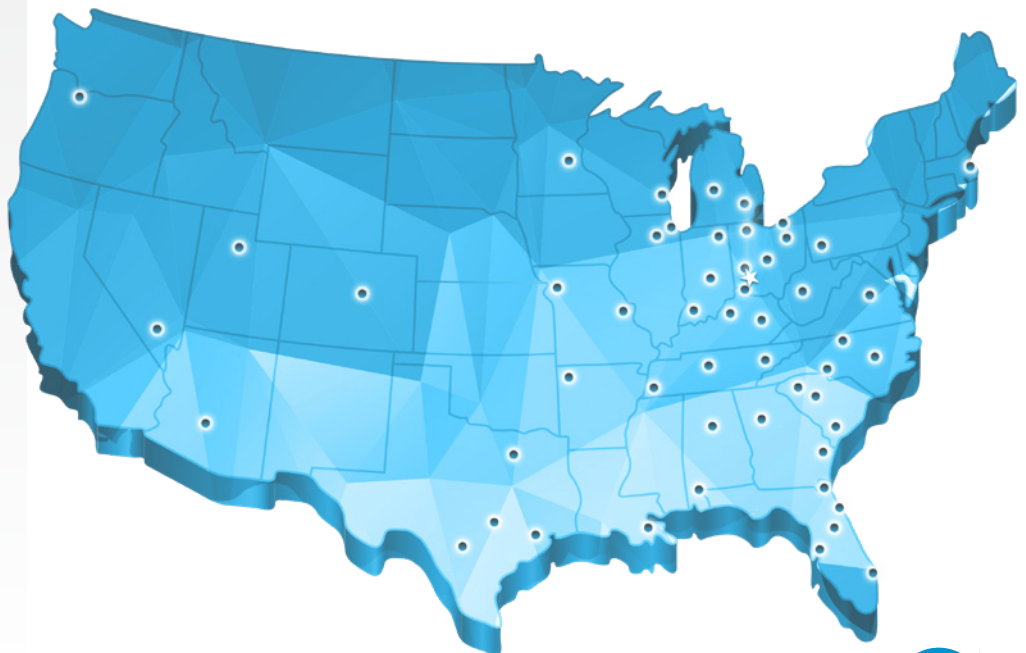
HOW WE WORK

At TQL, you work directly with a dedicated Logistics Account Executive and their support team. Your Logistics Account Executive is responsible for managing and overseeing your entire freight movement process, from tendering of the load to delivery.

**"WE MATCH THE NEEDS
OF SHIPPERS WITH THE
CAPABILITIES AND
CAPACITY OF CARRIERS,
CREATING GREATER
EFFICIENCY IN
TRANSPORTATION."
— KEN OAKS | CEO**

TQL'S WINNING PRINCIPLES

1. Pledge Integrity
2. Exceed Expectations
3. Recognize the Value of Teamwork
4. Be Forthright About Conflict



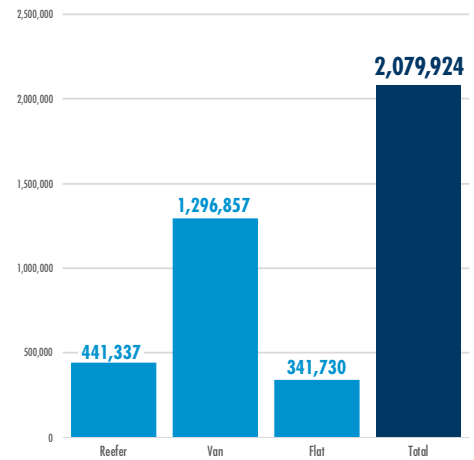
OUR SERVICES

We want to be the company you count on to find the best option for your freight, day or night. We easily adapt to changes and are reliable. We have extensive experience handling both high-volume and niche shipping needs.

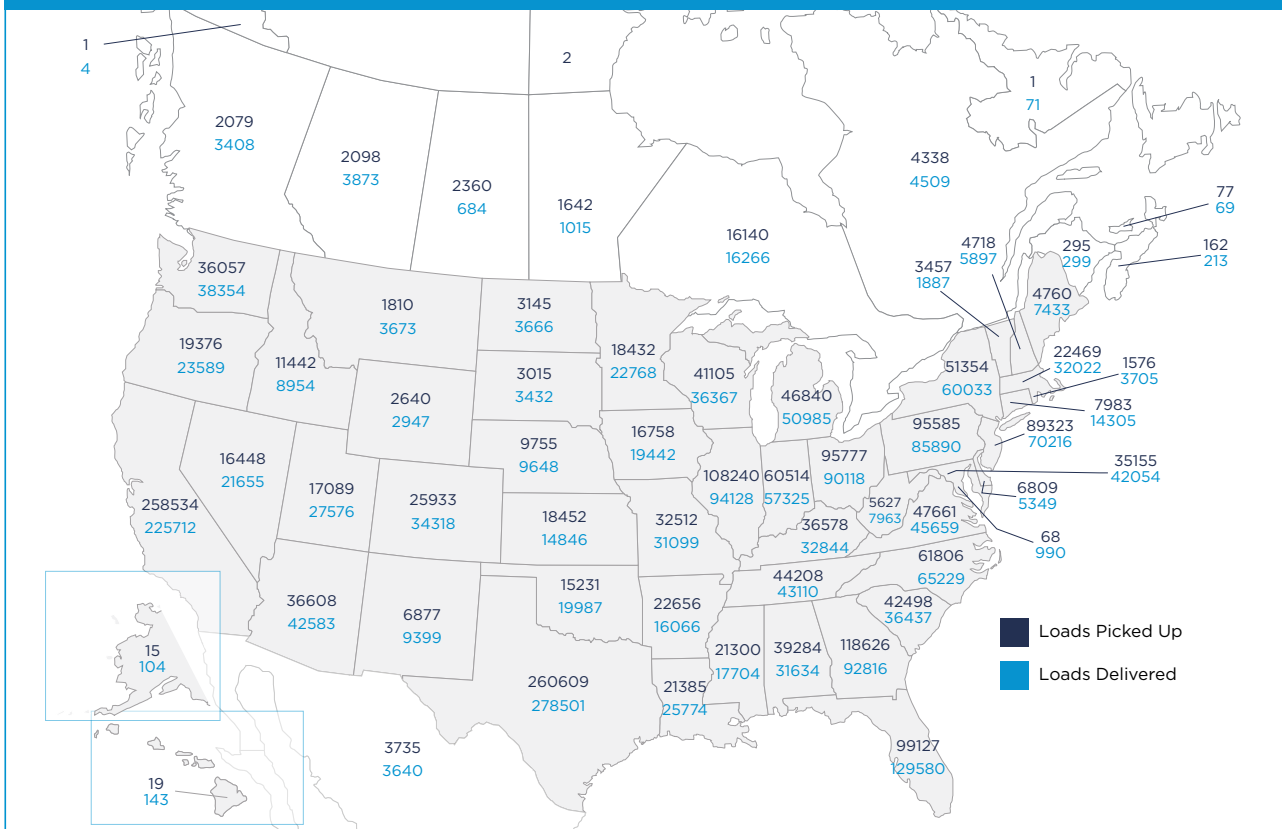
BEYOND VAN, FLATBED, TEMPERATURE-CONTROLLED (REEFER) AND LTL LOADS WE ALSO HAVE EXTENSIVE EXPERIENCE IN:

- Multi-Stop Loads
- Intermodal / Rail
- Drayage Loads
- Team Drivers
- E-Tracking / Logistical Trailers
- Floor Loading
- Hazmat/Chemical
- Oversize / Overweight
- High-Value
- Just-in-Time / Production Deliveries
- Tradeshow Delivery
- Alcoholic Beverage Delivery

2020 LOAD BREAKDOWN BY EQUIPMENT



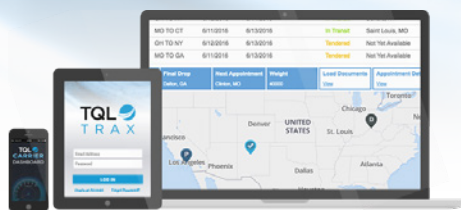
TQL'S 2020 TOTAL LOAD MAP - 2,079,924



TECHNOLOGY

OUR TECHNOLOGY IS BUILT WITH YOU IN MIND. OUR MISSION IS TO PROVIDE YOU WITH SPEED AND TRANSPARENCY TO YOUR FREIGHT 24/7/365.

OUR CUSTOMERS



TQL TRAX

Our free web portal and mobile app that allows our customers to quote, tender and track their **TRUCKLOAD, LTL** and **INTERMODAL** shipments 24/7/365.

- Self-service LTL
- Load tracking and mapping status updates
- Request a quote
- Tender a load
- View load documents
- Pay and manage invoices

Learn more at www.TQL.com/TRAX

**Some features not available in mobile app*

LOAD TRACKING

We understand the need for frequent, accurate location updates on every shipment. In addition to live daily check calls, we offer:

- Tracking through GPS
- Cellular tower integration
- Driver-submitted updates via our mobile app

EDI (ELECTRONIC DATA INTERCHANGE)

TQL helps you make the exchange of information secure and efficient.

- Automatically streamlines load tendering and invoicing
- Customizable to fit your system's capabilities

OUR CARRIERS



CARRIER DASHBOARD

Our web portal and mobile app that simplifies how we do business with our carriers, leading to **INCREASED CAPACITY** and more **COMPETITIVE RATES** for you.

- Search and quote available loads
- Submit manual or automated check calls and GPS location updates
- Capture and send load documents

OUR TEAM



TQL ON-THE-GO

Designed for your Logistics Account Executive, this custom mobile app gives our team **24/7/365** access to the information we need to **MANAGE YOUR FREIGHT**. It's integrated directly with our internal system.

- Displays detailed performance metrics and ratings for carriers in our network
- View load information including documents, pickup numbers and status updates

AWARDS & RANKINGS

TQL EARNS TOP RANKINGS IN THE TRANSPORTATION INDUSTRY FOR OUR HIGH STANDARDS OF SERVICE AND INTEGRITY, AND HAS BEEN HONORED WITH MANY LOCAL AND NATIONAL WORKPLACE AWARDS

OUR CREDIT RATINGS

DUN & BRADSTREET

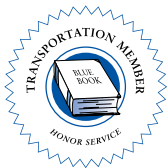
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BLUE BOOK

40,000M XXXX AA
Elite Transportation
Member

RED BOOK

A **** I
Business Character
Award



INDUSTRY RANKINGS

Transport Topics

One of the largest freight brokerage firms in North America
2021

SmartWay Transport Partner

Partner since 2010

Transportation Intermediaries Association (TIA)

Member since 1998

COMPANY AWARDS

Food Logistics Magazine

Top 100 3PL And Cold Storage Provider
2011-2019

SupplyChainBrain.com

100 Great Supply Chain Partners
2013-2020

Inbound Logistics

Top 100 3PLs
2019

Armstrong & Associates

Top 50 U.S. Domestic 3PLs
2014-2019

Armstrong & Associates

Top 20 Most Recognizable 3PLs
2018-2019

Responsible Care

Partner of the Year
2018, 2020, and 2021

G.I. Jobs

Military Friendly Employer
2014, 2016, 2017, 2019
2018 Gold Winner