



TOTAL QUALITY LOGISTICS

COMPANY OVERVIEW



MISSION STATEMENT

Exceed the customers' expectations at all times and handle their transportation requirements from the moment of pickup until delivery 24/7/365.

TQL

WHO WE ARE

2nd
Largest Freight Brokerage
Firm in North America
(source: management estimate)

\$7.5B
2025 Total Sales

9,000
Employees

1997
Established in
Cincinnati, OH

65+ TQL
Offices in 25+ States

► **FINANCIALLY
STRONG**

Dun & Bradstreet
Second-Highest Rating: 5A2
DUNS# 79-145-9410

Produce Blue Book
Highest Rating: 50,000M XXXX AA

RapidRatings Credit
FHR Q3: 96/100
Risk Level: Very Low Default Risk

Better Business Bureau
A+ Rating

MEMBERSHIPS & CERTIFICATIONS



2026 INVESTMENTS & EXPANSIONS

Expanding Market Share in Global and Specialized Business Lines

Elevated Cross-Border Support with Monterrey Team

New Feature Investments in TQL TMS and TRAX

Shipments Picked Up

Shipments Delivered

Top Ports

TQ

 Top Ports



TQL

LINES OF BUSINESS

► MODES & SERVICES SERVING ALL INDUSTRIES

OVER-THE-ROAD

-  Full Truckload
-  LTL
-  Partial

GLOBAL

-  Ocean
-  Drayage
-  Customs
-  Air
-  Canada
-  Mexico

SPECIALIZED SERVICES

-  Drop Trailer
-  Heavy Haul
-  Intermodal
-  Warehousing

45+
National &
Regional LTL
Carriers

110+
International
Partners &
Agencies

4,000+
Access to Private
Trailer & Chassis Fleet

140,000+
Miles of Door-to-Door
Rail Services in the U.S.,
Canada & Mexico

SINGLE POINT OF CONTACT MODEL



**YOUR DEDICATED
LOGISTICS ACCOUNT
EXECUTIVE**

DIRECT TEAM

Scalable to shippers' business needs at no extra cost.



**Customer
Account
Specialist**



**Logistics
Coordinator**



**Customer
Service
Coordinator**



24/7/365 After Hours Logistics Support

OPERATIONS SUPPORT



Cargo Risk • Distressed Load Assistance • Claims

BUSINESS SUPPORT



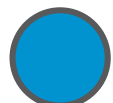
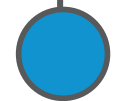
**Sales Quality Assurance • Carrier Services •
Billing & Payment Services • Compliance •
Reporting & Analytics • Cybersecurity**

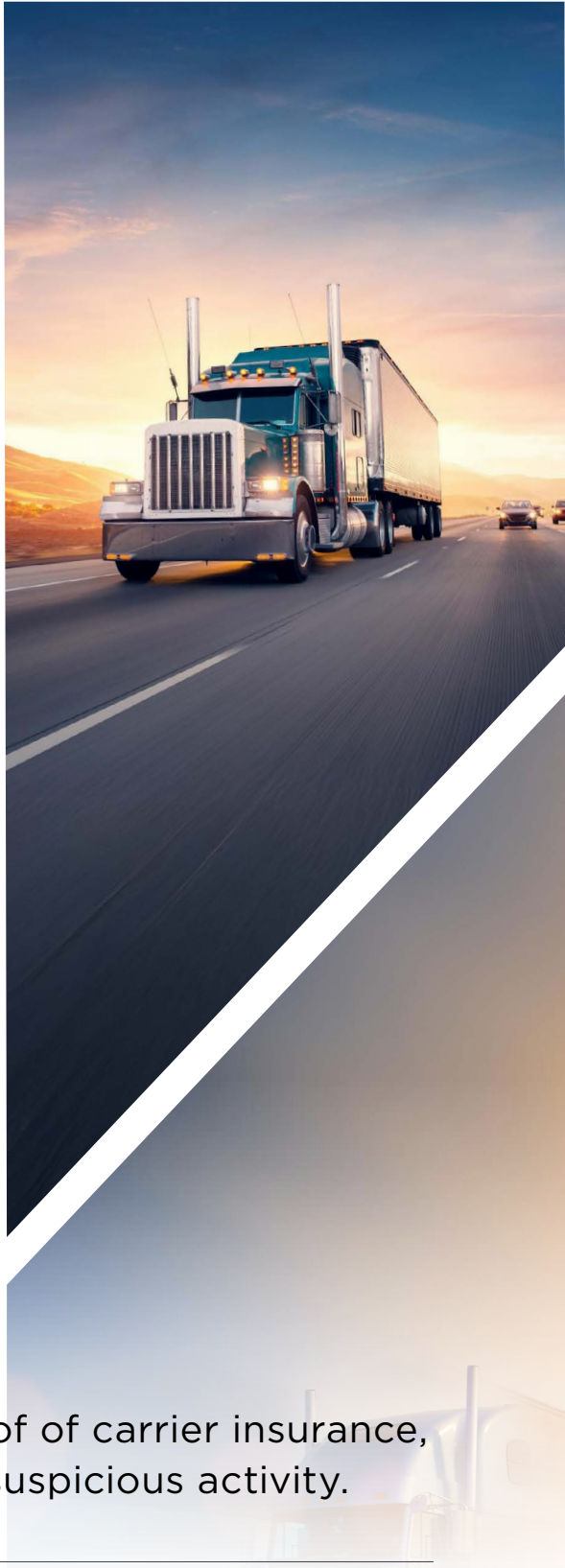
TQL

QUALIFIED CARRIERS

110K+ Carrier Network & Equipment Access

OUR CARRIER APPROVAL PROCESS

	CARRIER CONTRACT	Receipt of signed carrier contract provides proof of carrier insurance, verifies registration and ensures monitoring of suspicious activity.
	CHECK OPERATING AUTHORITY	Confirm carrier's authority to operate under the DOT and FMCSA.
	VERIFY INSURANCE COVERAGE	Affirm insurance coverage details with carrier's agent.
	SECURITY REVIEW	Review carrier for identity validation and indicators of fraud, theft and other suspicious activity.
	APPROVAL	Approve carrier after all criteria are met.
	CONTINUOUS MONITORING	Monitor authority, insurance, safety rating, and performance.



CARRIER INDEX SCORE

TQL's proprietary algorithm, uses AI machine learning to identify the best carrier for a shipment.

Metrics include:

- Fleet size
- Years in business
- On-time performance
- Carrier claims percentage
- Successful completion history

CARGO RISK & RESPONSE TEAMS

 PREVENTION	 RESPONSE	 RESOLUTION
CARGO RISK • 30+ daily audits • 60+ dedicated personnel with 24/7 staffing and auditing • Trend analysis and risk assessment across 3.9M+ shipments annually • Customer and commodity specific protocols and security requirements	DISTRESSED LOAD ASSISTANCE • Extensive list of facilities for repairs and warehousing with assistance in restacking, repalletizing and reworking cargo • Network of salvage vendors to help mitigate loss • Chemical/Hazmat incident response • Response team works closely with law enforcement to recover cargo	CLAIMS • Ensures all parties' compliance with cargo claim regulations and industry standards • Adheres to PACA Good Delivery Guidelines • Minimizes impact of losses through restacking/ repackaging facilities and in-house salvage specialists • Provides insights and strategies to decrease future claims

TECH ENABLED

SHIPPERS

TQL TRAX

24/7/365 visibility and flexibility on multiple modes

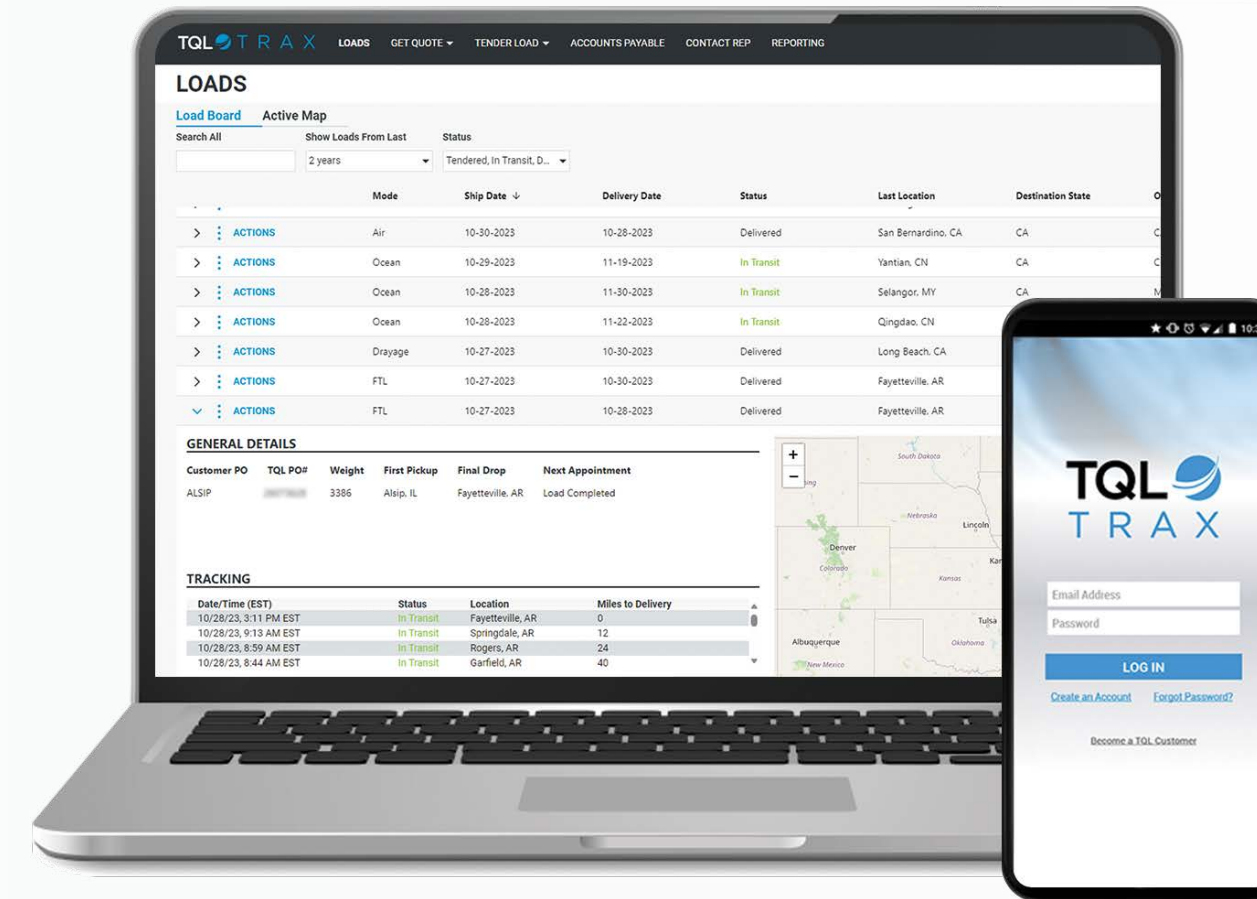
- Customizable load board
- Streamlined invoice management
- Accelerated payments
- Receive real-time rates on FTL (Dry Van, Reefer and Flatbed), Partial Truck and LTL shipments
- Build and export custom reports
- Tender and track shipments

Learn more at www.tql.com/trax

TQL GLOBAL TRAX

Real-time visibility and control across your global shipments

- Track international shipments end-to-end with detailed milestone visibility
- Receive real-time status updates when shipments move or change
- Stay directly connected to your TQL Global team from origin to delivery



**Some features not available in mobile app*

TECHNOLOGY INTEGRATION

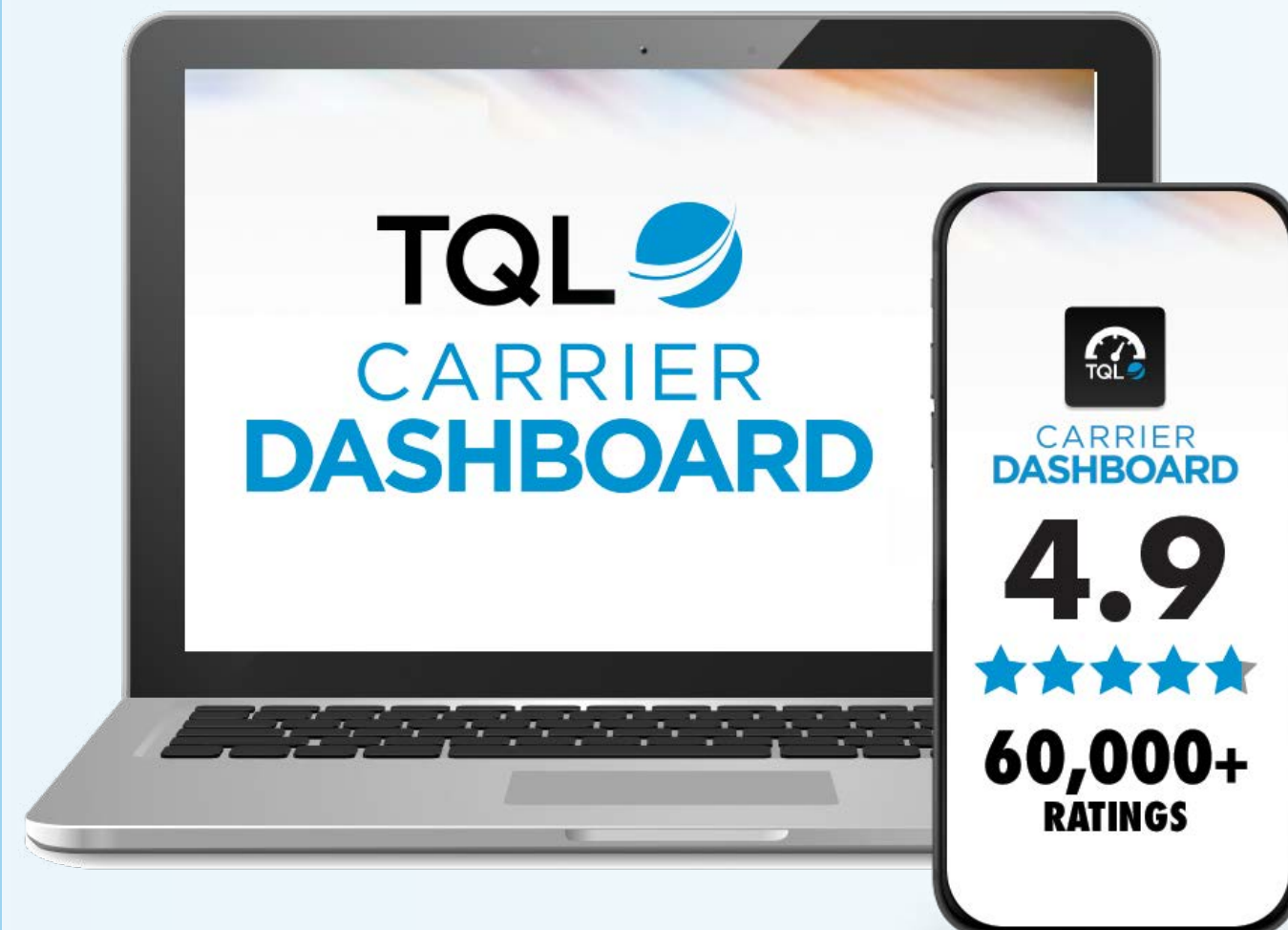
EDI, API and TMS Integration

- Real-time access to rating and tracking information
- Seamless shipment tendering and invoicing—no physical documentation required
- Clean, reliable data for actionable, customized reports

Learn more at www.tql.com/data-integration



CARRIERS



TQL CARRIER DASHBOARD

Industry-leading carrier app

- Highest rated load board on app stores - 4.9/5.0
- Comprehensive carrier vetting and authority status monitoring
- Prebooking visibility on power unit equipment capabilities, location and empty status
- Loyal carrier base with a wide variety of equipment
- Self reliance from third party load boards

Learn more at www.tql.com/carrier-dashboard



TQL CARES

COMMUNITY IMPACT

2025 STATS



Donated **\$4.5M**
to **3,600** nonprofits



79% of TQL employees donated
to nonprofits—twice the national
average of 39%



8,400+ hours volunteered
by TQL employees



6 employee resource groups



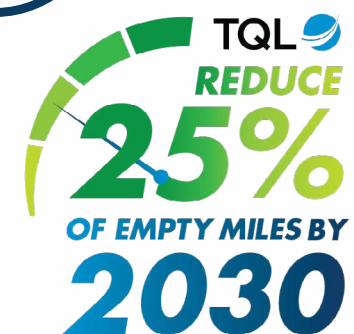
Donated **\$408K** in
transportation costs
through our Moves that
Matter program



12.5M+ lbs of food donated to
communities in need



TQL has been a SmartWay Transport Partner since 2010: supporting
efficiency, sustainability, and responsible transportation practices.



Surpassed our goal of cutting **45M** empty miles by 2025—
reducing over **65M+**. TQL remains committed to lowering
emissions for our shippers by setting a new goal to
reduce an additional 25% by 2030.

ecovadis



OUR SIGNATURE GIVING PROGRAMS

MILITARY MONTH

We recognize and give
back to our **active-duty
military members and
veterans** each May.

CANCER AWARENESS MONTH

We raise funds to **fight
cancer** every October.

TQL partnered with a nonprofit to populate and maintain three
hives holding 100,000+ bees combined.



Freight moved to communities in need
via our Moves that Matter program.



We donate logistics expertise
and cover the cost to **move
charitable shipments.**



CUSTOMER INSIGHTS & HIGHLIGHTS

9.2/10 

2025 Overall Customer Service Satisfaction Score

“I just want to mention how impressed I am by TQL.
They are always **responsive, professional and dependable.** They consistently get our shipments
out on time with a great attitude.”
—Manufacturing Shipper

900+ INDUSTRY & WORKPLACE AWARDS

A TRANSPORT TOPICS
TOP100
LOGISTICS COMPANY



TQL 
TOTAL QUALITY LOGISTICS