



# GOODWILL AND RYDER: OVERCOMING TRANSPORTATION BARRIERS TO IMPROVE THE COMMUNITY

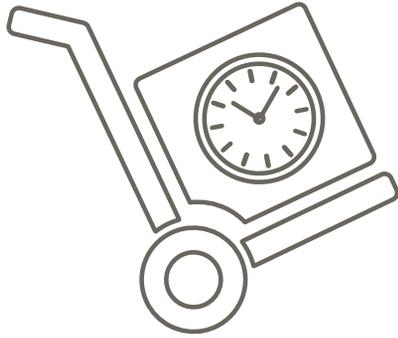
Managing a franchise in any industry is difficult on its own. Add in the complexity of managing your own transportation network, and the challenges grow exponentially – especially if transportation is not a core competency. In this report, learn how Goodwill agencies who have partnered with Ryder for a Dedicated Transportation Solutions benefit from route scheduling and engineering, drivers hired and trained for their agency, and real-time visibility into their transportation network.



# THE OUTSOURCING DIFFERENCE

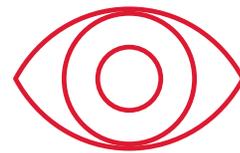
Since partnering with Ryder, Goodwill agencies have achieved:

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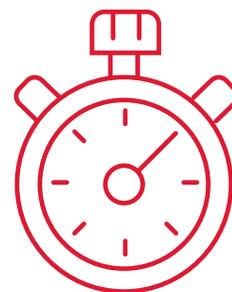
99% on-time delivery

100% real-time transportation  
network visibility



Continuous improvement through  
business intelligence tools

100% transparency to  
inventory by agency



Increased time to focus  
on Goodwill's mission

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Working to enhance the dignity and quality of life of individuals and families by strengthening communities, Goodwill Industries International eliminates barriers to help people in need reach their full potential through learning and the power of work. It is through this mission and a focus on its core values that Goodwill helps more than 288,000 people annually train for careers.

The same values of giving back to the community, trust, expertise, and collaboration are present at Ryder System, Inc. In fact, Ryder and Goodwill have a robust history together that dates back to the 1950s when Jim Ryder, who began Ryder in 1933, founded Goodwill Industries of South Florida with Roy Perry in 1959.

Since its 1902 inception in Boston, Goodwill's reach has expanded from a local organization to one whose impact today is felt by families and communities from coast to coast with 161 Goodwill agencies across the United States and Canada. Each day, trucks from Goodwill agencies travel throughout the country, collecting donated items, transporting them to distribution centers and then delivering the items to the agencies to supply the goods to people in need. The ability to do this day in and day out, requires an optimized transportation network that includes vehicles, reliable drivers, enhanced visibility, routing, scheduling, and continuous improvement. Because transportation is not a core capability for Goodwill agencies, some – such as Goodwill Manasota – have turned to Ryder for its Dedicated Transportation Solution.

“We are a big fan of sticking to our mission, which we are an expert at. Just as we know Ryder is the expert in the logistics field,” said Donn Githens, Vice President of Operations, Goodwill Manasota. “Ryder takes the time to understand our needs. It is a true partnership that allows us to focus on our mission.”

Through a Ryder Dedicated Transportation Solution, Goodwill agencies that have partnered with Ryder receive a best-in-class transportation solution that includes a customized fleet, drivers hired and trained specifically for their agency, route engineering, innovative technology that provides real-time visibility, and the ability to leverage Ryder's transportation and logistics expertise.

Githens states there are numerous benefits his agency has achieved from a Ryder Dedicated Transportation Solution. One of the top benefits comes from a proprietary business intelligence tool that Ryder created specifically for Goodwill locations.

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– Philip Forgione,  
Director of National Accounts at Ryder

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One challenge many locations have is a lack of transportation network visibility because historical data is either not available or not in the right place. Because of the business intelligence tool, as well as vehicle utilization studies, Ryder is able to capture the necessary data to optimize the transportation networks of its Goodwill partner locations. This is accomplished through Ryder logistics managers analyzing and using data, including inventory supply, to engineer routes, schedule deliveries, and plan for peak demand.

“By capturing this business intelligence today, we are able to make them better tomorrow,” said Philip Forgione, Director of National Accounts at Ryder. “Through this tool, we are able to help forecast for the seasonal swings Goodwill experiences, and give the locations more visibility into their inventory and transportation network.”

Because of the importance inventory plays in engineering an efficient transportation network, Ryder developed an inventory management tool that allows Goodwill agencies to know where all their inventory is at a given time, and where Ryder contracted deliveries are occurring. “We have the consistent knowledge of where our Ryder routes are running, and that they are moving in the manner we agreed to run them,” Githens said. “It gives us peace of mind that our routes run seven days a week without fail. We have really great communication, and everyone on both teams understand the partnership and Ryder’s role.”

Along with vehicles, network engineering, and business intelligence, Goodwill agencies also benefit from drivers who are hired, trained, and managed specifically for each agency. For the agencies that have partnered with Ryder, this has been critical during the current driver shortage.

“The demand for drivers was another major reason why outsourcing with Ryder was attractive,” Githens said. “We spent an excessive amount of time recruiting and training drivers. And, we were dealing with a high turnover rate. When Ryder came in, they provided a huge benefit with drivers not just through management but the mitigation of risk in taking over the workers compensation and liability. Ryder even kept a majority of the drivers we were using, which addressed a big concern of ours.”

Githens admits there was a fear of losing control before outsourcing his agency’s transportation and logistics to Ryder. However, after working with Ryder he says the two companies have a true partnership that brings value to Goodwill.

“We never have to worry about a truck, driver, or route,” Githens said. “And, it’s more than that. Ryder is willing to help wherever we need it. Because of the flexibility and benefits Ryder provides, we have achieved unique business opportunities. “Ryder is moving and executing every initiative as a true partner.

## About Goodwill Industries International, Inc.

Goodwill's network of 161 independent, local Goodwills in the United States and Canada offers customized training and services for individuals who want to find a job, pursue a credential or degree, and strengthen their finances. Goodwills meet the needs of all job seekers, including programs for youth, seniors, veterans, and people with disabilities, criminal backgrounds and other specialized needs. Goodwill Industries International is committed to inclusion and diversity and respecting the people it serves, community members, and the people with whom they work. Goodwill believes in putting people first, providing a safe space for our employees and creating environments where people have the support they need to build their work skills and care for their families.

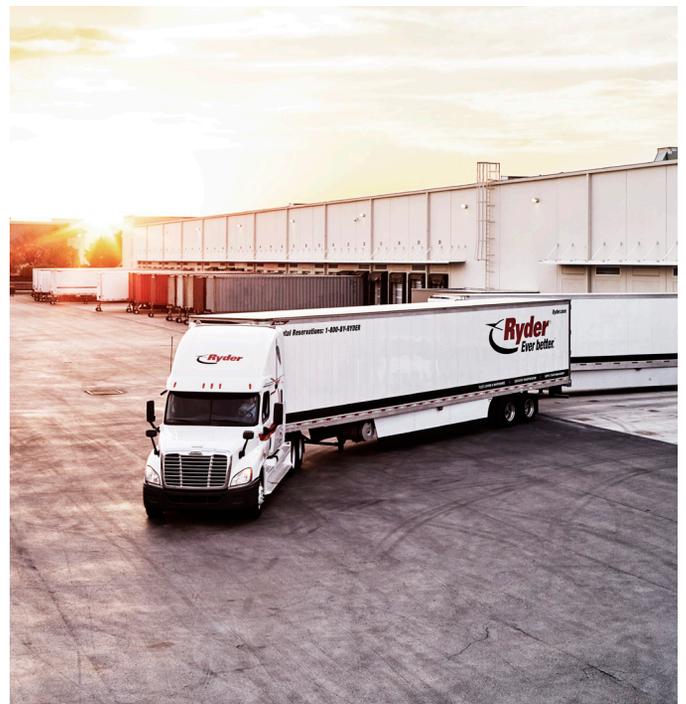


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## About Ryder System, Inc.

Ryder is a FORTUNE 500® commercial fleet management, dedicated transportation, and supply chain solutions company. The Company offers nationwide access to over 800 state-of-the-art service facilities, 5,900 certified technicians, and a dedication to superior repair quality, safety, speed, and full visibility. Ryder offers a wide range of maintenance products for all vehicle types, delivering flexibility around the level of maintenance that companies require in order to keep their fleet running properly throughout its life span. Ryder is continually monitoring emerging fleet technologies and works closely with the technology providers and equipment manufacturers building innovative features to provide feedback around functionality, usability, and adaptability. Ryder's stock (NYSE:R) is a component of the Dow Jones Transportation Average and the S&P MidCap 400® index. The Company has been named among FORTUNE's World's Most Admired Companies, and has been recognized for its industry-leading practices in third-party logistics, environmentally-friendly fleet and supply chain solutions, and world-class safety and security programs.





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