

OUR PEOPLE



“We are a service provider of outsourced transportation and logistics solutions. People are the primary differentiator in our business. Our proven processes and technologies are important to our success, but ultimately, it is the expertise, character and quality of our people that enable Ryder to be a highly trusted leader in our industry.”

GREG GREENE
Executive Vice President and Chief Administrative Officer

Ryder’s value comes from understanding a customer’s business and then using our deep expertise to bundle and configure a wide range of innovative products and services in ways that exceed customer expectations. By combining our employees’ insights with our proven processes and technologies, we are able to innovate and execute consistently in real world conditions, and that’s critically important to our customers who rely on us to bring them continuous improvement and efficiency. We continue to place a high priority on reducing inefficient processes and improving operating efficiency, so people in positions all across our company can leverage their individual expertise.

OPTIMIZING EMPLOYEE POTENTIAL

In recent years, we established a formal leadership competency model centered on the four dimensions of character, judgment, relationship and results. Through 2011, we continued to make investments in training and development, as well as new talent management processes and technologies to unlock the full potential, productivity and efficiency of our team of nearly 28,000 employees. These initiatives help ensure that we are able to recruit, develop and retain the diverse talents, viewpoints and expertise we need today and in the future.



DRIVING BUSINESS RESULTS THROUGH DIVERSITY & INCLUSION

We believe that the best solutions come from the most diverse working groups collaborating in an inclusive environment. To further the development and quality of our industry-leading talent, we formed a Diversity & Inclusion Council that’s led by our Chairman & CEO Greg Swienton, and includes a cross section of representatives from various functional areas, management levels, and geographies. In 2011, we held our first-ever Women’s Leadership Forum to ensure that we are addressing factors that affect the attractiveness of our industry and business as a place where women can enjoy a long, productive, well-balanced and rewarding career.

HIRING OUR HEROES

One of our many people-related initiatives that we are particularly proud of is our increased focus on hiring military Veterans. Ryder continues to benefit from hiring talented military Veterans and drawing on their distinct logistical, mechanical, and leadership skills. In 2011, we joined the U.S. Chamber of Commerce Veterans Employment Advisory Council and teamed with several Veterans support groups to help fill open positions at Ryder. These alliances are proving to be very productive, resulting in 600 military Veterans hired in 2011.

