



# QUALITY POLICY

ArcBest is committed to providing a best-in-class customer experience by being a trusted partner with creative problem solvers who deliver solutions with ease. We will work together to consistently meet the agreed-upon requirements of our customers.

**Judy R. McReynolds**

ArcBest Chairman,  
President & CEO

**Dennis Anderson II**  
Chief Customer Officer

**David Cobb**  
Chief Financial Officer

**Erin Gattis**  
Chief Human Resources Officer

**Michael Johns**  
VP, General Counsel & Corporate  
Secretary

**Danny Loe**  
President, Asset-Light Logistics,  
Chief Yield Officer

**Michael Newcity**  
SVP, Chief Innovation Officer, ArcBest  
President, ArcBest Technologies

**Tim Thorne**  
President, ABF Freight