



KANE IS ABLE

In 1930, Edward Kane traded his car for a used truck to provide local hauling to valley regions of Northeast Pennsylvania. That was the beginning of Kane Freight Lines.

Today, KANE manages a large truckload fleet and operates millions of square feet of warehouse space across the U.S. for some of the world's most respected brands.

The company remains family-owned and professionally managed.

As our business changes and grows, our beliefs about our work and the behaviors we value remain the same. We've written this booklet so our associates can always appreciate the standards upon which we built our business.



# THE KANE CODE

## **1. Keep safety first.**

Your family, your colleagues and your customers count on you.

## **2. Sweat the details.**

If you don't, customers will find someone who will.

## **3. Honor your word.**

Never make promises you can't keep.

## **4. Avoid surprises.**

Customers hate them. Communicate quickly, good news or bad.

## **5. Treat customers and associates like family.**

Because they are.



# WORK

We do important work: Getting goods to market.  
Serving the people who serve the consumer.

We hope you'll always look forward to going to work: Being among great people, taking on challenges, testing your brain, always learning.

And coming home like you've just had a good workout.

That's the kind of attitude that gives our customers and our colleagues confidence.



# LIFE

We're a family business, so we know:  
Life is for family and friends.

We work to live. We don't live to work.

But we work hard, so we can build better lives. In fact,  
we have families who've been with us for generations.  
They share our belief.

A career can be a big part of your life.  
But it's not what you live for.



# CHALLENGES

We like tough challenges, succeeding where others fall short. That demands more brainpower and performance from everyone.

How do we meet and beat challenges?

Hire smart people. Give them the power to call the shots as they see them. Remove obstacles from their path. And reward their success.



# STRESS

Some think this job means putting out one fire after the next. That's not how we operate.

We put as much energy into preparation as execution.

O.K., the job is driven by deadlines. So when we need to pull together, we do. But strict deadlines call for careful planning – and careful planning means less burnout.

The more thought you put into planning, the less time you spend spinning wheels.



# LOOSE ENDS

They're the enemy.

Success in this business is built on attention to details. That's what sets us apart from competitors. Neglect the details and we look like everyone else.

Customers choose us and stay with us because we sweat the details.





# CLEAN HANDS

Warehousing and distribution is a hands-on job.  
We all get our hands dirty in this business.

But we conduct ourselves in business with clean hands,  
always. We prize that reputation.

All of us have a stake in keeping our good name.

Our policy: Deal ethically and honestly with customers,  
vendors, partners, and one another.



# CHARACTER

We can train you to operate equipment.

But we can't train honesty, initiative or accountability.

We hire people who show the character that built this company.

We build our future on you.



# **B L A M E**

Sometimes things go wrong. For anybody.

In that moment, we don't look for scapegoats.  
We look for support from one another.

We ask, "How can we fix this?"

We solve the problem, then worry about cost.



# RULES

Rules can change. That's a rule. Especially for our customers.

They want a partner who's sensitive to their fast-changing world. And flexible enough to adapt.

It's more important to act quickly and responsibly than to cling to "the way it's always been done."

We too have our rules. One of them: Be open to better ways.



# SURPRISES

Customers need real facts about real-time problems.  
They don't like unhappy surprises.

We're accountable, no matter what.

Good news or bad, we communicate immediately with customers – especially if there's a glitch.

But if we come with bad news, we come with good solutions.



# HONOR

When we say we'll do it, we do it.

We're not really in the logistics business.

We're in the business of honoring commitments.

We live up to our word.

That's simply who we are.



# CUSTOMERS

Our job is to make our customers heroes.

We do that by being their heroes.

Answering calls, pronto. Hustling to give the help they need.

Always coming through.

To put customers first, listen first.

Understand what's important to them.

Share their urgency. Make that your priority.

Make our customers feel like part of our family.

Because they are.

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*is able*