



Wesley B. Kemp
President and Chief Executive Officer

Dear Fellow Employees,

Last Friday, March 12th, the International Brotherhood of Teamsters (IBT) released an “ABF Freight Update” to all ABF employees represented by the National Master Freight Agreement (NMFA). In this update, the IBT acknowledged the need to engage ABF in formal discussions over contract relief. However, before making a final decision to enter into formal discussions, the IBT will be seeking input from their local union leaders and ABF employees covered by the NMFA.

I expect there will be many news reports and articles over the next few weeks concerning these developments. As I’ve mentioned before, reports in the media can often be inaccurate, especially content generated by the new social media, such as blogs, message boards, etc.... One recent example is an article published by ArkansasBusiness.com that inaccurately implied Arkansas Best was increasing the compensation for our executives. Just for the record, there have been no pay raises for non-union employees (including executive officers) for almost two years and none is anticipated except in the case of promotions. I suspect the writer misinterpreted a task required by the IRS to be approved by shareholders that addresses the limits on executive compensation.

I ask that you continue to rely on communication provided directly to you from the company and IBT leadership. I am committed to keeping open lines of communication with all of our employees, union and non-union alike. If formal discussions are begun with the IBT, we will take appropriate steps to ensure that you have means available to obtain timely and accurate information in a manner that respects the bargaining process.

In closing, I simply ask that each employee keep an open mind and not take a hard position before any formal discussions are concluded and the facts concerning any agreement that might be reached are completely communicated by both ABF and the IBT.



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Judy R. McReynolds
President and
Chief Executive Officer

March 12, 2010

We want to provide some clarification to a recent Arkansas Business article regarding our recent proxy statement. Here are some facts that tell the rest of the story:

- There were no actual pay increases for our officers. The item to be voted on by shareholders is just an administrative requirement prompted by IRS regulations.
- There have been no salary increases for any non-union employee (including executive officers) in almost two years, except in the case of a promotion.
- The base salary of our executives has historically been, and continues to be, below the average for executives of comparable transportation companies, including YRC and Con-way. Executive compensation is closely tied to the performance of the company. As such, there were no incentive payments earned during 2008 and 2009.

As was discussed during the most recent Team Report, we recognize and thank each of you for the significant sacrifices you've made by foregoing annual wage and salary increases, paying higher health care premiums and deductibles, and suspension of the company match of your 401(k) contributions. The depth of the recession has made these actions a necessity. If you have any additional questions, please let me know.

Thank you.

Judy R. McReynolds