



**DATE:** January 31, 2006

**TO:** Watco Companies Managers and Employees

**FROM:** Julie Fortman  
Communications Coordinator

**SUBJECT:** Watco announces new position: Senior Vice President, Service Assurance

Watco Companies President and COO Terry Towner announced today the new position of Senior Vice President, Service Assurance. Kirk Hawley will assume this position immediately. Hawley has served as Senior Vice President, Marketing since 2003.

“Kirk has been with this company for fifteen years and was our first marketing officer. He has an outstanding history with Watco and is the ideal person to oversee the many facets of meeting our customers’ expectations every day,” Towner said. “As Watco continues to grow, Kirk’s knowledge, leadership and guidance will give us the ability to utilize our resources to meet our Customers’ high expectations.”

As Senior Vice President, Service Assurance, Hawley will be responsible for service coordination between customers, customer service and operations to assure the service delivered matches the needs of our customers. Hawley will report to Towner and have broad responsibilities and authority to proactively solve customer issues and drive improvements in communication, information, customer service, data entry and operations.

Hawley joined Watco in 1991 as the Marketing Manager for the South Kansas & Oklahoma Railroad. In 1996 he was promoted to Director of Marketing and in 1999 promoted to Vice President of Marketing and Sales. In 2003, Hawley was promoted to Senior Vice President of Marketing. In this position, he was responsible for overseeing marketing efforts for Watco’s railroads in the Midwest, Gulf and East Regions.

“I have worked with many great people during my time with this company. We have achieved tremendous growth and success through our hard work,” Hawley said. “Working in this capacity will provide opportunities for us to continue to carry our core values of improved customer service, improved profitability and a long term vision across our company. I am looking forward to working with all aspects of our company on a daily basis to continue to improve our combined performance every day.”

Hawley will continue to work from the Pittsburg office and can be reached at 620-231-2230 or [khawley@watcocompanies.com](mailto:khawley@watcocompanies.com). He and his wife Debbie live in Pittsburg. They have one son, Kris, who is a freshman at Kansas State University in Manhattan.