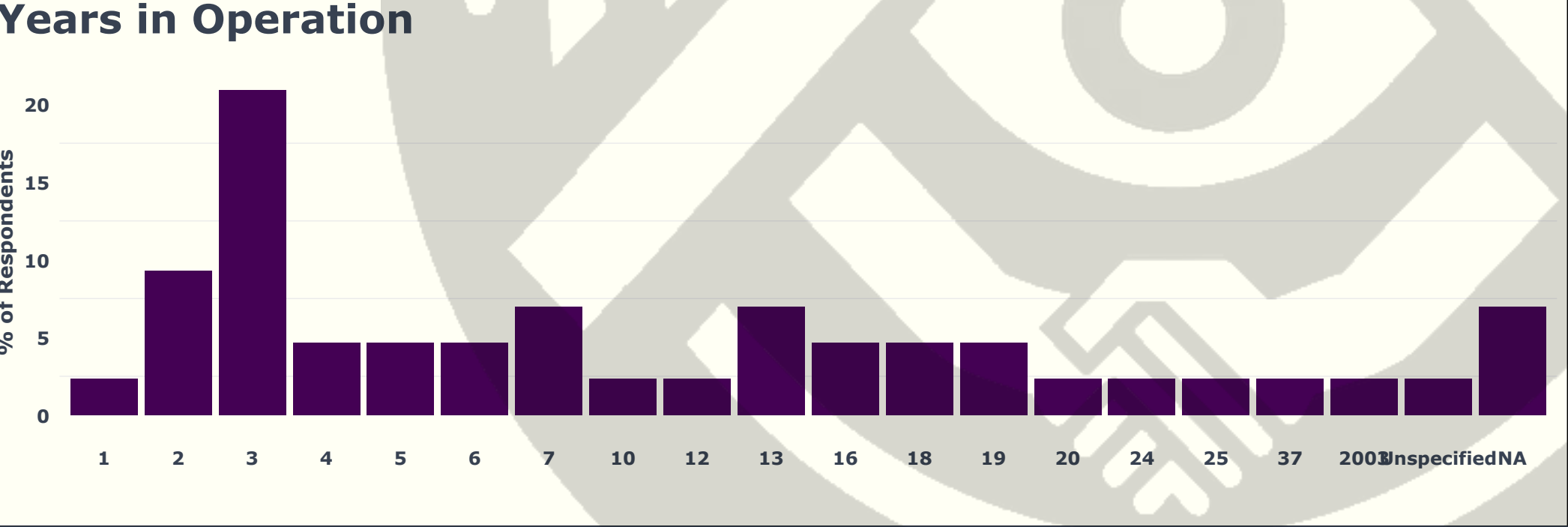
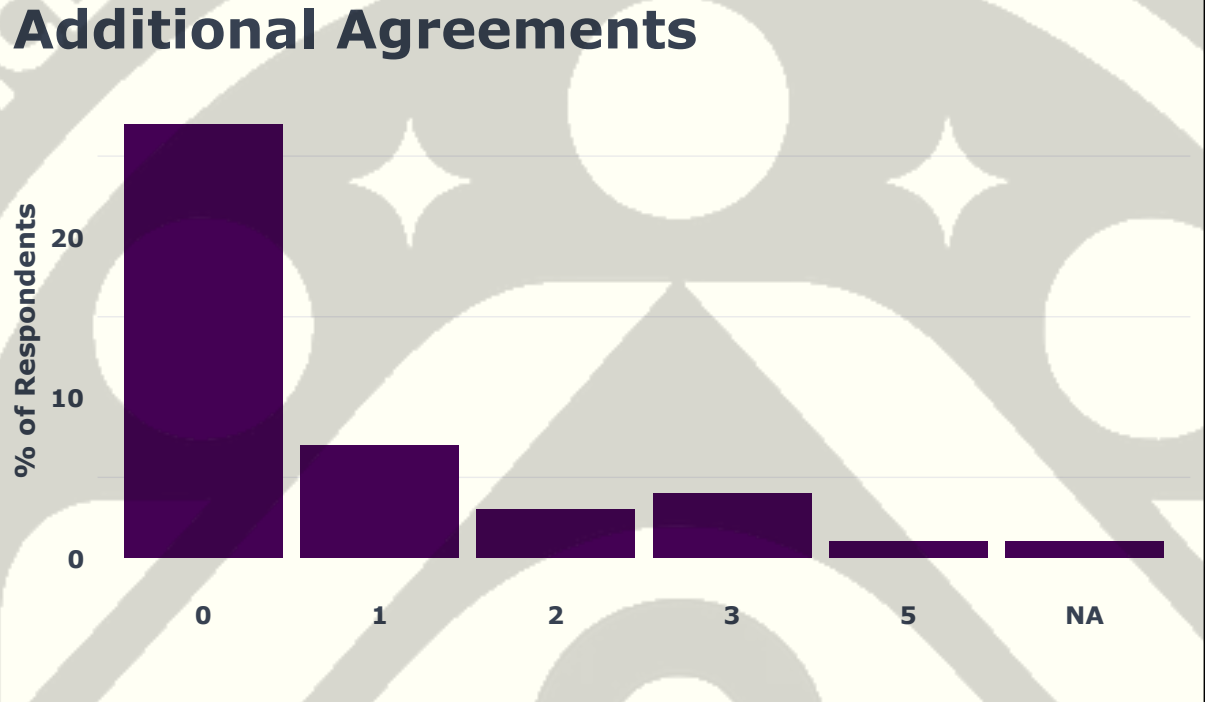
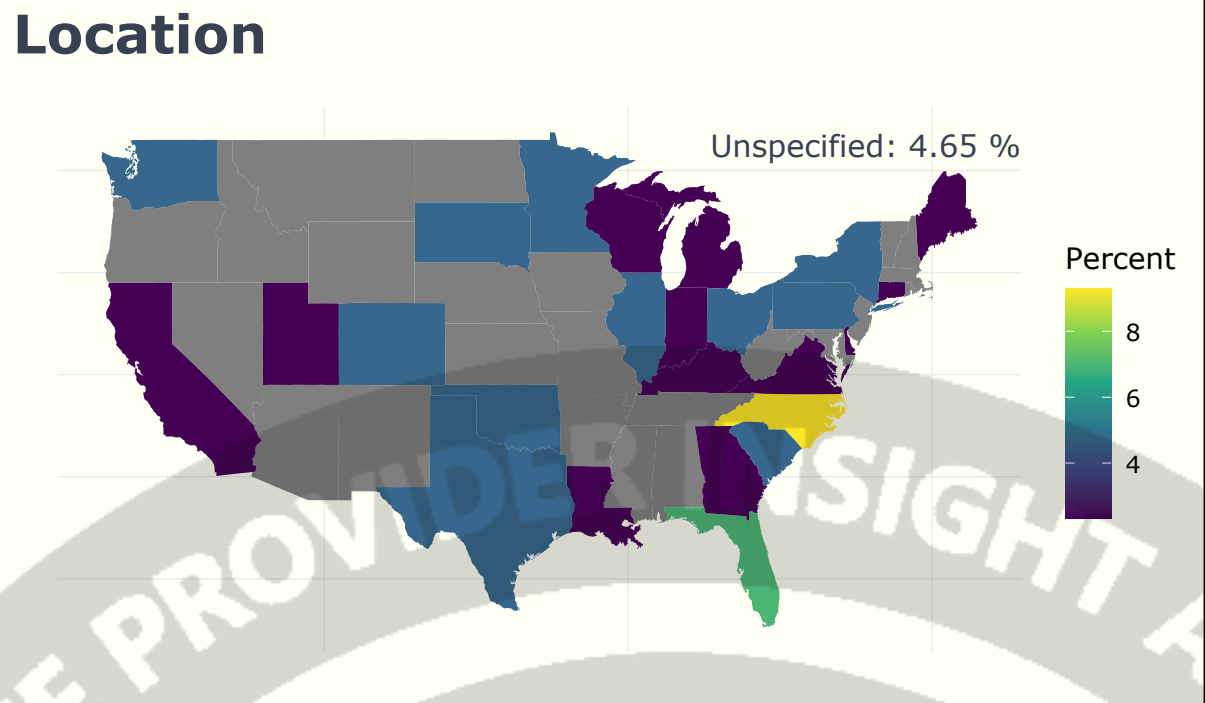
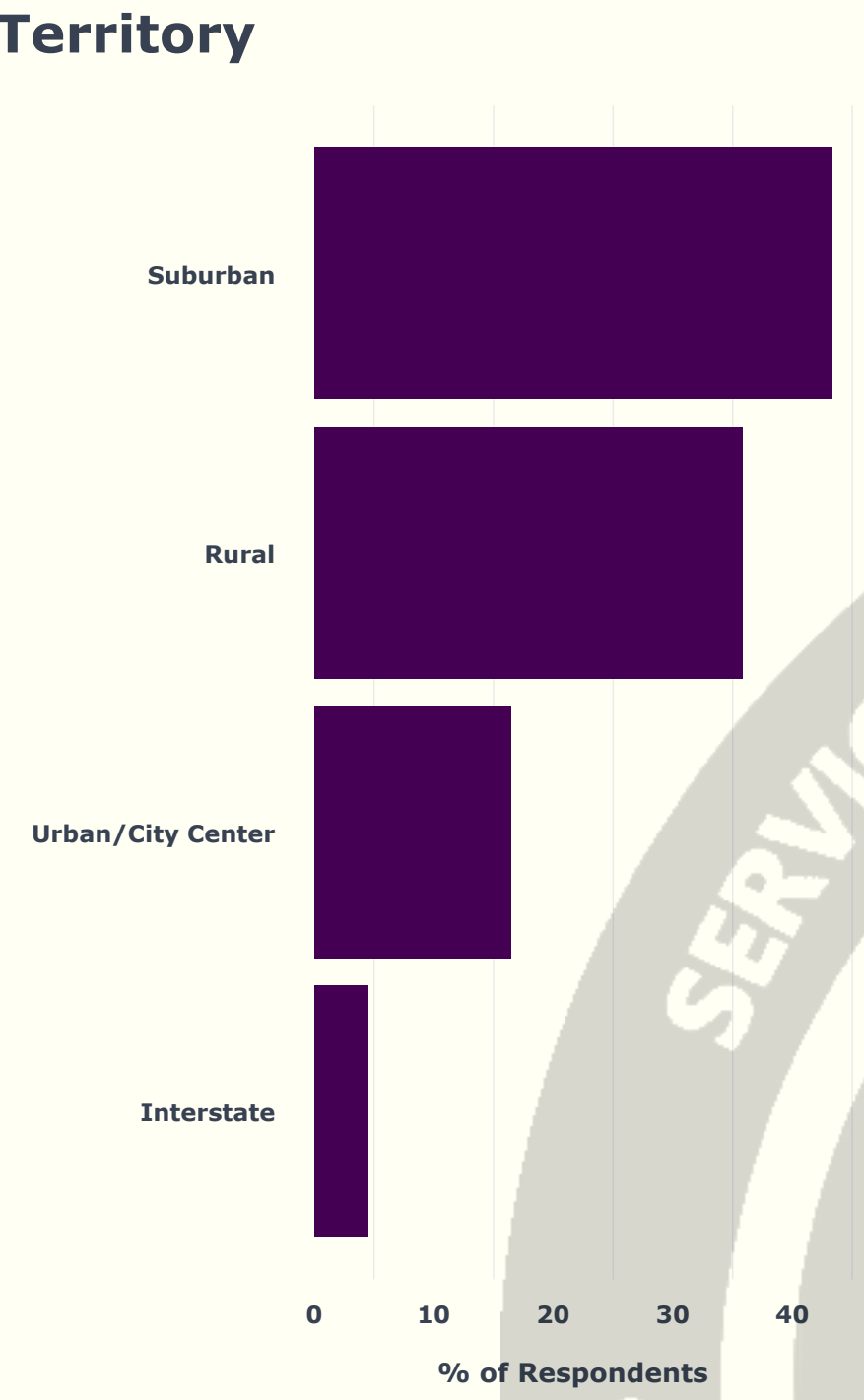
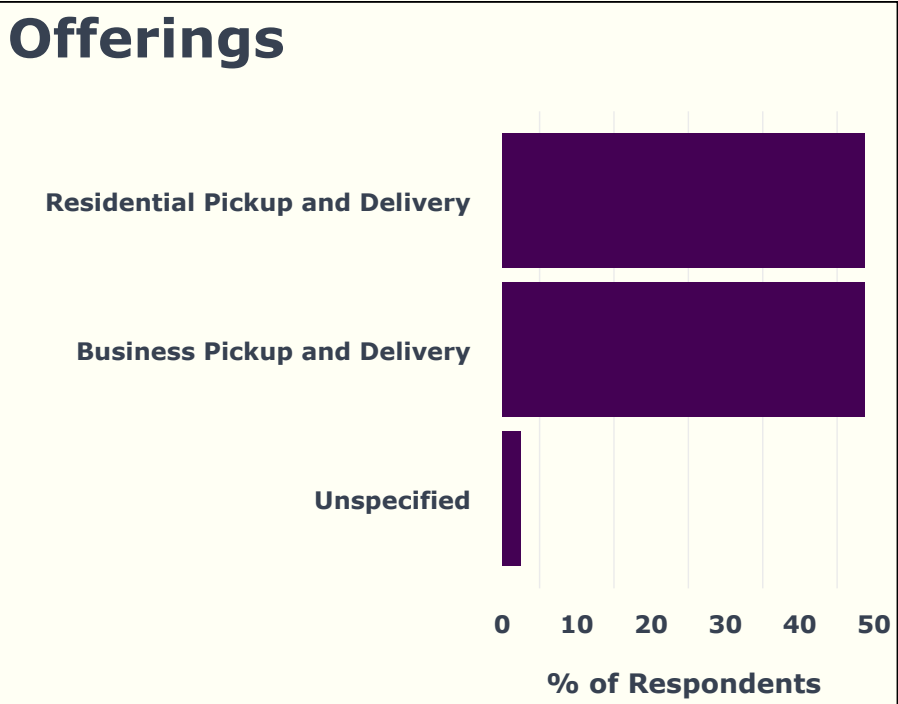
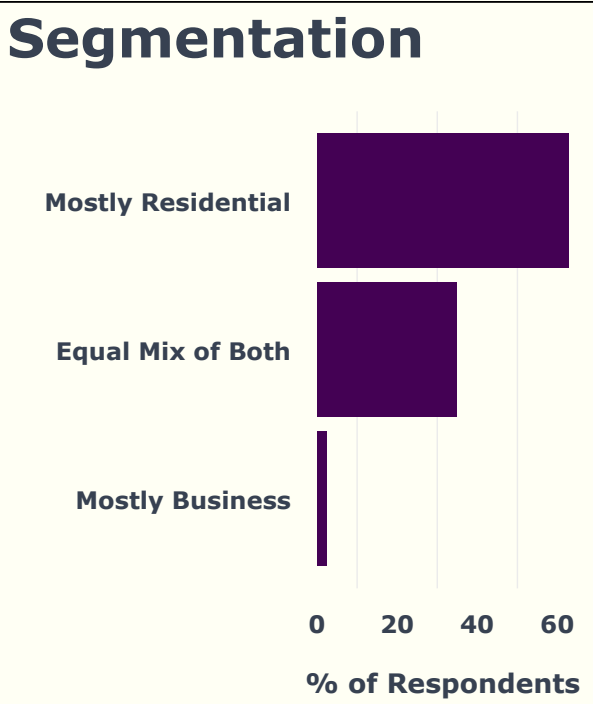
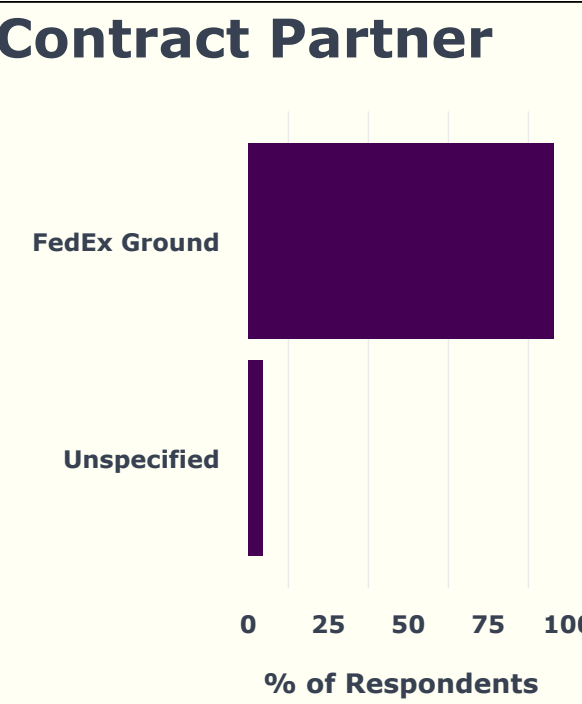


Contractor Survey 2024 - Q4

Demographics

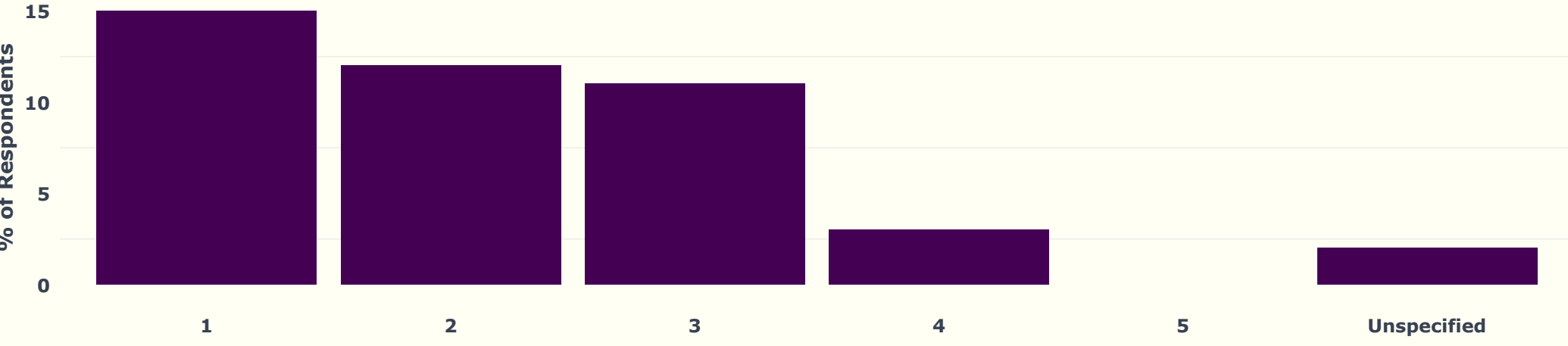


Contractor Survey

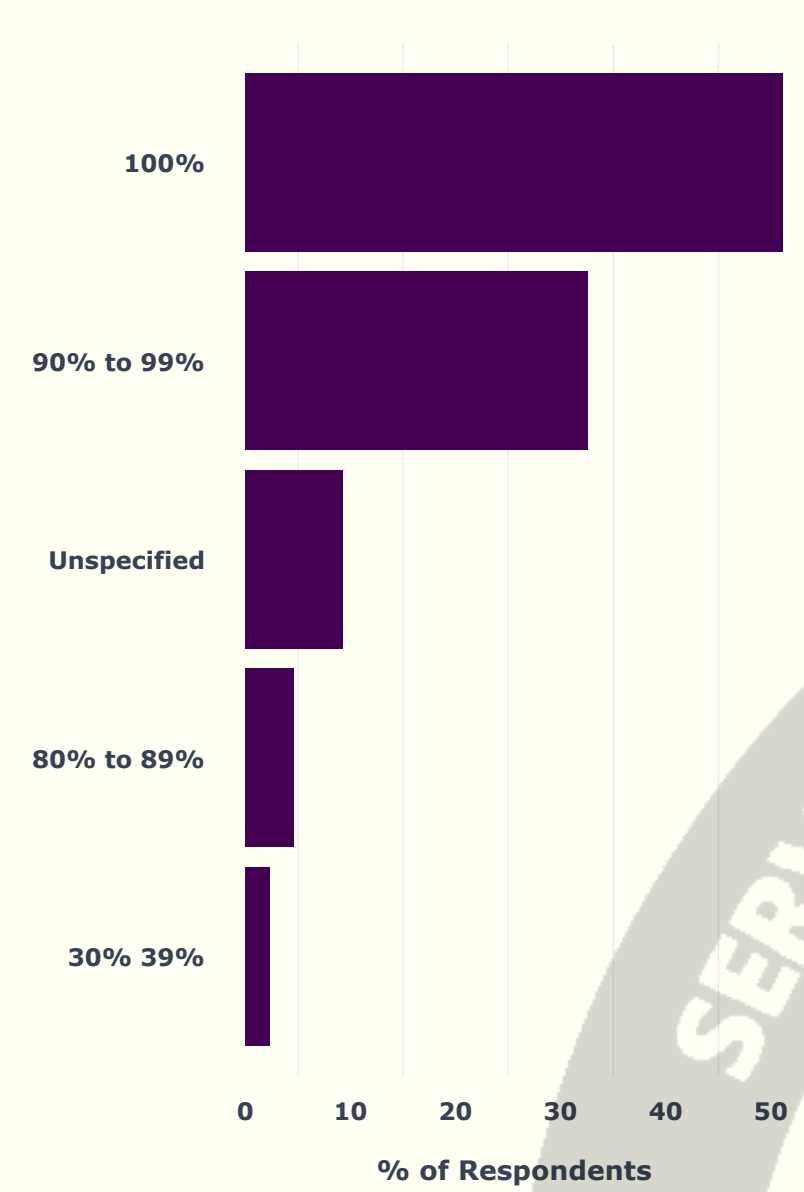
Financials 2024 - Q4

Financial Health Rating

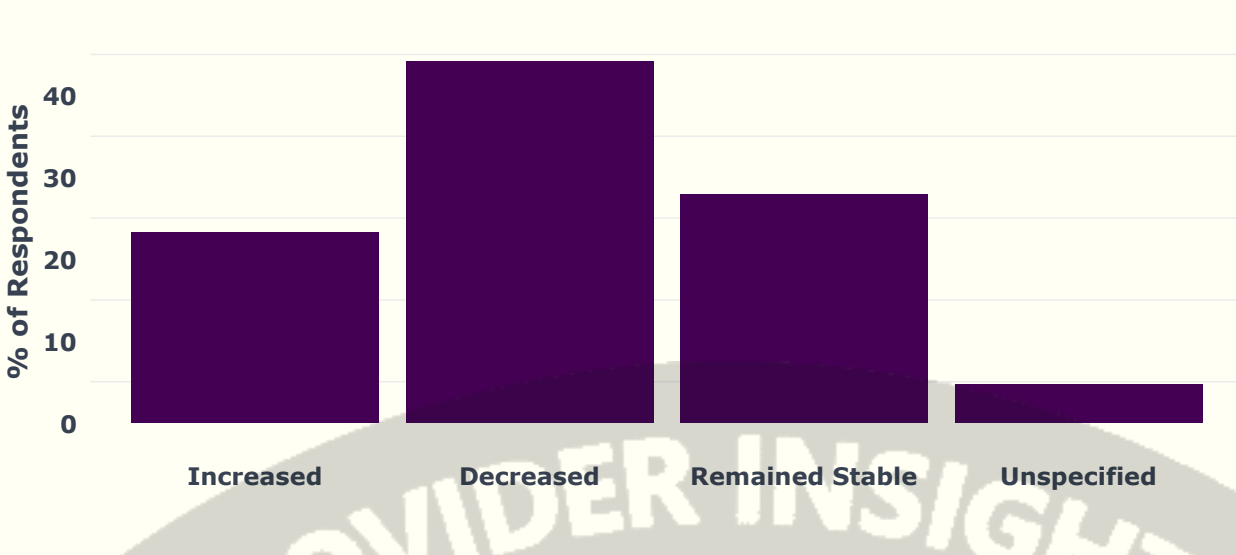
1-Very Poor to 5-Excellent



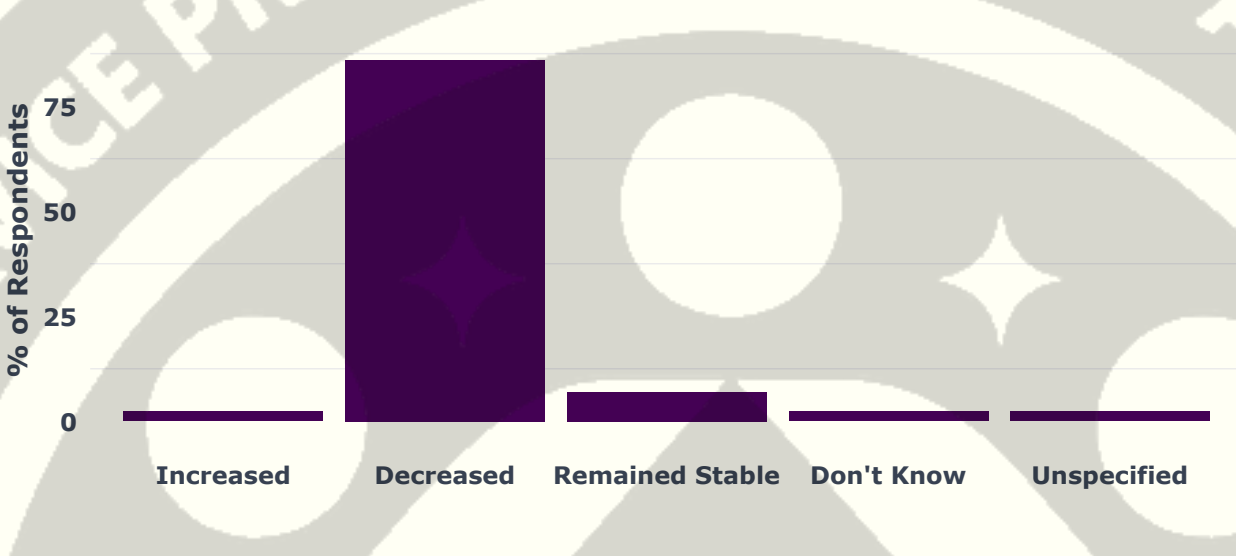
Revenue from Contract



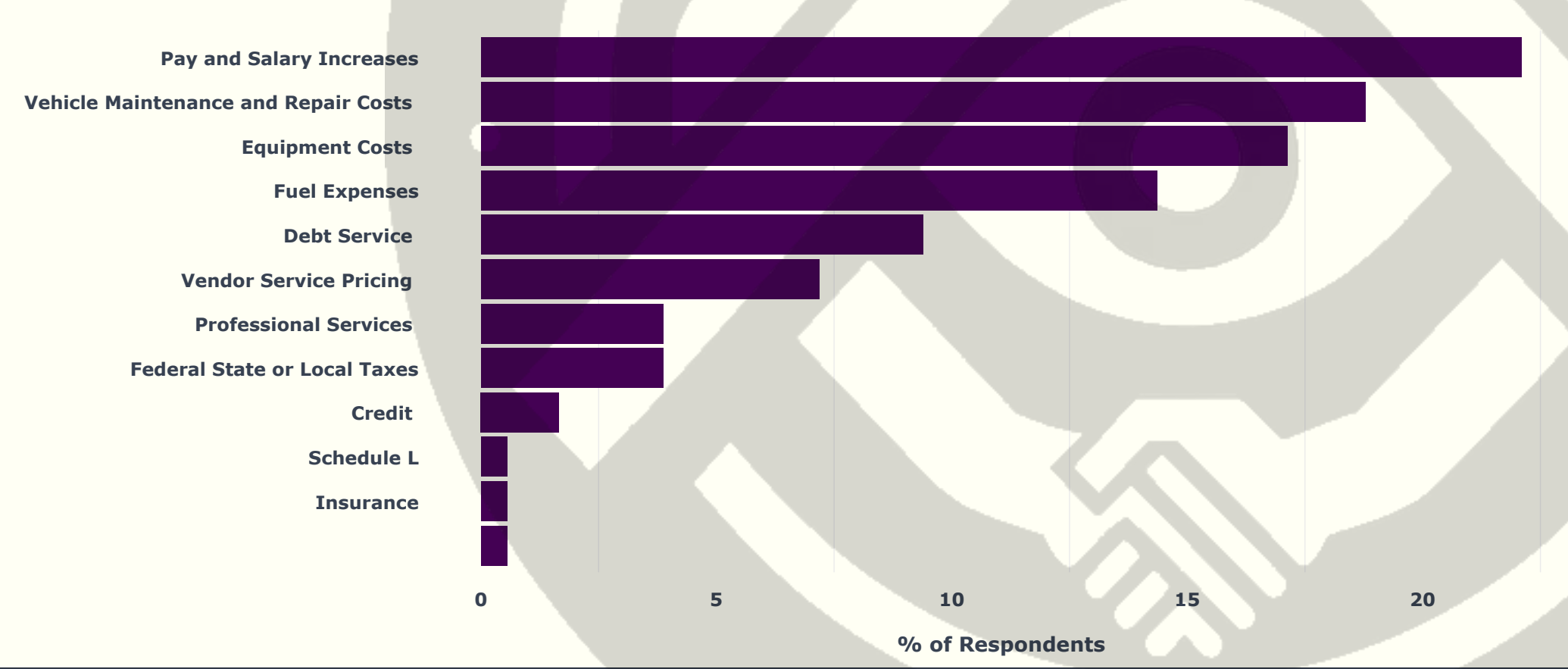
Year-Over-Year Revenue



Year-Over-Year Profit



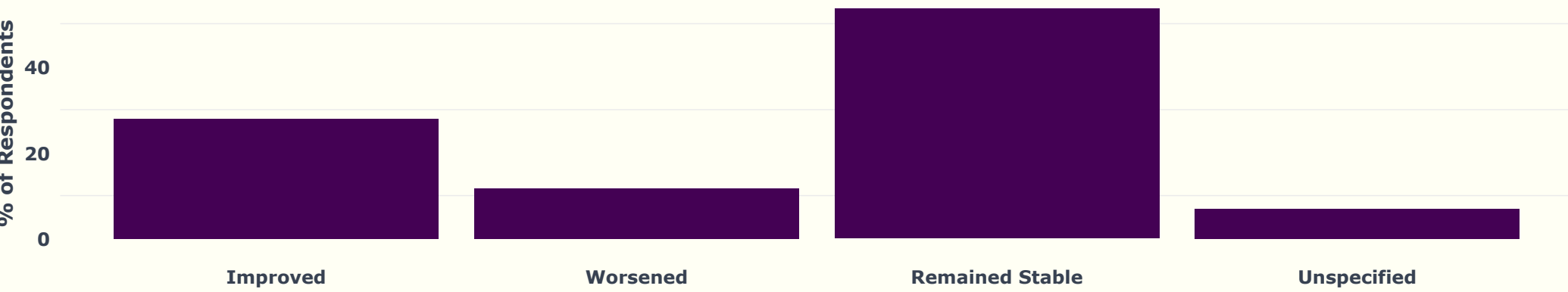
Major Financial Challenges



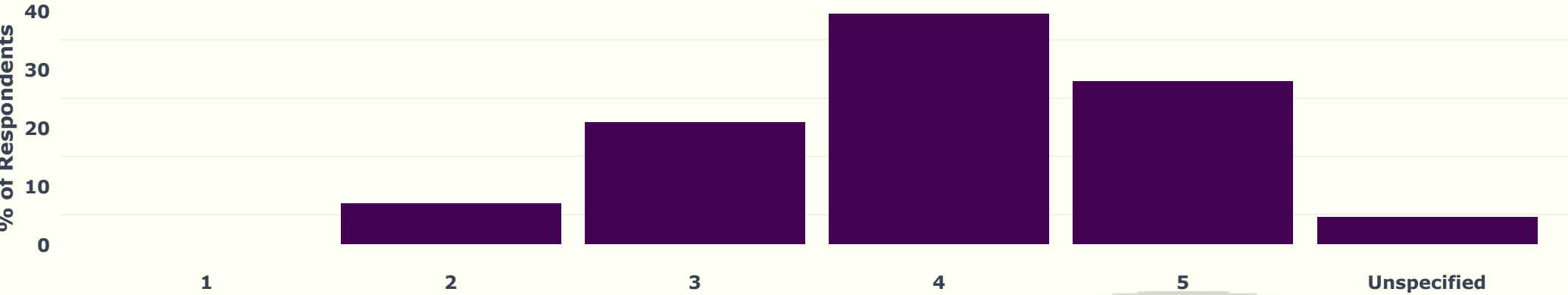
Contractor Survey

Operations 2024 - Q4

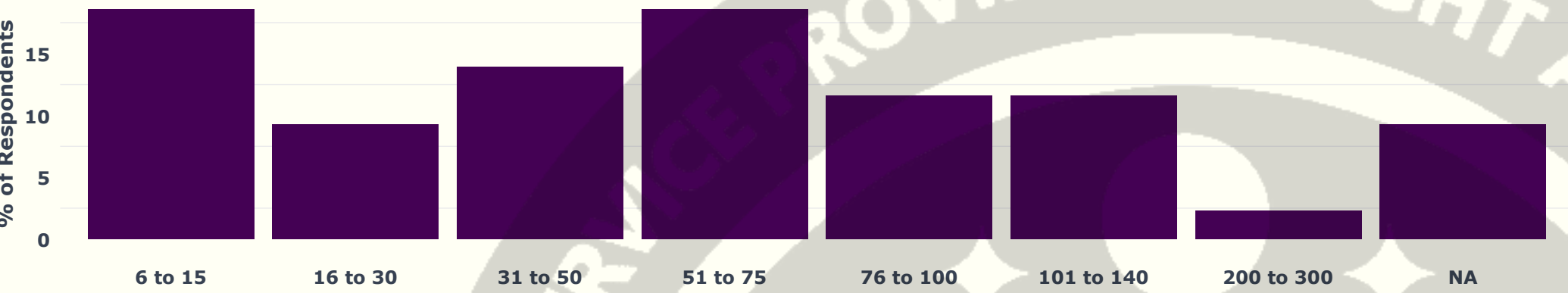
Year-Over-Year Efficiency



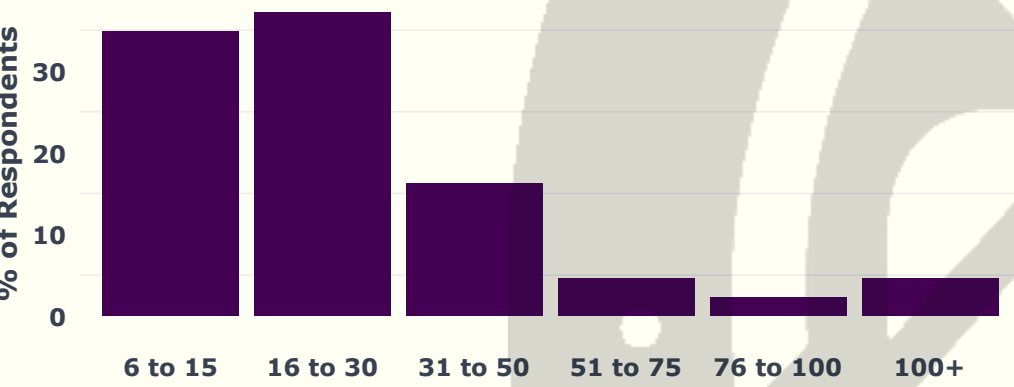
Current Efficiency
1-Very Poor to 5-Excellent



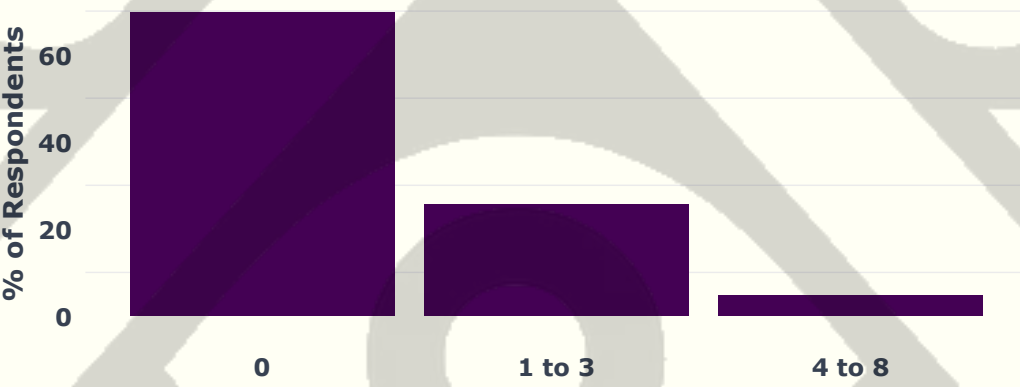
Dispatches/Week



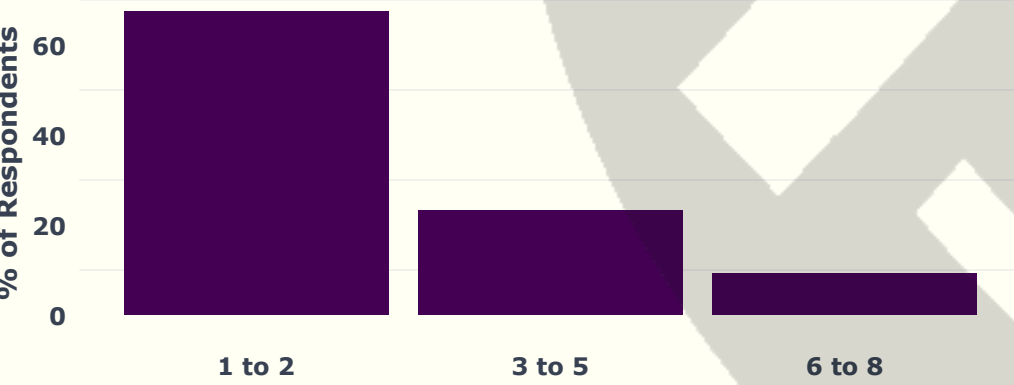
Drivers/Week



Helpers & Jumpers/Week



Managers/Week

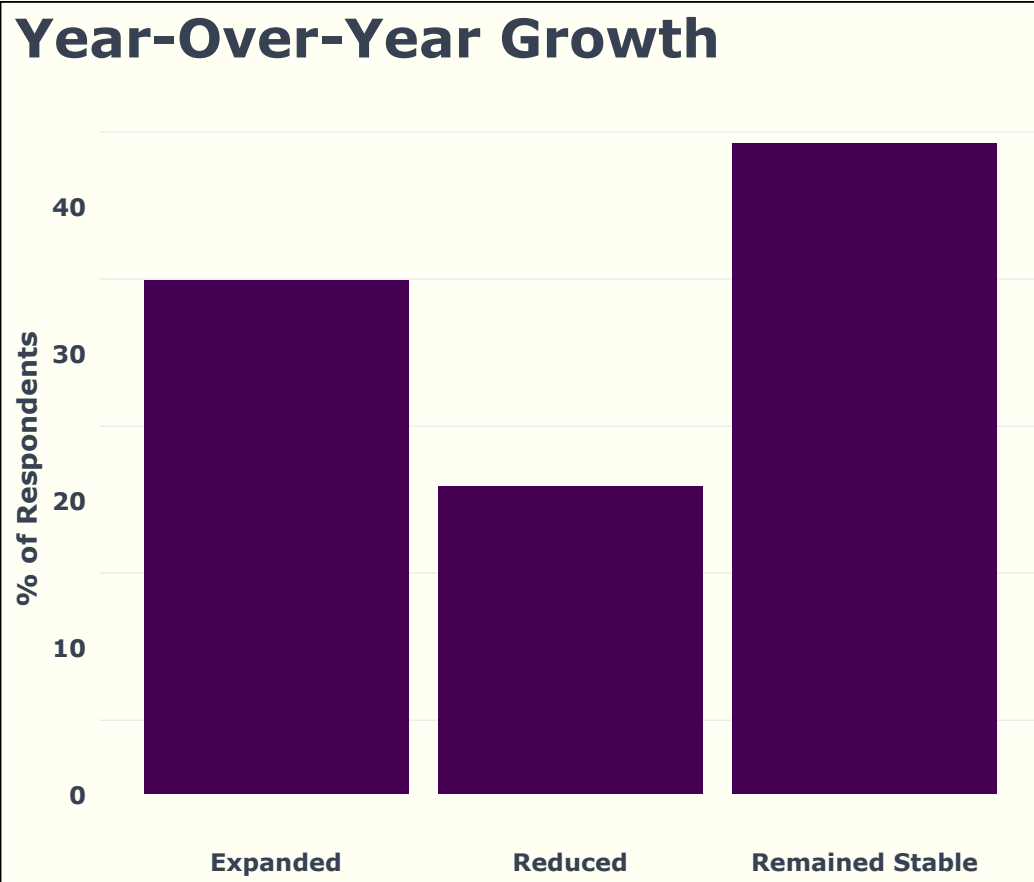
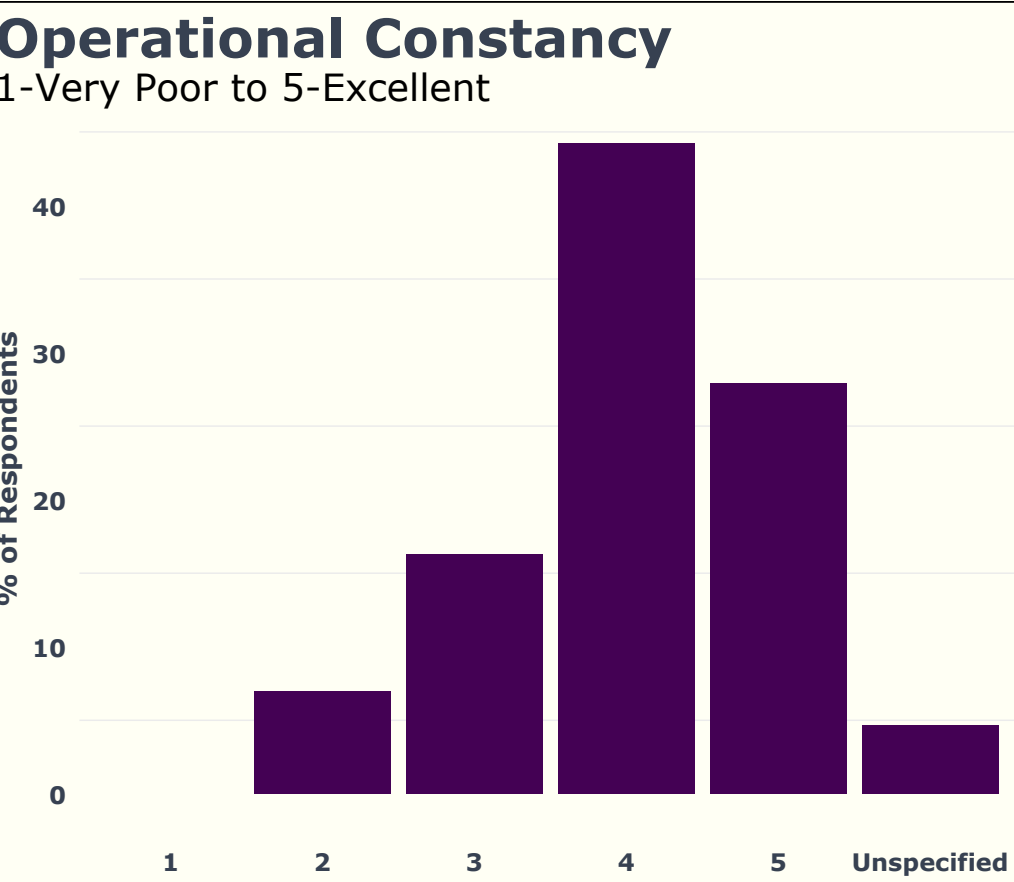


Executives and Administrators
non-operations positions

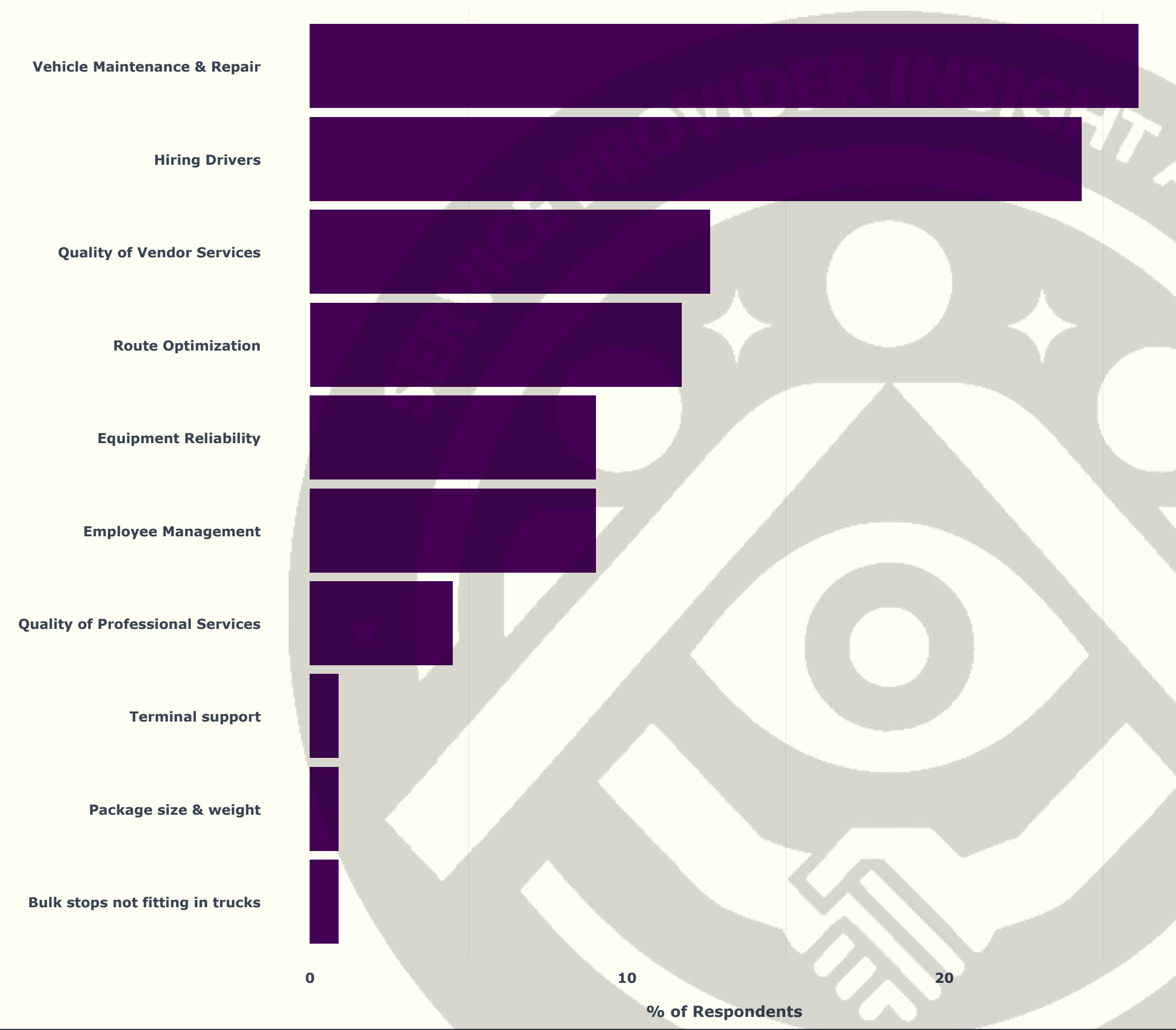


Contractor Survey

Operations 2024 - Q4



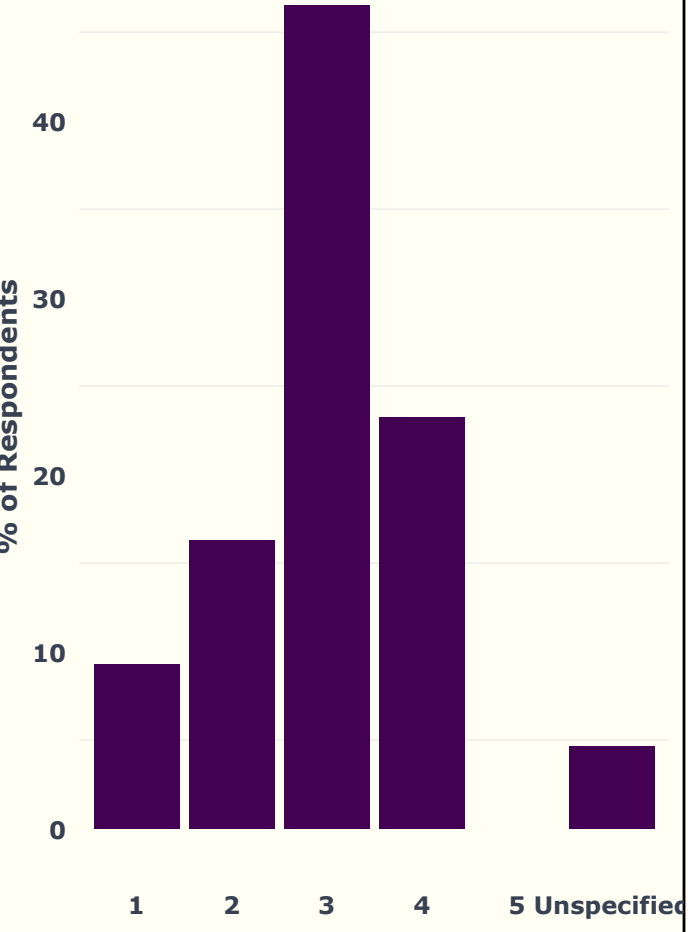
Operational Challenges



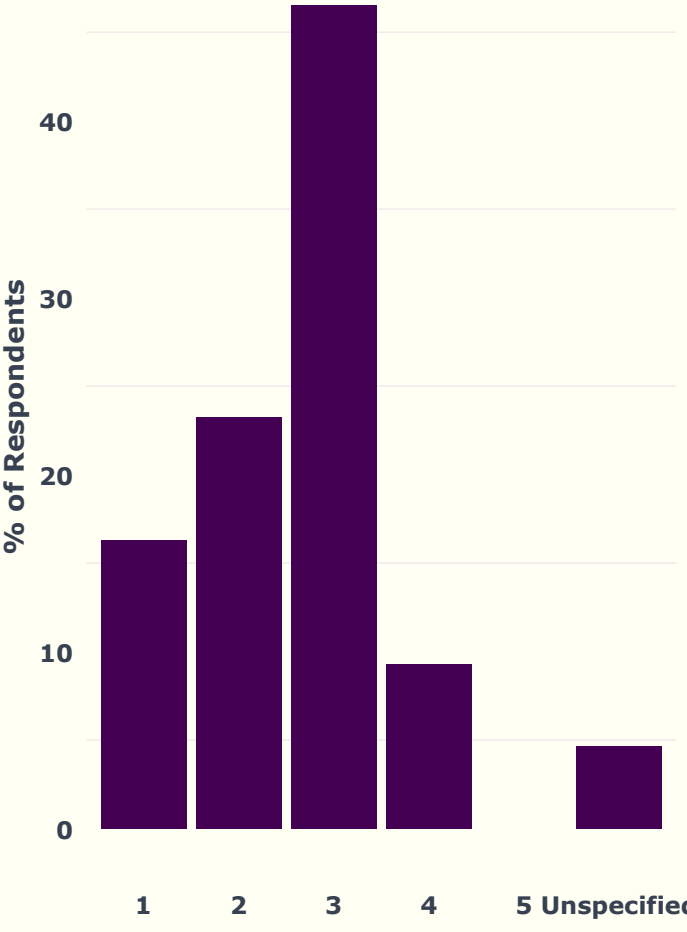
Contractor Survey 2024 Q4

Sentiment and Outlook

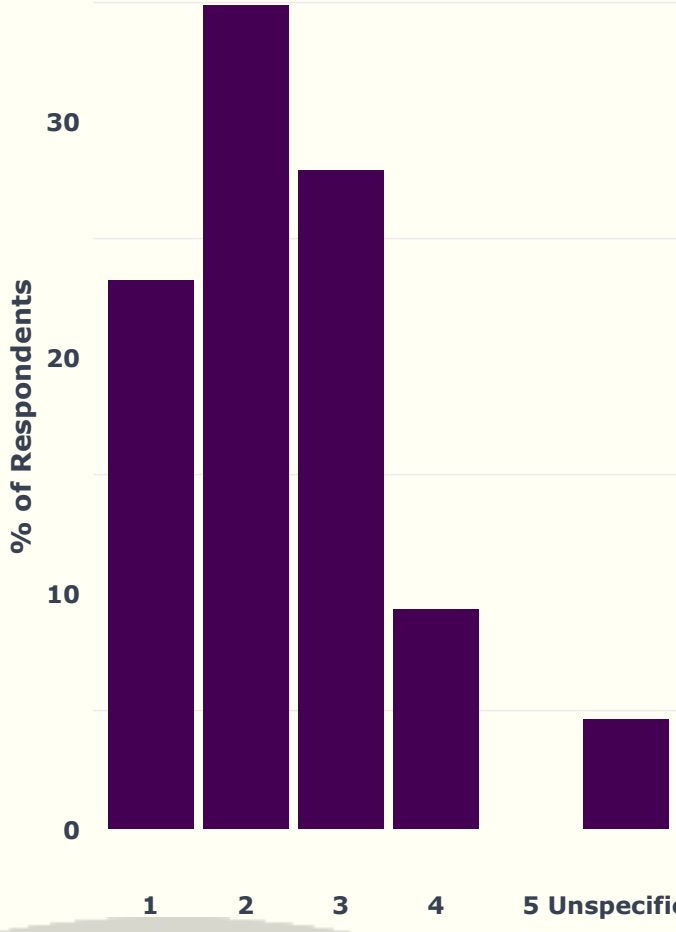
Prio Year Health
1-Very Poor to 5-Excellent



Present Health
1-Very Poor to 5-Excellent



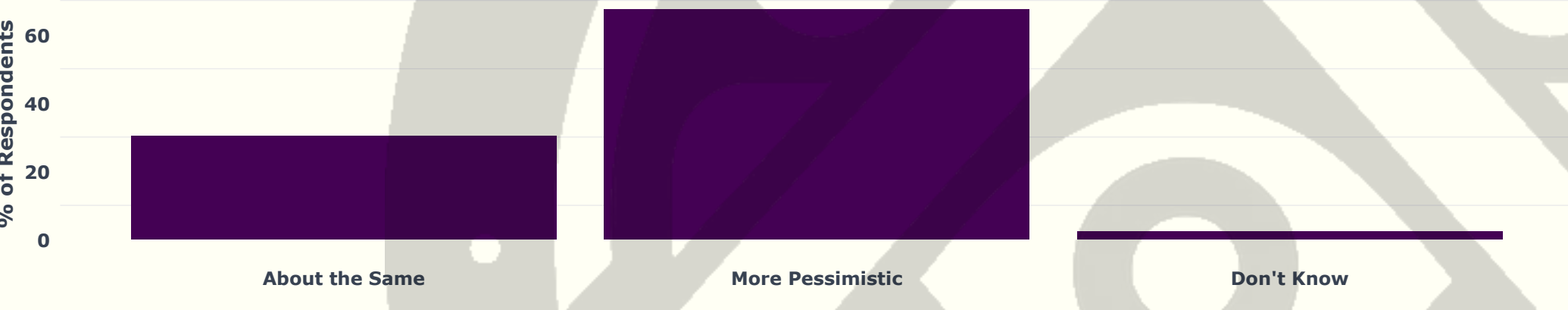
Future Health
1-Very Poor to 5-Excellent



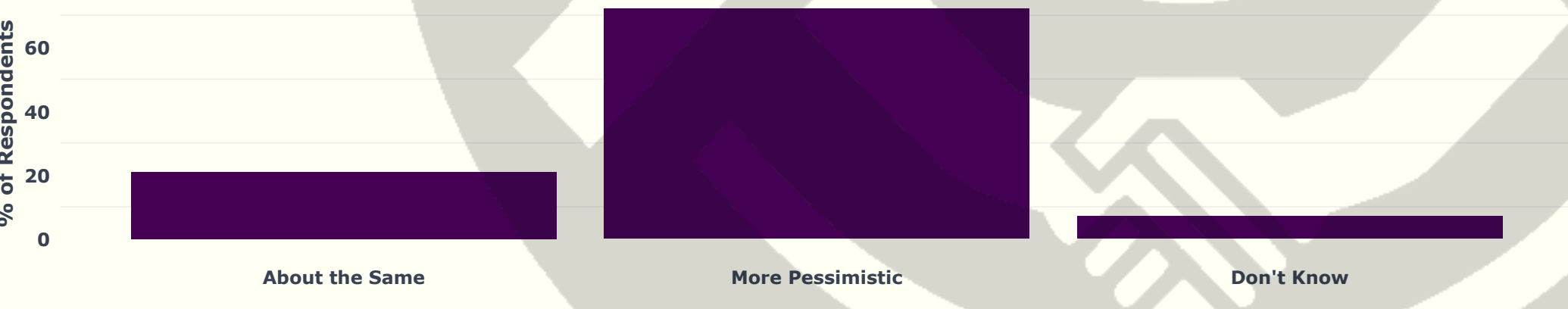
Growth Prospects



Operational Challenges



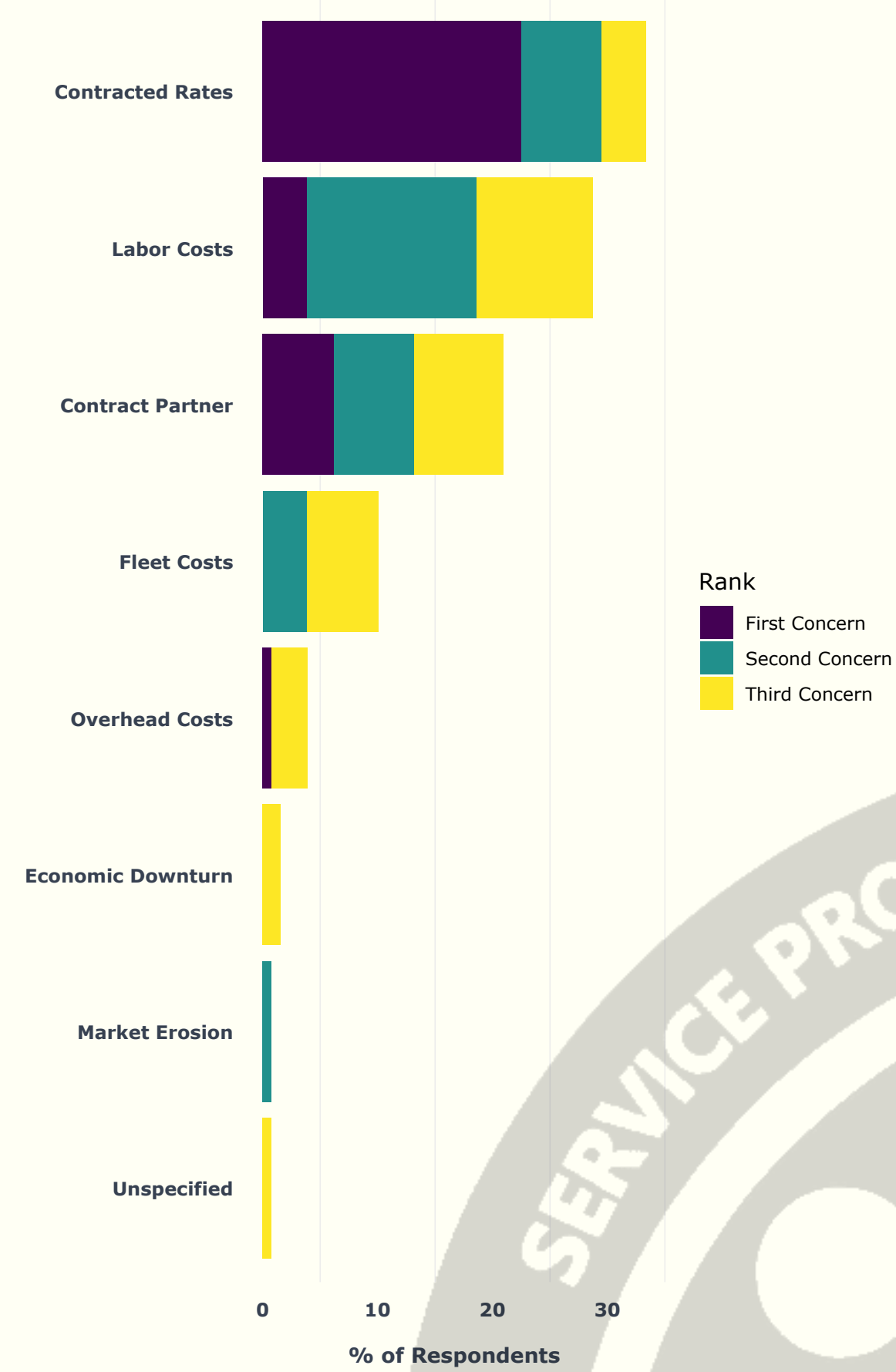
Profitability Predictions



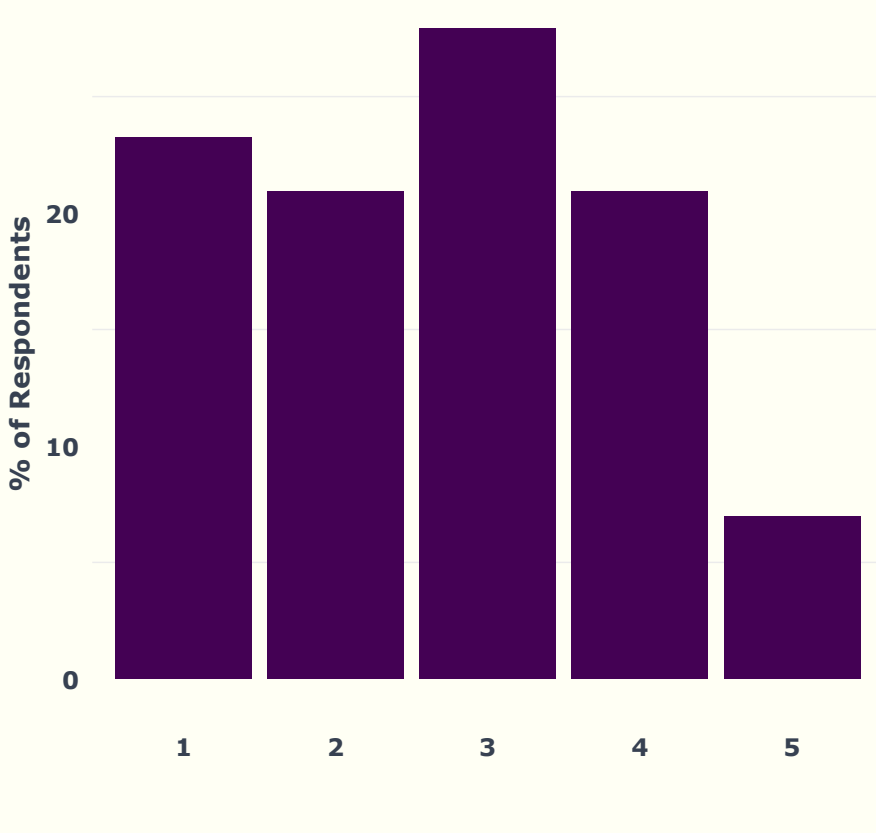
Contractor Survey 2024 Q4

Sentiment and Outlook

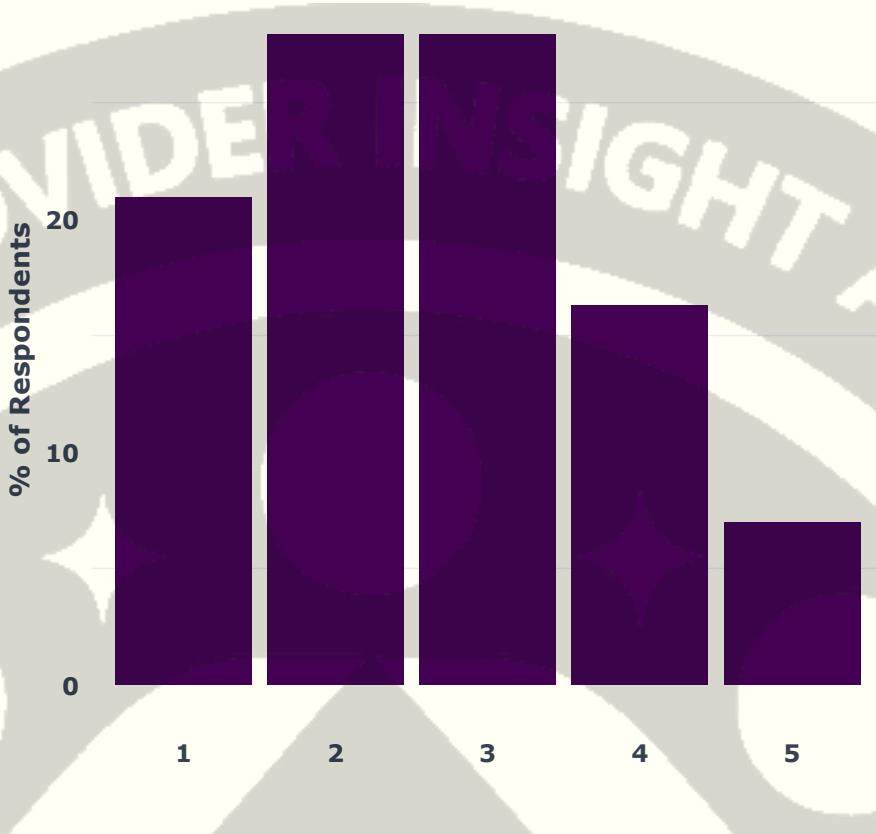
Concerns for the Future
Top 3



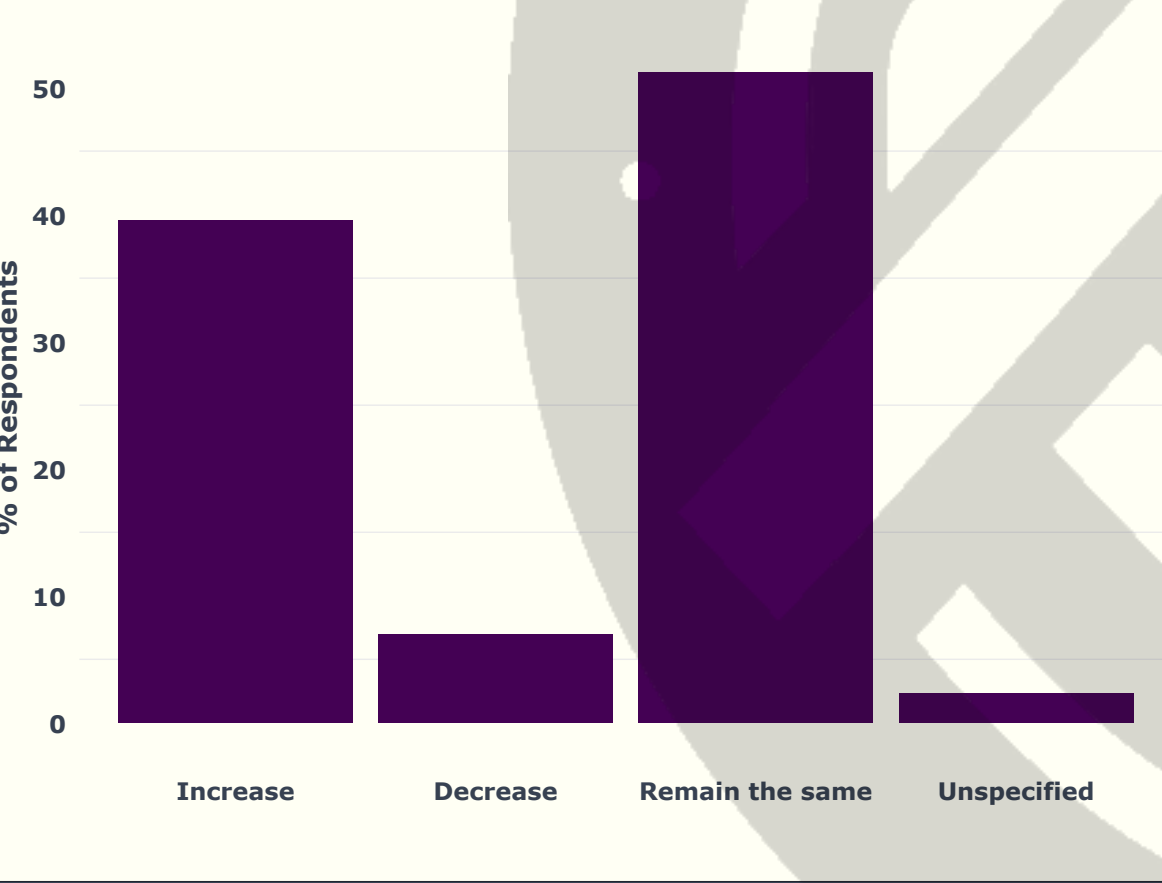
Contract Confidence
1-Very Poor to 5-Excellent



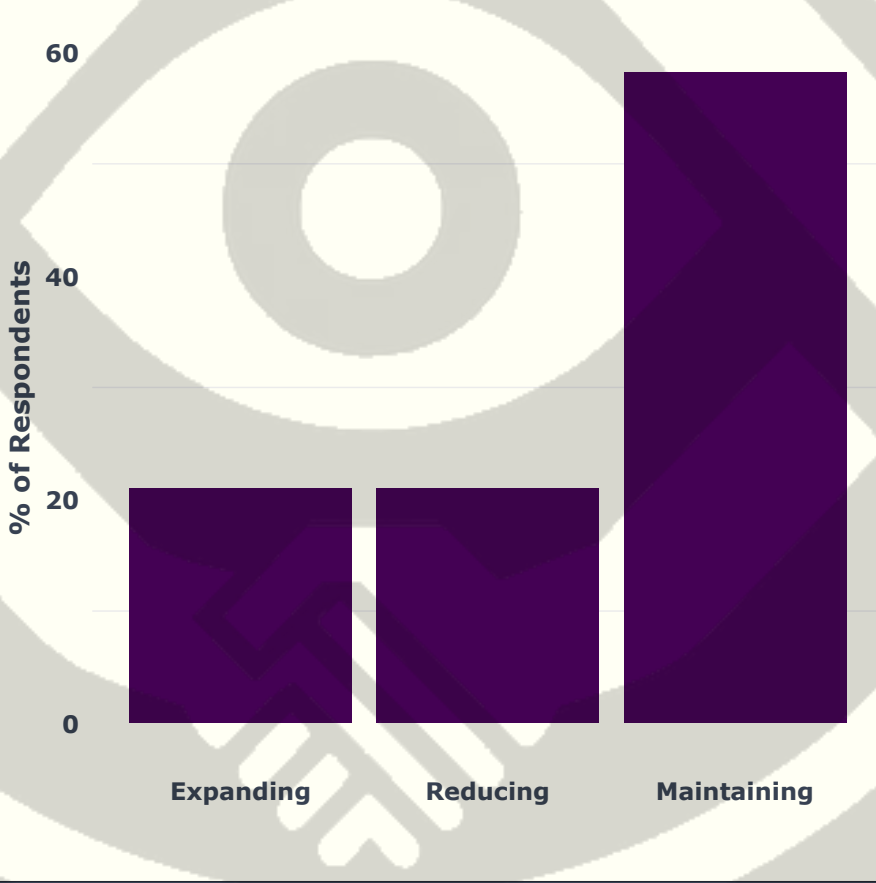
Contract Partner Confidence
1-Very Poor to 5-Excellent



Demand Projections



Route Changes



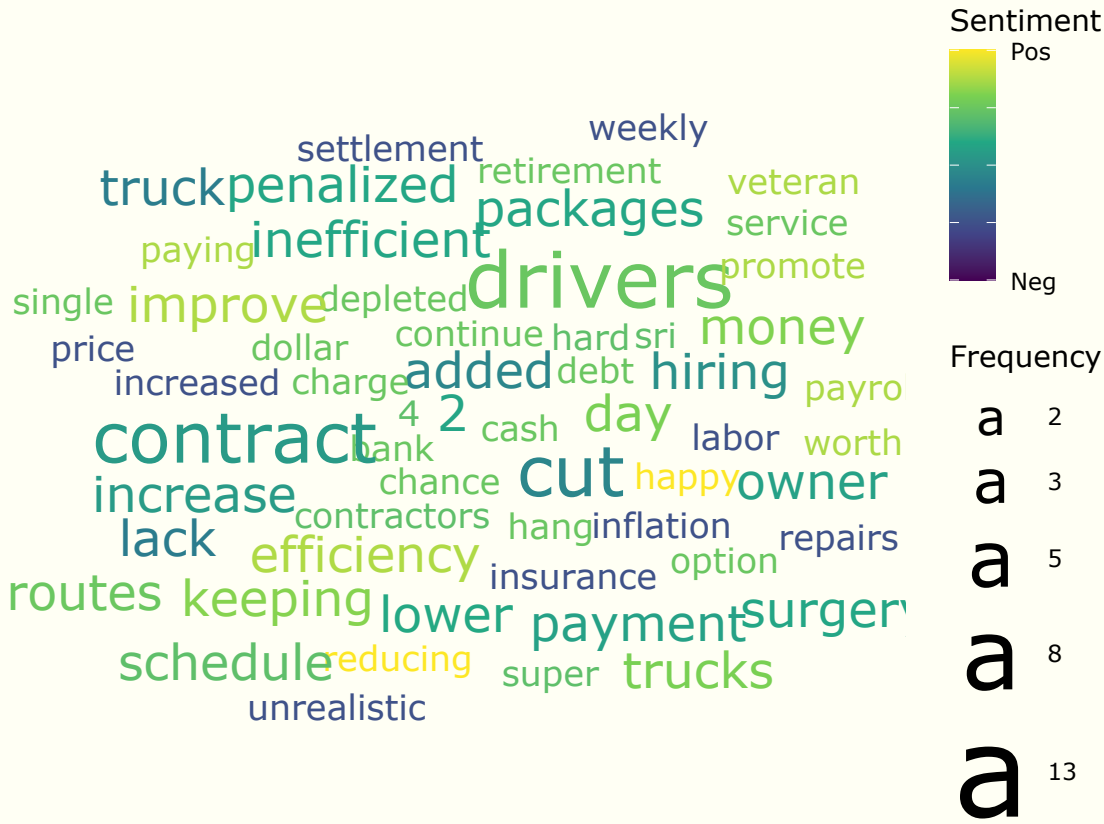
Anecdotal Insights

Challenges Faced

What challenge have you faced and how did you address it?

"With the massive increase in package size & weight we can't fit as many packages in each truck and are penalized for being inefficient. We run extra trucks for overflow every day and are penalized for being inefficient. We've had two guys out with injuries for several weeks a piece because of heavy packages (one with hernia that still needs surgery, second one with shoulder tear that needs surgery)."

Respondents face a range of challenges including driver accidents, financial strains, and operational inefficiencies. Common solutions include better training, cutting routes, and drawing on personal finances to manage cash flow. A pervasive theme is the mismatch between the compensation and the increased operational demands.



Success Stories

What success have you recently achieved?

"We have been doing contingency successfully for over a year now and have made a reputation for ourselves. This has allowed us to remain stable with major vehicle maintenance costs."

The responses reflect a mix of operational achievements and strategic financial decisions. Success stories include maintaining high service quality, achieving safety milestones, and navigating financial challenges through strategic asset management. These achievements highlight resilience and adaptability in a challenging industry.

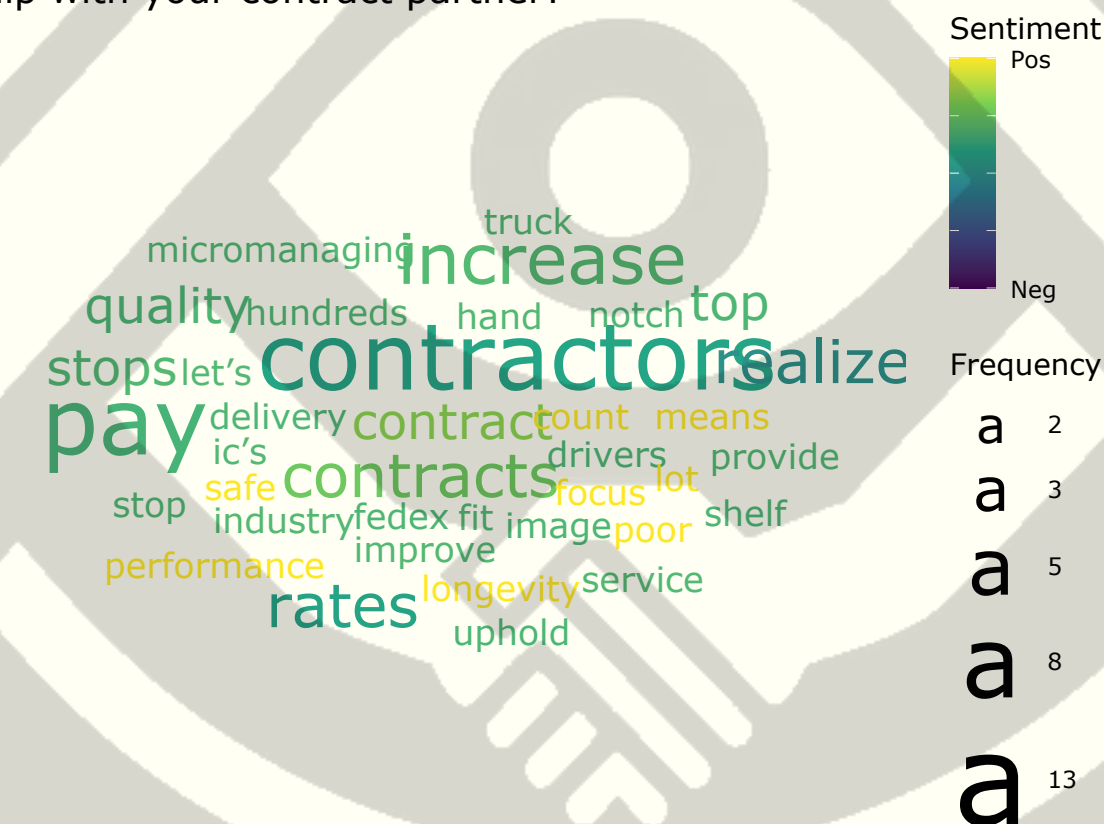


Contract Improvements

What is your suggestion to improve the relationship with your contract partner?

"[Service partner] needs to realize that if they want A+ top shelf, contractors with top notch quality drivers, and uphold an A+ image and quality delivery they need to pay more on contracts."

Respondents overwhelmingly call for better financial terms and communication improvements. There's a strong demand for increased compensation, more transparent communication, and less micromanagement. Contractors seek more recognition for their tenure and performance in contract terms.



Contractor Survey 2024 - Q4

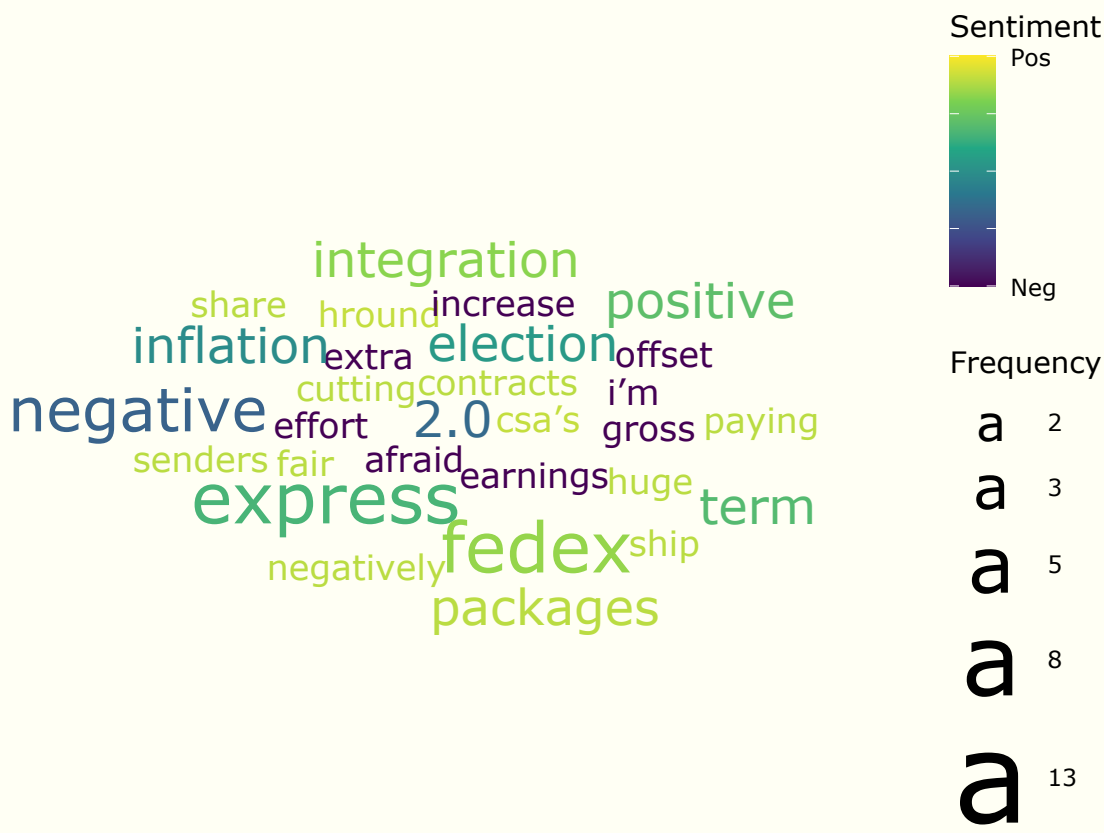
Anecdotal Insights

Industry Changes

What will impact our industry in the next year?

"[Service partner initiative] will probably increase our gross earnings but I'm afraid the extra work and effort will offset it for the negative."

The predominant concerns include rising operational costs and the impact of corporate decisions and political changes. Respondents are wary of the increased workload from corporate integrations and frustrated by financial pressures that aren't matched by compensation increases.



Partnership Dynamics

What is the relationship with your contract partner like?

"The day after the recent hurricane two managers with the contracted company said they would dispatch 8,000 terminal wide because of all the closures. We staffed that night & they dispatched 16,000 the next day. Huge mess that morning & we had to write a letter explaining why we didn't have enough staff. That sums it up."

The survey responses about relationships with contracting companies reveal a mixed but predominantly critical view. While a few note positive interactions, especially with local management, most responses express dissatisfaction, particularly with corporate policies and contracts. Contractors describe feelings of being undervalued, undercompensated, and treated more like employees than partners, with minimal autonomy over their operations.



If only I had known...

What should everyone know about being a Service Provider?

"The contractors are controlled as managers, directly employed by [Service partner], but assume all the risk and responsibility of a business owner. Contractors have very little control of how to run their businesses or improve on their businesses. FedEx continually audits our payroll they claim is for compliance like we are not controlled legally by our local state and governments. I feel [Service Partner] uses this Payroll audit as their inside line on our costs and give us just enough on contracts to keep our heads above water."

Contractors express the demanding nature of their roles, the financial and operational constraints, and a lack of autonomy. The sentiment of being treated more like employees despite bearing business risks is strong. They desire recognition and fair treatment from the corporations they contract with.

