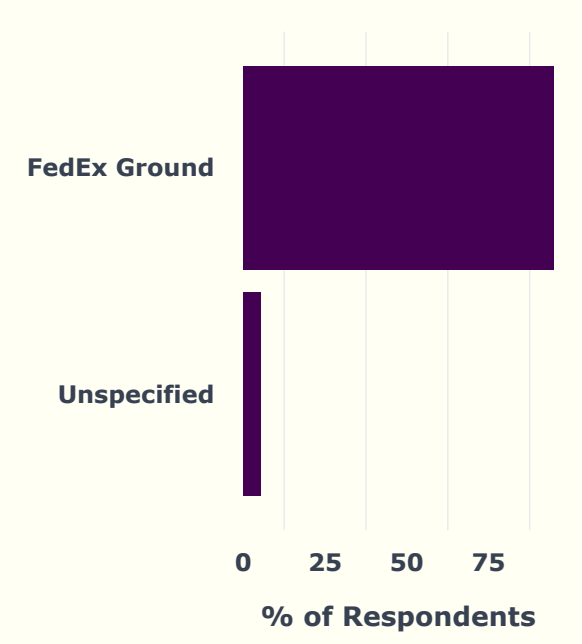


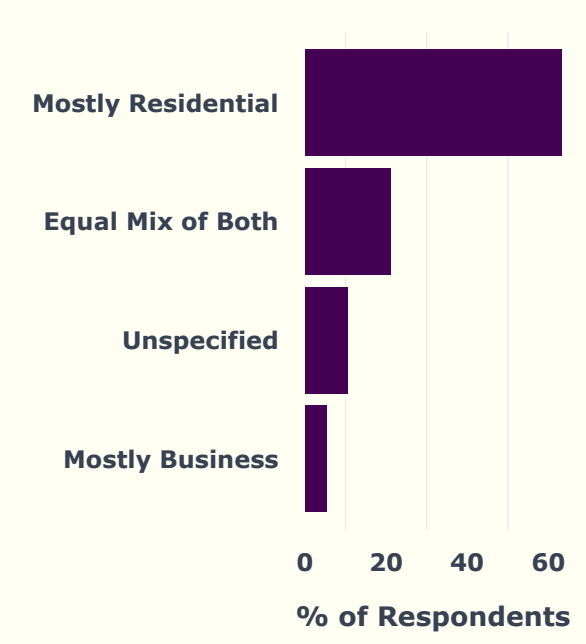
Contractor Survey

Demographics 2024 - Q2

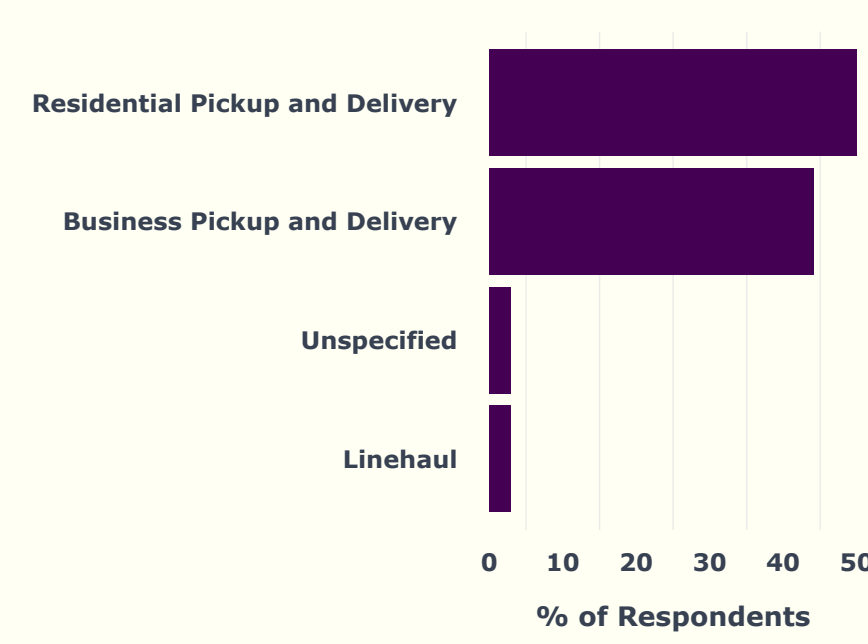
Contract Partner



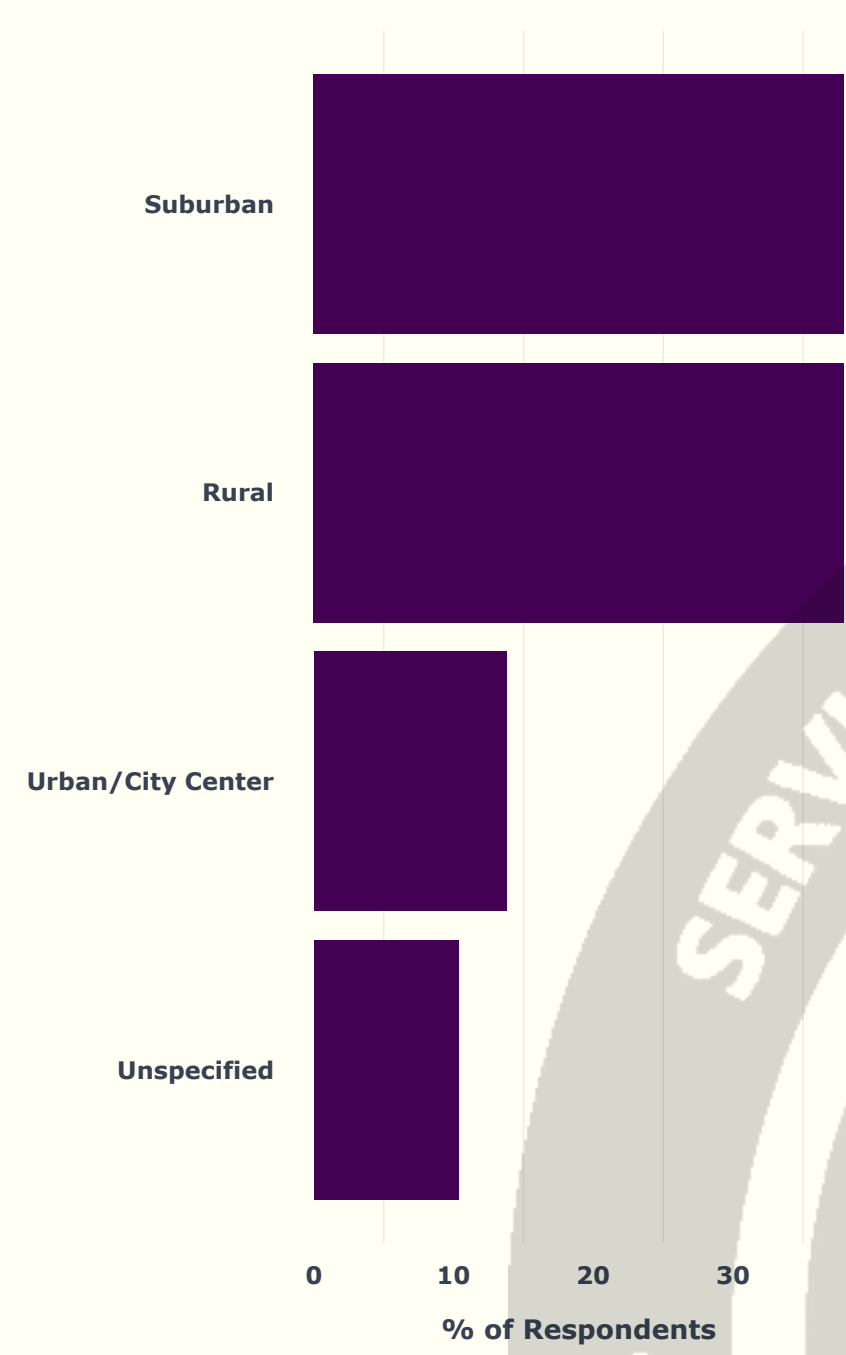
Segmentation



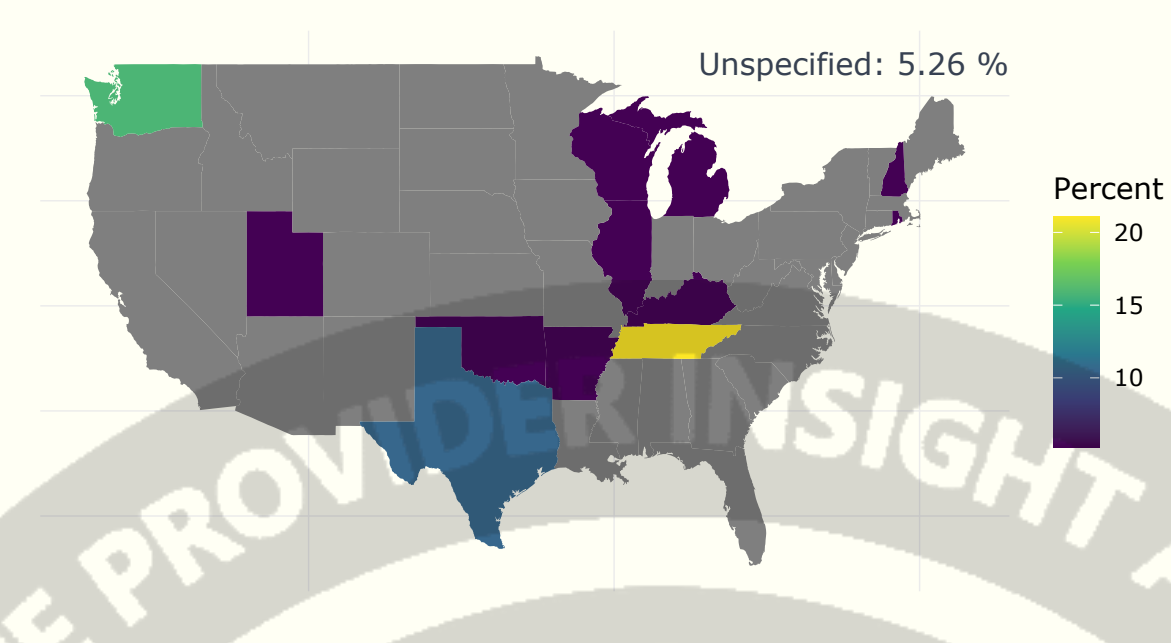
Offerings



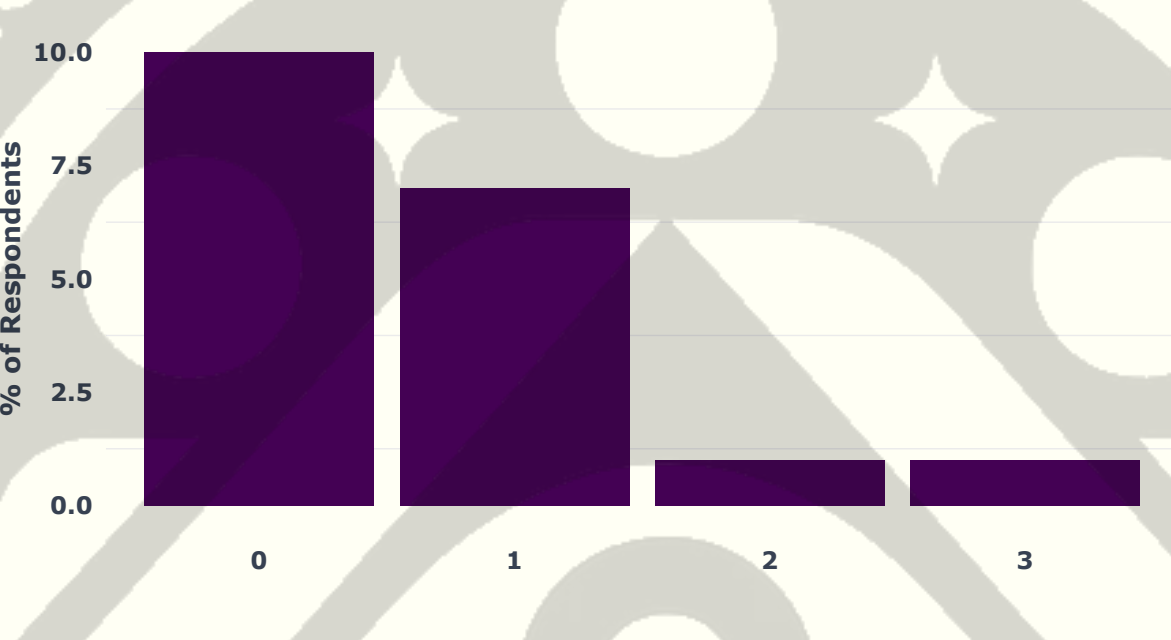
Territory



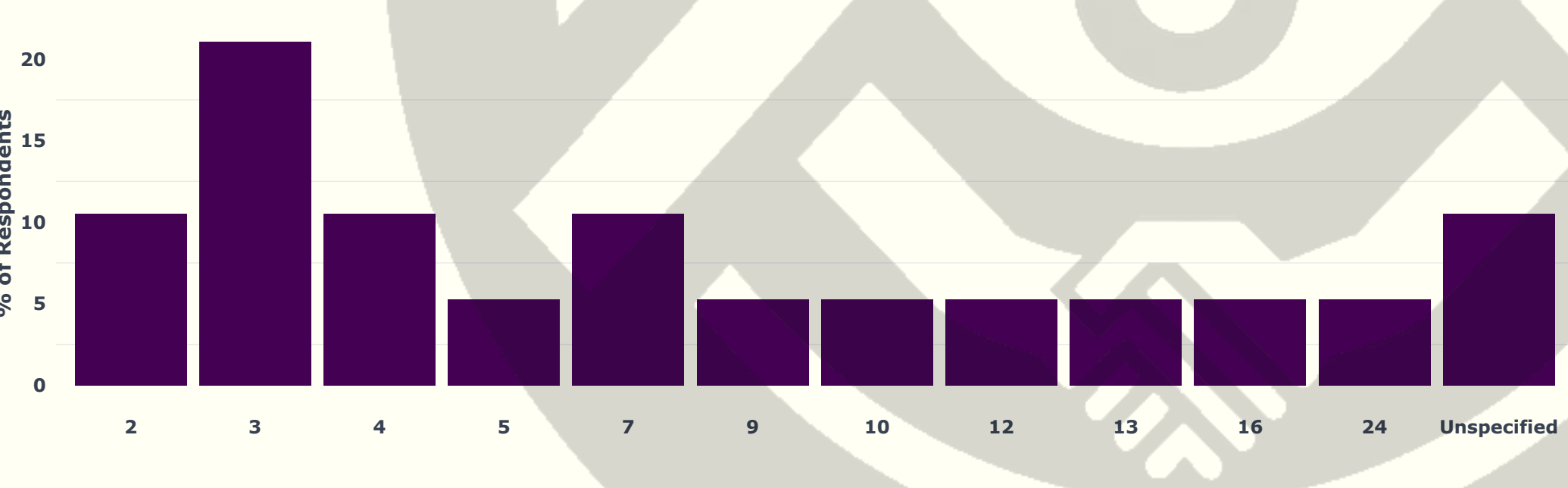
Location



Additional Agreements



Years in Operation



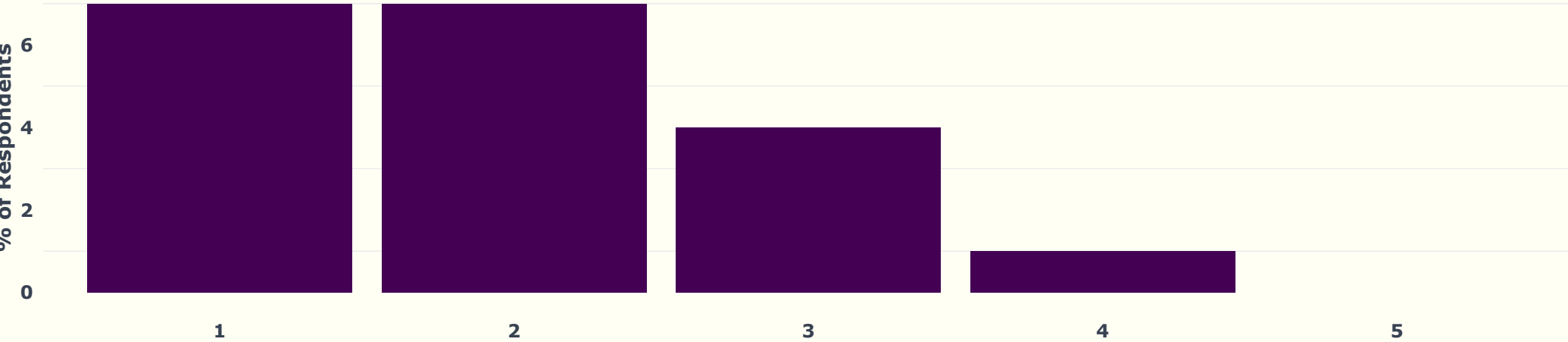
Contractor Survey

Financials

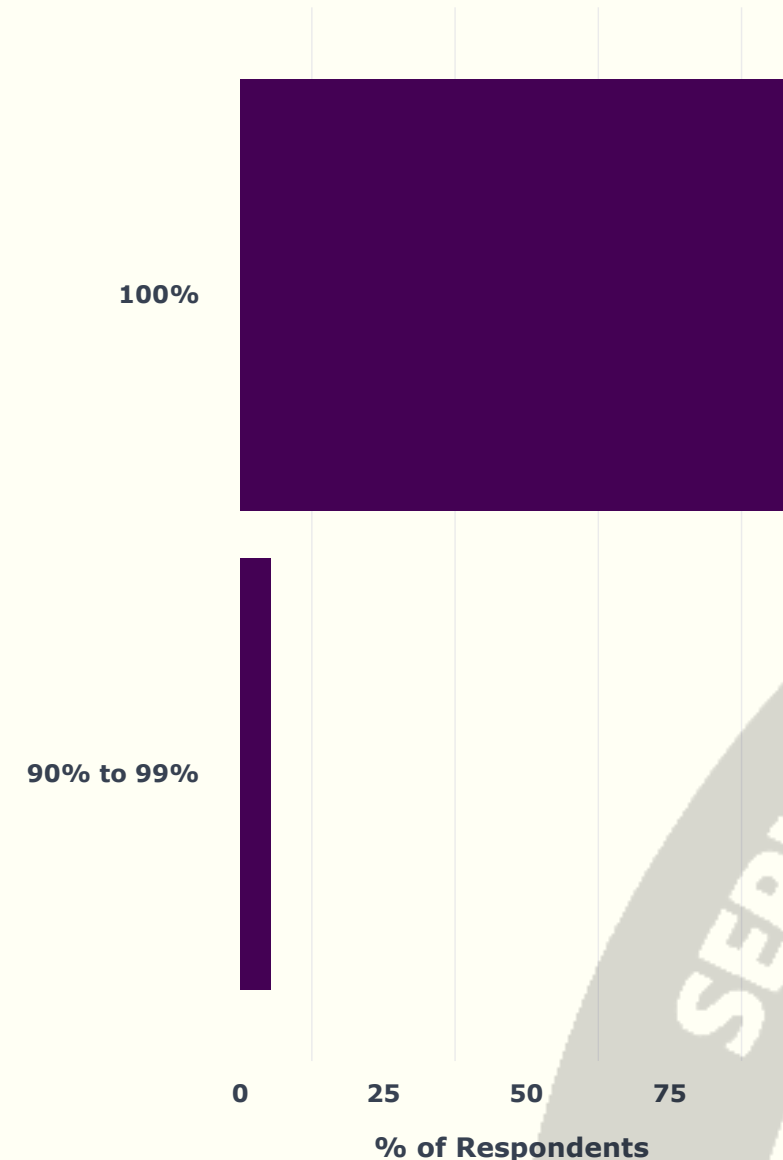
2024 - Q2

Financial Health Rating

1-Very Poor to 5-Excellent



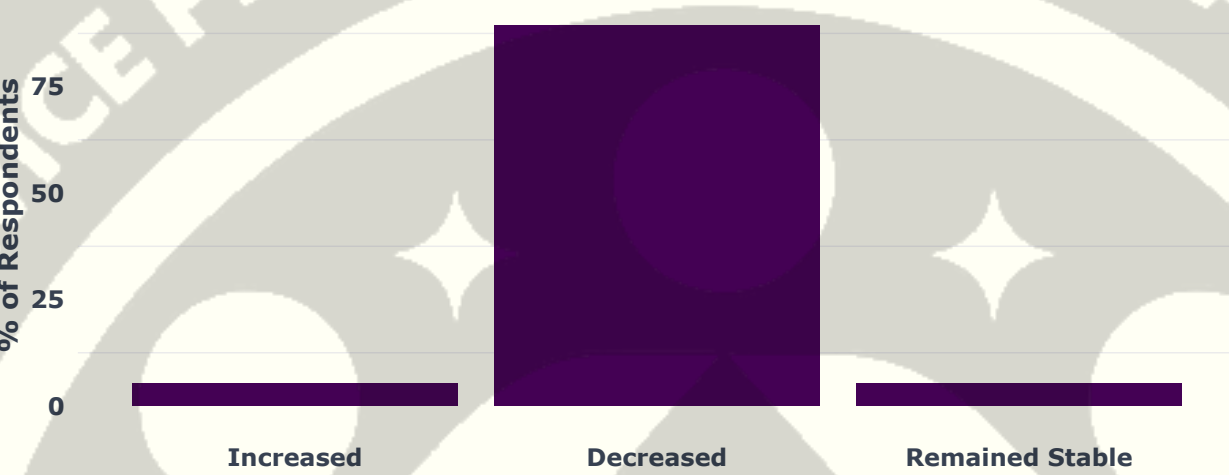
Revenue from Contract



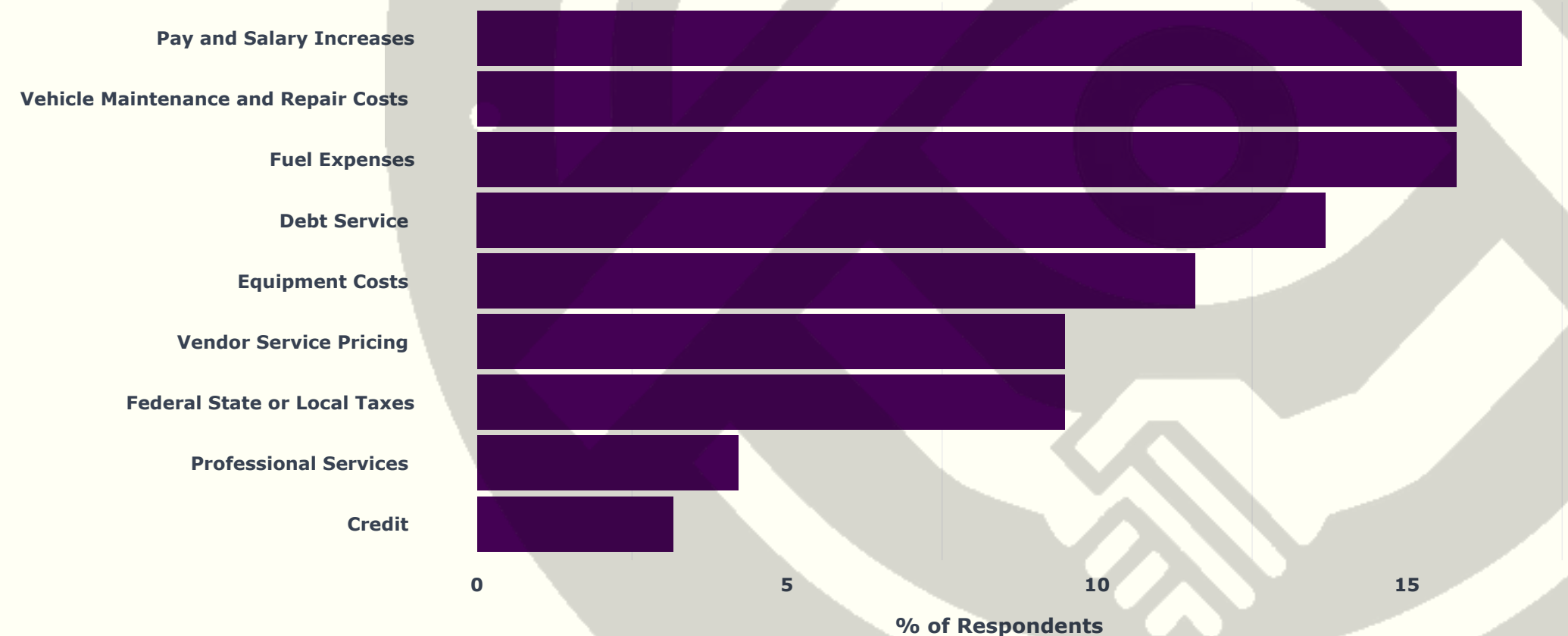
Year-Over-Year Revenue



Year-Over-Year Profit



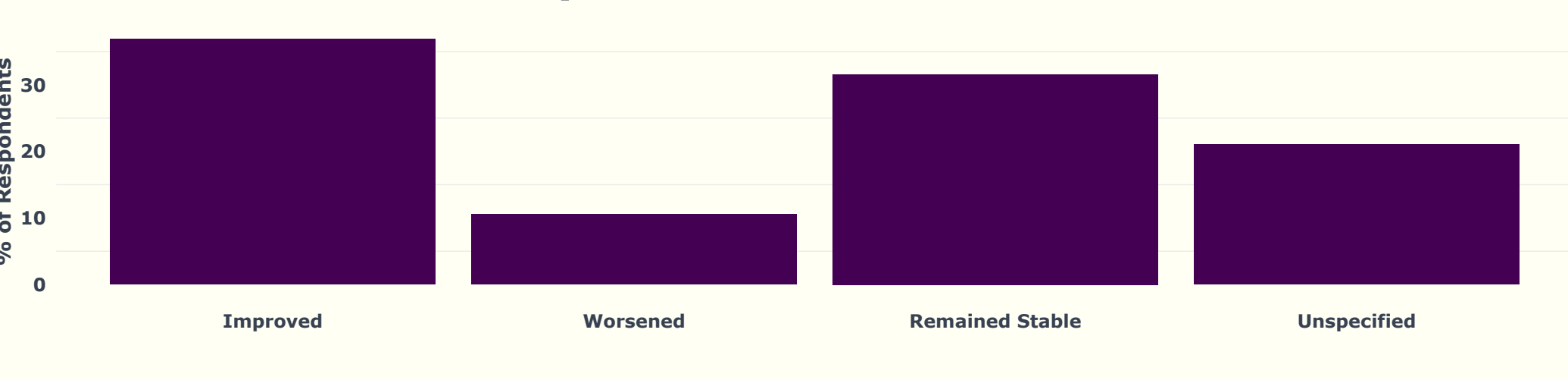
Major Financial Challenges



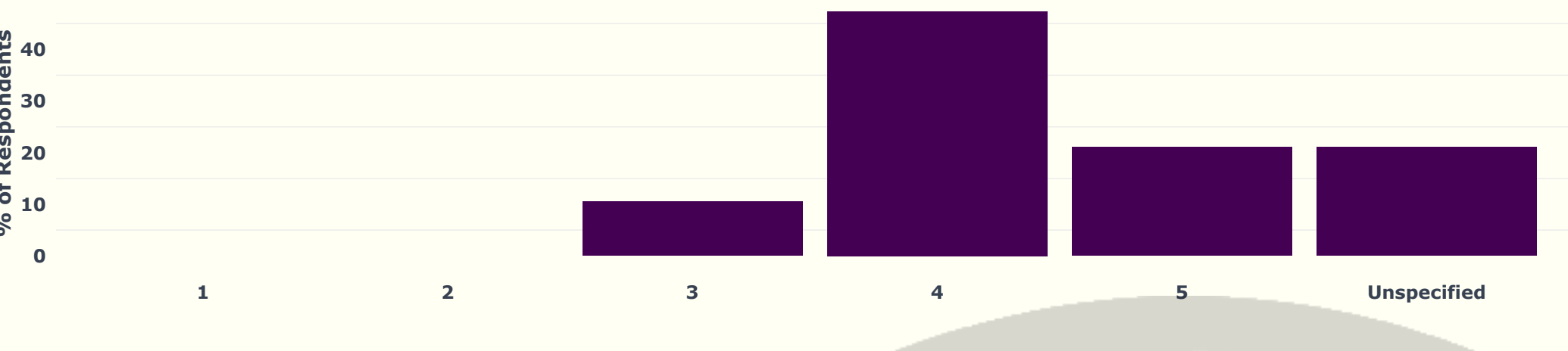
Contractor Survey

Operations 2024 - Q2

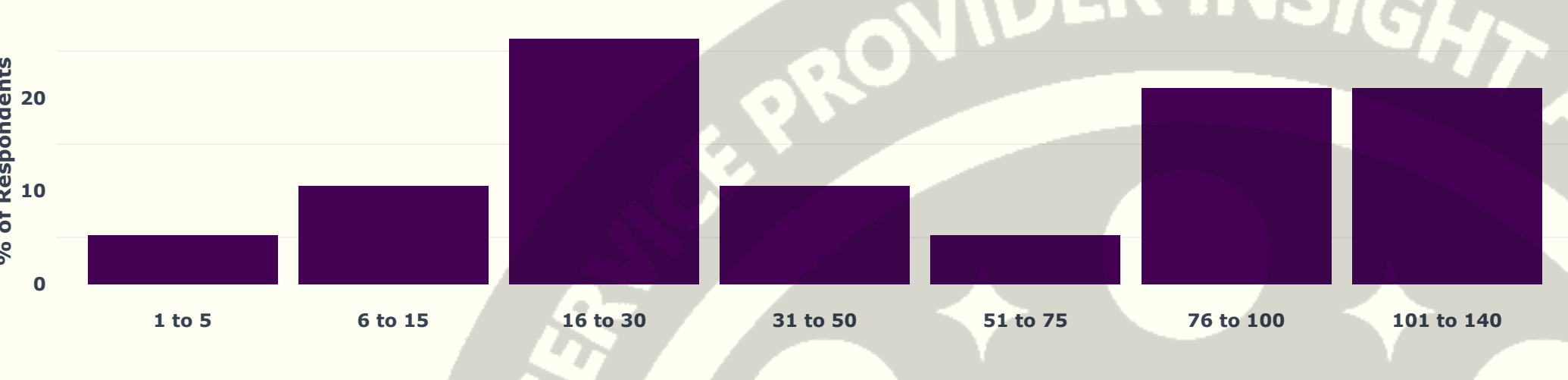
Year-Over-Year Efficiency



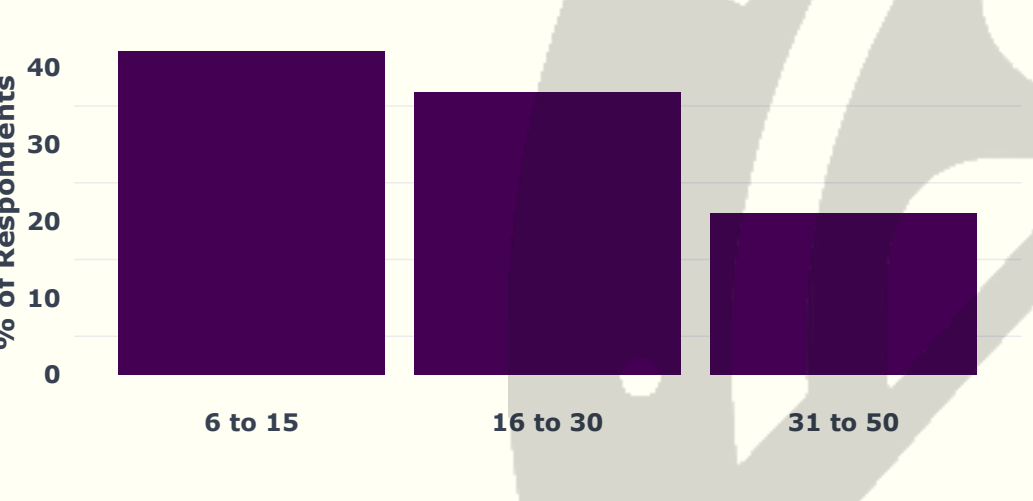
Current Efficiency
1-Very Poor to 5-Excellent



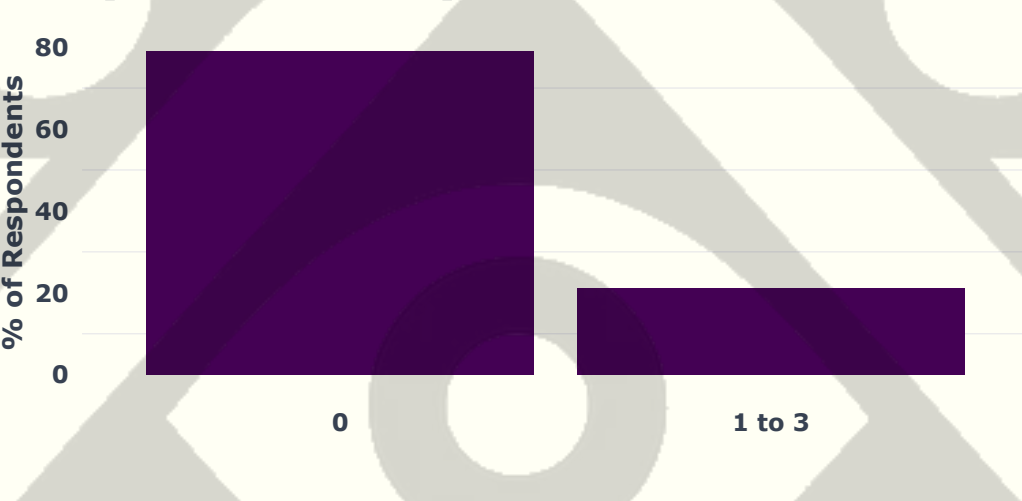
Dispatches/Week



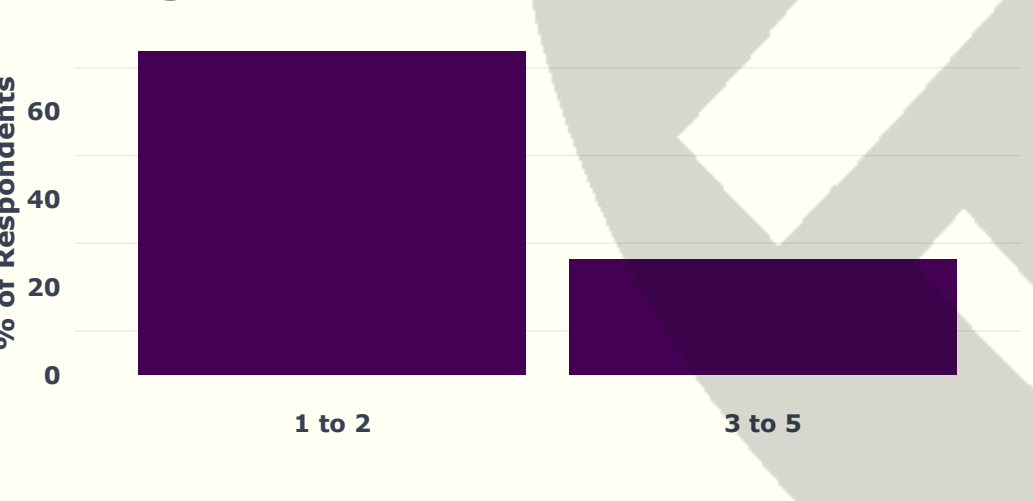
Drivers/Week



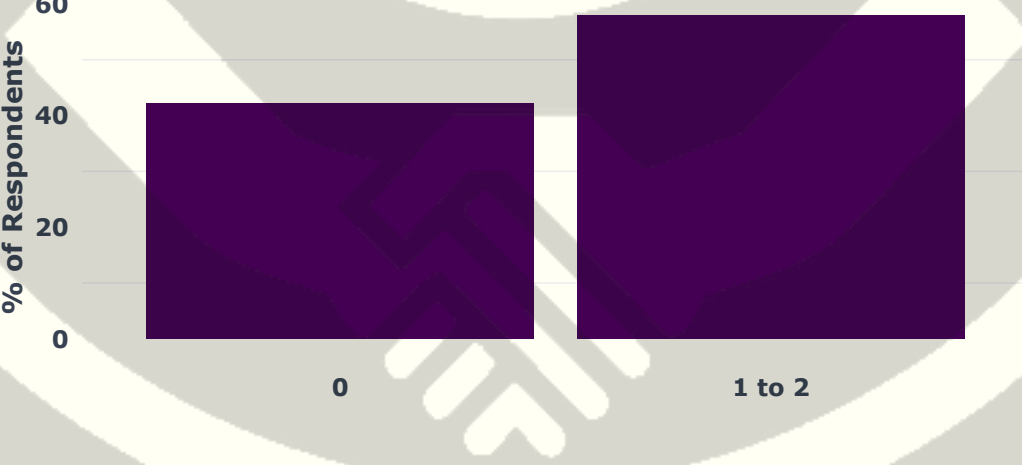
Helpers & Jumpers/Week



Managers/Week



Executives and Administrators
non-operations positions

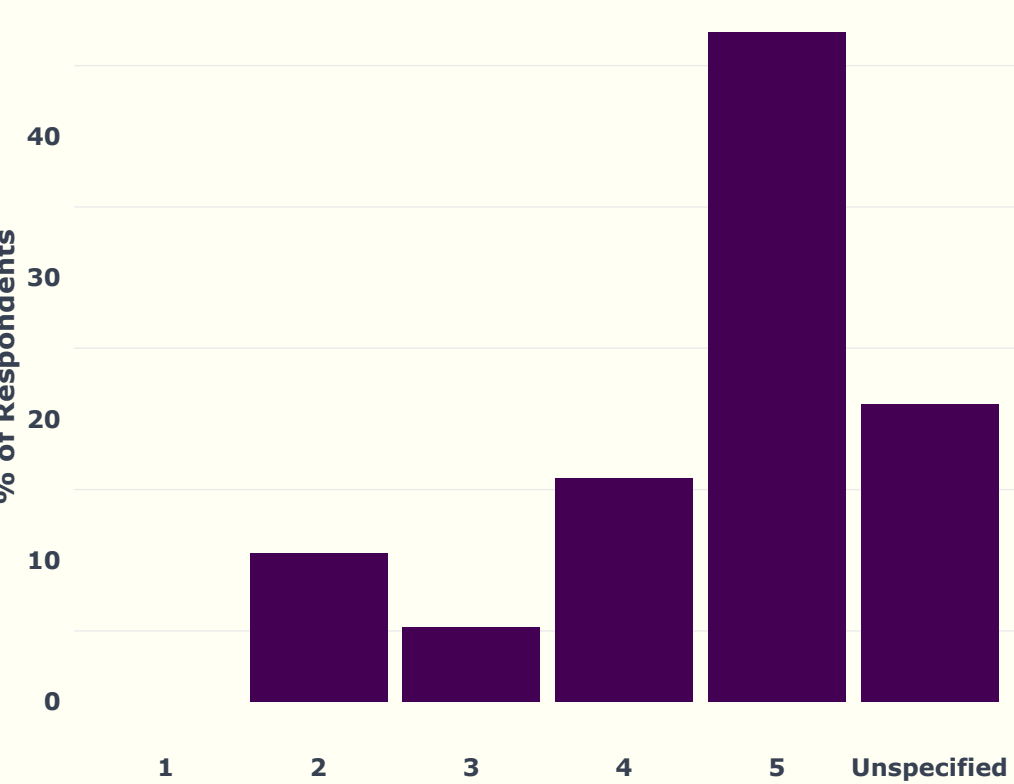


Contractor Survey

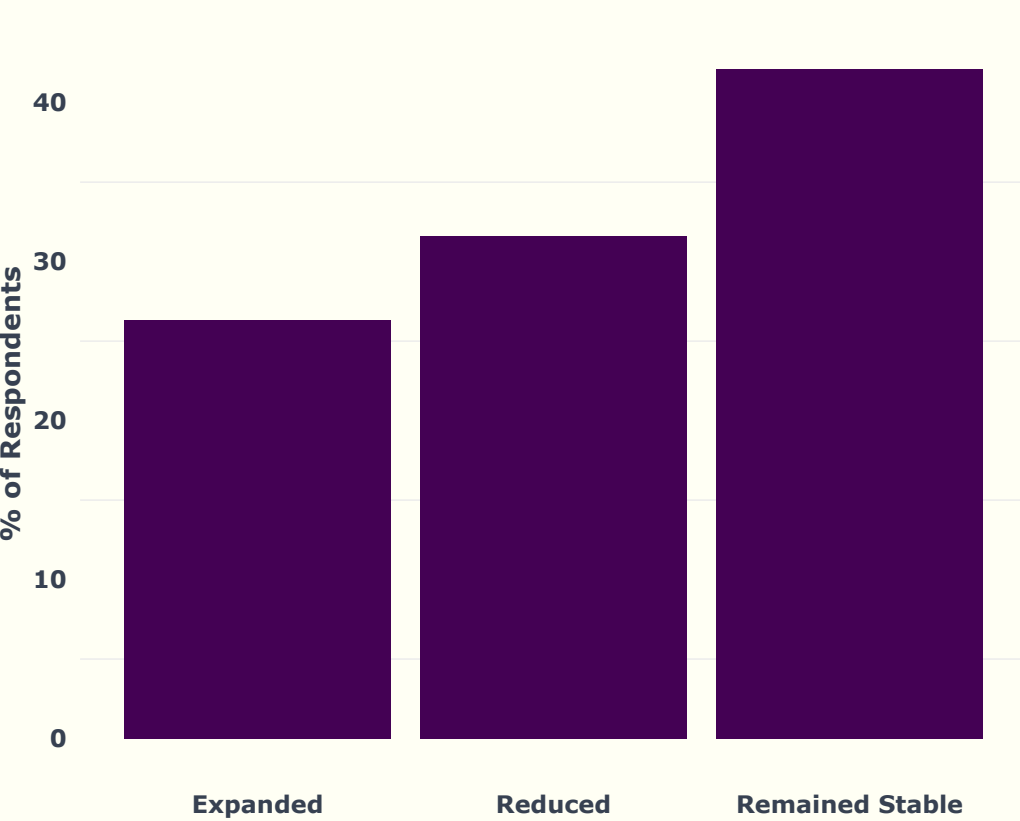
Operations 2024 - Q2

Operational Constancy

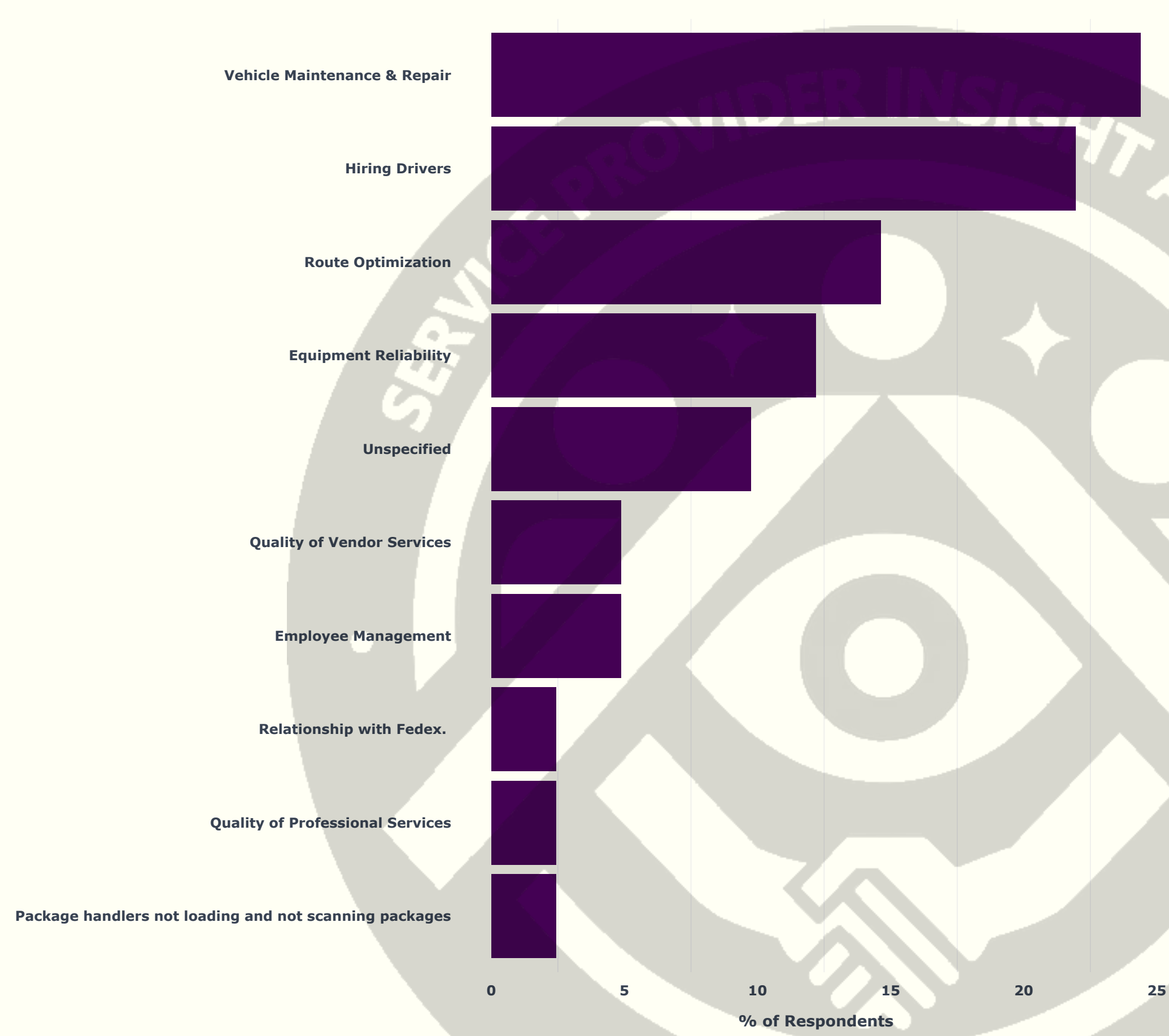
1-Very Poor to 5-Excellent



Year-Over-Year Growth



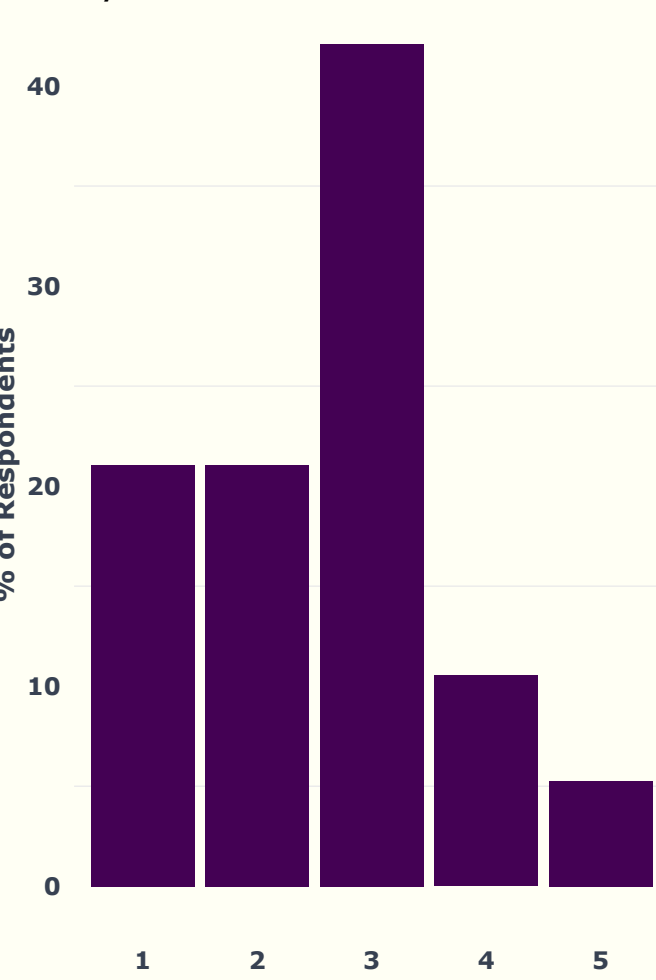
Operational Challenges



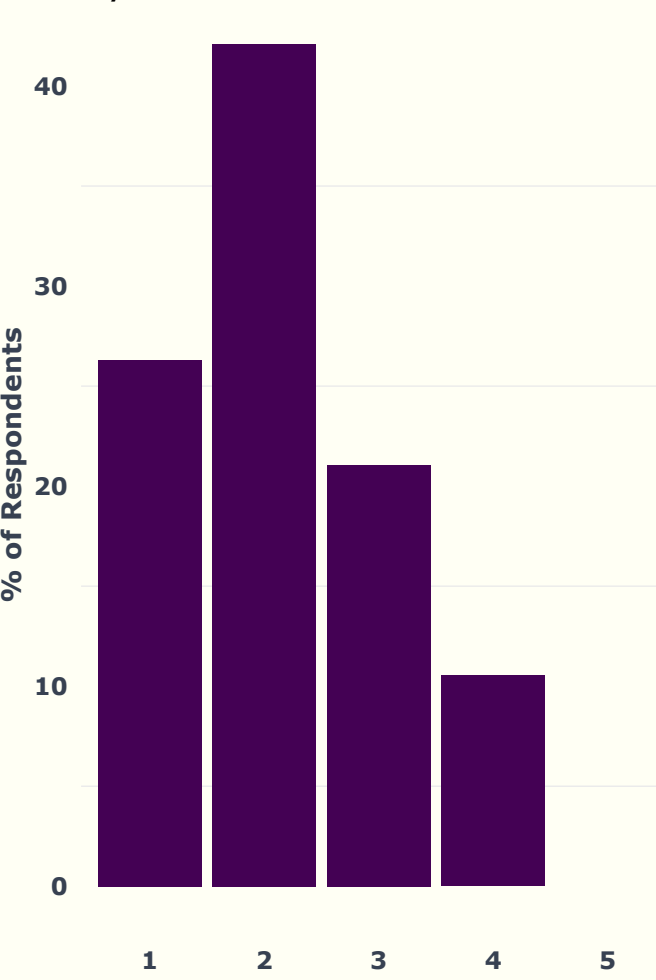
Contractor Survey 2024 Q2

Sentiment and Outlook

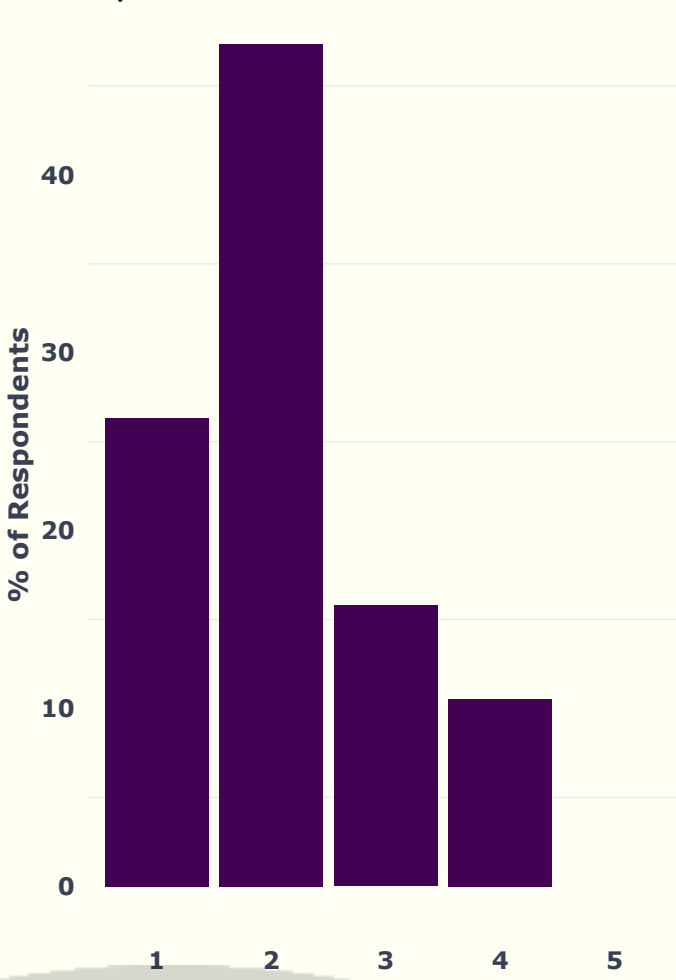
Prio Year Health
1-Very Poor to 5-Excellent



Present Health
1-Very Poor to 5-Excellent



Future Health
1-Very Poor to 5-Excellent



Growth Prospects



Operational Challenges



Profitability Predictions

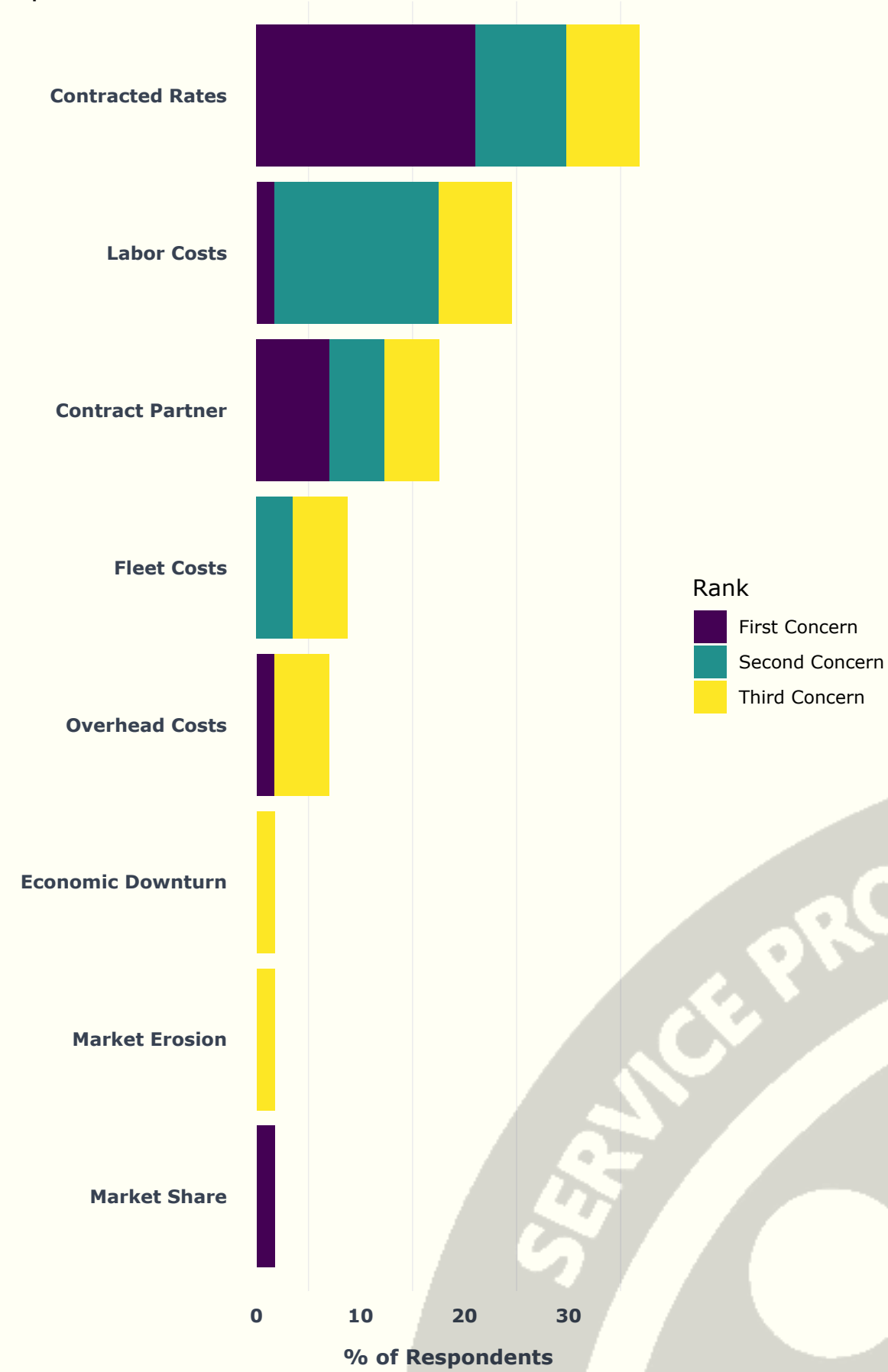


Contractor Survey 2024 Q2

Sentiment and Outlook

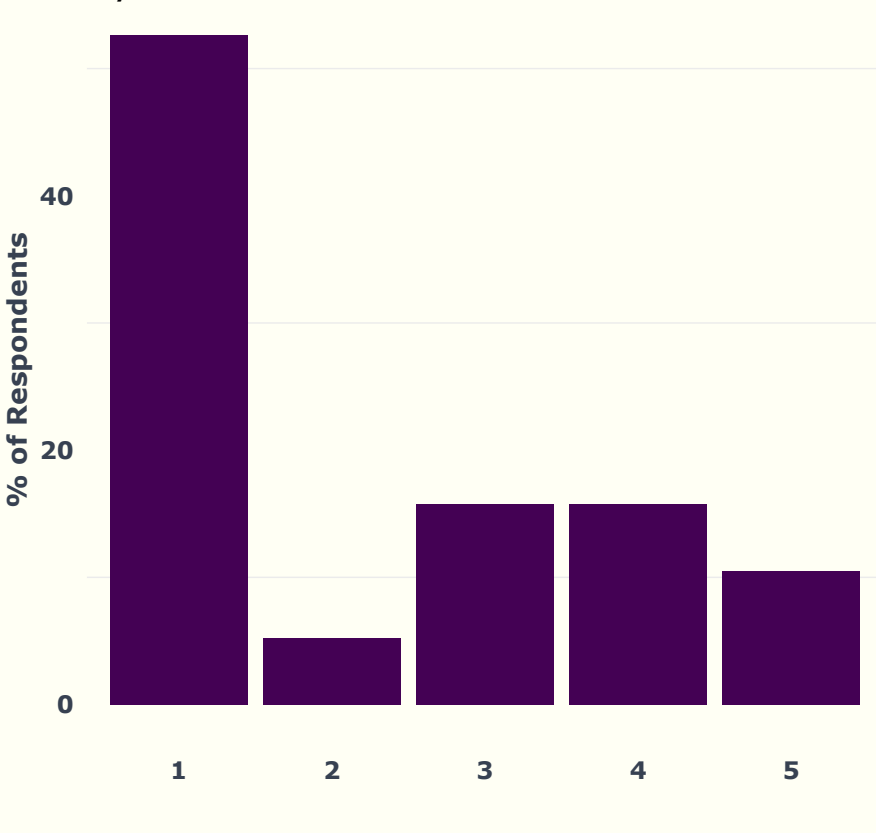
Concerns for the Future

Top 3



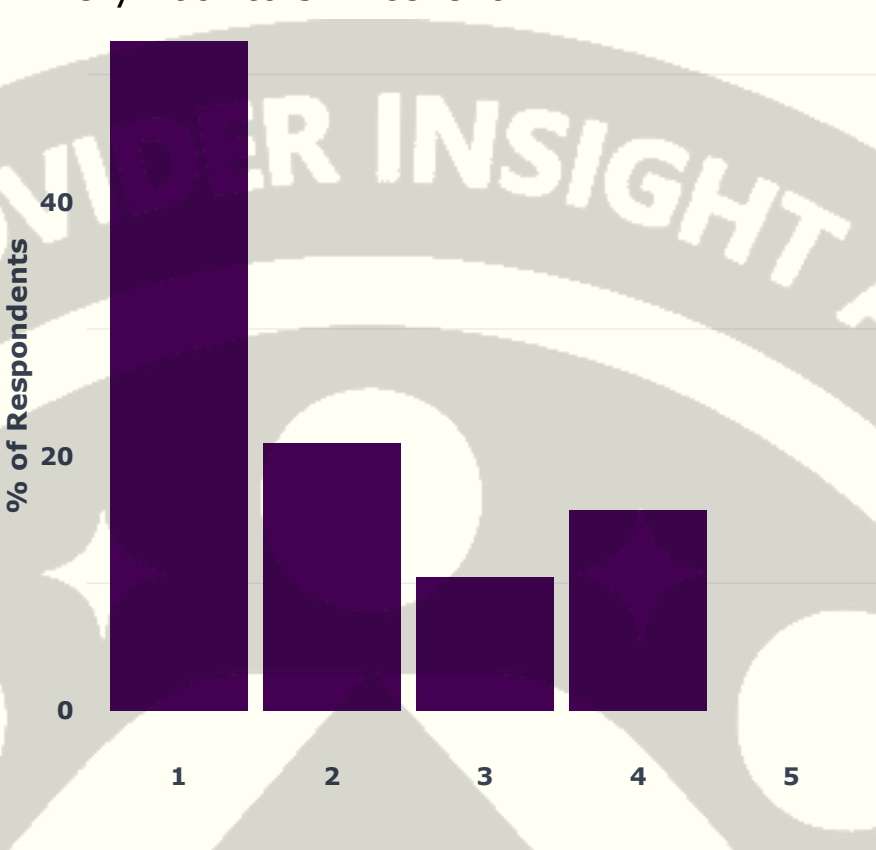
Contract Confidence

1-Very Poor to 5-Excellent

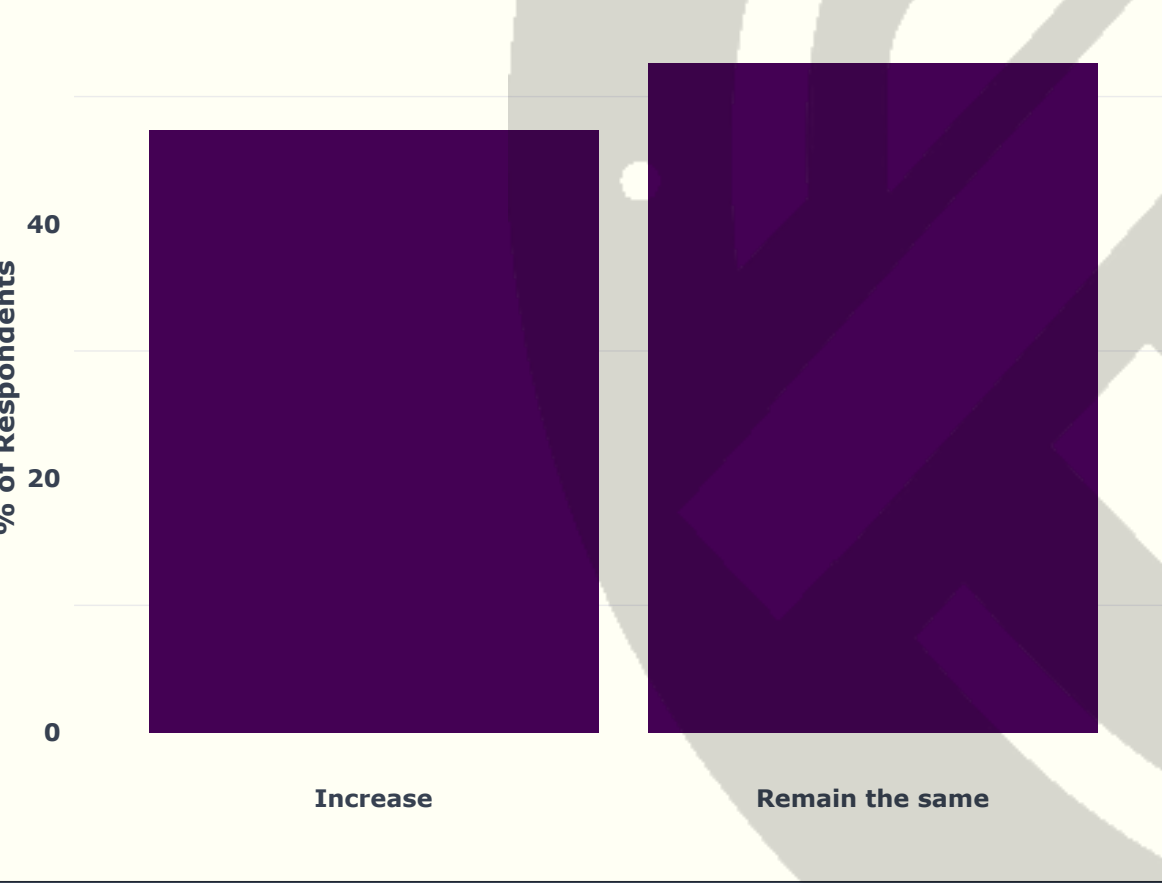


Contract Partner Confidence

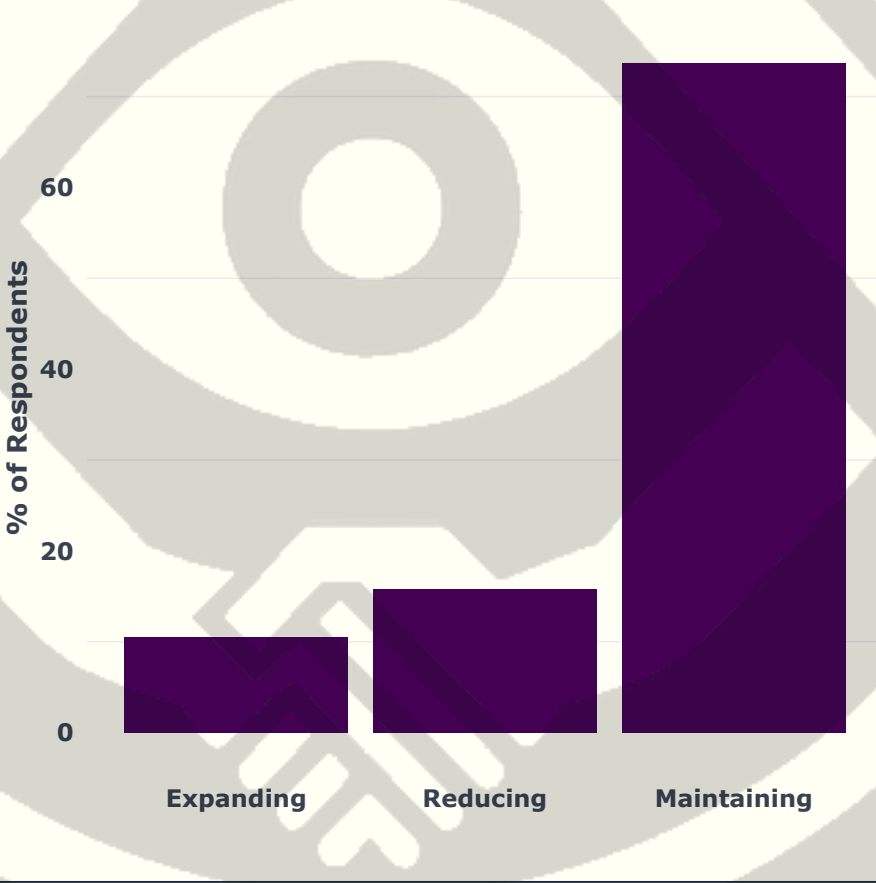
1-Very Poor to 5-Excellent



Demand Projections



Route Changes

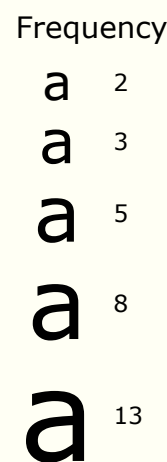


Anecdotal Insights

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

Responses reveal significant challenges working with their Service Partner over the past year. The issues include unfavorable contracts, inadequate compensation rates, and the financial strain of maintaining service standards amid rising expenses.

A word cloud of terms related to contract management. The most prominent words are 'contract', 'contingency', 'contractors', 'fleet', 'financial', 'bds', 'contracts', 'rates', 'lost', 'bad', 'focus', 'business', 'attention', 'companies', 'health', 'strengthen', 'decision', 'sell', 'loss', 'separate', 'threatened', and 'difficult'. The words are in various shades of blue and green, with 'contract' and 'contingency' being the largest and most central.



What success have you recently achieved?

service milestones status setbacks missed loan free secure defaulted agreement falling perfect gold bank 100 achieve due past anymore 13 1 123 care operations passed bankrupt accident don't months pickup contingency continuation set window sba medal profit severely



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

[illegible]

Contractor Survey

2024 - Q2

Anecdotal Insights

Industry Changes

What will impact our industry in the next year?

"EVs are only trending with 1) entities who can afford the exorbitant purchase price and 2) locations with appropriate infrastructure. Further, end-of-life values are unknown, making the economics uncertain. Wage pressures are going to become a serious problem in areas with robust growth. Weather concerns, specifically increasing days with high temps and longer than normal duration are going to take a toll!"

Key themes include an anticipated merger with a sister business group, economic pressures such as inflation and wage increases, and operational challenges related to efficiency and environmental factors. The concern revolves around increased inefficiency, time delivery challenges, and reduced profitability.



Partnership Dynamics

What is the relationship with your contract partner like?

"There is no relationship between the contractor and [Service Partner]. They dictate everything and we have to do what the contracts tell us to do or we lose our contract. Certainly a one-way street."

A predominantly strained and adversarial relationship with the contract partner is commonly perceived. Reports of a lack of communication, understanding, and support, often lead to significant stress and financial hardship.

- Experience expressed include:
- One-sided relationship where terms are dictated, and little say in their day-to-day operation.
 - Stress and health problems due to the challenging nature of the relationship.
 - Inconsistencies in how standards and penalties are applied.
 - Financial penalties are becoming more frequent and severe.



If only I had known...

What should everyone know about being a Service Provider?

"Challenges: The emotional strain of trying to keep your business efficient, safe, and profitable all while caring for the employees and their families, and most importantly not neglecting your own family while you do all this. Rewards: Having the opportunity to watch the growth not only of your business, but of your staff also is pretty rewarding!"

Several Service Providers express that there are no real rewards in their work. Recalling past times when the job paid well, but now feel the rewards are minimal or non-existent.

A common statement is the financial difficulty of struggling to make a profit and feeling that management does not understand or care about their financial health.

There is a high capital risk involved and limited financial rewards due to margin compression and set compensation levels.

