



With a focus on speed and cost-saving, one of the nation's top big-box retailers was looking to grow and scale a grocery delivery program across its footprint. The retailer is a leader in eCommerce and brick and mortar stores but sought additional expertise when starting their very own grocery delivery program. Delivery options were already at the retailer through third-party apps and the retailer was ready for a competitive solution that allowed them to leverage their large footprint. The importance of having an 'in-house' solution became more and more apparent as those third-party apps quickly spiked in popularity. The retailer was convinced to find a partner that had experience in placing and working alongside 1099 drivers and that partner was Delivery Drivers, Inc (DDI).

THE PROBLEM

HOW CAN THE RETAILER SCALE A 1099 DELIVERY MODEL AND RAPIDLY PARTNER WITH THOUSANDS OF DRIVERS?

The quality of driver-partners took center stage during the setup phase with the retailer. DDI focused on accurate screening questions, quick background checks, and a highly targeted approach to advertise driver positions. Addressing the retailers concerns on deposits, unemployment, and potential driver accidents also became a top priority.

Considering the retailer has over 4,700 stores nationally, they needed a long-term partner with expertise in working with driver-partners in a 1099 model. With DDI's knowledge of the gig economy and the nuances of working with 1099 driver-partners, the retailer knew they found the right fit.

GROCERY DELIVERY PROGRAM

Rollout Plan with State-by-State Considerations - Building a rollout plan required unique consideration for State, local and municipal laws, the retailer's goals, and the availability of driver-partners. Collaborative goal setting with the retailer allowed for a new store onboarding process that took 3 weeks to get the necessary number of driver-partners ready for each launch.

Custom Branding, Fitted to the Client - It was important the delivery program looked like an extension of the retailer, rather than a different company. DDI was able to administer the company's recruiting and onboarding needs under an extension of their brand. This created the continuity the client needed.

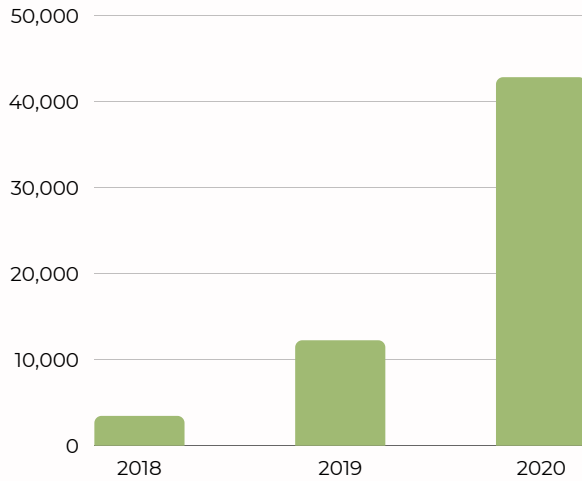
Targeted Recruiting and Selection - The footprint of the retailer and the immense need for driver-partners means DDI provided tailored recruiting efforts by region to supply thousands of drivers. DDI expanded its number of recruiters and additionally, opened new channels to broaden how recruitment occurs.

Quick Screening and Enrollment - Getting drivers on the road quickly was an important piece of the puzzle to meet driver demands. DDI integrates with Checkr for a higher level of compliance, accuracy, and speed. Leveraging the best tools available allowed the enrollment to take two days on average.

Deposits and Accounting - By tracking drivers-partner expenses daily, we can answer questions and troubleshoot potential issues. Driver-partners receive their own weekly profit statement.

Risk Management and Legal Expertise - DDI balances the interests between the retailer and driver-partners through state-by-state expertise and programs like occupational accident insurance. By approaching risk and legal from both perspectives, DDI can manage an ecosystem of driver-partners stress-free.

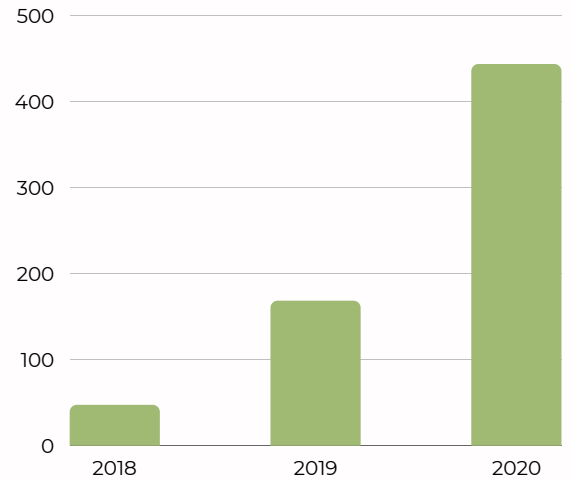
DRIVER-PARTNER GROWTH YEAR OVER YEAR



Projected Total Growth Between 2018-2021

1968%

STORE GROWTH YEAR OVER YEAR



Projected Total Growth Between 2018-2021

4379%

GROWTH AND SUCCESS

By partnering with DDI, the retailer's grocery delivery program has successfully grown year over year. In three years, they averaged a 199% increase year over year in stores that utilize the grocery delivery program. The projected total growth in four years is 4,379% - showcasing their success in the program and trusted partnership with DDI.

With the growth in the program and increase of stores also increased job opportunities for independent contractors who do last-mile deliveries. In 2021, we project the retailer will partner with over 70,600 driver-partners nationwide. In three years the driver-partner increase has averaged 143% in growth and a projected total of 1,968% in four years.

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DDI is excited with our partnership. By allowing them to focus on providing great products, we build and support a professional driver network on the delivery side of the business.

AARON HAGEMAN,
CHIEF EXECUTIVE OFFICER,
DELIVERY DRIVERS, INC.

LOOKING AHEAD

With thousands of stores and tens of thousands of driver-partners in the program today, DDI is onboarding even more stores every month. With a dedicated team of DDI account managers servicing these stores and driver-partners every day, our employees bring their expertise to help driver-partners and the retailer continue to grow and scale. Whether your business spans the country, or is a local mom & pop shop, **Delivery Drivers, Inc.** has the expertise to implement 1099 delivery programs.